

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
Center for Medicare  
7500 Security Boulevard, Mail Stop C1-22-06  
Baltimore, Maryland 21244-1850



**MEDICARE PARTS C AND D OVERSIGHT AND ENFORCEMENT GROUP**

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**August 15, 2014**

E-MAIL: [smolina@floridahealthcareplus.com](mailto:smolina@floridahealthcareplus.com)

Ms. Susan Molina  
Chief Executive Officer  
Florida Healthcare Plus  
2100 Ponce De Leon Blvd - PH1  
Coral Gables, FL 33134  
305-888-2210 EXT. 1114

Re: 2013 Audit Close Out Notice for Medicare Advantage and Prescription Drug Plan  
Contract: H4199

Dear Ms. Molina:

On February 7, 2014, the Centers for Medicare & Medicaid Services (CMS) issued the final audit report to your organization for the above-referenced Medicare Advantage and/or Prescription Drug Plan contracts. This audit report evaluated your organization's compliance with CMS requirements in the following areas:

1. Part D Formulary and Benefit Administration
2. Part D Coverage Determinations, Appeals, and Grievances
3. Part C Organization Determinations, Appeals, Grievances, and Dismissals
4. Parts C & D Compliance Program Effectiveness
5. Part C and Part D Outbound Enrollment Verification (OEV)

Your organization was afforded 90 calendar days from the report date to provide data and documents to CMS to demonstrate and attest that all of the deficiencies in the audit report were sufficiently corrected and not likely to recur. CMS reviewed your evidence of correction submission and also conducted a review to validate the implementation of required corrective actions and immediate corrective actions.

**This notice is to inform you that based on the evidence provided by your organization and the validations conducted, you have corrected all deficiencies and as a result CMS is closing your audit.**

Ms. Susan Molina

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CMS considers your compliance program's effectiveness to be essential in preventing, detecting and responding to potential non-compliance and fraud, waste, and abuse. Therefore, CMS expects your organization to continue monitoring the effectiveness of the corrective actions you have implemented and to continue to measure and improve the effectiveness of your compliance program. In addition, your Account Manager will continue to monitor and oversee your operations and compliance program to ensure that your organization is in compliance with all CMS requirements.

If you have any questions concerning this notice, please contact Joann Young at 410-786-0879 or via e-mail at [Joann.Young@cms.hhs.gov](mailto:Joann.Young@cms.hhs.gov).

Sincerely,

/s/

Tawanda Holmes

Director, Division of Audit Operations

Medicare Parts C and D Oversight and Enforcement Group