Corrective Action Plan (CAP) Summary Report

Open Audits

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Grane Healthcare	1-814-535-6000 Ext. 101	18917	Section 1 - Clinical PACE Elements - MA	4/27/2012	Open
TriHealth, Inc.	1-513-569-6673	18877	Section 1 - Clinical PACE Elements - MA Section 3 - Ad Hoc Compliance Events - MA	4/25/2012	Open
Elder Svc Pln/E Boston Health Center	1-617-569-5800	18937	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	4/17/2012	Open
Grane Healthcare	1-814-535-6000 Ext. 101	13742, 18957	Chapter 15: Policies and Procedures - MA-PD Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	4/13/2012	Open
LIFE AT HOME, LLC (Termination)	1-610-925-4264	19078	Section 1 - Clinical PACE Elements - MA	3/14/2012	Open
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
Public Health Trust of Miami-Dade County	1-305-575-3672		Ad-Hoc Compliance Event	2/28/2012	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	2/28/2012	Open
Centene Corporation	1-866-475-3129 Ext. 2861		Ad-Hoc Compliance Event	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
PACE Organization of Rhode Island	1-401-490-6566	18837	Section 2A-Operational: PACE Elements - MA	12/9/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	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
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Aetna Inc.	1-410-489-4939	Ad-Hoc Compliance Event		11/29/2011	Open
Aetna Inc.	1-410-489-4939	Ad-Hoc Compliance Event		11/29/2011	Open
Aetna Inc.	1-410-489-4939	Ad-Hoc Compliance Event		11/29/2011	Open
Alameda Alliance for Health	1-510-747-6170	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
AMERIGROUP Corporation	1-757-769-7823	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		11/29/2011	Open
Aveta Inc.	1-787-622-3000 Ext. 2259	Ad-Hoc Compliance Event		11/29/2011	Open
Aveta Inc.	1-787-622-3000 Ext. 2259	Ad-Hoc Compliance Event		11/29/2011	Open
Aveta Inc.	1-787-622-3000 Ext. 2259	Ad-Hoc Compliance Event		11/29/2011	Open
BCBS OF AL & BCBS OF TN	1-205-220-5654	Ad-Hoc Compliance Event		11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Blue Cross and Blue Shield of Florida	1-904-905-4158	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of Alabama	1-205-220-5654	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of Alabama	1-205-220-5654	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of Louisiana	1-225-295-2210	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of Tennessee	1-423-535-5397	Ad-Hoc Compliance Event		11/29/2011	Open
BlueCross BlueShield of Tennessee	1-423-535-5397	Ad-Hoc Compliance Event		11/29/2011	Open
Care1st Health Plan	1-323-889-6638 Ext. 6202	Ad-Hoc Compliance Event		11/29/2011	Open
Care1st Health Plan	1-323-889-6638 Ext. 6202	Ad-Hoc Compliance Event		11/29/2011	Open
CareSource Management Group Co.	1-937-224-3300 Ext. 2119	Ad-Hoc Compliance Event		11/29/2011	Open
Centene Corporation	1-512-692-1465 Ext. 2222	Ad-Hoc Compliance Event		11/29/2011	Open
Centene Corporation	1-512-692-1465 Ext. 2222	Ad-Hoc Compliance Event		11/29/2011	Open
Central Health Plan of California	1-626-388-2390 Ext. 2885	Ad-Hoc Compliance Event		11/29/2011	Open
CIGNA	1-860-226-7696	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		11/29/2011	Open
Easy Choice Health Plan Inc.	1-562-343-9715	Ad-Hoc Compliance Event		11/29/2011	Open
Easy Choice Health Plan Inc.	1-562-343-9715	Ad-Hoc Compliance Event		11/29/2011	Open
EmblemHealth, Inc.	1-518-446-8092	Ad-Hoc Compliance Event		11/29/2011	Open
Envision Insurance Company	1-954-462-6575 Ext. 2605	Ad-Hoc Compliance Event		11/29/2011	Open
FamilyCare Incorporated	1-503-471-2122	Ad-Hoc Compliance Event		11/29/2011	Open
First Medical Health Plan, Inc.	1-787-625-9557	Ad-Hoc Compliance Event		11/29/2011	Open
First Medical Health Plan, Inc.	1-787-625-9557	Ad-Hoc Compliance Event		11/29/2011	Open
First Medical Health Plan, Inc.	1-787-625-9557	Ad-Hoc Compliance Event		11/29/2011	Open
First Medical Health Plan, Inc.	1-787-625-9557	Ad-Hoc Compliance Event		11/29/2011	Open
First Medical Health Plan, Inc.	1-787-625-9557	Ad-Hoc Compliance Event		11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Health Alliance Plan (HAP)	1-313-664-8711		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	11/29/2011	Open
Henry Ford Health System	1-313-586-6063		Ad-Hoc Compliance Event	11/29/2011	Open
HF Management Services, LLC	1-212-453-4495		Ad-Hoc Compliance Event	11/29/2011	Open
HF Management Services, LLC	1-212-453-4495		Ad-Hoc Compliance Event	11/29/2011	Open
Honored Citizens Choice Health Plan	1-562-207-4514		Ad-Hoc Compliance Event	11/29/2011	Open
Honored Citizens Choice Health Plan	1-562-207-4514		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open
Humana Inc.	1-502-580-3221		Ad-Hoc Compliance Event	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Independence Blue Cross	1-215-241-3648		Ad-Hoc Compliance Event	11/29/2011	Open
L.A. Care Health Plan	1-213-694-1250 Ext. 4292		Ad-Hoc Compliance Event	11/29/2011	Open
Liberty Health Advantage, Inc.	1-631-227-3403		Ad-Hoc Compliance Event	11/29/2011	Open
Liberty Health Advantage, Inc.	1-631-227-3403		Ad-Hoc Compliance Event	11/29/2011	Open
Lutheran Medical Center (Termination)	1-757-769-7823		Ad-Hoc Compliance Event	11/29/2011	Open
MAPFRE PRAICO CORPORATION	1-787-250-5135		Ad-Hoc Compliance Event	11/29/2011	Open
MAPFRE PRAICO CORPORATION	1-787-250-5135		Ad-Hoc Compliance Event	11/29/2011	Open
Marion Polk Community Health Plan, LLC	1-541-492-2151		Ad-Hoc Compliance Event	11/29/2011	Open
MD Care, Inc.	1-562-264-3038		Ad-Hoc Compliance Event	11/29/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619		Ad-Hoc Compliance Event	11/29/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619		Ad-Hoc Compliance Event	11/29/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619		Ad-Hoc Compliance Event	11/29/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619		Ad-Hoc Compliance Event	11/29/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	11/29/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	11/29/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	11/29/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	11/29/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	11/29/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	11/29/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	11/29/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	11/29/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	11/29/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	11/29/2011	Open
New York City Health and Hospitals Corporation	1-212-908-8758		Ad-Hoc Compliance Event	11/29/2011	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 1305		Ad-Hoc Compliance Event	11/29/2011	Open
QHP Group, Inc. (Termination)			Ad-Hoc Compliance Event	11/29/2011	Open
QHP Group, Inc. (Termination)			Ad-Hoc Compliance Event	11/29/2011	Open
The New York State Catholic Health Plan, Inc.	1-718-393-6135		Ad-Hoc Compliance Event	11/29/2011	Open
Torchmark Corporation	1-972-569-3736		Ad-Hoc Compliance Event	11/29/2011	Open
Touchstone Health Partnership, Inc	1-914-288-1158		Ad-Hoc Compliance Event	11/29/2011	Open
Touchstone Health Partnership, Inc	1-914-288-1158		Ad-Hoc Compliance Event	11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595		Ad-Hoc Compliance Event	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
Triple-S Management Corporation	1-787-273-1110 Ext. 2595	Ad-Hoc Compliance Event		11/29/2011	Open
UA Healthcare, Inc.	1-520-874-5531	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327	Ad-Hoc Compliance Event		11/29/2011	Open

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UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	11/29/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	11/29/2011	Open
Vanguard Health Systems	1-602-824-3976		Ad-Hoc Compliance Event	11/29/2011	Open
Visiting Nurse Service of New York	1-212-609-3274		Ad-Hoc Compliance Event	11/29/2011	Open
Visiting Nurse Service of New York	1-212-609-3274		Ad-Hoc Compliance Event	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	11/29/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	11/29/2011	Open
Lutheran SeniorLife	1-724-742-2226	18601	Section 1 - Clinical PACE Elements - MA	11/23/2011	Open
Mountain Empire Older Citizens, Inc	1-276-523-0599	18563	Section 1 - Clinical PACE Elements - MA	11/4/2011	Open
Lutheran Social Services of South Central PA	1-717-264-8178	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		Ad-Hoc Compliance Event	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
Torchmark Corporation	1-972-569-3736		Ad-Hoc Compliance Event	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.	1-855-454-3104	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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 (Termination)	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
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
Sutter Health Sacramento Sierra Region	1-916-643-6577	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
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	7/5/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	7/5/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	7/5/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	7/5/2011	Open
Aetna Inc.	1-410-489-4939		Ad-Hoc Compliance Event	7/5/2011	Open
Alameda Alliance for Health	1-510-747-6170		Ad-Hoc Compliance Event	7/5/2011	Open
AMERIGROUP Corporation	1-757-769-7823		Ad-Hoc Compliance Event	7/5/2011	Open
AMERIGROUP Corporation	1-757-769-7823		Ad-Hoc Compliance Event	7/5/2011	Open
AMERIGROUP Corporation	1-757-769-7823		Ad-Hoc Compliance Event	7/5/2011	Open
AMERIGROUP Corporation	1-757-769-7823		Ad-Hoc Compliance Event	7/5/2011	Open
Arcadian Management Services Inc.	1-510-817-1088		Ad-Hoc Compliance Event	7/5/2011	Open
Arcadian Management Services Inc.	1-510-817-1088		Ad-Hoc Compliance Event	7/5/2011	Open
Arcadian Management Services Inc.	1-510-817-1088		Ad-Hoc Compliance Event	7/5/2011	Open
Arcadian Management Services Inc.	1-510-817-1088		Ad-Hoc Compliance Event	7/5/2011	Open
Arcadian Management Services Inc.	1-510-817-1088		Ad-Hoc Compliance Event	7/5/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Arcadian Management Services Inc.	1-510-817-1088	Ad-Hoc Compliance Event		7/5/2011	Open
Aveta Inc.	1-787-622-3000 Ext. 2259	Ad-Hoc Compliance Event		7/5/2011	Open
Blue Cross and Blue Shield of Florida	1-904-905-4158	Ad-Hoc Compliance Event		7/5/2011	Open
Blue Cross and Blue Shield of Florida	1-904-905-4158	Ad-Hoc Compliance Event		7/5/2011	Open
BlueCross BlueShield of Alabama	1-205-220-5654	Ad-Hoc Compliance Event		7/5/2011	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	Ad-Hoc Compliance Event		7/5/2011	Open
BlueCross BlueShield of South Carolina (BCBSSC)	1-803-264-5902	Ad-Hoc Compliance Event		7/5/2011	Open
Care1st Health Plan	1-602-778-8302	Ad-Hoc Compliance Event		7/5/2011	Open
Central Health Plan of California	1-626-388-2390 Ext. 2885	Ad-Hoc Compliance Event		7/5/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		7/5/2011	Open
Coventry Health Care Inc.	1-210-525-3588	Ad-Hoc Compliance Event		7/5/2011	Open
FamilyCare Incorporated	1-503-471-2122	Ad-Hoc Compliance Event		7/5/2011	Open
Health Alliance Plan (HAP)	1-313-664-8711	Ad-Hoc Compliance Event		7/5/2011	Open
HF Management Services, LLC	1-212-453-4495	Ad-Hoc Compliance Event		7/5/2011	Open
HF Management Services, LLC	1-212-453-4495	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Humana Inc.	1-502-580-3221	Ad-Hoc Compliance Event		7/5/2011	Open
Liberty Health Advantage, Inc.	1-631-227-3403	Ad-Hoc Compliance Event		7/5/2011	Open
MAPFRE PRAICO CORPORATION	1-787-250-5135	Ad-Hoc Compliance Event		7/5/2011	Open
MD Care, Inc.	1-562-264-3038	Ad-Hoc Compliance Event		7/5/2011	Open
Medical Card System, Inc.	1-787-758-2500 Ext. 2619	Ad-Hoc Compliance Event		7/5/2011	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	7/5/2011	Open
Molina Healthcare, Inc.,	1-800-665-0898		Ad-Hoc Compliance Event	7/5/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	7/5/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	7/5/2011	Open
Munich American Holding Corporation	1-615-782-7861		Ad-Hoc Compliance Event	7/5/2011	Open
Pharmacy Insurance Corporation of America	1-787-625-4343 Ext. 1305		Ad-Hoc Compliance Event	7/5/2011	Open
QHP Group, Inc. (Termination)			Ad-Hoc Compliance Event	7/5/2011	Open
QHP Group, Inc. (Termination)			Ad-Hoc Compliance Event	7/5/2011	Open
Touchstone Health Partnership, Inc	1-914-288-1158		Ad-Hoc Compliance Event	7/5/2011	Open
Triple-S Management Corporation	1-787-620-1919 Ext. 4068		Ad-Hoc Compliance Event	7/5/2011	Open
Triple-S Management Corporation	1-787-620-1919 Ext. 4068		Ad-Hoc Compliance Event	7/5/2011	Open
Triple-S Management Corporation	1-787-620-1919 Ext. 4068		Ad-Hoc Compliance Event	7/5/2011	Open
Triple-S Management Corporation	1-787-620-1919 Ext. 4068		Ad-Hoc Compliance Event	7/5/2011	Open
Triple-S Management Corporation	1-787-620-1919 Ext. 4068		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	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		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
UnitedHealth Group, Inc.	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	7/5/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	7/5/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	7/5/2011	Open
Universal American Corp.	1-713-558-7164		Ad-Hoc Compliance Event	7/5/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	7/5/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	7/5/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	7/5/2011	Open
Universal Health Care Group, Inc.	1-866-690-4842 Ext. 6582		Ad-Hoc Compliance Event	7/5/2011	Open
University Health Care, Inc. (Termination)			Ad-Hoc Compliance Event	7/5/2011	Open
University Health Care, Inc. (Termination)			Ad-Hoc Compliance Event	7/5/2011	Open
Visiting Nurse Service of New York	1-212-609-3274		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open

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		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
WellPoint, Inc.	1-513-336-2541		Ad-Hoc Compliance Event	7/5/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	7/5/2011	Open
XLHealth Corporation	1-920-661-3327		Ad-Hoc Compliance Event	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		Ad-Hoc Compliance Event	6/2/2011	Open
HealthNow New York Inc. (Termination)			Ad-Hoc Compliance Event	6/2/2011	Open
Trustees of the University of Pennsylvania	1-215-898-4417	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		Ad-Hoc Compliance Event	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		Ad-Hoc Compliance Event	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		Ad-Hoc Compliance Event	4/6/2011	Open
CVS Caremark Corporation (Termination)			Ad-Hoc Compliance Event	3/7/2011	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	2/24/2011	Open
MD Care, Inc.	1-562-264-3038		Ad-Hoc Compliance Event	2/3/2011	Open
LIFE AT HOME, LLC (Termination)	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	Ad-Hoc Compliance Event Chapter 99: Ad Hoc Compliance Event - MA-PD	12/30/2010	Open
Universal American Corp.	1-713-558-7164	12883	Ad-Hoc Compliance Event Chapter 99: Ad Hoc Compliance Event - MA-PD	12/30/2010	Open

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Altamed Health Services Corporation	1-323-558-7619	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.	1-716-635-7865		Ad-Hoc Compliance Event	12/28/2010	Open
LIFE AT HOME, LLC (Termination)	1-610-925-4264	18097	Section 1 - Clinical PACE Elements - MA	10/12/2010	Open
LIFE AT HOME, LLC (Termination)	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	17777	Chapter 05 - Quality Assurance - MA	4/13/2010	Open
WellCare Health Plans, Inc.	1-813-206-2747		Ad-Hoc Compliance Event	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 (Termination)	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	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)		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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Health Net, Inc.	1-480-614-7202	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. (Termination)	1-510-817-1088	8021	Chapter 99: Ad Hoc Compliance Event - MA-PD	1/6/2009	Open
Citrus Health Care, Inc. (Termination)	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	1-914-288-1158	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)		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.	1-727-523-2116	18450	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	1/4/2012	Closed
Catholic Health Care System	1-646-289-7702	18558	Section 1 - Clinical PACE Elements - MA	12/16/2011	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
Catholic Health Care System	1-646-289-7702	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	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
Total Community Options, Inc.	1-505-924-2602	18777	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	11/18/2011	Closed
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	Closed
Senior Care Connection, Inc.	1-518-382-3290 Ext. 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
Northland Healthcare Alliance	1-701-751-3050	18797	Section 1 - Clinical PACE Elements - MA Section 2A-Operational: PACE Elements - MA	10/28/2011	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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	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		Ad-Hoc Compliance Event	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.	1-855-454-3104	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
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
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	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	1-313-543-6740	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.	1-518-382-3290 Ext. 6349	18560	Section 1 - Clinical PACE Elements - MA	7/14/2011	Closed
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	Closed
America's 1st Choice Holdings of Florida, LLC	1-813-506-6000 Ext. 1216		Ad-Hoc Compliance Event	7/5/2011	Closed
Blue Cross & Blue Shield of Rhode Island	1-401-459-5882		Ad-Hoc Compliance Event	7/5/2011	Closed
Catholic Health Care System	1-917-484-5055		Ad-Hoc Compliance Event	7/5/2011	Closed
Colorado Access	1-720-744-5426		Ad-Hoc Compliance Event	7/5/2011	Closed
Community Health Plan of Washington	1-206-613-5091		Ad-Hoc Compliance Event	7/5/2011	Closed
Community Health Plan of Washington	1-206-613-5091		Ad-Hoc Compliance Event	7/5/2011	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	7/5/2011	Closed
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	7/5/2011	Closed
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	7/5/2011	Closed
Horizon Healthcare Services, Inc.	1-973-466-5169		Ad-Hoc Compliance Event	7/5/2011	Closed
IASIS Healthcare	1-480-333-4528		Ad-Hoc Compliance Event	7/5/2011	Closed
Vanguard Health Systems	1-602-824-3976		Ad-Hoc Compliance Event	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		Ad-Hoc Compliance Event	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
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		Ad-Hoc Compliance Event	4/1/2011	Closed
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	4/1/2011	Closed
HealthSpring, Inc.	1-860-226-7696		Ad-Hoc Compliance Event	4/1/2011	Closed
Coventry Health Care Inc.	1-210-525-3588		Ad-Hoc Compliance Event	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Volunteers of America National Services	1-970-835-8500	18237	Section 2A-Administrative: PACE Elements - MA	2/10/2011	Closed
Neighborly Care Network	1-727-523-2116	12761	Chapter 10: Compliance Plan - MA-PD	1/31/2011	Closed
Neighborly Care Network	1-727-523-2116	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.	1-716-635-7865	12881, 12882	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/30/2010	Closed
Catholic Health Care System	1-646-289-7702	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
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	Closed
Catholic Health Care System	1-646-289-7702	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	1-717-264-8178	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
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

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	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)		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)	1-757-892-5407	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 Ext. 101	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	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
Loretto Rest Realty Corporation	1-315-452-5800	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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.	1-855-454-3104	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.	1-410-489-4939	12521, 17997	Chapter 99 - Ad-Hoc Compliance Event - MA Chapter 99: Ad Hoc Compliance Event - Part D	8/25/2010	Closed
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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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
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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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.	1-510-817-1088	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.	1-480-614-7202	11801	Chapter 99: Ad Hoc Compliance Event - Part D	3/25/2010	Closed
Coventry Health Care Inc.	1-210-525-3588	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.	1-510-817-1088	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.	1-510-817-1088	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	1-914-288-1158	16940	Chapter 05 - Quality Assurance - MA	1/19/2010	Closed
Health Net, Inc.	1-480-614-7202	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
Health Net, Inc.	1-920-661-3327	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.	1-510-817-1088	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

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	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
WelMed Medical Management, Inc. (Termination)	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
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	1-914-288-1158	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

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	11123, 11261	Chapter 99: Ad Hoc Compliance Event - MA-PD	12/28/2009	Closed
XLHealth Corporation	1-920-661-3327	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
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)		14460	Section 1 - Clinical PACE Elements - MA	11/30/2009	Closed
WellCare Health Plans, Inc.	1-813-206-2747	16397	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/30/2009	Closed
Citrus Health Care, Inc. (Termination)	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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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
Sutter Health Sacramento Sierra Region	1-916-643-6577	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.	1-210-525-3588	15797	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/30/2009	Closed

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
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.	1-410-489-4939	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 Ext. 101	14301	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	10/23/2009	Closed
Aetna Inc.	1-410-489-4939	10941	Chapter 99: Ad Hoc Compliance Event - Part D	10/22/2009	Closed
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

Organization Name	Organization Contact	Visit/Audit ID	Deficient Areas: Chapters	Date Corrective Action Plan Requested by CMS	Audit Status
Health Care Service Corporation	1-972-766-5122	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.	1-503-813-4948	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.	1-860-226-7696	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)	1-757-892-5407	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.	1-855-454-3104	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	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	1-920-661-3327	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	1-920-661-3327	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	1-720-744-5426	16177	Chapter 02 - Enrollment and Disenrollment - MA	9/15/2009	Closed
Hope Hospice and Community Services, Inc.	1-855-454-3104	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.	1-210-525-3588	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.	1-518-382-3290 Ext. 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	1-720-744-5426	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	1-313-543-6740	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	1-914-288-1158	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	1-314-209-3957	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.	1-716-635-7865	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.	1-480-614-7202	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	1-215-898-4417	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.	1-503-813-4948	14879	Chapter 02 - Enrollment and Disenrollment - MA	4/7/2009	Closed
Centene Corporation	1-866-475-3129 Ext. 2861	10442	Chapter 99: Ad Hoc Compliance Event - MA-PD	4/2/2009	Closed
Bravo Health, Inc. (Termination)	1-860-226-7696	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.	1-314-684-6011	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.	1-860-226-7696	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.	1-860-226-7696	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	1-314-209-3957	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.	1-480-614-7202	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.	1-813-206-2747	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)		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	1-570-214-9281	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)		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 (Termination)	1-651-662-1636	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	1-423-535-5397	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 (Termination)	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.	1-860-226-7696	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)		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	1-323-558-7619	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 Ext. 101	12019	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/29/2008	Closed
CVS Caremark Corporation (Termination)		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.	1-410-489-4939	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.	1-210-525-3588	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)	1-757-892-5407	13337	Section 1 - Clinical PACE Elements - MA Section 2A-Administrative: PACE Elements - MA	12/4/2008	Closed
Arcadian Management Services Inc.	1-510-817-1088	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.	1-210-525-3588	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. (Termination)	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)		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.	1-970-248-5053	11697, 13137, 5361	Chapter 01: Enrollment and Disenrollment - MA-PD Chapter 13 - Organization Determinations, Grievances, and Appeals - MA Chapter 17, Subpart D - Enrollment and Disenrollment - MA	10/31/2008	Closed
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	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	1-314-209-3957	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	1-570-214-9281	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.	1-510-817-1088	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.	1-510-817-1088	13897	Chapter 99 - Ad-Hoc Compliance Event - MA	10/6/2008	Closed
Independent Health Association, Inc.	1-716-635-7865	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	1-651-662-1636	4321	Chapter 01: Enrollment and Disenrollment - Part D Chapter 99: Ad Hoc Compliance Event - Part D	9/16/2008	Closed
Bravo Health, Inc.	1-860-226-7696	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.	1-813-206-2747	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)		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.	1-813-206-2747	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.	1-212-712-9918	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.	1-301-816-5737	11617	Chapter 02 - Enrollment and Disenrollment - MA	4/17/2008	Closed
Liberty Health Advantage, Inc.	1-631-227-3403	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.	1-813-206-2747	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)		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	1-651-662-1636	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.	1-813-206-2747	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.	1-301-816-5737	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	1-303-602-2001	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.,	1-800-665-0898	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	1-720-744-5426	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.	1-813-206-2747	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)		10037	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	11/1/2007	Closed
BlueCross BlueShield of Tennessee (Termination)	1-423-535-5397	9077	Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
University Health Care, Inc. (Termination)		8777	Chapter 11 - Contracts - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	10/25/2007	Closed
Colorado Access	1-720-744-5426	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.	1-210-525-3588	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)		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.	1-860-226-7696	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 (Termination)	1-920-661-3327	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.	1-860-226-7696	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.	1-813-206-2747	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.	1-510-817-1088	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.	1-860-226-7696	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.	1-860-226-7696	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)		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	7217	Chapter 03 - Marketing - MA Chapter 13 - Organization Determinations, Grievances, and Appeals - MA	9/9/2006	Closed
Bravo Health, Inc.	1-860-226-7696	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 (Termination)	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