Managed Care Data Quality Monitoring Webinar

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

April 24, 2023

Agenda

» Welcome and Introduction

» Data Quality Monitoring Standards and Objectives

» General Data Submission Rules

» Communication

» Managed Care Data Systems & Quality Monitoring

» Next steps

Welcome and Introduction

Linette T Scott, MD, MPH
Deputy Director and Chief Data Officer

Data Quality is Measured

» DHCS

- System edits screen data as it is received
- Data quality is part of contractual requirements and monitored with reports

» Centers for Medicare and Medicaid Services (CMS)

- Transformed Medicaid Statistical Information System (T-MSIS) Quality Measures

» Department of Managed Health Care / Health Net Encounter Data Program commitment to improving encounter data quality

- Integrated Healthcare Association (EDGE Program)
- DHCS Encounter Data Improvement Support

Data Quality and Transformed Medicaid Statistical Information System (T-MSIS)

» T-MSIS Quality Measures

- Orientation and Notices

- Medicaid Scorecard

    - T-MSIS Data Quality: Number of Open Priority Items

    - Medicaid Per Capita Expenditures

» Federal Reporting about the Medicaid Program

- T-MSIS Analytic Files (TAF)

- T-MSIS Substance Use Disorder (SUD) Data Book (SUPPORT Act)

- Medicaid and CHIP Beneficiary Profile and Infographic

Enterprise Data and Information Management Organization (EDIM)

EDIM Organization

» **Health Information Management Division (HIMD)**

» Establish a Data Quality Management organization using DMBoK business best practices and DHCS Data Governance Strategy and Framework.

» Establish Data Quality Dimensions to improve reporting and enhance decision making.

» **Program Data Reporting Division (PDRD)**

» Provide data analytics and reporting activities for DHCS business lines.

» Design and perform the development of measurement specifications, monitoring of data quality, data mapping, and the design of data visualizations.

Health Information Management Division

» **Data Exchange & Delivery Branch**

- Provide oversight and consultation in department compliance
  - HIPAA mandated/DHCS data standards, including management & oversight of companion guides
  - Use of master reference data (Health Care code sets) within mandated data standards

» **Data Quality Branch**

- Assist Plans with encounter, provider, and T-MSIS data quality issues
  - Data quality monitoring, reporting, and dashboards
- Assist Plans with data quality improvement efforts
  - Targeted issue tracking and resolution
  - Communications, outreach, and training efforts

Program Data Reporting Division

» **Managed Care Plan Data Support Branch**

- Assists DHCS program divisions to create ad-hoc and regular interval reports
- Maintain customer service relations with managed care programs divisions
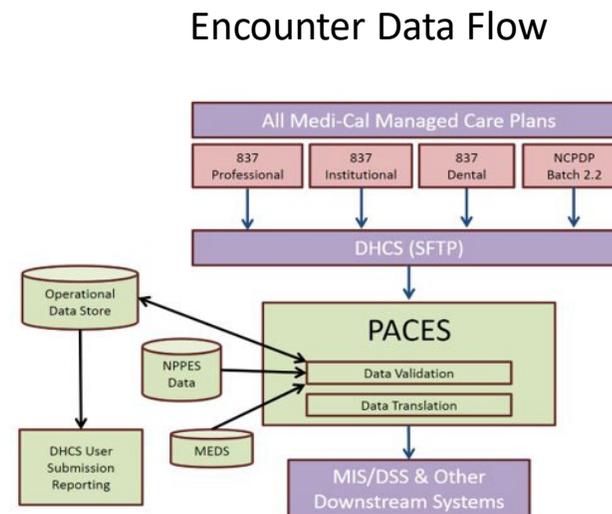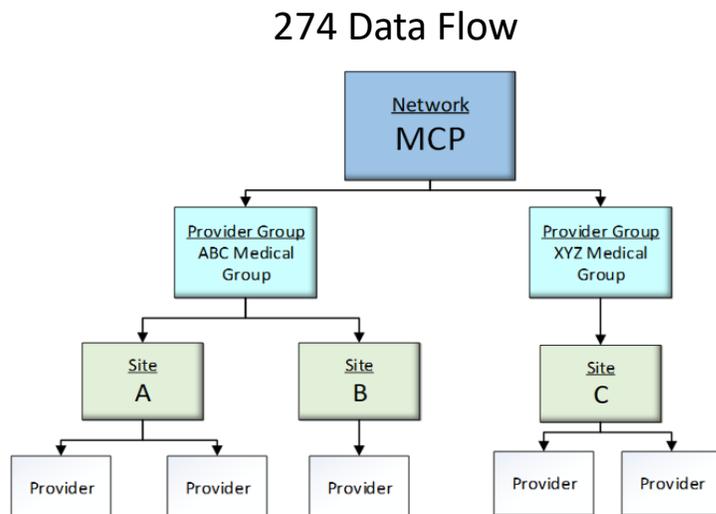
Data Submission Standard

Eugene D Stevenson III, Ph.D., MPA
Managed Care Plan Data Support Branch Chief

DHCS

Questions & Answers

» For **GENERAL** questions, please submit your question to the WebEx Q & A message box and please ensure that your questions are visible to all participants, as opposed to sending a private chat to the host.

» For **SPECIFIC** questions, please reach out to your Data Mailbox as will be instructed.

Managed Care Data Quality Monitoring

» Receive and Review Managed Care Data across all managed care delivery systems (MCPs, MHPs, DMC-ODS, Dental Managed Care, and others)

» Post-Adjudicated Claims and Encounters System (PACES) receives and processes managed care data

» Monitor the C.A.R.T. of Managed Care Data

274 Data Flow

Encounter Data Flow

C.A.R.T. Dimensions

» **C**ompleteness

- No missing, surplus, or duplicate data

» **A**ccuracy

- No typos (e.g., county codes, email address)

» **R**easonability: Valid and Plausible

- Not reasonable if a data elements requires NPI and instead a name is reported in that data element

» **T**imeliness

General Data Submission Rules

» All Plans must submit

- ALL 274 data (Medical, Dental, MHP, DMC-ODS) by the 10th of every month to the DHCS PACES system

- MCPD/PCPA data by the 10th of every month to the DHCS PACES system

- Submission of Reconciliation Form (SRF) JSON file by the 15th of the month to PACES

- BH Short-Doyle – daily

- Encounter data – monthly

Communication

Communication

» Data group mailboxes

- 274 Medical (MCP): MCQMDProviderData@dhcs.ca.gov
- 274 Behavioral Health (MHP & DMC-ODS): 274Expansion@dhcs.ca.gov
- 274 Dental: DMCdeliverables@dhcs.ca.gov
- Encounter: MMCDEncounterData@dhcs.ca.gov
- BH Short Doyle: MEDCCC@dhcs.ca.gov
- DHCS Documentation Center Access requests: dataexchange@dhcs.ca.gov

» If the message is urgent, please mark [URGENT]

County/Plan Contact Guidelines

» Counties/Plans are limited to four plan contacts

- Primary technical contact

- Primary compliance contact

- Do not include a contact that plans would not want to have access to certain information (CAPs, etc.)

» Plans should assign a liaison on their end

- The liaison will distribute as needed internally

Managed Care Data
Systems & Quality Monitoring

274 MCP Data

» Monthly submission no later than the 10th of each month

» SRF JSON file submission no later than the 15th of each month

» Monthly Data Checks

» Semi-Annual Data Checks

Plan for 274 BH (MHP & DMC-ODS) / Dental Data

» The data check process for all 274 file submissions will be as identical as possible.

» DHCS is in the process of applying these checks and will be communicating those standards in upcoming Webinars.

- Monthly submission on 10th of each month
- SRF JSON file submission
- Monthly Data Checks
- Semi-Annual Data Checks

Behavioral Health – Data Systems

» Short-Doyle Medi-Cal (SDMC)

- Trading partners reference to the following items for behavioral health claiming

  - The billing manuals

  - Implementation

  - Companion guides for guidance

» There are no specific requirements for submission dates or intervals

Encounter Data Quality

» Quarterly Quality Measures for Encounter Data (QMED) Report Cards

- Utilizes seven threshold measures to calculate an Encounter Data Quality Grade (EDQG)
- Averages the four quarterly EDQGs to arrive at an Encounter Data Grade Point Average
- Released in February, May, August, and November

» Quarterly Stoplight Encounter Completeness Reports

- Delivers a Plan's encounter data completeness compared to the selected benchmarks
- To improve discrepancies between encounter data submissions and encounter totals submitted in rates templates
- Released in January, April, July, and October

JSON file expansion

» DHCS is beginning to expand the JSON files

» Leverage QIMR data elements to build Enhanced Care Management/ Community Support (ECM/CS) JSON files
  • The goal date is January 1st, 2024

» ECM/CS template file conversion to JSON will be done in phases (sprints).
  • Data will be in machine readable format.
  • Managed Care Plans (MCP) will initially submit JSON files for the following:
    • Enhanced Care Management (ECM) Client Index Number (CIN)
    • Complex Care Management (CCM) Client Index Number (CIN)

» Will include a new straightforward onboarding process

Next Steps

Quality Monitoring Status Update

Managed Care Data Type		Status
Medi-Cal Managed Care Provider Network data (274 MCP)		In production
274 Behavioral Health	County Mental Health Plan 274 Provider Network Data (274 MHP)	Counties are being Phased in (77% counties in production)
	274 Drug Medi-Cal ODS data (274 DMC-ODS)	DHCS is in the beginning stages with Counties
Dental Managed Care Plans 274 Provider Network Data (274 Dental)		In production
BH – Short Doyle		In production
Encounter data		In production
MCPD/PCPA JSON file expansion		In production

A Closing Message From Dr. Scott

Upcoming Webinars

Month	Focus on
January	**Semi Annual Data check; Connected to CAPs**
February	Behavioral Health Short-Doyle
March	Qualitative Data Templates
April	**Annual Address**
May	274 Medical (Physical Health) Managed Care Provider Data
June	274 MHP

Upcoming Webinars –cont.

Month	Focus on
July	**Semi Annual Data check; Connected to CAPs**
August	Encounter
September	274 Dental
October	**Monthly Data Check**
November	274 DMC-ODS
December	MCPD/PCPA files and expansion

Contact Info

» 274 MCP Data

- Preet Bajwa – Preet.Bajwa@dhcs.ca.gov

- Leisa Schuette – Leisa.Schuette@dhcs.ca.gov

- Prasanna Ari – PrasannaLakshmi.Ari@dhcs.ca.gov

» Encounter Data

- Preet Bajwa – Preet.Bajwa@dhcs.ca.gov

- Stephen LeFebre - Stephen.Lefebre@dhcs.ca.gov

- Aaron Dower - Aaron.Dower@dhcs.ca.gov

- Constantin Ciochina – Constantin.Ciochina@dhcs.ca.gov

Contact Info - cont.

» BH Short-Doyle

- SDMC claim denials/recoupments: MEDCCC@dhcs.ca.gov
- SDMC Unit: Eleazer Munoz - Eleazer.Munoz@dhcs.ca.gov

» 274 Dental Data

- Siqi Chen - Siqi.Chen@dhcs.ca.gov
- Stephanie Greene - Stephanie.Greene@dhcs.ca.gov

Contact Info - cont.

» 274 MHP & DMC-ODS

- Project Manager: Sara Rivera – Sara.Rivera@dhcs.ca.gov

- MHP Policy/Enforcement: Ameera Kidane – Ameera.Kidane@dhcs.ca.gov

- DMC-ODS Policy/Enforcement: Sherri Garcia – Sherri Garcia@dhcs.ca.gov

Glossary

EDI	Electronic Data Interchange
MCPs	Medi-Cal Managed Care Plans
PACES	Post-Adjudicated Claims and Encounters System
MCPD/PCPA	Managed Care Program Data / Primary Care Provider Assignment
SRF	Submission Reconciliation Form
MHP	Mental Health Plan
DMC-ODS	Drug Medi-Cal Organized Delivery System
ECM/CS	Enhanced Care Management / Community Supports
D-SNP	Dual Eligible Special Needs Plan
QIMR	Quarterly Implementation Monitoring Report

Thank you!