Managed Care Data Quality Monitoring Webinar

Managed Care Program Data / Primary Care Provider Assignment Files and Expansion

DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

December 13, 2023

Introduction

Amy Peterson, MPA

Managed Care Data Support Section Chief

DHCS

DHCS Staff

- Speakers
  - Amy Peterson
  - Debra Dixon
  - Sean Barber
  - Kudzai Nyandoro
- Support
  - Atif Habib
  - Samantha Van
  - Abiy Gebereselassie
  - Mei Shan Ng
  - Briana Saelee
  - Soo Jung Kim

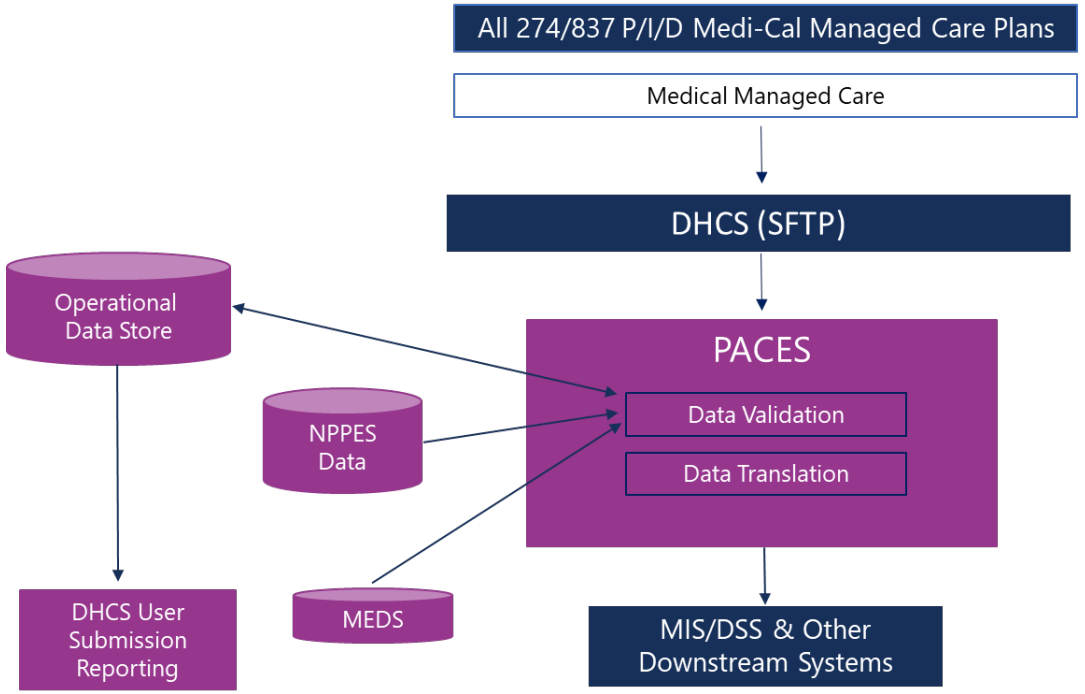
Agenda

- Data Quality Monitoring Standards and Objectives
- MCPD/PCPA Data Submission Standards
- MCPD Quality Monitoring Status
- MCPD/PCPA Business use & Future Plan
- 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

PACES Data Processing Flow



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.

Managed Care Program Data / Primary Care Provider Assignment (MCPD/PCPA) Data Submission Standards

Debra Dixon

Data Quality Branch Chief

DHCS

Data File Information

- Managed Care Program Data (MCPD)
  - Data elements used by Medi-Cal Managed Care Plans (MCPs) to report Grievances, Appeals, Continuity of Care records, and Out of Network requests to Department of Health Care Services (DHCS).
  - The four data types must be submitted to DHCS PACES in a single, monthly MCPD file in JavaScript Object Notation (JSON) Format.
- Primary Care Physician Assignment (PCPA)
  - Data elements used by MCPs to report Primary Care Physician Assignments to DHCS.
  - This data must be submitted to DHCS PACES in a single, monthly PCPA file (JSON format).

Data Requirements

- APL 20-017 "Requirements for Reporting Managed Care Program Data" for the MCPD and PCPA files.
- MCPD/PCPA technical documentation and JSON schemas can be found here in the Documentation Center:
  - Managed Care Program Data (MCPD) Primary Care Provider Assignment (PCPA) Technical Documentation

MCPD/PCPA Submission Rules (1)

- MCPD/PCPA prior month reporting data must be submitted by the 10th. For example, reporting data for January 2023 must be submitted no later than February 10th, 2023.
- Files must be submitted and retrieved via Secure File Transport Protocol (SFTP) using the JSON format.
- A Validation Response File ("VRF") is generated for each submission to "check" if the file conforms to the MCPD/PCPA JSON data schema.
- Plans are required to resubmit files that the VRF lists as Rejected due to errors in submitted file.

MCPD/PCPA Submission Rules (2)

- DHCS has established secure file transfer protocol (SFTP) accounts for each MCP and granted secure access to necessary MCP personnel to access and upload program data to the SFTP site.
  - Each MCP has a set of two SFTP folders for both test and production submissions that includes a “Submit” folder and “Response” folder.
  - Each MCP must submit program data files by placing them in the “Submit” folder, where DHCS’ PACES system will automatically pick up the files for processing.
  - Once a file has been successfully processed, the files will be automatically removed from the “Submit” folder.
  - MCPs must not change the SFTP folder structures in any way, as this will disrupt file processing.

MCPD/PCPA Submission Rules (3)

- A Validation Response File (VRF) will be returned to each MCP's "Response" folder for each submitted program data file.
  - The VRF will provide details on whether a file was accepted or rejected in its entirety.
  - There will be no partial file acceptance. If a file is rejected, the VRF will include information on the errors that occurred within the file.
  - MCPs must monitor their "Response" folders and review all response files in a timely manner.

MCPD/PCPA Submission Rules (4)

- Resubmission of Rejected Files
  - If a program data file submission is rejected, it must be corrected and submitted as a new file by the 10th of the month following the reporting month.
  - The file cannot be corrected at the record level; an entirely new file must be submitted.

  Submission Reconciliation Form (SRF)
  - Each MCP is required to complete and submit a Submission Reconciliation Form (SRF) to DHCS by the 15th of the month following the submission month.
  - The SRF is a document that MCPs will use to track 274, MCPD, PCPA and Encounter data file submissions.
  - DHCS will use the information collected by the SRF to validate that all transmitted files were received to ensure data completeness.

MCPD/PCPA File Naming Submission Rules

- The MCPD and PCPA file naming conventions is:
  - **XXXXX-X_TYPE_YYYYMMDD_NNNNN**.json
    - **XXXXX-X** is the DHCS specified name of the health plan, with spaces represented by dashes
    - **TYPE** designates the type of file as either PCPA or MCPD
    - **YYYYMMDD** is the date of the file submission
    - **NNNNN** is a unique numeric transaction identifier used to differentiate between files submitted on the same day by the same health plan.
    - Each segment in the file name must be separated by an underscore
- MCPD and PCPA Response File naming convention is:
  - **XXXXXX_RESP_RPTNNN**.json
    - **XXXXX** is the input file name
    - My-Health-Plan_MCDP_20211015_00002_RESP_RPT000.json

Common Submission Naming Quality Issues: Rejected Files

- File submitted: **My_Health_Plan_MPCD_20233112_0o01**.json
- Expected RVF status: Accepted or Rejected
  - **Rejected**
- Where are the errors?
  1. My_Health_Plan should be My-Health-Plan
  2. M***PC***D should be M***CP***D for “Managed Care Program Data”
  3. 20233112 is formatted as YYYY***DD***MM but should be YYYY***MM***DD
  4. 0***o***01 should be all numeric; replace ***o*** with zero ***(0)***

MCPD Quality Monitoring Status

Debra Dixon

Data Quality Branch Chief

DHCS

MCPD Data Quality Checks

- Timeliness Checks: Data Quality Section tracks file submission timeliness and reports on Late and Missing files
  - To be considered timely, files must be **Accepted** by the 10th
  - PACES delays or rejections may occur, Plans should consider this when submitting files
- Submission Reconciliation: Verification Response File produces warnings for files with discrepancies against PACES
  - VRFs are uploaded to the Plan's folder on the SFTP site

Common Error and Warning Messages in Response Files

- **Error Codes:** Start with "**0x03**nnnn". Errors result in files being Rejected as submitted data item does not follow file schema
- **Warning Codes**: Start with "**0x04**nnnn". Warnings don't result in Rejection; however, warnings identify potential future data issues that could become an error

Code	Warning Message
0x040030	{File segment} Service location State {TN} is not "CA"
0x040020	OutofNetwork[0]. Specialist Provider NPI – "NPI XXXXX125 is an Institutional NPI"

Code	Error Message	Fix
0x030660	OutofNetwork[0].Oon RequestReceivedDate- "OON Request Received Date 20231002 is not prior to the current month 10"	Resubmit File with correct Received Date

- *(please refer to Section 4.3 of the MCPD & PCPA technical documentation mentioned on slide 10)*

MCPD/PCPA
Business Use and Future Plan

Sean Barber

Managed Care Networks and Access Branch Chief

Kudzai Nyandoro

Health Program Specialist II

Managed Care Quality and Monitoring Division

DHCS

Business Use of MCPD

- Appeals and Grievance Data is reported in various DHCS dashboards, including the Quarterly MCP Dashboard
- Plans participate in Quarterly Monitoring, where DHCS sends the Quarterly Monitoring Performance Report (QMPR) via SFTP site, and plans respond with a narrative on the Quarterly Monitoring Response Template (QMRT)
- DHCS reports appeals and grievance data to CMS on a quarterly and annual basis

MCPD Future Plan

- The following changes are in progress to “Benefit Type”
  - Updating “Mental and Behavioral Health” to “Outpatient Mental Health and/or Substance Use Services”
  - Updating “California Children’s Services” to “California Children’s Services/Whole Child Model”
  - Adding 14 specific Community Supports
- Future: Grievance Types are currently under review and DHCS may survey plans to identify any necessary additions. In the meantime, plans can email MCQMD@dhcs.ca.gov with any additions for DHCS to consider.

Business Use of PCPA

- Input to the provider linkage process used during member enrollment
- Validate MCP monitoring deliverables and assess member impacts from provider and subcontractor terminations
- Monitoring Population Health Management functions for primary care
- Used as a data source to identify primary care providers for DHCS analytical functions

PCPA Future Plan

- DHCS has set up an internal workgroup to identify adjustments to the PCPA file to better meet DHCS needs.
- DHCS will engage MCPs during the research and development process.

Communication

Amy Peterson, MPA

Managed Care Data Support Section Chief

DHCS

Communication

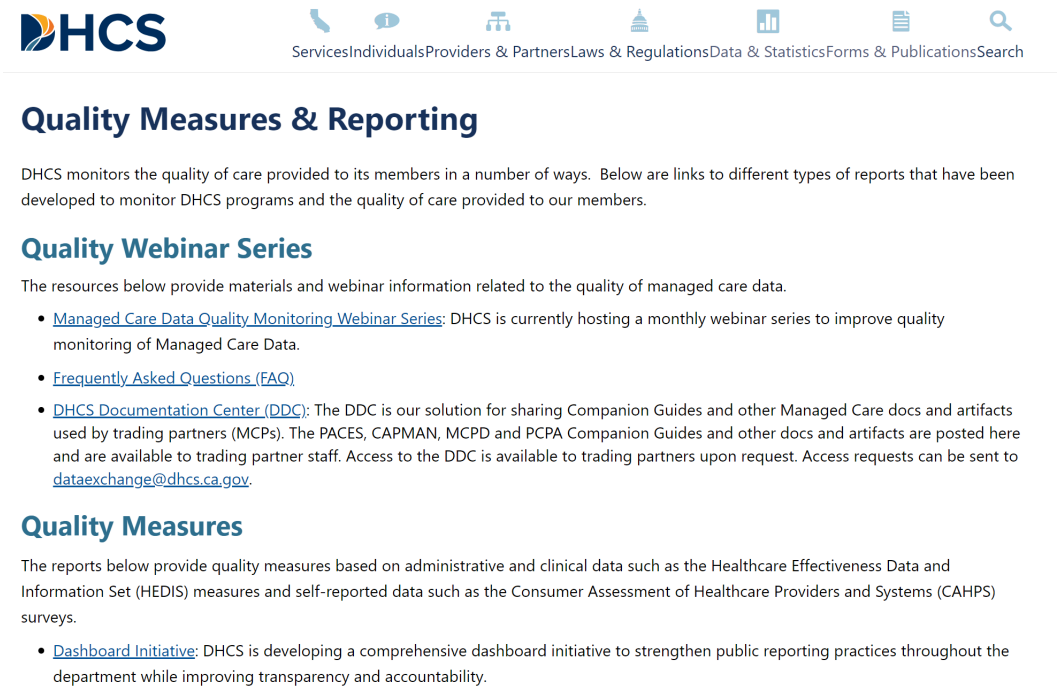
- Data group mailboxes
  - Documentation Center Access requests: DataExchange@dhcs.ca.gov
  - Webinar: MCDSS@dhcs.ca.gov
- Policy Questions related to MCPD/PCPA: MCQMD@dhcs.ca.gov
- If the message is urgent, please mark [URGENT] in subject

Next Steps

DHCS Data Collection Status

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)	In production
274 Drug Medi-Cal Organized Delivery Systems data (274 DMC-ODS)	DHCS is in the testing phase 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



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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.

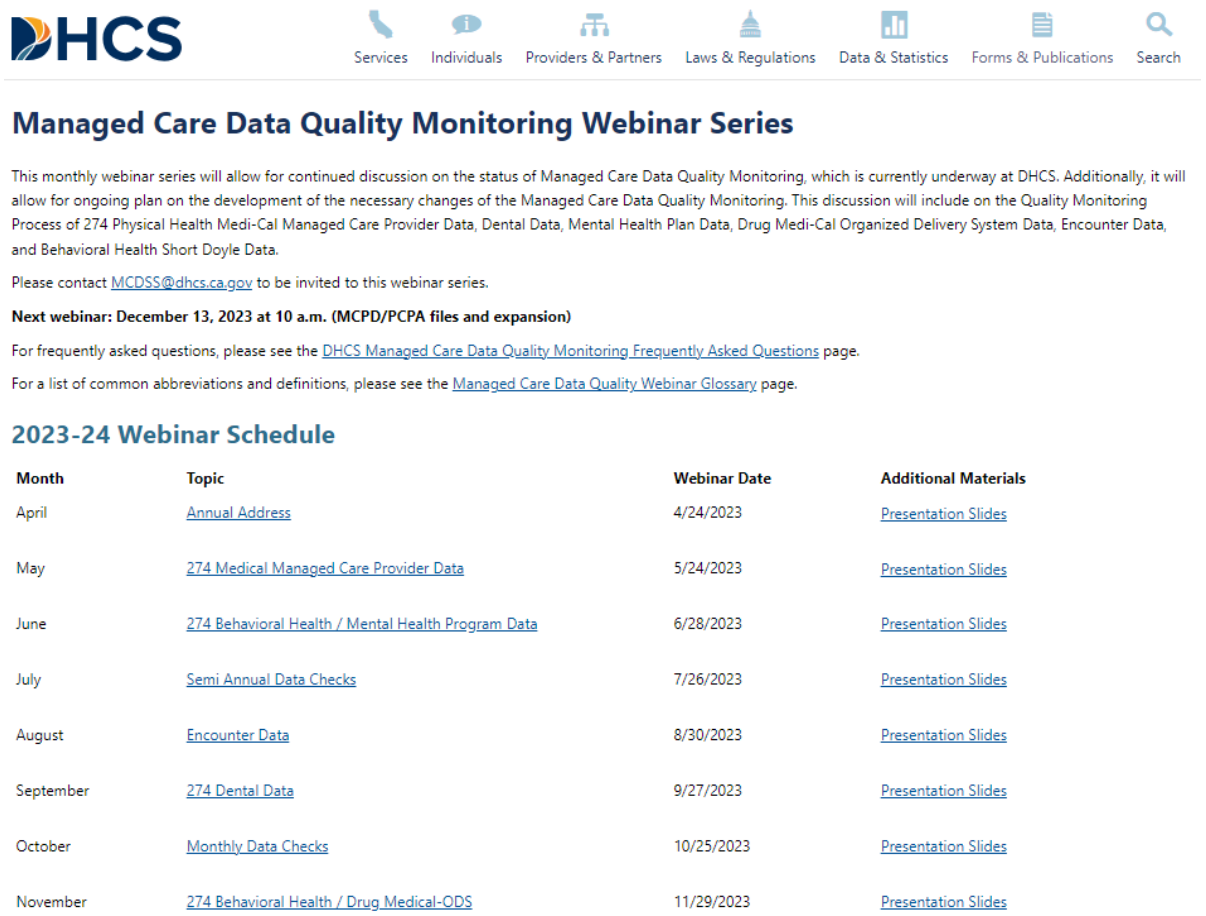
Quality Measures

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.)



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

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.

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

Next webinar: December 13, 2023 at 10 a.m. (MCPD/PCPA files and expansion)

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

For a list of common abbreviations and definitions, please see the Managed Care Data Quality Webinar Glossary 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	Presentation Slides
July	Semi Annual Data Checks	7/26/2023	Presentation Slides
August	Encounter Data	8/30/2023	Presentation Slides
September	274 Dental Data	9/27/2023	Presentation Slides
October	Monthly Data Checks	10/25/2023	Presentation Slides
November	274 Behavioral Health / Drug Medical-ODS	11/29/2023	Presentation Slides

- » Webinar Series Webpage
  - Recording/script
  - PPT slides deck
  - Upcoming Webinar schedule
- » Frequently Asked Questions
- » Glossary

Reminder

- **Next webinar (Semi Annual Data Checks) will be January 31, 2024**.
- This Monthly Data Quality Monitoring Webinar series is usually held on the last Wednesday of each month.

Upcoming Webinar Schedule

Month	Focus on
December 2023	MCPD/PCPA files and expansion
January 2024	**Semi Annual Data checks**
February 2024	BH Short Doyle
March 2024	Qualitative Data Templates
April 2024	**Annual Address**
May 2024	274 Medical Managed Care Provider Data

Upcoming Webinar Schedule, (cont.)

Month	Focus on
June 2024	274 MHP
July 2024	**Semi Annual Data checks**
August 2024	Encounter Data
September 2024	274 Dental
October 2024	**Monthly Data Checks**
November 2024	274 DMC-ODS

Questions ?

Thank you!

DHCS