

Contract RFP Reference	Contract Requirement Language	Review Determination	MCO Documentation Title(s)	MCO Policy/Procedure / Document Section(s)/ Number(s)	MCO Page Number(s)
4.6					
4.6.2	<p>The MCO must provide initial and ongoing staff training that includes an overview of DHH, DHH Policy and Procedure Manuals, and Contract and state and federal requirements specific to individual job functions. The MCO shall ensure that all staff members having contact with members or providers receive initial and ongoing training with regard to the appropriate identification and handling of quality of care/service concerns.</p>	<p>Met The Appeals Orientation Checklist, UM Tech Orientation Checklist, CCR Nurse Orientation Checklist and the UM Nurse Orientation Checklist are evidence that member-facing staff receive the appropriate training at orientation, including the appropriate identification and handling of quality of care/service concerns.</p> <p>The plan submitted the New Hire Compliance PowerPoint, which is evidence that new hires are trained on compliance topics such as the structure of the plan' compliance department, Code of Ethics and Conduct, HIPAA, FWA, Conflicts of Interest and Corporate Compliance Requirements.</p> <p>The plan monitors/tracks the training completed by staff members through its Onboarding Linc Training System Process and Tracking. The plan provided both the process and a screenshot of the training module.</p>	<p>CCR Nurse Orientation Checklist UM Tech Orientation Checklist UM Nurse Orientation Checklist Appeals Orientation Checklist</p> <p>New Hire Compliance PowerPoint</p> <p>New Hire Market Orientation – Louisiana</p> <p>PNM 159 401 Member Complaint Resolution Process</p> <p>PNM Training Manual Excerpt</p> <p>MME Training Manual (Marketing Guidelines Excerpt)</p> <p>MME Training Manual (The Bayou Health Program Excerpt)</p>	<p>No pinpoint citations. Entire documents meet requirement.</p>	
4.6.3	<p>New and existing transportation, prior authorization and member services representatives must be trained in the geography of Louisiana as well as culture and correct pronunciation of cities, towns, and surnames. They must have access to GPS or mapping search engines for the purposes of authorizing services in; recommending providers and transporting members to the most geographically appropriate location.</p>	<p>Met The New Hire Market Orientation PowerPoint slides (New Hire Market Orientation – Louisiana) demonstrates that that new hires are trained in the geography of Louisiana as well as culture and correct pronunciation of cities, towns, and surnames.</p> <p>According to the document Logisticare Geocoding and Mapping:</p> <p>“LogistiCare utilizes LogistiCAD, a sophisticated, multi-user, transaction-based application suite that we designed and built to provide all the capabilities needed to manage the processing and delivery of transportation and logistics services. LogistiCAD is at the center of our processes for capturing client data and determining client eligibility, facilitating ride authorizations, managing complaints, ensuring compliance, managing transportation subcontractors, and reconciling billing.</p> <p>Addresses entered by reservation agents are geocoded utilizing the internal mapping database which calculates the trip mileage and identifies pickup area. Transportation providers operating in that area are assigned to the trip based on several parameters including availability, mode of transportation, level of service and cost. In addition to LogistiCAD’s built-in geobase capabilities to determine mileage, LogistiCare also uses the Microsoft MapPoint Web service to validate the information in our system, which ensures accurate addresses and point-to-point mileage for our reservations.</p> <p>Logisticare agents also have access on their desktop workstations to online mapping search programs such as Bing Maps and Mapquest to aid in any location questions that might arise.”</p>	<p>New Hire Market Orientation – Louisiana (See 4.6.2)</p> <p>LogistiCare Geocoding and Mapping</p> <p>LogistiCare LA-Names_Pronunciation</p> <p>LogistiCare Louisiana Training</p>	<p>No pinpoint citations. Entire documents meet requirement.</p>	

4.6.4	The MCO shall provide the appropriate staff representation for attendance and participation in meetings and/or events scheduled by DHH. All meetings shall be considered mandatory unless otherwise indicated.	Met This requirement is addressed in the Annual Job Description Review Policy and Procedure. The plan demonstrated that key staff are represented in meetings and/or events scheduled by DHH through submission of their DHH All-Plan Meeting Attendance Sheet.	Key Staff JDs	Key staff job descriptions include attendance at DHH meetings, as appropriate.	
4.6.5	DHH reserves the right to attend any and all training programs and seminars conducted by the MCO. The MCO shall provide DHH a list of any marketing training dates (See § 12 Marketing and Member Materials), time and location, at least fourteen (14) calendar days prior to the actual date of training.	Met The Marketing and Member Education Plan document (p.10) states, "AmeriHealth Caritas Louisiana will notify the DHH of any marketing training dates, times and location, at least fourteen (14) calendar days prior to the date of training." The plan submitted a copy of the list of marketing training dates that was submitted to DHH in 2014 as evidence of compliance.	Marketing & Marketing Education Plan		P. 9