

Contract RFP Reference	Contract Requirement Language	Review Determination	MCO Documentation Title(s)	MCO Policy/Procedure / Document Section(s)/ Number(s)	MCO Page Number(s)
4.6	Staff Training and Meeting Attendance				
4.6.2	The MCO must provide initial and ongoing staff training that includes an overview of DHH, DHH Policy and Procedure Manuals, and Contract and state and federal requirements specific to individual job functions. The MCO shall ensure that all staff members having contact with members or providers receive initial and ongoing training with regard to the appropriate identification and handling of quality of care/service concerns.	<p>Met</p> <p>LHC has a Staff Training and Meeting Attendance P/P (LA.HUMR.01), which contains this contract language.</p> <p>The New Hire Training Agenda (MSR New Hire Training Agenda_Updated.docx) and the TruCare and UM/CM Process Training Agenda (TruCare Training Agenda_121214.pdf) demonstrates that LHC has a comprehensive training program for newly hired member services representatives, UM staff, CM staff and TruCare (Home Health) staff. All agendas contained modules related to quality of care.</p> <p>LHC also submitted the presentation slides for the Quality of Care Investigations and the Monitoring of Quality of Care training session, presented by the Quality Manager.</p> <p>The New Hire Trainings 2014.xlsx spreadsheet contains the schedule of new hire trainings that were conducted in 2014 for specific departments, e.g. TruCare, CM, InterQual, Call Center.</p> <p>According to the Training and Development P/P (CC.TRNG.01):</p> <p>Employees can log in to Cornerstone OnDemand, via CNET, and browse for training they would like to take. Training sessions and eLearning can be required for all employees or groups of employees to take depending on certain business requirements.</p> <p>Training that is assigned to employees will be visible for the employee to take on the transcript.</p> <p>The organization has a training program that includes ongoing training, at a minimum annually, to maintain professional competency.</p>	<p>LA.HUMR.01 (Staff training and meeting attendance policy)</p> <p>See also:</p> <p>New Hire Training Agenda_Updated</p> <p>Training-Quality Investigations- Presentation -2014</p> <p>Training and Development PP</p> <p>New Hire Trainings 2014</p> <p>New Hire Orientation RFP_121514</p> <p>TruCare Training Agenda_121214</p> <p>Member Handbook</p> <p>Employee Handbook Presentation – December 2014</p>	4.6.2	

4.6.3	New and existing transportation, prior authorization and member services representatives must be trained in the geography of Louisiana as well as culture and correct pronunciation of cities, towns, and surnames. They must have access to GPS or mapping search engines for the purposes of authorizing services in; recommending providers and transporting members to the most geographically appropriate location.	<p>Met LHC's Staff Training and Meeting Attendance P/P (LA.HUMR.01), contains the required contract language.</p> <p>The plan demonstrated compliance with this requirement through its updated training materials. "Culture and Geography Training" slides have been updated to address the requirements related to new and existing transportation, prior authorization and member services representatives as well as training in the geography of Louisiana as well as culture and correct pronunciation of cities, towns, and surnames.</p>	<p>LA.HUMR.01 (Staff training and meeting attendance policy)</p> <p>See also: New Hire Training Agenda_Updated Member Handbook New Hire Trainings 2014</p> <p>Note: Nearly all of our employees reside in the State of Louisiana, most of who were born and raised in this state and are well versed in local culture and pronunciations. One hundred percent of our member-facing employees live in Louisiana.</p>	4.6.3	
4.6.4	The MCO shall provide the appropriate staff representation for attendance and participation in meetings and/or events scheduled by DHH. All meetings shall be considered mandatory unless otherwise indicated.	<p>Met LHC has a Staff Training and Meeting Attendance P/P (LA.HUMR.01), which contains this contract language.</p> <p>Auditor recommendation:</p> <p>None of the other documents submitted demonstrate appropriate staff representation for attendance in meetings and/or events scheduled by the DHH. It would be helpful if the plan submitted copies of attendance sheets of these meetings, as well as a P/P identifying which key personnel are assigned or required to attend these meetings.</p>	<p>LA.HUMR.01 (Staff training and meeting attendance policy)</p> <p>See also: New Hire Trainings 2014</p>	4.6.4	
4.6.5	DHH reserves the right to attend any and all training programs and seminars conducted by the MCO. The MCO shall provide DHH a list of any marketing training dates (See § 12 Marketing and Member Materials), time and location, at least fourteen (14) calendar days prior to the actual date of training.	<p>Met LHC has a Staff Training and Meeting Attendance P/P (LA.HUMR.01), which contains this contract language.</p> <p>The New Hire Trainings 2014.xlsx spreadsheet contains the schedule of new hire trainings that were conducted in 2014 for specific departments, e.g. TruCare, CM, InterQual, Call Center.</p>	<p>LA.HUMR.01 (Staff training and meeting attendance policy)</p>	4.6.5	