

OPWDD Quality Monitoring in Managed Care - Draft

In June 2013, OPWDD began internal discussions (under the guidance of consultant/actuary Optumas) to design the implementation of managed care. These intensive sessions, also known as Joint Application Design/Development Sessions (JADs), involved staff across OPWDD and ITS. As part of this effort, OPWDD developed proposed measures for assessing quality including compliance with CMS waiver assurances and DISCO oversight.

Performance Area	Measure/Benchmark	Source
Waiver Measures	<ul style="list-style-type: none"> • Administrative Oversight • Level of Care • Service Planning • Qualified Provider • Health and Welfare • Financial Accountability 	OPWDD DQI Survey/Protocol DQI Survey/Protocol DQI Survey/Provider Agreement Renewal DQI Survey/IRMA/RIA/MHL 16.34 Database/Mortality Review TABS/DOH ISP Sample (Off-site Record Review)/eMedNY/OAS/OMIG
	<ul style="list-style-type: none"> • Schedule, Choice of Roommate, Employment, Services/Supports Meet Individuals Needs • Supportive Employment/Sheltered Workshops, Self Direction • Health/Preventative Health Screenings, Physician Visits • Timeliness to be Served • CQL POMs - % DISCOs Implement CQL POMs as a Component of QI Plan in Accordance with OPWDD Contract Requirements 	National Core Indicators (NCI) OPWDD HCBS Settings Assessment eMedNY/Encounter Data/TABS eMedNY/Encounter Data/CAS EISP/Encounter Data DISCOs/EQRO Validation and/or OPWDD Review

Satisfaction Survey (DISCO Oversight)	<ul style="list-style-type: none"> • Access: <ul style="list-style-type: none"> – % Sampled Reported Receiving Information in Own Language • Satisfaction: <ul style="list-style-type: none"> – Service Coordinator/Care Coordinator Provides Needed Help – Service Coordinator/Care Coordinator is Responsive – Service Coordinator/Care Coordinator is Respectful – Person Likes/Is Satisfied with Service Providers • Rights: <ul style="list-style-type: none"> – % of DISCO Enrollees Sampled Informed of and Understand Their Grievance and Appeals Rights 	Maximus/OPWDD
Care Coordination Review (DISCO Oversight)	<ul style="list-style-type: none"> • Choice: <ul style="list-style-type: none"> – % Sampled Reported Having Choice of Service Providers in DISCO Network for Each Waiver Service in Their Plan – % Sampled Reporting Having Option to Change Lead Care Coordinator • Rights: <ul style="list-style-type: none"> – % of DISCO Enrollees Sampled Informed of and Understand Their Grievance and Appeals Rights (Year 2) 	DQI Care Coordination Review
CAS/CCDD (EISP)- (DISCO Oversight)	<ul style="list-style-type: none"> • Access: <ul style="list-style-type: none"> – % of DISCO Enrollees with Care Plans Developed within 20 Days of DISCO Enrollment • Preventative Health/Safety: <ul style="list-style-type: none"> – % of Enrollees with Preventative Visits in Past Year (Physical, OB/GYN, Dental, Flu Vaccine) – DISCO Implementation of CQL POMs • Timeliness to Be Served: <ul style="list-style-type: none"> – New Service Documented in ISP/EISP versus Timeframe to Receive Services (First Encounter) 	CAS/CCDD (EISP)/Encounter Data
NCI (DISCO Oversight)	<ul style="list-style-type: none"> • To be determined which specific NCI measures would be selected 	HSRI