



Division of Integrated Care:

CORRECTIVE ACTION PLAN ADDENDUM

MCO Name: Optima Health Community Care	Date: 3/9/18	Contract Cycle: CY2017-2018
MCO Instructions: Please provide detail on each of the non-compliance item(s) and how the MCO will address issues relating to this area in the future.		

This is an addendum to the Optima Health Corrective Action Plan submitted on February 26, 2018. This Corrective Action Plan was in response to the letter DMAS sent to Randy Ricker dated February 13, 2018, which identified the following areas requiring improvements:

- Area 1: Unreliable and Inaccurate Dashboard Data
- Area 2: Untimely Claims Payment
- Area 3: Failed File Transfer to PPL
- Area 4: Lack of Generating Timely Continuity of Care Authorizations
- Area 5: Untimely Payment of Specialized Care Claims

On March 9, 2018, DMAS held a phone call with Optima Health to discuss concerns with the Corrective Action Plan documents submitted on February 26, 2018. In attendance were:

- Tammy Whitlock, Director Integrated Care, DMAS
- Tracy Embry, DMAS
- Jason Rachel, Integrated Care Manager, DMAS
- Randy Ricker, VP MLTSS
- Audrey Folmer, Director Contract Management and Integration MLTSS
- Donna Pillatsch, Director Compliance

The following Areas will not be addressed in this document as they have been verbally deemed as not needing revisions:

- Area 3: Failed File Transfer to PPL
- Area 5: Untimely Payment of Specialized Care Claims

The following Areas have been revised and the corrected Project Plan for each area is attached to this document. The revised items on the respective Project Plans are in red font for your easy identification.

- Area 1: Unreliable and Inaccurate Dashboard Data
 - Area 1.A. Project Plan (REV 1; 3-9-2018): Milestone 2 – Correct Data Inaccuracies on Enrollment Dashboard, items 2.3, 2.4, and 2.5 are revised to include information on the provision of historical data.
- Area 2: Untimely Claims Payment
 - Area 2.A Project Plan (REV 1; 3-9-2018): Milestone 6 – Improve the auto-adjudication process for LOB 26, items 6.1, 6.2, 6.3, 6.4, and 6.5 are revised. The Project Plan now addresses the identification of the root cause analysis and Optima Health's resolutions in a staggered process based on codes/claim types.
 - Area 2.A Project Plan (REV 1; 3-9-2018): Milestone 9 – Provider Education, items 9.1, 9.2, 9.3 are revised. Item 9.1 and 9.2 include Provider WebEx educational



Division of Integrated Care:

sessions and addresses the Provider Manual which was updated in December 2017 and which continues to be updated as educational needs are identified. Item 9.3 provides information on Optima Health's upcoming claims educational video located on the Provider Portal. The deliverable date for the Provider Portal (9.3) was also changed from September 15, 2018 to June 30, 2018.

- Area 4: Lack of Generating Timely Continuity of Care Authorizations
 - Area 4.A Project Plan (REV 1: 3-9-18): Milestone 1 – Build Root Cause Analysis impacting Generation of Timely Continuity of Care Authorizations, items 1.4, 1.5, 1.6, and 1.7 are revised. Items 1.4 and 1.5 reflect current status of MTR authorization files transmitted from DMAS and status of SQL Server Environment migration. Item 1.6, business process for non-configured providers, is revised to indicate that the business process being written documents improvements in the previously written process. Item 1.7 is revised for clarification only.

I. ISSUE / PROBLEM DEFINITION (Be specific – quantify if possible)

Please refer to previous submission

II. DESCRIPTION OF ROOT CAUSE EVALUATION PROCESS AND RESULTS

III. ACTION STEPS AND TIMEFRAME(S)

Please refer to previous submission

IV. IMPROVEMENT BENCHMARK(S) AND TIMEFRAME (S)

Please refer to previous submission

V. CERTIFICATION

The undersigned have reviewed this Corrective Action Plan.



MCO Signature and Title:

March 12, 2018

Date

VI. DEPARTMENT APPROVAL



Department Signature and Title:

March 22, 2018

Date