

January 25, 2017

Jesse Eller  
Chief Executive Officer  
United Health Care Community Plan-LTC  
1 East Washington, Suite 800  
Phoenix, AZ 85004

**SUBJECT: Notice of Mandated Corrective Action Plan**

Dear Mr. Eller:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management (DHCM) has determined that United Health Care Community Plan-LTC (UHCCP-LTC) has failed to comply with the Arizona Long Term Care contract YH12-001 and the AHCCCS Medical Policy Manual (AMPM) Chapter 1600, Case Management.

As a result of a hearing decision made by the Office of Administrative Law on October 27, 2016, and upheld by the AHCCCS Administration, AHCCCS has identified that UHCCP-LTC has failed to:

- Adequately assess the appropriate number of attendant care hours for the member,
- Adequately monitor and document changes to the member needs and condition, as well the availability of informal supports which would ultimately impact the member's service plan, and
- Adequately research and review the appeal.

UHCCP-LTC reached a settlement at the time of the member's State Fair Hearing, in which UHCCP-LTC agreed to increase the member's attendant care hours from 16 ¼ hours to 55 hours per week. It is the expectation of AHCCCS that mitigation efforts take place prior to these types of cases going to hearing, particularly in the instances where there is the potential for resolving or settling the dispute(s) prior to hearing.

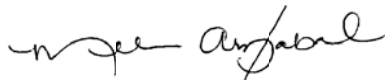
As a result of the above findings, AHCCCS is requiring that UHCCP-LTC develop and implement a Corrective Action Plan (CAP) to ensure case managers are completing the HCBS Needs Tool (HNT) consistent with AMPM policy requirements and reviewing and updating the HNT accordingly. The CAP should also outline steps taken when previously identified informal supports are no longer available or the person providing the informal supports is no longer willing to provide the care and services to the member in an informal capacity.

AHCCCS will be sending separate communication regarding additional request for information on the member specific issues addressed in the October 27, 2016 Hearing.

The CAP must be submitted to AHCCCS for review and approval prior to implementation. Submit the proposed CAP to Melissa Arzabal no later than **February 23, 2017**.

If you have any questions, please contact Melissa Arzabal at 602-417-4145 or, e-mail at [Melissa.Arzabal@azahcccs.gov](mailto:Melissa.Arzabal@azahcccs.gov).

Sincerely,

A handwritten signature in black ink that reads "Melissa Arzabal". The signature is written in a cursive, flowing style.

Melissa Arzabal  
Case Management Program Manager  
AHCCCS-DHCM  
602-417-4145  
[Melissa.Arzabal@azahcccs.gov](mailto:Melissa.Arzabal@azahcccs.gov)

Cc: Kelly Kreiselmeier, UHCCP-LTC  
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