

Part 1: High-Level Description of Possible Significant Change

The table below provides high-level information about the possible significant change, as submitted.

Tracking #	2027-040
Q6. Provide a short name for possible change	Remedies to address CCO performance issues
Q1. Which CCO Contract(s) will be impacted?	(a) All 3 contracts
Q2. High-level description of possible change	Include additional remedies to address CCO performance issues.
Q3. Which prioritized restatement category applies?	(e) Other (this change does not fit into any of the prioritized categories)
Explain how change fits into "Other" category	When CCO performance issues arise, OHA will request remediation and if satisfactory progress is not made timely, the issues may be forwarded for noncompliance escalation. Not all performance issues require sanctions; some can be resolved with less intense remediation activities.
Q4. Could entire change be deferred to later contract year?	No
Consequence(s) if not included in 2027 contract	The current contract language only allows for issues to be remediated via sanctions such as Corrective Action Plans and civil money penalties, but not all issues require that level of escalation. Would like to incorporate a broader range of options.
Q5. Could change be reduced to smaller components so it's phased in over multiple contract years?	No
Which component(s) could be in later contract year(s)?	
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Part 2: Information for Engagement

This should be completed by the responsible OHA unit. **Be specific yet clear and concise in your responses; use bullet points.**

Tracking #	2027-040
Short name	Remedies to address CCO performance issues

1. What is the specific issue that will be addressed by this change?

This should explain the current state and why it's an issue to be addressed.

The current contract language only allows for CCO performance issues to be remediated via sanctions such as Corrective Action Plans and civil money penalties, but not all issues require that level of escalation. Would like to incorporate a broader range of options.

2. What is the preliminary suggestion for how to address the issue?

This should align with the high-level description submitted for the change. Refer to Part 1: High-Level Description of Possible Significant Change. The final proposed change may differ from the preliminary suggestion as a result of OHA and CCO engagement.

Would like to broaden contract language to include additional remedies to address CCO performance issues, such as other formal or informal interventions as defined by OHA. Examples include Improvement Plans, Notice to Cure, etc.

3. What knowledge and/or skills should CCOs consider when deciding which staff to work with OHA on this issue?

Compliance knowledge and decision-maker – recommend folks from CCO Contract Contacts list (these are the folks we communicate with when we distribute escalation notices)

4. Is there an existing meeting where OHA and CCOs can work – or are already working – on this issue? If so, identify the meeting and its schedule.

This work may require regular OHA-CCO engagement over a few weeks, possibly up to a couple months. If there is not a suitable existing forum, then OHA will hold a dedicated work session/s specifically for this purpose.

CCO Contracts and Compliance meeting – this is where noncompliance escalation process information is shared/discussed with CCOs. A separate work session will be scheduled if needed.