

Section 1004

Correctional Medical Services, Inc. (CMS) continues to provide quality services to prisoners and to pay vendors in a timely manner.

The CMS Clean Claims¹ Report indicates a 10 to 14 day payment turnaround on all clean vendor claims. Disputed claims (those with missing information or without authorization codes) continue to be handled expeditiously by CMS.

No inappropriate denials of access to care have been logged and no unresolved issues have been identified regarding the quality of care provided by CMS contract specialists or hospitals.

Quality is monitored through several internal mechanisms. The Department has an extensive internal Continuous Quality Improvement (CQI) system in place in health care services. Facility components report to regional components which are reported to the central office. In addition, the central office staff includes a position charged with the responsibility of responding to prisoner, family, and legislative concerns and to monitor litigation involving health care. Investigation of prisoner grievances, family complaints and issues brought to the DOC by legislators have not revealed any quality problems generated by the CMS referral processes or by its providers.

An indication of the quality of services provided is that the Department is currently negotiating the end of the medical Hadix Consent Decree and none of the final five issues that the DOC is expecting to resolve by September this year is related to any care provided by CMS. This is despite intensive scrutiny by court experts of prisoner care involving CMS.

¹ 'Clean Claim' means claim for an authorized service provided on the standard forms with all necessary information provided.

'Turnaround' means the time frame from receipt of the bill to entering the bill into the payment system. (Note: the payment system cuts checks for all bills in the system on Friday of each week and checks are mailed the following Monday.)