About the OIG

What we do
The OIG team oversees approximately $40 billion in public funds expended annually for the delivery of health and human services in Texas.

How we do it
Audits
- Focus is on compliance.
- Performance, provider, and IT audits are conducted in accordance with generally accepted government auditing standards.

Inspections
- Focus is on systemic issues.
- Provides practical recommendations.

Investigations
- Focus is on alleged abusive, wasteful, or fraudulent practices.
- Addresses allegations of recipient and provider fraud, waste, and abuse and issues with employees at state supported living centers and state hospitals.

Reviews
- Focus is on waste and abuse specific to documentation, billing, and payments.
- Educates providers on correct billing documentation, recovers overpayments, and returns underpayments.

To report fraud, waste, or abuse call 800-436-6184

OIG Mission
The Texas Health and Human Services (HHS) Office of Inspector General (OIG) is responsible for the prevention, detection, and deterrence of fraud, waste, and abuse through the audit, investigation, inspection, and medical review of federal and state taxpayer dollars used to deliver health and human services in Texas.

OIG Audit Division
To advance the OIG mission, the OIG Audit Division conducts risk-based audits of HHS and Department of Family and Protective Services (DFPS) contractors, providers, and agency programs.
The Audit Process: How We Ensure Communication and Transparency

Coordination with HHS program areas

• Notify HHS and DFPS contractors, providers, and agency programs to be audited.
• Meet with HHS program area policy experts to gain an understanding of applicable policy and criteria.
• Share preliminary issues and recommendations with HHS and DFPS program areas and obtain concurrence on accuracy and reasonableness before releasing a draft report.

Interaction with provider or contractor during the audit

• Conduct site visits during planning to gather information and gain an understanding of the provider or contractor’s business operations and billing practices.
• Communicate initial request for documents, claims, and billing records during planning.
• Perform on-site test work during audit fieldwork.
• Share preliminary issues with the provider or contractor throughout the audit.

Preparation of audit report

• Provide detailed information for each issue identified.
• Explain issues, criteria, and areas not in compliance or requiring improvement.
• Distribute draft audit report so contractors, providers, and program areas can comment on findings.
• Include comments in the final audit report.

Publication of audit report

• Final audit reports are published on the OIG website.
• Includes comments in the final audit report.
• Can be used to identify overpayments and disallowed costs or other issues, and to improve program processes and procedures.

Audit outcomes

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Contact the OIG Audit Division

Email OIG.AuditDivision@hhsc.state.tx.us
Phone 512-491-2000
Online https://oig.hhsc.texas.gov/audit

Publication of audit process

The audit process provides an overview of the key audit phases to help contractors, providers, and program areas understand the expectations during the audit.

Publication of audit reports

Final audit reports are published on the OIG website.

Publication of audit outcomes

Audit outcomes include overpayments, disallowed costs, and other issues identified during the audit.

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