CMS Medicare Managed Care Auditing Report

Auditing Review Results (Initial Report)-Public Website Version

Date Report Generated: 9/30/2008

MRT Number: M0018, Contract Number: All, Category: All, Element: All, Finding:NOT MET, Reviewer:All

---

Findings: NOT MET
Region: 06 Dallas

Review ID: 10277

MRT Number / Name: M0018 MRT Universal American Corporation
Contract Number / Name: H5421 PYRAMID LIFE INSURANCE COMPANY

Auditing Guide Version: MA Audit Review Guide, Version 4
Auditing Element: ZZ91
Review Type: Ad-Hoc Compliance Event
Review Status: Confirmed
MCO Response Received Date:
Element Accepted Date: 01/14/2008
Element Release Date: 01/14/2008
CAP Released Date:01/14/2008

Visit Start Date: 11/19/2007
Exit Conference Date: 11/19/2007
Date Report Issued: 11/19/2007
Date Report Due: 01/03/2008
CAP Accepted Date:01/14/2008
Audit Closed Date: 01/14/2008
Element Projected Completion Date:01/14/2008
MCO Response Due Date: 01/03/2008

Requirement:

Ad-Hoc Compliance Event

Deficiencies:

CMS staff has ascertained that UAFC contracts H5421 and H3333 have failed to timely record the final disposition of complaints within thirty (30) calendar days in accordance with 42 CFR 422.564 and 423.564. CMS has ascertained that as of November 19, 2007, UAFC contracts H5421 and H3333 have failed to record the final disposition of 935 complaints that remain open after thirty (30) calendar days.

Corrective Action Required:

1. UAFC must record in CTM the final disposition of the 935 complaints no later than Friday, November 30, 2007.
2. UAFC must conduct a root cause analysis of this issue, develop and implement process improvements, and submit a final report of these activities to Plan Manager Mark Holly no later than Friday, November 30, 2007.