


Letter of Direction #26

Date: January 31, 2020
To: Centennial Care 2.0 Managed Care Organizations
From: Nicole Comeaux, Director, Medical Assistance Division 
Subject: Quarterly Care Coordination Performance Standards
Title: Care Coordination Performance Standards

The purpose of this Letter of Direction (LOD) is to inform the Centennial Care 2.0 Managed Care Organizations that performance standards outlined in sections 4.4.13.2.1.1, 4.4.13.2.1.2 and 4.4.13.2.1.3 of the Medicaid Managed Care Services Agreement are revised for Calendar Year (CY) 2020. The MCOs are instructed to follow the revised referenced contract sections below when determining timeliness for these specified care coordination activities.

4.4.13.2.1 The CONTRACTOR shall ensure that care coordination activities are occurring timely and are meeting the following performance standards on a quarterly basis:

4.4.13.2.1.1 Eighty-five percent (85%) of HRAs are completed with Members (excluding Unable to Reach (UTR), Difficult to Engage (DTE) and Refused Care Coordination (RCC) Members) who are newly enrolled in Centennial Care within thirty (30) Calendar Days of enrollment notification to the CONTRACTOR. Eighty-five percent (85%) of HRAs are completed with Members (excluding UTR, DTE, RCC members) who are not in CCL2 or CCL3 and have a change in health condition that requires a higher level of Care Coordination within thirty (30) Calendar Days of the CONTRACTOR's notification of the change in condition.

4.4.13.2.1.2 Eighty-five percent (85%) of CNAs (excluding for Members categorized as DTE, UTR or RCC) are completed within contract timeframes as stated in Section 4.4.5.2.2, 4.4.6.3.9 and 4.4.7.3.6 of this Agreement.

4.4.13.2.1.3 Eighty-five percent (85%) of CCPs are developed and authorized within fourteen (14) Business Days of completion of the initial CNA, unless the Member is in a Treat First model of care, as stated in Section 4.4.9.2.1 of this Agreement, and eighty-five (85%) of CCPs are updated within five (5) business days of a semi-annual and annual CNA, as stated in Section 4.4.9.2.1 and 4.4.9.10 of this Agreement.

This LOD will sunset with the next iteration of the Medicaid Managed Care Services