



Report Highlights

Louisiana Department of Health

Progress Report: Medicaid Behavioral Health Services

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Why We Conducted This Audit

We evaluated the Louisiana Department of Health's (LDH) progress toward addressing issues identified in five Data Analytics Unit audit reports published between May 2019 and March 2021. These reports identified ways LDH could strengthen its monitoring of requirements in state law, LDH's Behavioral Health Provider Manual (Provider Manual), and LDH Informational Bulletins (Informational Bulletins) as they relate to the Behavioral Health and Specialized Behavioral Health (SBH) services offered in Louisiana's Medicaid Behavioral Health Program. We also analyzed additional monitoring LDH could perform to identify risky provider billings within the program.

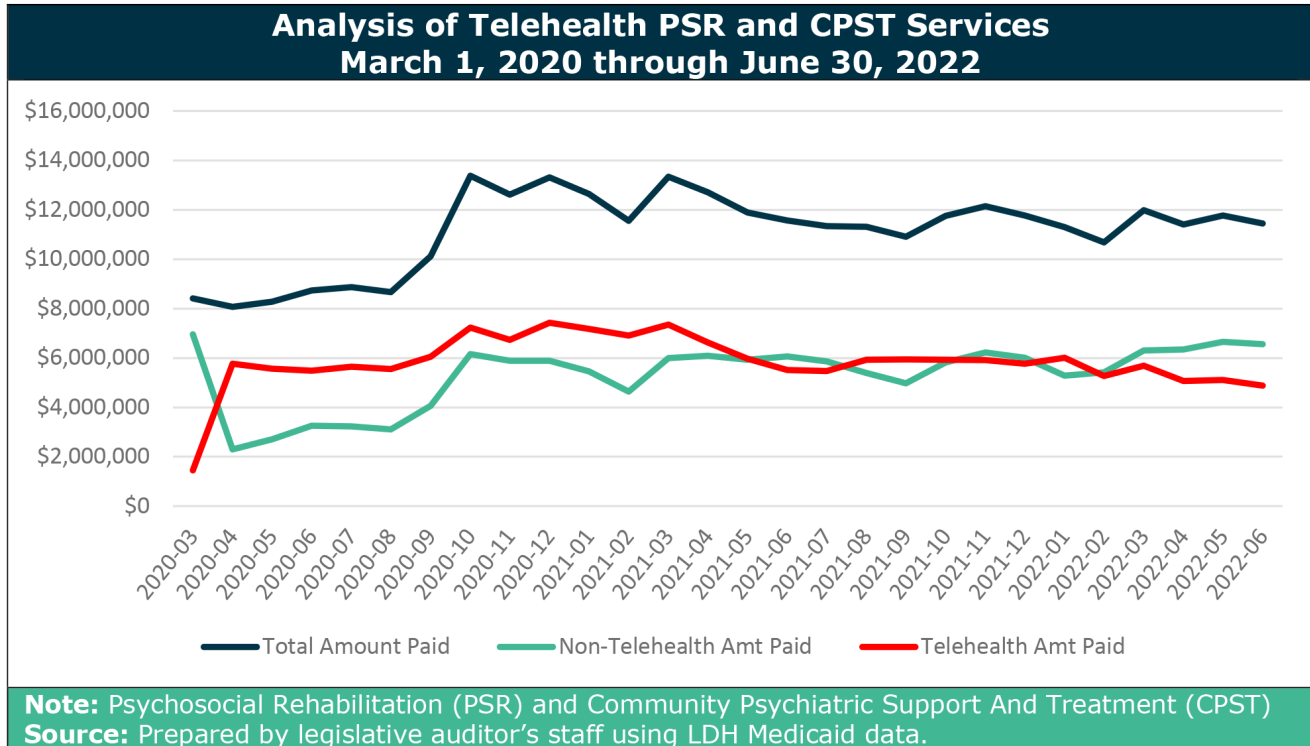
What We Found

- **LDH implemented three recommendations made in previous audit reports to identify and correct certain SBH claims and encounters improperly billed, thereby reducing potential improper payments.** For example, LDH implemented controls to ensure all claims and encounters identify the individual providing services and to ensure that the individuals providing services do not bill more than 12 hours of CPST and PSR in a single day. As a result, the amount of potential improper payments decreased from \$10,798,003 to \$631,195. However, one provider did not include a required National Provider Identifier because they have a special contracted rate approved by LDH. In addition, LDH suspended the edit check that identified providers billing over 12 hours in April 2021.
- **LDH has not yet implemented two recommendations made in a previous audit report to identify and correct SBH improper payments but has contracted with a vendor to do so.** For example, LDH has not implemented controls or monitoring to ensure that all claims and encounters are properly coded and paid at the correct rate. As a result, we identified approximately \$11,267,643 paid for services that were potentially improperly billed.
- **LDH has not implemented two recommendations made in a previous audit report to develop edit checks to prevent or flag for review certain potentially improper billings.** For example, LDH has not developed controls to monitor for claims and encounters for services billed when the recipient is actually located in an inpatient facility, when a recipient is billed as receiving services from two providers on a single day, or to ensure proper coding of telehealth services. As a result, we identified approximately \$2,297,499 paid for services that were potentially improper or were not properly coded. See the exhibit on the following page for the use of telehealth services from March 1, 2020, through June 30, 2022.

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Louisiana Department of Health Progress Report: Medicaid Behavioral Health Services

What We Found (Cont.)



In addition to the above analyses, we identified additional edit checks, controls, and procedures LDH could implement to identify high risk providers and potentially improper SBH claims and encounters such as monitoring for services provided to children under age two and instances where individuals received more than four hours of services during a single day.