



COMMONWEALTH of VIRGINIA
Department of Medical Assistance Services

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June 28, 2019

Ryan Johnson
United Healthcare
9020 Stoney Point Pkwy, Suite 400
Richmond, VA 23235

Dear Mr. Johnson,

United Healthcare (UHC) and the Department of Medical Assistance Services (DMAS) share the common goal of ensuring Medicaid recipients enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) program receive effective, quality, and timely health care. UHC's role as a contracted health plan is to provide care coordination with the member, work collaboratively with the providers and process claims timely.

On December 26, 2018, UHC was issued a Corrective Action Plan based on noncompliance with contractual standards as stated in Section 12.4.2 Exceptional Processing and Payment Rules for Nursing Facility, LTSS, ARTS, CMHRS and Early Intervention. This specific CAP was escalated from a Managed Care Improvement Plan (MIP) after United Healthcare's self-reported dashboards for 11/24/2018-11/30/2018 identified 16 paid clean claims greater than 14 days to resolution for ARTS and 627 paid clean claims greater than 14 days to resolution for CMHRS. A detailed project plan was submitted by UHC describing additional automation and with anticipated completion by the end of the first quarter of 2019.

Reported metrics have shown that UHC has improved CMHRS and ARTS adjudication rates to within contractual standards and maintained contractual rates for over 60 days. Therefore, UHC has demonstrated a successful implementation of the corrective action plan and may consider the CAP closed as of June 28, 2019. DMAS will continue to monitor the adjudication rates to ensure contractual standards are being maintained.

Thank you again for your dedication and hard work.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason Rachel".

Jason Rachel, PhD
Division Director
Division of Integrated Care