**REPORTING REQUIREMENTS**

# PURPOSE

The Reporting Requirements outlines the reports required in the General Plan and Specialty Plan contract, the due date of the reports, the potential penalty for late reports, and the contact information for submission of the reports.

These reports are subject to liquidated damages under Section 2.30.6.a, *Reports and Deliverables.*

# PROCESS

Reports are categorized below as monthly, quarterly, semi-annual, annual and miscellaneous reports. All reports must be submitted on or before the due date to [**MHD.MCReporting@dss.mo.gov**](mailto:MHD.MCReporting@dss.mo.gov)unless otherwise noted. The health plan must obtain a return receipt and shall maintain it for audit purposes.

# MONTHLY REPORTS

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Report Requirement** | **Due Date** | **Penalty** |
| 2.22.4 | Health Plan Hospital Services Reporting | 30 days after the month end for services provided. | $100.00 per day per report or deliverable |
| 2.16.3.e & 2.23.6 | Grievance and Appeal Report: Member Issue Log | 15 days after the month end. | $100.00 per day per report or deliverable. |
| 2.23.21 | Institution of Mental Disease (IMD) Services Report | 30 days after the month end for services provided. | $100.00 per day per report or deliverable |
| 2.33.6.e | Monthly Provider Exclusion Letter | Last working day of following month. | $100.00 per day per report or deliverable. |

# QUARTERLY REPORTS

**All quarterly reports are due according to the following timeframes:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Time Period** | | **Due Date** | |
| 1st Quarter  (July thru September) | | Last business day of October each year | |
| 2nd Quarter (October thru December) | | Last business day of January each year | |
| 3rd Quarter (January thru March) | | Last business day of April each year | |
| 4th Quarter (April thru June) | | Last business day of July each year | |
| If the due date for a quarterly report falls on a non-business day, then the report is due on the last business day of the month prior to the month the report is due. Example: If June 1st falls on a Saturday, the report is due on Friday, May 31. | | | |
| **Citation** | **Report Requirement** | | **Penalty** |
| 2.22.7 | Third Party Savings Reports | | $100.00 per day per report or deliverable. |
| 2.23.3 | Call Center Report. | | $100.00 per day per report or  deliverable. |
| 2.23.4.a | Care Management Member Journey Report | | $100.00 per day per report or deliverable |
| 2.23.4.c | Care Management Self Report (Pregnancy  Only) | | $100.00 per day per report or  deliverable. |
| 2.23.4.d | Improvement Plan Report | | $100.00 per day per report or deliverable |
| 2.23.6 | Complaint, Grievance and Appeal Report:  Provider Issues Log | | $100.00 per day per report or  deliverable. |
| 2.23.5 | Disease Management Report. | | $100.00 per day per report or  deliverable. |
| 2.23.14 | Suspected Fraud, Waste or Abuse Report: Case Log. | | $100.00 per day per report or deliverable. |
| 2.23.15 | Timeliness of Claims Adjudication Report. | | $100.00 per day per report or  deliverable. |
| 2.23.18 | Prior Authorization and Denials Log | | $100.00 per day per report or  deliverable. |
| 2.23.22 | Overpayments Due to Fraud Report Template | | $100.00 per day per report or deliverable. |
| 2.23.23 | Critical Incident Report | | $100.00 per day per report or deliverable. |

# FINANCIAL QUARTERLY REPORTS

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Report Requirement** | **Due Date** | **Penalty** |
| 2.22.2.c | Unaudited Health Plan Financial Reporting Form.  Must be provided to the state agency’s contracted actuary. | March 1,  May 15,  September 1, and  November 15 | $100.00 per day per report or deliverable. |

# SEMI-ANNUAL REPORTS

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Report Requirement** | **Due Date** | **Penalty** |
| 2.22.3 | Health Plan Encounter Data  Questionnaire | May 15 and  November 15 | $100.00 per day per  report or deliverable. |

# ANNUAL REPORTS

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Report Requirement** | **Due Date** | **Penalty** |
| 2.8.4.b | Provider Preventable Conditions | Due 6 months following the end of fiscal year | $100.00 per day per report or deliverable |
| 2.5.2 & 2.23.10.c | Network Development and Management Report | July 31 and/or as requested by the state agency | $100.00 per day per report or deliverable. |
| 2.1.7.a.8 | Disclosure of Member Incentives | September 30 | $100.00 per day per report or deliverable. |
| 2.1.7.b.6, 2.22.6 & 3.17.2.f | Disclosure of Provider Incentive Plans. | July 1 | $100.00 per day per report or deliverable. |
| 2.1.7.b.10 & 2.22.6 | Disclosure of Federal Physician Incentive Plans | July 1 | $100.00 per day per report or deliverable. |
| 2.22.1 | Audited Health Plan Financial Reporting Form.  Must be provided to the state agency’s contracted actuary. | June 1 | $100.00 per day per report or deliverable. |
| 2.23.4.b | Health Care Management Member Survey | Within the timeframes required by the state agency | $100.00 per day per report or deliverable. |
| 2.23.7.b | List of contracted entities on: Attachment 6-Federally  Qualified Health Centers, Rural Health Clinics, Community Mental Health Centers,  Safety Net Hospitals, Family Planning and STD Providers | As required by state agency | $100.00 per day per report or deliverable. |
| 2.23.8 | Healthcare Quality Data | As required by state agency | $100.00 per day per report or  deliverable. |
| 2.23.9 | Marketing and Education Materials Verification. | October 1 | $100.00 per day per report or deliverable. |
| 2.23.11.a.1 | Healthcare Quality Data Template – Regional and Statewide (HEDIS Measures) . | June 15 | $100.00 per day per report or deliverable. |
| 2.23.11.a.2 | Trends in Missouri MO HealthNet Quality Indicators | December 31 or within 30 days after DHSS final report approval, whichever is later.  Contact:  Epidemiology for Public Health Practice, Department of Health and Senior Services  P. O. Box 570  Jefferson City, MO 65102 (573) 751-6289  [Tanner.Turley@health.mo.gov](mailto:Tanner.Turley@health.mo.gov) and [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.23.11.a.4 | Member Satisfaction Data/Report (CAHPS) pursuant to  19 CSR 10-5.010 | June 15 | $100.00 per day per report or deliverable. |
| 2.23.11.b | HEDIS Indicators by MO HealthNet Managed Care Health Plans within Regions, Live Births | December 31 or within 30 days after DHSS final report approval, whichever is later.  Contact:  Epidemiology for Public Health Practice, Department of Health and Senior Services  P. O. Box 570  Jefferson City, MO 65102 (573) 751-6289  [Tanner.Turley@health.mo.gov](mailto:Tanner.Turley@health.mo.gov) and [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.23.11.b | Quality Assessment & Improvement Evaluation Report. | April 30 | $100.00 per day per report or deliverable. |
| 2.23.12 | Adult and Child Core Sets Report | November 30 | $100.00 per day per report or deliverable. |
| 2.23.13 | Subcontractor Oversight Annual Evaluation Report. | November 30 | $100.00 per day per report or deliverable. |
| 2.23.16 | Mental Health Parity Compliance  Report | October 1 | $100.00 per day per report or  deliverable. |
| 2.23.20 | FY2022 EPSDT  Self-Report Instructions | January 31 | $100.00 per day  per report or deliverable. |
| 2.23.22 | Overpayments Due to Fraud Reporting Template | July 31 | $100.00 per day  per report or deliverable. |
| 2.30.4.d & 3.18.3 | Medical Loss Ratio Template | Due within 10 months following the end of the MLR Reporting Year.  MLR Reporting for the Specialty Plan shall use the template specified in 3.18.3. | $100.00 per day per report or deliverable. |
| If the due date for an annual report falls on a non-business day, then the report is due on the last business day of the month it is due. Example: If April 30 falls on a Sunday the annual report is due on  Friday, April 28. | | | |

# MISCELLANEOUS DELIVERABLES

**These reports are required upon request by the State agency and within the timeframe indicated. Please provide the report or notice to the staff indicated.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.1.4.d | Modifications, additions, or deletions to policies and procedures developed as a direct requirement of the contract on:  Policy Submission Form | 30 days prior implementation. | $100.00 per day per report or deliverable. |
| 2.1.7.a 3 | Member Incentive Template. | 30 days prior to implementation.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.1.7.b.3 | State Provider Incentive Program Tool | 30 days prior to implementation.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.1.7.b.10 | Changes to federal physician incentive plans. | Within 5 business days of change. | $100.00 per day per report or deliverable. |
| 2.2.4 | Inform the state agency in writing of staffing changes for specified key  positions. | Within 7 days of change. | $100.00 per day per report or deliverable. |
| 2.5.13.a | Changes to the composition of the health plan provider network or health care service subcontractor’s provider network that materially affect availability of covered services. | Within 5 business days of first awareness/notification of change. | $100.00 per day per report or deliverable. |
| 2.5.13.a.4 | Report to the state agency when the health plan providers have reached 85% capacity. | Within 5 business days of first awareness/notification of change. | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.8.5.q.3 | Use of guidelines for maternity benefits other than those specified in the contract. | 30 days prior to implementation/use. | $100.00 per day per report or deliverable. |
| 2.8.9 | Offering of additional health benefits or discontinuing such benefits. | 30 days prior to discontinuing the benefit.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.13.12.b | Notify state agency of any discrepancies of weekly reconciliation of enrollment file. | Within 30 business days.  [MHD.MCOperations@dss.mo.gov](mailto:MHD.MCOperations@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.13.16.d | Member handbook. | 30 days prior to use.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.8.13 | Offerings of new programs | As specified in contract at 2.8.13 | $100.00 per day per report or deliverable. |
| 2.13.18.d | Request to disenroll member. | As specified in contract at 2.13.18.d | $100.00 per day per report |
| 2.13.18.f | Member’s acute inpatient hospitalization on effective date of coverage. | Effective date of coverage.  [MHD.MCOperations@dss.mo.gov](mailto:MHD.MCOperations@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.14.2.c | Marketing plan and all marketing and member education materials. | 30 days prior to implementation/use.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.14.3.f.2 | Gifts offered during any community activity. | 30 days prior to implementation/use.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.15.6.f.1 | Publicity prepared by or for the health plan. | 30 days prior to implementation/use.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.15.11.a | Member notification of changes in health plan operations. | 30 days prior to implementation.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.15.11.b | Written member notifications. | 60 days prior to implementation.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.16 | Member grievance and appeal system notices. | 60 days prior to implementation.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.16.2 | Member grievance and appeal system policies and procedures. | 30 days prior to implementation. | $100.00 per day per report  or deliverable. |
| 2.16.2.e | Member flyer explaining grievance and appeal system. | 30 days prior to implementation.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.17 | Provider Notifications. | 30 days prior to implementation. | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.18.2 | Provider complaints and appeals policies and procedures. | 30 days prior to implementation/use. | $100.00 per day per report or deliverable. |
| 2.19.7 | Results of health plan internal monitoring, evaluation, and action plan implementation. (monthly, quarterly or annually as specified by the state agency) Refer to the Health Plan Reporting Schedule and Templates | As required by state agency. | $100.00 per day per report or deliverable. |
| 2.19.9.c.3 | Furnish annual updated information required in *Ownership or Controlling Interest Disclosure and Transaction Disclosure Reports.* | Within 35 days of request. | $100.00 per day per report  or deliverable. |
| 2.22.5 | Furnish updated ownership and financial disclosure information within 35 days of a written request. | Within 35 days of written request. | $500.00 per calendar day per report  or deliverable. |
| 2.23.1 | Provide information concerning uniform utilization, quality assessment and improvement, member satisfaction, complaint, grievance, and appeal, fraud, waste and abuse detection, and behavioral health data on a regular basis. Periodically make available clinical outcome data. | As required by state agency. | $100.00 per day per report or deliverable. |
| 2.23.2 | Publishing or making formal public presentations of statistical or analytical material based on the health plan’s enrollment. | 30 days prior to implementation/use.  [MHD.MCMarketing@dss.mo.gov](mailto:MHD.MCMarketing@dss.mo.gov) | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.23.7.a | Reporting requirements for services provided by FQHCs or RHCs.  Federally Qualified Health Center and Rural Health Clinic M-1 Instructions and Forms | Upon request | $100.00 per day per report or deliverable. |
| 2.23.11.a | Periodic Reports of Quality and Utilization | As required by state agency. | $100.00 per day per report or deliverable. |
| 2.23.19 | Inpatient Certification Report | Daily | $100.00 per day per report or deliverable |
| 2.23.23 | Critical Incident Report: summarizing the total number of incidents, outcomes of health plan’s review, and remedial actions taken in response to reported incidents and quality of care concerns. | Forty-five (45) days following the end of each quarter | $100.00 per day per report or deliverable. |
| 3.21 | Provide Children’s Division or FCCM case manager access to members’ medical records within ten business days of receipt of written request. Fax or overnight mail medical records involving emergency or urgent care issues upon request. | Within ten (10) business days of receipt of written request. | $100.00 per day per report or deliverable. |
| 2.29.5.f | Provide access to enrollees’ medical records within 30 calendar days of request. Provide access to a single or small volume of medical records within 5 calendar days of request. Fax or overnight mail medical records involving emergency or urgent care issues upon request. | Immediately, within 5 calendar days or within 30 days depending on the situation as indicated in the contract. | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.30.7.b | Acceptable action plan for correcting administrative  services failure. | 5 working days. | $100.00 per day per report  or deliverable. |
| 2.33.2 | Changes to approved fraud, waste and abuse plan. | 30 days prior to implementation/use. | $500.00 per calendar day per report  or deliverable. |
| 2.33.3.a | Lock-in member notices. | 60 days prior to implementation. | $100.00 per day per report or deliverable. |
| 2.33.3.b | Lock-in policies and procedures. | 30 days prior to implementation. | $100.00 per day per report or deliverable. |
| 2.33.2.b.11 | A description of the health plan’s required anti-fraud and training/certification program and the training modules and certifications issued | October 1st | $100.00 per day per report or deliverable. |
| 2.33.7 | Furnish provider/subcontractor disclosure information annually at contract renewal or within 35 days of a written request. | Within 35 days of written request. | $500.00 per calendar day per report or deliverable. |
| 2.35.2 | Identification and notification of the name, title, address, and telephone number of one duly authorized representative. | Within 5 business days after award of contract.  Director of Managed Care (573) 526-4274  and [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 2.35.8 | Disclose if any funds other than those paid to the MO HealthNet Managed Care health plan by the state agency have been used or will be used to influence persons or entities indicated. | Disclosure required at any time funds are used or will be used. | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 2.38.3 | Notice of any use or disclosure of the Protected Health Information not permitted or required. | No later than five calendar days after awareness or disclosure.  Holly Hern  MHD Privacy Officer (573) 751-7996  [Holly.M.Hern@dss.mo.gov](mailto:Samantha.Cook@dss.mo.gov) and | $100.00 per day per report or deliverable. |
|  |  | [HIPAABreachReporting@dss.mo.gov](mailto:HIPAABreachReporting@dss.mo.gov) |  |
|  |  | and |  |
|  |  | [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) |  |
| 3.8.2 | Evidence of adequate liability insurance. | Before/upon contract award.  Stacia Dawson, Buyer Office of Administration  [Stacia.Dawson@oa.mo.gov](mailto:Stacia.Dawson@oa.mo.gov)  and [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 3.8.3 | Notification if insurance coverage is canceled. | Immediate notification.  Stacia Dawson, Buyer Office of Administration  [Stacia.Dawson@oa.mo.gov](mailto:Stacia.Dawson@oa.mo.gov) And  [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) | $100.00 per day per report or deliverable. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Citation** | **Deliverables Requirement** | **Due Date/Contact** | **Penalty** |
| 3.9.4 | Establishing any new subcontracting arrangements and before changing any subcontractors. | 30 days prior to implementation or 60 days if require member notice. | $100.00 per day per report or deliverable. |
| 3.10.1 | Transfer of any interest in the contract whether by assignment or otherwise requires prior written consent of the Division of Purchasing and Materials Management. | Prior to transfer.  Stacia Dawson, Buyer, Office of Administration  [Stacia.Dawson@oa.mo.gov](mailto:Stacia.Dawson@oa.mo.gov) and  [MHD.MCReporting@dss.mo.gov](mailto:MHD.MCReporting@dss.mo.gov) | $100.00 per day per report or deliverable. |
| 3.16 | Release of reports, documentation, or material prepared as required by the contract. | 30 days prior to implementation/use. | $100.00 per day per report or deliverable. |