



KATHY HOCHUL  
Governor

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**AGENCY NAME:** Office of the Medicaid Inspector General

### **DELIVERABLES ACHIEVED SINCE 2021**

OMIG continuously updates and enhances its public website to ensure Medicaid stakeholders and the public can access information and resources efficiently and effectively. Specifically, OMIG added a number of guidance materials, forms and informational webinars regarding the agency's Self-Disclosure and Compliance programs. See: [Compliance Library | Office of the Medicaid Inspector General \(ny.gov\)](#); [Self-Disclosure | Office of the Medicaid Inspector General \(ny.gov\)](#).

Commensurate with these website updates, OMIG leadership and subject matter experts delivered a range of presentations to providers, associations and interested parties from across the delivery system. Copies of these presentations are posted on OMIG's website. OMIG utilized social media, the agency's listserv, and other communications channels to keep the public/stakeholders informed and engaged.

For example, in 2022, Governor Kathy Hochul directed the New York State Office of the Medicaid Inspector General (OMIG) to engage the healthcare provider community and other Medicaid stakeholders to solicit input on OMIG's Medicaid program integrity efforts.

Through three healthcare provider engagement forums hosted both in-person and virtually throughout New York State between April and May 2023, OMIG received input from among more than 1,500 participants and 450 organizations, representing a broad spectrum of the health care provider community. Topics covered included audit procedures, self-disclosures of Medicaid overpayments, compliance program requirements, financial hardship policies, communications and reporting, ongoing stakeholder engagement, and more.

On November 30, 2023, OMIG held an additional Provider Engagement Forum, during which agency leadership discussed feedback received during the 2023 Provider Engagement Forums, responsive actions taken by OMIG, and plans for ongoing engagement.

Additionally, OMIG enhanced its Annual Report by adding additional data elements and narrative, which provides stakeholders and the public greater insight into OMIG's functions, projects, approach, and accomplishments. See: [Annual Reports | Office of the Medicaid Inspector General \(ny.gov\)](#).

OMIG also issued its 2024 Work Plan, which outlines key program-integrity initiatives planned for 2024. The Plan provides a comprehensive roadmap for citizens, policymakers, providers and managed care organizations to follow as a guide for the year's activities. See: [View the 2024 New York State Office of the Medicaid Inspector General Work Plan](#).

OMIG continues to review its records retention policy to ensure that it is current and comprehensive with respect to the categories of records that the Agency maintains, and OMIG Executive Management messages the importance of adhering to these policies throughout the agency. OMIG's Bureau of Operations Management, which serves as the liaison between OMIG's divisional staff and the State Records Center, regularly works with liaisons from each OMIG Division to ensure all retention and

disposition policies are being followed appropriately and provides training to new divisional liaisons placed in these roles.

Furthermore, OMIG promoted the education of agency staff regarding the Project Sunlight requirements concerning appearances before the Agency. All OMIG staff in 2022 were required to complete mandatory Project Sunlight training in SLMS after the release of the updated Project Sunlight APPM (Administrative Policy and Procedure Manual) published on April 11, 2022, and all subsequent hires complete this training as well.

Consistent with a review of past FOIL requests, the Agency has expanded the time period that Final Audit Reports remain available on OMIG's public website. These reports now go back to November 2019; in the past they were strictly limited to a two-year period.

## **INITIATIVES TO BE IMPLEMENTED IN 2024**

Building on the successful outcomes of its outreach and educational efforts to date, OMIG will continue to expand and enhance its website to ensure users have ample access to news, information and resources regarding the agency's program integrity initiatives, plans and outcomes. Based on feedback received and its ongoing internal monitoring, OMIG will identify opportunities to add material to the website and streamline the process to exchange information with the public and stakeholders across the Medicaid program.

OMIG will also seek to expand the range and subject areas related to presentations and provider engagements. This effort will continue to ensure Medicaid providers and others have the latest information on agency initiatives as well the opportunity to ask questions and provide feedback to inform efforts going forward.