

Corrective Action Plan (CAP) Summary Report

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Open Audits					
Socios Mayores en Salud Holdings Inc.	1-787-620-1919 Ext. 4014	15017, 9421	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	9/25/2009	Open
First Medical Health Plan, Inc.	1-787-625-9557 Ext. 246	15057, 9521, 9522, 9523	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	9/24/2009	Open
Total Community Options, Inc.	1-303-869-4664	14457	Section 1 - Clinical PACE Elements - MA	9/24/2009	Open
XLHealth Corporation	1-202-340-3132	16117	Chapter 02 - Enrollment and Disenrollment - MA	9/23/2009	Open
Health Net, Inc.	1-520-258-5705	16257	Chapter 02 - Enrollment and Disenrollment - MA	9/22/2009	Open
QHP Group, Inc.	1-813-574-1640 Ext. 102	16077	Chapter 02 - Enrollment and Disenrollment - MA	9/22/2009	Open
XLHealth Corporation	1-202-340-3132	15177, 9821, 9901, 9961, 9981, 9982, 9983	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	9/18/2009	Open
Colorado Access	1-720-744-5466	16177	Chapter 02 - Enrollment and Disenrollment - MA	9/15/2009	Open
Hope Hospice and Community Services, Inc.	1-239-985-7707	14697	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/15/2009	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Humana Inc.	1-502-473-2119	16297	Chapter 02 - Enrollment and Disenrollment - MA	9/15/2009	Open
Community Care, Inc.	1-414-902-6044	10381	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 15: Policies and Procedures - MA-PD	9/11/2009	Open
KS Plan Administrators, LLC	1-713-442-9531	14778	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/11/2009	Open
Windsor Health Group	1-615-782-7804	14597, 8641, 9781	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	9/11/2009	Open
Pennsylvania PACE, Inc.	1-814-535-6000 Ext. 101	10021, 15537	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/10/2009	Open
Health Services Group, Inc.	1-503-265-4748	15617	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/9/2009	Open
CommunityCare Managed Healthcare Plans of OK, Inc.	1-918-594-5200 Ext. 4123	14777	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/4/2009	Open
Riverside Retirement Services, Inc.	1-757-251-7996	15817	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/4/2009	Open
Franciscan PACE, Inc.	1-225-490-0322	9242	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	9/3/2009	Open

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Humana Inc.	1-502-473-2119	14738, 14739, 14918, 8805, 8863	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organizational Determinations, Grievances and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D Chapter 99 - Ad-Hoc Compliance Event - MA Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	8/31/2009	Open
Senior Care Connection, Inc.	1-518-831-6349	10541, 15997	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 04: Privacy and Confidentiality - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/28/2009	Open
Aveta, LLC.	1-787-622-3000 Ext. 2259	15037, 9461	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06 - Provider Relations - MA Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/27/2009	Open
Henry Ford Health System	1-313-653-2230	10401	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 04: Privacy and Confidentiality - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD	8/20/2009	Open
Universal Care, Inc	1-866-255-4795	15757	Chapter 02 - Enrollment and Disenrollment - MA	8/18/2009	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-202-383-6402	14637, 14658, 14660, 14661, 15077, 15877, 8715, 8718, 8728, 8943	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06 - Provider Relations - MA Chapter 06- Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organizational Determinations, Grievances and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D Chapter 16: Employer Group Health Plan Premiums - MA-PD Chapter 16: Employer Group Health Plan Premiums - Part D	8/17/2009	Open
Amarillo Multisvc Ctr Fr the Aging Inc	1-806-374-5516	15837	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	8/14/2009	Open
Pittsburgh Care Partnership, Inc.	1-412-436-1320	15197, 9641	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/13/2009	Open
Touchstone Health Partnership, Inc	1-212-294-6959	15237	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/5/2009	Open
CIGNA	1-602-371-2429	15459	Chapter 02 - Enrollment and Disenrollment - MA	8/3/2009	Open
Rochester General Hospital	1-585-922-2825	15737, 9441	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	7/23/2009	Open
Essence LLP	1-314-600-7912	15637	Chapter 02 - Enrollment and Disenrollment - MA	7/21/2009	Open
Harbor Health Services, Inc.	1-617-296-5100	14300	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/20/2009	Open
Independent Health Association, Inc.	1-716-635-3935	15477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/17/2009	Open

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Mountain Empire Older Citizens, Inc	1-276-523-0599	14957, 9281	Chapter 04: Privacy and Confidentiality - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	7/17/2009	Open
Health Net, Inc.	1-520-258-5705	10261, 15657	Chapter 99 - Ad-Hoc Compliance Event - MA Chapter 99: Ad Hoc Compliance Event - Part D	7/15/2009	Open
AIDS Healthcare Foundation	1-323-860-5202	15457	Chapter 02 - Enrollment and Disenrollment - MA	7/6/2009	Open
CareMore Medical Enterprises	1-562-622-2900 Ext. 4552	15458	Chapter 02 - Enrollment and Disenrollment - MA	7/6/2009	Open
Health Plan of San Mateo	1-650-616-2151	14497	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/6/2009	Open
On Lok Senior Health Services	1-415-292-8318	14317	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/2/2009	Open
PSO Health Services, LLC	1-210-877-7642	10421, 10422	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/2/2009	Open
Trustees of the University of Pennsylvania	1-215-746-7951	15117	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/26/2009	Open
Uphams Corner Health Committee, Inc.	1-617-288-0970 Ext. 11	14299	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/5/2009	Open
Florida PACE Centers, Inc.	1-305-795-8412	9341	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD	4/27/2009	Open
AMERIGROUP Corporation	1-203-594-9165	10441, 9201, 9202, 9203, 9204, 9207, 9208, 9209	Chapter 99: Ad Hoc Compliance Event - MA-PD	4/2/2009	Open
Medica Health Plans	1-952-992-2315	9161, 9181, 9182, 9183, 9184	Chapter 99: Ad Hoc Compliance Event - MA-PD	3/20/2009	Open
Bravo Health, Inc.	1-410-864-4419	14477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/18/2009	Open
Socios Mayores en Salud Holdings Inc.	1-787-620-1919 Ext. 4014	8601	Chapter 99: Ad Hoc Compliance Event - MA-PD	3/6/2009	Open
AIDS Healthcare Foundation	1-323-860-5202	8421, 8441	Chapter 99: Ad Hoc Compliance Event - MA-PD	2/27/2009	Open
BCBS RI & BCBS MA & BCBS VT & Wellpoint, Inc.	1-617-246-8265	8381	Chapter 99: Ad Hoc Compliance Event - Part D	2/20/2009	Open
UnitedHealth Group, Inc.	1-615-493-9505	8501, 8502, 8521, 8522, 8523, 8541, 8542, 8543, 8544, 8545, 8561, 8562, 8563, 8564, 8565, 8566, 8567, 8568, 8569, 8570, 8571, 8572	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	2/17/2009	Open
Capital BlueCross	1-717-541-6113	7581, 7582	Chapter 01: Enrollment and Disenrollment - MA-PD	2/4/2009	Open

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Wellpoint, Inc.	1-513-336-2541	8302	Chapter 99: Ad Hoc Compliance Event - MA-PD	2/4/2009	Open
Wellpoint, Inc.	1-513-336-2541	8221, 8241, 8261, 8281, 8301	Chapter 99: Ad Hoc Compliance Event - MA-PD	2/3/2009	Open
Health Net, Inc.	1-520-258-5705	12637, 12657, 4301, 5041, 5042, 5043, 5044, 5061, 5062, 5063	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	2/2/2009	Open
Wellpoint, Inc.	1-513-336-2541	8201, 8202, 8203, 8204, 8205, 8206, 8207, 8208, 8209, 8210, 8211, 8212	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/29/2009	Open
Wellpoint, Inc.	1-513-336-2541	8181, 8182, 8183, 8184, 8185, 8186	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/27/2009	Open
Wellpoint, Inc.	1-513-336-2541	8141, 8142, 8143, 8144	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	1/26/2009	Open
Blue Cross & Blue Shield of Rhode Island	1-401-459-1685	12017, 6381	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	1/16/2009	Open
Kaiser Foundation Health Plan, Inc.	1-503-813-4948	14037, 7601	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	1/16/2009	Open
MIDLAND HOSPICE, INC.	1-785-232-2044	12977, 7521	Chapter 10: Compliance Plan - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	1/12/2009	Open
Providence Health System	1-206-320-5325	13298, 7781	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	1/9/2009	Open

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Arcadian Management Services Inc.	1-510-817-1036	8021	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
Citrus Health Care, Inc.	1-813-490-8900 Ext. 8109	7963	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
EmblemHealth, Inc.	1-646-447-6200	7945	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
Universal American Corp.	1-440-542-4054	7964, 7966, 8004	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	1/6/2009	Open
Wellpoint, Inc.	1-513-336-2541	8061	Chapter 99: Ad Hoc Compliance Event - Part D	1/6/2009	Open
HealthFirst, Inc	1-212-453-4495	13637, 6721	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 15: Policies and Procedures - MA-PD	1/5/2009	Open
HF Management Services, LLC	1-212-453-4495	13638, 6722	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 15: Policies and Procedures - MA-PD	1/5/2009	Open
QHP Group, Inc.	1-813-574-1640 Ext. 102	11659, 4601	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/5/2009	Open
PACE GREATER NEW ORLEANS	1-504-945-1531	12057, 4782	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	1/2/2009	Open
CVS Caremark Corporation	1-801-350-5111	7661	Chapter 99: Ad Hoc Compliance Event - Part D	12/19/2008	Open
Providence Health System	1-503-215-6556	13297, 7101	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/19/2008	Open
Touchstone Health Partnership, Inc	1-212-294-6959	13458, 13459, 6741, 6761	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/9/2008	Open

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Aetna Inc.	1-856-547-0975	13378, 14097, 5841, 5941	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/8/2008	Open
Universal American Corp.	1-713-558-4694	13497, 6461, 6462, 6463	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/8/2008	Open
Sentara Health Care (SHC)	1-757-892-5400	13337	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/4/2008	Open
Arcadian Management Services Inc.	1-510-817-1036	4001, 4002, 4003, 4004, 4005, 4006, 4007, 4802, 4803, 4821	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 15: Policies and Procedures - MA-PD	12/1/2008	Open
Pennsylvania PACE, Inc.	1-814-535-6000 Ext. 101	13277	Section 2A-Administrative: PACE Elements - MA	11/14/2008	Open
Windsor Health Group	1-615-782-7804	10041	Chapter 99: Ad Hoc Compliance Event - Part D	11/14/2008	Open
BCBS OF AL & BCBS OF TN	1-205-220-5654	4641	Chapter 01: Enrollment and Disenrollment - Part D	11/7/2008	Open
Highmark Inc.	1-412-544-2815	13937, 13957, 6201, 7341, 7342, 7343, 7344, 7361	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	11/3/2008	Open
Universal American Corp.	1-713-558-4694	13477, 7041, 7061, 7062	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 15: Policies and Procedures - MA-PD	10/15/2008	Open
Colorado Choice Health Plans	1-719-589-3696	11637	Chapter 03 - Marketing - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA Organization Determinations, Grievances, and Appeals - Reconsiderations - Claims - MA	10/14/2008	Open

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Wellpoint, Inc.	1-513-336-2541	11097, 13737, 13738, 3941, 6661	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - MA-PD Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - Part D Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 08: Medication Therapy Management - MA-PD Chapter 08: Medication Therapy Management - Part D Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D Chapter 10: Compliance Plan - MA-PD Chapter 10: Compliance Plan - Part D Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 12: Claims Processing and Payment - MA-PD Chapter 12: Claims Processing and Payment - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	10/10/2008	Open
Arcadian Management Services Inc.	1-510-817-1036	11157	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/7/2008	Open
Citrus Health Care, Inc. (Termination)	1-813-490-8900 Ext. 8109	7163	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Open

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HealthNow New York Inc.	1-716-887-8624	12357, 12358, 5461, 5481, 7081	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/6/2008	Open
Alexian Brothers Community Services	1-314-771-5800 Ext. 140	12417, 5501	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 04: Privacy and Confidentiality - MA-PD Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	10/4/2008	Open
ABRI Health Plan, Inc.	1-713-558-4694	11477, 4765	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Open
Universal American Corp.	1-713-558-4694	11477, 4761, 4762, 4764, 6701	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Open
BCBS MN, MT, NE, ND, WY, Wellmark IA and SD	1-651-662-1234	4321	Chapter 01: Enrollment and Disenrollment - Part D Chapter 99: Ad Hoc Compliance Event - Part D	9/16/2008	Open
CVS Caremark Corporation	1-847-559-4714	6801	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 15: Policies and Procedures - Part D	9/15/2008	Open
MAPFRE PRAICO CORPORATION	1-787-250-6500 Ext. 6288	13697	Chapter 99 - Ad-Hoc Compliance Event - MA	9/15/2008	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	11757, 12497, 4500, 4502, 4521, 4522, 4524, 4525, 4526, 4527, 4528, 4529, 4530, 4531, 4532, 4534, 6421, 6681, 6881	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/15/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Universal Health Care Inc.	1-727-456-6534 Ext. 6534	11857, 11877, 11878, 4487, 4490, 4495	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/5/2008	Open
MD MedicareChoice, Inc. (Termination)		12737, 5221	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/11/2008	Open
EmblemHealth, Inc. (Termination)		5881	Chapter 99: Ad Hoc Compliance Event - MA-PD	8/4/2008	Open
Medica Health Plans	1-952-992-2315	10977, 10997, 11017, 4121, 4141	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 17, Subpart D - Enrollment and Disenrollment - MA Organization Determinations, Grievances, and Appeals - Organization Determinations - Claims - MA	7/31/2008	Open
New Orleans Reg Physician Hosp Organization, Inc.	1-504-849-4500 Ext. 8580	10477, 10497	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/25/2008	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	5721	Chapter 99: Ad Hoc Compliance Event - Part D	7/23/2008	Open
BCBS RI & BCBS MA & BCBS VT & Wellpoint, Inc.	1-617-246-8265	5701	Chapter 99: Ad Hoc Compliance Event - Part D	7/22/2008	Open
Wellpoint, Inc.	1-513-336-2541	5661, 5681	Chapter 99: Ad Hoc Compliance Event - Part D	7/22/2008	Open
EmblemHealth, Inc.	1-646-447-4876	5521, 5541, 5561	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	7/17/2008	Open
EmblemHealth, Inc.	1-518-446-8092	5901, 6281, 6282	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Open
Guildnet, Inc.	1-917-386-9129	5902	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Open
New Orleans Reg Physician Hosp Organization, Inc.	1-504-849-4500 Ext. 8580	12717	Chapter 99 - Ad-Hoc Compliance Event - MA	7/1/2008	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Neighborhood Health Providers, Inc. (Termination)	1-917-542-8047	10717, 3861	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/13/2008	Open
BCBS RI & BCBS MA & BCBS VT & Wellpoint, Inc.	1-617-246-8265	6021	Chapter 99: Ad Hoc Compliance Event - Part D	4/3/2008	Open
Wellpoint, Inc.	1-513-336-2541	5981, 6001	Chapter 99: Ad Hoc Compliance Event - Part D	4/3/2008	Open
Fox Rx Inc.	1-877-369-9564 Ext. 126	6121	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Open
National Health Plan Network Inc		11077	Chapter 03 - Marketing - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre-Service) - MA	3/25/2008	Open
Independence Blue Cross	1-215-241-3648	2481, 2501	Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Open
Colorado Access	1-720-744-5466	3081	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
HealthSpring, Inc. (Termination)	1-615-236-6116	3101	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
Windsor Health Group	1-615-782-7804	3121, 3141	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open
America's 1st Choice Holdings of Florida, LLC	1-813-506-6107	2621	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/1/2007	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 304	2421	Chapter 99: Ad-Hoc Compliance Event - Part D	9/5/2007	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Closed Audits					
Colorado Access	1-720-744-5466	10361	Chapter 99: Ad Hoc Compliance Event - MA-PD	8/21/2009	Closed
Humana Inc.	1-502-473-2119	4492	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD	7/24/2009	Closed
Geisinger Health System	1-570-214-9790	14917	Section 1 - Clinical PACE Elements - MA	5/22/2009	Closed
Wellpoint, Inc.	1-513-336-2541	15137, 15138, 9561, 9581	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/20/2009	Closed
Cambridge Health Alliance	1-781-306-8666	14298	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	4/30/2009	Closed
Bienvivir Senior Health Services	1-915-562-3444 Ext. 2400	8321	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD	4/10/2009	Closed
Bienvivir Senior Health Services	1-915-562-3444 Ext. 2400	14337	Section 1 - Clinical PACE Elements - MA	4/9/2009	Closed
Florida PACE Centers, Inc.	1-305-795-8412	14517	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	4/9/2009	Closed
Independence Blue Cross	1-215-241-3648	14817, 8901, 8902, 8921, 8922	Chapter 01: Enrollment and Disenrollment - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/9/2009	Closed
Cambridge Health Alliance	1-781-306-8666	8121	Chapter 12: Claims Processing and Payment - MA-PD	4/7/2009	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	14879	Chapter 02 - Enrollment and Disenrollment - MA	4/7/2009	Closed
Centene Corporation	1-866-475-3129 Ext. 2684	10442	Chapter 99: Ad Hoc Compliance Event - MA-PD	4/2/2009	Closed
Bravo Health, Inc.	1-410-864-4419	9661	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2009	Closed
Fallon Community Health Plan	1-800-333-2535 Ext. 6951	14297	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	3/27/2009	Closed
Group Health Cooperative	1-206-448-2172	7541	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 15: Policies and Procedures - MA-PD	3/24/2009	Closed
Group Health Cooperative	1-206-448-2172	14177	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/23/2009	Closed
Fallon Community Health Plan	1-800-333-2535 Ext. 6951	7681	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD	3/11/2009	Closed
Health Plan of the Upper Ohio Valley	1-740-695-7638	4883, 4884	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD	3/11/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Health Services Group, Inc.	1-503-265-4748	13977, 7382, 8481	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	3/9/2009	Closed
University of Pittsburgh Medical Center	1-412-454-7671	4881, 4882	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD	3/9/2009	Closed
Essence LLP	1-314-600-7912	14237	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/4/2009	Closed
Fox Rx Inc.	1-877-369-9564 Ext. 126	10481	Chapter 99: Ad Hoc Compliance Event - Part D	2/27/2009	Closed
Consolidated Assoc of Railroad Employees HC	1-254-773-1330 Ext. 318	14197, 14217	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre-Service) - MA	2/11/2009	Closed
Blue Cross Blue Shield of Kansas	1-785-291-8624	8341	Chapter 99: Ad Hoc Compliance Event - Part D	2/6/2009	Closed
Universal American Corp.	1-440-542-4054	3981, 3982	Chapter 01: Enrollment and Disenrollment - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 15: Policies and Procedures - Part D	2/2/2009	Closed
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	11879	Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/22/2009	Closed
Geisinger Health System	1-570-271-6758	7721	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 15: Policies and Procedures - MA-PD	1/20/2009	Closed
SCAN Health Plan, Inc.	1-209-320-2616	11597, 8082	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	1/16/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Cooperativa de Seguros de Vida de Puerto Rico (Termination)	1-787-758-2500 Ext. 4547	13457	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/8/2009	Closed
Educators Mutual Insurance Association	1-801-262-7476	8001	Chapter 99: Ad Hoc Compliance Event - Part D	1/7/2009	Closed
EmblemHealth, Inc.	1-646-447-4876	8002	Chapter 99: Ad Hoc Compliance Event - Part D	1/7/2009	Closed
Universal American Corp.	1-440-542-4054	8003	Chapter 99: Ad Hoc Compliance Event - Part D	1/7/2009	Closed
ABRI Health Plan, Inc.	1-713-558-4694	8041	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Aetna Inc. (Termination)	1-856-547-0975	7901	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
BCBS MN, MT, NE, ND, WY, Wellmark IA and SD	1-651-662-1234	8043	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Blue Cross of Idaho Health Services, Inc.	1-208-387-6949	7921	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	7961	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
BlueCross BlueShield of Tennessee	1-423-535-7023	8024	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
HealthPlus of Michigan	1-810-720-8199	7942	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Humana Inc.	1-502-473-2119	7922, 7965	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Independence Blue Cross	1-215-241-3648	7944	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
MD Care, Inc.	1-562-344-3408	8023	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Molina Healthcare, Inc.,	1-562-901-1022	8022	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	7962	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
MVP Health Care, Inc.	1-518-388-2455	8042	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Physicians United Plan, Inc.	1-407-842-7816	7981	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
TAHMO, Inc.	1-617-972-9400 Ext. 2486	7924, 7941, 7943	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
HealthSpring, Inc.	1-615-236-6116	7821	Chapter 99: Ad Hoc Compliance Event - Part D	1/5/2009	Closed
UnitedHealth Group, Inc.	1-952-931-5336	7822, 7823	Chapter 99: Ad Hoc Compliance Event - Part D	1/5/2009	Closed
Altamed Health Services Corporation	1-323-832-7601	13757, 7741	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	1/2/2009	Closed
InterValley Health Plan	1-800-251-8191 Ext. 248	12917, 4701	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	1/2/2009	Closed
Alexian Brothers Community Services	1-423-698-0802 Ext. 119	12257	Section 1 - Clinical PACE Elements - MA	12/30/2008	Closed
Horizon Blue Cross Blue Shield of New Jersey, Inc.	1-973-466-5169	7841	Chapter 99: Ad Hoc Compliance Event - Part D	12/29/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Independence Blue Cross (Termination)	1-215-241-3648	7881	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/29/2008	Closed
PACE VERMONT, INC.	1-802-655-6700	12019	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/29/2008	Closed
Fox Rx Inc.	1-877-369-9564 Ext. 126	7202	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 15: Policies and Procedures - Part D	12/17/2008	Closed
PACE Organization of Rhode Island	1-401-490-6566	12020	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/15/2008	Closed
MD Care, Inc.	1-562-344-3408	14137	Chapter 05 - Quality Assurance - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/12/2008	Closed
St. Agnes Continuing Care Center	1-215-339-5645	13218	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/12/2008	Closed
Central Health Plan of California	1-626-388-2390 Ext. 2830	12777, 6521	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 15: Policies and Procedures - MA-PD	12/10/2008	Closed
Harvard Pilgrim Health Care	1-617-509-1411	12018, 5781	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	12/8/2008	Closed
Coventry Health Care Inc.	1-301-581-5519	5393	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 15: Policies and Procedures - Part D	12/5/2008	Closed
Sante Fe Employees Hospital Assn.	1-626-967-3550	12937, 14157	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre-Service) - MA	11/28/2008	Closed
Western Health Advantage	1-916-563-3183	11718, 4361	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	11/25/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-702-242-7173	11257	Chapter 02 - Enrollment and Disenrollment - MA	11/20/2008	Closed
Coventry Health Care Inc.	1-301-581-5519	13097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/14/2008	Closed
EmblemHealth, Inc.	1-518-446-8092	12361, 5801, 5802	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/13/2008	Closed
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	14038, 14039, 14078, 4481, 5045, 5046, 5047	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/10/2008	Closed
Citrus Health Care, Inc.	1-813-490-8900 Ext. 8109	13817, 6961, 7321	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/10/2008	Closed
CVS Caremark Corporation	1-801-350-5111	5162	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 15: Policies and Procedures - Part D	11/10/2008	Closed
BlueCross BlueShield of Alabama	1-205-220-5654	13997	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/7/2008	Closed
The Johns Hopkins Health System Corporation	1-410-550-7044	13217	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	11/7/2008	Closed
Humana Inc.	1-502-473-2119	14117	Chapter 99 - Ad-Hoc Compliance Event - MA	11/6/2008	Closed
BlueCross BlueShield of South Carolina (BCBSSC) (Termination)	1-803-763-5888	11917, 4661	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Closed
Capital BlueCross	1-717-541-6113	12097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Closed
Metropolitan Health Plan (Termination)		14017	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Closed
Oklahoma State and Educ Employees Group Ins Board	1-405-717-8959	7461	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/31/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Rocky Mountain Health Maintenance , Inc.	1-970-248-5053	11697, 13137, 5361	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA	10/31/2008	Closed
Independence Blue Cross	1-215-241-3648	12697, 12698, 7301, 7302, 7303, 7304, 7305, 7306, 7307, 7308	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	10/27/2008	Closed
Chinese Hospital Association	1-415-955-8800 Ext. 3251	11217, 4021	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	10/24/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-303-344-7758	12217	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/17/2008	Closed
Via Christi Outreach Pgrm. Elders, Inc	1-316-858-1111 Ext. 3108	12418	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/17/2008	Closed
Fidelis SecureCare	1-847-592-9161	13437, 6261	Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA	10/15/2008	Closed
Loretto Rest Realty Corporation	1-315-452-5800 Ext. 295	12360	Section 1 - Clinical PACE Elements - MA	10/15/2008	Closed
New Orleans Reg Physician Hosp Organization, Inc.	1-504-849-4500 Ext. 8580	6901, 6921	Chapter 02: Provider Communication - MA-PD Chapter 15: Policies and Procedures - MA-PD	10/15/2008	Closed
Blue Cross and Blue Shield of Florida	1-904-905-7115	11657, 11918, 11919, 4484, 4488, 4489, 7021	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - Part D Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/13/2008	Closed
Essence LLP	1-314-600-7912	13617, 5241	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	10/10/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Geisinger Health System	1-570-271-6758	12877, 13717	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/9/2008	Closed
EmblemHealth, Inc.	1-518-446-8092	7164, 7165	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Closed
Envision Insurance Company	1-480-393-0684	7142	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Closed
Arcadian Management Services Inc.	1-510-817-1036	13897	Chapter 99 - Ad-Hoc Compliance Event - MA	10/6/2008	Closed
Independent Health Association, Inc.	1-716-635-3935	12797, 12817, 12818, 5101, 5104, 5121	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/6/2008	Closed
Health Plan of the Upper Ohio Valley	1-740-695-7638	12297	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/30/2008	Closed
Clear One Health Plans, Inc.	1-541-330-8115	12897, 5081	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Closed
Coventry Health Care Inc. (Termination)	1-301-581-5519	12677	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/29/2008	Closed
Preferred Care Partners Holding Corp	1-305-670-8440 Ext. 1225	11897, 4461	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/29/2008	Closed
Renown Health	1-775-982-3113	13157, 4362, 4363	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/29/2008	Closed
Blue Cross of Idaho Health Services, Inc.	1-208-387-6949	13517, 13677, 6501, 6502, 6503	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/25/2008	Closed
Living Independence for the Elderly	1-412-388-8042	11177	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/22/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Humana Inc.	1-502-473-2119	11658	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/20/2008	Closed
Samaritan Health Services	1-541-768-4119	13057	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/19/2008	Closed
McKinley Life Insurance Company	1-330-363-4917	11437, 4221	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	9/17/2008	Closed
Bravo Health, Inc.	1-410-864-4419	12157, 12177, 5281, 5321, 5322, 5341	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/15/2008	Closed
California Physicians' Service	1-818-228-6015	12837, 5102, 5103	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	9/12/2008	Closed
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 304	4901	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 15: Policies and Procedures - Part D	9/10/2008	Closed
Humana Inc.	1-502-473-2119	11817, 12037, 4621, 5301	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/8/2008	Closed
University of Pittsburgh Medical Center	1-412-454-7671	12277, 13597	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/5/2008	Closed
Elder Service Plan of the North Shore	1-781-715-6617	13418	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/3/2008	Closed
SCAN Health Plan, Inc.	1-562-989-4454	12957, 4081, 4082, 4083, 4101	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	8/29/2008	Closed
CARE RESOURCES, INC.	1-616-913-2012	13557	Section 1 - Clinical PACE Elements - MA	8/27/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Amarillo Multisvc Ctr Fr the Aging Inc	1-806-374-5516	12058, 6401	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/15/2008	Closed
Independence Blue Cross (Termination)	1-215-241-3648	5921	Chapter 99: Ad Hoc Compliance Event - Part D	8/11/2008	Closed
Independence Blue Cross	1-215-241-3648	5861	Chapter 99: Ad-Hoc Compliance Event - Part D	8/4/2008	Closed
Rochester General Hospital	1-585-922-2825	13237	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	8/1/2008	Closed
Health First	1-321-434-5617	5741	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/23/2008	Closed
Harvard Pilgrim Health Care	1-617-509-1411	5641	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/22/2008	Closed
AlohaCare	1-808-973-2476	10417, 3961	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	7/18/2008	Closed
TriHealth SeniorLink	1-513-569-5607	13537	Section 1 - Clinical PACE Elements - MA	7/18/2008	Closed
ATRIO Health Plans	1-541-672-8620 Ext. 5206	12517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/15/2008	Closed
Elder Svc Pln/E Boston Health Center	1-617-569-5800	11777	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/14/2008	Closed
CIGNA	1-602-371-2429	12477, 4922	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 15: Policies and Procedures - MA-PD	7/3/2008	Closed
The Regence Group (Termination)		10857, 12337	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA	6/27/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-626-405-5479	12759	Chapter 02 - Enrollment and Disenrollment - MA	6/18/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
SDM Healthcare Management, Inc.	1-787-999-4777 Ext. 4028	11357, 4061	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 04: Privacy and Confidentiality - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	6/13/2008	Closed
AIDS Healthcare Foundation	1-323-860-5202	11137	Chapter 02 - Enrollment and Disenrollment - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2008	Closed
Presbyterian Healthcare Services	1-505-923-8955	10357, 10537	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/12/2008	Closed
Presbyterian Healthcare Services	1-505-923-8955	4161, 4381, 4401	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D Chapter 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	5/10/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	11617	Chapter 02 - Enrollment and Disenrollment - MA	4/17/2008	Closed
Liberty Health Advantage, Inc.	1-631-227-3413	10697, 3841	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/7/2008	Closed
CVS Caremark Corporation	1-801-350-5111	6161, 6162	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
UnitedHealth Group, Inc.	1-602-664-5098	9917	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	4/1/2008	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	6181	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Wellpoint, Inc.	1-513-336-2541	6141	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Bethco Corporation	1-718-944-4695	10397	Section 1 - Clinical PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	3/28/2008	Closed
University Health Care, Inc.	1-502-585-8228	3501	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/28/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
NY Hotel Trades Council&Hotel Assn of NYC	1-212-586-6400 Ext. 4340	11057	Chapter 03 - Marketing - MA Cost Chapter 13 - Organization Determinations, Grievances, and Appeals (CLAIMS PROCESSING) - MA	3/21/2008	Closed
Triple-S Management Corporation	1-787-273-1110 Ext. 5417	10457, 10937	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/21/2008	Closed
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	3461	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/15/2008	Closed
Medica HealthCare Plans, Inc.	1-305-460-0618	3481	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	3/3/2008	Closed
Palmetto Health Alliance	1-803-434-3770	10517	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	3/3/2008	Closed
Humana Inc.	1-502-473-2119	10777	Chapter 99 - Ad-Hoc Compliance Event - MA	2/28/2008	Closed
Scott and White	1-254-298-3435	10737	Chapter 02 - Enrollment and Disenrollment - MA	2/14/2008	Closed
Horizon Blue Cross Blue Shield of New Jersey, Inc.	1-973-466-5169	2941, 2961, 9777	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 04: Privacy and Confidentiality - MA-PD Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	2/12/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-216-479-5694	10637	Chapter 02 - Enrollment and Disenrollment - MA	2/11/2008	Closed
Kaiser Foundation Health Plan, Inc.	1-909-367-7302	10597	Chapter 02 - Enrollment and Disenrollment - MA	2/8/2008	Closed
Samaritan Health Services	1-541-768-4119	3441	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	2/4/2008	Closed
Denver Health Hospital Authority	1-720-956-2524	1241, 9197	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/30/2008	Closed
Molina Healthcare, Inc.,	1-562-901-1022	3281, 3301, 3321, 3341, 3361	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/28/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-952-931-5336	3521, 3541, 3561, 3562, 3581, 3601, 3602, 3621, 3641, 3661, 3681, 3682, 3683, 3684, 3685, 3686, 3687, 3688	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/28/2008	Closed
Affinity Health Plan	1-718-794-5731	10257	Chapter 03 - Marketing - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/24/2008	Closed
Windsor Health Group	1-615-782-7804	2321	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/23/2008	Closed
Humana Inc.	1-502-473-2119	10377	Chapter 99 - Ad-Hoc Compliance Event - MA	1/17/2008	Closed
Health Plan of San Mateo	1-650-616-2151	8079, 881	Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/11/2008	Closed
Medical Card System, Inc.	1-787-758-2500 Ext. 4547	1141, 1161, 9837	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/9/2008	Closed
Marion Polk Community Health Plan, LLC	1-503-371-7701 Ext. 119	2281	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	1/8/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Colorado Access	1-720-744-5466	1261, 9177	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	12/21/2007	Closed
Marion Polk Community Health Plan, LLC	1-503-371-7701 Ext. 119	9677	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/21/2007	Closed
Universal American Corp.	1-713-558-4694	10317	Chapter 99 - Ad-Hoc Compliance Event - MA	12/19/2007	Closed
Covenant Health System - Hendrick Health System	1-512-257-6348	9697	Chapter 05 - Quality Assurance - MA	12/12/2007	Closed
Gateway Health Plan	1-412-255-4296	2261	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	12/11/2007	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	3421	Chapter 99: Ad-Hoc Compliance Event - Part D	12/10/2007	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	3181, 3201, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	12/3/2007	Closed
AMERIGROUP Corporation	1-203-594-9165	2721	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/26/2007	Closed
South Dakota Medical Association (Termination)		9337	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/26/2007	Closed
Universal American Corp.	1-713-558-4694	10297	Chapter 99 - Ad-Hoc Compliance Event - MA	11/21/2007	Closed
Universal American Corp.	1-713-558-4694	10277	Chapter 99 - Ad-Hoc Compliance Event - MA	11/19/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Southwest Catholic Health Network	1-602-453-6091	3161, 8098	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/18/2007	Closed
Aveta, LLC.	1-787-622-3000 Ext. 2259	2741, 2981, 3001, 9637, 9657	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	11/9/2007	Closed
Universal American Corp.	1-713-558-4694	3041, 9497	Chapter 05 - M+C PFFS Quality Assurance (Quality) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/9/2007	Closed
Blue Cross and Blue Shield of Florida	1-850-383-3472	2601, 8137	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/8/2007	Closed
UnitedHealth Group, Inc.	1-412-858-4319	9477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/6/2007	Closed
ATRIO Health Plans	1-541-672-8620 Ext. 5206	2221, 9877	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/2/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Windsor Health Group	1-615-782-7804	9057, 9137	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Pre-Service) - MA	11/2/2007	Closed
Wellpoint, Inc.	1-513-336-2541	10037	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/1/2007	Closed
BlueCross BlueShield of Tennessee	1-423-535-7023	9077	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
University Health Care, Inc.	1-502-585-8228	8777	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
SDM Healthcare Management, Inc.	1-787-999-4777 Ext. 4028	1061, 9037	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/23/2007	Closed
Fox Rx Inc.	1-877-369-9564 Ext. 126	2881, 3061	Chapter 99: Ad-Hoc Compliance Event - Part D	10/18/2007	Closed
Coventry Health Care Inc.	1-301-581-5519	8877, 8897, 8917	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/15/2007	Closed
Care1st Health Plan	1-602-778-8345 Ext. 8318	481, 8037	Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/12/2007	Closed
Mid Rogue Community Health Plan	1-541-471-4106	8217	Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/10/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-952-931-5336	8797	Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections (Access and Availability) - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	10/9/2007	Closed
QHP Group, Inc.	1-813-574-1640 Ext. 102	9017	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/5/2007	Closed
Kaiser Foundation Health Plan, Inc.	1-626-405-5479	2241, 7997	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	10/4/2007	Closed
Spectrum Health System	1-616-464-8424	7264	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/4/2007	Closed
Bravo Health, Inc.	1-410-864-4419	8357	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/3/2007	Closed
Samaritan Health Services	1-541-768-4119	8317	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/3/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-350-4475	7263	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2007	Closed
Covenant Health System - Hendrick Health System	1-512-257-6348	2701, 8517	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/27/2007	Closed
XLHealth Corporation	1-202-340-3132	9617	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/19/2007	Closed
Medica HealthCare Plans, Inc.	1-305-460-0618	8997	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/18/2007	Closed
Mid Rogue Community Health Plan	1-541-471-4106	961	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/17/2007	Closed
Molina Healthcare, Inc.,	1-562-901-1022	8757	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/17/2007	Closed
America's 1st Choice Holdings of Florida, LLC	1-813-506-6107	8817	Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Honored Citizens Choice Health Plan	1-562-207-4518	8077	Chapter 05 - Quality Assurance - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed
HealthSpring, Inc.	1-615-236-6116	4898	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/13/2007	Closed
Spectrum Health System	1-616-464-8424	861	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	9/12/2007	Closed
The New York State Catholic Health Plan, Inc.	1-718-393-6135	821, 8717	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/10/2007	Closed
AMERIGROUP Corporation	1-203-594-9165	9397	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/6/2007	Closed
UnitedHealth Group, Inc.	1-702-242-7173	1201, 8057	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/31/2007	Closed
Honored Citizens Choice Health Plan	1-562-207-4518	901	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/30/2007	Closed
PSO Health Services, LLC	1-210-877-7642	381	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/28/2007	Closed
Gateway Health Plan	1-412-255-4296	8377	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/24/2007	Closed
Health Care Service Corporation (Termination)	1-972-766-1645	781, 801	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/24/2007	Closed
Health Care Service Corporation (Termination)	1-972-766-1645	8197, 8497	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/16/2007	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	8697	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/9/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	1441	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
UnitedHealth Group, Inc.	1-952-931-5336	1421	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
Capital BlueCross	1-717-541-6113	1381	Chapter 99: Ad-Hoc Compliance Event - Part D	8/7/2007	Closed
UnitedHealth Group, Inc.	1-602-664-5098	321, 8038	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/3/2007	Closed
CareOregon, Inc.	1-503-416-1421	1181	Chapter 02: Provider Communication - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/31/2007	Closed
Humana Inc.	1-502-473-2119	681, 701, 702, 703, 721, 722, 723, 921, 922, 941, 942	Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	7/31/2007	Closed
Humana Inc.	1-502-473-2119	8637, 8657, 8658	Chapter 03 - Marketing - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre Service) - MA	7/30/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-799-6437	341	Chapter 02: Provider Communication - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/25/2007	Closed
PSO Health Services, LLC	1-210-877-7642	8177	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/20/2007	Closed
CareOregon, Inc.	1-503-416-1421	8477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/19/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
IASIS Healthcare	1-480-333-4528	581, 8099	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	7/18/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-799-6437	7265	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/13/2007	Closed
Vanguard Health Systems	1-602-824-3733	561, 8097	Chapter 02: Provider Communication - MA-PD Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 06: Pharmacy Access - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	6/25/2007	Closed
CalOptima	1-714-246-8653	441	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	6/21/2007	Closed
Contra Costa Health Services	1-925-313-6000	8537, 8557	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Organization Determinations, Grievances, and Appeals - Organization Determinations - Claims - MA	6/5/2007	Closed
Hawaii Medical Service Association	1-808-948-6585	5157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2007	Closed
Arcadian Management Services Inc.	1-510-817-1036	7917	Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/4/2007	Closed
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	7837	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/25/2007	Closed
Universal American Corp.	1-440-542-4054	501	Chapter 03: Marketing and Beneficiary Information - Part D Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/25/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Marion Polk Community Health Plan, LLC	1-503-371-7701 Ext. 119	8237	Chapter 03 - Marketing - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/24/2007	Closed
Bravo Health, Inc. (Termination)		281, 301	Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/23/2007	Closed
HealthSpring, Inc.	1-615-236-6116	841	Chapter 02: Provider Communication - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	5/23/2007	Closed
Universal Health Care Inc.	1-727-456-6534 Ext. 6534	8118, 8617	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/23/2007	Closed
EmblemHealth, Inc.	1-646-447-4876	641, 661	Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D	5/14/2007	Closed
HIP, Health Plan of New York (Termination)		8157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/14/2007	Closed
Blue Cross Blue Shield of Michigan	1-248-350-4475	121, 141	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	5/4/2007	Closed
HealthSpring, Inc.	1-615-236-6116	21, 361, 362, 41, 61	Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	4/27/2007	Closed
WellCare Health Plans, Inc. (Termination)	1-813-290-6200 Ext. 2762	8337	Chapter 02 - Enrollment and Disenrollment (Enrollment) - MA Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	4/19/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Universal Health Care Inc.	1-727-456-6534 Ext. 6534	8117	Chapter 02 - Enrollment and Disenrollment - MA Chapter 03 - Marketing - MA Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/31/2007	Closed
Wellpoint, Inc.	1-513-336-2541	8437	Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	3/21/2007	Closed
America's Health Choice Medical Plans, Inc (Termination)		201, 221, 7977, 81, 82, 8257	Chapter 02 - Enrollment and Disenrollment - MA Chapter 02: Provider Communication - MA-PD Chapter 02: Provider Communication - Part D Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 03: Marketing and Beneficiary Information - Part D Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 06: Pharmacy Access - MA-PD Chapter 06: Pharmacy Access - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - MA-PD Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D Chapter 10: Compliance Plan - MA-PD Chapter 10: Compliance Plan - Part D Chapter 11 - Contracts - MA Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	3/13/2007	Closed
MAPFRE PRAICO CORPORATION	1-787-250-6500 Ext. 6288	7597	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	2/23/2007	Closed
Elderplan, Inc.	1-718-759-4458	7397	Chapter 04 - Benefits and Beneficiary Protections - MA Chapter 05 - Quality Assurance - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/22/2007	Closed
Lifetime Healthcare, Inc.	1-585-238-4545	3193	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/12/2007	Closed
Wellpoint, Inc.	1-513-336-2541	7797	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/8/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-202-383-6402	7357, 7377, 7378	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	12/15/2006	Closed
Humana Inc.	1-502-473-2119	7857	Chapter 11 - Contracts - MA	12/5/2006	Closed
Socios Mayores en Salud Holdings Inc.	1-787-620-1919 Ext. 4014	7517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/7/2006	Closed
Universal Care, Inc	1-866-255-4795	7937	Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/30/2006	Closed
Cooperativa de Seguros de Vida de Puerto Rico (Termination)	1-787-758-2500 Ext. 4547	7337	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2006	Closed
First Medical Health Plan, Inc.	1-787-625-9557 Ext. 246	7217	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/9/2006	Closed
Bravo Health, Inc.	1-410-864-4419	7677	Chapter 03 - Marketing - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/1/2006	Closed
Munich American Holding Corporation	1-360-647-9080 Ext. 2909	4942	Chapter 04 - Benefits and Beneficiary Protections (Access and Availability) - MA Chapter 04 - Benefits and Beneficiary Protections (Delegation) - MA Chapter 05 - M+C PFFS Quality Assurance (Quality) - MA Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Grievances Note) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Claims) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - General) - MA Chapter 13 - Organization Determinations, Grievances, and Appeals (Reconsiderations - Pre Service) - MA	8/14/2006	Closed
Humana Inc.	1-502-473-2119	7297	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	5/30/2006	Closed
Health Alliance Medical Plans	1-217-255-4544	6957	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/31/2006	Closed