

WELLS COMPLIANCE – REMEDIATION PLAN

Contractor Name	Monitoring Period	Total # Non-Compliant	Prepared By	Date Submitted to LDH	Signed Attestation Attached
					<input type="checkbox"/> Yes / <input type="checkbox"/> No

Non-Compliance Issue:				
Service Type	Page #	Remediation Action (s)	Target Implementation Date	Actual Implementation Date
			Click here to enter a date.	Click here to enter a date.
Total # of Corrected Notices by Service Type:			Total # of Reinstated by Service Type:	
<i>Include two (2) corrected notices for each service type for those notices found deficient in the sample.</i>				

NOTES:

Non-Compliance Issue:				
Service Type	Page #	Remediation Action (s)	Target Implementation Date	Actual Implementation Date
			Click here to enter a date.	Click here to enter a date.
Total # of Corrected Notices by Service Type:			Total Number of Reinstated by Service Type:	
<i>Include two (2) corrected notices for each service type for those notices found deficient in the sample.</i>				

NOTES:

Non-Compliance Issue:			Target Implementation Date	Actual Implementation Date
Service Type	Page #	Remediation Action (s)	Target Implementation Date	Actual Implementation Date
			Click here to enter a date.	Click here to enter a date.
Total # of Corrected Notices by Service Type:			Total Number of Reinstated by Service Type:	
<i>Include two (2) corrected notices for each service type for those notices found deficient in the sample.</i>				

NOTES:

Wells Remediation Plan Template Legend

Field	Description	Completed By
Contractor Name	Contractor Name.	LDH
Monitoring Period	Monitoring Period for remediation plan (RP).	LDH
Total # Non-Compliant	Total number of noncompliant notices for the monitoring period.	LDH
Prepared By	Contractor staff member and/or responsible party for completing remediation plan.	Contractor
Date Submitted to LDH	Include the date remediation plan was actually submitted to LDH via sFTP.	Contractor
Signed Attestation Attached	Check yes or no to denote if the required signed attestation was attached to the remediation plan.	Contractor
Noncompliance Issue	Noncompliance issue found in sample. See list of established categories of noncompliance issues below. This list does not cover the full scope of all noncompliance issues, only those most commonly found. Remediation plans can and most likely will include noncompliance issues that are not found on this list. This list is subject to change as more common noncompliance issues are identified.	LDH
Service Type	Service type for noncompliance issue.	LDH
Page #	Page # of noncompliance issue for the service type.	LDH
Remediation Action	Contractor's plan for remediation and plan to address the corresponding noncompliance issue. If the contractor disagrees with the need for remedial action, that reasoning should be addressed here as well.	Contractor
Target Implementation Date	Select a date from calendar drop down for planned implementation of the remediation action.	Contractor
Actual Implementation Date	Select a date from the calendar drop down for the actual date the remediation action was implemented/completed, if applicable.	Contractor
Total # Corrected by Service Type	List the number of notices corrected and reissued by service type related to this noncompliance issue.	Contractor
Total # Reinstated by Service Type	List the number of members whose services were reinstated as a result of the noncompliant issue.	Contractor
Notes	Include any notes to further explain remediation efforts and/or notes to communicate additional information to LDH.	Contractor
Footer	Include name of contractor and page number.	LDH

Deleted: -

Categories of Wells Related Noncompliance Issues*

1	Acronym Usage.
2	Contradicting information.
3	Denial reason not noted, inadequately explained or not clear.
4	Guidelines cited but does not explain the application of its use to the member's case and/or does not tie back to the denial rationale.
5	Header or introductory paragraph does not include the term denial or denied, partial denial or partially denied.
6	Late submission.
7	Missing Information: service date, service and/or DME, drug, etc.
8	Service described in notice does not correspond to the established service types: 05 Rehabilitation Services; 06 Home Health; 09 DME; 12 Pharmacy; 16 Personal Care Services; 17 Medical (procedures and diagnostics tests) 18 Transportation; 40 Imaging; 71 Pediatric Day Health Care; 88 Hospice; 90 Specialized behavioral Health; and 99 Other
9	Unfurnished requested sample.

* Subject to change.