From: Diaz, Jean
Sent: Thursday, June 21, 2007 06:02 PM
To: SmithN@insurance.ca.gov
CC: Ridge, Valerie J
Subject: CDI issues List for PacifiCare Life and Health Insurance Company
Attachments: CDI issues List_042707 (2).xls

<<...>>
Nicoleta,
Please see the enclosed PLHIC's Closed and Open CDI Issues list. Also, please note that I will not be able to make the next Wednesday's meeting as I am flying to Sacramento for a meeting with the DMHC. Would you like to schedule for another day, please advise.
Should you have any questions or concerns related to the CDI Issues list, please advise. Thanks
Jean Diaz
Director, Regulatory Affairs
Direct Line (714) 226-3081
Fax# 866-383-0428 or (714) 226-3014

CDI Issues List - Closed & Open Issues

Requested Date	Topic Summary	Data/Response Needed	Due Date	Comments
3/20 Email	Information requested--dates and information around transitioning of claims operations.	Requesting dates of when claims was moved to Texas, Kansas, Illinois, Kentucky and to MedPlans.	Complete	Provided as "Attachment 1" in response dated 4/6/07.
3/20 Email	Outreach / education of network providers on dispute processes	CDI requesting dates and process of notification to providers re: dispute process, e.g., letters, EOBs.	Complete	Response to CDI on 4/6/07, with supporting documentation included on "Attachment D (Quick Reference Guides)" and "Attachment E (Provider Welcome Packet)."
3/20 Email	DOJ ruling	CDI requesting more info on DOJ ruling "affecting your operations" and "the problems that arose out of this."	Complete	Response to the CDI on 4/6/07.
Ongoing as of 1/10	COOC/pre-ex report	Report of COOC / pre-existing condition claims re-work. Original claims report with added fields for dates paid and interest paid.	Complete	Completed report to the CDI on 4/3/07.
3/23 Email	Secured Mail System and automatic deletion within 60 days.	CDI concern that e-mails deleted after 60 days are in violation of the Fair Claims Settlement Act (note--deletion is from recipients end only--not from senders).	Complete	Response to the CDI on 4/10/07.

3/9 Fax	Provider dispute process	Providers reporting that their calls related to claims issues are directed to recording and are not returned from # 1-866-316-9776 (PPO Customer Service/Marty Sing).	Complete	Reported to CDI that calls are not routed to recorder from this number. CDI stated that providers are not always able to recall the # s they called and would check to see if perhaps any other phone # was involved. CDI will provide additional information as it becomes available on provider complaints related to phone numbers.
	Phone protocols when employees leave the company.		Complete	Provided CDI with termination checklist that address this issue--CDI looking Company-wide directive when entire depts leave or are transitioned.
3/20 Email	Provider Dispute Resolution Process for PLHIC	CDI request P&Ps and other documentation outlining the Company's Provider Dispute Resolution Process.	Complete	Provided CDI with flowchart and P&P on 6/13/07

3/20 Email	"PLAC" noted to be on several company responses to PLHIC members.	Response required and Company needs to investigate and correct instances of incorrect underwriting carrier on correspondences.	Complete	Examples provided by CDI on 4/4/07 and 4/6/07. Currently following-up on these examples. Update on 4/19 found the correspondences originated from A&G. Katrina Pelto and Laura Henggeler provided staff education during staff meeting on 4/17/2007. Staff to re-check correspondence to ensure that correct underwriting carrier identified. In addition, explanations will be added to letters where underwritten by PLAC (employer in situ in another state, member resides in California). Update 4/20--CDI agreed the above approach sufficient. Laura to provide written documentation of this to the CDI. Update 4/27--Response sent to CDI.
3/27 Letter	EOP Language	EOP requires CDI contact data and PLHIC as underwriting carrier.	Complete	EOP revised and final copy sent to CDI on April 27, 2007. Version 4 implemented 6/15/07.
3/27 Letter	EOB Language related to IMR	Revise language to comply with regulations	Complete	Provided to CDI with copy (version 3) on 6/1/07. CDI approved changes on 6/4/07 and revisions were in production effective 6/8/07. Final copy of version 3 provided to CDI on 6/13/07. Additional revisions made and final document sent to CDI 6/18/07. Version 4 implemented 6/15/07.

4/20/2007	Retro Contract list of providers for CDI	List of providers (who we are aware of based on available reports/projects) affected by retro contract load provided to CDI so that they may reference list when providers call in complaint.	Complete	Nicoleta Smith requested list to be reformatted so that providers are listed in alphabetical order (last name) and also requested descriptions of column headings. Updated--CD sent 4/27/07 via UPS.
Ongoing	COCC project	COCC form management (receipt, storage and maintenance). Flowchart & control framework describing procedures implemented to ensure forms are recorded appropriately.	Complete	Provided to CDI on 6/13/07
	Dr. Michael Griffin	Resolve Provider Complaint, provide copy of contract, and provide CDI with list of reworked claims and EOB's	Partially Complete	On June 7, 2007 response to Robert Masters, related to his May 10, 2007 complaint for Dr. Griffin. Copy of contract provided with response. **Outstanding Issue**- In process of obtaining a list of reworked claims and EOB's related to this provider.
	Sleep Quest	Resolve Provider Complaint, provide copy of contract, and provide CDI with list of reworked claims and EOB's	Partially Complete	We have verified that SleepQuest cashed their settlement check on 3/30/07. An imaged copy of the processed check was provided to CDI on 4/13/07. Letter was sent to Sleep Quest on 4/20/07 addressing concerns. **Outstanding issue**: Working on copies of EOBs

4/13/2007	Pre-Ex / COCC Report -- list of questions from the CDI.	The CDI e-mailed a list of questions specific to the previously provided pre-ex / COCC Report.	Partially Complete	Updated--Response e-mail to Nicoleta Smith by Laura Henggeler on 4/27. Hardcopy sent via UPS, along with CD of providers involved in retro contracting (in Alpha order, as per the CDI). 6/1/07 - Letter to CDI providing file of information on COCC report related to details for whether or not an additional payment was made. **Outstanding Issue** - 6/20/07 CDI requested additional information related to comments column example "claim has been reprocessed under claim xxx". CDI would like additional information if payment issued or applied to deductible or other explanation of processing under this claim # .
3/20 Email Request # 3, 8 & 9	Retro Contract Report	List of providers (who we are aware of based on available reports/projects) affected by retro contract load provided to CDI so that they may reference list when providers call in complaint.		Nicoleta Smith requested list to be reformatted so that providers are listed in alphabetical order (last name) and also requested descriptions of column headings. CD sent 4/27/07 via UPS. Sorted the list of providers in alpha order and provide explanation of column headings.

		Listing of those providers included in the "CTN Retro Load" rework project was provided to the CDI on 4/6/07. File needs to be appended to add the claims related fields requested by the CDI.		Sent CD on 5/2/07 with all required specific data fields in alpha order. **Outstanding Issue:** Complete rework issues discussed during the March meeting with the CDI by 7/31/07.
3/20 Email Request # 3, 8 & 9	Payment Schedules	Provide list of claims processed incorrectly related to the fee schedule issues	Partially Completed	Sent report on 5/2/07 (alpha order) of the PPO claims that have been reprocessed to date related to possible payment schedule issues. File did not contain all specific data fields requested by the CDI. **Outstanding Issue:** Complete rework issues discussed during the March meeting with the CDI by 7/31/07.

CDI Issues List - Closed & Open Issues

Requested Date	Topic Summary	Data/Response Needed	Accountable Person	Supporting Personnel	Due Date	Comments
3/20 Email	Information requested--dates and information around transitioning of claims operations.	Requesting dates of when claims was moved to Texas, Kansas, Illinois, Kentucky and to MedPlans.	Vonderhaar		Complete	Provided as "Attachment 1" in response dated 4/6/07.
3/20 Email	Outreach / education of network providers on dispute processes	CDI requesting dates and process of notification to providers re: dispute process, e.g., letters, EOBs.			Complete	Response to CDI on 4/6/07, with supporting documentation included on "Attachment D (Quick Reference Guides)" and "Attachment E (Provider Welcome Packet)."
3/20 Email	DOJ ruling	CDI requesting more info on DOJ ruling "affecting your operations" and "the problems that arose out of this."			Complete	Response to the CDI on 4/6/07.
Ongoing as of 1/10	COCC/pre-ex report	Report of COCC / pre-existing condition claims re-work. Original claims report with added fields for dates paid and interest paid.			Complete	Completed report to the CDI on 4/3/07.
3/23 Email	Secured Mail System and automatic deletion within 60 days.	CDI concern that e-mails deleted after 60 days are in violation of the Fair Claims Settlement Act (note--deletion is from recipients end only--not from senders).			Complete	Response to the CDI on 4/10/07.
3/9 Fax	Provider dispute process	Providers reporting that their calls related to claims issues are directed to recording and are not returned from # 1-866-316-9776 (PPO Customer Service/Marty Sing).	McFann		Complete	Reported to CDI that calls are not routed to recorder from this number. CDI stated that providers are not always able to recall the #s they called and would check to see if perhaps any other phone # was involved. CDI will provide additional information as it becomes available on provider complaints related to phone numbers.
	Phone protocols when employees leave the company.				Complete	Provided CDI with termination checklist that address this issue--CDI looking Company-wide directive when entire depts leave or are transitioned.
3/20 Email	Provider Dispute Resolution Process for PLHIC	CDI request P&Ps and other documentation outlining the Company's Provider Dispute Resolution Process.			Complete	Provided CDI with flowchart and P&P on 6/13/07

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	3/20 Email		"PLAC" noted to be on several company responses to PLHIC members.		Response required and Company needs to investigate and correct instances of incorrect underwriting carrier on correspondences.			Complete	Examples provided by CDI on 4/4/07 and 4/6/07. Currently following-up on these examples. Update on 4/19 found the correspondences originated from A&G. Katrina Pelto and Laura Henggeler provided staff education during staff meeting on 4/17/2007. Staff to re-check correspondence to ensure that correct underwriting carrier identified. In addition, explanations will be added to letters where underwritten by PLAC (employer in situ in another state, member resides in California). Update 4/20--CDI agreed the above approach sufficient. Laura to provide written documentation of this to the CDI. Update 4/27--Response sent to CDI.
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	3/27 Letter		EOP Language		EOP requires CDI contact data and PLHIC as underwriting carrier.			Complete	EOP revised and final copy sent to CDI on April 27, 2007. Version 4 implemented 6/15/07.
23									
	3/27 Letter		EOB Language related to IMR		Revise language to comply with regulations			Complete	Provided to CDI with copy (version 3) on 6/1/07. CDI approved changes on 6/4/07 and revisions were in production effective 6/8/07. Final copy of version 3 provided to CDI on 6/13/07. Additional revisions made and final document sent to CDI 6/18/07. Version 4 implemented 6/15/07.
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	4/20/2007		Retro Contract list of providers for CDI		List of providers (who we are aware of based on available reports/projects) affected by retro contract load provided to CDI so that they may reference list when providers call in complaint.			Complete	Nicoleta Smith requested list to be reformatted so that providers are listed in alphabetical order (last name) and also requested descriptions of column headings. Updated--CD sent 4/27/07 via UPS.
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	Ongoing		COCC project		COCC form management (receipt, storage and maintenance). Flowchart & control framework describing procedures implemented to ensure forms are recorded appropriately.			Complete	Provided to CDI on 6/13/07
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			Dr. Michael Griffin		Resolve Provider Complaint, provide copy of contract, and provide CDI with list of reworked claims and EOB's			Partially Complete	On June 7, 2007 response to Robert Masters, related to his May 10, 2007 complaint for Dr. Griffin. Copy of contract provided with response. **Outstanding Issue**- In process of obtaining a list of reworked claims and EOB's related to this provider.
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			Sleep Quest		Resolve Provider Complaint, provide copy of contract, and provide CDI with list of reworked claims and EOB's			Partially Complete	We have verified that SleepQuest cashed their settlement check on 3/30/07. An imaged copy of the processed check was provided to CDI on 4/13/07. Letter was sent to Sleep Quest on 4/20/07 addressing concerns. **Outstanding issue**: Working on copies of EOBs
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	A	B	C	D	E	F	G	H	I
34	4/13/2007		Pre-Ex / COCC Report -- list of questions from the CDI.		The CDI e-mailed a list of questions specific to the previously provided pre-ex / COCC Report.			Partially Complete	Updated--Response e-mail to Nicoleta Smith by Laura Henggeler on 4/27. Hardcopy sent via UPS, along with CD of providers involved in retro contracting (in Alpha order, as per the CDI).
35									6/1/07 - Letter to CDI providing file of information on COCC report related to details for whether or not an additional payment was made.
36									**Outstanding Issue -** 6/20/07 CDI requested additional information related to comments column example "claim has been reprocessed under claim xxx". CDI would like additional information if payment issued or applied to deductible or other explanation of processing under this claim #.
37	3/20 Email Request #3, 8 & 9		Retro Contract Report		List of providers (who we are aware of based on available reports/projects) affected by retro contract load provided to CDI so that they may reference list when providers call in complaint.				Nicoleta Smith requested list to be reformatted so that providers are listed in alphabetical order (last name) and also requested descriptions of column headings. CD sent 4/27/07 via UPS. Sorted the list of providers in alpha order and provide explanation of column headings.
38					Listing of those providers included in the "CTN Retro Load" rework project was provided to the CDI on 4/6/07. File needs to be appended to add the claims related fields requested by the CDI.				Sent CD on 5/2/07 with all required specific data fields in alpha order.
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40									**Outstanding Issue**: Complete rework issues discussed during the March meeting with the CDI by 7/31/07.
41	3/20 Email Request #3, 8 & 9		Payment Schedules		Provide list of claims processed incorrectly related to the fee schedule issues			Partially Completed	Sent report on 5/2/07 (alpha order) of the PPO claims that have been reprocessed to date related to possible payment schedule issues. File did not contain all specific data fields requested by the CDI.
42									**Outstanding Issue:** Complete rework issues discussed during the March meeting with the CDI by 7/31/07.

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