

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

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.

FY 15/16

DRAFT

- Submit evidence packet timely
- 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:

FY 15/16

DRAFT

- 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

FY 15/16

DRAFT

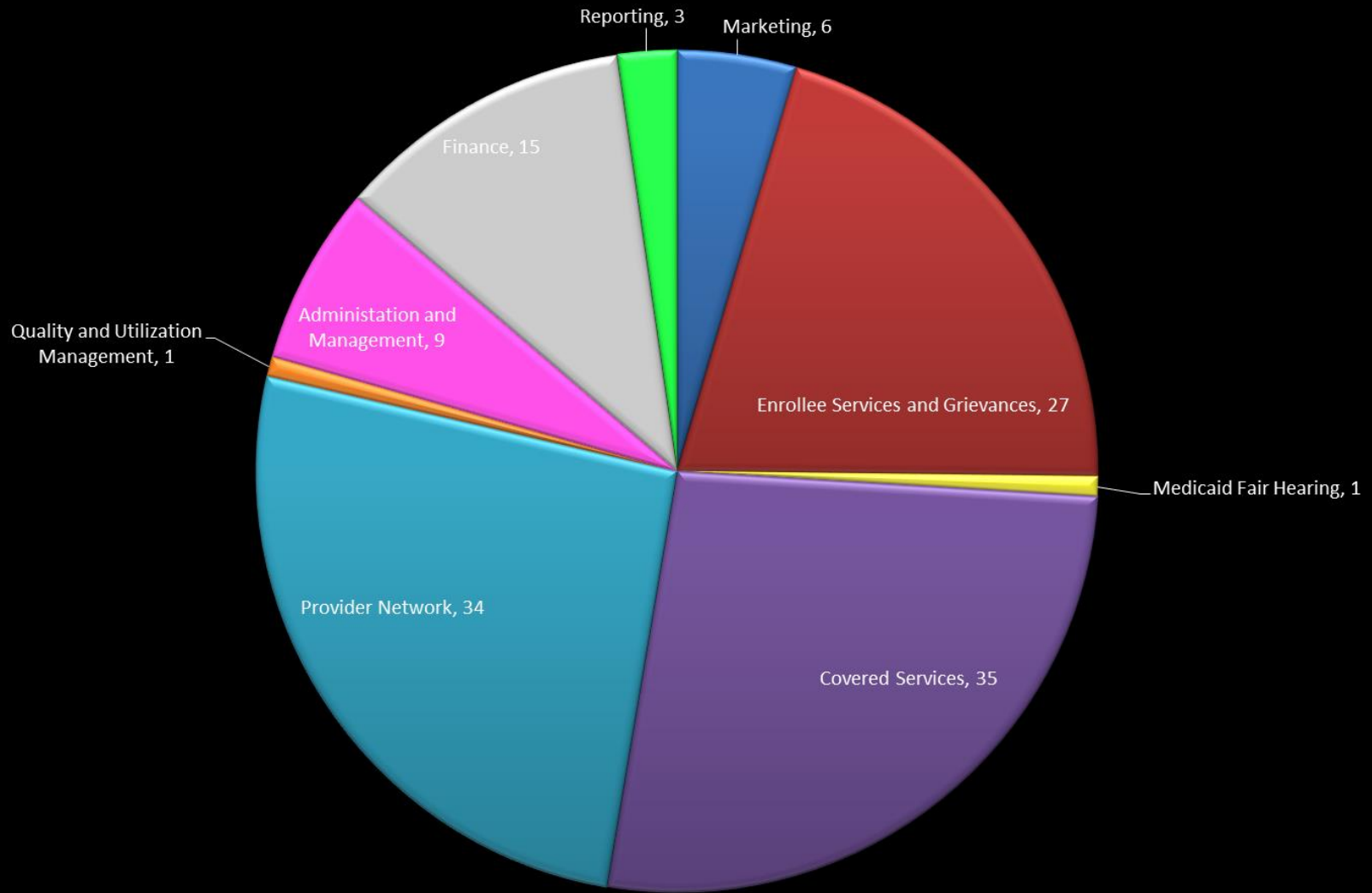
SMMC FINAL ACTIONS BY ISSUE TYPE

	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	0	1	0	3	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	5	2	1	0	0	4	4	3	27
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS		3	2					1	3					4	3	3	19
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	0	1	0	1
FAILURE TO PROVIDE WITNESS															1		1
Covered Services	1	7	3	2	0	2	1	3	3	0	2	2	0	3	1	5	35
FAILURE TO PROVIDE COC	1							1	1		1	1		1			6
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						1	1	9
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	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	0	1	3
HIPPA					1											1	1
FAILURE TO RESPOND TO AD HOC REQUEST					1												1
FAILURE TO FILE ACCURATE REPORT	1																1
Total:	8	13	10	3	2	5	2	11	14	4	12	10	4	12	10	11	
GRAND TOTAL: 131																	
TOTAL DOLLAR AMOUNT: \$994,250																	

FY 15/16

DRAFT

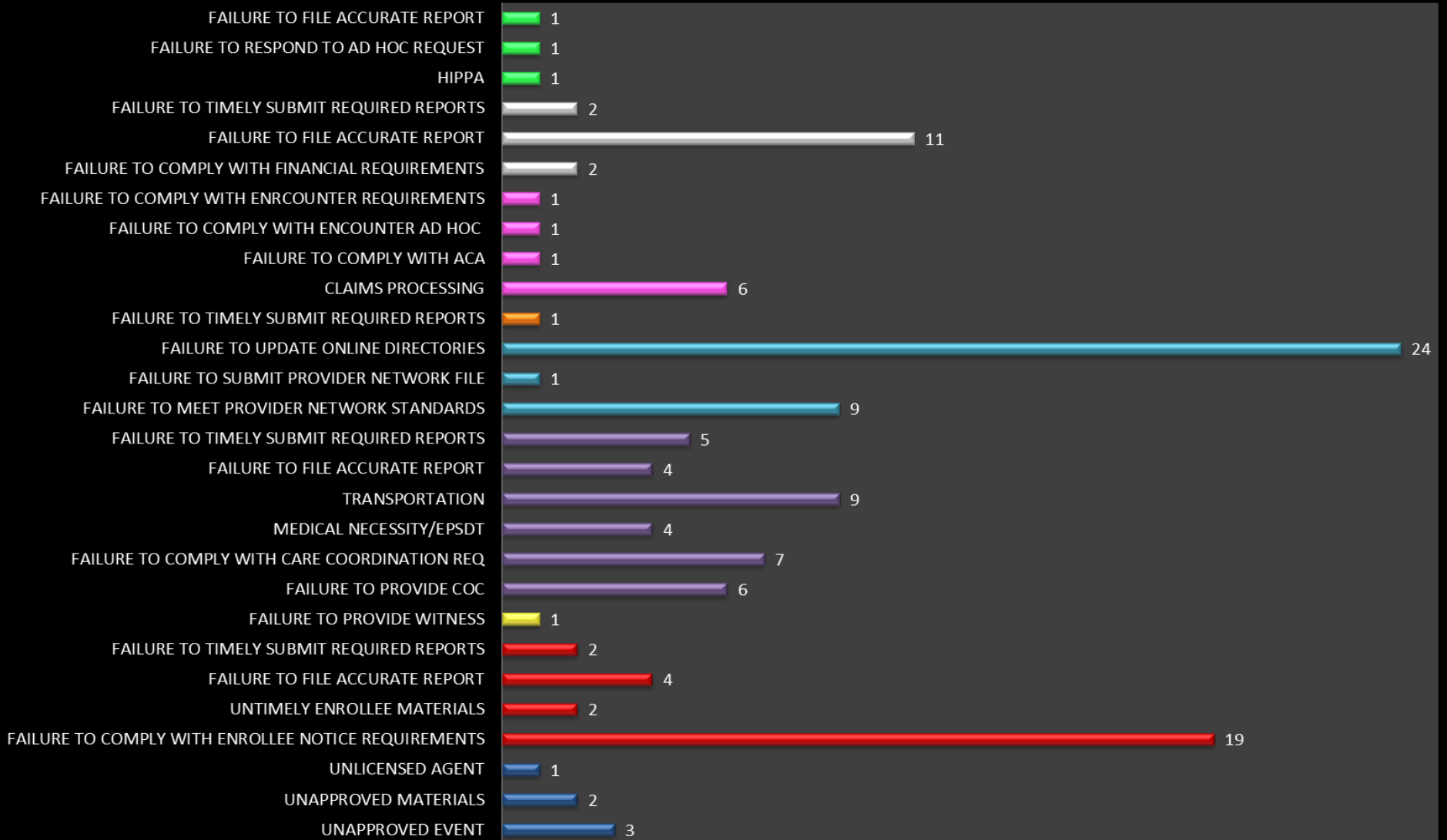
SMMC ACTIONS BY CATEGORY



FY 15/16

DRAFT

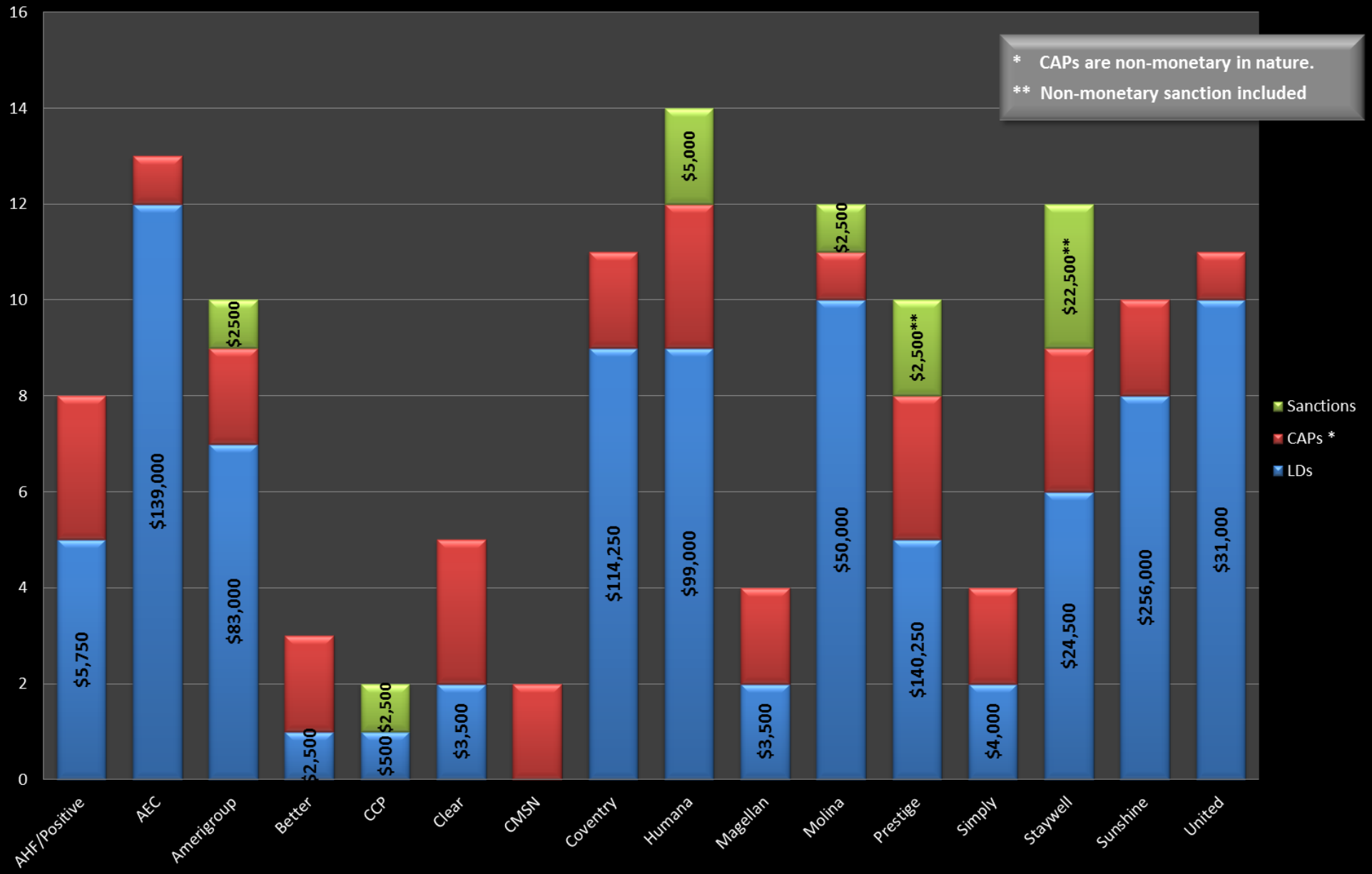
SMMC ACTIONS BY ISSUE SUB-CATEGORY



FY 15/16

DRAFT

ACTION TYPES AND AMOUNTS BY PLAN

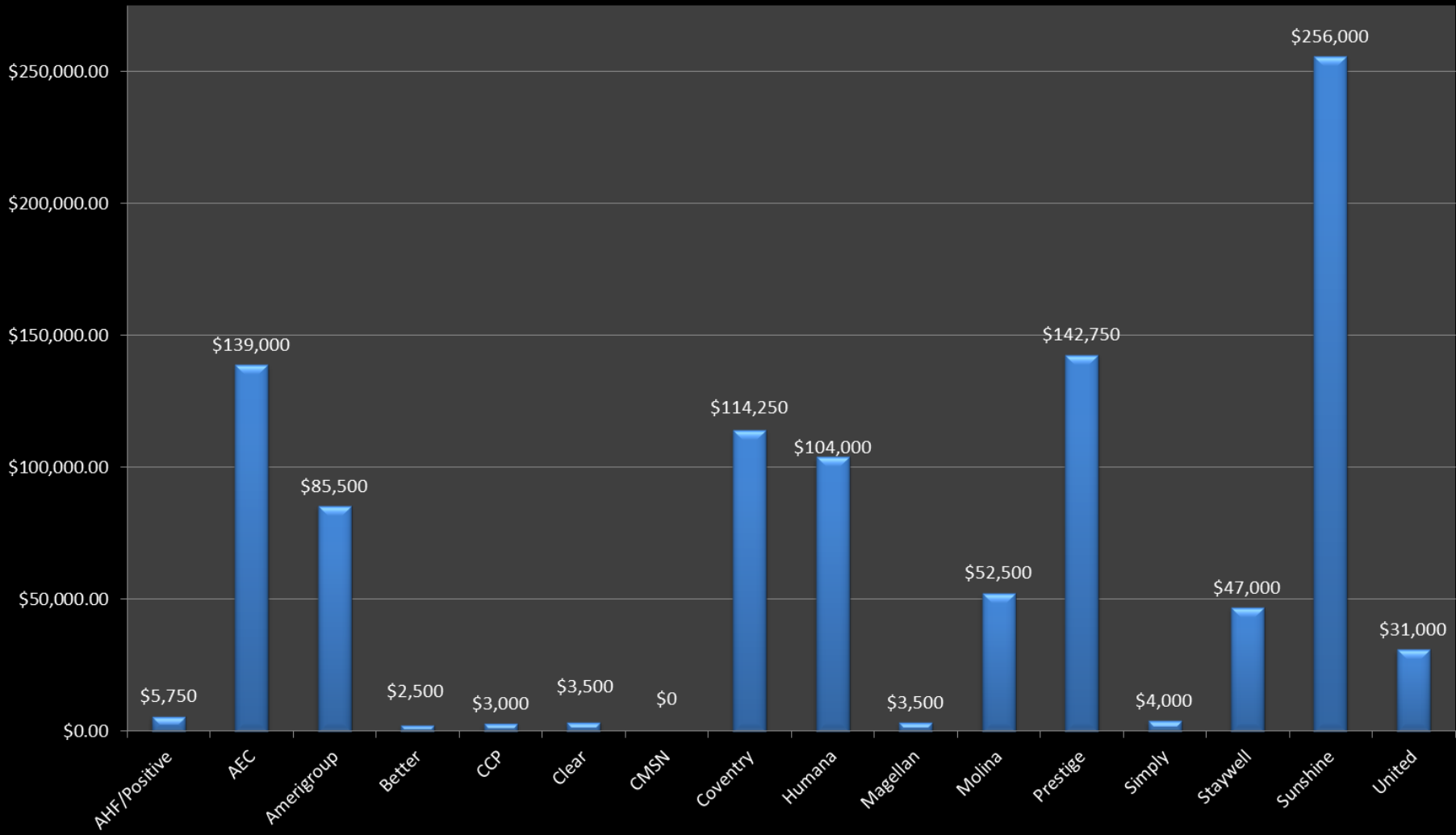


FY 15/16

DRAFT

TOTAL DOLLAR AMOUNT OF ACTIONS

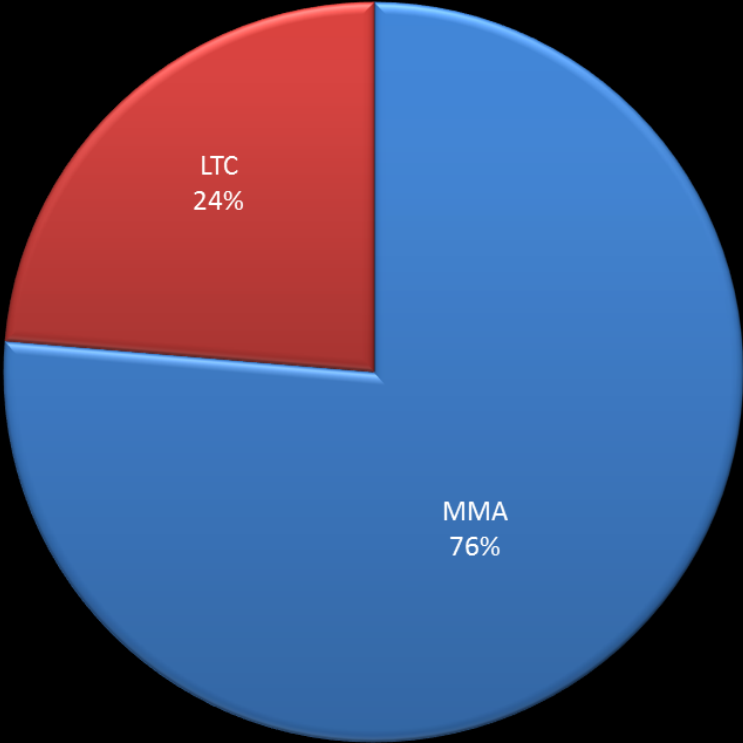
\$994,250.00



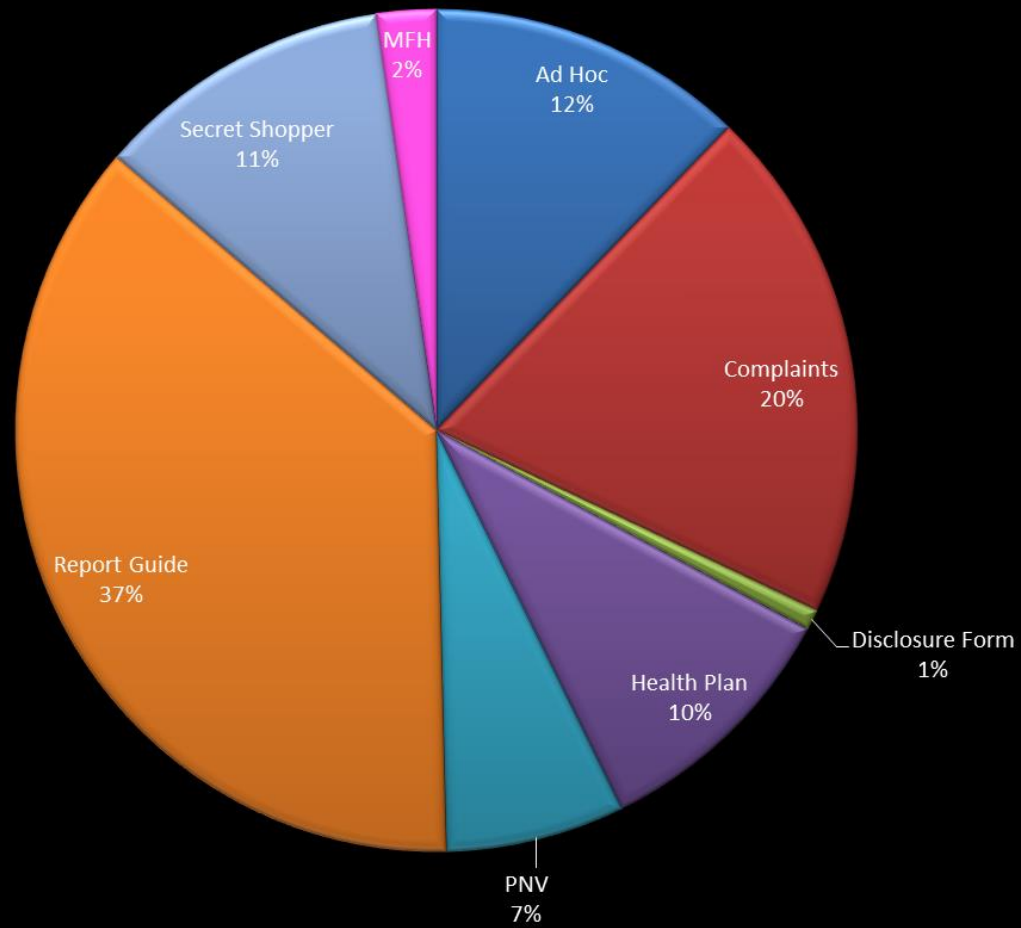
FY 15/16

DRAFT

SMMC ACTIONS BY PROGRAM TYPE



SMMC ACTIONS BY DATA SOURCE



FY 15/16
DRAFT

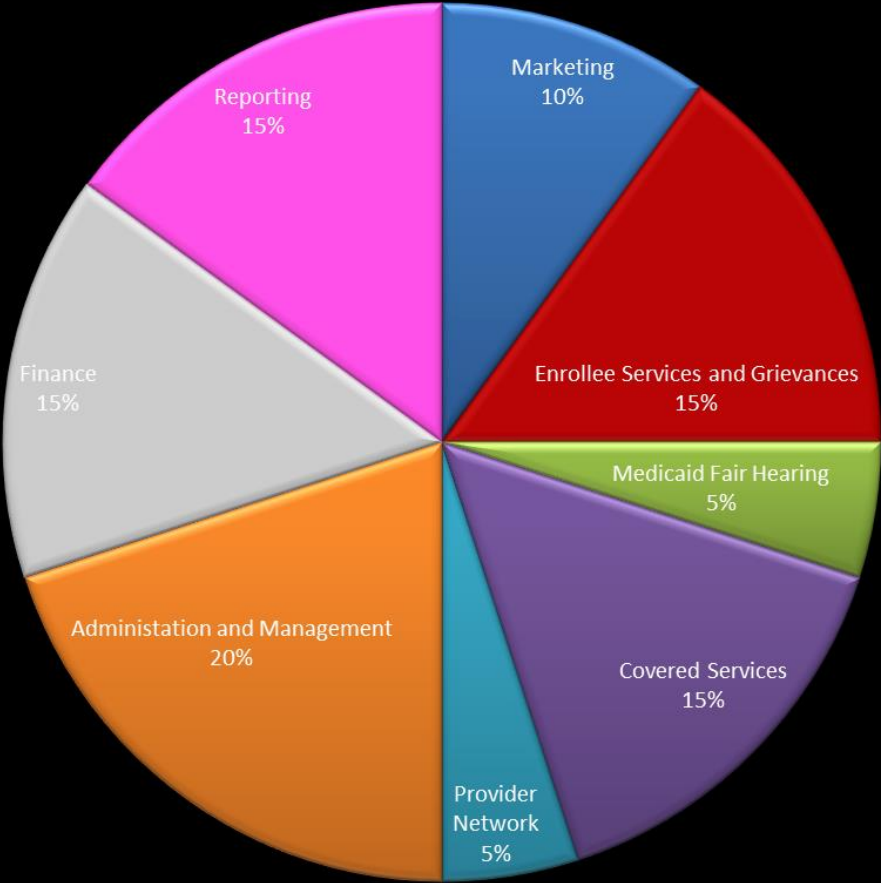
SMMC PENDING ACTIONS BY TYPE

	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	1	0	0	0	0	1	0	1	3
FAILURE TO COMPLY WITH ENROLLEE NOTICE REQUIREMENTS								1					1			1	3
Medicaid Fair Hearing	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
FAILURE TO PROVIDE WITNESS													1				1
Covered Services	0	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	3
FAILURE TO PROVIDE COC						1						1					2
TRANSPORTATION														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	1	0	0	0	0	0	1	1	3
HIPPA									1								1
FAILURE TO RESPOND TO AD HOC REQUEST																1	1
FAILURE TO TIMELY SUBMIT REQUIRED REPORTS														1			1
Total:	1	0	1	2	0	2	0	0	2	0	1	1	2	2	3	3	
GRAND TOTAL	20																
TOTAL DOLLAR AMOUNT	\$528,250																

FY 15/16

DRAFT

SMMC PENDING ACTIONS BY CATEGORY



FY 15/16
DRAFT