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Office of the Auditor General

Report Summary

Performance Audit Prisoner Medical, Dental, and Optical Services Department of Corrections

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The Bureau of Health Care Services (BHCS), Department of Corrections (DOC), is responsible for coordinating medical, dental, and optical services to approximately 45,000 prisoners in 33 correctional facilities. These services are provided through a network of outpatient clinics operated at correctional facilities and through a managed health care system for off-site services.

Audit Objective			Conclusion
Objective #1: To assess the effectiveness of BHCS's efforts to provide medical, dental, and optical services.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DOC did not ensure that its medical providers conducted all chronic care condition medical assessments timely and documented them consistently. DOC may have jeopardized its ability to manage and treat potentially serious medical conditions before they became more severe and costly (<u>Finding #1</u>).		X	Agrees
DOC did not consistently charge required prisoner copayments relating to medical, dental, and optical services. DOC did not charge prisoner copayments for 57% of the health care visits (<u>Finding #2</u>).		X	Agrees

Audit Objective			Conclusion
Objective #2: To assess the effectiveness of DOC's efforts to monitor its health care vendor's compliance with selected contract requirements.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DOC did not monitor the managed health care vendor's compliance with service level agreement (SLA) performance requirements timely. Performance issues were not corrected timely and others may not have been identified timely, potentially impacting the proper management of prisoner health care (<u>Finding #3</u>).		X	Agrees
DOC needs to improve its process to verify the accuracy and validity of prisoner health care costs for off-site services. DOC paid \$1.7 million for invalid prisoner health care charges for off-site services (<u>Finding #4</u>).		X	Agrees

Audit Objective			Conclusion
Objective #3: To assess the effectiveness of DOC's efforts to ensure the completeness, accuracy, and security of the electronic medical records (EMR) system related to medical, dental, and optical services.			Moderately effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
DOC had not established effective user access controls over the EMR system and could not ensure that the EMR data was protected from unauthorized modification or disclosure. Twelve users had unnecessary access to prisoner medical records for up to six months (<u>Finding #5</u>).		X	Agrees

A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>

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