



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

Douglas A. Ducey  
Governor

Michael Wisehart  
Director

May 10, 2022

Lindsey A. Perry  
Auditor General  
Arizona Auditor General  
2910 N 44<sup>th</sup> Street, Suite 410  
Phoenix, Arizona 85018

Dear Ms. Perry:

As requested and in response to the Arizona Auditor General's correspondence dated May 2, 2022, the Arizona Department of Economic Security (DES) is enclosing the final DES response to the revised redacted final report draft for the Arizona Health Care Cost Containment System—Member Disenrollment Processes performance audit.

If you have any questions, please contact Jeffrey Morley, Assistant Director, Division of Benefits and Medical Eligibility, at (602) 542-3577.

Sincerely,

Michael Wisehart  
Director

Enclosure

cc: Katherine Grzybowski, Senior Performance Auditor, Arizona Auditor General

**Finding 2:** ADES did not timely disenroll some AHCCCS members

**Recommendation 10:** ADES should disenroll AHCCCS members who have moved out of State in the time frame required by its intergovernmental agreement with AHCCCS by tracking and monitoring whether its staff conduct the necessary research and then timely disenroll members who have moved out of state.

ADES response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: ADES accepts the responsibility to disenroll AHCCCS Members who have moved out-of-state consistent with the time frames established in its intergovernmental agreement with AHCCCS. ADES has implemented standard work procedures for tracking and monitoring the PARIS out-of-state entries. ADES has also implemented several process enhancements and countermeasures designed to avoid the file handling incidents described in the auditor's report.