Managed Care Data Quality Monitoring Webinar

for County Mental Health Plans 274 Data

DHCS CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

June 28, 2023

Introduction

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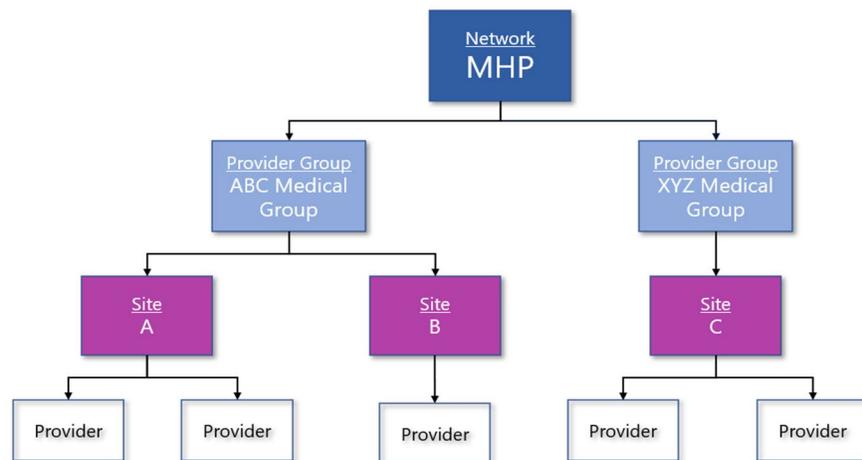
Managed Care Plan Data Support Branch Chief

DHCS

Agenda

» Data Quality Monitoring Standards and Objectives

» 274 Expansion to Behavioral Health Managed Care Delivery Systems

» 274 County Mental Health Plan Data Submission Standard & Quality Monitoring
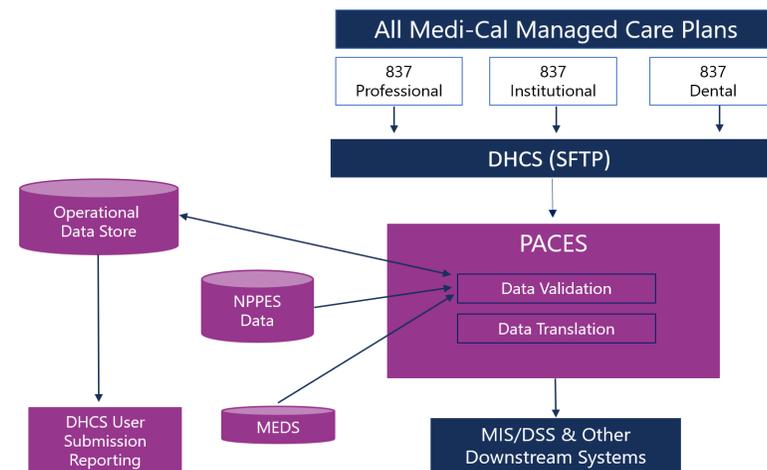
» Communication

» Next Steps

Data Quality Monitoring Objectives

» Receive and Review EDI Transaction data from MCPs, Counties, and Post Adjudicated Claims and Encounters (PACES)

» Monitors the C.A.R.T. of EDI Transaction Data

274 Data Flow

Encounter Data Flow

274 Expansion to County Behavioral Health Managed Care Delivery Systems

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Network Adequacy Oversight Section
Quality and Network Adequacy Oversight Branch
Medi-Cal Behavioral Health – Oversight and Monitoring Division (MCBHD)

DHCS

274 Behavioral Health Expansion Status

» The majority of MHPs are currently submitting 274 provider network data files to DHCS in production.

- 50 MHPs in production out of 56 MHPs
- 6 MHPs not approved for a monthly production

» Those MHPs that did not meet their programmatic production Corrective Action Plan (CAP) timeline will be recommended for sanctions.

274 Behavioral Health Expansion Status

» DHCS is actively conducting quality reviews on the MHP 274 data and comparing to the NACT submissions. MHPs are expected to submit Excel Network Adequacy Certification Tool (NACT) files as part of the 2023 Annual Network Certification requirements in addition to the monthly 274 data submissions.

» DHCS is in the planning stages to implement automated monthly data quality checks in alignment with the Medical Managed Care Plans.

274 Behavioral Health Expansion Status

» The DMC-ODS counties are expected to transition to the 274 standard in 2024. The final 274 Companion Guide for the DMC-ODS counties was released on 6/26/23. The BHIN is targeted for public comment in July 2023.

» DHCS also anticipates 274 submissions for the CalAIM Behavioral Health Administration Integration (targeted for statewide 2027).

» DHCS intends to discontinue the NACT when all plans are successfully submitting provider network data using the 274 standard.

Submission Rules

» 274 provider network data must be submitted to DHCS between the 1st and the 10th of each month for the previous month's provider network.

» MHPs must confirm via the Validation Response File (VRF) that the 274 file was successfully processed (File Status=Accepted)

» MHPs must submit the Excel-based Production Data Submission Reconciliation Form (PDSRF) by the 15th of the month. This form contains information about the 274 file such as the file name, contact information and distinct transaction counts.

Major Submission Quality Issues

» **Incorrect File Names:** PACES will not pick up a 274 file unless the filename strictly follows the naming convention specified in Section 3.5-F of the 274 Behavioral Health Companion Guide.

» **Invalid Interchange Receiver ID and Sender ID codes (ISA06/ISA08).** These values must match the values provided in Section 3.8-Interchange Control Header/Trailer (ISA/IEA)

» **Non-274 EDI submissions.** 274 files must be in the 274 EDI format and have the ".dat" extension. No other files or documents should be submitted to the 274 County SFTP folders.

274 MHP Production Data Quality Checks

- DHCS performs multiple data quality checks on the 274 production files with an emphasis on data needed for the annual network certification assessments.

- Each MHP receives a report summarizing the quality results with instructions and timelines for corrective actions, if applicable.

- Plans are expected to correct data efficiencies within the timeframes specified by DHCS.

- Plans that do not respond to DHCS within the specified timeframes may be placed on a Corrective Action Plan (CAP) or subject to sanctions.

Examples of Common Quality Issues

» 274 Files are not submitted by the 10th of each month. The PDSRF is submitted by the 15th.

» Provider Full-time equivalent (FTE) percentage is greater than 100% (e.g., provider is working more than 40 hours/week across sites).

» Large number of Licensure Types reported as 'OTH-Other Qualified Provider'. 'OTH' should only be reported if an existing Licensure Type is not applicable to the provider.

» Incorrect reporting of Site Facility Types (for example, inpatient facilities are reported as outpatient)

» Missing bed counts for inpatient facilities.

» Missing Site and Provider foreign language codes or Site Language Line not reported

» Discrepancies between NACT data submission and 274 data submissions.

Future General Submission Outline

» All Counties/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

C.A.R.T. Dimensions

Quality Dimension	Description
Completeness	Checks for missing, surplus, or duplicate data For instance, the site data should report all the essential details like valid city, county code, Facility Type, etc.
Accuracy	Checks for typos and questionable records For example, site email addresses that use forbidden characters, dummy addressees, multiple and misspelled addresses are flagged, facility and licensure types do not align with taxonomy codes.
Reasonability	Checks if the data is valid and plausible For example, large changes in group, site or rendering provider counts from month to month.
Timeliness	Checks for timely submission of data The submission date and time is taken from the most recent submission that was accepted before midnight on the submission day

C.A.R.T. Dimensions

» Quality review reports consider the submission timeliness of the 274 file in addition to several types of data quality measures related to reasonability, completeness, and accuracy of the 274 data.

Future Monthly Data Checks

- Each month, the data quality checks will be performed on the 274 files submitted by MHPs

- Each MHP will receive a report summarizing the results

- For example, Monthly Data Checks (MDC) covering the July submission for June 274 network file, is sent to MCPs by the end of July.

Future Semi-Annual Data Checks

» The Semi-Annual Data Check (SDC) serves as a way for data quality team to identify whether plans have corrected deficiencies identified in previous quality checks. The next round of SDC results are tentatively expected to be sent out in September 2023

» January 2023 data (February 2023 submission) through June 2023 data (July 2023 submission)

» Checks are identical to the MDC metrics and use the MOST RECENT submission for any particular month's data, to make sure that data deficiencies have been corrected

Future Submission Reconciliation Form (SRF) for 274 County Mental Health Data

- This is a JSON file and is submitted to PACES replacing the manual Excel spreadsheets by Dec 1st, 2023

- Due by the 15th of the month (unlike 837, 274, MCPD & PCPA files, due by the 10th)

Future Submission Reconciliation Form (SRF) - cont.

- MHPs must not include any rejected files in the SRF - Otherwise, the submitted file will be rejected

- MHPs are expected to review all SRFs for warning messages, even when the file is accepted

- MHPs must rectify any discrepancy warning messages and resubmit the file

Communication

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.

County Liaisons & Communication

» DHCS Liaisons are currently not assigned to the counties for the 274 submissions.

» Send all questions regarding the Behavioral Health 274 Expansion to the 274 Expansion Mailbox: 274Expansion@dhcs.ca.gov

» DHCS hosts a monthly 274 workgroup for counties on the 4th Monday of each month from 2-3:30pm.

MHPs Contact Guidelines

» MHPs 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.)

» MHPs should assign a liaison on their end

- The liaison will distribute as needed internally

Next Steps

Quality Monitoring Status Update

Data Transaction type	Status
Medi-Cal Managed Care Provider Network data (274 Medical MCP)	In production
County Mental Health Plan 274 Provider Network Data (274 MHP)	Counties are being Phased in (90% 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

Resources

DHCS

Services Individuals Providers & Partners Laws & Regulations Data & Statistics Forms & Publications Search

Quality Measures & Reporting

DHCS monitors the quality of care provided to its members in a number of ways. Below are links to different types of reports that have been developed to monitor DHCS programs and the quality of care provided to our members.

Quality Webinar Series

The resources below provide materials and webinar information related to the quality of managed care data.

- Managed Care Data Quality Monitoring Webinar Series: DHCS is currently hosting a monthly webinar series to improve quality monitoring of Managed Care Data.

- Frequently Asked Questions (FAQ)

- DHCS Documentation Center (DDC): The DDC is our solution for sharing Companion Guides and other Managed Care docs and artifacts used by trading partners (MCPs). The PACES, CAPMAN, MCPD and PCPA Companion Guides and other docs and artifacts are posted here and are available to trading partner staff. Access to the DDC is available to trading partners upon request. Access requests can be sent to dataexchange@dhcs.ca.gov.

Quality Measures

The reports below provide quality measures based on administrative and clinical data such as the Healthcare Effectiveness Data and Information Set (HEDIS) measures and self-reported data such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys.

- Dashboard Initiative: DHCS is developing a comprehensive dashboard initiative to strengthen public reporting practices throughout the department while improving transparency and accountability.

» DHCS Quality Webinar Series webpage

- Data & Statistics -> Reports -> Quality Measures and Reporting

Resources – cont.

Managed Care Data Quality Monitoring Webinar Series

This monthly webinar series will allow for continued discussion on the status of Managed Care Data Quality Monitoring, which is currently underway at DHCS. Additionally, it will allow for ongoing plan on the development of the necessary changes of the Managed Care Data Quality Monitoring. This discussion will include on the Quality Monitoring Process of 274 Physical Health Medi-Cal Managed Care Provider Data, Dental Data, Mental Health Plan Data, Drug Medi-Cal Organized Delivery System Data, Encounter Data, and Behavioral Health Short Doyle Data. This webinar series is currently held on the 4th Wednesday of each month at 10 am.

Please contact MCDSS@dhcs.ca.gov to be invited to this webinar series.

Next webinar: June 28, 2023 at 10 a.m. (274 Behavioral Health / Mental Health Program Data)

For frequently asked questions, please see the DHCS Managed Care Data Quality Monitoring Frequently Asked Questions page.

2023-24 Webinar Schedule

Month	Topic	Webinar Date	Additional Materials
April	Annual Address	4/24/2023	Presentation Slides
May	274 Medical Managed Care Provider Data	5/24/2023	Presentation Slides
June	274 Behavioral Health / Mental Health Program Data	6/28/2023	Available July 2023
July	Semi Annual Data Check	7/26/2023	Available August 2023

» DHCS Webinar Series Webpage

https://www.dhcs.ca.gov/dataandstats/Pages/Quality-Webinar-Series.aspx

- Recording/script
- PPT slides deck
- Upcoming Webinar schedule

» Frequently Asked Questions

https://www.dhcs.ca.gov/dataandstats/Pages/Managed-Care-Data-Quality-Monitoring-Frequently-Asked-Questions.aspx

Upcoming Webinar

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

Upcoming Webinar –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

Glossary

Abbreviation	Definition
DMC-ODS	Drug Medi-Cal Organized Delivery System
ECM/CS	Enhanced Care Management / Community Supports
EDI	Electronic Data Interchange
MCPD/PCPA	Managed Care Program Data / Primary Care Provider Assignment
MCPs	Medi-Cal Managed Care Providers
MHP	Mental Health Plan
NACT	Network Adequacy Certification Tool
PACES	Post-Adjudicated Claim and Encounter System
QIMR	Quarterly Implementation Monitoring Report
SRF	Submission Reconciliation Form

Questions ?

Thank you!