

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. The plan submitted a draft of their Communications Plan, which describes how UHC will regularly communicate with the health plan staff to provide reminders, information, guidance, and updates on compliance-related matters, including market-specific contract compliance and the Compliance Program, intending to educate health plan staff on compliance matters as well as demonstrate the need for ownership of compliance.</p> <p>There is a section on Education and Training contained within the Fraud and Abuse Prevention and Detection P/P, which states that all UHC employees are required to read and follow the UnitedHealth Group Code of Conduct – Our Principles of Ethics and Integrity and the Employee Handbook and to familiarize themselves with the policies and procedures that have been established in each functional area to detect, deter and report fraud and abuse.</p> <p>The plan provided a copy of the LearnSource Curriculum which lists FWA training sessions provided by UHC to staff members, including</p> <ul style="list-style-type: none"> • FRAUD, WASTE, & ABUSE NEW HIRE TRAINING • FRAUD, WASTE, & ABUSE ANNUAL TRAINING 2014 • CODE OF CONDUCT ANNUAL ATTESTATION <p>The Internal Staff Training Template document describes UHC's planned efforts in training their internal staff prior to LA Acute Bayou Health implementation by department. For example, the training for Member Call Center will cover topics such as "CSP- CSP Platform LA Acute: contract overview, Continuity of Care, authorizations, performance requirements/ SLAs, covered services, Fraud & Abuse", while for Member Grievance & Appeals department, their training will cover "LA Acute: Contract overview, Review Policies & Procedures, Systems Training, Types of Appeals, Grievances, State Fair Hearing, Letters-Decision, Resolution & Amended; Letter Writing, Fraud & Abuse".</p> <p>The plan submitted a report which tracks employees' training</p>	<p>LearnSource Curriculum 4.6</p> <p>Fraud and Abuse Prevention and Detection P&P</p> <p>Draft Communications Plan 2105 4.6</p> <p>Staff Training 4.6</p>	<p>Entire Document</p> <p>Education and Training</p> <p>Entire Document</p> <p>Entire Document</p>	

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		<p>progress and flags employees who have not completed required training modules.</p> <p>Additionally, the LearnSource Curriculum shows annual and ongoing training modules.</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:</p> <p>According to the Acute Training Plan, the transportation department (LogistiCare Transportation) are to be trained on the following topics: LA Acute contract overview including geography, culture, correct name pronunciation of cities, towns, surnames, diversity training, communication skills, customer service, HIPAA, ADA communicating with aging member.</p> <p>The Member Call Center, Member Grievance & Appeals, PPR (Provider Phone Representative) departments should also be trained on the same topics as the transportation department.</p> <p>During the onsite visit, the plan submitted documentation regarding LogistiCare's usage and access to a transaction-based application to manage transportation services. UHC staff has access to a Find a Doctor tool to search for providers based on geography.</p>	LA Acute Training Plan 4.6	Entire Document	
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>According to the 2014 READINESS REVIEW NARRATIVE (Meeting Attendance Narrative.doc) written by the plan's Compliance Officer (Larry Smith) "UnitedHealthcare Community Plan attends all meetings and events scheduled by DHH, evidenced by sign in sheets maintained by DHH, but also by personal contact with DHH staff at those meetings."</p> <p>The plan submitted a revised version of the Fraud and Abuse Prevention and Detection P/P which now includes a section on Mandatory Meetings (p.9), which contains this contract language.</p> <p>The plan also submitted copies of the attendance sheets from the All Health Plan meetings from 02/17/14 and 03/13/14 with the DHH. Key UHC staff members were in attendance for</p>	Meeting Attendance Narrative 4.6	Entire Document	

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		these meetings.			
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.	The plan submitted Member Communications P/P (MBR) ED100, which contains this contract language in page 9.	Staff Training 4.16	Entire Document	