



## PREPARATION PROGRAM EFFECTIVENESS MEASURES

### Data Reconciliation Process

1. If an EPP has a specific disagreement with one of their PPEM scores, the EPP e-mails GaPSC to inform that they have an issue with a score. The EPP details which score is at issue, the value(s) that they expected to see for that score, and what they see instead.
2. GaPSC identifies the data required from the EPP to assess the difference. Generally this will be individual-level data attached to Cert IDs.
3. GaPSC requests the necessary individual-level data from the EPP by e-mail.
4. The EPP uploads the individual-level data to the secure File Cabinet on [www.gapsc.org](http://www.gapsc.org).
5. GaPSC compares our individual-level data with the EPP's and identifies any differences.
6. GaPSC assesses whether those differences cause the issue by calculating the EPP score using the individual-level data they provided through this process.
  - a. If individual-level data differences are responsible for the difference in the program or provider score, GaPSC dialogue with the EPP to ascertain the reason for the differences and which version of the data aligns to our business rules – the version in TPMS/NTRS, or their version. This dialogue will most likely take place by web conference or in person.
7. If there are no individual-level data differences or if these are not responsible for the difference in the program or provider score, the issue most likely arises from a difference in calculation processes. To ascertain the cause of the issue, GaPSC and the EPP will first dialogue to establish a common understanding of the PPEM calculation process.
  - a. If GaPSC confirms that the EPP calculation process mirrors our calculation process, GaPSC will provide the EPP raw data from TPMS/NTRS, and GaPSC and the EPP will simultaneously re-calculate their score using our data.
  - b. The result should be the same – if it is not, GaPSC and the EPP will dialogue to ascertain the difference in the calculation processes. This dialogue will take place by web conference or in person.
8. GaPSC will adopt the version of the individual data and/or calculation that aligns to GaPSC business rules, along with the resulting program or provider score, and will inform the EPP by e-mail of this decision.
9. GaPSC will reflect the updated version, if necessary, in the dashboard and any reports.