

How to Complete the Managed Care Organizational Self-Assessment

About the Managed Care Organizational Self-Assessment

It is critical for provider organizations preparing for the transition to Medicaid Managed Care to assess their strengths and identify areas that need increased capacity and attention to thrive in the new reimbursement system. The Managed Care Technical Assistance Center's (MCTAC) organizational self-assessment tool is designed for respective organizational leadership and management team members to complete. The purpose of this assessment is to determine the degree to which your organization is prepared for critical changes across domains of Managed Care. MCTAC evaluates all completed survey responses and provides back to organizations aggregate readiness metrics, both on an organizational level and in comparison with other organizations across the state.

In addition to helping your organization evaluate needs ahead of the transition, submitting the organizational self-assessment is an opportunity to identify which areas of technical assistance are most needed. Your participation will help MCTAC better serve your organization's needs as you navigate a changing healthcare system.

Please Note: The Managed Care Organizational Self-Assessment responses will be shared with state government officials to help to inform their work coordinating the transition to managed care. Assessment results will remain confidential from other provider organizations.

If your organization has not received an email with a personalized survey link, please email MCTAC.info@nyu.edu. In addition, MCTAC will be offering a webinar and office hours to support the timely completion of this assessment.

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This assessment is designed to provide organizations with categories of processes, practices, and change management activities needed to effectively prepare for overall function in a business relationship with an MMCP. Once completed, the self-assessment tool offers a snapshot of the organization's current level of readiness as well as determining need for technical assistance. This tool may be helpful as a planning resource to guide organizations in their preparation and decision-making. Statements presented will be answered either as Yes/No, multiple choice, or on a scale from 1-5.

Please follow the instructions below to submit your Managed Care Organizational Self-Assessment no later than **October 12th, 2018**:

1. It is mandatory to view the webinar, *Tips for Completing the Managed Care Organizational Self-Assessment* before submitting your MC OSA.

2. **Enter your responses into the online survey form.** For your convenience, print out a [hard copy](#) of the PDF of the assessment and complete with your team.

MCTAC strongly suggests that organizations bring together a team that represents all areas of your organization and is able to respond to statements collectively. Team discussions will assure that the answers are an accurate reflection of Managed Care readiness, and represent the beginning of your planning process to address opportunities identified during the conversation. We encourage your organization to collaborate across management teams to complete the assessment – including, but not limited to, executive leadership, finance, program operations, IT, and a QA/evaluation team.

We suggest that all sections be completed collectively by the identified organizational team. We have created a list of recommended organizational representatives who may be able to assist in completing each category.

Domain	Organizational Leadership and Management Team
Understanding Medicaid Managed Care Plans' (MMCPs) Priorities and Present Managed Care Involvement	Collective organizational team
MMCP Contracting	Legal/Finance team
Communication/Reporting (Services authorization, etc.)	Program operations/Managed Care staff
IT System	IT
Medical Necessity, Eligibility Criteria, and Utilization Management Practices	Program operations/Managed Care staff/QA
Member Services and Grievance Procedures	Program operations
Interface with Physical Health, Social Support, and Health Homes	Program operations
Quality Management, Quality Studies, and Incentive Opportunities	QA and Evaluation team
Finance and Billing	Finance team
Access Requirements	Program operations
Demonstrating Impact/Value (Data Management and Evaluation Capacity)	QA and Evaluation team

Additional Resources

The Managed Care Technical Assistance Center (MCTAC) has created tools and resources to support the completion of the Managed Care Organizational Self-Assessment. For additional assistance, please email us at mctac.info@nyu.edu.

[Glossary of Terms](#) - Interactive online glossary of frequently used managed care terminology. Includes a printable guide of common acronyms.

[The P.E.N. Guide](#) - Your organization's cheat sheet to managed care contracting. Prepare, Evaluate and Negotiate your contract with Medicaid Managed Care Plans.

[Medicaid Managed Care Readiness: Assessment/Work Plan Development Tool](#) - This tool is designed to help providers assess and develop a work plan in preparation for the transition to Medicaid Managed Care.

[MCO Plan Matrix](#) - A comprehensive, one-stop resource for critical New York State Medicaid Managed Care Plan information, searchable by region, county, or plan.