

**Ohio Department of Job & Family Services**  
**Office of Ohio Health Plans**  
**Bureau of Managed Health Care**

**Quality Strategy**  
**For Oversight and Assessment of**  
**Medicaid MCP Accountability and**  
**Performance**

QUALITY OF CARE	ACCESS	CONSUMER SATISFACTION	ADMINISTRATIVE CAPACITY
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< MCP Quality Assessment and Performance Improvement	< Provider Panel Requirements	< ODJFS Annual Consumer Survey/ Satisfaction	< Health Information Systems
< Independent External Quality Review	< Assured Family Physician	< MCP Grievance/Appeal and ODJFS Complaint Monitoring	< Encounter Data Submissions
< Performance Improvement Projects	< PCP Turnover	< State Hearings	< Reporting
< Care Coordination	< Access to Specialists	< Prior Approval of Marketing and Member Services Materials	<ul style="list-style-type: none"> <li>• Grievances &amp; Appeals</li> <li>• Cost</li> <li>• Provider Additions</li> <li>• Provider Deletions</li> <li>• Prompt Pay</li> </ul>
< Continuity of Care Deferments	< Geographic Information System (GIS)	< Disenrollment Monitoring	< Member Services
< Screening, Assessment & Case Management of Members with Special Health Care Needs	< MCP Grievance/Appeal and ODJFS Complaint Monitoring	<ul style="list-style-type: none"> <li>• Voluntary</li> <li>• Just Cause</li> </ul>	< ODJFS Annual Consumer Satisfaction Survey on MCP Member Services
< Clinical Performance Standards	< State Hearings	< Enrollment Services Contractor	< Program Integrity
<ul style="list-style-type: none"> <li>• Child Care Measures</li> <li>• Perinatal Care Measures</li> <li>• Chronic Care Measures</li> </ul>	< 24 Hour Call-In System	< ODJFS Consumer Hotline	< Performance Evaluation Incentive System (PEIS)
< ODJFS Annual Consumer Survey/Quality of Care	< Appropriate and Timely Access to Services	< Family Case Study	< Identification, Assessment and Tracking of Members with Special Needs
< Utilization Management Requirements	<ul style="list-style-type: none"> <li>• Prior-Authorization</li> <li>• Emergency Department Diversion</li> <li>• Triage Procedures</li> </ul>	< Identification of Race, Ethnicity and Language	< Quality Assessment and Performance Improvement Program
< Quality of Care Grievance Monitoring	< Utilization Analysis	< Disenrollment Monitoring	< Compliance Assessment System and Intermediate Sanctions
< Medical Directors' Meeting	< ODJFS Annual Consumer Survey/Access	< Children's and Adult's Access to Primary Care Services Measures	< Athena (Managed Care DSS)
	< Children's and Adult's Access to Primary Care Services Measures		
	< Identification of Race, Ethnicity and Language		