

**Bureau of Managed Care
Managed Care Organization
Policy/Procedures SharePoint Tracking and Monitoring Policy**

General Contract Monitoring/Compliance:

The Managed Care Organizations (MCOs) are responsible for the successful, accurate, complete, and timely submission of reports, forms, certifications, and attestations (deliverables) required under the Managed Care Administrative Deliverables SharePoint Site Libraries. There are three separate and unique Libraries in the MCO Managed Care Administrative Deliverables SharePoint System:

- HealthChoice Illinois (HCI)
- Medicare Medicaid Alignment Initiative (MMAI)
- YouthCare

General Requirements:

The MCO's shall submit the required deliverables via the SharePoint site that are contractually required under the Managed Care Program Contract(s) for compliance and as identified (ad hoc) by the Department.

- All instructions for the use of the SharePoint site are published on the **MCO** Administrative Deliverables SharePoint Libraries page under "HFS Forms and Templates".
- The deliverables required to be submitted by each MCO, and by Managed Care Program Contract, are detailed on the MCO Administrative Deliverables Site Page for each Managed Care Program - HCI, MMAI and YouthCare.
 - MCOs that are participating in more than one Managed Care Program, shall prepare and submit required SharePoint materials that are specific to each Managed Care Program. The MCO shall not complete one form and combine data for all managed care programs under one form when submitting materials into SharePoint. Data entered into SharePoint for the HCI Administrative Deliverables Library shall be specific to the HCI Program only. Data entered into SharePoint for the MMAI Administrative Deliverables Library shall be specific to the MMAI Program only. Data entered into SharePoint for the YouthCare Administrative Deliverables Library shall be specific to the YouthCare Program only.
- The MCOs shall apply the Administrative Deliverables Summary document posted in each Managed Care Program SharePoint Library when preparing and submitting required deliverables.
 - The Administrative Deliverables Summary posted in each Managed Care Program SharePoint Library details the report submission requirements, report frequency, submission due dates and naming convention requirements.
 - If a report submission due date falls on a weekend (Saturday or Sunday) or State Holiday as defined under Contract, the Department will adjust the report due date to the next business day.
 - Naming conventions submitted by the MCO shall reflect the correct reporting details and reporting period – month, quarter, calendar year or state fiscal year. If

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the naming convention does not reflect the correct information or is unclear, the report will be rejected in the system.

- The MCO shall NOT alter any reporting templates provided by the Department. If an MCO SharePoint user experiences a problem with a template, they shall notify (email) the designated Department SharePoint Contact and copy their designated Bureau of Managed Care (BMC) MCO Account Manager.
 - MCOs shall not repurpose previously submitted templates/deliverables. The MCO shall apply a new template to each reporting period.
- The MCO's designated SharePoint users (staff) must regularly upload/submit timely and correctly, the required deliverables in compliance with the Administrative Deliverables Site Library.
 - When submitting deliverables, the MCO's designated SharePoint users shall ensure that reports are "Checked In" after uploading or viewing. If a report is not "Checked In", the report has not been fully and completely submitted and is considered pending with the MCO. Timely submission of SharePoint materials is based on the date and time of the "Checked In" action performed by the MCO SharePoint user.
 - If a report cannot be submitted by the submission due date, an MCO may request an extension prior to the due date by emailing their designated BMC Account Manager and cc: the BMC SharePoint Contact. Any requests for extension must include the reason for the late submission or delayed response and clarify why this is an extenuating situation. The BMC Account Manager will review and approve or deny the request.
 - If an MCO SharePoint user uploads a deliverable in error or a duplicate is uploaded, the MCO SharePoint user must notify the designated BMC SharePoint Contact to request that the incorrect or duplicate document be deleted.
- MCO's staff must regularly and frequently monitor the SharePoint site for any Rejected or Discrepancies Found error messages for each report submission. MCOs have 24 hours (1) business day to correct and resubmit "rejected" reports; MCOs must respond to, correct, and resubmit Discrepancy Found reports within (5) business days. MCO error report resubmissions must be submitted via the SharePoint site and will not be accepted by email.
 - Should an MCO need to submit a revised report based on an error message received, the MCO SharePoint user shall name the replacement (Corrected) report exactly the same, upload/replace the original report, and click on "Resubmit" in the "Submission Status" field. The MCO SharePoint user must **NOT** upload separate revised versions of the report.

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- SharePoint system generated email approvals only indicate that the report was submitted timely and in compliance with reporting submission rules. They should not be considered final Department approval.

Failure of the MCO to submit deliverables in compliance with the requirements of the SharePoint Administrative Deliverables Site, including but not limited to the requirements of the Managed Care Program Contract(s), may result in the Department issuing sanctions to the MCO, including monetary penalties as provided in each Managed Care Program Contract.

MCO SharePoint User Access and Termination Requests:

- MCOs must request access to the SharePoint site for each end users. Access to the SharePoint Site must be initiated by the MCO via an email to the BMC SharePoint contact. When requesting access, the MCO must provide the full name of the end user, a good phone number and email address for the end user, justification to support the reason for the access request, and the end users working title.
- MCOs are required to notify the Department when an end user no longer requires access to the SharePoint Site or is no longer employed by the MCO. The MCO must submit an email notification to the BMC SharePoint Contact and cc: their designated BMC MCO Account Manager upon determination that the end user no longer requires access to the Share Point Site, and specific Libraries (HCI, MMAI and/or YouthCare). The notice submitted to the Department must also include the effective date of the termination for access to the SharePoint Site.
- MCOs shall immediately report any technical issues with SharePoint (except passwords) to the BMC SharePoint Contacts and cc: their designated BMC MCO Account Manager. MCOs shall attach a screenshot showing the problem or error message or a detailed description of the issue within their report to the Department.
- Should an MCO end user need to reset their SharePoint password, the end user must call the DOIT Identity Management team either through the Identity Management website, or via telephone:
 - <https://www2.illinois.gov/sites/doit/support/Pages/DoITIdentityManagement.aspx>
 - Springfield – 217-524-DOIT (217-524-3648)
 - Chicago – 312-814-DOIT (312-814-3648)

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**Policy History
General Contract Monitoring**

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Updates
Updates

Policy Originator

BMC
Amy Roberts
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Policy Revisions

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Revision Approved

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