

CMS-64 Expenditure Journey: **Paul, CMS Analyst/Reviewer**

"I'm trying to attest to the best of my ability that the State is doing the program correctly."

Paul receives an email that the State has certified their CMS-64 submission. He prepared ahead of time by: creating folders to save the CMS-64 files/reports; reviewing the prior submission and notes; calling the state to discuss items of note. For the review he follows the Review Guide. He runs/downloads the required reports out of MBES into his working papers, then completes his review outside of MBES using spreadsheets or Word documents. Some reports need manual manipulation in Excel to meet the Review Guide requirements or to obtain the data he needs.

	Early Preparation	Preliminary Review Steps		Review Process			Decision & Final Steps
Actions	Creates folder/subfolders on computer for review files Saves copy of working papers, review guide, from previous qtr to folder to use as a reference Saves notes about process changes or new mandates Reviews PPAs he noted in previous review Calls State to discuss noted or new items; follows-up w/email	Receives system notification that CMS-64 has been certified Follows steps in review guide Logs in to MBES Cursory review of submission to ensure it looks ok; nothing seems off; no forms missing Contacts State if something seems off or is missing	Downloads the State's CMS-64 submission as required by review guide; saves to laptop Downloads State's supporting documentation from their SharePoint site (or CMS Box) Runs reports as required by review guide; saves to laptop Saves email correspondence related to review to laptop	Does review outside of MBES using review guide, downloaded reports Refers to review guide/working papers from previous qtr Reviews variances/PPAs first (they are highest risk for errors) Manipulates variance report data in Excel to meet requirements Verifies PPAs are correct; must use Excel to obtain data needed	Refers to reference mat'ls: CFRs, policy docs, working paper SOP links, State Medicaid manual, line definitions, etc. Adds notes along the way i.e. items that need a 2nd look, etc. Verifies State is following policy & regulations; FMAPs are correct, everything is allowable; etc. Contacts State with questions or if add'l details/documentation are needed	Runs additional reports if needed If report must be uncertified, notifies State and waits for them to make and recertify Once State recertifies, reviews recertification report to verify correct changes were made Notifies Grants team so they can review/approve the change	Completes the review within the 50-day timeframe Inputs final decision upon completion of the review Save reports, emails, etc., to working papers on shared drive Runs additional reports: audit report, certification report, manager sign-off, etc *For audits:* Provides data to auditors, answers questions; uploads files so auditors can access them
Emotions/Pain Points	I'll refer to the previous guide so I can see what I did last quarter. I'm glad that I have good rapport with the State employees. I hope the new system will carry over my notes from quarter to quarter.	I really like the guide because it ensures that I don't miss something. I would like to refer to the previous guide while I'm reviewing the current quarter. I wish the system could default to my State when I log in. I wish the system could ID variances up front so the state could address them before submission.	It's hard to find reports. It's a challenge to learn where they are. I'd like to download the supporting documentation and rename it so I don't alter the source files. I'd like to be able to add and find notes I've put in my copies of the State's documentation.	It would be nice to work within the new system to save us time overall. I wish there were buttons to click within the steps so I can compare the working step from the previous qtr to the current one. I hope the new system can provide the required variance reports, and better PPA reports so I don't have to manipulate data.	I sometimes have to run 3-4 reports to get the data I need. It's frustrating. The new reports added over the last couple of years have helped me. Why don't the reports conform to an accounting format? I have to manipulate data to get what I need. I'm not sure where to find this regulation. I'll use Google to get to the CMS documentation.	Wish I could tag/add note items that need a second look or items I need to monitor in the future. The State was right about that policy change, I'd like to know about changes. I'd like to contact the State via the system to send them questions or notify them of issues If I have to uncertify, I'd like to notify the state via the system and include details on what the issue is.	If I'm not here it would be nice if my manager could input the decision. Auditors can have questions because I have to manually manipulate data and how I made my determination. It would be nice to upload the State's supporting docs with the Workpapers. I think the current process works for me, but I try to catch issues early on.
Touchpoints	• CMS computer • Working papers, review guide from previous quarter • State user	• Review Guide • MBES • State User • SharePoint or CMS Box	• CMS-64 file(s) downloaded to computer • Email	• Files/reports saved to computer • Review guide/working papers from previous quarter • Excel	• Various reference materials as needed • MBES • State user as needed	• Policy and regulations • Grants team	• MBES • Shared drive • *When the State is audited:* Auditors
Opportunities	• Ability to see previous quarter • Ability to add notes and flags in the system during the review • Ability for notes to be carried over from quarter to quarter	• Have system default to a State the user selects • Incorporate the review guide into MACFin • Ability to correspond with State user from within the system • Make it easier for users to find the reports they need; provide ability to search for a report • Ability to comment on specific information provided by the State or their reported variations • Ability to upload documents and discuss with the States within the system		• Include the State guide in MACFin for CMS reviewers to reference • Ability to reference previous qtrs without having to go back out, and come back in • Ability to open working paper for each step from previous qtrs/years in a pop-up • Ability for system to identify variances when State submits the CMS-64	• Ability for system to provide the reports needed for variances and PPAs • Provide clear text on what data an output report will produce • Reformat reports to conform to an accounting format • Ability to add notes or tag items to revisit during current review or future reviews	• Link to policy and regulations from within the system • Communicate all policy and regulation changes to the reviewer via the system • Ability for system to notify Grants team that submission is ready for their review	• Ability for manager to input final decision for CMS Reviewer • Ability to upload the State's supporting docs with Workpapers

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