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: 11617

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: DN01

Review Type: Ad-Hoc Compliance Event

Review Status: Confirmed

MCO Response Received Date:05/23/2008

Element Accepted Date: 07/03/2008

Element Release Date: 07/03/2008

CAP Released Date:07/03/2008

Visit Start Date: 04/17/2008

Exit Conference Date: 04/17/2008

Date Report Issued: 04/17/2008

Date Report Due: 06/01/2008

CAP Accepted Date:07/03/2008

Audit Closed Date: 07/03/2008

Element Projected Completion Date:

MCO Response Due Date: 06/01/2008

Requirement:

Compliant Disenrollment Process - The MAO disenrolls Medicare members, when appropriate, upon receipt of a request for disenrollment. The MAO annotates its own system and the CMS system with the correct disenrollment effective date.

Deficiencies:

Kaiser Foundation Health Plan, Inc. is not handling the contract termination between Kaiser and General Motors (GM) appropriately. When an employer group contract terminates, Kaiser is responsible for coordinating outreach efforts to members informing them of their options for continuing Kaiser Permanente Senior Advantage enrollment in an individual plan. Kaiser needs to work with the employer group to ensure that the plan¿s disenrollment process is understood and communicated to the members. As a result of Kaiser's current process, General Motors members found the disenrollment process to be confusing and were not disenrolled appropriately.

Corrective Action Required:

The CAP should address the following information: 1. Kaiser needs to revise its Policy and Procedures for handling Employer Group Terminations. The Policy and Procedures need to state that Kaiser will review the marketing materials that the Employer Group and Kaiser send to the beneficiary to ensure that they are clear concise and not confusing to the member. 2. Regarding California and Ohio GM members still enrolled in Kaiser who took no action in response to December or January correspondence, Kaiser needs to work closely with GM to send these members a CMS approved letter stating that they are currently enrolled in the Kaiser DPA plan and what process to follow if they want to be disenrolled. Kaiser needs to contact those members who fail to respond with a CMS approved script. 3. Include a description of the actions Kaiser will take to correct this deficiency. 4. Include a timetable showing when each activity will be fully implemented as well as the Kaiser staff member responsible for implementation. 5. Include a description of the measures Kaiser will employ to ensure continued compliance after the corrective actions are in place.

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Review ID: 11617

Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H6360 KAISER FOUNDATION HP OF OHIO

Auditing Guide Version: MA Audit Review Guide, Version 5

Auditing Element: DN01

Review Type: Ad-Hoc Compliance Event

Review Status: Confirmed

MCO Response Received Date:05/23/2008

Element Accepted Date: 07/03/2008

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Region: 09 San Francisco

MRT Number / Name: M0007 MRT Kaiser Permanente

Contract Number / Name: H1170 KAISER FOUNDATION HP OF GA, INC.

Auditing Guide Version: MA Audit Review Guide, Version 5

Auditing Element: DN01

Review Type: Ad-Hoc Compliance Event

Review Status: Confirmed

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Contract Number / Name: H0630 KAISER FOUNDATION HP OF CO

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Auditing Element: DN01

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