



Office of the State Auditor

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Office of Administrative Courts Performance Audit – Status Report

Members of the Legislative Audit Committee:

Attached is the status report from the Office of Administrative Courts (OAC), within the Department of Personnel & Administration, on its implementation of the recommendations contained in the Office of the State Auditor's (OSA) performance audit of OAC, November 2024.

OSA Review of Documentation

As part of the status report process, we requested and received supporting documentation for each recommendation that the OAC reported as having been implemented or partially implemented. Specifically, we reviewed the following OAC documentation:

- New Medicaid case manual and data entry procedures.
- New trainings and customer service guidance for OAC staff and Administrative Law Judges (ALJs).
- Summaries of meetings between OAC and the Department of Health Care Policy and Financing to identify methods to improve the timeliness of Medicaid appeals cases.
- Updates made to OAC's website, including FAQs, forms, and a new customer service feedback survey.
- New complaint handling process.
- New conflict of interest mitigation process for ALJs.

Based on our review, the supporting documentation substantiates OAC's reported implementation status.