

# Data: Matching, Mapping, and Visualization

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# Agenda

## *Role of Office's IT Audits Unit*

## *Examples of Analysis*

- **Data Matching**
- **Geographic Data**
- **Data Visualization**



# IT Audits Unit

- Consists of 10 individuals
- Works in conjunction with audit teams to conduct audits requested and approved by the legislature or audits mandated by law
- Analyzes large sets of data to address audit objectives

# Data Matching

## *Medi-Cal Eligibility Audit*

- Counties typically determine if individuals are eligible for benefits and transmit their determinations to the State
- Comparison of State and county eligibility data revealed more than 453,000 beneficiaries with questionable eligibility
- Identified over \$4 billion in questionable Medi-Cal payments

# HEALTH CARE SERVICES

## STATE SYSTEM (MEDS)

## SYSTEM COMPARISON



December 2017 eligibility of  
10.7 million beneficiaries

## COUNTY OFFICES

## COUNTY SYSTEMS (SAWS)

### Discrepancy

453,000 beneficiaries  
eligible in MEDS  
but not in SAWS

### Discrepancy

54,000 individuals  
eligible in SAWS  
but not in MEDS



## Questionable payments

\$3 billion in managed care premiums  
\$1 billion in fee-for-service claims



Individuals may  
encounter hardships  
when trying to obtain  
Medi-Cal services

May 2012 • .....→  
Beneficiary was approved for Medi-Cal fee for service.

December 2013 • .....→  
Beneficiary died.

April 2014 • .....→  
A member in the beneficiary's household notified  
Los Angeles County of the beneficiary's death.

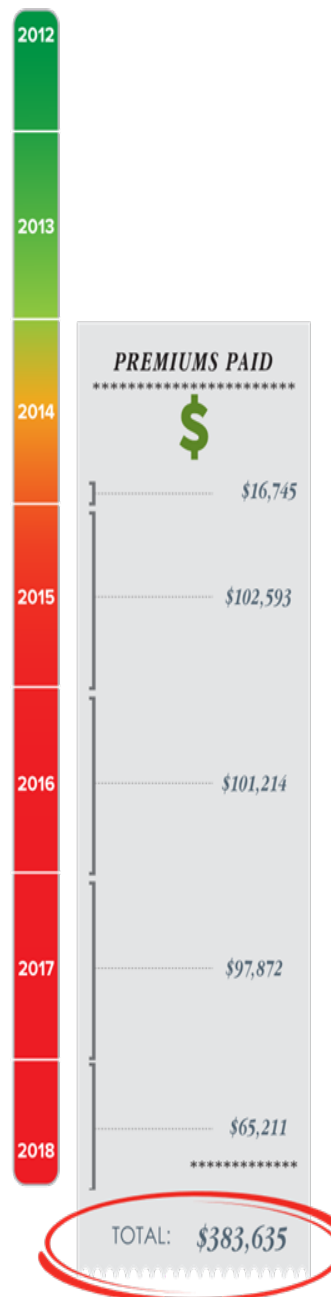
June 2014 • .....→  
Los Angeles County discontinued the beneficiary's case  
in its county system. **Payments should have stopped  
at this point.**

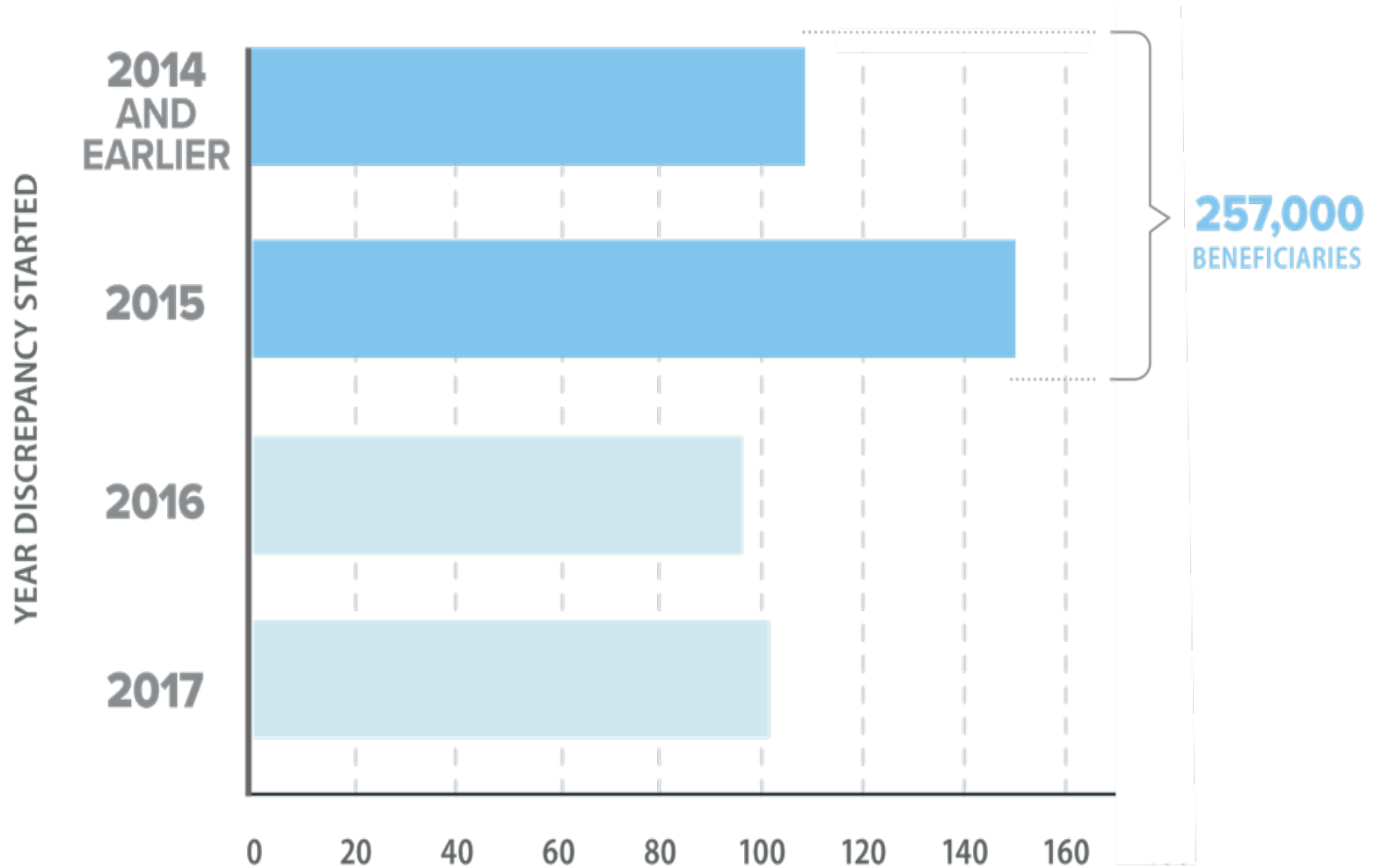
November 2014 • .....→  
Health Care Services transitioned the beneficiary to a  
managed care plan.

! **November 2014 to  
August 2018** • .....→  
Health Care Services did not ensure that the county  
reconciled its data with MEDS, resulting in improper  
monthly payments averaging \$8,340 each month.

July 2018 • .....→  
The State Auditor notified Los Angeles County and  
Health Care Services of the discrepancy.

August 2018 • .....→  
The deceased beneficiary's eligibility was discontinued in MEDS.





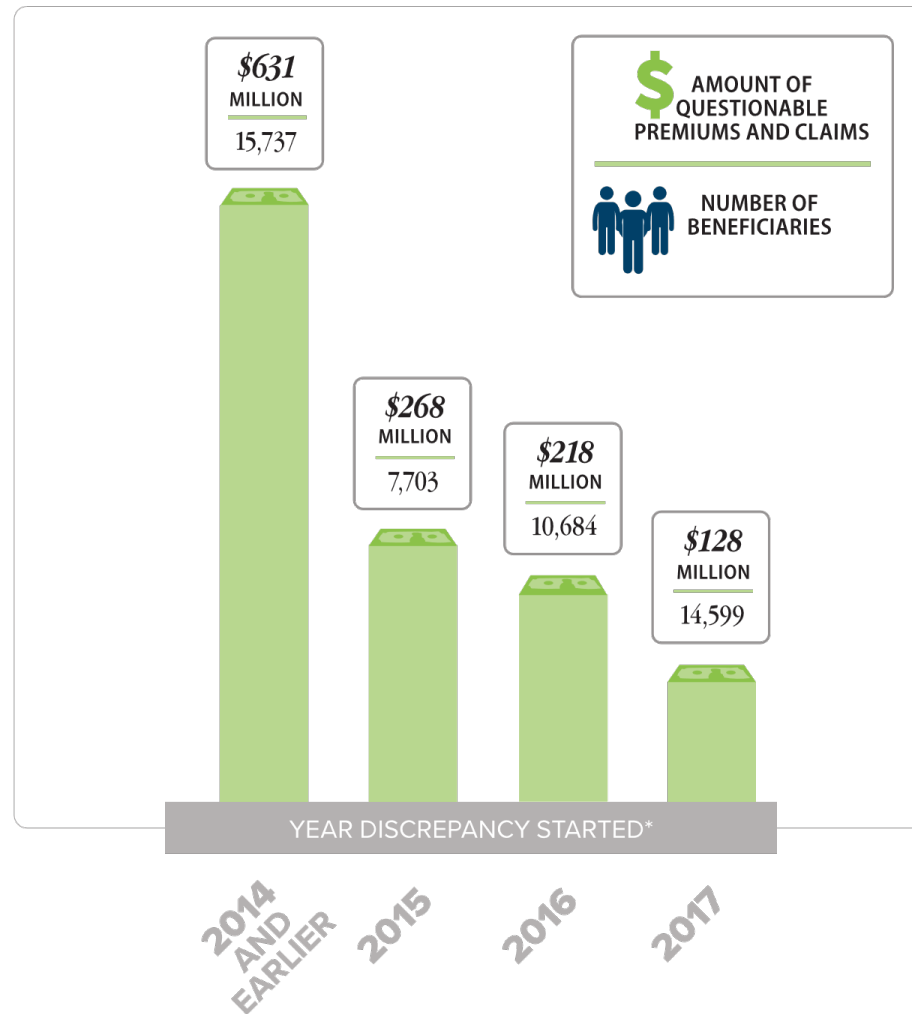
NUMBER OF  
BENEFICIARIES  
(IN THOUSANDS)

## ***Transition Codes***

- **170,000 beneficiaries who, as of December 2017, had temporary eligibility past the permissible period.**
- **Most prevalent temporary eligibility statuses were for individuals terminated from SSI/SSP but who received temporary Medi-Cal benefits until the counties redetermine their eligibility.**



## Health Care Services Paid More Than \$600 Million for Beneficiaries Who Were Transitioning From SSI/SSP for More Than Three Years



## ***Recommendation***

- **Provide more effective reports and guidance to counties**
- **Develop procedures to ensure timely resolution of discrepancies**
- **Recover inappropriately spent funds**



# Geographic Data

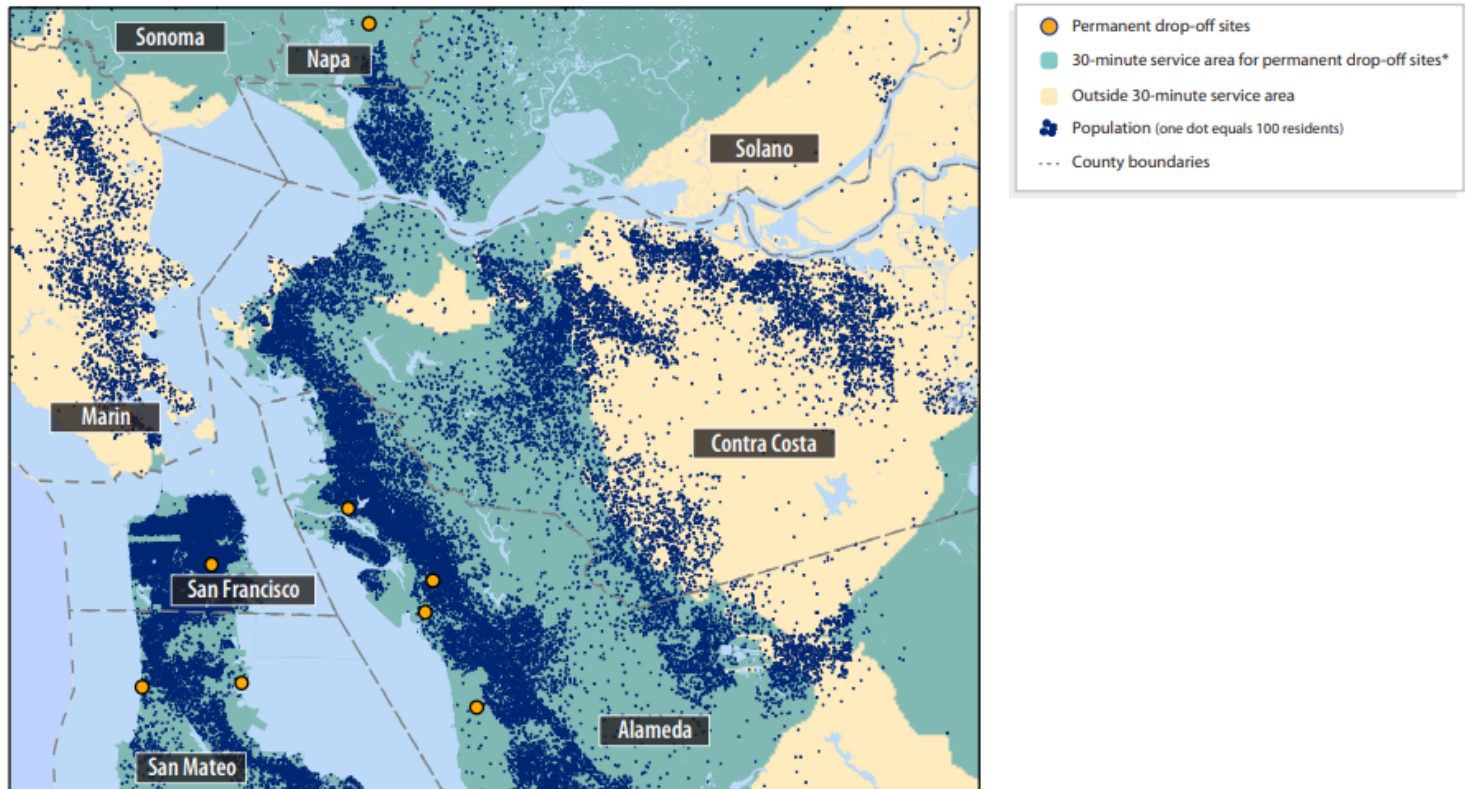
## **Audit of California's Mattress Recycling Program**

- Consumers pay about \$11 when they buy a mattress and may dispose of old mattresses at participating locations
- Determined if consumers had convenient access to drop-off sites (30-minute travel time)

## ***Location Information***

- **Compared census population data to addresses of permanent collection sites**
  - *Large portions of the northern and eastern San Francisco Bay Area did not have convenient access to collection sites*

## The Mattress Council Could Improve the Convenience of the Mattress Program for Residents in the San Francisco Bay Area



**700,000**

**BAY AREA RESIDENTS LIVE FARTHER  
THAN 30 MINUTES FROM A PERMANENT  
DROP-OFF SITE**

Source: Analysis of permanent drop-off site locations as of June 2018, provided by the Mattress Council.

\* The 30-minute service area is based on street lengths and speeds without adjustments for traffic.

## ***Recommendation***

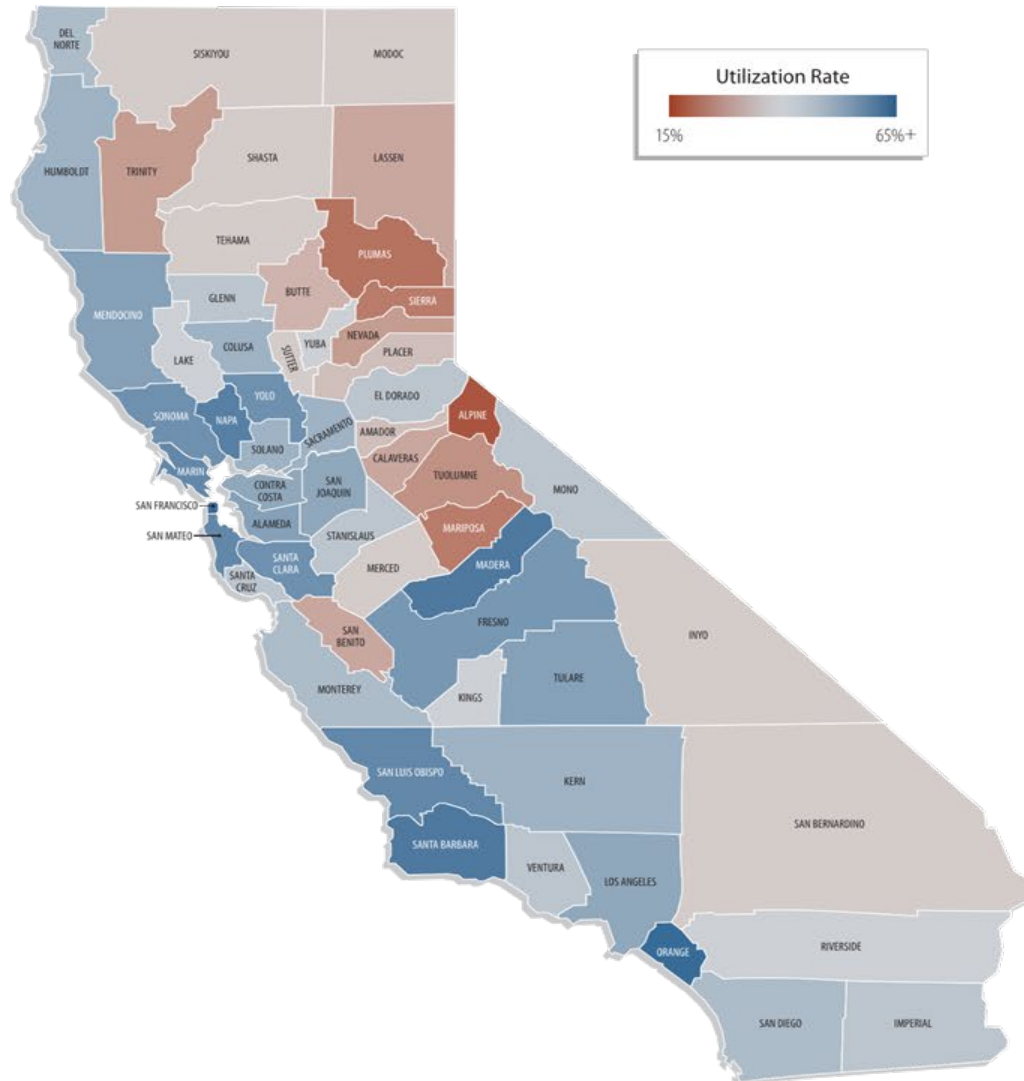
- **The State should develop goals for the mattress program related to increasing consumer convenience**

# Data Visualization

## *Children in Medi-Cal Audit*

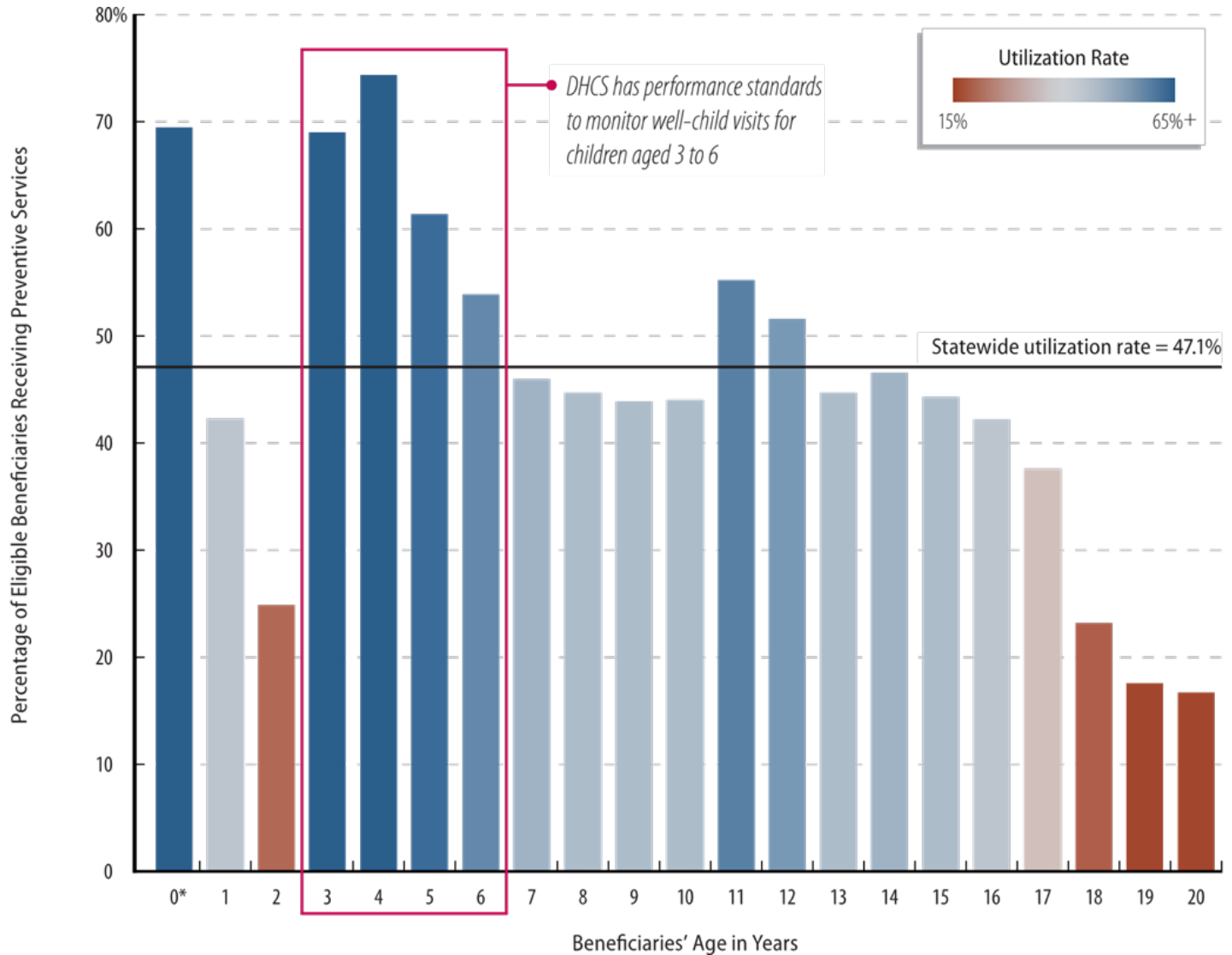
- An average of 2.4 million children in Medi-Cal per year did not receive all required preventive services
- Although the State's diverse cultures have dramatically different utilization rates, the State has not done enough to mitigate disparities

## Utilization Rates Were Typically Lower in the Eastern Half of the State Fiscal Years 2013-14 Through 2017-18



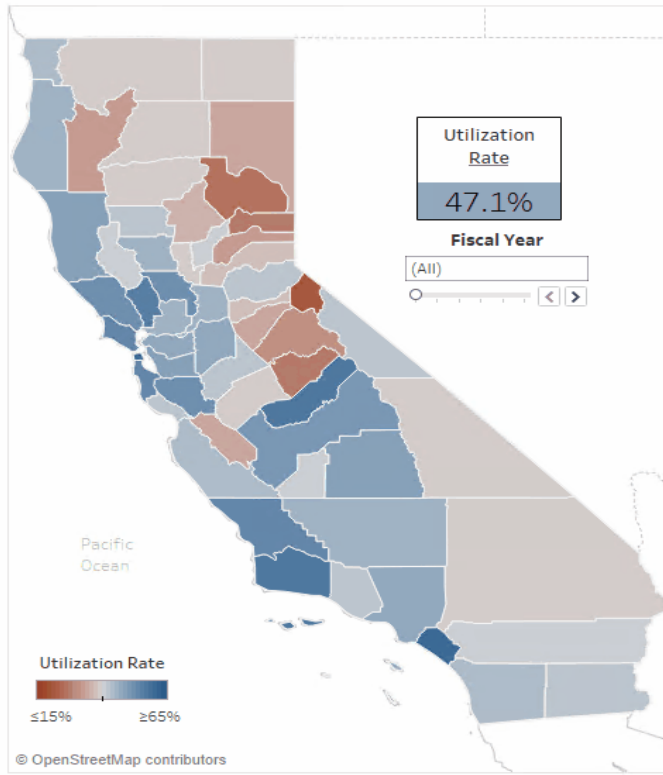


## Utilization Rates Were Higher for Ages for Which DHCS Has Established Performance Measures Fiscal Years 2013-14 Through 2017-18

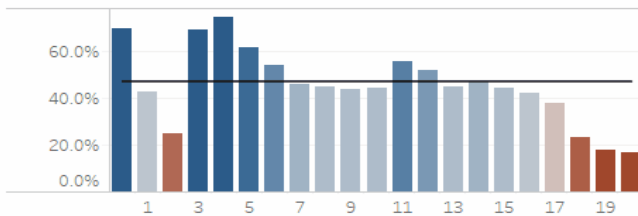


# Preventive Care Utilization Rates for Children

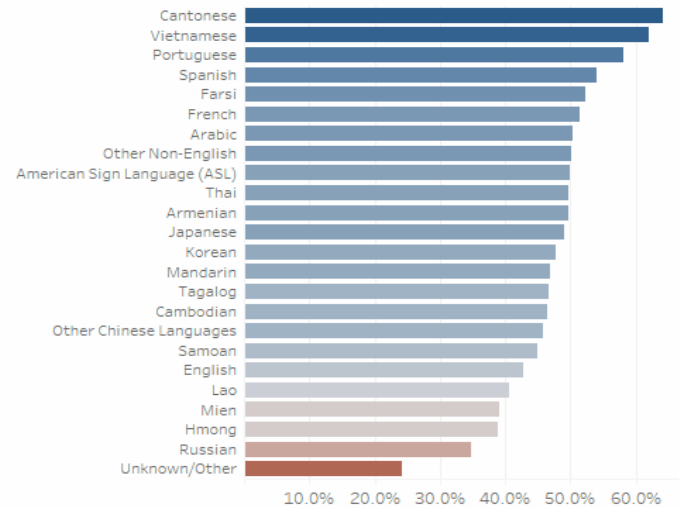
Statewide



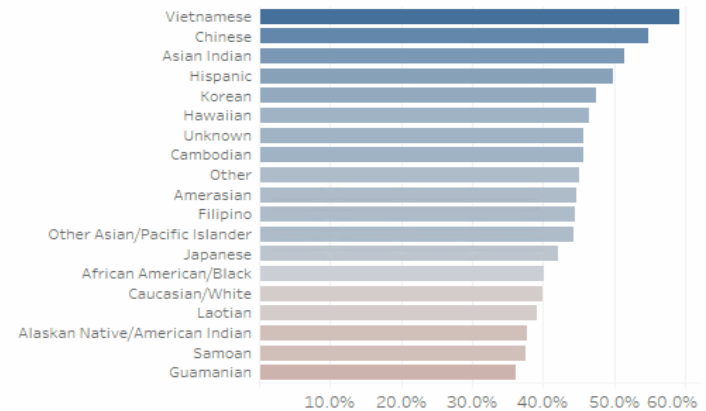
By Age



By Language

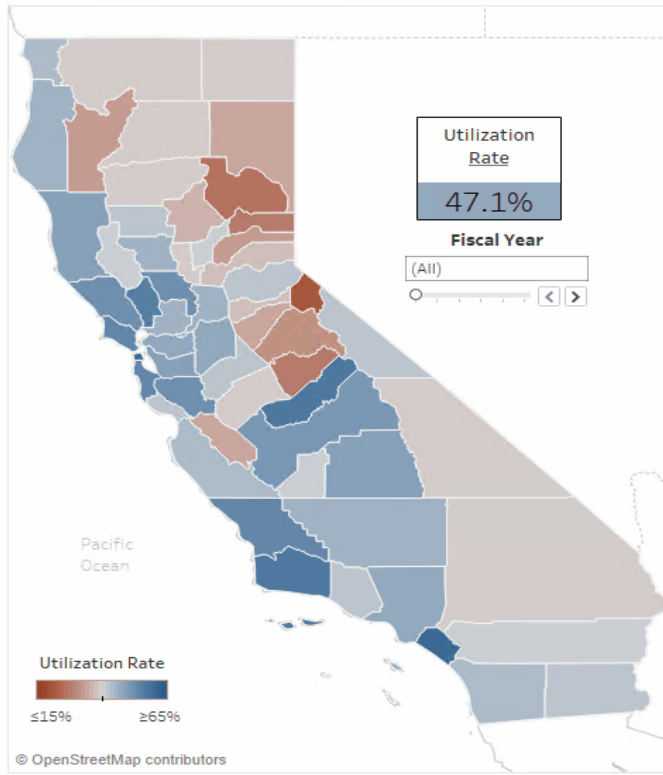


By Ethnicity

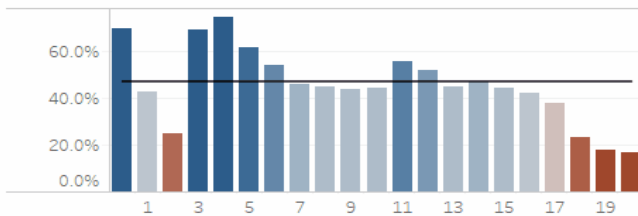


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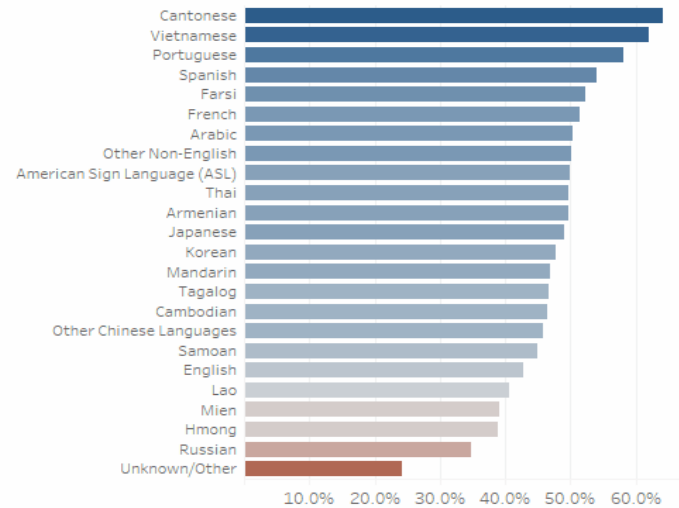
## Statewide



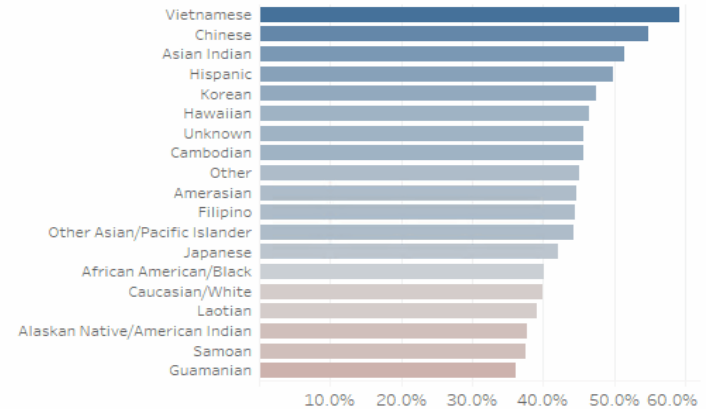
### By Age



### By Language



### By Ethnicity



## ***Recommendation***

**DHCS should do the following:**

- **Establish performance measures for all relevant age groups**
- **Ensure that health plans are effectively mitigating child health disparities relate to cultural and linguistic needs**

## ***Links to Audits***

- **Medi-Cal Eligibility**

<http://www.auditor.ca.gov/reports/2018-603/index.html>

- **Mattress Recycling**

<http://www.auditor.ca.gov/reports/2018-107/index.html>

- **Children in Medi-Cal**

<http://www.auditor.ca.gov/reports/2018-111/index.html>