

ENCLOSURE 8

Readiness Review – Document Checklist Drug Medi-Cal Organized Delivery System (DMC-ODS)

	Requested Document	Provided (Y/N)
1	Provide a copy of the job description for each of the new jobs created.	
2	Provide a copy of the policy or procedure requiring provider and staff training.	
3	Provide a copy of the Plan's staff training schedule.	
4	Provide a copy of the Plan's DMC-ODS Beneficiary Handbook AND the link to the Plan's webpage with the posted DMC-ODS Beneficiary Handbook or webpage for the planned posting of the DMC-ODS Beneficiary Handbook.	
5	Provide a copy of the DMC-ODS Provider Directory AND the link to the Plan's webpage with the posted DMC-ODS Provider Directory or webpage for the planned posting of the DMC-ODS Provider Directory.	
6	Provide a copy of the Plan's Practice Guidelines.	
7	Provide a copy of the procedure addressing selection and retention of network providers.	
8	Provide a copy of the Plan's policy and procedure for credentialing and re-credentialing its providers.	
9	Provide a copy of the single case agreement, in the event that a NTP member goes out-of-town on vacation and can continue receiving their dosing from an out-of-network provider.	
10	Provide a copy of all executed Memorandums of Understanding with the managed care plan(s) in the county.	
11	Provide a copy of the care coordination procedures.	
12	Provide a copy of the Plan's written grievance and appeals procedure, as well as Notice of Adverse Benefit Determination letter templates.	
13	Provide a copy of the Plan's QM Work Plan.	
14	Provide the Plan's process for detecting underutilization and overutilization of services.	
15	Provide the Plan's process for assessing member/family satisfaction.	
16	Provide the Plan's process for monitoring appropriate and timely intervention of occurrences that raise quality of care concerns.	
17	Provide the Plan's Compliance Officer name and contact information.	
18	Provide the procedure for prompt reporting of all overpayments identified or recovered, specifying the overpayments due to potential fraud.	
19	Provide a completed Network Adequacy Certification Tool.	
20	Provide a copy of policies and procedures in place that address network adequacy requirements, including Network Adequacy Monitoring, Out of Network Access, Timely Access, Service Availability, Physical Accessibility, Telehealth Services, 24/7 Access Line, and 24/7 Language Assistance.	

	Requested Document	Provided (Y/N)
21	Provide a copy of the Plan's nondiscrimination requirements, including language assistance and access to information for individuals with limited English proficiency and/or disabilities.	
22	Provide a copy of Subcontractor Boilerplate.	
23	Provide a copy of Grievances and Appeals related to access to care.	
24	Provide a copy of subcontracts for interpreter, language line, and telehealth services.	
25	Provide a completed Alternative Access Standards Request Template (if applicable).	