

Calendar Year: 2009

Utilization Review Performance Rating of Investigation of a Claims Administrator

Investigation No: URA-S29-09-R1

Claims Administrator: Chartis Claims Inc.

Location: Santa Ana

Utilization Review Management: Chartis Claims; HDI Health Direct, Inc.

Number of Requests for Authorization:

| | |
|---------------|-----------|
| Prospective | <u>54</u> |
| Concurrent | <u>3</u> |
| Retrospective | <u>0</u> |

Decisions by Type:

| | |
|--------------|-----------|
| Approval | <u>39</u> |
| Modification | <u>0</u> |
| Delay | <u>2</u> |
| Denial | <u>16</u> |

1. FACTOR FOR UNTIMELY RESPONSE TO REQUEST

| | | | | |
|--------------------------------|----------|---------------------------------------|----------|----------------|
| # late prospective responses | 7 | divide by # of prospective requests | 54 | |
| # late concurrent responses | 0 | divide by # of concurrent requests | 3 | |
| # late retrospective responses | <u>0</u> | divide by # of retrospective requests | <u>0</u> | |
| Totals | 7 | divide by | Totals | <u>57</u> = |
| | | | | 0.12281 |

2. FACTOR FOR FAULTY NOTICE CONTENT

| | | | | |
|----------------------------------|----------|---------------------------------------|----------|----------------|
| # faulty prospective responses | 1 | divide by # of prospective requests | 54 | |
| # faulty concurrent responses | 0 | divide by # of concurrent requests | 3 | |
| # faulty retrospective responses | <u>0</u> | divide by # of retrospective requests | <u>0</u> | |
| Totals | 1 | divide by | Totals | <u>57</u> = |
| | | | | 0.01754 |

3. FACTOR FOR IMPROPER DISTRIBUTION OF NOTICE

| | | | | |
|--|----------|---------------------------------------|----------|------------------|
| # prospective w/ improper distribution | 0 | divide by # of prospective requests | 54 | |
| # concurrent w/ improper distribution | 0 | divide by # of concurrent requests | 3 | |
| # retrospective w/ improper distribution | <u>0</u> | divide by # of retrospective requests | <u>0</u> | |
| Totals | 0 | | Totals | <u>57</u> |
| | | | | = 0.00000 |

UTILIZATION REVIEW PERFORMANCE RATING

A Utilization Review Performance Rating of 0.85000 or greater is a passing score.

95.3%

Analysis of Penalties and/or Violations Cited for Utilization Review Investigation

Investigation No.: URA-S29-09-R1
Claims Administrator: Chartis Claims, Inc.
Location: Santa Ana
Utilization Review Management: Chartis Claims; HDI Health Direct, Inc.

Number of Utilization Review Requests for Authorization (requests) for Quarter: 1,795
Requests reviewed: 57 **Complaints Reviewed:** 0

| Type of Violation | Violation of Title 8, CCR §9792.12 | # of Violations | Total \$ Violations Identified | *\$ Not Subject to Assessment | Total \$ Subject to Assessment |
|---|------------------------------------|-----------------|--------------------------------|-------------------------------|--------------------------------|
| Failure to establish a utilization review plan. | §9792.12 (a)(1) | 0 | \$0 | \$0 | \$0 |
| Failure to maintain a UR plan conforming to all of the requirements of 8CCR§9792.7(a). | §9792.12 (a)(2) | 0 | \$0 | \$0 | \$0 |
| Failure to file a UR plan or letter in lieu of UR plan with the Administrative Director. | §9792.12 (a)(3) | 0 | \$0 | \$0 | \$0 |
| Failure to timely file any material modification of a UR plan with the Administrative Director. | §9792.12 (a)(4) | 0 | \$0 | \$0 | \$0 |
| Failure to employ or designate a physician as medical director of the UR process. | §9792.12 (a)(5) | 0 | \$0 | \$0 | \$0 |
| Issuance of a decision to modify or delay a request which is not within the reviewer's scope of practice. | §9792.12 (a)(6) | 0 | \$0 | \$0 | \$0 |
| Modification, delay or denial of a request by a non-physician. | §9792.12 (a)(7) | 1 | \$25,000 | \$6,250 | \$18,750 |
| Approval of amended request by non-physician without written evidence for submission of amended request. | §9792.12 (a)(8) | 0 | \$0 | \$0 | \$0 |
| Failure to timely respond to an expedited request. | §9792.12 (a)(9) | 0 | \$0 | \$0 | \$0 |
| Denial of request solely because it is not addressed by MTUS/ACOEM. | §9792.12 (a)(10) | 0 | \$0 | \$0 | \$0 |
| Failure to document discussion for care plan for denial of concurrent request. | §9792.12 (a)(11) | 0 | \$0 | \$0 | \$0 |
| No response to non-expedited concurrent request. | §9792.12 (a)(12) | 0 | \$0 | \$0 | \$0 |
| No response to non-expedited prospective request. | §9792.12 (a)(13) | 0 | \$0 | \$0 | \$0 |
| No response to a retrospective request. | §9792.12 (a)(14) | 0 | \$0 | \$0 | \$0 |
| Failure to disclose UR guidelines to the public. | §9792.12 (a)(15) | 0 | \$0 | \$0 | \$0 |
| Failure of URO or claims administrator to provide documentation of compliance pursuant to 8CCR§9792.11(v)(5). | §9792.12 (a)(16) | 0 | \$0 | \$0 | \$0 |
| Failure to timely comply with any compliance requirement for the Final Report of UR Investigation. | §9792.12 (a)(17) | 0 | \$0 | \$0 | \$0 |

Analysis of Penalties and/or Violations Cited for Utilization Review Investigation

Investigation No.: URA-S29-09-R1

Claims Administrator: Chartis Claims, Inc.

Location: Santa Ana

Utilization Review Management: Chartis Claims; HDI Health Direct, Inc.

| Type of Violation | Violation of Title 8, CCR §9792.12 | # of Violations | Total \$ Violations Identified | *\$ Not Subject to Assessment | Total \$ Subject to Assessment |
|---|------------------------------------|-----------------|--------------------------------|-------------------------------|--------------------------------|
| Failure to provide timely notice to all parties of need to extend decision date for request. | §9792.12 (b)(4)(A) | 0 | \$0 | \$0 | \$0 |
| Failure to document efforts to obtain information from requesting party prior to denying request. | §9792.12 (b)(4)(B) | 0 | \$0 | \$0 | \$0 |
| Failure to make and communicate a decision to approve, modify or deny a prospective/concurrent request within 5 days of receiving needed information. | §9792.12 (b)(4)(C) | 0 | \$0 | \$0 | \$0 |
| Failure to issue timely retrospective decision within 30 days of receipt of requested information. | §9792.12 (b)(4)(D) | 0 | \$0 | \$0 | \$0 |
| Incomplete notice of modification, delay or denial. | §9792.12 (b)(4)(E) | 1 | \$100 | \$100 | \$0 |
| Failure to provide UR criteria/guidelines when requested by patient. | §9792.12 (b)(4)(F) | 0 | \$0 | \$0 | \$0 |
| Failure to make a timely request for additional information needed for decision for prospective/concurrent request. | §9792.12 (b)(5)(A) | 0 | \$0 | \$0 | \$0 |
| Failure to provide timely initial communication of approval for a prospective/concurrent request. | §9792.12 (b)(5)(B) | 0 | \$0 | \$0 | \$0 |
| Failure to provide timely notice to all parties of decision to modify, delay, or deny a prospective/concurrent request. | §9792.12 (b)(5)(C) | 0 | \$0 | \$0 | \$0 |
| Failure to provide timely notice to all parties decision for a retrospective request. | §9792.12 (b)(5)(D) | 0 | \$0 | \$0 | \$0 |
| Failure to immediately notify the requesting party that decision cannot be made within timeframes. | §9792.12 (b)(5)(E) | 0 | \$0 | \$0 | \$0 |
| Failure to document need/basis to delay decision. | §9792.12 (b)(5)(F) | 0 | \$0 | \$0 | \$0 |
| Failure to provide in written notice the reason for delay in making a decision. | §9792.12 (b)(5)(G) | 0 | \$0 | \$0 | \$0 |
| Absent a time extension, failure to make a timely decision for a prospective/concurrent request. | §9792.9 (b)(1) | 6 | N/A | N/A | \$0 |
| Absent a time extension, failure to provide a timely written notice of decision for a prospective/concurrent request. | §9792.9 (b)(3) | 2 | N/A | N/A | \$0 |
| Absent a time extension, failure to provide initial notice for modification, delay or denial of a prospective/concurrent request. | §9792.9 (b)(4) | 0 | N/A | N/A | \$0 |
| TOTAL | | 10 | \$25,100 | \$6,350 | \$18,750 |

*Penalties for violations in 8 CCR § 9792.12(a) are mandatory and cannot be waived but may be mitigated depending on factors in § 9792.13. Penalties under § 9792.12(b)(4) and (b)(5) may be waived per § 9792.12(b)(2) and mitigated per § 9792.13.