

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
1			CMS 1500 - Medical	02/26/19	03/01/2019	4	30 days	Aetna Better Health of Kansas	Finding: No Observation: No  <b>Contract Compliance: Met</b>
2			UB04 - Outpatient	01/18/19	01/25/2019	8	30 days	Aetna Better Health of Kansas	Finding: No Observation: Yes  <b>Contract Compliance: Met</b>  <b>Observation:</b> <b>1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The Julian date used in the MCO ICN is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b> The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change. NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission. <b>2) The MCO Receipt Date provided on the encounter is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b>
3			CMS 1500 - Vision	1/25/2019	02/01/2019	8	30 days	SkyGen Vision	Finding: No Observation: Yes  <b>Contract Compliance: Met</b>  <b>Observation:</b> <b>1) The subcontractor is not using the date of receipt to calculate the number of days to process a claim.</b>
4			CMS 1500 - Medical	02/11/19	02/15/2019	5	30 days	Aetna Better Health of Kansas	Finding: No Observation: Yes  <b>Contract Compliance: Met</b>  <b>Observation:</b> <b>1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The Julian date used in the MCO ICN is the date the claim was received in the Aetna system (log date) and not the date received by</b>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									<p><b>the clearinghouse, imaging vendor or Front End Billing (FEB).</b></p> <p>The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change.</p> <p>NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p> <p><b>2) The MCO Receipt Date provided on the encounter is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b></p>
5			CMS 1500 - Medical	04/15/19	04/19/2019	5	30 days	Aetna Better Health of Kansas	<p>Finding: No Observation: No</p> <p><b>Contract Compliance: Met</b></p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
6			Pharmacy	1/17/19	01/23/2019	7	30 days	CVS Pharmacy	<p>Finding: No Observation: Yes</p> <p><b>Contract Compliance: Met</b></p> <p><b>Observation:</b>  <b>1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The subcontractor converts the 18 digit ICN to a 16 digit ICN using a binary hex converter which does not include any identifying information.</b>  The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change.  NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	Reviewer Comments <i>(KDHE Use Only)</i>
									<b>2) The subcontractor is not using the date of receipt to calculate the number of days to process a claim.</b>
7			UB04 - Nursing Facility	03/22/19	03/29/2019	8	30 days	Aetna Better Health of Kansas	Finding: No Observation: No  <b>Contract Compliance: Met</b>
8			Dental	01/14/2019	01/25/2019	12	30 days	SKYGEN USA	Finding: No Observation: Yes  <b>Contract Compliance: Met</b>  <b>Observation:</b> <b>1) The subcontractor is not using the date of receipt to calculate the number of days to process a claim.</b>
9			UB04 - Inpatient	04/13/19	05/01/2019	19	30 days	Aetna Better Health of Kansas	Finding: No Observation: Yes  <b>Contract Compliance: Met</b>  <b>Observation:</b> <b>1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The Julian date used in the MCO ICN is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									<p>The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change.</p> <p>NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p> <p><b>2) The MCO Receipt Date provided on the encounter is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b></p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
10			CMS 1500 - Medical	01/16/19	02/22/2019	38	<del>60 days</del> 30 days	Aetna Better Health of Kansas	<p>Finding: Yes Observation: Yes</p> <p><b>Contract Compliance: Not Met</b></p> <p><b>Finding:</b> 1) The clean claim was not processed within 30 days.</p> <p><b>Observation:</b> 1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The Julian date used in the MCO ICN is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB). The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change. NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers</p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission. <b>2) The MCO Receipt Date provided on the encounter is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b>
11			Pharmacy	04/22/19	04/26/2019	5	30 days	CVS Pharmacy	Finding: No Observation: Yes  <b>Contract Compliance: Met</b>  <b>Observation:</b> <b>1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The subcontractor converts the 18 digit ICN to a 16 digit ICN using a binary hex converter which does not include any identifying information.</b> The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such



Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									<p>description(s) whenever there is a change. NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p> <p><b>2) The subcontractor is not using the date of receipt to calculate the number of days to process a claim.</b></p>
12			CMS 1500 - Medical	01/24/19	03/27/2019	63	<del>90 days</del> 30 days	Aetna Better Health of Kansas	<p>Finding: Yes Observation: Yes</p> <p><b>Contract Compliance: Not Met</b></p> <p><b>Finding:</b> 1) The clean claim was not processed within 30 days.</p> <p><b>Observation:</b> 1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The Julian date used in the MCO ICN is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB). The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify</p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									<p>each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change.</p> <p>NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p> <p><b>2) The MCO Receipt Date provided on the encounter is the date the claim was received in the Aetna system (log date) and not the date received by the clearinghouse, imaging vendor or Front End Billing (FEB).</b></p>
13			Pharmacy	04/22/19	04/26/2019	5	30 days	CVS Pharmacy	<p>Finding: No Observation: Yes</p> <p><b>Contract Compliance: Met</b></p> <p><b>Observation:</b> <b>1) The Receipt Date is not provided in the MCO ICN as required in RFP requirement 5.14.1.C.2. The subcontractor converts the 18 digit ICN</b></p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									<p><b>to a 16 digit ICN using a binary hex converter which does not include any identifying information.</b></p> <p>The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change.</p> <p>NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p> <p><b>2) The subcontractor is not using the date of receipt to calculate the number of days to process a claim.</b></p>
14			Transportation	08/20/2019	08/22/2019	2	30 days	Access2Care	<p>Finding: No Observation: Yes</p> <p><b>Contract Compliance: Met</b></p> <p><b>Observation:</b> 1) 1) The Receipt Date is not provided in the MCO ICN as required in RFP</p>

Seq	MCO ICN	MMIS ICN	Claim Type	<b>MCO Receipt Date</b> <i>(provide screen print)</i>	<b>MCO Paid Date</b> <i>(provide copy of RA)</i>	Days to Process	<b>Timely Processing Category</b> <i>(30/60/90 days)</i>	Core Plan or Subcontractor	<b>Reviewer Comments</b> <i>(KDHE Use Only)</i>
									<p><b>requirement 5.14.1.C.2. The subcontractor reopened a cancelled claim retaining the original receipt date instead of establishing a new receipt date.</b></p> <p>The CONTRACTOR(S) and each of their Subcontractors shall upon receipt identify each claim and its attachments, adjustments, and financial transaction with a unique Internal Control Number (ICN). Each CONTRACTOR(S) shall submit a description of their ICN structure including ICN descriptions for each of their subcontractors and resubmit such description(s) whenever there is a change.</p> <p>NOTE: the ICN is alphanumeric, has a maximum field length of sixteen (16) bytes and includes at a minimum the date of claim receipt. Additional identifiers could include the batch number, sequence of claim within the batch and an indicator of the type of claim submission.</p> <p><b>2) The subcontractor is not using the date of receipt to calculate the number of days to process a claim.</b></p>