CMS Part D Audit Report

Auditing Results (Public Website Version)

Date Report Generated: 9/30/2008

Contract Number: All, Chapter: All, Element: All, Finding: Not Met, Auditor: All

Findings: Not Met
Audit ID: 3841
Contract Number: H3337
Part D Sponsor Name: LIBERTY HEALTH ADVANTAGE, INC.

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: MR07
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 4/7/2008
Date Report Due: 5/22/2008
Element Accepted Date: 8/11/2008
Element Release Date:
Element Projected Completion Date: 10/1/2008

3 Year Reporting Cycle: 1/1/2006 - 12/31/2008
Estimated Visit Start Date:
Estimated Visit Start Date:
Actual Visit Start Date: 2/19/2008
Actual Visit End Date: 2/22/2008
Part D Sponsor Response Received Date: 8/11/2008
Part D Sponsor Response Due Date: 5/22/2008
CAP Release Date:
CAP Accepted Date: 8/11/2008

Requirement:

Marketing Materials Provided For Significant Non-English Speaking Populations - For markets with a significant non-English speaking population, the Part D sponsor provides marketing materials in the language of these individuals.

Reference:

42 CFR § 423.50(d)(5), Medicare Marketing Guidelines for MAs, MA-PDs, PDPs, and 1876 Cost Plans

Deficiencies:

42CFR 423.50(d)(5) Marketing Materials Provided For Significant Non -English Speaking Populations This element was not met for the audit period. There is a lack of policies and procedures that include a plan to analyze the demographics and the unique requirements for marketing to non-English speaking populations. The MAO needs to review the sections of the CMS Marketing Guidelines for non- English speaking beneficiaries to assure they are in compliance. The MAO only submitted some marketing pieces in Spanish, and did not have a plan that demonstrated the necessary demographic analysis was done.

Corrective Action Required:

The MAO must submit a plan that demonstates that the neceassary demographic analysis is being performed to comply with CMS guidance, regulations and CMS Marketing Guidelines for non-English speaking populations. The MAO must submit a plan for marketing material submission and mailing to non - English speaking polulations that is in compliance with CMS Marketing Guidelines. The MAO will submit the title of the person who will monitor for compliance.