

October 8, 2024

Ms. Heather Carter
Chief Executive Officer
Health Choice Arizona
8220 N 23rd Ave
Phoenix, AZ 85021

Dear Ms. Carter:

Attached are the final results of the Encounter Data Validation studies for Health Choice Arizona for Contract Year Ending (CYE) 2022. The review was conducted in accordance with Section D, Paragraph 61 of Contract YH19-0001-03 and the Encounter Data Validation Technical Document. The review scope included two sections: study "A" for all professional services and study "B" for all facility services. The studies measured:

- Claims included in the Contractor's claim submission and encountered in AHCCCS' Prepaid Medical Management Information System (PMMIS) (Match) – reviewed for accuracy and timeliness.
- Claims included in the Contractor's claim submission but not encountered in PMMIS (NotEnc InCIm) – reviewed for omission.
- Encounters reported in PMMIS but not included in the Contractor's claim submission (InEnc NotCIm) – reviewed for omission from claim submission file.

A preliminary report was provided to allow the Contractor the opportunity to review and submit any additional information that may have affected the final error rate calculations. After considering the Contractor response, the results have been applied to the total population of "A" and "B" encounters.

For study "A" Match, there were 5,419,617 encounter/claim matches identified from a sample size of 5,487,773 claims; a subsample of 150 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 0 accuracy errors and 1 timeliness error, yielding an overall error rate of 0.00% for accuracy and 0.67% for timeliness. For study "B" Match, there were 287,517 encounter/claim matches identified from a sample size of 289,144 claims; a subsample of 150 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 0 accuracy errors and 0 timeliness errors, yielding an overall error rate of 0.00% for accuracy and 0.00% for timeliness.

For study “A” NotEnc InCIm, there were 68,156 possible omissions identified from a sample size of 5,487,773 claims; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 13 omission errors, yielding an overall error rate of 0.05%. For study “B” NotEnc InCIm, there were 1,627 possible omissions identified from a sample size of 289,144 claims; a subsample of 315 was randomly

selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 11 omission errors, yielding an overall error rate of 0.02%.

For study “A” InEnc NotCIm, there were 1,589,604 possible omissions identified from a sample size of 7,009,221 encounters; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 49 omission errors, yielding an overall error rate of 3.53%. For study “B” InEnc NotCIm, there were 34,292 possible omissions identified from a sample size of 321,809 encounters; a subsample of 315 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 44 omission errors, yielding an overall error rate of 1.49%.

For each study, if the error rate falls below the acceptable rate of 5%, no sanction will be applied. The Contractor’s error rates and sanction amounts, if applicable, for each study are as follows:

STUDY	Error Rate	Sanction
A Match Accuracy	0.00%	\$0.00
A Match Timeliness	0.67%	\$0.00
A NotEnc InCIm	0.05%	\$0.00
A InEnc NotCIm	3.53%	\$0.00
B Match Accuracy	0.00%	\$0.00
B Match Timeliness	0.00%	\$0.00
B NotEnc InCIm	0.02%	\$0.00
B InEnc NotCIm	1.49%	\$0.00

Per the terms of the Contract, sanctions are not AHCCCS’ exclusive remedy. In particular and without limiting possible future actions, if any legal action is brought against AHCCCS as the result of your non-compliance with the Contract, AHCCCS will seek compensation from you for any damages arising from such legal action including, but not limited to, AHCCCS’ cost of representation, as well as the cost of any attorneys’ fees and costs payable to the party bringing the action.

If Health Choice Arizona disagrees with this decision, the Contractor may file a dispute with the AHCCCS Administration using the process outlined in A.A.C. R9-34-401 et.seq. The dispute must be filed in writing and must be received by the AHCCCS Administration, Office of General Counsel at 801 E. Jefferson Street,



Katie Hobbs, Governor
Carmen Heredia, Director

Phoenix, Arizona 85034, no later than 60 days from the date of this letter. The dispute shall specify the legal and factual bases for the dispute as well as the relief requested.

Thank you for your assistance with this Centers for Medicare and Medicaid Services (CMS) requirement. If you have any questions, please contact Linda Oakley at (602) 417-4308 or linda.oakley@azahcccs.gov.

Sincerely,

DocuSigned by:

A handwritten signature in black ink, appearing to read "M. LaPorte", is enclosed within a blue rounded rectangular border.

6720D03F007E4A8...

Meggan LaPorte CPPO, MSW
Chief Procurement Officer
Division of Business and Finance
Mail Drop #5700

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linda.oakley@azahcccs.gov
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How to contact Arizona Health Care Cost Containment System:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: anthony.flot@azahcccs.gov

To advise Arizona Health Care Cost Containment System of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at anthony.flot@azahcccs.gov and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to anthony.flot@azahcccs.gov and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

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