



Care Coordination Report FAQ

Last Updated: 8/21/25

Date Added	Question	Answer
8/21/25	Should we report HRCC event dates?	Yes, HRCC date was added to the CC Report Instructions after original posting. Please check CCO Forms page.
8/21/25	Where should we place the data source for individuals with Child Welfare involvement?	Please indicate the source of data (Child and Adolescent Report aka CAR or PERC code) and any applicable PERC code(s) in the data log Child Welfare Services (CAR/PERC) column.
8/21/25	For both the LTSS and SHCN assessment completion dates, are you only looking for assessments completed within the reporting period?	Please report only assessments completed within the reporting period.
8/21/25	What if multiple assessments were completed within the reporting period would you like us to capture the most current assessment date?	Please report on the date of the most current full, comprehensive assessment.
8/21/25	How is OHA defining a new member? Particularly in cases where someone is on and off a CCO's plan?	Please report "New member" as defined by your CCO.

8/21/25	With regards to IDD, are you asking for claims-based diagnoses or enrollment?	Please report based on Diagnosis (ICD-10) code(s) using the Care Coordination Report Code Sheet 2025 on the Contract Forms page.
8/21/25	What does the “*” mean on the Care Coordination Report Code Sheet 2025 document?	It indicates you should include all of the supplementary codes within that main code. For example, Cerebral Palsy is G80 (main code), but if someone was diagnosed with Spastic Diplegic Cerebral Palsy, the code would be G80.2. This is a supplementary code.
8/21/25	What is considered a Residential or Long- Term Care setting?	Please refer to the OARs for Residential settings, Long-Term Care setting and Adult Foster Home settings listed on the Reporting Instructions. For additional assistance with the specific OARs that should be used for reporting, you can utilize the Care Coordination Report OAR Crosswalk posted on the Contract Forms page.
8/21/25	How is OHA defining outreach? Should we include any contacts, even if it isn't specific to the HRA?	Yes, include any outreach contacts for care coordination activities.
8/21/25	Should we include outreach and care coordination we do with service providers (such as the pharmacy)?	No, just report on outreach to members. We are specifically reviewing outreach to members at this time, not outreach to providers as part of care coordination activities.
8/21/25	How do we count outreach attempts?	Please count the total number of paper, verbal, and digital outreach to the member that occurred during the reporting period. Report each method separately on one line of the member data in the data log.
8/21/25	For non-engaged members, should we include only members who have been identified as needing care coordination? Or should we include members who do not appear to have care coordination needs as well?	CCOs only need to report on members who have been identified as needing care coordination but are not engaging.

8/21/25	If the member was not risk stratified in Q1, do we leave the baseline risk stratification field blank?	Please report the member's risk stratification level as of 1/1/2025, or the member's first risk stratification anytime in the reporting period if they were not enrolled as of 1/1/2025. If a member was not enrolled as of 1/1/2025, and received no baseline risk stratification in Q1, leave the field blank.
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