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Memorandum

To: Coordinated care organizations (CCOs)

From: Veronica Guerra, CCO Operations deputy director

Date: Nov. 6, 2026

Subject: Change in advance notice timeframe for External Quality Review information requests

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This memo is notice of Oregon Health Authority's (OHA) decision to modify the advance notice timeframe for an External Quality Review (EQR) request for information from 90 days to 30 days. The External Quality Review Organization (EQRO) will provide 30 days' advance notice for initial information requests. The following 2027 EQR activities are included in this decision:

- Compliance Monitoring Reviews (CMR)
- Network Adequacy Validation (NAV)
- Performance Improvement Project
- Encounter Data Validation
- Network Validation Survey

Why is this happening?

- CCOs have expressed interest in spreading out EQR activities throughout the year to reduce overlap and minimize competing demands on staff. Specifically, CCOs have raised concerns about the overlap of CMR and NAV activities and the conflict with school closures during the summer months.

- Revising the schedule for CMR to begin earlier in the year and conclude by mid-July will help CCOs avoid challenges associated with summer vacation schedules and staff availability.
- In addition, closing out the CMR reviews earlier would allow CCOs more time following the review cycle to develop meaningful corrective actions and operational improvements before the next review cycle.
- Finally, modifying the 90-day requirement to allow an earlier universe submission and sample selection may provide more opportunity to validate files, resolve data discrepancies, and address questions before reviews begin. The EQRO received CCO feedback about the challenges experienced by CCO staff during the EQR Quality Improvement Process Forums, and OHA has made the decision communicated in this memo to respond to CCO concerns.

What should you do?

CCOs are not expected to do anything at this time.

Questions?

If you have general questions about this memo, please contact Cheryl Henning, CCO Contracts Administrator, at cheryl.l.henning@oha.oregon.gov.

If you have questions about EQR activities, please contact the Quality Assurance Unit at HSD.QualityAssurance@odhsoha.oregon.

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