

July 25, 2018

Kathy Oestreich  
Chief Executive Officer  
University Family Care  
2701 E. Elvira Road  
Tucson, AZ 85756

**SUBJECT: Release from January 18, 2018 Corrective Action of Low Volume of Adjudicated Encounters for University Family Care (UFC)**

Dear Ms. Oestreich:

On January 18, 2018 AHCCCS Division of Health Care Management (DHCM) required University Family Care (UFC) to submit a Correction Action Plan (CAP) for the low volume of adjudicated encounters. The CAP was initiated to ensure that UFC 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 UFC from the CAP. UFC has demonstrated a sustained improvement in the percentage of adjudicated encounters over the last 6 months.

	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
new days	731,730	466,192	364,956	510,411	687,396	208,434
approved	944,680	340,573	298,383	441,102	540,486	148,913
new pends	29,805	9,330	5,135	22,863	26,401	6,092
all pends	79,604	49,279	31,919	52,399	70,700	52,823
voided	13,552	76,611	8,028	5,750	14,292	10,958
replaced	707,651	8,566	51,094	109,566	27,165	6,149
AHCCCS Denied	35,710	7,322	8,987	10,427	10,794	4,257
HP Denied	433,379	121,284	105,840	149,906	138,639	58,179
others	13,562	77,875	8,032	5,750	14,323	10,968
processed	1,506,935	596,333	453,161	659,584	774,942	275,140

approved/processed	88%	72%	86%	87%	85%	69%
all pends/processed	7%	10%	9%	10%	11%	24%
new pends/new days	4%	2%	1%	4%	4%	3%
voided/processed	1%	16%	2%	1%	2%	5%
replaced/processed	66%	2%	15%	21%	4%	3%
AHCCCS denied/processed	3%	2%	3%	2%	2%	2%
HP Denied/Processed	40%	26%	30%	29%	22%	27%
others/processed	1%	16%	2%	1%	2%	5%
total	100%	100%	100%	100%	100%	100%

Please remember that DHCM will continue to monitor UFC 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](mailto: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  
Sarah Spiekermeier, UFC