|  |  |
| --- | --- |
| Organization Name: |  |
| ***Point-of-Contact (POC) – Name:*** |  |
| ***POC – Title:*** |  |
| ***POC – Email:*** |  |
| **Date Submitted:** |  |

Please refer to the 2022 DSN Narrative Evaluation Protocol & Reporting Template Instructions for information on how to complete this tool.

| Description of the Delivery Network and Adequacy |
| --- |
| Element | Documents submitted by the CCO – *Completed by the CCO* | Rating – *Completed by HSAG* |
| 1. CCO describes methodologies and defines geocoding systems and/or other mapping applications used to calculate average travel time (minutes), average distance (miles), and percentage of members living within the state-established time and distance standards for the CCO’s relevant geographic classification(s) within its service area. The methodology must include a description of data elements used to conduct travel time and distance monitoring (e.g., member’s physical address to the provider’s location). CCO describes the source of the data elements used to determine the member and provider locations, how often the data is updated, and process(es) used to update data (e.g., via a supporting policy or procedure).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. The CCO describes its process for determining provider specialties (e.g., provider self-identifies when credentialed, MCE designates based on specialty listed, etc.), source of the data (e.g., credentialing files), how often the data is updated, and how the CCO monitors its specialist providers (i.e., whether the CCO monitors specialists by provider type, service type, or as a single group).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO submits its time and distance calculations (geocoding maps, tables, Microsoft Excel, or a consolidated report) for **each** of the provider types in elements 2.1 through 2.12 based the CCO’s relevant geographic classification(s) within its service area. CCO calculations must address all of the following specifications:
2. Average time (in minutes),
3. Average distance (in miles),and
4. Percentage of members living within the time and distance standards.

CCO indicates whether it meets or does not meet the time and distance standard for rural and urban designations for each of the following service categories. Where the CCO does not meet the standard, it must provide a description of how member access below the standard was and/or is currently being addressed to achieve compliance and the time frame for resolution of the deficiency. |
| 1.
* Primary Care Provider, Adult
* Primary Care Provider, Pediatric
* Primary Care Provider, Both Combined (Rendering care ages 0 to 99)
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1.
* Specialty Practitioner, Adult
* Specialty Practitioner, Pediatric
* Specialty Practitioner, Both Combined (Adult and Pediatric)
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| * Mental Health Provider, Adult
* Mental Health Provider, Pediatric
* Mental Health Provider, Both Combined (Adult and Pediatric)
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| * Substance Use Disorder Provider, Adult
* Substance Use Disorder Provider, Pediatric
* Substance Use Disorder Provider, Both Combined (Adult and Pediatric)
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| * Oral Health Provider, Adult
* Oral Health Provider, Pediatric
* Oral Health Provider, Both Combined (Adult and Pediatric)
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Federally Qualified Health Centers
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Hospital
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Hospital, Acute Psychiatric Care
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Pharmacies
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Indian Health Service and Tribal Health Services
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Rural Health Centers
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Post-Hospital Skilled Nursing Facility
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Urgent Care Centers
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its established mechanism for monitoring timely access to care to ensure scheduled or rescheduled physical, oral, and behavioral health member appointments are timely for emergent, urgent, and routine/well-care visits. Answers should include provider types included in monitoring, monitoring method including frequency, and process for addressing providers failing to meet network access standards (e.g., via a policy or procedure). CCO describes how the data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring hours of operation, including member access during non-standard business hours, weekends, nights, and holidays. The CCO should address emergent, urgent, and routine/well-care visit services.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring provider-to-member ratio data as well as the authoritative source(s) it uses to determine the adequacy of these ratios. Answers should include provider types included in monitoring, ratio standards used, monitoring method, and frequency of monitoring activities. CCO describes how the data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO submits provider-to-member ratio data for all provider types it monitors as part of its network adequacy decision-making (e.g., via a ratio data report).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring non-emergency transportation (NEMT) utilization data for members with and without disabilities or special needs to identify barriers to access. CCO describes how the data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring network adequacy by *member* demographics, including race, ethnicity, language, and disability (e.g., REALD). CCO describes how the data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring network adequacy by *provider* demographics, including race, ethnicity, and language. CCO describes how the data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring data and feedback from each source listed in elements listed below, how it ensures broad representation of community/member voices, and how it meaningfully uses the information to inform network adequacy decisions. If the CCO does not consider the indicated source(s) when making network adequacy decisions, it must provide a rationale for the exclusion.
 |
| 1. Grievance and appeal data related to access, availability, or other network considerations pertinent to the provision of culturally and linguistically appropriate and trauma-informed care.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Survey data (e.g., Consumer Assessment of Healthcare Providers and Systems [CAHPS], Mental Health Statistics Improvement Program [MHSIP]. etc.).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Community Advisory Council feedback or other input.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Provider and CCO staff feedback, including interdisciplinary care teams.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. Separate from the above mechanisms, CCO describes how it ensures member input is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO provides the names of any and all providers terminated from the network, the reason for each termination, and the number of members impacted by the termination(s).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it mitigated impacts or potential impacts to members as a result of any provider terminations. If no providers were terminated, CCO describes the actions it would take to mitigate impacts to members as a result of future terminations.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its network relationship with any Indian Health Service (IHS) and Tribal Health Services (THS) within or near its service area. Alternatively, the CCO provides evidence that no such providers are located within or reasonably near its service area or are otherwise not offering services.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO submits calculations to identify the total number of members eligible to receive services through participating IHS/THS providers areas well as the total numbers of participating providers broken out by service type.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes its mechanism for monitoring access to covered services for American Indian/Alaska Native (AI/AN) members, including timely access rates for AI/AN members.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |

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| Results for *Description of the Delivery Network and Adequacy* Category |
| **Total** | Met | = | # | X | 1.0 | = | # |
|  | Partially Met | = | # | X | 0.5 | = | # |
|  | Not Met | = | # | X | 0.0 | = | # |
| **Total Applicable** | = | # | **Total Score** | = | # |
| **Total Score ÷ Total Applicable** | = | **#%** |
| **Description of Members and Membership Needs** |
| **Element** | **Documents submitted by the CCO** | **Rating – *Completed by HSAG*** |
| 1. CCO describes how it actively identifies members with physical and mental disabilities and special health care needs (SHCN) and submits data to demonstrate this subset of its member population (e.g., via a current report).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it monitors, interprets, and utilizes data regarding members with disabilities and SHCN in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it actively identifies prevalence of disease across its member population and submits data to demonstrate this prevalence (e.g., via a current report).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it monitors, interprets, and utilizes disease prevalence data across its membership in a meaningful manner to facilitate network adequacy decisions, including use of REALD data.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it actively identifies the linguistic and cultural needs of its members and submits data to demonstrate this subset of its member population (e.g., via a current report). The CCO’s answer should address the use of REALD data.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it monitors, interprets, and utilizes member linguistic and cultural needs data and REALD data in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it actively collects, monitors, and interprets data from OHA, grievances and appeals, training processes, and relevant reports on workforce capacity and diversity to assess the readiness of its provider network to provide member services in a culturally and linguistically appropriate and trauma-informed manner.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it utilizes the data sources relevant to the provision of culturally and linguistically appropriate care in a meaningful manner to facilitate network adequacy and workforce development decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it monitors current and anticipated Medicaid and FBDE member enrollment and submits data to demonstrate these populations (e.g., via a current report).
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how current and anticipated Medicaid and FBDE member enrollment data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it collects and monitors current and expected service utilization data.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how current and expected service utilization data is used in a meaningful manner to facilitate network adequacy decisions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |

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| --- |
| Results for *Members and Membership Needs* Category |
| **Total** | Met | = | # | X | 1.0 | = | # |
|  | Partially Met | = | # | X | 0.5 | = | # |
|  | Not Met | = | # | X | 0.0 | = | # |
| **Total Applicable** | = | # | **Total Score** | = | # |
| **Total Score ÷ Total Applicable** | = | **#%** |

| **Community Coordination** |
| --- |
| **Element** | **Documents submitted by the CCO** | **Rating – *Completed by HSAG*** |
| 1. CCO describes strategies it has taken and plans to implement to work with local communities, local and state educational resources, and other OHA resources, including financial incentives, to develop an action plan to ensure its workforce is prepared to provide physical, behavioral, and oral health services to the members within the CCO’s service area in a manner that is culturally and linguistically appropriate and trauma informed.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes any data sources it uses to support such strategies, including the nature of the data, frequency with which the data is updated and reviewed/validated, and how the data is analyzed.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes how it uses performance metrics to monitor network adequacy, including what the metrics are, the frequency of evaluation, and how monitoring results are used to address deficiencies within the network.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes what performance data it shares with its network (both aggregate and individual data) and what actions are taken to improve network adequacy as a result.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |

|  |
| --- |
| Results for *Community Coordination* Category |
| **Total** | Met | = | # | X | 1.0 | = | # |
|  | Partially Met | = | # | X | 0.5 | = | # |
|  | Not Met | = | # | X | 0.0 | = | # |
| **Total Applicable** | = | # | **Total Score** | = | # |
| **Total Score ÷ Total Applicable** | = | **#%** |

| **Network Response Strategy** |
| --- |
| **Element** | **Documents submitted by the CCO** | **Rating – *Completed by HSAG*** |
| 1. CCO provides its methodology for identifying barriers to network adequacy and/or member network access through both quantitative and qualitative indicators.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes any existing current barriers to network adequacy and/or gaps in its provider network identified in the course of its monitoring cycles, including but not limited to the elements listed in the D*escription of the Delivery Network and Adequacy* category (i.e., time and distance standards, provider-to-member ratios, timeliness, etc.). If no deficiencies were identified, the CCO should describe the relevant processes it would follow to correct the issue.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes the immediate short-term interventions it will or would implement to correct the identified deficiencies as well as the time frames for such interventions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes the long-term interventions it will or would implement to fill network gaps and resolve barriers or changes in future capacity needs, including the time frames for such interventions.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes outcome measures for evaluating the efficacy of its interventions or the processes it would follow for creating such measures.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |
| 1. CCO describes any findings identified in the prior year’s DSN Evaluation and provides a brief description of how previously identified issues have been corrected.
 |  | [ ]  Met[ ]  Partially Met[ ]  Not Met |
| **CCO Narrative Response:**  |
| **HSAG Review:**  |

|  |
| --- |
| Results for *Network Response Strategy* Category |
| **Total** | Met | = | # | X | 1.0 | = | # |
|  | Partially Met | = | # | X | 0.5 | = | # |
|  | Not Met | = | # | X | 0.0 | = | # |
| **Total Applicable** | = | # | **Total Score** | = | # |
| **Total Score ÷ Total Applicable** | = | **#%** |