

Start-Up A/B MAC Performance Measures



*Open Door Forum
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Procurement Sensitive



Topics

- Contracting Reform - review
- Requirements and Standards
- Definitions
- Context of feedback
- “Balanced Scorecard”
- The Path to the Future
- Next steps

Contracting Reform

- MMA Section 911 mandates re-competition of all current fee-for-service claims administration contracts
 - FAR contracts with a Statement of Work (SOW)
 - ▶ CMS must consult with providers, representatives of beneficiary organizations, and contractors on performance requirements and standards
 - ▶ Provide incentives for quality

A/B MAC Requirements and Standards

- **283 Requirements, 82 Standards**
 - Transitions
 - Financial Management
 - Claims Processing
 - Hearings and Appeals
 - Provider Customer Service
 - Medicare Integrity Program Requirements
 - Interface Requirements
 - Quality Assurance
- **DOES NOT INCLUDE**
 - Specialty activities (e.g. IHS, Demonstrations, etc.)
 - Options, tbd

Definitions

1. Performance Requirement: A clear and concise statement of a desired outcome
2. Performance Standard: A defined level of (expected) performance against which the quality of a contractor's services can be determined
3. Key Performance Indicator: Those characteristics of a Performance Requirement that can be measured and that are most indicative of the achievement of a desired outcome
4. Performance Measure (aka, outcome measure): A clearly defined qualitative or quantitative method for determining the level of performance that a contractor has actually achieved

Context of feedback

Is the A/B MAC SOW
in alignment with the
Vision for FFS Medicare?

The Balanced Scorecard



Priorities -- Incentives

Outcome-focused measures

Financial Management

Operational Excellence

Innovation and Technology

Customer Service

Legislative mandates

Process-driven requirements

The Path to the Future

- Consider public feedback
- Align SOW with Objectives with Vision
- Develop an incentive plan that will reward world-class customer service, high-quality operations, value-added innovations, and fiscal integrity

NEXT STEPS

- **May 11, 2005** - Public Comment on Performance Standards **closes**
- **June 2005** – Workgroup Sessions
- **September 2005** -- A/B MAC RFP