

# External Quality Review of Medicaid Managed Care: Building Partnerships for Meaningful Improvement

## Agenda

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*Centers for Medicaid and CHIP Services (CMCS)*  
*Division of Quality, Evaluation and Health Outcomes (DQEHO)*

*February 20, 2013*

*3:00-4:30 PM EST*

Registration Link: <https://chcs.webex.com/chcs/onstage/g.php?t=a&d=710758210>

Phone: 1-800-273-7043

Passcode: 596413

- 1. Introduction** **3:00-3:05**
  - Purpose of webinar  
*Moderator: Michelle Opheim, Technical Director, Region 7*
  
- 2. Opening Remarks** **3:05-3:15**
  - Role of EQROs in monitoring and improving care in Medicaid  
*Presenter: Steve Cha, MD, MHS, Chief Medical Officer, CMCS*
  
- 3. External Quality Review and Alignment with the State Managed Care Quality Strategy** **3:10-3:20**
  - Review of regulatory guidelines for the EQR Process
  - Importance of the EQR Process to evaluating state quality strategy effectiveness
  - Utilizing the CMS EQR Toolkit for annual reporting purposes  
*Presenter: Kristin Younger, Technical Director, DQEHO*
  
- 4. 2012 CMS EQR Protocols Update** **3:20-3:35**
  - Changes to the 2012 CMS Protocols
  - Opportunities for more effective EQR Technical Reporting  
*Presenter: Barbara Dailey, Deputy Director, DQEHO*
  
- 5. Question and Answer** **3:35-3:50**
  
- 6. Encounter Data Validation** **3:50-4:00**
  - Encounter data validation and 75% federal match
  - Review of key elements of the 2012 Protocol on encounter data validation
  - Why CMS is encouraging the use of EQROs to validate encounter data  
*Presenter: TJ Shumard, MLTSS Lead, DQEHO*
  
- 7. A State's Perspective: Developing an Effective Working Relationship with Your EQRO** **4:00-4:15**  
*Presenter: David Kelley, MD, MPA, Chief Medical Officer, Office of Medical Assistance Programs, Pennsylvania Department of Public Welfare*
  
- 8. Final Question and Answer** **4:15-4:30**