

# ACC Phase III: Commitment to Quality

Performance Measurement and Member  
Engagement Subcommittee

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Presented by:

David Ducharme, ACC Division Director

# Commitment to Quality Program: A Performance Management Strategy

- Performance standards are defined throughout the contract for key areas across the program to measure contract adherence.
  - Categorized by key program area: Network Management, Behavioral Health Benefit, Member Support, and Contract Monitoring
  - Originally approx. 30 performance standards in Draft Contract, now approx. 50 throughout the contract.
  - Must be based on contract requirements.
- Commitment to Quality Program vs. ACC Phase III Evaluation
  - Our way to increase financial accountability for contract performance.

# Commitment to Quality Program Overview

RAEs will be required to reinvest a portion of their profit margin into key program areas depending on how many performance standards they meet in a specific timeframe.

Percent of Performance Standards	Required Profit Margin Reinvestment
90% or more	0%
85-89%	5%
80-84%	15%
Less than 80%	25%

# Commitment to Quality Process Overview

1. HCPF will collect data and calculate metrics throughout the year for each standard.
2. HCPF will meet quarterly with the RAEs to review performance standard data.
3. HCPF will work with each RAE to calculate the profit margin based on financial reporting submitted to HCPF and determine if the funding amount to be reinvested (if any).
4. Once final funding amount is calculated, RAEs and HCPF will agree on how the funding will be reinvested into key program areas.

# Performance Standard Specifications

## Standards by Category

Network Management: 14

Behavioral Health and MCO Benefit Management:  
17 (RAEs) / 13 (MCOs)

Member Supports: 9

Contract Monitoring: 8

## Standards by Reporting Entity

HCPF: 22

RAEs/MCOs: 21

RAEs/MCOs & HCPF: 2

HSAG: 3

## Standards Calculation Frequency

Quarterly: 14

Biannual: 5

Annual: 29

# Performance Standard Examples: Network Management

## Establishing a Network:

- 1) 90% of all Contractor staff shall have completed training in cultural competence annually.
- 2) Contractor shall ensure that 90% of Network Providers offer cultural competency training for staff annually or Network Providers and their staff have the opportunity to participate in RAE offered cultural competency training if the Network Provider does not offer this training. Training will be done annually.

## Practice Support & Transformation:

90% of Providers who expressed a complaint to the Department are outreached by the Contractor within two Business Days of the Department informing Contractor of the complaint. 100% of Providers who expressed a complaint to the Department are outreached by the Contractor within five Business Days of the Department informing Contractor of the complaint.

## Health-Related Social Needs/Health Neighborhood:

80% of Members who are enrolled in Permanent Supportive Housing (PSH) but are waiting to move into a permanent housing arrangement received Care Coordination from Contractor during the previous quarter.

# Performance Standard Examples: Behavioral Health Benefit

## Utilization management:

90% of standard PARs will be determined within 10 calendar days following Contractor's receipt of the request for service. 99% of standard PARs will be determined within 24 calendar days following receipt of the request for service.

## Management of the Continuum of Care:

Contractor shall ensure that 95% of Members who have had contact with a mobile crisis response Provider have received follow-up within five days of the Member's initial contact with the mobile crisis response provider.

## Payment:

95% of all clean encounter claims were submitted no later than 30 days following the month claim was paid or denied.

# Performance Standard Examples: Member Supports

## Care Coordination:

Contractor shall perform at or below the previous year's performance for the Hospital All-cause Readmission rate for Members in the Complex Health Management and Condition Management tiers during the previous quarter. The Performance Standard will be evaluated and adjusted annually by Department decision.

## Prevention:

- 1) 95% of children and youth newly determined eligible for Medicaid have been outreached about EPSDT within 60 days of the Member's Medicaid eligibility determination.
- 2) 95% of children and youth who have not utilized EPSDT services in the previous 12 months have been outreached about engagement in preventative care in accordance with AAP Bright Futures guidelines.

## Member Supports and Communication:

Discrepancies in the Network Directory identified by Department's External Quality Review Organization Network Directory audit shall be less than 10%.



# Performance Standard Examples: Contract Monitoring

## **Contract Monitoring:**

Contractor shall receive a score of 90% or greater for having met the criteria for each component of review conducted by the external quality review organization during the previous fiscal year.

## **Action Monitoring and Corrective Action:**

If Contractor is placed on a Corrective Action Plan based on the results of a performance review or evaluation, the performance standard shall be considered not met.

# Next Steps

- PCMP Payment and Quality discussions at PIAC/subcommittees

# Thank you!