

Managed Care Data Quality Monitoring Webinar

Drug Medi-Cal Organized Delivery Systems (DMC-ODS)

Introduction

Amy Peterson, MPA

Managed Care Data Support Section Chief

DHCS Staff

» Speakers

- Dr. Eugene Stevenson
- Amy Peterson
- Jonathan Hall
- Sara Rivera

» Support

- Atif Habib
- Soo Jung Kim
- Samantha Van
- Abiy Gebereselassie
- Briana Saelee

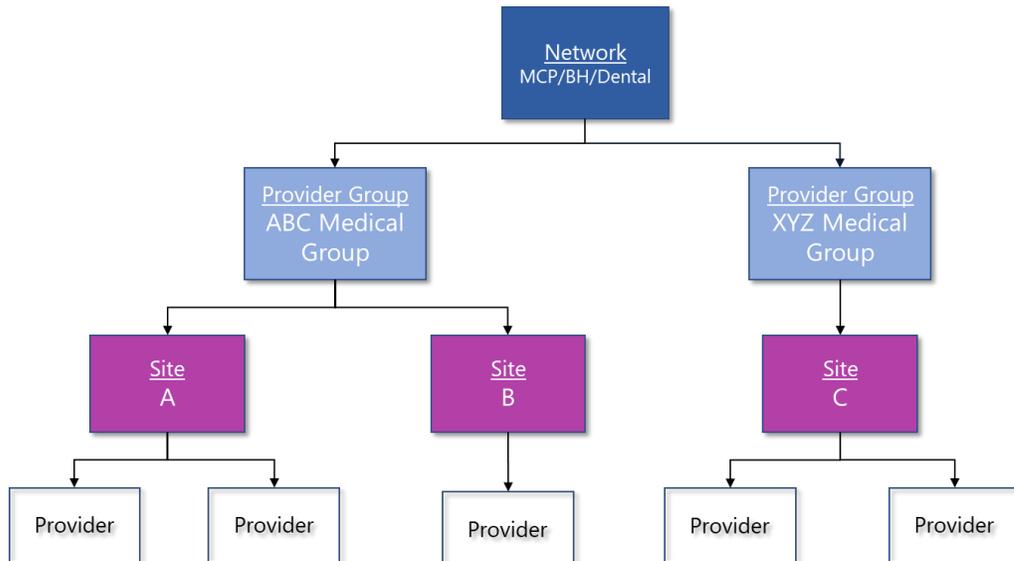
Agenda

- » Data Quality Monitoring Standards and Objectives
- » 274 Expansion to Drug Medi-Cal Counties Managed Care Delivery Systems
- » 274 County DMC-ODS Data Submission Standard & Quality Monitoring
- » Communication
- » Next Steps

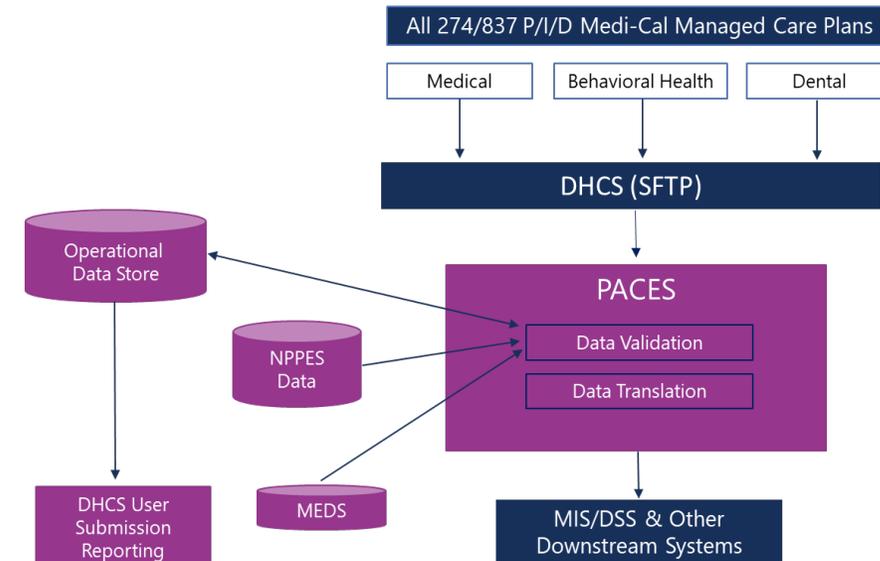
Data Quality Monitoring Objectives

- » Receive and Review EDI Transaction data from MCPs, Counties, and Post Adjudicated Claims and Encounters System (PACES)
- » Monitors the C.A.R.T. of EDI Transaction Data

274 Data Hierarchy



PACES Data Processing Flow



274 Expansion to County Drug Medi-Cal Organized Delivery Systems

Jonathan Hall

Network Adequacy Oversight Unit 3 Chief

DMC-ODS 274 Expansion Status

- » The BHIN 23-042 was released on August 30, 2023, with guidance and compliance deadlines for DMC-ODS Plans to submit provider network data using the 274 standard.
- » The goal of the 274 data exchange is to standardize and enhance provider network data across all DHCS managed care data delivery systems.
- » Adoption of the 274 standard will allow for more "real-time" assessment of Plan provider networks as compared to the current annual certification cycle for network adequacy standards.
- » DHCS also anticipates 274 submissions for the CalAIM Behavioral Health Administration Integration.

DMC-ODS 274 Expansion Status

- » The final 274 Companion Guide for the DMC-ODS Plans was released on 6/26/23 and updated on 8/28/23.
- » DHCS implemented a testing environment on 11/1/23 for plans to submit test transactions. Counties that have completed all testing requirements can begin submitting 274 files in production as early as 12/1/23.
- » DHCS will continue to host monthly workgroups to support counties during this transition.
- » DMC-ODS Plans are expected to transition to the 274 standard by March 2024.

274 County DMC-ODS Current Data Submission Requirements & Quality Monitoring Status

Sara Rivera

274 Behavioral Health Project Manager

Submission Rules

- » Upon completion and DHCS approval of DMC-ODS test results, counties are approved to submit 274 files in production on a monthly basis.
- » 274 files must be submitted to DHCS and accepted between the 1st and the 10th of each month for the previous month's provider network. DHCS encourages plans to submit files early in this timeframe to allow time for data corrections.
- » Plans must confirm via the Validation Response File (VRF) that the 274 file was successfully processed (File Status=Accepted).
- » Plans 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.

Common 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 of the 274 Behavioral Health Companion Guide V2.1. Example:

ALAMEDA-DMC-ODS_D01_274B_20120930_00001.dat

- » **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 Behavioral Health 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 plan 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 and/or the PDSRF is submitted by the 15th.
- » 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.
- » Licensure Type does not align with NPI Health Care Taxonomy code (example Licensure Type = Nurse Practitioner, Taxonomy code=Counselor)
- » Missing NPIs at the Group, Site or Rendering Provider level.
- » Address City/Zip/County mismatch.

Common Quality Issues, (cont.)

- » Invalid or missing Group, Site and Rendering Contract Effective Dates.
- » Incorrect reporting of Site Facility Types (for example, inpatient or residential facilities are reported as outpatient)
- » Missing bed counts for inpatient/residential facilities.
- » American Indian Health Facilities not reported.
- » Site ADA Compliance not reported.
- » Missing Site and Provider foreign language codes or Site Language Line not reported
- » Discrepancies between NACT data submission and 274 data submissions.

274 County DMC-ODS Future Data Quality Monitoring Plan

Dr. Eugene D. Stevenson, III

Program Data Reporting Division Chief

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 DMC-ODS plans
- Each DMC-ODS 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 DMC-ODSs 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 DMC-ODS Data

- Due by the 15th of the month (unlike 837, 274, Managed Care Program Data and Primary Care Provider Assignment, MCPD/PCPA, files which are due by the 10th)

Future Submission Reconciliation Form (SRF), (cont.)

- DMC-ODSs must not include any rejected files in the SRF - Otherwise, the submitted file will be rejected
- DMC-ODSs are expected to review all SRFs for warning messages, even when the file is accepted
- DMC-ODSs must rectify any discrepancy warning messages and resubmit the file

Communication

Amy Peterson, MPA

Managed Care Data Support Section Chief

Communication

- » Data group mailboxes
 - 274 DMC-ODS Related Questions Only: 274Expansion@dhcs.ca.gov
 - Documentation Center Access requests: DataExchange@dhcs.ca.gov
 - Webinar: MCDSS@dhcs.ca.gov
- » If the message is urgent, please mark [URGENT] in subject

County Liaisons & Communication

- » DHCS Liaisons are currently not assigned to the counties for the 274 submissions.
- » Send all questions regarding the 274 DMC-ODS 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.

DMC-ODS Contact Guidelines

- » DMC-ODS is 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.)
- » DMC-ODS should assign a liaison on their end
 - The liaison will distribute as needed internally

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



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.

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

Next webinar: November 29, 2023 at 10 a.m. (274 Behavioral Health / Drug Medical-ODS)

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

» [Webinar Series Webpage](#)

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

» [Frequently Asked Questions](#)

» [Glossary](#)

Reminder

- » **Next webinar (Managed Care Program Data / Primary Care Provider Assignment files and expansion) will be December 13, 2023.**
- » This Monthly Data Quality Monitoring Webinar series is usually held on the last Wednesday of each month.

Upcoming Webinar Schedule

Month	Focus on
November	274 DMC-ODS
December	MCPD/PCPA files and expansion
January	Semi Annual Data checks; Connected to CAPs
February	BH Short Doyle
March	Qualitative Data Templates
April	Annual Address

Upcoming Webinar Schedule, (cont.)

Month	Focus on
May	274 Medical Managed Care Provider Data
June	274 MHP
July	Semi Annual Data checks; Connected to CAPs
August	Encounter Data
September	274 Dental
October	Monthly Data Checks

Questions ?

Thank you!

