

October 8, 2024

Mr. James Stover  
Chief Executive Officer  
Arizona Complete Health - Complete Care Plan  
333 W Wetmore Rd  
Tucson, AZ 85705

Dear Mr. Stover:

Attached are the final results of the Encounter Data Validation studies for Arizona Complete Health - Complete Care Plan for Contract Year Ending (CYE) 2022. The review was conducted in accordance with Section D, Paragraph 61 of Contract YH19-0001R-04 and the Encounter Data Validation Technical Document. The review scope included two sections: study "A" for all professional services and study "B" for all facility services. The studies measured:

- Claims included in the Contractor's claim submission and encountered in AHCCCS' Prepaid Medical Management Information System (PMMIS) (Match) – reviewed for accuracy and timeliness.
- Claims included in the Contractor's claim submission but not encountered in PMMIS (NotEnc InCIm) – reviewed for omission.
- Encounters reported in PMMIS but not included in the Contractor's claim submission (InEnc NotCIm) – reviewed for omission from claim submission file.

A preliminary report was provided to allow the Contractor the opportunity to review and submit any additional information that may have affected the final error rate calculations. After considering the Contractor response, the results have been applied to the total population of "A" and "B" encounters.

For study "A" Match, there were 10,320,304 encounter/claim matches identified from a sample size of 10,555,270 claims; a subsample of 150 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 0 accuracy errors and 2 timeliness errors, yielding an overall error rate of 0.00% for accuracy and 1.33% for timeliness. For study "B" Match, there were 433,729 encounter/claim matches identified from a sample size of 444,681 claims; a subsample of 150 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 7 accuracy errors and 0 timeliness errors, yielding an overall error rate of 4.67% for accuracy and 0.00% for timeliness.

For study "A" NotEnc InCIm, there were 234,966 possible omissions identified from a sample size of 10,555,270 claims; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 184 omission errors, yielding an overall error rate of 1.30%. For study "B" NotEnc InCIm, there were

10,952 possible omissions identified from a sample size of 444,681 claims; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 243 omission errors, yielding an overall error rate of 1.90%.

For study "A" InEnc NotCIm, there were 1,784,472 possible omissions identified from a sample size of 12,104,776 encounters; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 6 omission errors, yielding an overall error rate of 0.28%. For study "B" InEnc NotCIm, there were 59,030 possible omissions identified from a sample size of 492,759 encounters; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 37 omission errors, yielding an overall error rate of 1.41%.

For each study, if the error rate falls below the acceptable rate of 5%, no sanction will be applied. The Contractor's error rates and sanction amounts, if applicable, for each study are as follows:

STUDY	Error Rate	Sanction
A Match Accuracy	0.00%	\$0.00
A Match Timeliness	1.33%	\$0.00
A NotEnc InCIm	1.30%	\$0.00
A InEnc NotCIm	0.28%	\$0.00
B Match Accuracy	4.67%	\$0.00
B Match Timeliness	0.00%	\$0.00
B NotEnc InCIm	1.90%	\$0.00
B InEnc NotCIm	1.41%	\$0.00

Per the terms of the Contract, sanctions are not AHCCCS' exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against AHCCCS as the result of your non-compliance with the Contract, AHCCCS will seek compensation from you for any damages arising from such legal action including, but not limited to, AHCCCS' cost of representation, as well as the cost of any attorneys' fees and costs payable to the party bringing the action.



**Katie Hobbs**, Governor  
**Carmen Heredia**, Director

If Arizona Complete Health - Complete Care Plan disagrees with this decision, the Contractor may file a dispute with the AHCCCS Administration using the process outlined in A.A.C. R9-34-401 et seq. The dispute must be filed in writing and must be received by the AHCCCS Administration, Office of General Counsel at 801 E. Jefferson Street, Phoenix, Arizona 85034, no later than 60 days from the date of this letter. The dispute shall specify the legal and factual bases for the dispute as well as the relief requested.

Thank you for your assistance with this Centers for Medicare and Medicaid Services (CMS) requirement. If you have any questions, please contact Linda Oakley at (602) 417-4308 or [linda.oakley@azahcccs.gov](mailto:linda.oakley@azahcccs.gov).

Sincerely,

DocuSigned by:  
  
6720D03F007E4A8...

Meggan LaPorte CPPO, MSW  
Chief Procurement Officer  
Division of Business and Finance  
Mail Drop #5700

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Linda Oakley  
linda.oakley@azahcccs.gov  
Security Level: Email, Account Authentication (None)

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ID: 4f0df8b4-bfa3-43d2-8594-a9751fb61800  
Company Name: Carahsoft OBO Arizona Health Care Cost Containment System

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Envelope Sent	Hashed/Encrypted	10/8/2024 7:43:04 AM
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### **How to contact Arizona Health Care Cost Containment System:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [anthony.flot@azahcccs.gov](mailto:anthony.flot@azahcccs.gov)

### **To advise Arizona Health Care Cost Containment System of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [anthony.flot@azahcccs.gov](mailto:anthony.flot@azahcccs.gov) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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