

October 8, 2024

Ms. Cynthia Leach
Administrator, Long Term Care
Mercy Care - LTC
4750 S 44th Place
Phoenix, AZ 85040

Dear Ms. Leach:

Attached are the final results of the Encounter Data Validation studies for Mercy Care – LTC for Contract Year Ending (CYE) 2022. The review was conducted in accordance with Section D, Paragraph 68 of Contract YH18-0001-02 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 2,151,638 encounter/claim matches identified from a sample size of 2,194,107 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 68,727 encounter/claim matches identified from a sample size of 69,127 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 2 accuracy errors and 1 timeliness error, yielding an overall error rate of 1.33% for accuracy and 0.67% for timeliness.

For study “A” NotEnc InCIm, there were 42,469 possible omissions identified from a sample size of 2,194,107 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 0 omission errors, yielding an overall error rate of 0.00%. For study “B” NotEnc InCIm, there were 400 possible omissions identified from a sample size of 69,127 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 5 omission errors, yielding an overall error rate of 0.01%.

For study “A” InEnc NotCIm, there were 127,602 possible omissions identified from a sample size of 2,279,240 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 33 omission errors, yielding an overall error rate of 0.59%. For study “B” InEnc NotCIm, there were 5,089 possible omissions identified from a sample size of 73,816 encounters; a subsample of 30 was randomly selected. AHCCCS manually compared the supporting information provided by the Contractor to the adjudicated encounters within PMMIS resulting in 10 omission errors, yielding an overall error rate of 2.30%.

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	0.00%	\$0.00
A InEnc NotCIm	0.59%	\$0.00
B Match Accuracy	1.33%	\$0.00
B Match Timeliness	0.67%	\$0.00
B NotEnc InCIm	0.01%	\$0.00
B InEnc NotCIm	2.30%	\$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 Mercy Care – LTC 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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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:

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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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