

# Care Compass Network PPS DSRIP Year 3, Quarter 2 APPEAL

Care Compass Network PPS (CCN) submitted an appeal requesting that the Independent Assessor (IA) reconsider the Patient Engagement submissions for Projects 3.a.ii.

## Project 3.a.ii– Patient Engagement Speed

### **Required Documentation**

The PPS was required to submit documentation to support the numbers of Actively Engaged members reported by the PPS in their DY3, Q2 Quarterly Report.

## Independent Assessor’s Initial Determination

### **Initial IA Determination**

CCN PPS was awarded the Patient Engagement Speed Achievement Value for this project.

### **Rationale for Initial IA Determination**

#### Project 3.a.ii

PPS Committed Number: 864

PPS Reported Number: 1364

IA Approved Number: 968

Percentage of Commitment: 157.87%

The PPS submitted an Excel spreadsheet which contains a count of 968 Medicaid CIN/Insurance Identification #'s for DY3Q1 through DY3Q2. The PPS also submitted attestations to support 396 anonymous call reported to CCN by partner organizations. The IA approved a count of 968.

## CCN PPS Appeal

CCN subsequently filed a formal appeal to the IA’s initial determination.

## Independent Assessor’s Final Determination

### **Final IA Determination after Appeal**

The Patient Engagement Speed AV will be upheld as Pass and Ongoing. The IA Approved Number for Project 3.a.ii will be revised.

### **Rationale for Final IA Determination**

As stated in the DSRIP Reporting and Validation Protocols: Domain 1 Milestones:

#### **Reporting of Actively Engaged for Crisis Stabilization – Project 3.a.ii**

For the purpose of tracking and reporting Actively Engaged for this project, PPS are required to capture and report the CIN, consistent with the guidance for all projects. However, if the nature of the engagement is anonymous, the PPS would only need to track and report the number of anonymous engagements completed by the PPS network partners.

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The IA reviewed the documentation submitted by CCN and found the documentation sufficient to satisfy the requirements. Therefore, the IA revised the IA Approved Number to 1364.