

Article 10 Section 3 Case Review Process

Table of Contents

TITLE	PG CITE
General	10.03.01A
Conducting the Review	10.03.01B
Review Findings	10.03.01C

10.03.01 Case Review Process

10.03.01A General

QC has access to view the entire case electronically; therefore, paper case folders are no longer requested for review.

CMSPG LTR 13 (03/12)

10.03.01B Conducting the Review

The QC worker records all case review data in the Rushmore Case Review System and completes the Print Case Review form. The Print Case Review form contains pertinent data cited in the desk review.

CMSPG LTR 13 (03/12)

10.03.01C Review Findings

Benefit/Eligibility Error

All benefit/eligibility errors are to be reviewed by the QC supervisor. Upon completion of the QC supervisor review, the Print Case Review form shall be sent to the appropriate CAS for review and corrective action.

Procedural Error

Procedural errors are to be reviewed by the QC supervisor. Upon completion of the QC supervisor review, the Print Case Review form is sent to the appropriate CAS for review and corrective action.

No Error

No errors cases are to be reviewed by the QC supervisor. Upon completion of the QC supervisor review, the QC worker records in the Rushmore Case Review System that case had no errors. QC provides the CAS with a complete list of all no error cases reviewed.

CMSPG LTR 13 (03/12)

