



# ATTACHMENT 16 - LIST OF REPORTS

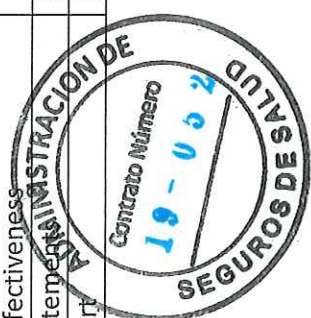
REPORT NUMBER	REPORT TITLE	PROGRAM AREA	ASES REVIEW DEPT.	CONTRACT SECTION	FREQUENCY
1	Call Center Report	Administrative	Customer Service	18.2.2.1	Monthly
2	Enrollee Enrollment Materials Report	Administrative	Customer Service	18.2.2.2	Quarterly
3	Fraud Waste Abuse Report	Administrative	Compliance	18.2.2.3	Quarterly
4	Privacy and Confidentiality Report	Administrative	Compliance	18.2.2.4	Monthly
5	Systems Incident Report	Administrative	Information Systems	18.2.2.5	Annually or 10 Business Days following incident
6	Federal Qualified Health Center (FQHC) Report	Administrative	Compliance	18.2.2.6	Quarterly
7	Special Coverage Registry Report	Administrative	Clinical Affairs	18.2.2.7	Monthly
8	High Cost High Needs Registry Report	Administrative	Planning & Quality	18.2.2.8	Monthly
9	Disclosure of Information on Annual Business Transactions	Administrative	Compliance	18.2.2.9	Annually
10	Statistical Reports	Administrative	Planning	18.2.2.10	45 days of end of year
11	Claims Activity Report	Claims	Clinical Affairs	18.2.3.1	Monthly
12	Encounter Data	Claims	Information Systems	18.2.3.2	Monthly
13	CMS 416 Report	Covered Services	Planning & Quality	18.2.4.1	Annually
14	Executive Director and Utilization Data	Covered Services	Planning & Quality	18.2.4.2	Quarterly

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## List of Required Reports

REPORT NUMBER	REPORT TITLE	PROGRAM AREA	ASES REVIEW DEPT.	CONTRACT SECTION	FREQUENCY
	Report		Quality		
15	Network Provider List	Provider Reports	Planning & Quality	18.2.5.1	Monthly
16	Geographic Access Report	Provider Reports	Planning & Quality	18.2.5.2	Quarterly
17	Appointment Availability Report	Provider Reports	Planning & Quality	18.2.5.3	Quarterly
18	Provider Satisfaction Survey Report	Provider Reports	Planning & Quality	18.2.5.4	Annually
19	Provider Training and Outreach Evaluation Report	Provider Reports	Planning & Quality	18.2.5.5	Quarterly
20	Physician Incentive Program Report	Provider Reports	Planning & Quality	18.2.5.6	Annually
21	Grievances and Appeals Report	Quality	Customer Service	18.2.6.1	Quarterly
22	Health Care Improvement Program Plan (HCIPP) Report	Quality	Planning & Quality	18.2.6.2	Quarterly
23	Enrollee Satisfaction Survey Report	Quality	Planning & Quality	18.2.6.3	Annually
24	Audited HEDIS Results Report	Quality	Planning & Quality	18.2.6.4	Annually
25	Integration Model Report	Utilization Management	Clinical Affairs	18.2.7.1	Quarterly
26	Systems Availability and Performance Report	Systems	Information Systems	18.2.8.1	Monthly
27	Business Continuity and Disaster Recovery (BC-DR) Test Report	Systems	Information Systems	18.2.8.2	Annually
28	Unaudited Financial Statement	Financial Management	Finance	18.2.9.1	Quarterly
29	Report on Controls Placed in Operation and Tests of Operating Effectiveness	Financial Management	Finance	18.2.9.2	Annually
30	Audited Financial Statements	Financial Management	Finance	18.2.9.3	Annually
31	Cost Avoidance Report	Financial Management	Finance	18.2.9.4	Quarterly

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## List of Required Reports

REPORT NUMBER	REPORT TITLE	PROGRAM AREA	ASES REVIEW DEPT.	CONTRACT SECTION	FREQUENCY
32	Report to Puerto Rico Insurance Commissioner's Office	Financial Management	Compliance	18.2.9.5	Annually
33	Annual Corporate Report	Financial Management	Compliance	18.2.9.6	Annually
34	Pharmacy Certification	Financial Management	Finance	18.2.9.7	Every two weeks
35	Incurred But Not Paid (IBNR) Report	Financial Management	Finance	18.2.9.8	Quarterly
36	Medical Loss Ratio Report	Financial Management	Finance	18.2.9.9	Annually



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