

Future state

The overall goal of the Deliverable Alignment Project is to create a comprehensive, standardized process that all OHA units will use to evaluate and monitor individual Managed Care Entity (MCE) deliverables.

Aligning MCE deliverables with a streamlined, transparent compliance review process will:

- Create a sustainable process that is standardized and driven by deliverable requirements, not variable and people-driven.
- Ensure MCEs have clear information about deliverables for which they are accountable, OHA's review process, and corresponding timelines.
- Strengthen partnership and coordination between MCEs and OHA.
- Enable remediation of the process gaps highlighted in recent federal and state audits and shift focus to prevention of future findings.

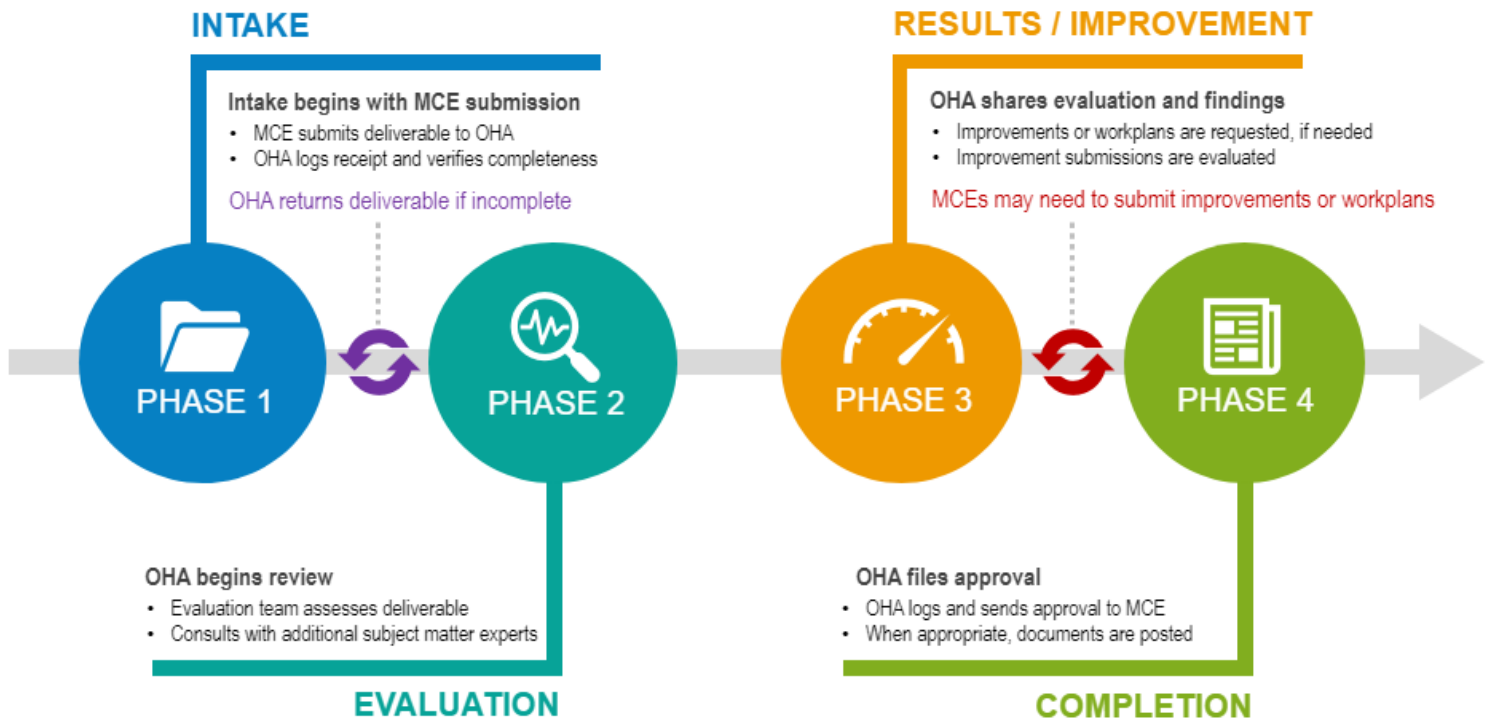
Previous state

OHA previously had inconsistent and incomplete operational processes and associated metrics needed to support and oversee MCEs on the deliverables outlined in contracts and rules.

Current state

- Project staff continue to work with OHA deliverable review teams to create a sustainable and standardized evaluation process, including the development of guidance documents and evaluation criteria, as appropriate. As available, guidance and evaluation criteria documents for individual deliverables will be posted to the appropriate MCE deliverables webpage.
 - OHA's goal is to release guidance and/or evaluation criteria 90 days in advance of the deliverable due date. MCE Contract Administrators will receive a communication from the OHA Contract Administrator with notification about the guidance or evaluation criteria posted to the CCO or DCO Contract Forms webpage, as appropriate.
- As available by individual OHA units, each unit will utilize an evaluation tool created by the business unit reviewing the deliverable to provide findings to MCEs.
- Upon completion of the deliverable evaluation, each MCE will receive the completed review tool including commentary and a summary of the findings.

Deliverable Submission & Compliance Review Process



Process steps

	OHA Accountability	MCE Accountability
Preparation		
Prep	OHA ensures there are clear criteria, expectations, and due dates for deliverable.	MCE prepares deliverable.
Intake – Phase 1		
Step 1		MCE submits deliverable to OHA by due date
Step 2	OHA staff logs receipt of deliverable.	
Step 3	OHA staff verifies deliverable is complete. If the deliverable is missing information, OHA sends it back to the MCE.	MCE completes deliverable and resubmits
Evaluation – Phase 2		
Step 4	Deliverable is submitted for evaluation.	
Step 5	Evaluation team (ET) assesses deliverable. ET works with additional subject matter experts for internal feedback and consultations, as needed. ET completes evaluation report.	
Step 6	Report is reviewed internally for compliance	

Results / Improvement – Phase 3

Step 7	<p>OHA staff send MCE evaluation results, including:</p> <ul style="list-style-type: none"> • Official response letter • Evaluation report • Request for corrections, if applicable 	
Improvement Step 7.1	<p>Only if improvement is needed: OHA alerts MCE, sets deadline for improvement(s), and provides technical assistance as needed. Deadlines will vary based on magnitude of changes/corrections needed.</p> <p>If an updated deliverable is submitted, OHA will review and send an updated response.</p> <ul style="list-style-type: none"> • If readiness is met, move to Step 8. • If readiness is not met, repeat step 7.1. 	<p>Improvement: MCE may ask for clarification regarding the evaluation criteria or areas of non-compliance.</p> <p>Required response to identified areas of non-compliance:</p> <ul style="list-style-type: none"> • MCE shall remediate areas of non-compliance by the date provided by OHA. • MCE shall resubmit the deliverable with any changes/corrections. • As applicable, MCE shall submit a workplan** indicating the improvement activities, milestones and dates towards full remediation of the issues.
Improvement Step 7.2	For resubmissions, repeat steps 1 to 7.	
Completion – Phase 4		
Step 8	OHA files approval	
Step 9	<p>OHA staff performs evaluation wrap-up</p> <ul style="list-style-type: none"> • Archives documents • Finalizes log • If appropriate, CA posts public documents • CA adds data to internal scorecard 	

**Please note workplans are not Corrective Action Plans.