

## Corrective Action Plan (CAP) Summary Report

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
<b>Open Audits</b>					
Amarillo Multisvc Ctr Fr the Aging Inc	1-806-374-5516	12058, 6401	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/15/2008	Open
Independence Blue Cross	1-215-241-3648	5921	Chapter 99: Ad Hoc Compliance Event - Part D	8/11/2008	Open
MD MedicareChoice, Inc.	1-813-425-0921	12737, 5221	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/11/2008	Open
EmblemHealth Inc. - Termination	1-518-446-6941	5881	Chapter 99: Ad Hoc Compliance Event - MA-PD	8/4/2008	Open
Rochester General Hospital	1-585-922-2825	13237	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	8/1/2008	Open
Medica Health Plans	1-952-992-2315	10977, 10997, 11017, 4121, 4141	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 17, Subpart D - Enrollment and Disenrollment - MA Organization Determinations, Grievances, and Appeals - Organization Determinations - Claims - MA	7/31/2008	Open
Tenet Healthcare Corporation	1-504-849-4500 Ext. 858	10477, 10497	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/25/2008	Open
Health First	1-321-434-5617	5741	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/23/2008	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 276	5721	Chapter 99: Ad Hoc Compliance Event - Part D	7/23/2008	Open
Harvard Pilgrim Health Care	1-617-509-1411	5641	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/22/2008	Open
Wellpoint, Inc.	1-303-831-2514	5661, 5681, 5701	Chapter 99: Ad Hoc Compliance Event - Part D	7/22/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
AlohaCare	1-808-973-2476	10417, 3961	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	7/18/2008	Open
TriHealth SeniorLink	1-513-569-5607	13537	Section 1 - Clinical PACE Elements - MA	7/18/2008	Open
EmblemHealth Inc.	1-646-447-6200	5521, 5541, 5561	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	7/17/2008	Open
ATRIO Health Plans	1-541-672-8620 Ext. 520	12517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/15/2008	Open
EmblemHealth Inc.	1-518-446-6941	5901, 6281, 6282	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Open
Guildnet, Inc.	1-917-386-9129	5902	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Open
CIGNA	1-602-371-2429	12477, 4922	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	7/3/2008	Open
Tenet Healthcare Corporation	1-504-849-4500 Ext. 858	12717	Chapter 99 - Ad-Hoc Compliance Event - MA	7/1/2008	Open
SDM Healthcare Management, Inc.	1-787-999-4797 Ext. 402	11357, 4061	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 04: Privacy and Confidentiality - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	6/13/2008	Open
AIDS Healthcare Foundation	1-323-860-5202	11137	Chapter 02 - Enrollment and Disenrollment - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2008	Open
Brookdale University and Hospital	1-212-808-4775 Ext. 147	10717, 3861	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/13/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Presbyterian Healthcare Services	1-505-923-8955	10357, 10537	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/12/2008	Open
Presbyterian Healthcare Services	1-505-923-8955	4161, 4381, 4401	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	5/10/2008	Open
Liberty Health Advantage, Inc.	1-631-227-3413	10697, 3841	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/7/2008	Open
Wellpoint, Inc.	1-303-831-2514	5981, 6001, 6021	Chapter 99: Ad Hoc Compliance Event - Part D	4/3/2008	Open
Fox Rx Inc.	1-877-369-9564 Ext. 126	6121	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Open
University Health Care, Inc.	1-502-585-7925	3501	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/28/2008	Open
National Health Plan Network Inc		11077	Chapter 03 - Marketing - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre-Service) - MA	3/25/2008	Open
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	3461	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/15/2008	Open
Independence Blue Cross	1-215-241-3648	2481, 2501	Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Open
Humana Inc.	1-502-580-3683	3563	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/28/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-202-383-6402	3521, 3541, 3561, 3562, 3581, 3601, 3602, 3621, 3641, 3661, 3681, 3682, 3683, 3684, 3685, 3686, 3687, 3688	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/28/2008	Open
Humana Inc.	1-502-580-3683	10377	Chapter 99 - Ad-Hoc Compliance Event - MA	1/17/2008	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 261	1141, 1161, 9837	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/9/2008	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 276	3181, 3201, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	12/3/2007	Open
Aveta, LLC.	1-787-622-3000 Ext. 523	2741, 2981, 3001, 9637, 9657	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	11/9/2007	Open
Wellpoint, Inc.	1-303-831-2514	10037	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/1/2007	Open
Colorado Access	1-720-744-5675	3081	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
Valley Baptist Health System	1-512-257-6348	3101	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
Windsor Health Group	1-615-782-7804	3121, 3141	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open

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UnitedHealth Group, Inc.	1-952-931-5336	8797	Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections (Access and Availability) - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	10/9/2007	Open
Freedom Health, Inc	1-813-506-6107	2621	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/1/2007	Open
Molina Healthcare, Inc.,	1-562-951-8391	8757	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/17/2007	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 435	2421	Chapter 99: Ad-Hoc Compliance Event - Part D	9/5/2007	Open
Humana Inc.	1-502-580-3683	681, 701, 702, 703, 721, 722, 723, 921, 922, 941, 942	Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	7/31/2007	Open
Bravo Health, Inc. - Termination	1-410-864-4437	281, 301	Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/23/2007	Open
Metropolitan Jewish Health System (MJHS)	1-718-759-4458	7397	Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/22/2007	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
<b>Closed Audits</b>					
Independence Blue Cross	1-215-241-3648	5861	Chapter 99: Ad-Hoc Compliance Event - Part D	8/4/2008	Closed
Elder Svc Pln/E Boston Health Center	1-617-569-5800	11777	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/14/2008	Closed
The Regence Group - Termination	1-503-375-4471	10857, 12337	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA	6/27/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-626-405-5479	12759	Chapter 02 - Enrollment and Disenrollment - MA	6/18/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	11617	Chapter 02 - Enrollment and Disenrollment - MA	4/17/2008	Closed
CVS Caremark Corporation	1-847-559-4714	6161	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Longs Drug Stores Corporation	1-801-961-6018	6162	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
UnitedHealth Group, Inc.	1-602-664-5483	9917	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/1/2008	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 276	6181	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Wellpoint, Inc.	1-303-831-2514	6141	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Bethco Corporation	1-718-944-4695	10397	Section 1 - Clinical PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	3/28/2008	Closed
NY Hotel Trades Council&Hotel Assn of NYC	1-212-586-6400 Ext. 434	11057	Chapter 03 - Marketing - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA	3/21/2008	Closed
Triple-S Management Corporation	1-787-273-1110 Ext. 541	10457, 10937	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/21/2008	Closed
Medica HealthCare Plans, Inc.	1-305-460-0618	3481	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/3/2008	Closed
Palmetto Health Alliance	1-803-434-3770	10517	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	3/3/2008	Closed
Covenant Health	1-865-670-7214	10777	Chapter 99 - Ad-Hoc Compliance Event - MA	2/28/2008	Closed
Scott and White	1-254-298-3435	10737	Chapter 02 - Enrollment and Disenrollment - MA	2/14/2008	Closed
Horizon Blue Cross Blue Shield of New Jersey, Inc.	1-973-466-5169	2941, 2961, 9777	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 04: Privacy and Confidentiality - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	2/12/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	10637	Chapter 02 - Enrollment and Disenrollment - MA	2/11/2008	Closed

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Kaiser Foundation Health Plan, Inc.	1-626-405-5479	10597	Chapter 02 - Enrollment and Disenrollment - MA	2/8/2008	Closed
Samaritan Health Services	1-541-768-4119	3441	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	2/4/2008	Closed
Denver Healthcare Hospital Authority	1-303-602-7020	1241, 9197	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/30/2008	Closed
Molina Healthcare, Inc.,	1-562-951-8391	3281, 3301, 3321, 3341, 3361	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/28/2008	Closed
Affinity Health Plan	1-718-794-5731	10257	Chapter 03 - Marketing - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/24/2008	Closed
Windsor Health Group	1-615-782-7804	2321	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/23/2008	Closed
Health Plan of San Mateo	1-650-616-2151	8079, 881	Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/11/2008	Closed
Marion Polk Community Health Plan LLC	1-503-371-7701 Ext. 119	2281	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/8/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Colorado Access	1-720-744-5675	1261, 9177	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	12/21/2007	Closed
Marion Polk Community Health Plan LLC	1-503-371-7701 Ext. 119	9677	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/21/2007	Closed
Universal American Corp.	1-713-558-4694	10317	Chapter 99 - Ad-Hoc Compliance Event - MA	12/19/2007	Closed
Covenant Health System - Hendrick Health System	1-512-257-6348	9697	Chapter 05 - Quality Assurance - MA	12/12/2007	Closed
Gateway Health Plan	1-412-255-4296	2261	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	12/11/2007	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 290	3421	Chapter 99: Ad-Hoc Compliance Event - Part D	12/10/2007	Closed
AMERIGROUP Corporation	1-203-594-9165	2721	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/26/2007	Closed
South Dakota Medical Association - Termination	1-605-334-4000 Ext. 318	9337	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/26/2007	Closed
Universal American Corp.	1-713-558-4694	10297	Chapter 99 - Ad-Hoc Compliance Event - MA	11/21/2007	Closed
Universal American Corp.	1-713-558-4694	10277	Chapter 99 - Ad-Hoc Compliance Event - MA	11/19/2007	Closed
Southwest Catholic Health Network	1-602-453-6091	3161, 8098	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/18/2007	Closed

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Universal American Corp.	1-713-558-4694	3041, 9497	Chapter 05 - M+C PFFS Quality Assurance (Quality) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/9/2007	Closed
Blue Cross and Blue Shield of Florida	1-850-383-3472	2601, 8137	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/8/2007	Closed
UnitedHealth Group, Inc.	1-412-858-4319	9477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/6/2007	Closed
ATRIO Health Plans	1-541-672-8620 Ext. 520	2221, 9877	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/2/2007	Closed
Windsor Health Group	1-615-782-7804	9057, 9137	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA	11/2/2007	Closed
BlueCross BlueShield of Tennessee	1-423-535-7023	9077	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
University Health Care, Inc.	1-502-585-7925	8777	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
SDM Healthcare Management, Inc.	1-787-999-4797 Ext. 402	1061, 9037	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/23/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Fox Rx Inc.	1-877-369-9564 Ext. 126	2881, 3061	Chapter 99: Ad-Hoc Compliance Event - Part D	10/18/2007	Closed
Coventry Health Care Inc.	1-301-581-5519	8877, 8897, 8917	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/15/2007	Closed
Care1st Health Plan	1-602-778-1850 Ext. 831	481, 8037	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/12/2007	Closed
Mid Rogue Community Health Plan	1-541-471-4106	8217	Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/10/2007	Closed
Quality Health Plans, Inc.	1-727-945-8400 Ext. 102	9017	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/5/2007	Closed
Kaiser Foundation Health Plan, Inc.	1-626-405-5479	2241, 7997	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/4/2007	Closed
Spectrum Health System	1-616-464-8424	7264	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/4/2007	Closed
Bravo Health, Inc.	1-410-864-4437	8357	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/3/2007	Closed
Samaritan Health Services	1-541-768-4119	8317	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/3/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-350-4475	7263	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2007	Closed
Covenant Health System - Hendrick Health System	1-512-257-6348	2701, 8517	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/27/2007	Closed
XLHealth Corporation	1-410-735-8768	9617	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/19/2007	Closed
Medica HealthCare Plans, Inc.	1-305-460-0618	8997	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/18/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Mid Rogue Community Health Plan	1-541-471-4106	961	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/17/2007	Closed
Freedom Health, Inc	1-813-506-6107	8817	Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed
Honored Citizens Choice Health Plan	1-562-207-4518	8077	Chapter 05 - Quality Assurance - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed
HealthSpring, Inc.	1-615-236-6116	4898	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/13/2007	Closed
Spectrum Health System	1-616-464-8424	861	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/12/2007	Closed
The New York State Catholic Health Plan, Inc.	1-718-393-6135	821, 8717	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/10/2007	Closed
AMERIGROUP Corporation	1-203-594-9165	9397	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/6/2007	Closed
UnitedHealth Group, Inc.	1-702-242-7173	1201, 8057	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/31/2007	Closed
Honored Citizens Choice Health Plan	1-562-207-4518	901	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/30/2007	Closed
PSO Health Services, LLC	1-210-949-4153	381	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/28/2007	Closed
Gateway Health Plan	1-412-255-4296	8377	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/24/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Health Care Service Corporation	1-972-766-1645	781, 801	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/24/2007	Closed
Health Care Service Corporation	1-972-766-1645	8197, 8497	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/16/2007	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 276	8697	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/9/2007	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 290	1441	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
UnitedHealth Group, Inc.	1-702-242-7173	1421	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
Capital BlueCross	1-717-541-6113	1381	Chapter 99: Ad-Hoc Compliance Event - Part D	8/7/2007	Closed
UnitedHealth Group, Inc.	1-602-664-5483	321, 8038	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/3/2007	Closed
CareOregon, Inc.	1-503-416-1421	1181	Chapter 02: Provider Communication - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/31/2007	Closed
Humana Inc.	1-502-580-3683	8637, 8657, 8658	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre Service) - MA	7/30/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-799-6437	341	Chapter 02: Provider Communication - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/25/2007	Closed
PSO Health Services, LLC	1-210-949-4153	8177	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/20/2007	Closed
CareOregon, Inc.	1-503-416-1421	8477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/19/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
IASIS Healthcare	1-480-333-4528	581, 8099	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/18/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-799-6437	7265	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/13/2007	Closed
Vanguard Health Systems	1-602-824-3733	561, 8097	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	6/25/2007	Closed
CalOptima	1-714-246-8638	441	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	6/21/2007	Closed
Contra Costa Health Services	1-925-313-6000	8537, 8557	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Organization Determinations, Grievances, and Appeals - Organization Determinations - Claims - MA	6/5/2007	Closed
Hawaii Medical Service Association	1-808-948-6584	5157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2007	Closed
Arcadian Management Services Inc.	1-510-817-1036	7917	Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/4/2007	Closed
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	7837	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/25/2007	Closed
Universal American Corp.	1-440-248-8448 Ext. 345	501	Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/25/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Marion Polk Community Health Plan LLC	1-503-371-7701 Ext. 119	8237	Chapter 03 - Marketing - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/24/2007	Closed
HealthSpring, Inc.	1-615-236-6116	841	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	5/23/2007	Closed
Universal Health Care Inc.	1-727-456-6534 Ext. 653	8118, 8617	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/23/2007	Closed
EmblemHealth Inc.	1-646-447-6200	641, 661	Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D	5/14/2007	Closed
HIP, Health Plan of New York - Termination		8157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/14/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-350-4475	121, 141	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/4/2007	Closed
HealthSpring, Inc.	1-615-236-6116	21, 361, 362, 41, 61	Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	4/27/2007	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 276	8337	Chapter 02 - Enrollment and Disenrollment (Enrollment) - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	4/19/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Universal Health Care Inc.	1-727-456-6534 Ext. 653	8117	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/31/2007	Closed
Wellpoint, Inc.	1-303-831-2514	8437	Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	3/21/2007	Closed
America's Health Choice Medical Plans, Inc - Termination		201, 221, 7977, 81, 82, 8257	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 10: Compliance Plan - MA-PD Chapter 10: Compliance Plan - Part D Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	3/13/2007	Closed
MAPFRE PRAICO CORPORATION	1-787-250-6500 Ext. 628	7597	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	2/23/2007	Closed
Lifetime Healthcare, Inc.	1-585-238-4545	3193	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/12/2007	Closed
Wellpoint, Inc.	1-303-831-2514	7797	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/8/2007	Closed
UnitedHealth Group, Inc.	1-202-383-6402	7357, 7377, 7378	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	12/15/2006	Closed
Humana Inc.	1-502-580-3683	7857	Chapter 11 - Contracts - MA	12/5/2006	Closed
American Health Plan	1-787-620-1919 Ext. 401	7517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/7/2006	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Universal Care, Inc	1-562-981-5054	7937	Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/30/2006	Closed
Cooperativa de Seguros de Vida de Puerto Rico	1-787-751-5656 Ext. 242	7337	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2006	Closed
First Medical Health Plan	1-787-625-9557 Ext. 323	7217	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/9/2006	Closed
Bravo Health, Inc.	1-410-864-4437	7677	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/1/2006	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 290	4942	Chapter 04 - Benefits and Beneficiary Protections (Access and Availability) - MA Chapter 04 - Benefits and Beneficiary Protections (Delegation) - MA Chapter 05 - M+C PFFS Quality Assurance (Quality) - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre Service) - MA	8/14/2006	Closed
Humana Inc.	1-502-580-3683	7297	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/30/2006	Closed
Health Alliance Medical Plans	1-217-255-4544	6957	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/31/2006	Closed