

Quality Control Review



WHAT IS A QUALITY CONTROL REVIEW?

This is a special review completed on cases receiving Medicaid benefits.

WHY IS A SPECIAL REVIEW NECESSARY?

The benefits you receive are paid for from taxes collected by both the State of Mississippi and the Federal Government. Federal law requires Quality Control Reviews be done to make sure that tax money is being spent correctly by the state.

HOW DID MY CASE GET PICKED FOR REVIEW?

Each month about 40 persons or families from all over MISSISSIPPI will have their cases picked at random by a computer. Cases *are not* picked because there is a special question about them.

WHAT HAPPENS DURING THIS SPECIAL REVIEW?

The Medicaid Investigator will let you know by letter and/or phone that a face-to-face interview will be conducted with you either at a local office or in your home. Before the interview, your case record will be reviewed by the investigator. After the interview, the investigator will make other contacts to complete the review.

WHAT ARE MY RESPONSIBILITIES DURING THIS REVIEW?

Your responsibilities are to keep the interview appointment as scheduled, answer questions about your situation, provide paperwork when necessary, and cooperate in the review process.

WHAT HAPPENS TO MY CASE AFTER THE REVIEW IS COMPLETED?

Most of the time nothing happens. However, if we find that a mistake has been made in determining your eligibility, you will be contacted by your caseworker.

DOES THIS SPECIAL REVIEW TAKE THE PLACE OF MY REGULAR REVIEW BY THE LOCAL OFFICE?

No. Your regular contacts with your regional office will not be affected by this review.

WILL MY CASE BE SELECTED AGAIN FOR THIS SPECIAL REVIEW?

Probably not. But it could happen, due to this being a random sample.