

October 8, 2024

Ms. Jean Kalbacher
Chief Executive Officer
UnitedHealthcare Community Plan - ACC
1 E Washington, Ste 900
Phoenix, AZ 85004

Dear Ms. Kalbacher:

Attached are the final results of the Encounter Data Validation studies for UnitedHealthcare Community Plan – ACC for Contract Year Ending (CYE) 2022. The review was conducted in accordance with Section D, Paragraph 61 of Contract YH19-0001-06 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 9,544,531 encounter/claim matches identified from a sample size of 11,569,381 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 4 accuracy errors and 1 timeliness error, yielding an overall error rate of 2.67% for accuracy and 0.67% for timeliness. For study “B” Match, there were 413,914 encounter/claim matches identified from a sample size of 414,746 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 0 timeliness errors, yielding an overall error rate of 0.00% for accuracy and 0.00% for timeliness.

For study “A” NotEnc InCIm, there were 2,024,850 possible omissions identified from a sample size of 11,569,381 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 0 omission errors, yielding an overall error rate of 0.00%. For study “B” NotEnc InCIm, there were 832 possible omissions identified from a sample size of 414,746 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 111 omission errors, yielding an overall error rate of 0.07%.

For study “A” InEnc NotCIm, there were 1,009,148 possible omissions identified from a sample size of 10,553,679 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 1 omission error, yielding an overall error rate of 0.03%. For study “B” InEnc NotCIm, there were 115,580 possible omissions identified from a sample size of 529,494 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 18 omission errors, yielding an overall error rate of 1.25%.

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	2.67%	\$0.00
A Match Timeliness	0.67%	\$0.00
A NotEnc InCIm	0.00%	\$0.00
A InEnc NotCIm	0.03%	\$0.00
B Match Accuracy	0.00%	\$0.00
B Match Timeliness	0.00%	\$0.00
B NotEnc InCIm	0.07%	\$0.00
B InEnc NotCIm	1.25%	\$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.

If UnitedHealthcare Community Plan – ACC 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



Katie Hobbs, Governor
Carmen Heredia, Director

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.

Sincerely,

DocuSigned by:

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

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