

# **SNP Structure & Process Measures with Sub-Elements**

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## **SNP 1: Complex Case Management**

Element A: Identifying Members for Case Management

Element B: Access to Case Management

Element C: Case Management Systems

Element D: Frequency of Member Identification

Element E: Providing Members with Information

Element F: Case Management Process

Element G: Individualized Care Plan

Element H: Informing and Educating Practitioners

Element I: Satisfaction with Case Management

Element J: Analyzing Effectiveness/Identifying Opportunities

Element K: Implementing Interventions and Follow-up Evaluation

## **SNP 2: Improving Member Satisfaction**

Element A: Assessment of Member Satisfaction

Element B: Opportunities for Improvement

Element C: Improving Satisfaction

## **SNP 3: Clinical Quality Improvements**

Element A: Clinical Improvements

#### **SNP 4: Care Transitions**

Element A: Managing Transitions

Element B: Supporting Members through Transitions

Element C: Analyzing Performance

Element D: Identifying Unplanned Transitions

Element E: Analyzing Transitions

Element F: Reducing Transitions

#### **SNP 5: Institutional SNP Relationship with Facility**

Element A: Monitoring Members' Health Status

Element B: Monitoring Changes in Members' Health Status

Element C: Maintaining Members' Health Status

#### **SNP 6: Coordination of Medicare and Medicaid Coverage**

Element A: Coordination of Benefits for Dual-Eligible Members

Element B: Administrative Coordination of D-SNPs

Element C: Administrative Coordination for Chronic Condition and Institutional Benefit Packages

Element D: Service Coordination

Element E: Network Adequacy Assessment