

October 9, 2015

Mr. Randall J. Meyer
Ohio Inspector General
30 East Broad Street, Suite 2940
Columbus, Ohio 43215

RE: *Ohio Department of Medicaid*, File Identification Number: 2015-CA00039

Dear Inspector General Meyer:

The Ohio Department of Medicaid (ODM) has completed its review of your office's recommendations contained in the above-referenced report issued on September 2, 2015. ODM respectfully submits this response in regards to the recommendations outlined in the report.

Launched in July 2013, ODM is Ohio's first Executive-level Medicaid agency. With a network of more than 83,000 active providers, ODM delivers health care coverage to more than 2.7 million residents of Ohio on a daily basis. Working closely with stakeholders, advocates, medical professionals, and fellow state agencies, the agency continues to find new ways to modernize Medicaid in Ohio.

From incentivizing care quality and revamping care delivery to fighting fraud and bolstering program integrity, ODM is committed to serving Ohio's taxpayers and families. Under the leadership of Director John B. McCarthy and in conjunction with the Governor's Office of Health Transformation, each day Ohio Medicaid is working to improve the health care landscape across Ohio.

The Inspector General's Recommendations are as follows:

- 1) The Ohio Department of Medicaid should review this report of investigation and take any administrative action deemed necessary with regard to the activities of Mona Arrington.
- 2) The Ohio Department of Medicaid should develop its own policies and ensure employees are familiar with and acknowledge the new policies when they are implemented.
- 3) The Ohio Mental Health and Addiction Services should implement a process of verification to ensure contractors with the agency are not state employees and comply with the clause in the personal services contract used by the agency.

ODM's responses are as follows:

- 1) ODM began the administrative process regarding the substantiated conduct of Ms. Arrington per the Ohio Inspector General's report released on September 2, 2015. ODM accepted Ms. Arrington's resignation when she tendered it on September 21, 2015. ODM has independently begun an administrative review of Ms. Arrington's supervisor's actions to ensure that they complied with agency policies.
- 2) ODM has operated under the policies and procedures of the Ohio Department of Job and Family Services since ODM was established as its own agency in July of 2013. ODM began review of those policies and procedures immediately and started the process of updating all necessary policies. New employees to ODM are provided a number of policies to review at the beginning of their employment. These include, but are not limited to, policies related to time and attendance, standards of employee conduct, and outside employment. In August 2015, ODM began rolling out its own policies and procedures along with an electronic acknowledgement system. When policies and procedures need acknowledged, employees are notified via email and have thirty days to read and acknowledge each policy in the electronic system. The system allows management to view the status of the policy acknowledgments of staff that report to them. The system also provides our Human Resources team a tool to monitor agency compliance.
- 3) The third recommendation does not apply to ODM and as such will not be addressed.

ODM sincerely appreciates the Office of the Ohio Inspector General's review of this matter that ODM referred for potential wrong doing. ODM believes that the efforts taken to date fully satisfy the recommendations that your office has made regarding ODM. If you have any questions regarding the response, please do not hesitate to contact me.

Sincerely,



John B. McCarthy, Director

CC: Jennifer Demory, Chief of Staff, ODM
Brianna R Brown, Chief Legal Counsel, ODM



Promoting wellness and recovery

John R. Kasich, Governor • Tracy J. Plouck, Director • 30 E. Broad St. • Columbus, OH 43215 • (614) 466-2596 • mha.ohio.gov

November 6, 2015

Randall J. Meyer
Inspector General
Office of the Inspector General
30 East Broad Street, Suite 2940
Columbus, Ohio 43215-3414

OFFICE OF
INSPECTOR GENERAL
2015 NOV -6 PM 12:12

RE: **IG File ID No. 2015-CA00039**

Dear ^{Randy} Inspector General:

Thank you for the opportunity to respond to the recommendation contained in your report dated September 2, 2015. In this report, there was one recommendation for OhioMHAS: "The Ohio Mental Health and Addiction Services should implement a process of verification to ensure contractors with the agency are not state employees and comply with the clause in the personal services contract used by the agency."

MHAS has taken steps to ensure that contractors who may be State of Ohio employees are identified. Specifically, our fiscal office has added a step in its contract process to check the OAKS vendor database to identify whether the potential contractor is already a contractor with the state. Additionally, the Department has developed a form for prospective contractors to sign which requires them to identify or disavow any other state employment or contracts. The form has been incorporated into the signature packet that all contractors must sign in order to conduct business with the Department.

If you have any further questions or need more information, please contact me at (614) 466-2337.

Sincerely,

Tracy J. Plouck
Director

cc: Michaela J. Peterson, Deputy Director of Legal and Regulatory Services, OhioMHAS
Karl Donenwirth, Assistant Deputy Director of Hospital Services, OhioMHAS
Vincent Conner, Deputy Director of the Office of Human Resources, OhioMHAS
Daniel Schreiber, Chief Financial Officer, OhioMHAS
Nacrina Alvarez de Blanco, Security Consultant, OhioMHAS