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: 06 Dallas
Contract Number / Name: H4527 PSO HEALTH SERVICES, LLC

Review ID: 8177

Auditing Guide Version: MA Audit Review Guide, Version 4
Auditing Element: RC01
Review Type: Routine
Review Status: Confirmed
MCO Response Received Date: 08/31/2007
Element Accepted Date: 09/19/2007
Element Release Date: 02/07/2008
CAP Released Date: 02/07/2008

Visit Start Date: 6/4/2007
Exit Conference Date: 06/08/2007
Date Report Issued: 07/20/2007
Date Report Due: 07/23/2007
CAP Accepted Date: 09/19/2007
Audit Closed Date: 02/07/2008
Element Projected Completion Date: 09/17/2007
MCO Response Due Date: 09/03/2007

Requirement:

Favorable Claims Reconsiderations (Timeliness) - If the MAO makes a reconsidered determination on a request for payment that is completely favorable to the member, it must issue written notice of its reconsidered determination to the member and pay the claim no later than 60 calendar days after receiving the reconsideration request.

Deficiencies:

PSO Health Services, LLC does not meet the CMS compliance standard for this element. Two of the sample cases did not contain a date stamp or other evidence to document the actual date of receipt by the organization. Thus, the receipt date cannot be determined and the cases are presumed to be untimely.

Corrective Action Required:

PSO Health Services must develop and implement procedures to ensure that the receipt date is maintained and can be verified for all reconsideration requests received by the organization. As the organization's policies and procedures currently include the requirement to date stamp incoming requests, the organization must take appropriate steps to ensure that actions to control incoming reconsideration requests are consistent with established internal policies and procedures. Further, the organization must establish a mechanism for ongoing monitoring of this area to ensure continued compliance. PSO Health Services should conduct an internal audit, on a monthly basis, of reconsideration requests received in order to evaluate documentation of the receipt date of the request. Your plan for corrective action should, at a minimum, provide for the submission of a quarterly summary report to the regional office of your monthly audit findings. The summary report should include: title of the auditor(s), the audit methodology, and the results of the audit.