

Task Order #YH2x-xxxx

TO BE PROVIDED UNDER

CONTRACT NUMBER: **YH24-0002 External Quality Review Organization (EQRO)**
CONTRACTOR NAME: (Contractor's Name)
(Contractor's Address)
(Contractor's Email)

ISSUE DATE: **Month Day, 202x**

QUESTIONS DUE DATE: **Month Day, 202x, on AHCCCS Q&A Form by 3:00 PM MST**

RESPONSE DUE DATE: **Month Day, 202x, by 3:00 PM MST**

PROCUREMENT OFFICER: xxxxxxxxx Senior Procurement Specialist
AHCCCS Division of Business and Finance
801 E. Jefferson
Phoenix, AZ 85034
Procurement@azahcccs.gov

1. **PROJECT TITLE** CY 2022 Performance Improvement Project (PIP) Validation and Reporting

2. **PROJECT TIMELINE** Executed Task Order – Month Day, 202x

3. **PROJECT CONTACT** (Name of Project Contact)
(Title of Project Contact)
Division of Health Care Management 801 E. Jefferson
Phoenix, AZ 85034
602.417.xxx (Office)
Email

4. **PURPOSE:**
The purpose of this project is to comply with 42 CFR 438, Subpart E, which requires that the State Medicaid agencies contract with qualified outside entities, External Quality Review Organizations (EQROs), to validate required performance improvement projects (PIP) underway during the previous 12 months.

5. **RESPONSIBILITIES/TASKS**
The Contractor shall:

- 5.1. Review the current PIP Template and assist AHCCCS with the preparation and update of its PIP Report templates, that will be utilized for MCO-level reporting for fifteen (15) Managed Care Organizations (MCOs), including any reporting addendum(s) that may be needed to appropriately reflect new requirements.
- 5.2. Propose a process for validating AHCCCS-Mandated and MCO Self-Selected PIPs, that considers AHCCCS' needs and feedback. The proposed process shall be implemented following approval from AHCCCS.
- 5.3. Create a PIP Reporting checklist(s) that can be shared with the MCOs at least 60 days prior to the MCO PIP Report submission due date (earliest submissions due on XX/XX/XXXX), providing an overview of the criteria that will be utilized as part of the review and validation process.
 - 5.3.1. A combined checklist or separate individualized checklists may be utilized, based on a joint agreement, for the AHCCCS-Mandated and MCO Self-Selected PIPs.
 - 5.3.2. The checklist(s) shall be created in collaboration with AHCCCS and is/are subject to AHCCCS' approval prior to finalization.
- 5.4. Review and validate AHCCCS-Mandated PIPs which include:
 - 5.4.1. Back to Basics PIP (CY 2022 Reflective of Remeasurement Year 1 Performance) – Applicable to the AHCCCS Complete Care (ACC); Arizona Long Term Care System (ALTCS), Developmental Disabilities (DD); and Arizona Department of Child Safety Comprehensive Health Plan (DCS CHP) populations/lines of business.
 - 5.4.2. Breast Cancer Screening PIP (CY 2022 Reflective of Remeasurement Year 1 Performance) – Applicable to the ALTCS, Elderly and Physical Disabilities (EPD) population/line of business.
 - 5.4.3. Preventive Screening PIP (CY 2022 Reflective of Remeasurement Year 1 Performance) – Applicable to the ACC – Regional Behavioral Health Agreement (RBHA) Serious Mental Illness (SMI) population/line of business.
 - 5.4.4. Prenatal and Postpartum Care (CY 2022 Reflective of Baseline Year Performance for most MCOs) – Applicable to the ACC and ACC-RBHA populations/lines of business.
- 5.5. Review and validate MCO-Self Selected PIPs.
 - 5.5.1. MCOs are required to identify and implement additional PIPs meaningful to the population(s) served, based on self-identified opportunities for improvement, as supported by root cause analysis, external/internal data, surveillance of trends, or other information available to the MCO.
 - 5.5.2. If the MCO holds AHCCCS Contracts for more than one population/LOB, the MCO is required to:
 - 5.5.2.1. Submit separate reports for each population/LOB.
 - 5.5.2.2. Submit internal non-validated rates and results specific to population/LOB for which the submission pertains.
 - 5.5.2.3. Ensure the inclusion of applicable subpopulation data and disparity analyses within its reporting, with the identification of targeted interventions to be implemented specific to the analysis findings.
 - 5.5.3. MCOs submit a minimum of one PIP report per line of business.
 - 5.5.4. MCOs may submit multiple PIP reports with five reports being the maximum number of reports received to date.

- 5.6. Report and communicate MCO-level findings, utilizing the checklist described in Item 5.3, within 90 days of the submission due date. AHCCCS shall have the opportunity to review and provide feedback that shall be considered and incorporated into the final checklists, as appropriate, prior to submission to the MCOs.
 - 5.6.1. MCOs that fail to meet CMS-required criteria included within the checklist, shall be given the opportunity to correct and resubmit the report, for which additional review and feedback will be required. Timeline for correction and resubmission to be included as part of the proposed process for validating AHCCCS-Mandated and MCO Self-Selected PIPs described in Section 5.2.

- 5.7. Produce a formal PIP Snapshot Report for each AHCCCS-Mandated PIP (inclusive and reflective of indicators rates that have undergone EQRO validation), by XX/XX/XXXX, that includes discussion related to:
 - 5.7.1. PIP Background
 - 5.7.2. Purpose
 - 5.7.3. Population
 - 5.7.4. Indicator Criteria
 - 5.7.5. Data Sources
 - 5.7.6. Data Validation
 - 5.7.7. Performance summary [current performance compared to available measurement years (i.e., remeasurement year 1 and baseline, as applicable) and reflective of line of business and aggregate level findings and available measurement years]
 - 5.7.8. Disparities (based on applicable stratifications)
 - 5.7.9. Data Limitations
 - 5.7.10. Works Cited
 - 5.7.11. Other elements as agreed upon with AHCCCS

- 5.8. Provide ongoing technical assistance to AHCCCS and Contracted MCOs related to PIPs, including workgroup participation when requested, for the purposes of helping ensure:
 - 5.8.1. Readiness to report,
 - 5.8.2. Alignment with PIP methodology, and
 - 5.8.3. Adherence to CMS PIP validation requirements.

6. AHCCCS WILL:

- 6.1. Provide documentation to the Contractor, as necessary, for completion of project tasks.
- 6.2. Ensure staff availability to answer questions and/or provide insight on PIP validation activities.

7. DELIVERABLES:

The Contractor shall:

- 7.1. Submit the proposed process for validating AHCCCS-Mandated and MCO Self-Selected PIPs and a proposed timeline (timeline subject to change), with appropriate milestones included within the submitted Response to the Task Order.
 - 7.1.1. The Timeline shall include at a minimum:
 - 7.1.1.1. PIP report submission due dates,
 - 7.1.1.2. Date the process for validating AHCCCS-Mandated and MCO Self-Selected PIPs will be submitted to AHCCCS for review and feedback,
 - 7.1.1.3. Date the finalized checklist will be submitted to AHCCCS, and

7.1.1.4. Date the formal PIP Snapshot Reports (one for each AHCCCS-Mandated PIP) will be submitted to AHCCCS.

7.1.2. The Contractor may provide additional, relevant milestones with due dates.

7.2. Submit the PIP Report Checklist(s) (draft and final) to AHCCCS in accordance with the agreed upon Timeline, unless otherwise requested by AHCCCS.

7.3. Submit the completed MCO-level PIP Reporting Checklists (draft and final) to AHCCCS in accordance with the agreed upon Timeline, unless otherwise requested by AHCCCS. This includes additional checklists for MCOs that fail to meet CMS-required criteria included within the checklist that are given the opportunity to correct and resubmit the report.

7.4. Submit the formal PIP Snapshot Reports to AHCCCS in accordance with the agreed upon Timeline, unless otherwise requested by AHCCCS.

8. TASK ORDER RESPONSE SHALL INCLUDE:

8.1. Cover letter with signature of authorized company representative, including contract #, name and contact information of person responsible for response to this Task Order.

8.2. Methodology and Approach

8.2.1. Proposed methodology and approach to fulfill the requirements.

8.2.2. Description of how you will satisfy each of the minimum criteria established.

8.2.3. Proposed timeline, with milestones, as detailed in Section 7.0 titled Deliverables, for completion of requirements.

8.2.4. Submit a work plan for the duration of the project that will include, at a minimum, monthly, or more frequently if needed, brief updates on the status of the project.

8.2.5. Identify any additional AHCCCS resource involvement needed.

8.3. Project Cost

8.3.1. Provide a total not to exceed price, inclusive of the Deliverables in 7.0, utilizing rates no greater than those established in the YH24-0002 contract.

8.3.2. Deliverables and Milestones shall be inclusive of all costs associated with the provision of service. No additional expenses will be paid; e.g., travel, administrative costs, etc.

9. Submit your response electronically via **email** to the procurement officer listed on the front page with the subject line **"YHXX-XXXX Task Order Response"**. Do not submit anything considered "proprietary" or "confidential."

10. **TERMS AND CONDITIONS:** This project will be procured through contract YH24-0002, External Quality Review Organization (EQRO). All terms and conditions of the contract shall apply to this project.

11. INVOICING

Invoices shall be submitted monthly to AHCCCS to include the following:

11.1. Statewide Contract number, Task Order number, and the Purchase Order number.

11.2. Description of service and deliverable performed for each fee.

11.3. Name of AHCCCS Program contact for this Task Order.

11.4. Date(s) services were performed.

11.5. Adequate supporting documentation attached as required by this Task Order.

11.6. Signature and title of authorized representative.

All invoices shall be submitted electronically to: AHCCCSDBFAdminPayables@azahcccs.gov