

**Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim Ntawv
Teev Qhab Nia
Cov Nqe Lus Nquag Nug
(Managed Care Organization (MCO) Scorecard Frequently Asked Questions)**

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog dab tsi?

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog pab koj xaiv ib lub managed care organization (koom haum tswj xyuas kev tu mob) (MCO) raws li feem uas tseem ceeb tshaj plaws rau koj. Daim Ntawv Teev Qhab Nia qhia koj txog cov tswv cuab tam sim no xav li cas txog lawv cov MCO thiab cov MCO ua tau raws lub xeev cov quag kev cai zoo npaum li cas. Daim Ntawv Teev Qhab Nia yuav puav leej muaj cov ncauj lus kev sib cuag thiab lwm cov lus tseeb txog cov MCO uas muaj rau koj xaiv tau.

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los qhov twg los?

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los ntawm ntau cov chaw los:

- **Ntu Member Survey (Kev Tshawb Nug Tswv Cuab)** qhia txog lub xeev qhov kev tshawb nug tswv cuab txoj kev txaus siab ib xyoo twg
- **Ntu Quality and Compliance (Kev Ua Tau Zoo thiab Ua Raws Li Txoj Cai)** qhia txog lub xeev txoj kev tshab xyuas txog MCO kev ua tau zoo raws txoj cai ib xyoo twg
- **Ntu Care Team Characteristics (Cov Yeeb Yam Ntawm Pawg Kws Tu Xyuas Mob Nkeeg)** thiab ntu lwm cov ntaub ntawv ntxiv qhia txog cov ntaub ntawv uas raug ceeb toom los ntawm cov MCO txog lawv lub koom haum

Kev tshawb nug tswv cuab txoj kev txaus siab yog dab tsi?

Kev tshawb nug tswv cuab txoj kev txaus siab yog ib co nqe lus nug hauv ib lub xyoo puag ncig uas raug xa mus rau cov tswv cuab tam sim no hauv txhua lub MCO kom lawv muab lus xam pom txog yam lawv tau ntsib nrog lawv lub MCO. Lub xeev yuav sau ua ke thiab txheeb cov nqe lus teb kom paub seb cov tswv cuab txaus siab npaum li cas rau lawv pawg kws tu xyuas mob nkeeg, lawv tau koom nrog kev tsim lawv qhov kev npaj tu xyuas mob nkeeg npaum li cas, thiab lawv cov MCO pab tau lawv cov kev tu ncuu zoo npaum li cas.

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog dab tsi?

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog ib qho kev soj ntsuam seb cov MCO ua tau zoo raws li cov quag kev cai tu xyuas mob nkeeg uas teeb tseg los ntawm lub xeev. Yuav tau tshuaj xyuas txhua lub xyoo los ntawm ib feem neeg ua haujlwm ywj pheej nyob sab nrauv uas ua haujlwm nrog lub xeev. Lub koom haum tshab xyuas kev ua tau zoo sab nrauv yuav saib seb lub MCO puas muaj cov cai tswj fwm, cov txheeb txheem kho mob, thiab txheeb ua hauj lwm ruaj kom muab kev tu xyuas mob nkeeg tau zoo tshaj plaws rau cov tswv cuab.

Kev tsis vam nyiaj paj thiab vam nyiaj paj yog dab tsi?

Ntu Hom Koom Haum hauv Daim Ntawv Teev Qhab Nia piav qhia txog hom koom haum uas ib lub MCO twg yog. Lub koom haum tsis vam nyiaj paj yog ib pawg neeg ua hauj lwm rau cov hom phiaj uas tsis vam tsim kom tau cov nyiaj paj thiab uas tsis muab cov nyiaj khwv tau los ntawm lub koom haum faib rau cov thawj coj los sis cov kws ceev xwm. Lub koom haum vam nyiaj paj yog ib lub chaw ua lag luam uas ua hauj lwm kom khwv tau nyiaj paj.

Daim Ntawv Teev Qhab Nia kho tshiab zaum kawg yog thaum twg? Nws nquag raug kho tshiab sai npaum li cas?

Tau muab Daim Ntawv Teev Qhab Nia kho tshiab thaum xyoo 2021 lawm. Nws raug kho txhua lub xyoo.

Vim li cas Daim Ntawv Teev Qhab Nia thiaj tsis muaj lwm cov ntaub ntawv txog cov MCO uas kuv txaus siab rau?

Daim Ntawv Teev Qhab Nia tsuas nthuav qhia txog cov ntaub ntawv uas lub xeev tso cai muaj xwb. Cov kev ntsuas piv hauv Daim Ntawv Teev Qhab Nia yog ntsuas raws li cov ntaub ntawv muaj tseeb tam sim no xwb, uas yog qhia txog cov hom phiaj zoo tshaj plaws yuav pab koj xaiv koj lub MCO.

**2022 Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim
Ntawv Teev Qhab Nia
Cov Lus Coj Qhia Ntsuas
(2022 Managed Care Organization (MCO) Scorecard Measures Guide)**

KEV TSHAWB NUG TSWV CUAB																					
Kev Ntsuas	Kev Txaus Siab Tag Nrho																				
Chiv Keeb Ntaub Ntawv	<p>Qhov Kev Tshawb Nug Txog Kev Txaus Siab xyoo 2020 — ib tug qhab nia sib tso ua ke uas siv cov lus teb los ntawm cov nqe lus tshawb nug nram no:</p> <ol style="list-style-type: none"> 1. Koj puas hu tau rau koj pawg kws tu xyuas mob nkeeg thaum koj xav tau? 2. Koj tau txais kev pab los ntawm koj pawg kws tu xyuas mob nkeeg heev npaum li cas? 3. Koj pawg kws tu xyuas mob nkeeg piav qhia tau tseeb npaum li cas rau koj? 4. Koj pawg kws tu xyuas mob nkeeg ua tib zoo mloog koj cov lus hais zoo npaum li cas? 5. Koj pawg kws tu xyuas mob nkeeg hwm koj zoo npaum li cas? 6. Koj pawg kws tu xyuas mob nkeeg tau piav qhia txog tus kheej cob qhia cov kev pab txhawb rau koj zoo npaum li cas? 7. Koj koom nrog cov kev txiav txim txog lub tswv yim tu xyuas koj npaum li cas? 8. Koj lub tswv yim npaj tu xyuas mob nkeeg pab txhawb cov tes dej num uas koj xav ua nyob rau hauv koj lub zej zog tau zoo npaum li cas, xws li kev mus xyuas lub tsev neeg thiab cov phooj ywg, kev ua hauj lwm, kev pab dag zog dawb, thiab ntau yam mus ntxiv? 9. Koj lub tswv yim npaj tu xyuas mob nkeeg txuam muaj tej yam tseem ceeb rau koj ntau npaum li cas? 10. Tag nrho, cov neeg uas muab kev pab txhawb thiab kev tu xyuas rau koj hwm koj koj zoo npaum li cas? 11. Cov kev pab txhawb thiab kev tu xyuas uas koj tau txais pab tau koj cov kev tu ncuu zoo npaum li cas? 12. Tag nrho, koj nyiam koj lub MCO npaum li cas? 																				
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Kev Ntsuas	Tag Nrho Cov Quag Kev Cai Ua Tau Zoo																				
Chiv Keeb Ntaub Ntawv	<p>2020-2021 thiab 2019–2020 kev tshab xyuas sab nraud koom haum quality compliance review (tshab xyuas kev ua tau zoo) (QCR)*</p> <p>Tus qhab nia no tau los ntawm kev sib txuam MCO cov kev ntsuas txoj kev coj txuam nrog:</p> <ul style="list-style-type: none"> • Member-Centered Care Delivery (Chaw Tu Xyuas Tswv Cuab): Lub MCO puas muab kev tuav tswv yim tu xyuas rau tswv cuab, kev muab cuag cov kev pab raws sij hawm, kev xaiv rau tswv cuab, thiab kev tiv thaiv tswv cuab cov cai?* • Tus Kws Kuaj Mob Muab Kev Xaiv thiab Saib Xyuas Ncav Raws Lub Sijhawm: Lub chaw MCO muab kev pab txhawb kom tau txais kev saib xyuas thiab cov kws kuaj mob tau zoo li cas, thiab tau tsim kho txheej txheem ua haujlwm los pab txo tej yam ua tsis tau zoo los sis feem muab kev saib xyuas tau qeeb tau zoo li cas. • Txheej Txheem Daws Kev Tsis Txaus Siab: Lub MCO tau ua hauj lwm nrog cov tswv cuab los daws cov teeb meem tsis haum xeeb zoo npaum li cas thiab muab faj seeb rau lawv thawm qhov txheej txheem. <p>*Vim yog cov kev hloov chiv keeb ntawm Ntu Quality and Compliance (Kev Ua Tau Zoo thiab Ua Raws Txoj Cai), lub Chaw Tu Xyuas Tswv Cuab yog ntsuas raws cov chiv keeb ntaub ntawv hauv 2020-2021, hos Provider Choice (Kev Xaiv Kws Kho Mob) thiab Timely Services (Cov Kev Pab Raws Sij Hawm) thiab Grievance System (Txheej Txheem Daws Kev Tsis Txaus Siab) yog ntsuas raws cov chiv keeb hauv 2019-2020. Vim yog lag luam kev sib sau los ua ke, thiaj li tsis tau muab My Choice Wisconsin (MCW) los tshab xyuas hauv xyoo 2020. Yog li ntawd, MCW cov ntaub ntawv chiv keeb txog Provider Choice (Kev Xaiv Kws Kho Mob) thiab Timely Services (Cov Kev Pab Raws Sij Hawm) thiab Grievance System (Txheej Txheem Daws Kev Tsis Txaus Siab) yog tau los ntawm kev Tshab Xyuas Quality and Compliance (Kev Ua Tau Zoo thiab Ua Raws Txoj Cai) hauv 2018-2019.</p> <p>**Kev ntsuas txog lub Chaw Tu Xyuas Tswv Cuab yog los ntawm Rights and Protections (Cov Cai thiab Kev Tiv Thaiv) yav dhau los hauv Daim Ntawv Teev Qhab Nia rau xyoo 2021 vim yog cov kev hloov chiv keeb ntawm quality compliance review (kev tshab xyuas qhov ua tau zoo) (QCR) uas ntsuas tau ntau yam dav dua thaum muab piv rau Rights and Protections (Cov Cai thiab Kev Tiv Thaiv) yav dhau los.</p>																				
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Chiv Keeb Ntaub Ntawv	Feem piv yog ceeb toom qhia txij thaum Lub Xya Hli 1, 2021, yog raws li full-time equivalents (neeg ua hauj lwm thawm hnuv) (FTE) thiab kev rau muaj npe. Feem piv ntawm ib tug neeg ua hauj lwm pab rau pes tsawg tus tswv cuab yog nthuav kev sib piv ntawm pes tsawg tus neeg ua hauj lwm hauv MCO rau pes tsawg tus tswv cuab hauv MCO. "1:x" yog txhais tias: Rau txhua 1 tug neeg ua hauj lwm, muaj x tus tswv cuab. Qhov feem piv pom tsawg dua yog qhia tias muaj MCO cov tswv cuab tsawg tus rau ib tug thawj tswj kev tu xyuas pab, hos qhov feem piv ntau dua yog qhia tias muaj MCO cov tswv cuab coob tus dua rau ib tug thawj tswj kev tu xyuas pab dua.
Txheej Txheem Kev Feem Piv	Tsis tau ntsuas piv cov neeg ua hauj lwm rau tswv cuab. Tag nrho MCO cov feem piv neeg ua hauj lwm yeej ua raws li lub xeev cov quag kev cai.
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