

January 12, 2021

James Stover
Chief Executive Officer
Arizona Complete Health-Complete Care Plan
333 E. Wetmore Rd., Suite 600
Tucson, AZ 85705-1090

RE: Release from Compliance Actions – Provider Network Database Migration

Dear Mr. Stover:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management (DHCM), issued Compliance Action-Sanctions to Arizona Complete Health-Complete Care Plan (AzCH-CCP) on January 25, 2019, October 7, 2019 and March 12, 2020 for failure to demonstrate compliance with the AHCCCS Complete Care (ACC) Contract YH19-0001-04.

On October 1, 2018, AzCH-CCP migrated its physical health and behavioral health providers into a single provider network database. The October 1, 2018 date that was elected by AzCH-CCP for migration to the single database coincided with the implementation of the statewide integrated ACC Contracts. AzCH-CCP's migration to a single provider network database resulted in significant, ongoing, adverse impacts to a wide array of providers. This was evidenced by AzCH-CCP's continued failure to timely and accurately process claims payments to providers consistent with state and federal requirements. These compliance deficiencies are further summarized in the Compliance Action notices issued to AzCH-CCP on January 25, 2019, on October 7, 2019, and March 12, 2020.

As of January 31, 2020, AzCH-CCP had resolved all system issues and impacted claims associated with the migration of providers to a single provider network database. Adjustments for affected claims have been issued to all impacted providers, with roughly 75% of these providers confirming their issues have been resolved. The remaining providers are still working through the adjusted payments and reconciling accounts. This reconciliation process has been delayed due to the COVID-19 public health emergency.

As a result of the aforementioned, AHCCCS is closing the Compliance Action-Sanction and associated weekly reporting requirements.

AzCH-CCP shall continue to provide monthly updates on the status of provider projects, using the previously approved tracking log format. These updates shall be submitted to AzCH-CCP's assigned Operations Compliance Officer, Lola Davis, no later than close of business on the first Monday of every month. Tracking log reporting shall continue until AzCH-CCP has received

confirmation from every provider on the closure of projects, or until otherwise instructed by AHCCCS.

AzCH-CCP shall continue to satisfy performance standards, and AHCCCS will closely monitor AzCH-CCP's ongoing compliance with contractual requirements, including but not limited to, timeliness and accuracy of claims payment, and provider satisfaction.

Future non-compliance may result in additional Administrative Actions consistent with the ACC Contract Section D, Paragraph 68, "Administrative Actions."

Should AzCH-CCP have any questions regarding this correspondence, please contact Christina Quast at Christina.Quast@azahcccs.gov or (602) 417-4527.

Sincerely,


Meggan LaPorte (Jan 12, 2021 07:58 MST)

Meggan LaPorte CPPO, MSW
Chief Procurement Officer

Cc: Rodd Mas, AzCH-CCP
Matthew Isiogu, AHCCCS
Jakenna Lebsock, AHCCCS
Christina Quast, AHCCCS
Michelle Holmes, AHCCCS
Lola Davis, AHCCCS