

March 30, 2021

Ms. Jean Kalbacher
Chief Executive Officer
UnitedHealthcare Community Plan - CRS
1 E Washington, Ste 900
Phoenix, AZ 85004

Dear Ms. Kalbacher:

Attached are the final results of the Encounter Data Validation studies for UnitedHealthcare Community Plan - CRS for Contract Year Ending (CYE) 2018. The review was conducted in accordance with Section D, Paragraph 64 of Contract YH14-0002 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 699,675 encounter/claim matches identified from a sample size of 709,762 claims; a subsample of 151 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 1 timeliness error, yielding an overall error rate of 1.32% for accuracy and 0.66% for timeliness. For study "B" Match, there were 37,880 encounter/claim matches identified from a sample size of 38,284 claims; a subsample of 151 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 1 timeliness error, yielding an overall error rate of 1.32% for accuracy and 0.66% for timeliness.

For study "A" NotEnc InCIm, there were 10,087 possible omissions identified from a sample size of 709,762 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 43 omission errors, yielding an overall error rate of 0.19%. For study "B" NotEnc InCIm, there were 404 possible omissions identified from a sample size of 38,284 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 94 omission errors, yielding an overall error rate of 0.31%.

Ms. Kalbacher
March 30, 2021
Page 2

For study “A” InEnc NotCIm, there were 91,311 possible omissions identified from a sample size of 907,311 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 8 omission errors, yielding an overall error rate of 0.26%. For study “B” InEnc NotCIm, there were 322 possible omissions identified from a sample size of 44,176 encounters; a subsample of 228 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 180 omission errors, yielding an overall error rate of 0.58%.

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 | 1.32% | \$0.00 |
| A Match Timeliness | 0.66% | \$0.00 |
| A NotEnc InCIm | 0.19% | \$0.00 |
| A InEnc NotCIm | 0.26% | \$0.00 |
| B Match Accuracy | 1.32% | \$0.00 |
| B Match Timeliness | 0.66% | \$0.00 |
| B NotEnc InCIm | 0.31% | \$0.00 |
| B InEnc NotCIm | 0.58% | \$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 (Mar 30, 2021 09:58 PDT)

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

C: Christina Quast, AHCCCS
Lori Petre, AHCCCS