

Data Management Contractor Problem Sheet Procedures

The Support Coordination Agency (SCA) submits Plan of Care Packets (appropriate identified pages) to the Data Management Contractor.

If problems are identified by the Data Management Contractor, the problem sheet will be sent directly to the SCA with a copy to Regional Office (R.O.).

- The SCA must correct the issues identified by the Data Management Contractor and send corrections to Data Management Contractor with a copy to R.O. within three (3) working days.

NOTE: If the correction is not received back to the Data Management Contractor by the required timeline, Data Management Contractor will send out a second (2nd) notice (indicating 2nd Notice) to the SCA with a copy to R.O. & R.O. will follow-up with the SCA.