



DBPM Amendment 11
Attachment B11 – Changes to Attachment B, Statement of Work

Item	Change From	Change To	Justification
1	<p>2.2.2.6 Additional Required Personnel</p> <p>The DBPM must designate additional management and technical personnel who will be assigned to the Contract for the following functional areas:</p> <p>2.2.2.6.1 Enrollee Services;</p> <p>2.2.2.6.2 Benefit Administration and Utilization</p> <p>2.2.2.6.3 Quality Improvement;</p> <p>2.2.2.6.4 Financial Operations; and</p> <p>2.2.2.6.5 Reporting.</p>	<p>2.2.2.6 Additional Required Personnel</p> <p>The DBPM must designate additional management and technical personnel who will be assigned to the Contract for the following functional areas:</p> <p>2.2.2.6.1 Enrollee Services;</p> <p><u>2.2.2.6.2 Provider Relations, including local field support;</u></p> <p>2.2.2.6.23 Benefit Administration and Utilization</p> <p>2.2.2.6.34 Quality Improvement;</p> <p>2.2.2.6.45 Financial Operations; and</p> <p>2.2.2.6.56 Reporting.</p>	<p>This revision adds provider services field representatives as required staff to align with requirements of section 2.7.2.</p>
2	<p>2.7.2 Provider Relations</p> <p>2.7.2.1 The DBPM shall, at a minimum, provide a provider relations help-desk function to provide support and assistance to all providers in their DBPM network. This function shall:</p>	<p>2.7.2 Provider Relations</p> <p>2.7.2.1 The DBPM shall, at a minimum, provide a provider relations help-desk function <u>and local field support representatives</u> to provide support and assistance to all providers in their DBPM network. This function shall:</p>	<p>This revision adds the requirement for local field support to address provider issues in person.</p>
3	<p>2.10.3 Standard Resolution of Appeals</p> <p>...</p> <p>[new provision]</p>	<p><u>2.10.3.10 The DBPM shall be subject to penalties if it is determined by LDH that the DBPM has thirty percent (30%) or more of denied appeals reversed or otherwise resolved in favor of the enrollee within a twelve (12) month period.</u></p>	<p>This revision establishes a threshold for denied appeals reversed or otherwise resolved in favor of the enrollee.</p>
4	<p>2.6.4 Demonstration of Network Adequacy</p> <p>...</p>	<p>2.6.4 Demonstration of Network Adequacy</p>	<p>This revision is necessary to ensure proper reporting of network adequacy.</p>

	<p>[new provision]</p>	<p>...</p> <p><u>2.6.4.2 For the purposes of assessing Network Adequacy, the Contractor shall consider only those network providers who are actively providing services to Enrollees, which shall be defined as: (1) providers that have submitted at least twenty-five (25) claims within the prior six (6) calendar months; or (2) any network providers that were newly contracted within the prior six (6) calendar months, regardless of claim submissions. Requests for exceptions for certain provider types and/or rural geographic areas must be submitted in writing to LDH for approval.</u></p>							
5	<p>3.6.5 Table of Monetary Penalties</p> <p>...</p> <table border="1" data-bbox="290 714 1048 1047"> <tr> <td data-bbox="290 714 354 1047">10.</td> <td data-bbox="354 714 704 1047">Failure to comply with any enrollee services or provider services requirements specified in the Contract.</td> <td data-bbox="704 714 1048 1047"> <p>\$10,000 per month, for failure to meet phone line performance measures.</p> <p>\$5,000 per day for failure to operate phone line.</p> <p>\$2,500 per occurrence for every other requirement.</p> </td> </tr> </table>	10.	Failure to comply with any enrollee services or provider services requirements specified in the Contract.	<p>\$10,000 per month, for failure to meet phone line performance measures.</p> <p>\$5,000 per day for failure to operate phone line.</p> <p>\$2,500 per occurrence for every other requirement.</p>	<p>3.6.5 Table of Monetary Penalties</p> <p>...</p> <table border="1" data-bbox="1257 714 2016 1226"> <tr> <td data-bbox="1257 714 1322 1226">10.</td> <td data-bbox="1322 714 1671 1226">Failure to comply with any enrollee services or provider services requirements specified in the Contract.</td> <td data-bbox="1671 714 2016 1226"> <p>\$10,000 per month, for failure to meet phone line performance measures.</p> <p>\$5,000 per day for failure to operate phone line.</p> <p><u>\$2,500 per occurrence of failure to comply with provider complaint and resolution standards.</u></p> <p>\$2,500 per occurrence for every other requirement.</p> </td> </tr> </table>	10.	Failure to comply with any enrollee services or provider services requirements specified in the Contract.	<p>\$10,000 per month, for failure to meet phone line performance measures.</p> <p>\$5,000 per day for failure to operate phone line.</p> <p><u>\$2,500 per occurrence of failure to comply with provider complaint and resolution standards.</u></p> <p>\$2,500 per occurrence for every other requirement.</p>	<p>This revision adds a monetary penalty for failing to comply with section 2.7.7.</p>
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6	<p>3.6.5 Table of Monetary Penalties</p> <p>...</p> <p>[new monetary penalty]</p>	<p>3.6.5 Table of Monetary Penalties</p> <p>...</p> <table border="1" data-bbox="1163 324 1948 542"> <tr> <td data-bbox="1163 324 1231 542">27.</td> <td data-bbox="1231 324 1580 542"> <p><u>Failure to maintain denied appeals reversed through the appeals or state fair hearing processes within established thresholds.</u></p> </td> <td data-bbox="1580 324 1948 542"> <p>\$50,000 per occurrence in addition to \$10,000 for each percentage point over the target.</p> </td> </tr> </table>	27.	<p><u>Failure to maintain denied appeals reversed through the appeals or state fair hearing processes within established thresholds.</u></p>	<p>\$50,000 per occurrence in addition to \$10,000 for each percentage point over the target.</p>	<p>This revision adds a monetary penalty for failing to comply with sections 2.10.3.10 and 2.10.6.11.</p>
27.	<p><u>Failure to maintain denied appeals reversed through the appeals or state fair hearing processes within established thresholds.</u></p>	<p>\$50,000 per occurrence in addition to \$10,000 for each percentage point over the target.</p>				