

OIG Announcements Related to COVID-19 – Deadline Extensions and Documentation

The Office of Inspector General (OIG) understands that during the COVID-19 pandemic, providers and MCOs/DMOs might experience increased demand, staffing shortages and other unforeseen difficulties. The rapidly evolving situation may place a significant strain on providers and MCOs/DMOs as they care for Texans.

OIG Extends Deadlines for MCOs, DMOs, and Health Care Providers

In order to assist providers and MCOs/DMOs to focus on members, the OIG is extending a variety of deadlines. [The OIG webpage on COVID-19](#) will contain all the relevant notices and deadline extensions that may affect Texas providers and MCOs/DMOs. Please check this web page frequently as dates and deadlines may change according to the status of the COVID-19 pandemic.

Deadline for Data Requests from MCOs, DMOs

Effective June 1, 2020 OIG will be changing the deadline from 30 calendar days to a 10 business day response time period.

Documentation for Deviations Related to COVID-19

When conducting audits, inspections, investigations and reviews, the Texas OIG uses several official sources to determine compliance. The OIG encourages MCOs/DMOs and their network providers to document any deviation and the reasons why as they relate to COVID-19.

OIG Retrospective Work Related to COVID-19

When conducting audits, inspections, investigations and reviews the Texas Office of Inspector General (OIG) will take into consideration approved federal and state waivers and guidance for any dates that fall within the coronavirus public health emergency time period.