

PART 13: QUALITY

LDH's **Medicaid Managed Care Quality Strategy** ("Quality Strategy") defines and drives the overall vision for advancing health outcomes and quality of care provided to Louisiana Medicaid enrollees. The MCO must have an overall quality management and quality improvement approach with specific strategies that advance the Quality Strategy and LDH's incentive-based quality measures.

LDH has also developed an **MCO Quality Companion Guide** that focuses on core quality improvement activities. The MCO shall refer to this companion guide for clarification of contract requirements and external quality review organization (EQRO) activities and processes. This includes timeline and format specifications for performance measure and Performance Improvement Project (PIP) reporting.

LDH has established the opportunity for MCOs to participate in incentive arrangements in accordance with 42 C.F.R. § 438.6(b). Each incentive arrangement will include specified activities, targets, performance measures, or quality-based outcomes for a fixed length of time that support the Quality Strategy. These incentive arrangements will collectively be known as the Managed Care Incentive Payment (MCIP) program. All incentive arrangements must comply with the MCIP Program Protocol developed by LDH and the MCIP section of the Contract.

See the *Resources* section for links to the Quality Strategy and **MCO Quality Companion Guide**.

PERFORMANCE IMPROVEMENT PROJECTS

At LDH's request, prior to initiation for each LDH-directed PIP, the MCO shall submit in writing a PIP proposal, in compliance with this Manual and the Contract, for LDH approval. The Proposal shall include:

- ❖ An overview explaining how and why the project was selected, the status of the PIP, and its relevance to the MCO enrollees and providers;
- ❖ The study question;
- ❖ The study population;
- ❖ The quantifiable measures to be used, including the baseline and goal for improvement;
- ❖ Baseline methodology;
- ❖ Data sources;
- ❖ Data collection methodology and plan;
- ❖ Data collection plan and cycle, which must be at least monthly;
- ❖ Results with quantifiable measures;
- ❖ Analysis with time period and the measures covered;
- ❖ Explanation of the methods to identify opportunities for improvement; and
- ❖ An explanation of the initial interventions to be taken.

For behavioral health, the MCO shall develop and implement a mechanism for soliciting feedback from in-network providers and facilities to identify barriers/issues and inform intervention, if recommended by LDH.