

July 28, 2020

Mr. Scott Cummings
President
Care1st
2355 E Camelback, Ste 300
Phoenix, AZ 85016

Dear Mr. Cummings:

Attached are the final results of the Encounter Data Validation studies for Care1st for Contract Year Ending (CYE) 2017. The review was conducted in accordance with Section D, Paragraph 65 of Contract YH14-0001-04 and the Encounter Data Validation Technical Document. The review scope included two sections: Acute study “A” for all professional services and the Acute study “B” for all facility services. The studies measured:

- Claims included in the Contractor’s claim submission and encountered in AHCCCS’ Prepaid Medical Management Information System (PMMIS) (Match) – reviewed for accuracy and timeliness.
- Claims included in the Contractor’s claim submission but not encountered in PMMIS (NotEnc InCIm) – reviewed for omission.
- Encounters reported in PMMIS but not included in the Contractor’s claim submission (InEnc NotCIm) – reviewed for omission from claim submission file.

A preliminary report was provided to allow the Contractor the opportunity to review and submit any additional information that may have affected the final error rate calculations. After considering the Contractor response, the results have been applied to the total population of “A” and “B” encounters.

For study “A” Match, there were 2,128,284 encounter/claim matches identified from a sample size of 2,131,843 claims; a subsample of 153 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 34 accuracy errors and 2 timeliness errors, yielding an overall error rate of 22.22% for accuracy and 1.31% for timeliness. For study “B” Match, there were 99,183 encounter/claim matches identified from a sample size of 138,374 claims; a subsample of 153 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 4 accuracy errors and 0 timeliness errors, yielding an overall error rate of 2.61% for accuracy and 0.00% for timeliness.

For study “A” NotEnc InCIm, there were 3,559 possible omissions identified from a sample size of 2,131,843 claims; a subsample of 315 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 13 omission errors, yielding an overall error rate of 0.01%. For study “B” NotEnc InCIm, there were 39,191 possible omissions identified from a sample size of 138,374 claims; a subsample of 186 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 0 omission errors, yielding an overall error rate of 0.00%.

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For study “A” InEnc NotClm, there were 10,347 possible omissions identified from a sample size of 2,810,407 encounters; a subsample of 317 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 32 omission errors, yielding an overall error rate of 0.04%. For study “B” InEnc NotClm, there were 39,159 possible omissions identified from a sample size of 149,682 encounters; a subsample of 196 claims was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 5 omission errors, yielding an overall error rate of 0.67%.

For each study, if the error rate falls below the acceptable rate of 5%, no sanction will be applied. The Contractor’s error rates and sanction amounts, if applicable, for each study are as follows:

STUDY	Error Rate	Sanction
A Match Accuracy	22.22%	\$407,264.22
A Match Timeliness	1.31%	\$0.00
A NotEnc InClm	0.01%	\$0.00
A InEnc NotClm	0.04%	\$0.00
B Match Accuracy	2.61%	\$0.00
B Match Timeliness	0.00%	\$0.00
B NotEnc InClm	0.00%	\$0.00
B InEnc NotClm	0.67%	\$0.00

AHCCCS has elected to waive 75% of the CYE17 Data Validation Audit Sanction – the sanction amount is now \$101,816.06. Per the terms of the Contract, sanctions are not the Administration's exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against the Administration as the result of your non-compliance with the Contract, the Administration will seek compensation from you for any damages arising from such legal action including but not limited to the Administration's cost of representation as well as the cost of any attorneys' fees and costs payable to the party bringing the action.

Within 24 hours of receipt of this letter, the final workpapers for each study will be uploaded to the SFTP.

Thank you for your assistance with this Centers for Medicare and Medicaid Services (CMS) requirement. If you have any questions, please contact Linda Oakley at (602) 417-4308 or linda.oakley@azahcccs.gov.

Sincerely,


Meggan LaPorte (Jul 28, 2020 17:08 PDT)

Meggan LaPorte CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
Mail Drop #5700

C: Lori Petre, AHCCCS