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	EFFECTIVE DATE <b>August 1, 2016</b>	
<b>MIGRANT INCENTIVES SUMMARY MATRIX</b>		<b>Version 2.2</b>

**DOCUMENT HISTORY LOG**

STATUS <sup>1</sup>	DOCUMENT REVISION <sup>2</sup>	EFFECTIVE DATE	DESCRIPTION <sup>3</sup>
Baseline	N/A	November 13, 2009	Initial version Uniform Managed Care Manual Chapter 12.16, "Migrant Rewards Summary Matrix."
Revision	1.1	September 1, 2010	Chapter 12.16 is modified to change the chapter name from "Migrant Rewards Summary Matrix" to "Migrant Incentives Summary Matrix" and to replace all occurrences of the term "Rewards" with "Incentives".
Revision	1.2	December 24, 2010	Chapter 12.16 is modified to remove specified dollar amounts and add a cap to the incentive amount.
Revision	2.0	March 1, 2012	Revision 2.0 applies to contracts issued as a result of HHSC RFP numbers 529-10-0020 and 529-12-0002. "Background" is modified to remove the financial award and replace with non-financial incentives. "Part 2" is modified to remove the financial award and replace with non-financial incentives
Revision	2.1	November 15, 2015	Revision 2.1 applies to contracts issued as a result of HHSC RFP numbers 529-10-0020, 529-12-0002, 529-13-0042, and 529-13-0071. Applicability modified to add the STAR Kids Program.
Revision	2.2	June 1, 2016	Revision 2.2 applies to contracts issued as a result of HHSC RFP numbers 529-10-0020, 529-12-0002, 529-12-0003, 529-13-0042, and 529-13-0071. Applicability is modified to add Children's Medicaid Dental Services.
Revision	2.3	August 1, 2016	Part 1 is modified to require MCOs to renew long term agreements every two years for points to be awarded.

<sup>1</sup> Status should be represented as "Baseline" for initial issuances, "Revision" for changes to the Baseline version, and "Cancellation" for withdrawn versions  
<sup>2</sup> 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.  
<sup>3</sup> Brief description of the changes to the document made in the revision.



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## Incentives for MCO Migrant Activities Migrant Incentive Matrix

### Applicability of Chapter 12.16

Applicability  
Modified by  
Versions 2.1  
and 2.2

This chapter applies to Managed Care Organizations (MCOs) participating in the STAR Program, STAR Kids Program, and/or the STAR+PLUS Program; and to Dental Contractors providing Texas Children’s Medicaid Dental Services to Members through a dental plan. For purposes of this Chapter, the term “MCO” includes health maintenance organizations (HMOs), Dental Contractors, 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, except where noted.

### Background

Background  
Modified by  
Versions 1.2  
and 2.0

Beginning with the State Fiscal Year 2012 reporting period, MCOs may receive non-financial incentives for their migrant efforts in the areas of collaboration with organizations that work with children of migrant farmworkers (“migrant organizations”) and in methods used to identify children of migrant farmworkers enrolled in their health plan.

Based on the following 750 point scoring matrix, HHSC will assess a score up to 600 points for an MCO’s collaboration efforts with migrant organizations (see Part 1) and up to 150 points for the MCO’s efforts to identify children of migrant farmworkers (see Part 2). HHSC will total the points earned for each MCO’s migrant efforts in each Service Area. Based on the total points, HHSC will rank each MCO by Service Area from highest to lowest. Rankings will be posted on the HHSC website.

HHSC will award points by Service Area based on the frequency of an effort or the method used. MCOs on corrective action for migrant activities will not be awarded points until HHSC has closed the corrective action.

### Migrant Award Matrix



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Part 1 Modified  
by Versions  
1.1, 1.2, and  
2.3

### Part 1: Collaborative Efforts

MCOs will be rewarded for the highest activity achieved with each organization and the frequency of the activity. The incentive is based on the MCOs collaborating with up to 20 migrant organizations within a fiscal year. Although MCOs may earn more than 600 points for the activities described in this part; the maximum number of points awarded for this part will be 600.

For purposes of Part 1, a “meeting” is a face-to-face visit with a migrant organization with one or more stated objectives and agenda topics regarding the migrant outreach program. A “site visit” is a visit to a migrant organization’s location for the purpose of collecting information, but with no substantive discussion of the migrant outreach program.

MCO/Dental Plans that execute agreements or Memorandum of Understanding with migrant organizations for the purpose of establishing a process of ongoing identification of migrant children, must renew the agreements with that organization every two years from the execution date of the agreement for points to be awarded.

- 1) MCO contacts a migrant organization by telephone (up to 5 points per organization, 100 maximum total points).
 

1-3 contacts per year	1 point
4-6 contacts per year	2 points
7-9 contacts per year	3 points
10-12 contacts per year	4 points
More than 12 contacts per year	5 points
  
- 2) MCO sets up a meeting with a migrant organization at set intervals (up to 5 points per organization, 100 maximum total points).
 

1-3 meetings per year	1 point
4-6 meetings per year	2 points
7-9 meetings per year	3 points
10-12 meetings per year	4 points
More than 12 meetings per year	5 points
  
- 3) MCO does a site visit of a migrant organization (up to 10 points per organization, 200 maximum total points).
 

1-3 site visits per year	2 point
4-6 site visits per year	4 points



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- 7-9 site visits per year 6 points
- 10-12 site visits per year 8 points
- More than 12 site visits per year 10 points

4) MCO received training on migrants from a migrant organization (up to 15 points per organization, 300 maximum total points).

- 1-3 trainings per year 3 points
- 4-6 trainings per year 6 points
- 7-9 trainings per year 9 points
- 10-12 trainings per year 12 points
- More than 12 trainings per year 15 points

5) MCO conducted presentations on migrant children in collaboration with a migrant organization (up to 20 points per organization, 400 maximum total points).

- 1-3 presentations per year 4 points
- 4-6 presentations per year 8 points
- 7-9 presentations per year 12 points
- 10-12 presentations per year 16 points
- More than 12 presentations per year 20 points

6) MCO in collaboration with a migrant organization participated in health fairs/events (up to 25 points per organization, 500 maximum total points).

- 1-3 participations per year 5 points
- 4-6 participations per year 10 points
- 7-9 participations per year 15 points
- 10-12 participations per year 20 points
- More than 12 participations per year 25 points

7) MCO sets up a process with a migrant organization for ongoing identification of children of migrant farmworkers (up to 30 points per organization, 600 maximum total points).

- 1-3 months process is in place per year 10 points
- 4-6 months process is in place per year 15 points
- 7-9 months process is in place per year 20 points
- 10-12 months process is in place per year 30 points

**Part 2: Methods Used to Identify Children of Migrant Farmworkers within the MCO**



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Part 2  
Modified by  
Versions 1.1,  
1.2, and 2.0

MCOs will be given points for each method used to identify children of migrant farmworkers enrolled in an MCO and the frequency of the methods. The points for the methods outlined below will be added for a grand total and the incentives for this section awarded based on that number. The maximum number of points awarded for Part 2 will be 150.

- 1) MCO uses automated system to contact Members/follow-up call to validate by MCO staff (5 points).

1-2 months per year	1 points
3-4 months per year	2 points
5-6 months per year	3 points
7-9 months per year	4 points
10 -12 months per year	5 points

- 2) MCO sends mail-out to Members inquiring if household is a migrant family (10 points).

1-2 months per year	2 point
3-4 months per year	4 points
5-6 months per year	6 points
7-9 months per year	8 points
10 -12 months per year	10 points

- 3) MCO hotline staff screens all hotline callers to determine whether they are migrant (15 points).

1-2 months per year	3 point
3-4 months per year	6 points
5-6 months per year	9 points
7-9 months per year	12 points
10 -12 months per year	15 points

- 4) Migrant question is included in plan materials such as assessment tools (20 points).

1-2 months tool is used per year	4 points
3-4 months tool is used per year	8 points
5-6 months tool is used per year	12 points
7-9 months tool is used per year	16 points
10 -12 months tool is used per year	20 points.



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5) MCO performs Member welcome calls and asks migrant question (20 points).

- 1-2 months calls performed per year 4 points
- 3-4 months calls performed per year 8 points
- 5-6 months calls performed per year 12 points
- 7-9 months calls performed per year 16 points
- 10 -12 months calls performed per year 20 points

6) MCO provides training to Network Providers and other MCO partners (20 points).

- 1-2 months provided training per year 4 points
- 3-4 months provided training per year 8 points
- 5-6 months provided training per year 12 points
- 7-9 months provided training per year 16 points
- 10 -12 months provided training per year 20 points

7) MCO has process in place to identify children of migrant farmworkers with their PCP network (30 points).

- 1-3 months process is in place per year 10 points
- 4-6 months process is in place per year 15 points
- 7-9 months process is in place per year 20 points
- 10 -12 months process is in place per year 30 points

8) MCO meets face-to-face with Members to inquire about migrant status (30 points).

- 1-3 months process is in place per year 10 points
- 4-6 months process is in place per year 15 points
- 7-9 months process is in place per year 20 points
- 10-12 months process is in place per year 30 points