

**Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim Ntawv
Teev Qhab Nia
Cov Nqe Lus Nquag Nug
(Managed Care Organization (MCO) Scorecard Frequently Asked Questions)**

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog dab tsi?

Lub hom phiaj ntawm Daim Ntawv Teev Qhab Nia yog pab koj xaiv ib lub managed care organization (koom haum tswj xyuas kev tu mob) (MCO) raws li feem uas tseem ceeb tshaj plaws rau koj. Daim Ntawv Teev Qhab Nia qhia koj txog cov tswv cuab tam sim no xav li cas txog lawv cov MCO thiab cov MCO ua tau raws lub xeev cov quag kev cai zoo npaum li cas. Daim Ntawv Teev Qhab Nia yuav puav leej muaj cov ncauj lus kev sib cuag thiab lwm cov lus tseeb txog cov MCO uas muaj rau koj xaiv tau.

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los qhov twg los?

Cov ntaub ntawv hauv Daim Ntawv Teev Qhab Nia yog los ntawm ntau cov chaw los:

- **Ntu Member Survey (Kev Tshawb Nug Tswv Cuab)** qhia txog lub xeev qhov kev tshawb nug tswv cuab txoj kev txaus siab ib xyoo twg
- **Ntu Quality and Compliance (Kev Ua Tau Zoo thiab Ua Raws Li Txoj Cai)** qhia txog lub xeev txoj kev tshab xyuas txog MCO kev ua tau zoo raws txoj cai ib xyoo twg
- **Ntu Care Team Characteristics (Cov Yeeb Yam Ntawm Pawg Kws Tu Xyuas Mob Nkeeg)** thiab ntu lwm cov ntaub ntawv Ntxiv qhia txog cov ntaub ntawv uas raug ceeb toom los ntawm cov MCO txog lawv lub koom haum

Kev tshawb nug tswv cuab txoj kev txaus siab yog dab tsi?

Kev tshawb nug tswv cuab txoj kev txaus siab yog ib co nqe lus nug hauv ib lub xyoo puag ncig uas raug xa mus rau cov tswv cuab tam sim no hauv txhua lub MCO kom lawv muab lus xam pom txog yam lawv tau ntsib nrog lawv lub MCO. Lub xeev yuav sau ua ke thiab txheeb cov nqe lus teb kom paub seb cov tswv cuab txaus siab npaum li cas rau lawv pawg kws tu xyuas mob nkeeg, lawv tau koom nrog kev tsim lawv qhov kev npaj tu xyuas mob nkeeg npaum li cas, thiab lawv cov MCO pab tau lawv cov kev tu ncuu zoo npaum li cas.

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog dab tsi?

Kev tshab xyuas qhov ua tau zoo ntawm MCO yog ib qho kev soj ntsuam seb cov MCO ua tau zoo raws li cov quag kev cai tu xyuas mob nkeeg uas teeb tseg los ntawm lub xeev. Yuav tau tshuaj xyuas txhua lub xyoo los ntawm ib feem neeg ua haujlwm ywj pheej nyob sab nrauv uas ua haujlwm nrog lub xeev. Lub koom haum tshab xyuas kev ua tau zoo sab nrauv yuav saib seb lub MCO puas muaj cov cai tswj fwm, cov txheej txheem kho mob, thiab txheej ua hauj lwm ruaj kom muab kev tu xyuas mob nkeeg tau zoo tshaj plaws rau cov tswv cuab.

Kev tsis vam nyiaj paj thiab vam nyiaj paj yog dab tsi?

Ntu Hom Koom Haum hauv Daim Ntawv Teev Qhab Nia piav qhia txog hom koom haum uas ib lub MCO twg yog. Lub koom haum tsis vam nyiaj paj yog ib pawg neeg ua hauj lwm rau cov hom phiaj uas tsis vam tsim kom tau cov nyiaj paj thiab uas tsis muab cov nyiaj khwv tau los ntawm lub koom haum faib rau cov thawj coj los sis cov kws ceev xwm. Lub koom haum vam nyiaj paj yog ib lub chaw ua lag luam uas ua hauj lwm kom khwv tau nyiaj paj.

Daim Ntawv Teev Qhab Nia kho tshiab zaum kawg yog thaum twg? Nws nquag raug kho tshiab sai npaum li cas?

Tau muab Daim Ntawv Teev Qhab Nia kho tshiab thaum xyoo 2024 lawm. Nws raug kho txhua lub xyoos.

Vim li cas Daim Ntawv Teev Qhab Nia thiaj tsis muaj lwm cov ntaub ntawv txog cov MCO uas kuv txaus siab rau?

Daim Ntawv Teev Qhab Nia tsuas nthuav qhia txog cov ntaub ntawv uas lub xeev tso cai muaj xwb. Cov kev ntsuas piv hauv Daim Ntawv Teev Qhab Nia yog ntsuas raws li cov ntaub ntawv muaj tseeb tam sim no xwb, uas yog qhia txog cov hom phiaj zoo tshaj plaws yuav pab koj xaiv koj lub MCO.

**2025 Managed Care Organization (Koom Haum Tswj Xyuas Kev Tu Mob) (MCO) Daim
Ntawv Teev Qhab Nia
Cov Lus Coj Qhia Ntsuas
(2025 Managed Care Organization (MCO) Scorecard Measures Guide)**

KEV TSHAWB NUG TSWV CUAB	
Kev Ntsuas	Kev Txaus Siab Tag Nrho
Chiv Keeb Ntaub Ntawv	<p>Qhov Kev Tshawb Nug Txog Kev Txaus Siab xyoo 2023 — ib tug qhab nia sib tso ua ke uas siv cov lus teb los ntawm cov nqe lus tshawb nug nram no:</p> <ol style="list-style-type: none"> 1. Koj puas hu tau rau koj pawg kws tu xyuas mob nkeeg thaum koj xav tau? 2. Thaum thov kev pab, koj tau txais kev pab los ntawm koj pawg tu neeg mob tuab npaum li cas? 3. Koj txaus siab ntau npaum li cas rau cov lus piav qhia uas qhia meej hais txog koj txoj phiaj xwm kho mob los ntawm koj pawg tu mob? 4. Thaum koj tham nrog koj pawg tu neeg mob, lawv mloog koj zoo npaum li cas? 5. Pab neeg tu koj koj rau koj zoo npaum li cas? 6. Koj txaus siab ntau npaum li cas rau cov lus piav qhia uas qhia meej hais txog kev xaiv self-directed supports (kev txhawb nqa tus kheej ncaj qha) (SDS) los ntawm pawg tu neeg mob? 7. Txhawm rau kom paub tseeb tias koj yog qhov tseem ceeb ntawm koj txoj phiaj xwm kho mob, pawg tu neeg mob koj puas koom nrog koj hauv kev tawm phiaj xwm, kev txhim kho, thiab kev sib txuas lus ntawm koj txoj phiaj xwm kho mob? 8. Koj txoj phiaj xwm kev kho mob txhawb nqa cov dej num uas koj xav ua hauv koj lub zej zog, xws li mus ntsib tsev neeg thiab phooj ywg, ua hauj lwm, thiab ua hauj lwm pub dawb tau zoo npaum li cas? 9. Koj txoj phiaj xwm kho mob uas suav nrog tej yam uas tseem ceeb rau koj muaj ntau npaum li cas? 10. Cov neeg uas muab kev pab cuam thiab txhawb nqa coj rau koj zoo npaum li cas? 11. Cov kev pab txhawb thiab kev tu xyuas uas koj tau txais pab tau koj cov kev tu ncuu zoo npaum li cas? 12. Muab saib tag nrho lawm, koj txaus siab rau koj managed care organization (lub koom haum tswj xyuas kev kho mob)?

Txheej Txheem Kev Ntsuas Piv	<table border="1"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>95.0% - 100%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>90.0% - 94.9%</td> <td>4.5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>85.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>80.0% - 84.9%</td> <td>3.5</td> <td>Zoo Heev</td> </tr> <tr> <td>75.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>70.0% - 74.9%</td> <td>2.5</td> <td>Zoo</td> </tr> <tr> <td>65.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>60.0% - 64.9%</td> <td>1.5</td> <td>Tau Nyog</td> </tr> <tr> <td>< 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	95.0% - 100%	5	Zoo Tshaj Plaws	90.0% - 94.9%	4.5	Zoo Tshaj Plaws	85.0% - 89.9%	4	Zoo Heev	80.0% - 84.9%	3.5	Zoo Heev	75.0% - 79.9%	3	Zoo	70.0% - 74.9%	2.5	Zoo	65.0% - 69.9%	2	Tau Nyog	60.0% - 64.9%	1.5	Tau Nyog	< 60.0%	1	Tsis Zoo	<p>Feem pua ntawm txhua nqe lus soj ntsuam uas teb tias “Txaus Siab Heev” los sis “Tsaus Siab Tshaj Plaws.”</p>
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																														
95.0% - 100%	5	Zoo Tshaj Plaws																														
90.0% - 94.9%	4.5	Zoo Tshaj Plaws																														
85.0% - 89.9%	4	Zoo Heev																														
80.0% - 84.9%	3.5	Zoo Heev																														
75.0% - 79.9%	3	Zoo																														
70.0% - 74.9%	2.5	Zoo																														
65.0% - 69.9%	2	Tau Nyog																														
60.0% - 64.9%	1.5	Tau Nyog																														
< 60.0%	1	Tsis Zoo																														
Kev Ntsuas	Pawg Kws Saib Xyuas Lub Luag Haujlwm																															
Chiv Keeb Ntaub Ntawv	<p>Qhov Kev Tshawb Nug Txog Kev Txaus Siab xyoo 2023 — ib tug qhab nia sib tso ua ke uas siv cov lus teb los ntawm cov nqe lus tshawb nug nram no:</p> <ol style="list-style-type: none"> 1. Koj puas hu tau rau koj pawg kws tu xyuas mob nkeeg thaum koj xav tau? 2. Thaum thov kev pab, koj tau txais kev pab los ntawm koj pawg tu neeg mob tuab npaum li cas? 																															
Txheej Txheem Kev Ntsuas Piv	<table border="1"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>95.0% - 100%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>90.0% - 94.9%</td> <td>4.5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>85.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>80.0% - 84.9%</td> <td>3.5</td> <td>Zoo Heev</td> </tr> <tr> <td>75.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>70.0% - 74.9%</td> <td>2.5</td> <td>Zoo</td> </tr> <tr> <td>65.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>60.0% - 64.9%</td> <td>1.5</td> <td>Tau Nyog</td> </tr> <tr> <td>< 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	95.0% - 100%	5	Zoo Tshaj Plaws	90.0% - 94.9%	4.5	Zoo Tshaj Plaws	85.0% - 89.9%	4	Zoo Heev	80.0% - 84.9%	3.5	Zoo Heev	75.0% - 79.9%	3	Zoo	70.0% - 74.9%	2.5	Zoo	65.0% - 69.9%	2	Tau Nyog	60.0% - 64.9%	1.5	Tau Nyog	< 60.0%	1	Tsis Zoo	<p>Feem pua ntawm txhua nqe lus soj ntsuam uas teb tias “Txaus Siab Heev” los sis “Tsaus Siab Tshaj Plaws.”</p>
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																														
95.0% - 100%	5	Zoo Tshaj Plaws																														
90.0% - 94.9%	4.5	Zoo Tshaj Plaws																														
85.0% - 89.9%	4	Zoo Heev																														
80.0% - 84.9%	3.5	Zoo Heev																														
75.0% - 79.9%	3	Zoo																														
70.0% - 74.9%	2.5	Zoo																														
65.0% - 69.9%	2	Tau Nyog																														
60.0% - 64.9%	1.5	Tau Nyog																														
< 60.0%	1	Tsis Zoo																														
Kev Ntsuas	Kev Sib Txuas Lus Zoo ntawm Pawg Kws Saib Xyuas Mob Nkeeg																															
Chiv Keeb Ntaub Ntawv	<p>Qhov Kev Tshawb Nug Txog Kev Txaus Siab xyoo 2023 — ib tug qhab nia sib tso ua ke uas siv cov lus teb los ntawm cov nqe lus tshawb nug nram no:</p> <ol style="list-style-type: none"> 1. Koj pawg kws tu xyuas mob nkeeg piav qhia tau tseeb npaum li cas rau koj? 2. Thaum thov kev pab, koj tau txais kev pab los ntawm koj pawg tu neeg mob tuab npaum li cas? 3. Koj txaus siab ntau npaum li cas rau cov lus piav qhia uas qhia meej hais txog koj txoj phiaj xwm kho mob los ntawm koj pawg tu mob? 																															

Txheej Txheem Kev Ntsuas Piv	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	Feem pua ntawm tag nrho cov nqe lus teb tias “Txaus Siab Heev” los sis “Txaus Siab Tshaj Plaws.”
	95.0% - 100%	5	Zoo Tshaj Plaws	
	90.0% - 94.9%	4.5	Zoo Tshaj Plaws	
	85.0% - 89.9%	4	Zoo Heev	
	80.0% - 84.9%	3.5	Zoo Heev	
	75.0% - 79.9%	3	Zoo	
	70.0% - 74.9%	2.5	Zoo	
	65.0% - 69.9%	2	Tau Nyog	
	60.0% - 64.9%	1.5	Tau Nyog	
< 60.0%	1	Tsis Zoo		

KEV UA TAU ZOO THIAB UA RAWX TXOJ CAI

Kev Ntsuas	Tag Nrho Cov Quag Kev Cai Ua Tau Zoo
Chiv Keeb Ntaub Ntawv	<p>2022-2024 kev tshab xyuas sab nraud koom haum quality compliance review (tshab xyuas kev ua tau zoo) (QCR)</p> <p>Tus qhab nia no tau los ntawm kev sib txuam MCO cov kev ntsuas txoj kev coj txuam nrog:</p> <ul style="list-style-type: none"> • Member-Centered Care Delivery (Chaw Tu Xyuas Tswv Cuab): Lub MCO puas muab kev tuav tswv yim tu xyuas rau tswv cuab, kev muab cuag cov kev pab raws sij hawm, kev xaiv rau tswv cuab, thiab kev tiv thaiv tswv cuab cov cai? • Kev Tswj Xyuas Qhov Ua Tau Zoo: Lub chaw MCO muab kev pab txhawb kom tau txais kev saib xyuas thiab cov kws kuaj mob tau zoo li cas, thiab tau tsim kho txheej txheem ua haujlwm los pab txo tej yam ua tsis tau zoo los sis feem muab kev saib xyuas tau qeeb tau zoo li cas. • Txheej Txheem Daws Kev Tsis Txaus Siab: Lub MCO tau ua hauj lwm nrog cov tswv cuab los daws cov teeb meem tsis haum xeeb zoo npaum li cas thiab muab faj seeb rau lawv thawm qhov txheej txheem.

Txheej Txheem Kev Ntsuas Piv	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi
	95.0% - 100%	5	Zoo Tshaj Plaws
	90.0% - 94.9%	4.5	Zoo Tshaj Plaws
	85.0% - 89.9%	4	Zoo Heev
	80.0% - 84.9%	3.5	Zoo Heev
	75.0% - 79.9%	3	Zoo
	70.0% - 74.9%	2.5	Zoo
	65.0% - 69.9%	2	Tau Nyog
	60.0% - 64.9%	1.5	Tau Nyog
< 60.0%	1	Tsis Zoo	

	<p>Feem pua ntawm cov qhab nia QCR uas tau ntawm tag nrho tus qab nia QCR uas ntsuas tau. Qhov no yog ntsuas thaum tau tag nrho cov hauv ntu 2022-2023.</p> <p>Member-Centered Care Delivery (Chaw Tu Xyuas Tswv Cuab) thiab tag nrho cov qhab nia tau hauv cov ntu 2021-2022 Provider Choice (Kev Xaiv Kws Kho Mob) thiab Timely Services (Cov Kev Pab Raws Sij Hawm) thiab Grievance System (Txheej Txheem Daws Kev Tsis Txaus Siab), ces muab faib rau cov qhab nia uas tau tag nrho ntawm ib ntu twg.</p>																														
Kev Ntsuas	Member-Centered Care Delivery (Chaw Tu Xyuas Tswv Cuab)																														
Chiv Keeb Ntaub Ntawv	<p>2022-2023 thiab 2021-2022 kev tshab xyuas sab nraud koom haum quality compliance review (tshab xyuas kev ua tau zoo) (QCR)</p> <p>Ntu MCO Cov Quag Kev Cai</p> <p>Lub MCO muab kev tuav tswv yim tu xyuas rau tswv cuab, kev muab cuag cov kev pab raws sij hawm, kev xaiv rau tswv cuab, thiab kev tiv thaiv tswv cuab cov cai tau zoo npaum li cas.</p>																														
Txheej Txheem Kev Ntsuas Piv	<table border="1"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>95.0% - 100%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>90.0% - 94.9%</td> <td>4.5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>85.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>80.0% - 84.9%</td> <td>3.5</td> <td>Zoo Heev</td> </tr> <tr> <td>75.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>70.0% - 74.9%</td> <td>2.5</td> <td>Zoo</td> </tr> <tr> <td>65.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>60.0% - 64.9%</td> <td>1.5</td> <td>Tau Nyog</td> </tr> <tr> <td>< 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p>Feem pua ntawm cov qhab nia tau, tawm ntawm cov qhab nia muaj feem tau, ntawm Ntu QCR MCO Cov Quag Kev Cai.</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	95.0% - 100%	5	Zoo Tshaj Plaws	90.0% - 94.9%	4.5	Zoo Tshaj Plaws	85.0% - 89.9%	4	Zoo Heev	80.0% - 84.9%	3.5	Zoo Heev	75.0% - 79.9%	3	Zoo	70.0% - 74.9%	2.5	Zoo	65.0% - 69.9%	2	Tau Nyog	60.0% - 64.9%	1.5	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																													
95.0% - 100%	5	Zoo Tshaj Plaws																													
90.0% - 94.9%	4.5	Zoo Tshaj Plaws																													
85.0% - 89.9%	4	Zoo Heev																													
80.0% - 84.9%	3.5	Zoo Heev																													
75.0% - 79.9%	3	Zoo																													
70.0% - 74.9%	2.5	Zoo																													
65.0% - 69.9%	2	Tau Nyog																													
60.0% - 64.9%	1.5	Tau Nyog																													
< 60.0%	1	Tsis Zoo																													
Kev Ntsuas	Kev Tswj Xyuas Qhov Ua Tau Zoo																														
Chiv Keeb Ntaub Ntawv	<p>2023–2024 kev tshab xyuas sab nraud koom haum quality compliance review (tshab xyuas kev ua tau zoo) (QCR)</p> <p>Ntu Quality Assurance and Process Improvement (Kev Lav Ua Kom Zoo thiab Txheej Txheem Txhim Kho)</p> <p>Lub MCO muab kev pab txhawb kom mus cuag tau cov kev tu thiab cov kws kho mob tau zoo npaum li cas, thiab txhim kho cov txheej txheem kom txo tsawg tau tej yam tsis muaj txhij los sis cov kev muab kev tu xyuas qeeb</p>																														

Txheej Txheem Kev Feem Piv	<table border="1" data-bbox="474 298 1177 709"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>95.0% - 100%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>90.0% - 94.9%</td> <td>4.5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>85.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>80.0% - 84.9%</td> <td>3.5</td> <td>Zoo Heev</td> </tr> <tr> <td>75.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>70.0% - 74.9%</td> <td>2.5</td> <td>Zoo</td> </tr> <tr> <td>65.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>60.0% - 64.9%</td> <td>1.5</td> <td>Tau Nyog</td> </tr> <tr> <td>< 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p data-bbox="474 730 1409 835">Feem pua ntawm tag nrho yam nyob hauv QCR tshooj ntawv hais txog qhov Ua Tau Zoo thiab Txheem Txheej Tsim Kho ua tau zoo li cas raws li cov qauv saib xyuas ntawm “Tau Tag Nrho” los sis “Tau Ib Txhia.”</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	95.0% - 100%	5	Zoo Tshaj Plaws	90.0% - 94.9%	4.5	Zoo Tshaj Plaws	85.0% - 89.9%	4	Zoo Heev	80.0% - 84.9%	3.5	Zoo Heev	75.0% - 79.9%	3	Zoo	70.0% - 74.9%	2.5	Zoo	65.0% - 69.9%	2	Tau Nyog	60.0% - 64.9%	1.5	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																													
95.0% - 100%	5	Zoo Tshaj Plaws																													
90.0% - 94.9%	4.5	Zoo Tshaj Plaws																													
85.0% - 89.9%	4	Zoo Heev																													
80.0% - 84.9%	3.5	Zoo Heev																													
75.0% - 79.9%	3	Zoo																													
70.0% - 74.9%	2.5	Zoo																													
65.0% - 69.9%	2	Tau Nyog																													
60.0% - 64.9%	1.5	Tau Nyog																													
< 60.0%	1	Tsis Zoo																													
Kev Ntsuas	Txheej Txheem Hais Qhov Tsis Txaus Siab																														
Chiv Keeb Ntaub Ntawv	<p data-bbox="474 949 1388 1024">2023–2024 kev tshab xyuas sab nraud koom haum quality compliance review (tshab xyuas kev ua tau zoo) (QCR)</p> <p data-bbox="474 1045 1242 1075">Ntu Grievance System (Txheej Txheem Daws Kev Tsis Txaus Siab)</p> <p data-bbox="474 1096 1380 1201">Lub MCO tau ua hauj lwm nrog cov tswv cuab los daws cov teeb meem tsis haum xeeb zoo npaum li cas thiab muab faj seeb rau lawv thawm qhov txheej txheem.</p>																														
Txheej Txheem Kev Feem Piv	<table border="1" data-bbox="474 1297 1177 1709"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntaus Nqi</th> </tr> </thead> <tbody> <tr> <td>95.0% - 100%</td> <td>5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>90.0% - 94.9%</td> <td>4.5</td> <td>Zoo Tshaj Plaws</td> </tr> <tr> <td>85.0% - 89.9%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>80.0% - 84.9%</td> <td>3.5</td> <td>Zoo Heev</td> </tr> <tr> <td>75.0% - 79.9%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>70.0% - 74.9%</td> <td>2.5</td> <td>Zoo</td> </tr> <tr> <td>65.0% - 69.9%</td> <td>2</td> <td>Tau Nyog</td> </tr> <tr> <td>60.0% - 64.9%</td> <td>1.5</td> <td>Tau Nyog</td> </tr> <tr> <td>< 60.0%</td> <td>1</td> <td>Tsis Zoo</td> </tr> </tbody> </table> <p data-bbox="474 1768 1328 1864">Feem pua ntawm txhua yam ntawm ntu QCR Grievance System (Txheej Txheem Daws Kev Tsis Txaus Siab) uas ntsuas tau “Tau Tag Nrho” los sis “Tau Ib Txhia.”</p>	Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi	95.0% - 100%	5	Zoo Tshaj Plaws	90.0% - 94.9%	4.5	Zoo Tshaj Plaws	85.0% - 89.9%	4	Zoo Heev	80.0% - 84.9%	3.5	Zoo Heev	75.0% - 79.9%	3	Zoo	70.0% - 74.9%	2.5	Zoo	65.0% - 69.9%	2	Tau Nyog	60.0% - 64.9%	1.5	Tau Nyog	< 60.0%	1	Tsis Zoo
Qhab Nia	Cov Hnub Qub	Kev Ntaus Nqi																													
95.0% - 100%	5	Zoo Tshaj Plaws																													
90.0% - 94.9%	4.5	Zoo Tshaj Plaws																													
85.0% - 89.9%	4	Zoo Heev																													
80.0% - 84.9%	3.5	Zoo Heev																													
75.0% - 79.9%	3	Zoo																													
70.0% - 74.9%	2.5	Zoo																													
65.0% - 69.9%	2	Tau Nyog																													
60.0% - 64.9%	1.5	Tau Nyog																													
< 60.0%	1	Tsis Zoo																													

COV YEEB YAM NTAWM PAWG KWS TU XYUAS MOB NKEEG																					
Kev Ntsuas	Thawj Tswj Xyuas Kev Tu Mob Nkeeg Tawm Hauj Lwm																				
Chiv Keeb Ntaub Ntawv	2021–2023 cov ntaub ntawv ceeb toom ib lub xyoos puag ncig mus rau Wisconsin Department of Health Services (Tuam Tsev Tswj Xyuas Cov Kev Kho Kab Mob Kev Nkeeg) los ntawm cov MCO																				
Txheej Txheem Kev Feem Piv	<table border="1"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntsuas Piv</th> </tr> </thead> <tbody> <tr> <td>0.0% - 10.0%</td> <td>5</td> <td>Zoo Heev</td> </tr> <tr> <td>10.1% - 20.0%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>20.1% - 30.0%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>30.1% - 40.0%</td> <td>2</td> <td>Zoo Hauj Sim</td> </tr> <tr> <td>> 40.0%</td> <td>1</td> <td>Tsis Zooo</td> </tr> </tbody> </table> <p>Feem pua ntawm cov thawj coj tswj xyuas mob nkeeg uas tawm mus ntawm lub chaw MCO, xam rau hauv nua sijhawm peb lub xyoos. Feem pua tawm hauj lwm tsawg yog muaj cov neeg tawm hauj lwm ntawm MCO tsawg dua hauv lub xyoo, yog li, feem pua tawm hauj lwm tsawg dua yuav zoo dua thiab yuav ntsuas tau hnub qub ntau dua.</p>			Qhab Nia	Cov Hnub Qub	Kev Ntsuas Piv	0.0% - 10.0%	5	Zoo Heev	10.1% - 20.0%	4	Zoo Heev	20.1% - 30.0%	3	Zoo	30.1% - 40.0%	2	Zoo Hauj Sim	> 40.0%	1	Tsis Zooo
Qhab Nia	Cov Hnub Qub	Kev Ntsuas Piv																			
0.0% - 10.0%	5	Zoo Heev																			
10.1% - 20.0%	4	Zoo Heev																			
20.1% - 30.0%	3	Zoo																			
30.1% - 40.0%	2	Zoo Hauj Sim																			
> 40.0%	1	Tsis Zooo																			
Kev Ntsuas	Kws Tu Neeg Mob Tawm Hauj Lwm																				
Chiv Keeb Ntaub Ntawv	2021–2023 cov ntaub ntawv ceeb toom ib lub xyoos puag ncig mus rau Wisconsin Department of Health Services (Tuam Tsev Tswj Xyuas Cov Kev Kho Kab Mob Kev Nkeeg) los ntawm cov MCO																				
Txheej Txheem Kev Feem Piv	<table border="1"> <thead> <tr> <th>Qhab Nia</th> <th>Cov Hnub Qub</th> <th>Kev Ntsuas Piv</th> </tr> </thead> <tbody> <tr> <td>0.0% - 10.0%</td> <td>5</td> <td>Zoo Heev</td> </tr> <tr> <td>10.1% - 20.0%</td> <td>4</td> <td>Zoo Heev</td> </tr> <tr> <td>20.1% - 30.0%</td> <td>3</td> <td>Zoo</td> </tr> <tr> <td>30.1% - 40.0%</td> <td>2</td> <td>Zoo Hauj Sim</td> </tr> <tr> <td>> 40.0%</td> <td>1</td> <td>Tsis Zooo</td> </tr> </tbody> </table> <p>Feem pua ntawm cov kws tu neeg mob uas tawm ntawm lub MCO, yog ntsuas ua qhov nruab nrab hauv peb xyoos. Feem pua tawm hauj lwm tsawg yog muaj cov neeg tawm hauj lwm ntawm MCO tsawg dua hauv lub xyoo, yog li, feem pua tawm hauj lwm tsawg dua yuav zoo dua thiab yuav ntsuas tau hnub qub ntau dua.</p>			Qhab Nia	Cov Hnub Qub	Kev Ntsuas Piv	0.0% - 10.0%	5	Zoo Heev	10.1% - 20.0%	4	Zoo Heev	20.1% - 30.0%	3	Zoo	30.1% - 40.0%	2	Zoo Hauj Sim	> 40.0%	1	Tsis Zooo
Qhab Nia	Cov Hnub Qub	Kev Ntsuas Piv																			
0.0% - 10.0%	5	Zoo Heev																			
10.1% - 20.0%	4	Zoo Heev																			
20.1% - 30.0%	3	Zoo																			
30.1% - 40.0%	2	Zoo Hauj Sim																			
> 40.0%	1	Tsis Zooo																			

Kev Ntsuas	Feem Piv Ntawm Thawj Tswj Xyuas Kev Tu Mob Nkeeg pab rau Tswv Cuab
Chiv Keeb Ntaub Ntawv	<p>Feem piv yog ceeb toom qhia txij thaum Lub Xya Hli 1, 2024, yog raws li full-time equivalents (neeg ua hauj lwm thawm hnuv) (FTE) thiab kev rau muaj npe. Feem piv ntawm ib tug neeg ua hauj lwm pab rau pes tsawg tus tswv cuab yog nthuav kev sib piv ntawm pes tsawg tus neeg ua hauj lwm hauv MCO rau pes tsawg tus tswv cuab hauv MCO. "1:x" yog txhais tias: Rau txhua 1 tug neeg ua hauj lwm, muaj x tus tswv cuab. Qhov feem piv pom tsawg dua yog qhia tias muaj MCO cov tswv cuab tsawg tus rau ib tug thawj tswj kev tu xyuas pab, hos qhov feem piv ntau dua yog qhia tias muaj MCO cov tswv cuab coob tus dua rau ib tug thawj tswj kev tu xyuas pab dua.</p>
Txheej Txheem Kev Feem Piv	<p>Tsis tau ntsuas piv cov neeg ua hauj lwm rau tswv cuab. Tag nrho MCO cov feem piv neeg ua hauj lwm yeej ua raws li lub xeev cov quag kev cai.</p>
Kev Ntsuas	Feem Piv Ntawm Kws Tu Neeg Mob pab rau Tswv Cuab*
Chiv Keeb Ntaub Ntawv	<p>Feem piv yog ceeb toom qhia txij thaum Lub Xya Hli 1, 2023, yog raws li full-time equivalents (neeg ua hauj lwm thawm hnuv) (FTE) thiab kev rau muaj npe. Ib tug neeg ua hauj lwm pab rau pes tsawg tus tswv cuab yog nthuav kev sib piv ntawm pes tsawg tus neeg ua hauj lwm hauv MCO rau pes tsawg tus tswv cuab hauv MCO. "1:x" yog txhais tias: Rau txhua 1 tug kws tu mob twg, muaj x tus tswv cuab. Qhov feem piv pom tsawg dua yog qhia tias muaj MCO cov tswv cuab tsawg tus rau ib tug kws tu mob twg xyuas, hos qhov feem piv ntau dua yog qhia tias muaj MCO cov tswv cuab coob tus dua rau ib tug kws tu mob twg tu xyuas.</p>
Txheej Txheem Kev Ntsuas Piv	<p>Tsis tau ntsuas piv cov neeg ua hauj lwm rau tswv cuab. Tag nrho MCO cov feem piv neeg ua hauj lwm yeej ua raws li lub xeev cov quag kev cai.</p> <p>*Cov Kws Tu Xyuas Kho Mob puav leej yog ib feem ntawm Family Care Partnership pab neeg tu xyuas tswv cuab, txawm yog tsis qhia muaj feem piv lawv rau ntawm no.</p>