



August 11, 2015

Normative Letter 08-11-2015

**TO ALL CONTRACTED MANAGED CARE ORGANIZATIONS  
 UNDER THE GOVERNMENT HEALTH PLAN**

Re: Quality Improvement Procedure Manual

**I. GENERAL INSTRUCTIONS**

In the month of June 2015, the Planning and Quality Affairs Office issued a revised version of the Quality Improvement Procedure Manual (QIP) to all contracted Managed Care Organizations (MCOs). The revised version of the QIP manual was discussed in detail with each of the contracted MCOs. The QIP Manual establishes the specific performance indicators and expected outcomes for each of the categories measured under the QIP as described in article 12 of the current Government Health Plan (GHP) contract. A new revised version of the Manual, taking into consideration the discussion and comments of all contracted MCOs during the individual meetings, was recently sent to CMS. ASES is awaiting final approval from CMS. All MCOs shall be aware that in the event that CMS requests any sort of modifications to the Manual, ASES will proceed to make the requested changes and a new version of the Manual will be notified in a timely manner to all MCOs.

This Normative Letter 08-11-2015 has the purpose of informing all MCO's the terms and conditions of the implementation of the reporting package tied to the QIP. This letter also includes a time table for the submission of the pertinent reports to ASES and the appropriate response to each MCO as described in section 22.3 of the GHP contract.

The MCO is required to submit to the Planning and Quality Affairs Office the reports described in the QIP on a quarterly basis. An Excel workbook will be provided as a separate attachment for submission to ASES. All data must be entered in the Excel workbook. The MCO shall enter the name of the reporting entity and the reporting period on the top portion of the first worksheet. The MCO shall provide data for each region in a separate tab. The reporting period and the incurred service of the reporting period shall be entered as illustrated below:

<b>MCO:</b>	<b>Region :</b>
<b>Quarter Reporting Date:</b>	
<b>Quarter Incurred Service Date:</b>	

Dirección Postal:  
 P.O. Box 195661  
 Río Piedras, P.R.  
 00919-5661

Dirección Física:  
 1571 Calle ALDA, Urb Caribe  
 Río Piedras, PR 00926-2712

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 (787) 474-3300  
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## II. RETENTION FUND TIMEFRAMES AND COMPLIANCE PERCENTAGE

ASES will withhold on a monthly basis a portion of the annual PMPM otherwise payable to the MCO in order to incent the MCO to meet performance targets under the Quality Incentive Program. On a monthly basis, ASES will maintain a retention fund according to the following timeframes:

Time Period (Relative Effective Date of Contract Term)	Retention Fund Percentage (RFP)	Performance Measures	Preventive Clinical Programs	Emergency Room Use Indicators
4/1/2015 through 12/31/2015	0 % <sup>1</sup> (9 month baseline)	N/A	N/A	N/A
1/1/2016 through 6/30/2016	1% of PMPM	40% of RFP	20% of RFP	40% of RFP
7/1/2016 through 6/30/2017	2% of PMPM	40% of RFP	20% of RFP	40% of RFP

ASES shall determine if the MCO has met the applicable performance objectives for each measure for that period. The evaluation result and compliance will determine the percent to be disbursed to the MCO as described in the following table:

Compliance Percent	Disbursement Percentage of monthly PM/PM
100-90%	100 %
89-80 %	75%
79-70%	50%
69 % and below	0%

## III. EVALUATION AND POINT DISTRIBUTION

The evaluation process of the QIP is divided in three categories; i) Performance Measures, ii) Preventive Clinical Programs and iii) Emergency Room Quality Initiative Program. This evaluation methodology has been developed to meet the requirements established in section 22.3 of the GHP Contract. The scale of values determined by ASES is divided in three levels:

- **Met (2)** – The response is complete and meets and exceeds all requirements established in the QIP Manual.
- **Needs Attention (1)** – The response is incomplete but responsive.
- **Fails (0)** – The response is incomplete and does not meet the requirements established in the QIP Manual.

The point distribution by program is as follows:

<sup>1</sup> From April 1<sup>st</sup> through December 31<sup>st</sup>, 2015 ASES will not withhold a retention fund. This period will be used as a grace period to determine baseline data for each QIP initiative. Beginning on January 2016 a 1% (one percent) Retention Fund withholding will be activated until June 2016. Please refer to the Retention Fund Timeframes Table for a description of the withholdings up to June 2017.

Program	Target	Points
Performance Measures	See QIP Manual	16 points
Preventive Clinical programs	See QIP Manual	58 points
ER Quality Initiative Program	See QIP Manual	4 points
<b>Grand Total points</b>		<b>78 points</b>

#### IV. REPORTING TIMEFRAMES

The established submission dates for reports is as follows:

	Submission	Incurred Service
<b>Q1 First report</b>	September 2015	Baseline: Data analysis from 1/1/2013 – 12/31/2014
<b>Q2 Second report</b>	October 2015	April 2015-June 2015
<b>Q3 Third report</b>	January 2016	July 2015-Sept. 2015
<b>Q4 Fourth report</b>	April 2016	October 2015- Dec. 2015
<b>Q5 Fifth report</b>	July 2016	January – March 2016
	September 2016	April-June 2016

If you have any questions, please contact Maritza Espada at extension 1124 or Christopher Orozco at extension 1127.

Cordially,



Yamilca Ortiz Carrión

Director

Planning & Quality Affairs Department