

Monthly MCO Compliance Report

Medallion 4.0 February 2022 Deliverables



Health Care Services Division

April 14, 2022

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Compliance Points Overview

MCO	Prior Month Point Balance	Point(s) Incurred for Current Month*	Point(s) Expiring from February 2021	Final Point Balance*	Area of Violation: Finding or Concern
<u>Aetna</u>	6.0	0	0	6.0	FINDINGS NONE CONCERNS NONE
<u>Anthem</u>	9.0	1	1	9.0	FINDINGS APPEALS & GRIEVANCES CONCERNS NONE
<u>Molina</u>	17.0	0	1	16.0	FINDINGS NONE CONCERNS PROVIDER CALL CENTER STATS MEMBER CALL CENTER STATS LATE SUBMISSION CMHRS SA
<u>Optima</u>	6.0	0	1	5.0	FINDINGS NONE CONCERNS NONE
<u>United</u>	8.0	0	0	8.0	FINDINGS NONE CONCERNS EI CLAIMS
<u>VA Premier</u>	19	0	1	18	FINDINGS NONE CONCERNS NONE

**All listed point infractions are pending until the expiration of the 15-day comment period.*

Notes:

-**Findings**- Area(s) of violation; point(s) issued.

-**Concerns**- Area(s) of concern that could lead to potential findings; **no** points issued.

-**Expired Points**- Compliance points expire 365 days after issuance. Thus, all points issued in February 2021 (Issue date: 3/15/2021) expire on 3/15/2022 and are subtracted from the final point balance.

Summary

The **Compliance Review Committee (CRC)** met on April 6, 2022 to review deliverables measuring performance for February 2022 as well as other reported program issues. The CRC consists of five managers and supervisors from the Health Care Services division who vote on what, if any, compliance enforcement actions to take in response to identified issues of potential non-compliance.

The CRC voted to issue a Warning Letter with associated compliance points and no financial penalties as well as Notices of Non-Compliance to Managed Care Organizations (MCOs) for failure to meet contractual requirements or thresholds.

Each MCO's compliance findings and concerns are further detailed below. Data related to the Health Care Services Division's compliance activities are also included. The Department communicated the findings of its review of February's compliance issues in letters and emails issued to the MCOs on April 11, 2022.

Aetna Better Health of Virginia

Findings:

- No findings (*i.e.*, no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- No concerns

MIP/CAP Update:

- No updates

Appeal Decision:

- No appeals

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time.

Summary:

- For deliverables measuring performance for February 2022, Aetna showed a very high level of compliance. Aetna timely submitted all 23 required monthly reporting deliverables. In summation, Aetna complied with all applicable regulatory and contractual requirements.

Anthem HealthKeepers Plus

Findings:

- **Contract Adherence:** Anthem HealthKeepers Plus failed to resolve three (3) internal member appeals within 30 days. Anthem processed these appeals in 31 and 33 days.

Section 12.3 of the Medallion 4.0 contract, states the Contractor shall process, resolve, and provide notice to each appeal as expeditiously as the Member's health condition requires and shall not exceed 30 calendar days from the initial date of receipt of the appeal.

According to Section 10.1.E.a of the Medallion 4.0 contract, a failure to comply with the contract that "represents a threat to [the] smooth and efficient operation" of the Medallion 4.0 program is subject to a one (1) point penalty.

The Compliance Team recommended that in response to the issue identified above, Anthem be issued a **Warning Letter and one (1) compliance point** with no financial penalty, MIP, or CAP. The CRC agreed with the Compliance Team's recommendation, and voted to issue a **Warning Letter and one (1) compliance point** with no financial penalty, MIP, or CAP in response to this issue. **(CES # 4854)**

Concerns:

- No concerns

MIP/CAP Update:

- No updates

Appeal Decision:

- No appeals

Expiring Points:

- **Case # 3875:** February 2021 – Appeals & Grievances Issue. 1 point was removed from Anthem's total by closing **CES # 3875**.

Financial Sanctions Update:

- No outstanding sanctions at this time.

Summary:

- For deliverables measuring performance for February 2022, Anthem showed a moderate level of compliance. Anthem timely submitted all 23 required monthly reporting deliverables. One contract deliverable failed to meet contract adherence requirements for timely processing of internal member appeals (as addressed above in **CES # 4854**). In summation, Anthem complied with most applicable regulatory and contractual requirements.

Molina Complete Care

Findings:

- No findings (*i.e.*, no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- **Untimely Deliverable Submission:** Molina Complete Care failed to timely submit its Pharmacy Prior Authorization Report. Molina failed to submit their monthly report by the due date of March 15, 2022. The Compliance Unit reached out on March 16 with a new deadline of March 18, 2022. Compliance Unit sent a second request on March 21, 2022. Molina advised that communication was sent to the Integrated Care Division and the deadline was extended. Molina submitted the missing report to the Department on March 21, 2022.

Section 10.1.E.d.b of the Medallion 4.0 contract requires the MCOs to submit reporting deliverables timely, with accurate data, and in the format and layout specified by DMAS. Thus, Molina violated the terms of the Medallion 4.0 contract in the deliverable submission addressed above.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)** without any associated compliance points, financial sanctions, or corrective actions. The CRC agreed with the Compliance Team's recommendation, and voted to issue a **Notice of Non-Compliance (NONC)** without associated compliance points or financial sanctions in response to this issue. **(CES # 4833)**

- **Call Center Statistics:** DMAS timely received the February 2022 MCO Member Call Center Statistics report from Molina. Upon review, the Compliance Unit discovered that the report indicated that Molina did not meet the required contract thresholds for call center statistics (did not answer 95% of incoming member calls). Molina answered 94.79% of incoming member calls in the month of February 2022.

Section 7.15.C of the Medallion 4.0 contract requires that the MCO's Member call abandonment rates shall be less than five percent (5%) for all incoming calls each month. Molina failed to answer at least 95% of the incoming Member calls to be in compliance with the Medallion 4.0 contract.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)** without any associated compliance points, or financial sanctions. Since Molina is currently

under a Corrective Active Plan, no compliance points or financial sanctions will be issued in response to the issue(s) identified in this letter. However, the Department may proceed with issuance of points or financial sanctions for failing to meet call center reporting requirements in the future.

The CRC agreed with the Compliance Team's recommendation, and voted to issue a **Notice of Non-Compliance (NONC)** without associated compliance points or financial sanctions in response to this issue. **(CES # 4834)**

- **Call Center Statistics:** DMAS timely received the February 2022 MCO Provider Call Center Statistics report from Molina. Upon review, the Compliance Unit discovered that the report indicated that Molina did not meet the required contract thresholds for call center statistics (did not answer 95% of incoming provider calls). Molina answered 92.39% of incoming provider calls in the month of February 2022.

Section 5.9 of the Medallion 4.0 contract requires that the MCOs Provider call abandonment rates shall average less than five percent (5%) each month. Molina failed to answer at least 95% of the incoming provider calls to be in compliance with the Medallion 4.0 contract.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)** without any associated compliance points, or financial sanctions. Since Molina is currently under a Corrective Active Plan, no compliance points or financial sanctions will be issued in response to the issue(s) identified in this letter. However, the Department may proceed with issuance of points or financial sanctions for failing to meet call center reporting requirements in the future.

The CRC agreed with the Compliance Team's recommendation, and voted to issue a **Notice of Non-Compliance (NONC)** without associated compliance points or financial sanctions in response to this issue. **(CES # 4835)**

- **Contract Adherence:** Molina failed to timely process Community Mental Health Rehabilitation Services (CMHRS) Service Authorizations. Per the February 2022 data, there was one (1) expedited CMHRS request that did not require supplemental information processed past 72 hours which exceeds the contract requirement. Molina processed this expedited request in 124 hours and the overall timeliness of processing CMHRS SA requests was 99.62%.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)** without any associated compliance points, financial sanctions, or corrective actions. The CRC agreed with the Compliance Team's recommendation, and voted to issue

a **Notice of Non-Compliance (NONC)** without any associated compliance points, financial sanctions, or corrective actions. **(CES # 4836)**

MIP/CAP Update:

- Regarding CES cases 4673 and 4674, Molina submitted a combined Corrective Action Plan (CAP) regarding reoccurring issue of non-compliance with both Member and Provider Call Center Stats on April 4, 2022. The submitted CAP addresses the root cause analysis of identified issues, and offers remediation efforts. Molina's CAP is currently under review for approval with HCS leadership.

Appeal Decision:

- No appeals

Expiring Points:

- **Case # 3873:** February 2021 – Appeals & Grievances Issue. 1 point was removed from Molina's total by closing **CES # 3873**.

Financial Sanctions Update:

- No outstanding sanctions at this time.

Summary:

- For deliverables measuring performance for February 2022, Molina showed a moderate level of compliance. Molina timely submitted 22 out of 23 required monthly reporting deliverables. One contract deliverable was not submitted timely (as addressed above in **CES # 4833**). Three deliverables failed to meet contract adherence requirements for Provider and Member Call Center Stats, and the timely processing of CMHRS Service Authorizations (as addressed above in **CES # 4834, 4835, & 4836**). In summation, Molina complied with most regulatory and contractual requirements.

Optima Family Care

Findings:

- No findings (*i.e.*, no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- No concerns

MIP/CAP Update:

- No updates

Appeal Decision:

- No appeals

Expiring Points:

- **Case # 3793:** February 2021 – Call Center Statistics Issue. 1 point was removed from Optima’s total by closing **CES # 3793**.

Financial Sanctions Update:

- No outstanding sanctions at this time.

Summary:

- For deliverables measuring performance for February 2022, Optima showed a very high level of compliance. Optima timely submitted all 23 required monthly reporting deliverables, and those deliverables did not expose any programmatic issues. In summation, Optima complied with all applicable regulatory and contractual requirements.

UnitedHealthcare

Findings:

- No findings (*i.e.*, no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- **Contract Adherence:** The Department timely received the February 2022 Early Intervention Services Report from UnitedHealthcare. Upon review, a DMAS subject matter expert discovered the report indicated UnitedHealthcare failed to process one (1) clean claim within 14 calendar days.

On March 18, 2022, the Compliance Unit requested detailed claim information relating to the one (1) clean claim not paid within 14 days. UnitedHealthcare reported paid this claim on day 15.

The overall timeliness of adjudicated clean claims was 99.84% for the month of February 2022.

The Compliance Team recommended that in response to the issue identified above, UnitedHealthcare be issued a **Notice of Non-Compliance (NONC)** without any associated compliance points, financial sanctions, or corrective actions. The CRC agreed with the Compliance Team's recommendation, and voted to issue a **Notice of Non-Compliance (NONC)** without any associated compliance points, financial sanctions, or corrective actions. **(CES # 4813)**

MIP/CAP Update:

- No updates

Appeal Decision:

- No appeals

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time.

Summary:

- For deliverables measuring performance for February 2022, UnitedHealthcare showed a moderate level of compliance. UnitedHealthcare timely submitted all 23 required monthly reporting deliverables. One contract

deliverable failed to meet contract adherence requirements for timely processing of EI claims (as addressed above in **CES # 4813**). In summation, UnitedHealthcare complied with most regulatory and contractual requirements.

Virginia Premier

Findings:

- No findings (*i.e.*, no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- No concerns

MIP/CAP Update:

- No updates

Appeal Decision:

- No appeals

Expiring Points:

- **Case # 3874:** February 2021 – Appeals & Grievances Issue. 1 point was removed from Virginia Premier’s total by closing **CES # 3874.**

Financial Sanctions Update:

- No outstanding sanctions at this time.

Summary:

- For deliverables measuring performance for February 2022, Virginia Premier showed a very high level of compliance. Virginia Premier timely submitted all 23 required monthly reporting deliverables and those deliverables did not expose programmatic issues. In summation, Virginia Premier complied with all applicable regulatory and contractual requirements.

Next Steps

At this time, the Compliance Unit continues to host monthly Compliance Review Committee meetings, follow up on recurring issues, and communicate with the MCOs regarding identified issues. The Compliance Unit is also in the process of expanding the types of compliance issues it investigates, and involving itself with programmatic issues as well as technical deliverable issues.

The Compliance Unit continued its enforcement efforts in the area of ensuring the timely processing of CMHRS Service Authorization Requests, as well as compliance with contract requirements for call center abandonment rates, and Early Intervention claims adjudication. The MCOs were notified of their non-compliance with these issues. The Compliance Unit requested adherence to the Medallion 4.0 contract and issued points as appropriate.

The HCS Compliance Unit is also coordinating with the IC Compliance Unit to align enforcement actions as applicable between the two contracts.