


**NEW YORK STATE DEPARTMENT OF HEALTH
DIVISION OF HEALTH PLAN CONTRACTING AND OVERSIGHT
ARTICLES 44 AND 49 STATEMENT OF DEFICIENCIES**

NAME OF MANAGED CARE ORGANIZATION Capital District Physicians' Health Plan	TYPE OF SURVEY: Submission of completed non-quantitative treatment limitations workbooks to demonstrate compliance with the Mental Health Parity and Addiction Equity Act
STREET ADDRESS, CITY, STATE, ZIP CODE 500 Patroon Creek Blvd Albany, NY 12206	SURVEY DATES: October 30, 2019 Survey ID# 1573155781

NOTE: The following list of deficiencies was identified by Health Department representatives during an Article 44 and/or Article 49 operational or focused survey of your Managed Care Organization (MCO). Correction of these deficiencies is required in order to bring your MCO into compliance with Article 44 and/or 49 of the New York State Public Health Law and the New York State Official Compilation of Codes, Rules, and Regulations (10NYCRR). In the column headed Provider Plan of Correction, describe the Plan of Corrective Action and anticipated date of corrections. The Plan of Correction should be returned within 15 business days.

Deficiencies	Plan of Correction with Timetable
<p>98-1.16 Disclosure and filing. (h) In the event an MCO does not provide substantially complete reports or other information required under this Subpart by the due date, or provide requested information within 30 days of any written request for a specific analysis or report by the superintendent or commissioner, the superintendent or commissioner is authorized to levy a civil penalty, after notice and hearing, pursuant to section 12 of the Public Health Law or sections 307 and 308 of the Insurance Law.</p> <p>Deficiency:</p> <p>Required updated and completed phase 1 resubmission of non-quantitative treatment limitations workbooks to demonstrate compliance with the Mental Health Parity and Addiction Equity Act were not received by the State issued due date of October 30, 2019.</p>	<p>The root cause for the failure to submit the workbooks timely was due to:</p> <ul style="list-style-type: none"> • A misunderstanding that CDPHP was to receive a written request from Milliman outlining the requested revisions; and • A failure to follow-up with OMH while preparing the phase II response to inquire as to the status of the phase I revision request. <p>CDPHP will create a new method for timely submission of required responses that includes internal touch points and steps (prior to any due date) to determine if all information necessary to complete the request, including from New York State or its consultants, is received.</p> <p>This will take effect immediately and Sheila Nelson, Senior Vice President, State Programs is responsible for this improvement.</p>

MCO Representative's Signature 	Date 11/13/19
Title SVP, State Programs	