



HEALTH SYSTEMS DIVISION

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**Date:** September 23, 2019

**To:** Coordinated Care Organizations

**From:** Lori Coyner, Medicaid Director  
Health Systems Division

**Subject:** Coordinated Care Organization Readiness Review Reports: Phase I Review Results

The Oregon Health Authority (OHA) contracted with Health Services Advisory Group (HSAG) to conduct Readiness Reviews (RR) of successful Coordinated Care Organization (CCO) 2.0 RFA applicants and the annual External Quality Review (EQR) 2019 activities. OHA developed the RR process, submissions and timelines to meet Agency timelines for CCO 2.0 contract implementation and federally mandated deadlines for EQR reporting (42 CFR §438.364).

The CCO RRs were conducted in two review phases: (1) Critical Areas Readiness Review and (2) Operations Policy Readiness Review. High-priority functions, those that directly impact a member's ability to access healthcare services, were included in the Phase 1 review. Medium-priority functions, those for which a corrective action plan with clear milestones and deadlines would be appropriate for phased implementation and least likely to directly impact member access, are to be included in the Phase 2 review that will be conducted immediately following the Phase 1 review. Phase 2 review will conclude, December 2019.

### What should you do?

The attached interim report is a summary of the standards reviewed during the Phase 1 RR by HSAG. Each standard included elements against which the CCOs were reviewed. There was a total of 93 elements reviewed across the Phase 1 standards. The HSAG RR report analyzed the August 1, 2019 DSN provider capacity report and OHA validation of provider networks continues through Fall 2019. OHA will continue to analyze the network to assure that OHP members have appropriate access to providers. This report is subject to change based on that body of work. CCOs should expect to resolve any items that are marked as not complete but progress is sufficient to start operations and any items marked as incomplete no later than December 1, 2019.

### Questions?

If you have questions about RR, please contact OHA Quality Assurance at 503-947-5128 or [HSD.QualityAssurance@state.or.us](mailto:HSD.QualityAssurance@state.or.us). For questions about CCO 2.0, please contact OHA at [CC.O20@state.or.us](mailto:CC.O20@state.or.us).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.