

REPORTS

DMO Reports

Report Dates

Unless otherwise specified, a monthly report is due within fifteen (15) calendar days after the month ends, a quarterly report is due within thirty (30) calendar days after the quarter ends, and an annual report is due within sixty (60) calendar days after the year ends. If the report date falls on a Saturday or Sunday, the report is due the next immediate Monday. If the report date falls on a state recognized holiday, the report is due the following day unless that day is a Saturday or Sunday.

Monthly	Within fifteen (15) calendar days after the month ends.
Quarterly	Within thirty (30) calendar days after the quarter ends.
Bi-Annually	Due dates are specific to the report and are listed in the exhibit.
Annually	Within sixty (60) calendar days after the year ends.

MONTHLY REPORTS

<u>Report</u>	<u>Due Date</u>
Online Provider Directory (includes provider additions and termination reports)	15 th of the following month
Encounter Certification	15 th of the following month
Appointment Reminder	15 th of the following month
New Member Orientation/Welcome Packet Report	15 th of the following month
Appeals	15 th of the following month
Grievances	15 th of the following month
Staffing Plan – staffing rates/vacancies/key personnel	15 th of the following month
Provider Recruitment	15 th of the following month
TPL Not Collected	15 th of the following month
Denied Claims	15 th of the following month
Ineligible Members List (moved out of state, incarcerated, etc.)	15 th of the following month – if applicable

QUARTERLY REPORTS

<u>Report</u>	<u>Due Date</u>
Provider Training	30 calendar days after the quarter ends
Provider Directory – Hard Copy Updated Version (DMOs send monthly)	30 calendar days after the quarter ends
Outreach to Pregnant Women and Non-Compliant Beneficiaries	30 calendar days after the quarter ends
Outreach Activities	30 calendar days after the quarter ends
Call Center Metrics	30 calendar days after the quarter ends
Preauthorization Report	30 calendar days after the quarter ends
Adverse Benefit Determination Report	30 calendar days after the quarter ends
Claims	30 calendar days after the quarter ends
Provider-preventable conditions	30 calendar days after the quarter ends
Quality Metrics	30 calendar days after the quarter ends
Provider Advisory Committee Summary & Minutes	30 calendar days after the quarter ends
Member Advisory Committee Summary & Minutes	30 calendar days after the quarter ends
Program Integrity Plan Update	30 calendar days after the quarter ends

Claims Expenditure Template	30 calendar days after the quarter ends
Quality Status Report	30 calendar days after the quarter ends
Audit Report	30 calendar days after the quarter ends

BI-ANNUAL REPORTS

<u>Report</u>	<u>Due Date to DHS</u>
PCD Capacity	End of 2 nd and 4 th quarter of each calendar year within 10 business days of the end of those quarters
Network Adequacy Report	End of 2 nd and 4 th quarter of each calendar year within 10 business days of the end of those quarters

ANNUAL REPORTS

<u>Report</u>	<u>Due Date to DHS</u>
Outreach Plan	November 1 st for the following calendar year
Utilization Report	January 10 th
Program Integrity Plan	Within 60 calendar days after the year ends
Problem Escalation Procedure	With in 10 Business days after the start of each contract year and with in 10 business days after any change in circumstance
Compliance Plan & Anti-Fraud Plan	Within 60 calendar days after the year ends
Medical Loss Ratio (MLR)	August 15 th - year following the completion of each calendar year

Business Continuity Disaster Recovery (BC-DR) Certification	Within 60 calendar days after the year ends
Cultural Competency Plan	November 1 st
Performance Measures Performance Improvement Plan (PIP)	Within 60 calendar days after the year ends
Enrollment Orientation Packet Summary	Within 60 calendar days after the year ends
Annual Provider Visit Log	Within 60 calendar days after the year ends

UPON OCCURRENCE REPORTS/REVIEWS

<u>Report</u>	<u>Due Date to DHS</u>
Provider Preventable Conditions	Upon occurrence
Overpayment Recoveries	Within thirty (30) calendar days of when DMO identifies
ARKids B EPSDT Services Report	Specified by CMS
Debarred Individuals Disclosure	Upon Occurrence
Subcontractors	90 days prior to implementation (15 days for voluntary and 15 days for involuntary)
Incidents of suspected and/or confirmed waste, fraud, or abuse	Upon Occurrence Notification to DHS
Certificates of Insurance	Upon Renewal

Records related to the scope of contract	Upon reasonable notice
Program Integrity Staffing Adequacy	Upon request by DHS or OMIG
Disclosure of PHI	Upon discovery of any use or disclosure of Personal Health Info that is not compliant with the Agreement or state/federal law Notification to DHS
Required Disclosures	Within 35 calendar days after change in ownership DMS-675 form
Settlement Information (Joint and Mass Tort Cases)	Upon occurrence, within 10 business days from settlement date
TPL (Third Party Liability)	Upon identification within 10 business days

TPL Settlement Information	Within 10 business days
Program Integrity Required Disclosures	Notification to DHS
Unauthorized access, use, or disclosure of DHS info (PHI)	Upon occurrence – Within 15 days of suspected incident Notification to DHS
Provider Re-Credentialing Review and Approval	Once every 3 years (First would be 2021)
Provider Medicaid Enrollment Revalidation	Once every 5 years (First would be 2023)
Provider rate certification – capitated payments	30 days before start date
Provider manual	30 days prior to distribution but no less than 10 days prior to contract renewal
All Outreach Materials	10 calendar days before use

All Marketing and Advertising Materials	30 day prior to use
Beneficiary Handbook, ID Card, and Provider Directory	Upon revision
Change in policy or procedures described in written materials previously sent to clients	30 days before effective date of change
Preauthorization policies and procedures	30 days prior to implementation or effective date and DHS approval at least 10 day prior to implementation or effective date
Key Personnel	Within 15 days
Organizational Chart	Within 5 business days of any changes
Information Security Plan	30 days for contract renewal and 5 days for any changes