

PPS Provider Appeals – DY1 Q3

PPS Provider Name: [Care Compass Network](#) (formally United Health) Appeal 1 of 1

Conclusion: -

Provider successfully appealed the Independent Assessor’s findings relative to ***Cultural Competency and Health Literacy Milestone 1.*** -

Independent Assessor initially failed the PPS Provider for Cultural Competency and Health Literacy - Milestone 1 which required the PPS to submit a Cultural Competency and Health Literacy Strategy which - captured key components, including but not limited to: 1. *Identifying priority groups experiencing health disparities*, 2. *Identified key factors to improve access to quality primary, behavioral health, and preventive health care*, 3. *Plans for two-way communication with the population and community groups through specific community forums*, 4. *Assessments and tools to assist patients with self-management of conditions*, 5. *Community-based interventions to reduce health disparities and improve outcomes.*” The - PPS strategy document submitted during the initial Quarterly Report submission did not directly include - all of the specific key components as specified in the guidelines and during remediation the PPD failed to - clarify how its submitted material captured the key components of the milestone. -

Upon appeal, the PPS presented narratives explaining where it had evidence to support that it had - addressed and successfully met each of the key components. For each of the key components, the PPS - included language addressing each component from its previously submitted documentation, and cited - specifically where this was contained in the source documentation. As a result the IA overturned its - initial determination. -