

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 09012016 to 10312016:

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
9/1/2016 to 10/31/2016**

MCO	Type of Letter	Description of Issue	ID Number	Closure Date
WellCare	CAP	TPL File submitted late	WC2016TPL-5	8/31/2016
Humana	CAP	Cisco Agent Desktop power outage	HU2017CC-1	9/8/2016
Aetna	CAP	Failure to void claims for White House Clinic	AE2016VO-4	9/22/2016
Aetna	LOC	MCO did not follow protocol for requesting Foster member data	AE2016FC-1	9/22/2016
Aetna	CAP	Incorrect Emergency ground mileage code	AE2016AMB-1	9/22/2016
Anthem	CAP	Provider needing recouped claims voided	AN2016VO-1	9/22/2016
Aetna	CAP	Failure to void claims for Dr Tyree's office	AE2016VO-3	9/27/2016
Anthem	CAP	UK voided claims	AN2017VO-1	9/30/2016
Aetna	CAP	Godwin Family Practice voided claims	AE2017VO-3	10/5/2016
Anthem	LOC	Report #11 Provider calls	AN2017PC-1	10/5/2016
Aetna	LOC	DMS unable to process Aetna's TPL monthly resource file for 3 months due to invalid character length	AE2017TPL-1	10/6/2016
Anthem	CAP	Failed to submit TPL Subcontractor for approval	AN2017REQ-1	10/7/2016
Anthem	LOC	Submitted two files with same name causing data to be out of alignment	AN2017TPL-1	10/10/2016
Anthem	LOC	MCO SIU On-site Visits	AN2016SIU-1	10/11/2016
Aetna	LOC	Report 15 being incomplete and not containing information	AE2017SR-1	10/12/2016
Aetna	CAP	TPL Resource File Errors and submitted late	AE2016TPL-5	10/19/2016
Aetna	CAP	2 Surgeons from U Of L not credentialed	AE2017CE-1	10/19/2016

**Corrective Action Plans and Letters of Concern
9/1/2016 to 10/31/2016**

MCO	Type of Letter	Description of Issue	ID Number	Closure Date
Aetna	CAP	Alternative Behavioral Interventions (ABI) not receiving payment since conversion from Coventry to Aetna	AE2017ABI-1	10/19/2016
Humana	CAP	Not submitting TPL coverage end date/Foster Care child not receiving services	HU2017TPL-1	10/19/2016
Passport	LOC	Cost share file submitted w/102 duplicate files	PP2017CS-1	10/19/2016
Anthem	LOC	Not submitting required info for Appendix N	AN2017AN-1	10/28/2016
Humana	LOC	Submitting 2 unzipped TPL files	HU2017TPL-2	10/28/2016
Aetna	LOC	Provider payment Suspension Process	AE2017PS-1	10/28/2016
Anthem	LOC	Provider payment Suspension Process	AN2017PS-1	10/28/2016
Passport	LOC	Provider payment Suspension Process	PP2017PS-1	10/28/2016
Humana	LOC	Provider payment Suspension Process	HU2017PS-1	10/28/2016
WellCare	LOC	Provider payment Suspension Process	WC2017PS-1	10/28/2016
Passport	LOC	Unable to unzip 837 Dental Encounter File	PP2017ENC-1	10/28/2016
Passport	LOC	Incorrectly named 837 Professional Encounter File	PP2017ENC-2	10/28/2016