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| General Report Description | |
| QR-PFL Quarterly PA phone and fax line reports by month | |
| Purpose | PA vendor’s performance shall be evaluated based upon the total number of calls received, via phone and fax line, and the total number of calls answered, abandoned, disconnected, or receiving a busy signal during the reporting period. |
| **Format** | Excel template |
| Qualifications/ Definitions | Produce monthly reports of PA phone and fax line availability, incomplete calls, and disconnects. Report must show metrics for all performance metrics listed in section 1.3 of the Scope of Work. The reports will be produced monthly and furnished to the State quarterly. |
| QR-PFL Data Elements | |
| **Item 1** | **Total Inbound Calls** |
| Description | **Total Number of Inbound Calls Offered:** Identify the total number of inbound calls that came to the contractor during the reporting period. |
| **Item 2** | **Total Number of Inbound Calls Answered** |
| Description | **Total Number of Inbound Calls Answered:** Identify the total number of inbound calls answered by an agent during the reporting period. |
| **Item 3** | **Total Number of Inbound Calls Abandoned** |
| Description | **Total Number of Inbound Calls Abandoned:** Identify the total number of callers who hung up the phone before their call was answered by an agent during the reporting period. |
| **Item 4** | **Total Number of Disconnected Calls** |
| Description | **Total Number of Disconnected Calls:** Identify the total number of calls that were disconnected upon receipt to the contractor during the reporting period. |
| **Item 5** | **Total Number of Calls Given Busy** |
| **Description** | **Total Number of Calls Given Busy Signal:** Identify the total number of calls that received a busy signal upon receipt to the contractor during the reporting period. |
| Item 6 | **Total Number of Calls Answered Within 30 Seconds** |
| **Description** | **Total Number of Calls Answered Within 30 Seconds:** Identify the total number of calls that were answered by an agent within 30 seconds of receipt. |
| **Item 7** | **Total Number of Calls Answered Within 60 Seconds** |
| **Description** | **Total Number of Calls Answered Within 60 Seconds:** Identify the total number of calls that were answered by an agent within 60 seconds of receipt. |
| **Item 8** | **Average Wait Time (Seconds)** |
| **Description** | **Average Wait Time:** Identify the average wait time for callers to speak with an agent upon receipt. |
| **Formula** | Total Wait Time ÷ Total calls answered |
| **Item 9** | **Average Abandonment Time (Seconds)** |
| **Description** | **Average Abandonment Time:** Identify the average time that a caller waits before ending the call prior to speaking with an agent during the reporting period. |
| **Formula** | (Total Abandonment Time ÷ Total Number of Abandoned Calls) x 100 |
| **Item 10** | **Percentage of Total Calls Answered** |
| **Description** | **Percentage of Calls Answered:** Identify the percentage of calls that were answered by an agent during the reporting period. |
| **Formula** | Total Calls Answered ÷ Total Inbound Calls |
| **Item** **11** | **Percentage of Total Calls Abandoned** |
| Description | **Percentage of Total Calls Abandoned** : Identify the percentage of calls that were ended by the caller prior to being answered by an agent during the reporting period. |
| Formula | (Total Calls Abandoned ÷ Total Inbound Calls) x 100 |
| Item 12 | **Percentage of Total Calls Disconnected** |
| **Description** | **Percentage of Total Calls Disconnected:**  Identify the total number of calls that were disconnected upon receipt to the contractor during the reporting period. |
| Formula | (Total Calls Disconnected ÷ Total Inbound Calls) x100 |
| Item 13 | **Percentage of Total Calls Given Busy** |
| **Description** | **Percentage of Total Calls Given Busy :** Identify the total number of calls that were given a busy signal upon receipt to contractor during the reporting period. |
| Formula | (Total Calls Given Busy ÷ Total Inbound Calls) x 100 |
| Item 14 | **Percentage of Total Calls Answered Within 30 Seconds** |
| Description | **Percentage of Total Calls Answered Within 30 Seconds:** Identify the total number of calls that were answered by an agent within 30 seconds of receipt to contractor during reporting period. |
| Formula | (Total Calls Answered Within 30 Seconds ÷ Total Inbound Calls) x 100 |
| Item 15 | **Percentage of Total Calls Answered Within 60 Seconds** |
| Description | **Percentage of Total Calls Answered Within 60 Seconds:** Identify the total number of calls that were answered by an agent within 60 seconds of receipt to contractor during reporting period. |
| Formula | (Total Calls Answered Within 60 Seconds ÷ Total Inbound Calls) x 100 |
| Item 16 | **Fax Line Availability** |
| **Description** | **Fax Line Availability:** Identify the availability of each fax line to receive data during the reporting period. Data log is pulled by the contractor’s Information Technology department and from the CopiaFacts system for the reporting period. |
| Formula | 24 hours x 60 minutes x \_\_ days per month = minutes per month per line  Minutes per month per line – minutes line was busy sending/receiving = time that each line is free over a 24 hour period |
| Item 17 | **After Hours Call Log** |
| Description | **After Hours Call Log:** Identify all inbound calls received on the after-hours voicemail and that each call was returned the next business day. |

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| General Report Description | |
| AN-TS Annual Traffic Studies | |
| Purpose | PA vendor’s staffing needs will be evaluated based upon annual traffic studies of incoming calls. |
| **Format** | PDF |
| Qualifications/ Definitions | Conduct annual traffic studies of incoming calls to determine need to adjust staffing levels for PA function. |
| AN-TS Data Elements | |
| **Item 1** | **Annual Traffic Study** |
| Description | **Annual Traffic Study:** The contractor’s Annual Traffic Study is generated by AT&T. The Annual Traffic Study shall furnish incoming call data in order to evaluate contractor’s staffing needs for PA function. |

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| General Report Description | |
| AN- WP Annual Work Plan | |
| Purpose | PA vendor will supply an Annual Work Plan, when required, to verify action being taken to correct failure to meet the State standards or when requested by OMPP. |
| **Format** | Excel template |
| Qualifications/ Definitions | Prepare an annual work plan for PA functions when necessitated by failure to meet the State standards as set forth in this section or if directed to do so by OMPP, and update the work plan quarterly. The work plan shall include PA improvement projects that will be performed, anticipated schedules, and resources for the projects. Upon completing each quarterly review, the PA vendor shall provide the State with a report of progress made to date on the projects. The quarterly report shall be delivered to OMPP for review, and OMPP’s input shall be incorporated. |
| AN- WP Data Elements | |
| **Item 1** | **Issue** |
| Description | **Issue:** Identify the area in need of action/correction. |
| **Item 2** | **Scope** |
| Description | **Scope**: Identify and provide the timeline in which the issue occurred and the extent to which the issue affected the member and/or other stakeholders involved. |
| **Item 3** | **Cause** |
| Description | **Cause:**  Identify the causative factor allowing the issue to occur. |
| **Item 4** | **Mitigation** |
| Description | **Mitigation:** Provide a detailed description of the contractor’s actions taken to correct the issue including dates of completion. |
| **Item 5** | **Corrective Action** |
| Description | **Corrective Action:** Provide a detailed description of the action(s) taken to prevent the issue from re-occurring and include the dates of completion. |
| **Item 6** | **Monitoring** |
| Description | **Monitoring:** Provide a detailed explanation, including the time period to be conducted, of how the contractor will monitor for re-occurrence of the issue. |

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| General Report Description | |
| SA- TA Semi-annual trending analysis | |
| Purpose | Monitor the volume of authorization requests received by the contractor for each PA category that have resulted in denial or modification of services, those that have resulted in appeal, and the outcome of the appeal. |
| **Format** | Excel template |
| Qualifications/ Definitions | On a semi-annual basis, covering the period from January through June and July through December, the Contractor shall provide a trending analysis to the State to evaluate authorized services, the number of services denied or modified, the number of appeal requests by PA category, and the outcome of the appeals (e.g., PA decision sustained or overturned). The Contractor shall provide a draft analysis format for review and approval by the State. The State reserves the right to make changes to the analysis. Upon completion of the qualitative and quantitative analysis, the Contractor shall provide recommendations to the State for suggested policy changes. The report shall be delivered within thirty (30) days of the end of the six-month period. |
| SA- TA Data Elements | |
| **Item 1** | **Total PA Requests Received** |
| Description | **Total Number of PA Requests Received by Category:** Identify the total number of PA requests received for each PA category for each month of the reporting period. |
| **Item 2** | **Total Number of PA Requests Approved** |
| Description | **Total Number of PA Requests Approved by Category:** Identify the total number of PA requests approved for each PA category for each month of the reporting period. |
| **Item 3** | **Total Number of PA Requests Modified** |
| Description | **Total Number of PA Requests Modified by Category:** Identify the total number of PA requests modified for each PA Category for each month of the reporting period. |
| **Item 4** | **Total Number of PA Requests Denied** |
| Description | **Total Number of PA Requests Denied by Category:** Identify the total number of PA requests Denied for each PA Category for each month of the reporting period. |
| **Item 5** | **Total Number of Appeals** |
| Description | **Total Number of Appeals by Category:** Identify the total number of appeals for each PA Category for each month of the reporting period. |
| **Item 6** | **Outcome of Total Appeals** |
| Description | **Outcome of Appeals by Category:** Identify the number of appeals sustained and overturned for each PA category. |
| **Item 7** | **Qualitative and Quantitative Analysis** |
| Description | **Qualitative and Quantitative Analysis of Data:** Contractor will review data collected for each PA Category for possible policy revision and submit all data and recommended policy revisions to the State for suggested policy changes. |

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| General Report Description | |
| QR–QAR Quarterly Quality Assurance Review Reports | |
| Purpose | To evaluate the Medicaid PA vendor’s analysts’ ability to provide appropriate and consistent decisions. |
| **Format** | Excel template |
| Qualifications/ Definitions | Conduct quarterly quality assurance reviews to ensure appropriateness of Medicaid PA analyst decisions. As part of quality assurance process, conduct a peer review of PA staff to ensure consistency among PA staff’s decision making process. Provide the results of these reviews to the State no more than thirty (30) days after the end of the quarter. |
| QR- QAR Data Elements | |
| **Item 1** | **Monthly Auditing of Analyst Decision Making** |
| Description | **Monthly Auditing of Staff Analysts:** Staff involved in the decision making process shall be audited, by the contractor’s designated auditor, on a monthly basis for appropriateness and consistency of decisions. A random sampling of the analysts’ work shall be reviewed according to previously established criteria. |
| **Item 2** | **Audit Scoring for Staff Analysts** |
| **Description** | **Audit Scoring for Staff Analysts:** Scoring shall be based upon the appropriateness of the decision rendered according to established State guidelines and will be documented on the contractor’s audit spreadsheet for reporting purposes. |
| **Item 3** | **Quarterly Inter-rater Reliability Audits of Clinical Staff** |
| Description | **Quarterly Inter-rater Reliability Audits of Clinical Staff**: All licensed staff, involved in clinical decision making, shall participate in quarterly Inter-rater Reliability Audits. Three cases will be pulled from a random sampling of requests reviewed by the staff member and shall be reviewed by a peer, of the same specialty, not involved in the original decision making process. The peer shall review the medical record and provide the decision they would render for the request. All audit results shall be documented and retained. |

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| **Item 4** | **Audit Scoring for Inter-rater Reliability Audits of Clinical Staff** |
| **Description** | **Audit Scoring for Inter-rater Reliability Audits:** Scoring shall be based upon the criteria applied to the request and the agreement/disagreement with the determination made, as well as the appropriateness of the decision rendered according to established State guidelines. Audit scoring shall be documented on the contractor’s audit spreadsheet for reporting purposes. |
| **Item 5** | **Quarterly Inter-rater Reliability Audits of Medical Staff** |
| Description | **Quarterly Inter-rater Reliability Audits of Medical Staff**: All physicians, involved in the modification or denial of PA requests, shall participate in quarterly Inter-rater Reliability Audits. Three cases will be pulled from a random sampling of requests modified or denied by the physician will be reviewed by a physician not involved in the original decision making process. The peer shall review the medical record and provide the decision they would render for the request. All audit results shall be documented and retained. |
| **Item 6** | **Audit Scoring for Inter-rater Reliability Audits for Medical Staff** |
| Description | **Audit Scoring for Inter-rater Reliability Audits:** Scoring shall be based upon the criteria applied to the request and the agreement/disagreement with the determination made, as well as the appropriateness of the decision rendered according to established State guidelines. Audit scoring shall be documented on the contractor’s audit spreadsheet for reporting purposes. |

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| General Report Description | |
| MO-EA Monthly Non-DRG Inpatient Admissions Review Reports | |
| Purpose | Monitor the PA vendor’s reviews of Non-DRG based services such has rehabilitation and behavioral health, including PRTF. |
| **Format** | Excel template |
| Qualifications/ Definitions | Contractor shall provide quarterly reports by each month showing the quantities and results of elective inpatient admissions reviews. The Contractor shall provide a draft reporting format for review and approval by the State. The State reserves the right to make changes to the report. |
| MO-EA Data Elements | |
| **Item 1** | **Total Inpatient Admissions** |
| Description | **Total Inpatient Admissions Review Report:** Identify the total, Non-DRG, inpatient admissions for each month, including the requested length of stay and the approved length of stay. Report will include rehabilitation admissions, acute psychiatric hospital admissions, and PRTF admissions. |

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| General Report Description | |
| MO-TBI TBI Monthly Management Reports | |
| Purpose | To evaluate PA vendor’s performance in managing the Out of State Traumatic Brain Injury (TBI) population. |
| **Format** | Multiple Formats |
| Qualifications/ Definitions | Contractor shall provide monthly management reports regarding the TBI population, in a form and manner mutually agreed upon by the Office and Contractor. These reports shall include discharge information, and must break out from other discharges, a) discharges due to patient death, and b) discharges due to transfer to another out-of-state facility. |
| MO-TBI Data Elements | |
| **Item 1** | **TBI Admission Report** |
| **Description** | **Admission Report:** Contractor shall provide a report summary of all out-of-state TBI admission decisions. The report shall include the facility to which the member was admitted, RID #, Member Name, Date of Birth (DOB), Date of Injury, Reviewer, Physician Reviewer, Date Request Received, Decision and Decision Date, Dates Member and Facility were notified, Medicaid Type. |
| **Item 2** | **TBI Database Summary Report** |
| **Description** | **Database Summary Report**: Contractor shall provide monthly review of TBI activities and approval in the State’s TBI database and submit a summary of activities during the reporting period. |
| **Item 3** | **TBI Discharge Report** |
| Description | **Discharge Report:** Contractor shall provide a monthly discharge report including discharges due to death and discharges due to transfer to another out-of-state facility. Report shall also include Facility Name, Member RID #, Member Name, DOB, Date of Injury, Discharge Date, Length of Stay (in days), whether the member was discharged home, Medicaid Type Prior to Admission, Medicaid Type at Discharge, Waiver Type at Discharge. |
| **Item 4** | **Summary of TBI Extension Status** |
| Description | Summary of Extension Status: Contractor shall provide a summary of extensions approved during the reporting period. Report shall include the Facility, Member Name, Member RID #, DOB, Date of Injury, Date of Admission, Anticipated Discharge Date, Extension Period Approved, Per Diem Rate, and Last Date Authorized. |
| **Item 5** | **TBI Per Diem Report** |
| Description | **Per Diem Report:** Contractor shall provide a monthly report of the total per diem for those members discharged during the reporting period. The report shall include Member RID #, Member Name, Admission Date, Per Diem Rate, Length of Stay, Actual Discharge Date, and Facility. |

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| General Report Description | |
| AN-FS Annual Focused Studies | |
| Purpose | The PA vendor shall demonstrate the capability to assist OMPP, on request, in promoting efficient use of quality health care services at the least cost through intensive studies of data and practice patterns, and reporting the results of such studies with recommendations for improving the health care delivery system. |
| **Format** | Multiple Formats |
| Qualifications/ Definitions | The PA vendor shall propose and implement focused studies on an annual basis to identify opportunities for improving efficiencies and provide OMPP with recommendations and strategies for improving the delivery of health care. |
| AN-FS Data Elements | |
| **Item 1** | **Identification** |
| Description | **Identification:** Contractor shall identify an area for possible improvement in relation to programs, beneficiaries, providers, services, or other topics related to Medicaid. |
| **Item 2** | **Proposal** |
| **Description** | **Study Proposal:** Contractor shall propose focused studies to OMPP on an annual basis to identify opportunities for improvement related to Medicaid. |
| **Item 3** | **Design** |
| Description | **Study Design:** Contractor shall design focused studies including the participants, the data to be collected, how the data will be collected, and the timeline of the study. |
| **Item 4** | **Implementation** |
| Description | **Implementation:** Contractor shall implement focused study during time period designated in the study design. Contractor shall document any changes made to study during the implementation phase due to unanticipated issues or concerns. |
| **Item 5** | **Data Collection and Analysis** |
| Description | **Data Collection and Analysis:** Upon completion of focused study, Contractor shall collect all data from the focused study for analysis and evaluation. |
| **Item 6** | **Reporting/Recommendation** |
| Description | **Reporting/Recommendation:** Contractor shall compile all data for reporting to OMPP. Contractor will attach recommendations for areas of improvement based on data collected during focused study. |