

KDHE- DHCF

Claims Contract Review

UnitedHealthcare Community Health Plan of Kansas

2025

Table of Contents:
2025 Contract Review
UnitedHealthcare Community Health Plan of Kansas

[Contract Area: Claims](#)

Findings Descriptions

Fully Met:

- All documentation listed under a State contract area, or component thereof, is present; and
- MCO staff provided responses to reviewers that are consistent with each other and with the documentation; or
- A State-defined percentage of all data sources – either documents or MCO staff provided evidence of compliance with State contract areas.

Substantially Met:

- After review of the documentation and discussion with MCO staff, it is determined that the MCO has met most of the requirements as stated above.

Partially Met:

- All documentation listed under a State contract area, or component thereof, is present, but MCO staff are unable to consistently articulate evidence of compliance; or
- MCO staff can describe and verify the existence of compliant practices during the interview(s), but required documentation is incomplete or inconsistent with practice; or
- Any combination of “Met,” “Partially Met” and “Not Met” determinations for smaller components of a State contract area would result in a “Partially Met” designation for the provision as a whole.

Minimally Met:

- After review of the documentation and discussion with MCO staff, it is determined that although some contract requirements have been met, the MCO has not met most of the contract requirements.

Not Met:

- No documentation is present and MCO staff have little to no knowledge of processes or issues that comply with State contract requirements; or
- No documentation is present and MCO staff have little to no knowledge of processes or issues that comply with key components (as identified by the State) of a multi-component provision, regardless of compliance determinations for remaining, non-key components of the provision.

Not Applicable:

The contract provision is not applicable to the MCO.

Contract Area: Claims

	2025 Finding:	2024 Finding:
Scope of Work-Claims Management Timely Claims Processing 5.14.1.C. Abide by the specifications of the following: 5.14.1.C.3. The date of payment is the date of the check or other form of payment.	SUBSTANTIALLY MET	NOT APPLICABLE
Comments:		

Below is a summary of the issues found during the review. See the attached contract review results for the detailed response for each claim review: *UHC 2025 Claim-Encounter Contract Review – KDHE Draft Response 09182025*

Draft Response was sent to UHC – 9/17/25 and updated the same day. UHC responded 10/2/25 (no rebuttal).
 UHC rebuttal received – N/A
 BOT remediated in collaboration with UHC on the identified issues – N/A
 Final Response was sent to UHC – 10/7/2025

Issue No.	Review Sequence Number	Review Outcome	Issue/Impact	Impacted Contract Requirement(s)	BOT Reference Information
1	1-5	Finding	Insufficient documentation. The System Payment Date information does not provide the amount paid. The trip logs and LCAD information may provide billed amount, but paid amount is not included; therefore, it can't be compared with the Date Payment on RA/835 or Check/EFT Payment.	5.16.1. Reports and Audits F. Throughout the duration of the CONTRACT, and for a period of ten (10) years after termination of the CONTRACT or from the date of completion of the audit, in accordance with 42 CFR § 438.3(h), the CONTRACTOR(S) and any Subcontractors shall provide duly authorized representatives of the State or Federal government, access to all records and material, including financial records, relating to the CONTRACTOR(S)' provision of and reimbursement for activities contemplated under the CONTRACT. Such access shall include the right to inspect, audit and reproduce all such records and material and to verify reports furnished in compliance with the provisions of the CONTRACT.	N/A
2	2-3 5	Finding	Insufficient documentation. Readable screenshots were not provided.	5.16.1. Reports and Audits	N/A

Issue No.	Review Sequence Number	Review Outcome	Issue/Impact	Impacted Contract Requirement(s)	BOT Reference Information
				<p>F. Throughout the duration of the CONTRACT, and for a period of ten (10) years after termination of the CONTRACT or from the date of completion of the audit, in accordance with 42 CFR § 438.3(h), the CONTRACTOR(S) and any Subcontractors shall provide duly authorized representatives of the State or Federal government, access to all records and material, including financial records, relating to the CONTRACTOR(S)' provision of and reimbursement for activities contemplated under the CONTRACT. Such access shall include the right to inspect, audit and reproduce all such records and material and to verify reports furnished in compliance with the provisions of the CONTRACT.</p>	
3	4	Finding	<p>Insufficient documentation.</p> <p>The payment date (10/25/24) provided in the Check or EFT Payment section does not match the payment date (10/24/24) provided in the Claims System Date or Payment Date on RA/835 sections. No narrative to explain why.</p>	<p>5.16.1. Reports and Audits</p> <p>F. Throughout the duration of the CONTRACT, and for a period of ten (10) years after termination of the CONTRACT or from the date of completion of the audit, in accordance with 42 CFR § 438.3(h), the CONTRACTOR(S) and any Subcontractors shall provide duly authorized representatives of the State or Federal government, access to all records and material, including financial records, relating to the CONTRACTOR(S)' provision of and reimbursement for activities contemplated under the CONTRACT. Such access shall include the right to inspect, audit and reproduce all such records and material and to verify reports furnished in compliance with the provisions of the CONTRACT.</p>	N/A
4	20	Finding	<p>Insufficient documentation.</p> <p>The date provided in the Payment Date on Check or EFT section of the contract review document is incorrect. The date of check is 10/29/24, whereas the date entered in this field is 11/4/24.</p>	5.16.1. Reports and Audits	N/A

Issue No.	Review Sequence Number	Review Outcome	Issue/Impact	Impacted Contract Requirement(s)	BOT Reference Information
				<p>F. Throughout the duration of the CONTRACT, and for a period of ten (10) years after termination of the CONTRACT or from the date of completion of the audit, in accordance with 42 CFR § 438.3(h), the CONTRACTOR(S) and any Subcontractors shall provide duly authorized representatives of the State or Federal government, access to all records and material, including financial records, relating to the CONTRACTOR(S)' provision of and reimbursement for activities contemplated under the CONTRACT. Such access shall include the right to inspect, audit and reproduce all such records and material and to verify reports furnished in compliance with the provisions of the CONTRACT.</p>	
5	1-3 5	Observation	<p>Encounter build issue.</p> <p>The encounter shows a payment date different than what is provided in the supporting documentation.</p>	<p>Attachment J - Encounter Data Requirements</p> <p>Encounter Data</p> <p>1.4 Enter Data Completeness, Accuracy, Timeliness, and Error Resolution</p> <p>The CONTRACTOR(S) shall provide complete and accurate encounters to the State. The CONTRACTOR(S) shall implement review procedures to validate encounter data submitted by providers. The following standards are hereby established:</p>	N/A
6	1-2 4	Observation	<p>Encounter build issue.</p> <p>The encounter has an allowed amount that doesn't correspond with what is provided in the supporting documentation.</p>	<p>Attachment J - Encounter Data Requirements</p> <p>Encounter Data</p> <p>1.4 Enter Data Completeness, Accuracy, Timeliness, and Error Resolution</p> <p>The CONTRACTOR(S) shall provide complete and accurate encounters to the State. The CONTRACTOR(S) shall implement review procedures to validate encounter data submitted by providers. The following standards are hereby established:</p>	N/A