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: 6401
Contract Number: H4517
Part D Sponsor Name: AMARILLO MULTISVC CTR FR THE AGING INC

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: CB01
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 8/15/2008
Date Report Due: 9/14/2008
Element Accepted Date:
Element Release Date:
Element Projected Completion Date:

3 Year Reporting Cycle: 1/1/2006 - 12/31/2008
Estimated Visit Start Date: 7/14/2008
Estimated Visit Start Date: 7/18/2008
Actual Visit Start Date: 7/14/2008
Actual Visit End Date: 7/18/2008
Part D Sponsor Response Received Date:
Part D Sponsor Response Due Date: 9/14/2008
CAP Release Date:
CAP Accepted Date:

Requirement:

Collecting and Updating Enrollees¿ Other Health Insurance Information - The Part D sponsor must have a system for collecting and updating information from enrollees about their other health insurance, including whether such insurance covers outpatient prescription drugs, and must report that information to the Coordination of Benefits (COB) Contractor.

Reference:

MA-PD Solicitation, Medicare Prescription Drug Benefit Manual, Chapter 14-Coordination of Benefits

Deficiencies:

The Basics at Jan Werner did not meet this requirement. To determine how the Basics at Jan Werner collects and updates information from enrollees about their other health insurance (OHI) within 30 days of enrollment and at least once annually, CMS reviewed four medical records and found the 30 day Medicare as Secondary Payer (MSP) form or annual surveys were not completed within 30 days or annually. Upon meeting with The Basics at Jan Werner's Compliance Officer, a file was reviewed and annual MSP documents were found. Auditors reviewed 134 annual surveys, and 44 did not exhibit the date that the survey was completed. Auditors reviewed several surveys signed by staff and not the participant, despite staff stating participants were present during completion of the MSP form.

Corrective Action Required:

The Basics at Jan Werner must provide documentation that demonstrates it collects and updates information from enrollees about their OHI, including prescription drug coverage, within 30 days of enrollment and at least once annually.

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

Findings: Not Met
Audit ID: 6401
Contract Number: H4517
Part D Sponsor Name: AMARILLO MULTISVC CTR FR THE AGING INC

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: CB03
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 8/15/2008
Date Report Due: 9/14/2008
Element Accepted Date:
Element Release Date:
Element Projected Completion Date:

3 Year Reporting Cycle: 1/1/2006 - 12/31/2008
Estimated Visit Start Date: 7/14/2008
Estimated Visit Start Date: 7/18/2008
Actual Visit Start Date: 7/14/2008
Actual Visit End Date: 7/18/2008
Part D Sponsor Response Received Date:
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CAP Release Date:
CAP Accepted Date:

Requirement:

TrOOP Status at Disenrollment - The Part D sponsor must provide the beneficiary¿s gross covered drug spend and true out-of-pocket (TrOOP) balance to the beneficiary as of the effective date of disenrollment, and if the disenrollment is due to a mid-year plan change, provides a report of these beneficiary data to the new plan of record.

Reference:

MA-PD Solicitation

Deficiencies:

The Basics at Jan Werner did not meet this requirement. During the audit period, The Basics at Jan Werner was not sending notice of the beneficiary's TrOOP status as of the effective date of disenrollment. The Compliance Officer informed auditors that during the audit period there were no disenrollments. However, a month of the audit period was reviewed with MARx data indicating that there was one disenrollment. The Compliance Officer indicated to auditors that in May 2008 (after the audit period), the Basics at Jan Werner implemented the sending of the TrOOP notification letter upon disenrollment. Upon review of this letter, the auditors noted that the letter was not dated. Additionally, The Basics at Jan Werner was not sending the notice of the beneficiary's gross covered drug spend and TrOOP balance as of the effective date of a mid-year disenrollment to the new plan of record.

Corrective Action Required:

The Basics at Jan Werner must send the notice of the beneficiary's gross covered drug spend and TrOOP balance as of the effective date of a mid-year disenrollment to the new plan of record.

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Date Report Generated: 9/30/2008

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

Findings: Not Met
Audit ID: 6401
Contract Number: H4517
Part D Sponsor Name: AMARILLO MULTISVC CTR FR THE AGING INC

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: CP06
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 8/15/2008
Date Report Due: 9/14/2008
Element Accepted Date:
Element Release Date:
Element Projected Completion Date:

3 Year Reporting Cycle: 1/1/2006 - 12/31/2008
Estimated Visit Start Date: 7/14/2008
Estimated Visit Start Date: 7/18/2008
Actual Visit Start Date: 7/14/2008
Actual Visit End Date: 7/18/2008
Part D Sponsor Response Received Date:
Part D Sponsor Response Due Date: 9/14/2008
CAP Release Date:
CAP Accepted Date:

Requirement:

Internal Monitoring and Auditing Procedures - The Part D sponsor must have and implement a compliance plan that includes procedures for effective internal monitoring and auditing.

Reference:

42 CFR § 423.504(b)(4)(vi)(F), MA-PD Solicitation

Deficiencies:

The Basics at Jan Werner does not meet this requirement. CMS determined that The Basics at Jan Werner is not implementing an effective internal monitoring and auditing program. Although some monitoring is being conducted with the use of the Medication Administration Record (MAR) and monthly review of pharmacy bills, the monitoring only focuses on the participants. There is no work plan developed or procedures in place to monitor the staff. The only monitoring of staff involves requiring van drivers to sign for the medications that they are responsible for transporting to a participant's home. The Basics at Jan Werner does have a Part D Risk Assessment tool, but the tool is only being administered every two years. The Basics at Jan Werner has identified the Business Manager as the Compliance Officer. CMS determined, upon review of The Basics at Jan Werner's Fraud, Waste and Abuse and Compliance Program for Medicare Part D, that the identified Compliance Officer is not carrying out the duties stipulated in the aforementioned program. Specifically, CMS did not find evidence that the Compliance Officer is developing and maintaining reporting mechanisms for fraud, waste and abuse and compliance issues, coordination of investigations, and development of a corrective action plan. Although The Basics at Jan Werner does have a Compliance Committee, the Compliance Officer is not a member of this committee.

Corrective Action Required:

The Basics at Jan Werner must ensure that it implements an effective internal monitoring and auditing program. The Basics at Jan Werner must develop a monitoring and auditing work plan to monitor and audit the staff and provide documentation demonstrating this to CMS. Examples of acceptable documentation include: internal auditing tools, procedures, and audit reports, as well as an auditing and monitoring work plan. The Basics at Jan Werner must revise its Compliance Plan for Medicare Part D regarding internal monitoring and auditing, including, if applicable, monitoring and auditing of subcontractors (The Basics at Jan Werner Fraud, Waste and Abuse and Compliance Program for Medicare Part D). Specifically, the 'may' on page 5, IV, A. 1, second sentence, must be changed to 'will'. Additionally, The Basics at Jan Werner must ensure that the individual designated as the Compliance Officer carries out the duties stipulated in its Fraud, Waste and Abuse and Compliance Program for Medicare Part D.

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

Findings: Not Met
Audit ID: 6401
Contract Number: H4517
Part D Sponsor Name: AMARILLO MULTISVC CTR FR THE AGING INC

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: CP08
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 8/15/2008
Date Report Due: 9/14/2008
Element Accepted Date:
Element Release Date:
Element Projected Completion Date:

3 Year Reporting Cycle: 1/1/2006 - 12/31/2008
Estimated Visit Start Date: 7/14/2008
Estimated Visit Start Date: 7/18/2008
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Part D Sponsor Response Received Date:
Part D Sponsor Response Due Date: 9/14/2008
CAP Release Date:
CAP Accepted Date:

Requirement:

Comprehensive Fraud and Abuse Plan - The Part D sponsor must have and implement a compliance plan that includes a comprehensive plan to detect, correct, and prevent fraud, waste, and abuse.

Reference:

42 CFR § 423.504(b)(4)(vi)(H), MA-PD Solicitation, Prescription Drug Benefit Manual: Chapter 9 ¿ Part D Program to Control Fraud, Waste and Abuse

Deficiencies:

The Basics at Jan Werner does not meet this requirement. Although The Basics at Jan Werner conducts annual Fraud, Waste and Abuse training, CMS determined that The Basics at Jan Werner is not implementing its Fraud, Waste and Abuse plan. There is no compliance reporting and no tracking logs. There are no internal auditing tools, procedures or reports. Additionally, there is no monitoring and auditing work plan in place.

Corrective Action Required:

The Basics at Jan Werner must develop a work plan, internal auditing tools and procedures for the implementation of its Fraud, Waste and Abuse plan in order to detect, correct and prevent fraud, waste and abuse. The Basics at Jan Werner must provide documentation demonstrating this to CMS. Examples of acceptable documentation include: internal auditing tools, procedures, and reports, an auditing and monitoring work plan, compliance reporting and tracking log, responses to detected offenses and correction plans, and training and education materials.

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Findings: Not Met
Audit ID: 6401
Contract Number: H4517
Part D Sponsor Name: AMARILLO MULTISVC CTR FR THE AGING INC

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: PA01
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 8/15/2008
Date Report Due: 9/14/2008
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Part D Sponsor Response Received Date:
Part D Sponsor Response Due Date: 9/14/2008
CAP Release Date:
CAP Accepted Date:

Requirement:

Certification of Monthly Enrollment and Payment Data Relating to CMS Payment - Payments to a Part D sponsor are conditioned upon its submittal and certification of enrollment, disenrollment, and change transactions to CMS each month. The Part D sponsor must submit reconciled enrollment/payment reports and signed attestation forms to CMS within 45 days of data availability.

Reference:

42 CFR § 423.505(k)(2), MA-PD Solicitation

Deficiencies:

The Basics at Jan Werner does not meet this requirement. CMS reviewed the `Certification of Monthly Enrollment and Payment Data' for the months of the audit period (11/2007, April 30, 2008). The certification for the month of November was found to have been mailed one week late. All other months were mailed timely.

Corrective Action Required:

The Basics at Jan Werner must ensure that enrollment and payment data relating to CMS payment are mailed timely and provide documentation demonstrating this to CMS.

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Findings: Not Met
Audit ID: 6401
Contract Number: H4517
Part D Sponsor Name: AMARILLO MULTISVC CTR FR THE AGING INC

Audit Guide Version: MA-PD Sponsor Part D Audit Guide Version 2
Auditing Element: PP01
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 8/15/2008
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Requirement:

Written Policies and Procedures - The Part D sponsor must adhere to CMS guidance for adopting and maintaining current, written policies and procedures that address all applicable Part D statutes, regulations, and program requirements. These policies and procedures must articulate the specific procedures personnel should follow when performing their duties.

Reference:

42 CFR § 423.504(b)(4)(vi)(A)

Deficiencies:

The Basics at Jan Werner does not meet this requirement because CMS reviewed The Basics at Jan Werner's policies and procedures provided for the following elements: ER13, CB01,CB03, PA01, PA02, PA03, and CL04, and found that they did not contain CMS-required provisions. Furthermore, all of the policies and procedures submitted for these elements, as well as for elements PR02 and CL03, were dated outside the audit period (July 8, 2008), which demonstrated that The Basics at Jan Werner did not have compliant policies and procedures in effect during the audit period. Refer to each element's Recommendation/Notes section for the specific provision that were not found but are CMS requirements and respond to these recommendations with a Corrective Action Plan.

Corrective Action Required:

The Basics at Jan Werner must revise its policies and procedures to include provisions as identified in the Recommendation/Notes section for elements ER13, PA01, PA03, and CL04. No Corrective Action is required for element PR02, as the policy submitted with a date outside the audit period did contain the required provision. The Corrective Action for element CB03 contains a required modification to the policy and procedure, as well as a separate recommended modification. The changes contained in the Recommendation/Notes of this report for elements CB01, CL03, and PA02 are not required but highly suggested.