



OHIO AUDITOR OF STATE
KEITH FABER



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INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE WITH REQUIREMENTS OF THE MEDICAID PROGRAM APPLICABLE TO SELECT MEDICAL TRANSPORTATION SERVICES

Ohio Department of Medicaid
50 West Town Street, Suite 400
Columbus, Ohio 43215

RE: Medpro LLC
Ohio Medicaid Number: 0128268 National Provider Identifier: 1942699384

We examined compliance with specified Medicaid requirements for provider qualifications, service documentation and service authorization for non-emergency advanced life support services and ambulette services during the period of July 1, 2020 through June 30, 2022 for Medpro LLC (Medpro).

In addition, we examined instances in which a recipient received an ambulette service and advance life support (non-emergency or emergency) service on the same date of service and instances in which a recipient received ambulette services during our examination period and also received advanced life support (non-emergency or emergency) services.

Medpro entered into an agreement with the Ohio Department of Medicaid (the Department) to provide services to Medicaid recipients and to adhere to the terms of the provider agreement, Ohio Revised Code, Ohio Administrative Code, and federal statutes and rules, including the duty to maintain all records necessary and in such form so as to fully disclose the extent of services provided and significant business transactions. Management of Medpro is responsible for its compliance with the specified requirements. Our responsibility is to express an opinion on Medpro's compliance with the specified Medicaid requirements based on our examination.

The purpose of this examination was to determine whether Medpro's claims for payment complied with Ohio Medicaid regulations. All rules and code sections relied upon in this report were those in effect during the examination period and may be different from those currently in effect.

Results

Provider Qualifications

Per Ohio Admin. Code § 5160-1-17.2(H), in signing the Medicaid provider agreement, a provider agrees that the individual practitioner or employee of the company is not currently subject to sanction under Medicare, Medicaid, or Title XX; or is otherwise prohibited from providing services to Medicaid beneficiaries.

We identified 82 individuals, including owners and administrators, and compared their names to the Office of Inspector General exclusion database and the Department's exclusion/suspension list and found no matches.

Per Ohio Admin. Code § 5160-15-21(B) the entity, each crew member, and each attendant must comply with all applicable local, state, and federal laws, regulations, and rules, including all applicable provisions developed in accordance with Chapter 4765 or Chapter 4766 of the Revised Code.

Per Ohio Admin. Code § 4766-2-13(A), staffing compliance specifies that certified emergency medical technicians, advanced emergency medical technicians, or paramedics, or combination thereof, are dispatched and respond to the call.

For the 47 licensed practitioners in the transport documentation, we obtained their certifications or licenses via the Ohio Emergency Medical Services EMS and Fire Providers Certification Verification website and compared the effective dates to the first date found in our selected services and the remainder of the examination period.

Per Ohio Admin. Code § 4766-3-13(H) no ambulette service shall employ any person as an ambulette driver unless the person holds a current and valid certification in CPR and one of the following: basic first aid, emergency medical responder, emergency medical technician, or paramedic.

Of the 29 ambulette drivers identified in the service documentation, two practitioners did not meet the aforementioned requirement on the date of service resulting in two errors.

Recommendation: Medpro should implement procedures to ensure that only services rendered by an eligible practitioner that meets the minimum requirements are billed to the Ohio Medicaid program to ensure compliance with the Medicaid rules and to avoid future findings.

Service Documentation

Medicaid reimbursement is contingent upon providers maintaining complete and accurate documentation as specified in chapter 5160-01-27 of the Ohio Administrative Code. In addition, Ohio Admin. Code § 5160-15-27(D) specifies that transportation documentation includes the relevant trip information specified in agency 4766 of the Administrative Code and, for non-emergency trips, the signature of each Medicaid-eligible individual transported.

Per Ohio Admin. Code § 4766-2-05, documentation requirements include the recipient's name, address, location of pick up, chief complaint, medical condition, vital signs, final destination, treatment rendered, names and certification level for all EMS and other medical personnel, and the names of any non-EMS personnel if applicable. We obtained Medpro's service documentation and determined if it contained pick up and drop off locations, the transport was to or from a Medicaid covered service, included mileage, and if for a non-emergency or ambulette service, included the signature of the recipient.

We identified one instance in each of the non-emergency advanced life support services sample and ambulette services sample in which the documentation did not include the signature of the recipient.

Recommendation: Medpro should ensure service documentation is complete prior to billing for services. Medpro should address the identified issue to ensure compliance with Medicaid rules and avoid future findings.

Authorization to Provide Services

Per Ohio Admin. Code § 5160-15-27(A), certification is required to confirm the necessity of most non-emergency ambulance services and wheelchair van services. We obtained certificates of medical necessity (CMN) from Medpro for each service examined that required such and determined that every CMN authorized the service examined, was dated and was signed by an eligible practitioner.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA). Those standards require that we plan and perform the examination to obtain reasonable assurance about whether Medpro complied, in all material respects, with the specified requirements referenced above. We are required to be independent of Medpro and to meet our ethical responsibilities, in accordance with the ethical requirements established by the AICPA related to our compliance examination.

Official Response and AOS Conclusion

Medpro responded with its agreement of our results, stated it has implemented additional procedures and refunded the payments for the two errors noted. We did not examine Medpro's response and, accordingly, we express no opinion on it.

An examination involves performing procedures to obtain evidence about whether Medpro complied with the specified requirements. The nature, timing and extent of the procedures selected depend on our judgment, including an assessment of the risks of material noncompliance, whether due to fraud or error. We believe the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our modified opinion. Our examination does not provide a legal determination on Medpro's compliance with the specified requirements.

Internal Control over Compliance

Medpro is responsible for establishing and maintaining effective internal control over compliance with the Medicaid requirements. We did not perform any test of the internal controls and we did not rely on the internal controls in determining our examination procedures. Accordingly, we do not express an opinion on the effectiveness of the Medpro's internal control over compliance.

Opinion on Compliance

In our opinion, Medpro has complied, in all material respects, with the specified provider requirements and requirements of ambulance and ambulette services for the selected payments for the period of July 1, 2020 through June 30, 2022.

Our testing was limited to the specified Medicaid requirements detailed above. We did not test other requirements and, accordingly, we do not express an opinion on Medpro's compliance with other requirements.

This report is intended solely for the information and use of Medpro, the Department, and other regulatory and oversight bodies, and is not intended to be, and should not be used by anyone other than these specified parties.



Keith Faber
Auditor of State
Columbus, Ohio

June 6, 2024

OHIO AUDITOR OF STATE KEITH FABER



MEDPRO LLC

PREBLE COUNTY

AUDITOR OF STATE OF OHIO CERTIFICATION

This is a true and correct copy of the report, which is required to be filed pursuant to Section 117.26, Revised Code, and which is filed in the Office of the Ohio Auditor of State in Columbus, Ohio.



Certified for Release 7/23/2024

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