

125920-03
Nebraska Medicaid Enrollment Broker
Attachment 2 – Reporting Requirements

Ad Hoc Reports	Description	Due Date
Any data related to Enrollment Broker (EB) duties and obligations	The EB must prepare and submit any other reports as required and requested by Medicaid and Long-Term Care (MLTC), any MLTC designees, the State Legislature, or Centers for Medicare & Medicaid Services (CMS).	5 business days from date of request
Monthly Reports	Description	Due Date
Call Center Queue Statistics	Data summarizing call center operations.	Monthly, no later than the 15 th
Call Reasons	Report showing reason for calls.	Monthly, no later than the 15 th
Call Center Quality	Summary of phone & chat quality monitoring.	Monthly, no later than the 15 th
Enrollment Activity	Number of enrollment actions in the EB process's.	Monthly, no later than the 15 th
Enrollment Methods	Enrollments confirmed during the reporting month by MMIS.	Monthly, no later than the 15 th
Primary Care Physician (PCP) Selection	Total enrollees who have selected a PCP and not selected a PCP.	Monthly, no later than the 15 th
Executive Dashboard Summary	Dashboard of call center SLA's and enrollments.	Monthly, no later than the 15 th
Executive Operational Summary	Summary of accomplishments and challenges.	Monthly, no later than the 15 th
Health Plan Changes	Number of health plan changes within the initial 90 days; including reason for change.	Monthly, no later than the 15 th
For Cause	Number of for cause requests by health plan; including approvals and denials.	Monthly, no later than the 15 th
File Transfers	Report showing the file processing timeline and status.	Monthly, no later than the 15 th
Mailed Materials	Report showing count of various mailed materials.	Monthly, no later than the 15 th
Returned Mail	Report detailing returned mail including member information, item sent, sent date, returned date, reason for return, and action taken by EB.	Monthly, no later than the 15 th

If a due date falls on a weekend or State recognized holiday, the report is due the next business day. All reports must be submitted in an MLTC provided template or in a format approved by MLTC.

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Website Availability & Response Time	Up & down time including response time.	Monthly, no later than the 15 th
Enrollment Broker (EB) Grievances	Report showing details of grievances filed against the EB.	Monthly, no later than the 15 th
Health Plan Grievances	Report showing details of health plan grievances received by the EB and actions taken.	Monthly, no later than the 15 th
Fraud, Waste and Abuse (FWA)	Number, description, and resolution of potential FWA.	Monthly, no later than the 15 th

Quarterly Reports	Description	Due Date
Open Enrollment (OE) Change Period	Report showing details of members changing health plans after participating in open enrollment.	Quarterly, no later than April 15 th

Annual Reports	Description	Due Date
Open Enrollment Executive Summary Dashboard	Summary of open enrollment activity.	Annually, no later than January 15 th
Fully Executed Engagement Letter	The EB must submit a copy of the fully executed engagement letter with the CPA to MLTC.	Annually, no later than December 1 st
Audit Report	The EB must submit a copy of its audit report to MLTC.	Annually, no later than June 1 st
Systems Refresh Plan	The plan must outline how Information Systems will be systematically assessed to determine the need to modify, upgrade, or replace application software, operating hardware and software, telecommunications capabilities, or information management policies and procedures in response to changes in business requirements, technology obsolescence, staff turnover, or any other relevant issues.	Annually, no later than January 31 st
Independent Security Audit	The EB must, at its own expense, submit to an annual independent security audit each year. The audit must cover its internal controls and other system functions. The EB must supply MLTC with an exact copy of the report.	Annually, within 30 days of completion
Ownership Disclosure	Federal laws require full disclosure of ownership, management, and control of Medicaid EBs (42 CFR 455.100-455.106). This information must be provided annually.	Annually, no later than January 31 st
Member Education Plan	The EB's proposed plan for member outreach includes outreach packets, other methods of communication, and ongoing member education.	Annually, no later than November 30 th

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