

Health Plan Management System (HPMS) PACE Organization Industry Training



The screenshot shows the HPMS Health Plan Management System dashboard. At the top, it displays the user name 'TIMOTHY HOOGERWERF' and their role 'User Resources', along with a 'Log Out' button and font size controls. Below this is a navigation menu with tabs for Plan Dashboard, Contract Management, ACO Management, Plan Bids, Plan Formularies, Monitoring, Quality and Performance, Risk Adjustment, Cost Reports, and Data Extract Facility. The main content area is divided into two sections: 'HPMS Memos' and 'Announcements/My Favorites'. The 'HPMS Memos' section lists several recent memos with dates and brief descriptions, such as '03/20/2015 Memo re: upcoming changes to the contract year (CY) 2016 bid submission functionality in HPMS.' The 'Announcements' section features a reminder about user tools like 'FAQs' and 'Provide Feedback'. A 'My Favorites' section is also visible. At the bottom of the dashboard, there are links for Home, About HPMS, Website Accessibility, Web Policies, File Formats and Plug-Ins, Rules Of Behavior, System Requirements, and FAQ. A footer note states: 'This is a U.S. Government computer system subject to Federal law.'

PACE Quality Monitoring Module

Presented by CMS

March 22, 2018

Agenda

- Opening remarks
- PACE Quality Data
 - Overview/Purpose
 - Highlight Changes
 - Technical/system navigation
 - Policy/modified reporting thresholds
- Important Dates
- About HPMS
- HPMS Resources, User Access & Navigation
- HPMS Live Walkthrough
- HPMS and CMS Contact Information
- Closing Remarks and Questions
- Thank You!

Opening Remarks

- Welcome to the HPMS PACE Quality Monitoring Module Training
- *New* Module combines PACE Level I & II Data
 - Designed to streamline reporting, reduce burden, capture quantitative data for tracking, trending/comparison, and to inform quality improvement activities
 - Compliant with the Paperwork Reduction Package-approved by OMB July 2017

Quality Reporting & Monitoring Purpose

- Compliance with the PACE reporting regulations
 - Title 42 of The Code of Federal Regulations, §§460.140, 460.200(b)(1), 460.200(c) and 460.202;
- To improve quality of care and participant outcomes;
- Identify gaps and/or areas in need of improvement;
- Inform quality improvement activities
 - Plan, Do, Study, Act methodology;
- PACE organizations are also required to comply with reporting requirements as outlined by state and other federal agencies.

Quality Reporting & Monitoring

Overall Changes

- Technical changes
 - Data entry and system navigation
- All Level I & II data now collectively known as “PACE Quality Data”
 - Will reside in the HPMS Quality Monitoring Module
- More streamlined and standardized data entry
 - Drop down menus for required data elements
 - Open text fields provided with character limitations
 - As needed to indicate “other” and outlier type information

Quality Reporting & Monitoring

Overall Changes

- HPMS Upload Document Feature for RCAs
 - The submission of additional information and/or supporting documentation for RCAs is optional, but not required
 - This feature should only be utilized for extraordinary or unusual circumstances
 - For example, police and/or coroners reports, complex adverse outcomes, etc.

Quality Reporting & Monitoring Policy Changes

- **Reporting requirements and thresholds**
 - Clarified guidance & modified thresholds as appropriate
 - Reduced reporting in some areas
 - All PACE quality data and root cause analyses (RCAs) will be reported on a quarterly basis (with a 45 day grace period)
 - POs are not precluded from reporting data real time and/or prior to the end of the quarter
- **RCA requirements**
 - All former Level II categories, with some modifications, require an RCA
 - Must be initiated internally within 3 days & reported quarterly
 - Now consist of drop down menu's in HPMS
 - Contributing factors, actions taken, ongoing improvements, etc.

Quality Reporting & Monitoring

Modified Reporting Thresholds

- Eliminated 1st Degree Burns
- Eliminated Kennedy Terminal Ulcers
- Only *confirmed* cases of abuse will be reported to CMS
- Only unexpected deaths will require an RCA
 - Homicide and/or coroner investigation
- Other deaths reported under Enrollment Data, or
 - Other appropriate category
 - For ex., Adverse Outcome, MVA, etc.
- Census Data changed to Enrollment data
 - Enrollment denials (prospective enrollees) now included
- ER visits will now include urgent care centers

Quality Reporting & Monitoring

Discussions with CMS

- CMS Account Managers (AMs) have access to all PACE Quality Data
 - Will serve as the basis for routine review & discussion
 - May request more detail (as needed) during discussions
- All requests for reporting extensions will be reviewed & approved by your CMS AM

Important Dates

- Release of the new PACE Quality Monitoring Module
 - April 2, 2018
- Last day to report current Level II data in DMAO Portal
 - March 31, 2018*
- Due date for Quarter 2 PACE Quality Data in HPMS
 - August 15, 2018

*The DMAO portal will remain available to submit any outstanding root cause analyses due to CMS for previously submitted PACE Level II events and for related policy questions.

Quality Reporting & Monitoring

Quarterly Reporting Schedule

Due Dates for All PACE Quality Data

Quarters	Quarter Begins	Quarter Ends	Last Day to Enter Quarterly Data
1	January 1st	March 31st	May 15th
2	April 1st	June 30th	August 15th
3	July 1st	September 30th	November 15th
4	October 1st	December 31st	February 15th

Quality Reporting & Monitoring

PACE Policy Resources

- PACE Quality Monitoring and Reporting Guidance Document
 - Available via HPMS & the DMAO portal webpage
- DMAO Portal Website
 - <https://dmao.lmi.org>.
- CMS Account Manager

About HPMS

- HPMS – Health Plan Management System
- HPMS History
- Web-based data system
- Various data functions in CMS
- General discussion of HPMS Modules

HPMS Resources

- HPMS Home Page Resources

The screenshot displays the HPMS (Health Plan Management System) home page. At the top left is the HPMS logo and the text "Health Plan Management System". On the top right, the user "TIMOTHY HOOGERWERF" is logged in, with links for "User Resources", "Log Out", and "A A A". Below this is a green navigation bar with the following menu items: Plan Dashboard, Contract Management, ACO Management, Plan Bids, Plan Formularies, Monitoring, Quality and Performance, Risk Adjustment, Cost Reports, and Data Extract Facility. The main content area is divided into two columns. The left column, titled "HPMS Memos", lists five recent memos with dates and brief descriptions, each followed by a "More" link. The right column features a photograph of two healthcare professionals in a clinical setting. Below the photo are two tabs: "Announcements" and "My Favorites". The "Announcements" tab is active, showing a message that there are no active announcements and a "More" link to view archived announcements. At the bottom of the page is a blue footer containing navigation links (Home, About HPMS, Website Accessibility, Web Policies, File Formats and Plug-Ins, Rules Of Behavior, System Requirements, FAQ), a disclaimer ("This is a U.S. Government computer system subject to Federal law."), and the CMS logo.

HPMS
Health Plan Management System

TIMOTHY HOOGERWERF | User Resources | Log Out | A A A
Last logged in at 12:23 PM on March 24, 2016

Plan Dashboard | Contract Management | ACO Management | Plan Bids | Plan Formularies | Monitoring | Quality and Performance | Risk Adjustment | Cost Reports | Data Extract Facility

HPMS Memos

- 03/22/2016 [Memo](#) re: New York MMPs: Additional Revisions to [Final Contract Year 2016 Marketing Guidance](#).
- 03/16/2016 [Memo](#) re: CY 2016 Pilot Audit Protocol Release and Updates: [Medication Therapy Management \(MTM\)](#) and [Provider Network Accuracy \(PNA\)](#).
- 03/15/2016 [Memo](#) re: 2015 Electronic Health Record Incentive Program (EHR) Attestation Guidance for Qualifying Medicare Advantage (MA) Organizations.
- 03/15/2016 [Memo](#) re: Michigan MMPs: Revised State-Specific [Reporting Requirements Appendix](#) and [Value Sets Workbook](#).
- 03/15/2016 [HPMS Email](#) re: CGDP Preliminary Labeler Code Changes for Calendar Year 2017.

[More >](#)

Announcements

There are no active announcements. Select the more link to view archived announcements.

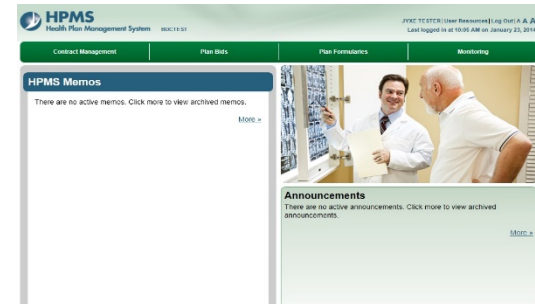
[More >](#)

My Favorites

Home | About HPMS | Website Accessibility | Web Policies | File Formats and Plug-Ins | Rules Of Behavior | System Requirements | FAQ
This is a U.S. Government computer system subject to Federal law.

HPMS User Access

- See the following for instructions on gaining HPMS Access. <http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/Overview.html>
- Contact HPMS_Access@cms.hhs.gov for current instructions/forms/general User Access inquiries
- HPMS Web Address:
 - <https://hpms.cms.gov>



HPMS Navigation

- HPMS General module navigation

The screenshot displays the HPMS (Health Plan Management System) interface. At the top left is the HPMS logo and the text "Health Plan Management System TEST". At the top right, it shows the user "STE TESTER" with links for "User Resources", "Log Out", and accessibility icons, along with the text "Last logged in at 3:15 PM on March 12, 2018". A green navigation bar contains the following menu items: "Contract Management", "Plan Bids", "Plan Formularies", "Monitoring", "Quality and Performance", "Risk Adjustment", and "Data Extract Facility". Below the navigation bar, the breadcrumb "Home » PACE Quality Monitoring" is visible. The main heading is "PACE Quality Monitoring Start Page". To the left of the text is an image of two women in a professional setting. The text below the image states: "The PACE Quality Monitoring module supports the submission and review of data required by the Centers for Medicare & Medicaid Services (CMS) and the State Administering Agency (SAA) to monitor the quality and performance of each PACE organization." To the right is a sidebar titled "PACE" containing a list of links: "Data Collection" (with sub-links: "Data Entry", "Upload Data", "Request Extension"), "Documentation" (with sub-link: "Documents and Upload Templates"), and "Reports" (with sub-link: "PACE Reports"). At the bottom, a blue footer contains navigation links: "Home | About HPMS | Website Accessibility | Web Policies | File Formats and Plug-Ins | Rules Of Behavior | System Requirements | FAQ" and the text "This is a U.S. Government computer system subject to Federal law." The CMS logo is also present in the bottom right corner.

Live Walkthrough

- Targeted Functions
- Extension Requests
- Reports
- User Guide

HPMS Contact Information

- HPMS Help Desk
 - hpms@cms.hhs.gov
 - 1-800-220-2028
- HPMS User Access Mailbox
 - Hpms_access@cms.hhs.gov
 - 410-786-4586
- Analyst Name
 - Tim Hoogerwerf
 - Timothy.hoogerwerf@cms.hhs.gov
 - 410-786-9962

Closing Remarks and Questions

- Closing Remarks
- Questions

Thank you for attending!

Thank You!