CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

MRT Number: M0016, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

Findings: NOT MET
Region: 10 Seattle

Review ID: 10857

MRT Number / Name: M0016 MRT The Regence Group
Contract Number / Name: H1349 REGENCE BLUESHIELD OF IDAHO.

Auditing Guide Version: 1876 Cost Plan Monitoring Review Guide, Version 1
Auditing Element: DN01
Review Type: Routine
Review Status: Confirmed
MCO Response Received Date:07/07/2008
Element Accepted Date: 07/07/2008
Element Release Date: 07/08/2008
CAP Released Date:07/08/2008

Visit Start Date: 05/14/2008
Exit Conference Date: 05/15/2008
Date Report Issued: 06/27/2008
Date Report Due: 06/29/2008
CAP Accepted Date:07/07/2008
Audit Closed Date: 07/08/2008
Element Projected Completion Date:07/07/2008
MCO Response Due Date: 08/11/2008

Requirement:

The Cost plan disenrolls Medicare members, when appropriate, upon receipt of a request for disenrollment. The Cost plan annotates its own system and the CMS system with the correct disenrollment effective date.

Deficiencies:

The review of case files submitted for Voluntary Disenrollment through the Cost Plan indicates the organization is not compliant in this area. CMS reviewed 15 cases (WS-DN1) from a universe of 224. The reviewer determined all 15 case files in this sample were misclassified due to an inadequate universe. CMS guidelines instructs it's reviewers to stop reviewing if 30% or more of case files in a sample are misclassified and mark the elements associated with the worksheets as not met.

Corrective Action Required:

On May 30, 2008, RBI officially requested to nonrenew Contract number H1349 effective January 1, 2009. On June 5, 2008, CMS sent the non-renewal acknowledgement to the organization via HPMS. Due to the upcoming nonrenewal of the contract, we are releasing RBI from the Corrective Action Plans for audits ID#10857 and ID#12337. The audits have been closed and we require no further actions from RBI related to these audits. CMS will continue to monitor the organization¿s performance through monthly Issue Management meetings until December 31, 2008.

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MRT Number / Name: M0016 MRT The Regence Group

Contract Number / Name: H1349 REGENCE BLUESHIELD OF IDAHO.

Auditing Guide Version: 1876 Cost Plan Monitoring Review Guide, Version 1

Auditing Element: DN04

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date:07/07/2008

Element Accepted Date: 07/07/2008

Element Release Date: 07/08/2008

CAP Released Date:07/08/2008

Visit Start Date: 05/14/2008

Exit Conference Date: 05/15/2008

Date Report Issued: 06/27/2008

Date Report Due: 06/29/2008

CAP Accepted Date:07/07/2008

Audit Closed Date: 07/08/2008

Element Projected Completion Date:07/07/2008

MCO Response Due Date: 08/11/2008

Requirement:

The Cost plan must refund all amounts incorrectly collected from its Medicare members.

Deficiencies:

The review of case files submitted for Voluntary Disenrollment through the Cost Plan indicates the organization is not compliant in this area. CMS reviewed 15 cases (WS-DN1) from a universe of 224. The reviewer determined all 15 case files in this sample were misclassified due to an inadequate universe. CMS guidelines instructs its reviewers to stop reviewing if 30% or more of case files in a sample are misclassified and mark the elements associated with the worksheets as not met.

Corrective Action Required:

On May 30, 2008, RBI officially requested to nonrenew Contract number H1349 effective January 1, 2009. On June 5, 2008, CMS sent the non-renewal acknowledgement to the organization via HPMS. Due to the upcoming nonrenewal of the contract, we are releasing RBI from the Corrective Action Plans for audits ID#10857 and ID#12337. The audits have been closed and we require no further actions from RBI related to these audits. CMS will continue to monitor the organization¿s performance through monthly Issue Management meetings until December 31, 2008.

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Region: 10 Seattle

MRT Number / Name: M0016 MRT The Regence Group

Contract Number / Name: H1349 REGENCE BLUESHIELD OF IDAHO.

Auditing Guide Version: 1876 Cost Plan Monitoring Review Guide, Version 1

Auditing Element: DN101

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date:07/07/2008

Element Accepted Date: 07/07/2008

Element Release Date: 07/08/2008

CAP Released Date:07/08/2008

Visit Start Date: 05/14/2008

Exit Conference Date: 05/15/2008

Date Report Issued: 06/27/2008

Date Report Due: 06/29/2008

CAP Accepted Date:07/07/2008

Audit Closed Date: 07/08/2008

Element Projected Completion Date:07/08/2008

MCO Response Due Date: 08/11/2008

Requirement:

The Cost Plan provides the member a copy of the member's request for disenrollment.

Deficiencies:

The review of case files submitted for Voluntary Disenrollment through the Cost Plan indicates that the organization is not compliant in this area. CMS reviewed 15 cases (WS-DN1) from a universe of 224. The reviewer determined all 15 case files in this sample were misclassified due to an inadequate universe. CMS guidelines instructs its reviewers to stop reviewing if 30% or more of case files in a sample are misclassified and mark the elements associated with the worksheets as not met.

Corrective Action Required:

On May 30, 2008, RBI officially requested to nonrenew Contract number H1349 effective January 1, 2009. On June 5, 2008, CMS sent the non-renewal acknowledgement to the organization via HPMS. Due to the upcoming nonrenewal of the contract, we are releasing RBI from the Corrective Action Plans for audits ID#10857 and ID#12337. The audits have been closed and we require no further actions from RBI related to these audits. CMS will continue to monitor the organization¿s performance through monthly Issue Management meetings until December 31, 2008.

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MRT Number / Name: M0016 MRT The Regence Group

Contract Number / Name: H1349 REGENCE BLUESHIELD OF IDAHO.

Auditing Guide Version: 1876 Cost Plan Monitoring Review Guide, Version 1

Auditing Element: ER06

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date:07/07/2008

Element Accepted Date: 07/07/2008

Element Release Date: 07/08/2008

CAP Released Date:07/08/2008

Visit Start Date: 05/14/2008

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CAP Accepted Date:07/07/2008

Audit Closed Date: 07/08/2008

Element Projected Completion Date:07/08/2008

MCO Response Due Date: 08/11/2008

Requirement:

The written acknowledgement notice, sent in response to the beneficiary's enrollment form, meets CMS requirements and specifies the correct effective date of enrollment.

Deficiencies:

Regence Blue Shield of Idaho (Regence) does not meet the CMS compliance standard because CMS audited 2 cases (WS-ER1) from a universe of 2 and found 2 (100%) cases that were not compliant because the Enrollment Acknowledgement letters did not contain accurate and updated CMS language.

Corrective Action Required:

On May 30, 2008, RBI officially requested to nonrenew Contract number H1349 effective January 1, 2009. On June 5, 2008, CMS sent the non-renewal acknowledgement to the organization via HPMS. Due to the upcoming nonrenewal of the contract, we are releasing RBI from the Corrective Action Plans for audits ID#10857 and ID#12337. The audits have been closed and we require no further actions from RBI related to these audits. CMS will continue to monitor the organization¿s performance through monthly Issue Management meetings until December 31, 2008.

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MRT Number / Name: M0016 MRT The Regence Group

Contract Number / Name: H1349 REGENCE BLUESHIELD OF IDAHO.

Auditing Guide Version: 1876 Cost Plan Monitoring Review Guide, Version 1

Auditing Element: ER10

Review Type: Routine

Review Status: Confirmed

MCO Response Received Date:07/07/2008

Element Accepted Date: 07/07/2008

Element Release Date: 07/08/2008

CAP Released Date:07/08/2008

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CAP Accepted Date:07/07/2008

Audit Closed Date: 07/08/2008

Element Projected Completion Date:07/08/2008

MCO Response Due Date: 08/11/2008

Requirement:

The final notice of enrollment sent to the beneficiary, which describes CMS' acceptance or rejection of enrollment, meets CMS requirements.

Deficiencies:

Regence Blue Shield of Idaho (Regence) does not meet the CMS compliance standard because CMS audited 1 cases (WS-ER3 and totals from WS-ER1) from a universe of 1 and found 1 (100%) case that was not compliant because the Enrollment Acceptance, Rejection, or Acknowledgement letters did not contain accurate and updated CMS language.

Corrective Action Required:

On May 30, 2008, RBI officially requested to nonrenew Contract number H1349 effective January 1, 2009. On June 5, 2008, CMS sent the non-renewal acknowledgement to the organization via HPMS. Due to the upcoming nonrenewal of the contract, we are releasing RBI from the Corrective Action Plans for audits ID#10857 and ID#12337. The audits have been closed and we require no further actions from RBI related to these audits. CMS will continue to monitor the organization¿s performance through monthly Issue Management meetings until December 31, 2008.