

## APPENDIX F ACO REPORTING REQUIREMENTS

This Appendix summarizes certain reporting requirements described in the Contract. This summary does not supersede contract language, nor does it capture all possible report requests as part of the Readiness Review. EOHHS may update these requirements from time to time. The Contractor shall submit corresponding Certification Checklists of all reports/submissions listed in **Appendix F** within the timelines specified herein. The Contractor may include a narrative summary to reports/submissions and may include graphs that explain and highlight key trends. All reports must be submitted via OnBase, the EOHHS Contract Management system, unless otherwise indicated below in the “*Target System*” column. Numbering sequence and Report Title that will appear in the OnBase system can be found in **BOLD** in the “*Name of Report*” column.

For all of the reports listed below, unless otherwise specified, if the Contractor meets the target for a given report, the Contractor shall only complete a short narrative description on the report cover sheet. For any report that indicates that the Contractor is not meeting the target, the Contractor shall submit a detailed narrative that includes the results, an explanation as to why the Contractor did not meet the target, and the steps the Contractor is taking to improve performance going forward.

The Contractor shall provide all Reports in the form and format required by EOHHS and shall participate with EOHHS in the development of detailed specifications for these reports. These specifications shall include benchmarks and targets for all reports, as appropriate. Targets shall be changed to reflect improvement in standards over time.

All exhibits referenced herein pertain to **Appendix F**, unless otherwise noted. Such exhibits set forth the form and format the Contractor shall use for each report below. These exhibits shall be provided to the Contractor and may be updated by EOHHS from time to time. EOHHS shall notify the Contractor of any updates to the exhibits.

## Reporting Deliverable Schedule

1. **Same Day Notification (Immediate Notice Upon Discovery):** Deliverables due the same day as discovery. If the incident occurs on a Saturday, Sunday, or state or federal holiday, the notice is due the next business day.
2. **Next Day Notifications:** Deliverables due the next day. If the incident occurs on a Saturday, Sunday, or state or federal holiday, the notice is due the next business day.
3. **Two Business Days Notification:** Deliverables due in two business days
4. **Weekly Deliverables:** Deliverables due by close of business/COB on Fridays
5. **Within 7 Calendar Days of Occurrence Notification:** Deliverables due within seven calendar days of occurrence. If the incident occurs on a Saturday, Sunday, or state or federal holiday, the notice is due within 7 calendar days of the next business day.
6. **No later than 30 days prior to execution:** Deliverables due thirty days prior to implementation for review and approval by EOHHS.
7. **Monthly Deliverables:** Deliverables due on a monthly basis, by the last day of the month, following the month included in the data, unless otherwise specified by EOHHS.
8. **Quarterly Deliverables:** Deliverables due on a contract year (CY) quarterly basis, by the last business day of the month following the end of each quarter, unless otherwise specified.
  - CY Quarter 1: January 1 – March 31
  - CY Quarter 2: April 1 - June 30
  - CY Quarter 3: July 1 – September 30
  - CY Quarter 4: October 1 – December 31
9. **Semi-Annual Deliverables:** Deliverables due by the last business day of the month following the end of the reporting period, unless otherwise specified. The semi-annual reporting periods are as follows:
  - January 1 – June 30
  - July 1 – December 31
10. **Annual Deliverables:** Deliverables due by the last business day of the month following the end of the reporting period (Contract Year: January 1 -- December 31), unless otherwise specified by EOHHS.
11. **Ad-Hoc Deliverables:** Deliverables are due whenever the Contractor has relevant changes or information to report, or upon EOHHS request related to Behavioral Health, Contract Management, Financial, Quality, Pharmacy, and Operations deliverables as applicable.

**A. Report and Compliance Certification Checklist: Exhibit C-1**

*Annually* - The Contractor shall list, check off, sign and submit a Certification of Data Accuracy for all Contract Management, Behavioral Health, Operations and Quality reports/submissions, certifying that the information, data and documentation being submitted by the Contractor is true, accurate, and complete to the best of the Contractor’s knowledge, information and belief, after reasonable inquiry. For each report in the sections below, if an attestation is required with the submission, that information will be included within the reporting template.

**B. Contract Management Reports**

<b>ACO Contract Exhibit Number</b>	<b>Name of Report</b>	<b>Deliverable Frequency</b>	<b>Target System</b>
CM-01	<b>CM-01 Serious Reportable Events (SREs) and Provider Preventable Conditions (PPCs)</b> Serious Reportable Events (SREs) and Provider Preventable Conditions (PPCs) ( <i>including Health care Acquired Conditions (HCACs) and Other Provider Preventable Conditions (OPPCs)</i> )	Notification: Within 7 calendar days of occurrence	OnBase
CM-02	<b>CM-02 Summary of Serious Reportable Events (SREs) and Provider Preventable Conditions (PPCs)</b> Summary of Serious Reportable Events (SREs) and Provider Preventable Conditions (PPCs)	Annual Report	OnBase
CM-03	<b>CM-03 Member Telephone Statistics</b> Member Telephone Statistics	Monthly	OnBase
CM-04	<b>CM-04 Member Education and Related Orientation, Outreach Materials</b> Member Education and Related Orientation, Outreach Materials (including enrollment materials for MH Customer Service Center (CSC))	Ad-Hoc	OnBase
CM-07	<b>CM-07 Marketing Materials</b> Marketing Materials ( <i>60 days in advance of use, including materials to be distributed at Contractor and non-Contractor sponsored health fairs or community events</i> )	Ad-Hoc	OnBase
CM-08	<b>CM-08 Marketing Materials- Annual Executive Summary</b> Marketing Materials- Annual Executive Summary (including a written statement that all of the Contractor’s marketing plans and materials are accurate and do not mislead, confuse, or defraud Members or the state)	Annual	OnBase

<b>ACO Contract Exhibit Number</b>	<b>Name of Report</b>	<b>Deliverable Frequency</b>	<b>Target System</b>
CM-17-A	<b>CM-17-A Enrollee Inquiries Summary</b> Inquiries, Grievances, Internal Appeals and Board of Hearing Summary: Enrollee Inquiries	Annual	OnBase
CM-17-B	<b>CM-17-B Enrollee Grievances Summary</b> Inquiries, Grievances, Internal Appeals and Board of Hearing Summary: Enrollee Grievances	Annual	OnBase
CM-17-F	<b>CM-17-F - Grievances Report (per 1,000 Enrollees)</b> Grievances Report (per 1,000 Enrollees)	Monthly	OnBase
CM-18	<b>CM-18 Fraud and Abuse Notification (within 10 days) and Activities</b> Fraud and Abuse Notification (within 10 days) and Activities	Ad-Hoc	OnBase
CM-22	<b>CM-22 ACO/MCO Organization and Key Personnel Changes</b> Organization and Key Personnel Changes (Includes Holiday Closures and Other Contractor Office Closures. The Contractor will also include Behavioral Health subcontractor information if applicable).	Ad-Hoc	OnBase
CM-23	<b>CM-23 Notification of Termination of Material Subcontractor</b> Notification of Intention to Terminate a Material Subcontractor (Notification: Same Day)	Ad-Hoc	OnBase
CM-24	<b>CM-24 Notification of New Material Subcontractor</b> Notification of Intention to Use a New Material Subcontractor (Submit the checklist 60 days prior to requested implementation date)	Ad-Hoc	OnBase
CM-25	<b>CM-25 Material Subcontractor List Annual Summary</b> Material Subcontractor List Annual Summary	Annual	OnBase
CM-31	<b>CM-31 Notification of Federally Required Disclosures</b> Notification of Federally Required Disclosures (in accordance with Section 6.1.O and as specified in Appendix L)	Ad-Hoc	OnBase
CM-43-A	<b>CM-43-A Holiday Closures and Other Contractor Office Closures Annual</b> Holiday Closures and Other Contractor Office Closures. (The Contractor shall also include Behavioral Health subcontractor information, if applicable).	Annual	OnBase

<b>ACO Contract Exhibit Number</b>	<b>Name of Report</b>	<b>Deliverable Frequency</b>	<b>Target System</b>
CM-43-B	<b>CM-43-B Holiday Closures and Other Contractor Office Closures Ad Hoc</b> Holiday Closures and Other Contractor Office Closures. (The Contractor shall also include Behavioral Health subcontractor information, if applicable).	Ad Hoc	OnBase
CM-44	<b>CM-44 Strategy-related Reports</b> Strategy-related Reports	Ad Hoc	OnBase
CM-45	<b>CM-45 Comprehensive Assessment Report</b> Comprehensive Assessment Report	Monthly, by the 15 <sup>th</sup> day of the month	OnBase
CM-46	<b>CM-46 Enrollee and Provider Incentives Notification</b> Enrollee and Provider Incentives Notification	Ad-Hoc	OnBase
CM-48	<b>CM-48 Copy of Press Releases (pertaining to MassHealth line of business)</b> Copy of Press Releases (pertaining to MassHealth line of business)	Ad-Hoc	OnBase
CM-49	<b>CM-49 Written Disclosure of Identified Prohibited Affiliations</b> Written Disclosure of Identified Prohibited Affiliations	Ad-Hoc	OnBase
CM-50	<b>CM-50 CM - Self-Reported Disclosures</b> Self-Reported Disclosures	Ad-Hoc	OnBase
CM-51	<b>CM-51 Notification of changes to Provider Directory links on ACO's website</b> Notification of changes to Provider Directory links on ACO's website	Ad-Hoc	OnBase
CM-C1	<b>CM-C1 Report and Compliance Certification Checklist</b> Annual Report and Compliance Certification Checklist	Annual	OnBase

### C. Quality Reports

<b>ACO Contract Exhibit Number</b>	<b>Name of Report</b>	<b>Deliverable Frequency</b>	<b>Target System</b>
QR-06	<b>QR-06 Clinical Quality Measures</b> Clinical Quality Measures	Ad-Hoc	Secure Email

<b>ACO Contract Exhibit Number</b>	<b>Name of Report</b>	<b>Deliverable Frequency</b>	<b>Target System</b>
QR-07	<b>QR-07 Validation of Performance Measures</b> Validation of Performance Measures	Ad-Hoc	KEPRO

#### **D. Operations Reports**

<b>ACO Contract Exhibit Number</b>	<b>Name of Report</b>	<b>Deliverable Frequency</b>	<b>Target System</b>
OP-04	<b>OP-04 Member Discrepancy Report</b> Member Discrepancy Report	Monthly	OnBase
OP-06	<b>OP-06 Address Change File</b> Address Change File	Bi-Weekly	OnBase
OP-07	<b>OP-07 Multiple ID File</b> Multiple ID File	Weekly	OnBase
OP-08	<b>OP-08 Date of Death Report</b> Date of Death Report	Bi-Weekly	OnBase