CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

MRT Number: M0018, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET
Region: 06 Dallas

Review ID: 10297

MRT Number / Name: M0018 MRT Universal American Corporation
Contract Number / Name: H5421 PYRAMID LIFE INSURANCE COMPANY

Auditing Guide Version: MA Audit Review Guide, Version 4
Auditing Element: ZZ91
Review Type: Ad-Hoc Compliance Event
Review Status: Confirmed
MCO Response Received Date:
Element Accepted Date: 01/14/2008
Element Release Date: 01/14/2008
CAP Released Date:01/14/2008

Visit Start Date: 11/21/2007
Exit Conference Date: 11/21/2007
Date Report Issued: 11/21/2007
Date Report Due: 01/05/2008
CAP Accepted Date:01/14/2008
Audit Closed Date: 01/14/2008
Element Projected Completion Date:01/11/2008
MCO Response Due Date: 01/05/2008

Requirement:

Ad-Hoc Compliance Event

Deficiencies:

CMS staff has ascertained that UAFC contracts H5421 and H3333 have failed to submit routine retroactive actions to IntegriGuard for handling in accordance with Medicare Managed Care Manual Chapters 2 and 19.

Corrective Action Required:

UAFC must commence submitting routine retroactive actions to IntegriGuard effective immediately. UAFC must obtain clearance from Mark Holly and Wanda Blakely in the CMS Dallas Regional Office before making formal requests to the CMS Central Office to process batch file tapes. Please note that UAFC must continue submitting critical retroactive actions to Mark Holly, Wanda Blakely, and Marlon Bankston for handling. Standard Operating Procedures - UAFC must submit to CMS Dallas Regional Office for review and approval Standard Operating Procedures which clearly outline a process for submitting retroactive actions to IntegriGuard. UAFC must submit the Standard Operating Procedures to Mark Holly no later than Friday, December 7, 2007. Staff Training ¿ UAFC must train staff on Manual Chapter 2 and Standard Operating Procedures and provide Mark Holly with evidence of training no later than Friday, December 28, 2007.

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