CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET
Region: 02 New York
Contract Number / Name: H4012 TRIPLE-S, INC.

Review ID: 10457

Auditing Guide Version: MA Audit Review Guide, Version 5
Auditing Element: OP04
Review Type: Routine
Review Status: Confirmed
MCO Response Received Date:05/05/2008
Element Accepted Date: 05/07/2008
Element Release Date: 05/07/2008
CAP Released Date:06/05/2008

Visit Start Date: 2/25/2008
Exit Conference Date: 03/04/2008
Date Report Issued: 03/21/2008
Date Report Due: 04/18/2008
CAP Accepted Date:06/05/2008
Audit Closed Date: 06/05/2008
Element Projected Completion Date:02/29/2008
MCO Response Due Date: 05/05/2008

Requirement:

Requests for Expedited Organization Determinations (Timeliness) - The MAO must promptly decide whether to expedite an organization determination based on regulatory requirements. If the MAO decides not to expedite an organization determination, it must automatically transfer the request to the standard timeframe, promptly provide oral notice to the member of the decision not to expedite, and provide written notice within 3 calendar days of the oral notice. If the MAO makes an expedited organization determination (favorable or adverse), it must notify the member in writing as expeditiously as the member"s health requires, but no later than 72 hours after receiving the request (or an additional 14 calendar days if an extension is justified). If the MAO first notifies the member of its expedited determination orally, it must mail written confirmation to the member within 3 calendar days of the oral notification.

Deficiencies:

The requirement is not met. Review of expedited organization determinations revealed that in one (1) of nine (9) cases, the plan failed to notify the member in writing of its determination within the required three calendar days after it had notified the member orally.

Corrective Action Required:

If Triple S makes an expedited organization determination (favorable or adverse), it must notify the member in writing as expeditiously as the member's health requires, but no later than 72 hours after receiving the request (or an additional 14 calendar days if an extension is justified). If Triple S first notifies the member of its expedited determination orally, it must mail written confirmation to the member within three calendar days of the oral notification in accordance with 42 CFR 422.570(c)(2) and (d) and 422.572(a)-(c). Triple S must closely monitor this area to ensure that it complies with this element.