

APPENDIX G
MEDICAL MANAGEMENT (MM) WORK PLAN GUIDE AND TEMPLATE¹²

OPEN UNTIL 09/08/19

¹ Cover page no longer used

² POST APC CHANGE: Appendix G will be attached to AMPM Policy 1020 after public comment period is over

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APPENDIX G- MEDICAL MANAGEMENT (MM) WORK PLAN GUIDE AND TEMPLATE

I. PURPOSE

The 3 MM Work Plan Guide applies to AHCCCS Complete Care (ACC), ALTCS E/PD, CMDP, DES/DDD (DDD) and RBHAs 4. The purpose of ~~the~~-this Guide is to provide instructions to Contractors for completion of the Annual-Medical Management (MM) Work Plan for submission, to, and review by, the Division of Health Care Management (DHCM). ~~The AHCCCS MM Work Plan Guide applies to (ACC), ALTCS/EPD, CRS, CMDP, and DES/DDD (DDD).~~⁵

The MM Annual Work Plan, in addition to the in conjunction with the Annual MM Plan and Annual 6-MM Plan Evaluation, are contract required deliverables shall be submitted by the Contractors by December 15th of each new contract year as specified in Contract 7. ~~The AHCCCS MM Annual Work Plan Guide applies to Acute Care, ALTCS/EPD, CRS, CMDP, and DDD.~~⁸ All questions regarding reporting requirements shall be directed to the designated MM Specialist or the MM Manager ⁹

Contractors ~~will~~-shall utilize the Annual-MM Work Plan as a working document. ~~This working document shall and be updated the work plan~~¹⁰ quarterly and at the end of the contract year with results/analysis and measurable outcomes for each goal. ~~At the end of year, the~~ The completed Annual-MM Work Plan for the previous contract year shall then be submitted as the basis for the ~~can be used to develop the Annual-MM Plan Evaluation.~~ (narrative description) for the current contract year. ~~The completed Annual-MM Work Plan must be submitted with the Annual MM Plan Evaluation.~~¹¹ Contractors shall then develop a new MM Work Plan for the upcoming Contract year.

³ Redundant, removed AHCCCS throughout

⁴ Not applicable to CRS

⁵ Moved above for clarity of whom this policy applies to

⁶ Removed 'Annual', redundant. Changed to MM Work Plan, Evaluation etc. throughout policy

⁷ Removed specifics of 'dates'

⁸ Moved sentence to start of purpose statement

⁹ Moved from paragraph below

¹⁰ Reworded to provide specification, that the working document is what shall be updated quarterly

¹¹ Removed due to redundancy. Information is stated above

II. DEFINITIONS

<u>ASSESS OR EVALUATE</u>	<u>To study or examine methodically and in detail, typically for purposes of explanation and interpretation.</u>
<u>DELEGATED ENTITY</u>	<u>Is a qualified organization, agency, or provider that holds a subcontract to perform delegated management/administrative functions or responsibilities for the Contractor.</u>
<u>GOAL</u>	<u>A desired result the Contractor envisions plans and commits to achieve within a proposed timeframe.</u>
<u>MEDICAL MANAGEMENT¹² (MM) WORK PLAN¹³</u>	<u>A document that identifies the Contractor’s goals, methodology for improvement utilizing the Plan-Do-Study-Act (PDSA) method, and monitoring efforts related to the MM program requirements.</u>
<u>MONITORING</u>	<u>The process of auditing, observing, evaluating, analyzing and conducting follow-up activities, and documenting results.</u>
<u>PLAN-DO-STUDY-ACT (PDSA) CYCLE</u>	<u>A method for testing a change or intervention designed to result in improvement in a specific area. The cycle is completed by planning the change/intervention, trying it, observing the results, and acting on what is learned.</u>
<u>METHODOLOGY</u>	<u>The planned process, steps, activities or actions taken by a Contractor to achieve a goal or objective or to progress toward a positive outcome.¹⁴</u>

~~**Assess or Evaluate**—to study or examine methodically and in detail, typically for purposes of explanation and interpretation.~~

~~**Delegated Entity**—is a qualified organization, agency, or provider that holds a subcontract to perform delegated management/administrative functions or responsibilities for the Contractor.~~

~~**Goal**—a desired result the Contractor envisions plans and commits to achieve within a proposed timeframe.~~

¹² Changed to ‘MM Work’ Plan to align with reference and with how ‘Work Plan’ is stated throughout policy

¹³ Merged definitions into a table

¹⁴ Made definitions from below into table format

~~**Measurable**—a gauge to determine definitively whether or not a goal has been met or whether progress has been made.~~

~~**Methodology**—the planned process, steps, activities or actions taken by a Contractor to achieve a goal or objective or to progress toward a positive outcome.~~

~~**Monitoring**—the process of auditing, observing, evaluating, analyzing and conducting follow-up activities, and documenting results.~~

~~**Plan-Do-Study-Act (PDSA) Cycle**—a method for testing a change or intervention designed to result in improvement in a specific area. The cycle is completed by planning the change/intervention, trying it, observing the results, and acting on what is learned.~~

~~**Work Plan**—an annual deliverable which addresses the Contractor requirements found in Chapter 1000¹⁵.~~

III. ~~ANNUAL~~ MM WORK PLAN

~~The Contractors must shall adhere to all requirements specified in Contract and AMPM AMPM Policy 1000 Chapter 1000¹⁶ related to Medical Management MM and Utilization Management¹⁷—scope of work, components and activities—Contractor activities aimed at improving medical and utilization management functions must shall be documented in the Annual MM Work Plan. The Contractor shall use the MM Work Plan Template as specified in this Appendix¹⁸¹⁹.~~

~~The Contractor may utilize the Annual MM Work Plan Template or a Contractor developed template. If the Contractor develops its own template, all of the elements in the AHCCCS template must be included in the Contractor's template. The Contractor must identify each submitted Wwork Pplan by entering the name of the Contractor and the reporting period.²⁰~~

~~The Annual MM Work Plan is submitted via the AHCCCS (FTP) server, accompanied by the associated MM Plan and MM Plan Evaluation (narrative description) with an electronic mail notification submitted to the MM Manager and is due by December 15th of each new contract year.^{21 22} All questions regarding the reporting requirements must be directed to the designated Medical Management Coordinator or the Medical Management Manager.²³~~

¹⁵ Moved definitions into table above

¹⁶ Changed to Chapter 1000 to be inclusive of 1010, 1020, 1040

¹⁷ UM part of MM

¹⁸ POST APC CHANGE: Revised to 'As specified in this Appendix', not Policy due to being an Appendix

¹⁹ Added to align with table below

²⁰ Redundant, removed

²¹ For consistency throughout the Manuals, timeframes have been removed. Refer to contracts

IV. ~~ANNUAL~~ MM WORK PLAN TEMPLATE

The ~~Annual~~ MM Work Plan Template shall include~~s~~ the following:

MM Components

1. Utilization Data Analysis and Data Management,
2. Concurrent review, ~~acute levels of care~~²⁴
3. Discharge Planning,
4. Prior Authorization and Service Authorization,
5. Inter-Rater Reliability,
6. Retrospective Review,
7. ~~Adoption and dissemination of evidence-based Clinical p~~Practice Guidelines,
8. ~~Evaluation of n~~New Medical Technologies and ~~N~~ew Uses of Existing Technologies,
9. Contractor Care Coordination/Case-Management,²⁵
10. Disease/Chronic Care Management,
11. Drug Utilization Review,²⁶
12. Other MM Activities.²⁶
 - a. ~~The Contractors' method(s) for monitoring and evaluating their s~~Service Delivery System (Including Wheelchair Maintenance and Delivery),²⁷~~The Contractor's methodology for oversight and accountability of delegated entities performing MM activities;~~
 - b. At a minimum one additional goal, in any other identified areas that will promote program improvement.²⁸

V. MM COMPONENT MONITORING

Each MM component has specific requirements or goals or benchmarks that the Contractor ~~must shall~~ monitor. The ~~Annual~~ MM Work Plan outlines the processes used by the Contractor to ensure requirements are met and ~~benchmarks goals~~ are achieved. The ~~MM Annual~~ Work Plan ~~must shall~~ include the following elements specific to each MM component requirement: ~~or benchmark:~~

²² Removed. Redundant to submittal instruction addressed above

²³ Last sentence added to the purpose statement

²⁴ Removed to include all levels of care

²⁵ Updated to align with AMPM 1020

²⁶ Section modified to align with Rule and AMPM 1020

²⁷ Removed and Added to appendix C

²⁸ To align with other Clinical Annual Plan submission

1. Goals

- a. Determine desired goals based on analysis of data and AHCCCS requirements.
- b. Develop goals specific to each MM component.
- c. Goals must shall be measurable, and
- d. Reasonably attainable.

2. Activities/Tasks

- a. ~~Must~~ Clearly defined.
- b. Frequently measure/monitor data.
- c. Frequently measure/monitor activities for effectiveness.
- d. Evaluate activities for barriers and/or reasons why the interventions have not achieved the desired effect.
- e. Document all activities and barriers from begin to end date.
- f. Change to new activities when existing interventions are proven to be ineffective.

3. Responsible Individuals(s)

The Contractor shall indicate designated Contractor staff (listed by position)²⁹ who are responsible for the components and monitoring of the MM Work Plan.

4. ~~³⁰Status Reports are developed and documented as follows:~~

- a. ~~Quarter1 Oct-Dec 20XX.~~
- b. ~~Quarter2 Jan-Mar 20XX.~~
- c. ~~Quarter3 Apr-Jun 20XX.~~
- d. ~~Quarter4 Jul-Sep 20XX.~~
- e. ~~At the end of the year.~~

5.4. Status Reports ~~mus~~

- a. Develop and document quarterly and annually,
- b. Include measurable outcomes.
- c. Include a summary of analysis of the data and show whether or not the interventions are successful in reaching the goal.
- d. Summarize barriers and/or successes.
- e. Identify new activities that are implemented or need to be implemented or changed,
- f. Continue the cycle as new data becomes available until improvement or the desired effect is achieved at a rate that meets or exceeds the goal.
- f.g. End of year results/analysis and measurable outcomes³¹.

²⁹ Need to know staff position responsible

³⁰ Listed below on template not necessary here

³¹ Added to align with template below

Contractors ~~must~~ shall utilize ~~processes that contain the elements of a~~ PDSA Cycle³² ~~cycle~~³³. ~~PDSA cycle is discussed in AMPM Chapter 900.~~

REFERENCES

AHCCCS Medical Policy Manual (AMPM)

Chapter 900

Chapter 1000

AHCCCS Contracts³⁴

³² Changed to cycle to align with definition

³³ Added to align with AMPM Policy 1010

³⁴ Removed, used throughout policy

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MM COMPONENTS/ACTIVITIES (UTILIZATION³⁵ DATA ANALYSIS AND DATA MANAGEMENT)	
Example: Length of Stay Measurable goal example: Decrease ALOS by 10% ³⁶	
Measurable Goals	<u>Example: Decrease ALOS by 10%</u>
Activities/Tasks	
Responsible Individuals(s)	
Status Report Q1 Oct-Dec 20XX	
Status Report Q2 Jan-Mar 20XX	
Status Report Q3 Apr-Jun 20XX	
Status Report Q4 Jul-Sep 20XX	
End of Year Results/ <u>Analysis</u> ³⁷ and Measurable Outcomes	

³⁵ Revised title to align with policy description of Template above

³⁶ Moved to 'Measurable Goals' box

³⁷ Aligned with above in policy

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B. MM COMPONENTS³⁸

-Example: Concurrent Review Acute Levels of Care Measurable goal example: 98% of Initial concurrent reviews will take place within one business day of admission

Measurable Goals	
Activities/Tasks	
Responsible Person	
Status Report Q1-Oct-Dec 20XX	
Status Report Q2-Jan-Mar 20XX	
Status Report Q3-Apr-Jun 20XX	
Status Report Q4-Jul-Sep 20XX	
End-of Year Results/Analysis and Measurable Outcomes	

³⁸ Removed table due to table above providing sufficient examples and content

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C. OTHER MM ACTIVITIES

Measurable Goals	
Activities/Tasks	
Responsible Person	
Status Report Q1-Oct-Dec 20XX	
Status Report Q2-Jan-Mar 20XX	
Status Report Q3-Apr-Jun 20XX	
Status Report Q4-Jul-Sep 20XX	
End-of-Year Results/Analysis and Measurable Outcomes	

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