



Encounter Data Validation Scores

Background

Notices sent to the managed care organizations (MCO) on April 29 and September 12, 2019, detailed the scoring methodology and corrective action plan (CAP) threshold for the external quality review organization (EQRO) biennial encounter data validation (EDV). However, some plans were unable to retrieve medical records for the fiscal year 2020 EDV project due to COVID-19 impacts. As a result, HHSC will not implement CAPs for the first year of the Texas Medicaid EDV scoring. Instead, plans that do not meet the minimum record requirement or the 90 percent accuracy requirement will be asked to submit plans of action detailing the issues they faced and providing any recommendations they may have to improve record retrieval processes for the future.

EDV Scoring Results

Tables 1-4 show the scoring results for all MCOs by Texas Medicaid program. Plans noted with "Average" have a cumulative score for multiple service areas. Plans highlighted in yellow will submit plans of action. HHSC will send plan of action templates and instructions to the 13 highlighted MCOs. To ensure approval, responses should address the following:

- What challenges the MCO has observed with record retrieval in the past, rather than relaying only new challenges caused by the COVID-19 pandemic
- Plan recommendations for identifying the best contacts for providers
- How HHSC can best inform plans of missing records to improve the response rate

For plans that received lists of missing records during this cycle, HHSC also welcomes feedback on that process. What worked well and what did not?

The next EDV record review for Texas Medicaid will occur in fiscal year 2022. HHSC plans to implement CAPs during that cycle.

Table 1: STAR

MCO	EDV Score	Insufficient Records	Plan of Action Required
Aetna	89%	X	X
Amerigroup	91%		
BCBSTX	95%		
CFHP	93%		
CHCT	97%		
CookCHP	96%		
DCHP	94%		
Driscoll	90%		
EIPasoHealth	98%		
FirstCare	95%		
Molina	92%		
PCHP	93%	X	X
SWHP	89%		X
Superior	92%		
TCHP	94%	X	X
UHC	92%		

Table 2: STAR Health

MCO	EDV Score	Insufficient Records	Plan of Action Required
Superior	93%		

Table 3: STAR Kids

MCO	EDV Score	Insufficient Records	Plan of Action Required
Aetna	90%		
Amerigroup	87%		X
BCBSTX	88%		X
CFHP	93%		
CMCHP	88%		X
CookCHP	88%		X
Driscoll	87%		X
Superior	89%		X
TCHP	86%	X	X
UHC	88%	X	X

Table 4: STAR+PLUS

MCO	EDV Score	Insufficient Records	Plan of Action Required
Amerigroup	88%		X
HealthSpring	81%		X
Molina	78%		X
Superior	84%		X
UHC	79%	X	X