

March 1, 2018

Mr. Jesse Eller  
Executive Director  
UnitedHealthcare Community Plan - LTC  
1 East Washington, Suite 800  
Phoenix, AZ 85004

Dear Mr. Eller:

Attached are the final results of the Encounter Data Validation studies for UnitedHealthcare Community Plan - LTC for Contract Year Ending (CYE) 2015. The review was conducted in accordance with Section D, paragraph 74 of Contract YH12-0001-02 and the Encounter Data Validation Technical Document. The review scope includes two sections: ALTCS study "A" for Home Health, Therapies, and Personal Care and the ALTCS study "B" for Nursing Facilities. The studies measured:

- Claim 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 InClm) – reviewed for omission.
- Encounters reported in PMMIS but not included in the Contractor's claim submission (InEnc NotClm) – 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 677,759 encounter/claim matches identified from a sample size of 828,150 claims; a subsample of 153 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 32 accuracy errors and 4 timeliness errors, yielding an overall error rate of 20.92% for accuracy and 2.61% for timeliness. For study "B" Match, there were 53,354 encounter/claim matches identified from a sample size of 64,775 claims; a subsample of 152 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 15 accuracy errors and 5 timeliness errors, yielding an overall error rate of 9.87% for accuracy and 3.29% for timeliness.

For study "A" NotEnc InClm, there were 150,391 possible omissions identified from a sample size of 828,150 claims; a subsample of 317 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 36 omission errors, yielding an overall error rate of 2.06%. For study "B" NotEnc InClm, there were 11,421 possible omissions identified from a sample size of 64,775 claims; a subsample of 310 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 44 omission errors, yielding an overall error rate of 2.50%.

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For study "A" InEnc NotCIm, there were 190,631 possible omissions identified from a sample size of 954,903 encounters; a subsample of 317 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 26 omission errors, yielding an overall error rate of 1.64%. For study "B" InEnc NotCIm, there were 6,841 possible omissions identified from a sample size of 64,837 encounters; a subsample of 305 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 115 omission errors, yielding an overall error rate of 3.98%.

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	20.92%	\$112,800.59
A Match Timeliness	2.61%	\$0.00
A NotEnc InCIm	2.06%	\$0.00
A InEnc NotCIm	1.64%	\$0.00
B Match Accuracy	9.87%	\$1,281.66
B Match Timeliness	3.29%	\$0.00
B NotEnc InCIm	2.50%	\$0.00
B InEnc NotCIm	3.98%	\$0.00

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 at <https://sftp.statemedicaid.us/UHC-LTC/OTHER/DHCM/OUT/>.

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](mailto:linda.oakley@azahcccs.gov).

Sincerely,



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

C: Lori Petre, AHCCCS  
DHCM/DA&R File