

Proposed Administrative Costs Definitions for Discussion:

Medical Management:

Other costs related to Medical Management: Include all costs associated with providing medical management services, other than salaries related to medical management and costs covered under a medical management outsourcing arrangement, to OHP Plus and OHP Standard clients. Medical Management services include but are not limited to the management of: medically appropriate covered services, emergency and urgent care services, emergency ambulance transportation, medical case management, exceptional needs care coordination, preventive care, HIV and AIDS prevention, counseling and testing, post hospital extended care coordination, chemical dependency, and medication management.

Salaries related to Medical Management: Include salaries of individuals who coordinate and manage the care of OHP Plus and OHP Standard clients receiving services from Health Care Professionals. Health Care Professionals have been defined in the OHP Contract as Medical doctors (including psychiatrists), dentists, osteopathic physicians, psychologists, registered nurses, nurse practitioners, licensed practical nurses, certified medical assistants, licensed physicians assistants, qualified mental health professionals (QMHPs), qualified mental health associates (QMHAs), dental hygienists, denturists, certified dental assistants, nurse case managers, medical directors, ENCC coordinator, high risk maternity case managers, pharmacist, pharmacy technicians, hepatitis-C case coordinator, and diabetic educators. Health Care Professionals may conduct health, mental health or dental assessments of OMAP members and provide screening services to Oregon Health Plan (OHP) Clients within their scope of practice, licensure or certification.

Outsourcing Medical Management: Include any Participating Provider or any other individual, entity, facility, or organization that has entered into a subcontract with the Contractor or any Subcontractor for any portion of the “Work” defined in section *Other costs related to Medical Management*, above. List each subcontractual agreement separately and indicate the “Work” to which it relates.

General Administrative Expenses:

Other costs related to General Administration: Include all costs associated with general administration of an OHP managed care organization contract,

other than salaries related to general administration costs and costs covered under an outsourcing arrangement, to OHP Plus and OHP Standard clients. General Administrative services include but are not limited to the management of: maintenance of quality and performance improvement programs, financial risk, management and solvency, administrative policy changes, client record management, subcontracting, OMAP compliance review and costs directly associated with cost of operating a managed care organization (rent or mortgage costs, depreciation, telephone, desk top hardware and software, telecommunication equipment, utilities, etc.).

Salaries related to General Administrative Expenses: Include salaries of personnel assigned to perform the general administrative responsibilities as defined in other general administrative costs above.

Outsourcing General Administrative Expenses: Include any Participating Provider or any other individual, entity, facility, or organization that has entered into a subcontract with the Contractor or any Subcontractor for any portion of the “Work” related to general administration functions that have been identified in section *Other costs related to General Administration*, above. List each subcontractual agreement separately and indicate the “Work” to which it relates.

Information Technology:

Other costs related to Information Technology: Include all costs associated with maintaining information technology, other than salaries related to information technology and costs covered under an outsourcing arrangement, to OHP Plus and OHP Standard clients. Information Technology services include but are not limited to the management of: maintaining an interconnected set of information system resources, member data collection, member characteristics, to verify accuracy and timeliness of reported data, screen data for completeness, logic and consistency, encounter and pharmacy data submission and validation, collect data in standardized formats (HIPAA); and make all collected and report data available upon request to OMAP and CMS.

Salaries related to Information Technology: Include salaries of individuals responsible for maintaining an interconnected set of information system resources.

Outsourcing Information Technology: Include any Participating Provider or any other individual, entity, facility, or organization that has entered into a subcontract with the Contractor or any Subcontractor for any portion of the

“Work” defined in section, *Other costs related to Information Technology*, above. List each subcontractual agreement separately and indicate the “Work” to which it relates.

Customer Services:

Other costs related to Customer Services: Include all costs associated with providing customer service, other than salaries related to customer service costs covered under an outsourcing arrangement, to OHP Plus and OHP Standard clients. Customer Services include but are not limited to the management of: appeal processes, grievance procedures, or member complaints, member enrollment, member record management, member disenrollment, monitoring utilization of services, for other than loss of Medicaid eligibility, maintenance and publication of client informational and educational materials, and providers services support and training.

Salaries related to Customer Services: Include salaries of personnel responsible for the activities as defined by section *Other costs related to Customer Services*, above.

Outsourcing Customer Services: Include any Participating Provider or any other individual, entity, facility, or organization that has entered into a subcontract with the Contractor or any Subcontractor for any portion of the “Work” found in *Other costs related to Customer Services*, above. List each subcontractual agreement separately and indicate the “Work” to which it relates.

Claims Processing:

Other costs related to Claims Processing: Include all costs associated with providing claims processing services, other than salaries related to claims processing and costs covered under an outsourcing arrangement, to OHP Plus and OHP Standard clients. Claims Processing services include but are not limited to the management of: costs associated with ensuring claims data received from providers, either directly or through a third party submitter, is accurate, truthful and complete.

Salaries related to Claims Processing: Include salaries of individuals responsible for operations of a claims process function within the managed care organization Health Information System that meet the requirements of the OHP contract.

Outsourcing Claims Processing: Include any Participating Provider or any other individual, entity, facility, or organization that has entered into a subcontract with the Contractor or any Subcontractor for any portion of the “Work” found in section *Other costs related to Claims Processing*, above. List each subcontractual agreement separately and indicate the “Work” to which it relates.