

May 30, 2018

Shawn Nau
Chief Executive Officer
Health Choice Arizona
410 N 44th St, Suite 900
Phoenix, AZ 85008

RE: Release from December 5, 2017 Corrective Action of Low Volume of Adjudicated Encounters for Health Choice Arizona (HCA)

Dear Mr. Nau:

On December 5, 2017, AHCCCS Division of Health Care Management (DHCM) required Health Choice Arizona (HCA) to submit a Correction Action Plan (CAP) for the low volume of adjudicated encounters. The CAP was initiated to ensure that HCA returns to compliance with the provisions of AHCCCS Contract paragraph number 65 and the Encounter Manual.

This letter serves as notification that DHCM is releasing HCA from the CAP. HCA has demonstrated a sustained improvement in the percentage of adjudicated encounters over the last 4 months.

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
new days	823,513	1,150,508	926,903	312,044	1,273,013	926,215	705,399	240,862
approved	575,340	1,074,700	678,255	214,008	990,175	724,558	585,347	244,420
new pends	61,387	43,807	51,734	22,332	77,584	42,149	37,695	18,480
all pends	279,972	220,994	136,396	91,831	84,820	54,530	62,609	55,393
voided	114,431	11,034	12,486	5,546	50,947	18,233	21,208	5,545
replaced	33,146	29,028	40,934	10,577	123,562	42,775	23,305	7,716
AHCCCS Denied	10,960	16,924	34,615	5,050	31,436	14,522	27,228	2,343
HP Denied	211,938	199,617	239,401	81,668	353,572	209,454	99,650	771
others	114,911	11,426	12,629	5,966	52,209	19,381	22,180	5,573
processed	1,193,121	1,523,661	1,101,296	398,523	1,512,212	1,022,445	797,014	308,500

approved/processed	59%	81%	79%	68%	85%	89%	84%	79%
all pends/processed	29%	17%	16%	29%	7%	7%	9%	18%
new pends/new days	7%	4%	6%	7%	6%	5%	5%	8%
voided/processed	12%	1%	1%	2%	4%	2%	3%	2%
replaced/processed	3%	2%	5%	3%	11%	5%	3%	3%
AHCCCS denied/processed	1%	1%	4%	2%	3%	2%	4%	1%
HP Denied/Processed	22%	15%	28%	26%	31%	26%	14%	0%
others/processed	12%	1%	1%	2%	5%	2%	3%	2%
total	100%	100%	100%	100%	100%	100%	100%	100%

Please remember that DHCM will continue to monitor HCA for continued compliance with the requirements. Any further non-compliance could result in additional corrective action as identified under the terms of the Contract, paragraph 72, Sanctions.

If you have questions, please contact Gina Aker at (602) 417-4016 or Gina.Aker@azahcccs.gov.
Thank you for your continued attention to this matter.

Sincerely,

Lori Petre

Lori Petre
Data Analysis and Research Manager, DHCM

cc: Shelli Silver, DHCM
Gina Aker, DHCM
Nicole Larson, HCA