

Children's Mercy Pediatric Care Network (CMPCN)

Medicaid Managed Care Administrative Services

Shared Services CMPCN/Health Plans

“Shared Services” are performed separately by CMPCN and Health Plans but not necessarily with the same allocation of resources by each.

- Credentialing
- Financial Reporting
- Government Relations
- HIT Platform
- Patient Outreach and Prevention
- Provider Relations and Contracting
- Website Design and Maintenance

CMPCN

- Appeals (first level for network providers)
- Care Management (high use / high cost)
- Data Analytics
- Disease Management (Asthma, Diabetes)
- HEDIS Data Collection Support
- Inpatient Transition
- Medical Home Support
- Payer Contracting/Relations
- Payment Model Determination
- Prescription Drug Management (if applicable)
- Prior Authorization
- Performance Reporting and Analysis
- Utilization Management
- 24-Hour Nurse Advice Line

Health Plans

- Appeals (except first level for network providers)
- Benefits Administration
- Claims Administration
- Community & Member Outreach
- Compliance
- Customer Service
- HEDIS Data Collection & Reporting
- Enrollment
- Marketing
- Non-Medical Services (transportation, dental)
- Pharmacy Benefits Management Services
- Pharmacy Network
- Quality Improvement
- State Contracts
- Underwriting