

	Policy / Procedure
Policy Name: Delegated Entity Oversight	Policy Number: UHC-GEN-33
Next Annual Review Date: 5/20/2020	Original Date: 3/17/2016
Approved By: Tracy Bertram	Title: Director, Compliance
Signature: Electronic Signature on File	Approved Date: 5/20/2019
Line of Business	(Check All That Apply)
Passport Advantage (HMO-SNP)	<input checked="" type="checkbox"/>
Passport Health Plan (Medicaid)	<input checked="" type="checkbox"/>

PURPOSE

The purpose of this Policy is to define the process by which Passport provides oversight for a delegated entity. In addition, define oversight of Passport’s partnership with Evolent Health.

DEFINITION(S)

Delegated Entity: An individual, agency, or organization, other than a Provider, whom Contractor has entered into a written agreement for delegating one or more of its obligations under this Contract. Examples of delegated entities are third party administrators, pharmacy benefit managers, Fraud/waste/abuse administrators, dental benefit administrators and vision benefit administrators.

Delegation: A formal process by which an organization gives another entity the authority to perform certain functions on its behalf. Although an organization may delegate the authority to perform a function, it may not delegate the responsibility for ensuring that the function is performed appropriately.

Delegation Oversight Committee (DOC): The DOC is responsible for the oversight of all subcontractors to which utilization and/or quality improvement, credentialing, member services, provider services, and/or claims operations functions have been delegated. Reports to Passport Compliance Committees.

POLICY

This Delegated Entity Oversight Policy (Policy) is a statement of Passport’s commitment to provide oversight of Delegated Entity including our partner Evolent Health’s activities. Oversight activities monitored by Pre-Delegation review, Ongoing Monitoring Audits, Delegation Oversight Committee (DOC) and Annual Audits. The Delegation Oversight Manuals and UHC-GEN-33 Desktop Procedure serve as the procedure for this policy.

CROSS REFERENCE/REFERENCE MATERIALS

- Pre-Delegation Audit Template
- Annual Audit Template
- UHC-GEN-12 – Standards of Conduct for Contracted Entities
- UHC-GEN-03 – Conflict of Interest (Associates)
- UHC-GEN-11 – Business Gift Policy (Associates)

UHC-GEN-33

Proprietary & Confidential

Delegated Entity Oversight

UHC-GEN-33- Desktop Procedure
NCQA
standards
Delegation Oversight Manual
FDR Oversight Manual

Formerly Policy #CO-33

REVIEW / REVISION HISTORY (Annually at minimum)

Date	Review / Revision	Description
September 2017		
May 2018	Revised	
May 2019	Revised	Revised DOC Requirements and updated definitions.