Appendix 6-Plan Feedback Report

Plan Feedback Report (PFR)

Introduction:
CON11, CON12, and CON13 MA organizations can access a report called the Plan Feedback Report (PFR), which was designed with the MA Organization needs in mind. This report increases transparency by providing feedback on the medical record review (MRR) process progress and preliminary MRR findings. This report also provides key metrics around the audited enrollees, audited CMS-Hierarchical Condition Category (CMS-HCC)(s), and top invalid medical record reasons. MA organizations can see a detailed view of each medical record submission including the submission date, validity status, invalid reason(s) if applicable, and initial preliminary coding determinations. Confirmed MA organization users can access the report directly through the CMS RADV Report Portal using multi-factor authentication (MFA) called Okta.

PFR Disclaimer: The Plan Feedback Report results are preliminary and must not be viewed as final. The reported outcomes of medical record review are based only on exact match with the audited CMS-HCCs. Interaction CMS-HCCs or other CMS-HCCs identified within hierarchies are not included. In addition, no demographic components are included.

Supported Browsers:
1. Google Chrome (recommended)
2. Internet Explorer V9 and above

Login Information:
URL: https://sasweb.radvcdat.cms.gov

User Name and Password:
Each MA organization-approved user accesses the report at https://sasweb.radvcdat.cms.gov and must enter a valid CDAT user ID and password. The PFR uses the same credentials that plan users use for the CDAT application login. As with CDAT, 2nd factor authentication is also required to access the report.

Accessing the PFR (Figure 6.1):

NOTE: The data within the figures below is not real data and was created to characterize the type of data available to the MA organizations when accessing and viewing the Plan Feedback Report.
1. Enter the PFR address in the Internet address field: https://sasweb.radvcdat.cms.gov.
2. Enter the CDAT user ID in the Username field.
3. Enter the CDAT user password in the Password field.
4. Click Sign In

**Figure 6.1** PFR Sign In

After entering credentials, users are directed to the second step of authentication, the Okta Multifactor Authentication Page (**Figure 6.2**).

**Figure 6.2** For Illustration Purpose - Okta Authentication Token Request

Note: Below figure is an illustration of the Okta authentication using the text message method. This view may be different based on the type of 2nd factor authentication you have configured to access the CDAT application.
The report user must have access to the cell phone belonging to the telephone number listed in the authentication screen to receive the authentication token code.

5. Click **Send Code** to receive a 6-digit code on the cell within few seconds.
6. Enter the **6-digit code** received via text on the linked cell phone in the “**enter code**” text box,
7. Click **Verify**.

**Plan Feed Report Portal:**

The user is directed to Plan Feedback Report launch page within the CMS RADV Report Portal (Figure 6.3).

*Figure 6.3 CMS RADV Report Portal*
The page contains an icon to the Plan Feedback Report.

8. Double click the icon to view the report. The report will open within the same browser tab.

Plan Feedback Report (PFR) Details:

**Figure 6.4** Sample Plan Feedback Report for HMOID H0001 (Fictitious data)

When assigned as a point of contract (POC) for more than one HMOID, the user may have access to more than one contract’s (i.e., HMOID) PFR. All the HMOIDs that the user is authorized to access will be available in the **Select a Contract ID** dropdown at the top of the report. User can select a HMOID to view a specific contract’s Plan Feedback Report.

An explanation of each report section is provided below.

The **Sample Summary** section (**Figure 6.5**) provides the following Plan key metrics around the audited enrollees and submissions:

- **# of Enrollees in the Sample**: Number of enrollees in the Plan audited for the RADV Sample.
- **# of Enrollees with at Least 1 Medical Record Submitted**: Number and corresponding percentage of the sampled enrollees with a minimum of one submission.
- **# of CMS-HCCs in the Sample**: Number of audited CMS-HCCs associated with the # of enrollees in the RADV Sample.
Appendix 6-Plan Feedback Report

- **# of CMS-HCCs Submitted**: Number of audited CMS-HCCs associated with the medical records submitted.
- **# of Medical Records Submitted**: Number of medical records submitted for the audited enrollee/CMS-HCCs.
- **# of Invalid MRs**: Number and percentage of the submitted medical records deemed invalid.
- **CMS-HCC not Found Rate**: Percentage of the submitted audited CMS-HCCs that were not found.

**Figure 6.5 Sample Summary Section**

The **Preliminary Findings Summary** section (**Figure 6.6**) displays the CMS-HCC submission status. Plans can see preliminary findings for their submitted audited CMS-HCCs.

- **Not Submitted**: Percentage of audited CMS-HCCs for which a medical record was not submitted.
- **HCC Found**: Percentage of audited CMS-HCCs that were found in either review step in the coding process.
- **HCC Not Found**: Percentage of audited CMS-HCCs that were not found after final (Discrepant Confirmation) review step.
- **HCC Not Submitted but Found**: Percentage of audited CMS-HCCs for which a medical record was not submitted, but the audited CMS-HCC was found on another medical record for the same enrollee.
Appendix 6-Plan Feedback Report

Figure 6.6 Preliminary Findings Summary

The Top 3 INV Reasons section (Figure 6.7) shows the top invalid reasons for an individual Plan as compared to all Plans across the entire RADV Sample.

- Your Plan - % INV MRs with this code – Percentage of plan specific medical records with an Invalid Code/Reason
- CON Sample - % INV MRs with this code - Percentage of all medical records with an Invalid Code/Reason.

Figure 6.7 Top 3 Invalid Reasons
Appendix 6-Plan Feedback Report

The **Detail Report** section (Figure 6.8) displays details for each of the Plan’s submissions to substantiate the audited CMS-HCCs for the enrollees. Key information provided includes: submission type, the validity of the Medical Record, INV reasons for MRs that were deemed invalid, attestation status, if attached, and the status of the submission review. The last column displays preliminary CMS-HCC findings.

**Figure 6.8** Detail Report (Fictitious data)

The **Detail Report (Figure 6.8)** provides the following:

- **Contract ID**: The contract’s identifier and name, also known as the HMOID.
- **Enrollee ID**: Masked ID for the enrollee selected for this audit.
- **Audited CMS-HCC**: CMS-Hierarchical Condition Category (CMS-HCC) for which the contract received risk adjustment payment in the sampled CY.
- **Coversheet ID**: The unique identifier assigned to the Medical Record Coversheet and attached file (i.e., medical record, attestation) upon submission to CDAT.
- **Submission Status**: Status of the submissions for the enrollee and audited CMS-HCCs.
  - **Submitted**: Medical Record (MR) was submitted to validate the corresponding enrollee/CMS-HCC combination.
  - **Not Submitted**: A MR was not submitted to validate the corresponding enrollee/CMS-HCC combination.
- **Submission Type**: Indicates the status of the submission based on selection made by your MA organization on the submitted Medical Record Coversheet.
  - **No MR**: Medical Record Coversheet submitted without a medical record.
  - **MR**: Medical Record Coversheet submitted with a file containing one (1) medical record.
  - **MR & ATT**: Medical Record Coversheet submitted with a file containing one (1) CMS-Generated Attestation and one (1) medical record.
  - **<Blank>**: No submission received for the specified enrollee/CMS-HCC Combination.
- **Submission Date and Time**: Date and time the submission was uploaded to the CDAT system. All times are in Eastern Standard Time (EST).
- **Rank**: The rank assigned to the Medical Record Coversheet as indicated by your MA organization.
- **Valid/Invalid MR**:

Contract-Level RADV Plan Feedback Report
June 2019
Appendix 6-Plan Feedback Report

- **Valid**: Submitted medical record is valid.
- **Invalid**: Submitted medical record is invalid and cannot be used to validate the audited CMS-HCC(s).

**Invalid MR Reason(s)**: Column is populated when the submitted medical record is Invalid. One or more of the invalid codes and corresponding disposition will display.
- INV1 - Wrong record/no name
- INV2 - Missing signature
- INV3 - Name variation
- INV4 - Date Missing (For CON 11 - Date missing or date mismatch)
- INV5 - Invalid Source
- INV7 - Unacceptable credential/specialty
- INV14 - Date outside data collection period
- INV15 - Incorrect/Invalid provider type
- INV17 - Unacceptable medical record documentation
- INV20 - Other

**Invalid Attestation**: Populated for invalid medical record submissions.
- Valid: Attestation associated with the medical record is valid
- Invalid: Attestation associated with the medical record is not valid

**Review Status**: Status of the submission’s medical record review coding process.
- Completed - Medical record completed all coding steps.
- <Blank> - A submission was not received for the specified enrollee/CMS-HCC Combination.

**Initial Findings**: Populated when a medical record submission was submitted for a specified enrollee.
- **HCC Found**: Audited CMS-HCC was found within the submission during the coding process
- **HCC Not Found**: Audited CMS-HCC was not found within the submission during the coding process.
- **HCC Found on another MR**: Audited CMS-HCC was not found on the Medical Record in question (or the Medical Record in question is Invalid), but the audited CMS-HCC was found on a different Medical Record for the same enrollee in the coding process.
- N/A: The Medical Record in question is Invalid and the audited CMS-HCC was not found on a different Medical Record for the same enrollee in the coding process.

The detailed view of the report section can be expanded to a full page. Click on the **three dots** in the upper right corner of the page and select **Maximize** from the menu (**Figure 6.9**) to view the report in a Full-Page View (**Figure 6.10**).
Click on the three dots in the upper right corner of the page and select Restore from the menu (Figure 6.11) to navigate back to the report page shown in Figure 6.4.

Available Report Features: Report users view and select available features by clicking on the three dots and clicking on the desired feature (as shown in Figures 6.9 and 6.11) in the top right corner. Explanations of each feature on this report are provided below:
Appendix 6-Plan Feedback Report

- **Save Image:** Save.png formatted image of the current view or full report.
- **Export Data:** Download.tsv or .xlsx or .csv format of the data. Users can select all variables or limited variables to download.
- **Print Object:** Print the current view by selecting Print Object. To ensure the dashboard view scales correctly upon printing, select an A3 paper size for printing to paper or PDF.
- **Share Object:** Share the link to an image with other authorized Plan Report Users.
- **Maximize/Restore:** View the item in full screen mode (Maximize) and original (Restore) view. For list tables, the maximize and restore options can be found by clicking the three dots in the upper right corner. For all objects that are not list tables, select the four arrows pointing outwards (↑) to expand the view and then select the four arrows pointing inwards (↓) to return to the original report view. These buttons can also be found in the upper right corner of each object below the three dots.

**Logging out of the PFR:**
- Click on the **username** (Figure 6.12) on top right side of the report’s portal and select the **Sign Out** button.

![Figure 6.12 Signing out of the Report Portal](image)

**PFR Helpdesk/Support:**

The CMS RADV Team is available to provide support for any PFR related questions or concerns.

- For Plan Feedback Report-related questions please email with the subject **‘PFR Support’** to:
  - For CON11 – radvCON11@radvcdat.com
  - For CON12 – radvCON12@radvcdat.com
  - For CON13 – radvCON13@radvcdat.com
- Support hours are 9:00 a.m. to 6:00 p.m. ET