

October 14, 2021

Ms. Minnie Andrade
Chief Executive Officer
Molina Complete Care
5055 E Washington St, Ste 210
Phoenix, AZ 85034

Dear Ms. Andrade:

Attached are the final results of the Encounter Data Validation studies for Magellan Complete Care of Arizona for Contract Year Ending (CYE) 2019. The review was conducted in accordance with Section D, Paragraph 61 of Contract YH19-0001-07 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 208,570 encounter/claim matches identified from a sample size of 211,346 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 2 timeliness errors, yielding an overall error rate of 0.00% for accuracy and 1.33% for timeliness. For study "B" Match, there were 12,960 encounter/claim matches identified from a sample size of 13,122 claims; a subsample of 149 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 2 accuracy errors and 8 timeliness errors, yielding an overall error rate of 1.34% for accuracy and 5.37% for timeliness.

For study "A" NotEnc InCIm, there were 2,776 possible omissions identified from a sample size of 211,346 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 99 omission errors, yielding an overall error rate of 0.41%. For study "B" NotEnc InCIm, there were 162 possible omissions identified from a sample size of 13,122 claims; a subsample of 162 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 14 omission errors, yielding an overall error rate of 0.11%.

For study "A" InEnc NotCIm, there were 36,250 possible omissions identified from a sample size of 256,157 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 4 omission errors, yielding an overall error rate of 0.18%. For study "B" InEnc NotCIm, there were 2,068 possible omissions identified from a sample size of 15,520 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 13 omission errors, yielding an overall error rate of 0.55%.

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	0.00%	\$ 0.00
A Match Timeliness	1.33%	\$ 0.00
A NotEnc InCIm	0.41%	\$ 0.00
A InEnc NotCIm	0.18%	\$ 0.00
B Match Accuracy	1.34%	\$ 0.00
B Match Timeliness	5.37%	\$12.84
B NotEnc InCIm	0.11%	\$ 0.00
B InEnc NotCIm	0.55%	\$ 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.

Within 24 hours of receipt of this letter, the final workpapers for each study will be uploaded to the Secured File Transfer Protocol (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 \(Oct 15, 2021 12:52 PDT\)](#)

Meggan LaPorte MSW, CPPO
Chief Procurement Officer

cc: Christina Quast, AHCCCS