

Provider Notice

Thank you for being a Molina Complete Care (MCC) network provider and helping us provide high quality healthcare services to our members. To assure compliance with all applicable Department of Medical Assistance Services (DMAS) requirements and to assist network providers identify, mitigate and correct deficiencies identified by the Special Investigations Unit (SIU) as part of the audit process, we have started requesting that some providers submit a Corrective Action Plan (CAP).

Effective immediately, a Corrective Action Plan **may be** requested from providers that asks for the following:

- Completion of a CAP template that will require the provider to submit the information listed below for each noncompliant finding (as identified in the SIU Final Findings Letter):
 - What & how: what specific steps will be taken to resolve the finding(s)?
 - Evidence: what piece of evidence or documentation demonstrates you are in compliance?
 - Person(s) responsible: name of person responsible for the overall CAP, which includes the action items or steps taken and oversight of the process
 - Completion date(s): date or dates that each action item and/or step taken will be completed.
- Attestation completed by a high-level representative within the provider's organization
- CAP templates are due within 30 calendar days unless an appeal is submitted to the MCC SIU team. If neither an appeal or CAP is received within 30 calendar days, all overpaid claims will be subject to retraction

The SIU team reserves the right to waive the CAP requirement if new information is provided through the appeal process that addresses the earlier noted findings. All CAPs will be reviewed and tracked by the SIU team.

Please contact your assigned provider services representative with any general questions and they will reach out to the SIU team. Providers receiving a CAP will be provided the contact details for the SIU department directly in that correspondence.