

No. COM-003	Management Services Organization Performance Management	
Effective Date: 6/1/2018	POLICY AND PROCEDURE	
Previous Versions: see revision history on last page		

PURPOSE

This document outlines the policies and processes for managing the performance of administrative functions that have been outsourced by Canopy Health in connection with its Delegated responsibilities.

POLICY

Canopy Health is responsible for functions that have been delegated to it by its upstream parent health plans including processing claims and credentialing for contracted facilities. Canopy Health is responsible for assuring that these Delegated Functions are performed and executed in compliance with all applicable federal and state laws (including the Knox-Keene Health Care Service Plan Act of 1975, as amended, and its implementing regulations) and contractual requirements.

Due to the highly regulated nature of these outsourced activities, performance management is carried out using many of the same processes and tools that exist to evaluate the performance in a situation where the task is delegated. This includes regular reporting, participating in annual oversight audits and reporting key performance indicators (in prescribed formats determined by industry as outlined in COM-002).

In addition, there is an expectation of management oversight expressed through adoption of Canopy Health policies and procedures to complete work, regular meetings with staff engaged in the work, engaging with and taking direction from Canopy Health to solve work process questions or issues.

Committee Oversight

Each outsourced function is overseen by a Canopy Health executive. The Canopy Health executive tasked with performance management for each delegated function is responsible for raising and discussing relevant issues with the contractor's management team based on the terms of the contract which can include:

- Trending and analysis of key performance indicators.
- Results of annual audits evaluated against industry standards and norms.
- Progress against any identified performance gaps.
- Recommendations for cancelling the arrangement or imposing monetary consequences, should poor performance persist.

Revision History:

Version Date	Edited By	Reason for Change
4/15/18	R. Scott	Creation date