

.01 QCA Challenge Process - Error Findings

When FAA wants to challenge a notice of error finding from the AHCCCS Quality Control Administration (QCA), the following applies:

- Within ten days from the date of the AHCCCS Quality Compliance Case Review Report, the local or district office notifies the Policy Support Team (PST) in writing of the challenge. Include the reasons for the challenge.

NOTE The originating office, with support from the maintenance and district offices, has the primary responsibility for initiating the challenge and obtaining documentation to support the challenge.

- FAX supporting documentation to challenge the error findings to PST within the ten day time frame. The evidence may have been obtained subsequent to the review. (See [PST](#) for the FAX number)

WARNING

When the local office is unable to submit the challenge and supporting documentation within the ten day time frame, request an extension from PST. PST notifies QCA of the delay and requests an extension of the due date for submitting a challenge.

- PST reviews the challenge to determine whether necessary documentation is present to support the challenge.
- PST prepares and submits the challenge packet to QCA. The packet includes the following:
 - A memorandum from the Program Administrator or designee.
 - The AHCCCS Response to Quality Control Case Review Report (FAA-1230A), indicating the intent to challenge.
 - The first page of the FAA-1230A.
 - The written challenge prepared by the district, or revised by PST.
 - Documentation to support the challenge.
- Copies of the challenge packet are sent to the following:
 - The LOM of the originating office
 - The LOM of the maintenance office, when appropriate

The district PM, of the originating office

The district PM, of the maintenance office, when appropriate

The state MA quality coordinator

The Internal Operations manager

AHCCCS QCA must review the challenge and respond to FAA as follows:

- Issue a decision notice to FAA within 30 days indicating whether the error finding was reversed or affirmed.
- When QCA reverses the error finding, the error is removed from the FAA error rate calculation for that review period.
- When QCA affirms the error finding, FAA may request a joint panel review of the decision as follows:
FAA must request a joint panel review in writing.

NOTE PST requests the panel review.

The request must be postmarked or FAXed within 15 calendar days of the date on the decision notice from QCA.

When FAA requests a joint panel review, the following apply:

- The panel is comprised of an agreed upon number of members from AHCCCS and FAA Central Office.
- The meeting must be held within 30 days of the written request.
- When the joint panel review results in a consensus agreement, AHCCCS notifies FAA of the results with a Panel Review Response memorandum.
- When the panel discussion does not result in a consensus agreement, the challenge is elevated to the Assistant Director of AHCCCS DMS (Division of Member Services), and DES DBME (Division of Benefits and Medical Eligibility). AHCCCS notifies FAA of their final determination within 15 calendar days.