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| CMS Audit Results—Corrective Action Next StepsBased on our CMS audit results Blue Plus was issued a Care Coordination “Observation Requiring Corrective Action” based on the following findings:*Sponsor did not ensure the results from the initial and annual health risk assessments (HRAs) were addressed in individualized care plans (ICPs) because its process allowed enrollees to direct the preferences of health conditions transferred to the ICP regardless of issues identified in HRAs. This observation requires correction and submission of a corrective action plan.*Blue Plus addressed the corrective action indicating we will update our Model of Care to be clearer that our support plans will address “current” health conditions and diagnoses in which the member has identified goals, preferences or needs. It will also be updated to be clear that support plans will not include past health conditions or diagnoses, nor current health conditions and diagnoses that are sufficiently being addressed in the health risk assessment (HRA). Required Action - effective immediately:Care Coordinators must ensure that results of the health risk assessment regarding support, diagnosis and current health conditions that require interventions or services are addressed in the support plan. If the member has indicated that they do not want support planning for any needs documented on the health risk assessment, the CC must document clearly in the HRA that it was discussed and how it is being managed. Process updates and training:* Care Coordination Guidelines will be updated.
* Our upcoming 2025 Blue Plus MnCHOICES Workflow Webinar on Thursday, January 16th from 9:00 a.m. – 10:00 a.m. will include HRA and support plan guidance.

If we receive any additional requirements from CMS we will communicate as we receive it. If you have any questions, please reach out to your Partner Relations Consultant. |