CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

MRT Number: M0016, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET
Region: 10 Seattle

Review ID: 12337

MRT Number / Name: M0016 MRT The Regence Group
Contract Number / Name: H1349 REGENCE BLUESHIELD OF IDAHO.

Auditing Guide Version: MA Audit Review Guide, Version 5
Auditing Element: OP09
Review Type: Routine
Review Status: Confirmed
MCO Response Received Date:07/07/2008
Element Accepted Date: 07/07/2008
Element Release Date: 07/08/2008
CAP Released Date:07/08/2008

Visit Start Date: 05/14/2008
Exit Conference Date: 05/15/2008
Date Report Issued: 06/27/2008
Date Report Due: 06/29/2008
CAP Accepted Date:07/07/2008
Audit Closed Date: 07/08/2008
Element Projected Completion Date:07/08/2008
MCO Response Due Date: 08/11/2008

Requirement:

OPTIONAL: Favorable Standard Pre-Service Organization Determinations (Timeliness) - If the MAO makes a favorable standard pre-service organization determination, it must notify the member of its determination as expeditiously as the member"s health condition requires, but no later than 14 calendar days after receiving the request (or an additional 14 days if an extension is justified).

Deficiencies:

Regence Blue Shield of Idaho did not meet the CMS compliance standard because CMS audited 15 case files (WS-OP3) in the universe and found that in 5 cases, the approval notification was not sent timely (must be sent within 14 days of receipt of request). In 3 cases reviewed, the notification letter was missing completely. In the remaining 2 cases, the approval notice was sent late.

Corrective Action Required:

On May 30, 2008, RBI officially requested to nonrenew Contract number H1349 effective January 1, 2009. On June 5, 2008, CMS sent the non-renewal acknowledgement to the organization via HPMS. Due to the upcoming nonrenewal of the contract, we are releasing RBI from the Corrective Action Plans for audits ID#10857 and ID#12337. The audits have been closed and we require no further actions from RBI related to these audits. CMS will continue to monitor the organization¿s performance through monthly Issue Management meetings until December 31, 2008.