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# Florida Medicaid Quality Performance Report Cards

August 2007 MMIS Conference

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Florida Agency for  
Health Care Administration

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# Using Report Cards as the Measures of Performance

- The “Carrot or Stick” Approach?
  - Defining the Specifics to be Measured
  - Budgeting for the “Carrot” Approach
  - Addressing and Measuring the Standards
  - Resolving Possible Disputes
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# Report Cards

- An additional \$100,000 quality payment is available to the fiscal agent each month.
  - Payment methodology designed to improve fiscal agent commitment to quality performance.
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## Values to the State:

- Improve the quality of the fiscal agent performance.
  - Document performance levels in all critical areas.
  - Improve the management of the fiscal agent contracts.
  - Get more value for administration of the Medicaid program.
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# Developing the Report Cards

- The fiscal agent and the state worked together to determine mission critical areas to measure performance.
  - Many report card items are taken straight from the contract.
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- There are eight report cards done on a monthly basis.
  - Each report card has a dollar value of \$10,000 or \$15,000.
  - Each report card has items that total 100 points.
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# Report Cards and Values

- Provider Enrollment  
\$15,000
  - Systems I  
\$15,000
  - Systems II  
\$15,000
  - Claims Operations  
\$15,000
  - Customer Service  
\$10,000
  - Administration  
and Operations  
\$10,000
  - Financial  
\$10,000
  - Recipient Process  
\$10,000
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	A	B	C	D	E	F	G	H
1	<b>REPORT CARD -- FINANCIAL COMPLIANCE</b>						<b>Audit Month: November 2006</b>	
2	<b>Medicaid Payment Cycle</b>	<b>Scoring</b>	<b>Possible Points</b>	<b>ACS Points</b>	<b>MCM Points</b>	<b>FINAL</b>	<b>Comments</b>	
3	I. Banking Associate must enter correct system check number for the each payment cycle. The check number range must correspond with the check report generated from the payment cycle.	Pass/Fail	10					
4	II. Print checks within 4 business hours of receiving Agency approval of the payment cycle.	Subtract 3 points for each full week in a month that the checks are not printed within 4 hours.	10					
5	III. Create/modify/transmit EFT file by the Agency established deadline.	Subtract 3 points for each full week in a month that the file is not transmitted by the deadline.	10					
6	IV. Checks must be delivered to or made available to the U.S. Postal Service within 1 workday of authorization from Medicaid Contract Management.	Subtract 3 points for each full week in a month that the checks are not delivered within 1 workday.	10					
7	<b>Special Pulls</b> (Sample Size: 5 Random Samples from Special Pull File)							
8	I. Special pulls will follow all operational/desk level procedures and must have support documentation.	Subtract 1 point from 5 for each special pull that does not follow procedures and required documentation.	5					
9	<b>Manual Check Control</b> (Sample Size: 20% review of all manual checks issued in a month)							
10	I. Manual Checks will follow all operational/desk level procedures before and after issuance as indicated in the approved Banking Operations Procedure.	Subtract 5 points from 20 for each manual check where the required procedures were not followed.	20					
11	<b>Financial File Maintenance</b> (Sample Size: 50% of all liens and levies in a month. If less than 10 in a month, review 100%)							
12	I. Processing of Liens and levies within 1 workday of receipt to determine the timeliness and accuracy of the provider file update. (MCM 8743-01 exceptions must have sufficient documentation of processing efforts)	Subtract 1 point from 10 for each lien and levy not worked correctly within 1 workday.	10					
13	<b>Bank Reconciliation</b>							
14	I. Completion of bank reconciliation within 30 days of the account statement and reconciliation reports from the financial institution and with \$0.00 reconciled difference.	Pass/Fail	25				<u>Note:</u> Points are awarded monthly prior to receipt of the reconciliation due to the time frame needed to complete. If the reconciliation is not approved by the Agency, the points may be removed and the total score will be corrected.	
15								
16	<b>Total Points</b>		100	0	0	0		
17	<b>Effective 11/01/2006</b>							
18	Card Value: \$10,000							
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# Scoring

- 94 to 100 points = 100% of the monthly report card value.
  - 86 to 93 points = 50% of the monthly report card value.
  - 78 to 85 points = no payment.
  - 70 to 77 points = corrective action plan required and 50% of the report card value deducted as a penalty.
  - Below 70 points = corrective action plan required and 100% of the report card value deducted as a penalty.
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# Report Card Process

- The fiscal agent Quality Management (QA) Unit prepares the report cards.
  - The state approves all of the procedures and sampling processes used by the QA unit.
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- The state receives the completed report cards and all back up documentation.
  - The state approves the score or returns with rebuttal of scores.
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# Bonus Payments

- Each quarter the scores for the months are calculated.
  - Payments and penalties determine the quarterly payment.
  - The fiscal agent invoices the state.
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Report Card (Sample)		October			November			December		Quarterly Totals
		Score	Payment		Score	Payment		Score	Payment	
Application Process <b>\$15,000</b>	0	85	\$0	0	83	\$0	-0.5	74	(\$7,500)	(\$7,500)
Customer Service <b>\$10,000</b>	1	99	\$10,000	0.5	87	\$5,000	1	94	\$10,000	\$25,000
Admin and Operations <b>\$10,000</b>	0	84	\$0	1	98	\$10,000	0.5	87	\$5,000	\$15,000
Claims Payment <b>\$15,000</b>	1	95	\$15,000	1	95	\$15,000	0.5	87	\$7,500	\$37,500
Financial Compliance <b>\$10,000</b>	1	100	\$10,000	1	95	\$10,000	-1	70	(\$10,000)	\$10,000
Recipient Process <b>\$10,000</b>	0.5	89	\$5,000	0.5	90	\$5,000	1	94	\$10,000	\$20,000
Systems I <b>\$15,000</b>	1	99	\$15,000	1	97	\$15,000	1	96	\$15,000	\$45,000
Systems II <b>\$15,000</b>	0.5	88	\$7,500	1	96	\$15,000	0.5	87	\$7,500	\$30,000
<b>TOTAL</b>			<b>\$62,500</b>			<b>\$75,000</b>			<b>\$37,500</b>	<b>\$175,000</b>

# Score Trending Tools

