

Memorandum**Date:** February 12, 2024**To:** Federal Audit Clearinghouse**From:** Penny Cox, Treasurer**Subject:** University of Kentucky Health Center Program Cluster Corrective Action Plan

Contact Person(s) Responsible: Executive Director North fork Valley Assistant Ambulatory Operations
Dir/UKHC, Larry Quillen

Corrective Action Planned for Reference 2023-001:

University of Kentucky HealthCare System (UKHC) will review all applicable policies and ensure all personnel responsible for, and involved in the North Fork Valley Health Center (NFV) sliding fee discount program adequately demonstrate their understanding of the sliding fee scale policy in order to improve application of the sliding fee discount program. The NFV sliding fee discount application program will clearly identify to patients their qualified discount percentage as well as the effective period. The application date will be entered into UKHC's electronic health record (EHR) to automate the processing of the discounts. The UKHC Enterprise Revenue Cycle will conduct monthly randomized audits of the applications to ensure that discounts have been applied correctly. This audit process will also include selections of discounts applied to ensure applications are properly maintained for each patient receiving the discount.

UKHC leadership will meet quarterly to review and assess NFV sliding fee discount application program for a period of no less than one (1) year.

Anticipated Completion Date: 3/31/2024