

Unannounced Visit by Auditor or Investigator

June 2023

Standard:

AccessCNY is committed to appropriately responding and not interfering with any lawful audit, inquiries or investigations. AccessCNY employees shall respond and cooperate with official requests for information by a government investigator or auditor.

Procedure:

1. Announcement of an impending visit by any government investigator or auditor related to **billing** should be immediately reported to the Executive Director, General Counsel and Associate Executive Director of Quality & Performance. This would include any visits by the Office of Medicaid Inspector General (OMIG) and the Office of Inspector General (OIG) and may include the Office of People With Developmental Disabilities (OPWDD), Office of Mental Health (OMH) and the Department of Health (DOH).
2. If there is an unannounced visit by a government investigator, auditor or other representative at any site operated by AccessCNY, the employee greeting the investigator or auditor should treat him or her with respect and courtesy. The employee shall request identification and the reason for the visit.
3. The employee shall contact the Program Supervisor immediately and inform the Program Supervisor of the investigator/auditor's name, agency and purpose of the visit. The investigator/auditor shall be asked to wait in an unused office or location where business is not conducted until a management staff arrives.
4. The Program Supervisor shall immediately contact the Program Director, Executive Director, Chief Operating Officer, Associate Executive Director of the Program, Associate Director, Associate Executive Director of Quality & Performance and Chief Financial Officer (if applicable).
5. The Executive Director shall appoint someone to be the primary contact person with the investigator/auditor. In most situations, the Associate Executive Director of Quality & Performance shall be appointed the primary contact person.
6. The primary contact person shall meet directly with the investigator/auditor and document the information requested. The primary contact person shall obtain information and documents requested by the investigator/auditor. No documentation

should be given to the investigator/auditor until the appointed primary contact person has met with the investigator/auditor. AccessCNY's legal counsel should be consulted if there are any questions before information and documentation is given to the investigator/auditor.