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
Region: 10 Seattle
Contract Number / Name: H3814 ATRIO HEALTH PLANS

Review ID: 12517

Auditing Guide Version: MA Audit Review Guide, Version 5
Auditing Element: OP04
Review Type: Focused
Review Status: Confirmed
MCO Response Received Date:
Element Accepted Date: 09/04/2008
Element Release Date:
CAP Released Date:

Visit Start Date: 6/27/2008
Exit Conference Date: 06/27/2008
Date Report Issued: 07/15/2008
Date Report Due: 08/11/2008
CAP Accepted Date:09/04/2008
Audit Closed Date:
Element Projected Completion Date:08/29/2008
MCO Response Due Date: 08/29/2008

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:

ATRIO Health Plan does not meet the CMS compliance standard because CMS audited 10 cases from a universe of 282 and found 3 cases where member notifications were not processed timely (notified of decision in writing within 72 hours after receiving request).

Corrective Action Required:

ATRIO Health Plans must revised its policies and procedures to ensure it notifies members in writing as expeditiously as the member's health requires, but no later than 72 hours after receiving a request for an expedited organization determination. ATRIO Health Plans must: 1.) Conduct training of appropriate staff on expedited organization determination notification procedures and submit documentation to the regional office that details the nature of this training including: the materials used in the training, the individuals conducting the training, and the individuals being trained. 2.) Establish a mechanism for ongoing monitoring of this area to ensure continued compliance. 3.) Conduct an internal audit each month of its expedited organization determination notification process. This audit should evaluate whether the organization is submitting member notifications timely. 4.) Submit a monthly summary report to the regional office of its findings until further notice. The summary report should include: tile of the auditor(s), the audit methodology, and the results of the audit. A report must be submitted even if no requests were received during that reporting month. This will be considered a "negative report" for reporting purposes.