

# State of Arkansas Consumer Assistance Advisory Committee

---

**In Person Assister Program:  
On-Going Monitoring and Performance Measurement**  
*September 14, 2012*



# Agenda | Topics of Discussion

---

- |      |   |                  |
|------|---|------------------|
| I.   | Welcome                                     | <i>1:00-1:10</i> |
| II.  | Plan Management Update                      | <i>1:10-1:25</i> |
| III. | Debra Pate                                  | <i>1:25-1:55</i> |
| IV.  | On-Going Monitoring and Performance Metrics | <i>1:55-2:45</i> |
| V.   | Break                                       | <i>2:45-2:50</i> |
| VI.  | On-Going Monitoring and Performance Metrics | <i>2:50-3:50</i> |
| VII. | Wrap-Up                                     | <i>3:50-4:00</i> |

# Steering Committee | August

Consumer Assistance Advisory Committee

Recommendations

FFE Partnership Steering Committee

Recommendations

AID Commissioner

Decision

Implement

# Plan Management | Update

---

**Zane Chrisman**

*AID Plan Management Specialist*

# IPA Branding | Debra Pate

---

1. What do you think are the most prevalent misconceptions, negative impressions, and barriers to acceptance and use of the Federally Facilitated Exchange?
2. What do you think are the most favorable selling points to emphasize?
3. What ideas do you have for a name for the Federally Facilitated Exchange?

# Roadmap | Topic #4

May	Navigator Eligibility
June	Certification Standards
July	Training Requirements
August	Grant Application Process
<b>Sept.</b>	<b>Performance Measurement On-Going Monitoring</b>
October	Payment Options

The Committee will make recommendations related to IPA Entity:

- Appropriate IPA monitoring activities and monitoring methods;
- Appropriate frequency of monitoring; and,
- Appropriate IPA performance metrics

# Monitoring | List of Methods

---

Ongoing monitoring may be conducted using a combination of methods, including:

- Monthly/quarterly reports;
- Desk audits;
- On-site evaluations (formal or informal);
- Service delivery observation, including outreach and education;
- Consumer satisfaction surveys (Accountability to consumers).

# Monitoring | Monthly Reporting

---

- # of certified IPAs with the entity;
- # of consumers with whom the entity facilitated enrollment by populations/patient demographics and in aggregate, if known
- Listing of existing relationships/relationship building with orgs in communities/populations you are serving – who are they and how they are used to increase awareness of the exchange and facilitate enrollment;
- # and description of outreach events, and locations of each;
- # and types of assistance activities that were provided (telephone calls, web, person to person visits, group/public outreach events and the number of people in attendance);

*Continued on next page*



# Monitoring | Monthly Reporting

---

*Continued...*

- # of complaints and appeals received
  - If the complaint was relative to the IPA entity provide reason, investigation undertaken and results, corrective action plans, disposition of complaint(resolved and unresolved), resolution, progress toward achievement for unresolved complaints;
  - If relative to the qualified health plan, number of referrals made;
- Individual access barriers encountered, how they were resolved, time needed to resolve;
- # of referrals to Medicaid, ARKids First

# Monitoring | Desk Audits

---

- The entity is current with payment of Arkansas and Federal taxes
- Confirm IPA entity application acceptance and certification requirements have been met;
- Confirm entity contracts are signed and approved;
- Confirm that the IPA entity's submission of the final\_targeted consumer outreach plan was received by AID within 60 days after the start of contract;
- Confirm approval of final\_targeted consumer outreach plan submitted to the AID 60 days after the start of contract;
- Confirm reporting submission timeliness and accuracy;
- Describe process used to investigate and resolve complaints and grievances against individuals.

# Monitoring | Observation, Outreach, and Education

---

- Confirm # of IPAs associated with the entity employed and/or volunteer;
- Confirm the entity meets all contract requirements;
- Monitor aggregate and individual complaints and grievances against IPAs, identify number, reason, resolution, corrective action plans, progress toward achievement;
- Confirm existing relationships and/or relationship building with organizations in communities/populations you are serving

*Continued on next page*

# Monitoring | Observation, Outreach, and Education

---

*Continued...*

- Review internal policies and guidance for staff to ensure appropriate agreement with the goals and objectives;
- Confirm that the entity has a performance evaluation methodology;
- Review community and consumer feedback policies and procedures;
- Review contract compliance;
- Collect entity standards and best practices.

# Monitoring | Consumer Surveys

---

- The IPA program will conduct consumer surveys to determine overall satisfaction with IPA program services.

## **What is the best way to accomplish this?**

- Phone, mailing, web?
- How will we determine who to survey?

# Metrics | Options and Discussion

---

- At least 60% of the IPA Entity's declared targeted uninsured population receives a consumer contact over a 6 month period;
- At least 80% of the uninsured population in the area and/or population that is reached by the entity is enrolled at the end of the open enrollment period;
- 95% of reporting is timely and accurate;
- 95% of IPA complaints resolved satisfactorily within 7 days
- **Others?**

# IPA Application | Next Steps

---

- Finalize CAAC recommendations and present to the Steering Committee
- Continue Arkansas In-Person Assister Recruitment Sub-Committee
- Complete IPA Payment Options for October

# Roadmap | Topic #5

May	Navigator Eligibility
June	Certification Standards
July	Training Requirements
August	Grant Application Process
September	Performance Measurement On-Going Monitoring
October	Payment Options

The Committee will make recommendations related to:

- a) How IPA Entities should be paid.



# Questions? | PCG Contacts

---

## James Waldinger

Associate Manager

[jwaldinger@pcgus.com](mailto:jwaldinger@pcgus.com)

Office: 617-717-1123

Cell: 978-210-0217

## Brenda McCormick

Senior Advisor

[bmccormick@pcgus.com](mailto:bmccormick@pcgus.com)

Cell: 207-592-7112



**Public Consulting Group, Inc.**  
148 State Street, Tenth Floor, Boston, Massachusetts 02109  
(617) 426-2026, [www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)

