

CHAPTER 9

OUTCOME ANALYSIS

Outcome analyses evaluate the performance, clinical and financial outcomes of HPP to ensure total quality managed medical care for Ohio's injured workers. In accordance with the provisions of *4121.44(G)* and *OAC 4123-6-18*, BWC develops all reporting requirements for the measurement of the efficiency and effectiveness of HPP: analyzing cost, quality, appropriateness of treatment and the HPP outcomes.

A. PERFORMANCE MEASURES

BWC will evaluate the MCOs' performances based upon performance measures in several key categories:

- Quality of service measures;
- Cost of service measures;
- Customer satisfaction measures.

B. REPORTING REQUIREMENTS

As provided by law and contractual agreement, MCOs must comply with BWC reporting requirements and submit required data to BWC for analysis, as determined by BWC. The bureau will use this collected data to measure and perform analyses of cost, quality and appropriateness of medical care, and the effectiveness of the managed-care program.

These analyses will result in published report cards and outcome analyses. In accordance with the provisions of *OAC 4123-6-18*, BWC is required to publish a report card detailing individual MCO performance annually.

C. MCO REVIEWS AND AUDITS.

BWC may conduct random, unannounced reviews or audits of the MCO. The scope of such reviews or audits shall include, but is not limited to, substantial performance with the terms and conditions of this Agreement, consistent and appropriate use of treatment guidelines and return to work guidelines, compliance with any and all technical requirements and time deadlines, financial and accounting information and return to work results.

BWC requires an independent auditor's report on the policies and procedures placed in operation at the MCO and tests of operating effectiveness, specifically the Statement on Auditing Standards No. 70, Level 2 Report ("SAS 70"). The SAS 70 report shall be prepared using the control objectives provided by BWC and in the format specified by the Bureau. The MCO shall implement all SAS 70 audit recommendations resulting from deficiencies identified in the report.

BWC requires independently audited financial statements from the MCO. The audit report shall be prepared using Generally Accepted Accounting Principles ("GAAP"), and shall cover a twelve (12) month period ending between July 1, 2007 and June 30 of each year covering the MCO's most recent fiscal year.