

Monthly MCO Compliance Report

Medallion 4.0 March 2023 Deliverables



Health Care Services Division

April 19, 2023

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Compliance Points Overview

MCO	Prior Month Point Balance	Point(s) Incurred for Current Month*	Point(s) Expiring from February 2022	Final Point Balance*	Area of Violation: Finding or Concern
<u>Aetna</u>	4	0	0	4	FINDINGS NONE CONCERNS NONE
<u>Anthem</u>	9	0	1	8	FINDINGS NONE CONCERNS NONE
<u>Molina</u>	5	0	0	5	FINDINGS NONE CONCERNS CMHRS SA LATE SUBMISSION DATA SUBMISSION ERROR
<u>Optima</u>	2	0	0	2	FINDINGS NONE CONCERNS NONE
<u>United</u>	3	0	0	3	FINDINGS NONE CONCERNS CMHRS SA LATE SUBMISSION
<u>VA Premier</u>	8	0	0	8	FINDINGS NONE CONCERNS CMHRS SA LATE SUBMISSION

**All listed point infractions are pending until the expiration of the 15-day comment period.*

Notes:

Findings – Area(s) of violation; point(s) issued.

Concerns – Area(s) of concern that could lead to potential findings; no points issued.

Expired Points – Compliance points expire 365 days after issuance. Thus, all points issued in February 2022 (Issue date: 3/15/2022) expire on 3/15/2023 and are subtracted from the final point balance.

Summary

The **Compliance Review Committee (CRC)** met on April 5, 2023, to review deliverables measuring performance for February 2023. The meeting's agenda covered all identified and referred issues of non-compliance, including reporting errors, late submissions, and failure to meet contract thresholds related to service authorizations.

The CRC consists of five managers and supervisors from the Health Care Services Division who vote on what, if any, compliance enforcement actions should be taken in response to identified compliance issues.

The CRC voted to issue seven enforcement letters to the impacted Managed Care Organizations (MCOs), consisting of seven Notices of Non-Compliance (NONC).

Each MCO's compliance findings and concerns are further detailed below. Data related to the Health Care Services Division's compliance activities are also included. The Department communicated the findings of its review of February's compliance issues in letters and emails issued to the MCOs on April 6, 2023.

Aetna Better Health of Virginia

Findings:

- No findings (i.e., no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- No concerns

MIP/CAP Update:

- No updates

Request for Reconsideration:

- No requests for reconsideration

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time

Summary:

- For deliverables measuring performance for February 2023, Aetna showed a high level of compliance. Aetna timely submitted all 16 required monthly reporting deliverables. In summation, Aetna complied with all regulatory and contractual requirements.

Anthem HealthKeepers Plus

Findings:

- No findings (i.e., no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- No concerns

MIP/CAP Update:

- No updates

Request for Reconsideration:

- No requests for reconsideration

Expiring Points:

- **Case #4854:** February 2022 – Appeals and Grievances Issue. 1 point was removed from Anthem’s total by closing **CES # 4854**.

Financial Sanctions Update:

- No outstanding sanctions at this time

Summary:

- For deliverables measuring performance for February 2023, Anthem showed a high level of compliance. Anthem timely submitted all 16 required monthly reporting deliverables. In summation, Anthem complied with all applicable regulatory and contractual requirements.

Molina Complete Care

Findings:

- No findings (i.e., no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- **Contract Adherence:** Molina Complete Care failed to process all Community Mental Health Rehabilitation Services (CMHRS) Service Authorizations within the required timeframe. Per the February 2023 data, there were two (2) expedited service authorization requests that did not require supplemental information and were not processed within 72 hours. Molina's overall timeliness for processing CMHRS Service Authorization requests for the month of February was 99.36%.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5379)

- **Untimely Deliverable Submission:** Molina Complete Care failed to timely submit the annual BOI Filing by the due date of March 1, 2023. Molina submitted the missing report to the Department on March 8, 2023, following an email from the Compliance Unit.

Section 10.1.E.d.b of the Medallion 4.0 contract requires the MCOs to submit reporting deliverables timely, with accurate data, and in the format and layout specified by DMAS. Thus, Molina violated the terms of the Medallion 4.0 contract in the deliverable submission addressed above.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5381)

- **Data Submission Error:** DMAS timely received the February 2023 MCO Call Center Statistics deliverable from Molina Complete Care. Upon review, Molina's submission included the following reporting error: the total number of member calls received did not equal the number of calls answered plus the number of calls dropped. Molina was notified of this error and resubmitted this deliverable with corrected information.

As described in Section 10.1.E.d.b of the Medallion 4.0 contract, Molina is required to submit all reporting deliverables in the format and with the contents specified in the Medallion 4.0 Contract, and the Medallion 4.0 Deliverables Technical Manual.

The Compliance Team recommended that in response to the issue identified above, Molina be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5377)

MIP/CAP Update:

- In February 2023, Molina Complete Care continued submitting weekly updates and milestones met to ensure a successful implementation of the proposed plan in response to **CES # 5173** Corrective Action Plan (CAP) regarding the CMHRS Service Authorization issue. The Compliance Unit continued to review Molina's weekly updates regarding their CAP concerning untimely processing of CMHRS Service Authorizations (SAs).

Request for Reconsideration:

- No requests for reconsideration

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time

Summary:

- For deliverables measuring performance for February 2023, Molina showed a moderate level of compliance. Molina timely submitted all 16 required monthly reporting deliverables but failed to timely submit an annual deliverable (as addressed above in **CES # 5381**). One contract deliverable failed to meet contract adherence requirements for the timely processing of CMHRS Service Authorizations and one included a reporting error (as addressed above in **CES # 5379 & 5377**). In summation, Molina complied with most applicable regulatory and contractual requirements.

Optima Family Care

Findings:

- No findings (i.e., no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- No Concerns

MIP/CAP Update:

- No updates

Request for Reconsideration:

- No requests for reconsideration

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time

Summary:

- For deliverables measuring performance for February 2023, Optima showed a high level of compliance. Optima timely submitted all 16 required monthly reporting deliverables. In summation, Optima complied with all applicable regulatory and contractual requirements.

UnitedHealthcare

Findings:

- No findings (i.e., no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- **Contract Adherence:** UnitedHealthcare failed to process all Community Mental Health Rehabilitation Services (CMHRS) Service Authorizations within the required timeframe. Per the February 2023 data, there were two (2) standard service authorization requests that did not require supplemental information and were not processed within 14 days. UnitedHealthcare's overall timeliness for processing CMHRS Service Authorization requests for the month of February was 99.52%.

The Compliance Team recommended that in response to the issue identified above, UnitedHealthcare be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5375)

- **Untimely Deliverable Submission:** UnitedHealthcare failed to timely submit the annual BOI Filing by the due date of March 1, 2023. UnitedHealthcare submitted the missing report to the Department on March 8, 2023, following an email from the Compliance Unit.

Section 10.1.E.d.b of the Medallion 4.0 contract requires the MCOs to submit reporting deliverables timely, with accurate data, and in the format and layout specified by DMAS. Thus, UnitedHealthcare violated the terms of the Medallion 4.0 contract in the deliverable submission addressed above.

The Compliance Team recommended that in response to the issue identified above, UnitedHealthcare be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5380)

MIP/CAP Update:

- No updates

Request for Reconsideration:

- No requests for reconsideration

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time

Summary:

- For deliverables measuring performance for February 2023, UnitedHealthcare showed a moderate level of compliance. UnitedHealthcare timely submitted all 16 required monthly reporting deliverables but failed to timely submit an annual deliverable (as addressed above in **CES # 5380**). One contract deliverable failed to meet contract adherence requirements for the timely processing of CMHRS Service Authorizations (as addressed above in **CES # 5375**). In summation, UnitedHealthcare complied with most applicable regulatory and contractual requirements.

Virginia Premier

Findings:

- No findings (i.e., no compliance issues severe enough to necessitate the issuance of compliance points).

Concerns:

- **Contract Adherence:** Virginia Premier failed to process all Community Mental Health Rehabilitation Services (CMHRS) Service Authorizations within the required timeframe. Per the February 2023 data, there was one (1) standard service authorization request that did not require supplemental information and was not processed within 14 days. Virginia Premier's overall timeliness for processing CMHRS Service Authorization requests for the month of February was 99.91%.

The Compliance Team recommended that in response to the issue identified above, Virginia Premier be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5376)

- **Untimely Deliverable Submission:** Virginia Premier failed to timely submit the Foster Care and Adoption Assistance Member Care Coordination Report. Virginia Premier failed to submit their monthly report by the due date of March 15, 2023. Virginia Premier submitted the report to the Department on March 16, 2023.

Section 10.1.E.d.b of the Medallion 4.0 contract requires the MCOs to submit reporting deliverables timely, with accurate data, and in the format and layout specified by DMAS. Thus, Virginia Premier violated the terms of the Medallion 4.0 contract in the deliverable submission addressed above.

The Compliance Team recommended that in response to the issue identified above, Virginia Premier be issued a **Notice of Non-Compliance (NONC)**. The CRC agreed with the Compliance Team's recommendation and voted to issue a **Notice of Non-Compliance (NONC)**. (CES # 5413)

MIP/CAP Update:

- No updates

Request for Reconsideration:

- No requests for reconsideration

Expiring Points:

- No points

Financial Sanctions Update:

- No outstanding sanctions at this time

Summary:

- For deliverables measuring performance for February 2023, Virginia Premier showed a moderate level of compliance. Virginia Premier timely submitted 15 of 16 required monthly reporting deliverables (as addressed above in **CES # 5413**). One contract deliverable failed to meet contract adherence requirements for the timely processing of CMHRS Service Authorizations (as addressed above in **CES # 5376**). In summation, Virginia Premier complied with most applicable regulatory and contractual requirements.

Next Steps

The Health Care Services Compliance Unit will continue to host monthly Compliance Review Committee meetings, track, and monitor compliance issues and points, and communicate with the MCOs regarding identified issues. The HCS Compliance Unit will also continue to collaborate with other DMAS units and divisions to investigate and resolve potential compliance issues.

The Compliance Unit will continue its enforcement efforts to ensure the timely processing of internal member appeals, service authorizations and claims. The Compliance Unit will also remain focused on overall compliance with Medallion 4.0 contractual requirements - especially those with an impact on members and providers.

Where appropriate, the HCS Compliance Unit will work closely with the Integrated Care Compliance Unit to align enforcement actions between the two contracts.