



DEPARTMENT OF HEALTH & HUMAN SERVICES Centers for Medicare & Medicaid Services

Region IX
Division of Medicaid & Children's Health Operations
90 Seventh Street, Suite 5-300 (5W)
San Francisco, CA 94103-6706

AUG 18 2010

Leanna Smith
999 E. Baseline Rd., Apt. #2220
Tempe, AZ 85283

Dear Ms. Smith:

I am writing in response to the information dated July 7, 2010 that you sent to my office regarding your daughter, Chaunell Roberson, who is currently enrolled in the Arizona Long Term Care System (ALTCS), Arizona's Medicaid program for persons who are elderly or physically disabled. The information you provided was about Chaunell's care and contained allegations of health care fraud and abandonment of care by the Barrow Neurological Institute, Banner Desert Medical Center, St. Joseph's Hospital, and Mercy Care Plan from approximately November 2006 through January 2009.

My staff forwarded your information to the Arizona Health Care Cost Containment System (AHCCCS), which is Arizona's Medicaid program and includes ALTCS. The AHCCCS Division of Health Care Management, Clinical Quality Management Unit (CQM) and the Medical Management Unit (MM) have both reviewed your allegations. AHCCCS informed CMS that CQM has previously attempted to assist you and your daughter. Both units have determined that appropriate care was provided and that you were appropriately notified of your rights via the Notice of Action (NOA) process. AHCCCS also confirmed that both its Office of the Inspector General and its Office of Administrative Legal Services have reviewed your correspondence and have determined that there is no cause to open an investigation against any provider.

I hope this information is helpful.

Sincerely,

Gloria Nagle, Ph.D., MPA
Associate Regional Administrator
Division of Medicaid & Children's Health Operations

cc: Linda Skinner, AHCCCS