

## **Second Amendment to the External Quality Review Services Contract**

This Amendment to Contract Number MED-16-012 is effective as of September 15, 2017, between the Iowa Department of Human Services (Agency) and Health Services Advisory Group, Inc. (Contractor).

### **Section 1: Amendment to Contract Language**

The Contract is amended as follows:

#### **Revision 8. Section 1.3.1.2(A)(8) is hereby amended as follows:**

In accordance with the access standards set out in the MCO RFP, the Contractor shall:

- i. Conduct Phase I of the analysis, which includes reviewing and determining the usefulness of the provider network files for each MCO provided by the Agency; determining the specific data submission requirements and parameters that MCOs must follow to submit data to the Contractor; determining the parameters of the study based on the data available; and determining the timeline for Phases I, II, and III of the study.
- ii. Conduct Phase II of the study starting in contract year 2, which includes analyzing the data submitted by the MCOs. The analysis shall track the geographic distribution of providers and hospitals in comparison to the number of Medicaid and hawk-i enrollees served in a particular coverage area by the MCOs as well as the distance and time needed to get to the provider. Any MCO that does not have adequate access to providers, including hospitals, in a coverage area shall be identified.
- iii. Initiate Phase III of the study in contract year 3 wherein the Contractor will conduct phone calls to a sample of primary care providers for each MCO to ascertain whether the providers are accepting new patients who are enrolled in the Medicaid and hawk-i programs. The responses obtained from the phone survey calls shall be compared to the data provided by the MCOs on their provider file to validate the information. The Contractor shall work with the Agency to develop the appropriate statistically valid sample size for the survey.
- iv. Submit to the Agency a report using maps and written descriptions of the results of the analyses conducted as part of Phase II activities. The Phase II report shall contain a separate map of each provider group. The Phase III report shall contain the results of the phone survey.
- v. The provider network analysis activities to be performed will be done in accordance with appropriate federal requirements, including but not limited to 42 C.F.R. section 438.206, as amended through October 1, 2015.

#### **Revision 9. Section 1.3.2(5) is hereby amended as follows:**

The Contractor shall deliver the Phase I draft provider network analysis methodology on or before March 1st of contract year 2 with the final Phase I methodology delivered by March 31st of contract year 2. The draft Phase II provider network analysis report shall be provided to the Agency on or before September 1 of contract year 2 with the final to be submitted by September

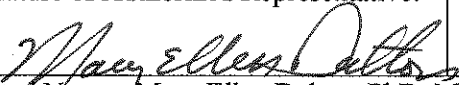

30th of contract year 2. The Contractor will deliver the Phase III draft secret shopper survey report by June 1 of contract year 3 with the final report delivered by June 30 of contract year 3.

**Section 2: Ratification & Authorization**

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and that this Amendment constitutes a legal, valid, and binding obligation.

**Section 3: Execution**

**IN WITNESS WHEREOF**, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

<b>Contractor, Health Services Advisory Group, Inc.</b>		<b>Agency, Iowa Department of Human Services</b>	
Signature of Authorized Representative:	Date:	Signature of Authorized Representative:	Date:
	9-13-17		10-20-17
Printed Name: Mary Ellen Dalton, PhD, MBA, RN		Printed Name: Jerry R. Foxhoven	
Title: Chief Executive Officer		Title: Director	