



Office of the
Medicaid Inspector
General

Fall 2023 Healthcare Provider Engagement Forum

November 30, 2023

Overview of Input from Spring 2023 Sessions

Spring 2023 Engagement Sessions

- ❑ 3 hybrid on-site/virtual sessions held in April & May 2023 in Albany, Rochester, and NYC
- ❑ 1,500 participants and 450 organizations attended virtually
- ❑ 159 participants attended in-person
- ❑ Participants spanned the healthcare community including providers, law firms, hospitals, MCOs, advocacy organizations, and more

Breakdown of Key Topics

- ❑ Questions, comments, and recommendations encompassed a few main areas:
 - ❑ Compliance
 - ❑ Self-Disclosure
 - ❑ Audit procedures
 - ❑ Opportunities for collaboration and provider education

Compliance

- Understanding OMIG's updated compliance regulations
- Best practices for evaluating compliance programs
- Program flexibilities and scoring
- Interest in informational/training sessions for providers to enhance compliance

Self-Disclosure

- ❑ Clarification on the scope of the Program and new Self-Disclosure Program regulations
- ❑ Suggestions for a less burdensome self-disclosure process for routine transactions (voids and adjustments)

Collaboration and Provider Education

- ❑ Establishing/Clarifying audit protocols and processes
- ❑ Ongoing engagement between OMIG and providers
- ❑ Interest in an annual agency work plan
- ❑ Providers shared positive experiences with OMIG activities and desire to continue developing partnerships

OMIG Responsive Actions Taken and In Process

Compliance Program

- ❑ Published [Compliance Program Review Module](#)
- ❑ New Compliance Program [Self-Assessment Form](#) issued in June 2023
- ❑ [Frequently Asked Questions](#) (FAQs) posted in September 2023
- ❑ 6 presentations given by Compliance Program staff in the past 6 months – additional sessions planned

Self-Disclosure Program

- ❑ New Abbreviated Self-Disclosure Process prospectively beginning in August 2023
- ❑ Updated [Program Instructions and Guidelines](#)
- ❑ New [FAQs](#) published August 2023
- ❑ 3 presentations given by Self-Disclosure Program staff in the past 6 months – additional sessions planned

Audit Processes

- Review and update audit protocols
- Solicit and incorporate stakeholder feedback
- Publish 2024 Work Plan of key OMIG activities
- Encourage open communication throughout audit engagement and seek mutual understanding ("win-win")
- Preserve providers due process and promote opportunity for financial hardship protections
- Enhance information exchange, using vehicles like Annual Report

Collaboration and Stakeholder Education

- ❑ Ongoing provider engagement sessions to be held
- ❑ Regular updates on processes provided through several mediums
- ❑ 15 presentations given by OMIG staff in the past 6 months with opportunities for stakeholders to ask questions and provide input
- ❑ More presentations and engagement with key associations and groups in the future

Contacts

Agency Contact & Resource Information

- ❑ OMIG Executive Staff: 518-473-3782
- ❑ Website: www.omig.ny.gov
- ❑ Bureau of Medicaid Fraud Allegations: bmfa@omig.ny.gov
- ❑ Medicaid Fraud Hotline: 877-873-7283
- ❑ Join our [listserv](#)
- ❑ Follow us on X (formerly Twitter): @NYSOMIG
- ❑ Dedicated e-mail: information@omig.ny.gov

Compliance and Self-Disclosure Contacts

- ❑ Bureau of Compliance
 - ❑ 518-408-0401
 - ❑ compliance@omig.ny.gov

- ❑ Self-Disclosure Unit
 - ❑ 518-402-7030
 - ❑ selfdisclosures@omig.ny.gov