

September 5, 2014

Ron Rosenberger  
Administrator/Chief Executive Officer  
Phoenix Health Plan  
7878 North 16<sup>th</sup> Street; Suite 105  
Phoenix, AZ 85020

**SUBJECT: Final Results of Sanctionable Pended Encounters March 2014**

Dear Mr. Rosenberger:

This attached information will provide the final aged pended encounter sanctions for the quarter ending March 2014. According to the Contract, Phoenix Health Plan is required to resolve all pended encounters within 120 calendar days of the processing date. If this requirement is not met, the Contractor is subject to sanctions.

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 AHCCCS acknowledges to be the result of its own error, and 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 the preliminary sanction results, including a summary of encounters excluded from sanctions as AHCCCS error, on April 24, 2014. The Contractor was provided an opportunity to review the preliminary results, and challenge those encounters believed to be sanctioned in error. The Contractor's mitigation was considered, and when appropriate, the mitigated encounters were removed from the final sanctionable encounters. The preliminary sanctionable number of pended encounters for March 2014 was 6,380 and the final sanction number pended encounters for this quarter is 3,722. The final sanction dollar amount is \$36,240.

In an effort to improve future outcomes, AHCCCS would like to provide the following feedback of PHP's June 2014 response. PHP's documentation included internal work notes specific to PHP's tracking; examples included, "Marked for TA", "Past 60 days recouped" and "sent for adjustment"; these types of explanations provide little direction to the Reviewer and do not explain why these pended encounter should be waived from sanctions. Moving forward, only include those encounters that should be excluded from sanctions, with a clear description for the waiver, i.e. "Sent to AHCCCS for override on <date>". AHCCCS has provided this direction for two quarters now, will no longer; review PHPs internal notes to find the appropriate response/s.

Even if sanctions are waived, the Contractor is liable for addressing all pended encounters (except those errors which have been identified as due to AHCCCS error or as being under review by AHCCCS). When error codes are identified as an AHCCCS error and are corrected, or are identified as being under AHCCCS review and then released, the Contractor is responsible for addressing any remaining error codes and will be afforded a new 120 day clock for resolution. However, the true age for these pended encounters will continue to appear on the Aging Reports.

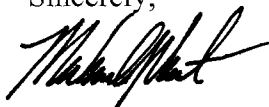
Enclosed is a summary of the final sanction results. Please retrieve your pended encounter sanction information from AHCCCS' FTP server. The path is `sftp.state.medicaid.us\PHP\OTHER\` and the file names are:

- PHP 2014 March Final Sanctions.txt
- PHP 2014 March Final Excluded Enc.pdf
- PHP 2014 March Final Error Summary.pdf
- PHP 2014 March Final Age Category.pdf

Per the terms of the Contract, sanctions are not the Administration's exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against the Administration as the result of your non-compliance with the Contract, the Administration will seek compensation from you for any damages arising from such legal action including but not limited to the Administration's cost of representation as well as the cost of any attorneys' fees and costs payable to the party bringing the action.

If you have any questions regarding your pended encounter sanctions, please contact Gina Aker at [Gina.Aker@azahcccs.gov](mailto:Gina.Aker@azahcccs.gov), (602) 417-4016.

Sincerely,



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

cc: Shelli Silver  
Lori Petre  
Devra Navas  
Nancy Neroni  
Aker, Gina  
Virginia Rountree  
Alvarez, Diana  
DAR File