

June 3, 2020

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 Health Net Access for Contract Year Ending (CYE) 2017. The review was conducted in accordance with Section D, Paragraph 65 of Contract YH14-0001-03 and the Encounter Data Validation Technical Document. The review scope included two sections: Acute study “A” for all professional services and the Acute 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 926,174 encounter/claim matches identified from a sample size of 1,047,876 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 3 accuracy errors and 2 timeliness errors, yielding an overall error rate of 2.00% for accuracy and 1.33% for timeliness. For study “B” Match, there were 32,426 encounter/claim matches identified from a sample size of 46,096 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 121,702 possible omissions identified from a sample size of 1,047,876 claims; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 304 omission errors, yielding an overall error rate of 11.21%. For study “B” NotEnc InCIm, there were 13,670 possible omissions identified from a sample size of 46,096 claims; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 25 omission errors, yielding an overall error rate of 2.35%.

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For study "A" InEnc NotCIm, there were 279,397 possible omissions identified from a sample size of 1,354,833 encounters; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 1 omission errors, yielding an overall error rate of 0.07%. For study "B" InEnc NotCIm, there were 42,609 possible omissions identified from a sample size of 76,646 encounters; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 61 omission errors, yielding an overall error rate of 10.77%.

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	2.00%	\$0.00
A Match Timeliness	1.33%	\$0.00
A NotEnc InCIm	11.21%	\$36,460.57
A InEnc NotCIm	0.07%	\$0.00
B Match Accuracy	0.00%	\$0.00
B Match Timeliness	0.00%	\$0.00
B NotEnc InCIm	2.35%	\$0.00
B InEnc NotCIm	10.77%	\$2,378.60

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

Within 24 hours of receipt of this letter, the final workpapers for each study will be uploaded to the SFTP.

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,


[Meggan LaPorte \(Jun 5, 2020 11:16 PDT\)](#)

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

C: Lori Petre, AHCCCS



Douglas A. Ducey, Governor
Jami Snyder, Director
