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

January 7, 2010

Ms. Nancy Novick  
Chief Executive Officer  
Phoenix Health Plan/Community Connection  
7878 North 16th Street; Suite 105  
Phoenix, AZ 85020

**SUBJECT: Final Aged Pended Encounter Sanctions September 2009**

Dear Ms. Novick:

The attached information will apprise you of your final aged pended encounter sanctions for the quarter ending September 2009. According to our contract, Phoenix Health Plan/Community Connection is required to resolve all pended encounters within 120 calendar days of the processing date. If this requirement is not met, the contract provides for sanctions specified in Attachment I of the Acute Care contract.

The exception to the above is when the pended encounter is due to an Arizona Health Care Cost Containment System (AHCCCS) error. AHCCCS error is defined as a pended encounter, which

- (1) AHCCCS acknowledges to be the result of its own error, and
  - (2) Requires a change to the system programming, an update to the database reference table, or further research by AHCCCS. Contractors must notify AHCCCS, in writing, that the resolution of a pended encounter depends on AHCCCS instead of the Contractor. Pended encounters do not qualify as AHCCCS error if AHCCCS reviews the Contractor's notification and asks the Contractor to research the issue and provide additional substantiating documentation, or if AHCCCS disagrees with the Contractor's claims of AHCCCS error.
- ◆ AHCCCS distributed preliminary sanction results, including a summary of encounters excluded from sanctions. Contractors were provided an opportunity to review the preliminary results, and to provide input to items believed to be sanctioned in error. Contractor input was considered in determining the final sanction amount. We have elected to waive error codes due AHCCCS error for the quarter ending September 2009 from your sanctionable pended encounter summary.

Please note that, even when sanctions are waived, you are liable for correcting all pended encounters unless the error is due to AHCCCS error. You will be notified when systems' corrections are made that will enable pends (due to AHCCCS error) to automatically clear. At that time, all pends that are still unable to successfully adjudicate will begin anew with an internal 120 day clock for Health Plan correction. The true age for these pended encounters will still appear on your aging reports.

Ms. Novick  
January 7, 2010

Enclosed is a summary of the final sanction results. For the quarter ending September 2009, Phoenix Health Plan/Community Connection had 1,779 pended encounters over 120 days old that resulted in a sanction amount of \$11,345.00, which will be suspended this quarter. If it appears that aged pended encounters are not corrected timely, the September 2009 sanction may be levied retroactively.

AHCCCS will trend aged encounter pends over several quarters, evaluate the total quarterly voids, and examine the quarterly ratio of new pends to total pends. When established thresholds are met sanctions will be waived. And when thresholds are not met, the sanctions will be levied. Additional information regarding these sanction thresholds will be sent under separate cover.

Please retrieve your pended encounter sanction information from AHCCCS' FTP server. The path is Sftp.state.medicaid.us\PHX\Other\ and the file names are:

- ◆ PHX September 2009 Final Sanctions.txt
- ◆ PHX September 2009 Final Waived Encounters.pdf
- ◆ PHX September 2009 Final Error Summary.pdf
- ◆ PHX September 2009 Final Age Category.pdf

If you have any questions regarding your pended encounter sanctions, please contact Brent Ratterree at [Brent.Ratterree@azahcccs.gov](mailto:Brent.Ratterree@azahcccs.gov) or (602) 417-4571.

Sincerely,



Michael Veit  
Contracts & Purchasing, Administrator  
Division of Business and Finance  
Mail Drop #5700

cc: Shelli Silver  
Lori Petre  
Devra Navas  
Nancy Neroni  
Alan Schafer  
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DAR File