

<b>CO Contractor Information Management</b>	
<b>Manage Contractor Information</b>	
<b>Item</b>	<b>Details</b>
<b>Description</b>	<p>The <b>Manage Contractor Information</b> business process is responsible for managing all operational aspects of the Contractor (e.g., managed care, at-risk mental health or dental care, primary care physician, Recovery Audit Contractor (RAC)) data store. This business process receives a request for addition, deletion, or modification to Contractor information, validates the request, and applies the instruction.</p> <p><b>NOTE:</b> Requires billing agents, clearinghouses, or other alternate payees (as defined by the Secretary) to register with Medicaid agency.</p>
<b>Trigger Event</b>	<p>Environment-based Trigger Events:</p> <ul style="list-style-type: none"> <li>• Receive request to create, inquire, delete, or modify contractor information from authorized individuals via email, mail, facsimile, telephone or web.</li> <li>• Receive request to verify contractor information from authorized external parties.</li> </ul>
<b>Result</b>	<ul style="list-style-type: none"> <li>• The State Medicaid Agency (SMA) creates, inquires on, deletes, or modifies contractor information.</li> <li>• Alert sent to notify Health Insurance Exchange (HIX) of provider network modification information.</li> <li>• Alert sent to notify insurance affordability program of provider network modification.</li> <li>• Alert to <b>Manage Contractor Communication</b> business process to notify contractor of relevant modifications.</li> <li>• Tracking information as needed for measuring performance and business activity monitoring.</li> </ul>
<b>Business Process Steps</b>	<ol style="list-style-type: none"> <li>1. <b>START:</b> Receive request from authorized individuals or agencies to create, inquire, delete or modify contractor information.</li> <li>2. Agency logs request for contractor information.</li> <li>3. Validate information submitted is correct and as complete as possible. Information complies with syntax criteria and requestor has completed all required fields.</li> <li>4. Validate authorization of requestor to acquire contractor information.</li> <li>5. Find appropriate contractor.</li> <li>6. Create, inquire, delete or modify relevant contractor information.</li> <li>7. Send alert to notify Health Insurance Exchange (HIX) of provider network modification.</li> <li>8. Send alert to notify insurance affordability program of provider network modification.</li> <li>9. Send alert to <b>Manage Contractor Communication</b> business process to notify provider of relevant modifications.</li> </ol>

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	<b>10. END:</b> The SMA creates, inquires on, deletes, or modifies contractor information.
<b>Shared Data</b>	Contractor data store including contract information
<b>Predecessor</b>	<i>Manage Contract</i> <i>Close Out Contract</i>
<b>Successor</b>	<i>Perform Contractor Outreach</i> <i>Manage Contractor Grievance and Appeal</i> <i>Manage Contractor Communication</i> <i>Manage Data</i>
<b>Constraints</b>	Information requirements and data structures for the contractor data store may differ from state to state.
<b>Failures</b>	<ul style="list-style-type: none"> <li>• The SMA cannot find contractor information.</li> <li>• The SMA cannot respond to a request (e.g., cannot change tax ID because it would change the contracted entity).</li> <li>• Validation failed (e.g., address is not a legal address).</li> <li>• Contract provides incomplete information (e.g., missing required information elements).</li> </ul>
<b>Performance Measures</b>	<ul style="list-style-type: none"> <li>• Timeliness to complete process = within ____ days</li> <li>• Accuracy with which changes are applied = ____%</li> <li>• Consistency of decisions and disposition = ____%</li> <li>• Error rate = ____% or less</li> </ul>