

Delivery System Network (DSN) Evaluation Questions and Answers

No.	Question	Answer
1	Can you clarify what you mean by "including delegated credentialing (excluding organizational credentialing)"?	The term, <i>organizational credentialing</i> (as referred to in element 1-2 of the <i>DSN Narrative Template Tool</i>), is used to identify situations in which the CCO has contracted with a provider group or facility who is responsible for credentialing its employees but has not been delegated any managed functions related to management of the CCO's provider network and monitoring of network adequacy.
2	Are you looking for all oral health, mental health, SUD, all specialists, OB/GYN, and non-English language providers to have indicators for accepting new members?	Yes. Per the <i>2023 Delivery System Network Provider Capacity Template Instructions</i> released by OHA, all CCO individual providers, regardless of specialty, should have values reported in the <i>Accept_Ind</i> data field. As in prior DSN Evaluations, two indicators will be evaluated as stratified by provider type—i.e., percent of providers accepting new patients and percent of providers speaking a non-English language.
3	Do you want to see a row for each individual, or for committees?	Related to element 1-1 on the <i>DSN Narrative Template Tool</i> , each row should highlight a single committee or operational team within the CCO responsible management, reporting, and oversight of network adequacy monitoring. A listing of executive leadership positions (e.g., CEO, CMO, etc.) and departments that comprise committees should be included in the second column associated with the referenced committee.
4	Should we submit Committee Charters?	Related to element 1-1 on the <i>DSN Narrative Template Tool</i> , submission of committee charters is not required; however, if they contain documentation of the scope of committees, CCOs may upload annotated copies and reference the document (i.e., filename and location of relevant information) in the <i>Documentation submitted for desk review</i> table.
5	Could you give an example of a response that might be included in "Monitoring Approach" that is distinct from the elements that appear below it?	The <i>Monitoring Approach</i> element as used in domains 2 and 3 of the <i>DSN Narrative Template Tool</i> is designed to capture a summary of how the CCO monitors a particular member population or network adequacy metric. It is especially relevant if a CCO does not use defined data and metrics/performance measures to support its internal monitoring of the adequacy of its network. For example, a CCO may not capture, calculate, and report metrics associated with providers' hours of operations, but

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		monitors member complaints and grievances that convey concerns with a providers' hours of operation.
6	What if reports live in a dashboard?	If metrics are reported via a CCO's dashboard, screenshots of the dashboard demonstrating results for a metric are acceptable as evidence of reporting. Please be sure to provide two copies of results that correspond with the frequency reported in your responses and include sufficient evidence to confirm the time frame associated with the reporting.
7	If we have an annual report, do we just submit one example and note that there is only one sample from the review period?	Assuming the frequency of reporting and monitoring of the metric is listed as annual, then a single annual report is accepted. However, if metrics are reviewed more frequently by the CCO (e.g., quarterly), even if the result(s) are eventually rolled into an annual report, HSAG would expect sample results from the interim reporting as well. CCOs may include more than two sample reports if relevant to their monitoring and reporting strategy.
8	<p>Are reports such as Transformation Quality Strategy (TQS) sections, Health Equity Plan (HEP) sections, or Performance Improvement Project (PIP) reports acceptable for some of the required reports?</p> <p>The following additional reports were identified by CCOs which also might support responses to the DSN Narrative Template: Language Access quality incentive measure annual reporting, the annual self-assessment, and quarterly interpreter services reports.</p>	Yes. If the CCO uses the TQS, HEP, and PIP reports to communicate member population needs and network adequacy results to its management teams for the purposes of network adequacy monitoring and decision-making, please annotate the reports, document the filename and specific location of relevant information in the tool, and upload the referenced document(s).
10	For the DSN Capacity Report, is it possible to stop embedding the actual specification document (pdf) in the Excel document? It will not open for some folks but does for others.	In addition to the embedded PDF in the <i>DSN Capacity Report</i> template, the <i>2023 Delivery System Network Provider Capacity Template Instructions</i> exist as a standalone document available for downloading from the CCO Contract Forms page: https://www.oregon.gov/oha/hsd/ohp/pages/cco-contract-forms.aspx .
11	Will the CCOs' completed DSN Narrative Template tool and associated attachments be posted publicly?	Guidance on public posting of DSN materials will be forthcoming. OHA reserves the right to publicly post redacted documents. CCOs should follow redaction instructions in the approval letter.
12	With potential overlap between EQR and OHA reporting requirements, CCOs expressed an interest in looking for opportunities where EQR reporting could support other contract deliverables.	OHA will work with internal staff to review potential overlap in reporting requirements with EQR activities to ensure alignment where possible.