

**SUBCONTRACTOR OVERSIGHT ANNUAL EVALUATION REPORT
TEMPLATE**

(Complete for each subcontractor – 2-5 pages)

Subcontractor Name

GENERAL INTENT

The report shall contain information concerning the effectiveness and impact of the health plan's quality assessment and improvement strategy. The report must provide information that indicates that data is collected, analyzed, and reported, and health operations are in compliance with State, Federal, and MO HealthNet Managed Care contractual requirements. The report must incorporate multiple year outcomes and trends. The report must show that the health plan's QA & I program is ongoing, continuous, and based upon evaluation of past outcomes.

A. Overview of subcontractor including contract effective dates

B. Description of delegated services/products/activities

C. Description of MO HealthNet Managed Care health plan's oversight process
(must include, but shall not be limited to, the following:)

- 1) Review of subcontractor contract documents compliance with requirements included in the MO HealthNet Managed Care contract with state Subcontractor policies and procedures comply with subcontractor/ MO HealthNet Managed Care health plan's/state contract requirements**
- 2) Implementation of policies/procedures/contract requirements**

D. Oversight outcomes/findings (must include, but shall not be limited to, the following:)

- 1) Access/availability**
- 2) Fraud and abuse**
- 3) Grievances and appeals**
- 4) Performance projects and HEDIS measures**
- 5) Encounter data**
- 6) Prior authorization denials**
- 7) Timely payment**

E. Work plan for next year