

The purpose of this Guide is to provide instructions to Contractors for completion of the MM Work Plan.

The MM Work Plan in addition to the MM Program Plan and MM Evaluation shall be submitted by the Contractor as specified in Contract.

The Contractor shall utilize the MM Work Plan as a working document. This working document shall be updated quarterly and at the end of the contract year with results/analysis and measurable outcomes for each goal. The completed MM Work Plan from the previous contract year shall then be submitted as the basis for the MM Plan Evaluation. The Contractor shall then develop a new MM Work Plan for the upcoming contract year.

A. MEDICAL MANAGEMENT WORK PLAN

The Contractor shall adhere to all requirements specified in Contract and AMPM Chapter 1000 related to MM scope of work, components, and activities. Contractor activities aimed at improving medical and utilization management functions shall be documented in the MM Work Plan. The Contractor may use the Performance Measure Monitoring Report & Work Plan/Work Plan Evaluation Template found on the AHCCCS website.

MEDICAL MANAGEMENT WORK PLAN

The MM Work Plan shall include the following MM Components/Activities:

1. Utilization Data Analysis and Data Management.
2. Concurrent review.
3. Discharge Planning.
4. Prior Authorization (PA) and Service Authorization.
5. Inter-Rater Reliability (IRR).
6. Retrospective Review.
7. Clinical Practice Guidelines.
8. New Medical Technologies and New Uses of Existing Technologies.
9. Contractor Care Management and Coordination.
10. Disease/Chronic Care Management.
11. Drug Utilization Review.

12. Other MM Activities:

- a. Service Delivery System (including Wheelchair Maintenance and Delivery), and
- b. At a minimum one additional goal, in any other identified areas that will promote program improvement.

B. MEDICAL MANAGEMENT COMPONENT MONITORING

Each MM component has specific requirements or goals that the Contractor shall monitor. The MM Work Plan outlines the processes used by the Contractor to ensure requirements are met and goals are achieved. The MM Work Plan shall include the following elements specific to each MM component requirement:

1. Goals/Objectives:

- a. Determine goals/objective based on analysis of data and AHCCCS requirements,
- b. Develop goals/objective specific to each MM component,
- c. Goals must be measurable, and
- d. Reasonably attainable.

2. Strategies and Activities:

- a. Clearly defined,
- b. Frequently measure/monitor data,
- c. Frequently measure/monitor activities for effectiveness,
- d. Evaluate activities for barriers and/or reasons why the interventions have not achieved the desired effect,
- e. Document all activities and barriers from begin to end date, and
- f. Change to new activities when existing interventions are proven to be ineffective.

3. Responsible Individuals(s)

The Contractor shall indicate designated Contractor staff (listed by position) that is responsible for the components and Monitoring of the MM Work Plan.

4. Monitoring Efforts:

- a. Develop and document quarterly and annually,
- b. Include measurable outcomes,
- c. Include a summary of analysis of the data and show whether or not the interventions are successful in reaching the goals/objective,
- d. Summarize barriers and/or successes,
- e. Identify new activities that are implemented or need to be implemented or changed,
- f. Continue the cycle as new data becomes available until improvement or the desired effect is achieved at a rate that meets or exceeds the goals/objective, and
- g. End of year results/analysis and measurable outcomes.

The Contractor shall utilize the Plan-Do-Study-Act (PDSA) cycle.