CMS Part D Audit Report

Auditing Results (Public Website Version)

Date Report Generated: 4/30/2009

Contract Number: All, Chapter: All, Element: All, Finding: Not Met, Auditor: All

Findings: Not Met
Audit ID: 4301
Contract Number: S5678
Part D Sponsor Name: HEALTH NET LIFE INS CO/HEALTH NET INS OF NY

Audit Guide Version: PDP Sponsor Part D Audit Guide Version 2
Auditing Element: MR07
Audit Type: Routine
Audit Location: Onsite
Date Report Issued: 2/2/2009
Date Report Due: 3/19/2009
Element Accepted Date: 4/17/2009
Element Release Date: 4/17/2009
Element Projected Completion Date:

3 Year Reporting Cycle: 1/1/2006 - 12/31/2008
Estimated Visit Start Date: 12/8/2008
Estimated Visit Start Date: 12/12/2008
Actual Visit Start Date: 12/8/2008
Actual Visit End Date: 12/19/2008
Part D Sponsor Response Received Date: 3/19/2009
Part D Sponsor Response Due Date: 3/19/2009
CAP Release Date:
CAP Accepted Date:

Requirement:

Marketing Materials Provided For Significant Non-English Speaking Populations - For markets with a significant non-English speaking population, the Part D sponsor provides marketing materials in the language of these individuals.

Reference:

42 CFR § 423.50(d)(5), Medicare Marketing Guidelines for MAs, MA-PDs, PDPs, and 1876 Cost Plans

Deficiencies:

Health Net does not meet this requirement. Health Net's population language analysis indicates that it has a significant (more than 10 percent of the population in its service area) non-English speaking population. However, Health Net does not produce any materials in other languages. In addition, Health Net did not have policies and procedures in place during the audit period addressing marketing materials for the non-English speaking populations in their service areas.

Corrective Action Required:

Health Net must achieve and maintain effective oversight of its marketing materials provided for significant non-English speaking poplulations. Health Net must (1) produce the following documents in the primary languages of each significant non-English speaking population identified in its service areas: Summary of Benefits, Evidence of Coverage, Annual Notice of Change, Enrollment Instructions and Forms, and (2) submit these documents to CMS along with signed and certified letters that attest that the translations convey the same information and level of detail as the corresponding English versions. Health Net submitted a policy and procedure addressing the translation of marketing materials dated 10/31/2008. Since the policy and procedure includes CMS requirements, no further corrective action is required.