

## MCE Grievance and Appeals Annual Policy and Procedure Review Process

### Purpose

This Excel document provides the evaluation criteria that will be used by OHA to review the Managed Care Entities' (MCE) Grievance and Appeal (G&A) System Policies and Procedures (P&Ps) as outlined in Exh. I, Sec. 10, Para. a (1-3) of the 2023 MCE contracts and as described in detail in OAR [410-141-3875](#)(2). MCEs shall have written P&Ps for their G&A System that meet the requirements of OAR 410-141-3875, OAR 410-141-3880, OAR 410-141-3885, OAR [410-141-3890](#), OAR [410-141-3895](#), 410-141-3900, 410-141-3905, 410-141-3910, 410-141-3915, and 42 CFR §438 Subpart F, and address how the MCE will accept, process, and respond to Grievances, Notices of Adverse Benefit Determinations, Appeals, and Hearings. The Excel document is broken out by required area: General Requirements, Grievance Review, NOABD Review, Appeal Review, and Hearings Review.

### Evaluation Criteria and Guidance

OHA's evaluation criteria and Guidance must be released 90 days in advance of the deliverable due date. OHA has updated the G&A System P&P evaluation criteria for the 2023 submission. New or updated evaluation criteria are denoted in red font within the Excel document. The criteria included in the *2023 Annual G&A System P&P Evaluation* (Excel document) will be used by OHA to evaluate the P&P submissions.

### Attestation

If the CCO determines that the version of the document last approved by OHA is compliant with the applicable requirements for the 2023 contract year and has not changed the document since the last approved version, then the CCO may for its annual submission, submit an [attestation form](#). The completed and signed attestation form must be submitted by the documents annual due date to [cco.mcodeliverablereports@odhsoha.oregon.gov](mailto:cco.mcodeliverablereports@odhsoha.oregon.gov).

### Timeline & Submission Process

Each MCE must submit its P&Ps and completed "2023 Annual G&A System P&P Evaluation" Excel file to the deliverables mailbox [cco.mcodeliverablereports@odhsoha.oregon.gov](mailto:cco.mcodeliverablereports@odhsoha.oregon.gov) by March 1, 2023.

MCEs have an option to send one (1) or multiple policies and procedures which encompass the entirety of the Member Grievance System process operated by the MCE. OHA prefers the submission of one document if the MCE intends to submit more than one (1) policy and procedure. If the MCE has multiple policies and procedures, please combine them into one PDF document and submit it to the email address above.

If the MCE fails to submit updated policies and procedures within the specified timeframe, the Quality Assurance unit and CCO Contract Administrator will email the MCE to obtain the missing information and OHA will document the late submission.

### Identification of 2023 Changes

MCEs should use track changes or highlight revisions made to the 2023 P&P submission that were not included in the approved 2022 P&Ps. If the CCO does not include track changes or highlight text, OHA QA

will return the submission to the CCO and request the P&P be resubmitted.

### **Review Process**

When the policies and procedures are received, the CCO Quality Assurance (QA) unit will perform a preliminary review for the following criteria:

- Date on policy
- Submission of Excel spreadsheet with Grievance and Appeal System evaluation criteria. Completion of Column H denoting page numbers and sections within policies and procedures that demonstrate the CCO fulfills the requirement.
- Policies and procedures cover the full scope of Grievance and Appeal System required by OAR's and MCE Contract.

If the MCE does not meet preliminary review criteria, OHA will contact the MCE via email advising the MCE of the missing information preventing OHA from beginning the review and evaluation process.

MCEs that meet the preliminary review criteria will be forwarded to assigned primary and secondary reviewers. The QA reviewers will utilize the "MCE Grievance, Appeal and Hearings Policy Review Elements" worksheet to evaluate and score the content of the MCE policies and procedures. The primary reviewer's recommendations will be validated by a secondary reviewer.

### **OHA Evaluation Results**

**OHA scoring:** Each element will be scored with either a "score=1" for met or "score=0" for not met. Each element must be fully met to score a "1". All compliant elements will be tallied to determine the overall percentage of compliance. The CCO will have to achieve 100% compliance to obtain OHA approval.

**Required changes:** The Quality Assurance team will provide each CCO with their individual evaluation results via email. OHA QA reviewers will complete the OHA comments column in the "2023 Annual G&A System P&P Evaluation" worksheet (Excel) document. Unless otherwise indicated, all requested edits are required and all comments must be addressed. The Quality Assurance team will identify any other required edits not already captured in the evaluation criteria (e.g., format, structure of document, grammar, etc.). OHA will score those additional edits using the scoring described above. To limit the number of re-submissions, please do not resubmit to the Quality Assurance team until ALL required changes and comments have been addressed.

Upon re-submission of revised P&Ps, QA will review the corrected P&Ps and assess whether the MCE addressed the gaps identified by QA reviewers. If additional changes are needed, OHA will email the MCE with evaluation results, including missing or non-compliant contents (to be included in the "2023 Annual G&A System P&P Evaluation" worksheet).

OHA is available to provide technical assistance upon receipt of OHA's evaluation. Please email all technical assistance requests to OHA CCO Quality Assurance team via email at [HSD.QualityAssurance@dhsoha.state.or.us](mailto:HSD.QualityAssurance@dhsoha.state.or.us).

**Re-submission delivery method:** The CCO must complete the designated columns in the Excel document and return to OHA via email to the appropriate deliverables mailbox.

CCOs: [cco.mcodeliverablereports@odhsoha.oregon.gov](mailto:cco.mcodeliverablereports@odhsoha.oregon.gov)

**Review timeframes:** OHA will complete the initial review of the 2023 G&A System P&Ps within forty-five (45) days of receipt or OHA will notify Contractor within the same forty-five (45) day period if additional time is needed for review. MCE's will have 15 business days to revise the policies and procedures and resubmit to OHA for review and approval. Each MCE will receive an evaluation results letter to serve a notification of approval or disapproval from OHA.

OHA will complete the evaluation of 2023 G&A System P&Ps (after the first review) within two weeks of receipt.