

Transformation Plan Key Component Guidance and Technical Assistance

The Oregon Health Authority is providing several ways for CCOs to receive technical assistance for the Transformation Plan (Exhibit K). Each CCO has been assigned an agency point of contact. Agency contacts are available to help answer specific questions and connect CCOs to agency staff and resources and for additional assistance with the Transformation Plan's eight key components.

OHA's technical assistance is designed to provide CCOs:

- Guidance on specific areas each plan should address;
- Examples of approaches and outcomes that can help inform discussions and strategies as the CCO develops its plan;
- Direct staff assistance to answer specific questions through assigned OHA contact; and
- Other resources and additional technical assistance.

Please call or email your OHA Transformation Plan contact if you need guidance with a particular subject or item.

Technical assistance webinars have been scheduled. A full list of webinars is available at www.cco.health.oregon.gov. Technical assistance documents are available on the "Resources" page: <https://cco.health.oregon.gov/Pages/ResourcesCHA.aspx>.

Transformation Plan Guidance Questions and Answers

Q: Why is OHA offering Transformation Plan guidance and webinars now?

A: OHA is committed to providing continuous learning opportunities through webinars, web site communications, and learning collaboratives. Transformation is expected to evolve over time. As initiatives are tried and tested, lessons learned will be shared and Transformation Plans may be revised as a result. In anticipation of the Transformation Center and Innovator Agents, resources are being further expanded to support process development, collaboration and learning. Transformation Plan best practices and lessons learned will become the foundation of learning collaborative information within the Center's first year of operation.

Q: Are CCOs required to incorporate OHA's technical assistance guidance into the Transformation Plan by January 15?

A: OHA's technical assistance guidance is intended to provide process suggestions, best practice examples and web site links that will be helpful to CCOs as they evolve their Transformation Plans overtime. No new requirements will be identified in OHA guidance materials. Any guidance "requirement" will be an existing contract or statutory requirement.

Q: What will happen if OHA determines a Transformation Plan submitted on January 15 does not meet guidance expectations?

A: OHA will provide feedback about Transformation Plan strategies identified in the eight areas that could be more clearly described or strengthened by incorporating elements from identified resources. CCO transformation innovations may go beyond best practices in identified sources. Amendments to the Transformation Plan will be based on negotiations between the CCO and OHA.

Q: What are OHA's expectations around PIPs relative to the Transformation Plan?

Where possible, CCOs should consider incorporating Performance Improvement Projects (PIP) as they support the transformation plan and overall delivery system transformation. Several PIPs are required to support the waiver's standards, terms and conditions and should be included as they relate to transformation activities

Q. How much time will CCOs have to complete their Transformation Plans?

A. Although initial timelines span 12 to 24 months, transformation is expected to be an ongoing process. As CCOs implement strategies and evaluate outcomes and lessons are learned and best practices identified the transformation process may include the revision of strategies and timeframes.