

Centers for Medicare and Medicaid Services
 Enforcement Actions Against Medicare Advantage Organizations and Prescription Drug Sponsors
 January 2006-October 2010

Organization Name	Contract Number (H=MA-PD; S=PDP)	Date Action Taken	Action Taken	Basis for Action	Effective Date
First Medical Health Plan	MA-PD (H5887, PDP (S5840)	10/08/2010	\$57,240 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	Notice issued 10/08/2010
Alliance Health and Life Insurance Co.	MA-PD (H2322), PDP (S3440)	10/08/2010	\$41,660 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Blue Cross of Idaho Health Services, Inc.	MA-PD (H5862)	10/08/2010	\$31,800 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Coventry Summit Health Plan	MA-PD (H5850)	10/08/2010	\$62,590 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Humana Insurance Company	RPPO (R5826)	10/08/2010	\$55,880 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Mercy Health Plans	MA-PD (H2611)	10/08/2010	\$16,970 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Network Health Insurance Corporation	MA-PD (H5215)	10/08/2010	\$27,340 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Puget Sound Health Partners	MA-PD (H9302)	10/08/2010	\$2,000 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010
Universal American Corp.	MA-PD (H2775, H5378, H5421)	10/08/2010	\$17,830 Civil Money Penalty	Failure to Issue Accurate Annual Notices of Change and Evidence of Coverage	Notice issued 10/08/2010

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Quality Health Plans, Inc.	MA-PD (H2773, H5402), PDP (S8475)	05/17/2010	Suspension of Enrollment and Marketing	Contract management deficiencies in areas related to premium billing; formulary administration; compliance plan; oversight of delgated entities; and greivance and appeal requirements.	06/02/2010
Quality Health Plans, Inc.	MA-PD (H5402), PDP (S8475)	05/17/2010	\$586,800 Civil Money Penalty	Failure to bill premium for an 18 month period, then issuance of lump sum bills with no options for repayment plans.	Notice issued May 17, 2010.
Aetna Life Insurance Company	MA-PD (H0318, H0523, H0901, H1109, H1110, H1419, H2112, H3152, H3312, H3597, H3623, H3931, H4523, H4524, H4910, H5414, H5521, H5736, H5793, H5813, H5832, H5950, H6923, H7908, and H8684) PDP S5810.	04/05/2010	Suspension of Enrollment and Marketing	Contract administration deficiencies related to prescription drug access (failure to make available prescriptions under CMS transition fill requirements, imposing improper prior authorization (PA) and step therapy (ST) edits, failing to adhere to coverage determination timeframes and failing to establish co-payment levels under the Best Available Evidence policies).	04/21/2010

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Fox Insurance Company	PDP (S5557)	03/09/2010	Immediate Termination	Contract administration deficiencies related to prescription drug access (imposing improper prior authorization (PA) and step therapy (ST), failing to adhere to coverage determination timeframes, failing to ensure beneficiaries receive transition fill requirements) and failure to meet CMS requirements for a compliance plan. Imminent and serious risk to the health of enrollees.	03/09/2010
Fox Insurance Company	PDP (S5557)	02/29/2010	Immediate suspension of enrollment and marketing	Contract administration deficiencies related to prescription drug access (imposing improper prior authorization (PA) and step therapy (ST), failing to adhere to coverage determination timeframes and failing to ensure beneficiaries receive transition fill requirements).	02/26/2010
ProSalud HMO, Corp.	MA-PD (H0046),(H2291),(H4382)	12/22/2009	Termination	Insolvency and Termination of License	12/22/2009
ProSalud HMO, Corp.	MA-PD (H4382)	11/30/2009	Immediate suspension of enrollment and marketing	Suspension of their Certificate of Authority to operate in the U.S. Virgin Islands	11/30/2009

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Citrus Health Care	MA-PD (H5407), PDP (S8465)	11/20/2009	Sanction lifted November 20, 2009 except for non-renewing PDP contract S8465. For contract H5407 marketing may begin immediately for enrollments beginning January 1, 2010.	Correction of Deficiencies that caused the suspension of enrollment and marketing	11/20/2009
SDM HealthCare	MA-PD (H4009)	11/16/2009	Immediate suspension of enrollment and marketing. Action replaced by mutual termination effective December 1, 2009	Financial Solvency Concerns and Access Issues	12/01/2009
American Health, Inc.	MA-PD (H5774)	11/10/2009	\$25,000 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	CMP Final
Bravo Health Insurance Company, Inc.	PDP (S5822)	11/10/2009	\$45,000 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	CMP Final
Molina HealthCare, Inc.	MA-PD (H5810), (H5823), (H7678), (H9082)	11/10/2009	\$11,200 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	CMP Final
Touchstone Health, Inc.	MA-PD (H3327)	11/10/2009	\$2,800 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	CMP Final

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VNS Choice	MA-PD (5549)	11/10/2009	\$25,000 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	CMP Final
WellCare Health Plans, Inc	MA-PD (H0913, H4577)	11/10/2009	\$16,750 Civil Money Penalty	Failure to Issue Annual Notices of Change and Evidence of Coverage in a Timely Manner	CMP Final
WellCare Health Plans, Inc.	MA-PD (H0117, H0712, H0913, H0967, H1032, H1112, H1216, H1264, H1340, H1416, H1657, H1903, H2491, H3361, H4577, and H6499); PDP (S5967)	11/03/2009	Sanction lifted except for non-renewing contracts H0967, H1340, H4577 and H6499. For other contracts marketing may begin immediately for enrollments beginning January 1, 2010.	Correction of Deficiencies that caused the suspension of enrollment and marketing	11/03/2009
Blue Cross Blue Shield of Kansas	PDP (S5726)	09/14/2009	Sanction lifted. Marketing may begin on October 1, 2009 for enrollments beginning January 1, 2010.	Correction of Deficiencies that caused the suspension of enrollment and marketing	09/14/2009
Wellpoint, Inc	MA-PD (H0540, H0564, H1511, H1517, H1607, H1689, H1849, H2613, H2997, H3342, H3370, H3655, H4036, H4909, H5304, H5419, H5422, H5529, H5530, H5679, H5854, H6184, H9452, H9466), RPPO (R5941, R9943), PDP (S5596, S5960)	09/09/2009	Sanction lifted. Marketing may begin on October 1, 2009 for enrollments beginning January 1, 2010.	Correction of Deficiencies that caused the suspension of enrollment and marketing	09/09/2009

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WellCare Health Plans, Inc.	MA-PD (H0117, H0712, H0913, H0967, H1032, H1112, H1216, H1264, H1340, H1416, H1657, H1903, H2491, H3361, H4577, and H6499); PDP (S5967)	02/19/2009	Suspension of enrollment and marketing	Contract administration deficiencies related to enrollment and disenrollment, appeals and grievances, responses to beneficiary complaints and marketing activities.	03/07/2009
Blue Cross Blue Shield of Kansas	PDP (S5726)	01/15/2009	Immediate suspension of enrollment and marketing	Part D Contract administration deficiencies related to enrollment and disenrollment, administration of the Low Income Subsidy benefit, charging enrollees premiums and marketing.	01/15/2009
Wellpoint, Inc	MA-PD (H0540, H0564, H1511, H1517, H1607, H1689, H1849, H2613, H2997, H3342, H3370, H3655, H4036, H4909, H5304, H5419, H5422, H5529, H5530, H5679, H5854, H6184, H9452, H9466), RPPO (R5941, R9943), PDP (S5596, S5960)	01/12/2009	Immediate Suspension of enrollment and marketing.	Contract administration deficiencies related to enrollment and disenrollment, administration of the Low Income Subsidy benefit, charging enrollees premiums, marketing, appeals and grievances and prompt payment of claims.	01/12/2009

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Citrus Health Care	MA-PD (H5407), PDP (S8465)	12/16/2008	Suspension of enrollment and marketing	Contract administration deficiencies related to enrollment and disenrollment, appeals, organization determinations, internal controls and processes.	01/01/2009
MD Medicare Choice	MA-PD (H5729)	09/30/2008	Expedited Termination	Insolvency	09/30/2008
MD Medicare Choice	MA-PD (H5729)	09/15/2008	Suspension of enrollment and marketing	Financial Solvency Concerns	Replaced by Termination
SDM HealthCare	MA-PD (H4009)	09/05/2008	Lifting of enrollment and marketing suspension which was effective 12/10/2007	Correction of Deficiencies that caused the suspension of enrollment and marketing	09/05/2008
Health Net	PDP (S5678)	03/20/2008	Lifting of enrollment and marketing suspension which was effective 01/16/2008	Correction of Deficiencies that caused the suspension of enrollment and marketing	03/20/2008
Universal	MA-PD (H5820)	02/08/2008	Lifting of enrollment and marketing suspension which was effective 02/23/2007	Correction of Deficiencies that caused the suspension of enrollment and marketing	02/08/2008
Health Net	PDP (S5678)	01/16/2008	Immediate suspension of enrollment and marketing	Contract administration deficiencies related to enrollment. Issuance of incorrect Annual Notices of Change.	01/16/2008

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SDM HealthCare	MA-PD (H4009)	12/10/2007	Suspension of enrollment and marketing	Contract administration deficiencies related to grievances and appeals, organization determinations, and claims payment.	12/26/2007
Chesapeake	PFFS (H7845)	10/19/2007	Immediate suspension of enrollment and marketing	Marketing Violations	10/19/2007
Coventry	PFFS (H0846)	09/18/2007	\$264,000 Civil Money Penalty. Final settlement \$190,000.	Marketing Violations	Settlement 03/27/2008
Humana	MA-PD (H1804), RPPO (R5826), PDP (S5884)	09/18/2007	\$75,000 Civil Money Penalty	Marketing Violations	11/18/2007
SunCoast	MA-PD (H5942)	08/13/2007	Immediate Termination	Insolvency	08/13/2007
AHC	MA PD (H1034)	07/19/2007	Immediate Termination	Contract administration deficiencies which adversely affected beneficiaries	07/19/2007
AHC	MA PD (H1034)	04/25/2007	Proposed Non-renewal	Contract administration deficiencies which adversely affected beneficiaries	Replaced by Termination
Torchmark-First United American	PDP (S5580)	03/07/2007	\$15,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Florida Health	MA-PD (H1035)	03/07/2007	\$10,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Freedom Health	MA-PD (H5427)	03/07/2007	\$5,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007

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Coventry	MA-PD (H1076 H5850)	03/07/2007	\$11,050 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
HealthNet	PDP (S5678)	03/07/2007	\$10,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
HealthNet	MA-PD (H0755)	03/07/2007	\$15,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
SunCoast	MA-PD (H5942)	03/07/2007	\$2,100 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Wellpoint, Inc.	PDP (S5596)	03/07/2007	WellPoint's (S5596) and BCBS of KS (S5726 were jointly assessed a \$20,000 Civil Money Penalty.	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Blue Cross Blue Shield of Kansas	PDP (S5726)	03/07/2007	WellPoint's (S5596) and BCBS of KS (S5726 were jointly assessed a \$20,000 Civil Money Penalty.	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
United HealthCare	PDP (S5805 S5820 S5921)	03/07/2007	\$75,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007

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United HealthCare	MA-PD (H0151, H0316, H0319, H0401, H0620, H0624, H0710, H1080, H1108, H1111, H1303, H1509, H1717, H2001, H2003, H2111, H2228, H2406, H2408, H2624, H2802, H2803, H3209, H3379, H3456, H3659, H3812, H3912, H3921, H4102, H4406, H4456, H4522, H4604, H5008, H5253, H5417, H5440, H5500, H5507, H5516, H5527, H5532, H9011) RPPO (R3175, R5287)	03/07/2007	\$130,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Humana	MA-PD (H0307, H1036, H1406, H1407, H1804, H2649, H4510), RPPO R5826	03/07/2007	\$120,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Elder Health (Currently Bravo)	PDP (S1566 S5822)	03/07/2007	\$4,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Elder Health (Currently Bravo)	MA-PD (H2108 H3949 H4528)	03/07/2007	\$15,000 Civil Money Penalty	Failure to Issue Annual Notices of Change in a Timely Manner	05/09/2007
Universal	MA-PD (H5820)	02/23/2007	Suspension of enrollment and marketing	Financial Solvency Concerns	03/11/2007
Doctor Care, Inc.	MA-PD (H5411)	12/06/2006	Immediate Termination	Financial Solvency Concerns	12/06/2006
Doctor Care, Inc.	MA-PD (H5411)	10/06/2006	Suspension of enrollment and marketing	Financial Solvency Concerns	Replaced by Termination