State of California—Health and Human Services Agency
# Department of Health Services

California
Department of
Health Services

**SANDRA SHEWRY**
Director

**ARNOLD SCHWARZENEGGER**
Governor

March 28, 2005

## MMCD ALL Plan Letter 05002

TO:    Geographic Managed Care (GMC) Plans
       Prepaid Health Plans (PHP) (Kaiser in Marin and Sonoma only)
       Two-Plan Model Plans

FROM:  Luis R. Rico
       Acting Chief
       Medi-Cal Managed Care Division

SUBJECT:   NEW PROCESS FOR TRANSMITTING
           ENROLLMENT/DISENROLLMENT DATA

PURPOSE:

The purpose of this All-Plan Letter is to inform the Two-Plan Model, GMC, and PHP plans that the Department is changing the processes it uses to transmit weekly plan enrollment/disenrollment data to them.

BACKGROUND:

The Department currently transmits weekly plan enrollment/disenrollment data to the plans by posting it to MAXIMUS Bulletin Board System (BBS), and/or by shipping diskettes via FedEx. Because these processes are outdated and more error-prone than process that rely on more current technology, the Department has decided that a transition to a new process is warranted. The promulgation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy rules contributed to the Department's decision.

DISCUSSION:

The Department has determined that the outmoded BBS and diskette processes of transmitting plan enrollment/disenrollment data to the plans is not as secure as other processes currently available. Transitioning to a more secure transmission process would provide greater assurance of ongoing compliance with the HIPAA privacy rules. , The Department will transmit enrollment/disenrollment data to the plans by posting it to a secure web server, operated by the State's enrollment broker, MAXIMUS. This is the process that the Department has successfully adopted for the transmission of other important, sensitive data to the health plans.

This change will take effect 30 days from the date of this letter. To ensure that the plans have sufficient time to adjust their internal processes, the BBS and Diskette transmittal process will continue for an additional 30 days (60 days from the date of this letter). During the first 30-day time period the plans are asked to review the attached letter outlining the actions that need to occur in order to receive data through the Secure Website. Listed below are the steps plans are to follow in transitioning to the use of the Secure Website:

1. Before any plan can access the Secure Website, that plan must complete an Authorization Form that is located in the attached User Guide. Plans that access the Medi-Cal Website had to complete and sign a similar Authorization Form, so this should pose no problem for the plans.
2. Mail the completed Authorization Form in the envelope provided. Once the State's enrollment broker receives the completed and signed Authorization Form, access to the Secure Website will be provided.
3. The enrollment broker's staff will contact the plan's authorized users and provide passwords for accessing the plan's data.
4. Following the steps provided in the Installation Guide, the plan must download the Secure Web Services "Active-X Client" onto the workstation that will be used to download enrollment/disenrollment data. Once complete, the workstation is now prepared to download from the Secure Website.
5. Each authorized user should change the password provided by the enrollment-broker- as soon as possible to ensure true integrity. Instructions for changing a password are contained in the User Guide.
6. The Secure Website will contain four weeks of data, plans should review the Secure Website data against any prior weeks' information obtained via BBS or diskette.
7. **After the initial 30 days from the All Plan Letter date, the Plans will have an additional 30 days before the BBS and diskette process will be eliminated.** Plans should use this period for parallel testing and concurrent reviews.

Future enhancements to the Secure Website include:

- Retrieval of the plan copy of enrollment/disenrollment forms currently mailed on a weekly basis to participating plans, and
- Information on the types and numbers of packets mailed weekly to Medi-Cal beneficiaries by county.

Questions regarding this All-Plan Letter should be addressed to your contract manager.

Attachments (3)

**MAXIMUS**
Secure Web Services

California
Department of
Health Services

# MAXIMUS Secure Web Services Site: Managed Care Plan User Guide

# v1.0

# MAXIMUS Secure Web Services Site: Managed Care Plan User Guide
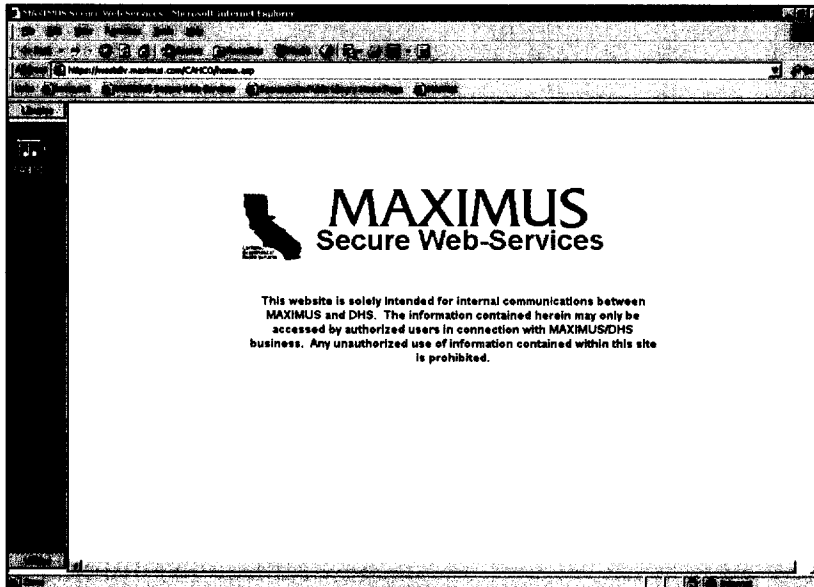
# Implementation Overview

## Overview:

The purpose of this document is to provide step-by-step guideline for the use of the MAXIMUS Secure Web Services Site to Managed Care Plan Users.

## Browser/System Support Requirements:

The MAXIMUS Secure Web Services Site requires Microsoft Internet Explorer 5.5 or Netscape version 4 or higher. Administrative rights to your PC are also required so that Active X Controls can be added to your system. Contact your LAN or Systems Administration if you have any questions regarding your ability to add Active X to your system.

## System Features:

❑ Secure location for confidential storage and transmission of Managed Care Plan Data files.

❑ Easy to use interface allows users to download and view Managed Care Plan Data through a secure Internet connection that utilizes 128-bit SSL encryption.
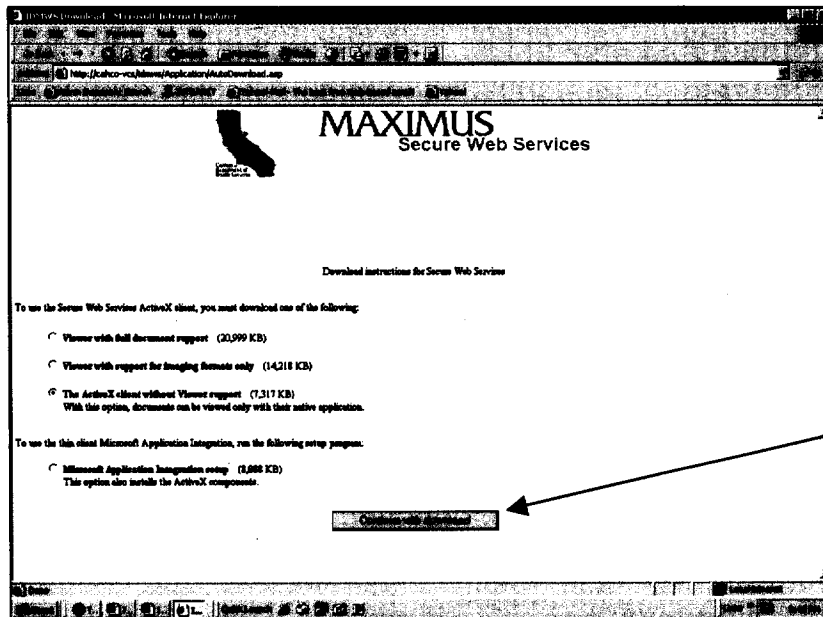


**MAXIMUS**
Secure Web-Services

This website is solely intended for internal communications between MAXIMUS and DHS. The information contained herein may only be accessed by authorized users in connection with MAXIMUS/DHS business. Any unauthorized use of information contained within this site is prohibited.

# Secure Website Active – X Installation Guide

Download the Active-X client onto your PC.

***Please note that this will only be completed the first time you log onto the Secure Website. Once you have downloaded the Active-X client onto your personal computer you will not be required to "Download the Active-X Client onto your PC" again.**

1. Launch Internet Explorer and type in the web-page address of https://westdiv.MAXIMUS.com/CAHCO

2. Select "The ActiveX client without Viewer support (7,317 KB) option.   If you are unable to install this third party software, contact your internal technical support staff.  You must have administrative rights in order to add this software.

3. Click the **"Continue with download"** button.



4. The **"Download instructions for MAXIMUS Secure Web Services"** will display on the screen.

**5.** Select **"Download client components only (7,234 KB)"**.
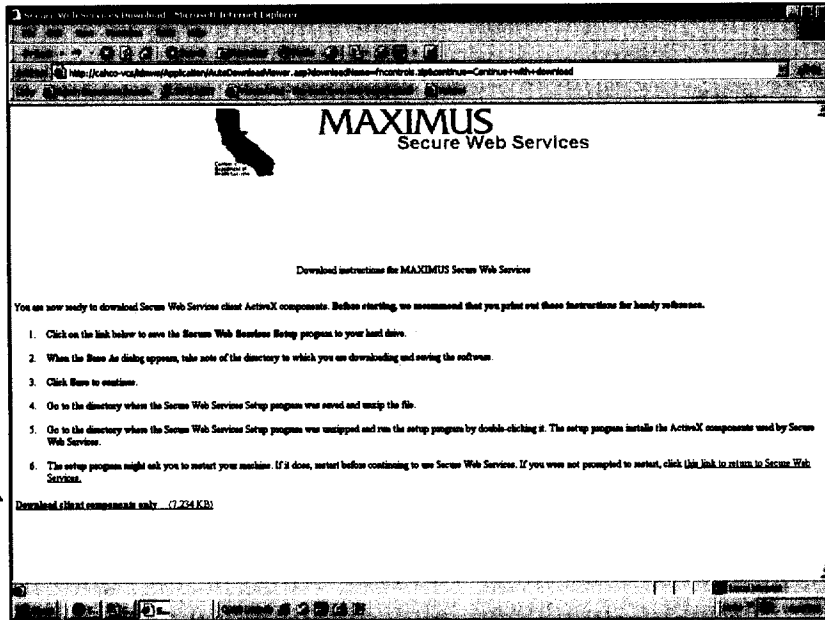


**NOTE:** If the file download box doesn't pop up on the screen navigate back to the screen shown above by pressing "Back" on your browser controls, then using the right button on your mouse right click on the "Download Client Components Only" line and select "Save Target As" to proceed to the screen shown below.

**6.** The **"File Download box"** will pop up on the screen. Select the **"Save"** button to save the file to your computer.
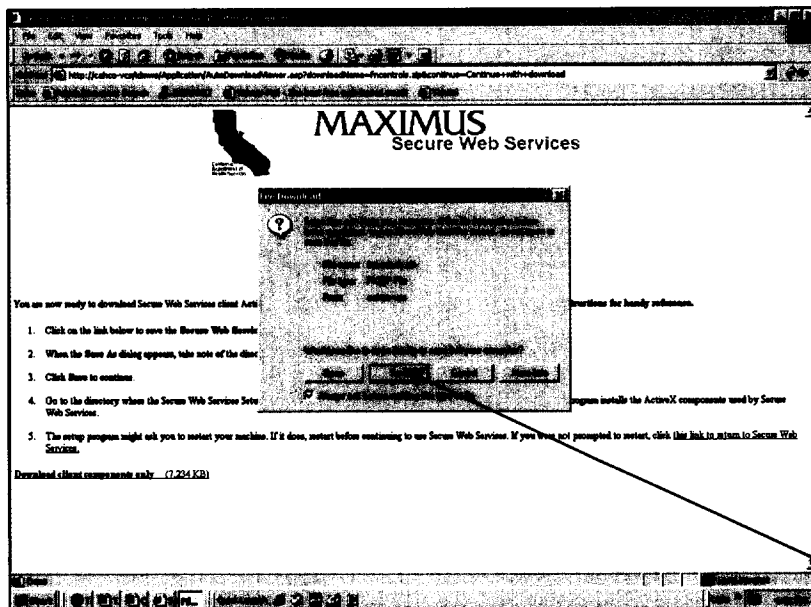
7. The download dialogue box will display on screen. Once the dialogue box says **"Download Complete"** select the **"Close"** button.
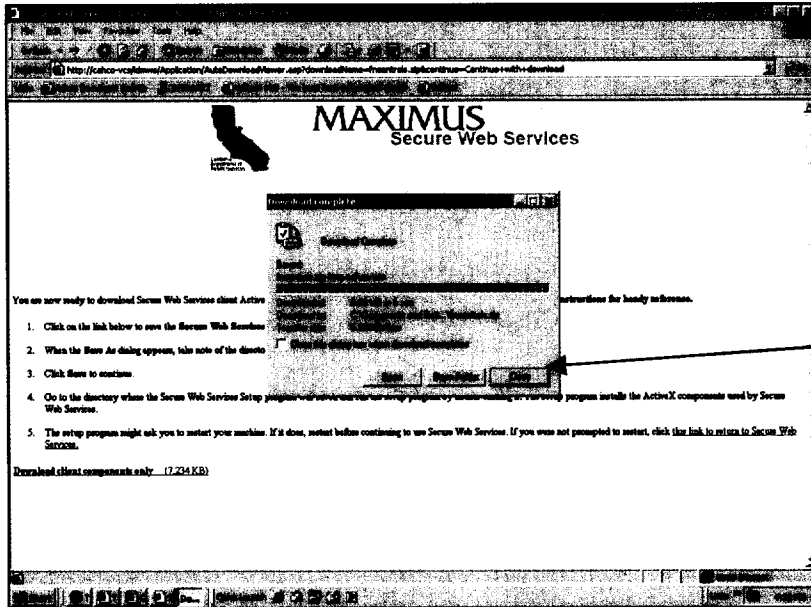


8. Find the **"fncontrols.zip"** file that you saved to your computer in step 7 and double click the "fncontrols.zip" file to activate PKZIP.

9. The PKZIP® for Windows program will open and display the following on your screen.



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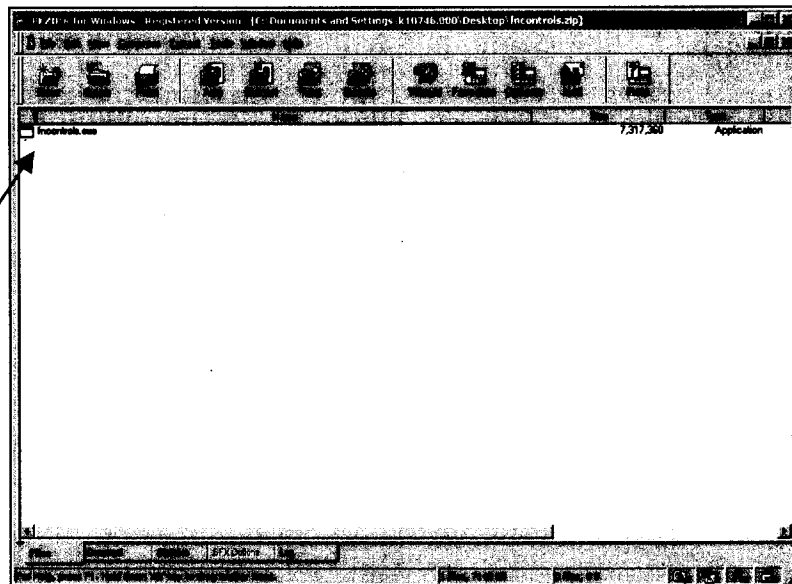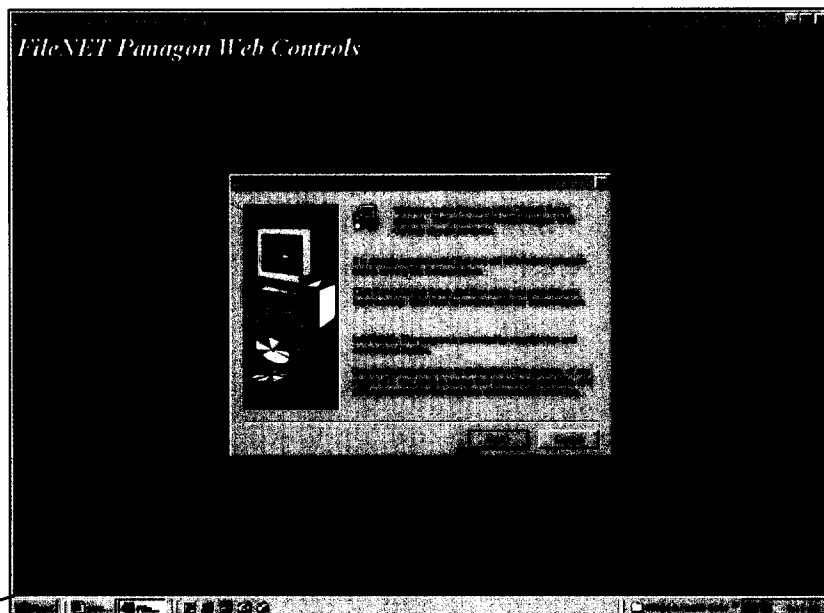
10. Double click on **"fncontrols.exe"** in the PKZIP window to start installing "Panagon Web Controls".

11. The **"Panagon Web Controls – Welcome"** screen will display on the screen. Click the "Continue" button to proceed with the installation.
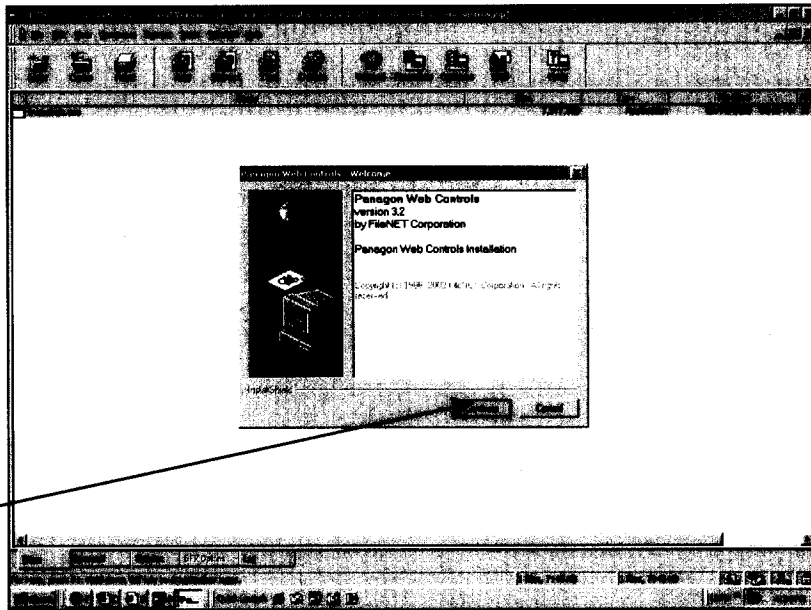


12. The FileNet Panagon Web Controls screen will display. Select the **"Next >"** button.

13. The software licensing agreement dialogue box will display on screen. Select the **"Yes"** button.
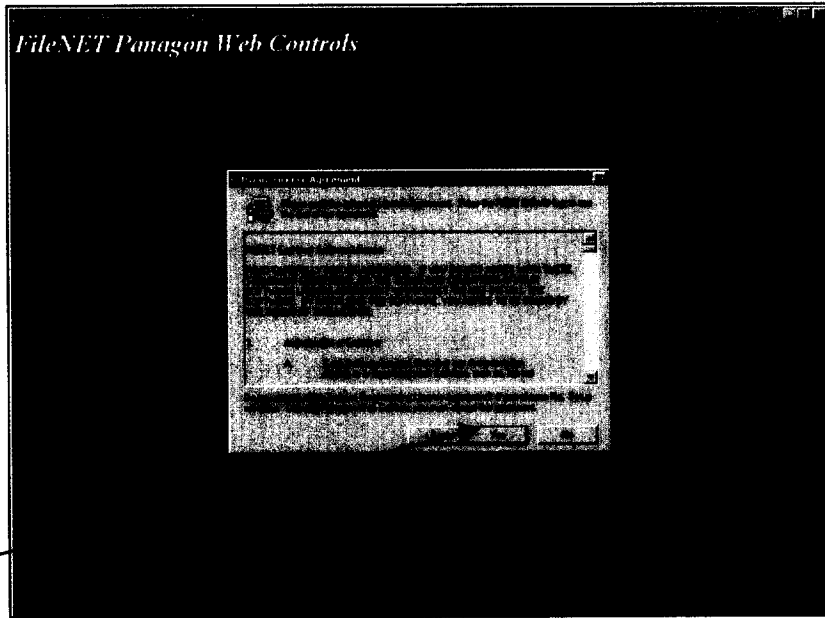


14. The **"Choose Destination Location"** dialogue box will display on screen. Select the **"Next>"** button.
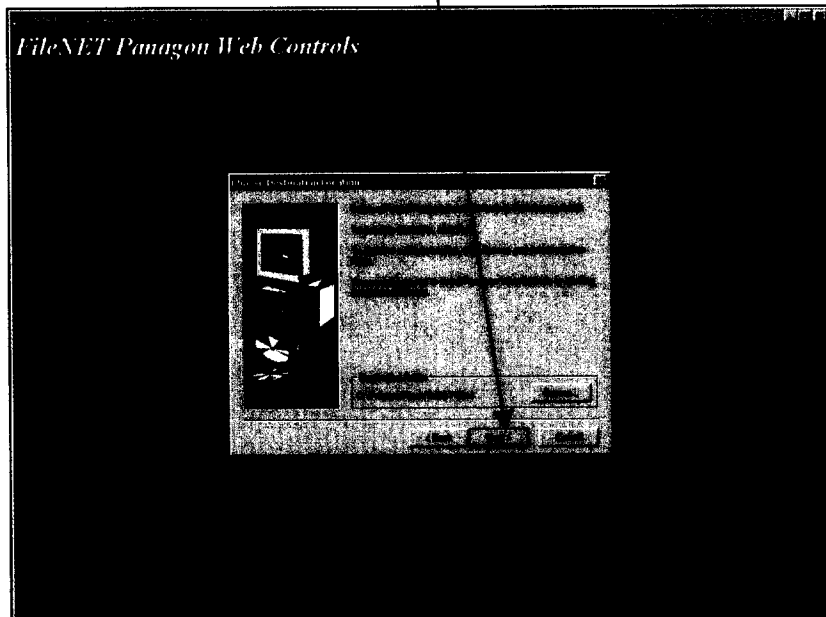
15. The **"Setup Complete"** dialogue box will display on screen. Select the **"Finish"** button.
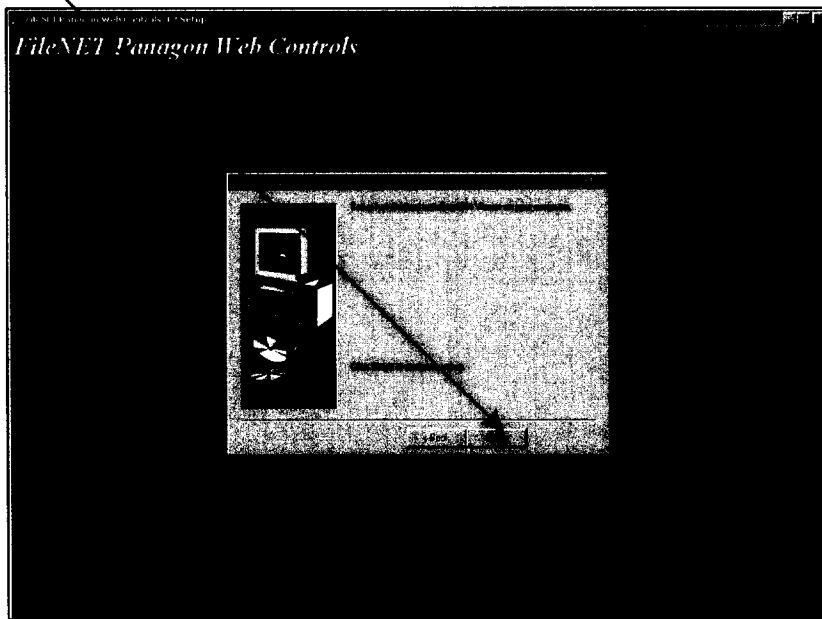


16. You have completed installing Panagon's Secure Web Services client Active - X components. This only has to be completed once on your PC.

17. Close out the PKZIP program.

# How to Request a User Name and Password for the Secure Web Services Site

Prior to accessing the Secure Website for the first time, you will be required to obtain a user name and password.

Managed Care Plan Representatives Requesting a User Name and Password for the Secure Website:

1. Return the required **MAXIMUS Secure Website Managed Care Plan Agreement** to MAXIMUS (Appendix A). MAXIMUS must have the signed original on file prior to issuing passwords.

2. A MAXIMUS IS Staff person will contact each authorized user, via telephone, and provide their user name and temporary password.

3. The first time you log into the Secure Website you will use the user name and temporary password you were given by the MAXIMUS IS Staff person.

4. It is important that you change your password right after you log into the system for the first time and periodically thereafter to ensure integrity of this site.

   Change your password to be a Strong Password (refer to the "How to Create a Strong Password section of this document) that is at least 8 characters in length and includes a combination of upper and lower case letters and numbers.

# How to Login into the MAXIMUS Secure Web Services Site

1. Launch Internet Explorer and type in the web-page address of **https://westdiv.MAXIMUS.com/CAHCO** .

2. On the left-hand side of the screen select the library you wish to login into and double click the icon.
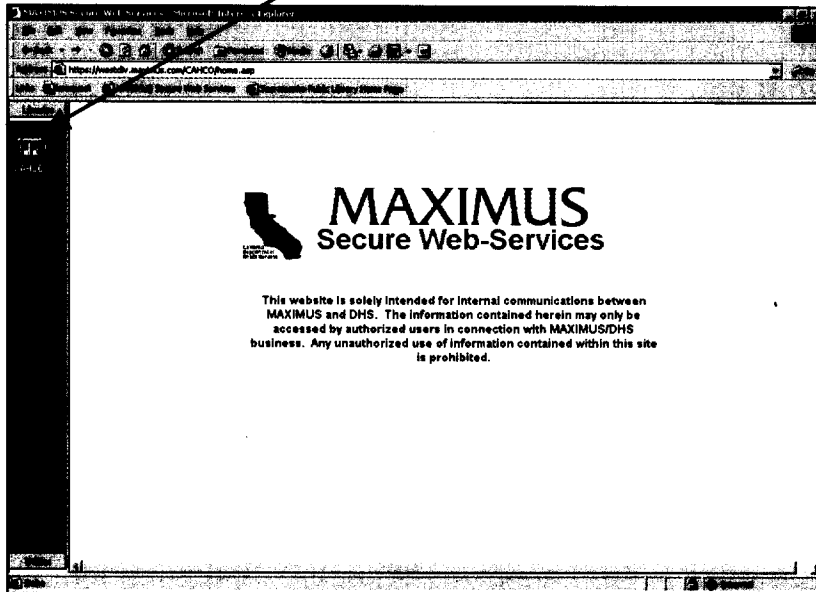


3. The Logon to "CA HCO – Microsoft Internet Explorer" dialogue screen will display.

4. Enter your "User name" and "Password". You will be assigned the same user name used to access the BBS system. If you currently receive files only on diskette you will be assigned a "User name". The "Password" is temporary and you will need to change it after logging in for the first time. Please refer to page 14 of this document.
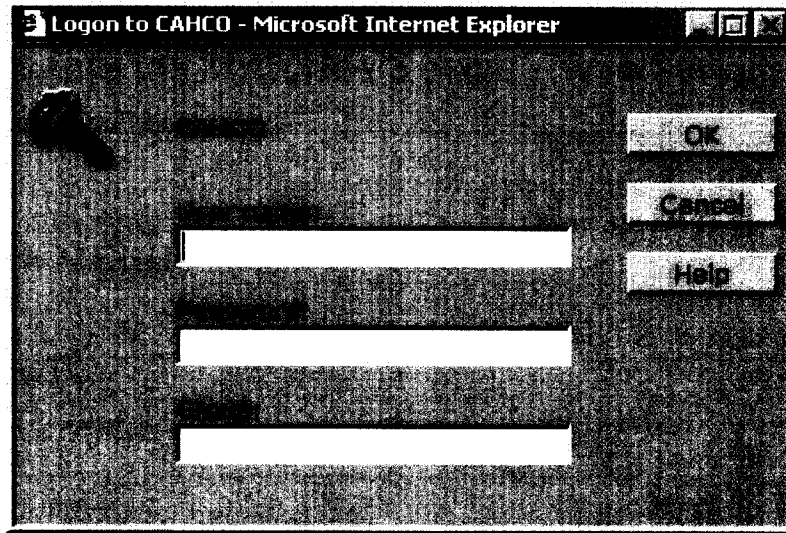
5. The main screen will display all available libraries on the left side of the screen.
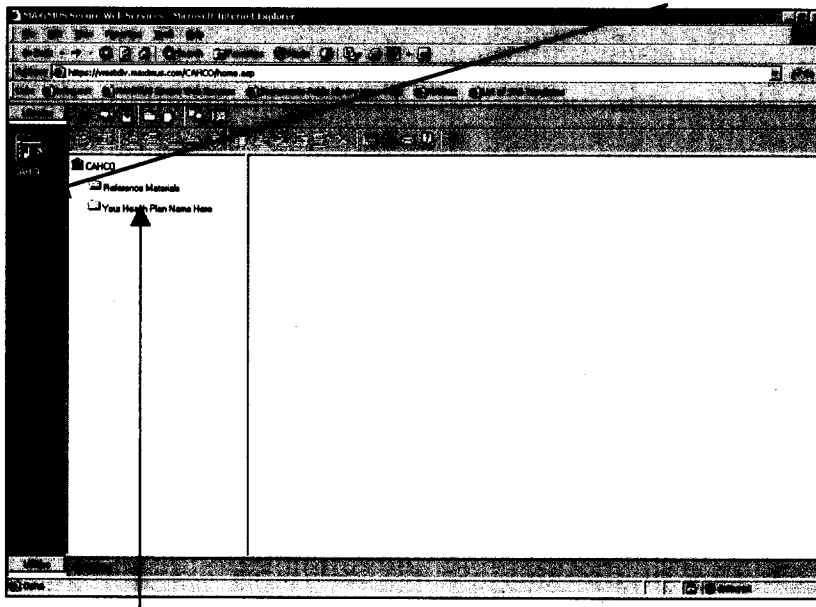


6. You will see only the folders applicable to your Managed Care Plan.

# How to Change your Password

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1. Select the "CAHCO Properties" option located on the right side of the screen.
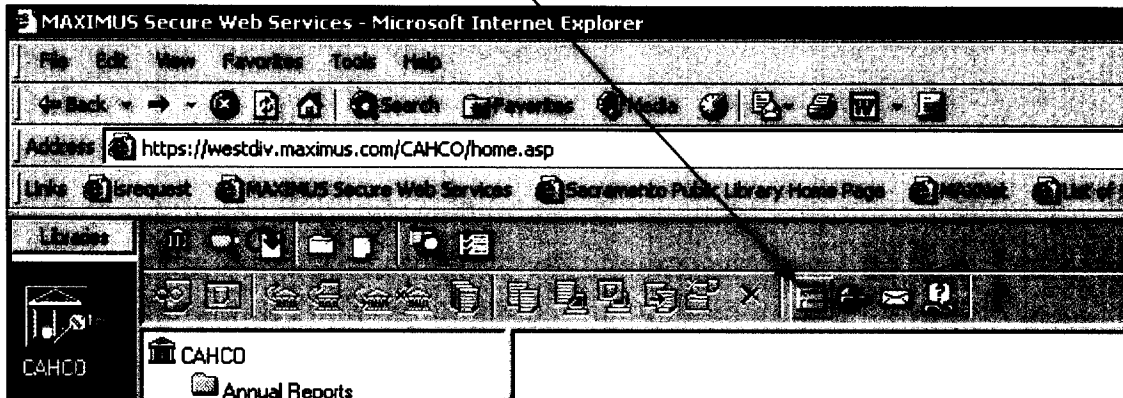


2. The "CAHCO Properties – Microsoft Internet Explorer" dialogue box will display on screen. Select the "Change Password" tab.
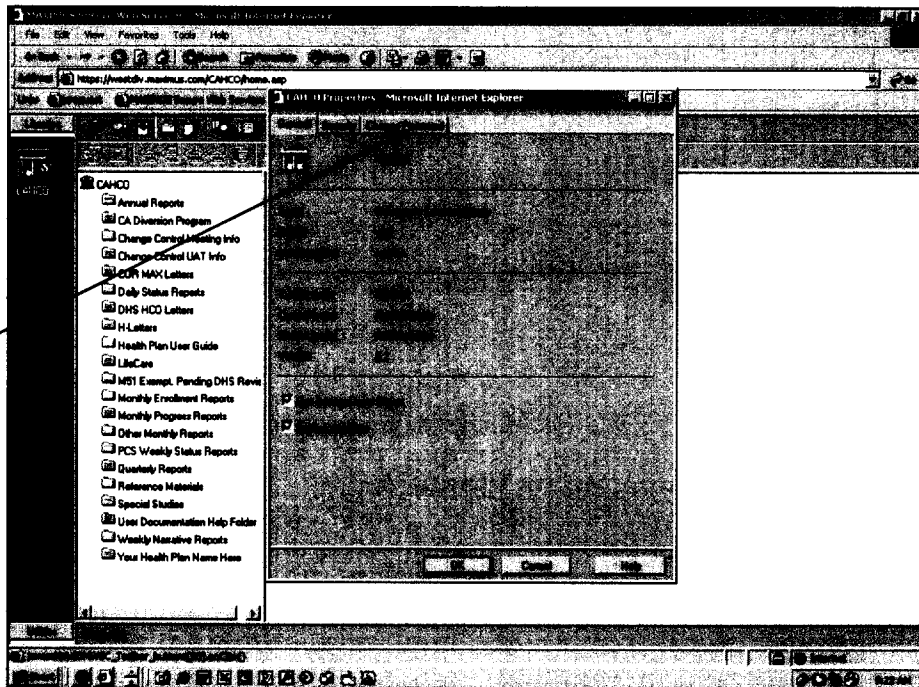


3. The "CAHCO Properties – Microsoft Internet Explorer" dialogue box "Change Password" tab will show your user name.

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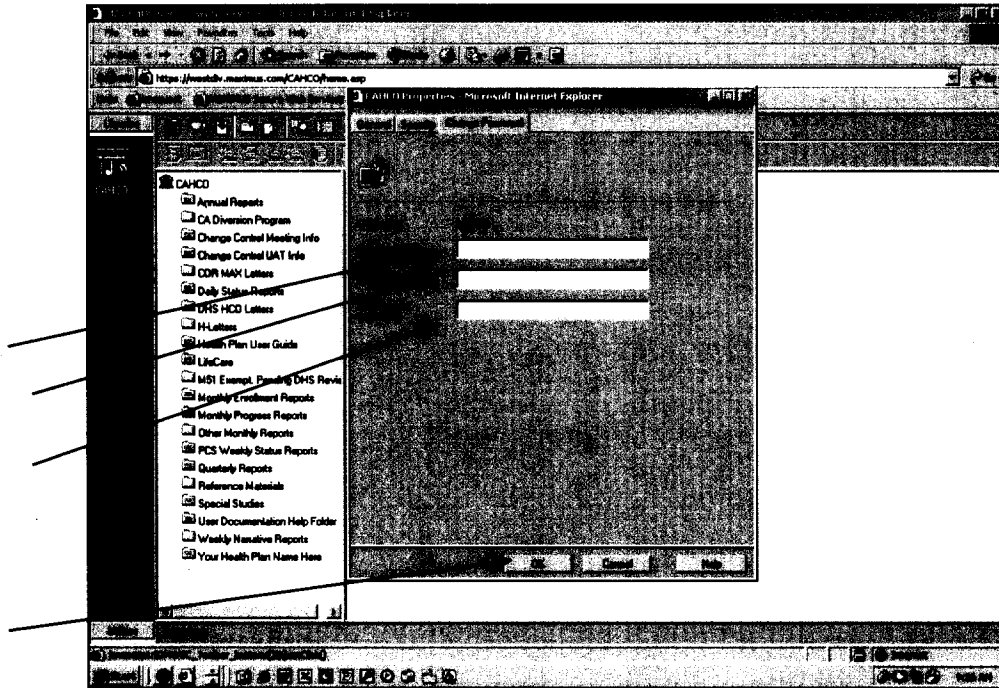
4. To change your password complete the following:

    a. Type your Current (old) password in the "Old password" box.

    b. Type your new password in the "New password" box.

    c. To confirm your new password, type in your new password one more time in the "Confirm new password" box.

    d. Select the "OK" button to apply your changes.

# How to Create a Strong Password

1. Passwords must be at least 8 characters long.
2. Passwords must include:
   a. At least one **uppercase** letter
   b. At least one **lowercase** letter
   c. At least one **number**
3. Every time you change your password, **1 or more characters and 1 or more numbers** in the **first 8 positions** or your new password **must differ** from your old password.
4. Do not reuse previously used passwords.
5. Your password **must not** contain your name or your employee ID.
6. **Never** tell your friends or other employees your password or login name.
7. If you use common words, **do not** spell them exactly as you would find them in a dictionary (Hint: replace characters in words with numbers. Example: instead of "computer" use "cOmputer"; instead of "slated use "sl8ed", etc).
8. Do not use the names of your children, pets, spouse, etc.
9. If you write down your new password, **shred** the paper once you have memorized your new password.

**Need help?**

- If you have any questions about this process please call (916) 364-6651 to speak to the Managed Care Plan Secure Web Services Site Help Desk.

# How to Retrieve your Managed Care Plan File from the MAXIMUS Secure Web Services Site

Managed Care Plan files will be posted to the MAXIMUS Secure Web Services Site by 8:00 AM on the date listed on the CA HCO Managed Care Plan Data File Posting Schedule.

**To Retrieve Posted Files**

1.  Select the name of the folder your document is located in.
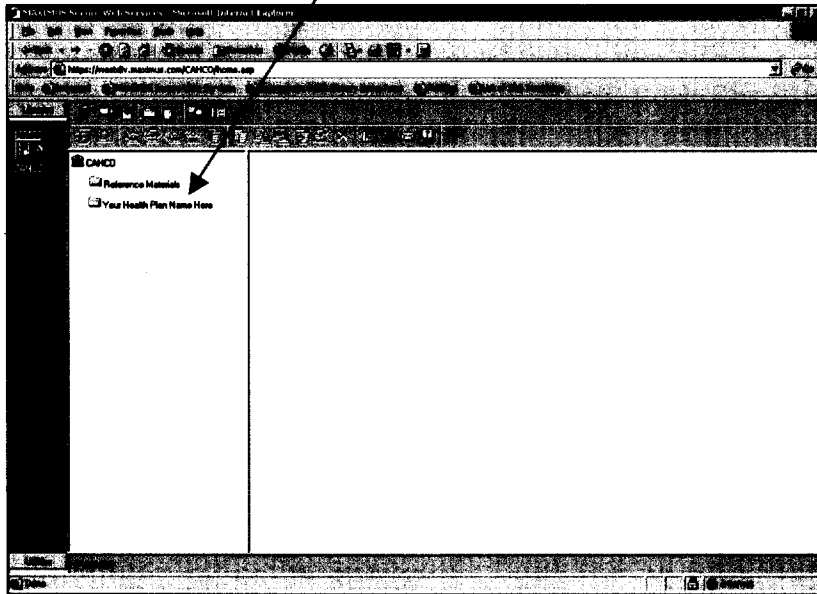
2. The folder will open and the contents of the folder will display.
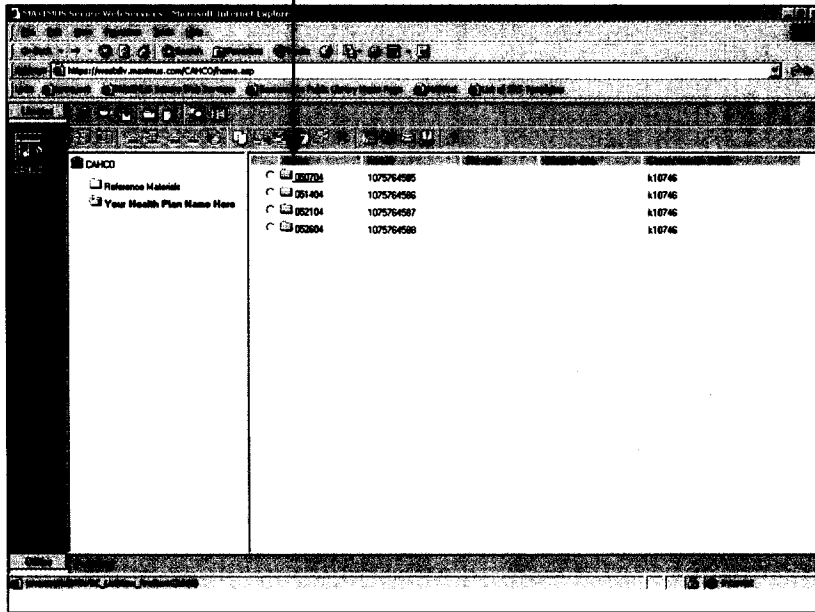


3. Four weeks of data will be stored on the Secure Web Site for retrieval.
4. Select the folder with the date of the files you wish to retrieve.
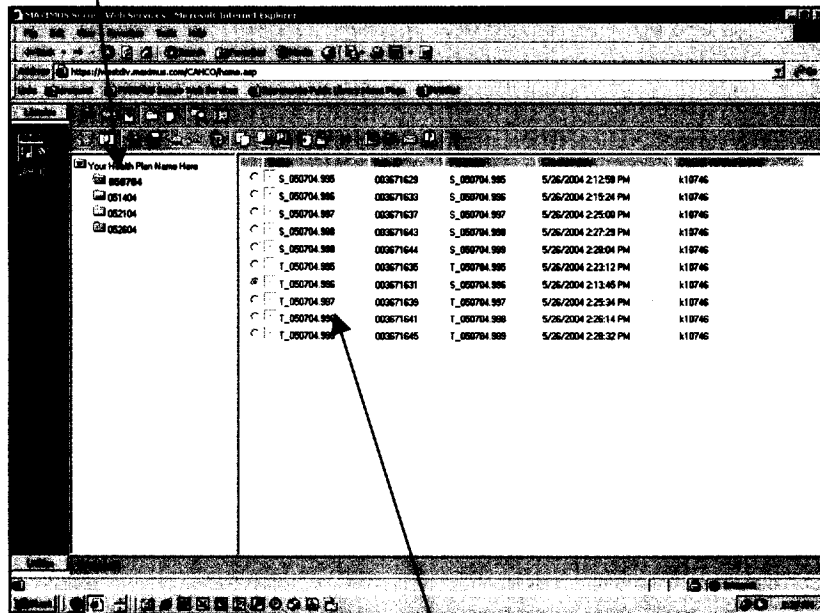


5. Select the file you wish to download to your PC.
6. The file will be retrieved from the folder and will display in a new window on the screen.
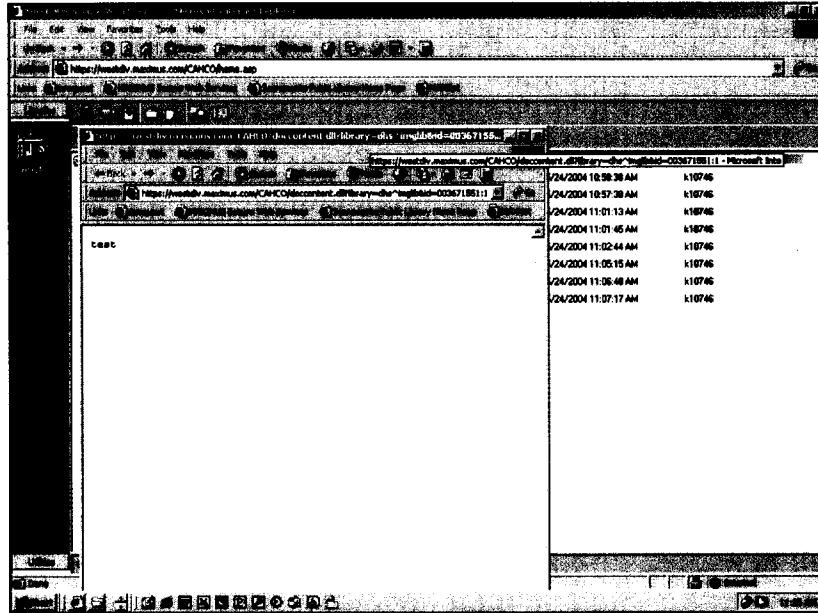
7. To save the file to your PC select File/ Save As…
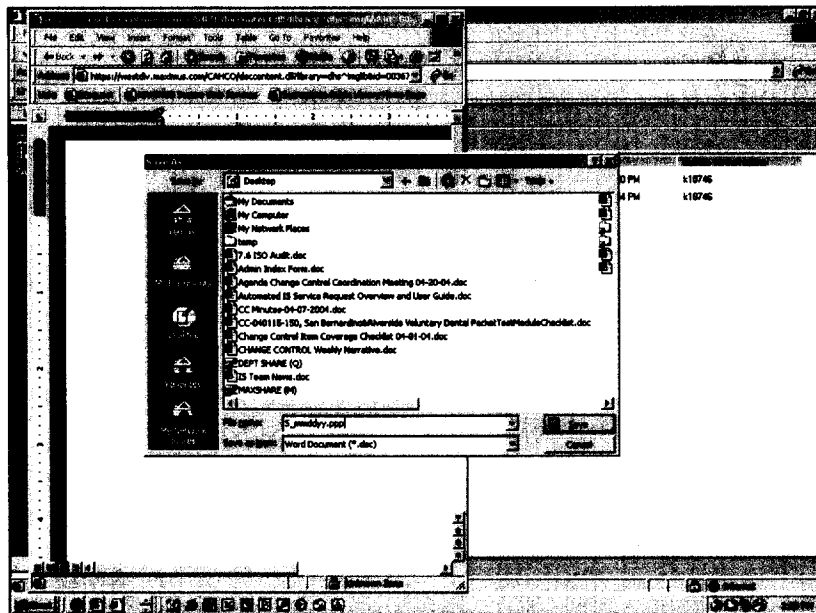


8. Give the file a name and click on the "Save" button.

9. You will need to complete these steps (1-8) each time you download a file to your PC.

> **Please note:** Record layouts have <u>not</u> changed. For a description of the fields displayed in the report please reference the CA HCO Managed Care Plan Data File Layout document in the Reference Materials folder.

## Reference Materials Folder for MAXIMUS Secure Web Services Site

Reference materials available on the Secure Web Services Site:

1. MAXIMUS® Secure Web Services Site: Managed Care Plan User Guide
2. MAXIMUS® Secure Website Managed Care Plan Agreement Form
3. CA HCO Managed Care Plan Data File Posting Schedule
4. DHS' All Plan Letters
5. CA HCO Managed Care Plan Data File Layout

## Secure Web Services Site File Retention Period

❑ Files will be kept available via the Secure Web Services Site for 4 weeks. Files older than 4 weeks will be removed from the Secure Web Services Site and will need to be specifically requested.

## To Request a Managed Care Plan File not on the Secure Web Services Site:

❑ To request a Managed Care Plan file older than 4 weeks, please contact the Managed Care Plan Secure Web Services Site Help Desk at (916) 364-6651.

# How to Properly Logoff of the MAXIMUS Secure Web Services Site

1. Select the "Logoff" button.
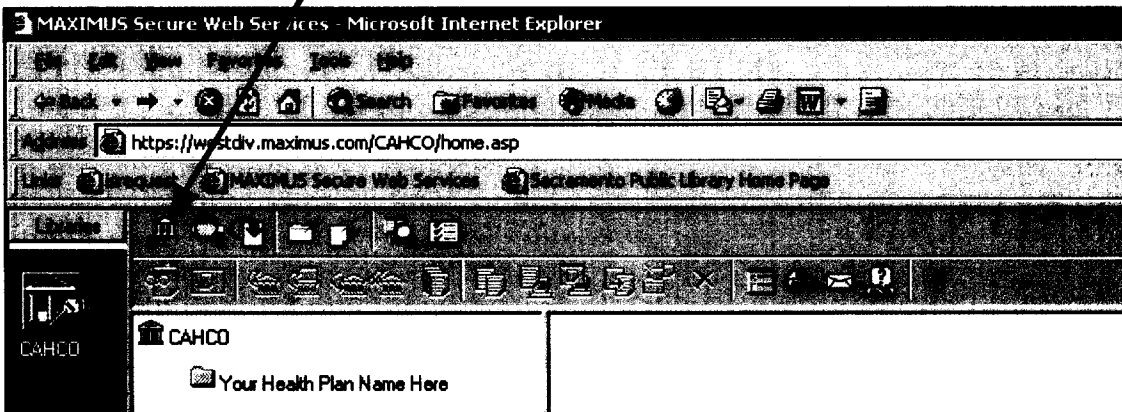


2. This will return you to the introduction page. At this time close out the browser window.
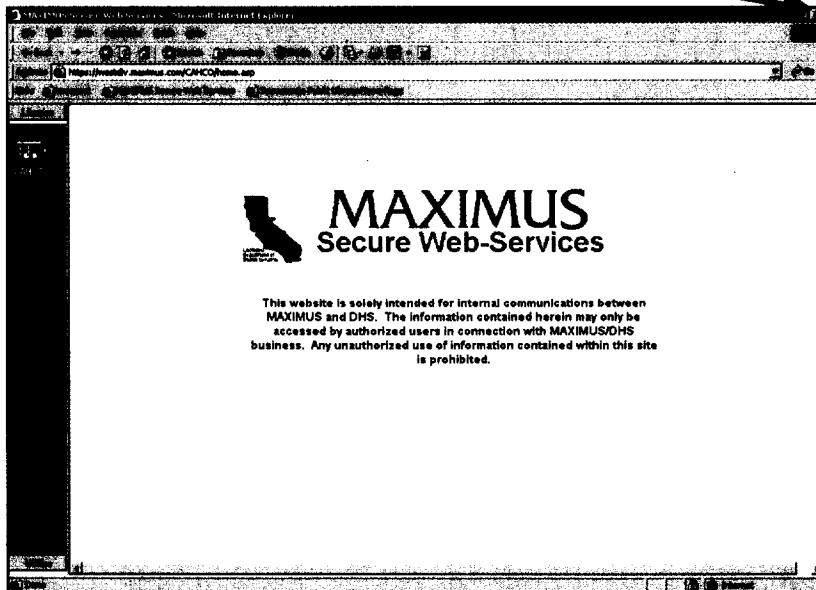
# Appendix A:

MAXIMUS® Secure Website Managed
Care Plan Agreement Form

# MAXIMUS

## MAXIMUS® SECURE WEBSITE MANAGED CARE PLAN AGREEMENT FORM

This agreement is required of all Medi-Cal Managed Care Plans (Plan) intending to utilize the MAXIMUS® Secure Web Services Site applications at: https://westdiv.maximus.com/CAHCO.

I.    The California Department of Health Services (DHS) will permit the use of the MAXIMUS® Secure Web Services Site by the following Managed Care Plan:

▆▆▆▆▆▆▆▆▆ _____

subject to the terms and conditions of this agreement.

II.    Plan agrees to limit the usage of the MAXIMUS® Secure Web Services Site to the following:
    A.  Retrieval of other files as may be subsequently permitted by DHS and as documented in the Health Plan User Guide located in the Reference Materials folder of the MAXIMUS® Secure Web Services Site.
    B.  Retrieval of Health Plan Enrollment/Disenrollment Transaction Detail files and Summary reports.

III.    Plan acknowledges that failure to limit the usage of the MAXIMUS® Secure Web Services Site to processes described above may, at a minimum, result in DHS revoking the privilege to use the Secure Web Services Site.

IV.    Plan acknowledges that neither DHS nor its agent is responsible for errors or problems, including problems of incompatibility, caused by hardware or software not provided by DHS.

V.    Plan agrees to report all malfunctions of the MAXIMUS® Secure Web Services Site to the Managed Care Plan Secure Web Services Site Help Desk at (916) 364-6651.

VI.    For Managed Care Plan Secure Web Help Desk validation, please provide Plan contact validation data:

_____      _____
Primary Name                          Phone                      Email

_____      _____
Back-Up Name                          Phone                      Email

Plan Validation Password: _____▆▆▆▆▆▆▆▆▆▆

VII.    Plan Signature:

I, the undersigned, am authorized and do attest and agree to all of the terms and conditions of this agreement. My telephone number is provided below in the event both the Primary or Back-up is not the caller requesting help from the Managed Care Plan Secure Web Services Site Help Desk. The Authorized Signatory will be contacted to confirm caller's identification.

_____      _____
Printed Name of Signatory                    Authorized Signature (blue ink only)

_____      _____      _____
Title                                  Phone                    Date

For assistance or inquiries, please call the Managed Care Plan Secure Web Services Site Help Desk at (916) 364-6651 between the hours of 8:00 AM and 5:00 PM, Monday through Friday, excluding State holidays.

Return the completed and signed agreement to:

                    MAXIMUS®
                    ATTN: Elizabeth Hervert
                    3130 Kilgore Road
                    Suite 100
                    Rancho Cordova, CA 95670

*Activities/Strategies:*

- <u>Create Advisory Group</u>: The role of Advisory Group members will be three-fold: (1) to prioritize areas of focus, (2) to participate in one or more small workgroups on these areas of focus, and (3) to review and respond to recommendations made by workgroups. We will invite Advisory Group members from the Feasibility Study to continue to participate, and add a few participants where needed (e.g., to expand representation of mental health providers).

- <u>Create Web-based Communication Tool</u>: A web-based resource will be created by CHCF staff to facilitate communication across several layers: (1) the 15-member project team, which includes CHCF and its contractors, and DHS staff, (2) the project team and the 25-member project Advisory Group, and (3) the broad set of stakeholders (>1,000) who want to follow the progress of this project and communicate with the project team. The project team will manage content on this site.

- <u>Prioritize areas of focus and develop workgroups</u>: Due to the relatively short amount of time to complete a project of this size and complexity, it will be necessary to prioritize up to 10 key areas of focus. For each focus area selected, a workgroup will be created to identify and evaluate potential performance standards and measures. Priority areas and workgroup composition will be established primarily based on Advisory Group members choosing to participate in one or more workgroups, with adjustments made to ensure appropriate balance of perspectives on each workgroup. Workgroups will meet in two phases: the first five will meet in June/July, second five will meet in August/September.

- <u>Develop draft recommendations</u>: For each focus area/workgroup, the project team will prepare a document which describes in detail Medi-Cal's current contract and provide their recommendations for modifying the contract language to better reflect the needs of people with disabilities. Members of the project team will facilitate 1½-day workgroup meetings for each focus areas to review these materials and develop recommendations for consideration by the full Advisory Group. With feedback from the full Advisory Group, the project team will prepare a set of draft recommendations for DHS for performance standards and measures.

- <u>Conduct community forums</u>: The project team will host two large, stakeholder forums (one in Sacramento, the second in Los Angeles) to give the broader community of interested parties and opportunity to review and comment on the draft recommendations.

- <u>Finalize recommendations</u>: The project team will incorporate feedback from the community forums and finalize recommendations for DHS.

- <u>Create readiness assessment tool and contract compliance monitoring plan</u>: The project team will use the performance standards and measures as the basis for developing a readiness assessment tool and a plan for monitoring contract compliance. These will be reviewed by the Advisory Group before they are finalized.

*Deliverables, Timeline and Dissemination:*

| Deliverable | Date/Timeline |
|---|---|
| Draft standards and measures for health plans serving people with disabilities | October 2005 |
| Final standards and measures for health plans serving people with disabilities | December 2005 |
| Draft health plan readiness assessment tool and plan for monitoring contract compliance | February 2006 |
| Final health plan readiness assessment tool and plan for monitoring contract compliance | April 2006 |
| Provide ongoing consultation as necessary | through January 2007 |

*Project Consultants:*

The Center for Health Care Strategies (CHCS) will provide overall project management, facilitate Advisory Group and workgroup meetings, conduct research activities related to the quality of care performance standards and all performance measures (including developing recommendations), and develop a plan for monitoring contract compliance.

The Lewin Group will facilitate some workgroup meetings, conduct research activities related to most performance standards (including developing recommendations), and develop the readiness assessment tool.

The Center for Disability Issues and the Health Professions (CDIHP) at the Western University of the Health Sciences will provide expert consultation on the development of all three deliverables, provide all accommodations for Advisory Group members with disabilities, and help ensure that this project is coordinated with other related efforts. The Center operates under the direction of Brenda Premo, the former director of the California Department of Rehabilitation during the Wilson administration, and chairperson of the CHHS Olmstead Advisory Committee.

## Impact

The following are intended as direct outcomes from this project:

- Prior to implementation of the proposed expansion beginning in January 2007, DHS will strengthen its contracts with health plans by incorporating performance standards and measures that address the needs of people with disabilities.

- Prior to implementation of the proposed expansion beginning in January 2007, DHS will use the health plan readiness tool to ensure that health plans serving disabled beneficiaries are prepared to do so.

If successful, this project will lay the foundation for a few important longer-term, potential outcomes, namely that DHS uses this health plan performance data to: develop new quality improvement initiatives aimed at improving care for disabled beneficiaries; and to reward health plans that provide higher quality care to beneficiaries with disabilities (e.g., through default enrollment process). Also, this will contribute to Medicaid savings (beginning in 2008) to the extent people with disabilities are successfully transitioned into managed care plans prepared to meet their needs.

## Challenges:

- Timeline: If implementation of the managed care expansion begins in January 2007 as the Governor has proposed, we estimate that DHS would need new contract standards in place by February 2006, and to field a tool to assess health plan readiness by August 2006. If the proposed expansion does not occur, the performance standards/measures and contract compliance plan are still of significant benefit – both within the context of the 200,000 Medi-Cal beneficiaries with disabilities currently enrolled in managed care, as well as possible applications to the fee-for-service system – however, we would not proceed with the development of a health plan readiness assessment tool.

- Competing priorities: There are many big health care-related and non-health care issues in play, each competing for the time and attention of Administration officials and the Legislature. Project goals cannot be achieved without the consistent and active participation of staff from DHS and other departments, and the ongoing leadership of HHS Secretary Belshè and DHS Director Shewry.

## List of Advisory Group Members for Feasibility Study

| | |
|---|---|
| Neal Adams, MD | Dept. of Mental Health |
| Margaret Anderson | Dept. of Developmental Services |
| Elaine Batchlor, M.D. | L.A. Care |
| Rachel Elizabeth Brill | Disability Rights Education & Defense Fund |
| Rhys Burchill | Retired (DD Area Board Director) |
| Chris R. Cammisa, M.D. | Partnership Health Plan |
| Richard Chambers | CalOptima |
| Sheri Ann Farinha | NorCal Center on Deafness |
| Carol Freels | DHS/Office of Long-Term Care |
| Marilyn Holle | Protection and Advocacy |
| Carl Maier | Inland Empire Health Plan |
| Ed Mendoza | DMHC/Office of the Patient Advocate |
| Rene Mollow | DHS/Medical Care Services |
| Maria E. Minon, M.D. | Children's Hospital of Orange County |
| Jackie Nolen | Wellpoint |
| Linda Rudolph, M.D. | DHS/Medi-Cal Managed Care Division |
| Elsa Quezada | Central Coast Center for Independent Living |
| Marsha Saxton | World Institute on Disability |
| Rocio de Mateo Smith | Area Board 5 on Developmental Disabilities |
| Linda Vossler-Swan | Family Voices of California |
| Joann Zarza-Garrido | Molina Health Care of California |