

APPENDIX B

EXAMPLES OF CONTRACTOR ACTIVITIES BY TPL SOURCE

In addition to the Contractor duties and responsibilities described in Section 4 of the Scope of Work, the following are examples of specific activities the Contractor will be involved in to adequately meet the contract requirements. The first list describes activities common to all TPL sources. The lists describing the activities unique to each TPL source follow this. The listed activities should not be considered to be all inclusive, and are subject to modification throughout the term of the contract:

Activities common to all TPL sources:

1. Process referrals within 5 days of receipt and provide monthly reports;
2. Maintain solid internal control systems; bank procedures, and cash control;
3. Research and document cases with potential TPL recoveries;
4. Obtain and pay for all legal representation necessary for legal matters prior to a State Fair Hearing;
5. Report case fact and recovery data to AHCCCS;
6. Provide financial reports to AHCCCS on recoveries, including reconciliation of dollars recovered vs. disbursed;
7. Provide financial reports to AHCCCS for reporting federal share of recoveries to CMS
8. Maintain confidentiality of system and hard copy case files;
9. Archive cases in accordance with state requirements;
10. Provide management reports on status of recoveries;
11. Develop and maintain desk level procedures for all activities;
12. Provide financial reports for disbursing all recoveries;
13. Provide technical assistance and training to AHCCCS Health Plans and Program Contractors;
14. Act as a clearinghouse for all referrals and, on a scheduled basis, produce reports by referral type;
15. Provide recovery information in the form and format prescribed by AHCCCS;
16. Comment on proposed changes in state and federal legislation, rules, policies and procedures;
17. Research, analyze and implement proposed or required program changes;
18. Report potential duplicate contracts and payments to Fraud and Abuse;
19. Interface with the Health Plans and Program Contractors as necessary (i.e. requesting medical records);
20. Avoid potential duplicate recoveries through estate and/or trusts or other programs;
21. Recommend and develop new recovery programs and procedures; and,
22. Submit recommended changes to State statutes, Rules, policy, State Plan, and Action Plan as a change would become known or as requested.

Casualty

1. File, amend and release Liens in accordance with A.R.S. §36-2915 and §36-2916;
2. Calculate and report AHCCCS Lien and claim amounts; and,
3. Recommend settlement amounts to AHCCCS, and then settle claim amounts in accordance with AHCCCS directions;

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4. Conduct a monthly reconciliation of the casualty claim inventory to include the number of claims and recovery amounts; and,
5. Provide a monthly listing of open casualty claims by Member to AHCCCS.

Restitution

1. Calculate and report AHCCCS claim amount to Adult Probation on Officers;
2. Maintain monthly balances on open cases; and,
3. Provide monthly report that identifies the current balance of amounts due on open cases.

TEFRA

1. File, amend and release Liens in accordance with the A.R.S. §36-2915 and §36-2916;
2. Calculate and report AHCCCS Lien amounts when property transfer/sale is imminent; and
3. Conduct a monthly reconciliation of the TEFRA NOI and Claims inventory to include the number of claims and recovery amounts; and,
4. Provide a monthly inventory of open TEFRA claims by Member to AHCCCS
5. Administer exemption process and reporting in accordance with AHCCCS policy and procedures.

Estate

1. Perform active estate identification monthly by date of death reports, court records, obituaries etc.;
2. Administer hardship process and reporting in accordance with AHCCCS policy and procedures;
3. File, amend and release Liens in accordance with the A.S.R. §36-2915 and §36-2916;
4. File demand notices and claims for payment;
5. Conduct a monthly reconciliation of the estate case inventory to include the number of claims and recovery amounts; and,
6. Provide a monthly listing of the open estate claims by Member to AHCCCS and,
7. Recommend needed legislation to enhance recoveries.

Creditor Initiated Probate

1. Engage a local attorney to act as outside legal counsel to the Personal Representative;
2. Engage local Realtor(s) to market the real estate in the estate;
3. Make recommendation to AHCCCS in regard to opening probate as a creditor of the estate;
4. Make recommendation to AHCCCS in regard to the valuation of the property in the estate;
5. Coordinate the sales activities of the probate assets with the Realtor;
6. Recommend sale opportunities to AHCCCS, and complete the sale in accordance with AHCCCS directions; and,
7. Process recoveries.

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Trusts

1. Perform active trust recovery monthly.
2. Reconcile trust caseload to AHCCCS trust records when requested.
3. Conduct a monthly reconciliation of the trust case inventory to include the number of claims and recovery amounts; and,
4. Provide a monthly inventory of open trust claims by Member to AHCCCS

Annuity

1. Perform active annuity recovery monthly.
2. Conduct a monthly reconciliation of the annuity case inventory to include the number of claims and recovery amounts; and,
3. Provide a monthly inventory of open annuity claims by Member to AHCCCS

Credit Balance Recoveries

1. Perform desk level provider audits;
2. Perform provider on-site audits;
3. Update the third party coverage file monthly in proper format; and,
4. Process recoveries

Data Matches with the Arizona Department of Transportation and the Arizona Industrial Commission

1. Conduct data matches with Arizona Department of Transportation and the Arizona Industrial Commission utilizing existing Inter-Governmental Agreements;
2. Receive matched data Arizona Department of Transportation and the Arizona Industrial Commission, group by Acute and Long-Term Care Contractor, and coordinate the delivery of Acute and Long-Term Care contractor matched data to them utilizing the AHCCCS secure server; and,
3. Use matched FFS information in the casualty recovery processes.

Commercial Insurance Data Matches

1. Identify commercial insurance carriers that provide coverage to AHCCCS Members; enter into data sharing agreements with those carriers, and obtain their insured member information on a regularly scheduled basis;
2. Provide ongoing outreach to any carrier that ignores a request to data share or who refuses to data share with AHCCCS;
3. Maintain a database of insurance coverage received from the commercial carriers;
4. Conduct monthly matches of AHCCCS Members with the database of commercial insurance;
5. Verify the insurance coverage for Members identified in the match process prior to sending it to AHCCCS; and
6. Re-verify coverage not less than every 6 Months

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Commercial Insurance Recoveries

1. Conduct monthly data matches of encounters with Members with verified insurance coverage and bill the underlining insurance carrier if previously unbilled.
2. After 2 years from the date of service, conduct monthly data matches of Acute and Long-Term Care Contractor encounters with Members with verified insurance coverage and bill the underlining insurance carrier if previously unbilled.
3. Rebill and follow up on unpaid claims as required
4. Account for all activities
5. If new commercial insurance coverage is identified through the recovery process, verify the coverage and add it to the AHCCCS verified coverage file.
6. Process recoveries.

RAC

1. Conduct audits as described in the scope of work
2. Process all refunds and payments.