

Managed Care Program Data (MCPD) Updates and ECM/CS/CCM JSON Exchange

January 29, 2025

Data Reporting and Monitoring Webinar Series

Introduction

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Research Data Specialist II

Managed Care Data Support Section

Agenda

- » Managed Care Program Data (MCPD) Updates
- » ECM/CS/CCM JSON Exchange
- » Documentation and General Testing Information

DHCS Staff

» Speakers

- Kelli Mendenhall
- Susanna Bishop
- Janet Oto
- Jeff Jennings

» Support

- Amy Peterson
- Alvin Bautista
- Abiy Gebereselassie
- Mei Shan Ng
- Xiaoyan Ma
- Felicia Oropeza
- 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.

Before we move on

- » Today's webinar is being recorded for documentation purposes.
- » The recorded video, script, and presentation materials will be uploaded to [Data Reporting and Monitoring Webinar Series](#).
- » The glossary and FAQs are also updated regularly every month.

Managed Care Program Data (MCPD) Updates

Susanna Bishop, Oversight Reporting Unit

Kelli Mendenhall, Oversight Section

Managed Care Monitoring Branch

Managed Care Quality and Monitoring Division

Managed Care Program Data (MCPD)



The MCPD includes MCP submitted data for grievances, appeals, continuity of care, out-of-network Requests, and medical exemption requests (MERs).



The Managed Care Quality and Monitoring Division (MCQMD) oversees the grievance and appeal system.



MCQMD is updating the MCPD as a result of federal reporting requirements, SB 923, and to further refine the data.



These changes will be available for reporting submissions due in April 2025.

MCPD Outreach

MCQMD sent an overview of MCPD planned updates to our primary and secondary plan contacts on December 20, 2024.

The Health Information Management Division (HIMD) Data Exchange Branch sent a separate email with a copy of the MCPD Technical Documentation to data contacts on December 23, 2024.

MCQMD reviewed all feedback and incorporating updates as necessary or taking back for consideration for the next MCPD update.

Appeal Type Changes

- » Currently, plans report grievance and appeals using a “Benefit Type” and a “Grievance Type”.
- » With this update, plans will report appeals using “Appeal Types”, and “Grievance Types” will only be used for grievances (both appeals and grievances will continue to utilize “Benefit Types.”
- » The current “Appeal Type” (denied, deferred, modified), will be a new data element called “Appeal Reason.”
- » The new “Appeal Type” will mirror the seven federally defined reasons for an adverse benefit determination.

Grievance Type Changes

- » The following grievance types will be removed as they are federally defined as an appeal:
 - Plan's Reduction / Suspension / Termination of Previously Authorized Service
 - Rural Member Denied Out of Network Request
 - Denial of Payment Request
 - Denial of Request to Dispute Financial Liability

- » The following grievance types will be removed as duplicate values (plans should report these grievances with an LTC benefit type):
 - LTC (Long Term Care) – Timely Access
 - LTC (Long Term Care) – Transportation
 - LTC (Long Term Care) – Facility/Provider Grievances
 - LTC (Long Term Care) – Other

Benefit Type Changes

- » The following “Benefit Types” are being added:
 - Gender Affirming Care. This benefit type is being added in response to SB 923. While not technically a Medi-Cal benefit, adding as a benefit type instead of a grievance type will allow for more specific reporting (such as whether the grievance filed is due to plan or provider customer service).
 - Transplants. This benefit type is added due to the carve-in of the transplant benefit.

Benefit Type Changes (cont.)

- » Continuity of Care (CoC) for Covered Services. This benefit type is added to differentiate between the CoC Grievance Type (for providers) and should be used in tandem with an "Appeal Type".
 - Note: The CoC (for Providers) "Grievance Type" should not include the CoC for Covered Services "Benefit Type" and should instead include the applicable benefit the provider is delivering (i.e., Inpatient Physical Health "Benefit Type").
 - This addition does not change reporting of CoC requests.

Questions?

ECM/CS/CCM - JSON Exchange

Janet Oto

IT Specialist, Data Exchange Integration Unit

ECM/CS/CCM JSON Exchange Phases

Phase 3 (Currently in as of 1/29/2025)

Enhanced Care Management (ECM)

- » Care Manager & Provider Facility Details

Phase 4

Community Supports (CS)

- » Member-Level Utilization Details and Closed Loop Referral (CLR) Reporting

Enhanced Care Management (ECM)

- » CLR Reporting & Presumptive Authorization

Enhanced Care Management (ECM)

- » Lead Care Manager Details

Complex Care Management (CCM)

- » Lead Care Manager Details

MCPs will report via *both* JSON and QIMR Excel simultaneously.

ECM/CS/CCM JSON Exchange

Important Information Regarding Phases 3

Phase 3 (currently in as 1/29/2025)

» **Enhanced Care Management (ECM)**

- Care Manager & Provider Facility Details

» **Testing/Staging**

- Starts December 2024 - MCPs report November 2024 data to DHCS by 12/10/24 deadline.

» **Production**

- Starts February 2025 - MCPs report January 2025 data to DHCS by 2/10/25 deadline.

ECM/CS/CCM JSON Exchange

Important Information Regarding Phases 4

Phase 4

» **Community Supports (CS)**

- Member-Level Utilization Details and CLR Reporting. (MCPs will not need to report CLR data to DHCS until 7/1/2025, which will be due 8/10/2025.)

» **Enhanced Care Management**

- CLR Reporting and Presumptive Authorization

» **Testing/Staging**

- Starts May 2025- MCPs report April 2025 data to DHCS by 5/10/25 deadline.

» **Production**

- Starts July 2025 - MCPs report June 2025 data to DHCS by 7/10/25 deadline. (MCPs do not report CLR data in June submissions. MCPs will submit CLR data in the July submissions which is due to DHCS by 8/10/2025.)

ECM/CS/CCM JSON Exchange Important Resources

- » Where can I find resources for Phase 3?
- » [Documentation Center](#)
 - [Technical Document Guide v3.0](#)
 - [Data Dictionary v3.0](#)
 - Have questions about ECM/CS/CCM JSON Exchange, contact the EDIMdatasupport@dhcs.ca.gov mailbox.
 - Need access to the Documentation Center? Please email dataexchange@dhcs.ca.gov.
- » Phase 4 – Draft Technical Document and Data Dictionary will be sent to all MCPs around February 2025 for feedback.

Questions?

MCPD & ECM/CS/CCM Testing Information

Jeff Jennings

Chief, Data Exchange Validation Unit

Testing Objectives & Support

- » PACES test environment is made available for trading partners to test files **at will**
- » DHCS does not assess or review submitted test files – testing is primarily self-assessment
- » DHCS does not create test criteria or thresholds when testing new or updated files
- » DHCS provides limited support regarding test files.
- » Please contact EDIMDataSupport@dhcs.ca.gov for questions regarding errors and testing results

Current Testing Dates/Test Directory Structur

- » Current files to be tested: MCPD 3.05 and ECM/CS/CCM Phase 3
- » Submit ECM/CS and MCPD Test Files to the PACES Test Environment
- » Test environment availability:
 - MCPD: Version 3.05 February 1st, 2025
 - ECM/CS/CCM : Phase 3 – In progress - December 2024. Phase 4: May 2025
- » Example folder structure below:
 - DHCS-PACES/Test/Plans
 - DHCS-PACES/Test/Plans/AcmeHealth/Submit
 - DHCS-PACES/Test/Plans/AcmeHealth/Response

Test CINs

- » Test CINs are provided to allow test files to “pass” the eligibility/enrollment validation. Current Test CIN availability = 5 per plan
- » Test CIN errors may be ignored, unless the error results in a file rejection.
- » Where known, DHCS will provide options to avoid file rejection errors
- » No file rejection errors are expected when using Test CINs for the MCPD or ECM/CS/CCM
- » Test CIN Warnings received when testing either file can be disregarded
- » Test CIN Option (**for JSON files only**) – Plans may use “dummy” CINs.
- » Plan created – must use current CIN format – 8 digits + Alpha character = total of 9 characters

Test Support/Test Directory Structure

» Documentation Center

- [Technical Document Guide v3.0](#)
- [Data Dictionary v3.0](#)
- **ECM/CS/CCM JSON Exchange questions:**
 - EDIMdatasupport@dhcs.ca.gov.
- **MCPD JSON Exchange questions:**
 - EDIMdatasupport@dhcs.ca.gov
- **Need access to the Documentation Center? Please email dataexchange@dhcs.ca.gov.**

Questions?

Communication

Communication

- » Data group mailboxes
 - 274 Medical Provider, Encounter (837I/837P, 837D) data quality reports: DataQualityReportingUnit@dhcs.ca.gov
 - 274 Behavioral Health Plans (MHP & DMC-ODS): 274-BH-DQ@dhcs.ca.gov
 - 274 Dental: DMCdeliverables@dhcs.ca.gov
 - BH Short Doyle: MEDCCC@dhcs.ca.gov
 - LTC/PACE plans: PACECompliance@dhcs.ca.gov
 - DHCS Documentation Center Access requests: dataexchange@dhcs.ca.gov
 - Technical questions, ECM/CS/CCM JSON: EDIMDataSupport@dhcs.ca.gov
 - MCDSS Webinar Support: MCDSS@dhcs.ca.gov
- » If the message is urgent, please mark [URGENT]

Resources

Behavioral Health Managed Care

Resource Emails	Topics
274-BH-DQ@dhcs.ca.gov	274 behavioral Health Plans (Mental Health Plan (MHP) and Drug Medi-Cal-Organized Delivery System (DMC-ODS))
CountySupport@dhcs.ca.gov	<ul style="list-style-type: none">» Behavioral Health Managed Care Plan Annual Report» Behavioral Health 1915 (b) Appeals and Grievance Report
NAOS@dhcs.ca.gov	Behavioral Health Network Adequacy
MEDCCC@dhcs.ca.gov	<ul style="list-style-type: none">» Behavioral Health Short Doyle Claims» Short Doyle Claim Denials/Recoupments

Dental Managed Care

Resource Emails	Topics
DMCdeliverables@dhcs.ca.gov	274 Dental Provider and 837 Encounters
Dental@dhcs.ca.gov	Medi-Cal Dental Information
DentalManagedCare@dhcs.ca.gov	Dental Managed Care

Programs for All-Inclusive Care for the Elderly (PACE) Organizations

Resource Emails	Topics
PACECompliance@dhcs.ca.gov	Program for All-Inclusive Care for the Elderly (PACE) Plan policy and compliance questions
pacecontractmanager@dhcs.ca.gov	<ul style="list-style-type: none">» SFTP Access and changes» PACE Organization onboarding

Medical Managed Care Program

Resource Emails	Topics
MCQMD@dhcs.ca.gov	<ul style="list-style-type: none">» MCPAR Critical Incidences» CMS Requirement for Managed Care Program Annual Report (MCPAR)» Primary Care Provider Assignment (PCPA) Policy» Managed Care Program Data (MCPD)
MCBHOMD@dhcs.ca.gov	Managed Care Plans send Managed Care Plan Annual Reports to DHCS for each delivery system by email to this address
MMCDPMB@dhcs.ca.gov	<ul style="list-style-type: none">» General Inquiries» Medi-Cal Managed Care» Managed Care contract managers
MCODReadiness@dhcs.ca.gov	<ul style="list-style-type: none">» SFTP Access Set Up» Plan Onboarding» Managed Care Contracts

Medical Managed Care Data Quality

Resource Email	Topics
DataQualityReportingUnit@dhcs.ca.gov	<ul style="list-style-type: none">» Medical Managed Care 274 Provider Data file submissions to PACES SFTP and Plan contact updates» Managed Care Program Data (MCPD) file submissions to PACES SFTP and Plan contact updates» Primary Care Provider Assignment (PCPA) Data file submissions to PACES SFTP and Plan contact updates» ECM-CS Plan Contact Updates» 274 Medical Monthly Data Checks (MDC) Reports and Semi-Annual Data Checks (SDC) Reports

Encounter Data Quality

Resource Email	Email Subject Line Topics
<p data-bbox="137 839 970 886">DataQualityReportingUnit@dhcs.ca.gov</p>	<ul data-bbox="1047 501 2440 1215" style="list-style-type: none"><li data-bbox="1047 501 2440 701">» 837 Institutional, 837 Professional, 837 Dental, and NCPDP Encounter file submissions to PACES <i>(does not include questions specific to data feeds, contract requirements, SFTP access changes, or policy questions)</i><li data-bbox="1047 736 2440 836">» Encounter Data Monthly Data Quality Reports (ED Monthly Reports)<li data-bbox="1047 872 2440 972">» Encounter Data Reporting Status Updates and Plan Contact Changes<li data-bbox="1047 1008 2440 1051">» Quality Measures for Encounter Data (QMED) Report Cards<li data-bbox="1047 1086 2440 1129">» Encounter Data Validation Testing<li data-bbox="1047 1165 2440 1208">» Monthly PADs/HCPSC List

Technical Support

Resource Emails	Topics	Resource Emails	Topics
DataExchange@dhcs.ca.gov	<ul style="list-style-type: none"> » Technical Assistance with Submitting a JSON file » DHCS Documentation Center access » Excel Data Template questions that Data Collection Unit (DCU) handles 	CaAIMECMILOS@dhcs.ca.gov	<ul style="list-style-type: none"> » ECM/CS/CCM JSON Exchange » Monitoring and compliance oversight of Managed Care Plans' implementation of the new ECM/CS benefits
EDIMDataSupport@dhcs.ca.gov	Technical Questions related to Data Feed, ECM/CS/CCM JSON	MCDSS@dhcs.ca.gov	Data Reporting and Monitoring Webinar Technical Support

Next Webinar Preview

- » **For February, we will focus on the Quality Measures for Encounter Data (QMED 2.0) Refresh Project and Encounter Data Improvement Project (EDIP) planning efforts.**
- » Meeting Information
 - Date: February 26th, 2025
 - Time: 10 a.m. to 11 a.m.

Thank you!

Please send any questions and comments about the webinar series or this event to MCDSS@dhcs.ca.gov

