



OneCare Vermont

Appendix 1: Policies & Procedures (a) Policies

Updated as of 08/05/2021

Policy #	Policy Title	Last Board Approval	Next Board Approval
02-04-PY21	Community Care Coordination Program PY 2021	6/16/20	See PY22 version
02-04-PY22	Community Care Coordination Program PY 2022	6/15/21	5/1/22
03-03	Data Use	9/17/19	9/21/21
03-04	Data Destruction	3/17/20	9/21/21
03-05	Data Transparency	9/17/19	9/21/21
03-06	Assignment of Attributed Lives	4/14/2021	4/1/22
04-06	Disbursement Authority	6/16/20	9/21/21
04-07-PY21	Program Settlement PY 2021	2/16/21	See PY22 version
04-07-PY22	Program Settlement PY 2022	6/15/21	5/1/22
04-08-PY21	Comprehensive Payment Reform PY 2021	6/15/21	See PY22 version
04-08-PY22	Comprehensive Payment Reform PY 2022	7/20/21	6/1/22
04-10-PY20&21	Dues PY 2020 and 2021	2/16/21	See PY22 version
04-10-PY22	Participation Fees PY 2022 (formerly titled "Dues")	6/15/21	5/1/22
04-11	Participant Fixed Payment	10/20/20	See PY22 version
04-11-PY22	Hospital Fixed Payment PY 2022 (formerly titled "Participant Fixed Payment")	6/15/21	5/1/22
04-13-PY21	Value Based Incentive Fund PY 2021	2/16/21	See PY22 version
04-13-PY22	Value Based Incentive Fund PY 2022	6/15/21	5/1/22
04-14-PY21	Risk Program Participation PY 2021	5/19/20	See PY22 version*
04-15-PY21&22	Population Health Management Payments PY 2021 & 2022	2/16/21	4/1/22
04-16-PY21	Community Care Coordination Payments PY 2021	6/16/20	See PY22 version
04-16-PY22	Community Care Coordination Payments PY 2022	6/15/21	9/21/21
04-18	Financial Process for the Termination of Participant, Preferred Provider and Collaborator Agreements	4/14/21	4/1/22
05-01	Contract Management	5/19/20	9/21/21
05-02	Participant and Preferred Provider Appeals	6/15/21	5/1/22
05-03	Network Development and Composition	6/15/21	6/1/22

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05-04	Subcontractor Management	3/16/21	3/1/22
05-05	Contractual Signature Authority	7/20/21	7/1/22
05-06-PY22	ACO Network Payer Program Participation PY 2022 (formerly 04-14 Risk Program Participation)	6/15/21	5/1/22
05-07	Provider Appeal of Denial of Participation in ACO	6/15/21	5/1/22
06-01	Documentation and Maintenance of Records	2/18/20	11/16/21
06-03	Policy on Policy Management	12/15/20	11/16/21
06-19	Complaints, Grievances, and Appeals for Attributed Lives	3/16/21	3/1/22
06-20	VMNG Prior Authorization Waiver	3/17/20	9/21/21
07-02	Compliance	7/20/21	7/1/22
07-03	Privacy	2/16/21	2/1/22
07-06	Conflict of Interest	12/15/20	11/16/21
07-07	Code of Conduct	6/16/20	9/21/21
07-08	Compliance Communication, Reporting and Investigation	7/20/21	7/1/22
07-09	Security	2/16/21	2/1/22
08-01	Board of Managers Nomination	3/12/19	8/17/21
08-02	Governance	3/27/19	8/17/21
09-01	Quality Improvement and Management	7/20/21	7/1/22

** Policy 04-14 has been renumbered to 05-06 for the 2022 Performance Year; see 05-06 for Next Board Approval.*



Appendix 1: Policies & Procedures

(b) Procedures

Updated as of 08/12/2021

Procedure #	Procedure Title	Most Recent Approval	Next Review
A03-03	Attribution, Alignment, and Assignment	7/29/2021	7/31/2022
C02-01	Early Periodic Screening, Diagnosis & Treatment (EPSDT) for Children and Pregnant Women	1/1/2018	11/30/2021
C02-02	Compliance with Vermont Advanced Directives	12/8/2017	10/31/2021
C02-04	Training for Annual Quality Measure Collection and Inter-rater Reliability	2/5/2019	11/30/2021
C02-06	Care Coordination Training and Responsibilities	7/30/2021	7/31/2022
C02-07	Quality Performance Measurement Management	7/14/2019	10/31/2021
C02-08	Quality Improvement	1/30/2020	12/31/2021
C02-09	Utilization Management Review	3/1/2021	3/31/2022
C02-10	Patient and Family Advisors Reimbursement Process	10/16/2018	11/30/2021
C02-13	Monthly Quality Data Abstraction	6/11/2018	9/30/2021
C02-14	Medicare Benefit Enhancement Waivers Data Collection Tool Submission	11/30/2018	11/30/2021
C02-15	Care Coordination Quality Audit and Monitoring	10/1/2020	9/30/2021
C02-16	Care Coordination Program Implementation	7/31/2021	7/31/2022
CP07-01	Annual Compliance Training Distribution and Tracking	4/23/2018	12/31/2021
CP07-02	Responding to Compliance and Privacy Questions From the Network	6/1/2020	12/31/2021
CP07-03	Compliance Auditing Procedure	12/16/2020	12/31/2021
F04-01	Value Based Incentive Fund Calculation & Distribution	1/1/2017	10/31/2021
F04-02	VMNG Primary Care Alignment Strategy	11/16/2018	12/31/2021
F04-03	Shared Savings Calculation & Distribution Process	11/16/2018	10/31/2021
F04-05	VMNG Fixed Prospective Payment Distribution	7/30/2021	7/31/2022
F04-06	Accounts Payable	10/2/2017	12/31/2021
F04-08	Primary Care Case Management & Population Health Management Payment Distribution	7/30/2021	7/31/2022
F04-09	Blueprint for Health (Medicare) Payment Distribution Process	11/16/2018	12/31/2021
F04-22-PY21	Performance Incentive Pool PY 2021	1/1/2021	1/31/2022

Procedure #	Procedure Title	Most Recent Approval	Next Review
I01-01	Performance Data Validation Procedure	6/1/2018	12/31/2021
K05-01	Meditract Contract Management & Document Retention	12/1/2020	12/31/2021
K05-02	Monthly Network Provider Updates	3/8/2021	3/31/2022
K05-03	Contract Distribution Process	3/5/2021	3/31/2022
K05-04	Medicare Program Initial June Participant Roster	2/4/2021	2/28/2022
K05-05	Medicare Vetting Process	3/25/2020	11/30/2021
K05-06	Verification of Tax Identification Number (TIN)	8/14/2020	11/30/2021
K05-07	Terming Providers in Medicare UI System	3/5/2021	3/31/2022
K05-11	BCBSVT QHP and BCBSVT Primary Payer Provider Roster	3/5/2021	3/31/2022
K05-12	Assigning a Health Service Area to New Organization	3/4/2021	3/31/2022
K05-13	Contracting Follow Up Process	3/4/2021	3/31/2022
K05-15	MVP QHP Payer Provider Roster	3/5/2021	3/31/2022
K05-18	Medicare Program September Preferred Roster	2/15/2021	2/28/2022
K05-19	Medicare Program September BE Participant Roster	2/12/2021	2/28/2022
K05-21	Creation and Maintenance of Practice Records	3/3/2021	3/31/2022
K05-22	Creation and Maintenance of Organizational Contacts	3/4/2021	3/31/2022
K05-23	Request to Join ACO	7/23/2021	7/31/2022
N01-08	Secure Web Portal Documents Usage and Maintenance	4/27/2021	4/30/2022
N01-09	Provisioning Secure Portal Users	8/5/2021	8/31/2022
O05-07	VMNG Beneficiary & Participant Servicing	5/4/2021	5/31/2022
O05-08	Beneficiary Notification & Opt Out Process	1/13/2021	1/31/2022
O05-09	Payer Marketing Material Distribution to Beneficiaries	4/8/2021	4/30/2022
O05-35	Provisioning and Maintenance of Workbench One Users	2/14/2020	11/30/2021
O05-36	Provisioning Care Navigator Users	7/7/2021	7/31/2022
O05-41	Program Payments Distribution and Notification	7/31/2020	11/30/2021
O05-44	OneCare Inquiries, Complaints, Grievances and Appeals	8/5/2021	8/31/2022
O05-46	Management of Policies	8/12/2021	8/31/2022
O05-48	Secure Portal, Care Navigator, and Workbench One Bi-Annual Compliance User Audit	4/13/2021	4/30/2022
O05-52	Vermont Medicaid Next Generation Prior Authorization Process	5/7/2021	5/31/2022
O05-54	Care Navigator Patient Record Access Audit Hub and Desktop/Mobile Applications	7/12/2021	7/31/2022
O05-57	Payer Communication Tracking and Escalation	5/6/2021	5/31/2022

Procedure #	Procedure Title	Most Recent Approval	Next Review
O05-64	Monthly Telephone and Electronic Communication Reporting	7/21/2021	7/31/2022
O05-67	Bi-Annual Update of Organizations in the Secure Portal	7/2/2021	7/31/2022
O05-71	SharePoint Correspondence Tracking	5/6/2021	5/31/2022
O05-76	Communications Testing	1/20/2021	1/31/2022
O06-69	Care Navigator Change Control	8/5/2021	8/31/2022
O06-70	Collaborator Patient Panel Quarterly Updates	7/7/2021	7/31/2022
O06-71	Content Course Creation (VTHL)	3/27/2021	3/17/2022
O06-72	Tiered Support Model (VTHL)	3/17/2021	3/17/2022
O06-73	Learner Bulk Enrollment	4/1/2021	4/30/2022
O06-74	Missing Training/Care Navigator	3/17/2021	3/31/2022
O06-76	Monthly ACO Network Newsletter (OneCare Action Update)	8/5/2021	8/31/2022
PA08-01	Website	7/22/2021	7/31/2022