

## **424 VERIFICATION OF RECEIPT OF PAID SERVICES**

EFFECTIVE DATE: October 1, 2019

REFERENCES: 42 CFR 433.116, 42 CFR 455.20 and 232; AHCCCS Contractor Operations Manual, Policy 424-Attachment A; Section F3, Contractor Chart of Deliverables

DELIVERABLES: AHCCCS Required Survey Results; Verification of Receipt of Paid Services

### **Purpose**

This policy applies to the Division's Administrative Services Subcontractors (AdSS). AdSS are responsible for verifying member receipt of paid services according to federal and contractual requirements, to identify potential service/claim fraud. The AdSS are expected to perform surveys as required in this policy through member contact and to report the results of these surveys to the Division in accordance with the timeframes specified in Section F3, Contractor Chart of Deliverables.

### **General Requirements**

- A. The AdSS must perform, at a minimum, quarterly surveys to determine member receipt of paid services.
- B. A Quarterly Verification of Services Survey Report, is due as specified in Section F3, Chart of Deliverables. The AdSS will submit this information, using the format in AHCCCS Contractor Operations Manual, Policy 424-Attachment A, Quarterly Verification of Services Audit Report.

### **Sampling**

- A. The sampling must be from claims with Dates of Services (DOS) from the reporting quarter and not more than 45 days from date of payment pursuant to 42 CFR 455.232 and 433.116(e). For example, the July 15th report would be for paid claims with DOS for January through March. Surveys can be performed at any point after claims have been paid.
- B. Members who are surveyed must be eligible for the Division and enrolled with the AdSS during the period under review.
- C. The sampling must consist of claims that resulted in payment.
- D. The sampling must be proportionally selected from the entire range of services available under the contract (e.g. inpatient, outpatient, nursing facility).
- E. The sample size must be at least 100 claims randomly selected based on the qualifications above. The minimum sampling size for an AdSS with less than 2,000 members must be 50 claims (the minimum sample size refers to completed surveys).

### **Methodology**

- A. The audit can be performed by mail, telephonically, or in person. Concurrent review will be allowed; however, if used it must be recorded and tied back to a

successfully adjudicated claim.

- B. Survey language should be in an easily understood language, including the description of services (e.g., x-ray, surgery, blood tests, counseling) when validating the receipt of paid services.
- C. Individual survey results indicating that paid services may not have been received must be referred to the AdSSs fraud and abuse department for review and to the AHCCCS Office of the Inspector General (AHCCCS-OIG) department.

### **Reporting**

- A. The AdSS must submit a report that includes the total number of surveys sent out, total number of surveys completed, total services requested for validation, number of services validated, and number of services referred to AHCCCS-OIG for further review (AHCCCS Operations Policy Manual, Policy 424-Attachment A, Quarterly Verification of Services Audit Report).
- B. A cover letter should accompany the report that discusses the number of surveys that resulted in a referral to the AdSS's corporate compliance program and, as a result, any referrals to AHCCCS-OIG and analysis and interventions where appropriate.