

Contracting Reform *(As of October 2021)*

Strengthening Program Execution & Compliance in Puerto Rico's Medicaid Enterprise

DEPARTAMENTO DE
SALUD



Background



On December 20, 2019, a series of appropriations bills that were passed in Congress were signed into law, including Public Law 116-94. This legislation contained requirements for Puerto Rico's Medicaid program. One of the Congressional Requirement was as follows:

"Not later than 12 months after the date of enactment of this paragraph, Puerto Rico shall publish a contracting reform plan to combat fraudulent, wasteful, or abusive contracts under Puerto Rico's Medicaid program under title XIX that includes -

- i. Metrics for evaluating the success of the plan; and
- ii. A schedule for publicly releasing status reports on the plan."

Puerto Rico met the Congressional mandate by publishing a Contracting Reform Plan on December 20, 2020. Going beyond the Congressional requirement, we continue to implement the published plan.

Progress to date



- ✓ Puerto Rico has established a monetary threshold for professional services contracts to determine when contracts will go out for competitive procurement
- ✓ Non-professional services and goods (examples include cleaning services for Medicaid offices, unarmed security guards, office equipment such as photocopiers, printing and mail, and water fountains) are now competitively procured by the Puerto Rico General Services Administration (PR GSA, or Administración de Servicios Generales in Spanish)
- ✓ A standardized scoring methodology for proposal evaluation is being created and implemented
- ✓ A transparency portal and publishing process has been developed to host Request for Proposal (RFPs), Request for Information (RFIs), and related documentation
- ✓ An enhanced, standardized process to make procurement and contracting documentation readily available upon request has been established and documented
- ✓ The Puerto Rico Medicaid Enterprise conducted weekly working sessions and convened monthly contracting reform leadership meetings to extensively plan implementation of Contracting Reform and develop a Contracting Reform Playbook which serves as our guide to implement the opportunities and initiatives identified in our Contracting Reform Plan

Going forward



- ❑ Provide ongoing governance and continue implementing the initiatives identified in our Contracting Reform Plan, including engaging stakeholders, expanding strategic development, and planning processes for procuring services, and increasing transparency to make more contracting information publicly available
- ❑ Monitor performance metrics and report out on the Contracting Reform Plan implementation progress on a reoccurring basis

Program Integrity *(As of October 2021)*

Strengthening Program Execution & Compliance in Puerto Rico's Medicaid Enterprise

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SALUD



Background



On December 20, 2019, a series of appropriations bills that were passed in Congress were signed into law, including Public Law 116-94. This legislation contained requirements for Puerto Rico's Medicaid program. One of the Congressional Requirement was as follows:

"In accordance with Program integrity lead.--Not later than 6 months after the date of enactment of this paragraph, the agency responsible for the administration of Puerto Rico's Medicaid program under title XIX shall designate an officer (other than the director of such agency) to serve as the Program Integrity Lead for such program..., Puerto Rico shall publish a plan developed by Puerto Rico in coordination with the Administrator of CMS, and approved by the Administrator, for how Puerto Rico will develop measures to satisfy the payment error rate measurement (PERM) requirements under subpart of part 431 of Title 42 CFR or any successor regulation ... Not later than 18 months after the date of the enactment of this paragraph, Puerto Rico shall publish a plan, developed by Puerto Rico in coordination with the Administrator of CMS, and approved by the Administrator, for how Puerto Rico will comply with the Medicaid Eligibility Quality Control (MEQC) requirements of Subpart P of Part 431 of Title 42 CFR or any Successor regulation"

Puerto Rico met all three Congressional requirements by establishing the Puerto Rico Program Integrity Unit (PRPIU) and appointing a Program Integrity Lead and completing and submitting plans to comply with the federal PERM and MEQC programs.

Progress to date



- ✓ Puerto Rico has developed a future state organizational structure by coordinating with the Program Integrity offices of other states and comparing staffing structures and leading practices
- ✓ Puerto Rico has deployed a continuous improvement approach to enhance Fraud, Waste, and Abuse (FWA) efforts and evaluate opportunities to improve the program integrity framework by working to adopt leading practices from other state Medicaid programs
- ✓ PRPIU is currently setting policies and procedures for the MCOs that will allow for control of duplicate billing, monitor for appropriate use of billing codes, and recommended new rules or policies involving prior authorization for optional services
- ✓ PRPIU is planning for implementation of provider enrollment functions that support provider profiling, which will allow PRPIU to identify providers that should not be enrolled or enrolled with restrictions based on their history
- ✓ PRDOH began to implement preparatory activities to prepare for PERM and MEQC including:
 - ✓ Developing guidance and training for all key stakeholder teams
 - ✓ Establishing teams and resources to complete formal Pilots for both programs

Going forward



- ❑ Further integration of Program Integrity efforts within the Medicaid Enterprise – Eligibility and Provider Fraud
- ❑ Improve PRPIU's policies, processes, and procedures, implement a case-tracking system, make procedural updates, and enhance monitoring
- ❑ Launch PERM and MEQC programs and improve PRPIU's organizational positioning by identifying leads and designating responsibilities

Data Governance *(As of October 2021)*

Strengthening Program Execution & Compliance in Puerto Rico's Medicaid Enterprise



Background



On December 20, 2019, a series of appropriations bills that were passed in Congress were signed into law, including Public Law 116-94. This legislation contained requirements for Puerto Rico's Medicaid program. One of the Congressional Requirement was as follows:

Beginning 12 months after the date of enactment of this subsection, Puerto Rico shall begin to report to the Administrator of the Centers for Medicare & Medicaid Services on selected measures included in the Medicaid and CHIP Scorecard developed by the Centers for Medicare & Medicaid Services.

Puerto Rico has met the Congressional requirements on "Reporting on Medicaid and CHIP Scorecard Measures" by submitting the MAC Scorecard measures into the MACPro portal prior to December 20, 2020. Improvements to data quality and data governance are ongoing to enhance reporting capabilities and overall data stewardship.

Progress to date



- ✓ Puerto Rico established processes and identified individuals to align agencies on data-strengthening priorities with clear leadership and decision-making processes
- ✓ A standardized method to respond to CMS' document requests is being created and implemented
- ✓ Began conducting a data quality analysis to inventory and catalogue data sources and potential issues related to data quality and availability
- ✓ An MCO Report Card methodology and format is in process and expected to be shared with MCOs and rolled out in the coming months

Going forward



- ❑ Work to implement approaches that more holistically address the governance needs of Puerto Rico's Medicaid enterprise
- ❑ Establish additional functional and technical roles within the data governance operating model
- ❑ Finalize and implement new MCO Report Card to enhance quality performance measurement and add new transparency and consumer information
- ❑ Document observed instances where data validation processes may be improved
- ❑ Continue to engage our Medicaid MCOs on their ability to report on additional Adult and Child Core Set measures
- ❑ Document how Core Set measures not currently collected (but required in FY 2024) can be collected to meet future federal reporting requirements