

Summary of States' Tools to Collect Data



March 2015

Balancing Incentive Program States are required to collect three types of data: service data, quality data linked to population-specific outcomes, and outcomes measures. As part of their Work Plan deliverables, States must report to CMS the data and measures that will be collected and the methodology for collecting those measures. States will not be required to submit the collected data directly to CMS, though CMS does reserve the right to request these data at any time. If CMS requests data from a state, the state will have at least 30 days to submit the data.

- **Services Data:** Community long-term services and supports (LTSS) providers should report to the state all community LTSS services an individual receives at the individual level.
- **Quality Data:** Quality data include clinical measures that capture the extent to which service providers are supplying comprehensive, quality care. Most of these measures can be calculated with claims data or encounter data, which states should already be collecting from community LTSS providers. Once states calculate the measures based on the data submitted by providers, CMS strongly recommends that states report back measures to providers to encourage quality improvements.
- **Outcomes Measures:** As a final data collection requirement, states should collect outcomes measures by population to assess beneficiary and family caregiver experience and satisfaction with providers. Data should also be collected regarding activities that help individuals achieve higher quality of life, including employment, participation in community life, health stability, and prevention of loss in function.

The tables below describe state data collection instruments, as presented in Work Plans and updated in quarterly progress reports. For more information, please see Work Plans posted on Medicaid.gov: <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Balancing/Balancing-Incentive-Program.html>.

Services Data

State	Claims data	Encounter data*	Other	Use of data for administrative, financial or quality control purposes
AR	√		√	CMS 372 Form Reports: participants and expenditures to ensure cost neutrality Arkansas Prevention Needs Assessment: conducted on a representative sample of school aged children CMS 64 Form Reports Participant Claims History Profile: compares payment to plan of care
CT	√			CMS 372 Form and Specialized MMIS Reports
GA	√			LTSS expenditure detail: track participation and expenditures
IA	√	√	ADRC	Track expenditures Compare encounter data across individuals Compare claims data across regions and Aging and Disabilities Resource Centers (ADRCs)
IL	√	√		Claims data: all agencies maintain a claims database for billing and FFP purposes CMS 64 Form: to claim FFP for all waiver expenditures and Mental Health (MH) State Plan Services Managed care expenditures (capitated rates): Healthcare and Family Services (HFS) is working with Milliman, the actuary, to provide required data.
IN**	√			Track budgeted and actual costs Monitor quality of care and provider cost savings
KY	√			CMS 64 Form Reports An All Claims Payer Data Base is currently being developed.
LA**	√			CMS 64 Form Reports CMS 372 Form Reports: to demonstrate that HCBS waiver programs are cost effective and cost neutral, to report state expenditures, and provide pertinent information in order to assess program status
MA	√		LTSS Quarterly Reports	CMS 64 Form Reports CMS 372 Form Reports: to demonstrate that HCBS waivers are cost neutral Quarterly reports detailing information on LTSS
MD	√		LTSS Maryland tracking system	Track expenditures by service category Compare services referred and completed over time (within plans of care)
ME	√		LTSS data for accountable care orgs (ACOs)	National Medicaid HCBS Data: expenditures by service category CMS 64 Form Reports CMS 372 Form Reports
MO	√			Track balancing benchmark Track participants accessing community and institutional LTSS

State	Claims data	Encounter data*	Other	Use of data for administrative, financial or quality control purposes
MS	√			Produce service data reports
NH	√			DHHS Provider Payments Report BIP Category Service Report CMS 64 Form Reports
NJ	√	√	√	Participant Record Review as maintained by care management entities Participant File Summary Review Participant Satisfaction Survey Summary Critical Incident Summary Division of Developmental Disabilities Performance Data Participant Clinical Assessment
NV	√			CMS 64 Form Reports CMS 37 Form Reports
NY	√	√	Cost reports by managed care organizations (MCOs)	CMS 64 Form Reports Quarterly and Annual Cost Reports Ad hoc reports from data warehouse source Ad hoc reports from encounter data
OH	√	√		National Medicaid HCBS data CMS 64 Form Reports CMS 372 Form Reports
PA	√	√		CMS 64 Form Reports Office of Developmental Programs (ODP) Dashboard for Intellectual Disabilities and Autism HealthChoices Behavioral Health Performance Based Contracting Report
TX	√	√		Demonstrate home and community based services are cost effective and cost neutral Report state expenditures and participation levels Monitor service quality and outcomes for fee for service providers and MCOs Evaluate MCO contract compliance and reporting consistency

* Collected from Managed Care Organizations (MCOs)

Quality Data

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability	How are results made available to LTSS providers?
AR	Youth Outcome Questionnaire (YOQ)	Medicaid Adult Health Care Quality Measure Review Checklist Money Follows the Person (MFP) Quality of Life Survey	Medicaid Adult Health Care Quality Measure MFP Quality of Life Survey	Medicaid Adult Health Care Quality Measure Review Checklist MFP Quality of Life Survey	Annual reports are posted on the State Medicaid website.
CT	Waiver performance measures related to service plan and delivery Metrics on emergency Department utilization, hospital readmissions, and successful ambulatory follow-up post psychiatric hospitalization	Waiver performance measures related to service plan and delivery	Waiver performance measures related to service plan and delivery CHCPE Provider Audits – compares paid claims and services provided	Waiver performance measures related to service plan and delivery	Results will not be available to LTSS providers.
GA			Georgia Adult Medicaid Quality Improvement Initiative	Georgia Adult Medicaid Quality Improvement Initiative	Case management providers will be continually engaged in training and process improvement activities related to the outcome of the work.
IA	Member survey Provider reviews Service plan reviews	Member survey Provider reviews Service plan reviews	Member survey Provider reviews Service plan reviews	Member survey Provider reviews Service plan reviews	The state will engage stakeholders to develop the most effective strategy for releasing the results to the public.
IL	MFP Quality of Life Survey	Health & Quality of Life Performance Measures DD Waiver Performance	Community Care Program Quality Management Report	Health & Quality of Life Performance Measures	The State’s External Quality Review Organization (EQRO) Vendor posts Illinois’ External Quality Review (EQR) Technical Reports on the IL Healthcare & Family

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability	How are results made available to LTSS providers?
		Measures Report MFP Quality of Life Survey	Health & Quality of Life Performance Measures Supportive Living Record Reviews MFP Quality of Life Survey	DRS WebCM Report (Home Services Program, AIDS, and BI waivers) Supportive Living Record Reviews MFP Quality of Life Survey	Services website. <i>Elderly:</i> Providers receive a copy of the Quality Management Report to compare themselves to other providers. <i>Alcohol & Substance Abuse:</i> Provider performance reports are posted online.
IN**	Provider Compliance Report Reassessment Percentage Report	Residential Habilitation and Support (RHS) and Day Services Summaries Comprehensive Error Rate Testing (CERT) Reviews	Provider and Person-Centered Compliance Tools	Provider and Person-Centered Compliance Tools	<i>Elderly:</i> Results are posted onto the Division of Aging's website and provided to AAAs and providers. <i>ID/DD:</i> Results are communicated with providers via email. <i>MH:</i> Results are discussed with providers.
KY	Mental Health Statistics Improvement Programs Survey Youth Services Survey for Families	National Core Indicators Dashboard indicators established to monitor the parameters of CareWise, the Quality Improvement Organization	Dashboard indicators established to monitor the parameters of CareWise, the Quality Improvement Organization	Dashboard indicators established to monitor the parameters of CareWise, the Quality Improvement Organization.	Website and one-on-one problem solving with individuals and providers. Dashboards are currently available to internal staff.
LA**	1915(i) state plan amendment (SPA) Quality Indicator Survey (QIS) 1915(b) & 1915(c) Performance Measures	Waiver QA	Healthcare Effectiveness Data and Information Set (HEDIS)	HEDIS	<i>Elderly:</i> Results are posted on the Office of Aging and Adult Services (OAAS) website <i>ID/DD:</i> The Office for Citizens with Developmental Disabilities (OCDD) will be incorporating quality data on the OCDD public website. <i>MH:</i> Office of Behavioral Health (OBH) provides copies of the Quality Improvement

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability	How are results made available to LTSS providers?
					Strategy (QIS) results and reports, upon request, to interested parties through print or electronic media or alternative formats for persons with sensory impairments.
MA	Non-Institutional Provider Review (NIPR) Subset of Medicaid Adult Health Quality Measures	NIPR Subset of Medicaid Adult Health Quality Measures	NIPR Subset of Medicaid Adult Health Quality Measures	NIPR Subset of Medicaid Adult Health Quality Measures	Metrics will be posted on the Massachusetts Management Information System (MMIS) MassHealth Provider Online Service Center (POSC) of all MassHealth recipients receiving services and supports across all age groups.
MD	Mental Health Quality and Outcome Indicators	MFP Quality of Life Survey Developmental Disabilities Administration Quality Assurance Team Review State Medicaid Agency (SMA) Oversight Review Protocol Process	Department of Health and Mental Hygiene (DHMH) Quality Care Review (QCR) Report MFP Quality of Life Survey	QCR Report MFP Quality of Life Survey	The details of the QCR reports are mailed to the providers with information on how to respond to the identified problem areas.
ME	HEDIS	HEDIS MFP Quality of Life Survey	Medicaid Adult Health Quality Measures HEDIS MFP Quality of Life Survey	HEDIS MFP Quality of Life Survey	The Chartbook Report: Older adults and adults with physician disabilities; populations and service use trends in Maine, is provided annually to the Legislature.
MO	Medicaid Adult Health Care Quality Measures				
MS	MS is currently reviewing the Medicaid Adult Healthcare Quality Measures to identify potential measures				

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability	How are results made available to LTSS providers?
NH	Medicaid Adult Health Care Quality Measures				
NJ	Global Level of Functioning (GLOF) Mental Health Statistical Improvement Program (MHSIP) Consumer Survey Level of Care Index Plan of Care Provider Network Critical Incident Report Complaints, Grievance and Appeals Rebalancing LTSS NJ Substance Abuse Monitoring System (NJ SAMS) Unified Services Transaction Form	OPIA, DDL Licensing Inspection System Report Day/ Employment Audit Activity Report Quality Provider Report Unusual Incident Reporting System (UIRMS) Medicaid Adult Health Quality Measures CCW/Five Percent Platform Accrediting Bodies Unusual Incident Reports: Division of Developmental Disabilities, Office of Licensing College of Direct Support Utilization Report Quality Indicators Report Financial Accountability Reporting	Participant File Review Tool Participant Satisfaction Survey Level of Care Plan of Care Provider Network Critical Incident Report Complaints, Grievance and Appeals Rebalancing LTSS Accrediting Bodies	Participant File Review Tool Participant Satisfaction Survey Level of Care Plan of Care Provider Network Critical Incident Report Complaints, Grievance and Appeals Rebalancing LTSS Accrediting Bodies Unusual Incident Reports: Division of Developmental Disabilities, Office of Licensing	The Performance Report is available on the web.
NV	MFP Quality of Life Survey HEDIS				

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability	How are results made available to LTSS providers?
	Medicaid Adult Health Care Quality Measures				
NY	Phase I Behavioral Health Organizations Metric	National Core Indicators (NCIs), personal interview protocol Restrictive Interventions Application (RIA) Incident Report and Management Application (IRMA) Health Home Care Management Assessment Reporting Tool (HHCMART)	Home Care Quality Indicators (HCQIs) generated from UAS-NY assessment data HEDIS	HCQIs Generated from UAS-NY assessment data HEDIS	<i>Elderly:</i> HCQI results for all plans are published in the Managed Long Term Care Report, which is made available on a public website. In 2014, HCQI reports can be directly downloaded from the UAS-NY system. HEDIS/ QARR measures are calculated by managed care plans and submitted to the New York State Department of Health (NYS DOH). <i>ID/DD:</i> Data can be downloaded from systems or shared in provider-specific reports or summary reports. <i>MH:</i> A data portal is available on the Office of Mental Health (OMH) website for the Phase I Behavioral Health Organizations metrics.
OH	Medicaid Adult Health Quality Measures HEDIS	Medicaid Adult Health Quality Measures HEDIS Ongoing reviews of Medicaid waivers Waiver Performance Measures CHIPRA	Medicaid Adult Health Quality Measures HEDIS Ongoing reviews of Medicaid waivers Waiver Performance Measures	Medicaid Adult Health Quality Measures HEDIS Ongoing reviews of Medicaid waivers Waiver Performance Measures CHIPRA	State will follow CMS guidance regarding sharing analytical results and will post results of the Balancing Incentive Program quality indicators on the Medicaid website.
PA	Program Evaluation Performance Summary (PEPS) Tool	Independent Monitoring for Quality (IM4Q) Report Office of Developmental	Service Coordination Monitoring Tool CMS 1915(c) waiver	Service Coordination Monitoring Tool CMS 1915(c) waiver	<i>Office of Developmental Programs (ODP)</i> will share assessment-related information with the community. Reports will be posted to the ODP website and sent out via other means of

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability	How are results made available to LTSS providers?
	HealthChoices Behavioral Health Performance Tool	<p>Programs (ODP) Dashboard for Intellectual Disabilities and Autism</p> <p>Adult Autism Waiver (AAW)/Adult Community Autism Program (ACAP) Participant Interview Guide for Quality Management</p> <p>AAW Provider Agency Monitoring Staff Qualifications Form</p> <p>AAW & ACAP Monitoring Tools</p> <p>CMS 1915(c) waiver assurances</p>	assurances	assurances	<p>communication.</p> <p><i>Office of Mental Health & Substance Abuse Services (OMHSAS):</i> Results of Quality Data Reviews are managed and sent out by the Behavioral Health Managed Care Organizations (BH-MCO).</p> <p><i>Office of Long Term Living (OLTL)</i> will host results from the monitoring tool on the OLTL website, and summaries will be shared at various OLTL Quality Council and Committee Meetings.</p> <p><i>Bureau of Autism Services (BAS):</i> The results of the AAW quality data will be made available on the BAS website. For the ACAP Waiver, BAS does share a summary report of the program monitoring results with the LTSS Provider.</p>
TX	<p>HEDIS</p> <p>Consumer Assessment of Healthcare Providers and Systems (CAHPS)</p> <p>Medicare Health Outcomes Survey (HOS)</p>	<p>Waiver performance measures</p> <p>HEDIS</p>	<p>Waiver performance measures</p> <p>CAHPS</p> <p>Medicare HOS</p>	<p>Waiver performance measures</p> <p>CAHPS</p> <p>Medicare HOS</p>	<p>The External Quality Review Organization (EQRO) produces a STAR+PLUS quality of care report and conducts a CAHPS survey annually. These reports are published on the Health and Human Services Commission (HHSC) website as are any focus studies.</p>

Outcomes Data

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability
AR	Division of Behavioral Health Services (DBHS) Community Mental Health Centers Satisfaction Adult and Child Survey	National Core Indicator (NCI) Survey	MFP Quality of Life Survey	MFP Quality of Life Survey
CT	DMHAS – Mental Health Waiver Evaluation MFP Quality of Life Survey	NCI Survey MFP Quality of Life Survey	Participant Experience Survey (PES) MFP Quality of Life Survey	PES MFP Quality of Life Survey
GA		Monitoring of Time to Receive Services via Integrated Access		
IA	Medicaid Member Surveys Integrated Employment Data Aging and Disability Resource Center (ARDC)/Regional Entity Data			
IL	Managed Care Performance Improvement Project (PIP) Division of Mental Health (DMH) Evaluation of Care Survey Managed Care Consumer Assessment of Health Plan Survey Division of Alcohol and Substance Abuse (DASA): Abstinence from Alcohol/Drug Use Survey of Former Alcohol/Drug Users	Managed Care PIP Developmental Disability (DD) Critical Incident Reporting System (pilot phase) NCI Survey Managed Care Consumer Assessment of Health Plan Survey	Managed Care PIP Department of Aging Participant Outcomes and Status (POSM) Quality of Life Survey Managed Care Consumer Assessment of Health Plan Survey	Managed Care PIP (also individuals with TBI or HIV) Managed Care Consumer Assessment of Health Plan Survey (also individuals with TBI or HIV)
IN**	Quarterly Outcome Report Medicaid Rehabilitation Option (MRO) Client Data Division of Mental Health and Addiction (DMHA) Resident Stability	NCI Survey Health Home Reports through Division of Disability and Rehabilitative Services (DDRS) 90-Day Checklist	MFP Quality of Life Survey Person-Centered Compliance Tool (PCCT) PES	MFP Quality of Life Survey (also individuals with TBI) Person-Centered Compliance Tool (PCCT) (also individuals with TBI)

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability
	Report			PES (also individuals with TBI)
KY	Mental Health Statistics Improvement Program (MHSIP) Brief Psychiatric Rating Scale (BPRS) MFP Quality of Life Survey	MFP Quality of Life Survey NCI Survey Family Surveys	MFP Quality of Life Survey Adapted Quality of Life Survey (HCB waiver)	MFP Quality of Life Survey NCI Survey
LA**		NCI Survey	Office of Aging and Adult Services (OAAS) PES	PES NCI Survey
MA	CAHPS Survey	NCI Survey CAHPS Survey	MFP Quality of Life Survey ASAP Client Satisfaction Survey CAHPS Survey	MFP Quality of Life Survey CAHPS Survey
MD	Mental Hygiene Administration: Outcome Measurement System		InterRAI HC Quality Indicators Medicaid LTSS Chart Book summarizing demographic, service utilization, acuity, expenditure, and length of stay data	InterRAI HC Quality Indicators Medicaid LTSS Chart Book summarizing demographic, service utilization, acuity, expenditure, and length of stay data
ME	Adult Mental Health and Well Being Survey		LTSS Provider Survey	
MO	Customer Services Postcard Consumer Satisfaction Survey on the MOCOR website	Customer Services Postcard Consumer Satisfaction Survey on the MOCOR website Family/Guardian Survey Adult Consumer Survey Adult/Family and Child/Family Surveys	Customer Services Postcard Consumer Satisfaction Survey on the MOCOR website	Customer Services Postcard Consumer Satisfaction Survey on the MOCOR website
MS	Outcomes measures are being built into the new LTSS System as it is being developed.			
NH	Public Mental Health Consumer	CAHPS Survey	PES	CAHPS Survey

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability
	Survey CAHPS Survey	NCI Survey		
NJ	MHSIP consumer survey NJ Substance Abuse Monitoring Level of Care Requirement Index For Addiction Treatment Unified Services Transaction Form for clients entering/leaving mental health treatment Global Level of Functioning Survey CAHPS	NCI Survey MFP Quality of Life Survey Olmstead Review Survey CAHPS MLTSS Plan of Care Provider Capacity and Capabilities Survey Critical Incident Management System (CIMS) Complaints, Grievances and appeals	NJ CHOICE Clinical assessment tool CAHPS MLTSS Plan of Care Provider Capacity and Capabilities Survey CIMS Complaints, Grievances and appeals	NJ CHOICE Clinical assessment tool CAHPS Case Management Deficiency report MLTSS Plan of Care Provider Capacity and Capabilities Survey CIMS Complaints, Grievances and appeals
NV	MFP Quality of Life Survey PES CAHPS Functional Assessment			
NY	interRAI Community Mental Health Assessment CAHPS (for individuals enrolled in managed care) Behavioral Health Supplemental Survey (for individuals enrolled in managed care) Member Transition Survey (for individuals enrolled in managed care)	New York Employment Services System (NYESS) NCI Survey OPWDD Tracking and Billing System (TABS) eMedNY Medicaid tracking system MFP Quality of Life Survey	UAS-NY assessment system MFP Quality of Life Survey CAHPS (for individuals enrolled in managed care) Member Transition Survey (for individuals enrolled in managed care)	
OH	Mental Health Statistics Program (MHSIP) Survey	MFP Quality of Life Survey NCI Survey		

State	Mental Health	Developmental/ Intellectual Disability	Elderly	Physical Disability
	Youth Satisfaction for Families National Outcomes Measures (NOMS) MFP Quality of Life Survey			
PA	PEPS Tool Health Choices Behavioral Health Performance Tool	IM4Q Report/Essential Data Elements (EDE) Survey Instrument AAW Participant Interview Guide for Quality Management	Service Coordination Monitoring Tool	
TX	Child & Adolescent Texas Recommended Assessment Guidelines Adult Texas Recommended Assessment Guidelines (Adult-TRAG)	NCI Child and Family Survey (survey of parents with children receiving LTSS from the Department of Aging and Disability Services) NCI Adult Survey		NCI Child and Family Survey (survey of parents with children receiving LTSS from the Department of Aging and Disability Services) HCBS Waiver Study Survey PES

** As of 12/31/2014, state is no longer participating in the Program.