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: 10597

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 5

Auditing Element: DN07

Review Type: Ad-Hoc Compliance Event

Review Status: Confirmed

MCO Response Received Date:02/13/2008

Element Accepted Date: 04/03/2008

Element Release Date: 04/03/2008

CAP Released Date:04/03/2008

Visit Start Date: 02/04/2008

Exit Conference Date: 02/08/2008

Date Report Issued: 02/08/2008

Date Report Due: 03/24/2008

CAP Accepted Date:04/03/2008

Audit Closed Date: 04/03/2008

Element Projected Completion Date:04/15/2008

MCO Response Due Date: 03/24/2008

Requirement:

Compliant Retroactive Disenrollment Requests - The MAO correctly submits requests to the CMS Regional Office, or Program Safeguard Contractor, for retroactive disenrollments that are permitted by the CMS policy in the MA Enrollment Guidelines, Section 60.5. Supporting information is included in accordance with CMS policy.

Deficiencies:

CMS reviewed a sample of 32 Integreguard retroactive enrollment and disenrollment case file submission and determined that the case files were incomplete. CMS also determined that the case files had not been worked timely by the plan.

Corrective Action Required:

KPCA must describe the actions KPCA will take to ensure that the correct retroactive packets are sent to Integriguard are complete and accurate and that the retractive transactions are worked by KPCA timely within Chapter 2 guidelines.

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MRT Number / Name: M0007 MRT Kaiser Permanente

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

Auditing Guide Version: MA Audit Review Guide, Version 5

Auditing Element: ER12

Review Type: Ad-Hoc Compliance Event

Review Status: Confirmed

MCO Response Received Date: 02/13/2008

Element Accepted Date: 04/03/2008

Element Release Date: 04/03/2008

CAP Released Date: 04/03/2008

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CAP Accepted Date: 04/03/2008

Audit Closed Date: 04/03/2008

Element Projected Completion Date: 04/15/2008

MCO Response Due Date: 03/24/2008

Requirement:

Retroactive Enrollment Requests - The MAO requests retroactive enrollments, when appropriate, and adheres to CMS requirements in requesting retroactive enrollments from the Regional Office or Program Safeguard Contractor.

Deficiencies:

CMS reviewed a sample of 32 Integreguard retroactive enrollment and disenrollment case file submission and determined that the case files were incomplete. CMS also determined that the case files had not been worked timely by the plan.

Corrective Action Required:

KPCA must describe the actions KPCA will take to ensure that the correct retroactive packets are sent to Integriguard are complete and accurate and that the retroactive transactions are worked by KPCA timely within Chapter 2 guidelines.