

FAQ: PCMH+ DOCUMENT REQUEST

Onsite Agenda:

1. Are the PE's community resource organizational partners/referral resources expected to attend the onsite review?

Response: No. It is not expected that the community resource agencies that partner with the PE have representatives at the onsite review. This time will be used to review the nature of existing community partnerships and how the PE establishes and nurtures those relationships to support the resource needs of its PCMH+ members.

Member Record Reviews:

2. How will the PE be able to identify members who have moved to another provider? This information is not always readily available and often the reason for the move is not captured.

Response: If the PE is unable to identify members who have moved to another practice, it is permissible to replace those files with additional files of members who are either TAY or CYSHCN.

3. When should the printed copies of the PCMH+ member files be available for review?

Response: By the time of the onsite review.

4. What is the timeframe of information we should provide for the member files?

Response: The file review is focused on January 1, 2017 through the point of the onsite review. Please note: To the extent that member information prior to January 1, 2017 contains important clinical information for the member, please include in the file. For example, the most recent comprehensive assessment may have been done in 2016.

5. What is the member's individual education plan (IEP)?

Response: This is an educational plan, used for eligible members (typically CYSHN, but not limited to CYSHN) that outlines any school-related accommodations. Not all CYSHCN will have an IEP; however, for children who have an IEP, these should be included in the member's file as required within the PCMH+ program requirements.

Member Interviews:

6. As part of the PCMH+ reviews, are reimbursements offered for members who participate in the member interviews (e.g. travel reimbursement)?

Response: No. The goal of the member interviews is to obtain PCMH+ member perspective on the program. While face-to-face conversations with members are preferred, members (and, if applicable, their representatives) may participate by phone and the PCMH+ team will flex the onsite schedule to accommodate the needs of participating members. The team is committed to ensuring the member's involvement is facilitated to the extent that is possible.

Document Request:

7. Some of the documents requested may be able to address multiple areas. Can the PE upload the same document multiple times?

Response: Yes. Please use the associated naming convention to point the reviewers to the appropriate content within the document(s) that supports that requested element.

8. Some of the document requests are vague (e.g. the program description). Can Mercer provide additional descriptions for those documents to help the PEs provide the correct document?

Response: Yes. For any document requests that are unclear, please send an email to DSS. The Mercer team will provide additional information as needed to support the PE in their submissions.

9. Some of the documents requested are duplicative to those submitted in the RFP responses. Do they need to be submitted again?

Response: No. PEs may reference their RFP responses to the extent that the information remains unchanged. Please note that within your response for that element and direct the review team to the page number and paragraph of the RFP response that is applicable. Please note: If the information requested is changed since the RFP response, please provide the most current information.

10. For some PEs, the PCMH+ program is part of a much larger program and many of the policies and procedures (P&Ps) are not specific to PCMH+. How should the PE respond in these cases?

Response: The PE may submit the P&Ps and indicate that the PCMH+ program follows these P&Ps.

11. How can the PEs submit additional questions/concerns about the document request?

Response: The PEs may send an email to Nicole Godburn at DSS and a formal response will be generated.

12. Is it possible for the documents requested under “General Administration” to be reviewed verbally during the onsite?

Response: No. It is preferable to review these documents ahead of time to get a broader picture of the PE PCMH+ program operations. The information evaluated during the desk review informs the onsite review process and ensures the onsite interview time is focused on gap areas.

13. Which care coordinator job description/s should the PEs upload? Some PEs call their care coordinators by different titles than the ones used in the RFP.

Response: Please note the variance in staff titles and provide the job descriptions for the staff that meet the PCMH+ care coordinator(s) requirements as defined in the PCMH+ RFP.

Program Questionnaire:

14. There is a lot of redundancy on the program questionnaire with the document request. Does the PE have to answer the question again under the questionnaire?

Response: No. The PE may reference the document which addressed the question on the program questionnaire. Please note the section of the document that addresses the requested element.

15. Can the PEs be provided with some additional time to complete the document request?

Response: PEs who need an extension should outreach Nicole Godburn at DSS to request the extension.

16. How should the PEs upload the responses to the program questionnaire?

Response: Mercer will send out a Word version of the program questionnaire which can be uploaded as a separate document.