

# REPORTING SCHEDULE

## PURPOSE

The Reporting Schedule outlines the time frames for submission of some reports required in the General Plan and Specialty Plan contract.

## PROCESS

All reports must be submitted on or before the due date to **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
2.16.3.e & 2.23.6	Grievance and Appeal Report: Member Issue Log	30 calendar days after month end.	\$100.00 per day per report or deliverable.
2.22.4	Health Plan Hospital Services Reporting	30 calendar days after month end.	\$100.00 per day per report or deliverable
2.23.21	Institution of Mental Disease General Plan (IMD) Services Report	30 calendar days after month end.	\$100.00 per day per report or deliverable
2.33.6.e	Monthly Provider Exclusion Letter	30 calendar days after month end.	\$100.00 per day per report or deliverable.

## QUARTERLY REPORTS

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

Time Period		Due Date	
1 <sup>st</sup> Quarter (July thru September)		30 calendar days after month end.	
2 <sup>nd</sup> Quarter (October thru December)		30 calendar days after month end.	
3 <sup>rd</sup> Quarter (January thru March)		30 calendar days after month end.	
4 <sup>th</sup> Quarter (April thru June)		30 calendar days after month end.	
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. Example: 30 calendar days after September 30 <sup>th</sup> , 2022 is Sunday, October 30 <sup>th</sup> , the report is due Friday, October 28 <sup>th</sup> .			
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.
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 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	
2.23.5	Disease Management 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.	
2.23.14	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.	

2.23.17	Certified Community Behavioral Health Organizations (CCBHOs)	\$100.00 per day per report or deliverable.
2.23.18	Prior Authorization and Denials Log	\$100.00 per day per report or deliverable.
2.23.21	Institution of Mental Disease Specialty Plan (IMD) Services Report	\$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.

## SEMI-ANNUAL REPORTS

<b>Citation</b>	<b>Report Requirement</b>	<b>Due Date</b>	<b>Penalty</b>
2.22.3	Health Plan Encounter Data Questionnaire	May 15 and November 15	\$100.00 per day per report or deliverable.

## ANNUAL REPORTS

<b>Citation</b>	<b>Report Requirement</b>	<b>Due Date</b>	<b>Penalty</b>
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.
2.5.2 & 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.
2.8.4.b	Provider Preventable Conditions	Due 6 months following the end of fiscal year	\$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 <a href="mailto:Tanner.Turley@health.mo.gov">Tanner.Turley@health.mo.gov</a> and <a href="mailto:MHD.MCReporting@dss.mo.gov">MHD.MCReporting@dss.mo.gov</a>	\$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  <a href="mailto:Tanner.Turley@health.mo.gov">Tanner.Turley@health.mo.gov</a> and <a href="mailto:MHD.MCReporting@dss.mo.gov">MHD.MCReporting@dss.mo.gov</a>	\$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	October 31	\$100.00 per day per report or deliverable.
2.23.13	Subcontractor Oversight Reports	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	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.**

<b>Citation</b>	<b>Deliverables Requirement</b>	<b>Due Date/Contact</b>	<b>Penalty</b>
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.  <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$100.00 per day per report or deliverable.
2.1.7.b.3	State Provider Incentive Program Tool	30 days prior to implementation.  <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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.
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.

<b>Citation</b>	<b>Deliverables Requirement</b>	<b>Due Date/Contact</b>	<b>Penalty</b>
2.8.9	Offering of additional health benefits or discontinuing such benefits.	30 days prior to discontinuing the benefit. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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.
2.13.12.b	Notify state agency of any discrepancies of weekly reconciliation of enrollment file.	Within 30 business days. <a href="mailto:MHD.MCOperations@dss.mo.gov">MHD.MCOperations@dss.mo.gov</a>	\$100.00 per day per report or deliverable.
2.13.16.d	Member handbook	30 days prior to use. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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. <a href="mailto:MHD.MCOperations@dss.mo.gov">MHD.MCOperations@dss.mo.gov</a>	\$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. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$100.00 per day per report or deliverable.
2.14.3.f.2	Gifts offered during any community activity.	30 days prior to implementation/use. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$100.00 per day per report or deliverable.



<b>Citation</b>	<b>Deliverables Requirement</b>	<b>Due Date/Contact</b>	<b>Penalty</b>
2.15.11.b	Written member notifications.	60 days prior to implementation. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$100.00 per day per report or deliverable.
2.16	Member grievance and appeal system notices.	60 days prior to implementation. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$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.
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 <i>Ownership or Controlling Interest Disclosure and Transaction Disclosure Reports</i> .	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.

<b>Citation</b>	<b>Deliverables Requirement</b>	<b>Due Date/Contact</b>	<b>Penalty</b>
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. <a href="mailto:MHD.MCMarketing@dss.mo.gov">MHD.MCMarketing@dss.mo.gov</a>	\$100.00 per day per report or deliverable.
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 Authorization Report	Daily	\$100.00 per day per report or deliverable

<b>Citation</b>	<b>Deliverables Requirement</b>	<b>Due Date/Contact</b>	<b>Penalty</b>
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.
2.33.2.a	Changes to approved fraud, waste and abuse plan.	30 days prior to implementation/use.	\$500.00 per calendar day per report or deliverable.
2.33.2.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.
2.33.3.b	Lock-in policies and procedures.	30 days prior to implementation.	\$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.
2.39.4.j	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.  MHD Privacy Officer <a href="mailto:MHD.Privacyofficer@dss.mo.gov">MHD.Privacyofficer@dss.mo.gov</a>  HIPAABreachReporting@dss.mo.gov  and  MHD.MCReporting@dss.mo.gov	\$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.