



Managed Care Review (MC-Review) Introductory Webinar

Spring 2024

Agenda

1. About MC-Review
 - a. What is MC-Review
 - b. Product Objectives
 - c. What you can and can't submit through MC-Review
2. Product Demo
- 3. Open Time for Questions***
4. Wrap-up: How to Get Started & Next Steps

**We will take questions after the demo. If you have questions, please write them in chat or raise your hand in Zoom during the question portion of the webinar.*

Why we're here

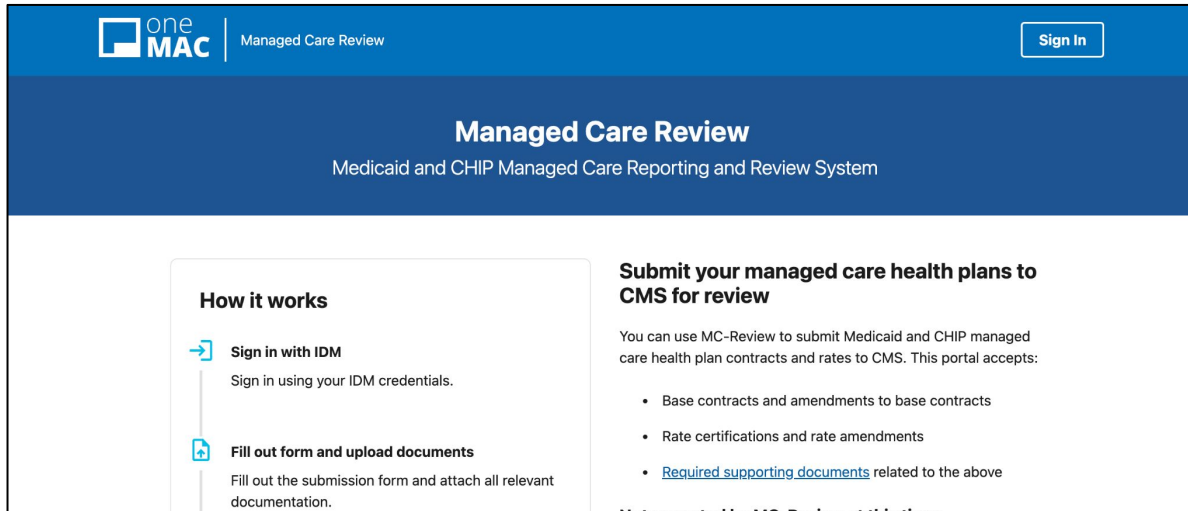
Each year, states submit over a total of 400 managed care contracts for CMS approval.

Meanwhile, state and federal staff are burdened with many pain points in submitting and reviewing managed care contracts and rate certifications, including:

- **Review and approval cycles are lengthy**
- Documents and communications get lost in a **sea of emails**
- Status is **unpredictable and opaque**

Introducing...MC-Review

Managed Care Review (MC-Review) is an easy-to-use **online portal that captures state managed care contracts and rate certifications and streamlines their federal review.**





The screenshot shows the homepage of the Managed Care Review (MC-Review) portal. At the top left is the logo for 'one MAC' (Managed Care Review) and a 'Sign In' button. The main heading is 'Managed Care Review' with the subtitle 'Medicaid and CHIP Managed Care Reporting and Review System'. Below this, there are two main sections: 'How it works' and 'Submit your managed care health plans to CMS for review'. The 'How it works' section lists two steps: 'Sign in with IDM' and 'Fill out form and upload documents'. The 'Submit your managed care health plans to CMS for review' section explains that users can use MC-Review to submit Medicaid and CHIP managed care health plan contracts and rates to CMS, and lists the types of submissions accepted: base contracts and amendments, rate certifications and rate amendments, and required supporting documents.

one MAC | Managed Care Review Sign In

Managed Care Review

Medicaid and CHIP Managed Care Reporting and Review System

How it works

-  **Sign in with IDM**
Sign in using your IDM credentials.
-  **Fill out form and upload documents**
Fill out the submission form and attach all relevant documentation.

Submit your managed care health plans to CMS for review

You can use MC-Review to submit Medicaid and CHIP managed care health plan contracts and rates to CMS. This portal accepts:

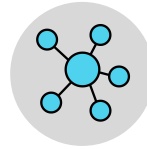
- Base contracts and amendments to base contracts
- Rate certifications and rate amendments
- [Required supporting documents](#) related to the above

Not accepted by MC-Review at this time:

Our objectives



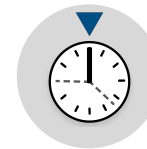
Reduce administrative burden for state & CMS workers



Serve as a **transparent recordkeeping system**



Standardize process to **increase predictability and accuracy**



Improve speed of CMS approvals for managed care contracts & rate certifications


Key benefits of submitting via MC-Review

- States **do not need to complete and upload a separate CMS cover sheet**; all information will be entered directly in the online submission form.
- States **upload all documents directly into the online portal, not through emails.**
- States spend **25% less time** on their submissions compared to using email.
- States gain **early access** to MC-Review to give feedback on their experience *before* CMS requires its use for future submissions.

What can you submit through MC-Review

 You can use MC-Review to submit **Medicaid and CHIP managed care health plan contracts and rates** to CMS, including:

- Base contracts and amendments to base contracts
- New rate certifications and rate amendments
- Other documents related to contracts or rate certifications

 The following is not accepted through MC-Review at this time, and must continue to be sent to CMS via email:

- State directed preprints
- Rate-only submission (with no associated contract action)
- Non health plan submissions such as External Quality Review Organization contracts (EQRO) and enrollment broker contracts
- Submissions related to programs for dual-eligible beneficiaries, such as duals demonstration, Dual Eligible Special Needs Plan (D-SNP), or Program of All-Inclusive Care for the Elderly (PACE) contracts

MC-Review Demo

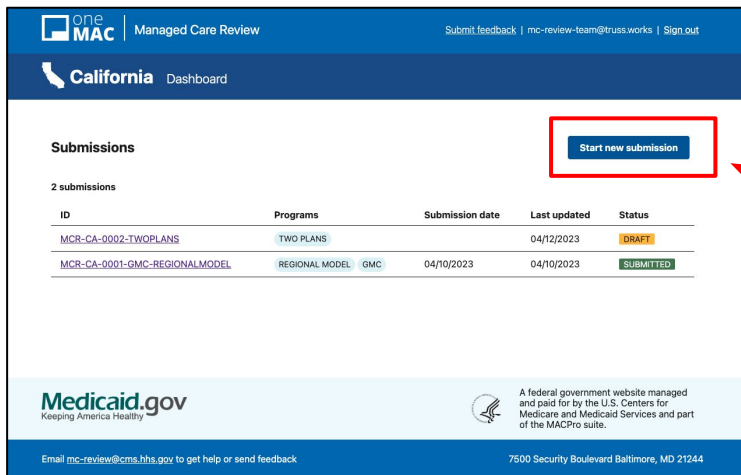
Next Steps

Set up your MC-Review account

1. Go to <https://home.idm.cms.gov/signin/login.html> and select “new user registration” to sign up for your account.
2. Follow the sign-up instructions [here](#).
3. Reach out to the MC-Review Help Desk MC_Review_HelpDesk@cms.hhs.gov.

Step 2: Log in to make your first submission to CMS in MC-Review

- Once you have created a user account, you can log in at <https://mc-review.onemac.cms.gov/> to make your first submission.
- Feel free to schedule a call with us if you want us to be there for real-time support as you make your first official submission in MC-Review. [Schedule directly here](#) or by emailing us at mc-review-team@truss.works.



The screenshot displays the 'one MAC Managed Care Review' dashboard for California. At the top, there are links for 'Submit feedback', 'mc-review-team@truss.works', and 'Sign out'. The main content area is titled 'Submissions' and features a 'Start new submission' button, which is highlighted with a red rectangular box and a red arrow pointing to it. Below the button, there is a table with 2 submissions. The table has columns for ID, Programs, Submission date, Last updated, and Status.



ID	Programs	Submission date	Last updated	Status
MCR-CA-0002-TWOPLANS	TWO PLANS		04/12/2023	DRAFT
MCR-CA-0001-GMC-REGIONALMODEL	REGIONAL MODEL GMC	04/10/2023	04/10/2023	SUBMITTED

At the bottom of the dashboard, there is a footer with the Medicaid.gov logo, the text 'A federal government website managed and paid for by the U.S. Centers for Medicare and Medicaid Services and part of the MACPro suite.', and contact information: 'Email mc-review@cms.hhs.gov to get help or send feedback' and '7500 Security Boulevard Baltimore, MD 21244'.

Your feedback is important!

Please don't hesitate to reach out to us throughout the process to let us know how it's going, ask a question, report an issue or bug, or tell us about a feature you'd love to have.

Reach us at MC_Review_HelpDesk@cms.hhs.gov or at mc-review-team@truss.works.

 An official website of the United States government [Here's how you know](#) 



Managed Care Review

[Submit feedback](#)

| bob@dmas.virginia.gov

| [Sign out](#)

Questions?

Future features

- **View submission status** with an explanation of any related pending issues
- **Revoke a submission** sent via MC-Review
- **Receive submission approvals** directly through MC-Review


Revisit the MC-Review demo

[Click here](#) to view a recorded demo of how to use MC-Review as a state user

Appendix: Resources on using MC-Review

How to access MC-Review

How to access MC-Review


Connecting to 

Sign-in with your CMS - IMPL account to access MAC-MCRRS


CMS.gov | IDM
IMPL

Sign In

Username

 Please enter a username

Password

 Please enter a password

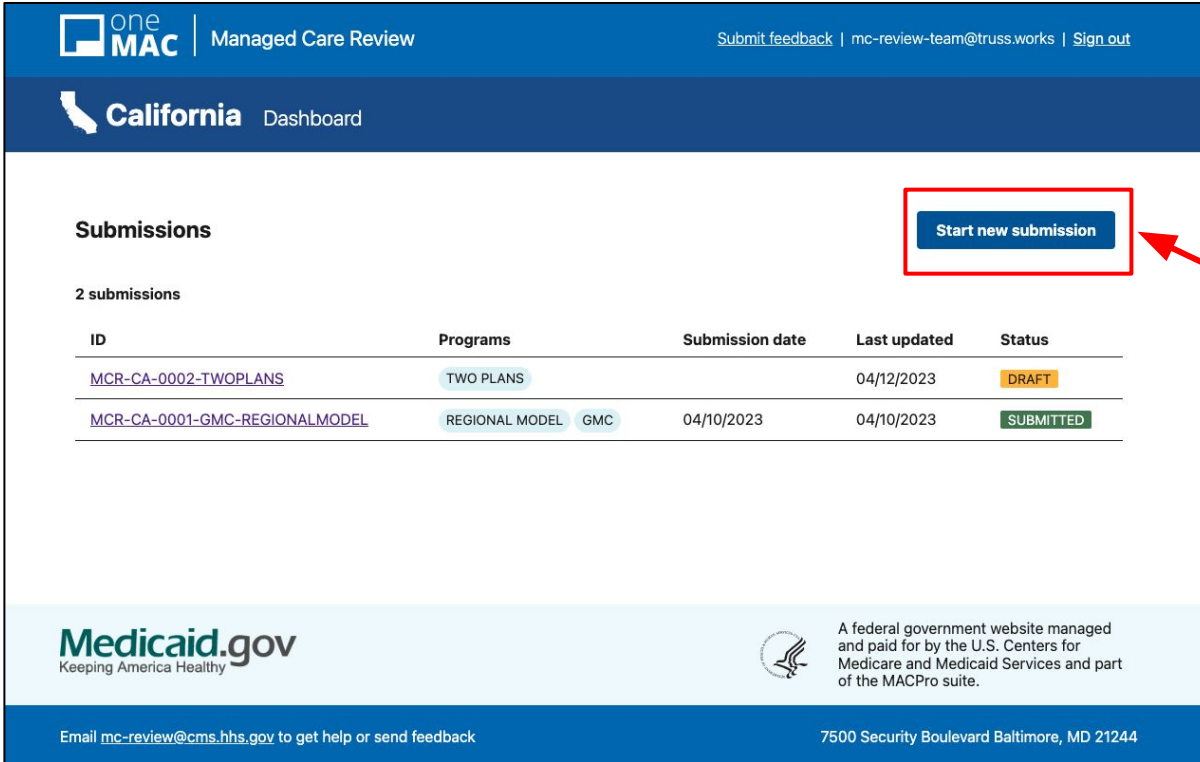
Agree to our [Terms & Conditions](#)

Sign In

- Anyone who wishes to view, create, or edit a submission in MC-Review must create an account.
- You can request an account through <https://home.idm.cms.gov/>. Step-by-step instructions for how to create an account have been emailed to you.
- Once you have an account, you can view submissions or start a new one here: <https://mc-review.onemac.cms.gov/dashboard>
- Please [contact us](#) if you have any questions creating your account.

Submitting in MC-Review

Submitting through MC-Review



The screenshot shows the MC-Review dashboard. At the top, there is a navigation bar with the 'one MAC' logo and 'Managed Care Review' text. On the right, there are links for 'Submit feedback', 'mc-review-team@truss.works', and 'Sign out'. Below this is a 'California Dashboard' header. The main content area is titled 'Submissions' and shows '2 submissions'. A table lists the submissions with columns for ID, Programs, Submission date, Last updated, and Status. A 'Start new submission' button is highlighted with a red box and an arrow pointing to it.

one MAC | Managed Care Review

Submit feedback | mc-review-team@truss.works | Sign out

California Dashboard

Submissions

2 submissions

ID	Programs	Submission date	Last updated	Status
MCR-CA-0002-TWOPLANS	TWO PLANS		04/12/2023	DRAFT
MCR-CA-0001-GMC-REGIONALMODEL	REGIONAL MODEL GMC	04/10/2023	04/10/2023	SUBMITTED

Medicaid.gov
Keeping America Healthy

A federal government website managed and paid for by the U.S. Centers for Medicare and Medicaid Services and part of the MACPro suite.

Email mc-review@cms.hhs.gov to get help or send feedback

7500 Security Boulevard Baltimore, MD 21244

When you first log into MC-Review, you will be directed to your state dashboard: <https://mc-review.onemac.cms.gov/dashboard>

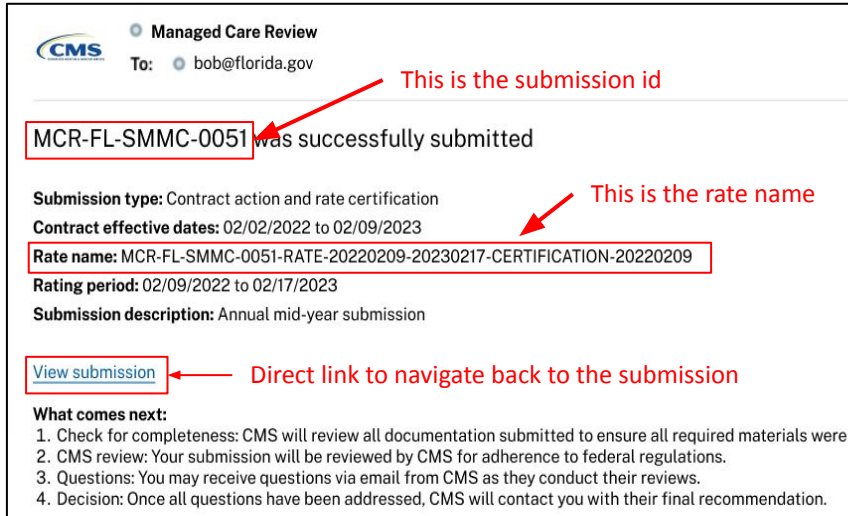
You can create a new submission in MC-Review by visiting your state dashboard and selecting the **Start new submission** button.

Each distinct contract action must be submitted as a separate submission.

You can save a draft and come back to it later. Submissions are in draft mode until they have been submitted.

What to expect once you make a submission

What to expect when a submission is made



The screenshot shows an email from CMS titled "Managed Care Review". The recipient is "bob@florida.gov". The main body of the email states "MCR-FL-SMMC-0051 was successfully submitted". Below this, it lists submission details: "Submission type: Contract action and rate certification", "Contract effective dates: 02/02/2022 to 02/09/2023", "Rate name: MCR-FL-SMMC-0051-RATE-20220209-20230217-CERTIFICATION-20220209", "Rating period: 02/09/2022 to 02/17/2023", and "Submission description: Annual mid-year submission". A "View submission" link is provided. At the bottom, a section titled "What comes next:" lists four steps: 1. Check for completeness, 2. CMS review, 3. Questions, and 4. Decision. Red arrows and boxes highlight the submission ID, rate name, and the view submission link.

Managed Care Review
To: bob@florida.gov

MCR-FL-SMMC-0051 was successfully submitted

Submission type: Contract action and rate certification
Contract effective dates: 02/02/2022 to 02/09/2023
Rate name: MCR-FL-SMMC-0051-RATE-20220209-20230217-CERTIFICATION-20220209
Rating period: 02/09/2022 to 02/17/2023
Submission description: Annual mid-year submission

[View submission](#)

What comes next:

1. Check for completeness: CMS will review all documentation submitted to ensure all required materials were
2. CMS review: Your submission will be reviewed by CMS for adherence to federal regulations.
3. Questions: You may receive questions via email from CMS as they conduct their reviews.
4. Decision: Once all questions have been addressed, CMS will contact you with their final recommendation.

Email Confirmation

Once you submit managed care contract and rates through MC-Review, you and all state contacts listed on the submission will receive a confirmation email from mc-review@cms.hhs.gov.

This confirmation email will contain a direct link to the submission made along with some basic details about the submission, including the **submission ID** and the **rate name** for any rate packages, which CMS will use to reference your submission.

You can also revisit the submission you made in MC-Review by navigating to your state dashboard at <https://mc-review.onemac.cms.gov/dashboard>.

What to expect when a submission is made

Once CMS begins to review your submission, they may reach out to you via email to ask questions about your submission or to communicate approval decisions.

They will reference the submission ID or rate name when they communicate to you about your submission. These can be found on your submission and within system notification emails related to your submission.



The screenshot shows the Virginia Dashboard interface. At the top, there is a blue header with the Virginia state logo and the text "Virginia Dashboard". Below the header, a green notification bar with a checkmark icon states "MCR-VA-0003-CCCPLUS-MEDALLION was sent to CMS". Underneath, the "Submissions" section is displayed, featuring a "Start new submission" button. A table lists the submission details:

ID	Programs	Submitted	Last edited	Status
MCR-VA-003-CCCPLUS-MEDALLION	CCC Plus Medallion	06/28/22	06/28/22	SUBMITTED

Updating a submission sent to CMS

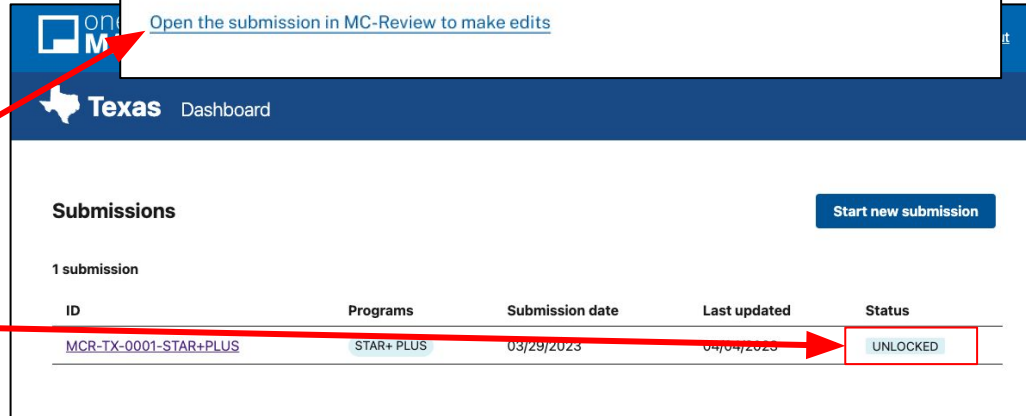
How to update/edit a submission sent to CMS

Unlocking and Editing a Submission sent to CMS

Once a submission is submitted to CMS it is **locked** for editing. CMS will unlock a submission if they require you make changes to your submission. If you need to make a change to a locked submission, you can **request an unlock** from your CMS liaison via email or phone.

If CMS unlocks a submission, you will receive an email notifying you that the submission has been **unlocked**, with a description of the required changes and a direct link to go edit.

From your state dashboard, a submission with a status of “Unlocked” indicates the submission requires editing by the state.



How to submit an updated submission

Editing a Submission

To make edits, enter into a submission and select the “Edit” button.

Submitting Updates to CMS

CMS will not be able to view any changes you make to a submission until you submit again. You must submit your revised submission and describe the changes you made.

Once you submit an updated submission to CMS, the submission will be locked again.

You can view the change history at any time at the bottom of your submission.

The screenshot shows the top navigation bar with the Virginia logo and the submission ID 'MCR-VA-0003-CCPLUS-MEDALLION'. Below the navigation bar, there are tabs for 'Submission type', 'Contract details', 'Rate details', 'Contacts', 'Supporting documents', and 'Review and submit'. The 'Review and submit' tab is active, and a progress indicator shows '6 of 6 Review and submit'. A notification box indicates 'Submission unlocked' by 'leslie@hhs.cms.gov' on '06/30/22 2:00pm ET'. Below the notification, there is a section for 'MCR-VA-0003-CCPLUS-MEDALLION' with an 'Edit' button. The submission details include 'Program: CCC Plus, Medallion', 'Submission type: Contract action only and rate certification', and a 'Submission description' field with placeholder text.

The screenshot shows the same submission page as above, but with a modal dialog box open for 'Summarize changes'. The dialog box contains the following text: 'Once you submit, this package will be sent to CMS for review and you will no longer be able to make changes. Provide summary of all changes made to this submission.' Below the text is a text area with the content 'Added rate development guide.' and a character count of '300 characters allowed'. At the bottom of the dialog box are 'Cancel' and 'Resubmit' buttons.