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Our first care is your health care
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

March 8, 2013

James Stover
Chief Administrative Office
University Family Care/Maricopa County Health Plan
2701 East Elvira Road
Tucson, AZ 85706

RE: Corrective Action of Low Volume of Adjudicated Encounters for University Family Care and Maricopa County Health Plan

Mr. Stover:

This letter is what we were in the process of drafting prior to receiving your Corrective Action Plan on March 6th and serves to formalize the request.

The AHCCCS Division of Health Care Management (DHCM), pursuant to paragraph 65 of the Contract requires University Family Care/Maricopa County Health Plan to develop and submit of a Corrective Action Plan (CAP) addressing the low volume of adjudicated encounters.

The adjudication rate is the number of encounters reaching an adjudicated/approved status over the total number of encounters processed. The Contractors encounter submission has drastically decreased since July 2012.

As a result of your low encounter submission rate, you are required to submit a formal CAP addressing how you will improve the timely submission and volume of adjudication of encounters. The CAP should include timelines, measurable results and identification of the responsible individual(s) for each action.

Under the authority granted to AHCCCS by paragraph 72 of the Contract and the AHCCCS Contractors Operations Manual Policy 408, Sanction Policy, AHCCCS may impose further actions up to and including sanctions if the Contractor does not submit the CAP by the deadline and does not significantly improve the adjudication rate by no later than the second cycle of April 2013.

If you have questions please contact Gina Aker at (602) 417-4016 or Gina.Aker@azahcccs.gov. Thank you for your continued attention to this matter.

Sincerely,
Lori Petre
Lori Petre
Data Analysis and Research Manager, DHCM

Data Research & Analysis

ec: Shelli Silver
Gina Aker
Connie Williams