

Attachment B.24 - MARCH  
**MOLINA HEALTHCARE OF WASHINGTON, INC**  
**2011 Delegated Claims Assessment**

Criteria	Comments
<b>I. ORGANIZATIONAL:</b>	
a. Have there been any significant changes in the operation structure or lines of reporting since my audit last December?	No
b. Have there been any significant changes in the operation structure that have/would impact claims operations since my audit last December?	No
c. Have there been any additional claims staff hired since my audit last December?	Yes – Replaced the claims supervisor position.
<b>II. SYSTEM:</b>	
a. What Claims processing system, including version, is used?	eyeManager® 3
b. Have there been any significant changes to claims adjudication software since my audit last December?	No
c. How frequently is the claims system backed up to prevent information loss? Daily, monthly, annually.	System Back-up & Document Storage/Retrieval Data is transmitted electronically to Iron Mountain daily using an FTP site (electronic vaulting).
d. Is there a site in which to restore data if lost?	Yes, off site – Underground site at Iron Mountain.
e. What date format is used by the system (ie Julian)?	mm/dd/yyyy
f. Does the claims payment system edit for member eligibility on the date of service?	Yes
g. Are benefits electronically loaded into the claims payment system?	Yes
h. Does the claims system track benefit limitations (ie, units, days, and dollars)	Yes
i. Does the claims system edit for covered services?	Yes
j. Does the claims system edit for service bundling?	Yes
k. Can the claims system process claims as secondary payer?	Yes
l. Is the claims system capable of receiving claims in a HIPAA compliant format?	Yes
m. What percentage of claims are received electronically?	89.14%
n. Is there still a fee imposed for any clean claims not received electronically?	Yes, \$2.00
<b>III. STORING &amp; RETRIEVING CLAIMS:</b>	

Attachment B.24 - MARCH  
**MOLINA HEALTHCARE OF WASHINGTON, INC**  
**2011 Delegated Claims Assessment**

Criteria	Comments
a. How long are claims kept, and in what format?	Some hard copy claims, some electronic. All kept 10 years.
<b>IV. CLAIMS INVENTORY:</b>	
a. Are all claims received entered into the claims system?	No. If member has never been eligible with MVC, claims cannot be entered because there is no member information for system set-up to accept the claim. These claims are mailed back to the provider.
<b>VI. PENDED CLAIMS:</b>	
a. Are pended claims tracked manually or electronically?	Electronically
b. Is there a system report for pended claims, and if so, how frequently is the report run?	Yes, frequency: Daily
<b>VII. DENIALS:</b>	
a. Are denied claims tracked separately?	Yes
<b>VIII. COB, WORKER'S COMP, TPL:</b>	
a. Are COB savings tracked by the claims system or manually?	Manually
b. Are TPL savings tracked by the claims system or manually?	Manually, although TPL would normally not apply to vision benefits.
<b>IX. QUALITY ASSURANCE:</b>	
a. How frequently are claims audits performed?	Weekly
b. Who performs the claims audits?	Claims Supervisor as well as Quality Analysts
c. Are audit results tracked and trended?	Yes
d. Are audit results reviewed by a committee or management team for action when necessary?	Yes, errors routed to the claims supervisor daily, Claims Management Team reviews months summary data, monthly results reviewed with each examiner.
e. Is your Claims processing system compliant with ICD10 codes which will be mandated on October 1, 2013? If not, what processes/plans are in place to upgrade the system?	Yes

Attachment B.24 - MARCH  
**MOLINA HEALTHCARE OF WASHINGTON, INC**  
**2011 Delegated Claims Assessment**  
**Corrective Action Plan**

**Delegate: March Vision**

**Lines of Business: Health Options, Medicare**

**Assessment Date: November 30, 2010**

**Assessment Score: 100%**

**DOC Continued Delegation Approval Date: February 3, 2011**

**DOC Corrective Action Plan Approval Date: February 3, 2011**

**Corrective Action Complete: February 3, 2011**

---

<b>Standard/ Element</b>	<b>Corrective Action Needed</b>	<b>Corrective Action Plan</b>	<b>Due Date/ Follow Up</b>	<b>Open/ Closed</b>
NONE				

<b>RECOMMENDATIONS</b>