

MAC Binder Section 3 – Corrective Action Plans

Table of Contents with Document Summary

Located online at <http://chfs.ky.gov/dms/mac.htm>

1 – CAP and LOC Report 07062016 to 08312016:

This report reflects a list corrective action plans (CAP) and/or letters of concern (LOC) issued due to MCO non-compliance with contractual requirements.

Corrective Action Plans and Letters of Concern

7/5/2016 to 8/31/2016

MCO	Type of Letter	Description of Issue	ID Number	Closure Date
Aetna	CAP	Denial claims from the Little Ears Hearing Ctr	AE2016LE-1	8/1/2016
Aetna	CAP	Submitted Empty 837I Test File	AE2016ENC-5	8/1/2016
Aetna	CAP	Access and Availability Dental Survey	AE2016IPRO-5	8/4/2016
Aetna	CAP	Failure to respond to BH information request from DMS staff	AE2016BH-1	8/22/2016
Aetna	CAP	FQHC & RHC resubmissions for erred encounters	AE2016ENC-6	8/22/2016
Aetna	CAP	FQHC & RHC encounters for timeliness from adjudication	AE2016ENC-7	8/22/2016
Aetna	CAP	Kentucky One claims needing to be voided	AE2016VO-2	8/23/2016
Aetna	LOC	Response to Subcontractor Provider Representatives inquiry	AE2016PR-2	8/1/2016
Aetna	LOC	Response to TPL Inquiry	AE2016TPL-4	8/22/2016
Anthem	CAP	LOC Files	AN2016LOC-1	8/1/2016
Anthem	CAP	Access and Availability Dental Survey	AN2016IPRO-3	8/4/2016
Anthem	CAP	Failed to provide Oral Pathology Services	AN2016OP-1	8/22/2016
Anthem	LOC	Response to TPL Inquiry	AN2016TPL-4	8/22/2016
Anthem	LOC	Response to Subcontractor Provider Representatives inquiry	AN2016PR-1	8/4/2016
Humana	CAP	Self Refind refusing services	HU2016SR-1	8/1/2016
Humana	CAP	Access and Availability Dental Survey	HU2016IPRO-4	8/4/2016
Humana	LOC	Response to TPL Inquiry	HU2016TPL-5	8/22/2016
Passport	CAP	Access and Availability Dental Survey	PP2016IPRO-3	8/4/2016
Passport	LOC	Response to TPL Inquiry	PP2016TPL-2	8/22/2016
WellCare	CAP	Access and Availability Dental Survey	WC2016IPRO-4	8/4/2016
WellCare	CAP	FQHC & RHC encounters for timeliness from adjudication	WC2016ENC-5	8/23/2016
WellCare	CAP	FQHC & RHC resubmissions for timeliness of erred encounters	WC2016ENC-6	8/23/2016
WellCare	LOC	Response to TPL Inquiry	WC2016TPL-4	8/4/2016
WellCare	LOC	Response to void process inquiry	WC2016VO-1	7/29/2016
WellCare	LOC	Ridge BH appeals not completed within 30 days	WC2016AG-1	8/22/2016
WellCare	LOC	Encounter Submissions for SFY2016	WC2016ENC-7	8/23/2016