

November 23, 2015

Joseph Gaudio
President
UnitedHealthcare Community Plan
1 East Washington Suite 900
Phoenix, Arizona 85004

SUBJECT: Notice to Cure Release – Provider Concerns

Dear Mr. Gaudio:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management (DHCM) has reviewed and accepted UnitedHealthcare Community Plan's (UHCCP) Corrective Action Plan (CAP). The CAP was imposed as a result of the Notice to Cure (NTC) levied against UHCCP due to violation of its Acute Care contract YH14-0001 for contract year ending 2014 involving provider complaints regarding claims payment issues, failure to meet Claims Dashboard performance metrics, and an increase in claim disputes being overturned due to incorrect handling.

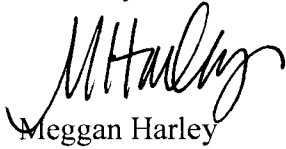
UHCCP has complied with the requirements of the NTC including submission and implementation of a corrective action plan outlining specific items addressed in the NTC. AHCCCS conducted a provider claims survey in September 2015 in follow up to its October 2014 survey. A review of the September 2015 survey results showed an improvement in overall provider satisfaction with UHCCP in comparison to the October 2014 results.

UHCCP has fulfilled the NTC requirements and is released from this NTC and the associated reporting requirements. AHCCCS expects that UHCCP will demonstrate sustained and increased improvement in the area of claims payment, resolution of claims issues and responsiveness to providers and will continue to meet regularly with providers as needed and resolve providers' claims processing issues in a timely manner.

AHCCCS will continue to monitor UHCCP for compliance with contractual requirements regarding claim processing, payment and provider relations. Any further issues of noncompliance may result in additional compliance actions.

If you have any questions or concerns regarding this letter, you may contact Virginia Rountree, Assistant Director, at 602-417-4122 or Virginia.Rountree@azahcccs.gov.

Sincerely,



Meggan Harley
Procurement and Contracts Manager
AHCCCS Division of Health Care Management

Cc: Karen Saelens, UHCCP Chief Operating Officer
Amy Chriswell Pawlowski, UHCCP Director of Compliance
Wendella Howell-Bell, UHCCP Provider Services Director
Shelli Silver, Assistant Director, AHCCCS
Virginia Rountree, Assistant Director, AHCCCS
Christina Quast, Operations Manager, AHCCCS