**DOCUMENT HISTORY LOG**

<table>
<thead>
<tr>
<th>STATUS¹</th>
<th>DOCUMENT REVISION²</th>
<th>EFFECTIVE DATE</th>
<th>DESCRIPTION³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
<td>2.0</td>
<td>January 1, 2016</td>
<td>Initial version Uniform Managed Care Manual Chapter 10.1.12, “STAR+PLUS LTSS Quality Measures Technical Specifications.” Chapter 10.1.12 applies to contracts issued as a result of HHSC RFP numbers 529-10-0020, 529-12-0002, and 529-13-0042.</td>
</tr>
<tr>
<td>Revision</td>
<td>2.1</td>
<td>September 1, 2018</td>
<td>Chapter modified to add applicability for STAR Kids under RFP number 529-13-0071, revise the chapter title and measures to account for the inclusion of STAR Kids, and remove the service coordinator hotline measure.</td>
</tr>
</tbody>
</table>

¹ Status should be represented as “Baseline” for initial issuances, “Revision” for changes to the Baseline version, and “Cancellation” for withdrawn versions.

² Revisions should be numbered according to the version of the issuance and sequential numbering of the revision—e.g., “1.2” refers to the first version of the document and the second revision.

³ Brief description of the changes to the document made in the revision.
Applicability of Chapter 10.1.12

This chapter applies to Managed Care Organizations (MCOs) participating in the STAR+PLUS and STAR Kids Programs. In this chapter, references to “Medicaid” or the “Medicaid Managed Care Program(s)” apply to the STAR+PLUS and STAR Kids Programs, hereinafter collectively referred to as “Programs”. The term “MCO” includes health maintenance organizations (HMOs), exclusive provider organizations (EPOs), insurers, and any other entities licensed or approved by the Texas Department of Insurance.

The requirements in this chapter apply to all Programs referenced above, except where noted.

Introduction

HHSC stakeholders, both internal and external, had recognized a need for improved long-term services and supports measures for the STAR+PLUS home and community-based services program and the State Plan community-based long term services and supports. In the fall of 2013, HHSC convened a workgroup consisting of external stakeholders and representatives from the external quality review organization to develop a comprehensive set of performance measures that will provide data that allows the State to evaluate the quality of home and community-based services long-term services and supports provided through Medicaid managed care. These measures are included in the managed care quality dashboard.

With the implementation of STAR Kids, stakeholders expressed a desire for HHSC to track these measures for the STAR Kids Program as well.

In accordance with the applicable Contract, MCOs must file quarterly Long-Term Services and Supports Reports using the template in UMCM Chapter 10.1.11. Quarterly reports are due 30 days after the end of each calendar year quarter and should be emailed to MCD_managed_care_quality@hhsc.state.tx.us.

Domain: Timeliness
Performance Measure #1: Timeliness of in person assessment for personal assistance services or personal care services after Member non-emergency request

Numerator: Number of non-emergency personal attendant services service requests entered in the system that resulted in an assessment within established MCO timeliness standards

Denominator: Number of non-emergency personal assistance services or personal care services service requests entered in system

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30 for STAR+PLUS

Ongoing Reporting Periods: November 2016 - September 2018, due December 31, 2018, for STAR Kids

Domain: Timeliness

Performance Measure #2: Timeliness of authorization of non-emergency personal assistance services or personal care services after assessment determining need

Numerator: Number of non-emergency personal assistance services or personal care services service authorizations submitted to Providers within established MCO timeliness standards

Denominator: Number of non-emergency personal assistance services or personal care services service authorizations submitted to Providers

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual
First Reporting Period: March 2015 – February 2016, due March 30 for STAR+PLUS
First Reporting Period: November 2016 - September 2018, due December 31, 2018, for STAR Kids

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Timeliness

Performance Measure #3:
Timeliness of initiation of non-emergency personal assistance services or personal care services after managed care organization authorization of services

Numerator: Number of instances of non-emergency personal assistance services or personal care services initiated within established MCO timeliness standards.

Denominator: Number of instances of new non-emergency personal assistance services or personal care services service initiations reflected in electronic visit verification data.

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: April 2016 – May 2016, due June 30 for STAR+PLUS
First Reporting Period: November 2016 - September 2018, due December 31, 2018 for STAR Kids

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Timeliness

Performance Measure #4:
Timeliness of Service Coordinator assignment after a request for a Service Coordinator is made by a Member not requiring a named Service Coordinator

Numerator: Number of Service Coordinator assignments made within established MCO timeliness standards
Denominator: Number of Service Coordinator requests entered in system

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30 for STAR+PLUS

First Reporting Period: November 2016 - September 2018, due December 31, 2018, for STAR Kids

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Service Coordination

Performance Measure #5: Rate of in person Service Coordination encounters completed as required

Submeasure A
- Numerator: Unduplicated number of Members in Level 1 with the required number of in person encounters.
- Denominator: Number of Members in Level 1

Submeasure B
- Numerator: Unduplicated number of Members in Level 2 with the required number of in person encounters.
- Denominator: Number of members in Level 2

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30 for STAR+PLUS

First Reporting Period: November 2016 - September 2018, due December 31, 2018 for STAR Kids

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.

Domain: Service Coordination
Performance Measure #6: Quarterly turnover rate for field Service Coordinators.

Numerator: Number of new Service Coordinator vacancies during quarter.

Denominator: Number of Service Coordinators on first day of quarter.

Data Source Identified: MCO reported

Frequency of Data Aggregation: Annual

First Reporting Period: March 2015 – February 2016, due March 30 for STAR+PLUS

First Reporting Period: November 2016 - September 2018, due December 31, 2018, for STAR Kids

Ongoing Reporting Periods: Quarterly by calendar year, reported 30 days after the end of each quarter.