



# OFFICE OF THE STATE AUDITOR



## FOR IMMEDIATE RELEASE

Contact: Greg Fugate  
osa.media@state.co.us

DIANNE E. RAY, CPA  
STATE AUDITOR

September 22, 2020

### **Audit Shows that Clients Do Not Always Receive Accurate, Complete, or Understandable Communications from Medicaid Program**

DENVER—A new performance audit by the Office of the State Auditor (OSA) released today shows that more work needs to be done to improve correspondence being sent to Medicaid clients. The audit found that 67 of 100 sampled notices sent to Medicaid clients had one or more problems with the notices' accuracy, completeness, and/or understandability.

Administered by the Department of Health Care Policy and Financing (Department), Medicaid is a federal-state program that provides health care coverage and services to low-income families. According to Department data, Colorado's total Medicaid client caseload was about 1.3 million members as of May 2020.

Out of the 100 client notices reviewed, the audit identified 25 notices that contained inaccurate due dates for clients to take action about their eligibility or benefits, 8 notices that provided incomplete or contradictory information about the clients' eligibility or benefits status, 8 notices that included incomplete or outdated employment and income information for the clients, and 40 notices that included incomplete contact information for the clients' county eligibility site.

OFFICE OF THE STATE AUDITOR  
1525 SHERMAN STREET  
7TH FLOOR  
DENVER, 80203  
COLORADO

303.869.2800

The audit also identified some notices with elements that could contribute to client confusion or misunderstanding, such as manually-typed county caseworker notes in English that were included in a Spanish-translation notice or duplicative instructions.

The Department issues a variety of notices to communicate with Medicaid applicants and clients about their eligibility and benefit determinations and to request information and supporting documentation. Between October 1 and December 31, 2019, the Department sent more than 1 million client notices to approximately 476,000 households.

The audit makes two recommendations and was conducted by Sjoberg Evashenk Consulting, Inc., under contract with the OSA.

The full report is available online at [www.colorado.gov/auditor](http://www.colorado.gov/auditor).

#### **About the Office of the State Auditor (OSA)**

Under the direction of the State Auditor, the OSA is the State's nonpartisan, independent external auditor with broad authority to audit state agencies, departments, institutions of higher education, and the Judicial and Legislative Branches. The OSA also conducts evaluations of the State's tax expenditures (e.g., credits, exemptions, deductions) established in statute and tracks about 4,000 Colorado local governments for compliance with the Local Government Audit Law. The OSA's professional staff serve the people of Colorado by addressing relevant public issues through high-quality, objective audits, evaluations, and other work products that promote accountability and positive change in government.

####