COVENTRYCARES™
of Kentucky
Lighting Your Path to Good Health

08/20/14

Via E-Mail

Wayne Dominick
Department for Medicaid Services
Cabinet for Health and Family Services
275 E. Main St. 6W-A
Frankfort, KY 40621

Re: Request for Corrective Action Plan-CC2014ES-1

Dear Mr. Dominick:

Please accept this correspondence in response to your notification dated July 29, 2014 with regard to a request for a Corrective Action Plan for the following cited deficiency:

Identifying #	Contract Section	DEFICIENCY
CC2014ES-1	17.1 Encounter Data Submission	Failure to submit accurate Encounter Data

Per your communication, CoventryCares of Kentucky (CoventryCares) submitted 63 files containing 164,986 encounters causing major problems with claims and encounter processing on July 14, 2014.

Please be advised that CoventryCares of Kentucky has investigated this request thoroughly and has identified the root causes. Below is an outline of events leading up to the submission error along with the corrective steps taken to ensure this type of incident will not occur in the future.

06/18/2014: CoventryCares implemented new programming logic for processing voids. This coding change was an extensive update to ensure the proper sequencing of the voids and the development of a staging queue to hold the new original until the void was accepted. Once the void record is accepted, then the staging queue releases the new original. If the void is not accepted, then staff must manually review the records.

06/30/2014: Additional code changes to void process completed, but not fully operational.

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07/03/2014: Encounters Team noticed unusual results for the week and began meeting with IT to research.

07/14/2014: First submission of void files using the new logic. CoventryCares submitted 63 files containing 164,986 encounters. The following files caused major processing issues for DMS:

KYVV837P_9900004316_O_20140714090355
KYVV837P_9900004316_O_20140714090356
KYVV837P_9900004316_O_20140714090357
KYVV837P_9900004316_O_20140714090387

07/17/2014: Encounters Team sent inquiry to CHFS DMS Managed Care IT Issues at 9:17AM because the response files had not yet been received on 2 files. HP advised at 12:39PM that they had to stop processing the files ending in "356" and "387" because the files were out of balance since Adjustments were sent in Original Files. HP advised that they stopped the partial 277U files from being returned.

07/17/2014: Coventry IT started a root cause analysis and determined the issue, modified the code, and completed internal testing. IT worked with the Encounters Team to develop an action plan to correct the issue and communicated that plan to 'DMS.ManagedCare@ky.gov' at 4:50PM.

For the specific files that DMS could not process, corrections were made to the files and the files were staged for delivery to KY at 1AM on Monday 07/21/2014.

07/21/2014: The following files were reviewed by the IT area before submission and a test file was sent to the KY Ramp Manager HIPAA validation tool.

KYW837P_9900004316_O_20140714_090356.dat
KYW837I_9900004316_O_20140714_090387.dat

07/22/2014: Acceptance rates for the above 2 files were 95.9% and 98% respectively when submitted correctly.

07/22/2014: IT continued to monitor the files to assure that the proper records are placed in the proper file types. Monitoring continued and no further issues have been identified through 08/20/2014.

CoventryCares of Kentucky is committed to meeting our obligations. We believe this letter answers your concerns. Should you have any questions or concerns, please feel free to contact me.

Best Regards,

Sabrina Moore
Plan Compliance Officer

Cc: Michael Murphy