



Centennial Care Reporting Instructions

Provider Training & Outreach Plan and Evaluation – Report #38

Related Contract and Regulatory Requirements

1. Section 4.21 – Reporting Requirements
2. Section 4.11.5 – Provider Education, Training and Technical Assistance
3. Section 7.3 – Failure to Meet Agreement Requirements

Attestation and Penalties

The managed care organization (MCO) shall ensure that all data is accurate and appropriately formatted in the report prior to submitting the report. Per Sections 4.21 and 7.3 of the Centennial Care contract, failure to submit accurate reports and/or failure to submit properly formatted reports may result in monetary penalties of \$5,000 per report, per occurrence.

The MCO shall include a signed Centennial Care Report Attestation Form with each report submitted. Failure to submit a signed attestation form by the report due date will result in the entire report being late. Per Sections 4.21 and 7.3 of the Centennial Care contract, failure to submit timely reports may result in monetary penalties of \$1,000 per report, per calendar day. The \$1,000 per calendar day damage amounts will double every ten calendar days.

General Instructions

The MCO shall submit a Provider Training and Outreach Plan and Evaluation Report on an annual basis no later than **April 1st** of each calendar year. If the report due date falls on a weekend or a State of New Mexico scheduled holiday, receipt of the report the next business day is acceptable.

The report shall include the following:

- The plan and activities for the upcoming year; and
- An evaluation of the completed year.

An electronic version of the report must be submitted to HSD and shall be submitted via the State's secure DMZ FTP site. The date of receipt of the electronic version will serve as the date of receipt for the report. The MCO shall submit the electronic version of the report using the following file name: MCO.HSD38.CY##-CY##.v#. The "MCO" part of the labeling should be the MCO's acronym for their business name. With each report submission, change the calendar year (e.g., CY19-CY20) and the version number (e.g., v1), as appropriate. CY##'s shall correspond to the year of data provided for the evaluation and the year of data provided for the training and outreach plan. The version number should be "1" unless the MCO is required to resubmit a report for a specified reporting period. In those instances, the MCO will use "2" and so on for each resubmission.



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The MCO's Provider Training Elements and Provider Training and Education Materials should address the required elements listed below in preparing the Evaluation and Plan Sections of the Report. For the Report submission to HSD:

- **Do not submit copied lists of the required items identified below as part of the Plan and Evaluation Sections of this Report;**
- Confirm that all Required Training Elements have been addressed (addressed in special sessions or to identified groups); or
- Identify and explain any Required Elements not addressed during training sessions;
- Identify and explain why any Required Training and Education Materials are not provided;
- Include each group - Behavioral Health (BH), Physical Health (PH) and Long Term Services and Supports (LTSS) in responses where it is warranted.

Required Provider Training Elements (at a minimum)

The MCO ensures that the Training Elements described below are included in training as delivered:

1. The conditions of participation in the Centennial Care Program and the provider's responsibility to the MCO and its members;
2. The Prior Authorization process;
3. Submission process for Claims and Encounter Data to include use of MCO website, provider portals, etc.;
4. How providers may access Ancillary Providers;
5. Explanation of Members Rights and Responsibilities;
6. Information on Quality Improvement Programs and Quality Improvement Initiatives;
7. Information on provider and member Appeals and Grievances;
8. Information on processes and procedures for Recoupment of Funds;
9. Information on Critical Incident Management;
10. Information on EPSDT Benefit Requirement including preventative healthcare guidelines;
11. Addresses Clinical Issues and is designed to improve Delivery Systems including but not limited to a) Assessments, b) Treatment/Service Plans, c) Discharge Plans, d) Evidence-based Practices, e) Models of Care and f) Behavioral Health Level-of-Care Guidelines.



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Required Provider Training and Education Materials (at a minimum)

The MCO ensures that Training and Education Materials described below are included in distributed information:

1. Conditions of participation with the MCO;
2. Provider's responsibilities to the MCO and its members;
3. An Integrated Care Model for Physical Health, Behavioral Health, and Long-term Care Services;
4. Care Coordination process and systems address the needs and service delivery for persons with special health care needs and include Policies and Procedures;
5. Definition of a High-Volume Provider and identify if a provider meets this definition;
6. Billing Requirements with Rate Structure and Amounts;
7. Cultural and Linguistic Competency with directions for providers and staff to access educational opportunities on this topic;
8. Credentialing and re-credentialing process;
9. Prior Authorization Process including referrals and how to obtain a second opinion for members;
10. Delivery of the Federally mandated Early and Periodic, Screening, Diagnostic, and Treatment (EPSDT) Services;
11. Information on MCOs Internal Provider Grievance Process;
12. Providers responsibility to report Critical Incident Information and the mechanism to report such information;
13. Delivery of services to children in the custody of the State or in Tribal custody, including but not limited to issues related to consent, progress reporting, and potential for court testimony;
14. The provisions and limitations of the ABP;
15. Provider identification of Substance Use Disorder and Serious Mental Illness.

Section I: Provider Training and Outreach Evaluation

The Evaluation Section of the report **shall not exceed thirty (30) pages**, including attachments.

Minimum Requirements for Provider Training and Outreach Evaluation Report

A comprehensive Provider Training and Outreach Evaluation is one that includes an evaluation of the overall effectiveness of the MCO's provider training and outreach activities in relationship to the Required Training Elements and Required Training and Education Materials (see Instruction Section). The review and analysis of any impact or lessons learned from the previous year shall be incorporated in the development of the following year's Provider Training and Outreach Plan.



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The Provider Training and Outreach Evaluation section of the Report shall include at a minimum:

A. Required Training (Narrative and List)

1. Explain the Required Training Elements that were not addressed and why.
2. Provide a list of additional training elements beyond required.
3. A statement declaring the inclusion of Required Training and Education Materials in all required materials. Or, a statement explaining what was omitted and why.
4. A narrative of additional informational materials included beyond the required elements.
5. Provide a list of the dates/locations the MCO completed required HSD training elements.
6. A description of innovative training components that the MCO is utilizing to generate audience interest and participation in training for each group: BH, PH and LTSS.
7. A description of how the required HSD training elements augmented provider's knowledge for BH, PH and LTSS, including a brief summary of training provided for each group: BH, PH and LTSS.

B. Specialized and Requested Training (Narrative, List & Table for Dates and Locations)

1. Provide a list of additional training topics offered including dates (month/year), locations and targeted audience.
2. A description of any specialized trainings with date (month/year), locations, targeted audience (BH, PH, LTSS) and benefits to that audience.

C. Methods of Training and Information Distribution (Narrative)

1. A description of all methods of training and the resources used in distribution.
2. A description of the frequency of face-to-face training, training topic and audience.

D. Evaluation and Feedback (Narrative)

1. A description of the type of evaluation and feedback utilized to know if training was successful or not and how training can be improved.
2. A statement rating audience size at in-person training events in relation to potential number of attendees (25%, 50%, 75%, and 100%). Provide an explanation for how attendance can be improved.
3. A discussion of the most successful methods of training and presentations. Describe how these methods will be incorporated in future training.
4. A discussion of the least successful methods of training and presentations. Address the following:
 - o What audience feedback did the MCO receive about the training?
 - o How can future training be improved and what actions will the MCO take?



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Section II: Provider Training and Outreach Plan

The Plan Section of the report **shall not exceed fifteen (15) pages**, including attachments.

Minimum Requirements for Provider Training and Outreach Plan Report

A comprehensive Provider Training and Outreach Plan is one that includes a plan of the overall Provider Training and Outreach Activities in relationship to the Required Training Elements and Required Training and Education Materials (see Instruction Section). Specifically address lessons learned from the previous year and how the MCO is incorporating changes, providing innovations and increasing participation in training for the year.

The Provider Training and Outreach Plan section of the Report shall include at a minimum:

A. Required Training (Narrative and List)

1. Explain the Required Training Elements that are not addressed and why (Narrative).
2. Provide a list of additional training elements beyond required.
3. A statement declaring the inclusion of Required Training and Education Materials in all required materials. Or, a statement explaining what is omitted and why.
4. A narrative of additional informational materials included beyond the required elements.
5. Describe when and how the required HSD elements will be presented and to what audiences.
6. Describe how training will augment and support each targeted audience for BH, PH and LTSS including topics to address specialized needs or interest groups.
7. Describe what specialized trainings will be presented for BH, PH and LTSS audiences. Address when and how these trainings will be completed.
8. Describe what training will be incorporated into the plan based upon the previous year's audience feedback and evaluations of the scope of training provided.
9. Explain how the MCO will be innovative in providing training that increases attendance and positive feedback, especially if the audience has participated in similar training previously.

B. Specialized and Requested Training (Narrative)

1. A description of how the MCO will receive and incorporate requests for specialized training topics.
2. Describe how this training will benefit the targeted audience.

C. Methods of Training and Information Distribution (Narrative)

1. Describe all the methods utilized for training and rate from most frequent to least frequent method used.
2. Describe the ways information will be distributed to providers and the types of educational and informational materials.



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D. Evaluation and Feedback (Narrative)

1. Describe how the MCO will obtain feedback on all training; if utilizing an evaluation form, provide a sample.
2. Describe how the MCO will incorporate training feedback into future trainings and what steps the MCO will take to address concerns.
3. Explain how the MCO will address required training that is sparsely attended or unpopular with the audience.
4. If targeted audiences are underrepresented in training, discuss how the MCO will reach them, especially if the MCO is addressing issues and problems that relate to training topics that are not being followed.
5. Discuss how re-training will be provided to groups that have attended training but are not following rules, regulations, procedures or guidelines stipulated.

E. Record of Training and Technical Assistance (Narrative)

1. Describe how the MCO is ensuring that it is maintaining a record of training and technical assistance activities (including one-on-one activities) that are available upon request to HSD.
2. Describe how the MCO is ensuring that documentation of Provider Education and Training is met and available upon request to HSD.