

**MU AUDITS:
WHAT SHOULD I EXPECT DURING AN
AUDIT?**

When you receive a notice of audit letter, you will be told to expect a call from one of the auditors identified in the notice letter. The audit will take place at your office and the auditor will schedule the date of the on-site visit with you and inform you of any additional information they would like you to have ready for their review during the visit.

Once the audit has been scheduled, one or two auditors may arrive on-site to conduct the audit. When the auditors arrive, you may expect the following activities to occur:

- Prior to beginning any review activity, the auditors will have an entrance conference with the EP, the office staff person that will be working with the auditors, and any other office staff the EP feels should be involved.
- During the entrance conference, the auditors will explain the purpose of the audit, what will be reviewed, what information will be required, the expected length of time they will be on-site, the fact that they are not authorized to express any opinions about your application or potential Medicaid actions, the opportunity to provide additional documentation, and the requirement for their written report to Medicaid.
- The auditor(s) will expect to have a reasonable workspace made available to them during the period of their review.
- You will be required to produce all the actual documentation you used and relied on to prepare and submit your application for the year being audited. A failure to produce those records could result in Medicaid recouping the incentive payment for that year.
- The auditors will review your documentation and attempt to verify that it fairly supports what was submitted to Medicaid in the SLR.
- If you have already retrieved and produced the relevant records and information for the auditors when they arrived on-site, the time for the review should be minimized. If the records are unclear, incomplete or confusing, the auditors will likely have many questions and the time on-site could be lengthened.
- Medicaid expects that the auditors should not cause any significant disruption to your office's operations. Their goal is to complete their task with the least amount of interference as possible. Your cooperation and production of complete and relevant records will facilitate achieving that goal.
- Whenever the auditors need assistance from you or your staff, Medicaid hopes you will make reasonable efforts to comply with their requests. If the auditors are unable to receive the necessary assistance, they are required to make note of that in the audit report to Medicaid.
- When the on-site review has concluded, the auditors will have an exit meeting with the EP and involved office staff. During this meeting, the auditors will inform you of any

unresolved questions and the opportunity for you to follow-up with any additional information by a specified date, and that a written audit report will be prepared and submitted to Medicaid for its review and consideration.

- After receipt and review of the audit report, Medicaid will formally notify the EP of the audit results.