



Proposed 2016 EQRO Schedule

MCO/MHO/CCO	Pre-site Visit Call – Est.	Site Visit Scheduled Week of:
PH Tech	12/14/15	01/25/16
Greater Oregon Behavioral Health, Inc.	12/28/15	02/08/16
Jackson Care Connect	01/11/16	02/22/16
Columbia Pacific CCO	01/25/16	03/07/16
PacificSource Community Solutions - Columbia Gorge	02/08/16	03/21/16
PacificSource Community Solutions - Central Oregon	02/22/16	04/04/16
Willamette Valley Community Health	03/07/16	04/18/16
Eastern Oregon CCO	03/21/16	05/02/16
Intercommunity Health Network	04/04/16	05/16/16
FamilyCare	04/25/16	06/06/16
Umpqua Health Alliance	05/09/16	06/20/16
Yamhill Community Care	05/30/16	07/11/16
Primary Health of Josephine	06/13/16	07/25/16
AllCare Health Plan	07/04/16	08/15/16
Western Oregon Advanced Health	07/18/16	08/29/16
Trillium Community Health Plan	08/01/16	09/12/16
HealthShare of Oregon	08/15/16	09/26/16
Cascade Health Alliance	08/29/16	10/10/16
OHA ISCA	09/12/16	10/24/16

2016 External Quality Review Activities

- **Full Information Systems Capability Assessment (ISCA):**
 - Full day interview on-site at CCO
 - Will need assigned experts to speak on the following subjects:
 - Information systems (data flow)
 - Claims and encounter, authorization
 - Hardware systems
 - Security
 - Administrative data
 - Enrollment systems
 - Vendor data integrity and ancillary systems
 - Integration, report production, and control of data for performance measure reporting
 - Provider data (compensation and profiles)
 - Meaningful use of electronic health records
 - Delegation oversight including all risk-accepting entities (RAEs)
 - Data Center walk-through (on-site)
 - RAE*/Provider Interviews
 - ❖ 4 interviews negotiated with OHA based on CCO structure
 - *Does not include interviews with dental RAEs (dental RAEs will have a full ISCA in 2017)*
- **Compliance**
 - Follow-up and updates on all findings and recommendations from 2014–2015 report; 2–3 hour teleconference call or on-site as negotiated
 - Enrollee rights
 - Grievance system
 - Quality assessment/performance improvement
 - Program integrity
- **Performance Improvement Project (PIP)**
 - Quarterly technical assistance consults will occur throughout the year
 - Quarterly reports of progress on Statewide PIP on Standard 8 requirements
 - Learning sessions at QHOC as negotiated with OHA
 - No site visit activities
- **Trainings**
 - Training as negotiated on issues identified in 2015 (1-2 trainings)

Review Process

- Pre-site teleconference six weeks prior to scheduled review
- Document submission two weeks prior to scheduled review
- Review
- Document resubmission two weeks after review