

Spotlight: Quality Measurement and Performance Oversight

State Medicaid agencies that contract with Medicare Advantage Dual Eligible Special Needs Plans (D-SNPs) share responsibility with the Centers for Medicare & Medicaid Services (CMS) to oversee and improve the quality of care delivered to dually eligible individuals enrolled in those plans.

However, Medicaid and Medicare have separate quality oversight and improvement tools, and, with a few exceptions, many Medicare quality and performance improvement resources, such as Medicare audits and corrective action plans (CAPs), are not available to states unless a state obtains them from CMS or requires its D-SNPs to submit those resources to the state.

ICRC has developed several resources to help states understand and use available Medicare data for D-SNP quality monitoring and performance oversight.

ICRC Resources

- ICRC developed both a tip sheet and a webinar to describe the range of Medicare resources available to states to monitor D-SNP performance, explain how states can leverage those resources for Medicaid managed care quality oversight and improvement, and provide tips for states on incorporating D-SNPs into Medicaid quality improvement activities.
 - [Improving Quality and Performance in D-SNPs: Monitoring and Oversight Tips for States](#) (webinar)
 - [Tips for States on Incorporating D-SNPs into Medicaid Quality Improvement Activities](#) (tip sheet)
- This 2019 ICRC webinar shares the approaches used by Oregon and Tennessee for D-SNP oversight and the quality-related provisions they have included in their State Medicaid Agency Contracts (SMACs) with D-SNPs: [D-SNP Performance Monitoring and Oversight: State Experiences and CMS Resources](#)
- For a general overview of CMS data and how states can analyze and interpret that data to assess D-SNP performance, see: [How States Can Monitor Dual Eligible Special Needs Plan \(D-SNP\) Performance: A Guide to Using CMS Data Resources](#)
- For a deeper dive on CMS audit reports, see: [Tips to Improve Medicare-Medicaid Integration Using D-SNPs: Using Medicare Program Audit Reports to Improve Managed Care Organization Oversight](#)

Next Steps

States that are interested in developing or refining quality measurement and performance oversight for their D-SNPs can contact ICRC at ICRC@chcs.org.

2024 Spotlight Series

In 2024, ICRC will send Spotlight e-alerts highlighting resources on select topics from the [Integrated Care Resource Center website](#). These Spotlights and all other ICRC e-alerts are archived on the website. [Sign up for ICRC e-alerts](#).

ABOUT THE INTEGRATED CARE RESOURCE CENTER

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities are coordinated by Mathematica and the Center for Health Care Strategies. For more information, visit www.integratedcareresourcecenter.com.

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