

Document	Instructions
Performance Measure Monitoring Report Specific Instructions (PDF)	Contractors are to refer to the CMS Core technical specifications or HEDIS [®] technical specifications for the select HEDIS [®] measures when calculating and entering data into the <i>Performance Measure Monitoring Report Templates</i> . The <i>Performance Measure Monitoring Report Specific Instructions</i> outline additional guidance for reporting as well as any measure variations.
Performance Measure Monitoring Report Templates (Excel)	<p>Contractors are to utilize the <i>Performance Measure Monitoring Report Templates</i> specific to each line of business to report numerator, denominator, and rate/percentage data.</p> <p>Contractors are to utilize the <i>Analysis</i> tabs for each specific quarter to evaluate the effectiveness of monitoring including coordination of care efforts, follow-up activities, and other interventions made as a result of performance.</p> <p>Contractors are to refer to AHCCCS Medical Policy Manual (AMPM) Policy 920 for additional information.</p>

Additional Information	Instructions
Line of Business	Contractors are to utilize the <i>Performance Measure Monitoring Report Templates</i> appropriate to the line of business being reported. Contractors with multiple lines of business must report each line separately using the appropriate template, with only data specific to the reported line of business included within the submitted report. AHCCCS Complete Care (ACC) Contractors are to report data within the template for Title XIX and Title XXI separately (note: Title XXI reporting is optional).
General Reporting	Contractors are to report rates based on internal monitoring of AHCCCS Performance Measures, as identified in their current contract with AHCCCS.
Headers	Contractors are to include within the header of the <i>Performance Measure Monitoring Report Templates</i> , the following items: Contractor name, reporting quarter (Q1, Q2, Q3, or Q4), and the submission due date.

Performance Measure Monitoring Report Templates	Contractors are to maintain the integrity of the <i>Performance Measure Monitoring Report Templates</i> and <i>Analysis</i> tabs. Contractors are not to delete or add any rows, columns, data table elements or change font colors, cell colors, resize rows/columns, relocate rows/columns, etc.
Data Reporting	Contractors are to report numerators, denominators, percentages, and/or rates for each performance measure, in accordance with the associated measure’s technical specifications. All percentages and rates should be reported with one decimal place, unless otherwise indicated. For example: 0% would be reported as 0.0% in the template.
Data Reporting (Measure Variants)	Contractors are to refer to the CMS Child and Adult Core technical specifications and the HEDIS [®] technical specifications for the select HEDIS [®] measures when reporting data. All measures are to be reported utilizing a 12-month rolling timeframe, ending with the last day of the previous quarter with the anchor date adjusted to reflect the Contract Year Ending (CYE) timeframe (October 1 through September 30).
Data Reporting (Gaps)	Some performance measures allow gaps in enrollment. As such, it is AHCCCS’ expectation that Contractors adhere to the appropriate technical specifications for each included measure.
Data Reporting (Prior Period Coverage)	Prior Period Coverage (PPC) is not to be considered a gap for the purposes of reporting performance measure data within the <i>Performance Measure Monitoring Report Templates</i> . When calculating numerators, denominators, and rates/ percentages, PPC shall be considered as enrollment, not as a gap in enrollment.
Data Reporting (Other Insurance)	Performance Measure calculations are inclusive of all AHCCCS-enrolled members enrolled with the Contractor within the applicable line of business, and meeting the continuous enrollment criteria, regardless of whether the member does or does not have Medicare or other primary insurance coverage.

Data Reporting (Hybrid Performance Measures)	For measures with a hybrid methodology or measured via Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey (CAHPS) survey, official measurements will be conducted at the discretion of AHCCCS via hybrid review and/or CAHPS surveys. The measurement data provided within the <i>Performance Measure Monitoring Report Templates</i> shall be reported for informational purposes only and shall be reflective of administrative data.
Non-Numerical Values	When reporting data within the <i>Performance Measure Monitoring Report Templates</i> , the Contractor is to avoid the use of non-numerical values within the data tables. This includes the use of asterisks, N/A, or other comments such as “see notes”. If the Contractor is unable to report using a numerical value, the Contractor is to leave the field blank and include an explanation within the <i>Analysis</i> tabs (MCO Response to AHCCCS Feedback column) specific to the associated measure.

<p>Analysis Tab</p>	<p>Contractors are to utilize the <i>Analysis</i> tab within the <i>Performance Measure Monitoring Report Templates</i> that corresponds to the quarter of data being reported. For example, if the Contractor is reporting data for quarter 1, the Contractor is to enter the associated analysis into the <i>Q1 Analysis</i> tab.</p> <p>The <i>Analysis</i> tabs are to include:</p> <ul style="list-style-type: none">• General comments related to reported data (i.e. changes in calculations, data issues, vendor changes, etc.), if applicable• Indication if Title XXI (KidsCare) data is being reported for the applicable quarter by selecting the appropriate drop down option (applicable to ACC Contractors only)• Interventions implemented during the reporting period, detailed evaluation/analysis of Contractor performance, and proposed interventions for each measure not meeting the Minimum Performance Standard• Any clarification or follow up information from the previous quarter in the MCO Response to AHCCCS Feedback column• Note: Contractors may enter N/A or Not Applicable for a measure when performance for that measure meets or exceeds the AHCCCS Minimum Performance Standard <p>When providing information in the <i>Analysis</i> tabs, Contractors are to provide a quarter to quarter trending analysis. Trending shall be specific to each quarter, without repetitive statements from the previous quarter, and shall be reflective of the data for each new quarter. These tabs are not intended to be a restatement of the data in the tables, nor is it necessary to note small fluctuations in the data.</p>
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