

Puerto Rico Health Insurer Administration
Puerto Rico Government Health Plan
ASES Planning, Quality and Clinical Affairs Office
November 2019 – October 2020

QUALITY WORK PLAN

Related to	Activity	Contract reference	Frequency	Person in charge	Date
1. Health Care Improvement	2.1 Receive the quarterly reports performed by the MCO for the following programs: 2.1.1 Health Care Improvement Program 2.2 Evaluate the compliance of the reports with the contractual requirements established between ASES and the HCIP Manual. 2.3 Schedule a meeting with the MCOs to discuss the report received. 2.4 Submit a report with the evaluation results to the MCOs. 2.5 Schedule a conference call between ASES and the MCOs to discuss the evaluation results. 2.6 Submit findings of noncompliance to the Compliance Office 2.7 Send a certification with the results to the Administration Office.	2.1 Health Care Improvement Program: Article 12.5	Quarterly	Christopher E. Orozco Gonzalez and Olga Rosario	2.1: Reports are received in the following dates: 1.1.1 PM: Q1: 04/30/2020, Q2: 07/30/2020, Q3: 10/30/2020, Q4: 01/30/2021 2.2 Five labor days after receive the report. 2.3 Five labor days after determinate that the report is in full compliance with the contractual requirements 2.4 Five labor days after the meeting with the MCOs. 2.5 Five labor days after the conference call with the MCOs. 2.6 Five labor days after the conference call with the MCOs.

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					2.7 Five labor days after the Compliance Office findings submission.
2. IPRO	<p>3.1 Receive the audit report performed by the auditor to the following activities:</p> <p>3.1.1 Compliance Review (CR)</p> <p>3.1.2 Validation of Performance Measures (VPM)</p> <p>3.1.3 Validation of Performance Improvement Projects (VPIP)</p> <p>3.2 Evaluate the compliance of the audit reports with the contractual requirements established between ASES and the external auditing company.</p> <p>3.3 Submit the audit reports to the MCOs</p> <p>3.4 Schedule a conference call between ASES and the MCOs to discuss the findings and request a formal response.</p> <p>3.5 Receive and evaluate the MCO formal response.</p> <p>3.6 Send findings of noncompliance to the Compliance Office</p>	3.1 Article 12.7	3.1 IPRO audit: Annual	Christopher E. Orozco Gonzalez and Olga Rosario	<p>3.1: Reports are received on: TBD (March 30, 2021)</p> <p>2.1.1 CR: TBD</p> <p>2.1.2 VPM: TBD</p> <p>2.1.3 VPIP: TBD</p> <p>3.2 Five labor days after receive the report.</p> <p>3.3 Five labor days after determine that the report is in full compliance with the contractual requirements</p> <p>3.4 Five labor days after submit the audit report the MCOs.</p> <p>3.5 Five labor days after the conference call with the MCOs.</p> <p>3.6 Five labor days after receive and evaluate the MCOs response.</p>
3. Reports	4. Report management in accordance to ASES established process	<p>4.1.1 Geographic Access Report (GEO) Section: 18.2.5.2</p> <p>4.1.2 CMS-416 Report - EPSDT Section: 18.2.4.6</p> <p>4.1.3 Provider Satisfaction Survey</p>	<p>4.1.1 GEO: Quarterly</p> <p>4.1.2 EPSDT: Annually</p> <p>4.1.3 PROVSS: Annually</p> <p>4.1.4 ENRSS: Annually</p>	Christopher E. Orozco Gonzalez and Olga Rosario	

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		Report (PROVSS) Section: 18.2.5.6 4.1.4 Enrollee Satisfaction Survey Report (ENRSS) Section: 18.2.6.4			
4. MACPRO	4.2 Generate the quality metrics from the MedInsight database. 5.2 Submit the quality metrics through the MACPRO webpage. 5.3 Validate and Certify the quality metrics submitted to the MACPRO system.	CMS request	Annually	Christopher E. Orozco Gonzalez and Olga Rosario	5.1 December 1, 2020 5.2 December 1, 2020 5.3 December 15, 2020