



## Centennial Care Reporting Instructions Activities of Advisory Boards – Report #27

### Related Contract Requirements

1. Section 4.12.1 – Native American Advisory Board
2. Section 4.12.2 – Member Advisory Board
3. Section 4.21 – Reporting Requirements
4. Section 7.3 – Failure to Meet Agreement Requirements

### Attestation and Penalties

The 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 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 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 day damage amounts will double every ten calendar days.

### Instructions

The managed care organization (MCO) is required to convene, at minimum, quarterly meetings of the Member Advisory Board (general MCO membership) and the Native American Advisory Board (membership is appointed by the New Mexico Tribes) for the purposes of seeking advice regarding services (e.g., behavioral health, physical health and long-term services and supports), addressing concerns, and improving communication. For the purposes of this report “Advisory Board” is used when referring to all types of MCO Advisory Boards. This includes subgroups of the Member Advisory Board (behavioral health, self-directed, etc.). The MCO must follow this guidance for all Advisory Board meetings.

The Native American Advisory Board should consist of a mix of I/T/U representatives. The Member Advisory Board should consist of members representing all Centennial Care populations, family members, and providers.

The MCO must submit the Activities of Advisory Boards report on a semi-annual basis. This report is due on July 31, and January 31, of each year. Please adhere to the following reporting periods and due dates:

Submission	Reporting Period	Report Due Date
1	January 1 – June 30	July 31
2	July 1 – December 31	January 31

Although this report is only due semiannually, the information from all Advisory Board meetings needs to be available ten (10) calendar days following the meeting date in the event HSD needs to request it from the MCO prior to the next report submission. An electronic version of the Activities of Advisory Boards report must be submitted to the New Mexico Human Services Department (HSD). The Activities of



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Advisory Boards 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 the following file name labeling format: MCO Name.HSD27.SA1CY15.v1. With each report submission, please change the reporting period reference (e.g., SA1), the calendar year (e.g., CY15), and the version number (e.g., v1), as appropriate. Because this report is to be submitted on a semi-annual basis, reference to SA1 should be made in the file name for the report submission due July 31, and SA2 should be used for the report submission due January 31.

The Activities of Advisory Boards report must have three distinct sections in the report, containing information for each of the different Advisory Boards and related subgroups:

1. Member Advisory Board (general MCO membership);
2. Native American Advisory Board (membership is appointed by the New Mexico Tribes); and
3. Subgroups of the Member Advisory Board (behavioral health, self-directed, etc.). If the MCO has more than one subgroup, please include a subsection in the report for each subgroup.

The MCO shall submit for review an Activities of Advisory Boards report that at a minimum includes the following information for all activity within the reporting period for each Advisory Board and subgroup:

- a) A meeting agenda;
- b) Minutes of each Advisory Board meeting held that should include at a minimum:
  - i. The date of the meeting and location;
  - ii. Participant names and tribal affiliation (for Native American Advisory Board meetings), as well as demographic information, including such as, race, gender, and membership in special population if applicable;
  - iii. Record of which participants contributed in the meeting;
  - iv. Description of topics discussed;
  - v. A summary on decisions made and steps going forward;
  - vi. Action items and/or recommendations to the MCO and/or HSD; and
  - vii. The date, time, and location of the next meeting.
- c) A copy of documents and materials discussed during the meeting;
- d) Description of how the MCO achieves equitable representation of:
  - i. Its members in terms of race, gender, and special populations; and
  - ii. Meeting locations considering New Mexico's geographic areas.



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- e) A summary of the MCO's approach to invite members to its meetings (including Native American members and Tribal leaders for Native American Advisory Board meetings);
  - i. Include a description of how notice for the meeting was delivered to Advisory Board members and for the Native American Advisory Board, how invitations were delivered to Native American representatives specifically (those individuals identified by the New Mexico Tribes to participate on the Native American Advisory Board).
  - ii. If there is a lack of representation and/or membership for more than two consecutive meetings, the MCO must address how it will recruit, train, and retain membership.
- f) A description of how the MCO will share the information from the meetings with the general membership of the Advisory Board; and
- g) A description of how the MCO will use the information to inform program changes and improvements and how the MCO will report resolution back to the Advisory Board.