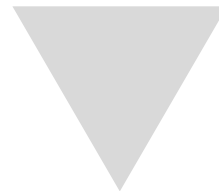
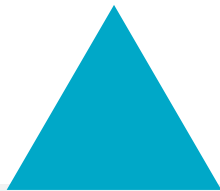


DRAFT 2017 PCMH+ REVIEW

JANUARY 11 , 2017



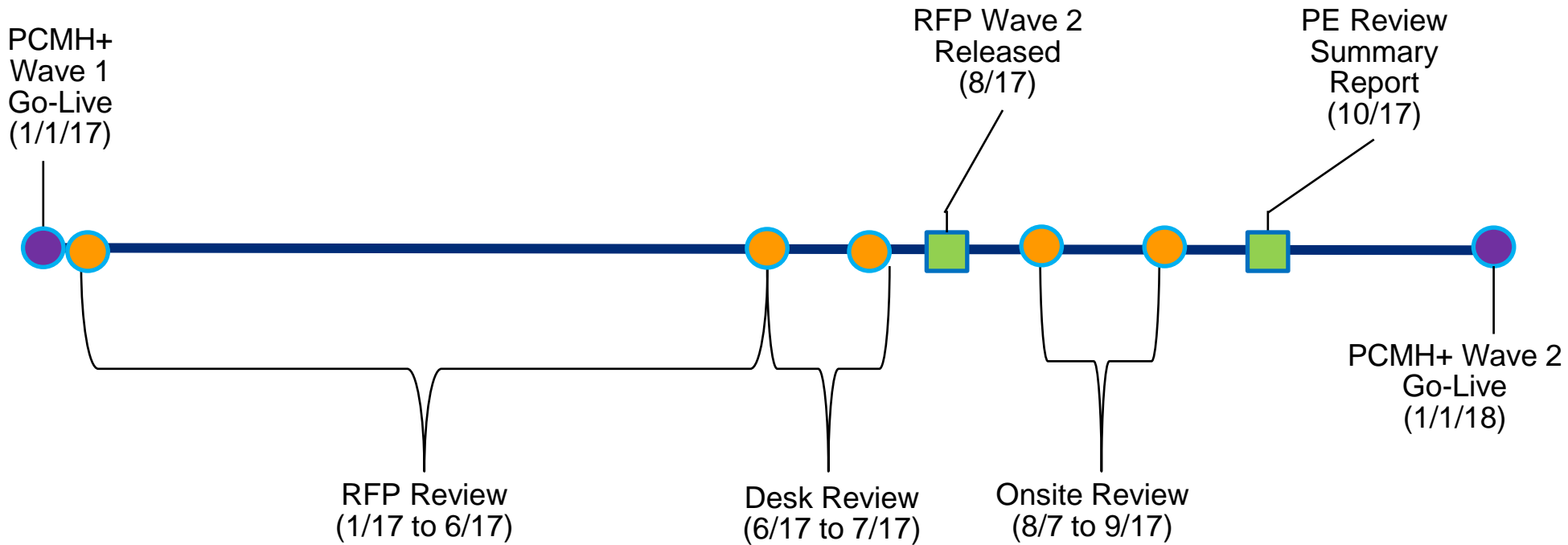
PURPOSE OF THE 2017 PCMH+ REVIEW

- Gather information to:
 - Evaluate Wave 1 Participating Entity implementation of PCMH+ components
 - Successes, barriers, opportunities for improvement
 - Gauge Wave 1 member experience
 - Successes, barriers, opportunities for improvement
 - Determine how to refine the Wave 2 RFP

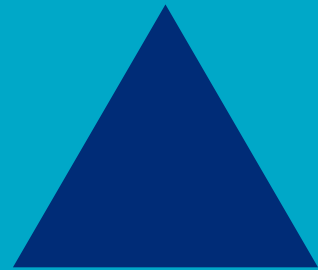
PROPOSED COMPONENTS OF THE REVIEW

- Participating Entity compliance reviews
 - Desk Review
 - Onsite Review
 - Staff and member interviews
- Wave 2 RFP
 - Collect stakeholder input
 - Review of Wave 1 RFP responses
 - Review quantitative data (e.g., member complaints, opt out data, PCMH provider performance data, LexisNexis health disparities reports, etc.)

TENTATIVE REVIEW TIMELINE



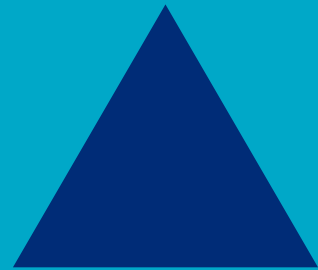
WAVE 1 COMPLIANCE REVIEWS



PROPOSED COMPONENTS

- Request for Information (May 2017)
- Desk Review (June – July 2017)
 - Review provider RFP submissions
 - Review submitted documents from request for information
 - File review (at least 10 PCMH+ member records)
- Onsite Review (August – September 2017)
 - Staff interviews
 - Evaluate findings from desk review
 - Member interviews (at least two members/families)
- Summary Report to DSS (October 2017)

WAVE 2 PCMH+ RFP



ASSUMPTIONS AND CONSTRAINTS

- Assumptions
 - Wave 2 RFP will be published August, 2017
 - Process must involve key stakeholders
- Constraints
 - Procurement timeline
 - Limited availability of quantitative data
 - Potential limitations in complaint data
 - Limited data on cost and quality

PROPOSED COMPONENTS

- Quantitative data review
 - Member complaints
 - Member opt-outs
 - PCMH provider performance reports
 - LexisNexis health disparity reports
- Review of Wave 1 RFP responses
- Input from key stakeholders
 - Wave 1 members (e.g., members on PE oversight body)
 - MAPOC Care Management Committee members
 - Wave 1 Participating Entities
 - Advanced Networks that did not participate in Wave 1
 - DSS staff
 - CHN staff

TENTATIVE PROCESS

1. Prepare for the review
 - Collect all quantitative data to date
 - Develop materials to capture stakeholder input (e.g., focus group questions)
2. Conduct the review
 - Review quantitative data
 - Review Wave 1 RFP responses
 - Conduct focus groups to collect input from stakeholders
3. Present findings to DSS
4. Incorporate findings in Wave 2 RFP



MERCER

MAKE TOMORROW, TODAY