

Attachment B
DHCS 100% Standards - SHP Compliance

Business Area	Metric	Target	Measure	Requirement as stated in MC Contract	Citation
SPDs Medi-Cal	Medi-Cal Perform HRA for newly enrolled members identified as "high risk" at enrollment	100%	Within 45 days of enrollment	Contractor shall apply a DHCS approved health risk stratification mechanism or algorithm to identify newly enrolled SPD beneficiaries with higher risk and more complex health care needs within 44 days of enrollment. Based on the results of the health risk	MC Contract Exh A, Att. 10, Sec 4.; MMCD PL 11-007
SPDs Medi-Cal	Medi-Cal Perform HRA for newly enrolled members identified as "low risk" at enrollment	100%	Within 105 days of enrollment	Contractor shall apply a DHCS approved health risk stratification mechanism or algorithm to identify newly enrolled SPD beneficiaries with higher risk and more complex health care needs within 44 days of enrollment. Based on the results of the health risk	MC Contract Exh A, Att. 10, Sec 4.; MMCD PL 11-007
Encounters	Medi-Cal Encounter Data	100%	Submit on monthly basis	Contractor shall submit encounter data to DHCS on a monthly basis in the form and manner specified in DHCS' most recent Encounter Data Element Dictionary for Managed Care Plans and all existing Policy Letters related to encounter data reporting	MC Cont, Exh A. Att. 3, Sec 2.
Claims	Medi-Cal Third Party Liability	100%	Refer TPL cases within 10 calendar days of discovery and provide invoices/claims to DHCS within 30 days of request by DHCS.	Contractor shall identify and notify DHCS' Third Party Liability Branch of all instances or cases in which Contractor believes an action by the Medi-Cal Member involving casualty insurance or tort or Workers' Compensation liability of a third party could	MC Cont Exh. E. Att 2, Sec 24 (2 plan), Sec 22 (GMC)
Culture & Linguistics	Medi-Cal Reading level	100%	All member materials must be at the 6th grade reading level.	Contractor shall ensure that all written Member information is provided to Members at a sixth grade reading level or as determined appropriate through the Contractor's group needs assessment and approved by DHCS.	MC Contract Exh. A, Att. 13 4.C., Att. 9.13

**Attachment C
DHCS 100% Standards - SHP Compliance**

Business Area	Metric	Target	Measure	Requirement as stated in MC Contract	Citation
Provider Communications	Medi-Cal New Provider Training	100%	receive training regarding the Medi-Cal Managed care program within 10 days after Health Net places a newly contracted provider on active status.	Contractor shall ensure that all providers receive training regarding the Medi-Cal Managed Care program in order to operate in full compliance with the Contract and all applicable Federal and State statutes and regulations. Contractor shall conduct train	Medi-Cal Comtt. Exh. A, Att. 7, Sec 5.
Provider Network Management	Medi-Cal Provider Terminations	100%	Notify the DHCS at least 60 days in advance of any subcontractor termination or changes in availability of services.	Contractor shall provide notification to DHCS 60 calendar days prior to making any substantial change in the availability or location of services to be provided under this Contract.	MC Contract Exh A, Att. 9, Sec 10.; MMCD PL 06007
CDS	Medi-Cal Mailing New Member Packets TAT	100%	Mail packets within 7 days of enrollment	Contractor shall distribute the Member information no later than seven (7) calendar days after the effective date of the Member's enrollment. Contractor shall revise this information, if necessary, and distribute it annually to each Member or family unit.	MC Contract Exh. A, Att. 13, Sec 4.B.
Member Services	Medi-Cal PCP assignment	100%	If a member does not select a PCP within 30 days of enrollment, HN shall assign that member to a PCP and notify the member and the assigned PCP no later than 40 days after enrollment.	If the Member does not Select a Primary Care Provider within 30 calendar days of the effective date of enrollment, Contractor shall assign that Member to a Primary Care Provider and notify the Member and the assigned Primary Care Provider no later than 40	MC contract Exh A, Att. 13, Sec 7.A.
Privacy officer/SHP Compliance/All	Medi-Cal Potential Privacy Breach	100%	Report within 24 hours during a work week of discovery by Health Net that protected health information has been used or disclosed other than permitted under the contract or otherwise in violation of privacy laws.	Discovery of Breach. To notify DHCS immediately by telephone call plus e-mail or fax upon the discovery of breach of security of PHI in computerized form if the PHI was, or is reasonably believed to have been, acquired by an unauthorized person; or within	MC Comtt, Exh G, Sec 3.H.1).
Quality Improvement	Medi-Cal Initial Health Assessments for members 18 months of age and older	100%	Within 120 calendar days of enrollment.	For Members 18 months of age and older upon enrollment, Contractor is responsible to ensure an IHA is performed within 120 calendar days of enrollment.	MC Cont. Att. 10, Sec 5.A.2); 22 CCR 53851(b)(1); MMCD PL 08-003
Quality Improvement	Medi-Cal Initial Health Assessments for members under the age of 18 months old	100%	Within 60 days of enrollment or in accordance with AAP whichever is less.	For Members under the age of 18 months, Contractor is responsible to cover and ensure the provision of an IHA within 60 calendar days following the date of enrollment or within periodicity timelines established by the American Academy of Pediatrics (AAP)	MC Cont. Att. 10, Sec 5.A.1); 22 CCR 53851(b)(1); MMCD PL 08-003