




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Christopher Collins, Deputy Secretary
& General Counsel
Mary Brogdon, Division Director

General Information Memorandum

ISD GI 18-06

TO: ISD County Directors, Regional Operations Managers

FROM: Mary Brogdon, Division Director, Income Support Division 

RE: QC Findings Procedures

DATE: March 16, 2018

The purpose of this memorandum is to outline the process for reviewing and responding with the Corrective Action Plan (CAP) to the Quality Control (QC) findings each month.

1. QC management will place the "Quality Control Findings" (071) for all findings for the review month in the county's folder in the QIS Reports Monitoring (\\ditsfafs01d1955) drive on the 5th of each month by 5:00 p.m.. (The following work day if the 5th falls on a weekend or holiday).
2. The Discovery Date for claims purposes will be the 5th of that month. (The following work day if the 5th falls on a weekend or holiday). If a claim is required after the field office review of the QC finding, the claim must be processed within 10 days of the discovery date.
3. The county has until the 3rd Wednesday of each month (date of Error Review Committee, ERC) to respond to findings by posting the "County Corrective Action Response to QC Findings," 011e, in their respective folders. Note: The purpose of the 011e is to explain the corrective action taken by the county office and not to agree or disagree with the QC finding.

If you have questions regarding this GI, the contact person is Carolyn Craven at (505) 827-7224 or email at carolyn.craven@state.nm.us.