

## 2021 TQS Scoring Criteria

**Score of 3 = Fully relevant, fully detailed, and feasible**

**Score of 2 = Somewhat relevant, somewhat to very limited detail and feasibility**

**Score of 1 = Very limited relevance, very limited to not detailed and feasible**

<b>Detail</b> (all components)	No additional details or clarity are needed in description, prior year assessment, project context, activities, targets or benchmarks. There is a <b>detailed</b> prior year assessment of the component area and sufficient justification for the project selected in the project context. For continued projects, the progress to date is <b>sufficiently detailed</b> with updates to both activities and targets/benchmarks.	
<b>Feasibility</b> (all components)	Activities, targets, benchmarks and data sources are <b>mostly to fully feasible</b> as described, and SMART objectives are utilized.	
<b>Relevance</b> (component specific)	<b>Criteria #</b>	Project/program <b>fully addresses</b> the component-specific requirements, as demonstrated by the criteria below.
<b>Access: Cultural Considerations</b>	1	Project clearly demonstrates efforts to promote access and delivery of services in a culturally competent manner to members, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities and regardless of gender, sexual orientation or gender identity.
	2	Project clearly demonstrates how the cultural and linguistic needs of its target population are identified.
	3	Project clearly outlines member participation in the member's plan of care in the delivery of services in the most appropriate setting and in a manner that meets the member's unique needs.
<b>Access: Quality and Adequacy</b>	1	Project clearly describes a plan to improve access, quality and appropriateness of services that ensures all covered services are available and accessible to CCO members (right care at the right time and place, using a patient-centered approach).
	2	Project fully addresses access needs that are based on anticipated member enrollment.
	3	Project fully addresses at least one key factor of realized access (availability, accessibility, accommodation, acceptability, affordability).
<b>Access: Timely</b>	1	Project clearly describes a plan to improve timely access to services.
	2	Project clearly uses OHA standards for travel time and distance (or provides clear explanation and criteria for alternative standards).
	3	Project clearly demonstrates oversight of provider network to monitor and address compliance. Examples include, but are not limited to, establishing mechanisms to ensure compliance by providers, regular monitoring of providers to determine compliance or taking corrective action for provider failure to meet timely access requirements.
	1	Clear understanding of definition and models of integration and integrated setting for behavioral and physical health.
	2	Project clearly reflects access to services across the continuum of care.
	3	Clearly explains how the integration project makes the behavioral health system more equitable.

Relevance (component specific)	Criteria #	Project/program <b>fully addresses</b> the component-specific requirements, as demonstrated by the criteria below.
Behavioral health integration	4	EHR and HIE system fully supports integrated care delivery.
	5	Project clearly utilizes a care team structure that includes all disciplines involved in the member’s behavioral health and primary care.
	6	Project clearly demonstrates strong collaboration and partnership with other regional health providers (school-based health centers, substance use disorder providers, community mental health programs, primary care providers) and other community partners (such as law enforcement).
CLAS Standards	1	Project describes specific action steps for implementing a specific CLAS standard.
	2	Project fully supports transformation and quality in moving health equity forward.
	3	Monitoring is directly linked to a specific CLAS standard, and evaluation activities are aimed for improvement and accountability for that <u>specific CLAS standard</u> .
Grievances and Appeals	1	Project clearly describes a plan to address improvements to the Grievance and Appeal process.
	2	CCO clearly identifies whether the project aims to improve the CCO's operational processes OR alleviate barriers to care OR how it falls outside of those two areas.
	3	CCO provides grievance and appeal data.
	4	CCO clearly provides a trend, meta, composite analysis across the prior year.
	5	Project focuses on implementing improvements to affect outcomes.
Health Equity: Cultural Responsiveness	1	The project clearly addresses quality or transformation.
	2	The design of the project/program considers state and federal laws regarding communication and accessibility.
	3	Project/program fully describes how it will improve the assistance members receive in navigating the health care delivery system and in accessing community and social support services and statewide resources.
Health Equity: Data	1	The project clearly addresses quality or transformation.
	2	The CCO clearly demonstrates how it will use data to support efforts to eliminate health disparities and provide culturally and linguistically responsive services.
	3	The CCO demonstrates operational understanding of the need for demographic data collection.
	4	The CCO has adopted or plans to adopt processes that allow the stratification of quality data by race, ethnicity, language and disability.
Oral health integration	1	Clear description of how project allows members to receive targeted non-oral health care in their dentist’s office; <b>OR</b> Clear description of how project allows members to receive basic oral health screenings and referrals in their primary care provider’s office.
	2	Clear description of how project enhances the sharing of member dental health information with primary care and behavioral health care through HIT.
	3	Clear description of how project allows members to access oral health care outside of the traditional dental office.

<b>Relevance (component specific)</b>	<b>Criteria #</b>	Project/program <b>fully addresses</b> the component-specific requirements, as demonstrated by the criteria below.
<b>PCPCH: Member enrollment</b>	<b>1</b>	Comprehensive plan for increasing member assignment to PCPCH sites.
<b>PCPCH: Tier advancement</b>	<b>1</b>	Comprehensive plan to support PCPCH sites in upward tier recognition.
<b>SDOH-E</b>	<b>1</b>	CCO clearly describes a project that moves beyond working with individual members to address social needs or social determinants at the community level.
	<b>2</b>	Project clearly addresses at least one of the required SDOH-E domain(s).
	<b>3</b>	CCO provides clear evidence or plan to collaborate with community partner(s).
	<b>4</b>	CCO provides clear evidence or plan for member engagement to develop and/or inform project and/or broad strategy.
	<b>5</b>	Clear evidence that community needs and priorities were considered in development of project.
<b>SHCN</b>	<b>1</b>	Project is clearly linked to goals of ensuring members with SHCN have access to appropriate care/care coordination, development of treatment plan or addressing care transitions processes.
	<b>2</b>	Project is based on evidence-based or innovative strategies within CCO delivery system networks to ensure access to integrated and coordinated care.
	<b>3</b>	Project targets a population that fully meets the SHCN definition in the guidance document.
	<b>4</b>	Project clearly identifies and monitors health outcomes for the prioritized population.
<b>SPMI</b>	<b>1</b>	Project clearly describes a plan to improve an area of poor performance in care coordination for members with SPMI.
	<b>2</b>	Project is based on aggregate data indicating the number of members identified and methods used.
	<b>3</b>	Project clearly supports self-determination and patient-centeredness.
	<b>4</b>	Project is clearly focused on improving patient outcomes.
	<b>5</b>	Project demonstrates clear commitment to providing services in the most integrated setting.
	<b>6</b>	Project is clearly informed by social determinants of health.
<b>Utilization Management</b>	<b>1</b>	Design clearly and directly explains how the utilization management relates to quality of care.
	<b>2</b>	Project clearly demonstrates mechanisms to detect both under-utilization and over-utilization of services, with a full description of the processes (work flow, case capture, target goals, and second opinions or other procedural reviews).
	<b>3</b>	Project clearly demonstrates utilization review includes documentation of findings, documentation of aggregate data indicating the number of members identified, and description of follow-up actions for findings.
	<b>4</b>	Project goes beyond monitoring activities and simple utilization reporting, with plans for monitoring and improvement of the utilization management over time.
	<b>5</b>	Project has clear trend data that supports explanations of utilization changes.