CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

MRT Number: M0007, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6050 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OC01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/30/2007

Element Release Date: 11/30/2007

CAP Released Date: 12/20/2007

Visit Start Date: 08/20/2007

Exit Conference Date: 08/22/2007

Date Report Issued: 10/04/2007

Date Report Due: 10/06/2007

CAP Accepted Date: 12/20/2007

Audit Closed Date: 12/20/2007

Element Projected Completion Date: 12/01/2007

MCO Response Due Date: 11/18/2007

Requirement:

Correct Claim Determinations - The MAO must make correct claim determinations, which include developing the claim for additional information when necessary, for: Services obtained from a non-contracting provider when the services were authorized by a contracted provider or the MAO, Ambulance services dispatched through 911, Emergency services, Urgently needed services, Post-stabilization care services; and Renal dialysis services that Medicare members obtain while temporarily out of the service area.

Deficiencies:

CMS reviewed a sample of 30 claims. In 4 of the 30 samples, KPCA denial was not proper due to lack of an attempt to appropriately develop the claim.

Corrective Action Required:

KPCA must describe the actions KPCA will take to ensure that correct claim determinations are made, including development of the claim for additional information when necessary. KPCA also needs to describe the actions KPCA will take to monitor this function for ongoing compliance, which would include a time line with goals for training, implementation and compliance with the requirements described under this element.

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MRT Number: M0007, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H0524 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OC01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/30/2007

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6052 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OC01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/30/2007

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6050 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OC04

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/30/2007

Element Release Date: 11/30/2007

CAP Released Date: 12/20/2007

Visit Start Date: 08/20/2007

Exit Conference Date: 08/22/2007

Date Report Issued: 10/04/2007

Date Report Due: 10/06/2007

CAP Accepted Date: 12/20/2007

Audit Closed Date: 12/20/2007

Element Projected Completion Date: 10/25/2007

MCO Response Due Date: 11/18/2007

Requirement:

Interest on Clean Claims Paid Late - If the MAO pays clean claims from non-contracting providers in over 30 calendar days, it must pay interest in accordance with § 1816 (c)(2)(B) and § 1842 (c)(2)(B).

Deficiencies:

Delegated Group #1 - CMS reviewed 30 non-contracted provider paid claims for KPCA Delegated Entity. 29 of the 30 samples were paid timely. One non-contracted provider clean claim was paid late and subject to interest payment. The non-contracted provider clean claim was paid within 52 days of receipt or 22 days late. KPCA paid $.61 interest and CMS calculated $.62 for the same time period. The variance is $.01. Because one claim was not paid correctly in this sample the compliance standard for this sample element was Not Met

Corrective Action Required:

KPCA must analyze the interest payment process to determine the cause of the interest calculation error. Submit to CMS KPCA analysis including the reason for the calculation error and corrective action to ensure interest is paid accurately. Also, KPCA must provide an estimated date to implement the process corrections.

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H0524 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OC04

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/30/2007

Element Release Date: 11/30/2007

CAP Released Date: 12/20/2007

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6052 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OC04

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/30/2007

Element Release Date: 11/30/2007

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Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6050 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OP01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/29/2007

Element Release Date: 11/29/2007

CAP Released Date: 12/20/2007

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Date Report Issued: 10/04/2007

Date Report Due: 10/06/2007

CAP Accepted Date: 12/20/2007

Audit Closed Date: 12/20/2007

Element Projected Completion Date: 12/31/2007

MCO Response Due Date: 11/18/2007

Requirement:

Standard Pre-Service Denials (Timeliness) - If the MAO makes an adverse standard pre-service organization determination, it must notify the member in writing using the CMS-10003-NDMC (Notice of Denial of Medical Coverage), or an RO-approved modification of the NDMC, of its decision 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:

Based on a sample of 10 adverse standard pre-service organization determinations from a universe of 7253, the reviewer found 2 cases non-compliant with the CMS requirement to process pre-service organization determinations within 14 calendar days. One case was 6 days late and the second case was 23 days late.

Corrective Action Required:

Describe actions KPCA will take to ensure it is meeting the timeliness standards for standard pre-service organization determinations in accordance with CMS policy and regulations. The process must include internal health plan audits to ensure compliance with CMS requirements.

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MRT Number: M0007, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H0524 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OP01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/29/2007

Element Release Date: 11/29/2007

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Element Projected Completion Date: 12/31/2007

MCO Response Due Date: 11/18/2007

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MRT Number: M0007, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6052 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OP01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 11/29/2007

Element Release Date: 11/29/2007

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Visit Start Date: 08/20/2007

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MCO Response Due Date: 11/18/2007

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H0524 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OP12

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 12/20/2007

Element Release Date: 12/20/2007

CAP Released Date: 12/20/2007

Visit Start Date: 08/20/2007

Exit Conference Date: 08/22/2007

Date Report Issued: 10/04/2007

Date Report Due: 10/06/2007

CAP Accepted Date: 12/20/2007

Audit Closed Date: 12/20/2007

Element Projected Completion Date: 02/01/2008

MCO Response Due Date: 11/18/2007

Requirement:

Detailed Explanation of Non-Coverage of Provider Services (Timeliness) -- The MAO (upon notification by the QIO that an enrollee has filed a request for a fast-track appeal) must send a detailed notice to the enrollee by the close of business of the day the QIO notification is received.

Deficiencies:

Based on a review of 10 KPCA QIO reviews of termination of services-SNF, HHA, or CORF providers (2 cases were misclassified as the members withdrew their appeals) from a universe of 407, the reviewer found in 6 cases that the Medicare beneficiary did not receive the Detail Explanation of Non-Coverage (DENC) timely (by close of business on the day the QIO notification is received by the MAO).

Corrective Action Required:

Describe the actions KPCA will take to ensure the timely and appropriate issuance of the DENC to Medicare beneficiaries for appealed services in the SNF, HHA, or CORF. The process must include internal health plan audits to ensure compliance with CMS requirements.

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6052 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OP12

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

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Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6050 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: OP12

Review Type: Routine

Review Status: Confirmed

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Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H0524 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: RC01

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

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Audit Closed Date: 12/20/2007

Element Projected Completion Date: 10/31/2007

MCO Response Due Date: 11/18/2007

Requirement:

Favorable Claims Reconsiderations (Timeliness) - If the MAO makes a reconsidered determination on a request for payment that is completely favorable to the member, it must issue written notice of its reconsidered determination to the member and pay the claim no later than 60 calendar days after receiving the reconsideration request.

Deficiencies:

CMS reviewed a sample of ten favorable claims reconsiderations. In all ten cases, KPCA sent notifications to the member in a timely manner. However in three cases, KPCA failed to pay the claim with-in 60 calender days after receiving the reconsideration request.

Corrective Action Required:

KPCA must describe the actions it will take to ensure that it pays and notifies members of its overturn decision within the CMS's required 60 days timeframe from the date it receives a request for reconsideration.

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Auditing Element: RC01

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Auditing Guide Version: MA Audit Review Guide, Version 4

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H0524 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: RP02

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 12/11/2007

Element Release Date: 12/11/2007

CAP Released Date: 12/20/2007

Visit Start Date: 08/20/2007

Exit Conference Date: 08/22/2007

Date Report Issued: 10/04/2007

Date Report Due: 10/06/2007

CAP Accepted Date: 12/20/2007

Audit Closed Date: 12/20/2007

Element Projected Completion Date: 12/01/2007

MCO Response Due Date: 11/18/2007

Requirement:

Adverse Standard Pre-Service Reconsiderations (Timeliness) - If the MAO is unable to make a fully favorable decision on a standard pre-service reconsideration, it must forward the case to CMS' independent review entity as expeditiously as the member's health requires, but no later than 30 calendar days after receiving the reconsideration request (or an additional 14 calendar days if an extension is justified). The MAO must concurrently notify the member of this action.

Deficiencies:

CMS reviewed a sample of ten adverse standard pre-service reconsiderations and identified three cases in which KPCA failed to forward the cases to CHDR within the 30 calendar day regulatory timeframe. In two of the ten cases, KPCA failed to notify the beneficiary that the case was sent to the IRE within the 30 calendar days of receiving the reconsideration request. This is a repeat finding.

Corrective Action Required:

KPCA needs to explain what actions the plan will take to ensure that standard pre-service reconsideration cases for which KPCA is unable to make a fully favorable decision it will forward to the independent review entity within the CMS's required timeframe of 30 days (or an additional 14 calendar days if an extension is justified). The corrective action must include a detailed description of KPCA's internal monitoring activities to ensure compliance for this element.

CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

MRT Number: M0007, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6050 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: RP02

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 12/11/2007

Element Release Date: 12/11/2007

CAP Released Date: 12/20/2007

Visit Start Date: 08/20/2007

Exit Conference Date: 08/22/2007

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Auditing Review Results (Initial Report)-Public Website Version

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MRT Number: M0007, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

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Findings: NOT MET

Review ID: 7997

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6052 KAISER FOUNDATION HP, INC.

Auditing Guide Version: MA Audit Review Guide, Version 4

Auditing Element: RP02

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date: 11/16/2007

Element Accepted Date: 12/11/2007

Element Release Date: 12/11/2007

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