

Welcome to the Operational Report Workbook for MES Metrics

Introduction

This Excel Workbook was developed for states to simplify the submission of agreed-upon metric definitions and values. This Workbook is designed to be used at all stages of the operational reporting process. If you have questions, please contact your CMS Medicaid Enterprise Systems (MES) State Officer.

Data entry occurs in two main spreadsheets, "Metric Definitions" and "Metric Values." Columns should not be added, deleted, or modified in any way. If a state believes their data cannot fit into the reporting workbook format, they should contact their CMS State Officer. Similarly, a state may downgrade the file format to a .csv file if they are having trouble using the .xlsx version. However, the state should work to maintain the integrity of the column headers and data input when changing document versions.

When entering data in the workbook, the state should report all months of data for a reporting period in the same workbook, instead of creating a new workbook for each month of data. Regarding how to fill out the workbook, if the state does not have a value to report for a numerical data field, the field should be left blank (e.g., data for a reporting month is not yet available due to data lags). If a state needs to submit a revised or corrected operational report, the state should update the file name to include the new submission date to differentiate between the two submissions. To illustrate, if the original example state submission is "Operational_Report_EX_EE_2024-07-01" and the state resubmits corrected data a month later, the resubmitted file would be labeled, "Operational_Report_EX_EE_2024-08-01". In instances where a state changes a metric or how a metric is calculated, the state should create a new Metric ID and mark the old metric as "Ended" in the OAPD Metric Status column.

General Instructions

All instructional (or guidance) text is styled in bright blue and introduced as "Instruction:". Example (or sample) entries are styled in black.

PRA Disclosure Statement: The Operational Report Workbook is a template that standardizes the data fields and formats to thereby facilitate state submission of operational reporting metrics. Per CMCS published regulation, states must submit metric data from and about their Medicaid Enterprise System (MES) modules to be eligible to receive enhanced federal matching for MES system expenditures. Under the Privacy Act of 1974 any personally identifying information obtained will be kept private to the extent of the law. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1268 (CMS-10536) (Expires: TBD). The time required to complete this information collection is estimated to average 5 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

How To Use This Workbook

Tab

Instructions

Metric Definitions

Populate this tab upon APD approval, at ORR, at CR, and at regular intervals of operational reporting (e.g., monthly, quarterly, annually). In this tab, Row 2 contains detailed instructions for each field. Additionally, Rows 3 through 7 contain sample text. Replace this text with your specific Metric Definitions.

Metric Values

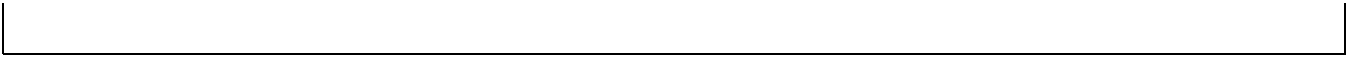
Populate this tab at CR and at regular intervals of operational reporting (e.g., monthly, quarterly, annually). In this tab, Row 2 contains detailed instructions for each field. Additionally, Rows 3 through 9 contain sample text. Replace this text with your specific Metric Values.

Data Dictionary

Variable	Description	Field Type
Comment	The state should use this column to provide any comments on the metric value, including any data anomalies, change in data source, or other pertinent contextual information.	Text
Denominator	If the metric is a percentage or ratio, the state should use this column to provide the denominator here. Otherwise, leave blank.	Numeric
Denominator Description	If the metric is a percentage or ratio, the state should use this column to provide a description of the denominator.	Text
Internal State Benchmark (Optional)	CMS does not currently require benchmarking for operational reporting. If applicable, the state should use this column to provide the metric benchmark developed by the state.	Numeric
Measure Count	Some metrics may have more than one value each period. In those cases, there will be a row for each value and the Metric Count field will enumerate each distinct value. In those cases, enter "1, 2, 3", etc. for Measure Count. If the metric only has only one corresponding value, use only one row and use "1" for Measure Count.	Numeric
Measure Count Description (Optional)	If two or more measure counts are indicated for the metric, the state should use this column to provide a description for each measure count. If there is no additional detail to add regarding the measure count, leave this field blank.	Text
Metric Description	The state should use this column to provide a description of the metric that will be used to demonstrate the achievement of outcomes when the system is in operation. The metrics provided should be the same as what was approved in the state's most recent APD, and should include all metrics the state is expected to report quarterly or annually in support of enhanced FFP funding requests for operations.	Text
	The state should use this column to provide a unique identifier for the metric, as follows:	Alpha-Numeric
	If a CMS-required outcome use: [StateAbbreviation]-CR-[ModuleAbbreviation]-[OutcomeNumber].[ConsecutiveNumber]. Example: For TN, the metric ID for CMS-required outcome EE01 should be "TN-CR-EE-01.1"	
	If a state-specific outcome use: [StateAbbreviation]-ST-[ModuleAbbreviation]-[OutcomeNumber].[ConsecutiveNumber]. Example: For TN, the metric ID for state-specific outcome STEE01 should be "TN-ST-EE-01.1"	
	Entries made in this column will populate the Metric ID column in the Metric Values tab. Module abbreviations are available in the appendices of the procedure manual in the MES Certification Repository.	
	NOTE: Metric IDs should NOT be reused for new metrics or the replacement of old metrics. If the state adds a new metric, use the next consecutive number.	
	Also, the metrics provided are what the state is expected to report in support of enhanced FFP funding requests for Operations.	
Metric Name	The state should use this column to provide a title for the metric.	Text
Metric Reporting Frequency	The state should use this column to indicate the frequency with which each metric is reported in the Metric Values tab of this workbook. States should only enter "Monthly," "Quarterly," or "Annually." An example of an annual metric would be penetration test results because testing is done once a year; by contrast, a metric measuring number of enrolled providers would be monthly.	Text
Note	The state should use this column to provide any additional note on the metric, if applicable.	Text
Numerator	If the metric is a percentage or ratio, the state should use this column to provide the numerator here. Otherwise, leave blank.	Numeric
Numerator Description	If the metric is a percentage or ratio, the state should use this column to provide a description of the numerator.	Text
	The state should use this column to provide the status of the metrics based on the most recent OAPD submission. States should only enter either "Active" or "Ended". Active metrics are current and will continue to be reported on by the state at least annually. Ended metrics are those that have reached the end of their lifecycle. Typically, metrics that have ended are metrics with a definitive end date due to state or federal policy requirements.	Text
OAPD Metric Status	Any metrics that are ended must have received prior approval by the CMS State Officer via the OAPD.	

	The state uses this column to provide the reference number for each CMS-required or state-specific outcome(s) associated with the metric. The Outcome Reference # used here should match the identifier defined in the APD and, if applicable, the Intake Form (the 'Outcome Reference #' column on the 'Outcomes and Metrics' tab) to ensure consistency across documents.	Alpha-Numeric
Outcome Reference #	<p>For multiple outcomes mapped to one metric, separate the reference #'s with a " ".</p> <p>Example: If the Metric ID for TN, "TN-CR-EE-01.1" measures three outcomes (EE01, EE02, and EE04), the matching Outcome Reference # should be entered as "EE01 EE02 EE04".</p>	
Metric Value	<p>If the outcome is a state-specific outcome and not a CMS-required outcome, use the acronym "ST" (not the state abbreviation), followed by the appropriate module abbreviation and a number: ST[ModuleAbbreviation][ConsecutiveNumber].</p> <p>Example: If TN provides a state-specific outcome for its LTSS module, the first outcome reference # would be "STLTSS01".</p> <p>The state should use this column to provide the value the state is reporting for the metric.</p> <p>NOTE: If a state is submitting the ORW but does not currently have data for metrics, include the rows for the missing dates and include a Comment noting the reason for the missing data.</p>	Alpha-Numeric
Related System (Recommended)	The state should use this column to provide the name of the system associated with that metric. This data variable is optional. If your state does not have a name for the system, you may leave this blank.	Text
Reporting Month	The state should use this column to provide the month associated with the value. In case of a quarterly metric, use the first month of the quarter. The data format is MM/DD/YYYY.	Numeric
State	The state should use this column to provide a two-digit state abbreviation.	Text
	The state should use this column to provide a description for the value of the metric.	Text
Value Type	<p>Description options include:</p> <p>"Percentage/Ratio" (e.g., the percentage of EVV visits automatically entered out of the total number of visits).</p> <p>"Numerical" (e.g., the number of notifications sent on behalf of Medicaid population).</p> <p>"List" (e.g., a list of the top 5 reasons for helpdesk calls).</p> <p>The state should use this column to provide any comments on the metric value, including any data anomalies, change in data source, or other pertinent contextual information.</p>	
Comment	<p>NOTE: If the state is updating a metric value from a previous reporting period, please note in the Comment field.</p> <p>It is the state's responsibility to review all decisions regarding its metrics with the CMS State Officer at the earliest point of recognition that a metric should be changed or retired.</p>	

Metric ID	Related System	Metric Name	Outcome Reference #	Metric Description	Numerator Description	Denominator Description	Value Type	Metric Reporting Frequency	GAPO Metric Status	Note
<p>Instruction: The state should use this column to provide a unique identifier for the metric, as follows:</p> <p>If a CMS-required outcome use: [StateAbbreviation][CR][ModuleAbbreviation][OutcomeNumber][ConsecutiveNumber]. Example: For TN, the metric ID for CMS-required outcome EE01 should be "TN-CR-EE-01."</p> <p>If a state-specific outcome use: [StateAbbreviation][ST][ModuleAbbreviation][OutcomeNumber][ConsecutiveNumber]. Example: For TN, the metric ID for state-specific outcome STE01 should be "TN-ST-EE-01."</p> <p>Entries made in this column will populate the Metric ID column in the Metric Values tab. Module abbreviations are available in the appendices of the procedure manual in the MES Certification Repository.</p> <p>Note: Metric IDs should NOT be reused for new metrics or the replacement of old metrics. If the state adds a new metric, use the next consecutive number.</p> <p>Also, the metrics provided are what the state is expected to report in support of enhanced FFP funding requests for Operations.</p>										
<p>Instruction: The state should use this column to provide the name of the system associated with that metric. This data variable is optional. If your state does not have a name for the system, you may leave this blank.</p>										
<p>Instruction: The state uses this column to provide the reference number for each CMS required or state-specific outcome(s) associated with the metric. The Outcome Reference # used here should match the identifier defined in the APO and, if applicable, the Intake Form (the "Outcome Reference # column on the Outcomes and Metric" tab) to ensure consistency across documents. For multiple outcomes mapped to one metric, separate the reference #'s with a " ". Example: If the Metric ID is "TN-CR-EE-01," measures three outcomes (EE01, EE02, and EE04), the matching Outcome Reference # should be entered as "EE01 EE02 EE04".</p> <p>If the outcome is a state-specific outcome and not a CMS-required outcome, use the acronym "ST" (not the state abbreviation), followed by the appropriate module abbreviation and a number: ST[ModuleAbbreviation][ConsecutiveNumber]. Example: If TN provides a state-specific outcome for its LTS module, the first outcome reference # would be "STLTS001".</p>										
<p>Instruction: The state should use this column to demonstrate the achievement of outcomes when the system is in operation. The metrics provided should be the same as what was approved in the state's most recent APO, and should include all metrics the state is expected to report quarterly or annually in support of enhanced FFP funding requests for operations.</p>										
<p>Instruction: If the metric is a percentage or ratio, the state should use this column to provide a description of the numerator.</p>										
<p>Instruction: If the metric is a percentage or ratio, the state should use this column to provide a description of the denominator.</p>										
<p>Instruction: The state should use this column to select the value type from the following valid options: * "Percentage/Ratio" (e.g., the percentage of EV visits automatically entered out of the total number of visits) ** "Numerical" (e.g., the number of notifications sent on behalf of Medicaid population) *** "List" (e.g., a list of top 5 reason for helpdesk calls)</p> <p>Example: An example of an annual metric would be penetration test results since it is conducted either annually or every other year; by contrast, a metric measuring the number of enrolled providers would be reported monthly.</p> <p>Note: Reporting frequency is different than the submission of this file to CMS (the cadence of reporting, which is monthly for most modules, except for EVV, which is a quarterly submission cadence).</p>										
<p>Instruction: The state should use this column to indicate the frequency for reporting each metric on the Metric Value tab. Frequency should be entered as "Monthly," "Quarterly," or "Annually."</p> <p>Example: An example of an annual metric would be penetration test results since it is conducted either annually or every other year; by contrast, a metric measuring the number of enrolled providers would be reported monthly.</p> <p>Note: Reporting frequency is different than the submission of this file to CMS (the cadence of reporting, which is monthly for most modules, except for EVV, which is a quarterly submission cadence).</p>										
<p>Instruction: The state should use this column to provide the status of every metric based on the most recent GAPO submission. States should only enter either "Active" or "Ended". Active metrics are current and will continue to be reported on by the state at least annually. Ended metrics are those that have reached the end of their lifecycle. Typically, metrics that have ended are metrics with a definitive end date due to state or federal policy requirements. Any metrics that are ended must have received prior approval by the CMS State Officer via the GAPO.</p> <p>Note: For any state-specific metric, states should include details to explain why it is not already captured by a CMS-required outcome.</p>										
<p>Instruction: The state should use this column to provide any additional notes on the metric, if applicable.</p>										
TN-CR-EE-01.1	Example EE System	Percentage of Automated ("No Touch") Eligibility Determinations	EE01 EE02 EE04	Automated ("no touch") eligibility determinations are those made in real-time by the system and do not require worker touch or additional information from the applicant.	# of individuals' whose determinations made in the month were entirely automated	Total # of determinations made in the month	Percentage/Ratio	Monthly	Ended	The state stopped reporting on TN-EE-01 in July 2024 in accordance with conversations between CMS and the SMA.
TN-ST-EE-01.1	Example EE System	Example State-specific EE metric name	STE01	Example. Brief description needed for state-specific EE metric.			Numerical	Monthly	Active	Details of this state-specific metric to explain why it is not already captured by a CMS-required outcome.
TN-CR-EVV-01.1	Example EVV Metric	Association of EVV Record to Claim/Encounter	EVV01 EVV02 EVV03 EVV04 EVV05 EVV06	To ensure that claims and encounters are not being paid for unverified visits.	# of paid claims and encounters that have complete EVV visit records associated with them	# of paid claims and encounters for PCS and/or HPCS	Percentage/Ratio	Monthly	Active	TN is reporting both PCS and HPCS separately for this EVV KPI Example.
TN-CR-CP-01.1	Example CP Metric	Percentage of Claims Received by Submission Mode (electronic vs paper)	CP01	Percentage of Claims Received, by Submission Channel (Electronic vs Paper)	Total number of paper or electronic claims received	Total number of claims received	Percentage/Ratio	Monthly	Active	CP Example - note that the results for the paper claims received in August 2024 are delayed due to a processing issue. The results will be submitted in the next month's raw
TN-CR-CP-02.1	Example CP Metric (CMS-Required Outcome #2)	Percentage of Claims Accepted for Processing Based on Prior Authorization	CP02	The system confirms authorization for services that require prior approval to manage costs, ensure patient safety, and that the services provided are consistent with authorization.	# of claims requiring prior services that require prior approval to authorization that are accepted for processing	Total number of claims processed	Percentage/Ratio	Monthly	Active	



Reporting Month	State	Metric ID	Measure Count	Measure Count Description (Optional)	Metric Value	Numerator	Denominator	Internal State Benchmark (Optional)	Comment
<p>Instruction: The state should use this column to provide the month associated with the value. In case of a quarterly metric, use the first month of the quarter. The data format is MM/DD/YYYY.</p> <p>Instruction: The state should use this column to provide a two-digit state abbreviation.</p> <p>Instruction: The state should use this column to provide the Metric ID. This should be the same Metric ID as provided in the "Metrics Definitions" tab in this Workbook. The drop-down list, in the succeeding cells will be prepopulated based on the Metric ID values in the Metrics Definitions tab.</p> <p>Instruction: Some metrics may have more than one value in each reporting period. In those cases, there will be a row for each value and the Metric Count field will enumerate each distinct value. In those cases, enter "1, 2, 3", etc. for Measure Count. If the metric only has only one corresponding value, use only one row and use "1" for Measure Count.</p> <p>Instruction: If two or more measure counts are indicated for the metric, the state should use this column to provide a description for each measure count. If there is no additional detail to add regarding the measure count, leave this field blank.</p> <p>Instruction: The state should use this column to provide the value the state is reporting for the metric. NOTE: If a state is submitting the ORW but does not currently have data for metrics, include</p> <p>Instruction: If the metric is a percentage or ratio, the state should use this column to provide the numerator here. Otherwise, leave blank.</p> <p>Instruction: If the metric is a percentage or ratio, the state should use this column to provide the denominator here. Otherwise, leave blank.</p> <p>Instruction: If applicable, the state should use this column to provide the metric benchmark developed by the state.</p> <p>Instruction: The state should use this column to provide any comments on the metric value, including any data anomalies, change in data source, or other pertinent contextual information. NOTE: If the state is updating a metric value from a previous reporting period, please note in the Comment field. It is the state's responsibility to review all decisions regarding its metrics with the CMS State Officer at the earliest point of recognition that a metric should be changed or retired.</p>									
01/01/2021	TN	TN-CR-EE-01.1	1		44.4%	200,000	450,000		90% Example. A large number of eligibility determinations, this month, required additional follow up with the individuals. Example.
02/01/2021	TN	TN-ST-EE-01.1	1		150				
02/01/2021	TN	TN-CR-EVV-01.1	1	PCS	67.0%	300,000	450,000		90% Example. PCS reporting began January 1, 2020. Example.
02/01/2021	TN	TN-CR-EVV-01	2	HHCS	75.0%	150,000	200,000		90% Example. HHCS reporting began February 1, 2023. Example.
01/01/2021	TN	TN-CR-CP-01.1	1	Paper Claims	25%	2,500	10,000		Example. Context or detail about this metric, if needed. Example.
01/01/2021	TN	TN-CR-CP-01.1	2	Electronic Claims	75%	7,500	10,000		Example. Context or detail about this metric, if needed. Example.
01/01/2021	TN	TN-CR-CP-02.1	1		100	22000	22000	100%	