

MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Membership	AVERAGE		58,924	305,621	99,298	231,555	419,028	1,114,426
Capitation			\$ 396,445,715	\$ 1,543,931,869	\$ 652,167,749	\$ 1,450,262,322	\$ 2,403,573,488	\$ 6,446,381,144
Cap/Member	AVERAGE		\$ 560.67	\$ 420.98	\$ 547.32	\$ 521.93	\$ 478.01	\$ 482.04
Standard	Measure	Threshold						
Claims Payment	Paid Claims		\$ 161,160,770	\$ 973,372,823	\$ 355,471,416	\$ 777,671,541	\$ 1,729,309,656	\$ 3,996,986,207
	Suspended		\$ 53,066,357	\$ 49,812,519	\$ 798,871,725	\$ 1,369,485,774	\$ 781,214,259	\$ 3,052,450,634
	% Suspended		24.77%	4.87%	69.21%	63.78%	31.12%	43.30%
	Paid per Member		\$ 227.92	\$ 265.41	\$ 298.32	\$ 279.87	\$ 343.91	\$ 298.88
	Paid Loss Ratio		40.65%	63.05%	54.51%	53.62%	71.95%	62.00%
	Total All Claims	90% in 30 Days	99.60%	99.92%	96.16%	98.74%	99.73%	99.27%
	Total All Claims	99% in 90 Days	99.97%	99.99%	99.44%	100.00%	99.90%	99.90%
Encounter Submission Report #64	Submitted	Encounter data is for July-December	1,450,325	5,625,402	2,031,755	5,738,075	10,171,966	25,017,523
	Accepted		1,405,235	5,439,468	1,944,609	5,415,730	10,100,188	24,305,230
	% Accepted		96.89%	96.69%	95.71%	94.38%	99.29%	97.15%
P/As	Requested		97,956	312,578	62,479	229,494	407,107	1,109,614
	Denied		9,961	42,963	10,446	18,957	60,598	142,925
	% Denied		10.17%	13.74%	16.72%	8.26%	14.89%	12.88%
Member Calls Report #11	# of calls		128,784	257,784	178,606	389,093	585,399	1,539,666
	# Abandoned		583	6,622	799	3,425	15,977	27,406
	% Abandoned	5% or less	0.45%	2.57%	0.45%	0.88%	2.73%	1.78%
	Speed to answer	30 secs or less	7	24	11	20	13	15
Provider Calls Report #11	# of calls		117,047	154,156	96,676	276,681	276,423	920,983
	# Abandoned		932	1,692	190	3,407	5,366	11,587
	% Abandoned	5% or less	0.80%	1.10%	0.20%	1.23%	1.94%	1.26%
	Average speed to answer	30 secs or less	18	22	8	21	20	18
Behavioral Calls Report #11	# of calls		4,075	12,594	1,421	10,431	3,927	32,448
	# Abandoned		17	170	5	35	173	400
	% Abandoned	7% or less	0.42%	1.35%	0.35%	0.34%	4.41%	1.23%
	Average speed to answer	30 secs or less	11	28	9	10	15	15
	Answered by 4th ring	at least 99%	99.83%	100.00%	100.00%	100.00%	100.00%	99.97%
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Answered within 30 sec	More than 80%	94.33%	88.76%	91.34%	85.41%	87.00%	89.37%
	Average length	less than 10 min	8	3	3	3	2	4
	Total Calls		249,906	424,534	276,703	676,205	865,749	2,493,097
	# Abandoned		1,532	8484	994	6867	21516	39,393
	% Abandoned		0.61%	2.00%	0.36%	1.02%	2.49%	1.58%
COB Savings Report #54	MCO paid amount		\$ 2,005,675	\$ 48,765,695	\$ 6,072,291	\$ 13,565,777	\$ 18,463,058	\$ 88,872,496
	COB Amount		\$ 8,513,940	\$ 95,166,541	\$ 29,413,664	\$ 88,882,613	\$ 627,131,594	\$ 849,108,352
	COB / Member		\$ 12.04	\$ 311.39	\$ 296.22	\$ 383.85	\$ 1,496.64	\$ 761.92
	% of Paid		5.28%	9.78%	8.27%	11.43%	36.26%	21.24%
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 4,391,501	\$ 26,828,051	\$ 234,466	\$ 35,092,925	\$ 42,123,648	\$ 108,670,591
	% of Paid		2.72%	2.76%	0.07%	4.51%	2.44%	2.72%
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 11,708,566	\$ 52,274,402	\$ 17,970,803	\$ 37,078,519	\$ 72,821,217	\$ 191,853,507
	% of Paid		7.27%	5.37%	5.06%	4.77%	4.21%	4.80%
Potential Subrogation Report #57	Lien/Claim		\$ 291,843	\$ 90,898,531	\$ 6,111,419	\$ 111,801,581	\$ 109,334,920	\$ 318,438,294
	% of Paid		0.18%	9.34%	1.72%	14.38%	6.32%	7.97%
	Recovered		\$ 209,476	\$ 9,201,707	\$ 103,704	\$ 3,582,278	\$ 6,404,511	\$ 19,501,676

MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Original Claims Processed Report #58	Claims Received	Total count	2,235,379	11,617,421	4,763,649	9,973,269	23,179,170	51,768,888
		# Processed	2,119,567	11,574,572	5,296,947	9,988,888	20,431,418	49,411,392
		Total Charges	\$ 1,319,026,646	\$ 5,611,185,236	\$ 1,987,946,277	\$ 4,015,002,247	\$ 10,534,636,451	\$ 23,467,796,858
		Avg Charge	\$ 453.47	\$ 483.00	\$ 417.32	\$ 402.58	\$ 454.49	\$ 453.32
		Avg member	\$ 1,865.43	\$ 1,529.99	\$ 1,668.33	\$ 1,444.94	\$ 2,095.06	\$ 1,754.85
	Adjudicated to pay status	Total count	1,672,364	8,719,905	3,324,134	6,821,627	16,177,108	36,715,138
		Percent	75.12%	75.06%	69.78%	68.40%	69.79%	70.92%
		Charges	\$ 616,794,348	\$ 4,323,023,504	\$ 1,067,427,532	\$ 2,321,679,411	\$ 7,418,476,580	\$ 15,747,401,374
		Avg Charge	\$ 368.63	\$ 495.76	\$ 321.11	\$ 340.34	\$ 458.58	\$ 428.91
		Avg member	\$ 872.30	\$ 1,178.75	\$ 895.81	\$ 835.54	\$ 1,475.34	\$ 1,177.54
		Paid	\$ 161,160,770	\$ 973,372,823	\$ 355,471,416	\$ 777,671,541	\$ 1,729,309,656	\$ 3,996,986,207
		Average Paid	\$ 96.43	\$ 111.63	\$ 106.94	\$ 114.00	\$ 106.90	\$ 108.86
		Avg member	\$ 227.92	\$ 265.41	\$ 298.32	\$ 279.87	\$ 343.91	\$ 298.88
		% Discount	73.87%	77.48%	66.70%	66.50%	76.69%	74.62%
	Adjudicated to deny status	Count	431,056	2,507,972	936,555	2,276,478	3,989,194	10,141,255
		Percent	19.28%	21.59%	19.66%	22.83%	17.21%	19.59%
		Charges	\$ 231,990,811	\$ 1,092,438,140	\$ 112,427,347	\$ 522,676,136	\$ 2,292,128,224	\$ 4,251,660,659
		Avg Charge	\$ 538.19	\$ 435.59	\$ 120.04	\$ 229.60	\$ 574.58	\$ 419.24
	Placed in suspended status	Count	22,263	42,330	371,279	890,874	125,152	1,451,898
		Percent	10.17%	0.36%	7.79%	8.93%	0.54%	2.80%
Charges		\$ 53,066,357	\$ 49,812,519	\$ 798,871,725	\$ 1,369,485,774	\$ 781,214,259	\$ 3,052,450,634	
Average Charge		\$ 3,045.07	\$ 1,176.77	\$ 2,151.67	\$ 1,537.24	\$ 6,242.12	\$ 2,102.39	
Prior Authorizaton Report #59 No Rx	Requested	97,956	312,578	62,479	229,494	407,107	1,109,614	
	Approved	No service limits	4,354	152,559	40,424	151,063	308,793	657,193
		Within limits	77,144	50,220	8,054	54,739	163,174	353,331
		Exceed limits	-	38,988	-	1,233	560	40,781
	Partially Approved	No service limits	67	8,597	1,217	1,932	-	11,813
		Within limits	181	3,874	1	1,570	2,412	8,038
		Exceed limits	-	-	-	-	-	-
Denied	9,961	42,963	10,446	18,957	60,598	142,925		
Original Claims Payment Activity Report #60	Total claims	1,523,598	9,019,915	3,546,807	7,706,850	18,614,553	40,411,723	
	1-30 - Days	1,517,545	9,012,545	3,410,630	7,609,818	18,564,732	40,115,270	
	31 - 90 Days	5,586	6,562	116,475	96,991	31,508	257,122	
	90+ Days	467	799	19,802	137	18,303	39,508	
Denied Claims Activity Report #61	Total claims	815,586	2,507,872	988,872	2,547,672	4,505,270	11,365,272	
	1-30 - Days	811,534	2,504,855	952,210	2,515,271	4,473,251	11,257,121	
	31 - 90 Days	1,786	2,526	18,828	31,035	13,437	67,612	
	90+ Days	1,689	491	17,725	466	18,682	39,053	
Suspended Claims Report #62	Total claims	23,306	42,330	964,406	1,014,527	315,409	2,359,978	
	1-30 - Days	22,491	41,276	572,683	988,368	286,953	1,911,771	
	31 - 90 Days	479	812	221,936	34,874	11,671	269,772	
	90+ Days	341	242	169,787	1,590	16,785	188,745	
Foster Care Report #65	AVERAGE	New Members	8	104	6	79	184	382
	AVERAGE	Existing Members	15	5,097	135	1,272	5,521	12,040
Guardianship Report #66	AVERAGE	New Members	7	4	5	6	13	35
	AVERAGE	Existing Members	12	268	31	28	198	537
Provider Credentialing #67	In Process	32	35,902	802	2,481	526	39,743	
	Received	49	5,406	580	4,437	153	10,625	
Termination from MCO Report #69	Total Providers	134	294	731	1,043	-	2,202	
Program Lock-in Report #74c	AVERAGE	Admitted	3	37	2	127	4	173
	AVERAGE	Discharged	-	56	0	38	4	99
	AVERAGE	Active	11	974	12	1,618	38	2,653