

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					
New Courtland LIFE Program	1-215-965-2392	13681, 18897	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	3/2/2012	Open
Coventry Health Care Inc.	1-610-290-1214	21825	- MA	2/28/2012	Open
Public Health Trust of Miami-Dade County	1-789-466-8273	21824	- MA	2/28/2012	Open
WellPoint, Inc.	1-513-336-2541	21826	- MA	2/28/2012	Open
Centene Corporation	1-866-475-3129 Ext. 2681	20980	- MA	1/6/2012	Open
Lubbock Regional Mental Health	1-806-766-0272	13581, 18817	Chapter 01: Enrollment and Disenrollment - 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-Operational: PACE Elements - MA	12/19/2011	Open
Catholic Health Care System	1-646-289-7700	18558	Section 1 - Clinical PACE Elements - MA	12/16/2011	Open
PACE Organization of Rhode Island	1-401-490-6566	18837	Section 2A-Operational: PACE Elements - MA	12/9/2011	Open
Aetna Inc.	1-215-775-6801	21560	- MA	12/2/2011	Open
Center For Elders Independence	1-510-433-1160 Ext. 7120	13261, 18757	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	12/1/2011	Open
Catholic Health Care System	1-646-289-7700	13522	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	11/30/2011	Open
Aetna Inc.	1-215-775-6801	20422, 20430, 20487, 20496, 20525, 20534, 20591, 20626, 20641, 20656, 20667	- MA	11/29/2011	Open
Alameda Alliance for Health	1-510-747-6174	20707	- MA	11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	20493, 20494, 20497, 20520, 20527, 20528, 20584, 20615, 20616, 20684, 20685	- MA	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Arcadian Management Services Inc.	1-510-817-1845	20424, 20448, 20481, 20489, 20490, 20495, 20611, 20612, 20631, 20632, 20677, 20678, 20704, 20705	- MA	11/29/2011	Open
Aveta Inc.	1-787-622-3000 Ext. 2259	20474, 20604, 20647	- MA	11/29/2011	Open
BCBS OF AL & BCBS OF TN	1-205-220-5654	20605	- MA	11/29/2011	Open
Blue Cross and Blue Shield of Florida	1-904-905-4158	20623	- MA	11/29/2011	Open
BlueCross BlueShield of Alabama	1-205-220-5654	20599, 20620	- MA	11/29/2011	Open
BlueCross BlueShield of Louisiana	1-225-295-2210	20594	- MA	11/29/2011	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	20595, 20652	- MA	11/29/2011	Open
BlueCross BlueShield of Tennessee	1-423-535-3051	20499, 20535	- MA	11/29/2011	Open
Care1st Health Plan	1-323-889-6638 Ext. 6202	20502, 20673	- MA	11/29/2011	Open
CareSource Management Group Co.	1-937-224-3300 Ext. 2119	20505	- MA	11/29/2011	Open
Centene Corporation	1-512-692-1465 Ext. 2222	20446, 20455	- MA	11/29/2011	Open
Central Health Plan of California	1-626-388-2390 Ext. 2885	20679	- MA	11/29/2011	Open
CIGNA	1-860-226-7696	20588	- MA	11/29/2011	Open
Coventry Health Care Inc.	1-610-290-1214	20428, 20461, 20498, 20590, 20708, 20709, 20981	- MA	11/29/2011	Open
Easy Choice Health Plan Inc.	1-562-343-9715	20445, 20492	- MA	11/29/2011	Open
EmblemHealth, Inc.	1-518-446-8092	20451	- MA	11/29/2011	Open
Envision Insurance Company	1-954-462-6575 Ext. 2605	20598	- MA	11/29/2011	Open
FamilyCare Incorporated	1-503-345-5757	20644	- MA	11/29/2011	Open
First Medical Health Plan, Inc.	1-787-625-9557 Ext. 246	20479, 20480, 20500, 20501, 20592	- MA	11/29/2011	Open
Health Alliance Plan (HAP)	1-313-664-8711	20716	- MA	11/29/2011	Open
HealthSpring, Inc.	1-615-236-6116	20421, 20438, 20444, 20473, 20484, 20485, 20488, 20529, 20530, 20533, 20593, 20596	- MA	11/29/2011	Open
Henry Ford Health System	1-313-586-6063	20458	- MA	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
HF Management Services, LLC	1-212-453-4495	20702, 20703	- MA	11/29/2011	Open
Honored Citizens Choice Health Plan	1-562-207-4514	20472, 20982	- MA	11/29/2011	Open
Humana Inc.	1-502-580-3221	20436, 20437, 20460, 20465, 20477, 20478, 20486, 20524, 20526, 20586, 20608, 20658, 20686, 20706, 20711	- MA	11/29/2011	Open
Independence Blue Cross	1-215-241-3648	20597	- MA	11/29/2011	Open
L.A. Care Health Plan	1-213-694-1250 Ext. 4292	20462	- MA	11/29/2011	Open
Liberty Health Advantage, Inc.	1-631-227-3413	20619, 20640	- MA	11/29/2011	Open
Lutheran Medical Center	1-718-491-8386	20521	- MA	11/29/2011	Open
MAPFRE PRAICO CORPORATION	1-787-250-5135	20681, 20682	- MA	11/29/2011	Open
Marion Polk Community Health Plan, LLC	1-541-492-2151	20504	- MA	11/29/2011	Open
MD Care, Inc.	1-562-264-3038	20710	- MA	11/29/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619	20454, 20475, 20476, 20717	- MA	11/29/2011	Open
Molina Healthcare, Inc.,	1-866-472-4584	20427, 20532, 20536, 20601, 20637, 20638	- MA	11/29/2011	Open
Munich American Holding Corporation	1-615-782-7861	20606, 20629, 20630, 20659	- MA	11/29/2011	Open
New York City Health and Hospitals Corporation	1-212-908-8758	20426	- MA	11/29/2011	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 1305	20718	- MA	11/29/2011	Open
QHP Group, Inc. (Termination)	1-813-574-1640 Ext. 102	20662, 20663	- MA	11/29/2011	Open
The New York State Catholic Health Plan, Inc.	1-718-393-6135	20467	- MA	11/29/2011	Open
Torchmark Corporation	1-972-569-3736	20589	- MA	11/29/2011	Open
Touchstone Health Partnership, Inc	1-914-288-1159	20617, 20618	- MA	11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	20633, 20634, 20635, 20636, 20648, 20649, 20650, 20651, 20719	- MA	11/29/2011	Open
UA Healthcare, Inc.	1-520-874-5531	20531	- MA	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-920-661-3327	20425, 20429, 20431, 20439, 20440, 20441, 20442, 20449, 20450, 20453, 20463, 20470, 20471, 20482, 20483, 20491, 20537, 20600, 20602, 20609, 20610, 20613, 20614, 20645, 20646, 20653, 20654, 20665, 20666, 20700, 20701, 20712	- MA	11/29/2011	Open
Universal American Corp.	1-713-558-7164	20468, 20469, 20627, 20628, 20642, 20643, 20660, 20661, 20668, 20669	- MA	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582	20523, 20639, 20664, 20671, 20672, 20680	- MA	11/29/2011	Open
Vanguard Health Systems	1-602-824-3976	20503	- MA	11/29/2011	Open
Visiting Nurse Service of New York	1-212-609-3274	20675, 20676	- MA	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	20432, 20435, 20443, 20621, 20622, 20624, 20625	- MA	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541	20433, 20434, 20452, 20457, 20464, 20587, 20607, 20670, 20674, 20683, 20714, 20720	- MA	11/29/2011	Open
XLHealth Corporation	1-202-340-3132	20420, 20456, 20522, 20603, 20715	- MA	11/29/2011	Open
Lutheran SeniorLife	1-724-742-2226	18601	Section 1 - Clinical PACE Elements - MA	11/23/2011	Open
Total Community Options, Inc.	1-505-924-2602	18777	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	11/18/2011	Open
Lutheran Social Ministries of New Jersey	1-201-706-2091	18498	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	11/17/2011	Open
Mountain Empire Older Citizens, Inc	1-276-523-0599	18563	Section 1 - Clinical PACE Elements - MA	11/4/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Northland Healthcare Alliance	1-701-751-3050	18797	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/28/2011	Open
Lutheran Social Services of South Central PA	1-717-264-5433	13086, 18602	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	10/24/2011	Open
Banner Health	1-480-684-7834	20081	- MA	10/19/2011	Open
Riverside Retirement Services, Inc.	1-757-369-5780	18600	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/14/2011	Open
Community Eldercare of San Diego	1-619-677-3800	18617	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/13/2011	Open
Torchmark Corporation	1-972-569-3736	20107	- MA	10/6/2011	Open
Catholic Health System, Inc.	1-716-819-5101	18517	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/4/2011	Open
Hope Hospice and Community Services, Inc.	1-239-985-7707	13442	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 10: Compliance Plan - MA-PD	10/3/2011	Open
Pennsylvania PACE, Inc.	1-814-535-6000 Ext. 101	13302, 18598	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	9/19/2011	Open
St. Mary Medical Center	1-267-991-7620	13241	Chapter 15: Policies and Procedures - MA-PD	9/9/2011	Open
Rocky Mountain Health Care Services	1-719-314-2327 Ext. 335	13202, 18697	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	9/8/2011	Open
McGregor at Overlook	1-216-851-8200 Ext. 2058	18637	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	9/7/2011	Open
LIFE AT HOME, LLC	1-610-925-4264	13301, 18597	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	8/28/2011	Open
Volunteers of America National Services	1-970-835-8500	13181, 18698	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	8/25/2011	Open
St. Mary Medical Center	1-267-991-7620	18599	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	8/12/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Sutter Health Sacramento Sierra Region	1-916-446-3100 Ext. 1354	12801, 18297	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	7/29/2011	Open
TriHealth, Inc.	1-513-569-6673	18717	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	7/22/2011	Open
Appalachian Agency for Senior Citizens, Inc.	1-276-964-4915 Ext. 7152	13122, 18540	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	7/15/2011	Open
Pittsburgh Care Partnership, Inc.	1-412-436-1320	13201, 18564	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/8/2011	Open
Aetna Inc.	1-215-775-6801	19350, 19375, 19389, 19397, 20106	- MA	7/5/2011	Open
Alameda Alliance for Health	1-510-747-6174	19432	- MA	7/5/2011	Open
AMERIGROUP Corporation	1-757-769-7823	19368, 19418, 19423, 19438	- MA	7/5/2011	Open
Arcadian Management Services Inc.	1-510-817-1845	19337, 19362, 19406, 19413, 19416, 19429	- MA	7/5/2011	Open
Aveta Inc.	1-787-622-3000 Ext. 2259	19381	- MA	7/5/2011	Open
Blue Cross and Blue Shield of Florida	1-904-905-4158	19343, 19403	- MA	7/5/2011	Open
BlueCross BlueShield of Alabama	1-205-220-5654	19334	- MA	7/5/2011	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	19387, 20110	- MA	7/5/2011	Open
Care1st Health Plan	1-602-778-8302	19402	- MA	7/5/2011	Open
Central Health Plan of California	1-626-388-2390 Ext. 2885	19409	- MA	7/5/2011	Open
Coventry Health Care Inc.	1-610-290-1214	19433, 20119	- MA	7/5/2011	Open
FamilyCare Incorporated	1-503-345-5757	19378	- MA	7/5/2011	Open
Health Alliance Plan (HAP)	1-313-664-8711	19452	- MA	7/5/2011	Open
HF Management Services, LLC	1-212-453-4495	19428, 20118	- MA	7/5/2011	Open
Humana Inc.	1-502-580-3221	19336, 19349, 19353, 19356, 19390, 19392, 19400, 19426, 19431, 19436, 19439, 19442, 20113, 20121	- MA	7/5/2011	Open

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Liberty Health Advantage, Inc.	1-631-227-3413	19371	- MA	7/5/2011	Open
MAPFRE PRAICO CORPORATION	1-787-250-5135	19420	- MA	7/5/2011	Open
MD Care, Inc.	1-562-264-3038	19434	- MA	7/5/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619	19453	- MA	7/5/2011	Open
Molina Healthcare, Inc.,	1-713-558-7164	19417, 19437	- MA	7/5/2011	Open
Munich American Holding Corporation	1-615-782-7861	19391, 19412, 20115	- MA	7/5/2011	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 1305	19454	- MA	7/5/2011	Open
QHP Group, Inc. (Termination)	1-813-574-1640 Ext. 102	19394, 20111	- MA	7/5/2011	Open
Touchstone Health Partnership, Inc	1-914-288-1159	19370	- MA	7/5/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	19382, 19383, 19414, 19415, 19455	- MA	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	19341, 19354, 19360, 19363, 19364, 19366, 19367, 19369, 19374, 19379, 19380, 19388, 19396, 19425, 19427, 19430, 19441, 20083, 20108, 20109, 20117, 20120, 20400	- MA	7/5/2011	Open
Universal American Corp.	1-713-558-7164	19377, 19393, 19398, 19410	- MA	7/5/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582	19395, 19401, 19419, 20114	- MA	7/5/2011	Open
University Health Care, Inc. (Termination)	1-502-585-8228	19357, 20082	- MA	7/5/2011	Open
Visiting Nurse Service of New York	1-212-609-3274	19405	- MA	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	19335, 19342, 19344, 19345, 19346, 19348, 19352, 19358	- MA	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541	19338, 19339, 19351, 19361, 19372, 19373, 19376, 19385, 19399, 19404, 19422, 19443, 19445, 19456, 20112	- MA	7/5/2011	Open

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XLHealth Corporation	1-202-340-3132	19411, 19440, 19444	- MA	7/5/2011	Open
Rochester General Health System	1-585-922-2825	18479	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	6/27/2011	Open
Easy Choice Health Plan Inc.	1-562-343-9715	19061	- MA	6/2/2011	Open
HealthNow New York Inc. (Termination)	1-716-887-8622	19062	- MA	6/2/2011	Open
Trustees of the University of Pennsylvania	1-215-989-4417	13082, 18538	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	5/20/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	19043	- MA	5/10/2011	Open
PHI LIFE	1-484-895-4303	13141, 18417	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	5/6/2011	Open
Uphams Corner Health Committee, Inc.	1-617-288-0970 Ext. 11	18577	Section 1 - Clinical PACE Elements - MA	5/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	19044	- MA	5/3/2011	Open
Geisinger Health System	1-570-214-9790	13105, 18537	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	4/22/2011	Open
CIGNA	1-623-277-1476	20341	- MA	4/6/2011	Open
CVS Caremark Corporation (Termination)	1-801-350-5111	18940	- MA	3/7/2011	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	19042	- MA	2/24/2011	Open
MD Care, Inc.	1-562-264-3038	19045	- MA	2/3/2011	Open
LIFE AT HOME, LLC	1-610-925-4264	17318	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	1/29/2011	Open
Baystate Health, Inc.	1-413-787-4000 Ext. 3011	12884, 19047	- MA Chapter 99: Ad Hoc Compliance Event - MA-PD	12/30/2010	Open
Universal American Corp.	1-713-558-7164	12883, 19048	- MA Chapter 99: Ad Hoc Compliance Event - MA-PD	12/30/2010	Open
Altamed Health Services Corporation	1-323-728-0411	12401, 17917	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/29/2010	Open
Independent Health Association, Inc.	1-716-635-3935	19046	- MA	12/28/2010	Open

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Rocky Mountain Health Care Services	1-719-314-2327 Ext. 335	12381, 17517	Chapter 01: Enrollment and Disenrollment - 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	12/9/2010	Open
LIFE AT HOME, LLC	1-610-925-4264	18097	Section 1 - Clinical PACE Elements - MA	10/12/2010	Open
LIFE AT HOME, LLC	1-610-925-4264	17837	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/24/2010	Open
First Medical Health Plan, Inc.	1-787-625-9557 Ext. 246	17777	Chapter 05 - Quality Assurance - MA	4/13/2010	Open
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	19120	- MA	4/2/2010	Open
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	17578, 17598	Chapter 99 - Ad-Hoc Compliance Event - MA	1/22/2010	Open
LIFE AT HOME, LLC	1-610-925-4264	10282, 15718	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	1/8/2010	Open
First Medical Health Plan, Inc.	1-787-625-9557 Ext. 246	16698	Chapter 02 - Enrollment and Disenrollment - MA	11/30/2009	Open
PSO Health Services, LLC	1-920-661-3327	16417	Chapter 02 - Enrollment and Disenrollment - MA	10/23/2009	Open
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	16617	Chapter 02 - Enrollment and Disenrollment - MA	10/20/2009	Open
Carpenters H&W Trust Fund of St. Louis	1-314-862-4700	10501	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - 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 15: Policies and Procedures - MA-PD	10/16/2009	Open
QHP Financial Group, Inc. (Termination)	1-813-574-1640 Ext. 102	16077	Chapter 02 - Enrollment and Disenrollment - MA	9/22/2009	Open
CIGNA	1-623-277-1476	15459	Chapter 02 - Enrollment and Disenrollment - MA	8/3/2009	Open
AMERIGROUP Corporation	1-757-769-7823	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

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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
Arcadian Management Services Inc.	1-510-817-1845	8021	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
Citrus Health Care, Inc.	1-920-661-3327	7963	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
EmblemHealth, Inc.	1-518-446-8092	7945	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
Providence Health & Services	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	1-914-288-1159	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
Windsor Health Group	1-615-782-7861	10041	Chapter 99: Ad Hoc Compliance Event - Part D	11/14/2008	Open
HealthNow New York Inc.	1-716-887-8622	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
Concordia Care	1-216-851-8200 Ext. 2058	11037	Section 1 - Clinical PACE Elements - MA	9/15/2008	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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
HealthNow New York Inc. (Termination)	1-716-887-8622	2561	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	1/11/2008	Open
Windsor Health Group	1-615-782-7861	3121, 3141	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Closed Audits					
The Hospice of the Florida Suncoast, Inc.	1-727-573-9444 Ext. 4320	18450	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	1/4/2012	Closed
TOTAL SENIOR CARE, INC.	1-716-379-8474	13562	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	12/15/2011	Closed
Catholic Health East	1-609-475-4701	13563	Chapter 15: Policies and Procedures - MA-PD	12/8/2011	Closed
PIEDMONT HEALTH SERVICES, INC.	1-336-532-0000	18444	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	11/22/2011	Closed
Total Community Options, Inc.	1-505-924-2602	13541	Chapter 15: Policies and Procedures - MA-PD	11/21/2011	Closed
Comprehensive Senior Care Corporation	1-269-441-9300	18657	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	11/18/2011	Closed
Senior Care Connection, Inc.	1-518-831-6349	13481	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD	11/8/2011	Closed
Catholic Health East	1-856-675-3658	13461	Chapter 01: Enrollment and Disenrollment - 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 Chapter 15: Policies and Procedures - MA-PD	10/31/2011	Closed
TOTAL SENIOR CARE, INC.	1-716-379-8474	18557	Section 1 - Clinical PACE Elements - MA	10/21/2011	Closed
Siouxland PACE, Inc.	1-712-224-7223 Ext. 7256	18678	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/20/2011	Closed
Rochester General Health System	1-585-922-2825	13381	Chapter 01: Enrollment and Disenrollment - 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 Chapter 15: Policies and Procedures - MA-PD	10/14/2011	Closed
Elderhaus Inc.	1-910-343-8209	18441	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/13/2011	Closed
UnitedHealth Group, Inc.	1-920-661-3327	19980	- MA	10/4/2011	Closed
St. Bernard's Healthcare	1-870-207-7505	18798	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	9/22/2011	Closed
St. Bernard's Healthcare	1-870-207-7505	13103	Chapter 15: Policies and Procedures - MA-PD	9/20/2011	Closed
Community Care, Inc.	1-414-902-6044	18638	Section 1 - Clinical PACE Elements - MA	9/14/2011	Closed
Hope Hospice and Community Services, Inc.	1-239-985-7707	18448	Section 1 - Clinical PACE Elements - MA	9/13/2011	Closed
Midland Care Connection, Inc.	1-785-232-2044	18677	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	8/30/2011	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Cherokee Nation Comprehensive Care Agency	1-918-453-5599	18443	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	8/26/2011	Closed
Cherokee Nation Comprehensive Care Agency	1-918-453-5599	13102	Chapter 15: Policies and Procedures - MA-PD	8/22/2011	Closed
Catholic Health East	1-856-675-3658	18559	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	8/16/2011	Closed
Catholic Health East	1-609-475-4701	18497	Section 1 - Clinical PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	7/29/2011	Closed
Henry Ford Health System	1-313-653-2240	18438	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	7/15/2011	Closed
Senior Care Connection, Inc.	1-518-831-6349	18560	Section 1 - Clinical PACE Elements - MA	7/14/2011	Closed
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	20401	- MA	7/5/2011	Closed
Blue Cross & Blue Shield of Rhode Island	1-401-459-5882	19386	- MA	7/5/2011	Closed
Catholic Health Care System	1-646-233-5746	19355	- MA	7/5/2011	Closed
Colorado Access	1-720-744-5431	19340	- MA	7/5/2011	Closed
Community Health Plan of Washington	1-206-613-5091	19421, 20116	- MA	7/5/2011	Closed
HealthSpring, Inc.	1-615-236-6116	19347, 19359, 19435	- MA	7/5/2011	Closed
Horizon Healthcare Services, Inc.	1-973-466-5169	19365	- MA	7/5/2011	Closed
IASIS Healthcare	1-480-333-4528	19407	- MA	7/5/2011	Closed
Vanguard Health Systems	1-602-824-3976	19424	- MA	7/5/2011	Closed
Centra Health, Inc.	1-434-200-4190	13121	Chapter 15: Policies and Procedures - MA-PD	6/24/2011	Closed
The Methodist Oaks	1-803-534-1212 Ext. 1113	18442	Section 1 - Clinical PACE Elements - MA	6/24/2011	Closed
Harbor Health Services, Inc.	1-617-533-2400	18449	Section 1 - Clinical PACE Elements - MA	6/23/2011	Closed
Franciscan PACE, Inc.	1-225-490-0322	18218	Section 1 - Clinical PACE Elements - MA	6/3/2011	Closed
Total Community Options, Inc.	1-303-869-4664	13061, 18477	Chapter 10: Compliance Plan - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/2/2011	Closed
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	19063	- MA	6/1/2011	Closed
LifeCircles	1-231-733-8686	18357	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	5/12/2011	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
On Lok, Inc.	1-415-292-8722	12781, 18197	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	5/5/2011	Closed
Bienvivir Senior Health Services	1-915-562-3444 Ext. 2400	12901, 18217	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - 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	4/8/2011	Closed
Florida PACE Centers, Inc.	1-305-795-8416	18337	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	4/8/2011	Closed
Envision Insurance Company	1-954-462-6575 Ext. 2605	20983	- MA	4/1/2011	Closed
HealthSpring, Inc.	1-615-236-6116	20984, 20985	- MA	4/1/2011	Closed
Coventry Health Care Inc.	1-610-290-1214	19060	- MA	3/18/2011	Closed
New Courtland LIFE Program	1-215-965-2392	12861, 18397	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	3/18/2011	Closed
Cambridge Health Alliance	1-617-665-3111	18177	Section 1 - Clinical PACE Elements - MA	3/4/2011	Closed
Volunteers of America National Services	1-970-835-8500	18237	Section 2A-Administrative: PACE Elements - MA	2/10/2011	Closed
Neighborly Care Network	1-727-573-9444 Ext. 4320	12761	Chapter 10: Compliance Plan - MA-PD	1/31/2011	Closed
Neighborly Care Network	1-727-573-9444 Ext. 4320	17242	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	1/7/2011	Closed
Independent Health Association, Inc.	1-716-635-3935	12881, 12882	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/30/2010	Closed
Catholic Health Care System	1-646-289-7700	17659	Section 1 - Clinical PACE Elements - MA	12/16/2010	Closed
PIEDMONT HEALTH SERVICES, INC.	1-336-532-0000	12741	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD	12/9/2010	Closed
Catholic Health Care System	1-646-289-7700	12701	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	12/6/2010	Closed
Fallon Community Health Plan	1-508-368-9511	17160	Section 1 - Clinical PACE Elements - MA	12/5/2010	Closed
Lutheran Social Services of South Central PA	1-717-264-5433	11267, 17120	Chapter 12: Claims Processing and Payment - MA-PD Section 2A-Administrative: PACE Elements - MA	12/3/2010	Closed
Concordia Care	1-216-851-8200 Ext. 2058	17617	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	11/26/2010	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Catholic Health System, Inc.	1-716-819-5101	12681, 17658	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	11/24/2010	Closed
PIEDMONT HEALTH SERVICES, INC.	1-336-532-0000	17241	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	11/24/2010	Closed
Lutheran SeniorLife	1-724-742-2226	11403, 17319	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	11/23/2010	Closed
Northland Healthcare Alliance	1-701-751-3050	12501, 17297	Chapter 01: Enrollment and Disenrollment - 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 Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	11/23/2010	Closed
PACE GREATER NEW ORLEANS	1-504-834-2913 Ext. 2213	17280	Section 1 - Clinical PACE Elements - MA	11/19/2010	Closed
Siouxland PACE, Inc.	1-712-224-7223 Ext. 7256	17283	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	11/19/2010	Closed
Community Eldercare of San Diego	1-619-677-3800	17197	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/29/2010	Closed
Billings Clinic (Termination)	1-406-247-6320	12281, 17637	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Section 1 - Clinical PACE Elements - MA	10/22/2010	Closed
Sentara Health Care (SHC)	1-757-892-5400	17179	Section 1 - Clinical PACE Elements - MA	10/22/2010	Closed
Bienvivir Senior Health Services	1-915-562-3444 Ext. 2400	18117	Section 3 - Ad Hoc Compliance Events - MA	10/21/2010	Closed
PACE VERMONT, INC.	1-802-655-6700	17977	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/15/2010	Closed
St. Agnes Continuing Care Center	1-215-339-5645	17178	Section 1 - Clinical PACE Elements - MA	10/15/2010	Closed
Loretto Rest Realty Corporation	1-315-452-5800 Ext. 295	12601	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	10/12/2010	Closed
Elderhaus Inc.	1-910-343-8209	17238	Section 1 - Clinical PACE Elements - MA	10/6/2010	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Loretto Rest Realty Corporation	1-315-452-5800 Ext. 295	17657	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/6/2010	Closed
St. Bernard's Healthcare	1-870-207-7505	11365, 18017	Chapter 10: Compliance Plan - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	10/1/2010	Closed
Via Christi Outreach Pgrm. Elders, Inc	1-316-858-1111 Ext. 3108	17281	Section 1 - Clinical PACE Elements - MA	10/1/2010	Closed
Volunteers of America National Services	1-970-835-8500	12322, 17937	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/1/2010	Closed
TOTAL SENIOR CARE, INC.	1-716-379-8474	12481	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	9/30/2010	Closed
Pennsylvania PACE, Inc.	1-814-535-6000 Ext. 101	17320	Section 1 - Clinical PACE Elements - MA	9/27/2010	Closed
Riverside Retirement Services, Inc.	1-757-369-5780	12162, 17180	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/27/2010	Closed
Hope Hospice and Community Services, Inc.	1-239-985-7707	17240	Section 1 - Clinical PACE Elements - MA	9/22/2010	Closed
Health Net, Inc.	1-920-661-3327	18037	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/17/2010	Closed
UnitedHealth Group, Inc.	1-920-661-3327	12541, 18037	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	9/17/2010	Closed
Living Independence for the Elderly	1-412-388-8042	11268, 17118	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	9/10/2010	Closed
TOTAL SENIOR CARE, INC.	1-716-379-8474	17339	Section 1 - Clinical PACE Elements - MA	9/8/2010	Closed
Care Resources	1-616-913-2012	11861, 17537	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	8/31/2010	Closed
Cherokee Nation Comprehensive Care Agency	1-918-453-5599	17278	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/26/2010	Closed
Aetna Inc.	1-215-775-6801	12521, 17997	Chapter 99 - Ad-Hoc Compliance Event - MA Chapter 99: Ad Hoc Compliance Event - Part D	8/25/2010	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Mountain Empire Older Citizens, Inc	1-276-523-0599	17182	Section 1 - Clinical PACE Elements - MA	8/20/2010	Closed
Our Lady of Lourdes Health Care Services, Inc.	1-856-675-3658	12262	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	8/16/2010	Closed
Appalachian Agency for Senior Citizens, Inc.	1-276-964-4915 Ext. 7152	17181	Section 1 - Clinical PACE Elements - MA	8/13/2010	Closed
Our Lady of Lourdes Health Care Services, Inc.	1-856-675-3658	17397	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/13/2010	Closed
Munich American Holding Corporation (Termination)		12361, 17898	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 Chapter 99 - Ad-Hoc Compliance Event - MA Chapter 99: Ad Hoc Compliance Event - MA-PD	7/29/2010	Closed
TriHealth, Inc.	1-513-569-6673	17379	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/23/2010	Closed
Amarillo Multisvc Ctr Fr the Aging Inc	1-806-374-5516	17277	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/16/2010	Closed
The Methodist Oaks	1-803-534-1212 Ext. 1113	17237	Section 1 - Clinical PACE Elements - MA	7/14/2010	Closed
Life St. Francis	1-609-475-4701	17337	Section 1 - Clinical PACE Elements - MA	7/8/2010	Closed
Life St. Francis	1-609-475-4701	12041	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	7/7/2010	Closed
CenterLight Healthcare System, Inc.	1-347-640-6090	12002, 17497	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	6/18/2010	Closed
PHI LIFE	1-484-895-4303	17317	Section 1 - Clinical PACE Elements - MA	6/18/2010	Closed
Comprehensive Senior Care Corporation	1-269-441-9300	11841, 17378	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	6/17/2010	Closed
Franciscan PACE, Inc.	1-225-490-0322	17285	Section 1 - Clinical PACE Elements - MA	6/11/2010	Closed
Elder Service Plan of the North Shore	1-781-715-6617	17158	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/10/2010	Closed
Franciscan PACE, Inc.	1-225-490-0322	11661	Chapter 12: Claims Processing and Payment - MA-PD	6/9/2010	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Geisinger Health System	1-570-214-9790	17119	Section 1 - Clinical PACE Elements - MA	5/21/2010	Closed
The Johns Hopkins Health System Corporation	1-410-550-7044	11781, 17177	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 2A-Administrative: PACE Elements - MA	5/13/2010	Closed
LifeCircles	1-231-733-8686	11461, 17377	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 2A-Administrative: PACE Elements - MA	4/30/2010	Closed
Elder Svc Pln/E Boston Health Center	1-617-569-5800	17157	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	4/23/2010	Closed
Arcadian Management Services Inc.	1-510-817-1845	11901	Chapter 99: Ad Hoc Compliance Event - MA-PD	4/12/2010	Closed
Elder Svc Pln/E Boston Health Center	1-617-569-5800	11201	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD	4/2/2010	Closed
Health Net, Inc.	1-520-258-5705	11801	Chapter 99: Ad Hoc Compliance Event - Part D	3/25/2010	Closed
Coventry Health Care Inc.	1-610-290-1214	17477	Chapter 05 - Quality Assurance - MA	2/17/2010	Closed
Fox Rx Inc. (Termination)		11581	Chapter 99: Ad Hoc Compliance Event - Part D	2/16/2010	Closed
Independence Blue Cross	1-215-241-3648	11521, 11522, 11523, 17437	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA	2/12/2010	Closed
Rocky Mountain Health Care Services	1-719-314-2327 Ext. 335	14458	Section 1 - Clinical PACE Elements - MA	1/26/2010	Closed
Arcadian Management Services Inc.	1-510-817-1845	11027	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	1/22/2010	Closed
Arcadian Management Services Inc.	1-510-817-1845	16097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/21/2010	Closed
Humana Inc.	1-502-580-3221	17057, 17217	Chapter 05 - Quality Assurance - MA	1/21/2010	Closed
Health Services Group, Inc.	1-503-265-4748	16917	Chapter 05 - Quality Assurance - MA	1/19/2010	Closed
Healthfirst, Inc.	1-212-453-4495	16937	Chapter 05 - Quality Assurance - MA	1/19/2010	Closed
Preferred Care Partners Holding Corp	1-305-670-8440 Ext. 1225	16938	Chapter 05 - Quality Assurance - MA	1/19/2010	Closed
SCAN Health Plan	1-562-989-4454	16941	Chapter 05 - Quality Assurance - MA	1/19/2010	Closed
Touchstone Health Partnership, Inc	1-914-288-1159	16940	Chapter 05 - Quality Assurance - MA	1/19/2010	Closed
Health Net, Inc.	1-920-661-3327	10067, 10641, 10642, 10643, 10644, 10645	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 01: Enrollment and Disenrollment - Part D 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	1/15/2010	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Health Net, Inc.	1-520-258-5705	16597	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/14/2010	Closed
Community Health Partnership, Inc.	1-715-855-7659	11081	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - MA-PD	1/13/2010	Closed
Universal American Corp.	1-713-558-7164	11301	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/13/2010	Closed
Arcadian Management Services Inc.	1-510-817-1845	16957	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
Central Health Plan of California	1-626-388-2390 Ext. 2885	16737	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
Chinese Hospital Association	1-415-955-8800 Ext. 3251	16977	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
Health Net, Inc.	1-520-258-5705	16997	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
HealthNow New York Inc.	1-716-887-8622	17077	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
HealthSun Health Plans, Inc	1-305-234-9292 Ext. 222	17017	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
Highmark Inc.	1-412-544-2815	17037	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
PACE GREATER NEW ORLEANS	1-504-834-2913 Ext. 2213	9243	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD	1/11/2010	Closed
WellPoint, Inc.	1-513-336-2541	16877, 16878, 16879	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13 - Organizational Determinations, Grievances and Appeals - MA	1/11/2010	Closed
WeiMed Medical Management, Inc.	1-920-661-3327	16837	Chapter 05 - Quality Assurance - MA	1/11/2010	Closed
PACE GREATER NEW ORLEANS	1-504-834-2913 Ext. 2213	14799	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	1/8/2010	Closed
HALE MAKUA (Termination)		14620, 8664	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	1/7/2010	Closed
EmblemHealth, Inc.	1-518-446-8092	10761, 16497	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - Part D	1/4/2010	Closed
TOTAL SENIOR CARE, INC.	1-716-379-8474	10901	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 Chapter 15: Policies and Procedures - MA-PD	1/4/2010	Closed
PIEDMONT HEALTH SERVICES, INC.	1-336-532-0000	15678	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/31/2009	Closed
TOTAL SENIOR CARE, INC.	1-716-379-8474	16777	Section 1 - Clinical PACE Elements - MA	12/31/2009	Closed
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	11122	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Blue Cross and Blue Shield of Florida	1-904-905-4158	11184	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Covenant Health System - Hendrick Health System	1-512-257-6348	11141	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Geisinger Health System (Termination)		11121	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Health Alliance Plan (HAP)	1-313-664-8711	11182	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Health Net, Inc.	1-520-258-5705	11161, 11183	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
HealthNow New York Inc.	1-716-887-8622	11263, 11265	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Touchstone Health Partnership, Inc	1-914-288-1159	11262	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	11101	Chapter 99: Ad Hoc Compliance Event - Part D	12/28/2009	Closed
UnitedHealth Group, Inc.	1-920-661-3327	11123, 11261	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
XLHealth Corporation	1-202-340-3132	11162, 11181, 11264	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
Southwest Catholic Health Network	1-215-775-6801	16039	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/24/2009	Closed
St. Bernard's Healthcare	1-870-207-7505	10982	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD	12/23/2009	Closed
Elderhaus Inc.	1-910-343-8209	11043	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD	12/21/2009	Closed
St. Bernard's Healthcare	1-870-207-7505	14757	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/18/2009	Closed
KS Plan Administrators, LLC	1-713-442-9531	10841	Chapter 01: Enrollment and Disenrollment - 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 10: Compliance Plan - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	12/17/2009	Closed
Midland Care Connection, Inc.	1-785-232-2044	14577	Section 2A-Administrative: PACE Elements - MA	12/17/2009	Closed
PACE Organization of Rhode Island	1-401-490-6566	14302	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/17/2009	Closed
Center For Elders Independence	1-510-433-1160 Ext. 7120	14619, 8663	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	12/15/2009	Closed
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582	15497, 15498	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/10/2009	Closed
The Methodist Oaks	1-803-534-1212 Ext. 1113	10781	Chapter 10: Compliance Plan - MA-PD	12/9/2009	Closed
Group Health Cooperative	1-206-448-2172	16757	Chapter 02 - Enrollment and Disenrollment - MA	12/8/2009	Closed
Siouxland PACE, Inc.	1-712-224-7223 Ext. 7256	14578	Section 1 - Clinical PACE Elements - MA	12/4/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	17577, 17597	Chapter 99 - Ad-Hoc Compliance Event - MA	11/30/2009	Closed
Billings Clinic (Termination)	1-406-247-6320	14460	Section 1 - Clinical PACE Elements - MA	11/30/2009	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	16397	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/30/2009	Closed
Citrus Health Care, Inc.	1-920-661-3327	15897	Chapter 02 - Enrollment and Disenrollment - MA Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/25/2009	Closed
Elderhaus Inc.	1-910-343-8209	15677	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	11/25/2009	Closed
CommunityCare Managed Healthcare Plans of OK, Inc.	1-918-594-5200 Ext. 4123	9481	Chapter 01: Enrollment and Disenrollment - 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 Chapter 15: Policies and Procedures - MA-PD Chapter 16: Employer Group Health Plan Premiums - MA-PD	11/24/2009	Closed
Total Community Options, Inc.	1-505-924-2602	10821, 14758	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Section 1 - Clinical PACE Elements - MA	11/24/2009	Closed
IASIS Healthcare	1-480-333-4528	16038	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/23/2009	Closed
Appalachian Agency for Senior Citizens, Inc.	1-276-964-4915 Ext. 7152	10581, 15717	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	11/20/2009	Closed
The Methodist Oaks	1-803-534-1212 Ext. 1113	14698	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	11/19/2009	Closed
MetroPlus Health Plan, Inc.	1-212-908-8758	16697	Chapter 02 - Enrollment and Disenrollment - MA	11/16/2009	Closed
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	10181, 10182	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 05: Drug Utilization Management, Quality Assurance, and Electronic Prescribing - MA-PD Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/10/2009	Closed
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216	14678, 16677	Chapter 02 - Enrollment and Disenrollment - MA Chapter 05 - Quality Assurance - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/9/2009	Closed
Physicians United Plan, Inc.	1-321-460-1861	10801, 16337	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA	11/9/2009	Closed
Vanguard Health Systems	1-602-824-3976	16037	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/9/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Sutter Health Sacramento Sierra Region	1-916-446-3100 Ext. 1354	14618, 8662	Chapter 12: Claims Processing and Payment - MA-PD Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	11/6/2009	Closed
Coventry Health Care Inc.	1-610-290-1214	15797	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/30/2009	Closed
Medical Card System, Inc.	1-787-758-2500 Ext. 2619	15417, 15418, 9861, 9862, 9863	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 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 15: Policies and Procedures - MA-PD Chapter 15: Policies and Procedures - Part D	10/30/2009	Closed
Aetna Inc.	1-215-775-6801	16657	Chapter 05 - Quality Assurance - MA	10/29/2009	Closed
BlueCross BlueShield of Alabama	1-205-220-5654	15379	Chapter 05 - Quality Assurance - MA	10/29/2009	Closed
Capital BlueCross	1-717-541-7275	15377	Chapter 05 - Quality Assurance - MA	10/29/2009	Closed
Blue Cross & Blue Shield of Rhode Island	1-401-459-5882	16217	Chapter 05 - Quality Assurance - MA	10/27/2009	Closed
CommunityCare Managed Healthcare Plans of OK, Inc.	1-918-594-5200 Ext. 4123	16357	Chapter 05 - Quality Assurance - MA	10/27/2009	Closed
CVS Caremark Corporation	1-480-614-7202	10201, 10221	Chapter 01: Enrollment and Disenrollment - Part D Chapter 09: Coordination of Benefits/True Out of Pocket Costs - Part D	10/27/2009	Closed
KS Plan Administrators, LLC	1-713-442-9531	16577	Chapter 05 - Quality Assurance - MA	10/27/2009	Closed
Aveta Inc.	1-787-622-3000 Ext. 2259	16197	Chapter 05 - Quality Assurance - MA	10/26/2009	Closed
Lutheran SeniorLife	1-724-742-2226	10241, 15679	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	10/26/2009	Closed
Cherokee Nation Comprehensive Care Agency	1-918-453-5599	8961	Chapter 10: Compliance Plan - MA-PD Chapter 15: Policies and Procedures - MA-PD	10/23/2009	Closed
Community Eldercare of San Diego	1-619-677-3800	14617, 8661	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - 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	10/23/2009	Closed
PACE VERMONT, INC.	1-802-655-6700	14301	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/23/2009	Closed
Aetna Inc.	1-215-775-6801	10941	Chapter 99: Ad Hoc Compliance Event - Part D	10/22/2009	Closed

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BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	10921	Chapter 99: Ad Hoc Compliance Event - MA-PD	10/22/2009	Closed
Cherokee Nation Comprehensive Care Agency	1-918-453-5599	14797	Section 1 - Clinical PACE Elements - MA	10/22/2009	Closed
Fox Rx Inc. (Termination)		10942	Chapter 99: Ad Hoc Compliance Event - Part D	10/22/2009	Closed
Health Care Service Corporation	1-972-766-1645	10943, 10944	Chapter 99: Ad Hoc Compliance Event - Part D	10/22/2009	Closed
Spectrum Health System	1-616-464-8424	16137, 9601	Chapter 01: Enrollment and Disenrollment - Part D Chapter 02 - Enrollment and Disenrollment - MA Chapter 03: Marketing and Beneficiary Information - Part D 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 - Part D	10/16/2009	Closed
Clear One Health Plans, Inc.	1-541-385-5315	8581	Chapter 01: Enrollment and Disenrollment - MA-PD	10/15/2009	Closed
Kaiser Foundation Health Plan, Inc.	1-909-367-7302	10661, 10662, 10681, 10682, 10701, 10702, 10703, 16317	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 02 - Enrollment and Disenrollment - MA Chapter 15: Policies and Procedures - MA-PD Chapter 99: Ad Hoc Compliance Event - MA-PD	10/15/2009	Closed
Northland Healthcare Alliance	1-701-751-3050	14459	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/15/2009	Closed
HealthSpring, Inc.	1-615-236-6116	16237	Chapter 02 - Enrollment and Disenrollment - MA	10/13/2009	Closed
Community Health Partnership, Inc.	1-715-855-7659	15937, 9941	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 06 - Provider Relations - MA 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 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD Chapter 15: Policies and Procedures - MA-PD	10/9/2009	Closed
Sentara Health Care (SHC)	1-757-892-5400	10101, 15517	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA	10/8/2009	Closed
Hope Hospice and Community Services, Inc.	1-239-985-7707	10521	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD	10/5/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Dean Health Systems Inc.	1-608-827-4058	14977, 9321	Chapter 01: Enrollment and Disenrollment - Part D Chapter 03 - Marketing - MA Chapter 03: Marketing and Beneficiary Information - Part D Chapter 07: Formulary, Transition Process, and Pharmacy and Therapeutics Committee - Part D 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 - Part D Chapter 17, Subpart D - Enrollment and Disenrollment - MA	10/2/2009	Closed
Volunteers of America National Services	1-970-835-8500	15317, 9801	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 12: Claims Processing and Payment - MA-PD Section 1 - Clinical PACE Elements - MA	10/2/2009	Closed
WellPoint, Inc.	1-513-336-2541	10721, 10722, 16437, 16457, 16458	Chapter 03 - Marketing - MA 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	10/1/2009	Closed
Kaiser Foundation Health Plan, Inc.	1-301-816-5737	16537	Chapter 99 - Ad-Hoc Compliance Event - MA	9/29/2009	Closed
Socios Mayores en Salud Holdings Inc.	1-787-620-1919 Ext. 4068	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	Closed
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	Closed
Total Community Options, Inc.	1-303-869-4664	14457	Section 1 - Clinical PACE Elements - MA	9/24/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
XLHealth Corporation	1-202-340-3132	16117	Chapter 02 - Enrollment and Disenrollment - MA	9/23/2009	Closed
Health Net, Inc.	1-520-258-5705	16257	Chapter 02 - Enrollment and Disenrollment - MA	9/22/2009	Closed
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	Closed
Colorado Access	1-720-744-5431	16177	Chapter 02 - Enrollment and Disenrollment - MA	9/15/2009	Closed
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	Closed
Humana Inc.	1-502-580-3221	16297	Chapter 02 - Enrollment and Disenrollment - MA	9/15/2009	Closed
Coventry Health Care Inc.	1-610-290-1214	17457	Chapter 99 - Ad-Hoc Compliance Event - MA	9/14/2009	Closed
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	Closed
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	Closed
Windsor Health Group	1-615-782-7861	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	Closed
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	Closed
Health Services Group, Inc.	1-503-265-4748	15617	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/9/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	Closed
Riverside Retirement Services, Inc.	1-757-369-5780	15817	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	9/4/2009	Closed
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	Closed
Humana Inc.	1-502-580-3221	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 05 - Quality Assurance - MA 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	Closed
Senior Care Connection, Inc.	1-518-831-6349	10541, 15997	Chapter 01: Enrollment and Disenrollment - 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	Closed
Aveta Inc.	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	Closed
Colorado Access	1-720-744-5431	10361	Chapter 99: Ad Hoc Compliance Event - MA-PD	8/21/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Henry Ford Health System	1-313-653-2240	10401, 14719	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 Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	8/20/2009	Closed
Universal Care, Inc	1-866-221-2282	15757	Chapter 02 - Enrollment and Disenrollment - MA	8/18/2009	Closed
UnitedHealth Group, Inc.	1-920-661-3327	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	Closed
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	Closed
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	Closed
Touchstone Health Partnership, Inc	1-914-288-1159	15237	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	8/5/2009	Closed
Humana Inc.	1-502-580-3221	4492	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 03: Marketing and Beneficiary Information - MA-PD	7/24/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Rochester General Health System	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	Closed
Essence Group Holdings Corporation	1-314-600-7912	15637	Chapter 02 - Enrollment and Disenrollment - MA	7/21/2009	Closed
Harbor Health Services, Inc.	1-617-533-2400	14300	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/20/2009	Closed
Independent Health Association, Inc.	1-716-635-3935	15477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/17/2009	Closed
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	Closed
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	Closed
AIDS Healthcare Foundation	1-323-436-5023	15457	Chapter 02 - Enrollment and Disenrollment - MA	7/6/2009	Closed
CareMore Medical Enterprises	1-562-622-2900 Ext. 4552	15458	Chapter 02 - Enrollment and Disenrollment - MA	7/6/2009	Closed
Health Plan of San Mateo	1-650-616-2151	14497	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	7/6/2009	Closed
On Lok, Inc.	1-415-292-8722	14317	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	7/2/2009	Closed
PSO Health Services, LLC	1-920-661-3327	10421, 10422	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/2/2009	Closed
Care Resources	1-616-913-2012	14718	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/30/2009	Closed
Trustees of the University of Pennsylvania	1-215-989-4417	15117	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	6/26/2009	Closed
CVS Caremark Corporation	1-480-614-7202	10001	Chapter 99: Ad Hoc Compliance Event - Part D	6/22/2009	Closed
UnitedHealth Group, Inc.	1-920-661-3327	17717	Chapter 99 - Ad-Hoc Compliance Event - MA	6/19/2009	Closed
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	Closed
Geisinger Health System	1-570-214-9790	14917	Section 1 - Clinical PACE Elements - MA	5/22/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	1-617-665-3111	14298	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	4/30/2009	Closed
Florida PACE Centers, Inc.	1-305-795-8416	9341	Chapter 10: Compliance Plan - MA-PD Chapter 12: Claims Processing and Payment - MA-PD	4/27/2009	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.	1-305-795-8416	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	1-617-665-3111	8121	Chapter 12: Claims Processing and Payment - MA-PD	4/7/2009	Closed
Kaiser Foundation Health Plan, Inc.	1-909-367-7302	14879	Chapter 02 - Enrollment and Disenrollment - MA	4/7/2009	Closed
Centene Corporation	1-866-475-3129 Ext. 2681	10442	Chapter 99: Ad Hoc Compliance Event - MA-PD	4/2/2009	Closed
Bravo Health, Inc.	1-615-236-6116	9661	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2009	Closed
Envision Insurance Company	1-954-462-6575 Ext. 2605	9722	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2009	Closed
Express Scripts, Inc.	1-314-692-1995	9682	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2009	Closed
Fox Rx Inc. (Termination)		9721	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2009	Closed
HealthSpring, Inc.	1-615-236-6116	9701	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2009	Closed
Fallon Community Health Plan	1-508-368-9511	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
Bravo Health, Inc.	1-615-236-6116	14477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	3/18/2009	Closed
Fallon Community Health Plan	1-508-368-9511	7681	Chapter 09: Coordination of Benefits/True Out of Pocket Costs - 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 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
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
Socios Mayores en Salud Holdings Inc.	1-787-620-1919 Ext. 4068	8601	Chapter 99: Ad Hoc Compliance Event - MA-PD	3/6/2009	Closed
Essence Group Holdings Corporation	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. (Termination)		10481, 9261	Chapter 99: Ad Hoc Compliance Event - Part D	2/27/2009	Closed
Anthem Insurance Co. & BCBSMA & BCBSRI & BCBSVT	1-617-785-7529	8381	Chapter 99: Ad Hoc Compliance Event - Part D	2/20/2009	Closed
UnitedHealth Group, Inc.	1-920-661-3327	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	Closed
CVS Caremark Corporation	1-480-614-7202	9062, 9063	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed
Health Net, Inc.	1-520-258-5705	9042	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed
Humana Inc.	1-502-580-3221	9401	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed
UnitedHealth Group, Inc.	1-920-661-3327	9361	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed
Universal American Corp.	1-440-542-4054	9021, 9041	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	9043	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed
WellPoint, Inc.	1-513-336-2541	9061	Chapter 99: Ad Hoc Compliance Event - Part D	2/12/2009	Closed
Consolidated Assoc of Railroad Employees HC	1-254-773-1330 Ext. 268	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
Capital BlueCross	1-717-541-7275	7581, 7582	Chapter 01: Enrollment and Disenrollment - MA-PD	2/4/2009	Closed
WellPoint, Inc. (Termination)	1-513-336-2541	8302	Chapter 99: Ad Hoc Compliance Event - MA-PD	2/4/2009	Closed
WellPoint, Inc.	1-513-336-2541	8221, 8241, 8261, 8281, 8301	Chapter 99: Ad Hoc Compliance Event - MA-PD	2/3/2009	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
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	Closed
WellPoint, Inc.	1-513-336-2541	8181, 8182, 8183, 8184, 8185, 8186	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/27/2009	Closed
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	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
Blue Cross & Blue Shield of Rhode Island	1-401-459-5882	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	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	Closed
SCAN Health Plan	1-562-989-4454	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
Midland Care Connection, 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	Closed
UnitedHealth Group, Inc.	1-920-661-3327	9381	Chapter 99: Ad Hoc Compliance Event - Part D	1/12/2009	Closed
Providence Health & Services	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	Closed
Cooperativa de Seguros de Vida de Puerto Rico (Termination)		13457	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	1/8/2009	Closed
Educators Mutual Insurance Association	1-801-262-7476 Ext. 2981	8001	Chapter 99: Ad Hoc Compliance Event - Part D	1/7/2009	Closed
EmblemHealth, Inc. (Termination)		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. (Termination)	1-713-558-7164	8041	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Aetna Inc. (Termination)		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	1-423-535-3051	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.	1-502-580-3221	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.	1-562-264-3038	8023	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Molina Healthcare, Inc.,	1-800-665-0898	8022	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Munich American Holding Corporation	1-615-782-7861	7962	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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.	1-321-460-1861	7981	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
TAHMO, Inc.	1-617-972-9400 Ext. 5604	7924, 7941, 7943	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Closed
Universal American Corp.	1-713-558-7164	7964, 7966, 8004	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	1/6/2009	Closed
WellPoint, Inc.	1-513-336-2541	8061	Chapter 99: Ad Hoc Compliance Event - Part D	1/6/2009	Closed
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	Closed
HealthSpring, Inc.	1-615-236-6116	7821	Chapter 99: Ad Hoc Compliance Event - Part D	1/5/2009	Closed
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	Closed
QHP Financial Group, Inc. (Termination)	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	Closed
UnitedHealth Group, Inc.	1-920-661-3327	7822, 7823	Chapter 99: Ad Hoc Compliance Event - Part D	1/5/2009	Closed
Altamed Health Services Corporation	1-323-728-0411	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
PACE GREATER NEW ORLEANS	1-504-834-2913 Ext. 2213	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	Closed
Acension Health	1-423-698-0802 Ext. 119	12257	Section 1 - Clinical PACE Elements - MA	12/30/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Horizon Healthcare Services, Inc.	1-973-466-5169	7841	Chapter 99: Ad Hoc Compliance Event - Part D	12/29/2008	Closed
Independence Blue Cross (Termination)		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
CVS Caremark Corporation (Termination)	1-801-350-5111	7661	Chapter 99: Ad Hoc Compliance Event - Part D	12/19/2008	Closed
Fox Rx Inc. (Termination)		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.	1-562-264-3038	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. 2885	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
Aetna Inc.	1-215-775-6801	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	Closed
Harvard Pilgrim Health Care (Termination)		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
Universal American Corp.	1-713-558-7164	13497, 6461, 6462, 6463	Chapter 03: Marketing and Beneficiary Information - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/8/2008	Closed
Coventry Health Care Inc.	1-855-454-8052	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Sentara Health Care (SHC)	1-757-892-5400	13337	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/4/2008	Closed
Arcadian Management Services Inc.	1-510-817-1845	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	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 (Termination)		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
UnitedHealth Group, Inc.	1-952-931-6153	11257	Chapter 02 - Enrollment and Disenrollment - MA	11/20/2008	Closed
Coventry Health Care Inc.	1-610-290-1214	13097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/14/2008	Closed
Pennsylvania PACE, Inc.	1-814-535-6000 Ext. 101	13277	Section 2A-Administrative: PACE Elements - 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.	1-920-661-3327	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
CVS Caremark Corporation (Termination)	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
BCBS OF AL & BCBS OF TN	1-205-220-5654	4641	Chapter 01: Enrollment and Disenrollment - Part D	11/7/2008	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.	1-502-580-3221	14117	Chapter 99 - Ad-Hoc Compliance Event - MA	11/6/2008	Closed
BlueCross BlueShield of South Carolina (BCBSSC) (Termination)		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	1-717-541-7275	12097	Chapter 02 - Enrollment and Disenrollment - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/3/2008	Closed
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	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
Rocky Mountain HMO, Inc.	1-970-244-7982	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
State of Oklahoma	1-405-717-8880	7461	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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 SeniorCare, Inc.	1-847-592-9480	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
Universal American Corp.	1-713-558-7164	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	Closed
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	Closed
Blue Cross and Blue Shield of Florida	1-904-905-4158	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 Group Holdings Corporation	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
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	Closed
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
Arcadian Management Services Inc.	1-510-817-1845	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	Closed
Citrus Health Care, Inc. (Termination)		7163	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Closed
EmblemHealth, Inc.	1-518-446-8092	7164, 7165	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Closed
Envision Insurance Company	1-954-462-6575 Ext. 2605	7142	Chapter 99: Ad Hoc Compliance Event - Part D	10/7/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Arcadian Management Services Inc.	1-510-817-1845	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
Acension Health	1-314-771-5800 Ext. 129	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	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.	1-541-385-5315	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)		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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Universal American Corp.	1-713-558-7164	11477, 4761, 4762, 4764, 4765, 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	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
Humana Inc.	1-502-580-3221	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 (Termination)		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
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	Closed
Bravo Health, Inc.	1-615-236-6116	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
CVS Caremark Corporation	1-480-614-7202	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	Closed
MAPFRE PRAICO CORPORATION	1-787-250-5135	13697	Chapter 99 - Ad-Hoc Compliance Event - MA	9/15/2008	Closed
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	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
California Physicians' Service	1-818-228-2655	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. 1305	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.	1-502-580-3221	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
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582	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	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	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	1-616-913-2012	13557	Section 1 - Clinical PACE Elements - MA	8/27/2008	Closed
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)		5921	Chapter 99: Ad Hoc Compliance Event - Part D	8/11/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	Closed
EmblemHealth, Inc. (Termination)		5881	Chapter 99: Ad Hoc Compliance Event - MA-PD	8/4/2008	Closed
Independence Blue Cross (Termination)	1-215-241-3648	5861	Chapter 99: Ad-Hoc Compliance Event - Part D	8/4/2008	Closed
Rochester General Health System	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
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	Closed
Health First	1-321-434-5660	5741	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/23/2008	Closed
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	5721	Chapter 99: Ad Hoc Compliance Event - Part D	7/23/2008	Closed
Harvard Pilgrim Health Care (Termination)		5641	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/22/2008	Closed
WellPoint, Inc.	1-513-336-2541	5661, 5681, 5701	Chapter 99: Ad Hoc Compliance Event - Part D	7/22/2008	Closed
AlohaCare	1-808-973-0505	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, Inc.	1-513-569-6673	13537	Section 1 - Clinical PACE Elements - MA	7/18/2008	Closed
EmblemHealth, Inc.	1-860-674-7042	5521, 5541, 5561	Chapter 99: Ad Hoc Compliance Event - MA-PD Chapter 99: Ad Hoc Compliance Event - Part D	7/17/2008	Closed
ATRIO Health Plans	1-541-492-2151	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
EmblemHealth, Inc.	1-518-446-8092	5901, 6282	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Closed
Guildnet, Inc.	1-646-620-8767	5902	Chapter 99: Ad Hoc Compliance Event - MA-PD	7/11/2008	Closed
CIGNA	1-623-277-1476	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
New Orleans Reg Physician Hosp Organization, Inc.	1-504-849-4500 Ext. 8580	12717	Chapter 99 - Ad-Hoc Compliance Event - MA	7/1/2008	Closed
Cambia Health Solutions, Inc. (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.	1-909-367-7302	12759	Chapter 02 - Enrollment and Disenrollment - MA	6/18/2008	Closed
SDM Healthcare Management, Inc. (Termination)		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	1-323-436-5023	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
Neighborhood Health Providers, Inc. (Termination)		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	Closed
Presbyterian Healthcare Services	1-505-923-8546	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	1-505-923-8546	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.	1-909-367-7302	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
WellPoint, Inc.	1-513-336-2541	5981, 6001, 6021	Chapter 99: Ad Hoc Compliance Event - Part D	4/3/2008	Closed
CVS Caremark Corporation	1-480-614-7202	6161, 6162	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
Fox Rx Inc. (Termination)		6121	Chapter 99: Ad Hoc Compliance Event - Part D	4/1/2008	Closed
UnitedHealth Group, Inc.	1-920-661-3327	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
CenterLight Healthcare System, Inc.	1-347-640-6090	10397	Section 1 - Clinical PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	3/28/2008	Closed
University Health Care, Inc. (Termination)	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
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. 2595	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
BCBS MN, MT, NE, ND, WY, Wellmark IA and SD	1-651-662-1234	2661	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Closed
Blue Cross and Blue Shield of Florida	1-904-905-4158	2581	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Closed
Humana Inc.	1-502-580-3221	10777	Chapter 99 - Ad-Hoc Compliance Event - MA	2/28/2008	Closed
Independence Blue Cross	1-215-241-3648	2481, 2501	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Closed
UnitedHealth Group, Inc.	1-920-661-3327	2521, 2541	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Closed
University of Pittsburgh Medical Center (Termination)		2461	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
WellCare Health Plans, Inc.	1-813-290-6200 Ext. 2762	2441	Chapter 06: Pharmacy Access - Part D Chapter 11: First-Tier and Downstream Contracts / Maintenance of Records - Part D	2/28/2008	Closed
Scott and White Healthcare	1-254-298-6173	10737	Chapter 02 - Enrollment and Disenrollment - MA	2/14/2008	Closed
Horizon Healthcare Services, 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.	1-909-367-7302	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	1-303-602-2130	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.,	1-866-472-4584	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
UnitedHealth Group, Inc.	1-920-661-3327	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	1-718-794-5739	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Windsor Health Group	1-615-782-7861	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.	1-502-580-3221	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. 2619	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	1-541-492-2151	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
Colorado Access	1-720-744-5431	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	1-541-492-2151	9677	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	12/21/2007	Closed
Universal American Corp.	1-713-558-7164	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	1-615-782-7861	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	1-757-769-7823	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.	1-713-558-7164	10297	Chapter 99 - Ad-Hoc Compliance Event - MA	11/21/2007	Closed
Universal American Corp.	1-713-558-7164	10277	Chapter 99 - Ad-Hoc Compliance Event - MA	11/19/2007	Closed
Southwest Catholic Health Network	1-215-775-6801	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 Inc.	1-787-622-3000 Ext. 2259	2981, 9637	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 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	11/9/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Preferred Health Management	1-787-622-3000 Ext. 2259	2741, 3001, 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 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.	1-713-558-7164	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.	1-920-661-3327	9477	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/6/2007	Closed
ATRIO Health Plans	1-541-492-2151	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
Windsor Health Group	1-615-782-7861	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. (Termination)	1-513-336-2541	10037	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/1/2007	Closed
BlueCross BlueShield of Tennessee	1-423-535-3051	9077	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
University Health Care, Inc. (Termination)	1-502-585-8228	8777	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
Colorado Access	1-720-744-5431	3081	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Closed
Valley Baptist Health System (Termination)		3101	Chapter 99: Ad-Hoc Compliance Event - MA-PD	10/24/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
SDM Healthcare Management, Inc. (Termination)		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. (Termination)		2881, 3061	Chapter 99: Ad-Hoc Compliance Event - Part D	10/18/2007	Closed
Coventry Health Care Inc.	1-610-290-1214	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	1-602-778-8302	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
UnitedHealth Group, Inc.	1-920-661-3327	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 Financial Group, Inc. (Termination)	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.	1-909-367-7302	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Bravo Health, Inc.	1-615-236-6116	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 (Termination)		7263	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/1/2007	Closed
Freedom Health, Inc	1-813-506-6000 Ext. 1216	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	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.,	1-800-665-0898	8757	Chapter 06 - Provider Relations - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/17/2007	Closed
Freedom Health, Inc	1-813-506-6000 Ext. 1216	8817	Chapter 06 - Provider Relations - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/14/2007	Closed
Honored Citizens Choice Health Plan	1-562-207-4514	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	1-757-769-7823	9397	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/6/2007	Closed
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 1305	2421	Chapter 99: Ad-Hoc Compliance Event - Part D	9/5/2007	Closed
Sierra Health Services, Inc	1-952-931-6153	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	1-562-207-4514	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	1-920-661-3327	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)		781, 801	Chapter 13: Grievances, Coverage Determinations, and Appeals - MA-PD	8/24/2007	Closed
Health Care Service Corporation (Termination)		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
Munich American Holding Corporation	1-615-782-7861	1441	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
Sierra Health Services, Inc (Termination)		1421	Chapter 99: Ad-Hoc Compliance Event - Part D	8/8/2007	Closed
Capital BlueCross	1-717-541-7275	1381	Chapter 99: Ad-Hoc Compliance Event - Part D	8/7/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
UnitedHealth Group, Inc.	1-920-661-3327	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.	1-502-580-3221	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.	1-502-580-3221	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	1-920-661-3327	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
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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	1-602-824-3976	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	1-714-246-8594	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	1-808-948-6597	5157	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	6/5/2007	Closed
Arcadian Management Services Inc.	1-510-817-1845	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
Marion Polk Community Health Plan, LLC	1-541-492-2151	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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 Group, Inc.	1-866-690-4842 Ext. 6582	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.	1-518-446-8092	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)		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
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582	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. (Termination)	1-513-336-2541	8437	Chapter 13 - Organization Determinations, Grievances, and Appeals (Organization Determinations - Claims) - MA	3/21/2007	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	1-787-250-5135	7597	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	2/23/2007	Closed
Metropolitan Jewish Health System (MJHS) (Termination)		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
UnitedHealth Group, Inc.	1-920-661-3327	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.	1-502-580-3221	7857	Chapter 11 - Contracts - MA	12/5/2006	Closed
Socios Mayores en Salud Holdings Inc.	1-787-620-1919 Ext. 4068	7517	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/7/2006	Closed
Universal Care, Inc	1-866-221-2282	7937	Chapter 05 - Quality Assurance - MA Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/30/2006	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)		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.	1-615-236-6116	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	1-615-782-7861	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
UnitedHealth Group, Inc.	1-502-580-3221	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