

OHA Evaluation Criteria: 2020 CCO Health-Related Services Policy Procedures

Criteria #	Evaluation Criteria	Reference
1	a. Policy states how HRS encourages transparency and accessibility through posting information on website and/or in member handbook, as well as other public and accessible means. To be accessible requires going beyond posting only online and beyond posting only in English.	Oregon Administrative Rule (OAR) 410-141-3845(3)
	b. Policy states how providers and members are encouraged to be engaged in the HRS request process, which could include how providers and members are able to make requests.	
	c. HRS request process does not place undue burden on providers or members, including allowing requests by care team members beyond the primary care provider or through means that do not limit to online forms.	
	d. Policy details clear lines of accountability for reviewing requests, informing requesters of outcome of request, tracking approved request and receipt of service, and tracking member requests over time. This includes a description of the operations in place to carry out this requirement.	
2	a. Policy states how alignment is promoted between HRS community benefit initiative (CBI) spending and the CCO's community health improvement plan priority areas.	OAR 410-141-3845(3); 2020 CCO Contact (Exhibit K, Section 9.d-e)
3	a. Policy outlines how HRS CBI spending decisions are made, including how CBI are requested of and approved by the CCO.	OAR 410-141-3845(3); 2020 CCO Contact (Exhibit K, Section 9.d-e)
	b. Policy outlines the CAC's role in HRS CBI decisions.	
	c. Policy outlines the tribe(s) role in HRS CBI decisions. This may be through the Tribal Liaison with the CCO and/or tribal representation on the CAC.	
4	a. Policy states how FS spending decisions are made. This includes how flexible services (FS) are requested of and approved by the CCO.	2020 CCO Contact (Exhibit K, Section 9.d-e)
5	a. Policy states what types of HRS (both FS and CBI) the CCO provides, but does not place limits (outside of HRS definition in rule) on what is permissible.	OAR 410-141-3845(3); 2020 CCO Contact (Exhibit K, Section 9.d-e)
6	a. Policy states how providers (both clinical and non-clinical) are approved to provide HRS (both FS and CBI).	2020 CCO Contact (Exhibit K, Section 9.d-e)
7	a. Policy states how HRS spending is documented, tracked and monitored.	2020 CCO Contact (Exhibit K, Section 9.d-e)
	b. Policy states how HRS fund monitoring is analyzed to identify spending effectiveness and inform quality improvement of how HRS funds are invested.*	
8	a. Policy details how members and providers are notified of outcome of HRS requests.	2020 CCO Contact (Exhibit K, Section 9.d-e)

***This criteria will not be a requirement until CCOs submit their 2021 HRS Policy and Procedures.**

OAR 410-141-3845: <https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=265554>

2020 CCO Contract: <https://www.oregon.gov/oha/OHPB/CCODocuments/Final-CCO-contract-terms-for-5-year-contract-awardees.pdf>