

## Specific Sanctions in CT DSS HUSKY Part A Contracts with Managed Care Organizations

Subject	MCO Standard	Reference	Consequences	Monitoring Vehicle
Access	Access to medical personnel w/in 30 minutes, 98% of the time, 24 hours a day	3.1(b)	Class B Sanction per incident	Random monitoring by DSS
Network Adequacy	No more than 2% of members reside >15 miles from PCP	3.6(d)	Class A Sanction	Random monitoring by DSS
Network Adequacy	Network adequacy and enrollment levels	3.9	Enrollment freeze	Minimum quarterly analysis by DSS
Credentialling	Initial credentialing and biennial recredentialing of all network providers	3.11	Class B Sanction per uncredentialed provider	Audit by Qualidigm
Appointment Access	Emergency cases must be seen immediately >90% of the time.	3.13(a)(1)	Class A Sanction per failure to make timely access	Random monitoring by DSS
Appointment Access	Urgent cases must be seen w/in 48 hours >90% of the time.	3.13(a)(2)	Class A Sanction per failure to make timely access	Random monitoring by DSS
Appointment Access	Routine cases must be seen w/in 10 days >90% of the time.	3.13(a)(3)	Class A Sanction per failure to make timely access	Random monitoring by DSS
Appointment Access	Well-child visits must be scheduled /in 6 weeks	3.13(a)(4)	Class A Sanction per failure to make timely access	Random monitoring by DSS
Appointment Access	EPSDT screens & immunizations must be scheduled in accordance with periodicity schedule >90% of the time.	3.13(a)(5)	Class A Sanction per failure to make timely access	Random monitoring by DSS

Appointment Access	New member appointments in a 'timely manner' >90% of the time.	3.13(a)(6)	Class A Sanction per failure to make timely access	Random monitoring by DSS
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Subject	MCO Standard	Reference	Consequences	Monitoring Vehicle
Appointment Access	Waiting times kept at minimum. No discrimination against HUSKY members in order that appointments are taken	3.13(a)(7)	Class A Sanction per failure to make timely access	Random monitoring by DSS
Appointment Access	MCO must assure access to PCPs whose panel size >1200 aggregate HUSKY members.	3.13(b)	Class A Sanction per failure to make timely access	Quarterly reporting to and analysis by DSS
EPSDT	Achieve EPSDT participation and screening ratios of 80% 7/1/99-6/30/00	3.17(l)	Class B Sanction	Analysis of encounter data by CHC
Linguistic Access	MCO shall take measures to ensure adequate access for members with limited English proficiency	3.27(a)	Class A Sanction for each instance of failure to ensure access	Random monitoring by DSS
Linguistic Access	Member educational materials must be available in English & Spanish & other languages if >5% of members in any county speak that language	3.27(b)	Class A Sanction for each instance of failure to ensure access	Random monitoring by DSS
Linguistic Access	MCO shall take measures to ensure adequate access for members with visual and hearing disabilities.	3.27(c)	Class a Sanction for each instance of failure to ensure access	Random monitoring by DSS

Member Services	90% of calls must be answered w/in 1'	3.28(h)	Class A Sanction if not met during 6 month period	Report upon request by DSS
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Subject	MCO Standard	Reference	Consequences	Monitoring Vehicle
Member Services	Call abandonment rate <5%	3.28(h)	Class A Sanction if not met during 6 month period	Report upon request by DSS
Marketing	Marketing materials must be submitted to DSS for prior approval	3.30(f)(1)	Class B Sanction each instance	Random monitoring by DSS
Marketing	MCOs shall not engage in enumerated marketing violations	3.30(f)(2)	Class B or Class C Sanction each instance	Random monitoring by DSS
Marketing	MCO shall not engage in cold calls or door-door marketing	3.30(f)(3)	Class C Sanction each instance	Random monitoring by DSS
Encounter Data	Encounter data must be submitted w/in 15 days of the close of the month	3.37(g)(1)	Class A Sanction for each failure of timely submission.	Monthly analysis by the EQRO
Encounter Data	Encounter data returned if >4% of encounters in a file contain invalid or missing data. Must be sent back w/in 30 days.	3.37(g)(2)	Class A Sanction for each failure to return data within 30 days.	Monthly analysis by the EQRO
Third Party Liability	MCO must initiate TPL recoveries w/in 6 months of actual or presumed discovery	3.41(a)(4)	Right of recovery reverts to DSS & is lost to the MCO	Random monitoring by DSS
Claims Processing	MCO must pay clean claims within 45 days of receipt	3.45	Must pay provider the claim amount plus 15% per annum	Random monitoring