**CBO Contracting Considerations - FAQ**
**Prepared by PA Department of Human Services and Pennsylvania MCOs**

**What are some general CBO qualifications that MCOs might be looking for to consider contracting?**
- Have an Evidenced Based Program
- Ability to supply true quality outcomes/member impact and demonstrate reporting capabilities
- Amenability to competitive reimbursement (i.e., cost) while providing results
- Geographic coverage area
- Vendor reputation and how well-known and integrated they are in the community
- Expertise in identified area
- Demonstrated ability to deliver on expectations regarding Community program implementation
- Innovative solutions offered
- Alignment with MCO mission, goals, and target populations or communities
- Being a 501(c)(3) or working with a fiscal sponsor
- Other funding sources, as this relates to the number of slots that may be available/capacity to serve more people
- Alignment with requirements of Exhibit B(5) to the HC Agreement

**What data can CBOs anticipate needing to provide to help support an MCO's decision on whether or not to contract?**

- Basic contact information, including provider enrollment information and details about who signs contracts, and certificates of insurance/coverage carried
- Description of services, eligibility requirements for services, demographics served, potential volume of members served/caseloads, how there will be promotion of the collaboration/programming
- Current number of individuals served, especially if you know how many are enrolled with a specific MCO
- Background on their program, including any special accreditation/certification (e.g., PAT has Blue Ribbon certification for their sites)
- Ability to track and share SDOH information, especially using platforms like PA Navigate/findhelp
- Ability to report on interventions and encounters – share current reporting that you use for other funders so MCO can leverage your current reporting structures instead of creating new ones; supply aggregate outcomes data for other clients to show your impact. Common requested metrics include:
  - Plan member ID
  - Name, DOB of member
  - # of visits/encounters, dates of encounters, and whether encounters were face to face, virtual or telephonic
  - SDOH referrals completed
- Demonstrated cost savings/ROI/rate information

**How can smaller CBOs show value to the MCOs in contracting with them?**

- o Provide outcomes of current programs the CBO provides/ROI
- o Demonstrate a history and strong understanding of working with Medicaid population
    - o Share success stories, case studies and publications/impact reports on individual's they have served to demonstrate real life positive impact.
    - o Demonstrate knowledge of the local community and health related social needs (HRSN) within that community in which they serve
    - o Establish a process to render services to non-English speaking participants
    - o Show quality over quantity and focus on your mission
    - o Promote what sets you apart from big organizations by sharing stories about your participant experiences or anything that makes you unique
    - o Address health disparities
    - o Close care gaps
    - o Show how you support special populations or focus on specific diagnoses, like HIV, asthma, diabetes, etc.

**What technology components are MCOs looking for from a CBO standpoint for contracting consideration?**

- o The ability to submit data electronically, securely and timely to the MCO for reporting.
    - Ability to receive referrals and track closed loop statuses through the findhelp platform
    - The ability to submit invoices through the Oracle platform, if payment for services is needed
    - The ability to identify and report on MCO members as a subset of the entire population they serve
- o If services are telephonic, they should have the ability record and review calls for quality assurance
- o Proficient use of virtual meeting platforms
- o Unique email domains rather than general gmail accounts, for example
- o Ability to check MCO enrollment
- o Must be able to get through security clearance
    - High Trust
    - Soc II
    - HAX third party security assessments