

PCMH+ COMPLIANCE REVIEW PROCESS

DRAFT AND SUBJECT TO REVISION

March 8, 2017

As part of the Department of Social Services' (DSS) oversight of the PCMH+ Program, Mercer is partnering with DSS to conduct compliance reviews for each of the nine PCMH+ Participating Entities (PEs). These reviews will evaluate the following: How the PE's have implemented the PCMH+ program, determine compliance with RFP requirements, determine compliance with the provider's plan/s submitted within their RFP responses, identify areas of non-compliance and also identify any best or promising practices for the program. Additionally, the reviews will collect information from assigned members to understand their experience with the PE and PCMH+ program interventions.

The reviews will follow a structured process inclusive of several steps:

1. Developing and sending a request for information (RFI).
2. Preparing a tool to capture and process gathered material.
3. Conducting a desk review of submitted information and each provider's RFP responses.
4. Conducting an onsite evaluation of each PE that includes interviews with PCMH+ staff and at least two PCMH+ members and/or families as well as a review of at least 10 PCMH+ member clinical and care coordination record reviews.

An overview of the process with target dates is outlined below:



- **April 2017 — Schedule reviews**
 - Determine dates and locations.
- **May 2017 — Request for Information**
 - Solicit documentation from participating PEs members and demonstrate compliance with RFP requirements.
 - Solicit PCMH+ member records for review based on random selection of assigned members.
- **June-July 2017 — Desk and Chart Review**
 - Evaluate submitted materials, PEs' RFP responses and member records.
 - Review DSS PCMH+ reports.

- **August—September 2017 — Onsite Reviews**
 - Interviews with participating entity program management staff to review the operational processes of PCMH+ requirements and follow up on any gap areas or areas of non-compliance noted during the desk review.
 - Interviews with PCMH+ care coordinator(s).
 - Interviews with PCMH+ members to evaluate member experience.
- **October 2017 — Summary Report**
 - Summary report with findings for each of the PEs with strengths and opportunities for improvement for each entity, noting any identified best or emerging practices and recommendations for the PCMH+ program.

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