

Facesheet: 1. Request Information (1 of 2)

A. The **State of Utah** requests a waiver/amendment under the authority of section 1915(b) of the Act. The Medicaid agency will directly operate the waiver.

B. Name of Waiver Program(s): Please list each program name the waiver authorizes.

Short title (nickname)	Long title	Type of Program	
PMHP	Prepaid Mental Health Plan	PIHP;	

Waiver Application Title (*optional - this title will be used to locate this waiver in the finder*):

Prepaid Mental Health Plan

C. Type of Request. This is an:

☒ **Amendment request for an existing waiver.**

The amendment modifies (Sect/Part):

The purpose of this 1/1/2024 waiver amendment is to request the addition of a specific Medicaid population to this waiver. This population is comprised of Medicaid beneficiaries who are currently in the Non-Traditional Medicaid Program under the authority of Utah's Medicaid Reform 1115 Demonstration. This demonstration also authorized these Non-Traditional Medicaid beneficiaries to be enrolled in PMHPs. In the most recent renewal of the demonstration, CMS did not approve continuation of the Non-Traditional Medicaid program. Therefore, this program will be discontinued effective January 1, 2024. Starting January 1, 2024, this population will be enrolled as Traditional Medicaid beneficiaries under this PMHP waiver authority.

The following sections of the waiver amendment request have been updated:

1. In Section A: Program Description, Part I: Program Overview, Tribal Consultation has been updated to reflect the State's effort to ensure Federally recognized tribes have had the opportunity to comment on this waiver amendment request.
2. In Section A: Program Description, Part I: Program Overview, E.1. (Included Populations), the box, Section 1931 Adults and Related Populations, has been checked. In E.2. (Excluded Populations), the box, Other, has been modified by deleting #2, "Optional group of caretaker relatives under the authority of Utah's 1115 Demonstration Waiver."
3. In Section D: Cost-Effectiveness, Part I: State Completion Section, the following areas have been revised:
One group has been added to the list of Medical Eligibility Groups.
H. Appendix D3: Updated the 1915(b)(3) services costs for P2 and corrected the totals (totals did not match the detail). We also provided totals by year (R1, R2, P1 and P2).
J. Appendix D4 d.2.i.2: Removed the term "historical". The trends are from the Bureau of Labor Statistics (BLS) and are not historical.
K. Appendix D5: Added an illustration of the calculation of trended PMPM costs for R2, P1, P2, P3, P4, and P5 for MEG "Adults (19-64 years)".
M. Appendix D7 a.2: Added an illustration of the calculation of trended PMPM costs for R2, P1, P2, P3, P4, and P5 for MEG "Adults (19-64 years)".

Cost Effectiveness spreadsheet appendices have been updated to reflect the impact of an additional population being added to the waiver:

- D1. Member Months: Inserted MEG C for the new "Adults 19-64 Years" population (rows 12 & 47) and also added rows on J37. In cell K37 the formulas were updated to include all relevant data.
- D3. Actual Waiver Cost: Inserted MEG C for the new "Adults 19-64 Years" population (rows 15 & 34).
- D5. Waiver Cost Projection: Inserted MEG C for the new "Adults 19-64 Years" population (rows 15, 38, 57, 77 & 96). Deleted unneeded formulas in D25, F25, K45 & M45.
- D6. RO Targets: Inserted MEG C for the new "Adults 19-64 Years" population (rows 12, 29, 46, 63, 80, 97, 114, 131, 148 & 165).
- D7. Summary: Inserted MEG C for the new "Adults 19-64 Years" population (rows 14, 32, 55, 74, 93, 112, 131 & 150).

Requested Approval Period: *(For waivers requesting three, four, or five year approval periods, the waiver must serve individuals who are dually eligible for Medicaid and Medicare.)*

- ☐ 1 year
- ☐ 2 years
- ☐ 3 years
- ☐ 4 years
- ☒ 5 years

Draft ID: UT.020.11.02

Waiver Number: UT.0002.R11.02

D. Effective Dates: This amendment is requested for a period of 5 years. (For beginning date for an initial or renewal request, please choose first day of a calendar quarter, if possible, or if not, the first day of a month. For an amendment, please

12/07/2023

identify the implementation date as the beginning date, and end of the waiver period as the end date)

Approved Effective Date of Base Waiver being Amended: 07/01/22

Proposed Effective Date: (mm/dd/yy)

01/01/24

Facesheet: 2. State Contact(s) (2 of 2)

E. State Contact: The state contact person for this waiver is below:

Name:

Jennifer Strohecker

Phone:

(801) 538-6689

Ext:

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TTY

Fax:

E-mail:

jstrohecker@utah.gov

If the State contact information is different for any of the authorized programs, please check the program name below and provide the contact information.

The State contact information is different for the following programs:

☐

Prepaid Mental Health Plan

Note: If no programs appear in this list, please define the programs authorized by this waiver on the first page of the

Section A: Program Description

Part I: Program Overview

Tribal consultation.

For initial and renewal waiver requests, please describe the efforts the State has made to ensure Federally recognized tribes in the State are aware of and have had the opportunity to comment on this waiver proposal.

On January 28, 2022, the Bureau of Managed Health Care staff presented information at the Utah Indian Health Advisory Board meeting regarding renewal of the PMHP waiver. No further consultation was requested, and all agreed the waiver renewal request should go forward.

On February 10, 2023, the Office of Managed Healthcare (formerly the Bureau of Managed Health Care) presented information at the Utah Indian Health Advisory Board meeting regarding not including PMHP enrollees' retroactive months in the PMHP. No further consultation was requested, and all agreed this amendment should go forward.

On August 11, 2023, the Office of Managed Healthcare presented information at the Utah Indian Health Advisory Board meeting regarding adding to this waiver former Non-Traditional Medicaid members and that this would be effective January 1, 2024. No further consultation was requested and all agreed this amendment should go forward.

Program History.

For renewal waivers, please provide a brief history of the program(s) authorized under the waiver. Include implementation date and major milestones (phase-in timeframe; new populations added; major new features of existing program; new programs added).

The Division of Integrated Healthcare, in the Utah Department of Health and Human Services, administers the Medicaid program. Utah has operated this waiver program called the Prepaid Mental Health Plan (PMHP) since July 1, 1991 in selected areas of the state. The overall objective of the PMHP is to maximize the contractors' flexibility to effectively and responsibly use Medicaid funds to ensure Medicaid enrollees have access to mental health services and to improve mental health outcomes for Medicaid clients. Under the PMHP, Medicaid clients have access to a coordinated, managed care delivery system that is responsible for inpatient and outpatient mental health care.

With the exception of individuals at the Utah State Hospital and the Utah Developmental Center, all other Medicaid enrollees are automatically enrolled in the PMHP serving their county of residence. Individuals dually eligible for Medicare and Medicaid are also enrolled in the PMHP.

As of July 1, 1995, children in State custody (foster care) are not enrolled in the PMHP for outpatient services. They are enrolled in the PMHP only for inpatient psychiatric services.

Legislation passed in the State's 2001 general legislative session allowed children with State adoption subsidy to receive outpatient mental health services outside of a capitated system (i.e., the PMHP). Children with State adoption subsidy may be exempted from the PMHP on a case-by-case basis for outpatient mental health care. As with children in State custody, contractors receive only inpatient premiums for these exempted adoption subsidy children. Also, Medicaid enrollees selecting the Healthy Outcomes Medical Excellence (HOME) program are disenrolled from the PMHP for the duration of their enrollment in HOME. The PMHP contractor receives no premiums for HOME enrollees. HOME enrollees receive their mental health and physical health care through the HOME program.

Effective July 1, 2011, Salt Lake County, Division of Behavioral Health Services, became the PIHP serving Medicaid enrollees in Salt Lake County. Valley Mental Health continues to be the PIHP in Summit and Tooele counties. As a result of this change, the State now has 10 PMHP contractors.

Effective July 1, 2012, the State included outpatient rehabilitative services for substance use disorders under the PMHP with the exception of the Bear River area (Box Elder, Cache and Rich counties). In the Bear River area, outpatient rehabilitative services for substance use disorders are reimbursed on a fee-for-service basis. (Bear River Mental Health will continue to provide mental health services under the PMHP.) In Utah County, the State continues to contract with Wasatch Behavioral Health for mental health services under the PMHP. The State entered into a separate PAHP contract with the Utah County Department of Alcohol and Drug Prevention and Treatment for the provision of outpatient substance use disorder services. In all other areas covered by the PMHP, the existing PMHP contractors provide the substance use disorder services under their PMHP contracts.

Effective July 1, 2013, San Juan County was added to Northeastern Counseling Center's contract. Northeastern Counseling Center provides the administrative infrastructure and subcontracts with San Juan Counseling Center to provide mental health and substance use disorder services. To ensure access in the northernmost border area of the county, there is a subcontract with Four Corners to provide services on an as-needed basis to San Juan County enrollees who live near the border and may prefer to receive services there due to location. The State began enrollment in June, 2013 with San Juan County Medicaid recipients who were eligible for Medicaid in July, 2013. The State notified San Juan County recipients of the addition of San Juan County to the PMHP prior to the change in accordance with notification requirements in Part 438.

With the addition of San Juan County, the PMHP operates in 28 of Utah's 29 counties and an estimated additional 968 Medicaid clients will be added to the PMHP. Approximately 99.4% percent of Utah Medicaid clients are enrolled in the PMHP waiver.

Effective July 1, 2017, the State modified the definitions in three of the 1915(b)(3) services (psychoeducational services, personal services and supportive living). The term 'serious and persistent' mental illness was replaced with 'serious mental illness' so that the term aligns with the national trend to remove 'persistent' thus promoting a recovery view of mental illness. This change also aligns with the targeted case management target group covered under this waiver which is targeted case management for individuals with serious mental illness. Also, the definition of the 1915(b)(3) service, supportive living, has been updated to more clearly describe the purpose of supportive living programs which is to assist individuals to avoid and/or reduce risk for inpatient psychiatric hospitalization.

Effective September 1, 2019, Healthy U Behavioral (a new PIHP), replaced Valley Behavioral Health as the PIHP for Summit County. The chart in Section A: Geographic Areas Served by the Waiver reflects this change.

Starting September 1, 2019, 1915(b)(3) services have been available to PMHP enrollees with substance use disorders. (Prior to September 1, 2019, 1915(b) services were not included in the waiver for PMHP enrollees getting services solely for substance use disorders.)

Effective July 1, 2020, the Prepaid Ambulatory Health Plan, Utah County Department of Alcohol and Drug Prevention and Treatment, was removed from this PMHP waiver along with all references to "PAHP".

On November 1, 2020, United Health Care replaced Valley Behavioral Health as the PMHP contractor in Tooele County.

Effective July 1, 2023, the PMHP waiver excludes Medicaid beneficiaries' periods of retroactive eligibility.

Section A: Program Description

Part I: Program Overview

A. Statutory Authority (1 of 3)

1. Waiver Authority. The State's waiver program is authorized under section 1915(b) of the Act, which permits the Secretary to waive provisions of section 1902 for certain purposes. Specifically, the State is relying upon authority provided in the following subsection(s) of the section 1915(b) of the Act (if more than one program authorized by this waiver, please list applicable programs below each relevant authority):

- a. ☒ **1915(b)(1)** - The State requires enrollees to obtain medical care through a primary care case management (PCCM) system or specialty physician services arrangements. This includes mandatory capitated programs.
-- Specify Program Instance(s) applicable to this authority
☒ **PMHP**
- b. ☐ **1915(b)(2)** - A locality will act as a central broker (agent, facilitator, negotiator) in assisting eligible individuals in choosing among PCCMs or competing MCOs/PIHPs/PAHPs in order to provide enrollees with more information about the range of health care options open to them.
-- Specify Program Instance(s) applicable to this authority
☐ **PMHP**
- c. ☒ **1915(b)(3)** - The State will share cost savings resulting from the use of more cost-effective medical care with enrollees by providing them with additional services. The savings must be expended for the benefit of the Medicaid beneficiary enrolled in the waiver. Note: this can only be requested in conjunction with section 1915(b)(1) or (b)(4) authority.
-- Specify Program Instance(s) applicable to this authority
☒ **PMHP**
- d. ☒ **1915(b)(4)** - The State requires enrollees to obtain services only from specified providers who undertake to provide such services and meet reimbursement, quality, and utilization standards which are consistent with access, quality, and efficient and economic provision of covered care and services. The State assures it will comply with 42 CFR 431.55(f).
-- Specify Program Instance(s) applicable to this authority
☒ **PMHP**

The 1915(b)(4) waiver applies to the following programs

- ☐ **MCO**
- ☒ **PIHP**
- ☐ **PAHP**
- ☐ **PCCM** (Note: please check this item if this waiver is for a PCCM program that limits who is eligible to be a primary care case manager. That is, a program that requires PCCMs to meet certain quality/utilization criteria beyond the minimum requirements required to be a fee-for-service Medicaid contracting provider.)
- ☐ **FFS Selective Contracting program**
Please describe:

Section A: Program Description

Part I: Program Overview

A. Statutory Authority (2 of 3)

2. Sections Waived. Relying upon the authority of the above section(s), the State requests a waiver of the following sections of 1902 of the Act (if this waiver authorizes multiple programs, please list program(s) separately under each applicable statute):

- a. ☒ **Section 1902(a)(1)** - Statewide--This section of the Act requires a Medicaid State plan to be in effect in all political subdivisions of the State. This waiver program is not available throughout the State.
-- *Specify Program Instance(s) applicable to this statute*
- ☒ **PMHP**
- b. ☒ **Section 1902(a)(10)(B)** - Comparability of Services--This section of the Act requires all services for categorically needy individuals to be equal in amount, duration, and scope. This waiver program includes additional benefits such as case management and health education that will not be available to other Medicaid beneficiaries not enrolled in the waiver program.
-- *Specify Program Instance(s) applicable to this statute*
- ☒ **PMHP**
- c. ☒ **Section 1902(a)(23)** - Freedom of Choice--This Section of the Act requires Medicaid State plans to permit all individuals eligible for Medicaid to obtain medical assistance from any qualified provider in the State. Under this program, free choice of providers is restricted. That is, beneficiaries enrolled in this program must receive certain services through an MCO, PIHP, PAHP, or PCCM.
-- *Specify Program Instance(s) applicable to this statute*
- ☒ **PMHP**
- d. ☒ **Section 1902(a)(4)** - To permit the State to mandate beneficiaries into a single PIHP or PAHP, and restrict disenrollment from them. (If state seeks waivers of additional managed care provisions, please list here).

-- *Specify Program Instance(s) applicable to this statute*

☒ **PMHP**

- e. ☐ **Other Statutes and Relevant Regulations Waived** - Please list any additional section(s) of the Act the State requests to waive, and include an explanation of the request.

-- *Specify Program Instance(s) applicable to this statute*

☐ **PMHP**

Section A: Program Description

Part I: Program Overview

A. Statutory Authority (3 of 3)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part I: Program Overview

B. Delivery Systems (1 of 3)

1. Delivery Systems. The State will be using the following systems to deliver services:

- a. ☐ **MCO:** Risk-comprehensive contracts are fully-capitated and require that the contractor be an MCO or HIO. Comprehensive means that the contractor is at risk for inpatient hospital services and any other mandatory State plan service in section 1905(a), or any three or more mandatory services in that section. References in this preprint to MCOs generally apply to these risk-comprehensive entities.
- b. ☒ **PIHP:** Prepaid Inpatient Health Plan means an entity that: (1) provides medical services to enrollees under contract with the State agency, and on the basis of prepaid capitation payments or other payment arrangements that do not use State Plan payment rates; (2) provides, arranges for, or otherwise has responsibility for the provision of any inpatient hospital or institutional services for its enrollees; and (3) does not have a comprehensive risk contract. Note: this includes MCOs paid on a non-risk basis.
- ☒ **The PIHP is paid on a risk basis**
- ☐ **The PIHP is paid on a non-risk basis**
- c. ☐ **PAHP:** Prepaid Ambulatory Health Plan means an entity that: (1) provides medical services to enrollees under contract with the State agency, and on the basis of prepaid capitation payments, or other payment arrangements that do not use State Plan payment rates; (2) does not provide or arrange for, and is not otherwise responsible for the provision of any inpatient hospital or institutional services for its enrollees; and (3) does not have a comprehensive risk contract. This includes capitated PCCMs.
- ☐ **The PAHP is paid on a risk basis**
- ☐ **The PAHP is paid on a non-risk basis**
- d. ☐ **PCCM:** A system under which a primary care case manager contracts with the State to furnish case management services. Reimbursement is on a fee-for-service basis. Note: a capitated PCCM is a PAHP.
- e. ☐ **Fee-for-service (FFS) selective contracting:** State contracts with specified providers who are willing to meet certain reimbursement, quality, and utilization standards.
- ☐ **the same as stipulated in the state plan**
- ☐ **different than stipulated in the state plan**
- Please describe:
-
- f. ☐ **Other:** (Please provide a brief narrative description of the model.)
-

Section A: Program Description

Part I: Program Overview**B. Delivery Systems (2 of 3)**

2. Procurement. The State selected the contractor in the following manner. Please complete for each type of managed care entity utilized (e.g. procurement for MCO; procurement for PIHP, etc):

☐ **Procurement for MCO**

- ☐ **Competitive** procurement process (e.g. Request for Proposal or Invitation for Bid that is formally advertised and targets a wide audience)
- ☐ **Open** cooperative procurement process (in which any qualifying contractor may participate)
- ☐ **Sole source** procurement
- ☐ **Other** (please describe)

☒ **Procurement for PIHP**

- ☐ **Competitive** procurement process (e.g. Request for Proposal or Invitation for Bid that is formally advertised and targets a wide audience)
- ☐ **Open** cooperative procurement process (in which any qualifying contractor may participate)
- ☒ **Sole source** procurement
- ☐ **Other** (please describe)

☐ **Procurement for PAHP**

- ☐ **Competitive** procurement process (e.g. Request for Proposal or Invitation for Bid that is formally advertised and targets a wide audience)
- ☐ **Open** cooperative procurement process (in which any qualifying contractor may participate)
- ☐ **Sole source** procurement
- ☐ **Other** (please describe)

☐ **Procurement for PCCM**

- ☐ **Competitive** procurement process (e.g. Request for Proposal or Invitation for Bid that is formally advertised and targets a wide audience)
- ☐ **Open** cooperative procurement process (in which any qualifying contractor may participate)
- ☐ **Sole source** procurement
- ☐ **Other** (please describe)

☐ **Procurement for FFS**

- ☐ **Competitive** procurement process (e.g. Request for Proposal or Invitation for Bid that is formally advertised and targets a wide audience)
- ☐ **Open** cooperative procurement process (in which any qualifying contractor may participate)
- ☐ **Sole source** procurement
- ☐ **Other** (please describe)

Section A: Program Description

Part I: Program Overview

B. Delivery Systems (3 of 3)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part I: Program Overview

C. Choice of MCOs, PIHPs, PAHPs, and PCCMs (1 of 3)

1. Assurances.

- ☒ The State assures CMS that it complies with section 1932(a)(3) of the Act and 42 CFR 438.52, which require that a State that mandates Medicaid beneficiaries to enroll in an MCO, PIHP, PAHP, or PCCM must give those beneficiaries a choice of at least two entities.
- ☒ The State seeks a waiver of section 1932(a)(3) of the Act, which requires States to offer a choice of more than one PIHP or PAHP per 42 CFR 438.52. Please describe how the State will ensure this lack of choice of PIHP or PAHP is not detrimental to beneficiaries ability to access services.

Enrollees are automatically enrolled with the PMHP contractor serving their county of residence. PMHP contractors have the flexibility to provide services directly or through subcontracts with other community providers. Enrollees may request authorization from the PMHP to receive services from a non-network provider. PMHPs are required to follow the service authorization requirements at 42 CFR 438.210(b) for processing requests for initial or ongoing services.

Salt Lake County, which includes roughly half of the PMHP-enrolled population, provides services through a panel model. Enrollees can select a provider of their choice from the panel. Also, if enrollees file complaints with State staff about access to care or provider choice, staff would work with the PMHP contractor to ensure the the enrollees' service needs are met. The State also obtains quarterly grievance reports from the PMHPs. If these types of grievances are found, the State would review them with the PMHP contractor.

2. Details. The State will provide enrollees with the following choices (please replicate for each program in waiver):

Program: " **Prepaid Mental Health Plan.** "

- ☐ Two or more MCOs
- ☐ Two or more primary care providers within one PCCM system.
- ☐ A PCCM or one or more MCOs
- ☐ Two or more PIHPs.
- ☐ Two or more PAHPs.
- ☐ Other:
please describe

Section A: Program Description

Part I: Program Overview

C. Choice of MCOs, PIHPs, PAHPs, and PCCMs (2 of 3)

3. Rural Exception.

- ☐ The State seeks an exception for rural area residents under section 1932(a)(3)(B) of the Act and 42 CFR 438.52(b), and assures CMS that it will meet the requirements in that regulation, including choice of physicians or case managers, and ability to go out of network in specified circumstances. The State will use the rural exception in the following areas ("rural area" must be defined as any area other than an "urban area" as defined in 42 CFR 412.62(f)(1)(ii)):

4. 1915(b)(4) Selective Contracting.

- ☒ **Beneficiaries will be limited to a single provider in their service area**

Please define service area.

The county or counties each PMHP contractor serves comprises a service area. See Section D, Geographic Areas Served by the Waiver, for a description of the PMHP service areas.

- ☐ **Beneficiaries will be given a choice of providers in their service area**

Section A: Program Description

Part I: Program Overview

C. Choice of MCOs, PIHPs, PAHPs, and PCCMs (3 of 3)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part I: Program Overview

D. Geographic Areas Served by the Waiver (1 of 2)

- 1. General.** Please indicate the area of the State where the waiver program will be implemented. (If the waiver authorizes more than one program, please list applicable programs below item(s) the State checks.

- **Statewide** -- all counties, zip codes, or regions of the State
-- *Specify Program Instance(s) for Statewide*

☐ **PMHP**

- **Less than Statewide**
-- *Specify Program Instance(s) for Less than Statewide*

☒ **PMHP**

- 2. Details.** Regardless of whether item 1 or 2 is checked above, please list in the chart below the areas (i.e., cities, counties, and/or regions) and the name and type of entity or program (MCO, PIHP, PAHP, HIO, PCCM or other entity) with which the State will contract.

City/County/Region	Type of Program (PCCM, MCO, PIHP, or PAHP)	Name of Entity (for MCO, PIHP, PAHP)
Dagget, Duchesne, Uintah, and San Juan counties	PIHP	Northeastern Counseling Center
Carbon, Emery and Grand counties	PIHP	Four Corners Community Behavioral Health Center
Beaver, Iron, Garfield, Washington and Kane counties	PIHP	Southwest Behavioral Health Center
Juab, Millard, Sanpete, Sevier, Piute and Wayne counties	PIHP	Central Utah Counseling Center
Weber and Morgan counties	PIHP	Weber Human Services
Davis County	PIHP	Davis Behavioral Health
Salt Lake County	PIHP	Salt Lake County, Division of Behavioral Health Services
Summit	PIHP	Healthy U Behavioral
Tooele County	PIHP	United Behavioral Health, Inc.
Box Elder, Cache and Rich counties	PIHP	Bear River Mental Health
Utah County	PIHP	Wasatch Behavioral Health

Section A: Program Description

Part I: Program Overview

D. Geographic Areas Served by the Waiver (2 of 2)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part I: Program Overview

E. Populations Included in Waiver (1 of 3)

Please note that the eligibility categories of Included Populations and Excluded Populations below may be modified as needed to fit the States specific circumstances.

1. Included Populations. The following populations are included in the Waiver Program:

- ☒ **Section 1931 Children and Related Populations** are children including those eligible under Section 1931, poverty-level related groups and optional groups of older children.
- ☒ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**
- ☒ **Section 1931 Adults and Related Populations** are adults including those eligible under Section 1931, poverty-level pregnant women and optional group of caretaker relatives.
- ☒ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**

- ☒ **Blind/Disabled Adults and Related Populations** are beneficiaries, age 18 or older, who are eligible for Medicaid due to blindness or disability. Report Blind/Disabled Adults who are age 65 or older in this category, not in Aged.
- ☒ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**
- ☒ **Blind/Disabled Children and Related Populations** are beneficiaries, generally under age 18, who are eligible for Medicaid due to blindness or disability.
- ☒ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**
- ☒ **Aged and Related Populations** are those Medicaid beneficiaries who are age 65 or older and not members of the Blind/Disabled population or members of the Section 1931 Adult population.
- ☒ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**
- ☒ **Foster Care Children** are Medicaid beneficiaries who are receiving foster care or adoption assistance (Title IV-E), are in foster-care, or are otherwise in an out-of-home placement.
- ☒ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**
- ☐ **TITLE XXI SCHIP** is an optional group of targeted low-income children who are eligible to participate in Medicaid if the State decides to administer the State Childrens Health Insurance Program (SCHIP) through the Medicaid program.
- ☐ **Mandatory enrollment**
 - ☐ **Voluntary enrollment**
- ☒ **Other** (Please define):

Additional populations included in this Choices waiver are:

1. Pregnant women pursuant to 42 CFR 435.116;
2. Former foster care children described in 1902(a)(10)(A)(i)(IX); and
3. Children under age 19 pursuant to 42 CFR 435.118.

Section A: Program Description

Part I: Program Overview

E. Populations Included in Waiver (2 of 3)

2. Excluded Populations. Within the groups identified above, there may be certain groups of individuals who are excluded from the Waiver Program. For example, the Aged population may be required to enroll into the program, but Dual Eligibles within that population may not be allowed to participate. In addition, Section 1931 Children may be able to enroll voluntarily in a managed care program, but Foster Care Children within that population may be excluded from that program. Please indicate if any of the following populations are excluded from participating in the Waiver Program:

- ☐ **Medicare Dual Eligible** --Individuals entitled to Medicare and eligible for some category of Medicaid benefits. (Section 1902(a)(10) and Section 1902(a)(10)(E))
- ☐ **Poverty Level Pregnant Women** -- Medicaid beneficiaries, who are eligible only while pregnant and for a short time after delivery. This population originally became eligible for Medicaid under the SOBRA legislation.

- ☐ **Other Insurance** --Medicaid beneficiaries who have other health insurance.
- ☐ **Reside in Nursing Facility or ICF/IID** --Medicaid beneficiaries who reside in Nursing Facilities (NF) or Intermediate Care Facilities for the Individuals with Intellectual Disabilities (ICF/IID).
- ☐ **Enrolled in Another Managed Care Program** --Medicaid beneficiaries who are enrolled in another Medicaid managed care program
- ☐ **Eligibility Less Than 3 Months** --Medicaid beneficiaries who would have less than three months of Medicaid eligibility remaining upon enrollment into the program.
- ☐ **Participate in HCBS Waiver** --Medicaid beneficiaries who participate in a Home and Community Based Waiver (HCBS, also referred to as a 1915(c) waiver).
- ☐ **American Indian/Alaskan Native** --Medicaid beneficiaries who are American Indians or Alaskan Natives and members of federally recognized tribes.
- ☐ **Special Needs Children (State Defined)** --Medicaid beneficiaries who are special needs children as defined by the State. Please provide this definition.

- ☒ **SCHIP Title XXI Children** Medicaid beneficiaries who receive services through the SCHIP program.
- ☒ **Retroactive Eligibility** Medicaid beneficiaries for the period of retroactive eligibility.
- ☒ **Other** (Please define):

Additional populations excluded from this PMHP waiver are:

1. Adult Expansion Medicaid beneficiaries;
2. Beneficiaries residing in the Utah State Hospital;
3. Beneficiaries residing in the Utah State Development Center;
4. Beneficiaries enrolled in the Healthy Outcomes Medical Excellence (HOME) program*; and
- 5 Beneficiaries with presumptive Medicaid eligibility.

*The HOME program is a voluntary program that provides services to children and adults with a developmental disability and mental illness and/or behavioral problems. HOME covers both physical and behavioral health services for its enrollees. When beneficiaries enroll in HOME they are disenrolled from both the Choice of Health Care Delivery Program and PMHP 1915(b) waivers.

Section A: Program Description

Part I: Program Overview

E. Populations Included in Waiver (3 of 3)

Additional Information. Please enter any additional information not included in previous pages:

Children in foster care are enrolled in the PMHP for inpatient mental health care; therefore, PMHPs receive only inpatient premiums for these children.

Section A: Program Description

Part I: Program Overview

F. Services (1 of 5)

List all services to be offered under the Waiver in Appendices D2.S. and D2.A of Section D, Cost-Effectiveness.

1. Assurances.

- ☒ The State assures CMS that services under the Waiver Program will comply with the following federal requirements:
 - Services will be available in the same amount, duration, and scope as they are under the State Plan per 42 CFR 438.210(a)(2).
 - Access to emergency services will be assured per section 1932(b)(2) of the Act and 42 CFR 438.114.
 - Access to family planning services will be assured per section 1905(a)(4) of the Act and 42 CFR 431.51(b)
- ☒ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of more of the regulatory requirements listed above for PIHP or PAHP programs. Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any. (See note below for limitations on requirements that may be waived).
- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, PAHP, or PCCM contracts for compliance with the provisions of 42 CFR 438.210(a)(2), 438.114, and 431.51 (Coverage of Services, Emergency Services, and Family Planning) as applicable. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.
- ☐ This is a proposal for a 1915(b)(4) FFS Selective Contracting Program only and the managed care regulations do not apply. The State assures CMS that services will be available in the same amount, duration, and scope as they are under the State Plan.
- ☒ The state assures CMS that it complies with Title I of the Medicare Modernization Act of 2003, in so far as these requirements are applicable to this waiver.

Note: Section 1915(b) of the Act authorizes the Secretary to waive most requirements of section 1902 of the Act for the purposes listed in sections 1915(b)(1)-(4) of the Act. However, within section 1915(b) there are prohibitions on waiving the following subsections of section 1902 of the Act for any type of waiver program:

- Section 1902(s) -- adjustments in payment for inpatient hospital services furnished to infants under age 1, and to children under age 6 who receive inpatient hospital services at a Disproportionate Share Hospital (DSH) facility.
- Sections 1902(a)(15) and 1902(bb) prospective payment system for FQHC/RHC
- Section 1902(a)(10)(A) as it applies to 1905(a)(2)(C) comparability of FQHC benefits among Medicaid beneficiaries
- Section 1902(a)(4)(C) -- freedom of choice of family planning providers
- Sections 1915(b)(1) and (4) also stipulate that section 1915(b) waivers may not waive freedom of choice of emergency services providers.

Section A: Program Description

Part I: Program Overview

F. Services (2 of 5)

- 2. Emergency Services.** In accordance with sections 1915(b) and 1932(b) of the Act, and 42 CFR 431.55 and 438.114, enrollees in an MCO, PIHP, PAHP, or PCCM must have access to emergency services without prior authorization, even if the emergency services provider does not have a contract with the entity.

- ☐ The PAHP, PAHP, or FFS Selective Contracting program does not cover emergency services.

Emergency Services Category General Comments (optional):

Emergency (mental health/substance use disorder) services are covered under the PMHP.

3. Family Planning Services. In accordance with sections 1905(a)(4) and 1915(b) of the Act, and 42 CFR 431.51(b), prior authorization of, or requiring the use of network providers for family planning services is prohibited under the waiver program. Out-of-network family planning services are reimbursed in the following manner:

- ☐ The MCO/PIHP/PAHP will be required to reimburse out-of-network family planning services.
- ☐ The MCO/PIHP/PAHP will be required to pay for family planning services from network providers, and the State will pay for family planning services from out-of-network providers.
- ☐ The State will pay for all family planning services, whether provided by network or out-of-network providers.
- ☐ Other (please explain):

- ☒ Family planning services are not included under the waiver.

Family Planning Services Category General Comments (optional):

Section A: Program Description

Part I: Program Overview

F. Services (3 of 5)

4. FQHC Services. In accordance with section 2088.6 of the State Medicaid Manual, access to Federally Qualified Health Center (FQHC) services will be assured in the following manner:

- ☐ The program is **voluntary**, and the enrollee can disenroll at any time if he or she desires access to FQHC services. The MCO/PIHP/PAHP/PCCM is not required to provide FQHC services to the enrollee during the enrollment period.
- ☐ The program is **mandatory** and the enrollee is guaranteed a choice of at least one MCO/PIHP/PAHP/PCCM which has at least one FQHC as a participating provider. If the enrollee elects not to select a MCO/PIHP/PAHP/PCCM that gives him or her access to FQHC services, no FQHC services will be required to be furnished to the enrollee while the enrollee is enrolled with the MCO/PIHP/PAHP/PCCM he or she selected. Since reasonable access to FQHC services will be available under the waiver program, FQHC services outside the program will not be available. Please explain how the State will guarantee all enrollees will have a choice of at least one MCO/PIHP/PAHP/PCCM with a participating FQHC:

- ☒ The program is **mandatory** and the enrollee has the right to obtain FQHC services **outside** this waiver program through the regular Medicaid Program.

FQHC Services Category General Comments (optional):

5. EPSDT Requirements.

- ☒ The managed care programs(s) will comply with the relevant requirements of sections 1905(a)(4)(b) (services), 1902(a)(43) (administrative requirements including informing, reporting, etc.), and 1905(r) (definition) of the Act related to Early, Periodic Screening, Diagnosis, and Treatment (EPSDT) program.

EPSDT Requirements Category General Comments (optional):

Section A: Program Description

Part I: Program Overview

F. Services (4 of 5)

6. 1915(b)(3) Services.

- ☒ This waiver includes 1915(b)(3) expenditures. The services must be for medical or health-related care, or other services as described in 42 CFR Part 440, and are subject to CMS approval. Please describe below what these expenditures are for each waiver program that offers them. Include a description of the populations eligible, provider type, geographic availability, and reimbursement method.

1915(b)(3) Services Requirements Category General Comments:

PMHP enrollees for whom outpatient premiums are paid are eligible to receive 1915(b)(3) services. Services are reimbursed through the PMHP premiums. Premiums are comprised of a State Plan services component and a 1915(b)(3) services component. Providers are mental health/substance use disorder providers. Services are available through all PMHPs.

The approved 1915(b)(3) services are:

Psychoeducational Services

Psychoeducational Services are services recommended by a physician or practitioner of the healing arts (licensed mental health therapist) that are furnished for the primary purpose of assisting in the rehabilitation of enrollees with serious mental illness or serious emotional disturbance. This rehabilitative service includes interventions which help clients achieve goals of remedial and/or rehabilitative educational and vocational adequacy necessary to restore them to their best possible functioning level.

Personal Services

Personal Services are services recommended by a physician or practitioner of the healing arts (licensed mental health therapist) that are furnished for the primary purpose of assisting in the rehabilitation of enrollees with serious mental illness or serious emotional disturbance. These services include assistance with instrumental activities of daily living (IADLs) that are necessary for individuals to live successfully and independently in the community and avoid hospitalization. Personal Services include assisting the client with varied activities based on the clients rehabilitative needs, such as picking up prescriptions, income management, maintaining the living environment including cleaning and shopping, and the transportation related to the performance of these activities, and representative payee activities when the PMHP/PMHP provider has been legally designated as the clients representative payee. These services assist enrollees to achieve their goals for remedial and/or rehabilitative IADL adequacy necessary to restore them to their best possible functioning level.

Respite Care

This service is recommended by a physician or practitioner of the healing arts (licensed mental health therapist) and is furnished for the primary purpose of giving parents/guardians temporary relief from the stresses of care for a child with a serious emotional disturbance. Respite Care can prevent parent/guardian burn-out, allow for time to be spent with other children in the family, reserve the family unit, and minimize the risk of out-of home placement by reducing the stress families of children with serious emotional disturbance typically encounter.

Supportive Living

Supportive Living means costs incurred in licensed residential treatment /residential support programs when Enrollees are placed in these programs.

Costs include those incurred for 24-hour staff, facility costs associated with providing individual covered services (e.g., individual psychotherapy, pharmacologic management, etc.) at the facility site, and apportioned administrative costs. Costs do not include the covered services costs or room and board costs. This level of care is recommended by a physician or other practitioner of the healing arts, and helps to restore patients with serious mental illness or serious emotional disorders to their best possible functioning level. Contractors provide this level of care when needed so that individuals can remain in a less restrictive community setting.

To ensure room and board costs are not covered under the PMHP program, based on multiple discussions with CMS, the following costs were agreed on for calculating supportive living costs and excluding room and board costs:

- * Direct wages and benefits
- * Indirect wage and benefits
- * Occupancy costs (depreciation, interest, insurance, utilities, etc.)
- * Maintenance
- * Other
- * Allocated Center-wide administrative costs

Total facility space will be allocated between covered Supportive Living services and non-covered room and board services as follows:

Personal-use space (i.e., bedrooms, kitchen space, hallways, bathrooms and janitorial closets), and dietary and laundry-related costs are not covered under the PMHP program.

Shared space is used for both clinical services and for personal use by residents. The contractors will divide shared space costs based on a 24-hour clock and will split the time between usage for clinical services and for residents personal living. For example, if shared space is used for clinical services 5 hours in a day, 21 percent (5/24ths) of the cost for that period would be allocated to clinical services, and 79 percent (19/24ths) of the cost of the shared space would be allocated to non-covered room and board costs.

Clinical services space is used exclusively to provide clinical services. The contractors will allocate this space to Supportive Living costs. Exclusive use means that this space is not used for any other purposes. Any personal use of the space by residents causes the space to be considered shared space subject to the 24-hour clock allocation.

Common space is that space occupied by support personnel such as an administrative assistant's office, and is therefore allocated between clinical services space and personal-use space. The contractors will allocate common space costs to Supportive Living services based upon the ratio of clinical services space (i.e., the sum of shared space used for clinical services and clinical services space) to the total of personal-use space, shared space and clinical services space. The remaining common space not allocated to clinical services is allocated to personal-use space.

The contractors will segregate non-routine repair and maintenance building costs between total non-covered personal-use space and total clinical services space based on reasonable and supportable usage allocations.

The contractors will make cost-on-cost allocations of administrative costs that will reflect all non-covered costs and covered costs stemming from Supportive Living services.

7. Self-referrals.

- ☐ The State requires MCOs/PIHPs/PAHPs/PCCMs to allow enrollees to self-refer (i.e. access without prior authorization) under the following circumstances or to the following subset of services in the MCO/PIHP/PAHP/PCCM contract:

Self-referrals Requirements Category General Comments:

8. Other.

- ☐ Other (Please describe)

Section A: Program Description

Part I: Program Overview

F. Services (5 of 5)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part II: Access**A. Timely Access Standards (1 of 7)**

Each State must ensure that all services covered under the State plan are available and accessible to enrollees of the 1915(b) Waiver Program. Section 1915(b) of the Act prohibits restrictions on beneficiaries access to emergency services and family planning services.

1. Assurances for MCO, PIHP, or PAHP programs

- ☒ The State assures CMS that it complies with section 1932(c)(1)(A)(i) of the Act and 42 CFR 438.206 Availability of Services; in so far as these requirements are applicable.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, or PAHP contracts for compliance with the provisions of section 1932(c)(1)(A)(i) of the Act and 42 CFR 438.206 Availability of Services. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.

If the 1915(b) Waiver Program does not include a PCCM component, please continue with Part II.B. Capacity Standards.

Section A: Program Description**Part II: Access****A. Timely Access Standards (2 of 7)**

- 2. Details for PCCM program.** The State must assure that Waiver Program enrollees have reasonable access to services. Please note below the activities the State uses to assure timely access to services.

- a. ☐ **Availability Standards.** The States PCCM Program includes established maximum distance and/or travel time requirements, given beneficiary's normal means of transportation, for waiver enrollees access to the following providers. For each provider type checked, please describe the standard.

1. ☐ PCPs

Please describe:

2. ☐ Specialists

Please describe:

3. ☐ Ancillary providers

Please describe:

4. ☐ Dental

Please describe:

5. ☐ Hospitals

Please describe:

6. ☐ Mental Health

Please describe:

7. ☐ Pharmacies

Please describe:

8. ☐ Substance Abuse Treatment Providers

Please describe:

9. ☐ Other providers

Please describe:

Section A: Program Description

Part II: Access

A. Timely Access Standards (3 of 7)

2. Details for PCCM program. (Continued)

- b. ☐ **Appointment Scheduling** means the time before an enrollee can acquire an appointment with his or her provider for both urgent and routine visits. The States PCCM Program includes established standards for appointment scheduling for waiver enrollees access to the following providers.

1. ☐ PCPs

Please describe:

2. ☐ Specialists

Please describe:

3. ☐ Ancillary providers

Please describe:

4. ☐ Dental

Please describe:

5. ☐ Mental Health

Please describe:

6. ☐ Substance Abuse Treatment Providers

Please describe:

7. ☐ Urgent care

Please describe:

8. ☐ Other providers

Please describe:

Section A: Program Description

Part II: Access

A. Timely Access Standards (4 of 7)

2. Details for PCCM program. (Continued)

- c. ☐ **In-Office Waiting Times:** The States PCCM Program includes established standards for in-office waiting times. For each provider type checked, please describe the standard.

1. ☐ PCPs

Please describe:

2. ☐ Specialists

Please describe:

3. ☐ Ancillary providers

Please describe:

4. ☐ Dental

Please describe:

5. ☐ Mental Health

Please describe:

6. ☐ Substance Abuse Treatment Providers

Please describe:

7. ☐ Other providers

Please describe:

Section A: Program Description

Part II: Access

A. Timely Access Standards (5 of 7)

2. Details for PCCM program. (Continued)

- d. ☐ Other Access Standards

Section A: Program Description

Part II: Access

A. Timely Access Standards (6 of 7)

3. **Details for 1915(b)(4)FFS selective contracting programs:** Please describe how the State assures timely access to the services covered under the selective contracting program.

Section A: Program Description

Part II: Access

A. Timely Access Standards (7 of 7)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part II: Access

B. Capacity Standards (1 of 6)

1. Assurances for MCO, PIHP, or PAHP programs

- ☒ The State assures CMS that it complies with section 1932(b)(5) of the Act and 42 CFR 438.207 Assurances of adequate capacity and services, in so far as these requirements are applicable.

- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, or PAHP contracts for compliance with the provisions of section 1932(b)(5) and 42 CFR 438.207 Assurances of adequate capacity and services. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.

If the 1915(b) Waiver Program does not include a PCCM component, please continue with Part II, C. Coordination and Continuity of Care Standards.

Section A: Program Description

Part II: Access

B. Capacity Standards (2 of 6)

- 2. Details for PCCM program.** The State must assure that Waiver Program enrollees have reasonable access to services. Please note below which of the strategies the State uses assure adequate provider capacity in the PCCM program.

- a. ☐ The State has set **enrollment limits** for each PCCM primary care provider.

Please describe the enrollment limits and how each is determined:

- b. ☐ The State ensures that there are adequate number of PCCM PCPs with **open panels**.

Please describe the States standard:

- c. ☐ The State ensures that there is an **adequate number** of PCCM PCPs under the waiver assure access to all services covered under the Waiver.

Please describe the States standard for adequate PCP capacity:

Section A: Program Description

Part II: Access

B. Capacity Standards (3 of 6)

- 2. Details for PCCM program.** (Continued)

- d. ☐ The State compares **numbers of providers** before and during the Waiver.

Provider Type	# Before Waiver	# in Current Waiver	# Expected in Renewal	
---------------	-----------------	---------------------	-----------------------	--

Please note any limitations to the data in the chart above:

- e. ☐ The State ensures adequate **geographic distribution** of PCCMs.

Please describe the States standard:

Section A: Program Description

Part II: Access

B. Capacity Standards (4 of 6)

2. Details for PCCM program. (Continued)

- f. ☐ **PCP:Enrollee Ratio.** The State establishes standards for PCP to enrollee ratios.

Area/(City/County/Region)	PCCM-to-Enrollee Ratio	
---------------------------	------------------------	--

Please note any changes that will occur due to the use of physician extenders.:

- g. ☐ **Other capacity standards.**

Please describe:

Section A: Program Description

Part II: Access

B. Capacity Standards (5 of 6)

- 3. Details for 1915(b)(4)FFS selective contracting programs:** Please describe how the State assures provider capacity has not been negatively impacted by the selective contracting program. Also, please provide a detailed capacity analysis of the number of beds (by type, per facility) for facility programs, or vehicles (by type, per contractor) for non-emergency transportation programs, needed per location to assure sufficient capacity under the waiver program. This analysis should consider increased enrollment and/or utilization expected under the waiver.

Section A: Program Description

Part II: Access

B. Capacity Standards (6 of 6)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description**Part II: Access****C. Coordination and Continuity of Care Standards (1 of 5)****1. Assurances for MCO, PIHP, or PAHP programs**

- ☒ The State assures CMS that it complies with section 1932(c)(1)(A)(i) of the Act and 42 CFR 438.206 Availability of Services; in so far as these requirements are applicable.
- ☐ The State seeks a waiver of a waiver of section 1902(a)(4) of the Act, to waive one or more of more of the regulatory requirements listed above for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, or PAHP contracts for compliance with the provisions of section 1932(c)(1)(A)(i) of the Act and 42 CFR 438.206 Availability of Services. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.

Section A: Program Description**Part II: Access****C. Coordination and Continuity of Care Standards (2 of 5)****2. Details on MCO/PIHP/PAHP enrollees with special health care needs.**

The following items are required.

- a. ☒ The plan is a PIHP/PAHP, and the State has determined that based on the plans scope of services, and how the State has organized the delivery system, that the **PIHP/PAHP need not meet the requirements** for additional services for enrollees with special health care needs in 42 CFR 438.208.

Please provide justification for this determination:

Mental health and substance use disorder services are carved out of Utah's 1915(b) Choice of Health Care Delivery Program waiver and are provided by specialized mental health and substance use disorder providers. Therefore, all enrollees getting mental health and/or substance use disorder services have special (mental and/or substance use disorder) health care needs. All mental health/substance use disorder clients receive an individualized comprehensive mental health evaluation by a licensed mental health therapist and are prescribed services in a mental health/substance use disorder treatment plan. Therefore, the mental health and substance use disorder population, as a carve-out, is a special health care needs population.

- b. ☐ **Identification.** The State has a mechanism to identify persons with special health care needs to MCOs, PIHPs, and PAHPs, as those persons are defined by the State.

Please describe:

- c. ☐ **Assessment.** Each MCO/PIHP/PAHP will implement mechanisms, using appropriate health care professionals, to assess each enrollee identified by the State to identify any ongoing special conditions that require a course of treatment or regular care monitoring. Please describe:

Please describe the enrollment limits and how each is determined:

- d. ☐ **Treatment Plans.** For enrollees with special health care needs who need a course of treatment or regular care monitoring, the State requires the MCO/PIHP/PAHP to produce a treatment plan. If so, the treatment plan meets the following requirements:

1. ☐ Developed by enrollees primary care provider with enrollee participation, and in consultation with any specialists care for the enrollee.
2. ☐ Approved by the MCO/PIHP/PAHP in a timely manner (if approval required by plan).
3. ☐ In accord with any applicable State quality assurance and utilization review standards.

Please describe:

- e. ☐ **Direct access to specialists.** If treatment plan or regular care monitoring is in place, the MCO/PIHP/PAHP has a mechanism in place to allow enrollees to directly access specialists as appropriate for enrollees condition and identified needs.

Please describe:

Section A: Program Description

Part II: Access

C. Coordination and Continuity of Care Standards (3 of 5)

- 3. Details for PCCM program.** The State must assure that Waiver Program enrollees have reasonable access to services. Please note below which of the strategies the State uses assure adequate provider capacity in the PCCM program.

- a. ☐ Each enrollee selects or is assigned to a **primary care provider** appropriate to the enrollees needs.
- b. ☐ Each enrollee selects or is assigned to a designated **designated health care practitioner** who is primarily responsible for coordinating the enrollees overall health care.
- c. ☐ Each enrollee is receives **health education/promotion** information.

Please explain:

-
- d. ☐ Each provider maintains, for Medicaid enrollees, **health records** that meet the requirements established by the State, taking into account professional standards.
- e. ☐ There is appropriate and confidential **exchange of information** among providers.
- f. ☐ Enrollees receive information about specific health conditions that require **follow-up** and, if appropriate, are given training in self-care.
- g. ☐ Primary care case managers **address barriers** that hinder enrollee compliance with prescribed treatments or regimens, including the use of traditional and/or complementary medicine.
- h. ☐ **Additional case management** is provided.

Please include how the referred services and the medical forms will be coordinated among the practitioners, and documented in the primary care case managers files.

-
- i. ☐ **Referrals.**

Please explain in detail the process for a patient referral. In the description, please include how the referred services and the medical forms will be coordinated among the practitioners, and documented in the primary care case managers files.

Section A: Program Description

Part II: Access

C. Coordination and Continuity of Care Standards (4 of 5)

- 4. Details for 1915(b)(4) only programs:** If applicable, please describe how the State assures that continuity and coordination of care are not negatively impacted by the selective contracting program.

Section A: Program Description

Part II: Access

C. Coordination and Continuity of Care Standards (5 of 5)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part III: Quality

1. Assurances for MCO or PIHP programs

- ☒ The State assures CMS that it complies with section 1932(c)(1)(A)(iii)-(iv) of the Act and 42 CFR 438.202, 438.204, 438.210, 438.214, 438.218, 438.224, 438.226, 438.228, 438.230, 438.236, 438.240, and 438.242 in so far as these regulations are applicable.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PIHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, or PAHP contracts for compliance with the provisions of section 1932(c)(1)(A)(iii)-(iv) of the Act and 42 CFR 438.202, 438.204, 438.210, 438.214, 438.218, 438.224, 438.226, 438.228, 438.230, 438.236, 438.240, and 438.242. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.
- ☒ Section 1932(c)(1)(A)(iii)-(iv) of the Act and 42 CFR 438.202 requires that each State Medicaid agency that contracts with MCOs and PIHPs submit to CMS a written strategy for assessing and improving the quality of managed care services offered by all MCOs and PIHPs.

The State assures CMS that this **quality strategy** was initially submitted to the CMS Regional Office on:

 (mm/dd/yy)

- ☒ The State assures CMS that it complies with section 1932(c)(2) of the Act and 42 CFR 438 Subpart E, to arrange for an annual, independent, **external quality review** of the outcomes and timeliness of, and access to the services delivered under each MCO/ PIHP contract. Note: EQR for PIHPs is required beginning March 2004.

Please provide the information below (modify chart as necessary):

Program Type	Name of Organization	Activities Conducted		
		EQR study	Mandatory Activities	Optional Activities
MCO				
PIHP	Health Services Advisory Group		42 CFR 438.358(b)(iv)	

Section A: Program Description

Part III: Quality

2. Assurances For PAHP program

- ☐ The State assures CMS that it complies with section 1932(c)(1)(A)(iii)-(iv) of the Act and 42 CFR 438.210, 438.214, 438.218, 438.224, 438.226, 438.228, 438.230 and 438.236, in so far as these regulations are applicable.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

-
- ☐ The CMS Regional Office has reviewed and approved the PAHP contracts for compliance with the provisions of section 1932(c) (1)(A)(iii)-(iv) of the Act and 42 CFR 438.210, 438.214, 438.218, 438.224, 438.226, 438.228, 438.230 and 438.236. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.

Section A: Program Description

Part III: Quality

3. Details for PCCM program. The State must assure that Waiver Program enrollees have access to medically necessary services of adequate quality. Please note below the strategies the State uses to assure quality of care in the PCCM program.

- a. ☐ The State has developed a set of overall quality **improvement guidelines** for its PCCM program.

Please describe:

Section A: Program Description

Part III: Quality

3. Details for PCCM program. (Continued)

- b. ☐ **State Intervention:** If a problem is identified regarding the quality of services received, the State will intervene as indicated below.

1. ☐ Provide education and informal mailings to beneficiaries and PCCMs
2. ☐ Initiate telephone and/or mail inquiries and follow-up
3. ☐ Request PCCMs response to identified problems
4. ☐ Refer to program staff for further investigation
5. ☐ Send warning letters to PCCMs
6. ☐ Refer to States medical staff for investigation
7. ☐ Institute corrective action plans and follow-up
8. ☐ Change an enrollees PCCM
9. ☐ Institute a restriction on the types of enrollees
10. ☐ Further limit the number of assignments
11. ☐ Ban new assignments
12. ☐ Transfer some or all assignments to different PCCMs
13. ☐ Suspend or terminate PCCM agreement
14. ☐ Suspend or terminate as Medicaid providers
15. ☐ Other

Please explain:

Section A: Program Description

Part III: Quality

3. Details for PCCM program. (Continued)

- c. ☐ **Selection and Retention of Providers:** This section provides the State the opportunity to describe any requirements, policies or procedures it has in place to allow for the review and documentation of qualifications and other relevant information pertaining to a provider who seeks a contract with the State or PCCM administrator as a PCCM. This section is required if the State has applied for a 1915(b)(4) waiver that will be applicable to the PCCM program.

Please check any processes or procedures listed below that the State uses in the process of selecting and retaining PCCMs. The State (please check all that apply):

1. ☐ Has a documented process for selection and retention of PCCMs (please submit a copy of that documentation).
2. ☐ Has an initial credentialing process for PCCMs that is based on a written application and site visits as appropriate, as well as primary source verification of licensure, disciplinary status, and eligibility for payment under Medicaid.
3. ☐ Has a recredentialing process for PCCMs that is accomplished within the time frame set by the State and through a process that updates information obtained through the following (check all that apply):
 - A. ☐ Initial credentialing
 - B. ☐ Performance measures, including those obtained through the following (check all that apply):
 - ☐ The utilization management system.
 - ☐ The complaint and appeals system.
 - ☐ Enrollee surveys.
 - ☐ Other.

Please describe:

4. ☐ Uses formal selection and retention criteria that do not discriminate against particular providers such as those who serve high risk populations or specialize in conditions that require costly treatment.
5. ☐ Has an initial and recredentialing process for PCCMs other than individual practitioners (e.g., rural health clinics, federally qualified health centers) to ensure that they are and remain in compliance with any Federal or State requirements (e.g., licensure).
6. ☐ Notifies licensing and/or disciplinary bodies or other appropriate authorities when suspensions or terminations of PCCMs take place because of quality deficiencies.
7. ☐ Other

Please explain:

Section A: Program Description

Part III: Quality

3. Details for PCCM program. (Continued)

d. Other quality standards (please describe):

Section A: Program Description**Part III: Quality**

4. Details for 1915(b)(4) only programs: Please describe how the State assures quality in the services that are covered by the selective contracting program. Please describe the provider selection process, including the criteria used to select the providers under the waiver. These include quality and performance standards that the providers must meet. Please also describe how each criteria is weighted:

Section A: Program Description**Part IV: Program Operations****A. Marketing (1 of 4)****1. Assurances**

- ☒ The State assures CMS that it complies with section 1932(d)(2) of the Act and 42 CFR 438.104 Marketing activities; in so far as these regulations are applicable.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, PAHP, or PCCM contracts for compliance with the provisions of section 1932(d)(2) of the Act and 42 CFR 438.104 Marketing activities. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.
- ☐ This is a proposal for a 1915(b)(4) FFS Selective Contracting Program only and the managed care regulations do not apply.

Section A: Program Description**Part IV: Program Operations****A. Marketing (2 of 4)****2. Details****a. Scope of Marketing**

1. ☒ The State does not permit direct or indirect marketing by MCO/PIHP/PAHP/PCCM or selective contracting FFS providers.

2. ☐ The State permits indirect marketing by MCO/PIHP/PAHP/PCCM or selective contracting FFS providers (e.g., radio and TV advertising for the MCO/PIHP/PAHP or PCCM in general).

Please list types of indirect marketing permitted:

3. ☐ The State permits direct marketing by MCO/PIHP/PAHP/PCCM or selective contracting FFS providers (e.g., direct mail to Medicaid beneficiaries).

Please list types of direct marketing permitted:

Section A: Program Description

Part IV: Program Operations

A. Marketing (3 of 4)

2. Details (Continued)

b. Description. Please describe the States procedures regarding direct and indirect marketing by answering the following questions, if applicable.

1. ☐ The State prohibits or limits MCOs/PIHPs/PAHPs/PCCMs/selective contracting FFS providers from offering gifts or other incentives to potential enrollees.

Please explain any limitation or prohibition and how the State monitors this:

2. ☐ The State permits MCOs/PIHPs/PAHPs/PCCMs/selective contracting FFS providers to pay their marketing representatives based on the number of new Medicaid enrollees he/she recruited into the plan.

Please explain how the State monitors marketing to ensure it is not coercive or fraudulent:

3. ☐ The State requires MCO/PIHP/PAHP/PCCM/selective contracting FFS providers to translate marketing materials.

Please list languages materials will be translated into. (If the State does not translate or require the translation of marketing materials, please explain):

The State has chosen these languages because (check any that apply):

- a. ☐ The languages comprise all prevalent languages in the service area.

Please describe the methodology for determining prevalent languages:

- b. ☐ The languages comprise all languages in the service area spoken by approximately percent or more of the population.
- c. ☐ Other

Please explain:

Section A: Program Description

Part IV: Program Operations

A. Marketing (4 of 4)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part IV: Program Operations

B. Information to Potential Enrollees and Enrollees (1 of 5)

1. Assurances

- ☒ The State assures CMS that it complies with Federal Regulations found at section 1932(a)(5) of the Act and 42 CFR 438.10 Information requirements; in so far as these regulations are applicable.
- ☐ The State seeks a waiver of a waiver of section 1902(a)(4) of the Act, to waive one or more of more of the regulatory requirements listed above for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, PAHP, or PCCM contracts for compliance with the provisions of section 1932(a)(5) of the Act and 42 CFR 438.10 Information requirements. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.
- ☐ This is a proposal for a 1915(b)(4) FFS Selective Contracting Program only and the managed care regulations do not apply.

Section A: Program Description

Part IV: Program Operations

B. Information to Potential Enrollees and Enrollees (2 of 5)**2. Details****a. Non-English Languages**

1. ☒ Potential enrollee and enrollee materials will be translated into the prevalent non-English languages.

Please list languages materials will be translated into. (If the State does not require written materials to be translated, please explain):

Spanish

If the State does not translate or require the translation of marketing materials, please explain:

The State defines prevalent non-English languages as: (check any that apply):

- a. ☒ The languages spoken by significant number of potential enrollees and enrollees.

Please explain how the State defines significant.:

Significant is defined as the language spoken by approximately five percent or more of the contractor's enrolled population.

- b. ☒ The languages spoken by approximately percent or more of the potential enrollee/enrollee population.

- c. ☐ Other

Please explain:

2. ☒ Please describe how oral translation services are available to all potential enrollees and enrollees, regardless of language spoken.

The PMHP contract requires contractors to provide oral interpretation services at no charge to the enrollee. They use various interpreter organizations to meet the needs of their enrollees. Also, most PMHP contractors have clinicians who are bi-lingual so interpreters are often not needed.

3. ☒ The State will have a mechanism in place to help enrollees and potential enrollees understand the managed care program.

Please describe:

Medicaid publishes its member guide which includes information regarding the PMHP. New enrollees are mailed the PMHP's enrollee handbook that describes in detail the benefits and services covered under the PMHP. New Medicaid members are offered an orientation with a Health Program Representative (HPR). During this orientation the PMHP program is discussed and questions are answered.

Section A: Program Description**Part IV: Program Operations**

B. Information to Potential Enrollees and Enrollees (3 of 5)**2. Details (Continued)****b. Potential Enrollee Information**

Information is distributed to potential enrollees by:

- ☐ State
☐ Contractor

Please specify:

- ☒ There are no potential enrollees in this program. (Check this if State automatically enrolls beneficiaries into a single PIHP or PAHP.)

Section A: Program Description**Part IV: Program Operations****B. Information to Potential Enrollees and Enrollees (4 of 5)****2. Details (Continued)****c. Enrollee Information**

The State has designated the following as responsible for providing required information to enrollees:

- ☒ the State
☐ State contractor

Please specify:

- ☒ The MCO/PIHP/PAHP/PCCM/FFS selective contracting provider.

Section A: Program Description**Part IV: Program Operations****B. Information to Potential Enrollees and Enrollees (5 of 5)**

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description**Part IV: Program Operations****C. Enrollment and Disenrollment (1 of 6)****1. Assurances**

- ☒ The State assures CMS that it complies with section 1932(a)(4) of the Act and 42 CFR 438.56 Disenrollment; in so far as these regulations are applicable.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PIHP or PAHP programs. (Please check this item if the State has requested a waiver of the choice of plan requirements in section A.I.C.)

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, PAHP, or PCCM contracts for compliance with the provisions of section 1932(a)(4) of the Act and 42 CFR 438.56 Disenrollment requirements. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.
- ☐ This is a proposal for a 1915(b)(4) FFS Selective Contracting Program only and the managed care regulations do not apply.

Section A: Program Description

Part IV: Program Operations

C. Enrollment and Disenrollment (2 of 6)

2. Details

Please describe the States enrollment process for MCOs/PIHPs/PAHP/PCCMs and FFS selective contracting provider by checking the applicable items below.

a. Outreach

- ☐ The State conducts outreach to inform potential enrollees, providers, and other interested parties of the managed care program.

Please describe the outreach process, and specify any special efforts made to reach and provide information to special populations included in the waiver program:

Section A: Program Description

Part IV: Program Operations

C. Enrollment and Disenrollment (3 of 6)

2. Details (Continued)

b. Administration of Enrollment Process

- ☒ State staff conducts the enrollment process.
- ☐ The State contracts with an independent contractor(s) (i.e., enrollment broker) to conduct the enrollment process and related activities.
- ☐ The State assures CMS the enrollment broker contract meets the independence and freedom from conflict of interest requirements in section 1903(b) of the Act and 42 CFR 438.810.

Broker name:

Please list the functions that the contractor will perform:

- ☐ choice counseling
- ☐ enrollment
- ☐ other

Please describe:

- ☐ State allows MCO/PIHP/PAHP or PCCM to enroll beneficiaries.

Please describe the process:

Section A: Program Description

Part IV: Program Operations

C. Enrollment and Disenrollment (4 of 6)

2. Details (Continued)

- c. Enrollment** . The State has indicated which populations are mandatorily enrolled and which may enroll on a voluntary basis in Section A.I.E.

- ☐ This is a **new** program.

Please describe the **implementation schedule** (e.g. implemented statewide all at once; phased in by area; phased in by population, etc.):

- ☐ This is an **existing program** that will be expanded during the renewal period.

Please describe: Please describe the **implementation schedule** (e.g. new population implemented statewide all at once; phased in by area; phased in by population, etc.):

- ☐ If a potential enrollee **does not select** an MCO/PIHP/PAHP or PCCM within the given time frame, the potential enrollee will be **auto-assigned** or default assigned to a plan.

- i. ☐ Potential enrollees will have ☐ day(s) / ☐ month(s) to choose a plan.

- ii. ☐ There is an auto-assignment process or algorithm.

In the description please indicate the factors considered and whether or not the auto-assignment process assigns persons with special health care needs to an MCO/PIHP/PAHP/PCCM who is their current provider or who is capable of serving their particular needs:

- ☒ The State automatically enrolls beneficiaries.
- ☐ on a mandatory basis into a single MCO, PIHP, or PAHP in a rural area (please also check item A.I.C.3).
 - ☒ on a mandatory basis into a single PIHP or PAHP for which it has requested a waiver of the requirement of choice of plans (please also check item A.I.C.1).
 - ☐ on a voluntary basis into a single MCO, PIHP, or PAHP. The State must first offer the beneficiary a choice. If the beneficiary does not choose, the State may enroll the beneficiary as long as the beneficiary can opt out at any time without cause.

Please specify geographic areas where this occurs:

- ☐ The State provides **guaranteed eligibility** of months (maximum of 6 months permitted) for MCO/PCCM enrollees under the State plan.
- ☒ The State allows otherwise mandated beneficiaries to request **exemption** from enrollment in an MCO/PIHP/PAHP/PCCM.

Please describe the circumstances under which a beneficiary would be eligible for exemption from enrollment. In addition, please describe the exemption process:

In general, exemption from the PMHP is not permitted. However, children who meet one of the following criteria may be exempted from the PMHP on a case-by-case basis for outpatient mental health/substance use disorder services: 1) children eligible for Medicaid under a subsidized adoption Medicaid aid category for whom the Department of Health and Human Services (DHHS) has requested an exemption; and 2) other children for whom DHHS has requested an exemption. Once exempted, these children remain enrolled in the PMHP for inpatient mental health care and the PMHPs receive inpatient premiums only.

- ☐ The State **automatically re-enrolls** a beneficiary with the same PCCM or MCO/PIHP/PAHP if there is a loss of Medicaid eligibility of 2 months or less.

Section A: Program Description

Part IV: Program Operations

C. Enrollment and Disenrollment (5 of 6)

2. Details (Continued)

d. Disenrollment

- ☐ The State allows enrollees to **disenroll** from/transfer between MCOs/PIHPs/PAHPs and PCCMs. Regardless of whether plan or State makes the determination, determination must be made no later than the first day of the second month following the month in which the enrollee or plan files the request. If determination is not made within this time frame, the request is deemed approved.
- i. ☐ Enrollee submits request to State.
 - ii. ☐ Enrollee submits request to MCO/PIHP/PAHP/PCCM. The entity may approve the request, or refer it to the State. The entity may not disapprove the request.
 - iii. ☐ Enrollee must seek redress through MCO/PIHP/PAHP/PCCM grievance procedure before determination will be made on disenrollment request.

- ☒ The State **does not permit disenrollment** from a single PIHP/PAHP (authority under 1902 (a)(4) authority must be requested), or from an MCO, PIHP, or PAHP in a rural area.
- ☐ The State has a **lock-in** period (i.e. requires continuous enrollment with MCO/PIHP/PAHP/PCCM) of months (up to 12 months permitted). If so, the State assures it meets the requirements of 42 CFR 438.56(c).

Please describe the good cause reasons for which an enrollee may request disenrollment during the lock-in period (in addition to required good cause reasons of poor quality of care, lack of access to covered services, and lack of access to providers experienced in dealing with enrollees health care needs):

- ☐ The State does not have a **lock-in**, and enrollees in MCOs/PIHPs/PAHPs and PCCMs are allowed to terminate or change their enrollment without cause at any time. The disenrollment/transfer is effective no later than the first day of the second month following the request.
- ☒ The State permits **MCOs/PIHPs/PAHPs and PCCMs to request disenrollment** of enrollees.
- i. ☒ MCO/PIHP/PAHP and PCCM can request reassignment of an enrollee.

Please describe the reasons for which enrollees can request reassignment

Enrollees may not request disenrollment or reassignment because they are mandatorily enrolled based on the county of residence. The PMHP may request disenrollment of an enrollee only when continued enrollment in the PMHP seriously impairs the PMHP's ability to furnish services to either the particular enrollee or other enrollees.

- ii. ☒ The State reviews and approves all MCO/PIHP/PAHP/PCCM-initiated requests for enrollee transfers or disenrollments.
- iii. ☒ If the reassignment is approved, the State notifies the enrollee in a direct and timely manner of the desire of the MCO/PIHP/PAHP/PCCM to remove the enrollee from its membership or from the PCCMs caseload.
- iv. ☐ The enrollee remains an enrollee of the MCO/PIHP/PAHP/PCCM until another MCO/PIHP/PAHP/PCCM is chosen or assigned.

Section A: Program Description

Part IV: Program Operations

C. Enrollment and Disenrollment (6 of 6)

Additional Information. Please enter any additional information not included in previous pages:

The State did not check iv, because the enrollee would be enrolled in the Fee-for-Service Network and not in a different PMHP.

Section A: Program Description

Part IV: Program Operations

D. Enrollee Rights (1 of 2)

1. Assurances

- ☒ The State assures CMS that it complies with section 1932(a)(5)(B)(ii) of the Act and 42 CFR 438 Subpart C Enrollee Rights and Protections.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements

listed for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO, PIHP, PAHP, or PCCM contracts for compliance with the provisions of section 1932(a)(5)(B)(ii) of the Act and 42 CFR Subpart C Enrollee Rights and Protections. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.
- ☐ This is a proposal for a 1915(b)(4) FFS Selective Contracting Program only and the managed care regulations do not apply.
- ☒ The State assures CMS it will satisfy all HIPAA Privacy standards as contained in the HIPAA rules found at 45 CFR Parts 160 and 164.

Section A: Program Description

Part IV: Program Operations

D. Enrollee Rights (2 of 2)

Additional Information. Please enter any additional information not included in previous pages:

Section A: Program Description

Part IV: Program Operations

E. Grievance System (1 of 5)

- 1. Assurances for All Programs** States, MCOs, PIHPs, PAHPs, and States in PCCM and FFS selective contracting programs are required to provide Medicaid enrollees with access to the State fair hearing process as required under 42 CFR 431 Subpart E, including:
- a. informing Medicaid enrollees about their fair hearing rights in a manner that assures notice at the time of an action,
 - b. ensuring that enrollees may request continuation of benefits during a course of treatment during an appeal or reinstatement of services if State takes action without the advance notice and as required in accordance with State Policy consistent with fair hearings. The State must also inform enrollees of the procedures by which benefits can be continued for reinstated, and
 - c. other requirements for fair hearings found in 42 CFR 431, Subpart E.
- ☒ The State assures CMS that it complies with section 1932(a)(4) of the Act and 42 CFR 438.56 Disenrollment; in so far as these regulations are applicable.

Section A: Program Description

Part IV: Program Operations

E. Grievance System (2 of 5)

- 2. Assurances For MCO or PIHP programs.** MCOs/PIHPs are required to have an internal grievance system that allows an enrollee or a provider on behalf of an enrollee to challenge the denial of coverage of, or payment for services as required by section 1932(b)(4) of the Act and 42 CFR 438 Subpart H.

- ☒ The State assures CMS that it complies with section 1932(b)(4) of the Act and 42 CFR 438 Subpart F Grievance System, in so far as these regulations are applicable.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO or PIHP contracts for compliance with the provisions of section 1932(b)(4) of the Act and 42 CFR 438 Subpart F Grievance System. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.

Section A: Program Description

Part IV: Program Operations

E. Grievance System (3 of 5)

3. Details for MCO or PIHP programs

a. Direct Access to Fair Hearing

- ☒ The State **requires** enrollees to **exhaust** the MCO or PIHP grievance and appeal process before enrollees may request a state fair hearing.
- ☐ The State **does not require** enrollees to **exhaust** the MCO or PIHP grievance and appeal process before enrollees may request a state fair hearing.

b. Timeframes

- ☒ The States timeframe within which an enrollee, or provider on behalf of an enrollee, must file an **appeal** is days (between 20 and 90).
- ☐ The States timeframe within which an enrollee must file a **grievance** is days.

c. Special Needs

- ☐ The State has special processes in place for persons with special needs.

Please describe:

Section A: Program Description

Part IV: Program Operations

E. Grievance System (4 of 5)

- 4. Optional grievance systems for PCCM and PAHP programs.** States, at their option, may operate a PCCM and/or PAHP grievance procedure (distinct from the fair hearing process) administered by the State agency or the PCCM and/or PAHP that provides for prompt resolution of issues. These grievance procedures are strictly voluntary and may not interfere with a PCCM, or PAHP enrollees freedom to make a request for a fair hearing or a PCCM or PAHP enrollees direct access to a fair hearing in instances involving terminations, reductions, and suspensions of already authorized Medicaid covered services.

- ☐ The State has a grievance procedure for its ☐ PCCM and/or ☐ PAHP program characterized by the following (please check any of the following optional procedures that apply to the optional PCCM/PAHP grievance procedure):
The grievance procedures are operated by:

- ☐ the State
☐ the States contractor.

Please identify:

- ☐ the PCCM
☐ the PAHP

- ☐ Requests for review can be made in the PCCM and/or PAHP grievance system (e.g. grievance, appeals):

Please describe:

- ☐ Has a committee or staff who review and resolve requests for review.

Please describe if the State has any specific committee or staff composition or if this is a fiscal agent, enrollment broker, or PCCM administrator function:

- ☐ Specifies a time frame from the date of action for the enrollee to file a request for review.

Please specify the time frame for each type of request for review:

- ☐ Has time frames for resolving requests for review.

Specify the time period set for each type of request for review:

- ☐ Establishes and maintains an expedited review process.

Please explain the reasons for the process and specify the time frame set by the State for this process:

- ☐ Permits enrollees to appear before State PCCM/PAHP personnel responsible for resolving the request for review.
☐ Notifies the enrollee in writing of the decision and any further opportunities for additional review, as well as the procedures available to challenge the decision.
☐ Other.

Please explain:

Section A: Program Description**Part IV: Program Operations****E. Grievance System (5 of 5)**

Additional Information. Please enter any additional information not included in previous pages:

Clarification of IV.E.3.b: The State did not enter a timeframe for filing grievances because federal regulations specify that an enrollee may file a grievance with an MCO, PIHP, or PAHP at any time.

Section A: Program Description**Part IV: Program Operations****F. Program Integrity (1 of 3)****1. Assurances**

- ☒ The State assures CMS that it complies with section 1932(d)(1) of the Act and 42 CFR 438.610 Prohibited Affiliations with Individuals Barred by Federal Agencies. The State assures that it prohibits an MCO, PCCM, PIHP, or PAHP from knowingly having a relationship listed below with:
1. An individual who is debarred, suspended, or otherwise excluded from participating in procurement activities under the Federal Acquisition Regulation or from participating in nonprocurement activities under regulations issued under Executive Order No. 12549 or under guidelines implementing Executive Order No. 12549, or
 2. An individual who is an affiliate, as defined in the Federal Acquisition Regulation, of a person described above.
- The prohibited relationships are:
1. A director, officer, or partner of the MCO, PCCM, PIHP, or PAHP;
 2. A person with beneficial ownership of five percent or more of the MCOs, PCCMs, PIHPs, or PAHPs equity;
 3. A person with an employment, consulting or other arrangement with the MCO, PCCM, PIHP, or PAHP for the provision of items and services that are significant and material to the MCOs, PCCMs, PIHPs, or PAHPs obligations under its contract with the State.
- ☒ The State assures that it complies with section 1902(p)(2) and 42 CFR 431.55, which require section 1915(b) waiver programs to exclude entities that:
1. Could be excluded under section 1128(b)(8) of the Act as being controlled by a sanctioned individual;
 2. Has a substantial contractual relationship (direct or indirect) with an individual convicted of certain crimes described in section 1128(b)(8)(B) of the Act;
 3. Employs or contracts directly or indirectly with an individual or entity that is
 - a. precluded from furnishing health care, utilization review, medical social services, or administrative services pursuant to section 1128 or 1128A of the Act, or
 - b. could be excluded under 1128(b)(8) as being controlled by a sanctioned individual.

Section A: Program Description**Part IV: Program Operations****F. Program Integrity (2 of 3)****2. Assurances For MCO or PIHP programs**

- ☒ The State assures CMS that it complies with section 1932(d)(1) of the Act and 42 CFR 438.608 Program

Integrity Requirements, in so far as these regulations are applicable.

- ☒ State payments to an MCO or PIHP are based on data submitted by the MCO or PIHP. If so, the State assures CMS that it is in compliance with 42 CFR 438.604 Data that must be Certified, and 42 CFR 438.606 Source, Content, Timing of Certification.
- ☐ The State seeks a waiver of section 1902(a)(4) of the Act, to waive one or more of the regulatory requirements listed for PIHP or PAHP programs.

Please identify each regulatory requirement for which a waiver is requested, the managed care program(s) to which the waiver will apply, and what the State proposes as an alternative requirement, if any:

- ☒ The CMS Regional Office has reviewed and approved the MCO or PIHP contracts for compliance with the provisions of section 1932(d)(1) of the Act and 42 CFR 438.604 Data that must be Certified; 438.606 Source, Content, Timing of Certification; and 438.608 Program Integrity Requirements. If this is an initial waiver, the State assures that contracts that comply with these provisions will be submitted to the CMS Regional Office for approval prior to enrollment of beneficiaries in the MCO, PIHP, PAHP, or PCCM.

Section A: Program Description

Part IV: Program Operations

F. Program Integrity (3 of 3)

Additional Information. Please enter any additional information not included in previous pages:

Section B: Monitoring Plan

Part I: Summary Chart of Monitoring Activities

Summary of Monitoring Activities (1 of 3)

The charts in this section summarize the activities used to monitor major areas of the waiver program. The purpose is to provide a big picture of the monitoring activities, and that the State has at least one activity in place to monitor each of the areas of the waiver that must be monitored.

Please note:

- **MCO, PIHP, and PAHP** programs:
 - There must be at least one checkmark in each column.
- **PCCM and FFS selective contracting** programs:
 - There must be at least one checkmark in each column under Evaluation of Program Impact.
 - There must be at least one check mark in one of the three columns under Evaluation of Access.
 - There must be at least one check mark in one of the three columns under Evaluation of Quality.

Summary of Monitoring Activities: Evaluation of Program Impact

Evaluation of Program Impact						
Monitoring Activity	Choice	Marketing	Enroll Disenroll	Program Integrity	Information to Beneficiaries	Grievance
Accreditation for Non-duplication	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO
	<input type="checkbox"/> PIHP	<input type="checkbox"/> PIHP	<input type="checkbox"/> PIHP	<input type="checkbox"/> PIHP	<input type="checkbox"/> PIHP	<input type="checkbox"/> PIHP
	<input type="checkbox"/> PAHP	<input type="checkbox"/> PAHP	<input type="checkbox"/> PAHP	<input type="checkbox"/> PAHP	<input type="checkbox"/> PAHP	<input type="checkbox"/> PAHP
	<input type="checkbox"/> PCCM	<input type="checkbox"/> PCCM	<input type="checkbox"/> PCCM	<input type="checkbox"/> PCCM	<input type="checkbox"/> PCCM	<input type="checkbox"/> PCCM

Evaluation of Program Impact						
Monitoring Activity	Choice	Marketing	Enroll Disenroll	Program Integrity	Information to Beneficiaries	Grievance
	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS
Accreditation for Participation	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Consumer Self-Report data	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Data Analysis (non-claims)	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Enrollee Hotlines	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Focused Studies	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Geographic mapping	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Independent Assessment	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Measure any Disparities by Racial or Ethnic Groups	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP

Evaluation of Program Impact						
Monitoring Activity	Choice	Marketing	Enroll Disenroll	Program Integrity	Information to Beneficiaries	Grievance
	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Network Adequacy Assurance by Plan	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Ombudsman	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
On-Site Review	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Performance Improvement Projects	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Performance Measures	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Periodic Comparison of # of Providers	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Profile Utilization by Provider Caseload	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Provider Self-Report Data	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP

Evaluation of Program Impact						
Monitoring Activity	Choice	Marketing	Enroll Disenroll	Program Integrity	Information to Beneficiaries	Grievance
	<input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Test 24/7 PCP Availability	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Utilization Review	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Other	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS

Section B: Monitoring Plan

Part I: Summary Chart of Monitoring Activities

Summary of Monitoring Activities (2 of 3)

The charts in this section summarize the activities used to monitor major areas of the waiver program. The purpose is to provide a big picture of the monitoring activities, and that the State has at least one activity in place to monitor each of the areas of the waiver that must be monitored.

Please note:

- **MCO, PIHP, and PAHP** programs:
 - There must be at least one checkmark in each column.
- **PCCM and FFS selective contracting** programs:
 - There must be at least one checkmark in each column under Evaluation of Program Impact.
 - There must be at least one check mark in one of the three columns under Evaluation of Access.
 - There must be at least one check mark in one of the three columns under Evaluation of Quality.

Summary of Monitoring Activities: Evaluation of Access

Evaluation of Access			
Monitoring Activity	Timely Access	PCP / Specialist Capacity	Coordination / Continuity
Accreditation for Non-duplication	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS

Evaluation of Access			
Monitoring Activity	Timely Access	PCP / Specialist Capacity	Coordination / Continuity
Accreditation for Participation	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Consumer Self-Report data	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Data Analysis (non-claims)	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Enrollee Hotlines	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Focused Studies	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Geographic mapping	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Independent Assessment	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Measure any Disparities by Racial or Ethnic Groups	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM

Evaluation of Access			
Monitoring Activity	Timely Access	PCP / Specialist Capacity	Coordination / Continuity
	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS
Network Adequacy Assurance by Plan	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Ombudsman	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
On-Site Review	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Performance Improvement Projects	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Performance Measures	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Periodic Comparison of # of Providers	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Profile Utilization by Provider Caseload	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Provider Self-Report Data	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP

Evaluation of Access			
Monitoring Activity	Timely Access	PCP / Specialist Capacity	Coordination / Continuity
	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Test 24/7 PCP Availability	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Utilization Review	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Other	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS

Section B: Monitoring Plan

Part I: Summary Chart of Monitoring Activities

Summary of Monitoring Activities (3 of 3)

The charts in this section summarize the activities used to monitor major areas of the waiver program. The purpose is to provide a big picture of the monitoring activities, and that the State has at least one activity in place to monitor each of the areas of the waiver that must be monitored.

Please note:

- **MCO, PIHP, and PAHP** programs:
 - There must be at least one checkmark in each column.
- **PCCM and FFS selective contracting** programs:
 - There must be at least one checkmark in each column under Evaluation of Program Impact.
 - There must be at least one check mark in one of the three columns under Evaluation of Access.
 - There must be at least one check mark in one of the three columns under Evaluation of Quality.

Summary of Monitoring Activities: Evaluation of Quality

Evaluation of Quality			
Monitoring Activity	Coverage / Authorization	Provider Selection	Quality of Care
Accreditation for Non-duplication	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Accreditation for Participation	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO	<input type="checkbox"/> MCO

Evaluation of Quality			
Monitoring Activity	Coverage / Authorization	Provider Selection	Quality of Care
	<input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Consumer Self-Report data	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Data Analysis (non-claims)	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Enrollee Hotlines	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Focused Studies	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Geographic mapping	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Independent Assessment	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Measure any Disparities by Racial or Ethnic Groups	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS

Evaluation of Quality			
Monitoring Activity	Coverage / Authorization	Provider Selection	Quality of Care
Network Adequacy Assurance by Plan	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Ombudsman	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
On-Site Review	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Performance Improvement Projects	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input checked="" type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Performance Measures	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Periodic Comparison of # of Providers	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Profile Utilization by Provider Caseload	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Provider Self-Report Data	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM

Evaluation of Quality			
Monitoring Activity	Coverage / Authorization	Provider Selection	Quality of Care
	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS	<input type="checkbox"/> FFS
Test 24/7 PCP Availability	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Utilization Review	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS
Other	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS	<input type="checkbox"/> MCO <input type="checkbox"/> PIHP <input type="checkbox"/> PAHP <input type="checkbox"/> PCCM <input type="checkbox"/> FFS

Section B: Monitoring Plan

Part II: Details of Monitoring Activities

Details of Monitoring Activities by Authorized Programs

For each program authorized by this waiver, please provide the details of its monitoring activities by editing each program listed below.

Programs Authorized by this Waiver:

Program	Type of Program
PMHP	PIHP;

Note: If no programs appear in this list, please define the programs authorized by this waiver on the

Section B: Monitoring Plan

Part II: Details of Monitoring Activities

Program Instance: Prepaid Mental Health Plan

Please check each of the monitoring activities below used by the State. A number of common activities are listed below, but the State may identify any others it uses. If federal regulations require a given activity, this is indicated just after the name of the activity. If the State does not use a required activity, it must explain why.

For each activity, the state must provide the following information:

- Personnel responsible (e.g. state Medicaid, other state agency, delegated to plan, EQR, other contractor)
- Detailed description of activity
- Frequency of use
- How it yields information about the area(s) being monitored

- a. ☐ **Accreditation for Non-duplication** (i.e. if the contractor is accredited by an organization to meet certain access, structure/operation, and/or quality improvement standards, and the state determines that the organizations standards are at least as stringent as the state-specific standards required in 42 CFR 438 Subpart D, the state deems the contractor to be in compliance with the state-specific standards)

Activity Details:

- ☐ NCQA
- ☐ JCAHO
- ☐ AAAHC
- ☐ Other

Please describe:

- b. ☐ **Accreditation for Participation** (i.e. as prerequisite to be Medicaid plan)

Activity Details:

- ☐ NCQA
- ☐ JCAHO
- ☐ AAAHC
- ☐ Other

Please describe:

- c. ☒ **Consumer Self-Report data**

Activity Details:

Evaluation of Access and Evaluation of Quality

Activity #1

Nationally recognized surveys are used rather than state-developed surveys due to their reliability and validity: The following survey instruments have been used and are anticipated to be used in the future: Mental Health Statistics Improvement Program survey (MHSIP), Youth Services Survey (YSS) and Youth Services Survey-family version (YSS-F).

For the past two decades, the national Mental Health Statistics Improvement Program (MHSIP) has worked with the Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services (CMHS), the National Association for State Mental Health Program Directors Research Institute (NASMHPD/NRI), and with various states to develop national mental health standards. Outcomes of this collaboration were three MHSIP survey instruments: the MHSIP Adult Consumer Satisfaction Survey, the Youth Services Survey (YSS) completed by youth in treatment, and the Youth Services Survey for Families (YSS-F) completed by a parent/legal guardian. The survey instruments include domains on general satisfaction, access, quality and appropriateness of services, cultural sensitivity, participation in treatment planning and positive service outcomes and social connectiveness.

Adolescents age 12-18 complete the YSS and for children under age 12, parents/legal guardians complete the YSS-F.

Personnel responsible: The Office of Substance Use and Mental Health (OSUMH) in the Department of Health and Human Services. The OSUMH is the State's mental health and substance abuse authority. They obtain, compile and report the aggregate data annually.

Frequency of use: PMHPs administer these annually during a OSUMH-specified timeframe.

Activity #2

The OSUMH also has another comprehensive clinical outcomes survey initiative underway that has been used and is anticipated to be used in the future. Under this initiative, PMHPs use the Outcomes Questionnaire (OQ) and Youth Outcomes Questionnaire (YOQ) during treatment. The OQ and YOQ are both scientifically valid instruments that are designed to measure change and functioning in clients. These instruments are akin to physical health instruments used to assess vital signs; these instruments measure the vital signs of a person's mental health status. Clients self-report electronically on the OQ or YOQ prior to each treatment service. The results are available to the clinician immediately so that information on treatment efficacy and client improvement thus far are available to clinicians in real time. This allows the clinician to adjust treatment immediately upon receipt of findings. These instruments also have a clinical module that gives clinicians input on how to modify treatment if necessary.

Personnel responsible: Again, the OSUMH compiles and reports the aggregate data annually on the OQ and YOQ results.

Frequency of use: For the OQ and YOQ outcomes questionnaires, the OSUMH has established administration frequency standards.

How it yields information about the areas being monitored: All of the above surveys provide information on access to care and quality of care received under the waiver.

☐

CAHPS

Please identify which one(s):

☐

State-developed survey

☐

Disenrollment survey

☐ Consumer/beneficiary focus group

d. ☐ Data Analysis (non-claims)

Activity Details:

☐ Denials of referral requests

☐ Disenrollment requests by enrollee

☐ From plan

☐ From PCP within plan

☐ Grievances and appeals data

☐ Other

Please describe:

e. ☒ Enrollee Hotlines

Activity Details:

Evaluation of Program Impact, Evaluation of Access, and Evaluation of Quality

Activity #1: Utah Medicaid's Health Program Representatives (HPRs) - In addition to explaining the Medicaid program to Medicaid members, HPRs serve as health care advocates. Because the HPR is the closest liaison Medicaid members have to the Medicaid program, HPRs resolve numerous issues. Due to this one-on-one interaction between the HPR and the Medicaid member, there are few issues that necessitate other staff involvement. If the HPR cannot resolve the issue, the Medicaid member is encouraged to work with the PMHP and file a grievance if necessary, or the HPR refers the issue to the behavioral health team in the Office of Managed Healthcare.

Activity #2: Constituent Services Representative (CSR) - The Medicaid agency has a CSR whose job is to manage all calls received from Medicaid members related to both fee-for-service and managed care issues. If the issue involves a PMHP, the CSR refers the issue to the behavioral health team in the Office of Managed Healthcare.

Frequency of use: Ongoing

How it yields information about the areas being monitored: Questions and complaints provide information about the types of concerns enrollees or others have regarding a PMHP and allow Medicaid staff to provide education on the waiver program or technical assistance to resolve specific issues. Issues could be related to program impact, access or quality, so this mechanism gives the State the opportunity to monitor all review areas, resolve issues with the PMHPs and require corrective actions, as necessary.

f. ☐ **Focused Studies** (detailed investigations of certain aspects of clinical or non-clinical services at a point in time, to answer defined questions. Focused studies differ from performance improvement projects in that they do not require demonstrable and sustained improvement in significant aspects of clinical care and non-clinical service)

Activity Details:

- g. ☐ **Geographic mapping**

Activity Details:

- h. ☐ **Independent Assessment** (Required for first two waiver periods)

Activity Details:

- i. ☒ **Measure any Disparities by Racial or Ethnic Groups**

Activity Details:

Evaluation of Quality

Activity: The MHSIP, YSS and YSS-F survey instruments discussed above have items on cultural sensitivity/competency which provide monitoring regarding enrollee perceived disparities.

Personnel responsible: The OSUMH compiles the results of the surveys in this domain.

Frequency of use: Annually

How it yields information: This gives the State the ability to evaluate any disparities by racial or ethnic groups related to access and quality of care through this self-report feedback mechanism.

- j. ☒ **Network Adequacy Assurance by Plan** [Required for MCO/PIHP/PAHP]

Activity Details:

Evaluation of Access

Activity: In accordance with 42 CFR 438.358(b)(1)(iv), an EQRO must validate the network adequacy of PIHPs to comply with requirements set forth in 42 CFR 438.68. The State developed time and distance standards for behavioral health provider types: adult mental health providers, adult substance use disorder providers, pediatric mental health providers and pediatric substance use disorder providers. The time and distance standards are different for urban, rural and frontier counties.

Personnel responsible: EQRO

Frequency of use: Annually

How it yields information about the area(s) being monitored: The results of the validation and monitoring of the PMHPs' time and distance standards will demonstrate whether each PMHP has adequate access to specific provider types.

- k. ☐ **Ombudsman**

Activity Details:

l. ☒ **On-Site Review**

Activity Details:

Evaluation of Program Impact, Evaluation of Access, and Evaluation of Quality

Activity #1

The EQRO, in accordance with 438.358, uses onsite reviews to conduct evaluations of compliance with managed care regulations.

The EQRO develops monitoring areas and standards. The EQRO performs pre-onsite desk audits in preparation for the onsite reviews.

If there are findings from the onsite reviews, PMHPs are required to develop a corrective action plan for each area/standard for which the EQRO assigned a score of less than full compliance.

PMHPs then implement the corrective action plans. The EQRO conducts follow-up monitoring thereafter to ensure the PMHPs successfully implement their corrective action plan.

Personnel responsible: EQRO

Frequency of use: EQR is conducted at least every three years in accordance with 42 CFR 438.358.

How it yields information: EQR provides information about PMHPs' ongoing compliance with various managed care requirements.

Activity #2:

Evaluation of Access and Evaluation of Quality

The OSUMH conducts annual reviews that include clinical chart reviews, discussions with administrative staff and may interview clients regarding provision of services. The OSUMH monitors the use of preferred practice guidelines. They also conduct focused evaluations in areas such as clinical assessments to determine the degree to which they are strength-based (in accordance with preferred practice recovery elements), and treatment plans to determine the degree to which they are developed in accordance with preferred practice guidelines for person-centered treatment planning.

Personnel responsible: OSUMH

Frequency of use: Annually

How it yields information about the areas being monitored: The OSUMH's findings provide information on accessibility and quality of services provided by the PMHPs.

m. ☒ **Performance Improvement Projects** [Required for MCO/PIHP]

Activity Details:

Evaluation of Quality

Activity: In accordance with 42 CFR 438.358, the EQRO conducts annual validation of the PMHPs' performance improvement projects (PIPs). PMHPs submit annual reports of the activities undertaken on their PIPs in the preceding calendar year. The EQRO uses CMS' published protocol for validating PIPs. Based on the EQRO's evaluation, the EQRO determines the overall methodological validity of the PIP, and makes recommendations for improvement as needed.

Frequency of use: Annually

Personnel responsible: EQRO

How it yields information: The validations provide information on the PIP activities undertaken during the preceding 12 months and improvements that are occurring as a result of the PIP.

☒ Clinical

☒ Non-clinical

n. ☒ **Performance Measures** [Required for MCO/PIHP]

Activity Details:

Evaluation of Access

Activity: In accordance with 42 CFR 438.358, the EQRO conducts annual validation of the PMHPs' reported performance on performance measures using the CMS protocol for validation of performance measures. The purpose of performance measure validation is 1) to assess the PMHPs' information systems capabilities, and 2) to assess the accuracy of performance measure rates reported by the PMHPs and determine the extent to which performance measures calculated by the PMHPs follow State specifications and reporting requirements.

Personnel responsible: EQRO

Frequency of use: PMHPs submit annual reports summarizing performance on the measures for the preceding calendar year. The EQRO performs an annual validation.

How it yields information: Performance measures give the State information on accessibility of care.

☐ Process

☐ Health status/ outcomes

☒ Access/ availability of care

☐ Use of services/ utilization

☐ Health plan stability/ financial/ cost of care

☐ Health plan/ provider characteristics

☐ Beneficiary characteristics

o. ☐ **Periodic Comparison of # of Providers**

Activity Details:

- p. ☐ **Profile Utilization by Provider Caseload** (looking for outliers)

Activity Details:

- q. ☐ **Provider Self-Report Data**

Activity Details:

☐ Survey of providers

☐ Focus groups

- r. ☐ **Test 24/7 PCP Availability**

Activity Details:

- s. ☐ **Utilization Review** (e.g. ER, non-authorized specialist requests)

Activity Details:

- t. ☒ **Other**

Activity Details:

Evaluation of Program Impact (Marketing)

Although marketing is not applicable to PMHPs due to the fact individuals are automatically enrolled with the PMHP that covers their county of residence, a review will be performed of enrollee handbooks to ensure compliance with contract provisions regarding marketing.

Personnel responsible: State staff/EQRO

Frequency of use: Ongoing

How it yields information: The review of enrollee materials allows the State to ensure compliance with regulations regarding marketing.

Section C: Monitoring Results

Renewal Waiver Request

Section 1915(b) of the Act and 42 CFR 431.55 require that the State must document and maintain data regarding the effect of the waiver on the accessibility and quality of services as well as the anticipated impact of the project on the States Medicaid program. In Section B of this waiver preprint, the State describes how it will assure these requirements are met. For an initial waiver request, the State provides assurance in this Section C that it will report on the results of its monitoring plan when it submits its waiver renewal request. For a renewal request, the State provides evidence that waiver requirements were met for the most recent

waiver period. Please use Section D to provide evidence of cost-effectiveness.

CMS uses a multi-pronged effort to monitor waiver programs, including rate and contract review, site visits, reviews of External Quality Review reports on MCOs/PIHPs, and reviews of Independent Assessments. CMS will use the results of these activities and reports along with this Section to evaluate whether the Program Impact, Access, and Quality requirements of the waiver were met.

This is a renewal request.

- ☐ **This is the first time the State is using this waiver format to renew an existing waiver.** The State provides below the results of the monitoring activities conducted during the previous waiver period.
- ☒ **The State has used this format previously** The State provides below the results of the monitoring activities conducted during the previous waiver period.

For each of the monitoring activities checked in Section B of the previous waiver request, the State should:

- **Confirm** it was conducted as described in Section B of the previous waiver preprint. If it was not done as described, please explain why.
- **Summarize the results** or findings of each activity. CMS may request detailed results as appropriate.
- **Identify problems** found, if any.
- **Describe plan/provider-level corrective action**, if any, that was taken. The State need not identify the provider/plan by name, but must provide the rest of the required information.
- **Describe system-level program changes**, if any, made as a result of monitoring findings.

The Monitoring Activities were conducted as described:

☒ **Yes** ☐ **No**

If No, please explain:

Provide the results of the monitoring activities:

Consumer Rep Data: Annual MHSIP, YSS (Youth), YSS-F (guardian) satisfaction surveys: MHSIP, YSS/YSS-F-have access & quality domains-for the four-year period, percentages of respondents reporting agreement/strong agreement: MHSIP-Good Service Access (GSA) domain, average scores ranged from 83-85% & Improved Functioning domain, average scores ranged from 75- 77% (consistent with national averages of 87-89% & 74-80% respectively). General Satisfaction (GS) domain: average scores consistent at 88% (only 2 pts below national average); Positive Service Outcomes domain: average scores ranged from 74-77% (exceeded or slightly below national averages). YSS-F-GSA domain: average scores ranged from 79-83%. YSS GSA domain: average scores ranged from 71-74%. YSS-F GS domain: average scores ranged from 84-88% & YSS GS domain: average scores ranged from 80-82% (slightly less than national average which was 89%). Scores show accessible services with improved client functioning. Outcome Questionnaires (OQ & Youth-YOQ): For the four-year period, 85%-89% of respondents reported stabilized/improved or recovered, showing that quality services are provided. Racial & ethnic disparities- MHSIP: percentages of respondents reporting agreement/strong agreement that services were culturally sensitive were consistent at 88%; YSS-F: average scores were consistent at 94%, & YSS: average scores ranged from 90-91%, showing PMHPs provide culturally competent services. No corrective action (CA) or program changes req.

Data Analysis (non-claims): PMHPs submit quarterly grievance & appeal reports to the State. All grievances were resolved within req timeframes & appeals were decided within req timeframes; no CA or program changes req. Enroll/Disenroll: When enrollees chose to enroll in HOME, State staff review premium payments to ensure premiums are not also paid to PMHPs; this process works well, no CA or program changes req.

Enrollee Hotline: Involve PMHPs as needed to resolve issues; PMHPs & State staff resolved all issues successfully with no CA or program changes req.

Network Adequacy: EQRO conducts network adequacy validation (NAV); made suggestions for better meeting time & distance standards (e.g., adding providers if possible to panels, etc.). Also working with PMHPs to identify all providers as some are not included in NAVs.

Onsite Reviews: EQRO full reviews of compliance with the managed care regulations in 2018 & 2021. 2018 3-year review cycle: all PMHPs met CA requirements during years 2 & 3 of the review cycle. The EQRO's 2021 review standards & PMHP statewide averages for each standard are: Coverage & Authorization of Services, 96%; Access & Availability, 96%; Coordination & Continuity of Care, 97%; Member Rights & Information, 84%; Grievance System, 90%; Provider Selection & Program Integrity, 94%; Subcontractual Relationships & Delegation, 54%; Quality Assessment & Performance Improvement, Practice Guidelines & Health Information Systems, 97%; Enrollment & Disenrollment, 100%. All PMHPs req CA in the Member Rights & Information standard, (needing minor updates to member handbooks), & in the Grievance System standard, they need to update policy & forms related to adverse benefit determinations & timeframes for notifying enrollees of adverse benefit determinations. The State & the EQRO have approved CA plans & the EQRO will review CA implementation in 2022/2023 follow-up reviews. The DSAMH's review focus has been: assessments & treatment plans that adhere to preferred practice guidelines for strengths-based assessments & person-centered treatment plans that focus on recovery, holistic approach to wellness, clinical documentation, use of OQ/YOQ questionnaires to assess treatment progress & integration with other health care. Some PMHPs req improvement in measurable treatment goals. PMHPs assess for substance use & physical health issues & based on their prior PIP, all use Columbia Suicide Severity-Rating Scale (CSSR-S) in assessments. With the pandemic, PMHPs transitioned quickly to telehealth, ensured outreach was provided & increased monitoring of more isolated clients to ensure needed services were provided; PMHPs were able to engage clients who previously had barriers to accessing in-person services. PMHPs made significant progress in adhering to practice guidelines for strengths-based assessments & person-centered treatment planning, although some req CA related to measurable treatment plan goals.

Performance Improvement Projects: EQRO validated that all PIPs conducted according to CMS protocol. 9 of 10 PMHPs' PIPs received a 'Met' validation on their PIPs with one receiving a 'Not Met' status. HSAG found this PMHP's PIP to be scientifically sound (with 75% of critical PIP elements met), but found improvements could be made in narrative interpretation & data documentation, causal barrier analysis, member identification of barriers & improvement strategies. PIP topics included suicide prevention, decreasing inpatient readmission rates, improving access to care, increasing engagement of clients with opioid use disorders, improving follow-up after hospitalization & increasing use of member surveys.

Performance Measures: PMHPs report on the HEDIS Follow-Up After Hospitalization measure. EQRO determined that their Info Systems processes compliant with IS standards, & measures as calculated by the PMHPs, rec'd status of 'Reportable'. 1 PMHP started in 11/2020 & did not yet have a full year of data to report. EQRO recommends improvements in monitoring/comparing performance year-to-year to ensure data anomalies identified & in taking prompt action as needed to address issues with timeliness of follow-up care.

Provider Self-Report Data: PMHPs report fraud, waste or abuse they or their providers identify & follow up on their findings. No

CA or program changes req.

Other: PMHP handbooks comply with contract marketing provisions & EQRO determined that PMHPs' policies comply as well.

Section D: Cost-Effectiveness

Medical Eligibility Groups

Title	
6-18 years and 19-20 Independent Living	
Aged (65 years & older)	
0-5 Years	
Foster Care (Inpatient Premiums Only)	
Pregnant Women (All)	
Medically Needy Child (0-18 yrs)	
Disabled, including Blind - Male (All)	
Medically Needy Adult (age 19 and older)	
Disabled, including Blind - Female (All)	
Adults (19-64 years)	

	First Period		Second Period	
	Start Date	End Date	Start Date	End Date
Actual Enrollment for the Time Period**	07/01/2020	06/30/2021	07/01/2021	06/30/2022
Enrollment Projections for the Time Period*	07/01/2022	06/30/2023	07/01/2023	06/30/2024
**Include actual data and dates used in conversion - no estimates				
*Projections start on Quarter and include data for requested waiver period				

Section D: Cost-Effectiveness

Services Included in the Waiver

Document the services included in the waiver cost-effectiveness analysis:

Service Name	State Plan Service	1915(b)(3) Service	Included in Actual Waiver Cost	
Chiropractic Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Specialized Wheelchairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Home Health Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Medicare Buy-in Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inpatient Mental Youth	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Medicare Buy out Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ambulatory Surgical Center	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community IMR-3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Specialized Nursing Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DDS Prepaid Health Plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Service Name	State Plan Service	1915(b)(3) Service	Included in Actual Waiver Cost	
HMO - IHC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HMO Intergroup of Utah	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Well Child Care (EPSDT)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community IMR-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vision Care Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HMO U Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Independent Lab and X-ray	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Physical Therapy Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
QMB Only Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Psycho Educational Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Podiatry Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Private Duty Nursing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Nursing Facility I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Case Management/Lockin Fee	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inpatient Hospital - Mental	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Home/Community Waiver Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Contracted Mental Health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Substance Abuse Treatment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Medical Supply Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Speech and Hearing Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HMO - FHP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rural Health Clinic Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Early Intervention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Respite Care	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Nursing Facility II	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Outpatient Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dental	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BX/BS Admit Crossover Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pre-Postnatal Home Visits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Group Pre/Post Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pharmacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HMO-MedUtah	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Nutrition Assessment Counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Service Name	State Plan Service	1915(b)(3) Service	Included in Actual Waiver Cost	
Pre-Post Psy/Soc Counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
USTS - IMS-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inpatient Hospital - General	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Personal Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Psychologist Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Aging Waiver Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ESRD Kidney Dialysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Perinatal Care Coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Targeted Case Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Mental Health Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Supportive Living	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
USTS - IMR-3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Skills Development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Nursing Facility III	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pediatrics and Family Nursing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICF/MR Day Treatment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Intensive Skill Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Indian Health Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Occupational Therapy Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Medical Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
HMO - Medical/Dental Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Peer Support Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Federally Qualified Health Centers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Physician Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Optical Supply Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Contract Physician	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Osteopath Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
USTS - IMR-1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HMO - FHP Plus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community IMR-1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Section D: Cost-Effectiveness

Part I: State Completion Section

A. Assurances**a. [Required] Through the submission of this waiver, the State assures CMS:**

- The fiscal staff in the Medicaid agency has reviewed these calculations for accuracy and attests to their correctness.
- The State assures CMS that the actual waiver costs will be less than or equal to or the States waiver cost projection.
- Capitated rates will be set following the requirements of 42 CFR 438.6(c) and will be submitted to the CMS Regional Office for approval.
- Capitated 1915(b)(3) services will be set in an actuarially sound manner based only on approved 1915(b)(3) services and their administration subject to CMS RO prior approval.
- The State will monitor, on a regular basis, the cost-effectiveness of the waiver (for example, the State may compare the PMPM Actual Waiver Cost from the CMS 64 to the approved Waiver Cost Projections). If changes are needed, the State will submit a prospective amendment modifying the Waiver Cost Projections.
- The State will submit quarterly actual member month enrollment statistics by MEG in conjunction with the States submitted CMS-64 forms.

Signature:

Jennifer Strohecker

State Medicaid Director or Designee

Submission Date:

Sep 22, 2023

Note: The Signature and Submission Date fields will be automatically completed when the State Medicaid Director submits the application.

Cost-effectiveness spreadsheet is required for all 1915b waiver submissions.

b. Name of Medicaid Financial Officer making these assurances:

Eric Grant

c. Telephone Number:

(801) 538-7099

d. E-mail:

egrant@utah.gov

e. The State is choosing to report waiver expenditures based on

- ☒ **date of payment.**
- ☐ **date of service within date of payment. The State understands the additional reporting requirements in the CMS-64 and has used the cost effectiveness spreadsheets designed specifically for reporting by date of service within day of payment. The State will submit an initial test upon the first renewal and then an initial and final test (for the preceding 4 years) upon the second renewal and thereafter.**

Section D: Cost-Effectiveness**Part I: State Completion Section****B. Expedited or Comprehensive Test**

To provide information on the waiver program to determine whether the waiver will be subject to the Expedited or Comprehensive cost effectiveness test. *Note: All waivers, even those eligible for the Expedited test, are subject to further review at the discretion of CMS and OMB.*

- b. ☒ The State provides additional services under 1915(b)(3) authority.
- c. ☐ The State makes enhanced payments to contractors or providers.
- d. ☒ The State uses a sole-source procurement process to procure State Plan services under this waiver.
- e. ☐ The State uses a sole-source procurement process to procure State Plan services under this waiver. *Note: do not mark this box if this is a waiver for transportation services and dental pre-paid ambulatory health plans (PAHPs) that has*

overlapping populations with another waiver meeting one of these three criteria. For transportation and dental waivers alone, States do not need to consider an overlapping population with another waiver containing additional services, enhanced payments, or sole source procurement as a trigger for the comprehensive waiver test. However, if the transportation services or dental PAHP waiver meets the criteria in a, b, or c for additional services, enhanced payments, or sole source procurement then the State should mark the appropriate box and process the waiver using the Comprehensive Test.

If you marked any of the above, you must complete the entire preprint and your renewal waiver is subject to the Comprehensive Test. If you did not mark any of the above, your renewal waiver (not conversion or initial waiver) is subject to the Expedited Test:

- Do not complete **Appendix D3**
- Your waiver will not be reviewed by OMB at the discretion of CMS and OMB.

The following questions are to be completed in conjunction with the Worksheet Appendices. All narrative explanations should be included in the preprint. Where further clarification was needed, we have included additional information in the preprint.

Section D: Cost-Effectiveness

Part I: State Completion Section

C. Capitated portion of the waiver only: Type of Capitated Contract

The response to this question should be the same as in A.I.b.

- a. ☐ MCO
- b. ☒ PIHP
- c. ☐ PAHP
- d. ☐ PCCM
- e. ☐ Other

Please describe:

Section D: Cost-Effectiveness

Part I: State Completion Section

D. PCCM portion of the waiver only: Reimbursement of PCCM Providers

Under this waiver, providers are reimbursed on a fee-for-service basis. PCCMs are reimbursed for patient management in the following manner (please check and describe):

- a. ☐ Management fees are expected to be paid under this waiver.

The management fees were calculated as follows.

- 1. ☐ Year 1: \$ per member per month fee.
- 2. ☐ Year 2: \$ per member per month fee.
- 3. ☐ Year 3: \$ per member per month fee.
- 4. ☐ Year 4: \$ per member per month fee.

- b. ☐ Enhanced fee for primary care services.

Please explain which services will be affected by enhanced fees and how the amount of the enhancement was determined.

- c. ☐ Bonus payments from savings generated under the program are paid to case managers who control

beneficiary utilization. Under **D.I.H.d.**, please describe the criteria the State will use for awarding the incentive payments, the method for calculating incentives/bonuses, and the monitoring the State will have in place to ensure that total payments to the providers do not exceed the Waiver Cost Projections (Appendix D5). Bonus payments and incentives for reducing utilization are limited to savings of State Plan service costs under the waiver. Please also describe how the State will ensure that utilization is not adversely affected due to incentives inherent in the bonus payments. The costs associated with any bonus arrangements must be accounted for in Appendix D3. Actual Waiver Cost.

- d. ☐ **Other reimbursement method/amount.**

\$

Please explain the State's rationale for determining this method or amount.

Section D: Cost-Effectiveness

Part I: State Completion Section

E. Member Months

Please mark all that apply.

- a. ☒ [Required] Population in the base year and R1 and R2 data is the population under the waiver.
- b. ☒ For a renewal waiver, because of the timing of the waiver renewal submittal, the State did not have a complete R2 to submit. Please ensure that the formulas correctly calculated the annualized trend rates. *Note: it is no longer acceptable to estimate enrollment or cost data for R2 of the previous waiver period.*
- c. ☒ [Required] Explain the reason for any increase or decrease in member months projections from the base year or over time:

Since the Public Health Emergency and implementation of the Expansion Program the State has experienced steady growth in member months. Our projections assume that the trends will level off over time.

- d. ☒ [Required] Explain any other variance in eligible member months from BY/R1 to P2:

There is no other variance.

- e. ☒ [Required] Specify whether the BY/R1/R2 is a State fiscal year (SFY), Federal fiscal year (FFY), or other period:

It is a State fiscal year (SFY).

Appendix D1 Member Months

Section D: Cost-Effectiveness

Part I: State Completion Section

F. Appendix D2.S - Services in Actual Waiver Cost

For Conversion or Renewal Waivers:

- a. ☒ [Required] Explain if different services are included in the Actual Waiver Cost from the previous period in Appendix D3 than for the upcoming waiver period in Appendix D5.
Explain the differences here and how the adjustments were made on Appendix D5:

There are no new services from the previous period.

b. ☐ **[Required] Explain the exclusion of any services from the cost-effectiveness analysis.**

For States with multiple waivers serving a single beneficiary, please document how all costs for waiver covered individuals taken into account.

NA

Appendix D2.S: Services in Waiver Cost

State Plan Services	MCO Capitated Reimbursement	FFS Reimbursement impacted by MCO	PCCM FFS Reimbursement	PIHP Capitated Reimbursement	FFS Reimbursement impacted by PIHP	PAHP Capitated Reimbursement	FFS Reimbursement impacted by PAHP
Chiropractic Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialized Wheelchairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicare Buy-in Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inpatient Mental Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicare Buy out Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambulatory Surgical Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community IMR-3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialized Nursing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DDS Prepaid Health Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO - IHC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO Intergroup of Utah	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well Child Care (EPSDT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community IMR-2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Care Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO U Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Lab and X-ray	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Therapy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QMB Only Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psycho Educational Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podiatry Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

State Plan Services	MCO Capitated Reimbursement	FFS Reimbursement impacted by MCO	PCCM FFS Reimbursement	PIHP Capitated Reimbursement	FFS Reimbursement impacted by PIHP	PAHP Capitated Reimbursement	FFS Reimbursement impacted by PAHP
Private Duty Nursing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Facility I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Management/Lockin Fee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inpatient Hospital - Mental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home/Community Waiver Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracted Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Supply Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech and Hearing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO - FHP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural Health Clinic Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Intervention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Facility II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outpatient Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BX/BS Admit Crossover Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Postnatal Home Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group Pre/Post Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO-MedUtah	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition Assessment Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Post Psy/Soc Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USTS - IMS-2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inpatient Hospital - General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psychologist Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

State Plan Services	MCO Capitated Reimbursement	FFS Reimbursement impacted by MCO	PCCM FFS Reimbursement	PIHP Capitated Reimbursement	FFS Reimbursement impacted by PIHP	PAHP Capitated Reimbursement	FFS Reimbursement impacted by PAHP
Aging Waiver Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ESRD Kidney Dialysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Perinatal Care Coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Targeted Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supportive Living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USTS - IMR-3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Facility III	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pediatrics and Family Nursing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICF/MR Day Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intensive Skill Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indian Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational Therapy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO - Medical/Dental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peer Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Federally Qualified Health Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physician Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optical Supply Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contract Physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Osteopath Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USTS - IMR-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMO - FHP Plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community IMR-1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section D: Cost-Effectiveness**Part I: State Completion Section**

G. Appendix D2.A - Administration in Actual Waiver Cost

[Required] The State allocated administrative costs between the Fee-for-service and managed care program depending upon the program structure. *Note: initial programs will enter only FFS costs in the BY. Renewal and Conversion waivers will enter all waiver and FFS administrative costs in the R1 and R2 or BY.*

The allocation method for either initial or renewal waivers is explained below:

- a.

☐

The State allocates the administrative costs to the managed care program based upon the number of waiver enrollees as a percentage of total Medicaid enrollees*Note: this is appropriate for MCO/PCCM programs.*
- b.

☒

The State allocates administrative costs based upon the program cost as a percentage of the total Medicaid budget. It would not be appropriate to allocate the administrative cost of a mental health program based upon the percentage of enrollees enrolled.*Note: this is appropriate for statewide PIHP/PAHP programs.*
- c.

☐

Other

Please explain:

Appendix D2.A: Administration in Actual Waiver Cost

Section D: Cost-Effectiveness

Part I: State Completion Section

H. Appendix D3 - Actual Waiver Cost

- a.

☒

The State is requesting a 1915(b)(3) waiver in **Section A.I.A.1.c** and will be providing non-state plan medical services. The State will be spending a portion of its waiver savings for additional services under the waiver.

For a renewal or conversion waiver, in the chart below, please state the actual amount spent on each 1915(b)(3) service in the retrospective waiver period. This amount must be built into the States Actual Waiver Cost for R1 and R2 (BY for Conversion) on **Column H in Appendix D3**. Please state the aggregate amount of 1915(b)(3) savings budgeted for each additional service in the upcoming waiver period in the chart below. This amount must be built into the States Waiver Cost Projection for P1 and P2 on **Column W in Appendix D5**.

1915(b)(3) Service	Amount Spent in Retrospective Period	Inflation projected	Amount projected to be spent in Prospective Period
Chiropractic Services			
Specialized Wheelchairs			
Home Health Services			
Medicare Buy-in Services			
Inpatient Mental Youth			
Total:	R1: \$23,918,313 R2: \$18,498,632	4.0	P1: \$36,367,901 P2: \$46,024,000

1915(b)(3) Service	Amount Spent in Retrospective Period	Inflation projected	Amount projected to be spent in Prospective Period
Medicare Buy out Services			
Ambulatory Surgical Center			
Community IMR-3			
Specialized Nursing Services			
DDS Prepaid Health Plan			
HMO - IHC			
HMO Intergroup of Utah			
Well Child Care (EPSDT)			
Community IMR-2			
Vision Care Services			
HMO U Care			
Independent Lab and X-ray			
Physical Therapy Services			
Total:	R1: \$23,918,313 R2: \$18,498,632	4.0	P1: \$36,367,901 P2: \$46,024,000

1915(b)(3) Service	Amount Spent in Retrospective Period	Inflation projected	Amount projected to be spent in Prospective Period
QMB Only Services			
Psycho Educational Services	R1: \$5,186,732 R2: \$2,114,413		P1: \$4,156,889 P2: \$5,260,591
Podiatry Services			
Private Duty Nursing			
Nursing Facility I			
Case Management/Lockin Fee			
Inpatient Hospital - Mental			
Home/Community Waiver Services			
Contracted Mental Health			
Substance Abuse Treatment			
Medical Supply Services			
Speech and Hearing Services			
HMO - FHP			
Rural Health Clinic Services			
Total:	R1: \$23,918,313 R2: \$18,498,632	4.0	P1: \$36,367,901 P2: \$46,024,000

1915(b)(3) Service	Amount Spent in Retrospective Period	Inflation projected	Amount projected to be spent in Prospective Period
Early Intervention			
Respite Care	R1: \$1,891,274 R2: \$918,824		P1: \$1,806,388 P2: \$2,286,005
Nursing Facility II			
Outpatient Hospital			
Dental			
BX/BS Admit Crossover Services			
Pre-Postnatal Home Visits			
Group Pre/Post Education			
Pharmacy			
HMO-MedUtah			
Nutrition Assessment Counseling			
Pre-Post Psy/Soc Counseling			
USTS - IMS-2			
Inpatient Hospital - General			
Total:	R1: \$23,918,313 R2: \$18,498,632	4.0	P1: \$36,367,901 P2: \$46,024,000

1915(b)(3) Service	Amount Spent in Retrospective Period	Inflation projected	Amount projected to be spent in Prospective Period
Personal Services	R1: \$6,466,519 R2: \$4,609,599		P1: \$9,062,370 P2: \$11,468,534
Psychologist Services			
Aging Waiver Services			
ESRD Kidney Dialysis			
Perinatal Care Coordination			
Personal Care			
Targeted Case Management			
Mental Health Services			
Supportive Living	R1: \$10,373,788 R2: \$10,855,796		P1: \$21,342,254 P2: \$27,008,870
USTS - IMR-3			
Skills Development			
Nursing Facility III			
Pediatrics and Family Nursing			
ICF/MR Day Treatment			
Total:	R1: \$23,918,313 R2: \$18,498,632	4.0	P1: \$36,367,901 P2: \$46,024,000

1915(b)(3) Service	Amount Spent in Retrospective Period	Inflation projected	Amount projected to be spent in Prospective Period
Intensive Skill Care			
Indian Health Services			
Occupational Therapy Services			
Medical Transportation			
HMO - Medical/Dental Services			
Peer Support Services			
Federally Qualified Health Centers			
Physician Services			
Optical Supply Services			
Contract Physician			
Osteopath Services			
USTS - IMR-1			
HMO - FHP Plus			
Community IMR-1			
Total:	R1: \$23,918,313 R2: \$18,498,632	4.0	P1: \$36,367,901 P2: \$46,024,000

- b. ☐ **The State is including voluntary populations in the waiver.**

Describe below how the issue of selection bias has been addressed in the Actual Waiver Cost calculations:

- c. ☒ **Capitated portion of the waiver only -- Reinsurance or Stop/Loss Coverage:** Please note how the State will be providing or requiring reinsurance or stop/loss coverage as required under the regulation. States may require MCOs/PIHPs/PAHPs to purchase reinsurance. Similarly, States may provide stop-loss coverage to MCOs/PIHPs/PAHPs when MCOs/PIHPs/PAHPs exceed certain payment thresholds for individual enrollees. Stop loss provisions usually set limits on maximum days of coverage or number of services for which the MCO/PIHP/PAHP will be responsible. If the State plans to provide stop/loss coverage, a description is required. The State must document the probability of incurring costs in excess of the stop/loss level and the frequency of such occurrence based on FFS experience. The expenses per capita (also known as the stoploss premium amount) should be deducted from the capitation year projected costs. In the initial application, the effect should be neutral. In the renewal report, the actual reinsurance cost and claims cost should be reported in Actual Waiver Cost.

Basis and Method:

1. ☒ **The State does not provide stop/loss protection for MCOs/PIHPs/PAHPs, but requires MCOs/PIHPs/PAHPs to purchase reinsurance coverage privately. No adjustment was necessary.**

2. ☐ **The State provides stop/loss protection**

Describe below how the issue of selection bias has been addressed in the Actual Waiver Cost calculations:

- d. ☐ **Incentive/bonus/enhanced Payments for both Capitated and fee-for-service Programs:**

1. ☐ **[For the capitated portion of the waiver] the total payments under a capitated contract include any incentives the State provides in addition to capitated payments under the waiver program.** The costs associated with any bonus arrangements must be accounted for in the capitated costs (Column D of Appendix D3 Actual Waiver Cost). Regular State Plan service capitated adjustments would apply.

Document

- i. Document the criteria for awarding the incentive payments.
- ii. Document the method for calculating incentives/bonuses, and
- iii. Document the monitoring the State will have in place to ensure that total payments to the MCOs/PIHPs/PAHPs do not exceed the Waiver Cost Projection.

2. ☐ **For the fee-for-service portion of the waiver, all fee-for-service must be accounted for in the fee-for-service incentive costs (Column G of Appendix D3 Actual Waiver Cost).** For PCCM providers, the amount listed should match information provided in D.I.D Reimbursement of Providers. Any adjustments applied would need to meet the special criteria for fee-for-service incentives if the State elects to provide incentive payments in addition to management fees under the waiver program (See D.I.I.e and D.I.J.e)

Document:

- i. Document the criteria for awarding the incentive payments.
- ii. Document the method for calculating incentives/bonuses, and
- iii. Document the monitoring the State will have in place to ensure that total payments to the MCOs/PIHPs/PAHPs/PCCMs do not exceed the Waiver Cost Projection.

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Appendix D3 Actual Waiver Cost**Section D: Cost-Effectiveness****Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (1 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness**Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (2 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness**Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (3 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness**Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (4 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness**Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (5 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness**Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (6 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness**Part I: State Completion Section**

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (7 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness

Part I: State Completion Section

I. Appendix D4 - Adjustments in the Projection OR Conversion Waiver for DOS within DOP (8 of 8)

This section is only applicable to Initial waivers

Section D: Cost-Effectiveness

Part I: State Completion Section

J. Appendix D4 - Conversion or Renewal Waiver Cost Projection and Adjustments. (1 of 5)

- a. State Plan Services Trend Adjustment** the State must trend the data forward to reflect cost and utilization increases. The R1 and R2 (BY for conversion) data already include the actual Medicaid cost changes for the population enrolled in the program. This adjustment reflects the expected cost and utilization increases in the managed care program from R2 (BY for conversion) to the end of the waiver (P2). Trend adjustments may be service-specific and expressed as percentage factors. Some states calculate utilization and cost separately, while other states calculate a single trend rate. The State must document the method used and how utilization and cost increases are not duplicative if they are calculated separately. . **This adjustment must be mutually exclusive of programmatic/policy/pricing changes and CANNOT be taken twice. The State must document how it ensures there is no duplication with programmatic/policy/pricing changes.**

1. ☒ [Required, if the States BY or R2 is more than 3 months prior to the beginning of P1] The State is using actual State cost increases to trend past data to the current time period (i.e., trending from 1999 to present).

The actual trend rate used is:

Please document how that trend was calculated:

For SFY 20 to SFY 21, actual historical trend is 9.6 percent (weighted average of plans) and 8.3 percent (straight average of plans). The state obtained and used 7.9% from the all items index from the federal government website, <https://www.bls.gov/news.release/cpi.nr0.htm>. The state used the most recent period available, the 12 months ending January 2022. The state may need to adjust the trend upward (in a waiver amendment) due to possible discontinuance of maintenance of eligibility (MOE), where the state has kept members enrolled longer than usual due to the Public Health Emergency (PHE). The additional enrollees have lowered the utilization rate, consequently lowering the Per Member Per Month (PMPM) in R2. A lower PMPM in R2 may make cost effectiveness targets artificially low in P1 through P5; however, this is the best data we have at this time.

2. ☐ [Required, to trend BY/R2 to P1 and P2 in the future] When cost increases are unknown and in the future, the State is using a predictive trend of either State historical cost increases or national or regional factors that are predictive of future costs (same requirement as capitated ratesetting regulations) (i.e., trending from present into the future).

- i. ☐ State historical cost increases.

Please indicate the years on which the rates are based: base years. In addition, please indicate the mathematical method used (multiple regression, linear regression, chi-square, least squares, exponential smoothing, etc.). Finally, please note and explain if the States cost increase calculation includes more factors than a price increase such as changes in technology, practice patterns, and/or units of service PMPM.

- ii. ☐ National or regional factors that are predictive of this waivers future costs.

Please indicate the services and indicators used. In addition, please indicate how this factor was determined to be predictive of this waivers future costs. Finally, please note and explain if the States cost increase calculation includes more factors than a price increase such as changes in technology,

practice patterns, and/or units of service PMPM.

3. ☐ The State estimated the PMPM cost changes in units of service, technology and/or practice patterns that would occur in the waiver separate from cost increase.

Utilization adjustments made were service-specific and expressed as percentage factors. The State has documented how utilization and cost increases were not duplicated. This adjustment reflects the changes in utilization between R2 and P1 and between years P1 and P2.

- i. Please indicate the years on which the utilization rate was based (if calculated separately only).
- ii. Please document how the utilization did not duplicate separate cost increase trends.

Appendix D4 Adjustments in Projection

Section D: Cost-Effectiveness

Part I: State Completion Section

J. Appendix D4 - Conversion or Renewal Waiver Cost Projection and Adjustments. (2 of 5)

- b. State Plan Services Programmatic/Policy/Pricing Change Adjustment:** This adjustment should account for any programmatic changes that are not cost neutral and that affect the Waiver Cost Projection. For example, changes in rates, changes brought about by legal action, or changes brought about by legislation. For example, Federal mandates, changes in hospital payment from per diem rates to Diagnostic Related Group (DRG) rates or changes in the benefit coverage of the FFS program. **This adjustment must be mutually exclusive of trend and CANNOT be taken twice. The State must document how it ensures there is no duplication with trend.** If the State is changing one of the aspects noted above in the FFS State Plan then the State needs to estimate the impact of that adjustment. *Note: FFP on rates cannot be claimed until CMS approves the SPA per the 1/2/01 SMD letter. Prior approval of capitation rates is contingent upon approval of the SPA.* The R2 data was adjusted for changes that will occur after the R2 (BY for conversion) and during P1 and P2 that affect the overall Medicaid program.

Others:

- Additional State Plan Services (+)
 - Reductions in State Plan Services (-)
 - Legislative or Court Mandated Changes to the Program Structure or fee
 - Graduate Medical Education (GME) Changes - This adjustment accounts for **changes** in any GME payments in the program. 42 CFR 438.6(c)(5) specifies that States can include or exclude GME payments from the capitation rates. However, GME payments must be included in cost-effectiveness calculations.
 - Copayment Changes - This adjustment accounts for changes from R2 to P1 in any copayments that are collected under the FFS program, but not collected in the MCO/PIHP/PAHP capitated program. States must ensure that these copayments are included in the Waiver Cost Projection if not to be collected in the capitated program. If the State is changing the copayments in the FFS program then the State needs to estimate the impact of that adjustment.
1. ☒ The State has chosen not to make an adjustment because there were no programmatic or policy changes in the FFS program after the MMIS claims tape was created. In addition, the State anticipates no programmatic or policy changes during the waiver period.
 2. ☐ An adjustment was necessary. The adjustment(s) is(are) listed and described below:
 - i. ☐ The State projects an externally driven State Medicaid managed care rate increases/decreases between the base and rate periods.
Please list the changes.

For the list of changes above, please report the following:

- A. ☐ The size of the adjustment was based upon a newly approved State Plan Amendment (SPA).
PMPM size of adjustment
- B. ☐ The size of the adjustment was based on pending SPA.
Approximate PMPM size of adjustment
- C. ☐ Determine adjustment based on currently approved SPA.
PMPM size of adjustment
- D. ☐ Determine adjustment for Medicare Part D dual eligibles.
- E. ☐ Other:
Please describe

- ii. ☐ The State has projected no externally driven managed care rate increases/decreases in the managed care rates.
- iii. ☐ Changes brought about by legal action:
Please list the changes.

For the list of changes above, please report the following:

- A. ☐ The size of the adjustment was based upon a newly approved State Plan Amendment (SPA).
PMPM size of adjustment
- B. ☐ The size of the adjustment was based on pending SPA.
Approximate PMPM size of adjustment
- C. ☐ Determine adjustment based on currently approved SPA.
PMPM size of adjustment
- D. ☐ Other
Please describe

- iv. ☐ Changes in legislation.
Please list the changes.

For the list of changes above, please report the following:

- A. ☐ The size of the adjustment was based upon a newly approved State Plan Amendment (SPA).

PMPM size of adjustment

- B. ☐ The size of the adjustment was based on pending SPA.
Approximate PMPM size of adjustment

- C. ☐ Determine adjustment based on currently approved SPA
PMPM size of adjustment

- D. ☐ Other
Please describe

- v. ☐ Other
Please describe:

- A. ☐ The size of the adjustment was based upon a newly approved State Plan Amendment (SPA).

PMPM size of adjustment

- B. ☐ The size of the adjustment was based on pending SPA.
Approximate PMPM size of adjustment

- C. ☐ Determine adjustment based on currently approved SPA.
PMPM size of adjustment

- D. ☐ Other
Please describe

Section D: Cost-Effectiveness

Part I: State Completion Section

J. Appendix D4 - Conversion or Renewal Waiver Cost Projection and Adjustments. (3 of 5)

c. Administrative Cost Adjustment: This adjustment accounts for changes in the managed care program. The administrative expense factor in the renewal is based on the administrative costs for the eligible population participating in the waiver for managed care. Examples of these costs include per claim claims processing costs, additional per record PRO review costs, and additional Surveillance and Utilization Review System (SURS) costs; as

well as actuarial contracts, consulting, encounter data processing, independent assessments, EQRO reviews, etc.
Note: one-time administration costs should not be built into the cost-effectiveness test on a long-term basis. States should use all relevant Medicaid administration claiming rules for administration costs they attribute to the managed care program. If the State is changing the administration in the fee-for-service program then the State needs to estimate the impact of that adjustment.

1. ☐ No adjustment was necessary and no change is anticipated.
2. ☐ An administrative adjustment was made.
 - i. ☐ Administrative functions will change in the period between the beginning of P1 and the end of P2.
Please describe:

- ii. ☒ Cost increases were accounted for.
 - A. ☐ Determine administration adjustment based upon an approved contract or cost allocation plan amendment (CAP).
 - B. ☐ Determine administration adjustment based on pending contract or cost allocation plan amendment (CAP).
 - C. ☒ State Historical State Administrative Inflation. The actual trend rate used is PMPM size of adjustment

7.90

Please describe:

The actual historical trend is 5.36 percent. The state used 7.9% from the all items index from the federal government website, <https://www.bls.gov/news.release/cpi.nr0.htm>. The state used the most recent period available at the time of the renewal submission, the 12 months ending January 2022.

- D. ☐ Other
Please describe:

- iii. ☒ [Required, when State Plan services were purchased through a sole source procurement with a governmental entity. No other State administrative adjustment is allowed.] If cost increase trends are unknown and in the future, the State must use the lower of: Actual State administration costs trended forward at the State historical administration trend rate or Actual State administration costs trended forward at the State Plan services trend rate.
Please document both trend rates and indicate which trend rate was used.

The actual administration cost trend is 5.4 percent. The state trended actual administration costs at the state plan services trend rates of 7.9%.

- A. Actual State Administration costs trended forward at the State historical administration trend rate.

Please indicate the years on which the rates are based: base years

R2 (July 2021 through December

In addition, please indicate the mathematical method used (multiple regression, linear regression, chi-square, least squares, exponential smoothing, etc.). Finally, please note and explain if the States cost increase calculation includes more factors than a price increase.

The State plan is based on historical trends and recommendations previous recommendations from CMS. The State's projection does not include any additional factors.

- B.** Actual State Administration costs trended forward at the State Plan Service Trend rate. Please indicate the State Plan Service trend rate from Section D.I.J.a. above

7.90

Section D: Cost-Effectiveness

Part I: State Completion Section

J. Appendix D4 - Conversion or Renewal Waiver Cost Projection and Adjustments. (4 of 5)

- d. 1915(b)(3) Adjustment:** The State must document the amount of State Plan Savings that will be used to provide additional 1915(b)(3) services in **Section D.I.H.a** above. The Base Year already includes the actual trend for the State Plan services in the program. This adjustment reflects the expected trend in the 1915(b)(3) services between the Base Year and P1 of the waiver and the trend between the beginning of the program (P1) and the end of the program (P2). Trend adjustments may be service-specific and expressed as percentage factors.

1. ☐ [Required, if the States BY is more than 3 months prior to the beginning of P1 to trend BY to P1] The State is using the actual State historical trend to project past data to the current time period (i.e., trending from 1999 to present).

The actual documented trend is:

Please provide documentation.

2. ☒ [Required, when the States BY is trended to P2. No other 1915(b)(3) adjustment is allowed] If trends are unknown and in the future (i.e., trending from present into the future), the State must use the lower of State historical 1915(b)(3) trend or States trend for State Plan Services. Please document both trend rates and indicate which trend rate was used.

i. A. State historical 1915(b)(3) trend rates

1. Please indicate the years on which the rates are based: base years

R1 through R2

2. Please provide documentation.

Using the lesser of expected trend (4.9 percent) and expected state plan services trend (7.9 percent) results in a trend of 4.90 percent.

B. State Plan Service trend

Please indicate the State Plan Service trend rate from Section D.I.J.a. above

7.90

- e. Incentives (not in capitated payment) Trend Adjustment:** If the State marked **Section D.I.H.d** , then this adjustment reports trend for that factor. Trend is limited to the rate for State Plan services.

1. List the State Plan trend rate by MEG from Section D.I.I.a

NA

2. List the Incentive trend rate by MEG if different from Section D.I.I.a

NA

3. Explain any differences:

Section D: Cost-Effectiveness

Part I: State Completion Section

J. Appendix D4 - Conversion or Renewal Waiver Cost Projection and Adjustments. (5 of 5)

p. Other adjustments including but not limited to federal government changes.

- If the federal government changes policy affecting Medicaid reimbursement, the State must adjust P1 and P2 to reflect all changes.
- Once the States FFS institutional excess UPL is phased out, CMS will no longer match excess institutional UPL payments.
- Excess payments addressed through transition periods should not be included in the 1915(b) cost effectiveness process. Any State with excess payments should exclude the excess amount and only include the supplemental amount under 100% of the institutional UPL in the cost effectiveness process.
- For all other payments made under the UPL, including supplemental payments, the costs should be included in the cost effectiveness calculations. This would apply to PCCM enrollees and to PAHP, PIHP or MCO enrollees if the institutional services were provided as FFS wrap around. The recipient of the supplemental payment does not matter for the purposes of this analysis.
- **Pharmacy Rebate Factor Adjustment (Conversion Waivers Only) ***: Rebates that States receive from drug manufacturers should be deducted from Base Year costs if pharmacy services are included in the capitated base. If the base year costs are not reduced by the rebate factor, an inflated BY would result. Pharmacy rebates should also be deducted from FFS costs if pharmacy services are impacted by the waiver but not capitated.

Basis and Method:

1. ☐ Determine the percentage of Medicaid pharmacy costs that the rebates represent and adjust the base year costs by this percentage. States may want to make separate adjustments for prescription versus over the counter drugs and for different rebate percentages by population. States may assume that the rebates for the targeted population occur in the same proportion as the rebates for the total Medicaid population **which includes accounting for Part D dual eligibles**. Please account for this adjustment in **Appendix D5**.
2. ☐ The State has not made this adjustment because pharmacy is not an included capitation service and the capitated contractors providers do not prescribe drugs that are paid for by the State in FFS **or Part D for the dual eligibles**.
3. ☐ Other

Please describe:

1. ☒ No adjustment was made.
2. ☐ This adjustment was made. This adjustment must be mathematically accounted for in Appendix D5. Please describe

Section D: Cost-Effectiveness**Part I: State Completion Section****K. Appendix D5 Waiver Cost Projection**

The State should complete these appendices and include explanations of all adjustments in Section D.I.I and D.I.J above.

The calculations in D5 apply the State Plan, 1915(b)(3), and admin trends to the per member per month (PMPM) figures. For example, an R2 PMPM of \$4.28 for the MEG, "A-0-5 years", received the state plan trend of 7.9 percent, an administrative trend of 7.9 percent, and a 1915(b)(3) trend of 4.9 percent (from Appendix D4) and was calculated to be \$4.62 in P1, \$4.92 in P2, \$5.37 in P3, \$5.79 in P4, and \$6.25 in P5.

Both the costs (numerator) and member months (denominator) in D3 and D5 are quarters 1 and 2 in R2. The resulting PMPM figure in D5 is correctly stated because both the numerator and denominator are two quarters of data from R2.

The amendment effective July 1, 2023, excludes from the waiver PMHP Medicaid beneficiaries' periods of retroactive eligibility. The exclusion applies to P2 through P5 periods.

The State calculated non-retroactive PMPM percentages using SFY 2022 data. We divided non-retroactive member months and costs by their respective totals (retroactive and non-retroactive combined). We calculated these percentages for each MEG and total. Also, we calculated these percentages for the encounter data costs and for the member months. To calculate PMPM percentage adjustments, we divided the percentage of non-retroactive costs by the percentage of non-retroactive member months.

The State then multiplied the P2 PMPMs by the above PMPM percentages. Only one adjustment to P2 is necessary because in CMS' template, periods P3 through P5 use the prior period's PMPM as the starting point and are given the previously agreed upon inflation factors submitted in the 2022 renewal. The updated PMPMs are in spreadsheet "D5. Waiver Cost Projection", cells D35 through D45, T35 through T45, and X35 through X45. The updated PMPMs are as follows: \$35.85 in P2, \$38.37 in P3, \$41.07 in P4, \$45.69 in P5.

This amendment is effective January 1, 2024. The following illustrates the addition and calculation of the new MEG "Adults (19 - 64 years)". The calculations in D5 apply the State Plan, 1915(b)(3), and admin trends to the per member per month (PMPM) figures. For example, an R2 PMPM of \$56.24 for the MEG, "C-19-64 years", received the state plan trend of 7.9 percent, an administrative trend of 7.9 percent, and a 1915(b)(3) trend of 4.9 percent (from Appendix D4) and was calculated to be \$60.39 in P1, \$64.83 in P2, \$69.63 in P3, \$74.79 in P4, and \$80.34 in P5.

Appendix D5 Waiver Cost Projection**Section D: Cost-Effectiveness****Part I: State Completion Section****L. Appendix D6 RO Targets**

The State should complete these appendices and include explanations of all trends in enrollment in Section D.I.E. above.

The State used logarithmic regression, (assumes the trend will level off), and 24 months of Medicaid eligibility data to develop a trend for each MEG. The trend was applied to project member months for P1 through P5.

Appendix D6 RO Targets**Section D: Cost-Effectiveness****Part I: State Completion Section**

M. Appendix D7 - Summary

- a. Please explain any variance in the overall percentage change in spending from BY/R1 to P2.

This is not applicable because there is no variance in the overall percentage change in spending from the base year through projection periods.

This waiver amendment is effective after P2, so no adjustment is required.

1. Please explain caseload changes contributing to the overall annualized rate of change in Appendix D7 Column I. This response should be consistent with or the same as the answer given by the State in Section D.I.E.c & d:

There is a consistent trend of caseload, with no significant variances.

2. Please explain unit cost changes contributing to the overall annualized rate of change in Appendix D7 Column I. This response should be consistent with or the same as the answer given by the State in the States explanation of cost increase given in Section D.I.I and D.I.J:

The same answer in K applies.

The calculations in D5 apply to the State Plan, 1915(b)(3), and admin trends to the per member per month (PMPM) figures. For example, an R2 PMPM of \$4.28 for the MEG, "0-5 years", received the state plan trend of 7.90 percent, an administrative trend of 7.9 percent, and a 1915(b)(3) trend of 4.9 percent (from Appendix D4) and was calculated to be \$4.62 in P1, \$4.98 in P2, \$5.37 in P3, \$5.79 in P4, and \$6.25 in P5.

The July 1, 2023 amendment excludes from the waiver PMHP Medicaid beneficiaries' periods of retroactive eligibility. The state calculated a PMPM percentage change using SFY 2022 data and dividing the non-retro figures by the total figures. The State updated P2 through P5 by multiplying the PMPM percentage by the PMPM in sheet D5. Waiver Projection Period, cells D35 through D43, cells T35 through T43, and cells X35 through X43. The updated P2 through P5 PMPMs are as follows: \$35.85 in P2, \$38.37 in P3, \$41.07 in P4, \$45.69 in P5.

This amendment is effective January 1, 2024. An illustration of the PMPM follows: An R2 PMPM of \$56.24 for the MEG, "Adults 19-64 years", received the state plan trend of 7.9 percent, an administrative trend of 7.9 percent, and a 1915(b)(3) trend of 4.9 percent (from Appendix D4) and was calculated to be \$60.39 in P1, \$64.83 in P2, \$69.63 in P3, \$74.79 in P4, and \$80.34 in P5.

3. Please explain utilization changes contributing to the overall annualized rate of change in Appendix D7 Column I. This response should be consistent with or the same as the answer given by the State in the States explanation of utilization given in Section D.I.I and D.I.J:

Utilization per member per month is not expected to change at this time. For this reason only unit cost trends were applied in D4.

- b. Please note any other principal factors contributing to the overall annualized rate of change in Appendix D7 Column I.

Appendix D7 - Summary