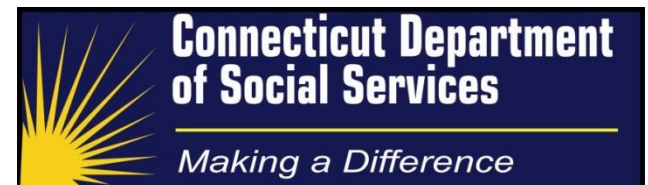



# Medical ASO Update on Performance Standards

September 26, 2018





# Medical Non-Radiology Prior Authorization (PA) Service Types

## ■ Outpatient

- Elective surgery
- Homecare
- Genetic testing
- Specialty pharmacy
- Durable medical equipment (DME)
- Therapies: speech, physical, and occupational
- Medical/surgical supplies

## ■ Inpatient

- Acute Admissions
- Chronic Disease Hospitals (CDH)
- Hospital-based and free-standing acute rehabilitation

# PA Decision Timeliness\*

	Performance Standard	CY 2017	Q1-Q2 2018
<b>Total # Inpatient Authorizations Completed</b>	N/A	53,470	26,822
<b>% of Inpatient Authorizations Completed Timely</b>	95%	99.99%	99.97%
<b>Total # Retrospective** Inpatient Authorizations Completed</b>	N/A	5,421	2,776
<b>% of Retrospective Inpatient Authorizations Completed Timely</b>	95%	99.96%	100.00%
<b>Total # Initial Authorizations Requests Completed (excluded inpatient)</b>	N/A	59,266	27,494
<b>% of Initial Authorizations Completed Timely</b>	95%	99.98%	99.99%
<b>Total # Re-Authorizations Requests Completed (excluded inpatient)</b>	N/A	18,200	7,850
<b>% of Re-Authorizations Completed Timely</b>	95%	99.99%	100.00%

\*Turn-around-time is based on service type and whether initial or re-authorization

\*\*Retrospective authorizations pertain to emergent admissions

# Notice of Action (NOA) and Denial Letter Timeliness

	Performance Standard	CY 2017	Q1-Q2 2018
Number of NOAs and Denial Notices issued	N/A	9,200	4,634
% of all NOAs and Denial Notices issued within 3 business days	98%	100.00%	99.98%

# Member Appeal and Provider Reevaluation Timeliness

	Performance Standard	CY 2017	Q1-Q2 2018
<b>Number of Member Appeals</b>	N/A	265	135
<b>% of standard member appeals resolved within 30 calendar days</b>	90%	262 100.00%	130 100.00%
<b>% of expedited member appeals resolved within 3 days (5 days with a member meeting)</b>	90%	3 100.00%	5 100.00%
<b>Number of Provider Reevaluations</b>	N/A	2,000	676
<b>% of provider Level 1 reevaluations resolved within 15 calendar days</b>	90%	99.95%	99.46%
<b>% of provider Level 2 reevaluations resolved within 30 days</b>	90%	100.00%	97.22%
<b>Number of Administrative Appeals</b>	N/A	56	15
<b>% of administrative appeals resolved within 7 calendar days</b>	N/A	99.17%	100.00%

# Radiology PAs

- Authorizations for non-emergent, outpatient advanced imaging procedures (MRI, MRA, CT, CTA, PET, and PET/CT) who are 19 years of age and over at the time of service
- Members under the age of 19 do not require prior authorization for advanced imaging services
- Advanced imaging services performed as part of an emergency department visit, observation stay, or inpatient hospital stay do not require PA

# Radiology PA Decision Timeliness

Authorization Decision Timeliness	Performance Standard	CY 2017	Q1-Q2 2018
Number of Authorization Decisions	N/A	77,311	46,271
% of all authorizations generated within appropriate timeframes	95% within 2 business days	97.24%	95.54%

# Radiology NOA and Denial Notice Timeliness

	Performance Standard	CY 2017	Q1-Q2 2018
Number of Notice of Actions (NOAs) and Denial Notices issued	N/A	8,199	5,682
% of all Notice of Actions (NOAs) and Denial Notices issued within 3 business days	98%	99.78%	99.75%

# Radiology Member Appeals and Provider Reevaluation Timeliness

	Performance Standard	CY 2017	Q1-Q2 2018
<b>Number of Member Appeals</b>	N/A	98	77
<b>% of standard appeals resolved within 30 calendar days</b>	90%	95 100%	74 100%
<b>% of expedited appeals resolved within 3 calendar days (5 with member meeting)</b>	90%	3 100%	3 100%
<b>Number of Provider Reevaluations</b>	N/A	648	485
<b>% of provider Level 1 reevaluations resolved within 15 calendar days</b>	90%	630 100%	475 99.37%
<b>% of provider Level 2 reevaluations resolved within 30 days</b>	90%	18 100%	10 100%

# Authorization File Timeliness and Accuracy

	Performance Standard	CY 2017	Q1-Q2 2018
<b>Authorization File – Percent submitted timely:</b> 98% shall occur timely which means prior to the close of business the day following production of the authorization file.	98%	100%	100%
<b>Authorization File – Initial Submission Error Percent:</b> The error rate shall be less than 2% as a percentage of total authorization records transmitted.	≤2%	0.37%	0.19%
<b>Authorization File – TAT Error Resubmissions:</b> 98% of errors shall be corrected within two (2) business days of date identified.	≥98% within 2 days	96.45%	98.46%

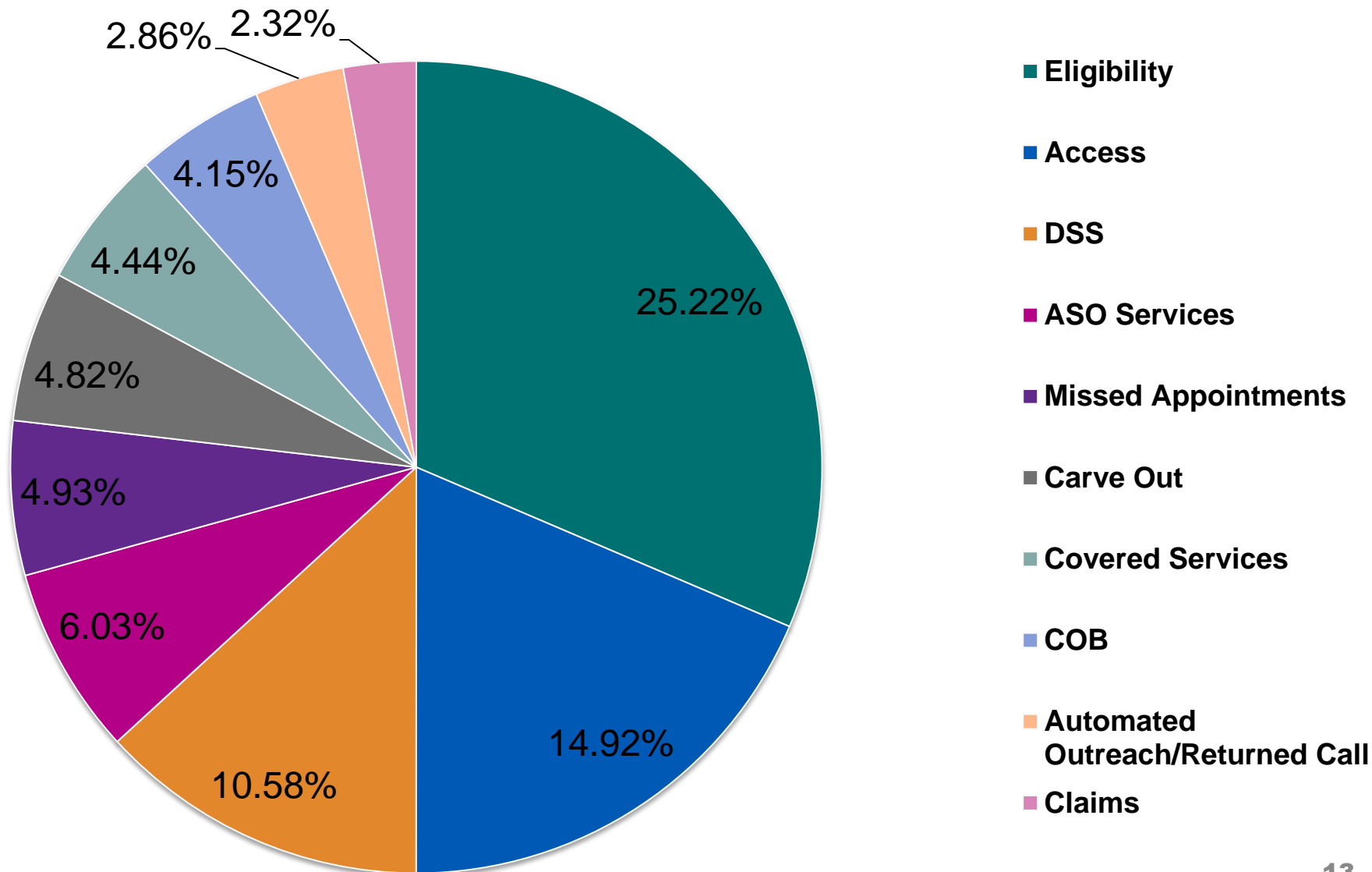
# Member Engagement Services Standards 2017

<b>Metric</b>	<b>Performance Standard</b>	<b>Q1 2017</b>	<b>Q2 2017</b>	<b>Q3 2017</b>	<b>Q4 2017</b>
<b>Inbound Queued Calls Received</b>	N/A	98,335	90,317	92,580	78,019
<b>Outbound Calls Made</b>	N/A	33,665	28,940	17,564	9,858
<b>Speed of Answer: Crisis Queue</b>	All calls must be answered in 15 seconds or less	100%	100%	100%	100%
<b>Speed of Answer: Member and Provider Queue</b>	90% of queue calls must be answered in less than 60 seconds	94.03%	97.10%	97.93%	98.39%
<b>Abandonment Rate</b>	Less than 5% of calls can be abandoned	0.38%	0.13%	0.12%	0.08%
<b>Calls Placed on Hold</b>	N/A	45,541	42,105	42,790	36,706
<b>Average Hold Time Member/Provider Queues</b>	Average length of time a call is placed on hold - cannot exceed 5 minutes	0:00:05	0:00:04	0:00:04	0:00:04
<b>Average Hold Time – Crisis</b>	N/A	0:00:01	0:00:01	0:00:01	0:00:01
<b>Average Talk Time</b>	N/A	0:05:23	0:05:10	0:05:27	0:05:45
<b>Reporting TPL to DSS</b>	100% of notifications of other insurance that are reported to DSS or HMS within 7 days of notification	100%	100%	100%	100%

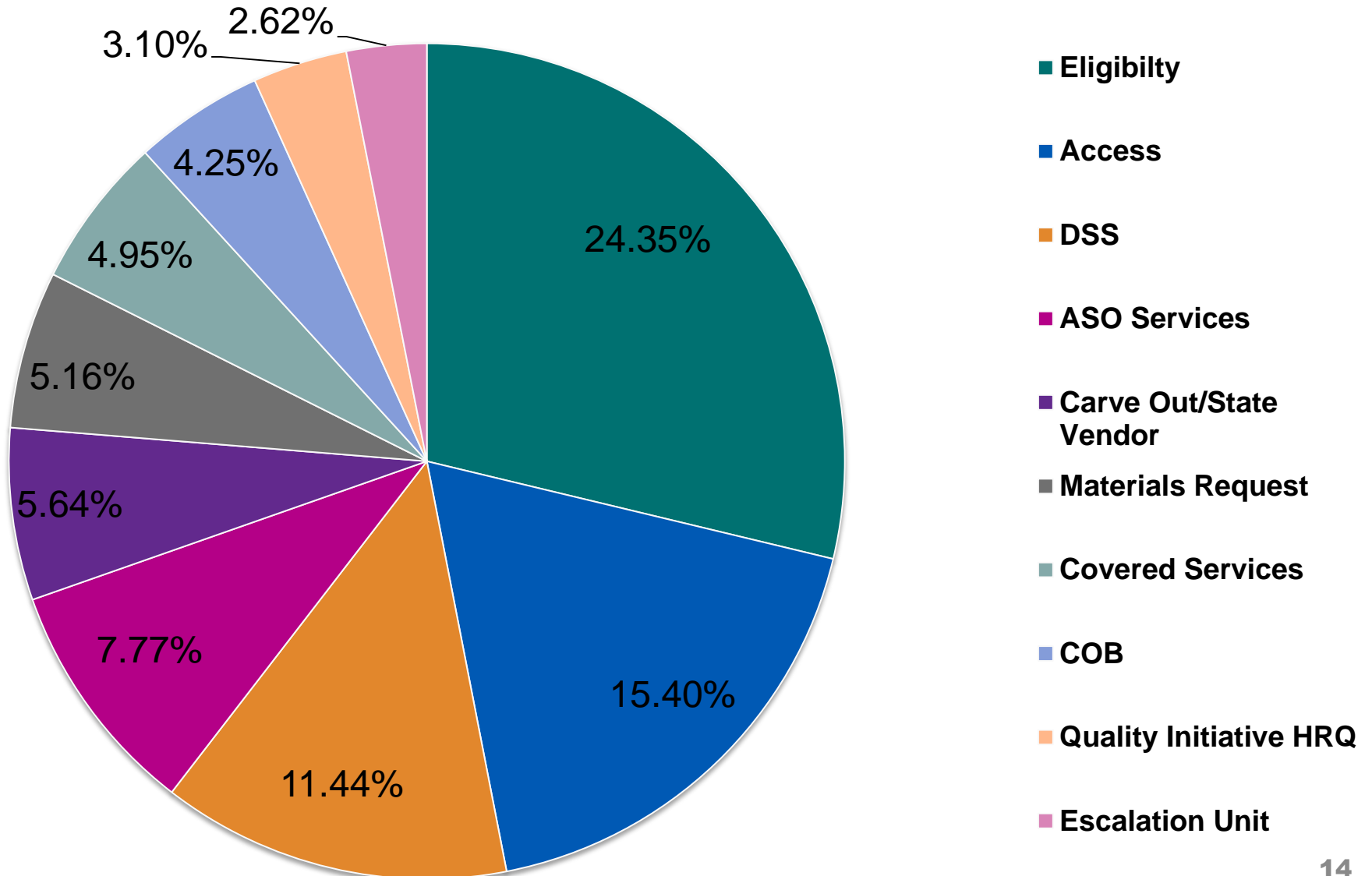
# Member Engagement Services Standards 2018

<b>Metric</b>	<b>Performance Standard</b>	<b>Q1 2018</b>	<b>Q2 2018</b>
<b>Inbound Queued Calls Received</b>	N/A	83,416	79,439
<b>Outbound Calls Made</b>	N/A	7,945	3,666
<b>Speed of Answer: Crisis Queue</b>	All calls must be answered in 15 seconds or less	100%	100%
<b>Speed of Answer: Member and Provider Queue</b>	90% of queue calls must be answered in less than 60 seconds	96.68%	98.95%
<b>Abandonment Rate</b>	Less than 5% of calls can be abandoned	0.14%	0.06%
<b>Calls Placed on Hold</b>	N/A	37,381	34,884
<b>Average Hold Time: Member/Provider Queues</b>	Average length of time a call is placed on hold - cannot exceed 5 minutes	0:00:05	0:00:05
<b>Average Hold Time: Crisis Queue</b>	N/A	0:00:01	0:00:01
<b>Average Customer Time</b>	N/A	0:06:26	0:06:24
<b>Reporting TPL to DSS</b>	100% of notifications of other insurance that are reported to DSS or HMS within 7 days of notification	100%	100%

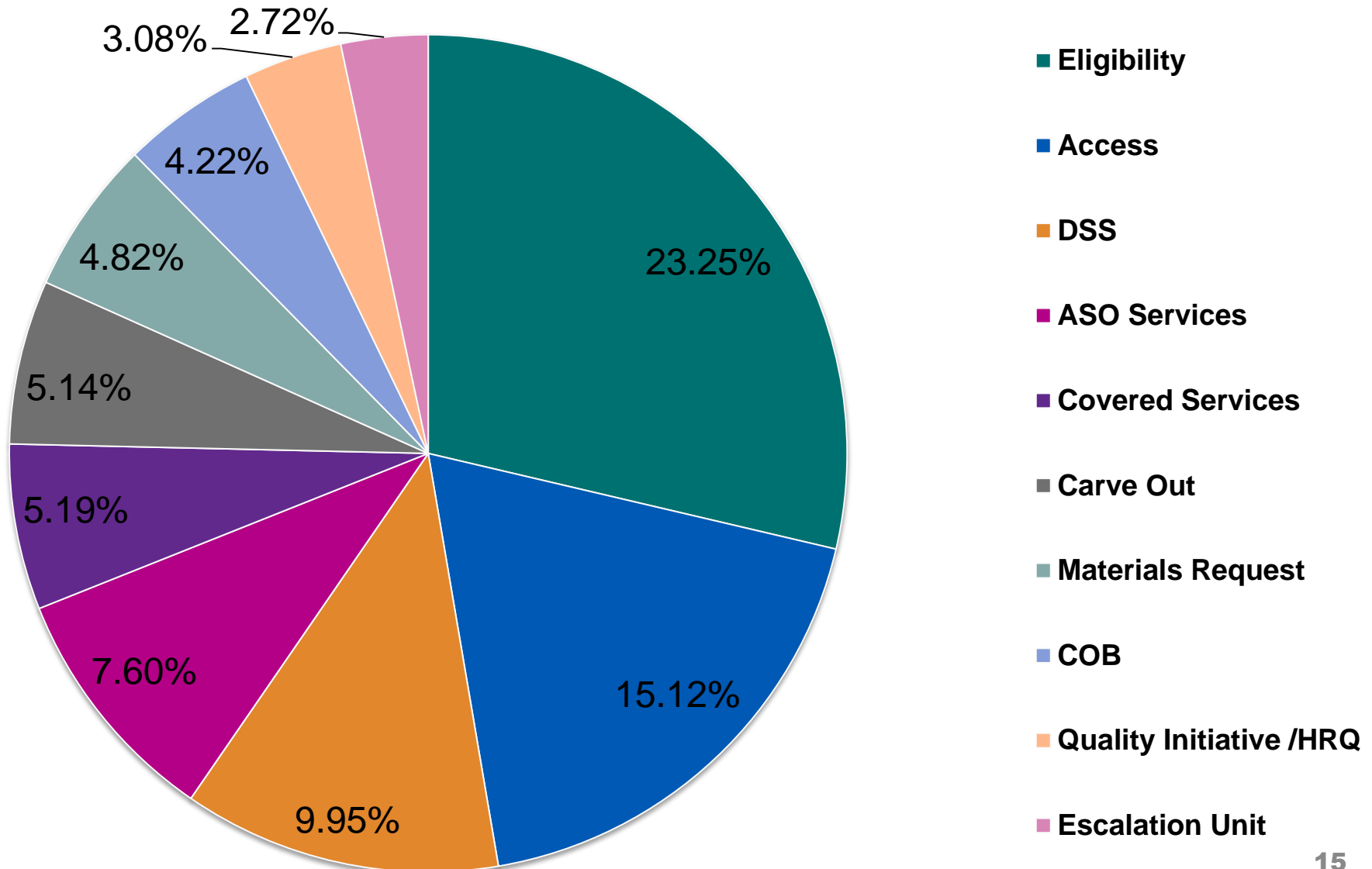
# Top Reasons for Calls 2017



# Top Reasons for Calls 1<sup>st</sup> Qtr 2018



# Top Reasons for Calls 2<sup>nd</sup> Qtr 2018



# Complaints From Members

*An expression of dissatisfaction received from a member/family member*

Type of Complaint From a Member	Definition
No Access	Not being able to locate a provider
Delayed Access	1) Not being able to schedule an appointment in a timely fashion 2) Waiting too long in the provider's office
Quality of Provider Service	1) Disagreeing with the treatment you received or is being proposed 2) Feeling you were not treated respectfully by the provider or office staff
Quality of ASO Services	Complaint about a member or process at CHNCT, the medical ASO
Financial	When an eligible member is billed by an enrolled provider for a Medicaid covered service
Other	Complaints about another ASO: dental, behavioral health, pharmacy, or NEMT. Also includes fraud

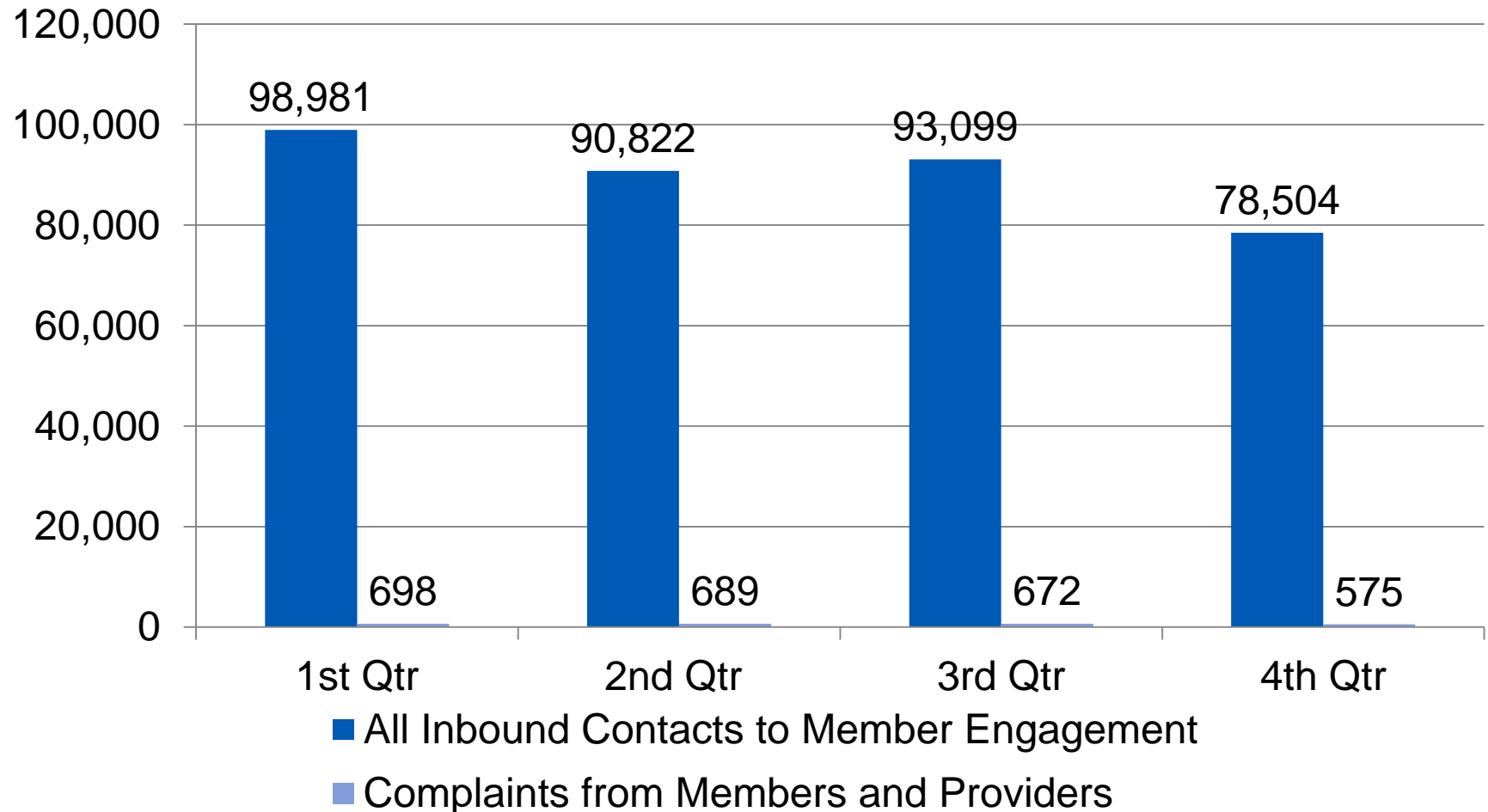
# Complaint Resolution

*Standard: Complaints are to be resolved within 45 days. A one time extension of 15 days can be requested if more time is needed for a specific reasons such as awaiting receipt of medical records.*

Type of Complaint From Member	Who Researches and Resolves the Complaint
<ul style="list-style-type: none"><li>• <b>No Access</b></li><li>• <b>Delay in Access</b> (when about scheduling an appointment)</li></ul>	Member Engagement Services: The representative taking the call helps locate a provider or refers to the Member Engagement Escalation Unit
<ul style="list-style-type: none"><li>• <b>Financial</b></li></ul>	Member or Provider Engagement Services. DSS can be involved when appropriate
<ul style="list-style-type: none"><li>• <b>Quality of Provider Services</b></li><li>• <b>Quality of ASO Services</b></li><li>• <b>Delay in Access</b> (when about waiting in the office)</li></ul>	Appeals and Grievances Department at CHNCT
<ul style="list-style-type: none"><li>• <b>Complaints about another ASO</b></li></ul>	Referred to the proper entity; All complaints are tracked and reported

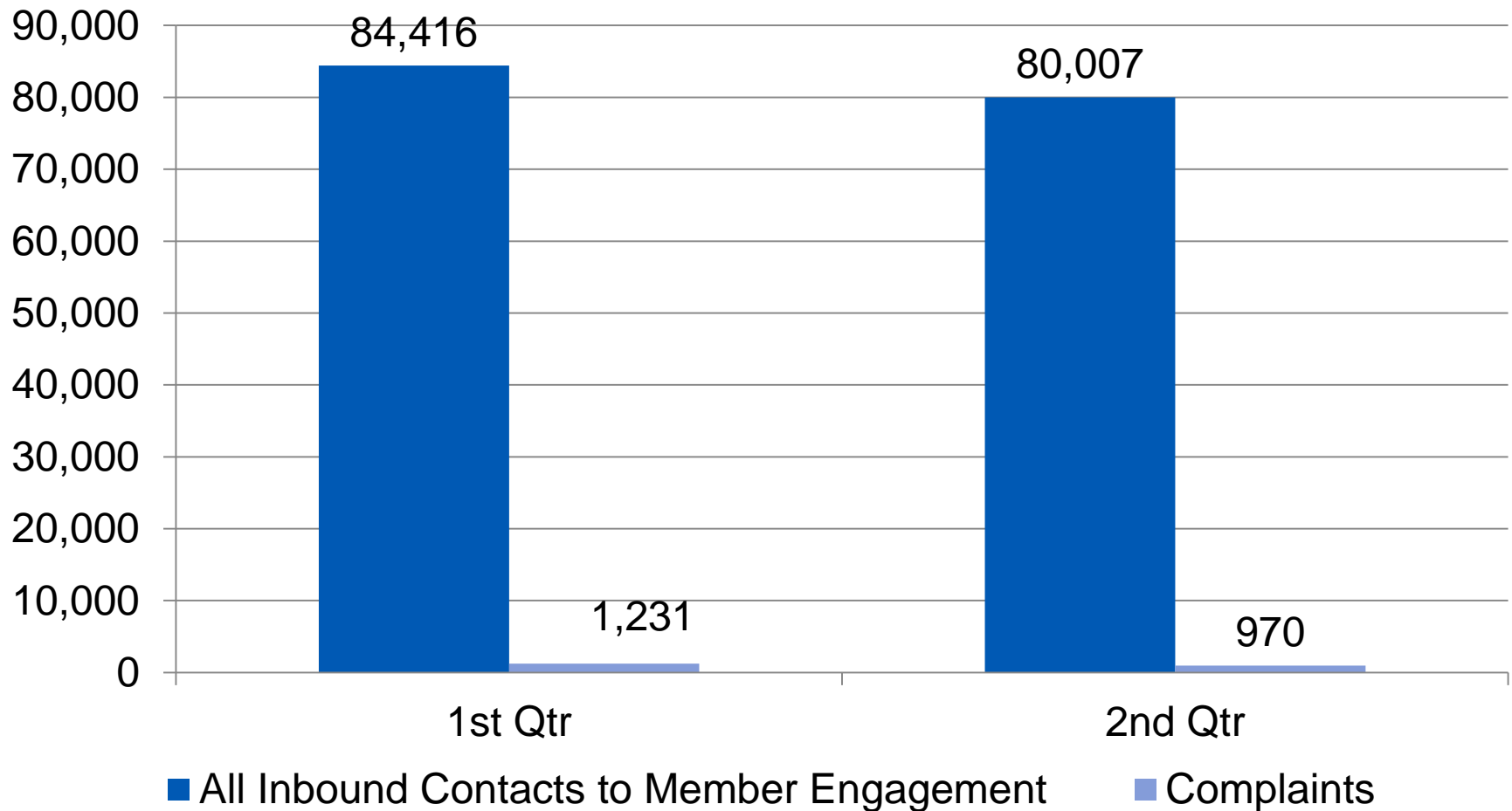
# How Many Contacts are Complaints?

## 2017

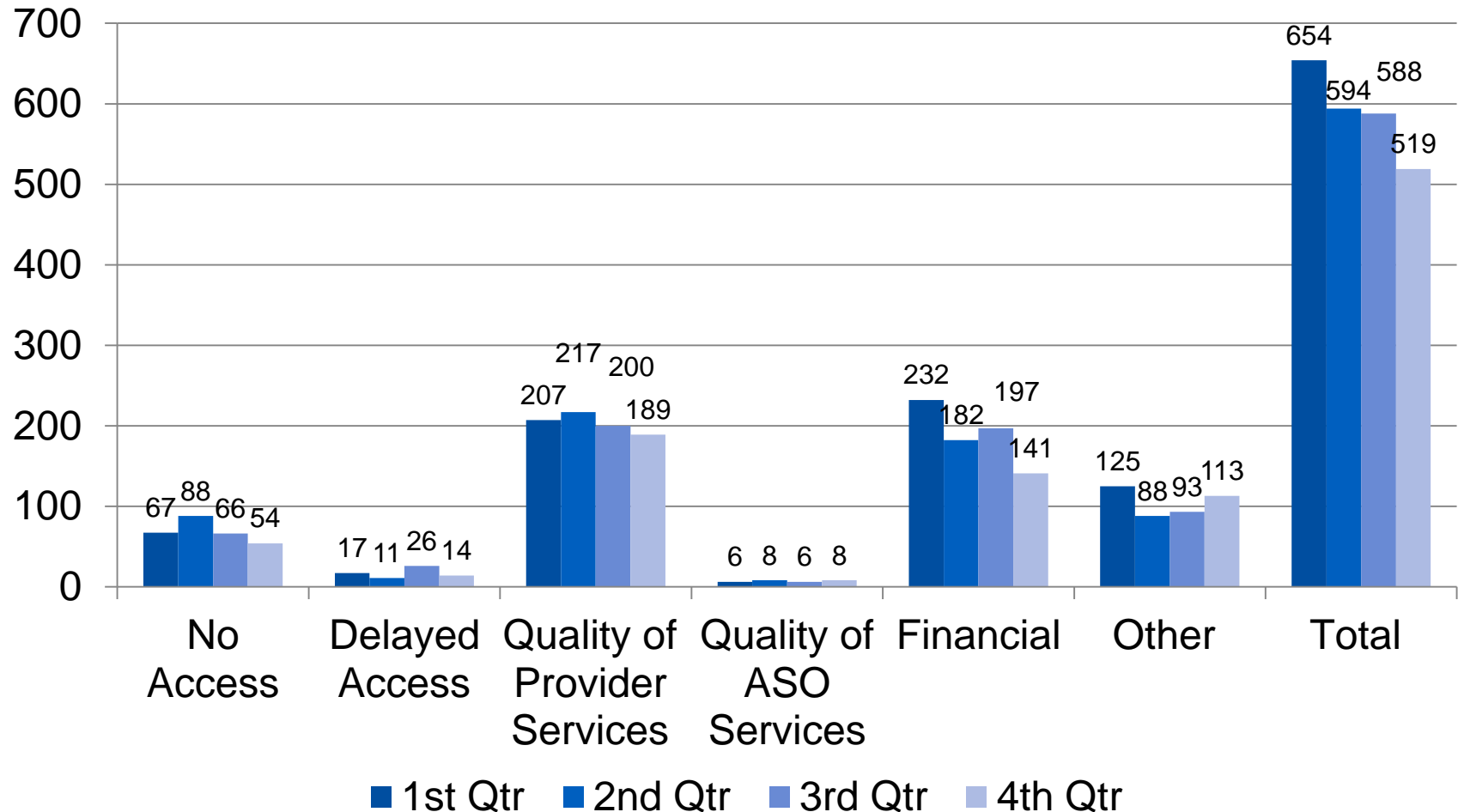


# How Many Contacts are Complaints?

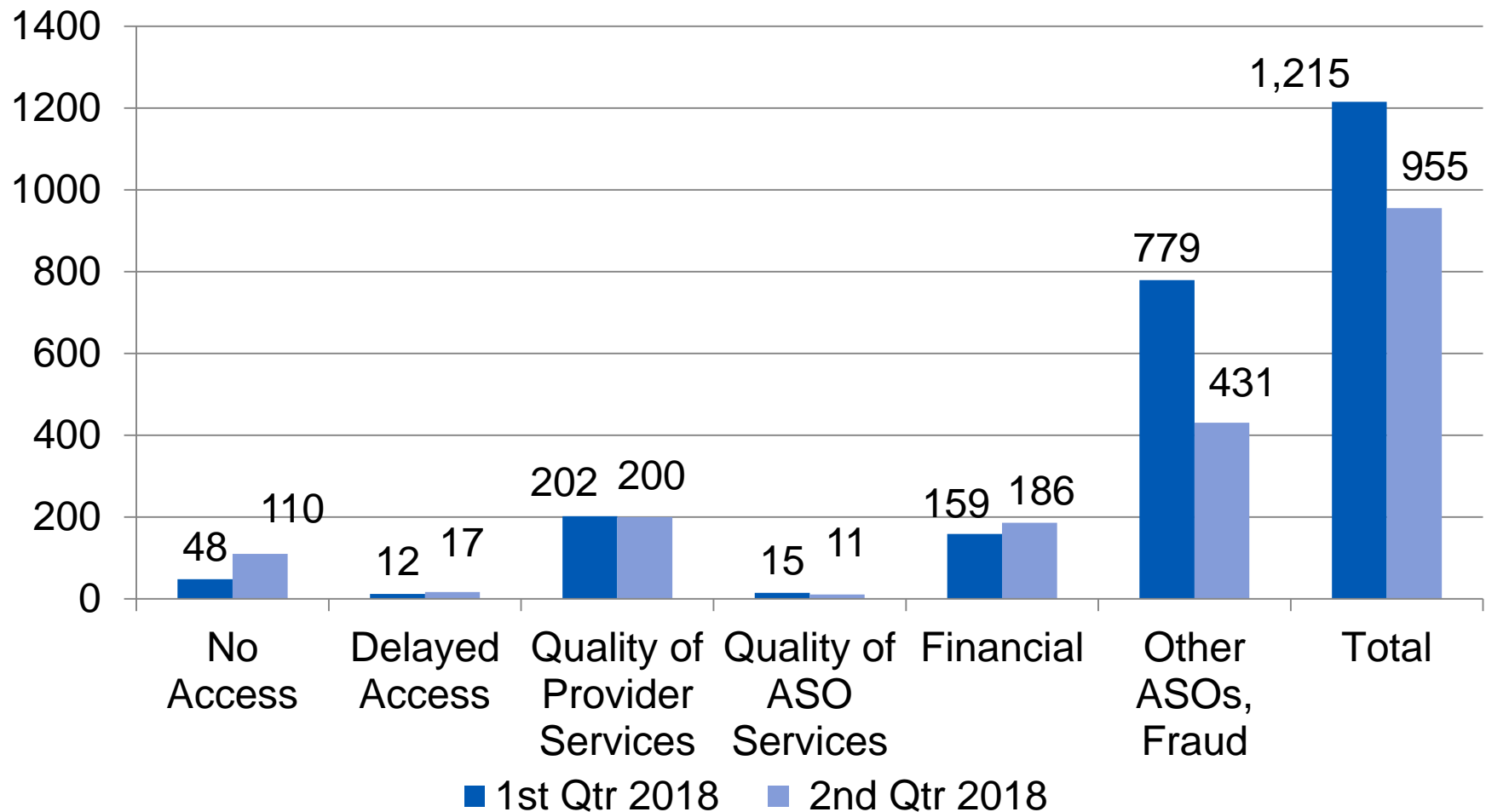
## 2018



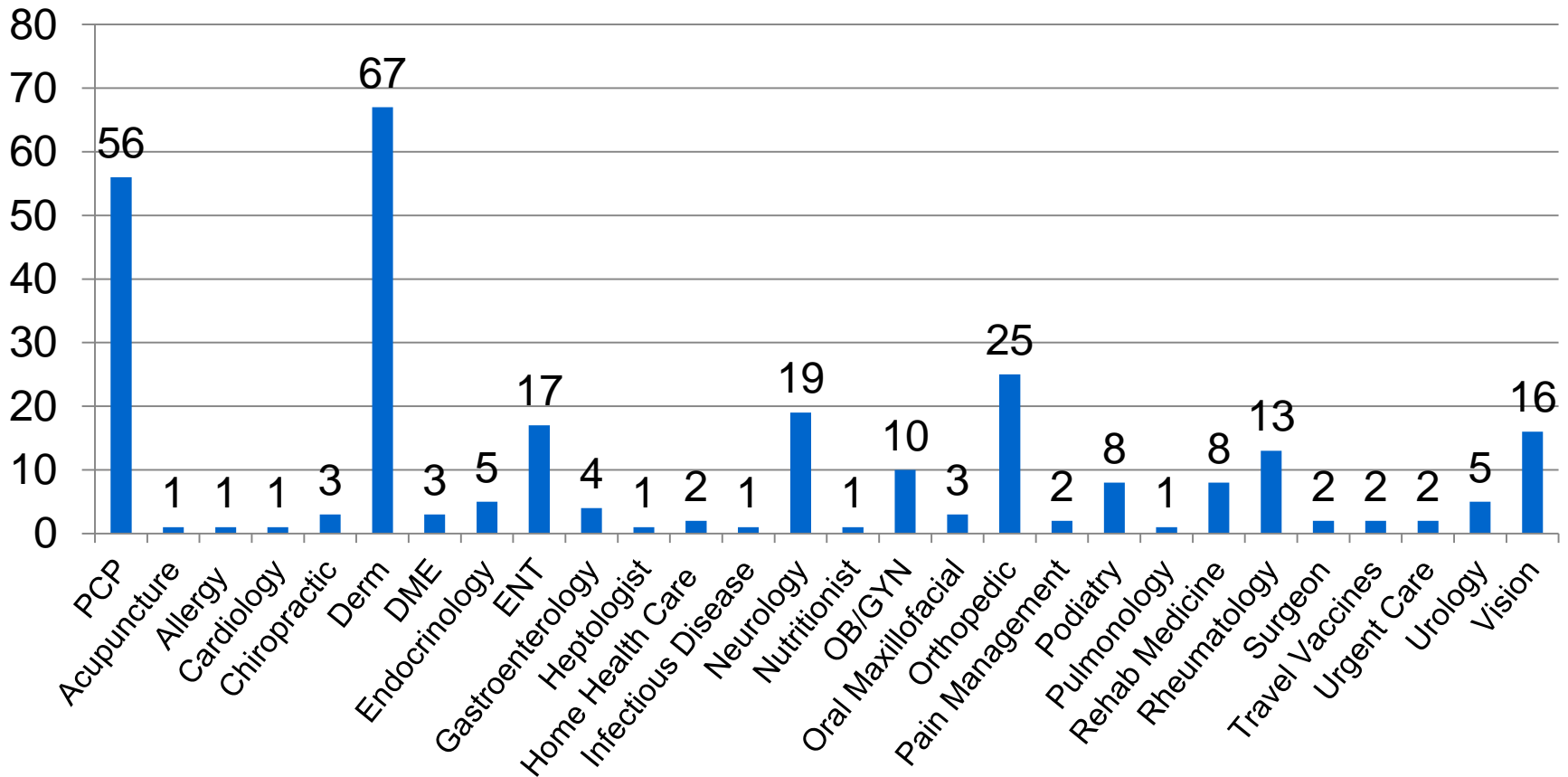
# Complaints From Members 2017



# Complaints From Members 2018

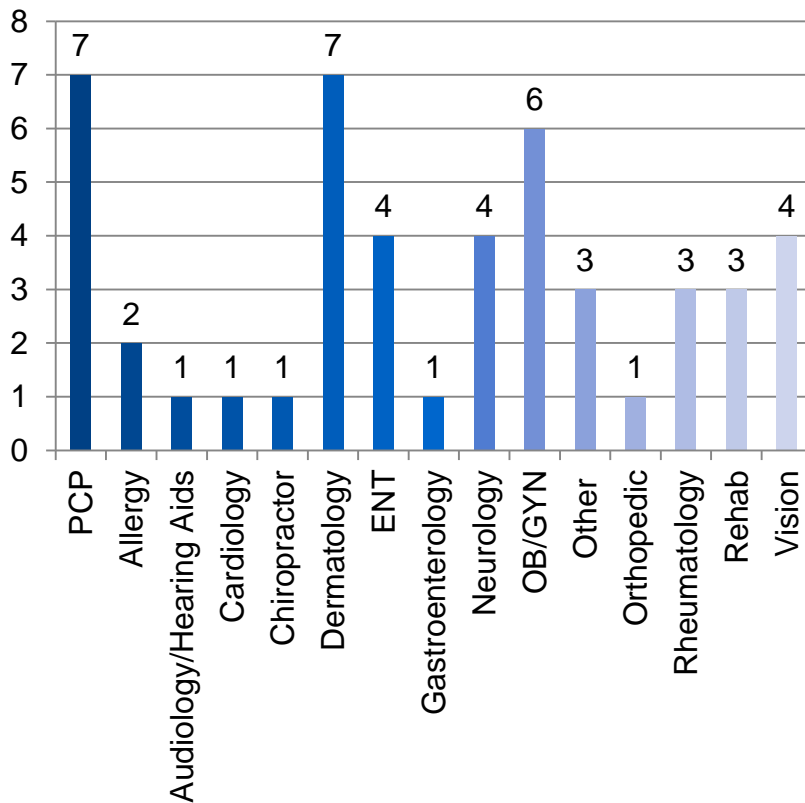


# Complaints From Members: No Access 2017

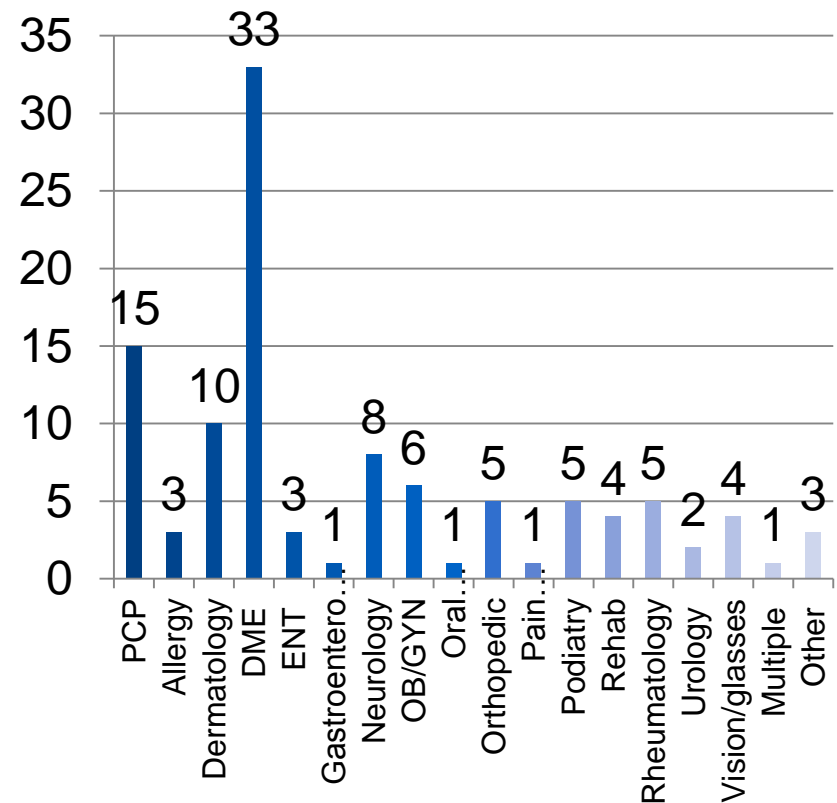


# Member Complaints: No Access 2018

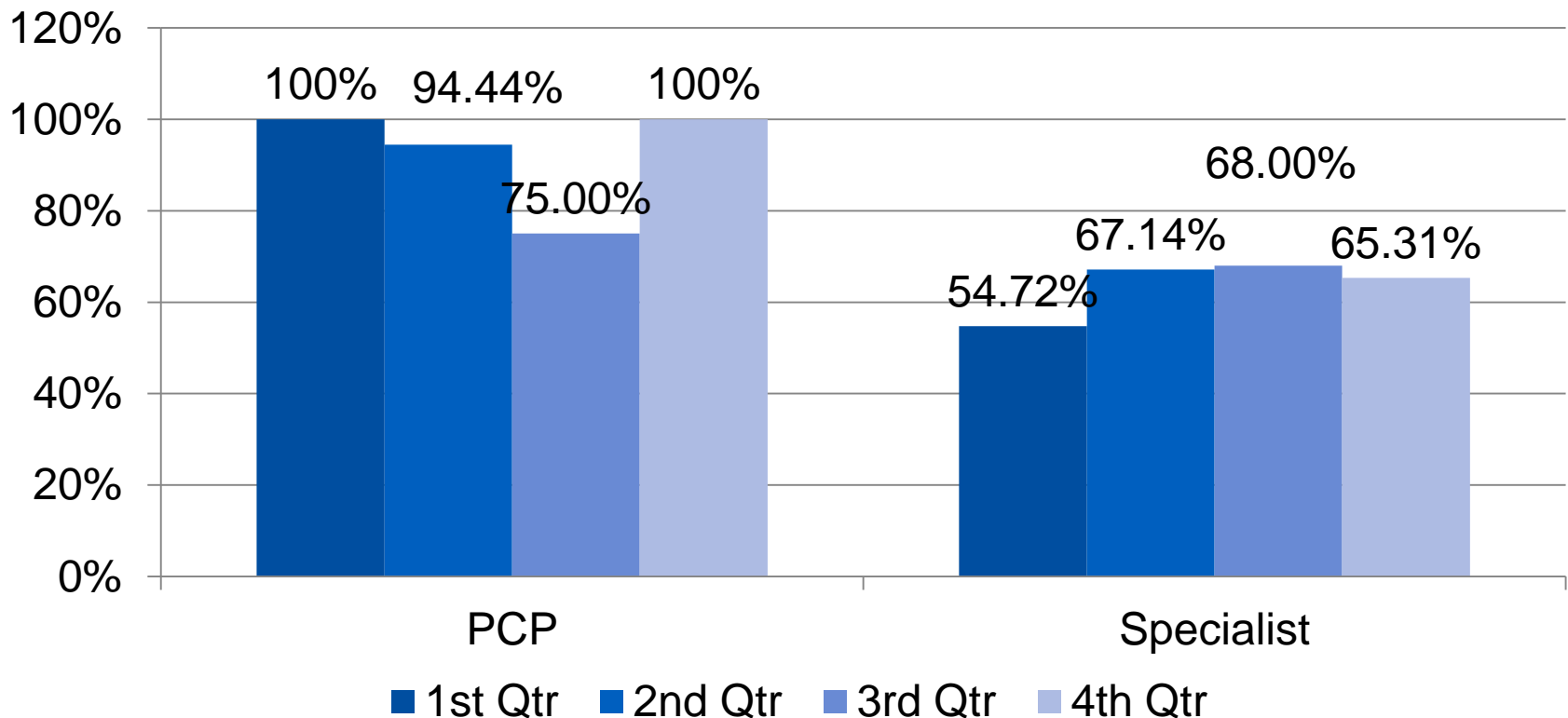
## 1<sup>st</sup> Quarter 2018



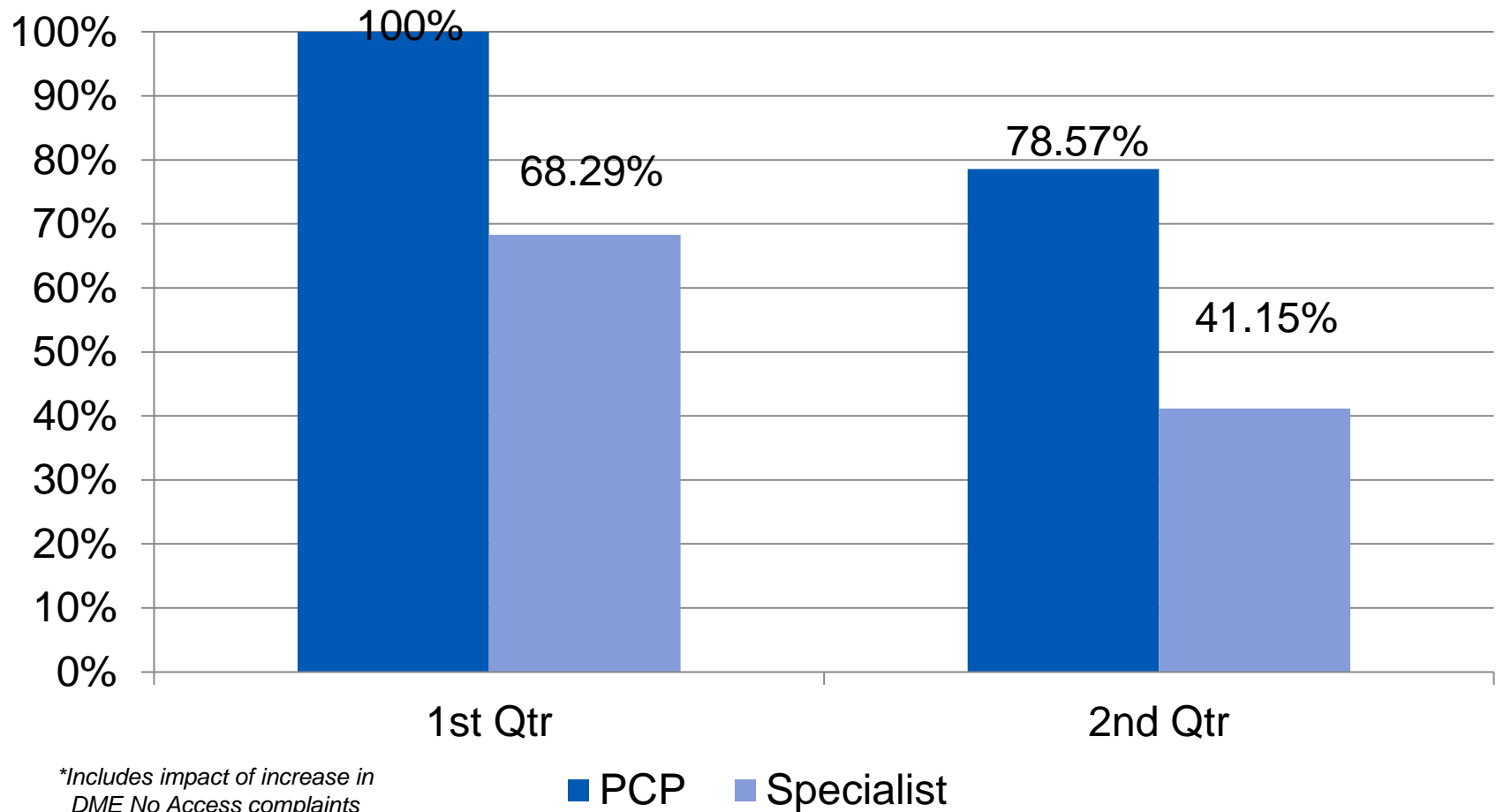
## 2<sup>nd</sup> Quarter 2018



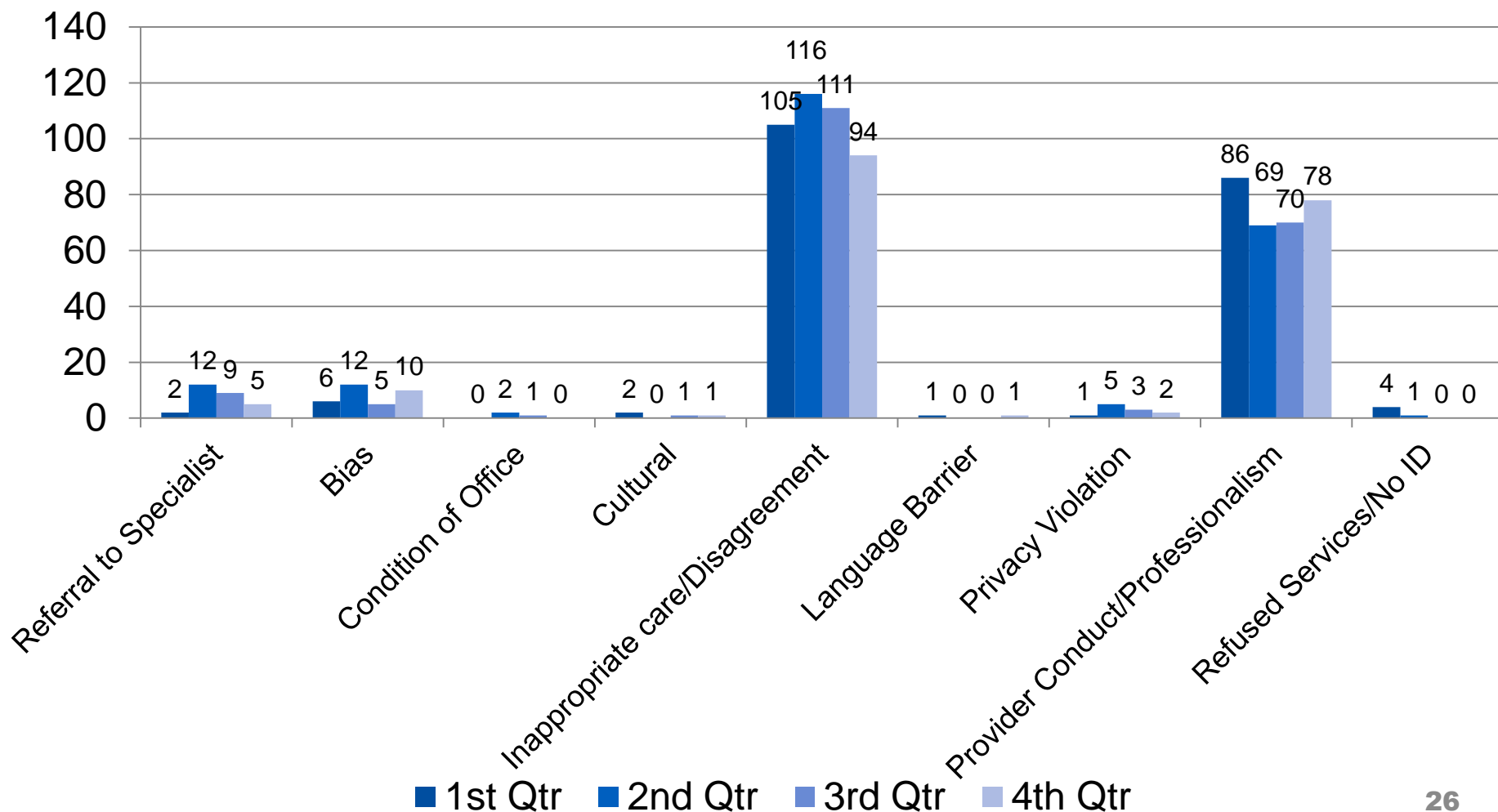
# Percentage of No Access Complaints from Members Resolved During the Initial Call 2017



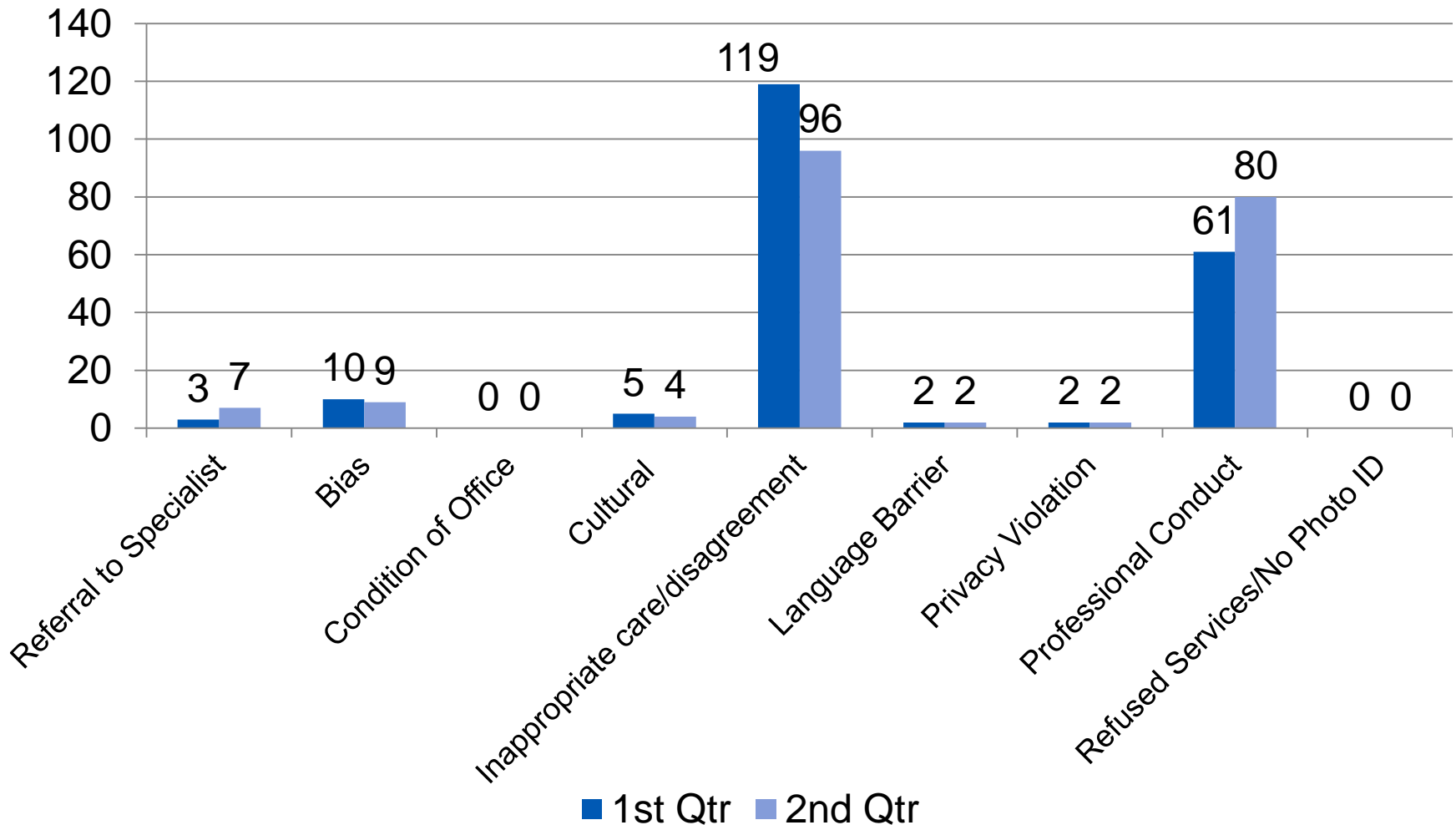
# Percentage of No Access Complaints from Members Resolved During the Initial Call 2018



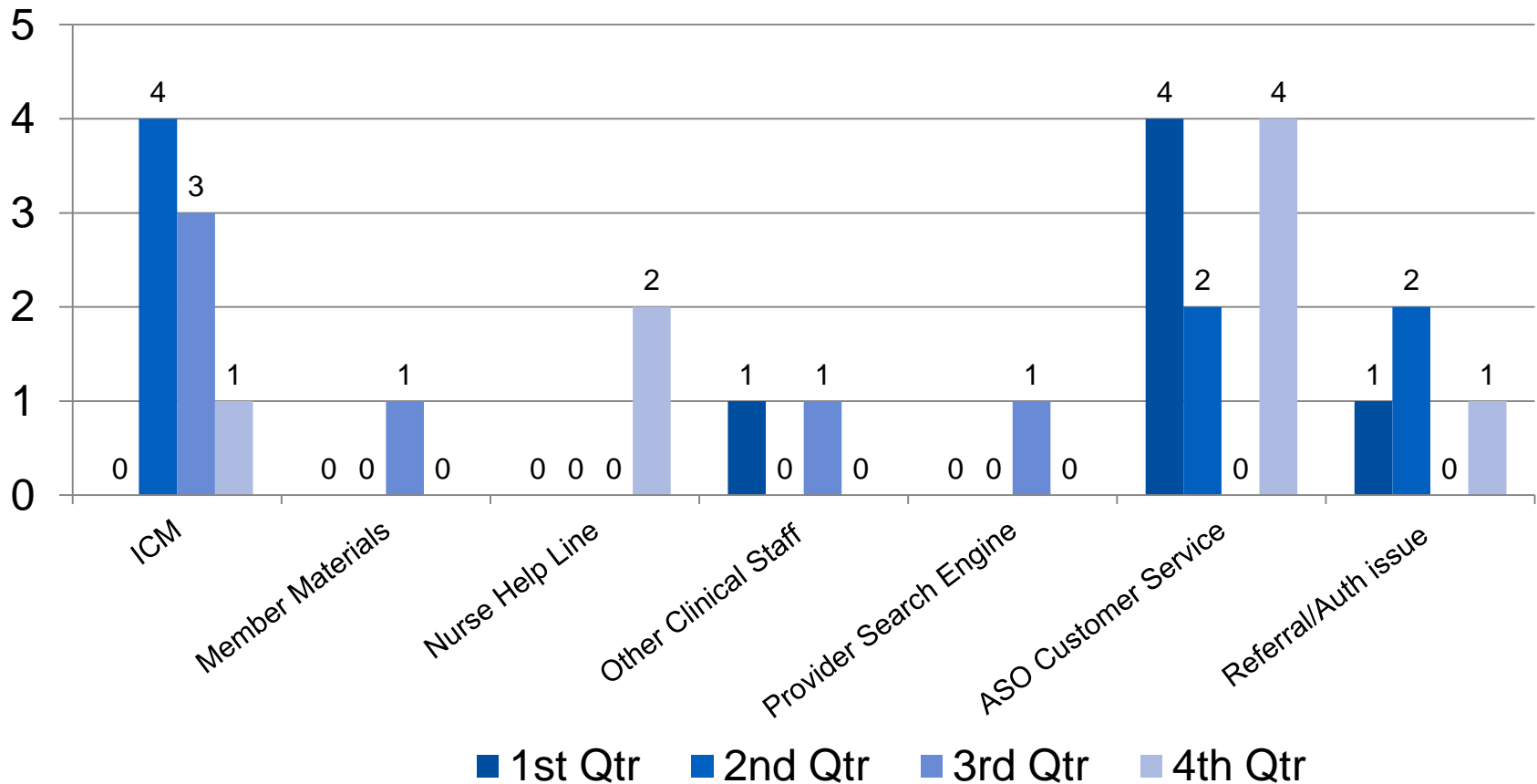
# Complaints From Members: Quality of Provider Service 2017



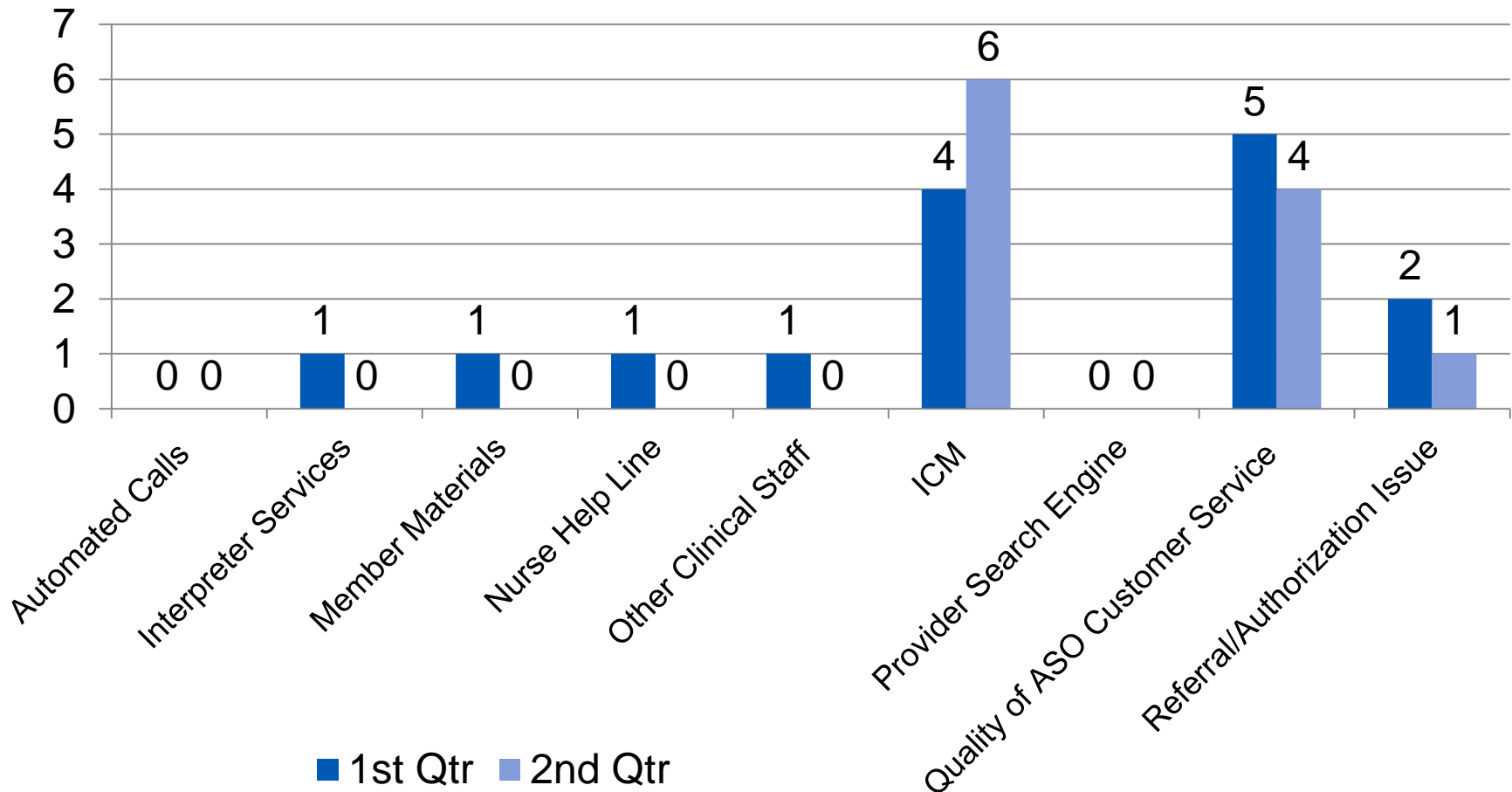
# Complaints From Members: Quality of Provider Service 2018



# Complaints From Members: Quality of ASO Services 2017

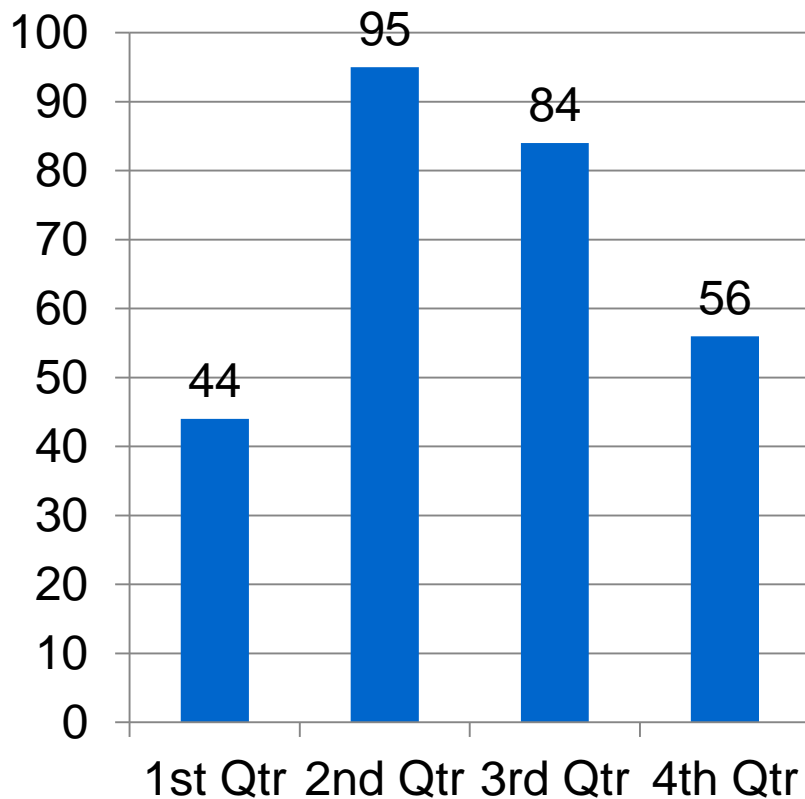


# Complaints From Members: Quality of ASO Services 2018



# Complaints From Providers 2017

## All Complaints From Providers

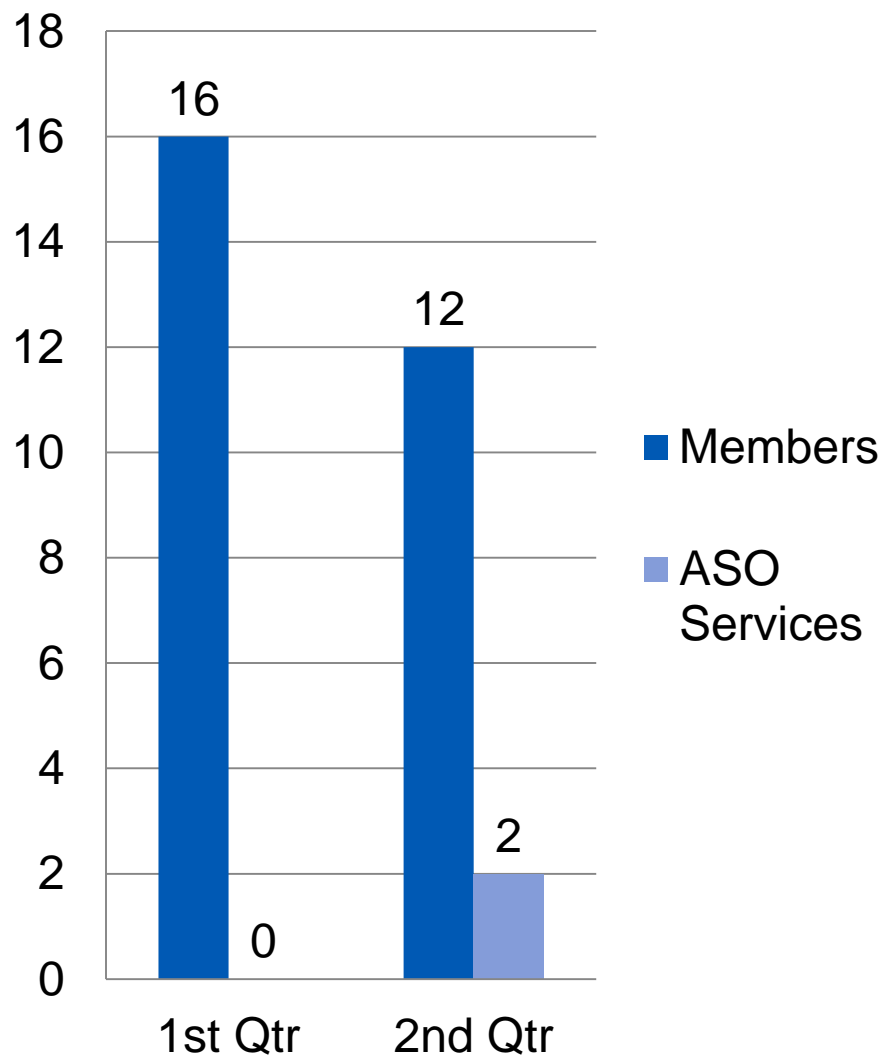


## Complaints From Providers About Members

Reason	Qtr 1	Qtr 2	Qtr 3	Qtr 4
No Show	1	0	6	1
No Show/Discharged	32	83	66	46
Non Compliant With Treatment	0	1	1	0
Non Compliant With Treatment Discharged	1	1	2	1
Inappropriate Behavior	2	2	0	2
Inappropriate Behavior Discharged	7	6	9	6

# Complaints From Providers 2018

## All Complaints From Providers



## Complaints From Providers About Members

Reason	Qtr 1	Qtr 2
No Show	2	3
No Show/Discharged	11	3
Non Compliant With Treatment	0	0
Non Compliant With Treatment Discharged	0	2
Inappropriate Behavior	2	2
Inappropriate Behavior Discharged	1	2



# Questions/Comments