

**ATTACHMENT 9 AMENDED  
EQR WORK ACTIVITY VOLUME AND FREQUENCY SCHEDULE**

<b>External Quality Review Activities</b>		<b>Estimated Volume*</b>	<b>Frequency over Duration of Contract</b>
1)	Validation of MCO Quality Performance Measure Data	25 Medicaid and Commercial Plans (HMO and PHSP) 25 MLTC Plans (MA/MAP) 25 FIDA Plans 10 DISCO Plans 10 HARP Plans	5X (Annually)
2)	Validation of Functional Assessment Measurement Data	1,275 Records – MLTC, FIDA, DISCO	2X
3)	Oversight and Validation of Performance Improvement Projects	20 MMC/CHP 3 HIV/SNP 50 MLTC 25 FIDA 10 HARP 10 DISCO	5X (Annually)
4)	Review MCO Compliance with State and Federal Standards		
a	Access, Availability and Provider Directory Survey	1,900 Calls – MMC/CHP, HIV SNP  1000 calls –DISCO	5X (Annually)
b	Health Plan Member Services Survey	190 Calls – MMC/CHP, HIV SNP 500 calls – MLTC 250 calls – FIDA 350 calls – HARP, DISCO	5X (Annually)
c	Ratio of PCPs to Medicaid Clients	390 calls	10X (Twice Annually)
d	Provider Network Data	2,500,000 Records	20X (Quarterly)
5)	Validation of Encounter Data	500 Record Reviews	5X (Annually)
6)	Administration of Consumer Surveys of Quality of Care		
a	CAHPS Surveys for Health Plans	1,500 sampled per MMC/CHP, HIV SNP plan	5X (Annually)
b	Additional Experience of Care Surveys (non-CAHPS)	500 sampled per plan	10X

7)	Calculation of Additional Performance Measures (Case Management)	120,000 records	5X (annually)
8)	Conduct Focused Clinical Study		
a	MMC/CHP/HIV SNP Study	600 records	3X
b	MLTC/FIDA/DISCO Study	600 records	3X
c	Behavioral Health Study – HARP	200 records	2X
9)	Produce Annual EQR Plan Technical Report		
a	Full Report – MMC/CHP, HIV SNP	19 plans	2X
b	Interim Report – MMC/CHP, HIV SNP	19 plans	3X
c	Full Report – MLTC/FIDA	75 plans	2X
d	Interim Report – MLTC/FIDA	75 plans	3X
e	Full Report – HARP, DISCO	20 plans	2X
f	Interim Report – HARP, DISCO	20 plans	3X
10	Provide Technical Guidance to MCOs		

\* Estimated Volume refers to the total potential volume. Please refer to Attachment 7 – Timeline for Implementation of New Plan Types, for more information when new plans will be operational.