

Corrective Action Plan for Contract 71164 04

DHHS Identified Issue	Corrective Action				Progress / Updates / Comments	Status
	Steps	Owner	Start Date	Projected Resolution Date		
Failure to notify MLTC of the vacancy of the key staff position of Director of Finance within 2 business days of the change.						
Continued pattern of inappropriately denying reimbursement to behavioral health providers.						
Continued pattern of inappropriately denying reimbursement to Durable Medical Equipment (DME) providers.						
Failure to implement system changes accurately to correct inappropriate denials for reimbursement of services when Medicaid should be primary when clients have						

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Medicare/Medicaid dual eligibility.						
Failure to post known claims management issues to the website per directed by MLTC staff on 5/18/2017						
Failure submit semi-annual Claims Audit and Medical Necessity Review reports by extended due date of July 31, 2017.						