

APPENDIX C: STATE AGENCY COMMENTS



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Earl Ray Tomblin
Governor

Bureau for Medical Services
Commissioner's Office
350 Capitol Street – Room 251
Charleston, West Virginia 25301-3707
Telephone: (304) 558-1700 Fax: (304) 558-4398

Michael J. Lewis, M.D., Ph.D.
Cabinet Secretary

March 16, 2012

Stephen Virbitsky
Regional Inspector General for Audit Services
Office of Inspector General
150 S. Independence Mall West, Suite 316
Philadelphia, Pennsylvania 19106-3499

Re: West Virginia Properly Claimed Personal Care Services for Most of Its Aged and Disabled Waiver Program Claims for the Period July 1, 2008 through June 30, 2010, Report Number: A-03-11-00205

Dear Mr. Virbitsky:

The West Virginia Department of Health and Human Resources and the Bureau for Medical Services (Bureau), the single state agency, offers the following response to the draft report entitled "West Virginia Properly Claimed Personal Care Services for Most of Its Aged and Disabled Waiver Program Claims for the Period July 1, 2008 through June 30, 2010." We will address specifically the following recommendations submitted by the OIG in their report:

Recommendations:

1. Refund \$19,830 to the Federal Government and work with providers through the Bureau to ensure compliance with Federal requirements.

West Virginia's Response and Proposed Corrective Action:

The State concurs with the OIG's finding to refund \$19,830 to the Federal Government.

The overpayment resulted from six providers who billed for services in excess of hours of service documented.

The Bureau for Medical Services will work with the Bureau of Senior Services (BoSS) to develop training for Aged and Disabled Waiver providers which stresses the importance of only billing

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for hours of service documented. In addition, when BoSS staff is doing the annual monitoring of the providers they will continue to focus on ensuring the hours billed are documented and stress the importance of this when conducting exit interviews.

Should you have any further questions, please contact Penney Hall at 304-356-4872.

Sincerely,



Nancy V. Atkins, RN, MSN, NP-BC
Commissioner
Bureau for Medical Services

NVA:lls

cc: Cynthia E. Beane, Deputy Commissioner for Policy
Marcus Canaday, Director, Office of Home and Community-Based Services
Penney A. Hall, Program Manager, Aged and Disabled Waiver and Personal Care Program