

MAC Binder Section 3 – Corrective Action Plans

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

1 – CAP and LOC Report 042616 to 07062016

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
04/26/2016 to 7/5/2016**

MCO	Type of Letter	Description of Issue	ID Number	Closure Date
Aetna	CAP	Alliance Counseling Associates	AE2016AC-1	6/28/2016
Aetna	CAP	Member Appeal not processed in 30 days	AE2016MG-2	7/5/2016
Aetna	LOC	Central Kentucky Radiology	AE2016CS-2	5/5/2016
Aetna	LOC	Member Appeals	AE2016MG-1	5/9/2016
Aetna	LOC	February 2016 provider data files	AE2016NAE-1	6/1/2016
Aetna	LOC	Avesis Rep forwarded email to DMS unprotected	AE2016AV-2	6/24/2016
Coventry/ Aetna	CAP	EQR Performance Summary	CC2016IPRO-2	5/11/2016
Coventry/ Aetna	CAP	EQR 3 Year Comparison Summary	CC2016IPRO-3	5/11/2016
Anthem	CAP	Systematic Denial of Covered Services	AN2016CS-3	5/5/2016
Anthem	CAP	EQR Performance	AN2016IPRO-2	5/11/2016
Anthem	CAP	Recouping from providers when Third Party Liability is found	AN2016TPL-2	5/12/2016
Anthem	CAP	Provider Terminations	AN2016PT-1	6/1/2016
Anthem	CAP	Provider termination	AN2016PT-2	6/8/2016
Anthem	CAP	Express System down- no followup	AN2016ESI-1	6/24/2016
Anthem	CAP	Member contacted DMS to report problems getting provider claims paid	AN2016SC-1	6/24/2016
Anthem	CAP	Pharmacy contacting DMS about claims not getting paid	AN2016CP-1	6/24/2016
Anthem	CAP	provider contacted DMS for assistance in recouped claims that need voids	AN2016PS-1	6/24/2016
Anthem	CAP	Failed to provide complete information for an inquiry from DMS	AN2016EQ-1	6/24/2016
Anthem	CAP	EQR performance 2016 compliance review	AN2016IPRO-4	6/24/2016
Anthem	CAP	Member Appeals	AN2016MG-1	6/1/2016
Humana	CAP	Failed to recognize updates from TPL Resource File	HU2016TPL-4	7/5/2016
Humana	LOC	Humana did not response timely to an attorney's legal inquiry	HU2016TPL-3	6/24/2016
Humana	LOC	Network Adequacy-Capacity Report	HU2016NC-1	6/24/2016

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04/26/2016 to 7/5/2016**

MCO	Type of Letter	Description of Issue	ID Number	Closure Date
Passport	CAP	Provider denials; Ameri Health	PP2016PAS-3	6/24/2016
Passport	CAP	Uspiritus	PP2016US-1	7/5/2016
Passport	CAP	Monitoring Requirements	PP2016MR-2	7/5/2016
Passport	LOC	Member Appeals	PP2016MG-1	5/9/2016
Passport	LOC	Quality of Care	PP2016QOC-1	5/9/2016
WellCare	LOC	Member Appeals	WC2016MG-1	5/23/2016
WellCare	CAP	Avesis Provider Manual	WC2016AV-2	3/25/2016
WellCare	LOC	Encounter File Submission fail	WC2016ENC-4	5/9/2016