

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

TO <i>Giese</i>	DATE <i>1-18-12</i>
--------------------	------------------------

<b>DIRECTOR'S USE ONLY</b>	<b>ACTION REQUESTED</b>
1. LOC NUMBER  <i>000271</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR  <i>* Network Provider Subcontractor Listing Spreadsheet - Lawrence City - Attached Cleared 1/26/12, letter attached.</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-27-12</i> DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

## ABSOLUTE TOTAL CARE



1441 Main Street, Columbia, South Carolina 29201 • Toll Free 1-866-433-6041 • [www.absolutetotalcare.com](http://www.absolutetotalcare.com)

January 17, 2012

Melanie "BZ" Giese, Deputy Director  
South Carolina DHHS  
1801 Main Street  
Columbia, SC 29201

Dear BZ:

As a result of our telephone conversation Friday (1/13/2012) I am concerned that ATC has missed a required submission component of the Corrective Action Plan (CAP) or in some way misunderstood what is required for the submission.

I have attached some information related to the steps taken and documents submitted by ATC in the CAP process for Greenville, Laurens and Pickens Counties. I am also summarizing the understanding our staff had as to how the process was to work.

The summary is as follows:

ATC submitted, by Peter Bachini, documents (letters) in support of network improvement related to the color coded CAP Status documents on November 3, December 6, December 14, twice on December 15, December 16 and December 19. Copies of the emails are included in this package. The actual letters are available.

The Spreadsheet Grids were submitted, by Peter Bachini, on November 3, December 12 and December 22 with a hard copy hand-delivered by Betsy Hall on December 29. Copies of the emails related to the two earlier Grid submissions are enclosed. Copies of the final Grid submission for the three counties are included.

The color coded CAP Status documents were not included because ATC's understanding, again as represented by Peter Bachini, was that they were not to be included in submissions but were to be updated by SC DHHS as a result of the document and Grid submissions. Copies of the color coded CAP Status Documents, which were not submitted, are enclosed.

The narrative letter was composed the morning of December 22 based on a representation by Peter Bachini at ATC that this was a new request only received by ATC on the morning of the 22<sup>nd</sup> and therefore had not been prepared earlier as part of the CAP submission process.

ATC recognizes that a number of items outlined in the color coded CAP Status documents have not been achieved and this was acknowledged and discussed with Tim Hartnett previous to the final CAP submission.

ATC has reached out to and has had discussions with GHS and RHP and is willing to continue to work with them in order to try and reach agreement to include them in the ATC network.

I would appreciate it if ATC could meet with SC DHHS to discuss the situation and for ATC to be given the opportunity to understand and rectify whatever inadequacies there were in the submission process or in the network status.

Sincerely,



Paul T. Accardi  
Chief Operating Officer  
Absolute Total Care

**RECEIVED**

        
JAN 18 2012

Department of Health & Human Services  
OFFICE OF THE DIRECTOR

**RECEIVED**  
Dept. of Health  
& Human Services

JAN 17 2012

Medical and  
Managed Care Services



### ATTESTATION OF PROVIDER NETWORK SUBMISSION

For Greenville, Laurens, and Pickens Union Counties

December 28, 2011

I, Paul T. Accardi, as Chief Operating Officer, for Absolute Total Care, Inc., do hereby attest that the information provided on the Provider Network Listing Spreadsheet for Greenville, Laurens, and Pickens counties are accurate, true, and complete.

Based on the required submissions for review and approval of a Managed Care Organization's (MCO) network, I attest that each contracted Provider has been properly credentialed as provided in the Contract between our organization and SCDHHS and the MCO Policy and Procedure Guide. I further attest that the necessary information for these Providers has been loaded into our organization's system prior to providing services to South Carolina Medicaid MCO Members. Additionally, I attest that the following requirements have been met:

- All contracts and amendments utilize a model Subcontract approved by SCDHHS, or any modifications to the model Subcontract have been approved by SCDHHS prior to execution,
- All contracts have been properly signed, dated and executed by both parties,
- All contracts are in effect for a minimum of one year (12 months) and may not exceed a maximum total of five (5) years,
- All Providers files contain information regarding hospital privileges (if appropriate), credentialing, and a list of group practice members.

In addition to the services provided through its contracted network, Absolute Total Care, Inc. will provide access to medically necessary **covered services** through any necessary means, consistent with its contract with SCDHHS, including out-of-network Providers; these alternative arrangements include, but are not limited to, single case agreements.

I understand that should SCDHHS determine the submitted information is inaccurate, untrue, or incomplete, Absolute Total Care, Inc. may be subject to sanctions and/or fines as outlined in Section 13.5 of the contract.

Paul T. Accardi, COO

Date

## CAP NARRATIVE

Absolute Total Care (ATC) has 3,536 members in the three counties associated with the Corrective Action Plan (CAP). The membership is comprised of the following distribution:

In Greenville County - 923 females over 21 years of age, 985 males over the age of 21, 423 females under the age of 21 and 248 males under the age of 21.

In Laurens County – 260 females over 21 years of age, 236 males over the age of 21, 79 females under the age of 21 and 35 males under the age of 21.

In Pickens County – 112 females over 21 years of age, 114 males over the age of 21, 78 females under the age of 21 and 43 males under the age of 21.

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For the adult population in **Greenville County** as regards to Primary Care Services, ATC has 83 family Practice Providers, 35 Internal Medicine Providers 40 Nurse Practitioners, 32 OBGYN Providers and 16 physician assistants located within the County. In addition ATC has 64 family Practice Providers, 28 Internal Medicine Providers 12 Nurse Practitioners, 16 OBGYN Providers and 2 physician assistants located in surrounding counties that are within serviceable distances to most of Greenville County.

For the adult population in **Greenville County** as regards to specialty services, ATC has 363 providers including 4 Allergist/Immunologist, 22 Cardiologists, 45 Emergency Medicine Physicians, 18 Orthopedic Surgeons, 12 Nephrologists and 18 Hematologists, as well as all other necessary specialties to accommodate the medical care requirements of ATC members. In addition ATC has 243 specialty providers in surrounding counties that are within serviceable distances to most of Greenville County.

For the pediatric population in **Greenville County** as regards to Primary Care Services, ATC has 83 family Practice Providers and 17 pediatricians located within the County. In addition ATC has 64 family Practice Providers and 34 pediatricians in surrounding counties that are within serviceable distances to most of Greenville County.

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For the adult population in **Laurens County** as regards to Primary Care Services, ATC has 1 family Practice Provider and 3 OBGYN Providers located within the County. In addition, ATC has 139 family Practice Providers, 57 Internal Medicine Providers 50 Nurse Practitioners, 46 OBGYN Providers and 17 physician assistants located in surrounding counties that are within serviceable distances to most of Laurens County.

For the adult population in **Laurens County** as regards to specialty services, ATC has 8 providers. In addition, ATC has 577 specialty providers in surrounding counties, including 5 Allergist/Immunologist,

59 Cardiologists, 50 Emergency Medicine Physicians, 33 Orthopedic Surgeons, 16 Nephrologists and 22 Hematologists, as well as all other necessary specialties to accommodate the medical care requirements of ATC members that are within serviceable distances to most of Laurens County.

For the pediatric population in **Laurens County** as regards to Primary Care Services, ATC has 1 family Practice Provider and 3 pediatricians located within the County. In addition ATC has 139 family Practice Providers and 45 pediatricians in surrounding counties that are within serviceable distances to most of Laurens County.

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For the adult population in **Pickens County** as regards Primary Care Services, ATC has 16 family Practice Providers, 7 Internal Medicine Providers, 2 OB/GYN Providers and 1 physician assistant located within the County. In addition, ATC has 130 family Practice Providers, 56 Internal Medicine Providers 51 Nurse Practitioners, 44 OB/GYN Providers and 17 physician assistants located in surrounding counties that are within serviceable distances to most of Pickens County.

For the adult population in **Pickens County** as regards to specialty services, ATC has 49 providers. In addition, ATC has 549 specialty providers in surrounding counties, including 5 Allergist/Immunologist, 52 Cardiologists, 50 Emergency Medicine Physicians, 33 Orthopedic Surgeons, 16 Nephrologists and 21 Hematologists, as well as all other necessary specialties to accommodate the medical care requirements of ATC members that are within serviceable distances to most of Pickens County.

For the pediatric population in **Pickens County** as regards Primary Care Services, ATC has 16 family Practice Providers and 4 pediatricians located within the County. In addition ATC has 130 family Practice Providers and 44 pediatricians in surrounding counties that are within serviceable distances to most of Pickens County.

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## Peter Bachini

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**From:** Peter Bachini  
**Sent:** Monday, December 12, 2011 10:35 AM  
**To:** Timothy Hartnett; Maidis Koger-Boyd; 'alfred.dunn@uscmed.sc.edu'  
**Attachments:** GreenvilleUpdate110111-Submission.xls; LaurensUpdate110111-Submission.xls; PickensUpdate110111-Submission.xls

**Importance:** High

Tim,

Per our discussion last week I've attached the Revised Grids for the three counties for FP/IM/GP and OB/GYN. I'll update the remainder of specialties for your review in a subsequent submission later today.

Regards,  
Peter

**Peter P. Bachini | Vice President, Network Management & Contracting**  
**ABSOLUTE TOTAL CARE**

1441 Main Street | Suite 900 | Columbia, SC | 29201

Direct: 803.933.3699 | Mobile: 803.528.9936 | Fax: 803.765.2084 | E-mail: [PBachini@CENTENE.com](mailto:PBachini@CENTENE.com)

## Peter Bachini

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**From:** Timothy Hartnett [HARTTIM@scdhhs.gov]  
**Sent:** Friday, November 04, 2011 4:28 PM  
**To:** Peter Bachini  
**Cc:** Maids Koger-Boyd; James Bradford; Jennifer Campbell; Melanie Giese; Annmarie McCanne  
**Subject:** Update of ATC CAP Submissions  
**Attachments:** Copy of CorrectiveActionPlan-GreenvilleLaurensPickensNetwork 11-4-11.xlsx

**Importance:** High

Peter,

Attached is the updated CAP plan for Greenville, Pickens and Laurens counties. The updated CAP planner is based on the documentation you provided on 11-3-11 at 4:59 PM. As you will note there are many requirements that are in "red" (off track). Most of these requirements lacked documentation or in some cases the documentation provided was lacking the requirements as outlined in the ATC CAP that SCDHHS had discussed in detail with ATC's executive team, you will find those comments "in red".

Based on your submissions the meeting which is schedule for later today is cancelled. ATC will remain on the CAP program until December 27th. All required documentation will need to be submitted no later than **December 22<sup>nd</sup> by noon (12 PM ET)**. Once the documentation has been received SCDHHS will meet internally to discuss the next steps.

Thanks,

Timothy Hartnett  
Department of Managed Care  
SCDHHS  
ph. (803) 898-2849  
fax (803) 255-8232  
email: [harttim@scdhhs.gov](mailto:harttim@scdhhs.gov)

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## Peter Bachini

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**From:** Peter Bachini  
**Sent:** Monday, December 19, 2011 6:09 PM  
**To:** Timothy Hartnett; Maidis Koger-Boyd  
**Subject:** FW: Carolina Orthopaedic Center  
**Attachments:** Carolina Orthopaedic Center.PDF

**Importance:** High

Tim,  
Attached is the revised letter from St. Francis, Carolina Orthopaedic Center attached. As you will note their restrictions were removed and they do see pediatric patients per their attached letter:

1) Carolina Orthopaedic Center- Dr.'s Posta and O'Boyle, also do pediatric orthopedic work for St. Francis  
(Section 11.a and 11.a.1 of the CAP for each of the 3 counties Pickens, Laurens & Greenville).

Including this practice in the submission grids.

Regards,  
Peter

Peter P. Bachini | Vice President, Network Management & Contracting ABSOLUTE TOTAL CARE  
1441 Main Street | Suite 900 | Columbia, SC | 29201  
Direct: 803.933.3699 | Mobile: 803.528.9936 | Fax: 803.765.2084 | E-mail:  
[PBachini@CENTENE.com](mailto:PBachini@CENTENE.com)

-----Original Message-----

From: Leigh Anne Blackwell  
Sent: Monday, December 19, 2011 3:33 PM  
To: Peter Bachini; Yolanda Marsh  
Cc: Leigh Anne Blackwell  
Subject: FW: Carolina Orthopaedic Center  
Importance: High

Leigh Anne Blackwell  
Provider Relations Specialist  
Absolute Total Care  
1441 Main St. Suite 900  
Columbia, SC 29201  
803-394-6968  
866-912-3605 (fax)  
[lablackwell@centene.com](mailto:lablackwell@centene.com)  
[www.absolutetotalcare.com](http://www.absolutetotalcare.com)

Check eligibility, patient lists, and claims status at [www.absolutetotalcare.com](http://www.absolutetotalcare.com). You can also find forms, Provider Manual, and PDL on this website. Register today - it's free and easy! Absolute Total Care preferred method of claim submission is EDI. Please contact our EDI Dept at (800) 225-2573 x 25525 or by email at [ediba@centene.com](mailto:ediba@centene.com) to register. Absolute Total Care partners with Payformance to provide an innovative web based solution for

Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). To learn more and register please call 877-331-7154 or email [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)

-----Original Message-----

From: Jo Ann Powell [mailto:[JPowell@carolinaortho.net](mailto:JPowell@carolinaortho.net)]

Sent: Monday, December 19, 2011 3:12 PM

To: Leigh Anne Blackwell

Subject: Carolina Orthopaedic Center

Leigh Anne,

Per our conversation on December 16th, I have removed the statement per your request. I dated the material same as the original letter. Please let me know if this is not acceptable.

Thanks,

Jo Ann B. Powell

Office Manager

Carolina Orthopaedic Center

209 Patewood Dr., Suite 200

Greenville, SC 29615

Main: 864-234-9900

Direct: 864-527-3138

Fax: 864-234-9090

[jpowell@carolinaortho.net](mailto:jpowell@carolinaortho.net)

## Peter Bachini

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**From:** Peter Bachini  
**Sent:** Friday, December 16, 2011 6:38 PM  
**To:** "Timothy Hartnett"  
**Cc:** "Maidis Koger-Boyd"  
**Subject:** CAP Letters (FW: absolute total care)  
**Attachments:** CAP-CarolinaSurgColoRectal(GI)-121511.pdf; CAP-UpstateOBGYNrevised-121611.pdf  
**Importance:** High

Tim,

More letters we requested from St. Francis are attached. Please see the attached regarding:

- 1) Upstate OBGYN (revised) - OBG's for St. Francis (Section 4.a, 4.a.2 & 4.d of the CAP for all counties).
- 2) Carolina Surgical-Colorectal Surgery – Dr. Sadaowski does a significant amount of GI work for St. Francis (Section 6.b of the CAP for each of the 3 counties Pickens, Laurens & Greenville).

Including these practices in the submission grids.

Regards,  
Peter

**Peter P. Bachini | Vice President, Network Management & Contracting**  
**ABSOLUTE TOTAL CARE**

1441 Main Street | Suite 900 | Columbia, SC | 29201

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## Peter Bachini

---

**From:** Peter Bachini  
**Sent:** Thursday, December 15, 2011 4:36 PM  
**To:** Timothy Hartnett  
**Cc:** Maidis Koger-Boyd  
**Subject:** CAP Letters (FW: absolute total care)  
**Attachments:** CAP-AssociInGensSurGAGS-121411.pdf; CAP-CarolinaWomensHealth-121211.pdf

Tim,

More letters we requested from St. Francis are attached. Please see the attached regarding:

- 1) Carolina Women's Health - OBG's for St. Francis (Section 4.a & 4.d of the CAP for all counties). The urgent care is expanding hours in 2012 per their attached letter and all providers take infants through adults.
- 2) Associates In General Surgery (AGS) – General Surgery (Section 15.a of the CAP for each of the 3 counties Pickens, Laurens & Greenville).

Continue revising the submission grids.

Regards,  
Peter

**Peter P. Bachini | Vice President, Network Management & Contracting**  
**ABSOLUTE TOTAL CARE**

1441 Main Street | Suite 900 | Columbia, SC | 29201

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**From:** Searcy, Teena [[mailto:TEENA\\_SEARCY@bshsi.org](mailto:TEENA_SEARCY@bshsi.org)]  
**Sent:** Thursday, December 15, 2011 4:14 PM  
**To:** Peter Bachini  
**Subject:** FW: absolute total care

---

**From:** Connie Gregory [<mailto:cgregory@carolinawomenshealthn.org>]  
**Sent:** Thursday, December 15, 2011 1:59 PM  
**To:** Searcy, Teena  
**Subject:** absolute total care

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## Peter Bachini

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**From:** Peter Bachini  
**Sent:** Thursday, December 15, 2011 3:38 PM  
**To:** Timothy Hartnett  
**Cc:** Maida Koger-Boyd  
**Subject:** FW: CAP-UpstateOncology-121311.pdf; CAP-MillenniumInternalMed&MedGrpUrgntCare-121411.pdf  
**Attachments:**

**Importance:** High

Tim,

More letters we requested from St. Francis are attached. Please see the attached regarding:

- 1) Millennium Internal Medicine and Bon Secours Medical Group, Urgent Care - IM's and FP's that do pediatrics for St. Francis (Section 2.a & 2.b of the CAP for all counties and Section 3.a for the CAP for Pickens Co). The urgent care is expanding hours in 2012 per their attached letter and all providers take infants through adults.
- 2) Upstate Oncology – also will take pediatric patients, no age limit (Section 7.a & 7.b, also addresses the pediatrics issue in 7.c of the CAP for each of the 3 counties Pickens, Laurens & Greenville).

Today is a big day for updates from St. Francis physicians, so I need to include in the submission grids before I send to you. I should have 2-3 more letters by EOB from them as well.

Regards,  
Peter

**Peter P. Bachini | Vice President, Network Management & Contracting**  
**ABSOLUTE TOTAL CARE**

1441 Main Street | Suite 900 | Columbia, SC | 29201

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**From:** Searcy, Teena [mailto:TEENA\_SEARCY@bshsi.org]  
**Sent:** Thursday, December 15, 2011 9:27 AM  
**To:** Peter Bachini  
**Subject:**

*Teena B Searcy, CPC*  
*Manager Accounts Receivable and Reimbursement*  
*St Francis Physician Services*  
*131 Commonwealth Dr. Suite 390*  
*Greenville, SC 29615*  
*864-675-4564 Office*  
*864-675-4570 Fax*  
*864-313-3563 Cell*  
*PO Box 25039, Greenville, SC 29616*

**Please note new address and phone number**

## Peter Bachini

---

**From:** Peter Bachini  
**Sent:** Wednesday, December 14, 2011 11:14 AM  
**To:** Timothy Hartnett  
**Cc:** Maids Koger-Boyd  
**Subject:** FW: ATC letter  
**Attachments:** CAP-FoothillSENT&DrMeadows-120611.pdf

**Importance:** High

Tim,  
More letters we requested from St. Francis are attached. Please see the attached regarding:  
1) Foothills ENT, PA (Section 12.a.a2 of the CAP for each of the 3 counties Pickens, Laurens & Greenville)  
2) Upstate Osteoporosis & Arthritis, PA, Dr. Deborah Meadows, Rheumatologist for St. Francis Physicians (Section 13.c. of the CAP for each of the 3 counties Pickens, Laurens & Greenville).

There are a number of other updates from St. Francis physicians that I need to include in the submission grids (we have been promised additional letters today). Also those changes and inconsistencies you indicate will be corrected. I am working to have the revised grids to you later today.

Regards,  
Peter

Peter P. Bachini | Vice President, Network Management & Contracting ABSOLUTE TOTAL CARE  
1441 Main Street | Suite 900 | Columbia, SC | 29201  
Direct: 803.933.3699 | Mobile: 803.528.9936 | Fax: 803.765.2084 | E-mail: [PBachini@CENTENE.com](mailto:PBachini@CENTENE.com)

-----Original Message-----  
**From:** Searcy, Teena  
**Sent:** Wednesday, December 14, 2011 10:38 AM  
**To:** 'Peter Bachini'  
**Subject:** FW: ATC letter

-----Original Message-----  
**From:** kime@foothillsent.com [mailto:kime@foothillsent.com]  
**Sent:** Tuesday, December 06, 2011 11:04 AM  
**To:** Searcy, Teena  
**Subject:** ATC letter

Kim Eaton  
Foothills Ear, Nose & Throat  
201 Richard St.  
Easley, SC 29640  
864-859-1912  
864-234-7815

## Peter Bachini

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**From:** Peter Bachini  
**Sent:** Tuesday, December 06, 2011 10:38 AM  
**To:** Timothy Hartnett; Maidis Koger-Boyd  
**Subject:** FW: Letters  
**Attachments:** Pediatric Urology and Carolina ENT .pdf; Dr. Richardson's letter.pdf

Tim,  
The additional letters and letter revisions we requested from St. Francis are starting to come in. Please see the attached regarding.

- 1) Pediatric Urology Associates (Section 16.c. of the CAP for each of the 3 counties Pickens, Laurens & Greenville)
- 2) Carolina ENT, PA (Section 12.a.1 of the CAP for each of the 3 counties Pickens, Laurens & Greenville)
- 3) The new neurologist & physical medicine provider for St. Francis Physicians (Section 10.b. of the CAP for each of the 3 counties Pickens, Laurens & Greenville).

Per my earlier v-mail I have additional information I want to send to you as documentation of our fixing the submission grids and applicable provider locations but wanted to speak with you briefly first so I don't send you anything you don't need/want.

Regards,  
Peter

**Peter P. Bachini | Vice President, Network Management & Contracting**  
**ABSOLUTE TOTAL CARE**

1441 Main Street | Suite 900 | Columbia, SC | 29201

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**From:** Searcy, Teena [mailto:[TEENA\\_SEARCY@bshsi.org](mailto:TEENA_SEARCY@bshsi.org)]  
**Sent:** Tuesday, December 06, 2011 10:22 AM  
**To:** Peter Bachini  
**Subject:** Letters

As before, just sending them as I receive them

*Teena B Searcy, CPC*  
*Manager Accounts Receivable and Reimbursement*  
*St Francis Physician Services*  
*131 Commonwealth Dr. Suite 390*  
*Greenville, SC 29615*  
*864-675-4564 Office*  
*864-675-4570Fax*  
*864-313-3563 Cell*  
*PO Box 25039, Greenville, SC 29616*

**Please note new address and phone number**

## Peter Bachini

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**From:** Peter Bachini  
**Sent:** Thursday, November 03, 2011 4:55 PM  
**To:** Timothy Hartnett; Chris Horan  
**Cc:** Maidis Koger-Boyd; James Bradford; Jennifer Campbell; Melanie Giese; Melody Martin; Annmarie McCanne  
**Subject:** RE: CAP Meeting 11-7-11  
**Attachments:** AnMedOff&RescindLett-ExeFinal092311.pdf; CAPavailab&accessLettersDrYeboah.pdf; CAPavailab&accessLettersStFrancisSpec.pdf

**Importance:** High

Tim,

Please find attached the documentation we believe addresses the Sections in the Greenville, Laurens and Pickens County CAPs related to the availability of AnMed Hospital and related providers, Dr. Yeboah (Endocrinology), and all St Francis specialty providers in the following specialties:

Urology, Orthopedics, OB/GYN, Pulmonary Medicine, and General Surgery. We are still working on the primary care providers in FP and IM since they've just been terminated out of the Unison/United network. We should also have the letters from their Rheumatology, Endocrinology, Infectious Disease, and ENT shortly.

For those areas that were issues with dates, times, names and addresses reflected correctly on the submission grids, should I just send you the updated grid?

I would still like to meet Monday, if possible could we meet later in the day, say around 4pm? I'm scheduled in Charleston and won't be able to return in time for 2pm. Chris and I would really like to talk and see how these developments impact the cap since you'll approve whether a section is complete or not.

Regards, Peter

**Peter P. Bachini | Vice President, Network Management & Contracting**  
**ABSOLUTE TOTAL CARE**

1441 Main Street | Suite 900 | Columbia, SC | 29201

**Direct:** 803.933.3699 | **Mobile:** 803.528.9936 | **Fax:** 803.765.2084 | **E-mail:** [PBachini@CENTENE.com](mailto:PBachini@CENTENE.com)

**From:** Timothy Hartnett [mailto:[HARTTIM@scdhhs.gov](mailto:HARTTIM@scdhhs.gov)]  
**Sent:** Thursday, November 03, 2011 8:32 AM  
**To:** Peter Bachini  
**Cc:** Maidis Koger-Boyd; James Bradford; Jennifer Campbell; Melanie Giese; Melody Martin; Annmarie McCanne  
**Subject:** CAP Meeting 11-7-11  
**Importance:** High

Peter,

Currently we are scheduled to meet on November 7th at 2 PM. Do you have any physical documentation for us to consider? If you do please deliver it to SCDHHS by 5 PM today, if not there is no documentation is delivered



then I will cancel the meeting and schedule another meeting prior to the end of the CAP period sometime in December.

Thanks

Timothy Hartnett  
Department of Managed Care  
SCDHHS  
ph. (803) 898-2849  
fax (803) 255-8232  
email: [harttim@scdhhs.gov](mailto:harttim@scdhhs.gov)

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# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	11/4/2011

Started or On-Track
Cautionary concern;
Off-Track; immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

NOTE: All deliverables to SCDHHS are due by NOON (12 PM ET) of the target end date.

Documents sent to SCDHHS must contain the task and line number in the footer

Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
1		<b>Hospitals</b>					
	a	Secure Termination Rescission for AnMed Hospital	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	9/9 - Met w/ J.Parrish and team, ATC has processed all outstanding claims. Rec'd I-Bill for 1 high-dollar claim for processing. 9/20 - Expedited check request for high-dollar claim, dollar amount agreed upon. Verbal agreement to receive rescission. Anticipate 9/23 rescission, meeting scheduled.
	b	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for targeted pediatric & hi-risk services	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	c	Convert Palmetto - Easley hospital contract from LOA to agreement at comparable rates	10/31/11 (Mon)		Off Track	P Bachini	9/12 - Preliminary discussions with W.Brown at Palmetto regarding conversion from % discount.
2		<b>Fam/Gen Practice/Internal Med</b>					
	a	Secure letter from St. Francis FP/GP and IM practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices
	b	Identification and recruitment of additional FP/GP/IM practices in all 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - Jeaneen identified 29 providers from other MCO & MHN websites for recruitment in all counties. Setting appointments. 9/9 - Looking at commercial networks for additional targets.
	c	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.

November 11, 2011

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	11/4/2011

Started or On-Track
Cautionary concern;
Off-Track, immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

NOTE: All deliverables to SCDHHS are due by NOON (12 PM ET) of the target end date.

Documents sent to SCDHHS must contain the task and line number in the footer

Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
3		<b>Pediatrics</b>					
	a	Sufficient for Greenville County	N/A			P Bachini	Not an issue for Greenville County
4		<b>OB/GYN</b>					
	a	Secure letter from St. Francis OBG practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.1	Highlands Center for Women is not accepting new ATC patients for all 3 counties	10/14/11 (Fri)		Completed	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.2	Updated the locations, days and hours for Upstate OBGYN for the 3 counties submission grids.	09/16/11 (Fri)		Off Track	Y Marsh & L Blackwell	By Application only
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	c	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for hi-risk maternity services	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	d	Identification and recruitment of additional OBGYN practices for Laurens County	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 10 providers from other MCO & MHN websites for recruitment in this county and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets.

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	11/4/2011

Started or On-Track
Cautionary concern:
Off-Track, immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

NOTE: All deliverables to SCDHHS are due by NOON (12 PM ET) of the target end date.

Documents sent to SCDHHS must contain the task and line number in the footer

Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
5		<b>Endocrinology and Metab</b>					
	a	Secure letter from Dr. Yeboah's office indicating accepting current and new patients from ATC.	09/09/11 (Fri)		Completed	Y Marsh & L Blackwell	9/16 - Received letter directly from Dr Y.
	b	Secure letter from St. Francis, Dr. Sonnier indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	c	Identification and recruitment of additional Endocrine practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudaon identified 4 providers from other MCO & MHN websites for recruitment in this county and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	d	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
6		<b>Gastroenterology</b>					
	a	Horizons including 11 NP/PA's, we have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)	09/16/11 (Fri)	Off Track	Y Marsh & S Smith	The New Horizons GI's rotate and are available every other Friday from 1-5pm. Submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above. Digestive Disease Associates is not an AnMed group but would admit to AnMed.



# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	11/4/2011

Started or On-Track
Cautionary concern;
Off-Track; immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	c	Identification and recruitment of additional GI practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 14 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
7		<b>Hematology/Oncology</b>					
	a	There are 26 Hem/Onc providers at Cancer Center of Carolinas; 14 Hem/Onc, 7 Rad Onc, 1 Med Onc, 4 GYN Onc; the original grids only reflected 9. We have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)	09/16/11 (Fri)	Off Track	Y Marsh & S Smith	no documentation submitted
	b	Upstate Oncology Associates (2 doctors) added to Pickens grid.	09/09/11 (Fri)		Off Track	Y Marsh & S Smith	no documentation submitted
	c	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Hematology/Oncology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
8		<b>Infectious Disease</b>					
	a	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above. Dr Potts is not an AnMed group but would admit to AnMed for this specialty.

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	11/4/2011

Started or On-Track
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Off-Track; immediate course correction
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Documents sent to SCDHHS must contain the task and line number in the footer

Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Secure letter from St. Francis, Dr. Weems practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	c	Identification and recruitment of additional ID practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 2 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
9		<b>Nephrology</b>					
	a	Horizons including 11 NP/PA's, we have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	The New Horizons Nephrologists rotate and are available every Friday from 8a-12p. Submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>
	b	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Nephrology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	c	Secure Termination Rescission for AnMed Hospital & AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above. Dr. Shakeel is with AnMed.
10		<b>Neurology</b>					
	a	Dr. Hollis and Dr. Smith are appropriately updated in the submission grid.	09/09/11 (Fri)	09/16/11 (Fri)	Off Track	Y Marsh & L Blackwell	no documentation

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

Team	ATC Network Management Staff
Date	11/4/2011

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Conference Information:	Phone
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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Identification and recruitment of additional Neurology practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 10 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
11		<b>Orthopedics</b>					
	a	Secure letter from St. Francis Orthopedic practices indicating accepting current and new patients from ATC. Carolina Orthopedic Ctr and Piedmont Ortho are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>No one under the age of 16</b>
	a.1	Carolina Orthopedic Center only seeing Medicaid in the ER. Getting letter indicating accepting current and new ATC patients for all 3 counties. Practice age range is 0-999	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - All 3 county grids are updated for age range. <b>Doesn't address the issue-these physicians see ATC members as a follow up to ER visits and St. Francis referrals</b> 9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.2	Piedmont Orthopedics age range is patients ≥2. Updated for the 3 counties submission grids.	09/16/11 (Fri)		Caution	Y Marsh & L Blackwell	<b>No one identified as servicing under 2</b>
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	<b>See comments for 1.a above.</b> Blue Ridge Orthopedics is not an AnMed group but would admit to AnMed.
12		<b>Otorhinolaryngology</b>					



# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

Team	ATC Network Management Staff
Date	11/4/2011

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Off-Track: immediate course correction
Milestone Complete

Conference Information:	Phone
Number:	Meeting ID:

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	a	Secure letter from St. Francis ENT practices indicating accepting current and new patients from ATC. Carolina ENT and Foothills ENT are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.1	Carolina ENT has 3 physicians and is part of St. Francis Physicians is taking current and new patients. Age range is 0-999	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	Offices in Greenville and Simpsonville, submission grids for the 3 counties are updated with this information. <b>Documentation doesn't support the information provided</b>
	a.2	Added FootHills ENT which has 4 physicians and is part of St. Francis Physicians is taking current and new patients. Age range is 0-999	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	Offices in Easley and Greenville, submission grids for the 3 counties are updated with this information.
	b	Providence ENT, Admits to St. Francis	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	This practice is already updated in the submission grids for the 3 counties. <b><u>Given there are 5 ENT offices with 8 providers in them, the coverage for Laurens, Pickens and Greenville is secure for this specialty.</u></b>
	c	In order to consider Greenwood ENT ATC will pursue contracting with Self Regional.	10/31/11 (Mon)		Off Track	David Hatch	9/16 - David has initiated contact with Bob Helfrich who is open to discussions to contract Self Regional and its 99 hospital-owned MDs. A meeting is tentatively scheduled on 9/21 to begin negotiations.
	d	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
13		<b>Rheumatology</b>					
	a	Provider first and last name transposed.	09/09/11 (Fri)	09/16/11 (Fri)	Off Track	Sheron	Foothills Rheumatology-It is confirmed that the following practitioner's name is spelled Amir M. Agah, MD. Office hours: M -Thur: 8:30a - 5p and Fri: 8:30a - 12p <b>No documentation</b>



# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

Team	ATC Network Management Staff
Date	11/4/2011

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Cautionary concern:
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Milestone Complete

Conference Information:	Phone
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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Corrected name of other Rheum provider at St. Francis and confirmed age restrictions on all other St. Francis providers listed.	09/30/11 (Fri)		Off Track	Sheron	Foothills Rheumatology-It is confirmed that the following practitioner's name is spelled Amir M. Agah, MD. Office hours: M -Thur: 8:30a - 5p and Fri: 8:30a - 12p <b>No documentation</b>
	c	Identification and recruitment of additional Rheumatology practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	d	Secure Termination Rescission for AnMed Hospital & AnMed Phys	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	e	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Rheumatology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
14		<b>Pulmonary Medicine</b>					
	a	Secure letter from St. Francis Pulmonary practice indicating accepting current and new patients. Palmetto Pulmonary and Critical Care Associates are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>Only when referred by BSMG affiliated group</b>
15		<b>Surgery General</b>					

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	11/4/2011

Started or On-Track
Cautionary concern;
Off-Track; immediate course correction
Milestone Complete

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	a	Secure letter from St. Francis Pulmonary practice indicating accepting current and new patients. Palmeto Pulmonary and Critical Care Associates are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>See no one under the age of 16</b>
	b	Identification and recruitment of additional Surgical practices for the 3 counties that serve pediatric patients	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 9 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	c	Secure Termination Rescission for AnMed Hospital & AnMed Phys	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	d	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Surgical services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
16		<b>Urology</b>					
	a	Confirm the correct number of providers practicing at Palmetto Greenville Urology.		09/16/11 (Fri)	Off Track	S Smith	Duplications on the grid; confirmed there are 7 physicians practicing at Palmetto Greenville Urology, only patients over 16 years old. 6 Urologists and 1 pathologist as follows: Dr. A.Bullock, Dr. T.Hamilton, Dr. J.Monroe, Dr. David J. Smith, Dr. S.Sterrett; Dr. N.Brownlee; Dr. Michael Mather no longer sees patients in the office. <b>No one under the age of 16</b>

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

Team	ATC Network Management Staff
Date	11/4/2011

Started or On-Track
Cautionary concern;
Off-Track; immediate course correction
Milestone Complete

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Confirm Brownlee as a Pediatric Urologist or Pathologist.		09/16/11 (Fri)	Off Track	S Smith	It is confirmed that Dr. Noel Brownlee is Pathology. <b>No documentation submitted</b>
	c	Identify providers who accept members under 18. Confirm hours and age restriction for Pediatric Urology.	09/23/11 (Fri)	09/16/11 (Fri)	Off Track	S Smith	Pediatric Urology Associates at 131 Commonwealth, #350, Greenville, SC. Drs. Jay Levy and Joseph Moliterno rotate on every other Monday (2-3 per month) 8:30a - 5p. These practitioners are seeing patients 0-18 years. We have 2 par Ped. urologists with St. Francis and submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>



# Absolute Total Care - Corrective Action Plan Greenville ~~Laurens~~ Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

Started or On-Track
Cautionary concern;
Off-Track; immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
1		<b>Hospitals</b>					
	a	Secure Termination Rescission for AnMed Hospital	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	9/9 - Met w/ J.Parrish and team, ATC has processed all outstanding claims. Rec'd I-Bill for 1 high-dollar claim for processing. 9/20 - Expedited check request for high-dollar claim, dollar amount agreed upon. Verbal agreement to receive rescission. Anticipate 9/23 rescission, meeting scheduled.
	b	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for targeted pediatric & hi-risk services	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	c	Convert Palmetto - Easley hospital contract from LOA to agreement at comparable rates	10/31/11 (Mon)		Off Track	P Bachini	9/12 - Preliminary discussions with W.Brown at Palmetto regarding conversion from % discount.
2		<b>Fam/Gen Practice/Internal Med</b>					
	a	Secure letter from St. Francis FP/GP and IM practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices
	b	Identification and recruitment of additional FP/GP/IM practices in all 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - Jeaneen identified 29 providers from other MCO & MHN websites for recruitment in all counties. Setting appointments. 9/9 - Looking at commercial networks for additional targets.
	c	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.

September 22, 2011

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

Started or On-Track
Cautionary concern;
Off-Track; immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
3		<b>Pediatrics</b>					
	a	Sufficient for Laurens County	N/A		Completed	P Bachini	Not an issue for Laurens County
4		<b>OB/GYN</b>					
	a	Secure letter from St. Francis OBG practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.1	Highlands Center for Women is not accepting new ATC patients for all 3 counties	10/14/11 (Fri)		Completed	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.2	Updated the locations, days and hours for Upstate OBGYN for the 3 counties submission grids.	09/16/11 (Fri)		Off Track	Y Marsh & L Blackwell	By Application only
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	c	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for hi-risk maternity services	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	d	Identification and recruitment of additional OBGYN practices for Laurens County	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 10 providers from other MCO & MHN websites for recruitment in this county and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets.

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

Started or On-Track
Cautionary concern:
Off-Track; immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
5		<b>Endocrinology and Metab</b>					
	a	Secure letter from Dr. Yeboah's office indicating accepting current and new patients from ATC.	09/09/11 (Fri)		Completed	Y Marsh & L Blackwell	9/16 - Received letter directly from Dr Y.
	b	Secure letter from St. Francis, Dr. Sonnier indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	c	Identification and recruitment of additional Endocrine practices for the 3 counties	10/31/11 (Mon)	11/04/11 (Fri)	Off Track	D Hatch & J Hudson	9/6 - J.Hudaon identified 4 providers from other MCO & MHN websites for recruitment in this county and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	d	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
6		<b>Gastroenterology</b>					
	a	Horizons including 11 NP/PA's, we have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)		Off Track	Y Marsh & S Smith	The New Horizons GI's rotate and are available every other Friday from 1-5pm. Submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Off Track	P Bachini	See comments for 1.a above. Digestive Disease Associates is not an AnMed group but would admit to AnMed.



# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

Started or On-Track
Cautionary concern:
Off-Track; immediate course correction
Milestone Complete

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	c	Identification and recruitment of additional GI practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 14 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
7		<b>Hematology/Oncology</b>					
	a	There are 26 Hem/Onc providers at Cancer Center of Carolinas; 14 Hem/Onc, 7 Rad Onc, 1 Med Onc, 4 GYN Onc; the original grids only reflected 9. We have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)		Off Track	Y Marsh & S Smith	no documentation
	b	Upstate Oncology Associates (2 doctors) added to Pickens grid.	09/09/11 (Fri)		Off Track	Y Marsh & S Smith	no documentation
	c	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Hematology/Oncology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
8		<b>Infectious Disease</b>					
	a	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above. Dr Potts is not an AnMed group but would admit to AnMed for this specialty.

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Secure letter from St. Francis, Dr. Weems practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	c	Identification and recruitment of additional ID practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 2 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
9		<b>Nephrology</b>					
	a	Horizons including 11 NP/PA's, we have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	The New Horizons Nephrologists rotate and are available every Friday from 8a-12p. Submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>
	b	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Nephrology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	c	Secure Termination Rescission for AnMed Hospital & AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above. Dr. Shakeel is with AnMed.
10		<b>Neurology</b>					
	a	Dr. Hollis and Dr. Smith are appropriately updated in the submission grid.	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	<b>no documentation</b>



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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Identification and recruitment of additional Neurology practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 10 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
11		<b>Orthopedics</b>					
	a	Secure letter from St. Francis Orthopedic practices indicating accepting current and new patients from ATC. Carolina Orthopedic Ctr and Piedmont Ortho are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>No one under the age of 16</b>
	a.1	Carolina Orthopedic Center only seeing Medicaid in the ER. Getting letter indicating accepting current and new ATC patients for all 3 counties. Practice age range is 0-99	10/14/11 (Fri)	11/04/11 (Fri)	Off Track	Y Marsh & L Blackwell	9/16 - All 3 county grids are updated for age range. <b>Doesn't address the issue-these physicians see ATC members as a follow up to ER visits and St. Francis referrals</b> 9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.2	Piedmont Orthopedics age range is patients ≥2. Updated for the 3 counties submission grids.	09/16/11 (Fri)	11/04/11 (Fri)	Caution	Y Marsh & L Blackwell	<b>No one identified as servicing under 2</b>
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	<b>See comments for 1.a above.</b> Blue Ridge Orthopedics is not an AnMed group but would admit to AnMed.
12		<b>Otorhinolaryngology</b>					

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	a	Secure letter from St. Francis ENT practices indicating accepting current and new patients from ATC. Carolina ENT and Foothills ENT are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.1	Carolina ENT has 3 physicians and is part of St. Francis Physicians is taking current and new patients. Age range is 0-999	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	Offices in Greenville and Simpsonville, submission grids for the 3 counties are updated with this information. <b>Documentation doesn't support the information provided</b>
	a.2	Added FootHills ENT which has 4 physicians and is part of St. Francis Physicians is taking current and new patients. Age range is 0-999	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	Offices in Easley and Greenville, submission grids for the 3 counties are updated with this information.
	b	Providence ENT, Admits to St. Francis	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	This practice is already updated in the submission grids for the 3 counties. <b>Given there are 5 ENT offices with 8 providers in them, the coverage for Laurens, Pickens and Greenville is secure for this specialty.</b>
	c	In order to consider Greenwood ENT ATC will pursue contracting with Self Regional.	10/31/11 (Mon)		Off Track	David Hatch	9/16 - David has initiated contact with Bob Helfrich who is open to discussions to contract Self Regional and its 99 hospital-owned MDs. A meeting is tentatively scheduled on 9/21 to begin negotiations.
	d	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
13		<b>Rheumatology</b>					
	a	Provider first and last name transposed.	09/09/11 (Fri)		Off Track	Sheron	Foothills Rheumatology-It is confirmed that the following practitioner's name is spelled Amir M. Agah, MD. Office hours: M -Thur: 8:30a - 5p and Fri: 8:30a - 12p <b>No documentation</b>

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Corrected name of other Rheum provider at St. Francis and confirmed age restrictions on all other St. Francis providers listed.	09/30/11 (Fri)		Off Track	Sheron	Upstate Osteoporosis and Arthritis- Deborah Meadows, MD Hrs: Mon-Thur: 8:15a - 5p and Fri: 8:15a - 2p. Limits: no one under 17 yrs. Woodward Medical Center- Colin Ruffin Stephenson, SC license #6703. Limits: no one under 16 yrs.
	c	Identification and recruitment of additional Rheumatology practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	d	Secure Termination Rescission for AnMed Hospital & AnMed Phys	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	e	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Rheumatology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
14		<b>Pulmonary Medicine</b>					
	a	Secure letter from St. Francis Pulmonary practice indicating accepting current and new patients. Palmetto Pulmonary and Critical Care Associates are part of St. Francis Physicians.	10/14/11 (Fri)	11/04/11 (Fri)	Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>No one under the age of 18</b>
15		<b>Surgery General</b>					



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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	a	Secure letter from St. Francis Pulmonary practice indicating accepting current and new patients. Palmeto Pulmonary and Critical Care Associates are part of St. Francis Physicians.	10/14/11 (Fri)	11/04/11 (Fri)	Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>See no one under the age of 16</b>
	b	Identification and recruitment of additional Surgical practices for the 3 counties that serve pediatric patients	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 9 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	c	Secure Termination Rescission for AnMed Hospital & AnMed Phys	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	<b>See comments for 1.a above.</b>
	d	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Surgical services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
16		<b>Urology</b>					
	a	Confirm the correct number of providers practicing at Palmetto Greenville Urology.	09/16/11 (Fri)	11/04/11 (Fri)	Off Track	S Smith	Duplications on the grid; confirmed there are 7 physicians practicing at Palmetto Greenville Urology, only patients over 16 years old. 6 Urologists and 1 pathologist as follows: Dr. A.Bullock, Dr. T.Hamilton, Dr. J.Monroe, Dr. David J. Smith, Dr. S.Sterrett; Dr. N.Brownlee; Dr. Michael Mather no longer sees patients in the office. <b>No one under the age of 16</b>

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Confirm Brownlee as a Pediatric Urologist or Pathologist.	09/16/11 (Fri)	11/04/11 (Fri)	Off Track	S Smith	It is confirmed that Dr. Noel Brownlee is Pathology. <b>No documentation submitted</b>
	c	Identify providers who accept members under 18. Confirm hours and age restriction for Pediatric Urology.	09/23/11 (Fri)		Off Track	S Smith	Pediatric Urology Associates at 131 Commonwealth, #350, Greenville, SC. Drs. Jay Levy and Joseph Moliterno rotate on every other Monday (2-3 per month) 8:30a - 5p. These practitioners are seeing patients 0-18 years. We have 2 par Ped. urologists with St. Francis and submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>

# Absolute Total Care - Corrective Action Plan Greenville, Laurens ~~Pickens~~ County

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1		<b>Hospitals</b>					
	a	Secure Termination Rescission for AnMed Hospital	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	9/9 - Met w/ J.Parrish and team, ATC has processed all outstanding claims. Rec'd I-Bill for 1 high-dollar claim for processing. 9/20 - Expedited check request for high-dollar claim, dollar amount agreed upon. Verbal agreement to receive rescission. Anticipate 9/23 rescission, meeting scheduled.
	b	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for targeted pediatric & hi-risk services	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	c	Convert Palmetto - Easley hospital contract from LOA to agreement at comparable rates	10/31/11 (Mon)		Off Track	P Bachini	9/12 - Preliminary discussions with W.Brown at Palmetto regarding conversion from % discount.
2		<b>Fam/Gen Practice/Internal Med</b>					
	a	Secure letter from St. Francis FP/GP and IM practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices
	b	Agree that IM, FP, GP ratio is sufficient in Pickens County	N/A	11/04/11 (Fri)	Off Track	P Bachini	Done
3		<b>Pediatrics</b>					
	a	Secure letter from St. Francis Peds practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.



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	b	Listed Mountainview Family Med under Peds and FP in the submission grid.	09/16/11 (Fri)		Off Track	Y Marsh & L Blackwell	Done
	c	Secure Termination Rescission for AnMed Hospital and AnMed Physicians and list AnMed Pediatrics	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
4		OB/GYN					
	a	Secure letter from St. Francis OBG practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.1	Highlands Center for Women is not accepting new ATC patients for all 3 counties	10/14/11 (Fri)	11/04/11 (Fri)	Completed	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.2	Updated the locations, days and hours for Upstate OBGYN for the 3 counties submission grids.	09/16/11 (Fri)	11/04/11 (Fri)	Off Track	Y Marsh & L Blackwell	By Application only
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	c	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for hi-risk maternity services	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.

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	d	Identification and recruitment of additional OBGYN practices for Laurens County	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 10 providers from other MCO & MHN websites for recruitment in this county and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets.
5		<b>Endocrinology and Metab</b>					
	a	Secure letter from Dr. Yeboah's office indicating accepting current and new patients from ATC.	09/09/11 (Fri)	11/04/11 (Fri)	Completed	Y Marsh & L Blackwell	9/16 - Received letter directly from Dr Y.
	b	Secure letter from St. Francis, Dr. Sonnier indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	c	Identification and recruitment of additional Endocrine practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 4 providers from other MCO & MHN websites for recruitment in this county and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	d	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
6		<b>Gastroenterology</b>					
	a	Horizons including 11 NP/PA's, we have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)		Off Track	Y Marsh & S Smith	The New Horizons GI's rotate and are available every other Friday from 1-5pm. Submission grids for the 3 counties are updated with this information.



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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Identification and recruitment of additional GI practices for the 3 counties as needed.	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 14 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
7		<b>Hematology/Oncology</b>					
	a	There are 26 Hem/Onc providers at Cancer Center of Carolinas; 14 Hem/Onc, 7 Rad Onc, 1 Med Onc, 4 GYN Onc; the original grids only reflected 9. We have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)	09/16/11 (Fri)	Off Track	Y Marsh & S Smith	
	b	Upstate Oncology Associates (2 doctors) added to Pickens grid.	09/09/11 (Fri)		Off Track	Y Marsh & S Smith	
	c	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Hematology/Oncology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
8		<b>Infectious Disease</b>					
	a	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)		Off Track	P Bachini	See comments for 1.a above. Dr Potts is not an AnMed group but would admit to AnMed for this specialty.

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Off-Track; immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

NOTE: All deliverables to SCDHHS are due by NOON (12 PM ET) of the target end date.

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Secure letter from St. Francis, Dr. Weems practices indicating accepting current and new patients from ATC.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	c	Identification and recruitment of additional ID practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 2 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
9		<b>Nephrology</b>					
	a	Horizons including 11 NP/PA's, we have added the additional providers to the submission grid and updated their office locations and hours.	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	The New Horizons Nephrologists rotate and are available every Friday from 8a-12p. Submission grids for the 3 counties are updated with this information.
	b	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Nephrology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
	c	Secure Termination Rescission for AnMed Hospital & AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above. Dr. Shakeel is with AnMed.
10		<b>Neurology</b>					
	a	Dr. Hollis and Dr. Smith are appropriately updated in the submission grid.	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

Started or On-Track
Cautionary concern;
Off-Track, immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Identification and recruitment of additional Neurology practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 10 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
11		<b>Orthopedics</b>					
	a	Secure letter from St. Francis Orthopedic practices indicating accepting current and new patients from ATC. Carolina Orthopedic Ctr and Piedmont Ortho are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>No one under the age of 16</b>
	a.1	Carolina Orthopedic Center only seeing Medicaid in the ER. Getting letter indicating accepting current and new ATC patients for all 3 counties. Practice age range is 0-999	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - All 3 county grids are updated for age range. <b>Doesn't address the issue-these physicians see ATC members as a follow up to ER visits and St. Francis referrals</b> 9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.2	Piedmont Orthopedics age range is patients ≥2. Updated for the 3 counties submission grids.	09/16/11 (Fri)		Caution	Y Marsh & L Blackwell	<b>No one identified as servicing under 2</b>
	b	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	<b>See comments for 1.a above.</b> Blue Ridge Orthopedics is not an AnMed group but would admit to AnMed.
12		<b>Otorhinolaryngology</b>					



# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

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Cautionary concern;
Off-Track: immediate course correction
Milestone Complete

<b>Conference Information:</b>	Phone
Number:	Meeting ID:

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	a	Secure letter from St. Francis ENT practices indicating accepting current and new patients from ATC. Carolina ENT and Foothills ENT are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter.
	a.1	Carolina ENT has 3 physicians and is part of St. Francis Physicians is taking current and new patients. Age range is 0-999	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	Offices in Greenville and Simpsonville, submission grids for the 3 counties are updated with this information. <b>Documentation doesn't support the information provided</b>
	a.2	Added Foothills ENT which has 4 physicians and is part of St. Francis Physicians is taking current and new patients. Age range is 0-999	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	Offices in Easley and Greenville, submission grids for the 3 counties are updated with this information.
	b	Providence ENT, Admits to St. Francis	09/09/11 (Fri)		Off Track	Y Marsh & L Blackwell	This practice is already updated in the submission grids for the 3 counties. <b>Given there are 5 ENT offices with 8 providers in them, the coverage for Laurens, Pickens and Greenville is secure for this specialty.</b>
	c	Secure Termination Rescission for AnMed Hospital and AnMed Physicians	09/30/11 (Fri)		Completed	P Bachini	See comments for 1.a above.
13		<b>Rheumatology</b>					
	a	Provider first and last name transposed.	09/09/11 (Fri)		Off Track	Sheron	Foothills Rheumatology-It is confirmed that the following practitioner's name is spelled Amir M. Agah, MD. Office hours: M -Thur: 8:30a - 5p and Fri: 8:30a - 12p <b>No documentation</b>
	b	Corrected name of other Rheum provider at St. Francis and confirmed age restrictions on all other St. Francis providers listed.	09/30/11 (Fri)		Off Track	Sheron	Foothills Rheumatology-It is confirmed that the following practitioner's name is spelled Amir M. Agah, MD. Office hours: M -Thur: 8:30a - 5p and Fri: 8:30a - 12p <b>No documentation</b>

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	c	Identification and recruitment of additional Rheumatology practices for the 3 counties	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	d	Secure Termination Rescission for AnMed Hospital & AnMed Phys	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	e	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Rheumatology services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
14		<b>Pulmonary Medicine</b>					
	a	Secure letter from St. Francis Pulmonary practice indicating accepting current and new patients. Palmetto Pulmonary and Critical Care Associates are part of St. Francis Physicians.	10/14/11 (Fri)		Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>Only when referred by BSMG affiliated group</b>
15		<b>Surgery General</b>					
	a	Secure letter from St. Francis Pulmonary practice indicating accepting current and new patients. Palmeto Pulmonary and Critical Care Associates are part of St. Francis Physicians.	10/14/11 (Fri)	11/04/11 (Fri)	Off Track	Y Marsh & L Blackwell	9/16 - JOC with Steve Poole and Teena Searcy-ED physicians to discuss individual letters from offices and other issues. Sent the listing of practices that needed the "accepting new and current patients" letter. <b>See no one under the age of 16</b>

# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

<b>Team</b>	ATC Network Management Staff
<b>Date</b>	9/6/2011

Started or On-Track
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Off-Track; immediate course correction
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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	b	Identification and recruitment of additional Surgical practices for the 3 counties that serve pediatric patients	10/31/11 (Mon)		Off Track	D Hatch & J Hudson	9/6 - J.Hudson identified 9 providers from other MCO & MHN websites for recruitment in the 3 counties and other counties that adjoin and are within the mileage requirement. Setting appointments. 9/9 - Looking at commercial networks for additional targets. Not considering GHS hospitals and physicians until after discussion with P.Miller.
	c	Secure Termination Rescission for AnMed Hospital & AnMed Phys	09/30/11 (Fri)	09/23/11 (Fri)	Completed	P Bachini	See comments for 1.a above.
	d	Convert Greenville Hospital Systems (GHS) non-Par LOA to a non-Par agreement at comparable rates for pediatric Surgical services.	10/31/11 (Mon)		Off Track	P Bachini	8/1 - Working with P.Miller and outside consultants @ GHS to clear up all outstanding physician and hospital claim issues and/or questions. 9/12 - P.Miller exploring feasibility for current non-Par rates for select specialties and services. Teleconference scheduled for 9/23/11.
16		<b>Urology</b>					
	a	Confirm the correct number of providers practicing at Palmetto Greenville Urology.	09/16/11 (Fri)	11/04/11 (Fri)	Off Track	S Smith	Duplications on the grid; confirmed there are 7 physicians practicing at Palmetto Greenville Urology, only patients over 16 years old. 6 Urologists and 1 pathologist as follows: Dr. A.Bullock, Dr. T.Hamilton, Dr. J.Monroe, Dr. David J. Smith, Dr. S.Sterrett; Dr. N.Brownlee; Dr. Michael Mather no longer sees patients in the office. <b>No one under the age of 16</b>
	b	Confirm Brownlee as a Pediatric Urologist or Pathologist.	09/16/11 (Fri)	11/4/2011	Off Track	S Smith	It is confirmed that Dr. Noel Brownlee is Pathology. <b>No documentation submitted</b>



# Absolute Total Care - Corrective Action Plan Greenville, Laurens Pickens County

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Sect	#	Task	Target End Date	Revised Date	Status	Resp Party	Comments
	c	Identify providers who accept members under 18. Confirm hours and age restriction for Pediatric Urology.	09/23/11 (Fri)	11/04/11 (Fri)	Off Track	S Smith	Pediatric Urology Associates at 131 Commonwealth, #350, Greenville, SC. Drs. Jay Levy and Joseph Moliterno rotate on every other Monday (2-3 per month) 8:30a - 5p. These practitioners are seeing patients 0-18 years. We have 2 par Ped. urologists with St. Francis and submission grids for the 3 counties are updated with this information. <b>No documentation submitted</b>

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR

ACTION REFERRAL



TO <i>Giese / Campbell</i>	DATE <i>1-18-12</i>
-------------------------------	------------------------

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER  <b>000276</b>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR  <i>* Network Provider Subcontractor Listing Spreadsheet - Lawrence City - Attached</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>1-27-12</i> DATE DUE _____ <input type="checkbox"/> Necessary Action		

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1. <i>A Campbell</i> <i>1/19/12</i>	<i>1/19/12</i> <i>good</i>		
2. <i>BZ Lian</i>	<i>1/29/12</i>		
3.			
4.			

January 26, 2012

Mr. Paul T. Accardi  
Chief Operating Officer  
Absolute Total Care  
1441 Main Street, Suite 900  
Columbia, South Carolina 29201


Dear Mr. Accardi:

Thank you for your letter of January 17<sup>th</sup> regarding Absolute Total Care's (ATCs) Corrective Action Plan (CAP). I appreciate the opportunity to address your concerns.

As part of the process of evaluating ATC's provider networks, SCDHHS provided a written summary of our findings on July 22, 2011 (see attached). ATC responded in writing on the same document and resubmitted your provider networks for review on August 5, 2011.

SCDHHS reviewed your comments and networks and continued to identify the deficiencies that need to be addressed. These findings were communicated in the fourth column of the attached document and sent to you on August 24, 2011. As a result of these findings, this required the need for the CAP to address the outstanding issues which were issued on August 24, 2011. The narrative letter you mentioned was not a new request, but an expected updated response to the latest comments provided by SCDHHS on the Provider Network Audit document.

We will be contacting you immediately to schedule a meeting to address your continued network inadequacies and to discuss next steps.

Sincerely,  
  
Melanie "Bz" Giese, RN  
Deputy Director

MG/bc

Attachment

ATC Provider Network Audit  
Pickens County

Service	Comments	ATC Comments/Corrections	DHHS Response
Hospitals	One hospital, St. Francis, with two locations, will service this county and the surrounding counties; this hospital cannot absorb the volume of members who would no longer have access to RHP and its physicians; there are no other major hospitals in the network for this county; St. Francis is limited in its ability to handle patients with complex healthcare needs as well as the pediatric population	<p>Based on the volume decreases that St. Francis experienced as a result of the GHS termination and Greenville county membership decrease we feel St. Francis would absorb the volume of routine services without any trouble. While LOA's are not recognized for "mileage radius" requirements, consideration for the LOA with GHS and Palmetto Health should be considered in the decision, at SCDHHS discretion.</p> <ul style="list-style-type: none"> <li>- ATC six county membership: 13,542 and Pickens specific 521 (Maximus, July 2011)</li> <li>- Added AnMed Health, which is 41 miles from the center of Pickens County and a 387 bed, JACHO accredited hospital, 2,187 births in 2010, Level II nursery, ER dept and all basic services. Servicing Anderson and Pickens Co since 1966.</li> <li>- Standing Non-Par Agreement with GHS for Ped's subspecialties, tertiary and quaternary care.</li> <li>- Standing LOA with Baptist Easley, 88 beds, 331 births in 2010, ER dept, basic services.</li> </ul>	AnMed Hospital cannot be considered at this time due to the contract currently being under a termination extension. DHHS does not accept LOAs in county network submissions. LOAs do not address all state and federal requirements for managed care members. Hospital coverage for this county is still insufficient as it lacks the ability to adequately handle patients with complex healthcare needs and does not support the prevailing referral patterns for the county. In order to satisfy the requirements, ATC will need to replace LOAs with limited contracts for those services that are being covered under the LOA. The limited contracts must include state and federal requirements related to provider subcontracts and networks.
Primary Care Fam/Gen Practice/Internal Medicine	Although there appears to be a sufficient ratio of this provider type in this county, incorrect office hours; it should be noted that St Francis Physician Services Inc. reports it is not accepting new members at this time	<p>Agreed, sufficient ratio. Additional JM, GP, FP, &amp; FO/RHC offices identified and Dr data corrected.</p> <p>St. Francis Physicians have committed to seeing new as well as existing ATC patients, please see attached documentation, Attachment 3.</p>	Attachment 3 does not address provider types identified (Fam/Gen Practice/Internal Medicine).
Pediatrics	All the providers listed are not pediatricians, they do not see any body under the age of 2 and it is reported they are closed to new members. Additionally the hours of operation and addresses are incorrect	<p>Providers referenced removed. New Mountainview Family Medicine, part of St. Francis, practice sees patients 0-99 (see Family Practice section). St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3, select PCP offices.</p> <p>In addition, AnMed Health pediatrics has been added with applicable hours of operation.</p>	Attachment 3 does not address pediatric providers. Mountainview Family Medicine should be listed under Pediatrics as well as Family Medicine. AnMed Pediatrics cannot be considered at this time due to the contract currently being under a termination extension.
OB/GYN	5 total practices listed of which ATC noted none are accepting new members; Highlands Center for Women only accepts 10 members per month; Carolina Center for Women's Health not accepting new members; Upstate OB/GYN has provider listed that is deceased (DeLoache) and limits the number of OB patients accepting per month; several providers listed at multiple locations for the same days and times and office hours were incorrect for multiple practices; there is concern about St. Francis' capacity to handle this increase in delivery and their limited ability to handle high risk pregnant women	<p>Removed Carolina Center for Women's Health and DeLoache. Agree, Upstate OB/GYN and Highlands restrictions updated. Additional OB/Gyn offices identified and added. Dr's privileges are at St. Francis, GHS and AnMed. Dr. office hours and locations updated. ATC will utilize our OON contract with GHS to access Maternal Fetal Medicine services and Level 3 &amp; 4 neonatal services at 100% Medicaid Schedule, 10% less than at RHP/Spartanburg for physician services.</p> <p>St. Francis Physicians have providers committed to seeing new ATC patients, please see attached documentation, Attachment 3.</p>	Highlands Center for Women reports they are no longer accepting new ATC members. Providers under Upstate OB/GYN are listed in multiple locations with the same days and hours of operation. Attachment 3 does not address OB/GYN providers. Additionally, AnMed is under an extended termination notice and cannot be considered at this time. DHHS does not accept OONs in county network submissions. An OON does not address all state and federal requirements for managed care members. In order to satisfy the requirements, ATC will need to replace the OON with a limited contract for those services that are being covered under the OON. The limited contract must include state and federal requirements related to provider subcontracts and networks.
Specialists			

ATC Provider Network Audit  
Pickens County

Service	Comments	ATC Comments/Corrections	DHHS Response
Endocrinology and Metab	Of the two providers listed, one (Sonnier) is not accepting new members and the other (Yeboah) is located outside the county and will be the only provider for this service; questionable as to this providers ability to serve members in Pickens, along with the other counties he is serving (Greenville, Spartanburg, and Laurens)	Dr Merchant, Dr Palma, Dr Zander, Dr S.Brackbill. Dr. M.Rickoff are credentialed to provide GI services and office hours at New Horizons applicable locations are updated. Please see attached documentation, Attachment 1. Accessibility is based on hours at the different New Horizons offices locations. 5 GIs are well equipped to handle a large patient load. Added Digestive Disease Group (Greenwood) admit to Anmed confirmed and updated as well.	ATC's comments are addressing GI providers and not the two Endocrinology providers listed. It has been further confirmed that Yeboah is not accepting ATC members at this time. Therefore, there is no coverage in this county for this provider type.
Gastroenterology	Only one provider listed to serve entire county; provider appears to be located at FQHC; Was this provider specifically credentialed to provide Gastroenterology services? Please provide a copy of the credentialing file for this provider. This one provider is listed to serve all six counties. How accessible will this provider be to all members enrolled in Pickens and surrounding counties?	Dr Merchant, Dr Palma, Dr Zander, Dr S.Brackbill. Dr. M.Rickoff are credentialed to provide GI services and office hours at New Horizons applicable locations are updated. Please see attached documentation, Attachment 1. Accessibility is based on hours at the different New Horizons offices locations. 5 GIs are well equipped to handle a large patient load. Added Digestive Disease Group (Greenwood) admit to Anmed confirmed and updated as well.	Information needs to be added to reflect multiple New Horizons locations and times. Digestive Disease Group cannot be considered at this time due to provider group being a part of AnMed contract and the contract is currently under a termination extension and it exceeds the 50 mile distance requirement.
Hematology/Oncology	Only one provider listed and only serves adults over 18; restriction was not included in submission; How will the pediatric (under 18) population access this service?; provider does not have admitting privileges to hospital listed to serve this county and is outside of the mileage limitation	Additional Hem/Onc offices identified and added, Cancer Center of the Carolinas. Dr's privileges are at St. Francis, GHS and AnMed. ATC will utilize our OON contract with GHS to access Pediatric Hem/Onc services. Age and other practice restrictions updated. St. Francis Physicians have committed to seeing new as well as existing ATC patients, please see attached documentation, Attachment 3.	Providers listed still only serve adults over the age of 16. Providers being utilized on Attachment 3 to satisfy this requirement need to be added to the county network submission with all required information. DHHS does not accept OONs in county network submissions. An OON does not address all state and federal requirements for managed care members. In order to satisfy the requirements, ATC will need to replace the OON with a limited contract for those services that are being covered under the OON. The limited contract must include state and federal requirements related to provider subcontracts and networks.
Infectious Disease	Both providers listed appear to be located at FQHC; Were these providers specifically credentialed to provide Infectious Disease services? Please provide a copy of the credentialing file for these providers.	These providers were previously credentialed as part of the Facility Credentialing process for FQHCs, we removed until individual credentialing occurs. Additional ID offices identified and added. Dr John R. Weems, privileges are at St. Francis and GHS, see attached documentation, Attachment 3. Also added Dr. David Potts with AnMed in Anderson. Age and other practice restrictions updated.	Dr. Potts is with AnMed and AnMed is under a termination extension and cannot be considered at this time. Dr. Weems reports only seeing patients on an inpatient basis. Coverage for this provider type is still insufficient. Please clarify reference to Attachment 3 as it does not include any reference to Infectious Disease providers.
Nephrology	Two of the 3 providers listed appear to be located at FQHC; Were these providers specifically credentialed to provide Nephrology services? Please provide a copy of the credentialing file for these provider. These same two providers are listed to serve all six counties. How accessible will these providers be to all members enrolled in Pickens and surrounding counties?	Carolina Nephrology includes Dr's Acres, Alioua, Bogner, Christopher, Healy, Klimas, Purcell, Rogoff, Shusterman, Tsai, Ward, and Yu (12 providers). All credentialed to provide Nephrology services and also have office hours at the multiple New Horizons locations to expand reach close to each county. Please see attached Cred documentation for Alioua and Healy and contract, Attachment 2. Carolina Nephrology main office is 21 miles from center of Pickens Co. This group is equipped to service a larger service area if needed.	Information needs to be added to reflect multiple New Horizons locations and times. The doctors listed do not see anyone under the age of 18. How will the pediatric population (under 18) access this service? Dr. Shakeel Muhammed is with AnMED and AnMed is under a termination extension and cannot be considered at this time.
Neurology	One provider listed and he only has admitting privileges to Spartanburg Regional and Mary Black Memorial; how will hospital admissions be handled for this service? Additionally, provider is outside mileage radius.	Provider removed. Additional Neurology offices identified and added, Dr. A. Smith-Upstate Neurology and Dr L. Breeden Hollis, Jr. Dr privileges are at St. Francis and GHS. Age & practice restrictions updated.	Dr. Hollis only does spine management and will only see patients above the age of 2. Dr. Smith is listed with no restrictions but when called stated he does not see anyone under the age of 4.
Orthopedics	One of the two practices listed has indicated they are not accepting any new Medicaid patients.	Additional Orthopedic providers and office identified and added, Blue Ridge Orthopedics. Admitting to AnMed, Baptist-Easley and St.Francis. St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	Blue Ridge Orthopedics is under the AnMed contract and cannot be considered at this time. Carolina Orthopedics only sees Medicaid members in the EL Piedmont Orthopedics has age restriction and will not see anyone under the age of 4.



ATC Provider Network Audit  
Pickens County

Service	Comments	ATC Comments/Corrections	DHHS Response
Otorhinolaryngology	One provider listed and there is a question as to whether he performs surgery; verification needed as to how member will access surgery if needed also this is outside mileage allowed	Additional ENT providers and offices identified and added; Greenwood ENT, Providence ENT. Admitting to AnMed, Baptist-Easley and St. Francis. St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	Greenwood ENT is 65 miles away and exceeds the 50 mile distance requirement. SCDHHS does not accept LOAs in county network submissions. LOAs do not address all state and federal requirements for managed care members. AnMed cannot be considered due to current termination extension. In order to satisfy the requirements, ATC will need to replace LOAs with limited contracts for those services that are being covered under the LOA. The limited contracts must include state and federal requirements related to provider subcontracts and networks.
Rheumatology	Only practice listed has indicated they are not accepting any new Medicaid patients	Additional Rheumatology office identified and added; Foothills Rheum. Dr. privileges are at St. Francis, GHS and AnMed. Age and other practice restrictions updated. St. Francis Physicians (Upstate Osteoporosis and Woodward Med Ctr) have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	There is only one new provider listed and his name is spelled incorrectly so we are not able to verify the submission. The remaining two have the same restriction (no one under the age of 16). How will members under age 16 access this service? AnMed is under a termination extension and cannot be considered at this time. How will ATC address potential access issues for members who are treated by physicians who have privileges at non-contracted hospitals?
Pulmonary Medicine	Three of the 4 providers (Awan, Hollinger, Mullen) listed are not accepting any new Medicaid patients; one of the 4 providers (Wan) does not have admitting privileges to hospital listed to serve this county	St. Francis Physicians, additional providers at Palmetto Pulmonary and CC, have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3. Upstate Lung and CC is in Spartanburg and the member's primary care provider may admit the member. ATC would also approve a single case agreement for services at a Spartanburg County hospital as applicable and needed.	There were only four new providers listed and none are accepting new members only established members. Information included in Attachment 3 is contrary to what is being stated by St. Francis Physicians. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. Dr. Wan is more than 50 miles away and can not be considered.
Surgery-General	The provider listed (St. Francis Physician Services Inc) has indicated they are not accepting any new Medicaid patients.	St. Francis Physicians, additional providers at Carolina Surgical, have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3. Added surgeon at North Hills and surgeons at AnMed Health.	Carolina Surgical confirmed it is not seeing new Medicaid members. This is contrary to information included in Attachment 3. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. AnMed Health can not be considered due to current termination extension. None of the providers listed see members under the age of 10. How will the pediatric population (under 10) access this service (physician and hospital)?
Urology	Only provider listed does not accept members under the age of 17	St. Francis Physicians, additional providers at Palmetto-Greenville Urology and Pediatric Urology Associates, have committed to seeing new as well as existing ATC patients including children, attached documentation, Attachment 3.	All Providers listed do not accept any one under the age of 18. Brownlee is listed on Attachment 3 as a Pediatric Urologist but the specialty is listed as Pathology. Please clarify. Palmetto Greenville Urology is also listed with 7 providers on Attachment 3 but has 11 providers listed on the county network submission. Please clarify. Pediatric Urology is only available 2 Mondays a month and doesn't see any one under the age of 18. How will the pediatric population (under 18) access this service (physician and hospital)?

ATC Provider Network Audit  
Laurens County

Service	Comments	ATC Comments/Corrections	DHHS Response
Hospitals	One hospital, St. Francis, with two locations, will service this county and the surrounding counties; this hospital cannot absorb the volume of members who would no longer have access to RHP and its physicians; there are no other major hospitals in the network for this county; St. Francis is limited in its ability to handle patients with complex healthcare needs as well as the pediatric population	<p>Based on the volume decreases that St. Francis experienced as a result of the GHS termination and Greenville county membership decrease we feel St. Francis would absorb the volume of routine services without any trouble. While LOA's are not recognized for "mileage radius" requirements, consideration for the LOA with GHS should be considered in the decision, at SCDHHS discretion.</p> <ul style="list-style-type: none"> <li>- ATC stx county membership: 13,542 and Laurens specific 870 (Maximus, July 2011)</li> <li>- Added Laurens Co Hosp: contracted &amp; credentialed 87 beds, 431 births-2010, ER dept, basic services. Servicing Laurens Co since 1966.</li> <li>- Added Newberry Hosp, which is 22 miles from the center of Laurens County a 44 bed, JACHO accredited hospital, 401 births in 2010, ER dept, and all basic services. Servicing Newberry and Laurens Co since 1966.</li> <li>- Added AnMed Health, which is 53 miles from the center of Laurens County and a 387 bed, JACHO accredited hospital, 2,187 births in 2010, Level II nursery, ER dept and all basic services. Servicing Anderson and Pickens Co since 1966.</li> <li>- Standing Non-Par Agreement with GHS for Ped's subspecialties, tertiary and quaternary care.</li> </ul>	St. Francis volume decrease is unsubstantiated and cannot be considered in the evaluation of this county. Additionally, St. Francis is providing coverage for all 4 MCOs. DHHS does not accept LOAs in county network submissions. LOAs do not address all state and federal requirements for managed care members. AnMed Hospital cannot be considered at this time due to the contract currently being under a termination extension and due to AnMed being outside the 50 mile distance requirement. Even with the addition of Laurens County and Newberry County hospitals, the hospital coverage for this county is still insufficient as it lacks the ability to adequately handle patients with complex healthcare needs and does not support the prevailing referral patterns for the county. In order to satisfy the requirements, ATC will need to replace LOAs with limited contracts for those services that are being covered under the LOA. The limited contracts must include state and federal requirements related to provider subcontracts and networks.
Primary Care Fam/Gen Practice/Internal Medicine	One of the fifteen physician practices were factual listed. The St. Francis Physicians are not accepting new members and the Doctor's Care does not accept underage school children. The one physician (Hagenbych) and the Doctors Care physicians that are listed have no admitting privileges to the hospital listed.	Additional IM, GP, FP, & FQ/RHC offices identified and providers added to Dr's Care, have privileges to Laurens County Hospital and/or Newberry County Hospital. Dr. Hagenbych admits to Laurens County Hospital.	Of the 17 providers listed (FP, GP, IM) only one is within the 30 mile distance requirement. ATC will need to add additional primary care providers within the distance requirements with the goal being to secure providers with office locations closer to the members' residence. Additional providers must be accessible to current and new ATC members.
Pediatrics	We are unable to verify the information submitted.	This office is technically classified as an RHC. The practice information, office hours, any restrictions (none except $\leq 21$ years old), etc; were verified with Dana in the Dr's office, see contract Attachment 4.	Confirmed.
OB/GYN	Phone information listed was incorrect but once we found the correct phone number the physician identified does not admitting privileges to the hospital listed.	Agreed, removed Dr Timothy Harkins, Carolina Women's Center. Additional OB/GYN offices and providers added in Greenville. Phone info corrected. Have privileges at St. Francis and/or GHS. St. Francis Physicians have providers committed to seeing new ATC patients, please see attached documentation, Attachment 3.	Highlands Center for Women reports they are no longer accepting new ATC members. Providers under Upstate OB/GYN are listed in multiple locations with the same days and hours of operation. Attachment 3 does not address OB/GYN providers. High Risk OB patients do not have access to the same level of care they would receive from another health plan who has GHS or RHP in their network. None of the hospitals listed can address the complex healthcare needs of high risk OB patients. Additionally, all providers listed are at locations that exceed the 30 mile distance requirement. How will high risk OB patients access care? ATC will need to add additional OB/GYN providers within the distance requirements with the goal being to secure providers with office locations closer to the members' residence. Additional providers must be accessible to current and new ATC members.
Specialists			

ATC Provider Network Audit  
Laurens County

Endocrinology and Metab	Of the two provider listed, one (Sonnier) is not accepting new members and the other (Yeboah) is located outside the county and will be the only provider for this service; questionable as to this providers ability to serve members in Laurens, along with the other counties he is serving (Greenville, Spartanburg, Pickens)	St. Francis Physicians (Dr Sonnier) have committed to seeing new as well as existing ATC patients, see attached document, Attachment 3. Dr Yeboah is 52 miles from Clinton, SC and committed to servicing all ATC members regardless of county of residence and admits patients to AnMed.	It has been further confirmed that Yeboah is not accepting ATC members at this time and is located outside the 50 mile distance requirement. Additionally, information included in Attachment 3 for Sonnier is contrary to what is being stated by the practice. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. Additionally, AnMed cannot be considered for reasons stated previously. Therefore, there is no coverage in this county for this provider type. ATC will need to add additional providers within the distance requirement with the goal being to secure providers with office locations closer to the members' residence. Additional providers must be accessible to current and new ATC members.
Gastroenterology	Only one provider listed to serve entire county; provider appears to be located at FQHC; Was this provider specifically credentialed to provide Gastroenterology services? Please provide a copy of the credentialing file for this provider. This one provider is listed to serve all six counties. How accessible will this provider be to all members enrolled in Laurens and surrounding counties?	Dr Merchant, Dr Palma, Dr Zander, Dr S.Brackbill, Dr. M.Rickoff are credentialed to provide GI services and office hours at New Horizons applicable locations are updated. Please see attached documentation, Attachment 1. Accessibility is based on hours at the different New Horizons offices locations. 5 GIs are well equipped to handle a large patient load. Added Digestive Disease Group (Greenwood) admit to Anmed confirmed and updated as well.	Information needs to be added to reflect multiple New Horizons locations and times. Digestive Disease Group cannot be considered at this time due to provider group being a part of AnMed contract and the contract is currently under a termination extension.
Hematology/Oncology	Only one provider listed and only serves adults over 18; restriction was not included in submission; How will the pediatric (under 18) population access this service?; provider does not have admitting privileges to hospital listed to serve this county	Additional Hem/Onc offices identified and added, Cancer Center of the Carolinas. Dr's privileges are at St. Francis, GHS and AnMed. ATC will utilize our OON contract with GHS to access Pediatric Hem/Onc services. Age and other practice restrictions updated. St. Francis Physicians have committed to seeing new as well as existing ATC patients, please see attached documentation, Attachment 3.	Providers listed still only serve adults over the age of 16. DHHS does not accept OONs in county network submissions. An OON does not address all state and federal requirements for managed care members. In order to satisfy the requirements, ATC will need to replace the OON with a limited contract for those services that are being covered under the OON. The limited contract must include state and federal requirements related to provider subcontracts and networks. References to admitting privileges to GHS and AnMed cannot be considered for reasons stated previously.
Infectious Disease	The only provider listed is not accepting new member	These providers were previously credentialed as part of the Facility Credentialing process for FQHCs, we removed until individual credentialing occurs. Additional ID offices identified and added. Dr John R. Weems, privileges are at St. Francis and GHS, see attached documentation, Attachment 3. Also added Dr. David Potts with AnMed in Anderson. Age and other practice restrictions updated.	Dr. Potts is with AnMed and AnMed is under a termination extension and cannot be considered at this time. Dr. Weems reports only seeing patients on an inpatient basis. Coverage for this provider type is still insufficient. Please clarify reference to Attachment 3 as it does not include any reference to Infectious Disease providers.
Nephrology	The 2 providers listed appear to be located at FQHC; Were these providers specifically credentialed to provide Nephrology services? Please provide a copy of the credentialing file for these provider. These two providers are listed to serve all six counties. How accessible will these providers be to all members enrolled in Laurens and surrounding counties?	Carolina Nephrology includes Dr's Acres, Alioua, Bognar, Christopher, Healy, Kilmas, Purcell, Rogoff, Shusterman, Tsai, Ward, and Yu (12 providers). All credentialed to provide Nephrology services and also have office hours at the multiple New Horizons locations to expand reach close to each county. Please see attached Cred documentation for Alioua and Healy and contract, Attachment 2. Carolina Nephrology main office is 46 miles from center of Laurens Co. This group is equipped to service a larger service area if needed. Dr. Shakeel in Anderson also added.	Information needs to be added to reflect multiple New Horizons locations and times. The doctors listed do not see anyone under the age of 18. How will the pediatric population (under 18) access this service? Dr. Shakeel Muhammed is with AnMED and AnMed is under a termination extension and cannot be considered at this time.
Neurology	One provider listed and he only has admitting privileges to Spartanburg Regional and Mary Black Memorial; how will hospital admissions be handled for this service?	Provider removed. Additional Neurology offices identified and added, Dr. A. Smith- Upstate Neurology and Dr L. Breeden Hollis, Jr. Dr privileges are at St. Francis and GHS. Age & practice restrictions updated.	Dr. Hollis only does spine management and will only see patients above the age of 2. Dr. Smith is listed with no restrictions but when called stated he does not see anyone under the age of 4.

ATC Provider Network Audit  
Laurens County

Orthopedics	Only practice listed has indicated they are not accepting any new Medicaid patients	Additional Orthopedic providers and office identified and added, Blue Ridge Orthopedics. Admitting to AnMed, Baptist-Easley and St. Francis. St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	Blue Ridge Orthopedics is under the AnMed contract and cannot be considered at this time. Carolina Orthopedics only sees Medicaid members in the ER. Piedmont Orthopedics has age restriction and will not see anyone under the age of 4. Providers being utilized on Attachment 3 to satisfy this requirement need to be added to the county network submission with all required information.
Otorhinolaryngology	One provider listed and there is a question as to whether he performs surgery; verification needed as to member will member will access surgery if needed	Additional ENT providers and offices identified and added, Greenwood ENT, Providence ENT. Admitting to AnMed, Baptist-Easley and St. Francis. St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	Greenwood ENT only admits to Self Regional and ATC does not have a contract with Self Regional. Any reference to admitting privileges to AnMed cannot be considered for reasons stated previously. Baptist-Easley is not contracted with ATC but has an LOA. DHHS does not accept LOAs in county network submissions. LOAs do not address all state and federal requirements for managed care members. ATC will need to replace LOAs with limited contracts for those services that are being covered under the LOA. The limited contracts must include state and federal requirements related to provider subcontracts and networks.
Rheumatology	Only practice listed has indicated they are not accepting any new Medicaid patients	Additional Rheumatology office identified and added; Foothills Rheum. Dr. privileges are at St. Francis, GHS and AnMed. Age and other practice restrictions updated. St. Francis Physicians (Upstate Osteoporosis and Woodward Med Ctr) have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	There is only one new provider listed and his name is spelled incorrectly so we are not able to verify the submission. The remaining two have the same restriction (no one under the age of 16). How will members under age 16 access this service? AnMed is under a termination extension and cannot be considered at this time. How will ATC address potential access issues for members who are treated by physicians who have privileges at non-contracted hospitals?
Pulmonary Medicine	The provider listed (Wan) does not have admitting privileges to hospital listed to serve this county	St. Francis Physicians, additional providers at Palmetto Pulmonary and CC, have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3. Upstate Lung and CC is in Spartanburg and the member's primary care provider may admit the member. ATC would also approve a single case agreement for services at a Spartanburg County hospital as applicable and needed.	All providers listed, except Wan, are not accepting new Medicaid members only established members. Also, this same provider group only takes Medicaid as secondary. Information included in Attachment 3 is contrary to what is being stated by St. Francis Physicians. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. Dr. Wan only admits to RHP and ATC does not have a contract with RHP.
Surgery-General	One of the two practices listed (St. Francis Physician Services Inc) has indicated they are not accepting any new Medicaid patients; second provider listed (Marshall) is an OTO not a GS.	St. Francis Physicians, additional providers at Carolina Surgical, have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3. Added surgeon at North Hills and deleted Dr. Marshall.	Carolina Surgical confirmed it is not seeing new Medicaid members. This is contrary to information included in Attachment 3. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. AnMed Health can not be considered due to current termination extension. None of the providers listed see members under the age of 10. How will the pediatric population (under 10) access this service (physician and hospital)?
Urology	Only provider listed does not accept members under the age of 17	St. Francis Physicians, additional providers at Palmetto-Greenville Urology and Pediatric Urology Associates, have committed to seeing new as well as existing ATC patients including children, attached documentation, Attachment 3.	All Providers listed do not accept any one under the age of 18. Brownlee is listed on Attachment 3 as a Pediatric Urologist but the specialty is listed as Pathology. Please clarify. Palmetto Greenville Urology is also listed with 7 providers on Attachment 3 but has 11 providers listed on the county network submission. Please clarify. Pediatric Urology is only available 2 Mondays a month and doesn't see any one under the age of 18. How will the pediatric population (under 18) access this service? Provider listed under Urology Centers of Spartanburg do not have admitting privileges to hospital listed to serve this county.



ATC Provider Network Audit  
Greenville County

Service	Comments	ATC Comments/Corrections	DHHS Response
Hospitals	One hospital, St. Francis, with two locations, will service this county and the surrounding counties; this hospital cannot absorb the volume of members who would no longer have access to RHP and its physicians; there are no other major hospitals in the network for this county; St. Francis is limited in its ability to handle patients with complex healthcare needs as well as the pediatric population	<p>Based on the volume decreases that St. Francis experienced as a result of the GHS termination and Greenville county membership decrease we feel St. Francis would absorb the volume of routine services without any trouble. While LOA's are not recognized for "mileage radius" requirements, consideration for the LOA with GHS should be considered in the decision, at SCDHHS discretion.</p> <ul style="list-style-type: none"> <li>- ATC six county membership: 13,542 and Greenville specific 3,965 (Maximus, July 2011)</li> <li>- Added AnMed Health, which is 29 miles from the center of Greenville County and a 387 bed, JACHO accredited hospital, 2,187 births in 2010, Level II nursery, ER dept and all basic services. Servicing Anderson and Pickens Co since 1966.</li> <li>- Standing Non-Par Agreement with GHS for Ped's subspecialties, tertiary and quaternary care.</li> <li>- Standing LOA with Baptist Easley, 88 beds, 331 births in 2010, ER dept, basic services.</li> </ul>	St. Francis volume decrease is unsubstantiated and cannot be considered in the evaluation of this county. Additionally, St. Francis is providing coverage for all 4 MCOs. DHHS does not accept LOAs in county network submissions. LOAs do not address all state and federal requirements for managed care members. AnMed Hospital cannot be considered at this time due to the contract currently being under a termination extension. hospital coverage for this county is still insufficient as it lacks the ability to adequately handle patients with complex healthcare needs and does not support the prevailing referral patterns for the county. In order to satisfy the requirements, ATC will need to replace LOAs with limited contracts for those services that are being covered under the LOA. The limited contracts must include state and federal requirements related to provider subcontracts and networks.
Primary Care Fam/Gen Practice/Internal Medicine	Although there appears to be a sufficient ratio of this provider type based on the current membership in this county, providers were listed multiple times at different locations with identical office hours and days of operation; providers were listed with incorrect addresses, phone numbers and office hours; it should be noted that all Doctor's Care do not accept members under school age (5/6) and St. Francis Physician Services Inc. reports it is not accepting new members at this time	<p>Additional IM, GP, FP, &amp; FQ/RHC offices identified and providers added to Dr's Care, have privileges to St. Francis, GHS, Baptist-Easley and AnMed. Age and other practice restrictions updated.</p> <p>St. Francis Physicians have providers committed to seeing new ATC patients, please see attached documentation, Attachment 3.</p>	Attachment 3 does not address provider types identified (Fam/Gen Practice/Internal Medicine). Additionally, references to GHS, Baptist Easley and AnMed cannot be considered at this time for reasons stated previously (LOA or provider under a contract termination extension). ATC will need to add additional primary care providers within the distance requirements with the goal being to secure providers with office locations closer to the members' residence. Additional providers must be accessible to current and new ATC members.
Pediatrics	There appears to be a sufficient ratio of this provider type based on the current membership in this county	Agree, no action necessary	
OB/GYN	5 total practices listed; Highlands Center for Women only accepts 10 members per month; Carolina Center for Women's Health not accepting new members; Upstate OB/GYN has provider listed that is deceased (DeLoache) and limit the number of OB patients accepting per month; several providers listed at multiple locations for the same days and times and office hours were incorrect for multiple practices; there is concern about St. Francis' capacity to handle this increase in delivery and their limited ability to handle high risk pregnant women	<p>Removed Carolina Center for Women's Health and DeLoache. Agree, Upstate OB/GYN and Highlands restrictions updated. Additional OB/Gyn offices identified and added. Dr's privileges are at St. Francis, GHS and AnMed. Dr. office hours and locations updated. ATC will utilize our OON contract with GHS to access Maternal Fetal Medicine services and Level 3 &amp; 4 neonatal services at 100% Medicaid Schedule, 10% less than at RHP/Spartanburg for physician services.</p> <p>St. Francis Physicians have providers committed to seeing new ATC patients, please see attached documentation, Attachment 3.</p>	Highlands Center for Women reports they are no longer accepting new ATC members. Providers under Upstate OB/GYN are listed in multiple locations with the same days and hours of operation. Attachment 3 does not address OB/GYN providers. High Risk OB patients do not have access to the same level of care they would receive from another health plan who has GHS or RHP in their network. Neither St. Francis or AnMed can address the complex healthcare needs of high risk OB patients. Additionally, AnMed is under an extended termination notice and cannot be considered at this time. DHHS does not accept OONs in county network submissions. An OON does not address all state and federal requirements for managed care members. In order to satisfy the requirements, ATC will need to replace the OON with a limited contract for those services that are being covered under the OON. The limited contract must include state and federal requirements related to provider subcontracts and networks.
Specialists			

ATC Provider Network Audit  
Greenville County

Service	Comments	ATC Comments/Corrections	DHHS Response
Endocrinology and Metab	Of the two providers listed, (Sonnier) is not accepting new members and the other (Yeboah) is located outside the county and will be the only provider for this service; it is questionable as to this providers ability to serve members in Greenville, along with the other counties he is serving (Pickens, Laurens, Spartanburg)	St. Francis Physicians (Dr Sonnier) have committed to seeing new as well as existing ATC patients, see attached document, Attachment 3. Dr Yeboah is 29 miles from Greenville and is committed to servicing all ATC members regardless of county of residence and admits patients to AnMed.	It has been further confirmed that Yeboah is not accepting ATC members at this time. Additionally, information included in Attachment 3 for Sonnier is contrary to what is being stated by the practice. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. Additionally, AnMed cannot be considered for reasons stated previously. Therefore, there is no coverage in this county for this provider type. ATC will need to add additional providers within the distance requirement with the goal being to secure providers that are accessible to current and new ATC members.
Gastroenterology	Only one provider listed to serve entire county; provider appears to be located at FQHC; Was this provider specifically credentialed to provide Gastroenterology services? Please provide a copy of the credentialing file for this provider. This one provider is listed to serve all six counties. How accessible is this provider to all members enrolled in Greenville and surrounding counties?	Dr Merchant, Dr Palma, Dr Zander, Dr S.Brackbill, Dr. M.Rickoff are credentialed to provide GI services and office hours at New Horizons applicable locations are updated. Please see attached documentation, Attachment 1. Accessibility is based on hours at the different New Horizons offices locations. 5 GIs are well equipped to handle a large patient load. Added Digestive Disease Group (Greenwood) admit to Anmed confirmed and updated as well.	Information needs to be added to reflect multiple New Horizons locations and times. Digestive Disease Group cannot be considered at this time due to provider group being a part of AnMed contract and the contract is currently under a termination extension.
Hematology/Oncology	Only one provider listed and only serves adults over 18; restriction was not included in submission; How will the pediatric (under 18) population access this service?; provider does not have admitting privileges to hospital listed to serve this county	Verified that offices accept age 16 and up. Additional Hem/Onc offices identified and added, Cancer Center of the Carolinas. Dr's privileges are at St. Francis, GHS and AnMed. ATC will utilize our OON contract with GHS to access Pediatric Hem/Onc services. Age and other practice restrictions updated. St. Francis Physicians have committed to seeing new as well as existing ATC patients, please see attached documentation, Attachment 3.	Providers listed still only serve adults over the age of 16. DHHS does not accept OONs in county network submissions. An OON does not address all state and federal requirements for managed care members. In order to satisfy the requirements, ATC will need to replace the OON with a limited contract for those services that are being covered under the OON. The limited contract must include state and federal requirements related to provider subcontracts and networks. References to admitting privileges to GHS and AnMed cannot be considered for reasons stated previously.
Infectious Disease	Both providers listed appear to be located at FQHC; Were these providers specifically credentialed to provide Infectious Disease services? Please provide a copy of the credentialing file for these providers.	These providers were previously credentialed as part of the Facility Credentialing process for FQHCs, we removed until individual credentialing occurs. Additional ID offices identified and added. Dr John R. Weems, privileges are at St. Francis and GHS, see attached documentation, Attachment 3. Also added Dr. David Potts with AnMed in Anderson. Age and other practice restrictions updated.	Dr. Potts is with AnMed and AnMed is under a termination extension and cannot be considered at this time. Dr. Weems reports only seeing patients on an inpatient basis. Coverage for this provider type is still insufficient. Please clarify reference to Attachment 3 as it does not include any reference to Infectious Disease providers.
Nephrology	Two of the 3 providers listed appear to be located at FQHC; Were these providers specifically credentialed to provide Nephrology services? Please provide a copy of the credentialing files for these providers. These same two providers are listed to serve all six counties. How accessible will these providers be to all members enrolled in Greenville and surrounding counties?	Carolina Nephrology includes Dr's Acres, Alioua, Bogner, Christopher, Healy, Klimas, Purcell, Rogoff, Shusterman, Tsai, Ward, and Yu (12 providers). All credentialed to provide Nephrology services and also have office hours at the multiple New Horizons locations to expand reach close to each county. Please see attached Cred documentation for Alioua and Healy and contract, Attachment 2. This group is equipped to service a larger service area if needed.	Information needs to be added to reflect multiple New Horizons locations and times. The doctors listed do not see anyone under the age of 18. How will the pediatric population (under 18) access this service?
Neurology	One provider listed and he only has admitting privileges to Spartanburg Regional and Mary Black Memorial; how will hospital admissions be handled for this service?	Provider removed. Additional Neurology offices identified and added, Dr. A. Smith- Upstate Neurology and Dr L. Breeden Hollis, Jr. Dr privileges are at St. Francis and GHS. Age & practice restrictions updated.	Dr. Hollis only does spine management and will only see patients above the age of 2. Dr. Smith is listed with no restrictions but when called stated he does not see anyone under the age of 4.

ATC Provider Network Audit  
Greenville County

Service	Comments	ATC Comments/Corrections	DHHS Response
Orthopedics	Only practice listed has indicated they are not accepting any new Medicaid patients	Additional Orthopedic providers and office identified and added, Blue Ridge Orthopedics. Admitting to AnMed, Baptist-Easley and St. Francis. St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	Blue Ridge Orthopedics is under the AnMed contract and cannot be considered at this time. Carolina Orthopedics only sees Medicaid members in the ER. Piedmont Orthopedics has age restriction and will not see anyone under the age of 4.
Otorhinolaryngology	One provider listed and there is a question as to whether he performs surgery; verification needed as to how members will access surgery if needed	Additional ENT providers and offices identified and added, Greenwood ENT, Providence ENT. Admitting to AnMed, Baptist-Easley and St. Francis. St. Francis Physicians have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	Greenwood ENT exceeds the 50 mile requirement and only admits to Self Regional. ATC does not have a contract with Self Regional. Any reference to admitting privileges to AnMed and Baptist Easley cannot be considered for reasons stated previously.
Rheumatology	Only practice listed has indicated they are not accepting any new Medicaid patients	Additional Rheumatology office identified and added; Foothills Rheum. Dr privileges are at St. Francis, GHS and AnMed. Age and other practice restrictions updated. St. Francis Physicians (Upstate Osteoporosis and Woodward Med Ctr) have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3.	There is only one new provider listed and his name is spelled incorrectly so we are not able to verify the submission. The remaining two have the same restriction (no one under the age of 16). How will members under age 16 access this service? AnMed is under a termination extension and cannot be considered at this time. How will ATC address potential access issues for members who are treated by physicians who have privileges at non-contracted hospitals?
Pulmonary Medicine	Three of the 4 providers (Awan, Hollinger, Mullen) listed are not accepting any new Medicaid patients; one of the 4 providers (Wan) does not have admitting privileges to hospital listed to serve this county	St. Francis Physicians, additional providers at Palmetto Pulmonary and CC, have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3. Upstate Lung and CC is in Spartanburg and the member's primary care provider may admit the member. ATC would also approve a single case agreement for services at a Spartanburg County hospital as applicable and needed.	All providers listed, except Wan, are not accepting new Medicaid members only established members. Also, this same provider group only takes Medicaid as secondary. Information included in Attachment 3 is contrary to what is being stated by St. Francis Physicians. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. Dr. Wan only admits to RHP and ATC does not have a contract with RHP.
Surgery-General	One of the two practices listed (St. Francis Physician Services Inc) has indicated they are not accepting any new Medicaid patients; second provider listed (Marshall) is located outside the county and does not have admitting privileges to hospital listed to serve this county	St. Francis Physicians, additional providers at Carolina Surgical, have committed to seeing new as well as existing ATC patients, see attached documentation, Attachment 3. Added surgeon at North Hills and deleted Dr. Marshall.	Carolina Surgical confirmed it is not seeing new Medicaid members. This is contrary to information included in Attachment 3. This conflict needs to be resolved on the individual practice level in the form of written documentation on letterhead from the provider group that they are accepting current and new ATC members. None of the providers listed see members under the age of 10. How will the pediatric population (under 10) access this service (physician and hospital)?
Urology	Only provider listed does not accept members under the age of 17	St. Francis Physicians, additional providers at Palmetto-Greenville Urology and Pediatric Urology Associates, have committed to seeing new as well as existing ATC patients including children, attached documentation, Attachment 3.	All Providers listed do not accept any one under the age of 18. Brownlee is listed on Attachment 3 as a Pediatric Urologist but the specialty is listed as Pathology. Please clarify. Palmetto Greenville Urology is also listed with 7 providers on Attachment 3 but has 11 providers listed on the county network submission. Please clarify. Pediatric Urology is only available 2 Mondays a month and doesn't see any one under the age of 18. How will the pediatric population (under 18) access this service?