

NETWORK INDICATORS AND DEFINITIONS BY CONTRACT TYPE

Submit as required by contract ("Attachment D"). Due date is 30 days after end of each quarter.

Fiscal Intermediary Services

Area to be reported	Reporting Requirements	Information Source	Frequency
Consumer Satisfaction with Services Provided	Satisfaction on Survey Aggregate Form and response rate (report # of surveys distributed and # of surveys collected)	Consumer Survey procedure, Consumer Survey, and Survey Aggregate Form (in provider manual)	Annually – due April 30
Training of Staff Hired Through a Voucher (new staff)	Total # of staff working under a voucher for 3 months to 12 months who have completed initial training as required in provider contract	Contract Attachment E – "Training Requirements"; Employee records	Quarterly
Training of Staff Hired Through a Voucher (long-term staff)	Total # of staff working under a voucher for more than 12 months who have completed all initial trainings and all refresher training as required by contract	Contract – Attachment E, "Training Requirements"; Employee records	Quarterly
Timeliness of Claims Payments	Percentage of claims paid within 15 business days (report: # of claims paid within 15 business days / total # of claims)	Claims Payments	Quarterly

Consumer Satisfaction Data

See the section of provider manual related to Consumer Satisfaction Data

Staff Training Indicators

The CMHPSM feels that staff training is a critical component in the provision of safe, quality services to consumers. Providers must have in place a system to track and monitor staff training, and to ensure that staff attend all required trainings within the appropriate timeframe.

Staff Training data is reported quarterly. It is calculated by dividing the number of staff on the voucher payroll on the last day of the reporting quarter who have been employed for the designated amount of time (see categories below) and are trained in accordance with contract requirements, divided by the total number of voucher staff on the payroll on the last day of the reporting quarter who have been employed for the designated amount of time.

Include all direct care staff working under a voucher.

Two Staff Training categories are required:

1. Percentage of voucher employees working 90 days - 12 months
2. Percentage of voucher employees working more than 12 months (report ONLY for staff working more than 12 months)

The provider is required to provide an explanation on the quarterly reporting form whenever data above falls below 100%.

Timeliness of Claims Payments

Making timely payments to voucher staff is critical to the success of a voucher arrangement, as it allows staff to be assured of a regular paycheck. This data is reported quarterly. It is tracked by reporting the number of claims in that quarter that were paid within 15 business days, divided by the total number of claims paid in that quarter.

The provider is required to provide an explanation on the quarterly reporting form whenever data above falls below 95%.