



GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



LOURDES A. LEON GUERRERO
MAGA'HAGAN GUAHAN
GOVERNOR OF GUAM

JOSHUA F. TENORIO
SEGUNDO MAGA'LAHEN GUAHAN
LT. GOVERNOR OF GUAM

THERESA C. ARRIOLA, MBA
DIRECTOR

PETERJOHN D. CAMACHO, MPH
DEPUTY DIRECTOR

AMANDA LEE SHELTON, MPA
DEPUTY DIRECTOR

PRESS RELEASE PR26-058

February 6, 2026

OPA Audit Confirms No Questioned Costs as DPHSS Reaffirms Responsible Stewardship and Strengthens Modernization Initiatives

Hagåtña, Guam - The Guam Department of Public Health and Social Services (DPHSS) announced today its affirmation of the Office of Public Accountability's (OPA) findings that no questioned costs and no inappropriate payments occurred in the administration of client-reported Medicaid benefits. The OPA report stated, "Although deficiencies were noted, we did not identify questioned costs related to client-reported Medicaid benefits availed".

DPHSS agreed with two of the six findings and has already implemented corrective action plans. The Department continues to strengthen internal processes, expand training opportunities, and advance technology upgrades as part of Guam's broader modernization initiative.

The audit further confirms that DPHSS did not issue improper payments nor pay for services rendered after individuals became ineligible. Claims noted in the audit were validly provided while clients had active coverage and processed within the federally permitted timeframe for provider claim submission.

DPHSS continues to advance wide-ranging modernization efforts designed to enhance program integrity, streamline operations, and improve client services. These improvements include updated eligibility workflows, technology upgrades, strengthened communication protocols, and enhanced documentation and regulatory alignment. Several initiatives were underway prior to the audit and reflect DPHSS's commitment to continuous improvement.

"The audit confirms what we have maintained from the outset — there was no misuse of public funds and no inappropriate payments made under the Medicaid program. Our team has acted with integrity and diligence, and we remain committed to strengthening our processes to serve the people of Guam with the highest standards of accountability." said Director Theresa Arriola.

DPHSS will continue working collaboratively with the Office of Public Accountability to help ensure clarity in documentation requests, regulatory interpretation, and reporting standards while maintaining transparency and accountability to the public. The Department remains committed to operational excellence and the responsible stewardship of public resources.

###