



MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP

DATE: December 4, 2013

TO: All Medicare Advantage Organizations

FROM: Danielle R. Moon, J.D., M.P.A., Director

SUBJECT: Proposed Update to Chapter 5 of the Medicare Managed Care Manual – FOR REVIEW AND COMMENT

The purpose of memorandum is to release our proposed update to Chapter 5 of the Medicare Managed Care Manual, “Quality Improvement Program” for public comment. This update includes guidance released through HPMS memoranda since the last revision to the Chapter and updated requirements that Medicare Advantage organizations (MAOs) must follow in implementing and maintaining their Quality Improvement (QI) Programs.

We propose new content and clarification of policy in the following areas:

- **Introduction:** We have added an introduction that summarizes CMS’s Quality Improvement Strategy for Medicare Advantage (MA) and Prescription Drug Plan (PDP) Programs, which was detailed in an HPMS memorandum issued in June 2012.
- **Chronic Care Improvement Program (CCIP) and Quality Improvement Projects (QIPs):** We updated the CCIP and QIP information to reflect current requirements, including applicable mandatory topics and components of the “Plan” and “Annual Update” submissions for required QIP and CCIP initiatives.
- **Additional Quality Improvement Program Requirements for Special Needs Plans (SNPs):** We updated the QI program requirements specific to SNPs. Most significantly, we state that we intend to move the SNP MOC element guidelines and scoring criteria from their current location in Chapter 16b of the Medicare Managed Care Manual titled, “Special Needs Plans,” to this chapter. We believe that the information appropriately resides in this chapter, as it reflects the fundamental purpose of the MOC as an essential quality improvement tool for SNPs. New MOC guidance, along with the modified scoring criteria, will be incorporated into this chapter once the revised MOC elements are finalized as part of an information collection request that is currently in progress.
- **Structure and Process (S&P) Measures:** We provided additional background information and detail regarding required SNP S&P Measures.

- **MAO Reporting Requirements for HEDIS, HOS, and CAHPS:** We updated the Standard MAO Reporting Requirements for HEDIS, HOS, and CAHPS to ensure the section is consistent with annual guidance that has been provided to organizations through HPMS memos.
- **MA Deeming Program:** We updated the MA deeming program information to ensure that the content is accurate and current. This section has been condensed and simplified for reader use and to provide clarity regarding the program requirements.
- **Reorganization:** Our reorganization of the Chapter resulted in combining some material that was previously in separate sections. For example, sections 25, 26, 40 and 50 were eliminated in favor of providing the information in one section because the same general QI program requirements apply to all plan types, unless otherwise indicated in the proposed update.
- **Definitions:** We revised the definition section to align with the proposed updates to the chapter.

Please note that only phrases, paragraphs and sections that present significant, new or modified guidance are identified in red italics in the attached version of the updated Chapter 5. Changes to section headings, section re-ordering, punctuation, and editorial changes to language have not been highlighted.

We thank you in advance for your careful review and comments on this revision of Chapter 5. We ask that you submit your comments electronically using the attached comment form to Ellen.Diuejuste@cms.hhs.gov by **December 18, 2013**.