Managed Care Data Quality Monitoring Webinar

DHCS

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

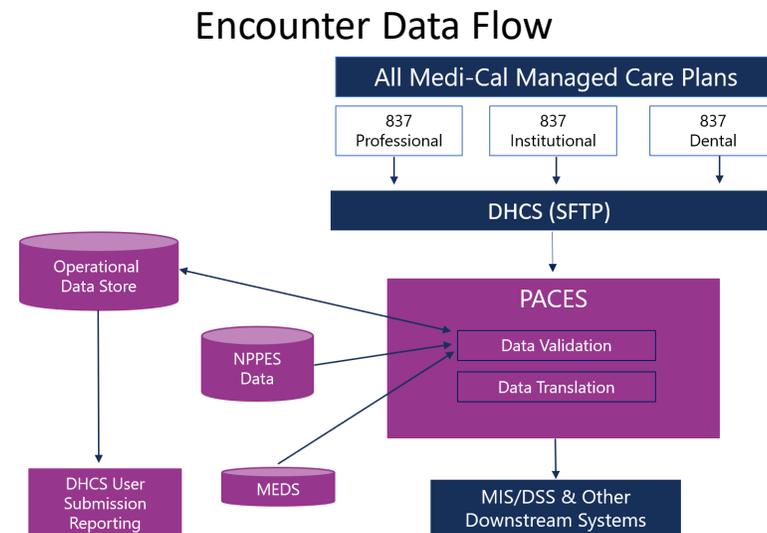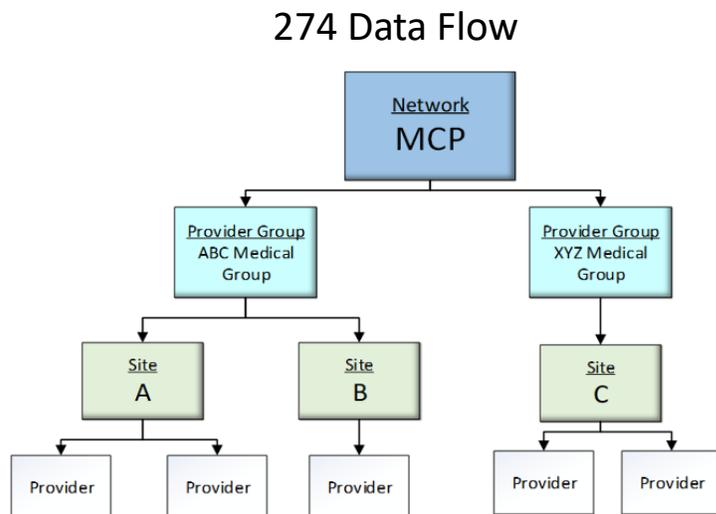May 24, 2023

Introduction

Dr. Eugene D. Stevenson III

Managed Care Plan Data Support Branch Chief

Agenda

» Data Quality Monitoring Standard and Objectives

» Communication

» 274 Medical, MCPD and PCPA Data Submission Standard

» 274 Medical, MCPD and PCPA Data Quality Monitoring

» 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

Plan Assignments & Communication

» All plans have assigned analysts, a primary contact and a backup contact. Due to recent staff changes, analyst assignments have, and continue, to change. If you are unsure about who your current analyst is, please reach out to the Provider Box for clarification.

» Provider Box - MCQMDProviderData@dhcs.ca.gov

Plan Assignments & Communication

» Every time a plan has an inquiry of any type, please do all of the following:

- Send the inquiry to your plan's assigned analyst
- CC your plan's backup analyst
- CC the provider data group mailbox at MCQMDProviderData@dhcs.ca.gov
- If the message is urgent, please mark [URGENT]

Submission Rules

» All MCPs must submit:

- 274 data 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

- SRF (Submission Reconciliation Form) template by the 15th of the month following the month of submission to PACES

Major Submission Quality Issues

» Incorrect File Names: PACES will not pick up a file unless the filename strictly follows the naming convention

- A common error is '_MCDP_' typo (instead of '_MCPD_')
- Another common error is including an underscore "_" in the plan name ("Plan_Name" instead of "Plan-Name")
- The correct file naming convention is: XXXXXX_MCPD_YYYYMMDD_NNNNN.json
- MCPD example file:My-Health-Plan_MCPD_20231015_00002.json
- 274 example file :MYHEALTHPLAN_678_274_20171002_00001.dat

» NPI not on NPPES: Every NPI field in the 274, MCPD and PCPA files requires the NPI to be found on NPPES

274 Medical, MCPD and PCPA Data Quality Monitoring

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Quality Monitoring

» Monthly Data Checks

» Semi-Annual Data Checks

» SRF JSON file submission

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, Site OSHPD IDs, 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
Reasonability	Checks if the data is valid and plausible For example, the number of distinct organization names reported in the 274 must be exactly 1 and must correspond to the MCP submitting the file, not any of its subnetworks
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

» The 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.

» Each check has an identifier in the format MDCxxx, where xxx is a three-digit number.

» The first digit of the number reflects what type of calculation determines the score.

Monthly Data Checks

- Each month, the data quality analyst team performs 17 data quality checks on the 274 files submitted by plans

- Each plan receives a report summarizing the results

- The most recent Monthly Data Checks (MDC) covering the May, 2023 submission of April, 2023 data, will be sent to plans on May 26, 2023

Quality Monitoring Report Summary

Check Code	Check Name	Percentage of Plans that passed check
MDC000	Submission Timeliness	100%
MDC101	Organization Name	100%
MDC201	Total Qualified Autism Services Practitioner (QASP) Count	100%
MDC202	Safety Net Provider (SNP) Site Count	96%
MDC301	Site Email Addresses	100%
MDC302	Site County Codes	100%
MDC303	Site and Provider Member Counts	92%
MDC304	Physician Extender Affiliations	88%
MDC305	Site City Spelling	100%
MDC306	Site OSHPD IDs	96%
MDC307	Site PCP Flags	100%
MDC308	Site Telehealth Indicators	96%
MDC401	Change in Number of Distinct Site NPIs	96%
MDC402	Change in Number of Distinct Provider NPIs	92%
MDC403	Transactions and Subnetworks Counts	88%
MDC404	Sees-Children Indicator Distribution	92%
MDC405	Telehealth Indicator Distribution	96%

MDC Reporting Period: April 2023

Examples of Quality Issues

» Receiving questionable site email addresses. This includes addresses with misspelling of common email hosts, addresses with forbidden special characters('*'or '&')
For e.g., centerfnd@gamil.com, arnoldpsy@yaho.com etc.

» Mismatch between the county and county code reported

» Questionable and unverifiable Site OSHPD ID. This includes dummy OSHPD IDs and invalid OSHPD IDs

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 the MDCs. The next round of SDC reports 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

Submission Reconciliation Form (SRF)

- Has multiple data sections

- SRF contains submission details about all accepted 837, 274, MCPD, and PCPA files

- This is a JSON file and is submitted to PACES replacing the manual Excel spreadsheets

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

Submission Reconciliation Form (SRF)

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

- MCPs must not include any pharmacy encounter files

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

- MCPs 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.

Communication

» Data group mailboxes

- 274: MCQMDProviderData@dhcs.ca.gov

- Documentation Center Access requests: DataExchange@dhcs.ca.gov

- Webinar: MCDSS@dhcs.ca.gov

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

MCPs Contact Guidelines

» MCPs 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.)

» MCPs should assign a liaison on their end

- The liaison will distribute as needed internally

Next Steps

Quality Monitoring Status Update

EDI 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 (80% 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

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

Resources

» Previous webinar materials (coming soon)

- Recording/script
- PPT slides deck
- FAQ

Glossary

EDI	Electronic Data Interchange
MCPs	Medi-Cal Managed Care Providers
PACES	Post-Adjudicated Claim and Encounter 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!