

Defining Delegation

A formal process by which an organization gives another entity the authority to perform certain functions on its behalf. Although an organization may delegate the authority to perform a function, it may not delegate the responsibility for ensuring that the function is performed appropriately. – NCQA Health Plan Standards, 2011



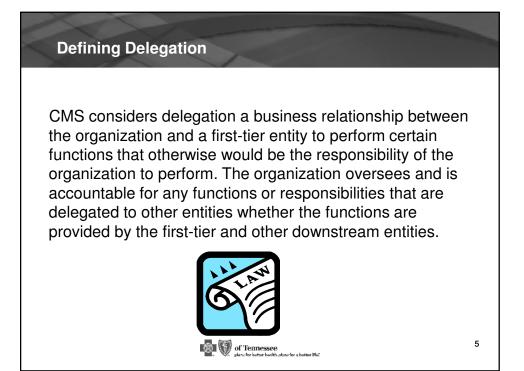
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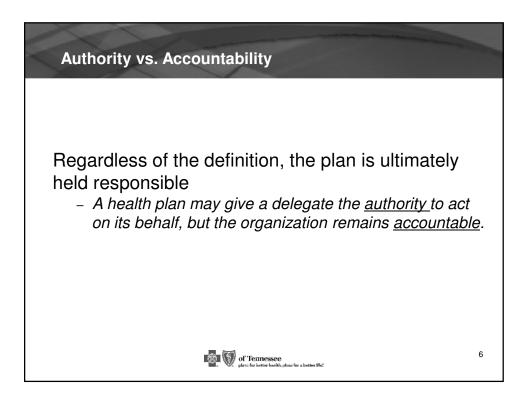
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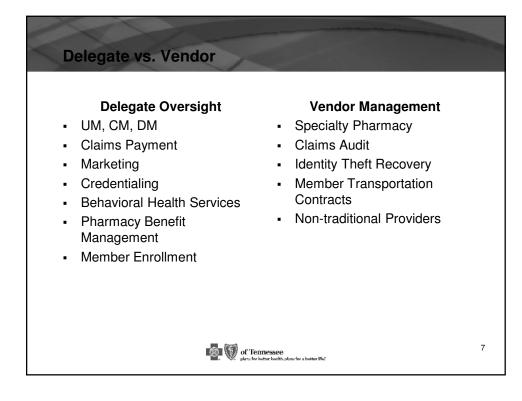
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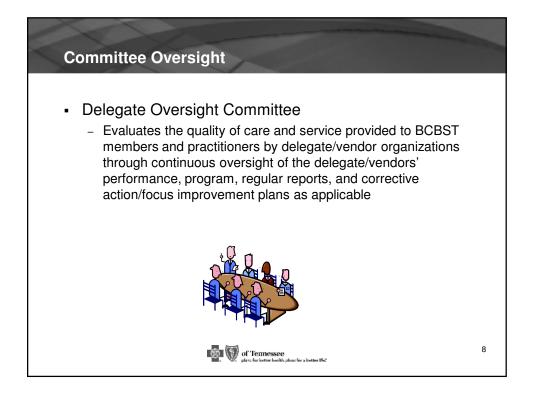
Defining Delegation The process by which the organization contracts with or otherwise arranges for another entity to perform functions and to assume responsibilities covered under these standards on behalf of the organization, while the organization retains final authority to provide oversight to the delegate. - URAC Health Plan Standards, Ver. 6.0, 2009

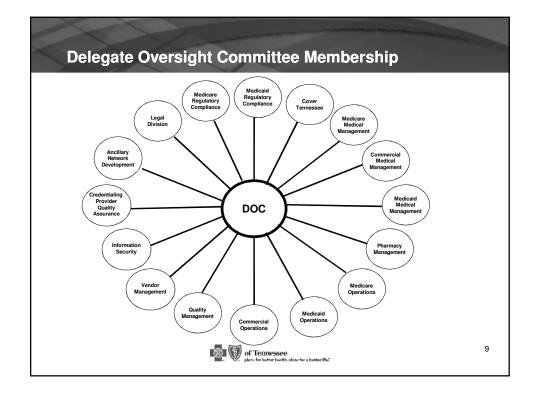
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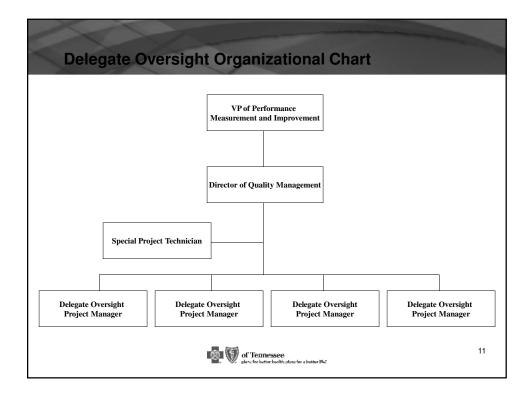


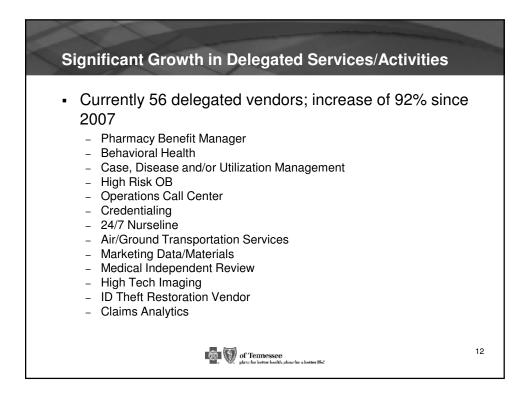


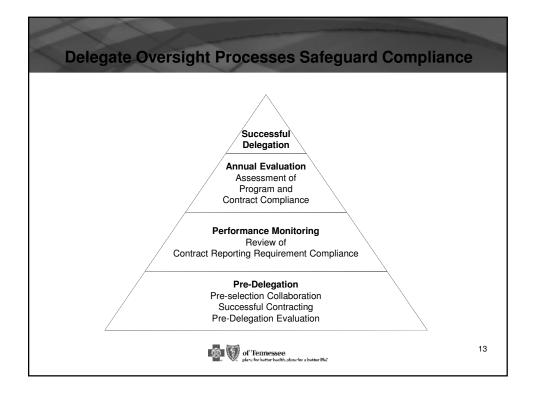




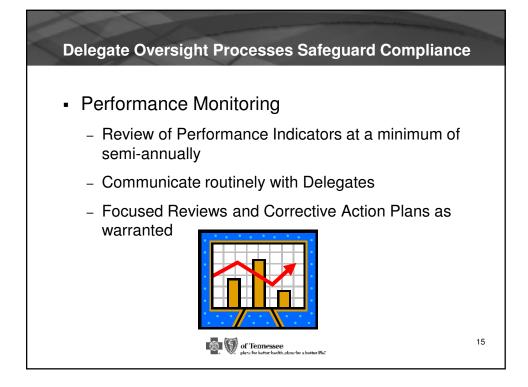


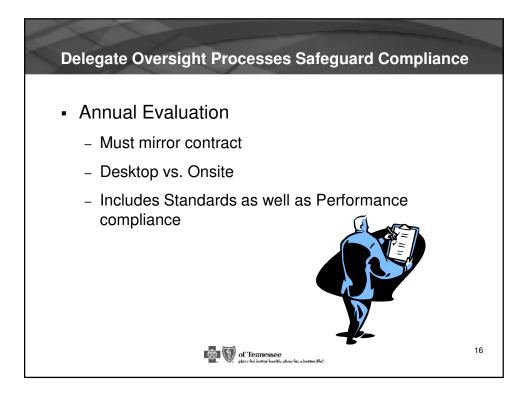


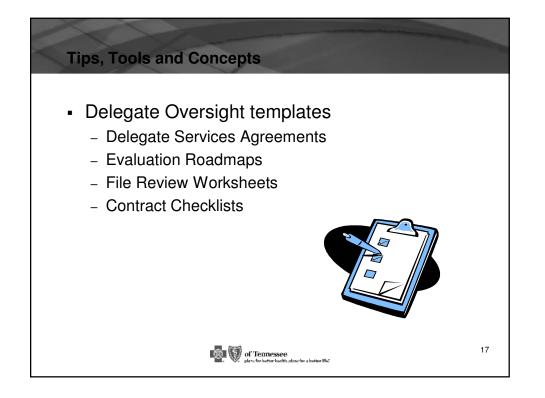


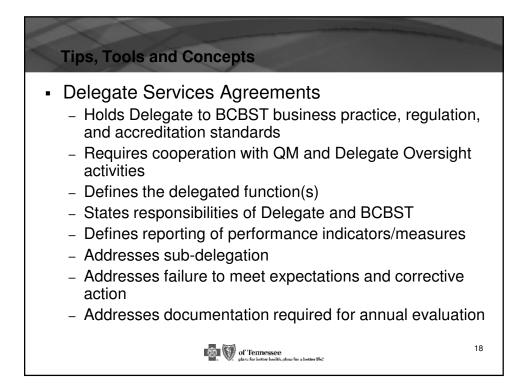






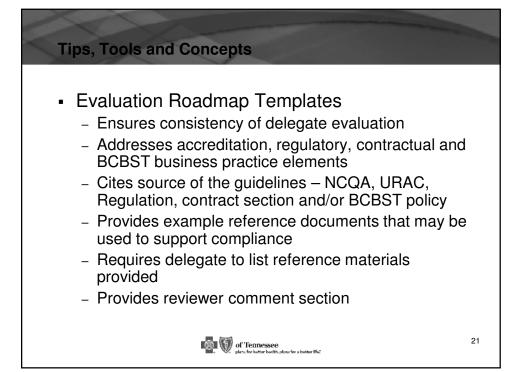






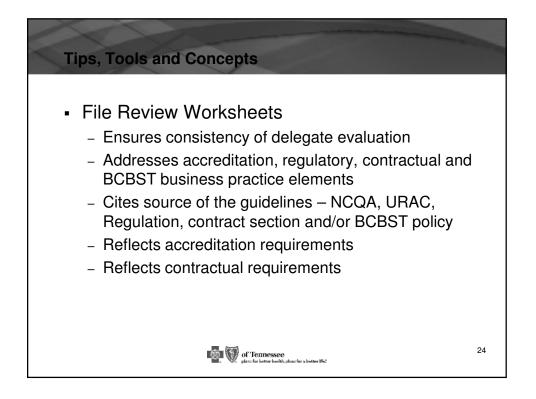
Indicator Description	Report Schedule	Performance Goal	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qt
Pre-Cert/Prior Auth Non-urgent	Quarterly					
Total number		N/A				
Decision Timeliness		94% - 24 hrs/1 business day of decision				
Initial Notification Timeliness		94% - 24 hrs/1 business day of decision				
Confirm Standard Electronic or Written		94% - 24 hrs/1 business day of decision				

Case Management Functions	Entity Performing Functi		
	Delegate	BCBS	
The program content addresses the following: A description of the CM program including a definition of case management, overview, structure, goals and purpose of the program	Х		
Identifies members for Case Management through the following sources: Claim or encounter data Hospital or Discharge data Pharmacy data Data collected through the UM processes if applicable	X	X	
Case Management systems support: Evidence based clinical guidelines or algorithms to conduct assessment and management Automatic documentation of the staff ID, date and time of action on the case action/interaction Automated prompts for follow-up	X		



Organizational Structure URAC Core · Organizational 4 The delegate has a clearly Version 3.0, chart 4 Jefined organizational structure outlining direct NCOA 2011 QI · Committee 4 NCOA 2011 QI 1 - Element A · Program structure · Program structure	Documents	Source	Supplied	Score	Score	Comment
the organization. Observation	Version 3.0, Core 01 NCQA 2011 QI 1 - Element A · Program structure · Interview and	gate has a clearly organizational outlining direct ect oversight bility throughout	,	4		
Staff Qualifications URAC Core • Job Descriptions 4 Staff meets qualifications as required in written job descriptions URAC Core • File Review • File Review • Policies and Procedures • Attestation	Version 3.0, Core 26 • Policies and Procedures	ets qualifications Version 3.0, red in written job Core 26		4		

Scoring		Scoring Description				
4	Total Compliance: Deleg	gate meets all elements of the	requirement.			
3		Substantial Compliance: Delegate meets all primary elements of the requirement, but does not meet one secondary element.				
2		egate meets all primary eleme or more secondary elements.	ents of the requirement			
1		elegate has a process or prog ot meet all primary elements.	ram that relates to the			
0	Non-Compliance: Delegate has no process or program that relates to the primary elements of the requirement.					
N/A	Not Applicable: Requirement or element does not apply to the delegate					
	90% - 100%	Full Compliance				
	80% - 89%	Substantial Compliance				
	70% - 79%	Minimal Compliance				
	>70%	Non-Compliant				



Case Number	Case Status	NCQA QI 7 - D, E	URAC CM 14 NCQA QI 7 - D	URAC CM 17	NCQA QI 7 - H BCBST Practice	BCBST Practice Contract Section DSA I - 20	URAC CM 22 BCBST Practice Contract Section H - 4
		Evaluation of Benefits	Member Rights provided to member	Criteria for Opening Case	SF 12 Survey – Measuring Effectiveness	SSI Eligibility	Assessment Timeframe Me (30 days)

Document Requirement	Met in Section/Page
Agreement to meet NCQA/URAC applicable standards	
Agreement to meet CMS rules, regulations and letter rulings	
Agreement to participate in onsite or desktop assessment at a minimum of annually	
Agreement to provide BCBST access to medical records and other materials as needed to assess contract compliance	
Require the vendor/provider to submit performance monitoring reports no less than semiannually to BCBST regarding the performance of the delegated responsibilities	
Require cooperation in development, implementation and completion of corrective action plan as indicated	
Require the initial and ongoing monitoring of employees against the Excluded Parties Listing	
Specify that prior to sub-delegating any services/activities/functions, the vendor/provider must submit a written request to BCBST for approval	

Guideline or Standard	Finding or Opportunity for Improvement	Planned Corrective Action	Responsible Party	Target Completion date	Actual completion Date	Comment



