

		<b>DESKTOP PROCEDURE</b>	
<b>Desktop Procedure Name: DMS Inquiries</b>			
<b>Desktop Procedure #: DMS Inquiries</b>		<b>Department: Compliance</b>	
<b>Date of Development: 2/10/2017</b>		<b>Date(s) of Revision: 11/16/2018</b>	
<b>Developed By: Tara Carnes</b>		<b>Title: Manager, Compliance</b>	
<b>Manager Signature:</b> <i>Tara Carnes</i>		<b>Date Approved: 11/16/2018</b>	
<b>APPLICABILITY</b>			

This Procedure applies to Passport Health Plan (Passport) Compliance staff in regard to the receipt of inquiries, questions or concerns from the Department for Medicaid Services (DMS) and requests Passport to respond appropriately and within deadlines provided.

**DEFINITION(S)**

**Department for Medicaid Services (DMS):** The Department for Medicaid Services is located within the Kentucky Cabinet for Health and Family Services.

**Inquiry/Request –** Means an act on the part of the Department for Medicaid Services that requires a response from Passport Health Plan.

**Passport Health Plan (Passport):** Entity conducting business that is contracted with the Kentucky Department for Medicaid Services to provide Medicaid benefits to eligible individuals.

**Passport Compliance Mailbox – PHPCompliance:** This is Passport’s Compliance Mailbox that is consistently monitored by the Compliance Manager and Compliance Specialist. DMS sends any type of inquiry, question or concern to this box.

**PROCEDURE**

- A. Upon receipt of an Inquiry/request from DMS, the Compliance Specialist will:
  1. Acknowledge receipt of the Inquiry via the PHPCompliance mailbox by sending a reply email to the sender advising that Passport has received the request and will review and provide a response by the deadline.
  2. The Compliance Specialist will enter the inquiry via C360 and it will be sent to the appropriate business owner. The entry in C360 includes the original request from

DMS. Due dates are entered for the Compliance and DMS deadlines. If the responsible business owner is an Evolent Staff, the request must be sent to Evolent Compliance via C360 for disbursement to the business owner(s).

3. The Compliance Specialist creates a new file within the F: drive under DMS Inquiries. The Compliance Specialist copies the initial email into the folder and subsequently all other emails related to the inquiry. When a new file is made, the inquiry name must match the inquiry in C360, and the name must have the date received at the end of the naming convention.
4. The Compliance Specialist enters the Compliance and DMS deadlines on the Calendar. The Compliance deadline must be prior to the DMS deadline with enough time for review and follow-up.
5. The Compliance Specialist follow-ups with the business owner prior to the deadline for a response.
6. Upon receipt of the response from the business owner, the Compliance Specialist reviews the response to be sure it addresses the inquiry/request. A checklist is utilized to ensure the response adequately addresses the issue and a plan for resolution is included.
7. The Compliance Specialist will draft and submit the response to DMS via email. Once the response is sent to DMS, the Compliance Specialist will put a copy of the response in C360. At the end of the day, if there are no further follow-ups from DMS, the Compliance Specialist will close out the inquiry in C360. Copies of responses and emails are placed in the respective inquiry folder from each responder.
8. If it is determined that additional time is needed to appropriately respond to DMS, the Compliance Specialist will seek approval from the Compliance Manager. Once approved, a request for an extension of time is sent to DMS in writing. The extension request shall be requested no later than 1 (one) business day prior to the date the response is due. The written request shall contain justification and a proposed extension period.

#### REVISION DATES

November 2018