

# STATE OF CONNECTICUT MQISSP — DSS PROGRAM OVERSIGHT PLAN

January 13, 2016

Draft and Subject to Revision

The purpose of this document is to outline proposed oversight activities the Department of Social Services (DSS) will implement as part of their oversight and monitoring of the MQISSP program and Participating Entities. These oversight activities are separate from oversight and monitoring that Participating Entities will be required to perform. Participating Entities' oversight of their performance and compliance with program requirements are covered in a separate document titled "MQISSP Participating Entity Oversight Requirements".

The following DSS program oversight activities are proposed for discussion purposes only. All DSS oversight activities will require staffing and other resource discussions and funding approval.

Oversight Task	Process	Frequency	Implementation Work Plan	Deadline to Complete Implementation Work Plan
<b>Secret Shopper</b>	<ul style="list-style-type: none"> <li>DSS or designated contractor to conduct secret shopper calls to MQISSP members and providers.</li> <li>DSS to track and trend secret shopper results and provide updates to MAPOC quarterly.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly               <ul style="list-style-type: none"> <li>At least 10 Participating Providers</li> <li>At least 500 MQISSP Members</li> </ul> </li> <li>Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>MAPOC workgroup to provide suggestions for Secret Shopper questions to DSS and Mercer.</li> <li>DSS to finalize Secret Shopper questions and provide to MAPOC for review.</li> <li>DSS and Mercer to develop Secret Shopper process and identify resources to conduct calls.</li> </ul>	<ul style="list-style-type: none"> <li>By 30 days prior to go-live.</li> </ul>
<b>Monitoring Member Complaints and Grievances</b>	<ul style="list-style-type: none"> <li>DSS evaluates CHNCT complaints and grievance reporting.</li> <li>DSS evaluates complaints made directly to DSS.</li> <li>DSS to track and trend MQISSP complaints and provide updates to MAPOC quarterly.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Quarterly</li> <li>Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>DSS to develop process to aggregate CHNCT complaints and grievances reporting with DSS reporting.</li> </ul>	<ul style="list-style-type: none"> <li>90 days prior to go-live.</li> </ul>

Oversight Task	Process	Frequency	Implementation Work Plan	Deadline to Complete Implementation Work Plan
<b>Evaluating PCMH Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) Results</b>	<ul style="list-style-type: none"> <li>The CAHPS member surveys are conducted annually by a vendor hired by CHNCT.</li> <li>CHNCT and DSS evaluate results and develop quality improvement plan updates.</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>Annually</li> </ul>	<ul style="list-style-type: none"> <li>While this process is current practice, DSS is evaluating the use of a certified CAHPS vendor to conduct surveys for the MQISSP program.</li> </ul>	<ul style="list-style-type: none"> <li>30 days prior to go-live</li> </ul>
<b>Under-Service Utilization Monitoring</b>	<ul style="list-style-type: none"> <li>DSS will evaluate service utilization via claims for MQISSP attributed members.</li> <li>DSS will evaluate use of care coordination services as reported by participating providers.</li> <li>DSS will evaluate MQISSP member movement between providers.</li> <li>Secret Shopper specific questions to identify potential underservice.</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>Annually</li> <li>Annually</li> <li>Annually as described above</li> </ul>	<ul style="list-style-type: none"> <li>DSS is adapting current utilization reports to specifically target service utilization of MQISSP members.</li> <li>DSS is developing a reporting process to track member movement between providers.</li> <li>As described above.</li> </ul>	<ul style="list-style-type: none"> <li>90 days prior to go-live.</li> </ul>

Oversight Task	Process	Frequency	Implementation Work Plan	Deadline to Complete Implementation Work Plan
<b>Monitoring Participating Entity Quality Measure Performance</b>	<ul style="list-style-type: none"> <li>DSS will evaluate all MQISSP quality measures performance at the Participating Entity level as well as the program level.</li> <li>DSS will share Participating Entity performance with Participating Entities in an effort to drive provider quality improvement activities and quality management of attributed membership.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Quarterly</li> </ul>	<ul style="list-style-type: none"> <li>DSS and contractors to develop QM reporting and tracking.</li> <li>Identify DSS staff to evaluate and review quarterly QM reporting.</li> <li>Develop process/mechanism for DSS to provide feedback on performance to participating providers.</li> <li>Develop process to identify critical performance issues and provide corrective action.</li> </ul>	<ul style="list-style-type: none"> <li>90 days prior to go-live.</li> </ul>
<b>Monitoring Participating Entity Compliance with MQISSP Requirements</b>	<ul style="list-style-type: none"> <li>RFP evaluation and scoring.</li> <li>Enhance current ASO Community Transformation Specialist’s evaluation of PCMH practices.</li> <li>Provider readiness reviews.</li> <li>Provider compliance reviews.</li> </ul>	<ul style="list-style-type: none"> <li>During RFP evaluations</li> <li>Evaluations at least annually</li> <li>Completed at least 30 days prior to go-live</li> <li>At least annually</li> </ul>	<ul style="list-style-type: none"> <li>Mercer to work with DSS to develop tools and processes.</li> <li>Mercer and DSS to identify dates and locations for potential readiness and compliance reviews.</li> </ul>	<ul style="list-style-type: none"> <li>90 days prior to go-live</li> </ul>