

PI – Review of Monthly MCP Reports for Monthly Template Questions

Purpose:

1. The purpose of this standard operating procedure (SOP) is to outline the review process of the monthly report to address template questions at the monthly 1:1 meetings with the MCPs.

Identification of Roles:

RACI Definitions	
RACI - RACI charts are a type of responsibility assignment matrices in project management. These simple spreadsheets or tables highlight the different states of responsibility a stakeholder has over a particular task or deliverable and denotes it with the letters R, A, C, or I.	
(R)	Responsible
(A)	Accountable
(C)	Consulted
(I)	Informed

MCP Oversight Specialist and Consultant - responsible for reviewing the monthly reports (PII-PI14) for questions to ask at the MCP's monthly 1:1 meetings based on the performance standards outlined below. **(R, A)**

Iowa Medicaid Program Integrity Unit - responsible for approving questions and adding topics for discussion at the 1:1 meetings. **(C, I)**

Managed Care Reporting and Oversight Bureau – responsible for approving questions and adding topics for discussion at the 1:1 meetings. **(C, I)**

Iowa Medicaid Audits and Investigations Team - responsible for approving questions and adding topics for discussion at the 1:1 meetings. **(C,I)**

Performance Standards:

The performance standards are set within the MCPs contract. The MCPs are responsible for submitting their monthly reports by the end of the following month. The MCP Oversight Specialist and Consultant review the monthly reports and look closely at the following for questions to add to the 1:1 meetings-

1. Tips
 - a. Any time a tip has been listed, as open, on the monthly report for over 30 days. This would be a provider that is listed on the monthly report for two consecutive months without appearing to progress.
 - b. Any time a tip has been closed with minimal review or lack of explanation.
 - c. If a provider is covered at the previous meeting, the MCP may or may not be questioned about the same provider at two meetings in a row.
2. Investigations
 - a. Any time it takes longer than 30 days to request records/interview a member/interview a provider (make any progress). Anytime it takes over 30 days to send second request for records.
 - b. Any time it takes longer than 60 days to review the medical records or is listed under the same status (example: finalizing desk audit).
 - c. Any time it takes longer than 30 days to close an investigation once the determination is made to close the investigation. If the MCP is waiting on a response from the state to approve a recoupment no question will be forthcoming.
 - d. If a provider is covered at the previous meeting, the MCP may or may not be questioned about the same provider at two meetings in a row.
3. Recovery
 - a. Any time a timeframe for the recovery seems excessive. An example would be that the MCP reaches out to the provider six times and does not get a response without starting to offset claims. Basically, inquire as to why certain options have not been taken.
 - b. Any time it takes longer than 30 days to send out a second request for overpayment.
 - c. If a provider is covered at the previous meeting, the MCP may or may not be questioned about the same provider at two meetings in a row.

Path of Business Procedure:

1. The MCPs submit their monthly reports to IMPA.
2. The MCP Oversight Specialist pulls down those reports and stores them in the appropriate MCPs folder in the MCO-DBM Information folder located here: [\\dhsime\PI\MCO\MCO-DBM Information](#)
3. The monthly template questions document is filled out based on the review of the monthly reports and are stored in the appropriate MCPs folder labeled Agendas and Minutes. Located here: [\\dhsime\PI\MCO\MCO-DBM Information](#)
4. The template questions are sent to the Iowa Medicaid Program Integrity Unit, Managed Care Reporting and Oversight Bureau, and the Iowa Medicaid Audits and Investigations Unit for feedback.
5. The due date for feedback on the questions is three days, if no one response, it is assumed there is no response.

6. Once all responses and feedback are captured, the MCP Oversight Specialist attaches the template questions, the agenda, and the dashboards to the I:I meeting invite. (There is a separate SOP that covers Dashboards.)

Forms/Reports:

Monthly reports are stored here (PII-PII4):

AGP: <\\dhsime\PI\MCO\MCO-DBM Information\AGP\Monthly Reports>

DDIA: <\\dhsime\PI\MCO\MCO-DBM Information\Delta Dental\Monthly Reports>

ITC: <\\dhsime\PI\MCO\MCO-DBM Information\ITC\Monthly Reports>

MCNA: <\\dhsime\PI\MCO\MCO-DBM Information\MCNA\Monthly Reports>

Monthly questions templates are stored here:

AGP: <\\dhsime\PI\MCO\MCO-DBM Information\AGP\Agendas and Minutes>

DDIA: <\\dhsime\PI\MCO\MCO-DBM Information\Delta Dental\Agendas and Minutes>

ITC: <\\dhsime\PI\MCO\MCO-DBM Information\ITC\Agendas and Minutes>

MCNA: <\\dhsime\PI\MCO\MCO-DBM Information\MCNA\Agendas and Minutes>

Interfaces:

Microsoft Office

Attachments:



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