

Managed Care Data Quality Monitoring Webinar

Annual Address

Introduction

Amy Peterson, MPA

Managed Care Data Support Section Chief

Agenda

- » Welcome and Introduction
- » EDIM Organization
- » Managed Care Data Systems & Quality Monitoring
- » Communication
- » Next steps
- » Closing Message

DHCS Staff

» Speakers

- Amy Peterson
- Dr. Eugene Stevenson
- Debra Dixon

» Support

- Atif Habib
- Samantha Van
- Abiy Gebereselassie
- Mei Shan Ng
- Soo Jung Kim

Questions & Answers

- » For **GENERAL** questions, please submit your question to the WebEx chat and please ensure that your questions are visible to all participants, because the host is not monitoring private chat to the host.
- » For **SPECIFIC** questions, please reach out to the appropriate Data Mailbox as will be instructed closer to the end of this presentation.

Wordcloud!

What do you think about this webinar series?

42 responses



Welcome and Introduction

Dr. Eugene Stevenson

Program Data Reporting Division Chief

EDIM Organization

» Health Information Management Division (HIMD)

- Establish a Data Quality Management organization using the Data Management Body of Knowledge (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.

» Data Analytics Division (DAD)

- Provide data analytics and reporting activities for external departments and research.
- Data Governance

EDIM Divisions involved in data collection and reporting

» Health Information Management Division

- Data Exchange & Delivery Branch
- Data Quality Branch
- Business Intelligence Branch

» Program Data Reporting Division

- Managed Care Plan Data Support Branch
- Community Program Data Support Branch
- Benefit and Eligibility Data Support Branch

» Data Analytics Division

- Data Governance Branch
- Data Science Branch
- Data Fulfillment Branch

Program Data Reporting Division (PDRD)

» Managed Care Program Data Support Branch

- Assists DHCS program divisions to create ad-hoc & regular interval reports
- Maintains customer service relations with managed care programs divisions
- Creates and conducts webinars
- Proof of concepts
- Data reporting and alignment

Managed Care Data Systems and Quality Monitoring

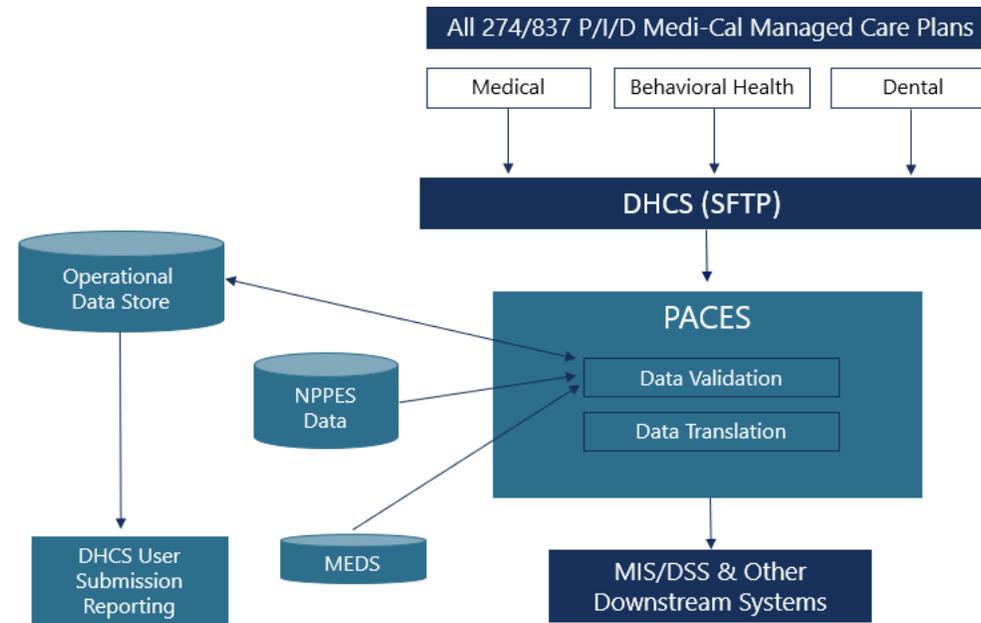
Debra Dixon

Data Quality Branch Chief

Data Quality Monitoring Objectives

- » Receive and Review Data through Post Adjudicated Claims and Encounters (PACES) System
- » 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, 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 (one) 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

General Data Submission Rules

- » All Plans and Counties must submit data related to providers, services, and members
 - Specific data submission and requirements are located within the [webinar series page](#) presentations
 - ✓ Managed Care Program Data (MCPD)/Primary Care Provider Assignment (PCPA) data - [please see slides](#) (from December 2023 webinar)
 - ✓ Submission of Reconciliation Form (SRF) JavaScript Object Notation (JSON) file due by the 15th of each month to PACES system - [please see slides](#) (from January 2024 Webinar)
 - ✓ Behavioral Health Short Doyle Medi-Cal – [please see slides](#) (from February 2024 webinar)
 - ✓ Encounter data overview – [please see slides](#) (from August 2023 webinar)

274 Medical (Physical Health) 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
- » [Please see slides](#) (May 2023)

Behavioral Health – Data Systems

- » [Short Doyle Medi-Cal \(SDMC\)](#) (link to webpage for MedCCC library)
 - Short-Doyle claims can be submitted daily, weekly, monthly or on whatever timeline counties choose. The primary timeliness requirement is that original claims must be submitted within one year of the month of service.
 - Replacement claims must be submitted within 15 months of the month of service.

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

- » DHCS is in the process of applying checks and will be communicating those standards in upcoming Webinars in 2024
 - 2023 274 Dental data [Slide Presentation](#), updates in September 2024
 - 2023 274 Behavioral Health MHP data [Slide Presentation](#), updates in June 2024
 - 2023 274 Behavioral Health DMC ODS data [Slide Presentation](#), updates in June 2024

Encounter Data Quality

- » Encounter Data is covered in detail [please see slides](#)
- » 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 continues to expand the JSON files
 - Example: Enhanced Care Management/Community Supports (ECM/CS) template file conversion to JSON is progressing in phases (sprints) and is leveraging the Quarterly Implementation Monitoring Report (QIMR) to validate
 - JSON file data is a machine-readable format
 - An open standard file format and data interchange format that uses human-readable text to store and transmit data commonly used in electronic data interchange

Communication

Amy Peterson, MPA

Managed Care Data Support Section Chief

Communication

» Data group mailboxes

- 274 Medical (Physical Health): MCQMDProviderData@dhcs.ca.gov
- 274 Behavioral Health Plans (MHP & DMC-ODS): 274Expansion@dhcs.ca.gov
- 274 Dental: DMCdeliverables@dhcs.ca.gov
- Encounter: MMCDEncounterData@dhcs.ca.gov

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

Next Steps

Amy Peterson, MPA

Managed Care Data Support Section Chief

Communication (cont.)

» Data group mailboxes

- BH Short Doyle: MEDCCC@dhcs.ca.gov
- DHCS Documentation Center Access requests: dataexchange@dhcs.ca.gov
- Technical questions: EDIMDataSupport@dhcs.ca.gov
- MCDSS Webinar Support: MCDSS@dhcs.ca.gov

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

DHCS Data Collection Status

Data Transaction type	Status
Med-Cal Managed Care Plans 274 Provider Network data (274 MCP)	In production
County Mental Health Plans 274 Provider Network Data (274 MHP)	In production
County Drug Medi-Cal Organized Delivery Systems 274 Provider Network Data (274 DMC-ODS)	33% of DMC-ODS plans are in production
Dental Managed Care Plans 274 Provider Network Data (274 Dental)	In production
BH – Short Doyle	In production
Encounter data	In production
Excel Data Templates	In production
MCPD/PCPA JSON file expansion	In production

Resources



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.)



[Services](#)
[Individuals](#)
[Providers & Partners](#)
[Laws & Regulations](#)
[Data & Statistics](#)
[Forms & Publications](#)
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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.

If you would like notifications regarding these and any upcoming webinars, [please click here](#) to Subscribe/Unsubscribe.

Please contact MCDSS@dhcs.ca.gov if you have questions about this webinar series.

Next webinar: April 24, 2024 at 10 a.m. (Annual Address)

Additional Resources and Related Materials

- [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.
- [DHCS Managed Care Data Quality Monitoring Frequently Asked Questions](#)
- [Managed Care Data Quality Webinar Glossary](#)

[Back to the Quality and Measures Reporting page](#)

2024 Webinar Schedule

Month	Topic	Webinar Date	Webinar Materials
January	Semi Annual Data Checks	1/31/2024	Presentation Slides
February	Behavioral Health Short Doyle	2/28/2024	Presentation Slides
March	Excel Data Templates	3/27/2024	Presentation Slides
April	Annual Address	4/24/2024	Available May 2024
May	274 Medical Managed Care Provider Data	5/29/2024	Available June 2024
June	274 Behavioral Health / Mental Health Program Data	6/26/2024	Available July 2024
July	Semi Annual Data Checks	7/31/2024	Available August 2024
August	Encounter Data	8/28/2024	Available September 2024
September	274 Dental Data	9/25/2024	Available October 2024
October	Monthly Data Checks	10/30/2024	Available November 2024
November	274 Behavioral Health / Drug Medi-Cal ODS	11/27/2024	Available December 2024
December	MCPD/PCPA files and expansion	To be determined	Available January 2025

» [Webinar Series Webpage](#)

- Recording/script
- PPT slides deck
- Upcoming Webinar schedule
- Distribution List Subscription Link

» [Frequently Asked Questions](#)

» [Glossary](#)

Survey Monkey of MCPs and Counties

- » Survey Monkey for MCPs and Counties
 - Our team will be reaching out via the listserv beginning of May
- » The webinar page will have a link to the survey
- » Suggestions will be incorporated as possible
- » Questions will be answered or posted in the FAQ page

Upcoming Webinar Schedule

Month	Focus on
April 2024	Annual Address
May 2024	274 Medical Managed Care Provider Data
June 2024	274 MHP
July 2024	Semi Annual Data checks
August 2024	Encounter Data
September 2024	274 Dental

Upcoming Webinar Schedule, (cont.)

Month	Focus on
October 2024	Monthly Data Checks
November 2024	274 DMC-ODS
December 2024	MCPD/PCPA Files and Expansion
January 2025	Semi Annual Data checks
February 2025	BH Short Doyle
March 2025	Quantitative and Qualitative Data Templates

Closing Message

Dr. Eugene Stevenson

Program Data Reporting Division Chief

Questions ?

Thank you!

