

Instructions
Part C Organization Determinations, Appeals, and Grievances (ODAG)
Processing of Coverage Requests
Root Cause Analysis and Impact Analysis

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1. Root Cause Analysis (RCA) - complete as requested by CMS

- 'Description of Issue' tab
 - Complete Columns G, H, I & J only. Provide a detailed description of the issue in Column G, the root cause of that issue in Column H, the methodology used to determine the root cause in Column I, and the scope of the noncompliance in Column J.
- Do not complete the 'Enrollee Impact' tab at this time.
- Remove "TEMPLATE" from the document title and upload the completed file in HPMS as a "Root Cause" File Type.

2. Impact Analysis (IA) - complete as requested by CMS

IA timeframe: XX/XX/XXXX - XX/XX/XXXX

- Using the completed RCA document from Step 1, populate the remaining fields and tabs as follows:
 - 'Description of Issue' tab:
 - Complete the remaining fields (Columns K through R) based on the impact analysis request in Column F.
 - After completing the Impact Analysis, review the root cause analysis and update Columns G, H, I & J as needed (root cause analysis).
 - 'Enrollee Impact' tab:
 - Include all cases associated with the noncompliance during the IA timeframe above.
 - Highlight the sample rows identified during the audit.
- **All fields must be populated.** Revision may be requested if the information provided is incomplete or insufficient.
- Remove "TEMPLATE" from the document title and upload the completed file to HPMS as an 'Impact Analysis' file type.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

The valid OMB control number for this information collection is 0938-1395 (Expires MM/DD/CCYY). This is a mandatory information collection.

The time required to complete this information collection is estimated to average 390 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection.

If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

****CMS Disclosure**** Please do not send applications, claims, payments, medical records or any documents containing sensitive information to the PRA Reports Clearance Office.

Please note that any correspondence not pertaining to the information collection burden approved under the associated OMB control number listed on this form will not be reviewed, forwarded, or retained.

If you have questions or concerns regarding where to submit your documents, please contact part_c_part_d_audit@cms.hhs.gov.

Impact Analysis Request							
# of Exceller Impacted	Methodology Used to Determine the # of Exceller Impacted	Actions Taken to Resolve System/Operational Issues	Date System/Operational Remediation Initiated (C.C.Y.Y/MM/DD)	Date System/Operational Remediation Completed (C.C.Y.Y/MM/DD)	Actions Taken to Resolve Negatively Impacted Exceller's Including Outreach Description and Status	Date Exceller Outreach and Remediation Initiated (C.C.Y.Y/MM/DD)	Date Exceller Outreach and Remediation Completed (C.C.Y.Y/MM/DD)

Indicator ID	Indicator	Pre-2015 Development (2014)	2015-2016 Development (2015)	2017-2018 Development (2017)	2019-2020 Development (2019)	2021-2022 Development (2021)	2023-2024 Development (2023)	2025-2026 Development (2025)	2028-2029 Development (2028)	2031-2032 Development (2031)	2033-2034 Development (2033)	2036-2037 Development (2036)	2039-2040 Development (2039)	2042-2043 Development (2042)	2045-2046 Development (2045)	2048-2049 Development (2048)	2051-2052 Development (2051)	2054-2055 Development (2054)	2057-2058 Development (2057)	2060-2061 Development (2060)	2063-2064 Development (2063)	2066-2067 Development (2066)	2069-2070 Development (2069)	2073-2074 Development (2073)	2076-2077 Development (2076)	2079-2080 Development (2079)	2083-2084 Development (2083)	2086-2087 Development (2086)	2089-2090 Development (2089)	2093-2094 Development (2093)	2096-2097 Development (2096)	2100-2101 Development (2100)	2104-2105 Development (2104)	2107-2108 Development (2107)	2111-2112 Development (2111)	2115-2116 Development (2115)	2119-2120 Development (2119)	2123-2124 Development (2123)	2127-2128 Development (2127)	2131-2132 Development (2131)	2135-2136 Development (2135)	2139-2140 Development (2139)	2143-2144 Development (2143)	2147-2148 Development (2147)	2151-2152 Development (2151)	2155-2156 Development (2155)	2159-2160 Development (2159)	2163-2164 Development (2163)	2167-2168 Development (2167)	2171-2172 Development (2171)	2175-2176 Development (2175)	2179-2180 Development (2179)	2183-2184 Development (2183)	2187-2188 Development (2187)	2191-2192 Development (2191)	2195-2196 Development (2195)	2199-2200 Development (2199)	2203-2204 Development (2203)	2207-2208 Development (2207)	2211-2212 Development (2211)	2215-2216 Development (2215)	2219-2220 Development (2219)	2223-2224 Development (2223)	2227-2228 Development (2227)	2231-2232 Development (2231)	2235-2236 Development (2235)	2239-2240 Development (2239)	2243-2244 Development (2243)	2247-2248 Development (2247)	2251-2252 Development (2251)	2255-2256 Development (2255)	2259-2260 Development (2259)	2263-2264 Development (2263)	2267-2268 Development (2267)	2271-2272 Development (2271)	2275-2276 Development (2275)	2279-2280 Development (2279)	2283-2284 Development (2283)	2287-2288 Development (2287)	2291-2292 Development (2291)	2295-2296 Development (2295)	2299-2300 Development (2299)	2303-2304 Development (2303)	2307-2308 Development (2307)	2311-2312 Development (2311)	2315-2316 Development (2315)	2319-2320 Development (2319)	2323-2324 Development (2323)	2327-2328 Development (2327)	2331-2332 Development (2331)	2335-2336 Development (2335)	2339-2340 Development (2339)	2343-2344 Development (2343)	2347-2348 Development (2347)	2351-2352 Development (2351)	2355-2356 Development (2355)	2359-2360 Development (2359)	2363-2364 Development (2363)	2367-2368 Development (2367)	2371-2372 Development (2371)	2375-2376 Development (2375)	2379-2380 Development (2379)	2383-2384 Development (2383)	2387-2388 Development (2387)	2391-2392 Development (2391)	2395-2396 Development (2395)	2399-2400 Development (2399)	2403-2404 Development (2403)	2407-2408 Development (2407)	2411-2412 Development (2411)	2415-2416 Development (2415)	2419-2420 Development (2419)	2423-2424 Development (2423)	2427-2428 Development (2427)	2431-2432 Development (2431)	2435-2436 Development (2435)	2439-2440 Development (2439)	2443-2444 Development (2443)	2447-2448 Development (2447)	2451-2452 Development (2451)	2455-2456 Development (2455)	2459-2460 Development (2459)	2463-2464 Development (2463)	2467-2468 Development (2467)	2471-2472 Development (2471)	2475-2476 Development (2475)	2479-2480 Development (2479)	2483-2484 Development (2483)	2487-2488 Development (2487)	2491-2492 Development (2491)	2495-2496 Development (2495)	2499-2500 Development (2499)	2503-2504 Development (2503)	2507-2508 Development (2507)	2511-2512 Development (2511)	2515-2516 Development (2515)	2519-2520 Development (2519)	2523-2524 Development (2523)	2527-2528 Development (2527)	2531-2532 Development (2531)	2535-2536 Development (2535)	2539-2540 Development (2539)	2543-2544 Development (2543)	2547-2548 Development (2547)	2551-2552 Development (2551)	2555-2556 Development (2555)	2559-2560 Development (2559)	2563-2564 Development (2563)	2567-2568 Development (2567)	2571-2572 Development (2571)	2575-2576 Development (2575)	2579-2580 Development (2579)	2583-2584 Development (2583)	2587-2588 Development (2587)	2591-2592 Development (2591)	2595-2596 Development (2595)	2599-2600 Development (2599)	2603-2604 Development (2603)	2607-2608 Development (2607)	2611-2612 Development (2611)	2615-2616 Development (2615)	2619-2620 Development (2619)	2623-2624 Development (2623)	2627-2628 Development (2627)	2631-2632 Development (2631)	2635-2636 Development (2635)	2639-2640 Development (2639)	2643-2644 Development (2643)	2647-2648 Development (2647)	2651-2652 Development (2651)	2655-2656 Development (2
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