

Janice K. Brewer, Governor
Thomas J. Betlach, Director

801 East Jefferson, Phoenix, AZ 85034
PO Box 25520, Phoenix, AZ 85002
Phone: 602-417-4000
www.azahcccs.gov



Our first care is your health care
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

February 14, 2011

James Stover
Chief Executive Officer
University Family Care
2701 East Elvira Road
Tucson, Arizona 85706

**SUBJECT: Release from Notice to Cure – Grievance System: Prior Authorization Decision
Timeliness**

Dear Mr. Stover:

Under the authority granted to Arizona Health Care Cost Containment System (AHCCCS) by Section D, Paragraph 72 of the Acute Care Contract and the Acute Care Operations Manual Policy 408 – Sanction Policy, AHCCCS is releasing University Family Care (UFC) from the Notice to Cure imposed on June 1, 2010, as the requirements have been completed. AHCCCS has been conducting monthly audits of the Prior Authorization Logs produced by UFC. The audit assessment was comprised of randomly selecting prior authorization requests for review along with analysis of supportive documentation to confirm the decision making timeframe and system input. AHCCCS required that UFC have three consecutive months of audit scores greater than, or equal to 90%, to be relieved of this Notice to Cure.

As UFC has met the requirement noted above, the Contractor is now relieved of this Notice to Cure. Please note, however, that UFC will be subject to additional administrative action should AHCCCS find that UFC is non-compliant with the timeliness of Prior Authorization Decisions in the future. Should you have questions regarding the findings expressed in this communication, please direct them to Linda Vrabel, Interim Manager Medical Management, Division of Health Care Management.

Sincerely,

Michael Veit
Contracts and Purchasing Administrator

Cc: Lee Coffman, Director of Compliance and Audit, UFC
Kate Aurelius, Deputy Director, OOD
Shelli Silver, Assistant Director, DHCM
Elizabeth Stackfleth, Interim Acute Care Operations Manager, DHCM
Linda Vrabel, Interim Manager of Medical Management, DHCM
Contract Compliance file