

PL Health Plan Management	
Manage Performance Measures	
Item	Details
Description	<p>The <b>Manage Performance Measures</b> business process involves the design, implementation, and maintenance of mechanisms and measures the State Medicaid Agency (SMA) uses to monitor the business activities and performance of the State Medicaid Enterprise's business processes and programs. This includes the steps involved in defining the criteria by which the SMA measures activities and programs (e.g., Consumer Assessment of Healthcare Providers and Systems (CAPHS) and Healthcare Effectiveness Data and Information Set (HEDIS) measures). This business process develops the reports and other mechanisms that it uses to track activity and effectiveness at all levels of monitoring. Business Intelligence analysis (i.e., historical, current and predictive views of business operations) occurs within this process.</p> <p>Examples of performance measures and associated reports may be things such as:</p> <p><i>Goal:</i> The SMA makes prompt and accurate payments to providers.  <i>Measurement:</i> Pay or deny 95% of all clean claims within 30 days of receipt.  <i>Mechanism:</i> The SMA generates weekly report on claims processing timelines.</p> <p><i>Goal:</i> Accurately and efficiently, draw and report funds in accordance with the federal Cash Management Improvement Act (CMIA) and general cash management principles and timeframes to maximize non-general fund recovery.  <i>Measurement:</i> Draw 98% of funds with the minimum time allowed under CMIA.  <i>Mechanism:</i> The SMA generates monthly report on funds drawn.</p> <p><i>Goal:</i> Improve health care outcomes for Medicaid members.  <i>Measurement:</i> Reduce emergency room visits by ten percent by assigning a primary care case manager.  <i>Mechanism:</i> The SMA generates monthly report comparing emergency room usage by member for the period prior to and after Primary Care Case Managers (PCCM) assignment.</p>
Trigger Event	<p>Environment-based Trigger Events:</p> <ul style="list-style-type: none"> <li>• Receive request to revise or develop new performance measures and/or reporting.</li> <li>• Notification of a periodic review of measures and/or reporting is due.</li> <li>• Receive notification for executing a periodic monitoring activity.</li> <li>• Receive notice describing an incident requiring monitoring.</li> </ul>
Result	<ul style="list-style-type: none"> <li>• Update to the criteria, mechanisms, and/or reports utilized to monitor performance measures.</li> <li>• Produce reporting related to the incident analysis or periodic monitoring results.</li> <li>• Tracking information as needed for measuring performance and business activity monitoring.</li> </ul>
Business Process Steps	<ol style="list-style-type: none"> <li>1. <b>START:</b> Receive request or reach scheduled review time.</li> </ol>

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	<ol style="list-style-type: none"> <li>2. Review existing performance measures and reports.</li> <li>3. Revise, delete or add to existing measures and reports.</li> <li>4. Produce updated definition of performance measures.</li> <li>5. Monitor business activity against established performance measures.</li> <li>6. Assess resulting information with business intelligence methods (i.e., historical, current and predictive views of business operations).</li> <li>7. Produce reporting.</li> <li>8. <b>END:</b> Disseminate information to designated members (e.g., individuals or business processes).</li> </ol>
<b>Shared Data</b>	Business Activity data store including performance information (e.g., CAPHS and HEDIS measures)
<b>Predecessor</b>	<p><b>NOTE:</b> Any MITA business process could be a predecessor to any performance monitoring activity depending on the performance measures.</p> <p><i>Develop Agency Goals and Objectives</i></p> <p><i>Maintain Program Policy</i></p> <p><i>Maintain State Plan</i></p> <p><i>Manage Health Plan Information</i></p> <p><i>Identify Utilization Anomalies</i></p> <p><i>Manage Compliance Incident Information</i></p>
<b>Successor</b>	<p><i>Send Outbound Information</i></p> <p><i>Manage Health Plan Information</i></p> <p><i>Formulate Budget</i></p> <p><i>Establish Compliance Incident</i></p> <p><i>Manage Data</i></p> <p><i>Develop Agency Goals and Objectives</i></p> <p><i>Maintain Program Policy</i></p> <p><i>Maintain State Plan</i></p>
<b>Constraints</b>	The SMA will comply with federal and state regulations. Business intelligence tools have different abilities depending on the tool utilized and technical configuration.
<b>Failures</b>	<ul style="list-style-type: none"> <li>• Inability to access relevant information.</li> </ul>
<b>Performance Measures</b>	<ul style="list-style-type: none"> <li>• Time to complete the process = within ____ hours, ____ minutes</li> </ul>

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	<ul style="list-style-type: none"><li>• Accuracy with which State Medicaid Enterprise applies updates</li><li>• Consistency with which State Medicaid Enterprise applies updates</li><li>• Error rate = ___%</li><li>• Effectiveness of performance measures</li><li>• Ease of implementation of performance measures</li></ul>