

Clinical Affairs Work Plan

November 2019-October 2020

Goal: Based on the contract agreement, the Clinical Affairs Office oversees the MCO’s practices to assure that the GHP enrollees Plan Vital have access to integrated health services based on best clinical practices, in a cost effective way and in a context of respect and dignity.

Objectives	Activities	Contract Reference	Associated Deliverables	Persons in charge	Frequency or Deadline
1. Supervise the access, provision, and clinical adequacy of diagnostic and treatment services to enrollees	1. Analysis of corresponding monthly, quarterly and any other special requested report. 2. Meetings with each MCO for follow up on the Integration and clinical programs (Case Management, Transition of Care, HCHN, Special Coverage, etc.) 3. Visits to clinics, PMGs, hospitals and ER per schedule	Articles 7 and 18	Quarterly Reports Presentations : <ul style="list-style-type: none"> • Utilization Management & Integration • Executive and Utilization Data 	1. Clinical Team assisted by Consultants 2. Clinical Team assisted by Consultants 3 Assigned Clinical Specialist assisted by NO.	1.1 Quarterly (within 15 days of received date) 1.2.1 Quarterly (See schedule A) 1.3 – Weekly visits based on a quarterly developed schedule.

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2 Assure compliance with the Collocation Model and providers/ staff education	<ol style="list-style-type: none"> 1. Analysis of reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on utilization and operational reports 3. Visits to facilities to validate compliance with collocation and reverse collocation 	Articles 8 and 18	<ul style="list-style-type: none"> ➤ Utilization Management & Integration Report <ul style="list-style-type: none"> ○ Availability based on lives ○ Services rendered ○ Staff educational activities 	2.1 & 2.2 Clinical Team assisted by Consultants 2.3- Assigned Clinical Specialist assisted by NO.	<ol style="list-style-type: none"> 2. Quarterly (within 15 days of received date 2.2 Quarterly 2.3 In accordance to the quarterly schedule.
3 Supervision of Care Management Program a) Enrollees identified with special health care needs and whom qualify for Special Coverage b) Enrollees diagnosed with a Serious Mental Illness or a Serious Emotional Disability (“SMI/SED”); c) Enrollees identified as high-cost, high needs (HCHN) and high utilizers (HUP)	<ol style="list-style-type: none"> 1. Analysis of reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on utilization and operational reports. 	Sec. 7.8.2	<ol style="list-style-type: none"> 1. Policies and procedures for Care Management 2. Work Plans for this program. 3. Quarterly Reports 	4.1 & 4.2 Clinical Team assisted by Consultants	<ol style="list-style-type: none"> 4.1 Quarterly (within 15 days of received date 4.2 Quarterly
4. Validation of HCHN Registry	<ol style="list-style-type: none"> 1. Select a month to be verified 2. Perform a random sample of cases from the registry selected 	Attachment 28	HCHN Registry	As designated by the Director	Once a year

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	3. Request to the MCO the evidence indicated as the validation method in the Report. 4. Prepared a report of findings and follow up or referred as necessary.				
5. Supervision of Prenatal Care	1. Analysis of reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on utilization and operational reports	7.5.8.3	Work Plan for education in pre-natal care, HIV testing, alcohol and smoking screening of pregnant women and post-partum depression	6.1 & 6.2 Clinical Team assisted by Consultants	1. Quarterly (within 15 days of received date) 2. Quarterly
6. Supervision of access and effectiveness of Opiate addiction program	1. Analysis of quarterly reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on utilization and operational reports. 3. Visits to clinics and providers	7.5.11.2	Work plan and protocols for opiate addiction treatment	7.1. & 7.2 Clinical Team assisted by Consultants 7.3 Assigned Clinical Specialist assisted by NO	6.1 Quarterly (within 15 days of received date) 6.2 Quarterly 6.3 As schedule
7. Supervision of the Coordination and Transition of Care	1. Analysis of Reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on utilization and operational reports.	7.8.2.3	Policies and Procedures for transition of care Operational reports of hospital transition of care.	7.1. & 7.2 Clinical Team assisted by Consultants	7.1 Quarterly (within 15 days of received date) 7.2 Quarterly

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			Work plan for transition of care from general hospitalization and from behavioral health hospitalization		
8. PBM Oversight	1. Analysis of Reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on report of utilization and costs.	MC21 Contract	1. Contract required reports and special reports requested 2. Meetings every 6 months to review data	8.1. & 8.2 Director & Pharmacy Consultant	8.1 Reports based on its frequency 8.2 Every 3 months (CODEF)
9. PPA Oversight	1. Analysis of Reports 2. Meetings for follow up and discussion of findings, achievements and barriers based on report of and costs.	ABARCA Contract	1. Contract required reports and special reports requested 2. Meetings every 6 months to review data	9.1. & 9.2 Director & Pharmacy Consultant	9.1 Reports based on its frequency 9.2 Every 3 months (CODEF)

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Schedule A

Name	Periodic Meetings	Frequency	Date		Assigned to:	Comments
Meetings with the MCO	Integration and Clinical Programs Utilization Review Meetings:	Quarterly	Q1 Nov-Jan	March	Clinical Team	Send issues from the report analysis to be addressed by the MCO
			Q2 Feb-April	Jun		
			Q3 May-Jul	Sep		
			Q4 Aug-Oct	Dec		

Special Initiatives/Projects

Name	Description/Scope	Resources
Review of pharmacy benefit: 1. Immunossupresors 2. Anticonvulsants 3. Oncology medications and J Codes: Prostate, Breast, Lung, Colon and all other	In coordination with the PBM and PPA and the collaboration of MCOs, these categories will be evaluate to determine coverage, exceptions, protocols criteria, evaluation of rebates, etc.	MM/MS/AVM/ Executive Office Representative/MC-21/Abarca
Audit of medical and pharmacy services	TBD	Subcontractor, MS, MM, AVM
Dental Coverage	Review of dental coverage	MM, Juan Mejías, Dr. Felipe Carro,
Standardization of Documents among MCOS	Standardization of Documents among MCOS starting with PAs and HRA	Milagros Soto & Marta Soto

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Clinical Affairs Initiatives	Develop and monitor special projects and assignments by the Executive Director	Ases clínical team
New Pharmacy Initiatives	Develop and monitor special projects and assignments by the Executive Director	M.soto / A. Alvarez / MC21

Clinical Affairs Work Plan November 2019-October 2020 Committees under Clinical Affairs

Name	Frequency	Date	Assigned to:	Comments
P&T (Physical & Mental Health)	Quarterly	Last Thursday	Milagros Soto/Dr. Miranda	Comité para asuntos de medicamentos
Comité Ryan White	Monthly	Second Thursday	Marta Torres	HIV – Dpto de Salud
Comité de Madres y Niños	Quarterly	As requested	Marta Torres	Dpto de Salud
Comité Familia Saludable	Quarterly	As requested	Marta Torres	(Ley para el bienestar, integración y desarrollo de las personas con Autismo)
Iniciativa II de ASSMCA	Monthly	Last Thursday	Carmen Fuentes	Vieques/Fajardo/Culebra/Mayagüez
Adm de Tribunales (PAAS)	As needed	As needed	Carmen Fuentes	San Juan/Mayagüez
Puerto Rico Stat (ASSMCA)	Monthly	Last Friday	Carmin Fuentes	Adolescent with addiction problems
LAUNCH (DS)	Monthly	Last Thursday	Vilmaris Santos	Childs and Adolescent – Vieques/Fajardo/Culebra
PAE (Programa de Ayuda al Empleado)	Quarterly	As Needed	Vilmaris Santos	Asignación Oficial por Recursos Humanos
Comisión Prevención de Suicidio	As needed	As needed	Vilmaris Santos	Asignación Oficial por Recursos Humanos
Comité de Resiliencia Comunitaria	Monthly	As requested	Milagros Soto	Depto. Salud y Depto. De la Vivienda
Comité de Condiciones Crónicas	As needed	As requested	Marta torres	Depto. Salud

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Comité de Colaboradores de Asma	Every 2 months	As requested	Marta Torres	Depto. Salud y otras agencias
Programa de Cernimiento Auditivo Neonatal Universal	Quarterly	As requested	Marta Torres	Depto. Salud
Pharmacy Benefit Financial Commette	Monthly	As requested	Milagros Soto & Clinical Staff designated	ASES / MCO/
Comité Revisor de Muertes Infantiles	As requested	As requested	Marta Torres	Depto. Salud

Internal Meetings

Meetings of Clinical Team staff: Quarterly – date to be determine by the Director

Clinical Team

<i>Milagros Soto</i>	Director
<i>Carmen Fuentes</i>	Clinical Specialist
<i>Vilmaris Santos</i>	Clinical Specialist
<i>Marta Torres</i>	Health Educator
<i>Ada L. Vélez Mass</i>	Clinical & Quality Consultant
<i>Dr. José Rodriguez Zayas</i>	Physician consultant - Appeals
<i>Dr. Felipe Carro</i>	Dentist
<i>Dr. Ramon Vidal</i>	Physician Consultant
<i>Christopher Orozco</i>	Quality Specialist Coordinator
<i>Olga Rosario</i>	Quality Specialist Coordinator