

Austin Energy Medically Vulnerable Registry(MVR)

Office of the City Auditor
March 2024



About the Medically Vulnerable Registry

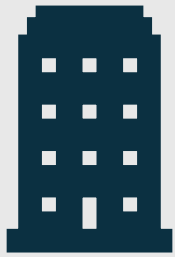
- Supports eligible customers with critical illnesses or life saving medical equipment
- Over **250** residents served each year

Examples of MVR Services



Finding 1

Many Austin Energy customers are not able to access the City's Medically Vulnerable Registry due to a complex application process.



Residents on
master meters not
able to participate



Recertification
frequency



Challenges
obtaining physician
signature

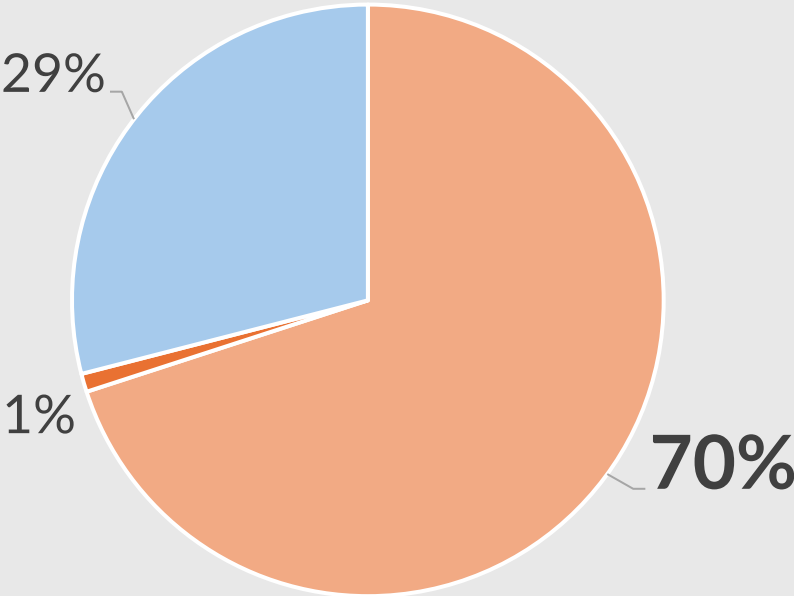
Finding 1

Challenges with the recertification process:

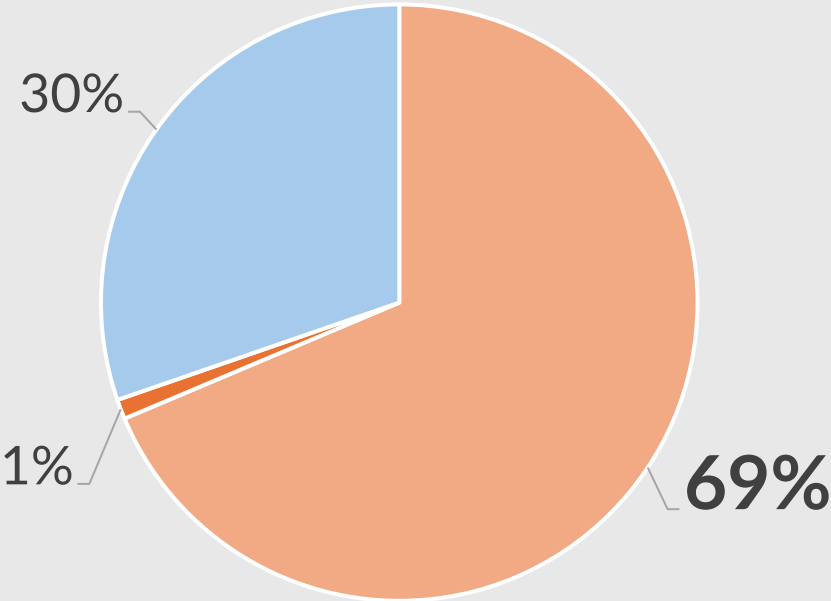
- 45% of survey respondents noted issues with frequency of recertification and obtaining a physician signature
- Austin's program requires more frequent recertifications than other cities

About 70% of applications were denied due to applicants not submitting documents on time.

Fiscal Year 2022



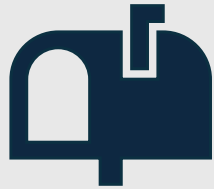
Fiscal Year 2023



- Denied - Applicant did not submit documents timely
- Denied - Other reasons
- Approved

Finding 2

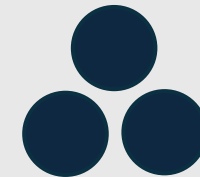
The City uses a manual process to manage application and eligibility verification, increasing the risk that the data may not be secure and reliable, and leading to inefficiencies.



Mailed or faxed
applications only



Manual data entry



Using multiple
systems

Finding 2

We reviewed eligibility verification documents for a sample of 100 applicants.

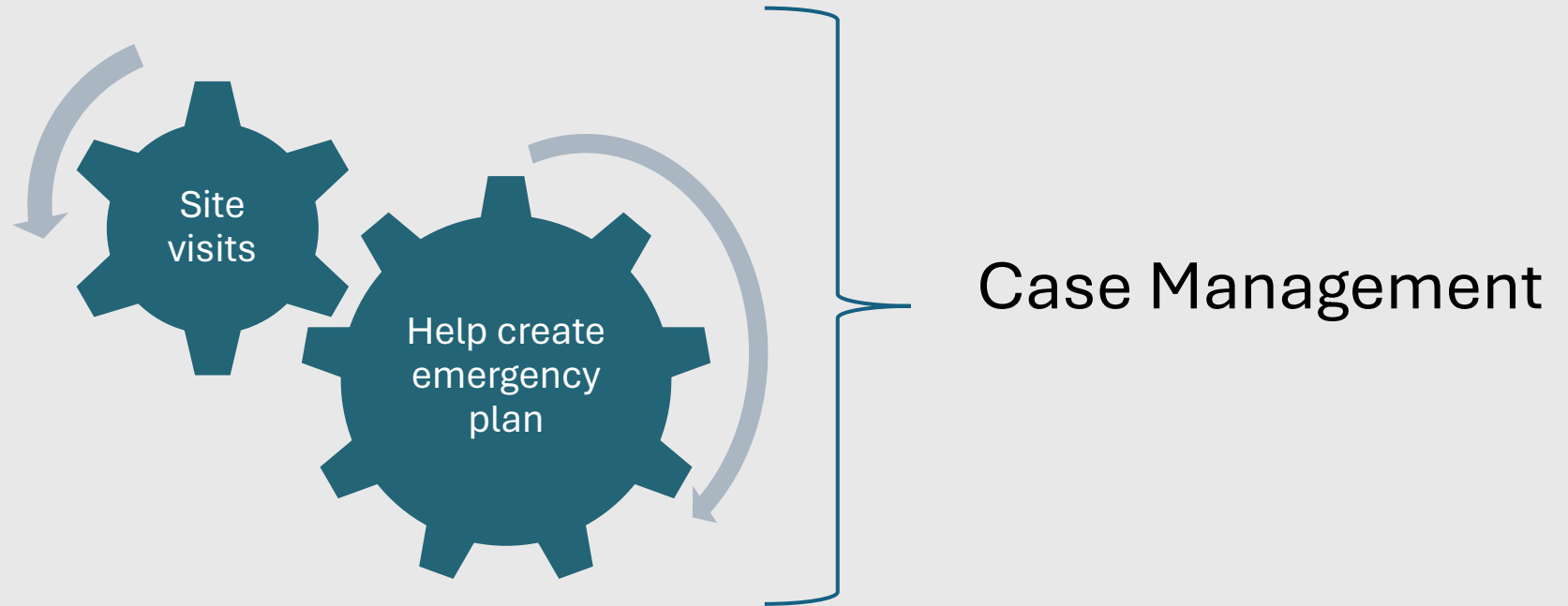
8 applications with no physician signature

24 applications with no MVR category

43 applications with no patient or account holder signature

Additional Observation

The City of Austin's Medically Vulnerable Registry program appears to offer more services than similar programs from cities we reviewed.



Recommendations

The General Manager of Austin Energy should:

- 1** Continue working with stakeholders to evaluate the frequency of recertification requirements and the possibility of a wider range of entities who can certify serious illness.
- 2** Incorporate an online option to receive application documents and re-organize the existing application forms to ensure that the sections to be filled by the applicant and the physician are well-aligned.

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