

# Monthly MCO Compliance Report

**Medallion 4.0 March & April 2019 Deliverables**



**Health Care Services Division**

June 24, 2019

# Monthly MCO Compliance Report

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## Medallion 4.0 March & April 2019 Deliverables

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# Compliance Points Overview

MCO	Prior Month Point Balance	Point(s) Incurred for Current Month*	Point(s) Expiring from April 2018	Final Point Balance	Area of Violation: Finding or Concern
<u>Aetna</u>	0.0	2.0	0.0	3.0	<b>FINDINGS</b> Late Submissions <b>CONCERNS</b> EI Claim Timeliness
<u>Anthem</u>	0.0	0.0	0.0	0.0	<b>CONCERNS</b> EI Claim Timeliness
<u>Magellan</u>	0.0	2.0	0.0	2.0	<b>FINDINGS</b> Late Submissions <b>CONCERNS</b> EI Claim Timeliness
<u>Optima Health</u>	5.0	5.0	0.0	10.0	<b>FINDINGS</b> Call Center Stats <b>CONCERNS</b> EI Claim Timeliness
<u>United</u>	0.0	2.0	0.0	3.0	<b>FINDINGS</b> Data Error Claims Payment <b>CONCERNS</b> EI Claim Timeliness
<u>VA Premier</u>	5.0	1.0	0.0	6.0	<b>FINDINGS</b> Data Error <b>CONCERNS</b> EI Claim Timeliness

*\*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 April 2018 (Issue date: 5/15/18) are expired as of 5/15/19 and are subtracted from the Final Point Balance.

# Summary

The **Compliance Review Committee (CRC)** met on May 29, 2019 to review deliverables received in March and April 2019 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 compliance points to several managed care organizations (MCOs) for late submissions of reporting deliverables or submissions containing data errors. One MCO failed to meet a required threshold for its member call center, and another failed to meet a timeliness requirement when paying claims. In addition, all of the MCOs had some issues with the timely payment of early intervention (EI) claims.

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 April and May's compliance issues in letters issued to the MCOs on June 13, 2019.

# Aetna Better Health of Virginia

## Findings:

- **Untimely Deliverable Submissions:** Aetna failed to timely submit the annual Outreach to Pregnant Members who Qualify for Expansion Report and MCO Member Health Screening (MMHS) Policies and Procedures deliverables as required by Sections 1.7.17 and 1.8.33 and of the Medallion 4.0 Deliverables Technical Manual. The reports were due April 1, 2019, but were not submitted until April 10, 2019 and April 29, 2019, respectively, after prompting from the Compliance Team.

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, Aetna violated the terms of the Medallion 4.0 contract in the deliverable submissions addressed above.

According to Section 10.1.E.a of the Medallion 4.0 contract, failures to comply with the contract that "[i]mpair[] the Department's ability to properly oversee and/or analyze Contractor performance, including but not limited to reporting errors" should receive 1 point. As a result, the CRC voted to assess Aetna a **one (1) point violation** for its untimely submission of the annual MMHS Policies and Procedures deliverable and an additional **one (1) point violation** for its untimely submission of the annual Outreach to Pregnant Members who Qualify for Expansion Report deliverable.

Aetna has accumulated 3.0 points, placing it in Level 1 on the Compliance Deficiency Identification System. As described in 10.1.D of the Medallion 4.0 contract, an MCO in Level 1 of the Compliance Deficiency Identification System is not subject to financial sanctions. As a result, Aetna will not be issued financial sanctions for these issues. The CRC voted not to require Aetna to submit a Corrective Action Plan (CAP). **(CES # 2002 & 2041)**

## Concerns:

- **Untimely Payment of EI Claims:** The Department timely received the March and April 2019 Early Intervention Services Report deliverables from Aetna. Upon review, the Compliance Unit discovered that the reports indicated that Aetna failed to adjudicate 48 clean claims for EI services within 14 days of their receipt in March 2019, and Aetna also failed to adjudicate 9 clean claims for EI services within 14 days of their receipt in April 2019.

Section 5.5 of the Medallion 4.0 contract requires the MCOs to adjudicate all clean claims for EI services within 14 days of their receipt. Thus, Aetna violated the terms of the Medallion 4.0 contract in failing to adjudicate clean claims for EI services within 14 days of their receipt. The Compliance Unit raised the issue with the Maternal and Child Health Unit Manager, and the manager indicated that the MCOs had previously been made aware of the issue and that the plans were informed that they had until July 2019 to fix the problem at which point they would potentially be subject to compliance points and financial sanctions.

Taking the Maternal and Child Health Unit Manager's comments under advisement, the Compliance Team recommended that in response to the issues identified above, Aetna 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 **NONC without associated compliance points or financial sanctions** in response to this issue. **(CES # 2061 & 2102)**

### **MIP/CAP Update:**

- No updates

### **Appeal Decision:**

- No appeals

### **Expiring Points:**

- No expiring points

### **Financial Sanctions Update:**

- No outstanding sanctions at this time

### **Summary:**

- For deliverables measuring performance in March and April 2019, Aetna showed a generally high level of compliance. Aetna timely submitted all 21 required monthly reporting deliverables for each month, and those deliverables did not expose any programmatic issues. Aetna also timely submitted 3 of 5 annual deliverables due in the period from April 1, 2019 through June 1, 2019, with the non-compliant deliverables addressed above (in **CES # 2002 & 2041**). Aetna's member and provider call centers complied with abandonment ratio requirements, and outside of an issue listed above (in **CES # 2061 & 2102**), Aetna complied with all applicable provider payment timeliness requirements. In summation, Aetna complied with almost every regulatory and contractual requirement.

# Anthem Healthkeepers Plus

## Findings:

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

## Concerns:

- **Untimely Payment of EI Claims:** The Department timely received the March and April 2019 Early Intervention Services Report deliverables from Anthem. Upon review, the Compliance Unit discovered that the reports indicated that Anthem failed to adjudicate 3 clean claims for EI services within 14 days of their receipt in March 2019, and Anthem also failed to adjudicate 1 clean claim for EI services within 14 days of its receipt in April 2019.

Section 5.5 of the Medallion 4.0 contract requires the MCOs to adjudicate all clean claims for EI services within 14 days of their receipt. Thus, Anthem violated the terms of the Medallion 4.0 contract in failing to adjudicate clean claims for EI services within 14 days of their receipt. The Compliance Unit raised the issue with the Maternal and Child Health Unit Manager, and the manager indicated that the MCOs had previously been made aware of the issue and that the plans were informed that they had until July 2019 to fix the problem at which point they would potentially be subject to compliance points and financial sanctions.

Taking the Maternal and Child Health Unit Manager's comments under advisement, the Compliance Team recommended that in response to the issues identified above, Anthem be issued a **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 **NONC without associated compliance points or financial sanctions** in response to this issue. (CES # 2062 & 2103)

## MIP/CAP Update:

- No updates

## Appeal Decision:

- No appeals

## Expiring Points:

- No expiring points

## **Financial Sanctions Update:**

- No outstanding sanctions at this time

## **Summary:**

- For deliverables measuring performance in March and April 2019, Anthem showed an extremely high level of compliance. Anthem timely submitted all 21 required monthly reporting deliverables for each month, and those deliverables did not expose any programmatic issues. Anthem also timely submitted all 5 annual deliverables due in the period from April 1, 2019 through June 1, 2019. Anthem's member and provider call centers complied with abandonment ratio requirements, and outside of an issue listed above (in **CES # 2062 & 2103**), Anthem complied with all applicable provider payment timeliness requirements. In summation, Anthem continued to be a top performer, and complied with almost every regulatory and contractual requirement.

# Magellan Complete Care

## Findings:

- **Untimely Deliverable Submissions:** Magellan failed to timely submit the annual Outreach to Pregnant Members who Qualify for Expansion Report and MMHS Policies and Procedures deliverables as required by Sections 1.7.17 and 1.8.33 and of the Medallion 4.0 Deliverables Technical Manual. The reports were due April 1, 2019, but were not submitted until April 10, 2019 and April 29, 2019, respectively, after prompting from the Compliance Team.

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, Magellan violated the terms of the Medallion 4.0 contract in the deliverable submissions addressed above.

According to Section 10.1.E.a of the Medallion 4.0 contract, failures to comply with the contract that "[i]mpair[] the Department's ability to properly oversee and/or analyze Contractor performance, including but not limited to reporting errors" should receive 1 point. As a result, the CRC voted to assess Magellan a **one (1) point violation** for its untimely submission of the annual MMHS Policies and Procedures deliverable and an additional **one (1) point violation** for its untimely submission of the annual Outreach to Pregnant Members who Qualify for Expansion Report deliverable.

Magellan has accumulated 2.0 points, placing it in Level 1 on the Compliance Deficiency Identification System. As described in 10.1.D of the Medallion 4.0 contract, an MCO in Level 1 of the Compliance Deficiency Identification System is not subject to financial sanctions. As a result, Magellan will not be issued financial sanctions for these issues. The CRC voted not to require Magellan to submit a CAP. **(CES # 2003 & 2042)**

## Concerns:

- **Untimely Payment of EI Claims:** The Department timely received the March and April 2019 Early Intervention Services Report deliverables from Magellan. Upon review, the Compliance Unit discovered that the reports indicated that Magellan failed to adjudicate 9 clean claims for EI services within 14 days of their receipt in March 2019, and Magellan also failed to adjudicate 3 clean claims for EI services within 14 days of their receipt in April 2019.

Section 5.5 of the Medallion 4.0 contract requires the MCOs to adjudicate all clean claims for EI services within 14 days of their receipt. Thus, Magellan

violated the terms of the Medallion 4.0 contract in failing to adjudicate clean claims for EI services within 14 days of their receipt. The Compliance Unit raised the issue with the Maternal and Child Health Unit Manager, and the manager indicated that the MCOs had previously been made aware of the issue and that the plans were informed that they had until July 2019 to fix the problem at which point they would potentially be subject to compliance points and financial sanctions.

Taking the Maternal and Child Health Unit Manager's comments under advisement, the Compliance Team recommended that in response to the issues identified above, Magellan be issued a **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 **NONC without associated compliance points or financial sanctions** in response to this issue. **(CES # 2063 & 2104)**

### **MIP/CAP Update:**

- No updates

### **Appeal Decision:**

- No appeals

### **Expiring Points:**

- No expiring points

### **Financial Sanctions Update:**

- No outstanding sanctions at this time

### **Summary:**

- For deliverables measuring performance in March and April 2019, Magellan showed a generally high level of compliance. Magellan timely submitted all 21 required monthly reporting deliverables for each month, and those deliverables did not expose any programmatic issues. Magellan also timely submitted 3 of 5 annual deliverables due in the period from April 1, 2019 through June 1, 2019, with the non-compliant deliverables addressed above (in **CES # 2003 & 2042**). Magellan's member and provider call centers complied with abandonment ratio requirements, and outside of an issue listed above (in **CES # 2063 & 2104**), Magellan complied with all applicable provider payment timeliness requirements. In summation, Magellan complied with almost every regulatory and contractual requirement.

# Optima Health

## Findings:

- **Call Center Statistics:** Based on Optima's April 2019 MCO Call Center Statistics deliverable, Optima answered 93.28% of incoming Member calls in the month of April 2019. Per Section 7.15.C.b of the Medallion 4.0 contract, in order to be compliant, Optima was required to answer at least 95% of incoming Member calls. Optima failed to answer enough incoming Member calls to be in compliance in January 2019.

According to Section 10.1.E.b of the Medallion 4.0 contract, failures to comply with the contract that "impair[] a member's or potential enrollee's ability to obtain correct information regarding services" should receive 5 points. As a result, the CRC voted to assess Optima a **five (5) point violation** for its unauthorized distribution of Medicaid information.

Optima has accumulated 10.0 points, placing it in Level 1 on the Compliance Deficiency Identification System. As described in 10.1.D of the Medallion 4.0 contract, an MCO in Level 1 of the Compliance Deficiency Identification System is not subject to financial sanctions. As a result, Optima will not be issued a financial sanction for this issue. The CRC voted not to require Optima to submit a CAP. **(CES # 2081)**

## Concerns:

- **Untimely Payment of EI Claims:** The Department timely received the March and April 2019 Early Intervention Services Report deliverables from Optima. Upon review, the Compliance Unit discovered that the reports indicated that Optima failed to adjudicate 106 clean claims for EI services within 14 days of their receipt in March 2019, and Optima also failed to adjudicate 36 clean claims for EI services within 14 days of their receipt in April 2019.

Section 5.5 of the Medallion 4.0 contract requires the MCOs to adjudicate all clean claims for EI services within 14 days of their receipt. Thus, Optima violated the terms of the Medallion 4.0 contract in failing to adjudicate clean claims for EI services within 14 days of their receipt. The Compliance Unit raised the issue with the Maternal and Child Health Unit Manager, and the manager indicated that the MCOs had previously been made aware of the issue and that the plans were informed that they had until July 2019 to fix the problem at which point they would potentially be subject to compliance points and financial sanctions.

Taking the Maternal and Child Health Unit Manager's comments under advisement, the Compliance Team recommended that in response to the issues identified above, Optima be issued a **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 **NONC without associated compliance points or financial sanctions** in response to this issue. (CES # 2064 & 2105)

### **MIP/CAP Update:**

- No updates

### **Appeal Decision:**

- No appeals

### **Expiring Points:**

- No expiring points

### **Financial Sanctions Update:**

- No outstanding sanctions at this time

### **Summary:**

- For deliverables measuring performance in April 2019, Optima showed a generally high level of compliance. Optima timely submitted all 21 required monthly reporting deliverables for each month, and those deliverables did not expose any programmatic issues. Optima also timely submitted all 5 annual deliverables due in the period from April 1, 2019 through June 1, 2019. Optima's member call center did not comply with answer rate requirements (addressed above in **CES # 2081**), but its provider call center did comply with abandonment ratio requirements, and outside of an issue listed above (in **CES # 2064 & 2105**), Optima complied with all applicable provider payment timeliness requirements. In summation, Optima complied with almost every regulatory and contractual requirement.

# UnitedHealthcare

## Findings:

- **Data Submission Error:** The Department timely received the March 2019 MCO Claims Report deliverable from United. Upon review, it was determined that the deliverable contained a significant data error. Specifically, the report indicated that Optima had adjudicated one claim more than 365 days after it was received, in violation of Section 5.5 of the Medallion 4.0 Contract and 42 C.F.R. § 447.45. That indication is clearly false, since the Medallion 4.0 program has been in operation for under 365 days.

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, United violated the terms of the Medallion 4.0 contract in the deliverable submission addressed above.

According to Section 10.1.E.a of the Medallion 4.0 contract, failures to comply with the contract that "[i]mpair[] the Department's ability to properly oversee and/or analyze Contractor performance, including but not limited to reporting errors" should receive 1 point. As a result, the CRC voted to assess United a **one (1) point violation** due to a significant reporting error in its MCO Claims Report deliverable.

United has accumulated 3.0 points, placing it in Level 1 on the Compliance Deficiency Identification System. As described in 10.1.D of the Medallion 4.0 contract, an MCO in Level 1 of the Compliance Deficiency Identification System is not subject to financial sanctions. As a result, United will not be issued financial sanctions for this issue. The CRC voted not to require United to submit a CAP. **(CES # 2021)**

- **Claims Payment:** The Department timely received the April 2019 MCO Claims Report deliverable from United. Upon review, the Compliance Unit discovered that the report indicated that United adjudicated 98.66% of clean claims within 90 days of receipt in the month of April 2019.

Section 5.5 of the Medallion 4.0 contract and 42 C.F.R. § 447.45 require the MCOs to adjudicate 99% of all clean claims received within 90 days of their receipt. Thus, United violated the terms of the Medallion 4.0 contract.

According to Section 10.1.E.a of the Medallion 4.0 contract, the Department may assess one (1) compliance point in response to violations that "represent[] a threat to smooth and efficient operation, but do[] not imperil

member care or integrity of program." As a result, the CRC voted to assess United a **one (1) point violation** due to its failure to comply with claims payment timeliness requirements.

United has accumulated 3.0 points, placing it in Level 1 on the Compliance Deficiency Identification System. As described in 10.1.D of the Medallion 4.0 contract, an MCO in Level 1 of the Compliance Deficiency Identification System is not subject to financial sanctions. As a result, United will not be issued financial sanctions for this issue. The CRC voted not to require United to submit a CAP. **(CES # 2082)**

### **Concerns:**

- **Untimely Payment of EI Claims:** The Department timely received the March 2019 Early Intervention Services Report deliverable from United. Upon review, the Compliance Unit discovered that the report indicated that United failed to adjudicate 10 clean claims for EI services within 14 days of their receipt in March 2019.

Section 5.5 of the Medallion 4.0 contract requires the MCOs to adjudicate all clean claims for EI services within 14 days of their receipt. Thus, United violated the terms of the Medallion 4.0 contract in failing to adjudicate clean claims for EI services within 14 days of their receipt. The Compliance Unit raised the issue with the Maternal and Child Health Unit Manager, and the manager indicated that the MCOs had previously been made aware of the issue and that the plans were informed that they had until July 2019 to fix the problem at which point they would potentially be subject to compliance points and financial sanctions.

Taking the Maternal and Child Health Unit Manager's comments under advisement, the Compliance Team recommended that in response to the issues identified above, United be issued a **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 **NONC without associated compliance points or financial sanctions** in response to this issue. **(CES # 2065)**

### **MIP/CAP Update:**

- No updates

### **Appeal Decision:**

- No appeals

### **Expiring Points:**

- No expiring points

## **Financial Sanctions Update:**

- No outstanding sanctions at this time

## **Summary:**

- For deliverables measuring performance in March and April 2019, United showed a generally high level of compliance. United timely submitted all 21 required monthly reporting deliverables for each month, and those deliverables did not expose any programmatic issues. United also timely submitted all 5 annual deliverables due in the period from April 1, 2019 through June 1, 2019. United's March MCO Claims Report deliverable contained a reporting error (see **CES # 2021**) and United did not meet two claims payment timeliness requirements (see **CES # 2065 & 2082**). However, United's member and provider call centers complied with abandonment ratio requirements. In summation, United complied with almost every regulatory and contractual requirement.

# Virginia Premier

## Findings:

- **Data Submission Error:** The Department timely received the March 2019 Foster Care Barrier Report deliverable from Virginia Premier. Upon review, it was determined that the deliverable contained a significant number of data errors. Specifically, the report contained 271 entries, a much higher number than any previous barrier report or any number of barriers submitted by the other plans; many entries contained incorrect information, including incorrect first and last names, invalid Medicaid IDs, and invalid contact phone numbers; many entries were missing significant portions of information required by Section 1.6.7 of the Medallion 4.0 Deliverables Technical Manual; and many entries contained illegible or incomplete narratives in the "Additional MCO Comments" section.

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, Virginia Premier violated the terms of the Medallion 4.0 contract in the deliverable submission addressed above.

According to Section 10.1.E.a of the Medallion 4.0 contract, failures to comply with the contract that "[i]mpair[] the Department's ability to properly oversee and/or analyze Contractor performance, including but not limited to reporting errors" should receive 1 point. As a result, the CRC voted to assess Virginia Premier a **one (1) point violation** due to reporting errors in its Foster Care Barrier Report deliverable.

Virginia Premier has accumulated 6.0 points, placing it in Level 1 on the Compliance Deficiency Identification System. As described in 10.1.D of the Medallion 4.0 contract, an MCO in Level 1 of the Compliance Deficiency Identification System is not subject to financial sanctions. As a result, Virginia Premier will not be issued financial sanctions for this issue. The CRC voted not to require Virginia Premier to submit a CAP. **(CES # 2101)**

## Concerns:

- **Untimely Payment of EI Claims:** The Department timely received the March and April 2019 Early Intervention Services Report deliverables from Virginia Premier. Upon review, the Compliance Unit discovered that the reports indicated that Virginia Premier failed to adjudicate 25 clean claims for EI services within 14 days of their receipt in March 2019, and Virginia Premier

also failed to adjudicate 27 clean claims for EI services within 14 days of their receipt in April 2019.

Section 5.5 of the Medallion 4.0 contract requires the MCOs to adjudicate all clean claims for EI services within 14 days of their receipt. Thus, Virginia Premier violated the terms of the Medallion 4.0 contract in failing to adjudicate clean claims for EI services within 14 days of their receipt. The Compliance Unit raised the issue with the Maternal and Child Health Unit Manager, and the manager indicated that the MCOs had previously been made aware of the issue and that the plans were informed that they had until July 2019 to fix the problem at which point they would potentially be subject to compliance points and financial sanctions.

Taking the Maternal and Child Health Unit Manager's comments under advisement, the Compliance Team recommended that in response to the issues identified above, Virginia Premier be issued a **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 **NONC without associated compliance points or financial sanctions** in response to this issue. **(CES # 2066 & 2106)**

### MIP/CAP Update:

- No updates

### Appeal Decision:

- No appeals

### Expiring Points:

- No expiring points

### Financial Sanctions Update:

- No outstanding sanctions at this time

### Summary:

- For deliverables measuring performance in March and April 2019, Virginia Premier showed a generally high level of compliance. Virginia Premier timely submitted all 21 required monthly reporting deliverables for each month, and those deliverables did not expose any programmatic issues. Virginia Premier also timely submitted all 5 annual deliverables due in the period from April 1, 2019 through June 1, 2019. Virginia Premier's member and provider call centers complied with abandonment ratio requirements, and outside of an issue listed above (in **CES # 2066 & 2106**), Virginia Premier complied with all applicable provider payment timeliness requirements. In summation, Virginia Premier complied with almost every regulatory and contractual requirement.

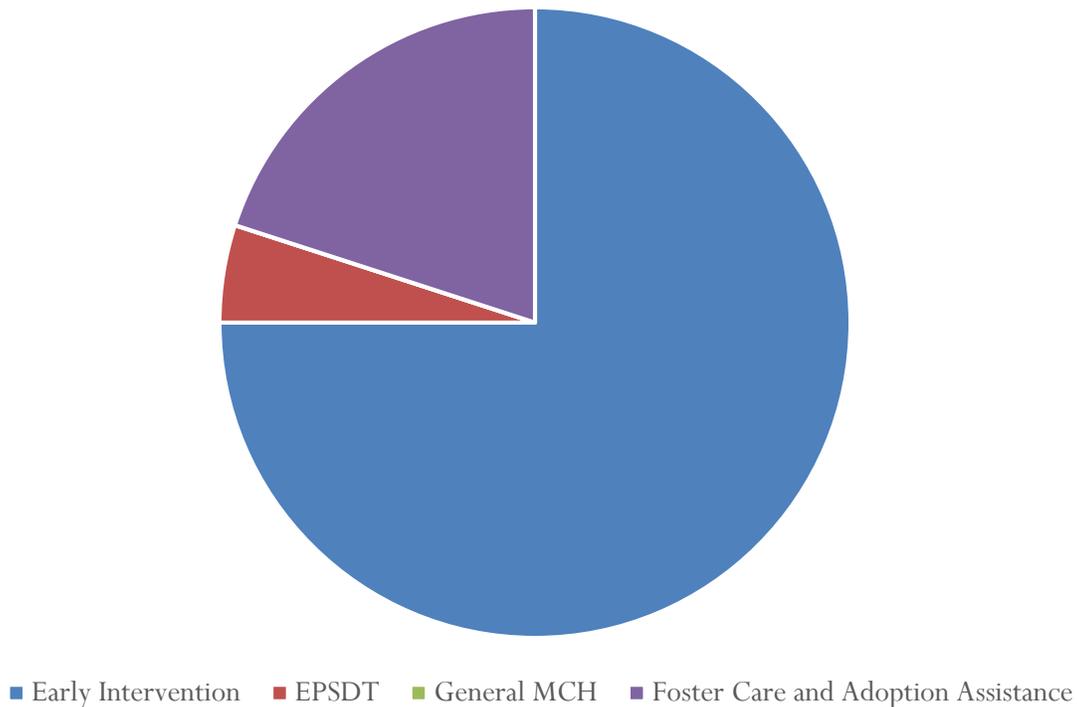
# Compliance Activity Data

## Provider and Member Inquiries

May 2019 – Member and Provider Solutions Unit

Member Inquiries <i>Received</i>	20
Provider Inquiries <i>Received</i>	27
MCO Inquiries <i>Received</i>	17
CMHRS Inquiries <i>Received</i>	23
Constituent Concerns ("Pinks") <i>Received</i>	15
Other Inquiries <i>Received</i>	28

Maternal and Child Health Inquiries Addressed: 20



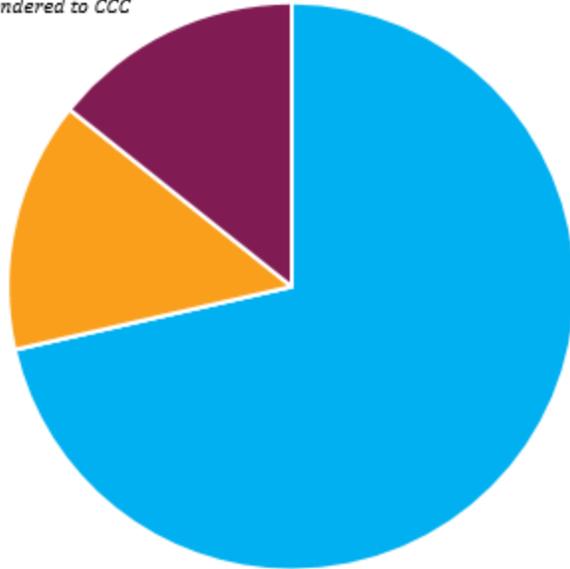
## Inquires Addressed through EPSDT Mailbox: 7

### Member

*Inquires are generally related to treatment services rendered to CCC Plus or FFS members*

### Stakeholder

*Inquires are generally related to accessing the EPSDT benefit.*

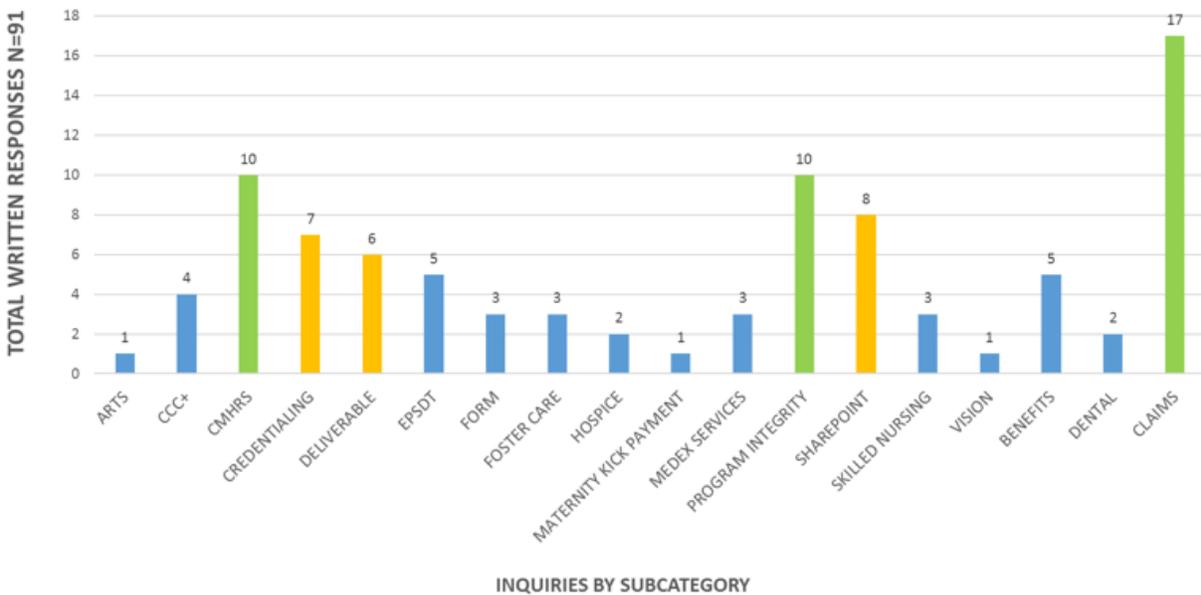


### Provider

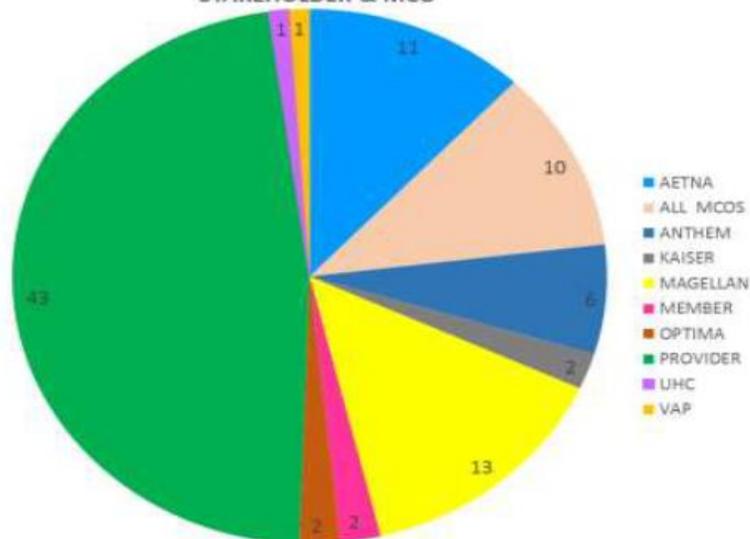
*Inquires are generally related to treatment*

## MEDALLION 4.0 MAILBOX MONITORING

FEBRUARY/MARCH 2019 MEDALLION 4.0 INQUIRIES BY SUBCATEGORY



FEBRUARY/MARCH 2019 MEDALLION 4.0 INQUIRIES BY PROVIDER, STAKEHOLDER & MCO

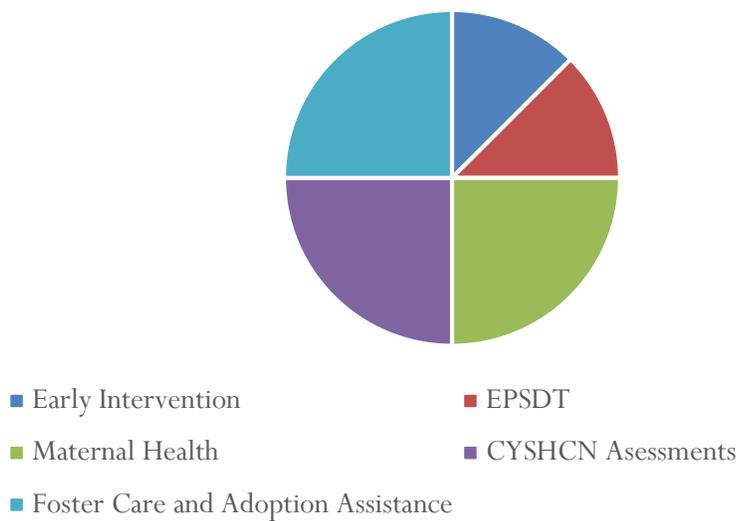


\*All received were responded to N=91

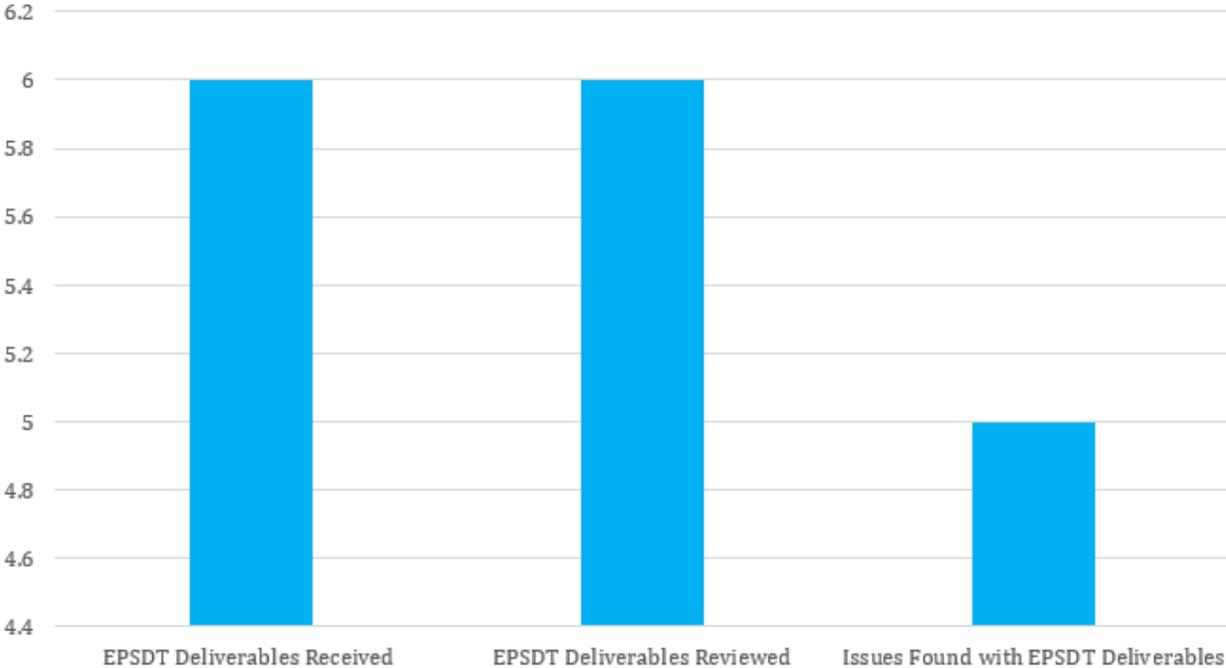
## Reporting Deliverable Reviews

Marketing Materials <i>Reviewed</i>	74
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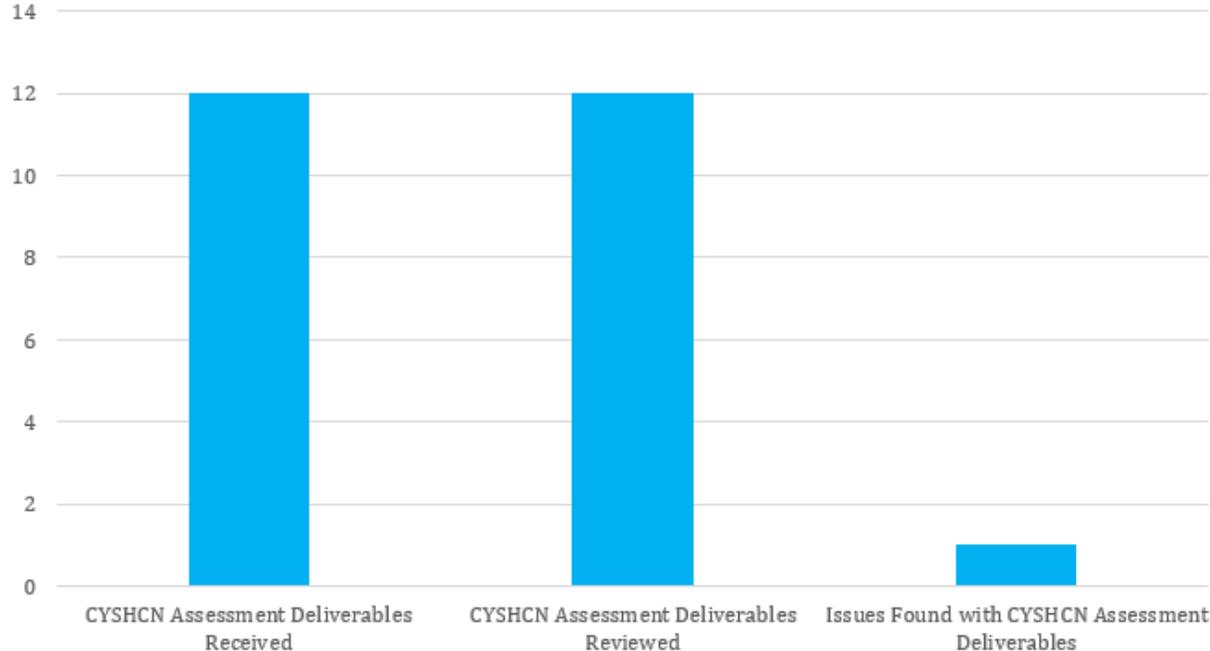
Total MCH Compliance Reports Reviewed: 48



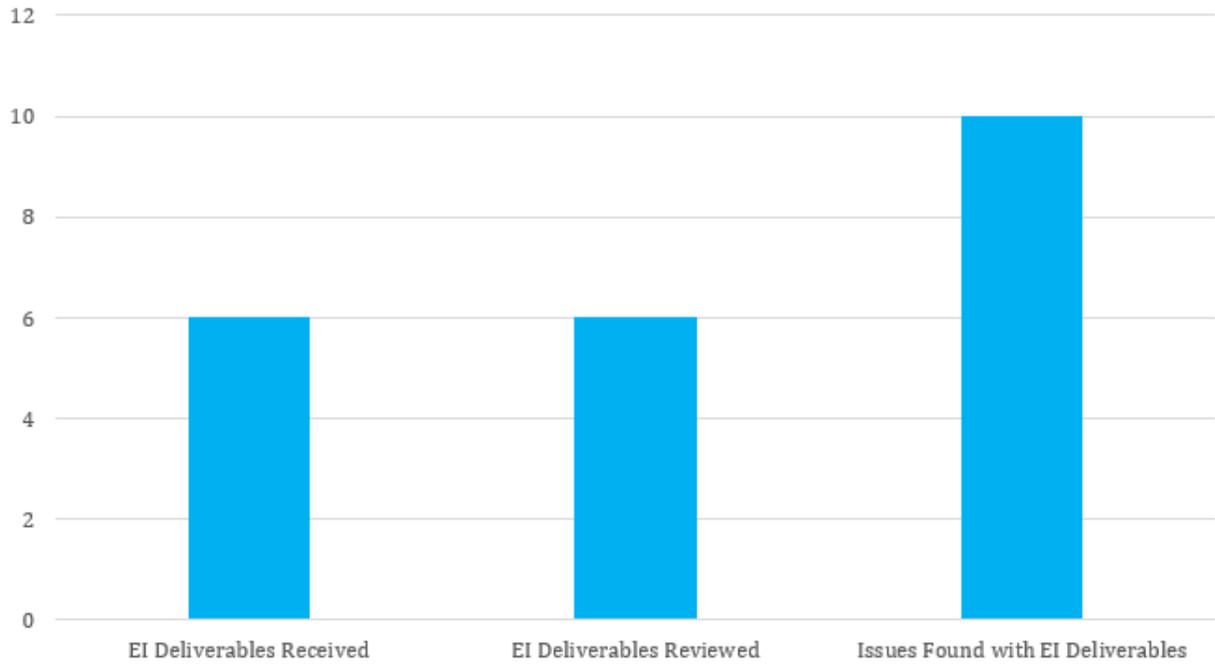
# EPSDT Compliance Reporting



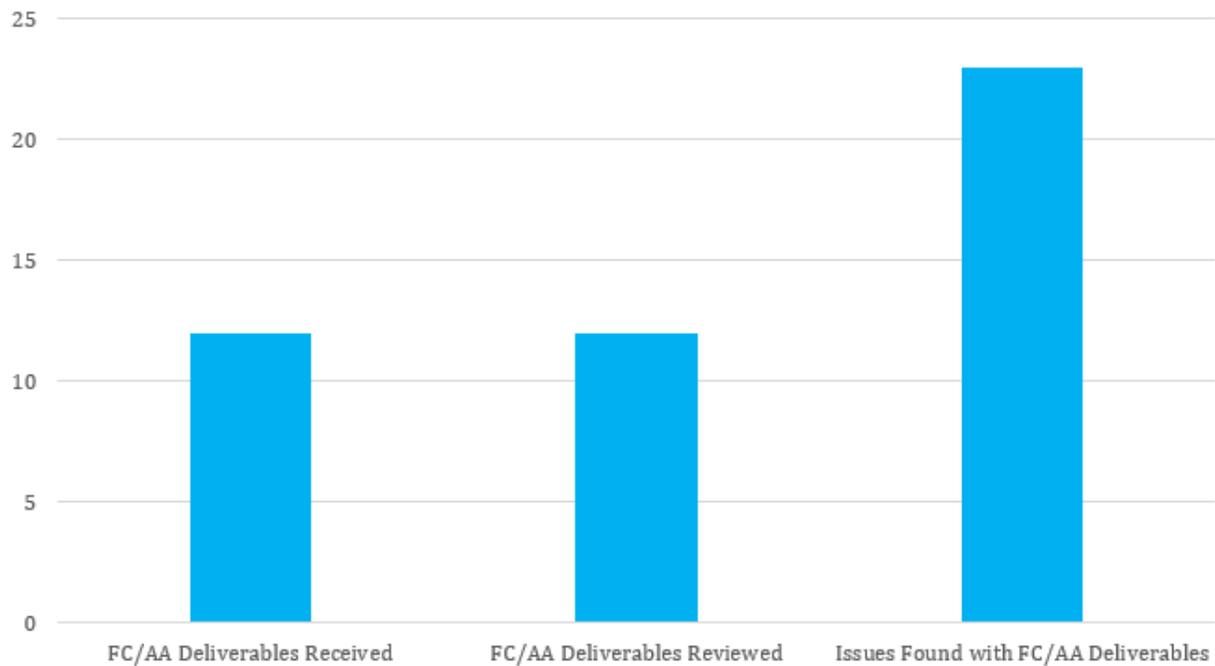
# CYSHCN Assessment Compliance Reporting



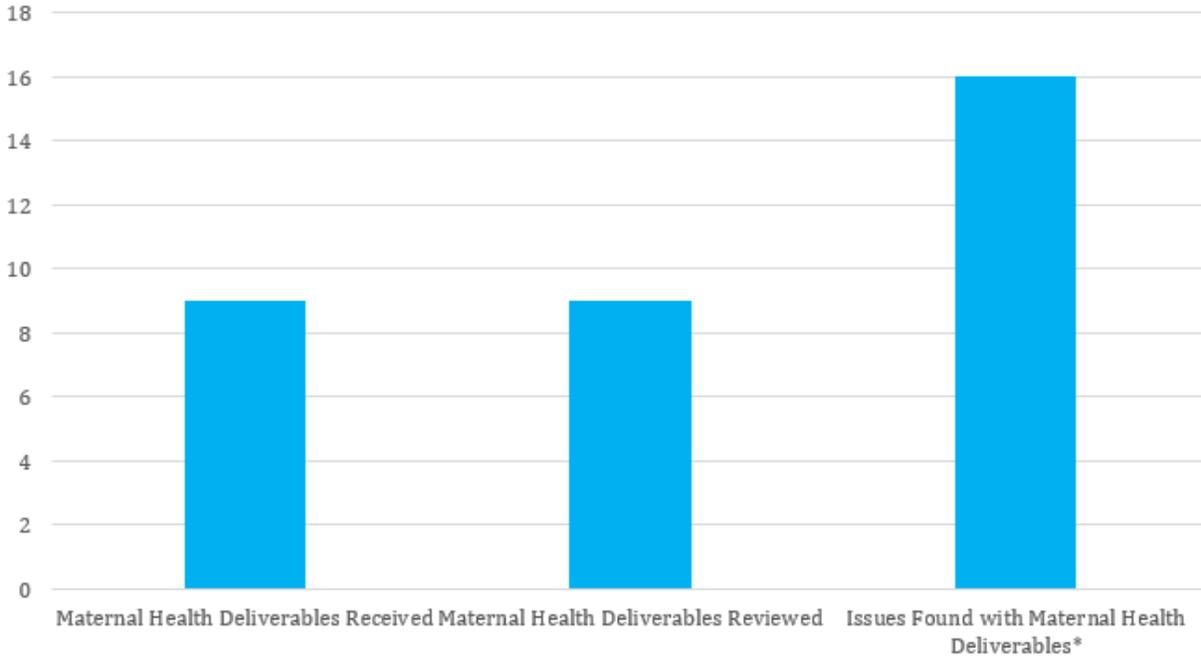
## Early Intervention Compliance Reporting



## Foster Care and Adoption Assistance Compliance Reporting



# Maternal Health Compliance Reporting



## Member Letters

MEDALLION 4.0 LETTERS DASHBOARD - MAY 2019				
	Comp. Charts Sent	Date Approved	Date Sent	Total Letters Sent
Medallion 4.0 Assignment	8,288	5/20/2019	5/21/2019	8,288
Medallion 4.0 <u>MedEx</u> Assignment	13,195	5/20/2019	5/23/2019	13,195
Medallion 4.0 Re-Enrollment	0	5/20/2019	5/21/2019	1,990
Medallion 4.0 <u>MedEx</u> Re-Enrollment	0	5/20/2019	5/21/2019	1,016
Medallion 4.0 Change	0	NA	NA	0
Medallion 4.0 <u>MedEx</u> Change	0	NA	NA	0
Medallion 4.0 OE Northern/Winchester	77,115	5/21/2019	5/24/2019	77,115
<b>Total Letters Sent</b>				<b>101,604</b>

# Next Steps

At this time, the Compliance Unit is continuing monthly Compliance Review Committee meetings, following up on reoccurring issues, and communicating with the MCOs regarding identified issues. The Compliance Unit is 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 is expanding the amount of face-to-face contact it has with MCO compliance personnel, and members of the Compliance Unit have conducted site visits at all six MCOs that administer the Medallion 4.0 program.

The Compliance Unit is also responsible for generating and maintaining policies and procedures for the Health Care Services Division. The Compliance Unit has generated six policy and procedure documents to date, and the long-term project to create policies and procedures is ongoing.