# *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

**Review ID:** 12477

**Region:** 07 Kansas City

**Contract Number / Name:** H0354 CIGNA HEALTHCARE OF ARIZONA, INC.

**Auditing Guide Version:** MA Audit Review Guide, Version 5
**Auditing Element:** OP04
**Review Type:** Routine
**Review Status:** Confirmed
**MCO Response Received Date:** 07/31/2008
**Element Accepted Date:**
**Element Release Date:**
**CAP Released Date:**

**Visit Start Date:** 5/19/2008
**Exit Conference Date:** 05/20/2008
**Date Report Issued:** 07/03/2008
**Date Report Due:** 07/04/2008
**CAP Accepted Date:**
**Audit Closed Date:**
**Element Projected Completion Date:** 06/13/2008
**MCO Response Due Date:** 08/17/2008

**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 organization did not promptly decide whether to expedite an organization determination based on regulatory requirements.

**Corrective Action Required:**

The organization must develop a plan to ensure compliance with the regulatory requirement in issuing organization determinations in an expedited manner. The organization has submitted a corrective action plan prior to the exit conference. CMS will monitor this corrective action plan and will conduct a sample audit of this element to ensure compliance.