# Update on Health Plan Accreditation - Agenda

**Wednesday, November 15, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 a.m. – 8:30 a.m.</td>
<td>Registration &amp; Continental Breakfast</td>
</tr>
</tbody>
</table>
| 8:30 a.m. – 8:40 a.m. | Welcome/Seminar Goals & Logistics  
  Debra Darling, RN, BSN  
  Institute for Health Policy |
| 8:40 a.m. – 9:00 a.m. | 2018 Health Plan Standards: Significant Changes and Updates  
  Veronica C. Locke, MHSA |
| 9:00 a.m. – 10:30 a.m. | Continuity and Coordination of Care  
  Veronica C. Locke |
| 10:30 a.m. – 10:45 a.m. | Break                                                       |
| 10:45 a.m. – 12:00 p.m. | Population Health Management  
  Natalie Mueller, MPH |
| 12:40 p.m. – 1:40 p.m. | Lunch                                                      |
**Wednesday November 15, 2017 cont’d**

1:40 p.m. – 2:40 p.m. **HEDIS 2017 Updates**  
Lori Andersen, MS  

**Objectives**  
- Discuss the new HEDIS Measures  
- Explain the changes to existing measures  
- Discuss overall changes to HEDIS

2:40 p.m. – 3:40 p.m. **Complex Case Management**  
Veronica C. Locke  
Natalie Mueller  

**Objectives**  
- Clarify CCM initial assessment timing requirements  
- Discuss how to address common file review issues.  
- Evaluate the sufficiency of initial assessment language.  
- Differentiate between acceptable and unacceptable documentation of ongoing management.

3:40 p.m. – 3:55 p.m. **Break**

3:55 p.m. – 4:40 p.m. **Net 3, Net 6, Element C**  
Veronica Locke  

**Objectives**  
- Review successful strategies for integrating multiple data sources to evaluate network adequacy.  
- Evaluate examples of provider directory accuracy assessments.

4:40 p.m. – 4:55 p.m. **Q&A on Seminar Content, Wrap Up**

The purpose of this Q&A session is to respond to content discussed throughout the day.

*Schedule is subject to change without notice*