

Administrative Compliance Concerns

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- Administrative Compliance Concerns (ACC) is a tool used to identify and track compliance issues for Providers in the PerformCare network.
- The ACC tool replaces the Administrative and Treatment Quality Concerns (ATQC) tool used in the past. ACC focuses on administrative compliance. Indicators in the ATQC tool which focused on treatment quality are addressed by other PerformCare processes and have been eliminated from ACC.
- ACC occurrences are identified by the following 5 indicators:
 - *Provider did not respond in a timely manner to a PerformCare request related to a complaint.*
 - *Provider did not respond in a timely manner to a PerformCare request related to a complaint follow-up.*
 - *Provider submitted a request for treatment late.*
 - *Provider submitted a request with incomplete information.*
 - *Provider submitted a request with incorrect information.*
- ACC indicators are contained within each Member's electronic record in Jiva. PerformCare Associates identify ACC occurrences during daily reviews and interactions with Providers.

ACC Examples and Explanations

- ***Provider did not respond in a timely manner to a PerformCare request related to a complaint.***
 - This indicator refers to the initial outreach by PerformCare requesting Provider's response to a Member complaint. Providers are expected to respond within 5 business days unless an extension is granted. A compliance concern will be identified if a response is not received within 12 calendar days to allow for any extensions.
- ***Provider did not respond in a timely manner to a PerformCare request related to a complaint follow-up.***
 - This indicator refers to a request from PerformCare for a follow-up action or response after a complaint determination has been made. Providers are expected to respond within 30 calendar days unless an extension is granted. A compliance concern will be identified if a response has not been received within 30 calendar days unless an extension is granted.
- ***Provider submitted a request for treatment late.***
 - For example, a provider did not submit an authorization request prior to services when pre-authorization is required.
- ***Provider submitted a request with incomplete information.***
 - For example, the information submitted did not include the Member's date of birth, did not include the ID number, or did not specify the services being requested.
- ***Provider submitted a request with incorrect information.***
 - For example, the information submitted contained an incorrect date of birth, incorrect ID number, or contained the wrong services being requested.

- PerformCare monitors ACC occurrence rates quarterly.
 - **For the complaints indicators below**, the goal is zero ACC occurrences per quarter:
 - *Provider did not respond in a timely manner to a PerformCare request related to a complaint*
 - *Provider did not respond in a timely manner to a PerformCare request related to a complaint follow-up*
 - **For all other ACC indicators**, PerformCare established a goal of less than 20 ACC occurrences or less than a 10% occurrence rate per quarter. If a provider has 20 or more ACC occurrences per quarter and this equals at least a 10% occurrence rate, the provider will not have met the goal.

- A PerformCare Associate will outreach to any individual Provider who:
 - Does not meet the 100% compliance goal for complaints indicators
 - Exceeds 20 ACC occurrences and this equals a 10% or more occurrence rate (for all other indicators).
- The PerformCare Associate will:
 - ✓ Share a detailed ACC report with the Provider
 - ✓ Review ACC issues and goals with the Provider
 - ✓ Collaborate with the Provider on administrative compliance improvement.

- If the ACC goal is still not met in the following quarter, a PerformCare Associate will outreach again to the Provider. The Provider may be asked to submit a written response to address ACC improvement.
- If there is a pattern of inadequate or ineffective response to address ACC occurrences, the Provider may be subjected to progressive disciplinary action as outlined in *QI-CR-003 Credentialing Progressive Disciplinary Actions for Providers*.

The goal of ACC is to continually improve administrative compliance. PerformCare looks forward to collaborating with Providers in achieving this goal.

Questions, comments, or feedback related to Administrative Compliance Concerns can be submitted to:

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Thank you!

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