



CareSource
Special Investigations Unit

Fraud Waste and Abuse Recovery Process

The CareSource Special Investigations Unit (SIU) Fraud, Waste and Abuse (FWA) Recovery Process applies only to FWA recoveries resulting from SIU FWA investigations and FWA audits. The designation of a FWA case is determined by SIU.

FWA Recovery Letter From CareSource SIU

When the CareSource SIU identifies payments subject to recovery as a result of a FWA investigation and/or audit, a FWA Recovery Letter will be sent to the Provider / Health Partner.

The FWA Recovery Letter may include (among other information) the following:

- Amount to be paid to CareSource;
- Timeframe and claims to which the FWA recovery applies;
- Audit and/or investigation results or findings;
- Basis for the action being taken (i.e., law, regulation, rule, guideline, contract, policy, agreement, corrective action plan, etc.);
- Steps and/or action items to address any required corrective actions;
- Options for recovery repayment;
- Sixty (60) calendar days advance notice that the repayment is due in full unless otherwise required contractually or by law for a different timeframe; and
- Redetermination rights (if any).

Upon receipt of the FWA Recovery Letter, you have 3 options for a response:

Option # 1: Make Immediate Payment in full within 60 calendar days of the date of the FWA Recovery Letter*

Option # 2: Request a Payment Plan if unable to Pay within 60 calendar days of the date of the FWA Recovery Letter*

Option # 3: Request a Re-evaluation to dispute the findings within 60 calendar days of the date of the FWA Recovery Letter*

** Timeframes are as indicated unless otherwise required contractually or by law for a different timeframe.*

OPTION # 1: Immediate Payment in Full Due in 60 Days (unless otherwise required contractually or by law for a different timeframe)

Immediate Payment

Once you receive the FWA Recovery Letter, you should pay the recovery amount in full to CareSource within sixty (60) calendar days from the date of the letter. To make an immediate payment, please follow the directions in the FWA Recovery Letter and submit payment in full to CareSource.

OPTION # 2: Payment Plan Options When Unable to Pay in Full within 60 Days (unless otherwise required contractually or by law for a different timeframe)

Request a Payment Plan

If Immediate Payment is impossible and you desire to establish a Payment Plan, then you must reply to the FWA Recovery Letter in writing within sixty (60) calendar days of receiving the FWA Recovery Letter by requesting a payment plan. In some cases, the Payment Plan also may include recoupment against: (1) current payments due, and/or (2) future claims submitted. Payment plans and recoupment considerations will be granted at the sole discretion of CareSource. Recoveries that cannot be fully repaid within sixty (60) calendar days will bear interest at the prime interest rate (as indicated by the Wall Street Journal's Market Data) + 2% until fully repaid.

OPTION # 3: Re-evaluation Process

Dispute of Findings

If you disagree with the findings in the FWA Recovery Letter, then you must submit to SIU a written request for re-evaluation. Your written



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request must be submitted to SIU within sixty (60) calendar days of the date of the FWA Recovery Letter (unless otherwise required contractually or by law for a different timeframe). Your written request must include the reason(s) for the dispute and any pertinent information that may not have previously been considered by CareSource. Any and all documentation supporting your dispute and request for re-evaluation should be mailed to the address referenced in the FWA Recovery Letter.

Once received, CareSource SIU will review the request for re-evaluation information and may (as applicable) consult with medical directors, independent clinical consultants, and any other resources to determine the outcome of the written request for re-evaluation.

Informal Conference

Upon receipt of the request for re-evaluation and any and all supporting documentation, the CareSource SIU may contact you to arrange an informal telephone call or an in-person conference to review the request for re-evaluation. The Informal Conference will occur between CareSource SIU staff and the Provider / Health Partner. If necessary, then other representatives may also participate. The purpose of the Informal Conference is to discuss the FWA Recovery Letter and the request for re-evaluation in an informal setting to reach a resolution.

During the Informal Conference, all appropriate and necessary administrative, operational, and clinical staff of the Provider / Health Partner must be available. Failure of attendance of all necessary staff during the Informal Conference will not extend the timeframes in the re-evaluation process.

Response by CareSource

CareSource will respond with a FWA written recovery re-evaluation letter within sixty (60) calendar days (unless otherwise required contractually or by law for a different timeframe) of receiving the timely written request for re-evaluation and supporting documentation. CareSource's

written response to the request for re-evaluation constitutes a Final Determination by CareSource. If CareSource determines that payment is still owed after the re-evaluation process, then payment in full by the Provider / Health Partner is due within sixty (60) calendar days of the Final Determination.

Failure to Respond to FWA Recovery Letter

If you fail to respond (i.e., fail to make an immediate payment, fail to submit payment in full, fail to request a payment plan, fail to dispute CareSource's findings, or fail to submit a request for re-evaluation) to the FWA Recovery Letter within sixty (60) calendar days, then CareSource (in order to satisfy the recovery amount owed by the Provider / Health Partner) may recoup and/or recover money from (1) current payments due (which may include claims that are pending and/or on hold for an investigation), or (2) future claims submitted. CareSource reserves the right to take legal action to the extent permitted by law to collect any and all outstanding recovery amounts owed.

If you decide to dispute the findings in writing or request a re-evaluation, then no recoupment shall be made until the re-evaluation process is complete.

Final Determination

If you do not request a re-evaluation of the findings within sixty (60) calendar days of the date of the original FWA Recovery Letter (unless otherwise required by contract or law), then the FWA Recovery Letter becomes the Final Determination.

If you timely submit a request for re-evaluation and CareSource determines that payment is still required after the re-evaluation process, then payment in full will be due within sixty (60) calendar days of the Final Determination.



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If payment in full is not received within 60 calendar days of the Final Determination, then CareSource will begin recoupment. Recoupment occurs when CareSource recovers money from current payments due or future claims submitted.

During the recoupment period, payments (from current payments due or future claims submitted) will be withheld until the recovery amount is completely satisfied and paid in full. CareSource may also take additional action, including, but not limited to, pursuing legal action and/or termination.

Delay Tactics

Please note that retaining legal counsel (or obtaining new legal counsel) during the FWA Recovery Process does not change the re-evaluation process and does not reset the timeframes noted above. You must comply with the timeframes outlined in the FWA Recovery Process. Extensions of time are not allowed unless expressly provided by CareSource in writing.



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Recovery Process Timeline

CareSource SIU

Health Partner
or Provider



CareSource SIU sends
FWA Recovery Letter



Day 1

By Day 60*

- CareSource will begin recoupment if payment in full is not received and no Re-evaluation or Payment Plan has been timely requested
- CareSource will begin review of any Payment Plan requests if submitted by Health Partner (i.e., Provider)
- CareSource will begin Re-evaluation if a request is timely received from Health Partner (i.e., Provider)
 - Re-evaluation
 - Informal Conference



Day 60

By Day 60*



- Option 1: Submit payment in full to CareSource SIU
- Option 2: Submit a Request for a Payment Plan
- Option 3: Submit a request for a Re-evaluation and supporting documentation if disputing payment

By Day 120*



- CareSource will provide a response to any Payment Plan requests
- CareSource will provide a Final Determination regarding its Re-evaluation



Day
120



Day
180

By Day 180*

- If no Payment Plan is approved, then payment in full is due to CareSource
- Payment in full is due based on amounts determined by CareSource after its Re-evaluation

*These dates are calculated from the date of the FWA Recovery letter.