

Health Equity Measure: Meaningful Access to Health Care Services for persons with limited English proficiency – MY2023

Measure Basic Information

Name and date of specifications used: The measure specifications were developed by OHA in collaboration with a [Health Equity Measure Workgroup](#).

URL of Specifications: N/A.

Measure Type:

HEDIS PQI Survey Other Specify: OHA-developed

Measure Utility:

CCO Incentive State Quality CMS Adult Core Set CMS Child Core Set Other Specify:

Data Source: Hybrid and CCO attestation

Measurement Period: Measurement Year (MY) equals calendar year (January 1 – December 31 of the year).

Benchmark for OHA measurement year	2021	2022	2023
Component 1 – minimum points from must pass questions	46 points	56 points	77 points
Component 2 – reporting method and data collection requirement	N/A	Sampled hybrid reporting; must meet 80% data collection rate	Sampled hybrid reporting*; must meet 80% data collection rate
Component 2 – benchmark for percentage of visits provided with interpreter services by OHA certified or qualified interpreters	N/A	None	75%
Source:	Committee consensus	Committee consensus	Committee consensus

* Metrics and Scoring Committee decided to extend the sampled hybrid reporting method for Component 2 for MY2023.

2023 Improvement Target for certified/qualified service rate: Minnesota method with no floor.

Note on telehealth: This measure is telehealth eligible, however, visits without human interaction can be excluded, such as online assessment forms or remote monitoring of blood sugar, blood pressure readings. For further information specific to Oregon, the Health Evidence Review Commission (HERC) has provided this [guideline](#) on telehealth services.

Measure changes in specifications from MY2022 to MY2023:

- Metrics and Scoring Committee decided to extend the sampled hybrid reporting method for Component 2 for MY2023.
- OHA continues to require an 80% hybrid reporting completion rate threshold for MY2023. OHA also further clarified details for the hybrid reporting methodology.
- Updated the Self-assessment survey template (Appendix 1) to improve the clarity of the questions. Note must-pass questions and minimum points required remain the same from previous MY technical specifications.
- Modified the Component 2 reporting template in Appendix 3 to include data elements specific for hybrid reporting.
- Updated specifications numerator section and the reporting template to capture information related to in-language visits, to allow numerator credits if the provider has passed proficiency test for the member’s preferred language.

Measure Details

Measure Components and Scoring

There are two components in this measure:

- (1) CCO language access self-assessment survey – starting MY2021
- (2) Quantitative language access report – MY2022 and MY2023 with sampled hybrid review (OHA to provide sample).

Component 1: CCO language access self-assessment survey – Starting MY2021

This measure promotes high quality language services for all Medicaid members. The self-assessment guides your CCO to progressively higher quality and a more robust infrastructure of language services over time. For each measurement year, the CCO must: (1) answer all survey questions, (2) pass all the questions required for that measurement period, and (3) meet the minimum points required for the must pass questions for each measurement year.

Total possible points =	102	
Year 1 total minimum points required =	46	45.1%
Year 2 total minimum points required =	56	54.9%
Year 3 total minimum points required =	77	75.5%

	MY2021 (year1)		MY2022 (year2)		MY2023 (year3)	
	Total available Points	Minimum required	Additional available points	Additional minimum required	Additional available points	Additional minimum required
Domain 1: Identification and assessment for communication needs - This domain assesses how well your CCO identifies and tracks services to the Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve.	19	16	5	3	4	4
Domain 2: Provision of Language Assistance Services - This domain assesses how well you use data and work processes to effectively communicate with the Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve.	29	23	6	3	22	16
Domain 3: Training of staff on policies and procedures - This domain assesses how well your staff who provide services to Limited English Proficient (LEP), and Deaf and hard of hearing populations is trained on language access policies and procedures.	1	1	6	3	1	1
Domain 4: Providing notice of language assistance services - This domain assesses how well your CCO translates outreach materials and explains how Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve may access available language assistance services.	8	6	1	1	0	0

CCO must attest to have met all the must-pass questions to meet Component 1 each year. No partial credit will be given. OHA reserves the right to request additional documentation and audit whether responses to self-assessment and language access plans are consistent with current workflows and processes for providing quality language access services.

See Appendix 1 for the survey template, and Appendix 2 for point value summary.

Component 2: Percent of member visits with interpreter need in which interpreter services were provided – Starting MY2022

Eligible population: Members to be included in the denominator visits.

MY2022 and MY2023: OHA to sample 30% or up to 411 members per CCO who are identified with interpreter needs as of December 31 of the previous calendar year. They are identified based on MMIS for members with spoken language interpreter needs (IND_INTERPRETER = Y) or with a non-blank CDE_INTERPRETER_TYPE¹. CCO may request to adjust the sample member list based on information available, such as data inaccuracy in MMIS or to substitute with additional members self-identified to the CCO².

Continuous enrollment criteria: None.

Anchor date: None.

Data elements required denominator: Total number of visits during the measurement year from the Eligible Population (members who self-identified with interpreter needs), regardless of whether interpreter services were provided. Only visits during a member’s enrollment span with a CCO are required to be reported.

The CCO is responsible for reporting all required denominator visits, at the visit level, using the data system(s) best suited for their collection method. The CCO is also required to indicate the visit date, member ID and whether the member already has interpreter needs flag(s) in MMIS/834 file. The following stratifications are required:

By type of care:

- Physical health
- Mental/Behavioral health
- Dental health

By care setting:

- Inpatient Stay

¹ The Low English Proficiency data element in MMIS documents the question leading to the member’s interpreter needs, but the LEP flag is not used for identifying eligible members in this metric. OHA only looks at IND_INTERPRETER = Y for sampling members with interpreter needs. Also to note, the additional MMIS field IND_SL_INTERPRETER previously used for the metric, is discontinued after October 2022; a new CDE_INTERPRETER_TYPE field is added to specify the type of interpreter needed by the member.

² OHA will provide sample frame members (all who have interpreter needs flags in MMIS as of December 31 of the previous calendar year) in January of the measurement year and CCOs can work with members on corrections to the MMIS flag throughout the year if the data is inaccurate. The final sample for the measurement year hybrid reporting will be pulled in January the following year; members newly enrolled with the CCO in the measurement year and members without interpreter needs flag by the end of the measurement year, will not be in the sample. If the CCO identifies *more than 50% of visits* in OHA’s sample are from members who do not need interpreter services based on CCO’s data, the CCO can submit substitution request on a one-to-one basis at the member level; all visits from the substitution members should be included in the report, regardless whether the visits were provided with interpreter services. Additional instructions will be included in the hybrid reporting submission template.

- Emergency Department
- Office Outpatient
- Home Health
- Telehealth
- Other

(see Appendix 3 for quantitative interpreter services reporting template.)

Notes for MY2022 and MY2023 sample hybrid reporting:

- OHA will populate the hybrid reporting template with all visits from members in the sample as the denominator for the measurement year. OHA will prepopulate visit-level information with MMIS claims showing the Member ID, visit date, and then use OHG logic to stratify the type of care and care setting. (See the numerator section for interpreter service columns that the CCO is responsible for reporting in MY2022 and MY2023.)
- Refer to the Appendix 3 for the language service reporting template. Several additional columns are included specifically for the hybrid reporting (compared to the regular version used in the population-wide quarterly contract reporting):
 - OHA will provide additional claims information (ICN number and data extraction date) for where the visit is identified.
 - A 'Visit Match Flag' is included for hybrid reporting so that the CCO can confirm the denominator visit identified by OHA; the CCO can report 'No' if the denominator hit visit cannot be confirmed due to billing error or other reasons. Visits with a 'No' for the visit match flag field would be a denominator exclusion for calculating reporting completeness threshold and the interpreter service rate.

(See the numerator section for additional numerator-related hybrid reporting elements.)

Data elements required denominator exclusion:

- Visits only involving pharmacy, or other ancillary services (such as lab, DME, ambulance transportation, supportive housing, etc.) can be excluded from the denominator reporting.
- Telemedicine visits without human interaction can be excluded, such as online assessment forms or remote monitoring of blood sugar, blood pressure readings.
- CCO may document the reasons if a member refuses the interpreter service, and the visit can be excluded for the first two of the following reasons if the CCO also attests data collection for the corresponding reasons in the self-assessment Question 11:
 1. Member refusal because in-language visit is provided³

³ If the member confirms the provider for the visit can perform in-language service and therefore no interpreter service is needed, the visit can be excluded. To note, if the in-language service provider is OHA qualified or certified or has documented passing an approved proficiency test in the members preferred language with the CCO, the visit does not need to be flagged as patient refusal and will be a numerator hit for the metric.

2. Member confirms interpreter needs flag in MMIS is inaccurate⁴
3. Member unsatisfied with the interpreter services available – not eligible for exclusion.
4. Other reasons for patient refusal – not eligible for exclusion.

Note for MY2022 and MY2023 hybrid sample reporting: OHA-sampled visits with CCO flagged as ‘No’ for the visit match flag are excluded from the measure denominator.

Note on OHA validation for the denominator visits: OHA performs validation on the portion of eligible population known to OHA (those with interpreter needs flagged in MMIS) and counts the total denominator visits from MMIS/DSSURS claims. OHA utilizes an existing, homegrown Oregon Health Grouper (OHG) and re-categorize claims into the ‘type of care’ and ‘care setting’ stratifications for this measure; certain OHG categories are also identified for denominator exclusion. The grouping method and OHG-to-HEM crosswalk table is provided in Appendix 4. For CCOs using claims to report the denominator visits, OHA suggests following the method, but it is not required.

Data elements required numerator: Total number of visits provided with interpreter or in language provider services. See Appendix 3 for quantitative interpreter services reporting template.

CCO is responsible for tracking and reporting the numerator visits on the reporting with the following stratification:

- Interpreter services provided by OHA certified, qualified, or non-OHA-certified or qualified interpreters.
- In-language visit with a provider who has passed the proficiency test for the member’s preferred language, or has not passed the language proficiency test.⁵

* Incentive measure based on higher rate of denominator visits with interpreter services provided by OHA-certified or OHA-qualified interpreters⁶, or the in-language visit provider has passed the proficiency test for the member’s preferred language.

⁴ If a member has interpreter needs indicated in MMIS but regularly refuses interpreter services, the CCO could work with the member to submit MMIS member information correction request with OHP member customer service.

⁵ Reporting visits with an in-language provider is optional in MY2022 and MY2023. For the proficiency test, the Office of Equity and Inclusion (OEI) maintains proficiency tests on the [Health Care Interpreter Training Programs website](#). Under Approved Testing Centers for Language Proficiency header, CCOs can find the approved tests (i.e., Language Line Solutions and Language Testing International). After completing the test, the provider would receive a certificate of completion with a score. This document should be sent to CCOs to confirm that the provider qualifies as passing the proficiency test in the member’s preferred language. To pass the proficiency test, the provider must pass the proficiency test with a score of:

- 2+ or higher for Interagency Language Roundtable (IRL) (i.e. Language Lines Solutions’ proficiency test)
- Advanced-mid level or higher for American Council on the teaching of Foreign Language (ACTFL) (i.e. Language Testing International)

In language providers that have passed an OHA approved certification also qualify for passing the language proficiency requirement. The proficiency testing should be completed within the last three years. This reporting option is not available to general clinic staff.

⁶ Link to OHA Health Care Interpreter Registry: <https://hciregistry.dhsoha.state.or.us/Search>

- Modality of the interpreter services (in-person, telephonic, video remote) - reporting-only, measure is not incentivized for certain modalities of the services.
- Services provided by clinic staff versus contracted language provider – reporting-only.

Notes for MY2022 and MY2023 sample hybrid reporting:

For both MY2022 and MY2023, the CCO must gather and provide interpreter service information for at least 80% of all visits sampled in the hybrid reporting template (including confirming no interpreter services provided for the visit).

- MY2022 is a reporting-only year for sampled hybrid review, but the CCO must report and meeting the 80% reporting threshold to achieve Component 2.
- The CCO needs to meet the same 80% hybrid reporting threshold in MY2023, but Metrics & Scoring Committee has also set the benchmark for ‘percentage of visits provided with interpreter services by certified or qualified interpreters, or in-language providers who have passed proficiency test for the members’ preferred language’ and OHA will calculate CCO-specific improvement targets (using the CCO-reported MY2022 rates as the baseline) to determine whether the CCO meets the component.

The required reporting elements include:

Report In-person, telephonic or video interpreter services (or in-language provider visits, optional in MY2022 and MY2023) provided⁷:

=> If Yes to any of the three modality fields, answer Was the interpreter (or in-language provider) OHA Certified or Qualified?

=> if the interpreter (or in-language provider) is OHA-certified or qualified, report the OHA Registry number.

=> If No to all three modality fields, answer Did the member refuse interpreter service (Yes/No)⁸

⁷ CCO to answer Yes or No for all three modality fields for all Final Denominator Visits (see above Match Visit Flag equals Yes). Leaving any modality field blank for rows with Visit Match Flag equals Yes in the template will not count as a numerator hit for the 80% interpreter service data collection rate (e.g., reporting completion rate). Reporting of in language provider visits is optional in MY2022.

Indicate Yes if the CCOs data collection system for the measure indicates Yes for interpreter services (or in-language provider services, if reporting in MY2022), or all possible data sources were reviewed for the use of language assistance services and it was found the member received interpreter services (or in-language provider services, if reporting in MY2022) during the visit.

Indicate No if the CCOs data collection system for the measure indicates No for interpreter services (or in-language provider services, if reporting in MY2022), or all possible data sources were reviewed and cannot find any evidence that interpreter service (or in-language provider services, if reporting in MY2022) was provided for the visit.

Leave the modality fields blank if the visit does not exist in the CCOs data collection system for the measure, or there are other known data sources for language services and the CCO is unable to review and report on these data sources. For example, the clinic orders/pays for the interpreter services and keeps the records, but the data is not tracked at the member and visit-level detail (unable to capture the required reporting data elements), or the CCO cannot retrieve the data during the hybrid review process.

⁸ If no records of member refusal exist, it is considered that the member did not refuse (fill in No in template). If the member refuses interpreter services, reporting the refusal reasons is optional.

Data elements required numerator exclusion: none.

Incentive Measure Rate Calculation: Percentage of visits provided by high quality interpreter services (or high quality in-language visit⁹) = Total number of visits with interpreter services provided by OHA-certified or qualified interpreters (or in-language visit with providers who have passed the proficiency test for members' preferred languages¹⁰) / Total number of visits from members in the eligible population¹¹

Note, visits by the eligible members that were not provided with interpreter services (or in language provider services, if reporting), count as '0' for numerator hits; visits with interpreter services by providers that are not OHA certified or qualified and the provider has not documented passing the proficiency test in the members preferred language with the CCO, count as '0' for numerator hits.

OHA will report other non-incentive rates for observations, including 'total percentage of visits provided with any interpreter services or are in-language visit,' percentage of visits provided with interpreter services by visit types (inpatient, outpatient, mental health, dental, etc.), and percentage of interpreter services by different modality.

Version Control

- **October 3, 2023:** replaced *Appendix 1: CCO language self-assessment wait time questions 12 through 14* with *MY2024's Appendix 1: CCO language self-assessment wait time questions 15 through 18*. While all other questions remain the same, numbering has shifted, and the previous question 18 is now question 19 and so on.

⁹ Reporting visits with an in language provider is optional in MY2022 and MY2023.

¹⁰ Reporting visits with an in language provider is optional in MY2022 and MY2023.

¹¹ The measure denominator is NOT restricted to only the visits when interpreter services were provided.

Appendix 1: CCO language self-assessment: Meaningful language access to culturally- responsive health care services (starting MY2021)

Introduction

This online survey asks each Coordinated Care Organization (CCO) to conduct a self-assessment on language services available in your organization. Your responses will be used to determine whether your CCO meets the 2021 incentive metric reporting requirements. Completion of the survey does not guarantee that CCOs have met the metric.

CCOs must answer all questions and meet the minimum points required for the questions marked as must pass for that measurement year (e.g. Must pass beginning in measurement year 2021 – year 1). Questions have a point value and are organized by measurement year within each of the four domains. In general, each statement is worth one point and some questions have multiple statements.

Answers should be based on language services in place on the December 31st of the measurement year. Survey responses are due on or before the 3rd Monday of January following the measurement year (MY). These dates are as follows:

MY2021: Due January 17, 2022

MY2022: Due January 16, 2023

MY2023: Due January 15, 2024

Self-assessment requirements

This measure promotes high quality language services for all Medicaid members. The self-assessment guides your CCO to progressively higher quality and a more robust infrastructure of language services over time. For each measurement year, the CCO must: (1) answer all survey questions, (2) pass the questions required for that measurement period, and (3) meet the minimum points required for each measurement year.

Total possible points = 102

- Year 1 minimum points required = 46 or 45.1%
- Year 2 minimum points required = 56 or 54.9%
- Year 3 minimum points required = 77 or 75.5%



Additional Information

OHA reserves the right to request additional or clarifying information to support responses provided through this survey, including but not limited to further detail on data collected, example policies, or translated materials.

For questions about this survey, or the CCO incentive metric, please contact metrics.questions@dhsosha.state.or.us.

Contact Information

The contact person is the one completing the survey and the first point of contact if OHA has any follow-up or clarifying questions about survey responses. If multiple individuals for the same CCO submit survey responses, OHA will follow-up with the CCO as to which of the respondents should be the primary contact.

Name: _____

CCO Name: _____

Email Address: _____

Domain 1: Identification and assessment for communication needs

CCOs should answer questions based on language services in place on December 31 of the measurement year.

Questions in this domain assess how well your CCO identifies and tracks services to limited English proficient (LEP), and Deaf and hard of hearing populations you serve. Your responses will help OHA to evaluate how well your CCO is performing these critical and meaningful language access functions.

1) Please answer yes or no for each of the following statements on how your CCO identifies members needing communication access (e.g. LEP, sign language users). Must pass beginning MY2021 (year 1) with minimum points required = 5; total points available =7.

	Yes	No
A. The CCO has a process to respond to individual requests for language assistance services (including sign language).	()	()
B. The CCO has a process for self-identification by the Deaf or hard of hearing person, non-English speaker or LEP individual.	()	()
C. The CCO has a process for using open-ended questions to determine language proficiency on the telephone or in person.	()	()
D. The CCO customer service staff are trained to use video relay or TTY for patient services.	()	()
E. The CCO uses “I Speak” language identification cards or posters.	()	()
F. The CCO has a process for responding to member complaints about language access and clearly communicates this process to all members.	()	()
G. The CCO uses MMIS/ enrollment data from OHA about primary language.	()	()

2) Please answer yes or no for each of the following statements about collecting data. Must pass beginning MY2021 (year 1) with minimum points required = 3; total points available =3.

	Yes	No
A. The CCO collects data on the number of members served who are Limited English Proficient (LEP) .	()	()

B. The CCO collects data on the number of members served who are Deaf and hard of hearing.	<input type="checkbox"/>	<input type="checkbox"/>
C. The CCO collects data on the number and prevalence of languages spoken by members in your service area.	<input type="checkbox"/>	<input type="checkbox"/>

3) Please answer yes or no for each of the following data sources that your CCO uses to determine the needs and/or population size of the LEP and Deaf and hard of hearing members in your service area. Must pass beginning MY2021 (year 1) with minimum points required = 2; total points available =3.

	Yes	No
A. OHA MMIS	<input type="checkbox"/>	<input type="checkbox"/>
B. CCO specific enrollment information on members interpreter needs.	<input type="checkbox"/>	<input type="checkbox"/>
C. Local community organizations and/or on-line data (example LEP.gov; census data or the American Community Survey (ACS) data).	<input type="checkbox"/>	<input type="checkbox"/>

4) How often does your CCO use any of the above-listed data sources to assess LEP and Deaf and hard of hearing member needs? Must answer, no points available.

- A. Monthly
- B. Quarterly
- C. Annually

5) Does your CCO record the interpreter needs and primary language from LEP or Deaf and hard-of-hearing members when they first contact your CCO, for example, at the CCO's new enrollee intake survey, or the first encounter with a health care provider and the information is shared back to the CCO? Must pass beginning MY2021 (year 1) by answering "Yes"; total available points = 1.

- Yes
- No

6) Does your CCO have a process for sharing information about members who need spoken and sign language interpretation needs with your provider network? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

- Yes
- No

7) If yes to the previous question, please briefly describe how your CCO shares primary spoken language or hearing assistance needs with provider networks or service coordinators. Must answer this question beginning MY2021 (year 1); total available points = 1.

8) If yes to question 6, how frequently do you share this information? Must answer this question beginning MY2021 (year 1); total available points = 1.

- A. Weekly
- B. Monthly
- C. Quarterly
- D. Annually

9) Does your CCO have the capability to identify the number of members needing spoken and sign language interpretation services that were not identified in form 834 from OHA? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

- Yes
- No

10) What are the top SIX most frequently encountered spoken and sign languages by members in your CCO for the measurement year? CCOs must rank the languages members often request language services in to meet the must pass criteria for this question beginning MY2021 (year 1); total available points = 1.

Write in language

11) Please answer yes or no for each of the following statements about members who refused, did not need, needed interpretation services but were not identified as needing interpreter services, or requested and received in language services from bilingual providers. Must pass beginning MY2022 (year 2) with minimum points required = 3; total points available =5.

	Yes	No
A. The CCO collects data on members served who self-identified as LEP but refused interpretation services.	()	()
B. The CCO collects data on members served who are Deaf and hard of hearing but refused interpretation services.	()	()
C. The CCO collects data on members served who did not have MMIS language flag but requested interpreter services.	()	()
D. The CCO collects data on members served who had an MMIS language flag but did not need interpreter services.	()	()
E. The CCO collects data on the members served who requested and received in- language services from bilingual providers and therefore trained interpreters were not needed for the visits.	()	()

12) Please answer yes or no for each of the following statements about appointment wait times (not the time to arrange interpreter service at a visit). Must pass beginning MY2023 (year 3) with minimum points required = 2; total points available = 2.

	Yes	No
A. The CCO collects quality data on average wait times for LEP members that need appointments with interpreter services.	()	()

<p>B. The CCO collects quality data on average wait times for Deaf or Hard of Hearing members that need appointments with interpreter services.</p>	<p>()</p>	<p>()</p>
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13) Please mark the average wait time for each of the following groups (not the time to arrange interpreter service at a visit). (Choose only one answer per statement). Must pass beginning MY2023 (year 3) with minimum points required = 2; total points available = 2.

	<p>Same day</p>	<p>1-3 days</p>	<p>4-7 days</p>	<p>More than 7 days</p>
<p>A. The average wait time for Limited English Proficient members needing interpretation services is:</p>	<p>()</p>	<p>()</p>	<p>()</p>	<p>()</p>
<p>B. The average wait time for Deaf or Hard of Hearing members needing interpretation services is:</p>	<p>()</p>	<p>()</p>	<p>()</p>	<p>()</p>

14) What is the average wait time (not the time to arrange interpreter service at a visit) for members that do not need interpretation services? Must answer, no points available.

- () A. Same day
- () B. 1-3 days
- () C. 4-7 days
- () D. More than 7 days
- () E. The CCO does not collect this information

15) Does your CCO verifiably track when members appointments are cancelled or rescheduled due to a lack of interpretation services? Must answer, no points available.

- () Yes
- () No

16) How frequently do you track the average number of encounters by spoken and sign languages and share the data with provider networks or service coordinators? Must answer, no points available.

- A. Weekly
- B. Monthly
- C. Quarterly
- D. Annually

17) Does your CCO have a process for identifying the total number of Deaf and hard of hearing members that prefer sign language or assistive communication devices to ensure effective communication in your CCO and provider network? Must answer, no points available.

- Yes
- No

18) Does your CCO use local community organizations or on-line data source such as LEP.gov or census to determine interpretation needs or population size of the LEP and Deaf and hard of hearing members in your service area? Must answer, no points available.

- Yes
- No

Domain 2: Provision of Language Assistance Services

CCOs should answer questions based on language services in place on December 31 of the measurement year.

Questions in this domain assess how well you use data and work processes to effectively communicate with the Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve. Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

19) Please answer yes or no to each of the following statements about tracking language assistance services at the CCO and provider network levels. Must pass beginning MY2021 (year 1) with minimum points required = 3; total points available = 4.

	Yes	No
A. The CCO tracks the primary language of persons encountered or served.	<input type="checkbox"/>	<input type="checkbox"/>

B. The CCO tracks the use of language assistance services such as interpreters and translators.	()	()
C. The CCO tracks staff time (including bilingual providers) spent providing bilingual spoken and sign language assistance services.	()	()
D. The CCO tracks the use of spoken and sign language assistance services by modality (in-person; telephonic, video remote, other modalities).	()	()

20) Please select yes or no to the types of language assistance services that are provided by your CCO and provider network. Must pass beginning MY2021 (year 1) with minimum points required = 5; total points available = 7.

	Yes	No
A. Bilingual clinic staff and providers	()	()
B. CCO in-house interpreters (spoken and sign)*	()	()
C. CCO in-house translators (for documents)	()	()
D. Contracted in-person interpreter services	()	()
E. Contracted translators (for documents)	()	()
F. Contracted telephonic interpreter services	()	()
G. Contracted video interpreter services	()	()

* If the CCO reports that it does not have any in-house interpreters (item B), the CCO can skip Q35 and gets a point which is required must pass starting MY2023.

21) Please select yes or no to the following care delivery settings in which your CCO provides spoken and sign language interpretation service for member visits. Must pass beginning MY2021 (year 1) with minimum points required = 5; total points available = 8.

	Yes	No
A. Medical (in-patient)	()	()

B. Medical (office/out-patient)	()	()
C. Emergency Department	()	()
D. Dental	()	()
E. Telehealth	()	()
F. Home Health	()	()
G. Pharmacy connected to a provider network	()	()
H. Lab services connected to a provider network	()	()

22) Does your CCO and provider network have policies on the use of family members or friends to provide interpretation services? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

- () Yes
- () No

23) If yes to the previous question, please briefly describe your policies on when or how family members or friends can provide interpretation services. Must answer this question beginning MY2021 (year 1); total available points = 1.

24) Does your CCO provide staff who coordinate interpreter services with information on how to access OHA approved spoken and sign language interpreters? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

- () Yes
- () No

25) Please select yes or no to each of the following statements about the translation of vital written documents into non-English languages. Must pass beginning MY2021 (year 1) with minimum points required = 6; total points available = 6.

	Yes	No

A. Consent forms are translated into non-English languages.	<input type="checkbox"/>	<input type="checkbox"/>
B. Complaint forms are translated into non-English languages.	<input type="checkbox"/>	<input type="checkbox"/>
C. Intake forms are translated into non-English languages.	<input type="checkbox"/>	<input type="checkbox"/>
D. Notices of rights are translated into non-English languages.	<input type="checkbox"/>	<input type="checkbox"/>
E. Notice of denial, loss or decrease in benefits or services are translated into non-English languages.	<input type="checkbox"/>	<input type="checkbox"/>
F. Information on programs or activities to receive additional benefits or services are translated into non-English languages.	<input type="checkbox"/>	<input type="checkbox"/>

26) Are the translated documents available in alternate formats that include large prints or braille?
Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

Yes

No

27) When your CCO updates information on its website, does it also include non-English language translation of the content? Must answer, no points available.

Yes

No

28) Does your CCO track the following data regarding language assistance services provided by the CCO and provider network? Please mark yes or no for each of the following statements. Must pass beginning MY2022 (year 2) with minimum points required = 3; total points available = 6.

	Yes	No
A. The CCO validates invoices from interpreting agencies to ensure they include member level details.	<input type="checkbox"/>	<input type="checkbox"/>
B. The CCO compares invoice information with an internal data system (for example MMIS flag) to confirm member level details.	<input type="checkbox"/>	<input type="checkbox"/>
C. The CCO tracks invoices by service modality (in-person, telephonic, video remote).	<input type="checkbox"/>	<input type="checkbox"/>

D. The CCO has a system for tracking the unit cost of each language assistance service provided.	()	()
E. The CCO tracks the cost of services provided by bilingual staff interpreters.	()	()
F. The CCO tracks the cost of translation of materials into non-English languages.	()	()

29) Please answer yes or no to each of the following statements about tracking language assistance services at the CCO and provider network levels. Must pass beginning MY2023 (year 3) with minimum points required = 3; total points available = 4.

	Yes	No
A. The CCO tracks training and OHA credentialing of contracted interpreters.	()	()
B. The CCO tracks training and OHA credentialing of staff members who interpret for patients (such as full-time CCO staff interpreters or dual-role interpreters).	()	()
C. The CCO tracks the total cost of interpreter services.	()	()
D. The CCO tracks the cost of translation of materials into non-English languages.	()	()

30) Please select yes or no to the language assistance services that your CCO can provide detailed member level information, such as member ID, date of service, and interpreters' credentials. Must pass beginning MY2023 (year 3) with minimum points required = 5; total points available = 7.

	Yes	No
A. Bilingual clinic staff and providers	()	()
B. CCO in-house interpreters (spoken and sign)	()	()
C. CCO in-house translators (for documents)	()	()
D. Contracted in-person interpreters	()	()

E. Contracted translators	()	()
F. Contracted telephonic interpretation services	()	()
G. Contracted video interpretation services	()	()

31) When spoken and sign language interpretation services are provided during member visits, can your CCO collect detailed member level information (such as member ID, date of service, and interpreter’s credential) for appointments in each of the following care delivery settings? Please select yes or no to the following statements. Must pass beginning MY2023 (year 3) with minimum points required = 5; total points available = 8.

	Yes	No
A. Medical (inpatient)	()	()
B. Medical (outpatient/office)	()	()
C. Emergency Department	()	()
D. Dental	()	()
E. Telehealth	()	()
F. Home Health	()	()
G. Pharmacy connected to a provider network	()	()
H. Lab services connected to a provider network	()	()

32) Please answer yes or no to the following statements related to standardized proficiency assessments for bilingual clinic staff and interpreters (this question does not apply to in-language visit providers). Must pass beginning MY2023 (year 3) with minimum points required = 2; total points available = 2.

	Yes	No
A. For Limited English Proficient (LEP) members, the CCO requires a standardized proficiency assessment for bilingual clinic staff interpreters before allowing them to interpret or translate documents.	()	()
B. For Deaf and hard of hearing members, the CCO requires a standardized proficiency assessment for bilingual clinic staff interpreters before allowing them to interpret.	()	()

33) If yes to either statement in the previous question, please briefly describe your proficiency assessment. (For example, online training, in person training, scored skill test). Must answer this question beginning MY2023 (year 3); total available points = 1.

Domain 3: Training of staff on policies and procedures

CCOs should answer questions based on language services in place on December 31 of the measurement year.

Questions in this domain assess how well your CCO staff who provide services to Limited English Proficient (LEP), and Deaf and hard of hearing populations is trained on language access policies and procedures. Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

34) Does your CCO staff procedures handbook include specific instructions on how to provide language assistance services to LEP and Deaf and hard of hearing members? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

() Yes

() No

35) Please select yes or no to each of the following CCO staff groups that receive training at regular intervals on working with Limited English Proficient (LEP) and Deaf and hard of hearing members. Must pass beginning MY2022 (year 2) with minimum points required = 3; total points available = 6.

	Yes	No
A. Management or senior staff	()	()
B. Employees who interact with or are responsible for interactions with non-English speakers or LEP members	()	()
C. Bilingual CCO staff	()	()
D. New employees	()	()
E. All employees	()	()
F. Volunteers	()	()

36) Are all CCO staff members who interpret for patients (such as full-time staff interpreters or dual-role interpreters) trained and certified or qualified by OHA? Must pass beginning MY2023 (year 3) by answering “Yes”; total available points = 1.

() Yes

() No

Note, if the CCO reports that it does not have any in-house interpreters (Q19, item B), the CCO can skip Q35 and gets a point.

37) Do CCO staff who provide care or services to Limited English Proficient (LEP) and Deaf and hard of hearing members receive training at regular intervals on how to request the translation of written documents into other languages and alternate formats? Must answer, no points available.

() Yes

() No

Domain 4: Providing notice of language assistance services

CCOs should answer questions based on language services in place on December 31 of the measurement year.

Questions in this domain assess how well your CCO translates outreach materials and explains how Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve may access available language assistance services. Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

38) Does your CCO translate signs or posters announcing the availability of language assistance services? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

- Yes
- No

39) Please answer yes or no to the methods that your CCO uses to inform members and communities in your service area about the availability of language assistance services. Must pass beginning MY2021 (year 1) with minimum points required = 4; total points available = 6.

	Yes	No
A. Frontline and outreach by bilingual or multilingual staff (CCO staff and provider staff)	<input type="checkbox"/>	<input type="checkbox"/>
B. Posters in public areas in clinics	<input type="checkbox"/>	<input type="checkbox"/>
C. “I Speak” language identification cards distributed to frontline CCO and provider staff	<input type="checkbox"/>	<input type="checkbox"/>
D. CCO and providers websites	<input type="checkbox"/>	<input type="checkbox"/>
E. Social networking websites (e.g. Facebook, Twitter, other)	<input type="checkbox"/>	<input type="checkbox"/>
F. E-mail to members or a list serv	<input type="checkbox"/>	<input type="checkbox"/>

40) Does your CCO inform LEP and Deaf and hard of hearing members about the availability of free language assistance services? Must pass beginning MY2021 (year 1) by answering “Yes”; total available points = 1.

Yes

No

41) Does the main page of your website include non-English information that is easily accessible to LEP members? Must pass beginning MY2022 (year 2) by answering “Yes”; total available points = 1.

Yes

No

Thank you for taking our survey. Your response is very important to us.

Appendix 2: CCO self-assessment available points and minimum required point value summary

Total possible points for each measurement year =	102	
Year 1 minimum points required =	46	45.1%
Year 2 minimum points required =	56	54.9%
Year 3 minimum points required =	77	75.5%

	MY2021 (year1)		MY2022 (year2)		MY2023 (year3)	
	Total available Points	Minimum required	Additional available points	Additional minimum required	Additional available points	Additional minimum required
Domain 1: Identification and assessment for communication needs - This domain assesses how well your CCO identifies and tracks services to the Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve.	19	16	5	3	4	4
Domain 2: Provision of Language Assistance Services - This domain assesses how well you use data and work processes to effectively communicate with the Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve.	29	23	6	3	22	16
Domain 3: Training of staff on policies and procedures - This domain assesses how well your staff who provide services to Limited English Proficient (LEP), and Deaf and hard of hearing populations is trained on language access policies and procedures.	1	1	6	3	1	1
Domain 4: Providing notice of language assistance services - This domain assesses how well your CCO translates outreach materials and explains how Limited English Proficient (LEP), and Deaf and hard of hearing populations you serve may access available language assistance services.	8	6	1	1	0	0

Point value for each question

Domain	Question	year 1	minimum	Year 2	minimum	Year 3	minimum	
1	1	7	5					
	2	3	3					
	3	3	2					
	4	0						
	5	1	1					
	6	1	1					
	7	1	1					
	8	1	1					
	9	1	1					
	10	1	1					
	11				5	3		
	12						2	2
	13						2	2
	14	0						
	15	0						
	16	0						
	17	0						
2	18	4	3					
	19	7	5					
	20	8	5					
	21	1	1					
	22	1	1					
	23	1	1					
	24	6	6					
	25	1	1					
	26	0						
	27				6	3		
	28						4	3
	29						7	5
	30						8	5
	31						2	2
	32						1	1
3	33	1	1					
	34			6	3			
	35					1	1	
	36	0						
4	37	1	1					
	38	6	4					
	39	1	1					
	40			1	1			
Total new points by year		57	46	18	10	27	21	
Total minimum required by year			46		56		77	

Appendix 3: Quantitative Interpreter Services Reporting Template

This template is updated in December 2022 for sampled hybrid reporting for MY2022 and MY2023, and for the full-population quarterly contract reporting starting MY2023.

CCO to submit a data table with ‘one row per visit’ using the columns specified below for quarterly contract reporting or CCO to update columns below where appropriate in hybrid visit template.

<i>Column Name</i>	<i>Valid Input Value</i>	<i>Instructions</i>	<i>Note for MY2022/2023 hybrid reporting</i>	<i>Note for quarterly full-population reporting</i>
CCO Name	CCO Name	Corresponds to Health Analytics reporting CCO Name	Provided by OHA	CCO to report quarterly
Member ID	Member's Medicaid ID		Provided by OHA	CCO to report quarterly
Interpreter need flagged in MMIS	Yes No	For hybrid reporting, OHA only samples members with interpreter needs in OHA’s data systems; OHA provided Yes means Interpreter Flag = Y, Sign Language Interpreter Need Flag = Y or Interpreter Type Code not NULL in MMIS. In the quarterly full-population reports, CCO can include additional visits from members needing or utilizing interpreter services but do not have interpreter information in OHA’s system by selecting No in this field.	Provided by OHA	CCO to report quarterly
Type of Care	Physical Mental/Behavioral Dental	The person can have multiple types of care on the same day. See appendix 4 of the technical specifications for reference to OHA's methodology.	Provided by OHA	CCO to report quarterly

Column Name	Valid Input Value	Instructions	Note for MY2022/2023 hybrid reporting	Note for quarterly full-population reporting
Visit Type/Care Setting	Visit Type as defined by Oregon Health Grouper (OHG): Inpatient Stay Emergency Department Office Outpatient Home Health Telehealth Other	On a given visit date, each type of care will have only one visit type/care setting. The visit type listed is determined based on the following hierarchy: Inpatient Stay Emergency Department Office Outpatient Home Health Telehealth Other For example, if a person had an emergency room visit and was admitted for an inpatient hospital stay, OHA would report the inpatient visit. If a person had an office outpatient visit and a telehealth appointment, OHA would report the office outpatient visit. CCOs should only report on interpreter services for the visit type listed. Please see appendix 4 of the technical specifications for OHA's methodology on how visits were classified.	Provided by OHA	CCO to report quarterly
Visit Date	YYYY/MM/DD	For an inpatient stay, OHA reports the admission date as the visit date, and reports one inpatient stay in a facility as one visit regardless of the total length of stay. If the patient is transferred to a different facility, OHA will count as a separate inpatient stay.	Provided by OHA	CCO to report quarterly
Max_NUM_ICN	Maximum Claim Number	This field is provided by OHA and only for hybrid reporting; it represents the maximum MMIS ICN claim number for the member's visit type. The visit is based on the member id, first date of service, type of care, and visit type/care setting. This field is informational only and meant to help CCOs more quickly identify the visit. However, due to claim adjudication and adjustments, this claim number may no longer be available for reference to CCOs. CCOs must locate the visit for the member even if the claim number is no longer in the system.	Provided by OHA. Hybrid-reporting only.	No need to report (hybrid-only, provided by OHA)
DTE_LOAD	YYYY/MM/DD	This field is provided by OHA and only for the hybrid reporting. The date the sample visit was pulled by OHA.	Provided by OHA. Hybrid-reporting only	No need to report (hybrid-only, provided by OHA)

Column Name	Valid Input Value	Instructions	Note for MY2022/2023 hybrid reporting	Note for quarterly full-population reporting
Visit Match Flag	Yes No (no blank allowed)	This field is to be reported by the CCO and only for hybrid reporting. CCOs must report 'Visit Match Flag' (Yes/No) field for all visits sampled by OHA to confirm the Final Denominator Visits. The visit will count towards the denominator for the interpreter service data collection rate when the Visit Match Flag field equals Yes. OHA will report a denominator exclusion if the Visit Match Flag equals No. CCOs should indicate No if the member was not a part of the CCO at the time of the visit, the visit only involved pharmacy or other ancillary services, the visit was a telemedicine visit without human interaction, or if the CCO cannot confirm the visit occurred. For example, for the last reason, the visit may appear in MMIS due to billing errors.	CCO to report. Required. Hybrid-reporting only.	No need to report (hybrid-only)
In-person Interpreter Service (or in-language visit¹)	Yes No	Answer Yes or No for all three modality fields for all Final Denominator Visits (see above Match Visit Flag equals Yes). Leaving any modality field blank for rows with Visit Match Flag equals Yes in the template will not count as a numerator hit for the 80% interpreter service data collection rate (e.g., reporting completion rate). Reporting of in language provider visits is optional in MY2022 and MY2023. See footnote #1 for more detail.	CCO to report. Required	CCO to report quarterly
Telephonic Interpreter Service (or in-language visit¹)	Yes No	Indicate Yes if the CCOs data collection system for the measure indicates Yes for interpreter services (or in-language provider services, if reporting), or all possible data sources were reviewed for the use of language assistance services and it was found the member received interpreter services (or in-language provider services, if reporting) during the visit.	CCO to report. Required	CCO to report quarterly

Column Name	Valid Input Value	Instructions	Note for MY2022/2023 hybrid reporting	Note for quarterly full-population reporting
Video Remote Interpreter Service (or in-language visit¹)	Yes No	<p>Indicate No if the CCOs data collection system for the measure indicates No for interpreter services (or in-language provider services, if reporting), or all possible data sources were reviewed and cannot find any evidence that interpreter service (or in-language provider services, if reporting in MY2022) was provided for the visit.</p> <p>Leave the modality fields blank if the visit does not exist in the CCOs data collection system for the measure, or there are other known data sources for language services and the CCO is unable to review and report on these data sources. For example, the clinic orders/pays for the interpreter services and keeps the records, but the data is not tracked at the member and visit-level detail (unable to capture the required reporting data elements), or the CCO cannot retrieve the data during the hybrid review process.</p>	CCO to report. Required	CCO to report quarterly
Was the Interpreter (or in-language provider¹) OHA Certified or Qualified ?	OHA Certified OHA Qualified Not Certified or Qualified Blank - Unknown or Not Applicable	<p>OHA Certified and OHA Qualified should be used for visits with interpreter services where the interpreter, provider, or bilingual staff has an OHA registry number. If OHA Certified or OHA Qualified is indicated, a valid OHA Registry number must be provided in the next field.</p> <p>Indicate Not Certified or Qualified if the interpreter, bilingual staff, or in language provider was not OHA certified or qualified.</p>	CCO to report. Required if Yes for any of the three language service modality fields (In Person, Telephonic, Video Remote)	CCO to report quarterly
Interpreter's OHA Registry Number	OHA Registry Number	If multiple OHA certified and/or qualified health care interpreters were used, please report only one interpreter's OHA registry number. OHA will confirm the submitted value exists on the OHA registry number.	CCO to report. Required if OHA Certified or OHA Qualified is indicated	CCO to report quarterly

Column Name	Valid Input Value	Instructions	Note for MY2022/2023 hybrid reporting	Note for quarterly full-population reporting
If visit had in language provider, did the provider pass a proficiency test¹?	Yes No Blank	<p>Yes - Provider passed proficiency test No - Provider with no proficiency test Blank - Unknown or Not Applicable</p> <p>The Provider passed proficiency test and Provider with no proficiency test is optional. Only providers qualify for these two options. These options are not available to general clinic staff.</p> <p>Provider passed proficiency test field should ONLY be indicated if the in-language provider passed the proficiency test in the member's preferred language and the CCO has documentation that the proficiency test matches the member's preferred language (e.g., a provider passed proficiency test for Korean does not qualify for a member with preferred language as Spanish).</p> <p>Indicate Provider with no proficiency test if the provider has not passed the proficiency test in the member's preferred language.</p> <p>Leave blank if proficiency test records are not tracked.</p>	CCO to report. Optional	CCO to report quarterly
Was the Interpreter a Bilingual Staff	Yes No Blank	<p>Yes - Bilingual Staff No - No Bilingual Staff Blank - Unknown or Not Applicable</p> <p>Bilingual staff services do not automatically qualify for numerator hits unless the staff (including the provider for the visit) is OHA qualified or certified for interpreter services, or the in-language visit provider has passed the proficiency test for the member's preferred language. This flag is for information that an outside/contracted interpreter is not used; it helps the CCO to identify staff who may receive training for becoming OHA qualified and certified, or taking a proficiency test. If patient received satisfying in-language visit and the provider is not OHA qualified/certified or has passed the proficiency test, the visit can be flagged as 'patient refusal for reason #1' and may be excluded. See detail on member refusal reporting.</p>	CCO to report. Optional	CCO to report quarterly

Column Name	Valid Input Value	Instructions	Note for MY2022/2023 hybrid reporting	Note for quarterly full-population reporting
Did the member refuse Interpreter Service	Yes No Blank	Yes - Member Refused Interpreter Services No - Member did not Refuse Interpreter Services Blank - Unknown or Not Applicable If no records of member refusal exists, member did not refuse (fill in No in template) can be indicated.	CCO to report. Required if No for all of the three language service modality fields (In Person, Telephonic, Video Remote)	CCO to report quarterly
Reason for Member Refusal (optional)	1 2 3 4 Blank	1 - Member refusal because in-language visit is provided 2 - Member confirms interpreter needs flag in MMIS is inaccurate 3 - Member unsatisfied with the interpreter services available 4 - Other reasons for patient refusal Blank - Unknown or Not Applicable Scenario 1: The member confirms the provider for the visit can perform in-language service and therefore no interpreter service is needed. To note, if the in-language service provider is OHA certified or qualified, it could be a numerator hit for the metric. Scenario 2: OHA recommends initiating correction of the interpreter flag in MMIS. Visits with refusal reasons 1 or 2 can be excluded IF the CCO attests collecting corresponding information in the CCO self-assessment survey question #11. Scenarios 3 and 4 do not qualify for denominator exclusion.	CCO to report. Optional.	CCO to report quarterly

¹ Reporting visits with an in language provider is optional in MY2022 and MY2023.

Appendix 4: Categorizing Denominator Visits based on Oregon Health Grouper (OHG) and modifications

OHA uses a homegrown Oregon Health Grouper (OHG) with recategorization and modifications to count denominator visits in the required stratifications for the measure¹².

Step1: All MMIS/DSSURS claims data are categorized into OHG categories, then rolled up into larger categories using the following crosswalk table below. Note, only paid claims are used.

OHG-to-HEM Crosswalk Table:

CDE OHG	OHG Description	HEM Type of Care	HEM Care Setting
D-01	Dental Diagnostic	dental	Office Outpatient
D-02	Dental Preventative	dental	Office Outpatient
D-03	Dental Restorative	dental	Office Outpatient
D-04	Dental Endodontics	dental	Office Outpatient
D-05	Dental Periodontics	dental	Office Outpatient
D-06	Dental Prosthodontics Removable	dental	Office Outpatient
D-07	Dental Implants/ Prosthodontics Fixed	dental	Office Outpatient
D-08	Dental Oral Maxillofacial Surgery	dental	Office Outpatient
D-09	Dental Orthodontics	dental	Office Outpatient
D-10	Dental Anesthesia	dental	Office Outpatient
D-99	Dental Adjuvive General Services (Unbucketed)	dental	Office Outpatient
I-08	Inpatient Maternity C-Section Delivery	physical	Inpatient
I-09	Inpatient Maternity Non-Delivery	physical	Inpatient
I-10	Inpatient Maternity Normal	physical	Inpatient
I-11A	Inpatient Newborn Complicated	physical	Inpatient
I-11B	Inpatient Newborn Well	physical	Inpatient
I-12	Inpatient Rehabilitation	physical	Inpatient
I-13	Inpatient Medical/Surgical (Medical Only)	physical	Inpatient
I-14	Inpatient Medical/Surgical (Surgical Only)	physical	Inpatient
I-15	Inpatient Un-Bucketed Missing DRG	physical	Inpatient
I-99	Inpatient Unbucketed	physical	Inpatient
M-01	Emergency Lifeflight	exclude	exclude

¹² More detail documentation in excel format is available on the metrics website:

<https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/CCO-Metrics.aspx>

CDE OHG	OHG Description	HEM Type of Care	HEM Care Setting
M-02	School Based Services	physical	Office Outpatient
M-03	Transportation Ambulance	exclude	exclude
M-04	Outpatient Basic ASC (ASC = Ambulatory Surgical Center)	physical	Office Outpatient
M-05	Physician Primary Care E-M (Evaluation & Management)	physical	Office Outpatient
M-05A	Physician Primary Care E-M (Evaluation & Management) Mental Health	mental/behavioral	Office Outpatient
M-06	Physician Other E-M (Evaluation & Management)	physical	Office Outpatient
M-06A	Physician Other E-M (Evaluation & Management) Mental Health	mental/behavioral	Office Outpatient
M-07	Evaluation & Management PCP (PCP = Primary Care Physician)	mental/behavioral	Office Outpatient
M-08	Mental Health ACT (ACT = Assertive Community Treatment)	mental/behavioral	Office Outpatient
M-09	Mental Health AFC (AFC = Adult Foster Care)	exclude	exclude
M-10	Mental Health Assessment & Evaluation	mental/behavioral	Office Outpatient
M-11	Mental Health Case Management	mental/behavioral	Other
M-12	Mental Health Consultation	mental/behavioral	Office Outpatient
M-13	Mental Health Crisis Services	mental/behavioral	Office Outpatient
M-14	Mental Health Interpretive Services	exclude	exclude
M-15	Mental Health Medication Management	mental/behavioral	Other
M-16	Mental Health Alternative to Inpatient	mental/behavioral	Outpatient
M-17	Mental Health MST (MST = Multi-Systemic Treatment)	mental/behavioral	Office Outpatient
M-18	Mental Health PAITS (PAITS = Post Acute Intensive Treatment Services)	mental/behavioral	Office Outpatient
M-19	Mental Health PDTS (Psychiatric Day Treatment Services)	mental/behavioral	Office Outpatient
M-20	Mental Health Respite	mental/behavioral	Other
M-21	Mental Health RTF Part A (RTF = Residential Treatment Facility)	exclude	exclude
M-22	Mental Health RTF Part B (RTF = Residential Treatment Facility)	exclude	exclude
M-23A	Mental Health SCIP, SAIP, STS (SCIP = Secure Children's Inpatient Program 0 - 11, SAIP = Secure Adolescent Inpatient Program 12 - 17, & STS = Stabilization Transition Services)	mental/behavioral	Inpatient
M-23B	Mental Health SCIP, SAIP, STS (SCIP = Secure Children's Inpatient Program 0 - 11, SAIP = Secure Adolescent Inpatient Program 12 - 17, & STS = Stabilization Transition Services)	mental/behavioral	Inpatient
M-24	Mental Health Skills Training	mental/behavioral	Office Outpatient
M-25	Mental Health SRTF (SRTF = Secure Residential Treatment Facility 18+)	exclude	exclude
M-26	Mental Health Sub Acute	mental/behavioral	Office Outpatient
M-27	Mental Health Supportive Employment	exclude	exclude

CDE OHG	OHG Description	HEM Type of Care	HEM Care Setting
M-28	Mental Health Therapy	mental/behavioral	Office Outpatient
M-29	Mental Health Therapy Inpatient	mental/behavioral	Inpatient
M-30	Mental Health Wrap-Around Services	mental/behavioral	Other
M-31	Mental Health Intensive Rehab Services	mental/behavioral	Office Outpatient
M-32A	Physician Therapeutic Abortion Part A	physical	Office Outpatient
M-32B	Physician Therapeutic Abortion Part B	physical	Office Outpatient
M-33	Behavioral Rehab Services	mental/behavioral	Office Outpatient
M-34	Excluded Admin Exams	physical	Other
M-35	Targeted Case Management (TCM) Leveraged	physical	Other
M-36	Non-Emergent Transportation (NEMT)	exclude	exclude
M-37	Chemical Dependency OHP Outpatient (OHP = Oregon Health Plan)	mental/behavioral	Office Outpatient
M-40	Mental Health Outpatient Therapy	mental/behavioral	Office Outpatient
M-41	Mental Health Physician Outpatient	mental/behavioral	Office Outpatient
M-42	Mental Health Supportive Day Treatment	mental/behavioral	Office Outpatient
M-43	Mental Health Supportive Housing	exclude	exclude
M-44	Anesthesia	physical	Office Outpatient
M-45A	Outpatient Dental Anesthesia	dental	Office Outpatient
M-45B	Outpatient Dental Fluoride	dental	Office Outpatient
M-46	Physician Family Planning Part B	physical	Office Outpatient
M-47	Physician Family Planning Part C	physical	Office Outpatient
M-48	Physician Hysterectomy	physical	Office Outpatient
M-49	Lab	exclude	exclude
M-50	Other Medical Maternity Management	physical	Office Outpatient
M-51	Other Medical Durable Medical Equipment	exclude	exclude
M-52	Other Medical Supplies	exclude	exclude
M-53	Maternity	physical	Office Outpatient
M-53A	Physician Maternity Primary Care	physical	Office Outpatient
M-54	Neonate Newborn Care	physical	Office Outpatient
M-55	Radiology	physical	Other
M-56	Physician Sterilization	physical	Office Outpatient
M-57	Surgery	physical	Office Outpatient
M-58	Speech & Hearing	physical	Office Outpatient
M-59	Vision Exams & Therapy	physical	Office Outpatient
M-60	Physician Other Services	physical	Other
M-61	Other Drugs & Supplies	exclude	exclude
M-62	Community Detox	mental/behavioral	Office Outpatient
M-63	Chemical Dependency Assessment Screening	mental/behavioral	Office Outpatient
M-64	Chemical Dependency Methadone Treatment	mental/behavioral	Office Outpatient
M-65	Chemical Dependency Methadone AMH (AMH = Addictions and Mental Health)	mental/behavioral	Office Outpatient
M-66	Physical Somatic Mental Health	mental/behavioral	Office Outpatient
M-67	Not Covered	exclude	exclude
M-68	SBIRT Part A (SBIRT = Screening, Brief Intervention, & Referral to Treatment)	mental/behavioral	Office Outpatient

CDE OHG	OHG Description	HEM Type of Care	HEM Care Setting
M-69	SBIRT Part B (SBIRT = Screening, Brief Intervention, & Referral to Treatment)	mental/behavioral	Office Outpatient
M-70	Mental Health Children and Adolescent Needs Assessment	mental/behavioral	Office Outpatient
M-71	ABA Services - Mental Health	mental/behavioral	Office Outpatient
M-72A	Chemical Dependency Residential Treatment Child	mental/behavioral	Inpatient
M-72B	Chemical Dependency Residential Treatment Adult	mental/behavioral	Inpatient
M-72C	Psychiatric Residential Treatment Services	physical	Inpatient
M-75	Urgent Care Visits	physical	Office Outpatient
M-76	Preventative Well Baby Exams	physical	Office Outpatient
M-77	Preventative Immunizations	physical	Office Outpatient
M-78	Preventative Care Covered Service	physical	Office Outpatient
M-79	Preventative Care Non-Covered Service	physical	Office Outpatient
M-80	Inpatient Visits	physical	Inpatient
M-81	Outpatient	physical	Office Outpatient
M98-A		mental/behavioral	Other
M98-B		mental/behavioral	Other
M98-C		mental/behavioral	Other
M-99	Professional Unbucketed	physical	Other
O-01	Outpatient Therapeutic Abortion Outpatient Hospital	physical	Office Outpatient
O-02	Outpatient Excluded Administrative Exams	physical	Other
O-03	Outpatient Prescription Drugs Mental Health	mental/behavioral	Office Outpatient
O-04	Outpatient Mental Health Other Outpatient	mental/behavioral	Office Outpatient
O-05	Outpatient Emergency Room Somatic Mental Health	mental/behavioral	ED
O-06A	Outpatient Chemical Dependency -- Part A	mental/behavioral	Office Outpatient
O-06B	Outpatient Chemical Dependency -- Part B	mental/behavioral	Office Outpatient
O-07	Outpatient Hysterectomy	physical	Office Outpatient
O-08	Outpatient Sterilization -- Female	physical	Office Outpatient
O-09A	Outpatient Family Planning -- Part A -- No Modifier	physical	Office Outpatient
O-09B	Outpatient Family Planning -- Part B -- With Modifier	physical	Office Outpatient
O-09C	Outpatient Family Planning -- Part C -- With Modifier	physical	Office Outpatient

CDE OHG	OHG Description	HEM Type of Care	HEM Care Setting
O-10	Outpatient Maternity	physical	Office Outpatient
O-11	Outpatient Prescription Drugs Basic	physical	Office Outpatient
O-11A	Outpatient Skilled Nursing Facility	physical	Office Outpatient
O-12	Outpatient Post Hospital Extended Care	physical	Office Outpatient
O-13	Outpatient Maternity Case Management	physical	Office Outpatient
O-14	Outpatient Hospice Services	physical	Office Outpatient
O-15	Outpatient Transportation Ambulance	exclude	exclude
O-16	Outpatient Emergency Room	physical	ED
O-17A	Outpatient Lab Services -- Part A	exclude	exclude
O-17B	Outpatient Radiology Services CT -- Part B (CT = Computerized Tomography)	physical	Other
O-17C	Outpatient Radiology Services MRI -- Part C (MRI = Magnetic Resonance Imaging)	physical	Other
O-17D	Outpatient Radiology Services PET -- Part D (PET = Positron Emission Tomography)	physical	Other
O-18	Outpatient Home Health	physical	Home Health
O-19	Outpatient Somatic Mental Health	mental/behavioral	Office Outpatient
O-20	Outpatient Physician Administered Drugs	physical	Other
O-21	Outpatient Diagnostic Services Other	physical	Office Outpatient
O-22	Outpatient Lab Injections Other	exclude	exclude
O-23	Outpatient Supplies & Devices	exclude	exclude
O-24	Outpatient Operating Room Other	physical	Office Outpatient
O-25	Outpatient Anesthesia Other	physical	Office Outpatient
O-26	Outpatient Clinics	physical	Office Outpatient
O-27	Outpatient Therapy & Rehabilitation	physical	Office Outpatient

CDE OHG	OHG Description	HEM Type of Care	HEM Care Setting
O-28	Outpatient Professional Fees	physical	Office Outpatient
O-29	Outpatient Surgery	physical	Office Outpatient
O-30	Preventative Care Covered Service	physical	Office Outpatient
O-31	Preventative Care Non-Covered Service	physical	Office Outpatient
O-99	Outpatient Unbucketed	physical	other
RX-01	Pharmacy Prescription Drugs Basic	exclude	exclude
RX-02	Pharmacy Over The Counter (OTC)	exclude	exclude
RX-03	Pharmacy Family Planning Contraceptives	exclude	exclude
RX-04	Pharmacy Carved-Out Drugs	exclude	exclude
RX-05	Pharmacy Immunization Drugs	exclude	exclude
RX-06	Pharmacy Durable Medical Equipment (Pill Splitters)	exclude	exclude
RX-07	Pharmacy Medication Assisted Treatment (MAT)	exclude	exclude

Step 2: Telehealth visits are identified separately for claims with:

- Procedure code: 98966-98972, 99421-99458, D9995, D9996, G0427, G0508, G0509, G2010, G2012, G2025, or
- Modifier: GT, GQ, G0, 95, or
- Place of Service code: 02

Step 3: Claims are de-duplicated into unique visit dates, but report separately if a member had more than one type of care (physical, mental/behavioral or dental) on the same day.

Step 4: If multiple visit types/care settings occurred on the same day for a given type of care (physical, mental/behavioral or dental), only one category is selected based on the hierarchy: Inpatient Stay > Emergency Department > Office Outpatient > Home Health> Telehealth > Other.