

September 27, 2018

Joseph Gaudio
Chief Executive Officer
UnitedHealth Community Plan_Acute
1 East Washington – Ste. 900
Phoenix, AZ 85004

SUBJECT: Final Results of Sanctionable Pended Encounters March 2018

Dear Gaudio:

This attached information will provide the final aged pended encounter sanctions for the quarter ending March 2018. According to the Contract (YH14-0001-01), UnitedHealth Community Plan_Acute (UHC_Acute) 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 May 16 2018. The Contractor was provided an opportunity to review the preliminary results, and challenge those encounters believed to be sanctioned in error. The Contractor's submitted mitigation was considered, and when appropriate, the mitigated encounters were removed from the final sanctionable encounters. The preliminary sanctionable number of pended encounters for UHC_ACUTE was _0 and the final sanction number pended encounters for this quarter is 0. **There is no sanction for March 2018.** The file posted on the SFTP server just contains the waived information.

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Please retrieve your waived encounter sanction information from AHCCCS' FTP server. The path is `sftp.state.medicaid.us\UHC_ACUTE\OTHER\` and the file name:

- UHC_ACUTE March 2018 Final Sanctions.xlsx

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

Sincerely,



Meggan Harley, CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
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