

DEFINITIONS

- ❖ **Corrective Action Plan** - In certain instances of non-compliance with the contract, the Agency may require a managed care plan to submit a corrective action plan (CAP), which is a plan to be put in place outlining how the managed care plan will remedy the non-compliance
- ❖ **Liquidated Damage** - In some cases, the Agency will impose liquidated damages in writing against the Managed Care Plan for a breach of contract. The liquidated damages are not intended to be in the nature of a penalty, but are intended to be reasonable estimates of the Agency's projected financial loss and damage resulting from the Managed Care Plan's nonperformance, including financial loss as a result of project delays.
- ❖ **Sanction** - In the event the Agency identifies a violation of or other non-compliance with the contract by a managed care plan, the Agency may sanction the Managed Care Plan. Sanctions can be monetary or non-monetary, including, but not limited to enrollment freezes or temporary management of the managed care plan.
- ❖ **Marketing** - Actions within this category stem from noncompliance with Attachment II, Section III of the SMMC contract, and may include violations related to the following:
 - Use of unapproved marketing materials
 - Use of unlicensed marketing agents
 - Marketing at unapproved events
 - Untimely and/or Inaccurate reporting
- ❖ **Enrollee Grievances and Appeals** - Actions within this category stem from violations of Attachment II, Section IV of the SMMC contract and may include violations related to the following:
 - Enrollee materials
 - Grievance process
 - Untimely and/or Inaccurate reporting
- ❖ **Medicaid Fair Hearing** - Actions within this category stem from violations of Attachment II, Section IV of the SMMC contract and may include violations related to the following:
 - Failure of the health plan to provide a witness
 - Failure to attend
 - Evidentiary Materials
 - Submit evidence packet timely

PLEASE NOTE: The following information relates to compliance actions issued for FY 15/16. Only actions that have been finalized are contained in the following information. Pending actions were also issued in FY 15/16, but have yet to be finalized.

- Continuation of benefits
- Final order noncompliance
- ❖ **Covered Services** - Actions within this category stem from violations of Attachment II, Section V of the SMMC contract and may include violations related to the following:
 - Service specific requirements
 - Care coordination/case management
 - Medical Necessity/EPSTD
 - Untimely and/or Inaccurate reporting
- ❖ **Provider Network** - Actions within this category stem from violations of Attachment II, Section VI of the SMMC contract and may include violations related to the following:
 - Network adequacy standards
 - Network development and management plan
 - Provider credentialing and contracting
 - Provider complaint system
- ❖ **Quality and Utilization Management** - Actions within this category stem from violations of Attachment II, Section VII of the SMMC contract and may include violations related to the following:
 - Performance measures
 - Performance improvement projects
 - Satisfaction and experience surveys
 - Utilization management
 - Untimely and/or Inaccurate reporting
- ❖ **Administration and Management** - Actions within this category stem from violations of Attachment II, Section VIII of the SMMC contract and may include violations related to the following:
 - Organizational governance and staffing
 - Subcontract content requirements
 - System and data integration requirements
 - Claims and provider payment
 - Encounter requirements
 - Fraud and abuse
- ❖ **Finance** - Actions within this category stem from violations of Attachment II, Section IX and X of the SMMC contract and may include violations related to the following:
 - Financial reporting
 - Insolvency requirements

- Surplus requirements
 - Third party resources
 - Financial audits
 - Untimely and/or Inaccurate reporting
- ❖ **Reporting** - Actions within this category stem from violations of Attachment II, Section II of the SMMC contract and may include violations related to the following:
- Ad hoc requests
 - HIPPA reporting

SMMC FINAL ACTIONS BY ISSUE TYPE

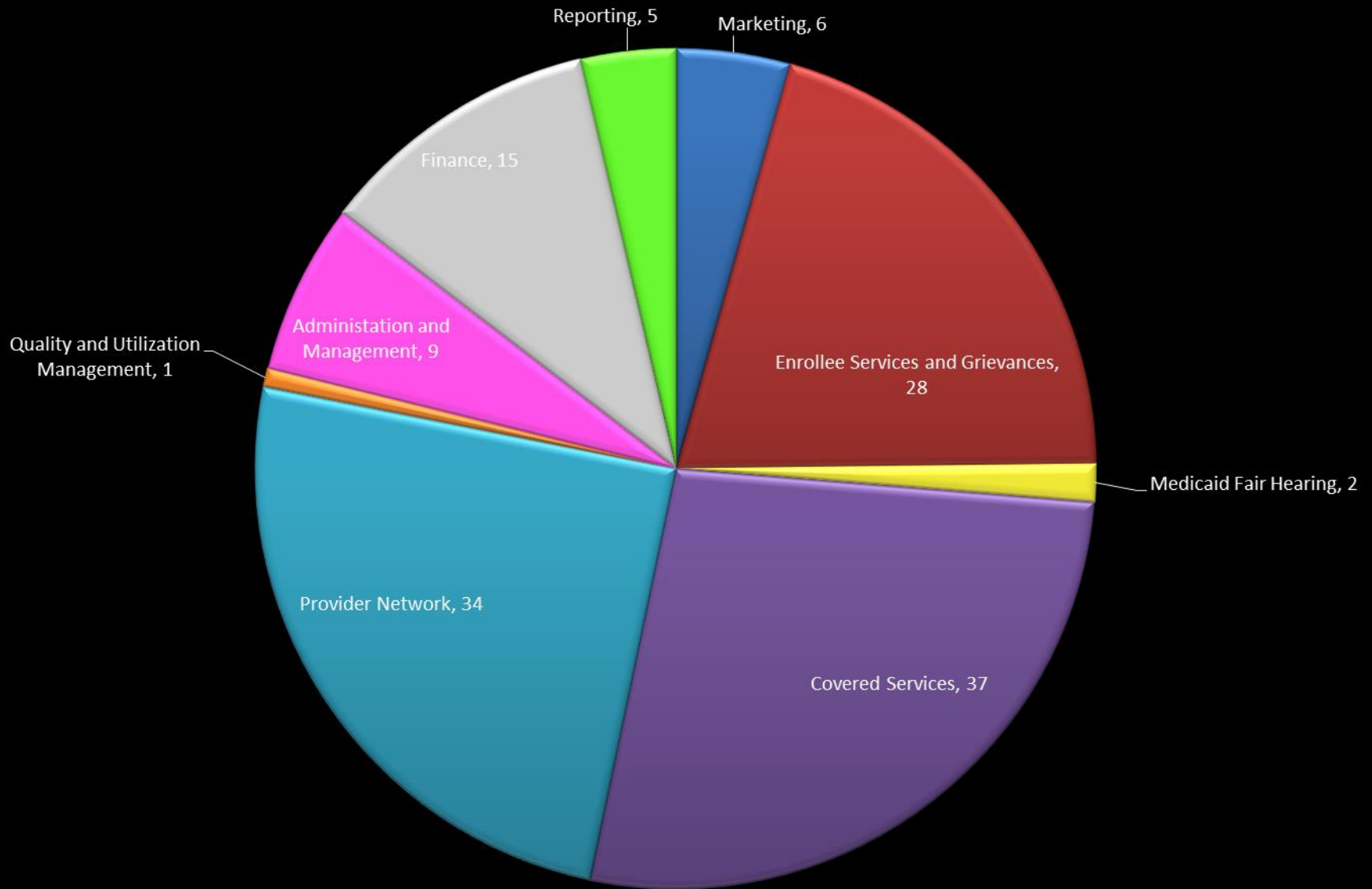
	AHF/Positive	AEC	Amerigroup	Better	CCp	Clear	CMSN	Coventry	Humana	Magellan	Molina	Prestige	Simply	Staywell	Sunshine	United	Total
Marketing	0	0	2	0	0	0	0	1	0	3	0	0	0	0	0	0	6
UNAPPROVED EVENT			1							2							3
UNAPPROVED MATERIALS			1							1							2
UNLICENSED AGENT								1									1
Enrollee Services and Grievances	0	4	2	0	1	0	0	1	6	2	1	0	0	4	4	3	28
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS		3	2				1	4					4	3	3		20
UNTIMELY ENROLLEE MATERIALS								2									2
FAILURE TO FILE ACCURATE REPORT		1							2					1			4
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS				1						1							2
Medicaid Fair Hearing	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
FAILURE TO PROVIDE WITNESS													1	1			2
Covered Services	1	7	3	2	0	2	1	3	3	0	2	2	1	3	2	5	37
FAILURE TO PROVIDE COC	1						1	1		1	1	1	1				7
FAILURE TO COMPLY WITH CARE COORDINATION REQ		1				1	2						2		1		7
MEDICAL NECESSITY/EPSTD			1							1	1					1	4
TRANSPORTATION			2	2		2		1						2	1		10
FAILURE TO FILE ACCURATE REPORT		3														1	4
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS		3						1								1	5
Provider Network	3	0	2	0	0	2	0	2	3	2	5	3	2	5	3	2	34
FAILURE TO MEET PROVIDER NETWORK STANDARDS								1		3	1		3	1			9
FAILURE TO SUBMIT PROVIDER NETWORK FILE	1																1
FAILURE TO UPDATE ONLINE DIRECTORIES	2		2		2		2	2	2	2	2	2	2	2	2	2	24
Quality and Utilization Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS														1			1
Administation and Management	0	1	0	0	0	0	1	2	1	0	1	3	0	0	0	0	9
CLAIMS PROCESSING		1					2				3						6
FAILURE TO COMPLY WITH ACA								1									1
FAILURE TO COMPLY WITH ENCOUNTER AD HOC										1							1
FAILURE TO COMPLY WITH ENRCOUNTER REQUIREMENTS						1											1
Finance	3	1	1	1	0	1	0	3	1	0	0	2	2	0	0	0	15
FAILURE TO COMPLY WITH FINANCIAL REQUIREMENTS											2						2
FAILURE TO FILE ACCURATE REPORT	3		1	1		1		2	1			2					11
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS		1					1										2
Reporting	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	5
HIPPA															1		1
FAILURE TO RESPOND TO AD HOC REQUEST				1											1		2
FAILURE TO FILE ACCURATE REPORT	1																1
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS														1			1
Total:	8	13	10	3	2	5	2	11	15	4	12	10	5	13	12	12	

GRAND TOTAL: 137

TOTAL AMOUNT: \$1,169,250

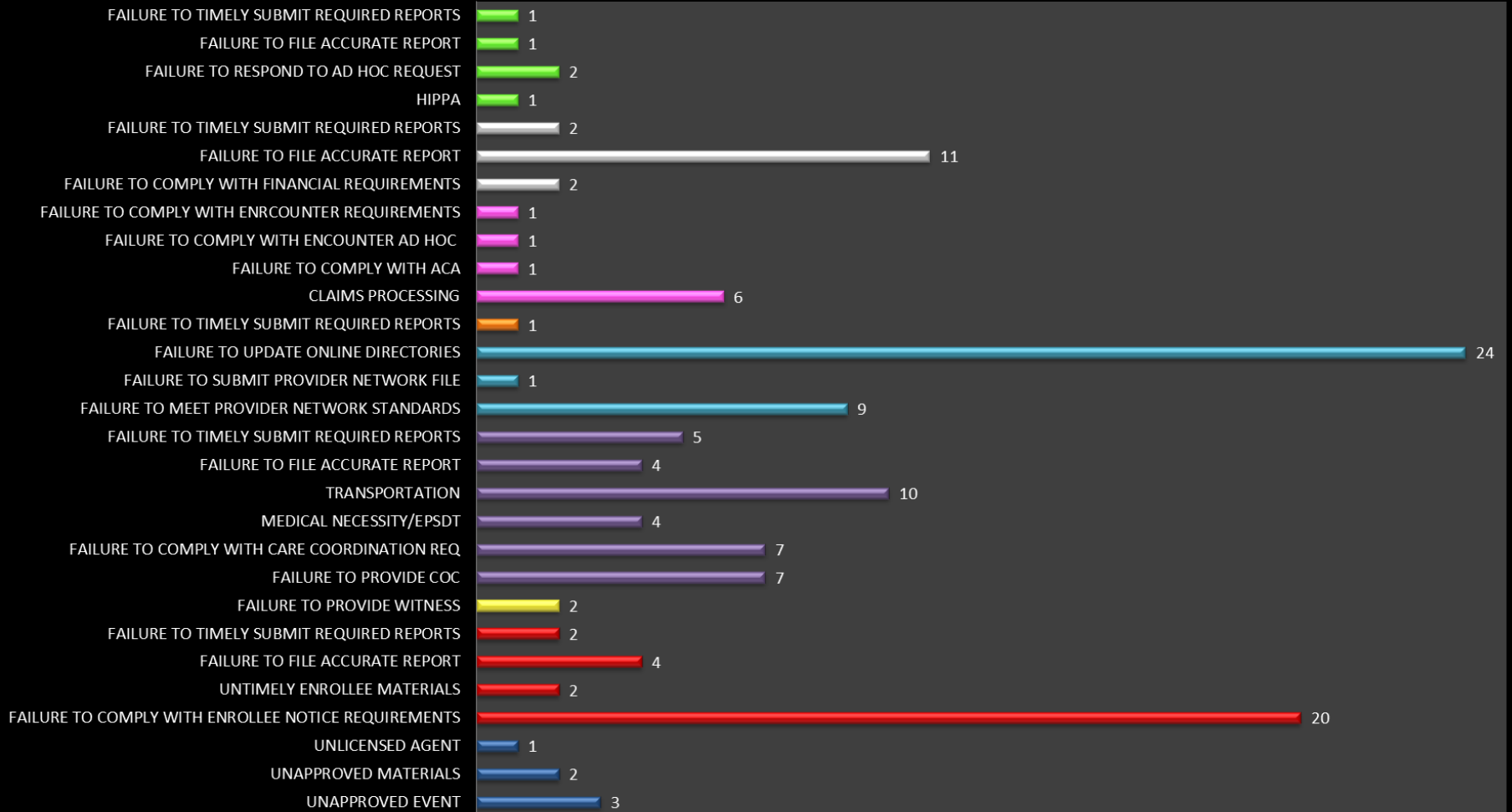
FY 15/16

SMMC ACTIONS BY ISSUE CATEGORY



FY 15/16

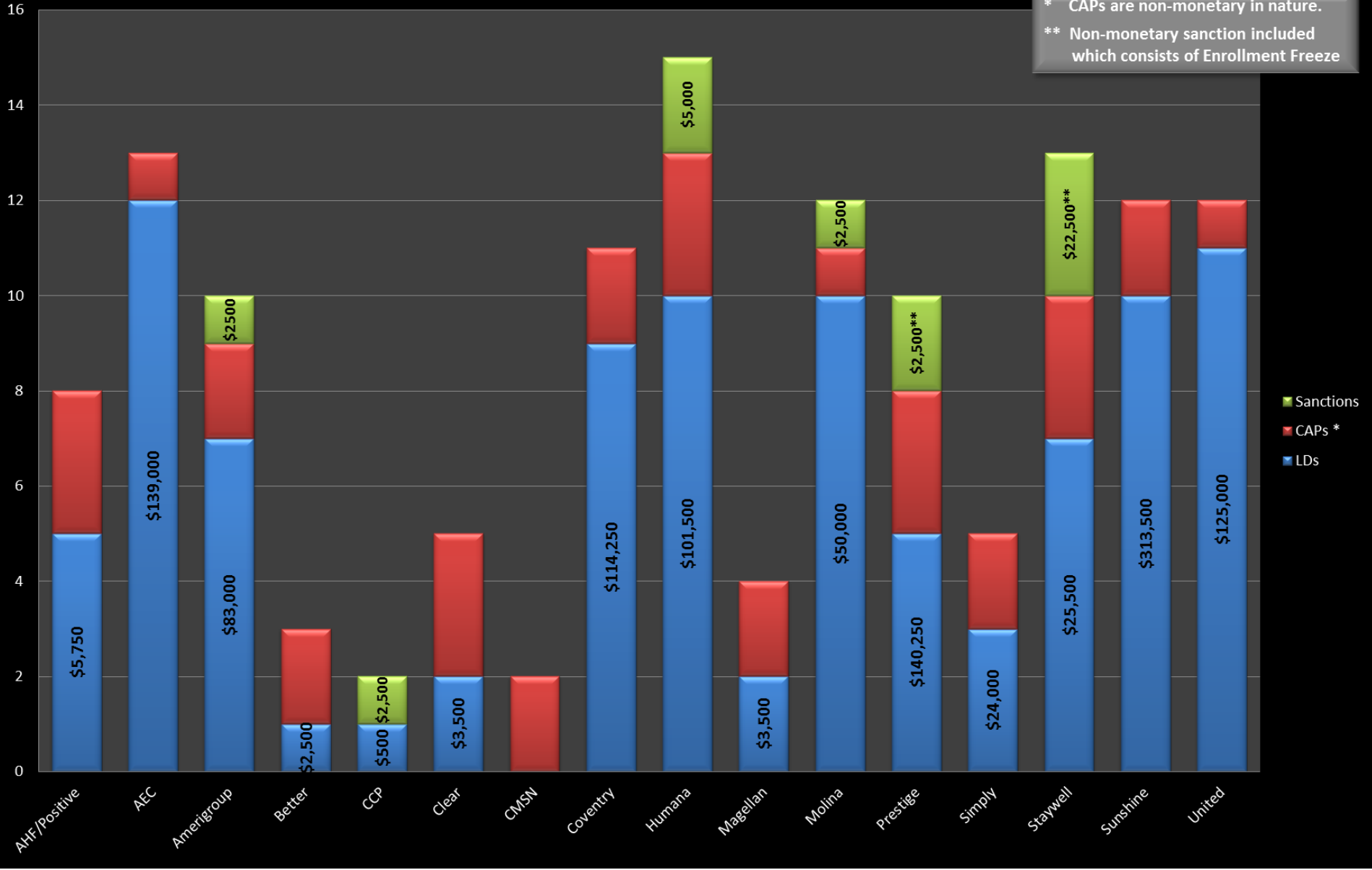
SMMC ACTIONS BY ISSUE SUB-CATEGORY



FY 15/16

SMMC ACTION TYPE BY PLAN

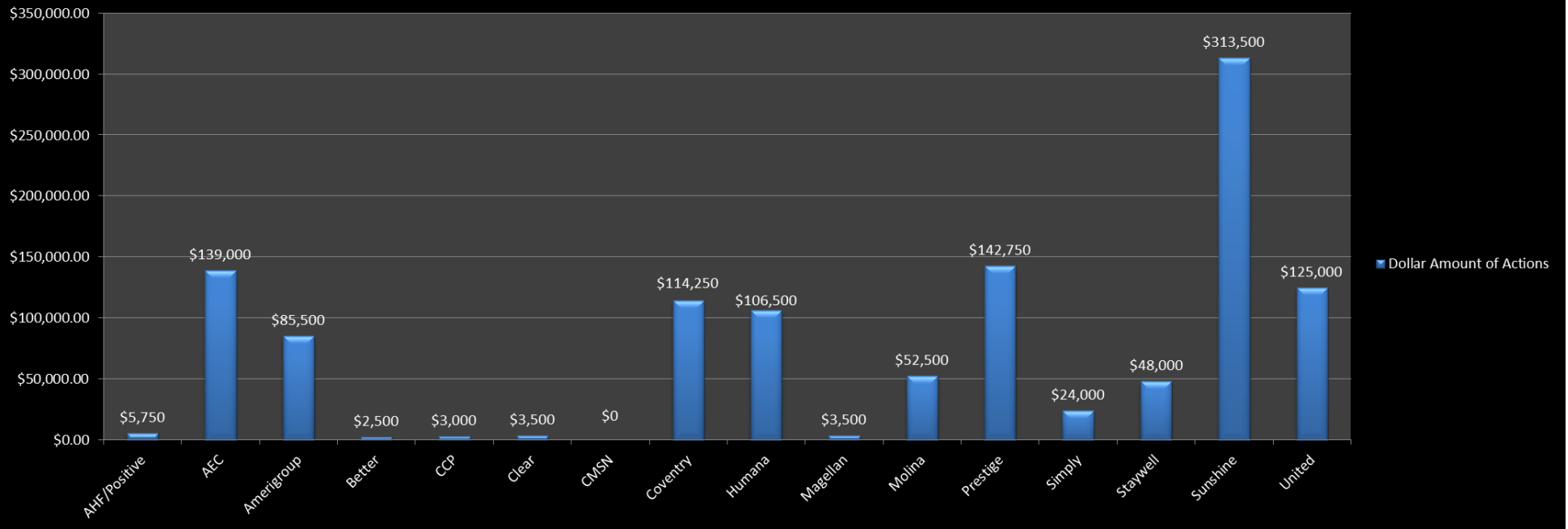
* CAPs are non-monetary in nature.
 ** Non-monetary sanction included which consists of Enrollment Freeze



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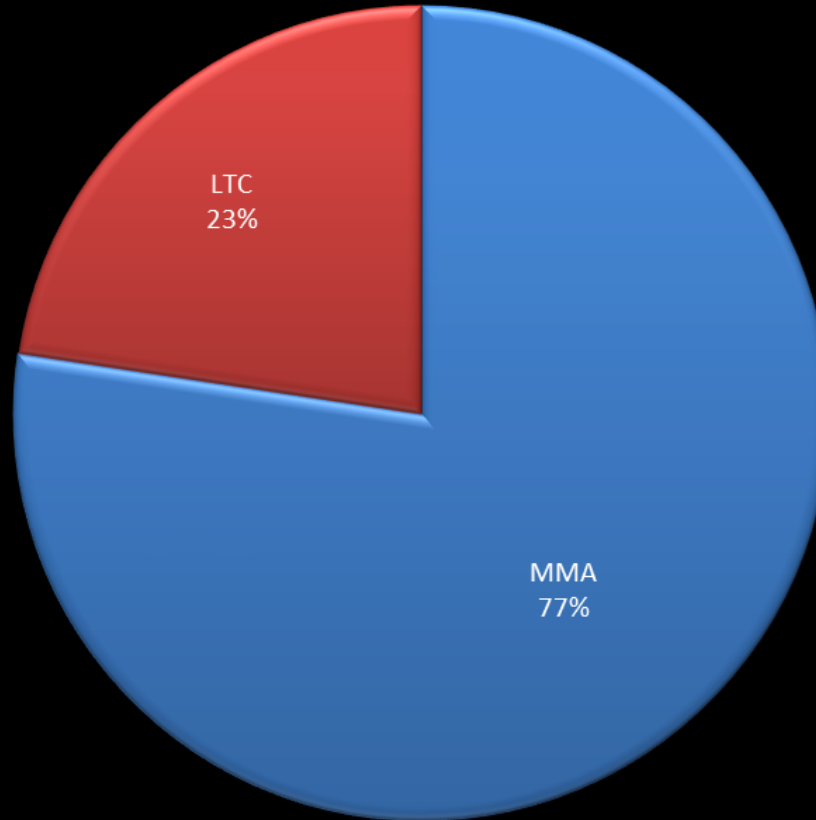
TOTAL DOLLAR AMOUNT OF FINAL ACTIONS

\$1,169,250.00



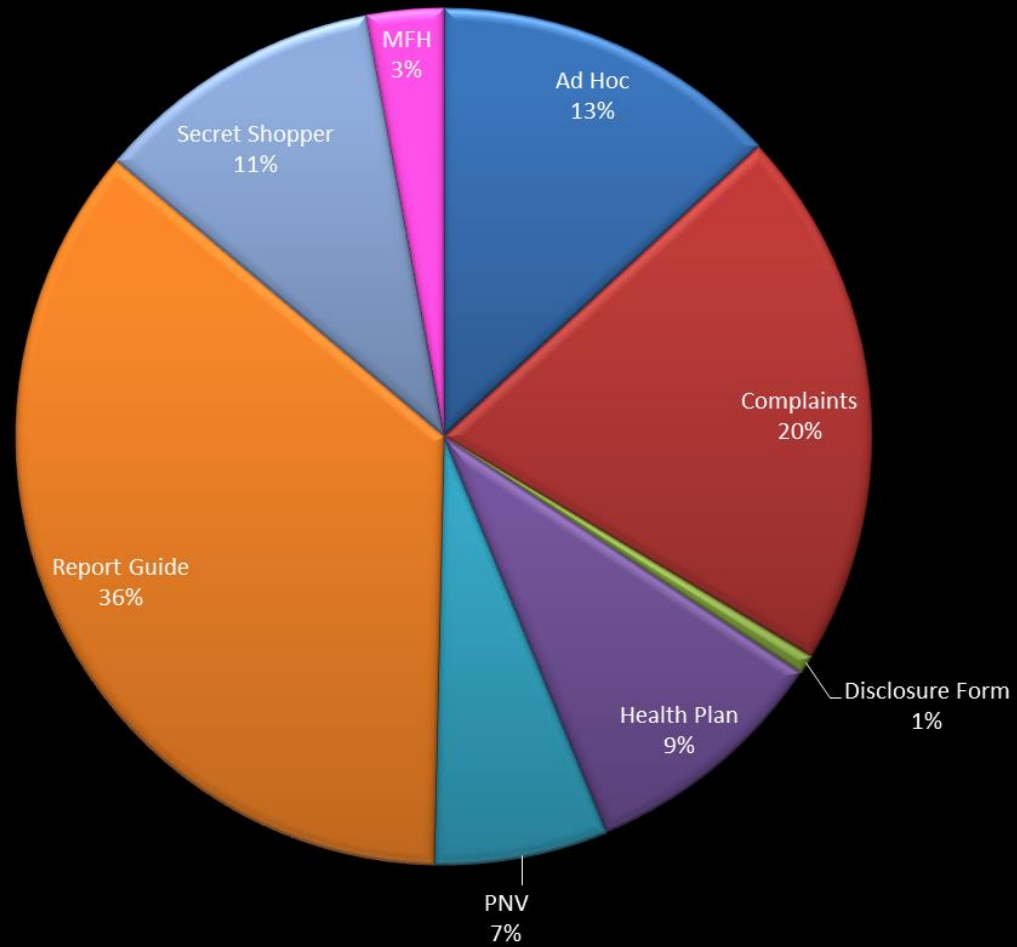
FY 15/16

SMMC ACTIONS BY PROGRAM TYPE



FY 15/16

SMMC ACTIONS BY DATA SOURCE



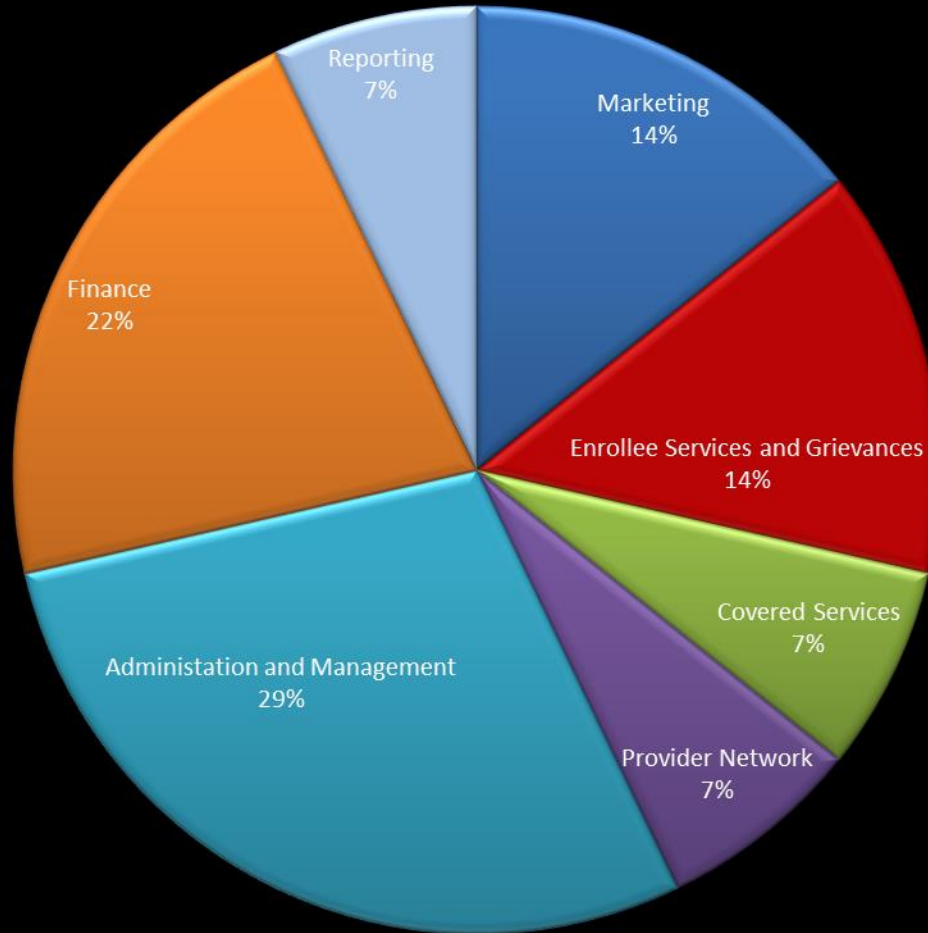
FY 15/16

SMMC PENDING ACTIONS BY TYPE

	AHF/Positive	AEC	Amerigroup	Better	CCP	Clear	CMSN	Coventry	Humana	Magellan	Molina	Prestige	Simply	Staywell	Sunshine	United	Total
Marketing	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	2
FAILURE TO FILE ACCURATE REPORT											1					1	2
Enrollee Services and Grievances	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS								0						1		1	2
Covered Services	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
FAILURE TO PROVIDE COC						1											1
Provider Network	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
FAILURE TO MEET PROVIDER NETWORK STANDARDS												1					1
Administation and Management	0	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0	4
FAILURE TO COMPLY WITH ENRCOUNTER REQUIREMENTS			1	1									1		1		4
Finance	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	3
FAILURE TO FILE ACCURATE REPORT				1		1											2
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS	1																1
Reporting	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
HIPPA											1						1
Total:	1	0	1	2	0	2	0	0	0	0	2	1	1	1	1	2	

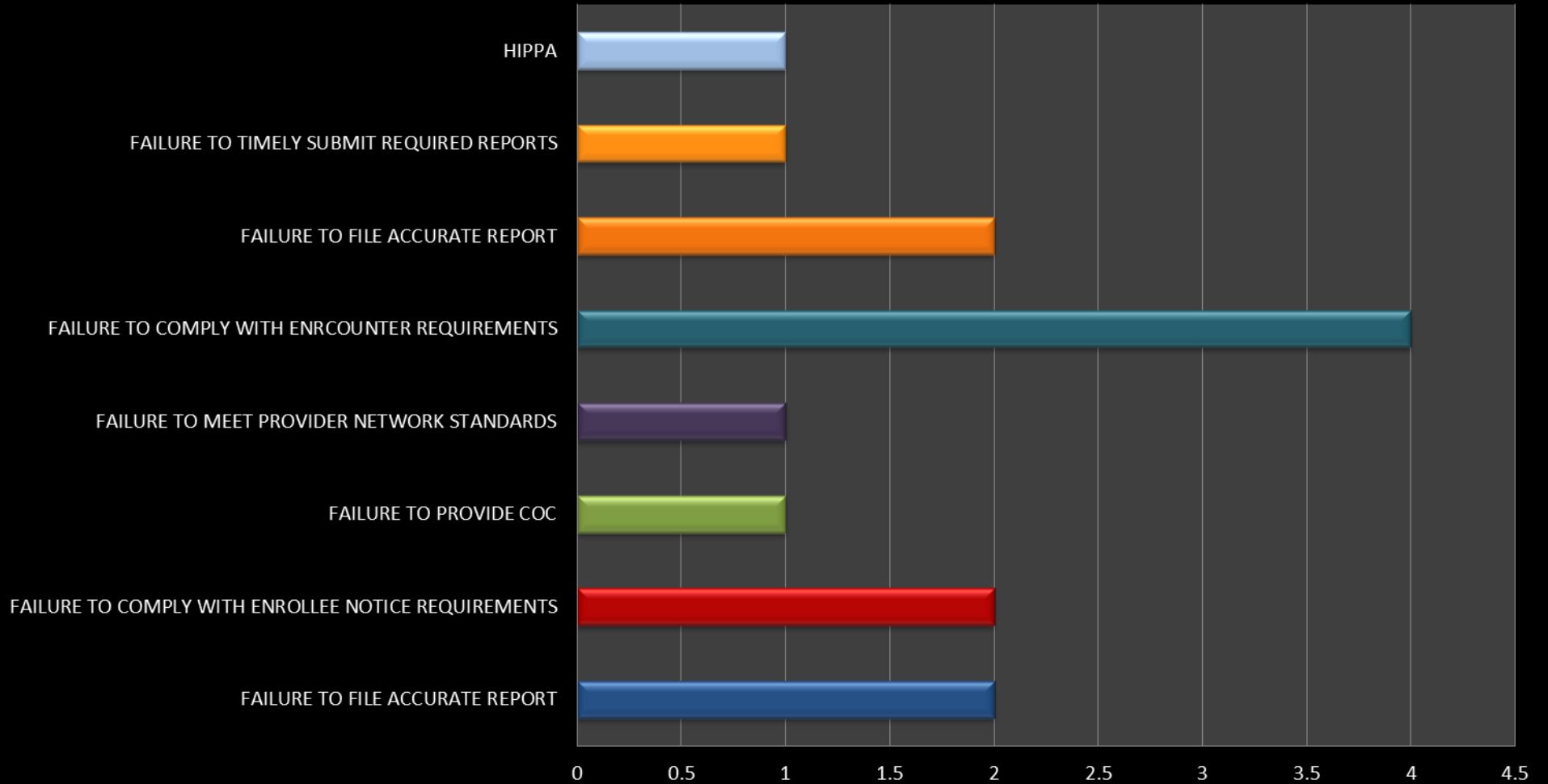
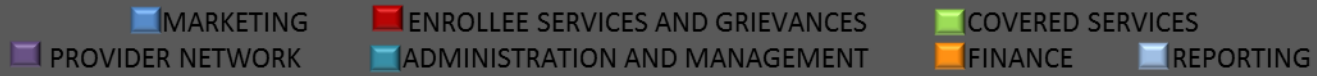
GRAND TOTAL: 14
TOTAL DOLLAR AMOUNT: \$351,000

SMMC PENDING ACTIONS BY TYPE



FY 15/16

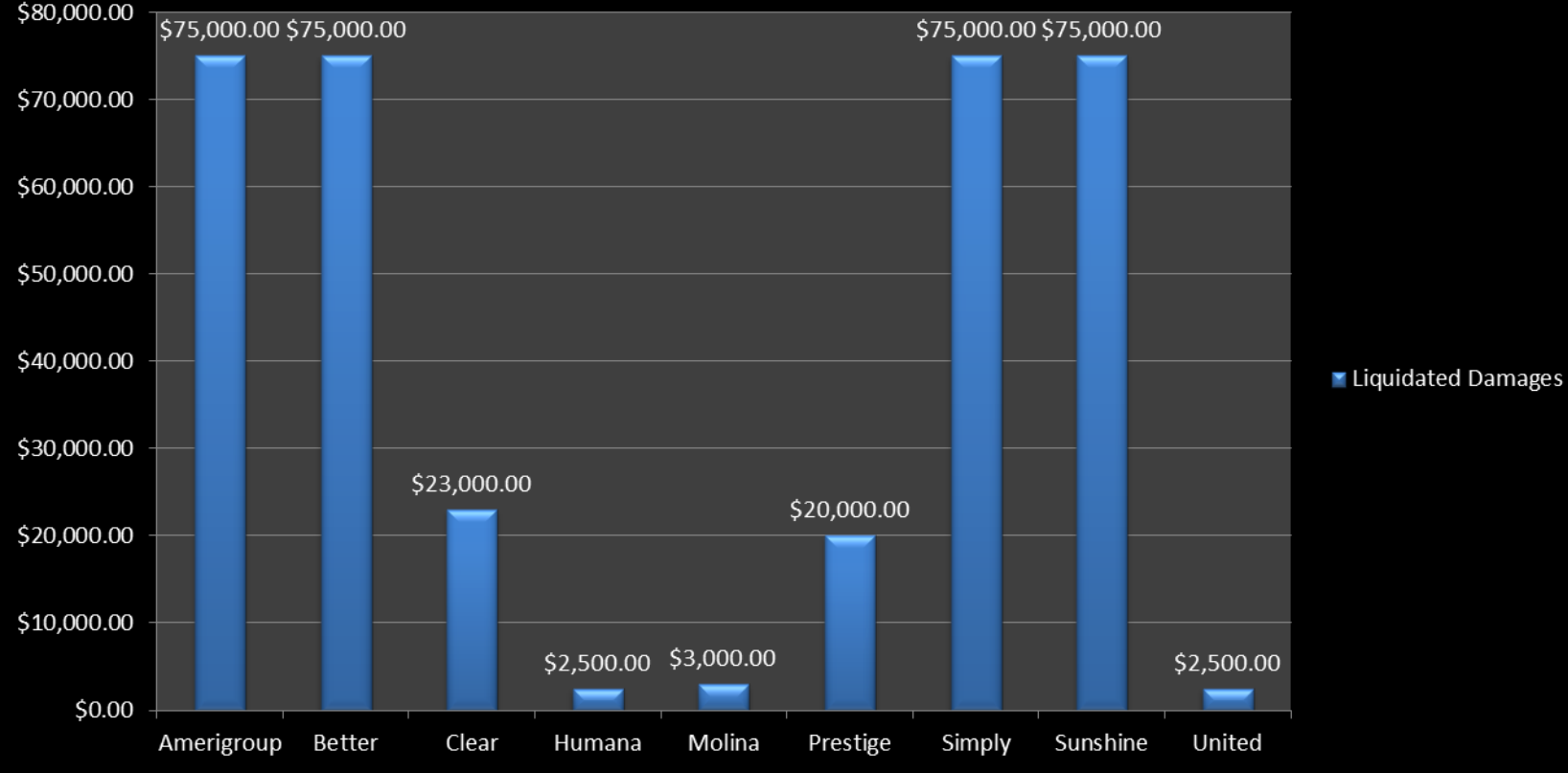
SMMC PENDING ACTIONS BY SUB-CATEGORY



FY 15/16

TOTAL DOLLAR AMOUNT OF PENDING ACTIONS

\$351,000.00



FY 15/16