



Eligibility Auditor

& System Accuracy Assurance Engine

State agencies face a complex challenge in managing eligibility case reviews and quality assurance activities for Medicaid and Children's Health Insurance Program (CHIP) cases. Collaboration with federal and state governments dictates specific audit and quality assurance procedures and requirements, adding layers of complexity. Existing methods for conducting Medicaid Eligibility Quality Control (MEQC), Payment Error Rate Measurement (PERM) and eligibility quality assurance (QA) audits are often manual processes which span multiple, disparate systems and spreadsheets. Current methods make it difficult for agencies to streamline processes, utilize a standardized approach, monitor assignments and progress, and ensure compliance with evolving state and federal policies.

Public Consulting Group's (PCG) Eligibility Auditor addresses these challenges by providing Human and Health Services (HHS) agencies with a centralized web-based application that streamlines the definition and creation of user-selected audit/QA tools, management of different audit workflows, and execution of eligibility case audits.

Eligibility Auditor is a fully configurable eligibility determination audit and quality assurance system which allows agencies to instantly sample eligibility decisions, define and create audit tools, assign audits or QA reviews, and track and monitor audit or QA progress. Configurable audit specific workflows and questionnaires allow for a standardized audit workflow, while facilitating collaboration and progress monitoring between various responsible parties.

Eligibility Auditor includes:



Intuitive Interfaces: Empowers even non-technical users to quickly create statistically significant audit samples, frames, and audit tools and to assign, execute, and monitor audits.



Shared Workspace: Facilitates collaboration effectively with built-in tools like document upload and sharing, comments, real-time audit status updates, case assignments and reassignments, and audit monitoring.



Effortless Compliance: Automated, customized reporting saves time, ensures productivity, and facilitates regulatory compliance.



Web-Based Flexibility: Enables seamless collaboration, effortless scaling, flexible updates, and secured access.



Configurable Questionnaires and Workflows: Supports new and changing audit tools and workflows, allowing agencies to instantly respond to changing audit and quality assurance priorities.

Eligibility determination quality is a critical component of every HHS agency's mission. Eligibility Auditor supports this mission by allowing agencies to move away from spreadsheets and access databases and toward a centralized, transparent, and easy-to-use application.

Contact us today to learn more about Eligibility Auditor!

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