

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	Staff Training and Meeting Attendance				
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</p> <p>Amerigroup utilizes Articulate (articulate.com) to provide interactive training courses to their staff.</p> <p>The New Hire EPIC training module trains all new hires on Ethics, Privacy, Information Security and Compliance.</p> <p>The plan also submitted the slides for their Marketing Integrity Program training module, Cultural Competency module and the Fraud and Abuse training module.</p> <p>To demonstrate ongoing training, the plan submitted the training slides from Articulate on the following topics –</p> <ul style="list-style-type: none"> ○ 2014 Medicaid Compliance Refresher ○ 2014 Marketing Integrity Program Refresher <p>Monitoring, tracking, and reporting of staff training via My Learning software is addressed in Instructor’s Portal Reporting Screen.</p> <p>New Hire employee notification via OBE Communication addressed in Training Correspondence screens.</p> <p>New hire obligations to complete New Associate Orientation and Medicaid Business Unit Compliance Program addressed in WellPoint Medicaid Business Unite New Hire Training.</p> <p>Compliance Training & Education addressed in Medicaid Compliance Governance document</p> <p>Specific training modules addressed in Additional Functional Area of Specific Training document for areas within Quality, UM, Provider Relations.</p>	<p>2014 Medicaid Refresher Training</p> <ul style="list-style-type: none"> – Cultural Competency Training – New Hire Emergency Response Procedures – New Hire EPIC (Ethics, Privacy, Information Security, and Compliance) – Marketing Integrity Program Refresher Training – Marketing Integrity Program New Hire – New Hire Introduction to Health care Fraud and Abuse 	Full Documents	All Pages
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</p>	<p>Met</p> <p>The plan submitted the Cultural Competency training module slides as well as the LA Market Orientation training slides. The latter contains information on the geography of Louisiana as well as culture and correct pronunciation of cities, towns, and surnames.</p> <p>Evidence submitted showing Compass enables staff to search for the for</p>	LA Market Overview	Full document	All Pages

	authorizing services in; recommending providers and transporting members to the most geographically appropriate location.	member services via geographical locationis.			
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 The plan submitted copies of agendas and invitations for meetings scheduled with DHH.	Administrative Simplification Committee Invitation BH All Plan Meeting Agenda – January DHH Meeting Invitation Screen Shot Example of invitation between MCO and DHH Recurring Implementation Invitation	All Documents	All Pages
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.	Not Met The plan submitted statement that training dates were not submitted to DHH in 2014. Going forward, all Marketing training will be include on the even calendar Report #109, no less than 14 days prior to the scheduled training. In the event a training date is changed, this change will be reflected in the event calendar no less than 14 days prior to the training.	Amerigroup Marketing Plan 2015	Appendix D Training, 2 nd paragraph	Page 25