

Incident Investigations for Home and Community Based Services



Case Study

The Client

Ohio Department of Medicaid (ODM)

The Project

Home and Community Based Services (HCBS)
Incident Management

The Opportunity

Before ODM partnered with Public Consulting Group (PCG) in July of 2013, incident management and provider oversight responsibilities were part of the case management scope of work, which presented a challenge to fair and unbiased investigations. Prioritizing the health, safety, and welfare of waiver individuals, ODM made a pivotal decision to establish focused and conflict-free HCBS provider oversight and investigation responsibilities.

The Solution

Within weeks of being awarded the role, PCG was performing investigations and oversight with unprecedented swiftness and quality. This accelerated implementation included recruiting and training 25+ staff members, developing operational plans and protocols, and advancing efficient investigative processes to ensure that staff complete thorough investigations within contractual timeframes.

PCG investigates all incidents for individuals and providers on the Ohio Home Care Waiver, MyCare Ohio Waiver, and the Specialized Recovery Services program. Each month, PCG investigates more than 800 reported incidents, including:

- ✓ Initial verification of an individual's health, safety, and welfare within one business day.
- ✓ Completion of a thorough investigation to provide a finding within 45 days.
- ✓ Referrals to ODM for additional provider action, overpayment, or fraud.
- ✓ Referrals to other regulatory agencies, such as the Ohio Department of Health, the Ohio Department of Aging, and the Ohio Nursing Board.
- ✓ Communication with law enforcement, the Attorney General's Office, or other investigatory entities.
- ✓ Creation of key analytical reports that highlight issues and educational needs of providers and case managers, as well as identify trends and patterns.

PCG conducts two types of investigations—provider occurrences and incident investigations.

Provider Occurrences

- Billing issues and overpayments
- Provider conditions of participation
- Violations of provider eligibility
- Medicaid fraud

Incident Investigations

- Abuse
- Neglect
- Exploitation
- Misappropriation



The Result

By separating oversight and investigations from case management, ODM can ensure that the health, safety, and welfare of waiver individuals are a priority within the Department's care approach. PCG successfully met the accelerated project start date and employs approximately 60 professionals to deliver high-quality services. PCG's continued flexibility and ability to adapt to ODM's needs have greatly contributed to the program's success, especially during the COVID-19 public health emergency.

Since 2013, PCG has:



Investigated more than 186K incidents, averaging 800+ incidents per month.



Identified over \$14.75M in overpayments.



Educated 50K+ providers following substantiated critical and provider occurrence incidents.



Identified more than 1.8K fraud referrals, saving Ohio \$7.4M+.

To learn more about PCG's HCBS investigation services, contact us today!



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