

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.</p> <p>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.</p> <p>Through the plan's online portal, Aetna Learning Center, staff members are able to access Technology-Based Training (TBTs) on various topics, including Documentation and Communication Service Excellence, Provider Preventable Conditions Identification of Quality of Care Issues Medicaid 101 Business Conduct and Integrity</p> <p>The training program for staff is structured as evidenced by the fact that staff members are required to complete specific TBTs prior to progressing to next TBT module. The portal tracks each staff member's completion of TBT modules.</p> <p>The plan submitted the training manual for the "Documentation and Communication Module Pre-work/Self Study" TBT (LA_MS_Documentation and Communication_PG.pdf) for Member Services and Case Management staff to demonstrate that they are trained on the appropriate identification and handling of quality of care/service concerns. The plan also has a Potential Quality of Care Concerns (PQOC) for Medicaid TBT module, which is a 40 minute course providing all Aetna Medicaid employees with an overview of what potential quality of care (PQoC) concerns are, how to identify and report a PQoC, as well as some of the guidelines around member permission and fair hearings.</p> <p>The plan submitted a statement regarding Staff Training (see Staff Training.pdf), which states that Initial and on an annual basis all Aetna employees are required to complete the following training:</p> <ul style="list-style-type: none"> • Compliance • HIPPA • Business Conduct and Integrity • Fraud Waste and Abuse • Cultural Competency 	<p>LA_ICM_Agenda.pdf PQOC_TBT_.pdf LA_MS_Documentation_and Communication_PG.pdf</p>		<p>Page 2 Page 1 Page 53</p>

		<p>In addition, it states that immediate training will occur when there is a contractual and or a compliance change within our contract or within Aetna, and specialized training occurs within the quarterly meetings.</p> <p>It is recommended that this information is added to a Staff Training P/P for future reference.</p> <p>Several key staff is in the process of being hired. Once hired they will complete their initial training, including FWA and training in cultural competency.</p>			
<p>4.6.3</p>	<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.</p> <p>The plan submitted the Program Overview for Aetna Medicaid staff. This training document contains a section on the geography of Louisiana as well as culture and correct pronunciation of cities, towns, and common words. Pronunciation of common surnames was not found in the document, however. It was not clear if transportation representatives are required to complete this training as well.</p> <p>In their statement (Staff Training.pdf, p.2), Aetna states that provider services and network services department representatives complete an initial provider training to our transportation vendor LogistiCare's identified staff. This training includes a program overview, contractual requirements, policies/procedures and review of all required annual training listed below. LogistiCare is required to complete initial and ongoing training with their representatives and drivers on the following requirements:</p> <ul style="list-style-type: none"> • HIPAA • Compliance • Business Conduct and Integrity • Fraud Waste and Abuse • Cultural Competency • Billing requirements • Authorization requirements <p>In addition, all staff has access to mapping applications available through that internet. Any staff that travels to provider offices, members' homes and or other community events will have a cell phone with GPS capabilities.</p>	<p>LA_Plan_Overview.pdf</p>		<p>Page 39-56</p>

		<p>It is recommended that this information is added to a Staff Training P/P for future reference.</p> <p>Training of Logisitcare staff to be held prior to 2/1 implementation.</p>			
4.6.4	<p>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.</p>	<p>Met.</p> <p>The plan submitted the State Meetings/Event Participation Expectation P/P which states that "the appropriate personnel will be in attendance at all DHH meetings via phone or onsite as requested and scheduled by the State, Enrollment Broker or other designated entity of the State.</p> <p>The appropriate personnel will be determined based on topic and discussions outlined by the State. In addition, key management and support staff will be represented in the meetings to assure action items and questions are followed up on and closed to the State's satisfaction."</p>	DHH Meetings and Events.pdf		Page 1
4.6.5	<p>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.</p>	<p>Met.</p> <p>The plan submitted a screenshot of an event roster listing the names of registrants for a specific staff training event.</p> <p>A calendar of training events per department will be initiated after go live and posted on our Share Point site. Aetna states that DHH is invited to attend any and all training programs and seminars conducted by the plan.</p>	<p>Training_roster.pdf</p> <p>Training_Transcript.pdf</p>		<p>Page 1</p> <p>Page 1</p>