



IOWA
DIA

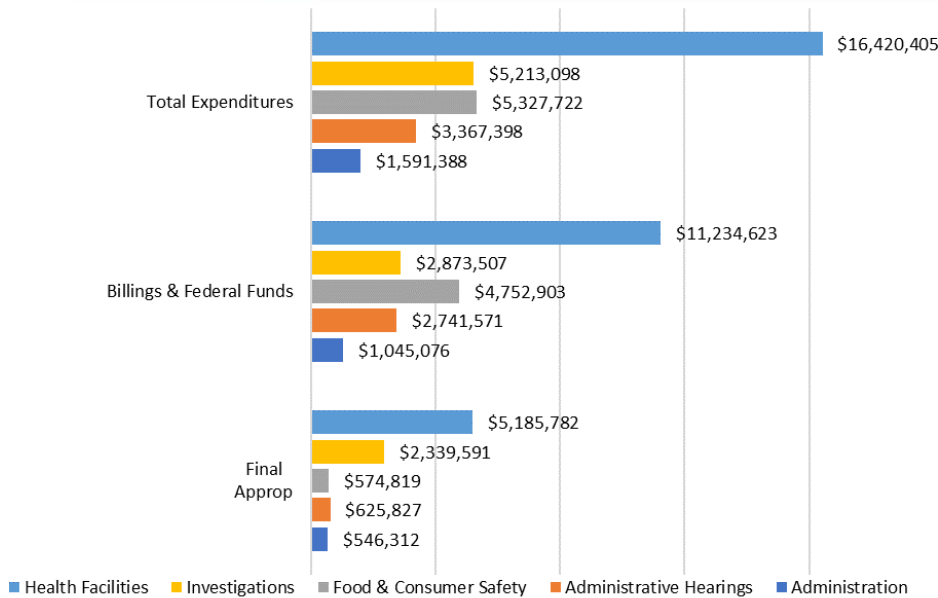
At the Iowa Department of Inspections and Appeals (DIA), our mission is to achieve compliance through education, regulation, and due process for a safe and healthy Iowa. Our vision is to be an effective, efficient, and approachable regulatory agency.

ANNUAL REPORT

State Fiscal Year
2023

ADMINISTRATION DIVISION

Essential, centralized support services for the department are administered by and coordinated through the Administration division. Division staff oversee all strategic planning, finance and budgeting, legislative affairs, administrative rulemaking, personnel, purchasing, and public information activities for the department.



Fiscal Services

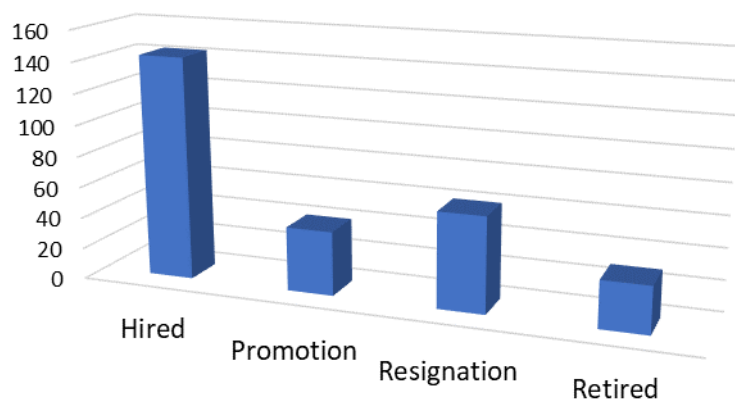
Fiscal services provides centralized accounting, claims processing, budgeting, and financial reporting for the department.

Human Resources

Human Resources (HR) provides comprehensive personnel services to core divisions and attached units as well as employees with the Iowa Department of Human Rights.

Some of the major services include benefit administration, vacancy management, timekeeping, payroll functions, and reporting/file management.

Total HR Personnel Transactions



ADMINISTRATION DIVISION (CONT.)

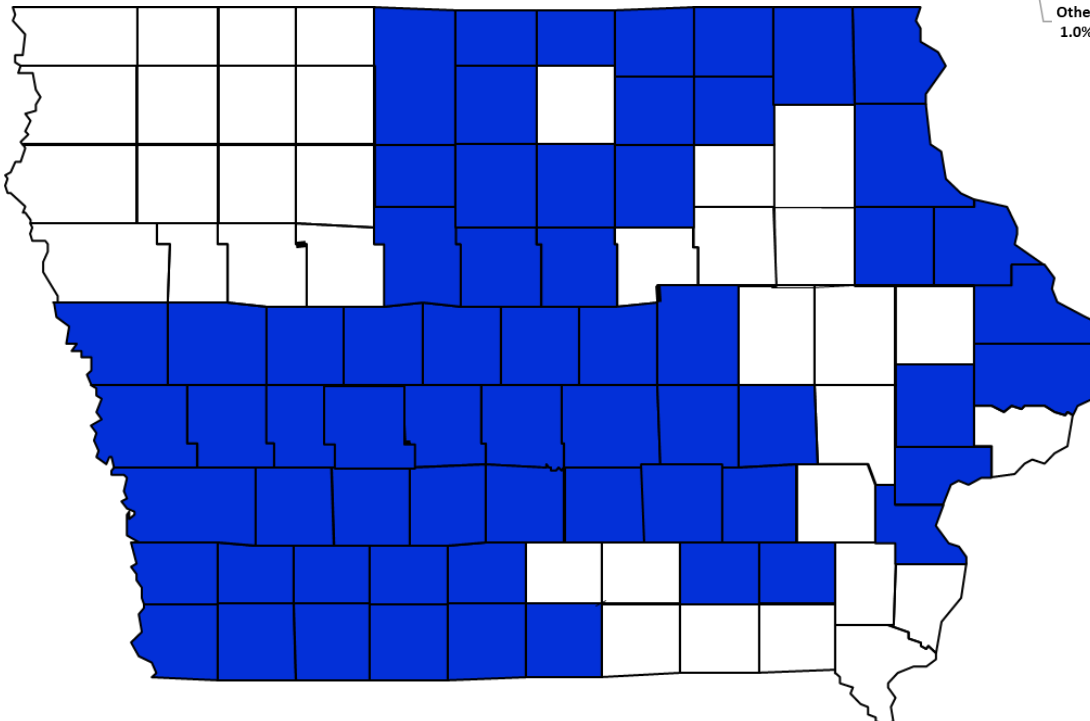
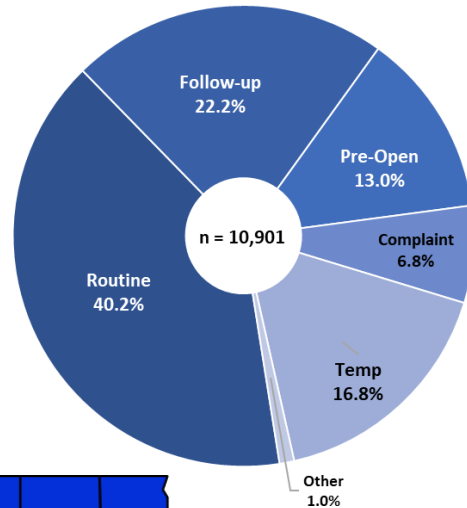
Food and Consumer Safety

The Food and Consumer Safety bureau is responsible for administering and enforcing Iowa Food Code by conducting food-safety inspections at food establishments (e.g. grocery stores, restaurants, and convenience stores) and food processing plants.

The purpose of Iowa food code is to “safeguard the public health and provide to consumers food that is safe, unadulterated, and honestly prepared.”

The bureau is directly responsible for inspections in 63 counties, identified in blue. The remaining 36 counties, in white, have inspections and licensing completed by local contracting health departments.

Inspections by Type, SFY 23



INVESTIGATIONS DIVISION

The Investigations division audits healthcare facilities and conducts criminal, civil, and administrative investigations of fraud and misconduct.

Staff within the division work closely with other state and local partners in identifying fraud, waste, and abuse, and, when appropriate, forwarding cases to federal, state, and local officials for prosecution.

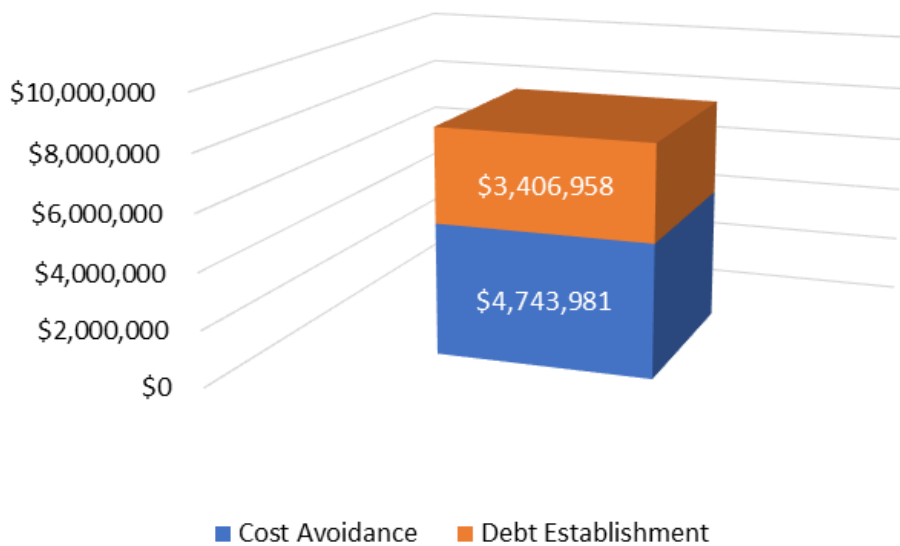
Economic Fraud Control Bureau

This bureau is responsible for investigating alleged fraud within HHS' public assistance programs: Supplemental Nutrition Assistance Program (SNAP), electronic benefit transfer trafficking and/or misuse, Medicaid (recipients), Family Investment Program, and Child Care Assistance.

In addition, division staff partner with multiple state agencies and local governments to provide contractual investigate services.

In SFY23, HHS disqualified 105 SNAP recipients through the administrative disqualification hearing as a result of investigative work.

Taxpayers Dollars Saved

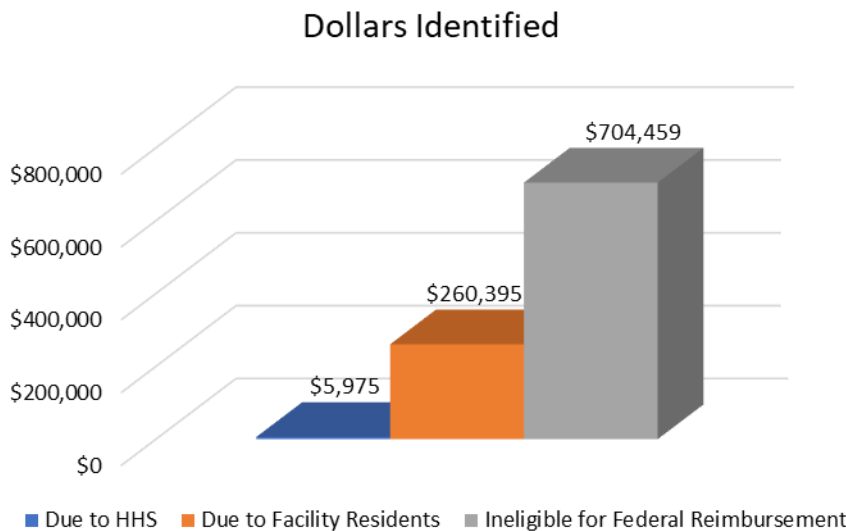
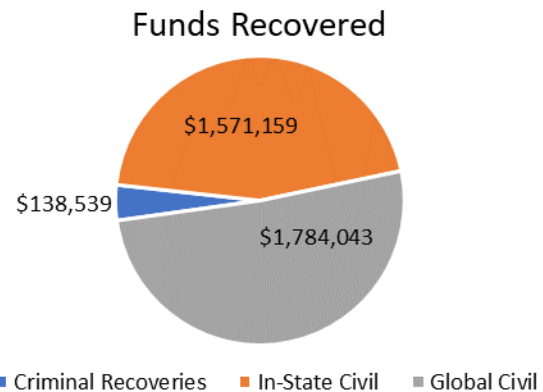


INVESTIGATIONS DIVISION (CONT.)

Medicaid Fraud Control Unit

The primary mission of the Medicaid Fraud Control Unit (MFCU) is to maintain the integrity of the Iowa Medicaid program by conducting criminal and civil investigations involving allegations of fraud committed by Medicaid providers and fraud within the administration of the program.

At the close of SFY23, MFCU maintained 272 open cases consisting of 241 fraud cases and 31 criminal abuse/neglect cases. The 241 fraud cases consisted of 178 multi-state civil cases and 63 criminal and in-state civil fraud cases.



Human Service Audits Unit

This unit performs expenditure audits at local HHS offices, residential care facilities, nursing facilities, and intermediate care facilities for individuals with intellectual disabilities.

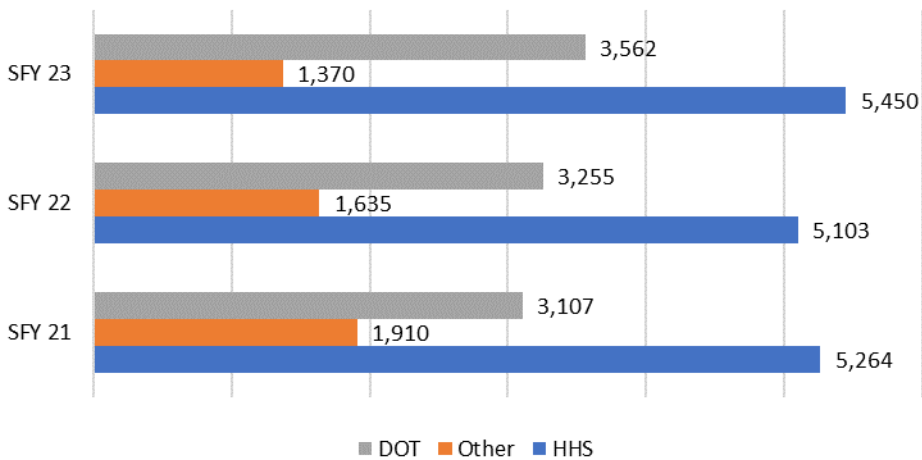
ADMINISTRATIVE HEARINGS DIVISION

The Administrative Hearings division conducts contested case administrative proceedings for nearly all State agencies and some local government agencies.

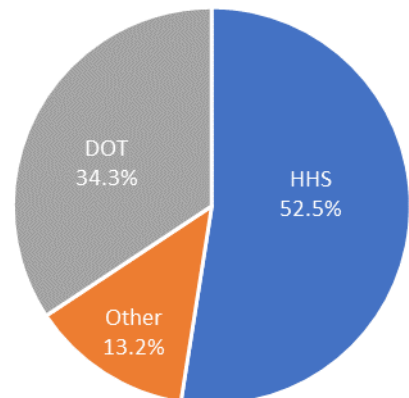
Cases range from driver’s license revocation proceedings for the Iowa Department of Transportation (DOT) and child abuse assessment proceedings for the Iowa Department of Health and Human Services (HHS) to professional discipline proceedings for the Iowa Board of Medicine and other professional licensing boards.

On July 1, 2022, Iowa Workforce Development passed the management of their Unemployment Insurance Appeals bureau over to DIA under the supervision of the Administrative Hearings division. The following year, the Unemployment Insurance Appeals bureau official joined DIAL due to state realignment. During fiscal year 23, the Unemployment Insurance bureau eliminated a backlog of over 5,000 cases in the first four months, went from completing a case from state to finish within 30 days .2% of the time to an average of 90% of the time by April of 2023, and watched their average age of a case drop from 72 days to 12 days.

Cases Heard by Type



SFY23 Cases by Type



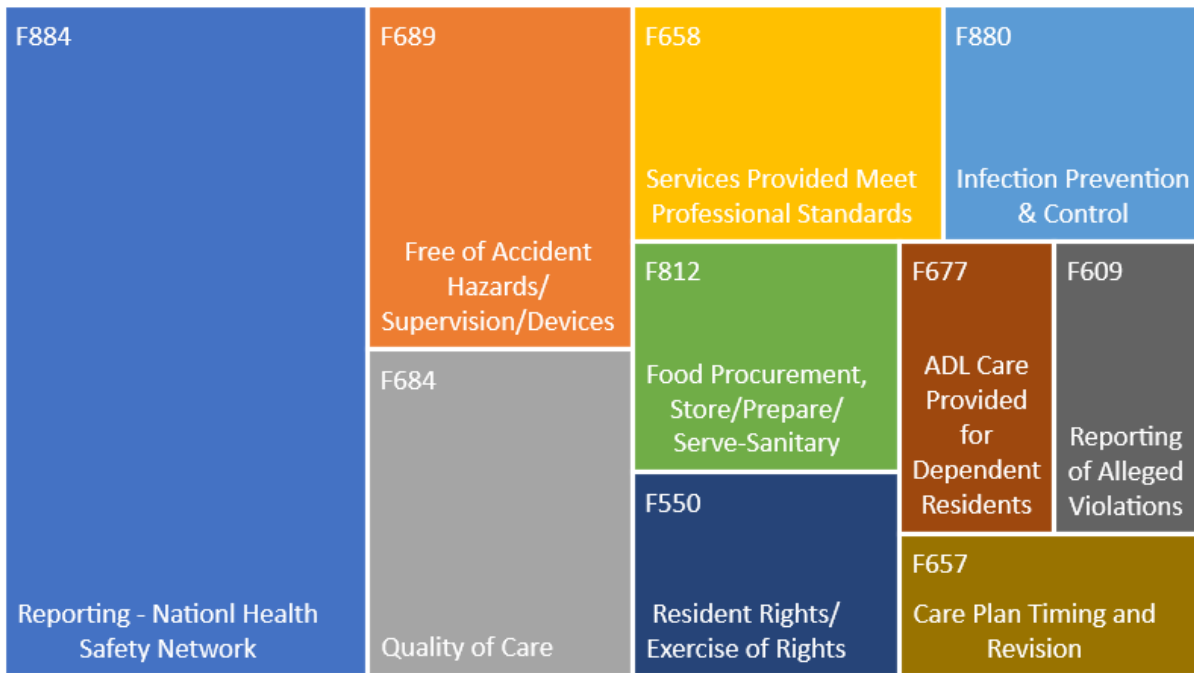
HEALTH FACILITIES DIVISION

The Health Facilities division is the designated state survey and certification agency and is responsible for licensing or certifying Medicare and Medicaid programs and other health care providers and suppliers operating in the State of Iowa.

Long-Term Care Bureaus

Three bureaus within the division are responsible for surveying 433 nursing facilities in the state.

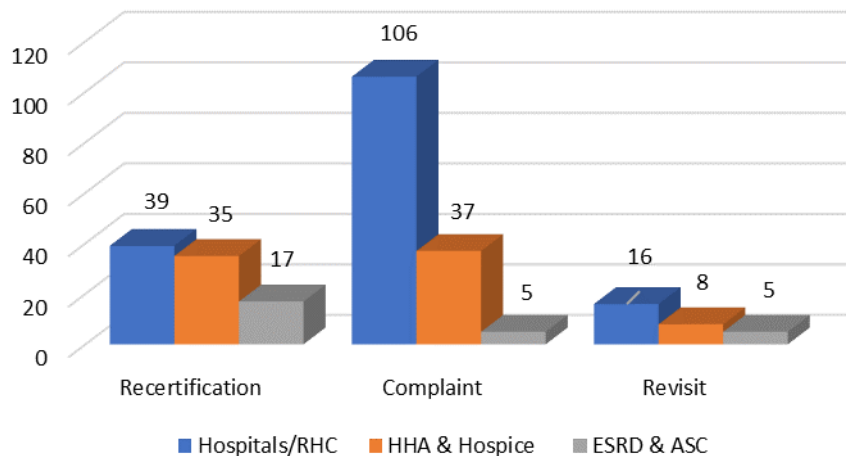
Top 10 Most Frequently-Cited Deficiencies



Survey Activities

Medicare Services Bureau (MSB)

The bureau is responsible for the survey and certification of 17 provider and supplier types of Medicare-certified facilities.



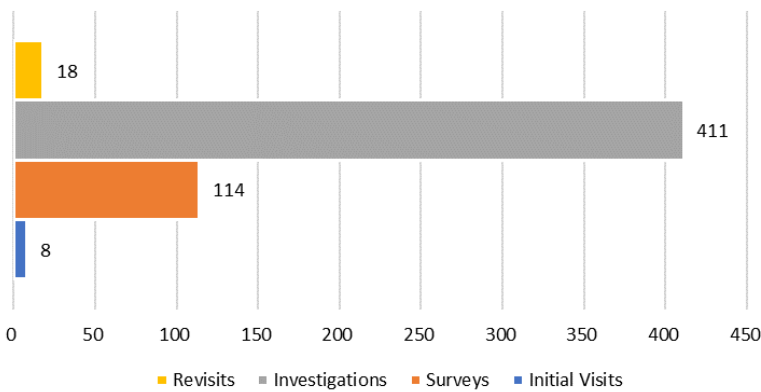
HEALTH FACILITIES DIVISION (CONT.)

Adult and Special Services Bureau

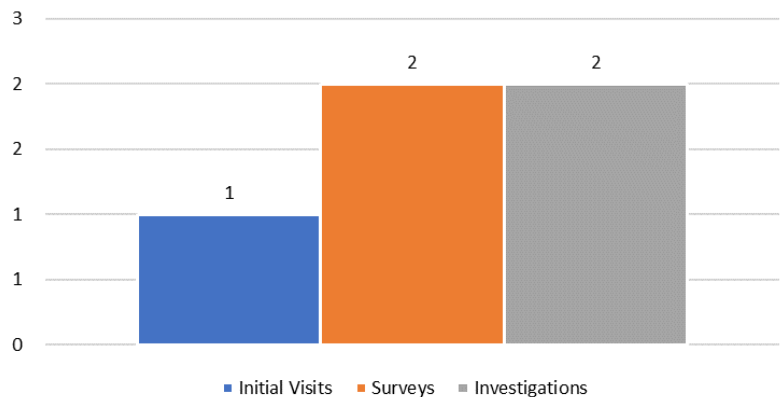
The Adult Services unit is responsible for surveying and monitoring assisted living programs (ALP), assisted living programs for people with dementia (ALP-D), adult day services (ADS), and elder group homes.

The Special Services unit has regulatory oversight of intermediate care facilities for individuals with intellectual disabilities, residential care facilities, children’s services, and psychiatric rehabilitation treatment facilities (PRTF).

ALP & ALP/D Surveys



ADS Surveys



Children Services Surveys

