

Ad-Hoc CAP Summary Report - November 2013

| Contract ID(s) and Names | Parent Organization Name | Organization Contact Name | Organization Contact Phone | Compliance Issue ID | Date Letter Sent | Issue Type | Issue Topic | Issue Summary | Letter Name |
|--|-------------------------------------|----------------------------------|-----------------------------------|----------------------------|-------------------------|-------------------------|--|--|---------------------------------------|
| H5928 - CARE1ST HEALTH PLAN | Care1st Health Plan | Lily Pamanian | 3238896638 | 28822 | 30-AUG-2013 | Drug Benefit | Plan Corrections | Care1st received this CAP for requesting and needing to implement significant changes in the Plan Corrections arena. | Care1st - CAP FINAL Email Ready.pdf |
| H9003 - KAISER FOUNDATION HP OF THE N W | Kaiser Foundation Health Plan, Inc. | Member Services | 8772218221 | 27789 | 02-JUL-2013 | Health and Drug Benefit | Marketing Materials--Member Communications | Inaccurate ANOC/EOC Documents | Kaiser_ANOC_EOC_CAP.pdf |
| H5577 - MCS ADVANTAGE INC. | Medical Card System, Inc. | Marien Amezaga | 7877582500 | 27786 | 02-JUL-2013 | Health and Drug Benefit | Marketing Materials--Member Communications | Inaccurate ANOC/EOC Documents | Med Card System_ANOC_EOC_CAP.pdf |
| H3810 - MID ROGUE INDEPENDENT PHYSICIAN ASSOCIATION | Mid Rogue IPA Holding Company | Freddy Sennhauser | 8884600185 | 27783 | 02-JUL-2013 | Health and Drug Benefit | Marketing Materials--Member Communications | Inaccurate ANOC/EOC Documents | Mid Rogue CHP_ANOC_EOC_CAP.pdf |
| H0108 - HUMANA HEALTH PLAN OF CALIFORNIA INC. H0317 - HUMANA INSURANCE COMPANY H0623 - HUMANA INSURANCE COMPANY H1019 - CAREPLUS HEALTH PLANS INC. H1036 - HUMANA MEDICAL PLAN INC. H1406 - HUMANA HEALTH PLAN INC. H1716 - HUMANA INSURANCE COMPANY H1951 - HUMANA HEALTH BENEFIT PLAN OF LOUISIANA INC. | Humana Inc. | Pamela Wilson | 8004486262 | 27202 | 06-MAY-2013 | Health and Drug Benefit | Bid Submission | Humana recieved this CAP due to various actuarial compliance issues regarding their bid submission. | Humana OACT CAP FINAL EMAIL READY.pdf |

H2012 - HUMANA HEALTH PLAN INC.
H2029 - HUMANA INSURANCE OF PUERTO RICO INC.
H2649 - HUMANA HEALTH PLAN INC.
H2944 - HUMANA INSURANCE COMPANY
H2949 - HUMANA HEALTH PLAN INC.
H4007 - HUMANA HEALTH PLANS OF PUERTO RICO INC.
H4141 - HUMANA EMPLOYERS HEALTH PLAN OF GEORGIA INC.
H4510 - HUMANA HEALTH PLAN OF TEXAS INC.
H4606 - HUMANA INSURANCE COMPANY
H5291 - HUMANA HEALTH PLAN INC.
H5416 - ARCADIAN HEALTH PLAN INC.
H5426 - HUMANA ADVANTAGECARE PLAN INC.
H5868 - HUMANA INSURANCE COMPANY
H6609 - HUMANA INSURANCE COMPANY
H7188 - HUMANA INSURANCE COMPANY
H8145 - HUMANA INSURANCE COMPANY
H8644 - HUMANA INSURANCE COMPANY

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| R5826 - HUMANA INSURANCE COMPANY S2874 - HUMANA INSURANCE OF PUERTO RICO INC. | | | | | | | | | |
| H0117 - WELLCARE OF OHIO INC. H0320 - WELLCARE OF TEXAS INC. H0712 - WELLCARE OF CONNECTICUT INC. H0913 - WELLCARE HEALTH PLANS OF NEW JERSEY INC. H1112 - WELLCARE OF GEORGIA INC. H1216 - HARMONY HEALTH PLAN OF ILLINOIS INC. H1264 - WELLCARE OF TEXAS INC. H1416 - HARMONY HEALTH PLAN OF ILLINOIS INC. H1903 - WELLCARE OF LOUISIANA INC. H2491 - WELLCARE HEALTH INSURANCE OF ARIZONA INC. H3361 - WELLCARE OF NEW YORK INC. S5967 - WELLCARE PRESCRIPTION INSURANCE INC. | WellCare Health Plans, Inc. | Wendy Reynolds | 8888889355 | 27542 | 24-APR-2013 | Health and Drug Benefit | Access to Services-- Pharmacies/Prescription Drug, Call Center Requirements | WellCare failed to meet its internal performance standards regarding access to mail order pharmacy. In addition WellCare failed to meet CMS' call center requirements. CMS is requesting a corrective action plan to address the identified instances of non-compliance. | NONC-CAP Request_call center and mail order.pdf |
| S0064 - MEDCO CONTAINMENT LIFE AND MEDCO CONTAINMENT OF NE | RCGM, LLC | Customer Service | 8007584574 | 26182 | 26-FEB-2013 | Drug Benefit | Call Center Requirements, Oversight and Management Capabilities | | b5ws_02262013134833834_1.SmartID_Rx_CAP_Request_Call_Center_2013_.pdf |

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| | | | | | | | | Corrective Action Plan request for failure to operate a customer service call center that provides customer telephone service as well as failing to exercise oversight and control of the call center. This request is a result of the organization not having an operational toll-free customer service telephone number at the beginning of the year and its management's lack of awareness of this as and the resulting complaints from beneficiaries. | |
| S5932 - HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY INC. | CIGNA | Graham Harrison | 6155658476 | 25408 | 28-DEC-2012 | Drug Benefit | 4Rx Submission and Accuracy Problems | Plan sponsor failed to submit 4Rx data for CMS generated enrollments in a timely manner. | m5nx_01092013111232945_1.2013 4RxCAP S5932.pdf |
| H7281 - BRAVO HEALTH PENNSYLVANIA INC. | CIGNA | | | 25409 | 28-DEC-2012 | Drug Benefit | 4Rx Submission and Accuracy Problems | Plan sponsor failed to submit 4Rx data for CMS generated enrollments in a timely manner. | m5nx_01092013111359011_1.2013 4RxCAP H7281.pdf |
| H0544 - CAREMORE HEALTH PLAN | WellPoint, Inc. | Lisa Sarinana | 5626222900 | 25410 | 28-DEC-2012 | Drug Benefit | 4Rx Submission and Accuracy Problems | Plan sponsor failed to submit 4Rx data for CMS generated enrollments in a timely manner. | m5nx_01092013111623297_1.2013 4RxCAP H0544.pdf |
| | | | 8008102583 | 24954 | 19-DEC-2012 | | Bid Submission | | |

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| S0043 - PREFERRED MEDICARE CHOICE INC. | Aveta Inc. | | | 25104 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25104_12192012135612823.LT32013_S0043.pdf |
| S5937 - LOUISIANA HEALTH SERVICE AND INDEMNITY COMPANY | BlueCross BlueShield of Louisiana | | | 25111 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25111_12192012135612823.LT32013_S5937.pdf |
| H4209 - BLUECROSS AND BLUESHIELD OF SOUTH CAROLINA | BlueCross BlueShield of South Carolina (BCBSSC) | Provider Services | 8003342583 | 25067 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25067_12192012135612823.LT32013_H4209.pdf |
| S5953 - BLUECROSS AND BLUESHIELD OF SOUTH CAROLINA | BlueCross BlueShield of South Carolina (BCBSSC) | Provider Services | 8003342583 | 25112 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25112_12192012135612823.LT32013_S5953.pdf |
| H5884 - BLUECROSS BLUESHIELD OF TENNESSEE | BlueCross BlueShield of Tennessee | Carol Troxell | 8008417434 | 24990 * | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 24990_12192012135612823.LT3_2013_H5884.pdf |
| H2165 - HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY INC. | CIGNA | Graham Harrison | 6155658476 | 24968 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 24968_12192012135612823.LT3_2013_H2165.pdf |
| H7281 - BRAVO HEALTH PENNSYLVANIA INC. | CIGNA | | | 25032 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25032_12192012135612823.LT32013_H7281C.pdf |
| H7281 - BRAVO HEALTH PENNSYLVANIA INC. | CIGNA | | | 25033 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25033_12192012135612823.LT32013_H7281.pdf |
| H0150 - HEALTHSPRING OF ALABAMA INC. | CIGNA | Graham Harrison | 6155658476 | 25047 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25047_12192012135612823.LT32013_H0150.pdf |
| H1355 - BRAVO HEALTH INSURANCE COMPANY INC. | CIGNA | | | 25054 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25054_12192012135612823.LT32013_H1355.pdf |
| H2108 - BRAVO HEALTH MID-ATLANTIC INC. | CIGNA | Graham Harrison | 6155658476 | 25059 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25059_12192012135612823.LT32013_H2108.pdf |
| H3964 - BRAVO HEALTH PENNSYLVANIA | CIGNA | | | 25063 | 13-DEC-2012 | Drug Benefit | Star Ratings | | 25063_12192012135612823.LT32013_H3964.pdf |

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| INC. | | | | | | | | Organization achieved a less than 3 star plan rating for 2013. | |
| H4407 - HEALTHSPRING OF TENNESSEE INC. | CIGNA | Graham Harrison | 6155658476 | 25068 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25068_12192012135612823.LT32013_H4407.pdf |
| S5932 - HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY INC. | CIGNA | Graham Harrison | 6155658476 | 25110 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25110_12192012135612823.LT32013_S5932.pdf |
| S5998 - BRAVO HEALTH INSURANCE COMPANY INC. | CIGNA | | | 25114 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25114_12192012135612823.LT32013_S5998.pdf |
| H4528 - HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY INC. | CIGNA | Graham Harrison | 6155658476 | 25116 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25116_12192012135612823.LT32013_H4528C.pdf |
| H4528 - HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY INC. | CIGNA | Graham Harrison | 6155658476 | 25117 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25117_12192012135612823.LT32013_H4528.pdf |
| H6178 - CARESOURCE | CareSource Management Group Co. | Michelle Chapman | 9372243300 | 25091 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25091_12192012135612823.LT32013_H6178.pdf |
| H5590 - BRIDGEWAY HEALTH SOLUTIONS | Centene Corporation | Michelle Jones | 3618168730 | 25041 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25041_12192012135612823.LT32013_H5590.pdf |
| H5294 - SUPERIOR HEALTH PLAN INC. | Centene Corporation | Michelle Jones | 5126921465 | 25072 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25072_12192012135612823.LT32013_H5294.pdf |
| H5649 - CENTRAL HEALTH PLAN OF CALIFORNIA INC. | Central Health Plan of California | Marketing Department | 6263882390 | 25042 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25042_12192012135612823.LT32013_H5649.pdf |
| H0621 - COLORADO ACCESS | Colorado Access | Customer Service | 3037512657 | 24964 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 24964_12192012135612823.LT3_2013_H0621.pdf |

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| H2611 - COVENTRY HEALTH AND LIFE INSURANCE COMPANY | Coventry Health Care Inc. | John Wells | 4107525721 | 25061 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25061_12192012135612823.LT32013_H2611.pdf |
| H5302 - COVENTRY HEALTH CARE OF GEORGIA INC. | Coventry Health Care Inc. | John Wells | 4107525721 | 25073 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25073_12192012135612823.LT32013_H5302.pdf |
| H7306 - FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY | Coventry Health Care Inc. | John Wells | 4107525721 | 25096 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25096_12192012135612823.LT32013_H7306.pdf |
| H5608 - DENVER HEALTH MEDICAL PLAN INC. | Denver Health and Hospital Authority | Theresa Sager-Foster | 3036022111 | 24974 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 24974_12192012135612823.LT3_2013_H5608.pdf |
| H3347 - ELDERPLAN INC. | Elderplan, Inc. | Richard Rutherford | 7189217979 | 24970 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 24970_12192012135612823.LT3_2013_H3347.pdf |
| H4011 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 25010 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25010_12192012135612823.LT32013_H4011C.pdf |
| H4011 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 25011 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25011_12192012135612823.LT32013_H4011.pdf |
| H5887 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 25026 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25026_12192012135612823.LT32013_H5887C.pdf |
| H5887 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 25027 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25027_12192012135612823.LT32013_H5887.pdf |
| S5840 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 25108 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25108_12192012135612823.LT32013_S5840.pdf |
| H7015 - HEALTHFIRST HEALTH PLAN OF NEW JERSEY INC. | HF Management Services, LLC | Harris Brandt | 2128016000 | 25044 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25044_12192012135612823.LT32013_H7015.pdf |
| H5685 - MIDWEST HEALTH PLAN INC. | Henry Ford Health System | Pat Madden | 3135813700 | 25081 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25081_12192012135612823.LT32013_H5685.pdf |

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| H5700 - ARKANSAS COMMUNITY CARE INC. | Humana Inc. | | | 25023 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25023_12192012135612823.LT32013_H5700.pdf |
| H7179 - ARCADIAN HEALTH PLAN OF LOUISIANA INC. | Humana Inc. | | | 25030 * | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25030_12192012135612823.LT32013_H7179C.pdf |
| H7179 - ARCADIAN HEALTH PLAN OF LOUISIANA INC. | Humana Inc. | | | 25031 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25031_12192012135612823.LT32013_H7179.pdf |
| H4125 - HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY INC. | Humana Inc. | Graham Harrison | 6155658476 | 25040 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25040_12192012135612823.LT32013_H4125.pdf |
| H6411 - HUMANA INSURANCE COMPANY | Humana Inc. | Pamela Wilson | 8004486262 | 25043 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25043_12192012135612823.LT32013_H6411.pdf |
| H5783 - ARCADIAN HEALTH PLAN INC. | Humana Inc. | | | 25086 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25086_12192012135612823.LT32013_H5783.pdf |
| H7731 - MD CARE INC. | Humana Inc. | | | 25118 * | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25118_12192012135612823.LT32013_H7731C.pdf |
| H7731 - MD CARE INC. | Humana Inc. | | | 25119 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25119_12192012135612823.LT32013_H7731.pdf |
| H3337 - LIBERTY HEALTH ADVANTAGE INC. | Liberty Health Advantage, Inc. | Member Services | 6312273400 | 25038 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25038_12192012135612823.LT32013_H3337.pdf |
| H2643 - LOCAL INITIATIVE HEALTH AUTHORITY FOR L.A. COUNTY | Local Initiative Health Authority for LA County | Gretchen Brown | 2136941250 | 25036 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25036_12192012135612823.LT32013_H2643.pdf |
| H5821 - MAPFRE LIFE INSURANCE COMPANY | MAPFRE PRAICO CORPORATION | Edgardo Silva | 7872506500 | 25089 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25089_12192012135612823.LT32013_H5821.pdf |
| H0141 - MCLAREN HEALTH PLAN INC. | McLaren Health Care Corporation | Sue Bayer | 8883270671 | 24963 | 13-DEC-2012 | Drug Benefit | Star Ratings | | 24963_12192012135612823.LT3_2013_H0141.pdf |

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| H0251 - UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY INC. | UnitedHealth Group, Inc. | Great Lakes Health Plan | 8889037587 | 24995 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 24995_12192012135612823.LT32013_H0251.pdf |
| H3164 - AMERICHOICE OF NEW JERSEY INC | UnitedHealth Group, Inc. | | | 25002 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25002_12192012135612823.LT32013_H3164C.pdf |
| H3164 - AMERICHOICE OF NEW JERSEY INC | UnitedHealth Group, Inc. | | | 25003 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25003_12192012135612823.LT32013_H3164.pdf |
| H3387 - UNITEDHEALTHCARE OF NEW YORK INC. | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25006 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25006_12192012135612823.LT32013_H3387C.pdf |
| H3387 - UNITEDHEALTHCARE OF NEW YORK INC. | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25007 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25007_12192012135612823.LT32013_H3387.pdf |
| H4406 - UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY INC. | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25012 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25012_12192012135612823.LT32013_H4406C.pdf |
| H4406 - UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY INC. | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25013 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25013_12192012135612823.LT32013_H4406.pdf |
| H6952 - UNITEDHEALTHCARE COMMUNITY PLAN INC | UnitedHealth Group, Inc. | Great Lakes Health Plan | 8889037587 | 25028 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25028_12192012135612823.LT32013_H6952C.pdf |
| H6952 - UNITEDHEALTHCARE COMMUNITY PLAN INC | UnitedHealth Group, Inc. | Great Lakes Health Plan | 8889037587 | 25029 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25029_12192012135612823.LT32013_H6952.pdf |
| H3920 - UNITEDHEALTHCARE OF PENNSYLVANIA INC. | UnitedHealth Group, Inc. | | | 25039 | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25039_12192012135612823.LT32013_H3920.pdf |
| R5674 - SIERRA HEALTH AND LIFE INSURANCE COMPANY INC. | UnitedHealth Group, Inc. | David Stuczynski | 7028382066 | 25045 * | 13-DEC-2012 | Health Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25045_12192012135612823.LT32013_R5674.pdf |
| | | | 8666793119 | 25046 | 13-DEC-2012 | | Star Ratings | | 25046_12192012135612823.LT32013_H0084.pdf |

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| H0084 - CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY | UnitedHealth Group, Inc. | Provider Relations | | | | Drug Benefit | | Organization achieved a less than 3 star plan rating for 2013. | |
| H0151 - UNITEDHEALTHCARE OF ALABAMA INC. | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25048 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25048_12192012135612823.LT32013_H0151.pdf |
| H0321 - ARIZONA PHYSICIANS IPA INC. | UnitedHealth Group, Inc. | Great Lakes Health Plan | 8889037587 | 25049 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25049_12192012135612823.LT32013_H0321.pdf |
| H1108 - UNITEDHEALTHCARE INSURANCE COMPANY | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25051 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25051_12192012135612823.LT32013_H1108.pdf |
| H1111 - UNITEDHEALTHCARE OF GEORGIA INC. | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25052 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25052_12192012135612823.LT32013_H1111.pdf |
| H1717 - UNITEDHEALTHCARE INSURANCE COMPANY | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25056 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25056_12192012135612823.LT32013_H1717.pdf |
| H2182 - UNITEDHEALTHCARE INSURANCE COMPANY | UnitedHealth Group, Inc. | | | 25060 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25060_12192012135612823.LT32013_H2182.pdf |
| H4514 - UNITEDHEALTHCARE COMMUNITY PLAN OF TEXAS LLC | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 25069 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25069_12192012135612823.LT32013_H4514.pdf |
| H4837 - UNITEDHEALTHCARE OF WISCONSIN INC. | UnitedHealth Group, Inc. | Great Lakes Health Plan | 8889037587 | 25070 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25070_12192012135612823.LT32013_H4837.pdf |
| H5407 - CITRUS HEALTH CARE INC. | UnitedHealth Group, Inc. | Customer Service | 8665504736 | 25075 * | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25075_12192012135612823.LT32013_H5407.pdf |
| H5440 - UNITEDHEALTHCARE INSURANCE COMPANY | UnitedHealth Group, Inc. | | | 25076 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25076_12192012135612823.LT32013_H5440.pdf |
| | UnitedHealth Group, Inc. | Provider Relations | 8666793119 | 25093 | 13-DEC-2012 | Drug Benefit | Star Ratings | | 25093_12192012135612823.LT32013_H6528.pdf |

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| H1849 - ANTHEM HEALTH PLANS OF KENTUCKY INC. | WellPoint, Inc. | Customer Service | 8662894250 | 25057 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25057_12192012135612823.LT32013_H1849.pdf |
| H5530 - ANTHEM HEALTH PLANS OF KENTUCKY INC. | WellPoint, Inc. | Customer Service | 8662894250 | 25077 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25077_12192012135612823.LT32013_H5530.pdf |
| S5960 - UNICARE LIFE & HEALTH INSURANCE COMPANY | WellPoint, Inc. | Customer Service | 8662894250 | 25113 | 13-DEC-2012 | Drug Benefit | Star Ratings | Organization achieved a less than 3 star plan rating for 2013. | 25113_12192012135612823.LT32013_S5960.pdf |
| H1016 - AVMED INC. | AvMed, Inc. | Jacqueline Crews | 3523728400 | 23570 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012112019275.SII_2012_H1016.pdf |
| H4152 - BLUE CROSS & BLUE SHIELD OF RHODE ISLAND | Blue Cross & Blue Shield of Rhode Island | Customer Service Department | 4012772958 | 23995 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet Interpreter Availability threshold in 2010, 2011 and 2012 | b5ws_09242012150554217_1.SII_2012_H4152.pdf |
| S5937 - LOUISIANA HEALTH SERVICE AND INDEMNITY COMPANY | BlueCross BlueShield of Louisiana | | | 23999 | 16-AUG-2012 | Drug Benefit | Call Center Requirements | Failed to meet Interpreter Availability threshold in 2010, 2011 and 2012 | b5ws_09242012151116236_1.SII_2012_S5937.pdf |
| H0571 - CHINESE COMMUNITY HEALTH PLAN | Chinese Hospital Association | YoungSoo Cho | 4159558800 | 23569 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012111846173.SII_2012_H0571.pdf |
| H5826 - COMMUNITY HEALTH PLAN OF WASHINGTON | Community Health Plan of Washington | Customer Care | 8009420247 | 23998 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet Interpreter Availability threshold in 2010, 2011 and 2012 | b5ws_09242012150937066_1.SII_2012_H5826.pdf |
| S5877 - EDUCATORS MUTUAL INSURANCE ASSOCIATION | Educators Mutual Insurance Association | Nathan Gedge | 8012627475 | 23577 | 16-AUG-2012 | Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012130232110.SII_2012_S5877.pdf |
| H5887 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 23574 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012125403109.SII_2012_H5887.pdf |

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| S5840 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 23576 | 16-AUG-2012 | Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012130031674.SII_2012_S5840.pdf |
| H4011 - FIRST MEDICAL HEALTH PLAN INC. | First Medical Health Plan, Inc. | Alejandra Echevarria | 7876259557 | 23599 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012121605091.SII_2012_H4011.pdf |
| H5821 - MAPFRE LIFE INSURANCE COMPANY | MAPFRE PRAICO CORPORATION | Edgardo Silva | 7872506500 | 23997 * | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet Interpreter Availability threshold in 2010, 2011 and 2012 | b5ws_09242012150741281_1.SII_2012_H5821.pdf |
| S5555 - MCS ADVANTAGE INC. | Medical Card System, Inc. | | | 23575 * | 16-AUG-2012 | Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012125625185.SII_2012_S5555.pdf |
| H4006 - MCS ADVANTAGE INC. | Medical Card System, Inc. | Marien Amezaga | 7877582500 | 23598 | 16-AUG-2012 | Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012121418714.SII_2012_H4006.pdf |
| H2701 - NEW WEST HEALTH SERVICES | New West Health Services | Alissa Beattie | 8888738049 | 23571 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012112327708.SII_2012_H2701.pdf |
| H0423 - METROPLUS HEALTH PLAN INC. | New York City Health and Hospitals Corporation | Jeff Ribakoff | 2129088766 | 23568 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012111610656.SII_2012_H0423.pdf |
| H3327 - TOUCHSTONE HEALTH HMO INC. | Touchstone Health Partnership, Inc | Laura Dechen | 9142881131 | 23572 | 16-AUG-2012 | Health and Drug Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012112535255.SII_2012_H3327.pdf |
| H4005 - TRIPLE-S SALUD INC. | Triple-S Management Corporation | Eduardo Castañeda | 7876201919 | 23573 | 16-AUG-2012 | Health Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012112737435.SII_2012_H4005.pdf |
| H4012 - TRIPLE-S SALUD INC. | Triple-S Management Corporation | Eduardo Castañeda | 7876201919 | 23600 | 16-AUG-2012 | Health Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012121913399.SII_2012_H4012.pdf |

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| H5732 - TRIPLE-S SALUD INC. | Triple-S Management Corporation | Eduardo Castañeda | 7876201919 | 23601 | 16-AUG-2012 | Health Benefit | Call Center Requirements | Failed to meet TTY service threshold in 2009, 2010, 2011 and 2012 | b5ws_09052012122047140.SII_2012_H5732.pdf |
| H0318 - AETNA HEALTH INC. (PA) H0523 - AETNA HEALTH OF CALIFORNIA INC. H0901 - AETNA HEALTH INC. (PA) H1109 - AETNA HEALTH INC.(GEORGIA) H1110 - AETNA LIFE INSURANCE COMPANY H1419 - AETNA HEALTH INC. (PA) H2112 - AETNA HEALTH INC. (PA) H3152 - AETNA HEALTH INC. (NJ) H3312 - AETNA HEALTH INC. (NY) H3597 - AETNA HEALTH INC. (ME) H3623 - AETNA HEALTH INC. (PA) H3931 - AETNA HEALTH INC (PA) H4523 - AETNA HEALTH INC. (TX) H4524 - AETNA LIFE INSURANCE COMPANY H4910 - AETNA HEALTH INC. (PA) H5414 - AETNA HEALTH INC. (FL) | Aetna Inc. | Aetna Customer Service | 8004451796 | 23401 | 19-JUL-2012 | Drug Benefit | Formulary Submission and Administration, including Transition | Jan.-Mar. 2012 Audit of Aetna's formulary administration revealed significant compliance problems regarding formulary and benefit administration including transition policy implementation failures. | s2k1_08162012122327527.AetnaCAP-corrected-07192012.pdf |

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| <p>H5521 - AETNA LIFE INSURANCE COMPANY H5793 - AETNA HEALTH INC. (CT) H5813 - AETNA HEALTH INC. (PA) H5832 - AETNA HEALTH INC. (PA) H5950 - AETNA HEALTH INC. (PA) H6923 - AETNA HEALTH INC. (PA) H7908 - AETNA HEALTH INC. (PA) H8684 - AETNA LIFE INSURANCE COMPANY S5810 - AETNA LIFE INSURANCE COMPANY</p> | | | | | | | | | |
| <p>H0151 - UNITEDHEALTHCARE OF ALABAMA INC. H0251 - UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY INC. H0303 - PACIFICARE OF ARIZONA INC. H0316 - UNITEDHEALTHCARE OF ARIZONA INC. H0319 - UNITEDHEALTHCARE INSURANCE COMPANY H0321 - ARIZONA PHYSICIANS IPA INC. H0401 - UNITEDHEALTHCARE OF ARKANSAS INC.</p> | <p>UnitedHealth Group, Inc.</p> | <p>Customer Service, David Stuczynski, Great Lakes Health Plan</p> | <p>7028382066, 8665504736, 8778423210, 8889037587</p> | <p>22921</p> | <p>19-JUN-2012</p> | <p>Drug Benefit</p> | <p>Formulary Submission and Administration, including Transition</p> | <p>United failed to follow CMS requirements in regard to formulary and benefit administration.</p> | <p>s2k1_07092012160153424.United Corrective Action Plan Request 06-19-12.pdf</p> |

H0408 - UNITEDHEALTHCARE INSURANCE COMPANY
H0543 - UHC OF CALIFORNIA INC.
H0609 - PACIFICARE OF COLORADO INC
H0620 - UNITEDHEALTHCARE INSURANCE COMPANY
H0624 - UNITEDHEALTHCARE INSURANCE COMPANY
H0710 - UNITEDHEALTHCARE INSURANCE COMPANY
H0752 - OXFORD HEALTH PLANS (CT) INC.
H0755 - OXFORD HEALTH PLANS (CT) INC.
H1080 - UNITEDHEALTHCARE OF FLORIDA INC.
H1108 - UNITEDHEALTHCARE INSURANCE COMPANY
H1111 - UNITEDHEALTHCARE OF GEORGIA INC.
H1286 - UNITEDHEALTHCARE INSURANCE COMPANY
H1303 - UNITEDHEALTHCARE INSURANCE COMPANY
H1509 - UNITEDHEALTHCARE INSURANCE COMPANY
H1717 - UNITEDHEALTHCARE INSURANCE COMPANY

H1944 - UNITEDHEALTHCARE INSURANCE COMPANY
H2001 - UNITEDHEALTHCARE INSURANCE COMPANY
H2111 - UNITEDHEALTHCARE INSURANCE COMPANY
H2182 - UNITEDHEALTHCARE INSURANCE COMPANY
H2226 - UNITEDHEALTHCARE INSURANCE COMPANY
H2228 - UNITEDHEALTHCARE INSURANCE COMPANY
H2406 - UNITEDHEALTHCARE INSURANCE COMPANY
H2654 - UNITEDHEALTHCARE OF THE MIDWEST INC.
H2802 - UNITEDHEALTHCARE OF THE MIDLANDS INC.
H2803 - UNITEDHEALTHCARE INSURANCE COMPANY
H2905 - SIERRA HEALTH AND LIFE INSURANCE COMPANY INC.
H2931 - HEALTH PLAN OF NEVADA INC.
H3107 - OXFORD HEALTH PLANS (NJ) INC.
H3113 - OXFORD HEALTH PLANS (NJ) INC.
H3164 - AMERICHOICE OF NEW JERSEY INC

H3209 - UNITEDHEALTHCARE INSURANCE COMPANY
H3307 - OXFORD HEALTH PLANS (NY) INC.
H3379 - UNITEDHEALTHCARE OF NEW YORK INC.
H3387 - UNITEDHEALTHCARE OF NEW YORK INC.
H3456 - UNITEDHEALTHCARE OF NORTH CAROLINA INC.
H3659 - UNITEDHEALTHCARE OF OHIO INC.
H3749 - UNITEDHEALTHCARE OF OKLAHOMA INC.
H3805 - UNITEDHEALTHCARE OF OREGON INC.
H3812 - UNITEDHEALTHCARE INSURANCE COMPANY
H3887 - UNITEDHEALTHCARE INSURANCE COMPANY
H3912 - UNITEDHEALTHCARE INSURANCE COMPANY
H3920 - UNITEDHEALTHCARE OF PENNSYLVANIA INC.
H3921 - UNITEDHEALTHCARE INSURANCE COMPANY
H4102 - UNITEDHEALTHCARE OF NEW ENGLAND INC.

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| R3175 - UNITEDHEALTHCARE INSURANCE COMPANY R5287 - UNITEDHEALTHCARE INSURANCE COMPANY R5342 - UNITEDHEALTHCARE INSURANCE COMPANY OF NEW YORK R5674 - SIERRA HEALTH AND LIFE INSURANCE COMPANY INC. R7444 - UNITEDHEALTHCARE INSURANCE COMPANY S5805 - UNITEDHEALTHCARE INSURANCE COMPANY OF NEW YORK S5820 - UNITEDHEALTHCARE INSURANCE COMPANY S5921 - UNITEDHEALTHCARE INS. CO. AND UNITEDHEALTHCARE NY | | | | | | | | | |
| H1419 - AETNA HEALTH INC. (PA) | Aetna Inc. | Aetna Customer Service | 8004451796 | 23263 | 31-MAY-2012 | Health and Drug Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012151933297.LPI_H1419.pdf |
| H4524 - AETNA LIFE INSURANCE COMPANY | Aetna Inc. | Aetna Customer Service | 8004451796 | 23268 | 31-MAY-2012 | Health and Drug Benefit | Star Ratings | | b5i2_08062012155516457.LPI_H4524.pdf |

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| | | | | | | | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | |
| H5414 - AETNA HEALTH INC. (FL) | Aetna Inc. | Aetna Customer Service | 8004451796 | 23269 | 31-MAY-2012 | Health and Drug Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012161829836.LPI_H5414.pdf |
| H5649 - CENTRAL HEALTH PLAN OF CALIFORNIA INC. | Central Health Plan of California | Marketing Department | 6263882390 | 23274 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012163753657.LPI_H5649.pdf |
| H7015 - HEALTHFIRST HEALTH PLAN OF NEW JERSEY INC. | HF Management Services, LLC | Harris Brandt | 2128016000 | 23306 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012171605592.LPI_H7015.pdf |
| S3440 - ALLIANCE HEALTH AND LIFE INSURANCE COMPANY | Health Alliance Plan (HAP) | Deborah Marine | 8008011766 | 23309 | 31-MAY-2012 | Drug Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012173001622.LPI_S3440.pdf |
| H2899 - ARCADIAN HEALTH PLAN OF NORTH CAROLINA | Humana Inc. | | | 23264 * | 31-MAY-2012 | Health Benefit | Star Ratings | | b5i2_08062012152541317.LPI_H2899.pdf |

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| INC. | | | | | | | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | |
| H5578 - ARCADIAN HEALTH PLAN OF GEORGIA INC. | Humana Inc. | | | 23273 * | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012163453459.LPI_H5578.pdf |
| H5700 - ARKANSAS COMMUNITY CARE INC. | Humana Inc. | | | 23303 * | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012170248796.LPI_H5700.pdf |
| H7179 - ARCADIAN HEALTH PLAN OF LOUISIANA INC. | Humana Inc. | | | 23307 * | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012172306657.LPI_H7179.pdf |
| H7731 - MD CARE INC. | Humana Inc. | | | 23308 * | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012172547760.LPI_H7731.pdf |
| H3337 - LIBERTY HEALTH ADVANTAGE INC. | Liberty Health Advantage, Inc. | Member Services | 6312273400 | 23265 | 31-MAY-2012 | Health Benefit | Star Ratings | | b5i2_08062012153210040.LPI_H3337.pdf |

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| | | | | | | | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | |
| H5810 - MOLINA HEALTHCARE OF CALIFORNIA | Molina Healthcare, Inc., | Tom Standring | 8006650898 | 23305 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012171041326.LPI_H5810.pdf |
| H5698 - WINDSOR HEALTH PLAN INC. | Munich American Holding Corporation | Pepper Claybrook | 6157827857 | 23302 | 31-MAY-2012 | Health and Drug Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012165954152.LPI_H5698.pdf |
| H4012 - TRIPLE-S SALUD INC. | Triple-S Management Corporation | Eduardo Castañeda | 7876201919 | 23267 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012155142282.LPI_H4012.pdf |
| H5774 - AMERICAN HEALTH INC. | Triple-S Management Corporation | Eduardo Castañeda | 7876201919 | 23304 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012170710989.LPI_H5774.pdf |
| H3164 - AMERICHOICE OF NEW JERSEY INC | UnitedHealth Group, Inc. | | | 23141 | 31-MAY-2012 | Health Benefit | Star Ratings | | b5i2_07262012160038425.LPI_H3164.pdf |

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| | | | | | | | | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | |
| H3920 - UNITEDHEALTHCARE OF PENNSYLVANIA INC. | UnitedHealth Group, Inc. | | | 23142 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | b5i2_07262012160737275.LPI_H3920.pdf |
| R5674 - SIERRA HEALTH AND LIFE INSURANCE COMPANY INC. | UnitedHealth Group, Inc. | David Stuczynski | 7028382066 | 23143 * | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | b5i2_07262012161112074.LPI_R5674.pdf |
| H5407 - CITRUS HEALTH CARE INC. | UnitedHealth Group, Inc. | Customer Service | 8665504736 | 23144 * | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | b5i2_07262012161339808.LPI_H5407.pdf |
| H4514 - UNITEDHEALTHCARE COMMUNITY PLAN OF TEXAS LLC | UnitedHealth Group, Inc. | Customer Service | 8778423210 | 23145 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | b5i2_07262012161520554.LPI_H4514.pdf |
| H3706 - TODAYS OPTIONS OF OKLAHOMA | Universal American Corp. | Member Services | 8664225009 | 23266 | 31-MAY-2012 | Health Benefit | Star Ratings | | b5i2_08062012154933798.LPI_H3706.pdf |

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| INC. | | | | | | | | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | |
| H5421 - THE PYRAMID LIFE INSURANCE COMPANY | Universal American Corp. | | | 23270 | 31-MAY-2012 | Health and Drug Benefit | Star Ratings | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012162239548.LPI_H5421.pdf |
| H5656 - SELECTCARE HEALTH PLANS INC. | Universal American Corp. | Member Services | 8664225009 | 23301 | 31-MAY-2012 | Health Benefit | Star Ratings | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012165432944.LPI_H5656.pdf |
| H5429 - UNIVERSAL HEALTH CARE INC. | Universal Health Care Group, Inc. | | | 23271 * | 31-MAY-2012 | Health Benefit | Star Ratings | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | b5i2_08062012163059347.LPI_H5429.pdf |
| H5549 - VNS CHOICE | Visiting Nurse Service of New York | Sandra Osse | 8667831444 | 23272 | 31-MAY-2012 | Health Benefit | Star Ratings | | The organization has failed to achieve a Part C and/or D summary rating of at least three stars for at least three consecutive years. | LPI_H5549.pdf |
| H0117 - WELLCARE OF OHIO INC. | WellCare Health Plans, Inc. | Wendy Reynolds | 8888889355 | 23261 | 31-MAY-2012 | Health Benefit | Star Ratings | | | LPI_H0117.pdf |

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| | | | | | | | | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | |
| H1216 - HARMONY HEALTH PLAN OF ILLINOIS INC. | WellCare Health Plans, Inc. | Wendy Reynolds | 8888889355 | 23262 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | LPI_H1216.pdf |
| H0913 - WELLCARE HEALTH PLANS OF NEW JERSEY INC. | WellCare Health Plans, Inc. | Wendy Reynolds | 8888889355 | 23281 | 31-MAY-2012 | Health Benefit | Star Ratings | The organization has failed to achieve a Part C or D summary rating of at least three stars for at least three consecutive years. | LPI_H0913.pdf |
| H4155 - PUBLIC HEALTH TRUST OF MIAMI-DADE COUNTY | Public Health Trust of Miami-Dade County | | | 21824 * | 28-FEB-2012 | Health and Drug Benefit | Bid Submission | Actuarial issues regarding bids. | n2wm_02292012165555843.OACT 2012 - Public Health Trust of Miami-Dade County Final Email Ready.pdf |
| H0564 - BLUE CROSS OF CALIFORNIA H1517 - ANTHEM INSURANCE COMPANIES INC. H1607 - ANTHEM INSURANCE COMPANIES INC. H1849 - ANTHEM HEALTH PLANS OF KENTUCKY INC. H2836 - ANTHEM HEALTH PLANS INC. | WellPoint, Inc. | Customer Service | 8662894250 | 21826 | 28-FEB-2012 | Health and Drug Benefit | Bid Submission | Actuarial deficiencies regarding bids submission. | n2wm_02292012170344352.OACT 2012 - Wellpoint Final Email Ready.pdf |

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| <p>H2997 - ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICES INC. H3342 - EMPIRE HEALTHCHOICE ASSURANCE INC. H3370 - EMPIRE HEALTHCHOICE HMO INC. H3655 - COMMUNITY INSURANCE COMPANY H4036 - ANTHEM INSURANCE COMPANIES INC. H4909 - ANTHEM HEALTH PLANS OF VIRGINIA INC. H5422 - BLUE CROSS BLUE SHIELD HEALTHCARE PLAN OF GEORGIA H5529 - COMMUNITY INSURANCE COMPANY H5530 - ANTHEM HEALTH PLANS OF KENTUCKY INC. H5679 - HMO COLORADO INC. H5854 - ANTHEM HEALTH PLANS INC. H8552 - ANTHEM BLUE CROSS LIFE AND HEALTH INS COMPANY H9947 - BLUE CROSS AND BLUE SHIELD OF GEORGIA INC. R5941 - ANTHEM INSURANCE COMPANIES INC.</p> | | | | | | | | | |
| <p>H5590 - BRIDGEWAY HEALTH SOLUTIONS</p> | <p>Centene Corporation</p> | <p>Michelle Jones</p> | <p>3618168730</p> | <p>20980</p> | <p>06-JAN-2012</p> | <p>Drug Benefit</p> | <p>4Rx Submission and Accuracy Problems</p> | | <p>m5nx_01122012094621597.FinalCAP 4Rx letter 162012 H5590.pdf</p> |

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| | | | | | | | | Failure to submit 4Rx data in a timely manner for the 2012 plan year. | |
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Report Created: 11/1/2013

Report Sorted: Descending by Date Letter Sent

Compliance Issue IDs followed by an asterisk (*) indicate that all contracts assigned to the issue have been terminated as of the report creation date

Ad-Hoc CAPs refers to CAPs issued by CMS that are not included in audit reports