



Centennial Care Reporting Instruction CAHPS Results Report – Report #25

Related Contract Requirements

1. Section 4.12.5 – Member Satisfaction Survey
2. Section 4.21 – General Requirements
3. Section 7.3.5 – Liquidated Damages/Penalties Chart
4. Member Satisfaction Survey – Report #33

Attestation and Penalties

The Managed Care Organization (MCO) shall ensure that all data is accurate and appropriately formatted in the report prior to submitting the report. Per Section 7.3 of the Centennial Care contract, failure to submit accurate reports and/or failure to submit properly formatted reports in accordance with the contract may result in liquidated damages of \$5,000 per report, per occurrence.

The MCO shall include a signed attestation with each report. Failure to submit a signed attestation form by the report due date will result in the entire report being late. Per Section 7.3 of the Centennial Care contract, failure to submit timely reports in accordance with the contract may result in liquidated damages of \$1,000 per report, per calendar day. The \$1,000 per calendar day damage amounts will double every ten calendar days.

Instructions

The MCO is required to submit the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Results Report on an annual basis. This report is due on **October 15th** of each year for the prior year. An electronic version of the CAHPS® Results Report must be submitted to HSD. The CAHPS® Results Report shall be submitted via the State's secure DMZ FTP site. The date of receipt of the electronic version will serve as the date of receipt for the report.

The MCO shall submit the electronic version of the report with file name: MCO.HSD25.CY##-CY##.v#. **Change the reporting calendar year (e.g., CY15-CY16) and the version number (e.g., v1) as appropriate.**

Annually, NCQA publishes HEDIS® (The Healthcare Effectiveness Data and Information Set) standardized measures that specify how MCOs collect, audit, and report performance information. One of the publications specifies survey measures, which include surveys and protocols for the CAHPS® survey. The publication includes technical specifications, survey questionnaires, and standardized protocols required for data collection and accompanying correspondence. The MCOs shall use these detailed publications to report CAHPS® survey results to HSD. The publications provide updates to the criteria as needed.

The MCO CAHPS® Results Report should include the following:

1. A signed attestation in accordance with the *Attestation and Penalties* section above. This attestation shall also include an analysis as defined by Section 4.21 of the Centennial Care contract.
2. Quantitative data and any qualitative data collected according to HEDIS® technical specifications for CAHPS® surveys. This data must be reported to HSD in a PDF searchable document.
3. Final CAHPS® reports for measurements related to adults, children, and children with chronic conditions.