Medicaid CHIP Data Analytics Unit Quarterly Report of Activities State Fiscal Year 2024 Quarter 1

As Required by
Texas Government Code, Section 531.0082

Texas Health and Human Services Commission
February 2024

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1. Introduction

The 2024-25 General Appropriations Act, House Bill (HB) 1, 88th Legislature, Regular Session, 2023 (Article II, HHSC, Rider 7), directs the Health and Human Services Commission (HHSC) to "report to the Legislative Budget Board on an annual basis by December 1 of each year the activities and findings of the Data Analysis Unit" created by Government Code, §531.0082. Government Code §531.0082 requires the Data Analysis Unit to provide a quarterly update on the unit's activities and findings. The following report fulfills the quarterly reporting requirement for the first quarter of State Fiscal Year 2024 (SFY24 Q1).

During SFY24 Q1, the Medicaid CHIP Data Analytics Unit (MCDA) within the Office of Data, Analytics, and Performance (DAP) completed 38 projects supporting the direction of the Government Code to "1) improve contract management, (2) detect data trends, and (3) identify anomalies relating to service utilization, providers, payment methodologies, and compliance with requirements" in the state's Medicaid program and the Children's Health Insurance Program (CHIP). The status of major projects and activities, along with findings, are described in Table 1, below, and include updates to projects related to three general categories: 1) Monitoring Managed Care Organization (MCO) Contract Compliance, 2) Tracking Service Utilization and Related Data, and 3) Enhancing Data Infrastructure.

MCDA collaborates closely with the HHSC Medicaid and CHIP Services (MCS) division. During the quarterly Service Utilization Workgroup meetings where MCDA presents its findings of service utilization trends and anomalies, 45 participants attended from MCS and other areas within HHSC.

In addition, Rider 7 directs that "any anomalies identified related to service utilization, providers, payment methodologies, and compliance with the requirements in Medicaid and the Children's Health Insurance Program shall be reported to the Office of the Inspector General for further review." MCDA and the Office of the Inspector General (OIG) communicate quarterly and as needed to exchange updates on respective analyses.

2. Routine Projects

Table 1. State Fiscal Year 2024 Quarter 1 Routine Project Updates

Project Name	Project Overview	Frequency of Update	Project Update
Monitoring MCO Contract Compliance - Extract, Transform, and Load (ETL) Automation: Contract Deliverables	The goal of the MCO Contract Compliance ETL process is to redirect Managed Care Contracts and Oversight (MCCO) staff resources that would otherwise have been spent manually processing thousands of reports MCOs formerly submitted in Excel format. Per Uniform Managed Care Manual (UMCM) chapters 5.24.1 through 5.24.7, MCDA extracts MCO self-reported data referencing Member/Provider Complaints, Member Hotlines, Member Appeals, Claims Adjudication, and Out-of-network Utilization, Provider Terminations, and Network Adequacy.	Ongoing	In SFY24 Q1, MCDA provided MCCO staff with complete data extracts for quality review of two deliverables (network adequacy and provider termination) by pulling data directly from the TexConnect database. MCDA also extracted data for Member/Provider Complaints, Member Hotlines, Member Appeals, Claims Adjudication, and Out-of-network Utilization to prepare visualizations for use by MCCO. In SFY23, MCDA was requested to add two new deliverables to the ETL process: UMCM 5.24.10 – Service Coordination Report, and a revised 5.13.4 – MCO Quarterly Pharmacy Report. ETL were designed, tested, and moved to production for 5.24.10, with ongoing improvements occurring in SFY24 Q1. In SFY24 Q1, ETL for 5.13.4 were designed, tested, and moved to production. Errors persist in MCO data submissions and MCDA will continue providing detailed data quality reports on MCO data to MCCO to facilitate the improvement in data quality.

Project Name	Project Overview	Frequency of Update	Project Update
Monitoring MCO Contract Compliance - ETL Automation: Personal Care Services (PCS) Authorization	In SFY2022 Q1, MCDA staff began assisting STAR+PLUS and STAR KIDS policy staff in automating report production for MCO self-reported data submitted per UMCM chapters 5.4.5.3 and 5.4.5.6. The deliverables referenced in these chapters collect information about number of members authorized to receive PCS and number of members who received those services, as well as the number of units authorized and received.	Ongoing	MCDA staff continued to work with STAR+PLUS and STAR KIDS policy staff in redesigning the deliverable to provide for quality review of the submissions and to improve comparisons between MCOs.
MCO Contract Compliance – Quality Performance Report (QPR) Dashboards	The goal of the MCDA compliance dashboards is to enhance contract oversight by trending MCOs' compliance with standards required by MCO contracts and the UMCM, such as claims adjudication timeliness and hotline call pick-up rate standards.	Quarterly	The QPR compliance dashboards were updated and revised to include all new data points through SFY23 Q4.
MCO Contract Compliance - Complaints Dashboards	As a result of findings from the report required by Rider 61 of the 2018-19 General Appropriations Act, SB 1, 85th Legislature, Regular Session, 2017 (Article II, HHSC), on Medicaid Managed Care Oversight, MCS initiated a project to revise the managed care member complaints process to streamline intake and tracking, more effectively leverage complaints data to identify risks, and ultimately improve quality of services. HB 4533, 86th Legislature, Regular Session, added related requirements, including making aggregated data available to the legislature and the public.	Quarterly	MCDA compiled the complaints data for SFY23 Q3 and refreshed the dashboards for the reports published on the HHSC website.

Project Name	Project Overview	Frequency of Update	Project Update
Provider Network Adequacy (PNA) - Time and Distance Reporting	HHSC requires MCO provider networks to comply with distance and travel time standards in accordance with managed care contracts. MCDA measures geodistance and travel time between clients and providers using geospatial mapping analysis and displays results in a Tableau dashboard, which presents data on compliance with HHSC distance performance standards by MCO, county, and provider type.	Quarterly	MCDA demonstrated a proof-of-concept Compliance Monitoring web application tool for MCCO and is currently working on custom application development. MCDA compiled all quarterly Time and Distance PNA analyses through SFY 2020 into a database table to enable long-term temporal trend analytics while greatly reducing response time to ad-hoc requests for historical data. MCDA continued working with Medicaid/CHIP Quality Assurance and MCCO to provide detailed methodology and information on the regular quarterly reporting process to the Institute for Child Health Policy at the University of Florida, Texas' External Quality Review Organization (EQRO), who is required by the Centers for Medicare & Medicaid Services (CMS) to validate time and distance standards.

Project Name	Project Overview	Frequency of Update	Project Update
PNA – Performance Management and Analytics System (PMAS)	MCDA is partnering with MCS and the PMAS teams within DAP and HHSC Information Technology (IT), to further integrate and automate the data systems required to monitor PNA in a more holistic manner.	Ongoing	In SFY24 Q1, MCDA worked extensively with MCS, the PMAS Data Engineering Team, and other DAP teams on integrating disparate provider datasets, data validation and profiling, designing a data model to support efficient network adequacy monitoring analysis and integrating geocoding automation for standardizing client and provider location data. Members of MCDA have been appointed as data stewards for the data mart and are working with IT and Enterprise Information Management (EIM) on data documentation while ensuring that data stored in the data mart and in connected geodatabases adhere to Data Governance and Performance Measurement (DGPM) standards and guidelines. Members of MCDA are participating in user acceptance testing and data validation of ingested data. MCDA is also working with the Geographic Information Systems (GIS) Administrator to set up and test cloud environments and data stores to support GIS product development for PNA. MCDA produced proof-of-concept web applications and completed 3 ArcGIS Enterprise PNA Demonstrations for DAP teams, IT, and MCS leadership to showcase web mapping capabilities and tools for supporting current and future PNA projects.

Project Name	Project Overview	Frequency of Update	Project Update
Prior Authorization Data Collection	In SFY22 Q4, HHSC, in collaboration with Texas Medicaid & Healthcare Partnership (TMHP), completed development of the project to finalize variables to include in the new Member-Level Data Warehouse. Managed Care Utilization Review (UR) staff have continued to work with the MCOs to assist them in successfully submitting test data to the TMHP Data Warehouse.	Ongoing	In SFY24 Q1, MCDA continued to consult with UR staff regarding prior authorization data.
Service Utilization Dashboard	MCDA creates and maintains a comprehensive service utilization dashboard displaying healthcare utilization by multiple service types, broken out by Medicaid and CHIP programs, MCOs, Service Delivery Area (SDA), age groups, race/ethnicity, and gender. The dashboard features multiple measures, including amounts paid, utilization rates, and number of claims.	Quarterly	In SFY24 Q1, the Service Utilization Dashboard was updated to include finalized data through SFY23 Q1 and preliminary data through SFY23 Q3.
Behavioral Health - Psychotropic Medications for Interstate Compact on the Placement of Children (ICPC)	MCDA provides a quarterly report to MCS Vendor Drug Program on psychotropic medications among ICPC. ICPC children are foster children from other states who are sent to Texas to live with a relative and are covered by Texas Medicaid per the ICPC agreement. The report examines similar topics of prescription usage as other MCDA psychotropic monitoring reports but on a quarterly, rather than annual timeframe.	Quarterly	In SFY24 Q1, MCDA completed the Psychotropic Medications for ICPC report.

Project Name	Project Overview	Frequency of Update	Project Update
Autism Services	The Medicaid Autism Services Policy went live Feb. 1, 2022, in compliance with Rider 28 (SB 1, 87th Legislature, Regular Session, 2021 (Article II, HHSC)). MCDA provides a bi-weekly update on licensed behavior analysts (LBAs) that have applied for enrollment and preliminary assessments to assist with recruitment and outreach.	Bi-weekly	Analyses were expanded to include more detailed accounting of group and performing provider enrollments.
Client Enrollment and Eligibility Reporting	MCDA developed the monthly Medicaid and CHIP Enrollment and Eligibility Report to help investigate variations in client eligibility and enrollment data. The data in this report alerts the team to fluctuations in enrollment or Medicaid program rollouts which might impact service utilization. Enrollment data also provides the denominators used in utilization rates, which normalizes the rates to aid in direct comparisons between, for example, MCOs. The one-page enrollment report is distributed widely to MCS and other HHSC staff.	Monthly	The Medicaid CHIP Enrollment and Eligibility Report is updated each month, and the latest report released in SFY24 Q1 was compiled in November 2023 and included data as of April 2023. In addition to the static PDF report produced by MCDA, MCDA has designed and implemented a Tableau Dashboard version of the eligibility and enrollment report. MCS has requested the addition of enrollment numbers for waiver programs to this report. In SFY24 Q1, MCDA continued design work for data collection, with the goal of implementing this change in SFY24 Q2.
Texas Medicaid and CHIP COVID-19 and Flu Utilization Data	MCDA prepares data for System Forecasting to estimate future expenditures of COVID-19 and possible cost offsets with lower flu diagnoses. MCDA also provides data on utilization and expenditures for COVID-19 and flu testing and diagnosis.	Quarterly	The latest report, delivered in SFY24 Q1, contained data through July 2023.

Project Name	Project Overview	Frequency of Update	Project Update
Quarterly 1115 Transformation Waiver Report	Section 1115 of the Social Security Act requires that federal regulations specify requirements for demonstration monitoring and evaluation. Title 42 CFR 431.424 outlines general evaluation requirements and evaluation design components such as hypotheses, data sources, and comparison strategies.	Quarterly	In SFY24 Q1, MCDA provided reports for Member/Provider Complaints with data from SFY23 Q2 and enrollment, provider counts, provider terminations, Member Hotlines, Member Appeals, Claims Adjudication, Out-of-network Utilization and Service Coordination with data from SFY23 Q3. MCDA also provided SFY22 visualizations for the annual report.
Service Coordination Report	In SFY23 Q4, MCDA staff began assisting MCS Office of Policy staff with the production of a report for MCO self-reported data submitted per UMCM chapter 5.24.10 – Service Coordination Report. This report replaced UMCM 5.4.6.1 members with special health care needs (MSHCN) Report beginning SFY23 Q2.	Quarterly	In SFY24 Q1, MCDA delivered the Service Coordination Report with SFY23 Q3 data.

3. Goals for Next Quarter

In SFY24 Q2, MCDA will build on the work it is conducting on MCS key initiatives and other projects, including the following:

- Continuing a partnership with MCS and the PMAS teams to further integrate and automate the data systems to monitor PNA in a more efficient and holistic manner and implement an automated geocoding pipeline to maintain standardized location-based information throughout the data mart.

- Continuing collaborative work on enhancements to the Analytical Data Store (ADS), including creating a best-picture representation of long-term care (LTC) claims, adding other high value LTC data elements, and developing a method for data analysts to easily report across ADS and LTC-ADS data models.

- Continuing to investigate the feasibility of using Tableau Python Server (TabPy) to automate dataset refreshes. TabPy is an external server implementation which allows the execution of Python scripts on Tableau. This would increase efficiency and increase the staff resources available to instead conduct more in-depth analyses.

- Creating a new Quarterly Pharmacy Report dashboard that will include prescription related prior authorization and percentage of maximum allowable cost metrics. MCDA will continue to perform data quality reviews on the MCO submissions to allow MCCO staff the opportunity to assist the MCOs with data quality.

4. List of Acronyms

Acronym	Full Name
ADS	Analytical Data Store
CHIP	Children's Health Insurance Program
CMS	Centers for Medicare & Medicaid Services
DAP	Office of Data, Analytics, and Performance
DGPM	Data Governance and Performance Management
EIM	Enterprise Information Management
EQRO	External Quality Review Organization
ETL	Extract, Transform, and Load
GIS	Geographic Information System
HB	House Bill
HHSC	Health and Human Services Commission
HTW	Healthy Texas Women
ICPC	Interstate Compact on the Placement of Children
IT	Information Technology
LBA	Licensed Behavioral Analyst
LTC	Long-Term Care
MCCO	Managed Care Contracts and Oversight
MCDA	Medicaid CHIP Data Analytics
MCO	Managed Care Organization
MCS	Medicaid and CHIP Services
MSHCN	Members with Special Health Care Needs
OIG	Office of Inspector General
PCS	Personal Care Services
PHE	Public Health Emergency
PMAS	Performance Management and Analytics System
PNA	Provider Network Adequacy
QPR	Quality Performance Report
SDA	Service Delivery Area
SFY	State Fiscal Year
TabPy	Tableau Python Server
TMHP	Texas Medicaid & Healthcare Partnership
UMCM	Uniform Managed Care Manual
UR	Managed Care Utilization Review