

Item Identifier (CCY/MS/ID) (Completed by The CMS Team Lead)	Brief Description of Item (Completed by The CMS Team Lead)	Condition Category (Completed by The CMS Team Lead)	Related to Previous Item? (Yes/No) (Completed by The CMS Team Lead)	Pre-Auth Item Number/ Number of Appointments (Completed by The CMS Team Lead)	Detailed Description of the Item (Includes the Appointments Remaining) (To be completed by Sponsor)	Root Cause Analysis for the Item (Includes the Appointments)	Methodology - Describe the process that was undertaken to determine the # impacted	Monitor Impact %/ N/A	Monitor Impact Details (Access to Care, Delayed Care, etc.)	Action Taken to Resolve System/Operational Issues	Item System/Operational Remediation Status (CCY/MS/ID)	Date System/Operational Remediation Completed (CCY/MS/ID)	Action Taken to Resolve Issues, Including Outreach Description and Status	Date Outreach and Remediation Initiated (CCY/MS/ID)	Date Outreach and Remediation Completed (CCY/MS/ID)

Enrollee ID (If member impact)	Beneficiary Name (If member impact)	Contract ID	Plan ID	Plan Type	Provider/Staff/ICT Name	MOC Training Date	Next Training Due Date	Provider/Staff/ICT Involvement with Member Care/Coordination (Describe)	MOC Processes Impacted (RRA, ICT, and/or ICP completion, etc.)	Sponsor's Clarifying Comments (If applicable)