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Correspondence Memorandum

Date: April 26, 2024

To: Office of Internal Audit (OIA)

From: Jessica Rossner, Data and Compliance Unit Director
Office of Strategic Health Policy

Subject: Response to Internal Audit Review of Group Health Insurance Program
(GHIP) Performance Standards

Thank you for completing the requested review of the health plan performance standards against standard contract terms. The Office of Strategic Health Policy (OSHP) agrees with the findings in the report that oversight of the quarterly performance reports submitted by the health plans could be strengthened. This information has been useful in identifying and developing solutions. Also, it has been helpful as we begin in our work with the health plans on improving consistency and accuracy in their reporting.

As you know, OSHP recently hired a Health Care Data and Vendor Performance Reporting Analyst. This position supports the development and deployment of processes to track, monitor, evaluate, and analyze health plan and other vendor performance measures and deliverables. The Health Care Data and Vendor Performance Reporting Analyst will also design, develop, and deliver automated reports and dashboards to make quality data available for staff to monitor vendor compliance and performance.

In relation to the findings stated in OIA's review of the health plan performance standards, OSHP staff started the following:

- Evaluating current state processes and identifying opportunities to remove manual interventions and improve efficiency and accuracy in reporting and penalty calculations.
- Reviewing methodologies and measures used to calculate the performance standards and establishing recommendations that are consistent across health plans.
- Creating standardized templates for data collection to ensure consistency in the methodologies and measures being used across all health plans.

Attachment A

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- Establishing a process and timeline to periodically review the performance standards submitted by the health plans to ensure they are providing the correct metrics to ETF.
- Adding a penalty as a recommended change to the 2026 health plan program agreement for instances when responses to requests for supporting documentation for reported performance guarantees are not provided timely or accurately.

We appreciate OIA's time and efforts in developing the review.