

# MAC Binder Section 12 – Operational Status & UM Reports

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Located online at <http://chfs.ky.gov/dms/mac.htm>

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### **1 – KY MMIS Operational Status Report July 2015:**

This report is contractual deliverable produced by the Department's Fiscal Agent on a monthly basis which summarizes operational duties performed by the Fiscal Agent. It provides statistics related to claims, encounter loads and change orders. In addition, it provides a status update as to the inventory for FFS financial/adjustments and the provider relations team activities.

### **2 – UM Status Report August 2015:**

This report is produced on a monthly basis and provides statistics related to the operational duties of utilization management.



## Operational Status Report

### *Kentucky MMIS Project*

*Cabinet for Health and Family Services  
Department for Medicaid Services*

Status Month End July 2015

### Cabinet for Health and Family Services Department for Medicaid Services

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## 1 Executive Summary

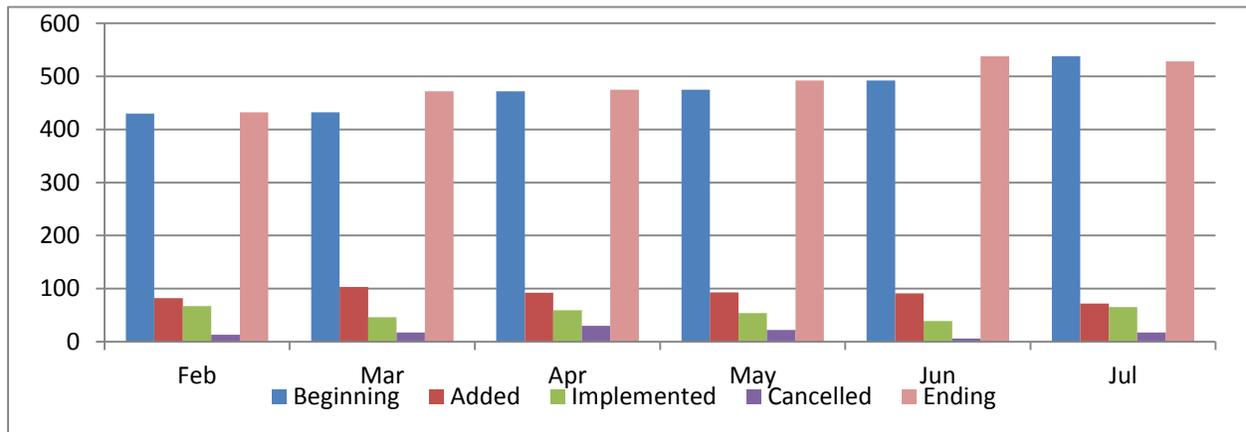
	July	Page Number
Claims Processed	1,117,227	Page 18
Total Dollars Paid	\$310,971,690.66	Page 18
Claims Paid	827,104	Page 18
Claims Denied	290,123	Page 18
% Denied Claims	26.0%	Page 18
Average Claims Held in Cash Management	283,645	N/A
Average Dollars Held in Cash Management	\$43,414,630.16	N/A
Capitation Financial Transactions	4,194,189	Page 19
Capitation Financial Payments	\$590,931,213.01	Page 19
Suspended Claims	6,625	Page 25
Total Suspended Claims > 90 Days	294	Page 25
Provider Services Calls Received	11,646	Page 30
Provider Services Current Service Level %	96%	Page 30

### Encounter Load Statistics

<b>Managed Care Organizations (MCOs)</b>						
	<b>February 2015</b>	<b>March 2015</b>	<b>April 2015</b>	<b>May 2015</b>	<b>June 2015</b>	<b>July 2015</b>
Coventry	820,057	1,277,313	995,480	1,143,959	4,199,607	2,060,582
Humana	388,151	383,750	435,455	558,906	454,168	449,787
Kentucky Spirit	389	265	76	126	204	366
Passport (R03)	159	264	3,069	184	401	6,415
Passport R31	938,796	919,034	968,177	1,238,273	965,230	971,318
WellCare	1,786,312	2,084,081	1,724,674	2,704,271	2,243,850	2,026,319
Anthem	190,766	284,556	307,088	383,690	246,923	390,367
<b>Other</b>						
Transportation Encounters	875,106	551,480	581,280	210,197	578,764	275,411
Magellan Pharmacy Claims	288,724	248,847	283,886	278,322	266,869	262,454
<b>Totals</b>	<b>5,288,460</b>	<b>5,749,590</b>	<b>5,299,185</b>	<b>6,517,928</b>	<b>8,956,016</b>	<b>6,443,019</b>

### 1.1 Change Order and Defect Statistics

Change Orders / Defects Inventory	Feb	Mar	Apr	May	June	July
Beginning	430	432	472	475	492	538
Added	82	103	92	93	91	72
Implemented	67	46	59	54	39	65
Cancelled	13	17	30	22	6	17
<b>Ending</b>	<b>432</b>	<b>472</b>	<b>475</b>	<b>492</b>	<b>538</b>	<b>528</b>



**1.2 Change Order and Defect Statistics (continued)**

July 2015	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	213	36	8	1	<b>258</b>	
Federally Mandated	7	0	0	0	<b>7</b>	4 open are included in the Priority list.
Non-Priority	195	8	60	0	<b>263</b>	
<b>Totals</b>	<b>415</b>	<b>44</b>	<b>68</b>	<b>1</b>	<b>528</b>	

\*The priority list consists of 262 Change Orders & Defects.

July 2015	Change Orders			Defects		
	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	32	35	8	4	3	2
Federally Mandated	0	0	0	0	0	0
Non-Priority	29	17	4	7	10	3
<b>Totals</b>	<b>61</b>	<b>52</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>5</b>

## 2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
		There were no unplanned outages in July 2015.

## Billable Hours

**2.1 Billable Hours Usage Summary (Contract Year 2015)**

Month	Billable	Undecided	CCB Approved	Need CCB Review
Dec 2014	2,799.25	2.25	2,799.25	<b>2.25</b>
Jan 2015	2,913.50	21.25	2,913.50	<b>21.25</b>
Feb 2015	3,802.00	8.00	3,801.00	<b>9.00</b>
Mar 2015	3,710.75	45.50	3,710.75	<b>45.50</b>
Apr 2015	3,157.25	87.50	3,151.75	<b>93.00</b>
May 2015	2,706.00	366.50	2,705.75	<b>366.75</b>
Jun 2015	2,176.75	599.00	2,174.75	<b>601.00</b>
Jul 2015				
Aug 2015				
Sep 2015				
Oct 2015				
Nov 2015				

\* Each month's time entry is finalized on the 22nd day of the following month.

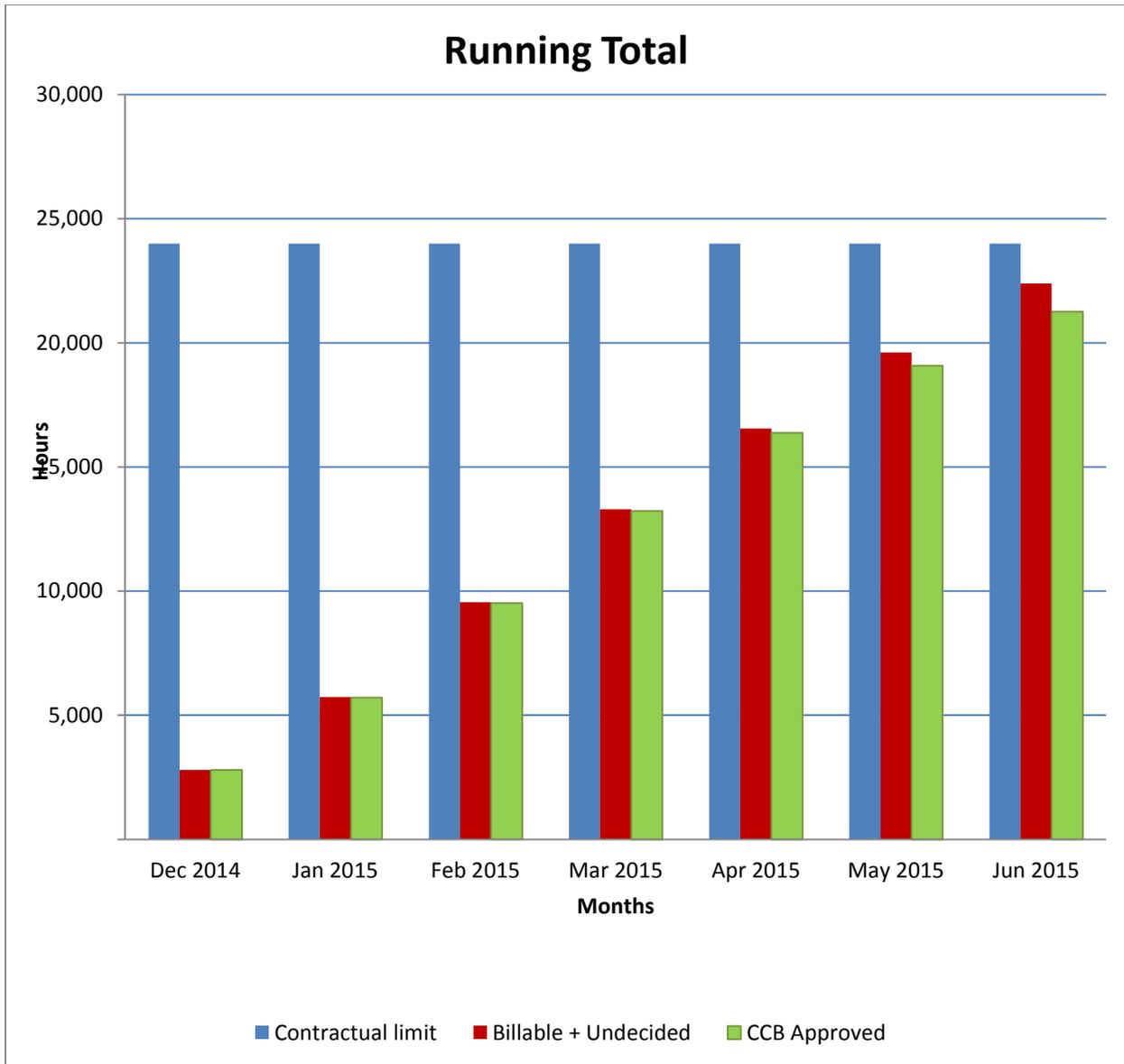
\*\* These totals EXCLUDE all HBE - Rel 5 and HBE Post Rel 5 hours which are under discussion regarding their breakdown.

**2.2 Running Total (Contract Year 2015)**

Month	Contractual limit	Billable + Undecided	CCB Approved	Billable	Undecided	Need CCB Review
Dec 2014	24,000.00	2,801.50	2,799.25	2,799.25	2.25	2.25
Jan 2015	24,000.00	5,736.25	5,712.75	5,712.75	23.50	23.50
Feb 2015	24,000.00	9,546.25	9,513.75	9,514.75	31.50	32.50
Mar 2015	24,000.00	13,302.50	13,224.50	13,225.50	77.00	78.00
Apr 2015	24,000.00	16,547.25	16,376.25	16,382.75	164.50	171.00
May 2015	24,000.00	19,619.75	19,082.00	19,088.75	531.00	537.75
Jun 2015	24,000.00	22,395.50	21,256.75	21,265.50	1,130.00	1,138.75
Jul 2015	24,000.00					
Aug 2015	24,000.00					
Sep 2015	24,000.00					
Oct 2015	24,000.00					
Nov 2015	24,000.00					

\* Each month's time entry is finalized on the 22nd day of the following month.

\*\* These totals EXCLUDE all HBE - Rel 5 and HBE Post Rel 5 hours which are under discussion regarding their breakdown.



### 3 Monthly Ad hoc Requests

#### 3.1 Inventory Summary

	Beginning of Month	Received This Month	Closed This Month	DMS Hold	Ending Inventory
Type A	0	1	1	0	0
Type B	0	1	1	0	0
Type C	1	15	16	0	0
Type D	0	0	0	0	0
Type E	0	0	0	0	0
Unspecified	0	4	3	1	1
<b>Total</b>	<b>1</b>	<b>21</b>	<b>21</b>	<b>1</b>	<b>1</b>

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

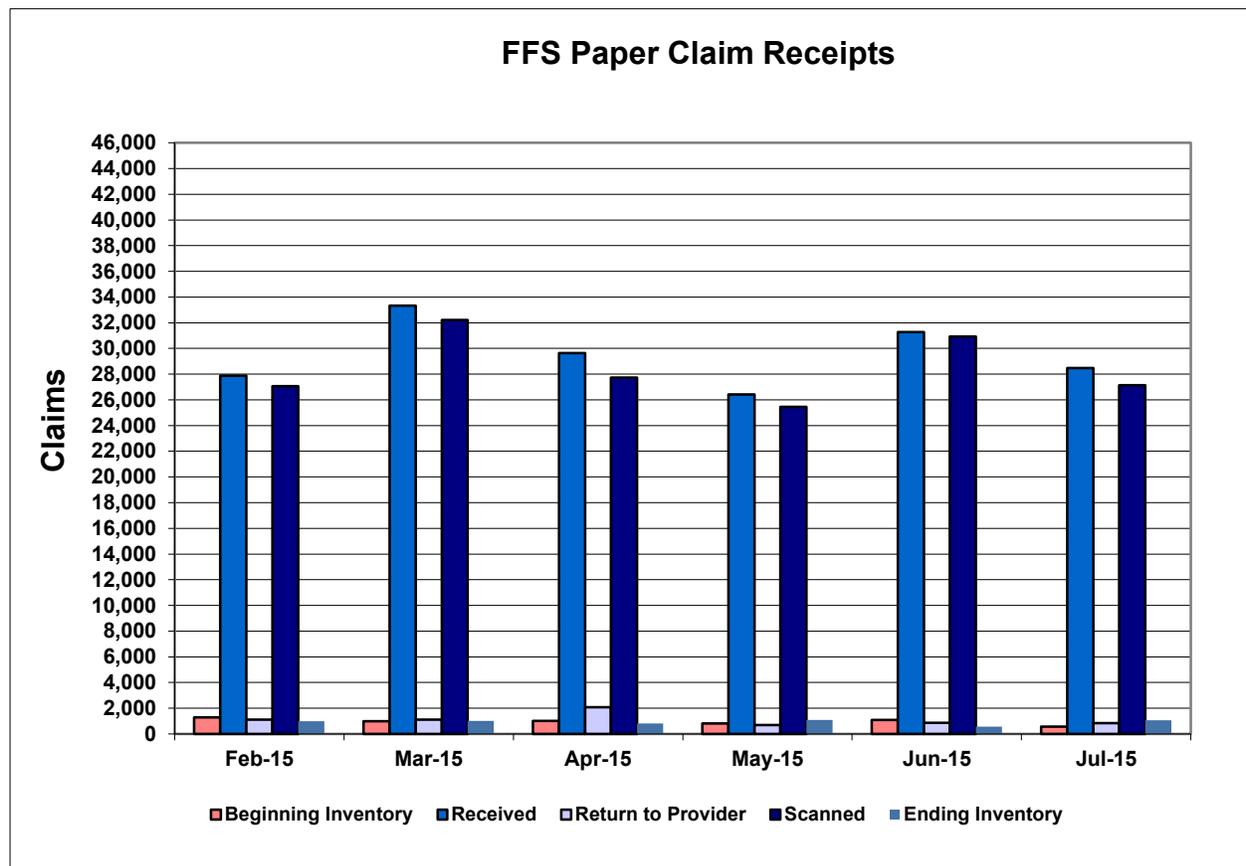
### 3.2 Inventory Detail

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
24561		Anglin, Carrie	On Hold	20150409		FFS Reports without MCO data
25016	C	Minedi, Laxmi	Completed	20150617	20150701	APA 2015 Yearly Adhoc
25091	C	Ramsey, Nellie	Completed	20150701	20150701	VFC
25102	C	Bechtel, Steve	Completed	20150702	20150710	Data needed for SFY15 AR Yearend
25103	C	Bechtel, Steve	Completed	20150702	20150710	Data needed for SFY15 TPL Yearend
25104	C	Bechtel, Steve	Completed	20150702	20150707	All non-claim related expenditures since 7/1/12
25092	C	McCarter, Barbara	Completed	20150706	20150708	ORR KY One IP/OP denied claims
25111	C	Nickels, Gayle	Completed	20150706	20150708	95165
25116		Compton, Randy	Completed	20150708	20150710	QE PE Hospital Audit for reg compliance
25124	C	Minedi, Laxmi	Completed	20150708	20150710	Rerun of #24291
25151		Patel, Siddharth	Completed	20150714	20150715	Provider Elig Data
25172	C	Cox, Dana	Completed	20150716	20150717	Neurorestorative Specialty
25177	C	Cox, Dana	Completed	20150717	20150720	Burroughs
25179	C	Cox, Dana	Completed	20150717	20150720	Ad hoc Dean
25180	C	Barrett, Hope	Completed	20150720	20150723	BHDID school-based refer 5-18
25181		Minedi, Laxmi	In Progress	20150720		Rerun of #25016
25113	C	Bentley, Tracy	Completed	20150721	20150721	Senior Helpers 08/01/14 - 06/30/15
25151		Patel, Siddharth	Completed	20150714	20150715	Provider Elig Data
25114	C	Bentley, Tracy	Completed	20150721	20150721	Access 08/01/14-06/30/15
25138	C	Bentley, Tracy	Completed	20150721	20150724	ABI Acute Waiver Active Clients
25194	A	Minedi, Laxmi	Completed	20150721	20150721	Provider count by specialty

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
25196	B	Keeling, Michelle	Completed	20150722	20150724	Friendship Manor
25206		Tipton, Della	Completed	20150723	20150723	99215 and 99215 info
25230	C	Minedi, Laxmi	Completed	20150729	20150731	Rerun #24291

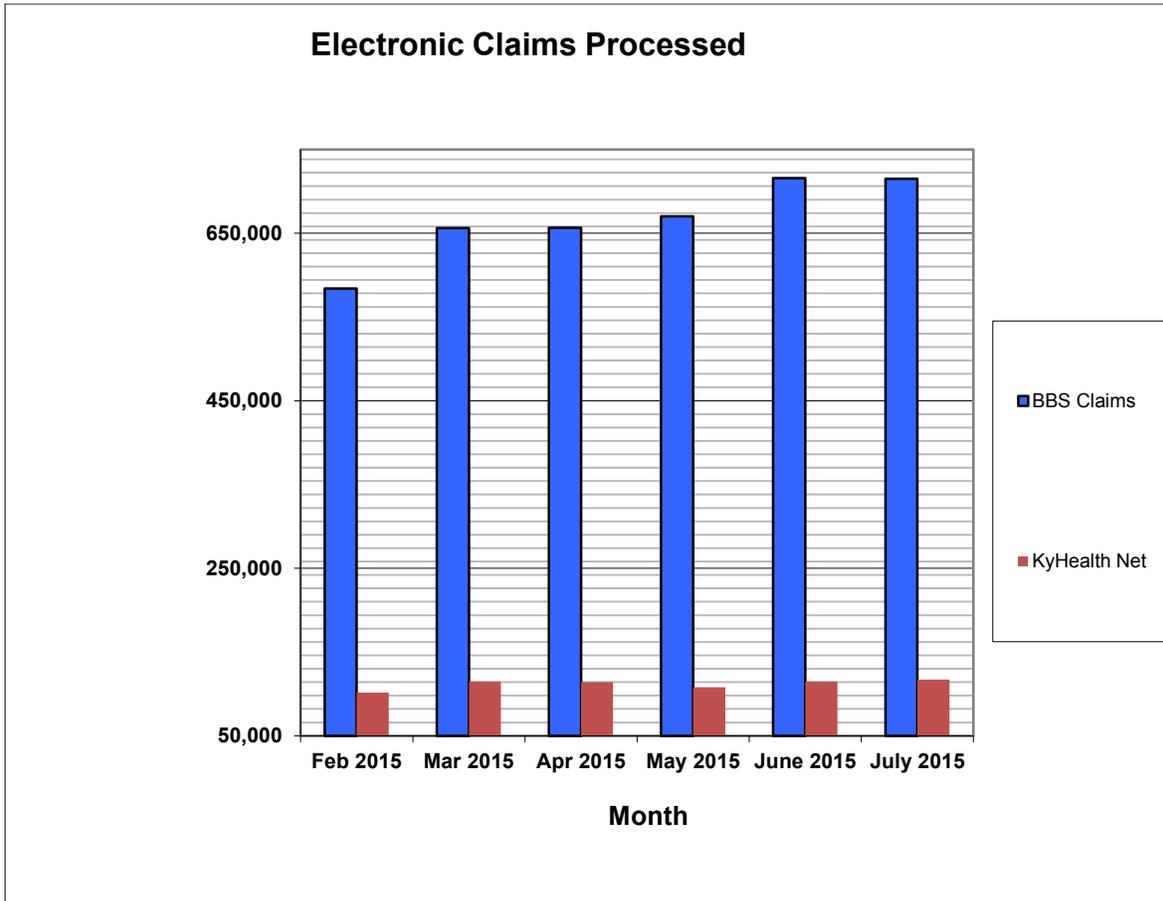
### 4 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
February 2015	1,283	27,873	1,107	27,070	979	0 days
March 2015	979	33,336	1,108	32,208	999	0 days
April 2015	999	29,643	2,080	27,741	821	0 days
May 2015	821	26,416	694	25,459	1,084	0 days
June 2015	1,084	31,263	855	30,921	571	0 days
July 2015	571	28,465	837	27,141	1,058	0 days



## 5 Electronic Claims Processed

	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015
<b>Bulletin Board System Claims Processed</b>	583,914	656,125	656,329	669,921	715,585	715,057
<b>Kentucky HealthNet Claims Processed</b>	101,715	114,785	114,169	107,916	114,965	117,282



## 6 Monthly FFS Claim Totals by Media

Begin Date	End Date
7/1/2015	7/31/2015

TOTAL	Denied Claims	Paid Claims		Suspense Claims
	Billed Amount	Billed Amount	Paid Amount	Billed Amount
Electronic	\$308,848,336.84	\$750,311,871.60	\$302,785,219.00	\$7,747,230.39
Paper	\$38,854,544.11	\$40,513,872.88	\$8,186,471.66	\$4,375,123.27
<b>TOTAL:</b>	<b>\$346,702,880.45</b>	<b>\$790,825,744.48</b>	<b>\$310,971,690.66</b>	<b>\$11,849,353.66</b>

## 7 Monthly Claims Operations

### 7.1 FFS Monthly Financial Cycle Summary

Category	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015
Paid Claims	656,478	599,843	624,966	789,455	618,633	827,104
Denied Claims	228,417	223,942	236,772	296,749	299,303	290,123
<b>Total Adjudicated Claims</b>	<b>884,895</b>	<b>823,785</b>	<b>861,738</b>	<b>1,086,204</b>	<b>917,936</b>	<b>1,117,227</b>
Adjustments	17,785	41,680	30,390	27,948	23,685	23,496
<b>Total Claims</b>	<b>902,680</b>	<b>865,465</b>	<b>992,128</b>	<b>1,114,152</b>	<b>941,621</b>	<b>1,140,723</b>
Suspended/Re-suspended Claims	6,582	7,164	6,918	5,640	3,642	6,625
<b>% of Denied Claims</b>	<b>25.8%</b>	<b>27.2%</b>	<b>27.5%</b>	<b>27.3%</b>	<b>32.6%</b>	<b>26.0%</b>
<b>Avg \$ per Claim</b>	<b>\$305.69</b>	<b>\$323.70</b>	<b>\$318.16</b>	<b>\$287.27</b>	<b>\$199.94</b>	<b>\$375.98</b>
Claim Payment Amount	\$200,678,617.23	\$194,170,637.57	\$198,837,220.02	\$226,788,905.99	\$123,690,963.84	\$310,971,690.66
(+) Payouts	\$1,984,434.80	\$5,740,397.70	\$23,436,110.49	\$15,775,802.87	\$101,725.98	\$3,123,573.43
(-) Recoupments	-\$2,856,866.45	-\$3,209,892.21	-\$3,605,675.97	-\$4,640,725.09	-\$2,110,336.65	-\$5,879,817.10
<b>Check Issue</b>	<b>\$199,806,185.58</b>	<b>\$196,701,143.06</b>	<b>\$218,667,654.54</b>	<b>\$237,923,983.77</b>	<b>\$121,682,353.17</b>	<b>\$308,215,446.99</b>
Capitation Payment	\$600,540,924.27	\$609,102,993.64	\$595,031,112.93	\$536,339,601.66	\$581,476,592.43	\$590,931,213.01
<b>Total Paid</b>	<b>\$800,347,109.85</b>	<b>\$805,804,136.70</b>	<b>\$813,698,767.47</b>	<b>\$774,263,585.43</b>	<b>\$703,158,945.60</b>	<b>\$899,146,660.00</b>

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

Category	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014
Paid Claims	461,048	468,663	478,263	613,804	473,159	497,422
Denied Claims	230,046	246,006	239,368	299,193	248,363	239,315
<b>Total Adjudicated Claims</b>	<b>691,094</b>	<b>714,669</b>	<b>717,631</b>	<b>912,997</b>	<b>721,522</b>	<b>736,737</b>
Adjustments/Claim Credits	12,573	12,022	12,154	13,953	10,092	16,223
<b>Total Claims</b>	<b>703,667</b>	<b>726,691</b>	<b>729,785</b>	<b>926,950</b>	<b>731,614</b>	<b>752,960</b>
Suspended/Resuspended Claims	12,023	9,859	12,268	13,623	12,376	8,717
<b>% of Denied Claims</b>	<b>33.3%</b>	<b>34.4%</b>	<b>33.4%</b>	<b>32.8%</b>	<b>34.4%</b>	<b>32.48%</b>
<b>Avg \$ per Claim</b>	<b>\$420.73</b>	<b>\$388.96</b>	<b>\$378.95</b>	<b>\$350.61</b>	<b>\$220.46</b>	<b>\$512.68</b>
Claim Payment Amount	\$193,977,077.58	\$182,291,626.77	\$181,239,101.09	\$215,204,430.82	\$104,313,568.58	\$255,016,091.78
(+) Payouts	\$1,556,172.01	\$1,792,372.36	\$704,261.22	\$48,578,167.25	\$351,861.31	\$5,968,536.67
(-) Recoupments	-\$3,562,145.03	-\$4,784,462.67	-\$3,142,111.84	-\$3,117,382.62	-\$2,142,915.44	-\$3,254,747.61
<b>Check Issue</b>	<b>\$191,971,104.56</b>	<b>\$179,299,536.46</b>	<b>\$178,801,250.47</b>	<b>\$260,665,215.45</b>	<b>\$102,522,514.45</b>	<b>\$257,729,880.84</b>
Capitation Payment	\$449,829,328.82	\$7,272,586.55	\$992,193,826.21	\$505,391,986.27	\$15,458,556.48	\$1,019,260,670.96
<b>Total Paid</b>	<b>\$641,800,433.38</b>	<b>\$186,572,123.01</b>	<b>\$1,170,995,076.68</b>	<b>\$766,057,201.72</b>	<b>\$117,981,070.93</b>	<b>\$1,276,990,551.80</b>

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

## 7.2 Monthly MCO & NEMT Capitations

Begin Date	End Date
7/1/2015	7/31/2015

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
ANTHEM	71,705	\$35,348,008.80	151,742	\$6,245,798.27	223,447	\$41,593,807.07
COVENTRY	282,183	\$112,159,242.35	597,763	\$10,820,899.42	879,946	\$122,980,141.77
HUMANA	113,171	\$57,694,459.84	241,484	\$8,434,188.57	354,655	\$66,128,648.41
KENTUCKY SPIRIT						
NEMT	1,104,197	\$8,041,183.85	53,179	\$222,398.17	1,157,376	\$8,263,582.02
PASSPORT (Region 3)	249,455	\$126,856,001.01	42,173	\$5,512,100.70	291,628	\$132,368,101.71
WELLCARE	414,305	\$201,407,277.97	872,185	\$18,189,654.06	1,286,490	\$219,596,932.03
<b>Sum:</b>	<b>2,235,016</b>	<b>\$541,506,173.82</b>	<b>1,959,173</b>	<b>\$49,425,039.19</b>	<b>4,194,189</b>	<b>\$590,931,213.01</b>

**7.2 Monthly MCO & NEMT Capitations (continued)**

<b>NEMT</b>	<b>Cap Transactions</b>	<b>Amount Paid</b>
AUDUBON AREA COMMUNITY SERVICES INC/GRITS	49,619	<b>\$378,186.04</b>
PENNYRILE ALLIED COMSERVICES, INC	55,729	<b>\$342,593.72</b>
AUDUBON AREA COMM SRVC	57,261	<b>\$366,528.13</b>
L.K.L.P. C.A.C., INC REGION 4	65,498	<b>\$423,519.60</b>
AACS/GRITS-RTEC LLC REGION 5	50	<b>-\$434.82</b>
LKLP CAC INC REGION 5	96,305	<b>\$948,509.83</b>
FEDERATED TRANSPORTATION SERVICES	232,532	<b>\$1,854,439.35</b>
BLUE GRASS COMMUNITY ACTION AGENCY INC	79,410	<b>\$438,723.81</b>
LKLP CAC INC REGION 9	91,830	<b>\$551,511.40</b>
FEDERATED TRANSPORTATION SERVICES	62,480	<b>\$424,771.20</b>
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	2,956	<b>\$8,499.05</b>
LKLP COMMUNITY ACTION	1	<b>-\$6.25</b>
RURAL TRANSIT ENTERPRISES	131,590	<b>\$1,073,460.30</b>
LKLP COMMUNITY ACTION	87,624	<b>\$604,867.33</b>
SANDY VALLEY TRANSPORTATION	62,710	<b>\$429,051.30</b>
LKLP CAC INC REGION 15	62,638	<b>\$312,474.24</b>
LICKING VALLEY COMMUNITY ACTION PROGRAM INC	19,143	<b>\$106,887.79</b>
<b>TOTAL</b>	<b>1,157,376</b>	<b>\$8,263,582.02</b>

### 7.3 FFS Adjudicated Original Claims (By Claim)

Begin Date	End Date
7/1/2015	7/31/2015

Paper Claims	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015
Paid	7,421	7,994	8,486	9,829	7,503	9,510
Denied	10,239	12,524	11,433	13,816	12,781	14,810
<b>Total</b>	<b>17,660</b>	<b>20,518</b>	<b>19,919</b>	<b>23,645</b>	<b>20,284</b>	<b>24,320</b>
% of Total Adjudicated Claims	2.00%	2.49%	2.31%	2.18%	2.21%	2.18%
% of Paper Denied Claims	57.98%	61.04%	57.40%	58.43%	63.01%	60.90%

**Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.**

Electronic Claims	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015
Paid	649,057	591,849	616,480	779,626	611,130	817,594
Denied	218,178	211,418	225,339	280,933	286,522	275,313
<b>Total</b>	<b>867,235</b>	<b>803,267</b>	<b>841,819</b>	<b>1,060,559</b>	<b>897,652</b>	<b>1,092,907</b>
% of Total Adjudicated Claims	98.00%	97.51%	97.69%	97.82%	97.79%	97.82%
% of Electronic Denied Claims	25.16%	26.32%	26.77%	26.49%	31.92%	25.19%

**Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.**

#### 7.4 Monthly FFS Top Ten Procedure Codes

Begin Date	End Date
07/01/2015	07/31/2015

Procedure	Description	Member Count	Claim Count	Amount Paid
T2016	HABIL RES WAIVER PER DIEM	3,817	50,113	\$30,344,456.90
S5108	HEMOCARE TRAIN PT 15 MIN	9,287	59,834	\$25,422,723.96
T1015	CLINIC SERVICE	127,193	277,091	\$21,552,952.86
T2021	DAY HABIL WAIVER PER 15 MIN	4,970	48,922	\$8,185,067.59
99199	SPECIAL SERVICE/PROC/REPORT	7,430	17,529	\$8,169,393.59
T2022	CASE MANAGEMENT, PER MONTH	14,757	20,104	\$5,444,252.24
H0004	ALCOHOL AND/OR DRUG SERVICES	3,628	13,270	\$4,352,832.62
S5100	ADULT DAYCARE SERVICES 15MIN	3,170	27,870	\$3,850,532.49
T2023	TARGETED CASE MGMT PER MONTH	9,336	11,985	\$3,520,809.90
T1019	PERSONAL CARE SER PER 15 MIN	543	4,080	\$2,718,516.96

#### 7.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
317	MILD INTELLECT DISABILTY	5,361	51,377	\$23,533,497.45
3182	PROFND INTELLCT DISABLTY	592	3,010	\$12,943,211.70
3180	MOD INTELLECT DISABILITY	3,256	31,517	\$12,595,466.53
3310	ALZHEIMER'S DISEASE	1,788	4,189	\$10,921,206.33
318	OTHER MENTAL RETARDATION	2,823	19,889	\$9,997,846.79
3181	SEV INTELLECT DISABILITY	876	6,465	\$8,931,300.95
3128	OTHER CONDUCT DISTURBANCE	4,256	4,459	\$7,646,560.74
496	CHR AIRWAY OBSTRUCT NEC	6,052	13,363	\$6,894,593.05
319	INTELLECT DISABILITY NOS	1,582	13,916	\$6,465,997.07
29900	AUTISTIC DISORD-CURRENT	2,815	21,641	\$6,358,987.69

## 7.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
7/1/2015	7/31/2015

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFFICE/OUTPATIENT VISIT EST	245,786	373,199	\$15,289,905.39
99284	EMERGENCY DEPT VISIT	73,546	94,445	\$13,449,957.93
99283	EMERGENCY DEPT VISIT	91,385	119,086	\$10,500,759.67
99285	EMERGENCY DEPT VISIT	40,454	52,238	\$9,143,727.04
99214	OFFICE/OUTPATIENT VISIT EST	99,236	128,972	\$7,690,476.32
90837	PSYTX PT&FAMILY 60 MINUTES	24,057	47,046	\$5,366,814.24
T2023	TARGETED CASE MGMT PER MONTH	9,275	15,324	\$5,325,641.67
74177	CT ABD & PELV W/CONTRAST	9,312	11,669	\$3,956,694.04
G0378	HOSPITAL OBSERVATION PER HR	7,988	8,559	\$3,798,492.67
74176	CT ABD & PELVIS W/O CONTRAST	9,507	11,983	\$3,706,773.76

**Note: Data taken from encounters received from the Managed Care Organizations**

## 7.7 Monthly MCO Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
0389	SEPTICEMIA NOS	1,312	2,280	\$10,523,118.00
V5811	ANTINEOPLASTIC CHEMO ENC	1,138	2,332	\$7,528,952.20
V3001	SINGLE LB IN-HOSP W CS	1,870	2,767	\$6,347,186.27
V3000	SINGLE LB IN-HOSP W/O CS	3,969	5,827	\$6,286,843.94
78650	CHEST PAIN NOS	20,478	32,614	\$6,194,772.16
V202	ROUTIN CHILD HEALTH EXAM	47,234	52,815	\$4,854,731.11
41401	CRNRY ATHRSCL NATVE VSSL	2,896	3,947	\$4,814,914.61
51881	ACUTE RESPIRATRY FAILURE	1,858	4,848	\$4,328,913.52
31401	ATTN DEFICIT W HYPERACT	16,529	36,888	\$4,284,303.13
V5789	REHABILITATION PROC NEC	1,241	2,272	\$4,060,334.83

**Note: Data taken from encounters received from the Managed Care Organizations**

## 7.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

Error	Description	Number of Denials	% of Top Ten
1010	Rendering Provider Not A Mem Of Billing Grp	20,045	18.0%
4021	No Coverage for Billed Procedure	16,741	15.0%
2017	Services Covered Under Member's MCO Plan	15,097	13.6%
5001	Exact Duplicate	11,803	10.6%
1036	Rendering Prov Type/Claim Type Invalid	9,783	8.8%
3317	This Service was not Approved by Medicare	9,110	8.2%
1955	Cannot Determine Medicaid Nbr for Billing Prov	9,028	8.1%
2003	Member Ineligible on Detail Date of Service	7,075	6.4%
268	Billed Amount Mission	6,881	6.2%
4407	Bnft Plan/Aid Categ Restriction for Cov Rev Code	6,874	6.2%
<b>Totals</b>		<b>111,414</b>	<b>59.0%</b>

**Total Denied Details – 188,920**

**Note: Total # of top ten denials (111,414) divided by total denied details (188,920) = % of top ten denials (59%)**

## 7.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

Error	Description	Number of Failures	% of Top Ten
4405	Unable to Assign Provider Contract	3,528	34.5%
2001	Member ID Number not on File Recycle	3,156	30.9%
3305	Member Requires Valid PT Liability for DOS	953	9.3%
3395	Hospice Eligibility	621	6.1 5
5001	Exact Duplicate	423	4.1%
3001	PA Not Found on Database	393	3.8%
401	Net Charge is Missing	334	3.3%
1046	Facility Provider is not Eligible	318	3.1%
1047	Billing Provider is not Eligible	264	2.6%
4014	No Pricing Segment on File	240	2.3%
<b>Totals</b>		<b>10,230</b>	<b>77.6%</b>

**Total Suspended Details – 13,184**

**Note: Total # of top ten failures (10,230) divided by total suspended details (13,184) = % of top ten suspense (77.6%)**

**7.9 FFS Suspended Original Claims by Age (By Claim)**

Category	February 2015		March 2015		April 2015		May 2015		June 2015		July 2015	
	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.
0-30 days	6,145	9.336	6,699	93.51	6,494	93.87	5,211	92.39	3,271	89.81	6,254	95.91
31-60 days	72	1.09	78	1.09	73	1.06	50	.89	35	.96	63	.95
61-90 days	40	.61	48	.67	38	.55	59	1.05	31	.85	14	.21
91+ days	325	4.94	339	4.73	313	4.52	320	5.67	305	8.38	294	2.93
<b>Total</b>	<b>6,582</b>		<b>7,164</b>		<b>6,918</b>		<b>5,640</b>		<b>3,642</b>		<b>6,625</b>	

**7.10 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)**

Category	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	Oldest Julian Date
Resolutions	161	160	113	88	46	11	15-133
Med.Review	2	0	0	8	0	3	15-177
TPL	0	0	0	0	0	0	0
Adjustments	0	0	0	0	0	0	0
Recycle	0	0	0	0	0	0	0
DMS	274	305	311	333	325	357	12-184
<b>Total</b>	<b>437</b>	<b>465</b>	<b>424</b>	<b>429</b>	<b>371</b>	<b>371</b>	

## 8 Monthly Third-Party Liability

### 8.1 FFS Third-Party Liability Monthly Activity

Third Party Liability	Begin Inv	Received	Worked	To DMS	Ending Inventory	Oldest Date
PA40-Kames/Eligibles with Other Ins.	1,173	7,064	7,077	0	1,160	8 days
CS40-Child Support	0	446	446	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	231	1,266	1,437	0	60	4 days
Accident/Trauma Leads	0	0	0	0	0	0 days
DMS Attorney	0	0	0	0	0	0 days
RUSH Attorney	0	0	0	0	0	0 days
HP Attorney	60	182	181	0	61	0 days
TPL Checks	5	138	121	0	22	2 days
TPL Mail	1,097	4,152	4,209	0	1,040	15 days
KHIPP	0	518	518	0	0	0 days
<b>Total</b>	<b>2,566</b>	<b>13,766</b>	<b>13,989</b>	<b>0</b>	<b>2,343</b>	

## 9 Monthly Finance/Adjustments

### 9.1 Monthly FFS Financial – Accounts Receivable

Category	Beginning Inventory	Received	Keyed	Return to Provider	To DMS	On Hold	Ending Inventory	Age Oldest AR
Accounts Receivable Set-up	0	92	91	0	1	0	0	0 days
Payouts	0	85	85	0	0	0	0	0 days
Accounts Receivable Updates	0	37	37	0	0	0	0	0 days
Accounts Receivable Transfers	0	0	0	0	0	0	0	0 days
<b>Total</b>	<b>0</b>	<b>214</b>	<b>213</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	

### 9.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	8	28	28	8	1 day
HP Financial	151	661	607	205	3 days
DMS Financial	66	119	122	63	1 day
<b>Total</b>	<b>225</b>	<b>808</b>	<b>757</b>	<b>276</b>	

### 9.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	4	114	102	16	0	1 day
Institutional	19	108	93	34	0	1 day
Voids	34	285	292	27	0	1 day
<b>Total</b>	<b>57</b>	<b>507</b>	<b>487</b>	<b>77</b>	<b>0</b>	

**9.4 Monthly FFS Financial - Mass Adjustments**

<b>Category</b>	<b>Beginning Inventory</b>	<b>Received (plus)</b>	<b>Released (minus)</b>	<b>Deleted (minus)</b>	<b>Zero Claims Pulled (minus)</b>	<b>Ending Inventory</b>	<b>On Hold</b>	<b>DMS Review</b>
Mass Adjustment (region 52)	544	146	152	5	86	447	447	0
SE Processed Adjustment (region 58)	0	0	0	0	0	0	0	0
Suppl Pymt Mass Adjustment (region 88)	0	0	0	0	0	0	0	0
<b>Total</b>	<b>544</b>	<b>146</b>	<b>152</b>	<b>5</b>	<b>86</b>	<b>447</b>	<b>447</b>	<b>0</b>

## 10 Provider Relations

### 10.1 Provider Field Representatives

#### 10.1.1 Provider Visits

July 24, 2015

Vicky Hicks, HP Provider Field Representative, conducted a virtual room provider visit with Golden Living- Hillcrest on July 24, 2015. The provider requested training for herself and six employees. The training consisted of how to do adjustments on KYHealth Net. Those who attended the training were: Deena Hudson, Chelsea Shipley, Tammy Cane, Marsha Jatton, Tammy Short, Misty Bolonas, and Teresa Keller

### 10.2 Conference Calls (Calls Greater Than 30 Minutes)

July 8, 2015

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Lisa Parsons DBA Parsons Counseling on July 8, 2015. The new KY Medicaid provider requested a conference call to request training for herself and her employee regarding KYHealth Net for billing purposes and to check Medicaid eligibility of members. Those who attended the conference call were: Linda Parsons and Michelle Douglas.

July 31, 2015

Kelly Gregory, HP Provider Field Representative, conducted a conference call with McCreary Primary Care Center on July 31, 2015. The provider requested a conference call to review supplemental claims, MCO encounter data and recoupments. Those who attended the conference call were: Patty Newcomb-Wuest

### 10.3 Association Meetings

There were no Association meetings in July 2015.

## 10.4 Provider Contacts

Provider Calls	154
Provider E-mails	453
<b>Total</b>	<b>607</b>

Total number of calls and e-mails between Provider Field Representatives and Providers during the month.

## 10.5 Provider Workshops

There were no provider workshops in July 2015.

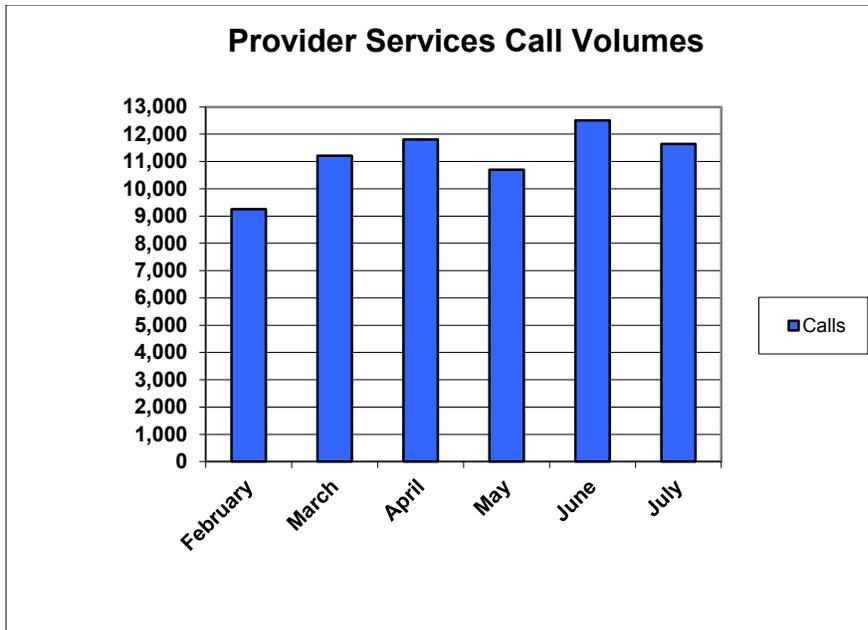
## 10.6 Provider Services

### 10.6.1 Provider Services

Category	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015
% Service Level	96%	96%	94%	96%	96%	96%
Abandoned Calls	358	477	704	475	535	414
Avg Speed Ans	1:11	1:19	1:52	1:56	1:25	1:04
Incoming Calls	9,249	11,214	11,808	10,698	12,506	11,646
Paper Correspondence	621	500	449	327	337	304
E-Mail Correspondence	231	210	213	207	324	285
Fax	27	27	23	13	28	10
<b>Total*</b>	<b>10,128</b>	<b>11,951</b>	<b>12,493</b>	<b>11,245</b>	<b>13,195</b>	<b>12,245</b>
HP Callbacks	114	109	123	160	117	113

\*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes

Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.



#### 10.6.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

#### 10.6.3 Notable Topics

1. Reason for claim denial or suspended. How to get the MCO to void the claim in order for Medicaid to process the claim?
2. Which MCO the member has & MAP 552 questions? Calls from providers wanting to know how to get the member's file corrected to show whether the member is traditional Medicaid or managed care. Calls from members wanting to know if they are eligible for Medicaid and which MCO are they enrolled and how to change the MCO.
3. Timely filing – CMS 1500 Crossover EOMB Form (is this form completed if Medicare pays or if Medicare denies).

#### 10.6.4 Notable Topics (continued)

4. What is the PA number and how do I correct the overlapping dates?
5. Questions about the Attestation or enhanced checks and questions about payouts and recoupments. Questions about the EHR checks.

### 10.7 Commonwealth Training

#### 10.7.1 Current Activities

The following instructor-led training classes were offered by HP in July 2015:

- **Mechanics of Claims Processing** (July 1) 3 attended
  - Adrienne Willis, OAG
  - Maddison Cline, Division of Community Alternatives
  - Yvonne Kendrick, Division of Community Alternatives
- **Member Subsystem** (July 2) 4 attended
  - Andrea Robinson, DMS, Commissioner's Office
  - Maddison Cline, Division of Community Alternatives
  - Sandy Martin, Division of Community Alternatives
  - Kimberly Bowman, Division of Community Alternatives
- **Provider Subsystem** (July 6) 2 attended
  - Maddison Cline, Division of Community Alternatives
  - Andrea Robinson, DMS, Commissioner's Office
- **Prior Authorization Subsystem** (July 7) 2 attended
  - Maddison Cline, Division of Community Alternatives
  - Kevin Skeeters, Division of Community Alternatives
- **Reference Subsystem** (July 9) 2 attended
  - Maddison Cline, Division of Community Alternatives
  - Yvonne Kendrick, Division of Community Alternatives
- **Claim Subsystem** (July 14) 4 attended
  - Maddison Cline, Division of Community Alternative
  - Yvonne Kendrick, Division of Community Alternatives
  - Andrea Robinson, DMS, Commissioner's Office
  - Paul Kinkade, OAG
- **Claims Edits, Audits and Rules** (July 16) 4 attended
  - Yvonne Kendrick, Division of Community Alternatives
  - Gail Omidy, Division of Program Integrity
  - Dana Cox, Division of Program Integrity
  - Dale Hulette, OATS
- **Financial Subsystem** (July 20) 2 attended
  - Yvonne Kendrick, Division of Community Alternatives
  - Dale Hulette, OATS
- **OnBase Application** (July 21) 3 attended
  - Maddison Cline, Division of Community Alternatives
  - Yvonne Kendrick, Division of Community Alternatives
  - Dale Hulette, OATS

**Commonwealth Training (continued)**

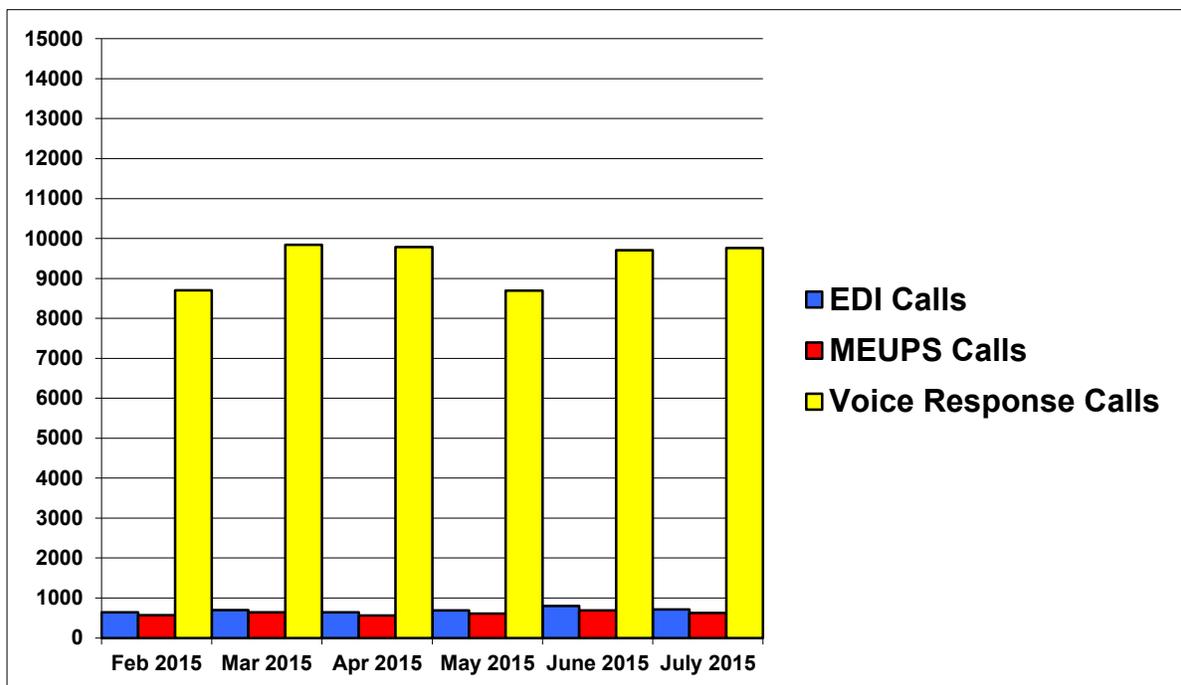
- **Encounters** (July 23) 0 attended
  - NO ONE SCHEDULED FOR THIS CLASS – NO CLASS HELD
- **Encounter Reports** (July 23) 0 attended
  - NO ONE SCHEDULED FOR THIS CLASS – NO CLASS HELD
- **Special In Depth Training** (June 31) 1 attended
  - Yvonne Kendrick, Division of Community Alternatives

Staff members' supervisors are sent a confirmation via email of attendance.

## 11 EDI Customer/Provider Interaction

### 11.1 Electronic Data Interchange Calls Received

Category	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015
EDI Calls	639	697	645	693	804	716
MEUPS Calls	572	642	563	613	693	627
Voice Response Calls	8,702	9,842	9,788	8,698	9,703	9,761



### Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
February	639	13	:14	2:56	98%
March	697	13	:14	2:47	98%
April	645	11	:15	2:57	98%
May	693	11	:16	3:00	98%
June	804	9	:10	2:40	98%
July	716	7	:06	3:09	99%

**Expanded Call Data (continued)**

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
February	572	14	:11	2:20	98%
March	642	15	:14	2:12	98%
April	563	10	:20	2:09	98%
May	613	17	:16	2:05	97%
June	693	7	:10	2:11	98%
July	627	12	:12	2:03	98%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
February	8,702	207	:01	1:36	98%
March	9,842	165	:01	1:38	98%
April	9,788	104	:01	1:39	99%
May	8,698	118	:01	1:40	98%
June	9,703	121	:01	1:40	98%
July	9,761	192	:01	1:38	98%

\*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

**EDI Top 5 calls:**

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

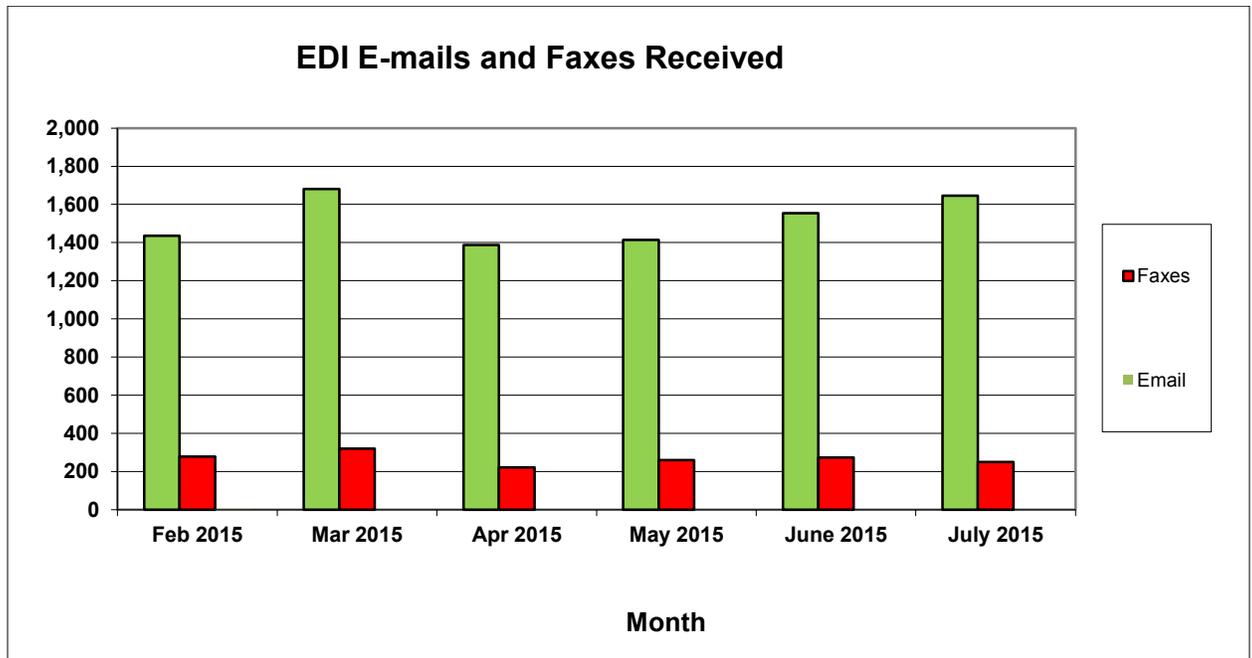
**MEUPS Top 5 calls:**

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

Category	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015
Password Resets Received Via phone	400	405	389	352	468	451

### 11.2 EDI E-mails and Faxes Received

Category	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015
<b>E-mails Received</b>	1,435	1,681	1,388	1,414	1,554	1,645
<b>E-mails Answered</b>	1,431	1,680	1,385	1,412	1,551	1,643
<b>Faxes Received</b>	278	321	222	260	274	251
<b>Faxes Answered</b>	276	317	218	254	272	248



**EDI Top 5 E-mail Requests:**

1. Password resets *(see table below)*
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

Category	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015
<b>Password Resets Received Via e-mail</b>	324	344	271	267	271	336

**EDI Top 5 Fax Requests:**

1. PIN release forms\* *(see table below)*
2. Change of Administrator forms\* *(see table below)*
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

Category	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015
<b>PINs Received via fax</b>	189	302	140	146	118	127
<b>Admins Received via fax</b>	209	246	226	145	213	116

\*All PIN release and Change of Administrator responses are outbound via e-mail only.



*Cabinet for Health and Family Services  
Department for Medicaid Services*

## **Utilization Management Operational Status Report**

**Status Month: August 2015**

**Report Date: September 10, 2015  
Author: Carewise Health Staff**

## Acute Inpatient Services

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	19	13	9	28	45	25
Average Speed of Answer	00:11	00:10	00:09	00:18	00:27	00:26
Average Talk Time	03:53	03:50	03:37	03:36	03:28	03:23
First Call Resolution	99.2%	99.2%	99.5%	99.4%	94.7%	99.4%
<b>Total Admin Calls</b>	<b>1885</b>	<b>1940</b>	<b>1734</b>	<b>1949</b>	<b>1836</b>	<b>1879</b>
<b>Clinical</b>						
Abandoned Calls	3	0	1	3	0	2
Average Speed of Answer	00:25	00:18	00:34	00:54	00:23	00:27
Average Talk Time	07:26	06:53	07:02	07:11	06:55	06:37
First Call Resolution	98.2%	98.2%	96.6%	98.8%	97.9%	98.5%
<b>Total Clinical Calls</b>	<b>281</b>	<b>230</b>	<b>259</b>	<b>269</b>	<b>220</b>	<b>202</b>
<b>Total Calls</b>	<b>2166</b>	<b>2170</b>	<b>1993</b>	<b>2218</b>	<b>2056</b>	<b>2081</b>

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Escalated	0	0	0	0	0	0
Lack of Information	0	0	0	0	0	0
MD Review	0	0	0	0	0	0
RN Review	31	29	27	35	24	24
<b>Total</b>	<b>31</b>	<b>29</b>	<b>27</b>	<b>35</b>	<b>24</b>	<b>24</b>

<b>Current Month Top 5 LOI Pended Reasons</b>	
1.	N/A
2.	
3.	
4.	
5.	

<b>Requests Processed</b>						
Approvals	317	249	252	274	211	179
Administrative Approval	1,533	1,498	1,281	1,530	1,445	1,375
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	22	14	18	29	24	28
Pended	31	29	27	35	24	24
<b>Total</b>	<b>1,903</b>	<b>1,790</b>	<b>1,578</b>	<b>1,868</b>	<b>1,704</b>	<b>1,606</b>

<b>Current Month Top 10 Diagnosis Codes</b>			
1.	518.81	FAILURE, ACUTE RESPIRATO	77
2.	486	PNEUMONIA, ORGANISM NOS	73
3.	038.9	SEPTICEMIA NOS	45
4.	428.0	FAILURE, CONGESTIVE HEAR	44
5.	786.50	SYMPTOM, PAIN, CHEST NOS	35
6.	491.21	BRONCHITIS, OBSTR CHR N W	32
7.	599.0	INFECTION, URINARY TRACT	31
8.	584.9	ACUTE KIDNEY FAILURE, UN	26
9.	650	DELIVERY, NORMAL	25
10.	578.9	HEMORRHAGE, GASTROINTEST	24

<b>Administrative Denials</b>						
Technical (Out of Time Frame)	22	14	18	29	22	27
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>22</b>	<b>14</b>	<b>18</b>	<b>29</b>	<b>22</b>	<b>27</b>

<b>Current Month Top 5 Reasons for MD Denial</b>		
1.	Recipient should have been cared for at a lower level of care. 907 KAR 10:012(2) and 907 KAR 3:130	1
2.		
3.		
4.		
5.		

<b>MD Review</b>						
Medical Necessity	34	26	29	40	40	24
Not Medically Necessary	0	0	0	0	2	1
Referred to MD Rate	1.79%	1.45%	1.84%	2.14%	2.46%	1.56%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	5%	4%
<b>Total MD Review</b>	<b>34</b>	<b>26</b>	<b>29</b>	<b>40</b>	<b>42</b>	<b>25</b>

<b>Current Month Top 5 Reasons for Lack of Information Denial</b>		
1.	N/A	
2.		
3.		
4.		
5.		

<b>Reconsiderations</b>						
Overtaken	0	0	0	0	0	0
Upheld	1	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

## Durable Medical Equipment

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	1	4	3	5	3	13
Average Speed of Answer	00:13	00:12	00:12	00:21	00:28	00:34
Average Talk Time	04:27	04:15	04:01	04:03	04:12	04:21
First Call Resolution	99.5%	99.5%	99.6%	99.6%	94.7%	98.6%
<b>Total Admin Calls</b>	<b>489</b>	<b>602</b>	<b>584</b>	<b>631</b>	<b>608</b>	<b>531</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	2	0	3
Average Speed of Answer	00:12	00:10	00:08	00:17	00:07	00:17
Average Talk Time	04:10	04:23	04:13	04:35	04:26	04:47
First Call Resolution	96.1%	96.1%	98.9%	99.2%	95.6%	97.8%
<b>Total Clinical Calls</b>	<b>246</b>	<b>250</b>	<b>261</b>	<b>298</b>	<b>324</b>	<b>277</b>
<b>Total Calls</b>	<b>735</b>	<b>852</b>	<b>845</b>	<b>929</b>	<b>932</b>	<b>808</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	994	750	769	1,140	1,182	1,076
Agreed Reduction	2	1	0	1	1	1
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	1	1	1	0
State Mandate	0	0	2	0	0	0
Denials	8	118	80	30	43	32
Pended	518	519	562	640	678	565
<b>Total</b>	<b>1,522</b>	<b>1,388</b>	<b>1,414</b>	<b>1,812</b>	<b>1,905</b>	<b>1,674</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	0	112	75	11	1	0
<b>Total Denied</b>	<b>0</b>	<b>112</b>	<b>75</b>	<b>11</b>	<b>1</b>	<b>0</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	160	99	110	158	178	199
Not Medically Necessary	8	6	5	19	42	32
Referred to MD Rate	11.04%	7.56%	8.13%	9.77%	11.55%	13.80%
Not Medically Necessary Denial Rate	5%	6%	4%	11%	19%	14%
<b>Total MD Review</b>	<b>168</b>	<b>105</b>	<b>115</b>	<b>177</b>	<b>220</b>	<b>231</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	16	3	3	2	5	19
Upheld	0	2	0	0	0	0
<b>Total Reconsiderations</b>	<b>16</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>19</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	502	499	544	603	647	561
MD Review	10	15	4	37	13	3
RN Review	6	5	14	0	18	1
HP Review	0	0	0	0	0	0
<b>Total</b>	<b>518</b>	<b>519</b>	<b>562</b>	<b>640</b>	<b>678</b>	<b>565</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	558
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	343.9	PALSY, INFANTILE CEREBRA	400
2.	496	OBSTRUCTION, CHRONIC AIR	79
3.	343.2	PALSY, INFANTILE CER, OU	75
4.	343.0	PALSY, INFANTILE CEREBRA	37
5.	359.1	DYSTROPHY, HEREDITARY PR	32
6.	327.23	DSORD, ORGNC OBST SLEEP	29
7.	299.00	DISORDER, AUTISTIC, CURR	28
8.	493.90	ASTHMA NOS W/O STATUS AS	26
9.	759.89	ANOMALY, CONGENITAL NEC	24
10.	897.0	AMPUT TRAUM LEG BLW KNEE	24

Current Month Top 5 Reasons for MD Denial		
1.	Not yet able to operate independently.	13
2.	Equipment is used primarily for the convenience of the recipient or caregiver. 907 KAR 1:479(6) and 907 KAR 3:130	4
3.	Item is not primarily and customarily used for a medical purpose. 907 KAR 1:479(6) and 907 KAR 3:130	3
4.	recipient meets criteria for general cushions	2
5.	Able to position independently for pressure relief.	2

Current Month Top 5 Reasons for Lack of Information Denial		
1.	N/A	
2.		
3.		
4.		
5.		

## DRG

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Target File</b>						
Target File	250	250	250	250	250	250
On-Site Requested	48	28	28	32	35	36
In-House	202	222	222	218	215	214

<b>Outcomes</b>						
<b>Total Approved</b>	<b>236</b>	<b>240</b>	<b>218</b>	<b>222</b>	<b>226</b>	<b>240</b>

<b>Outcomes</b>						
<b>Total Denied</b>	<b>14</b>	<b>10</b>	<b>32</b>	<b>28</b>	<b>24</b>	<b>10</b>

<b>Denial Reasons</b>						
Not Medically Necessary	4	2	8	3	3	0
Technical	8	7	22	15	15	8
Reassignments	2	2	3	8	5	2
Billing	0	0	0	2	1	0
<b>Total Denial Reasons</b>	<b>14</b>	<b>11</b>	<b>33</b>	<b>28</b>	<b>24</b>	<b>10</b>

<b>Reconsiderations</b>						
Approved	0	1	1	0	1	3
Denied	1	2	0	0	2	0
<b>Total Reviewed</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>

<b>Quality of Concern</b>						
Severity 1 - Quality concern with minimum potential for significant effect (s) on the patient	0	0	0	0	0	0
Severity 2 - Quality problem with the potential for significant adverse effect (s) on the patient	0	0	0	0	0	0
Severity 3 - Quality problem with significant adverse affect (s) on the patient	0	0	0	0	0	0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## EPSDT Special Services

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	0	1	2	6	6	1
Average Speed of Answer	00:15	00:12	00:11	00:20	00:29	00:32
Average Talk Time	04:27	04:18	04:23	04:30	05:36	04:40
First Call Resolution	98.5%	98.5%	99.6%	98.4%	97.7%	99.5%
<b>Total Admin Calls</b>	<b>186</b>	<b>299</b>	<b>229</b>	<b>283</b>	<b>316</b>	<b>226</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	3
Average Speed of Answer	00:08	00:11	00:07	00:18	00:11	00:44
Average Talk Time	03:27	03:23	03:37	04:14	04:19	03:37
First Call Resolution	96.4%	96.4%	96.5%	98.3%	97.8%	91.9%
<b>Total Clinical Calls</b>	<b>121</b>	<b>137</b>	<b>139</b>	<b>168</b>	<b>190</b>	<b>164</b>
<b>Total Calls</b>	<b>307</b>	<b>436</b>	<b>368</b>	<b>451</b>	<b>506</b>	<b>390</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	1,144	906	749	1,167	1,851	795
Agreed Reduction	0	0	1	2	4	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	3	0	0	0	0
State Mandate	1	5	7	8	4	0
Denials	29	30	18	3	3	1
Pended	88	84	60	217	167	109
<b>Total</b>	<b>1,262</b>	<b>1,028</b>	<b>835</b>	<b>1,397</b>	<b>2,029</b>	<b>905</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	25	27	17	1	1	0
<b>Total Denied</b>	<b>25</b>	<b>27</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>0</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	14	9	3	10	8	10
Not Medically Necessary	4	3	1	2	2	1
Referred to MD Rate	1.43%	1.17%	0.48%	0.86%	0.49%	1.22%
Not Medically Necessary Denial Rate	22%	25%	25%	17%	20%	9%
<b>Total MD Review</b>	<b>18</b>	<b>12</b>	<b>4</b>	<b>12</b>	<b>10</b>	<b>11</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	5	1	0	0	0	0
Upheld	0	0	0	0	1	0
<b>Total Reconsiderations</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	82	79	50	213	166	73
MD Review	0	3	7	0	0	3
RN Review	6	2	3	4	1	33
<b>Total</b>	<b>213</b>	<b>224</b>	<b>208</b>	<b>257</b>	<b>167</b>	<b>109</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	73
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	299.00	DISORDER, AUTISTIC, CURR	172
2.	758.0	DOWN'S SYNDROME	102
3.	343.9	PALSY, INFANTILE CEREBRA	95
4.	783.40	LACK NRML PHYSLGCL DEV C	35
5.	315.39	DSORD, DVLPMNTL SPEECH/L	31
6.	315.9	DEVELOPMENT DELAY NOS	25
7.	781.3	SYMPTOM, LACK OF COORDIN	15
8.	759.89	ANOMALY, CONGENITAL NEC	15
9.	299.01	DISORDER, AUTISTIC, RESI	14
10.	299.80	DSORD, PRVSV DVLPMNTL NE	14

Current Month Top 5 Reasons for MD Denial		
1.	The service is not medically necessary. 907 KAR 11:034(9) and 907 KAR 3:130	1
2.		
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	N/A	
2.		
3.		
4.		
5.		

## Home Health

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	7	11	12	27	30	22
Average Speed of Answer	00:13	00:18	00:19	00:26	00:30	00:38
Average Talk Time	05:01	04:48	05:00	04:32	04:47	04:49
First Call Resolution	99.7%	99.7%	99.6%	99.6%	94.0%	99.7%
<b>Total Admin Calls</b>	<b>1170</b>	<b>1169</b>	<b>977</b>	<b>1009</b>	<b>1150</b>	<b>980</b>
<b>Clinical</b>						
Abandoned Calls	9	6	4	9	7	5
Average Speed of Answer	00:15	00:22	00:25	00:33	00:34	00:27
Average Talk Time	09:47	08:06	08:29	09:00	08:03	08:46
First Call Resolution	99.7%	99.7%	98.9%	100.0%	95.4%	98.6%
<b>Total Clinical Calls</b>	<b>1011</b>	<b>978</b>	<b>842</b>	<b>892</b>	<b>943</b>	<b>856</b>
<b>Total Calls</b>	<b>2,181</b>	<b>2,147</b>	<b>1,819</b>	<b>1,901</b>	<b>2,093</b>	<b>1,836</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	4,682	4,439	4,657	4,314	5,067	4,089
Agreed Reduction	166	169	111	161	148	123
Client Approved/Negotiation	0	0	1	1	1	1
Split Decision	2	1	1	0	0	0
State Mandate	17	0	0	17	0	0
Denials	94	68	33	59	85	60
Pended	121	145	171	206	155	98
<b>Total</b>	<b>5,082</b>	<b>4,822</b>	<b>4,974</b>	<b>4,758</b>	<b>5,456</b>	<b>4,371</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	9	10	2	5	5	9
Technical (Out of Time Frame)	78	50	26	51	79	48
<b>Total Denied</b>	<b>87</b>	<b>60</b>	<b>28</b>	<b>56</b>	<b>84</b>	<b>57</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	30	12	24	15	25	19
Not Medically Necessary	7	8	5	3	1	3
Referred to MD Rate	0.73%	0.41%	0.58%	0.38%	0.48%	0.50%
Not Medically Necessary Denial Rate	19%	40%	17%	17%	4%	14%
<b>Total MD Review</b>	<b>37</b>	<b>20</b>	<b>29</b>	<b>18</b>	<b>26</b>	<b>22</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	1	0	1	0	0	0
Upheld	0	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

Pended	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Unreviewed	52	53	107	81	122	88
MD Review	1	1	0	2	4	0
RN Review	68	91	64	123	29	10
<b>Total</b>	<b>121</b>	<b>145</b>	<b>171</b>	<b>206</b>	<b>155</b>	<b>98</b>

Current Month Top 5 LOI Pended Reasons	Reason	Count
1.	N/A	
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes	Code	Description	Count
1.	343.9	PALSY, INFANTILE CEREBRA	301
2.	319	UNSPEC INTELLECTUAL DISA	252
3.	250.00	DM, UNCOMPLICATED, TYPE	229
4.	299.00	DISORDER, AUTISTIC, CURR	135
5.	401.9	HYPERTENSION, ESSENTIAL	121
6.	788.30	SYMPTOM, INCONTINENCE, U	114
7.	428.0	FAILURE, CONGESTIVE HEAR	107
8.	318.1	SEVERE INTELLECTUAL DISA	97
9.	758.0	DOWN'S SYNDROME	93
10.	496	OBSTRUCTION, CHRONIC AIR	81

Current Month Top 5 Reasons for MD Denial	Reason	Count
1.	Services can be safely and effectively provided on an outpatient basis. 907 KAR 1:030(4) and 907 KAR 3:130	2
2.	Not medically necessary	1
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial	Reason	Count
1.	N/A	
2.		
3.		
4.		
5.		

## Hospice

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Admin Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Clinical</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Clinical Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	147	112	15	182	120	290
Agreed Reduction	N/A	N/A	N/A	N/A	N/A	N/A
Client Approved/Negotiation	N/A	N/A	N/A	N/A	N/A	N/A
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	0	0	0	0	0	0
Pended	12	0	1	43	65	37
<b>Total</b>	<b>91</b>	<b>159</b>	<b>16</b>	<b>225</b>	<b>185</b>	<b>327</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	0	0	0	0	0	0
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

Pended	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	12	0	1	40	65	31
MD Review	0	0	0	0	0	0
RN Review	0	0	0	3	0	6
<b>Total</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>43</b>	<b>65</b>	<b>37</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	31
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	331.0	ALZHEIMER'S DISEASE	58
2.	491.20	BRONCHITIS, OBSTR CHR N W	44
3.	518.83	RESPIRATORY FAILURE, CHR	21
4.	162.9	NEOPLASM, MALIGT, BRONCH	19
5.	414.9	DISEASE, ISCHEMIC HEART,	19
6.	428.0	FAILURE, CONGESTIVE HEAR	17
7.	332.0	PARALYSIS AGITANS	13
8.	429.9	DISEASE, HEART NOS	12
9.	331.82	DEMENTIA W/LEWY BODIES	11
10.	585.6	RENAL DISEASE, END STAGE	10

Current Month Top 5 Reasons for MD Denial		
1.	N/A	
2.		
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	N/A	
2.		
3.		
4.		
5.		

## Nursing Facility

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	1	2	2	2	11	6
Average Speed of Answer	00:12	00:12	00:13	00:25	00:32	00:33
Average Talk Time	05:13	04:46	04:41	04:12	04:01	04:59
First Call Resolution	99.3%	99.3%	98.5%	94.7%	94.0%	95.2%
<b>Total Admin Calls</b>	<b>278</b>	<b>272</b>	<b>281</b>	<b>279</b>	<b>334</b>	<b>314</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:06	00:07	00:04	00:03	00:02	00:02
Average Talk Time	04:38	03:50	03:42	03:56	03:40	04:46
First Call Resolution	77.3%	77.3%	78.2%	63.1%	95.4%	64.2%
<b>Total Clinical Calls</b>	<b>146</b>	<b>196</b>	<b>186</b>	<b>158</b>	<b>225</b>	<b>194</b>
<b>Total Calls</b>	<b>424</b>	<b>468</b>	<b>467</b>	<b>437</b>	<b>559</b>	<b>508</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	6,338	4,115	5,449	5,816	6,764	5,683
Initial LOC Approval	2,614	2,419	2,700	2,510	2,657	2,348
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	6	3	5	3	2	2
Denials	5	9	2	9	6	9
Pended	333	318	330	318	374	339
<b>Total</b>	<b>9,296</b>	<b>6,864</b>	<b>8,486</b>	<b>8,656</b>	<b>9,803</b>	<b>8,381</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	0	1	0	0	0	0
Non-Certified Bed	0	0	0	0	0	0
<b>Total Denied</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	16	9	17	14	16	6
Not Medically Necessary	5	8	2	9	6	9
Referred to MD Rate	6.31%	5.35%	5.76%	7.23%	5.88%	4.42%
Not Medically Necessary Denial Rate	24%	47%	11%	39%	27%	60%
<b>Total MD Review</b>	<b>21</b>	<b>17</b>	<b>19</b>	<b>23</b>	<b>22</b>	<b>15</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overtaken	5	1	0	0	3	0
Upheld	1	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Lack of Information	211	270	294	288	313	317
MD Review	0	0	0	0	0	0
RN Review	122	48	36	30	61	22
<b>Total</b>	<b>333</b>	<b>318</b>	<b>330</b>	<b>318</b>	<b>374</b>	<b>339</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	317
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	290.0	DEMENTIA, SENILE, UNCOMP	901
2.	496	OBSTRUCTION, CHRONIC AIR	513
3.	401.9	HYPERTENSION, ESSENTIAL	436
4.	331.0	ALZHEIMER'S DISEASE	410
5.	436	DISEASE, ACUTE CEREBRAS,	321
6.	428.0	FAILURE, CONGESTIVE HEAR	259
7.	250.00	DM, UNCOMPLICATED, TYPE	220
8.	728.87	WEAKNESS, MUSCLE	190
9.	599.0	INFECTION, URINARY TRACT	176
10.	486	PNEUMONIA, ORGANISM NOS	171

Current Month Top 5 Reasons for MD Denial		
1.	Recipient does not have a stable medical condition requiring intermittent high-intensity nursing care, continuous personal care or supervision in an institutional setting. 907 KAR 1:022(4) and 907 KAR 3:130	7
2.	Recipient no longer meets clinical acuity. 907 KAR 1:022(6) and 907 KAR 3:130	1
3.	Not medically necessary	1
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	N/A	
2.		
3.		
4.		
5.		

## Nursing Facility Ancillary

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	27	14	17	37	43	32
Average Speed of Answer	00:22	00:24	00:26	00:31	00:36	00:37
Average Talk Time	04:00	04:25	03:57	04:04	04:01	04:03
First Call Resolution	99.3%	99.3%	98.5%	94.7%	95.2%	95.2%
<b>Total Admin Calls</b>	<b>1056</b>	<b>1098</b>	<b>941</b>	<b>1088</b>	<b>1098</b>	<b>1020</b>
<b>Clinical</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Clinical Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Calls</b>	<b>1,056</b>	<b>1,098</b>	<b>941</b>	<b>1,088</b>	<b>1,098</b>	<b>1,020</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	3,088	2,808	2,673	3,302	2,702	2,636
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	0	0	0	0	1	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	265	264	223	296	270	323
Pended	181	268	250	165	234	232
<b>Total</b>	<b>3,534</b>	<b>3,340</b>	<b>3,146</b>	<b>3,763</b>	<b>3,207</b>	<b>3,191</b>

RN Denials/Overturns	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
FRN Criteria	244	254	213	287	263	311
FRN Reconsideration Overturned	10	4	7	7	20	8
FRN Reconsideration Upheld	13	4	4	8	4	8
<b>Total Denied</b>	<b>267</b>	<b>262</b>	<b>224</b>	<b>302</b>	<b>287</b>	<b>327</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	9	7	6	2	4	2
Not Medically Necessary	8	6	5	2	2	4
Referred to MD Rate	0.48%	0.39%	0.35%	0.11%	0.19%	0.19%
Not Medically Necessary Denial Rate	47%	46%	45%	50%	33%	67%
<b>Total MD Review</b>	<b>17</b>	<b>13</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>6</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	1	0	0	0	0	3
Upheld	1	1	7	0	3	0
<b>Total Reconsiderations</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>3</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
MD Review	0	1	0	0	0	1
RN Review	181	267	250	165	234	231
<b>Total</b>	<b>181</b>	<b>268</b>	<b>250</b>	<b>165</b>	<b>234</b>	<b>232</b>

Current Month Top 5 LOI Pended Reasons	
1.	N/A
2.	
3.	
4.	
5.	

Current Month Top 10 Diagnosis Codes			
1.	496	OBSTRUCTION, CHRONIC AIR	689
2.	728.87	WEAKNESS, MUSCLE	360
3.	786.05	SYMPTOM, SHORTNESS OF BR	218
4.	428.0	FAILURE, CONGESTIVE HEAR	166
5.	719.7	DIFFICULTY IN WALKING	150
6.	486	PNEUMONIA, ORGANISM NOS	114
7.	799.02	HYPOXEMIA	86
8.	786.09	SYMP ABNORMALITY, RESPIR	74
9.	781.3	SYMPTOM, LACK OF COORDIN	46
10.	401.9	HYPERTENSION, ESSENTIAL	45

Current Month Top 5 Reasons for MD Denial		
1.	Oxygen therapy is not medically necessary or appropriate for the recipient's diagnosis or condition. 907 KAR 1:023 and 907 KAR 3:130	3
2.	Documentation is inadequate to determine the ongoing need for the services. 907 KAR 1:023 and 907 KAR 3:130	1
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial	
1.	N/A
2.	
3.	
4.	
5.	

## Orthodontia

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	1	0	0	0	1	1
Average Speed of Answer	00:16	00:13	00:05	00:09	00:10	00:25
Average Talk Time	03:12	04:11	03:57	04:07	03:39	03:48
First Call Resolution	100%	100%	100%	100%	100%	100%
<b>Total Admin Calls</b>	<b>18</b>	<b>129</b>	<b>41</b>	<b>40</b>	<b>40</b>	<b>41</b>

<b>Clinical</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Clinical Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Calls</b>	<b>18</b>	<b>129</b>	<b>41</b>	<b>40</b>	<b>40</b>	<b>41</b>

<b>Requests Processed</b>						
Approvals	26	15	14	11	26	11
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	2	1	0	0	2	0
Pended	0	0	0	0	0	0
<b>Total</b>	<b>28</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>28</b>	<b>11</b>

<b>Administrative Denials</b>						
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

<b>MD Review</b>						
Medical Necessity	0	0	0	0	0	0
Not Medically Necessary	2	1	0	0	2	0
Referred to MD Rate	7.14%	6.25%	0.00%	0.00%	7.14%	0.00%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>

<b>Reconsiderations</b>						
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Lack of Information	0	0	0	0	0	0
MD Review	0	0	1	0	0	0
RN Review	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Current Month Top 5 LOI Pended Reasons</b>	
1.	N/A
2.	
3.	
4.	
5.	

<b>Current Month Top 10 Diagnosis Codes</b>		
1.	V58.5	ORTHODONTICS AFTERCARE
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

<b>Current Month Top 5 Reasons for MD Denial</b>	
1.	N/A
2.	
3.	
4.	
5.	

<b>Current Month Top 5 Reasons for Lack of Information Denial</b>	
1.	N/A
2.	
3.	
4.	
5.	

## Outpatient Therapies

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	0	0	1	0	2	2
Average Speed of Answer	00:18	00:08	00:15	00:18	00:28	00:36
Average Talk Time	04:15	04:27	04:02	03:55	04:12	04:01
First Call Resolution	100%	100%	98.9%	99.6%	95.0%	99.4%
<b>Total Admin Calls</b>	<b>126</b>	<b>165</b>	<b>141</b>	<b>164</b>	<b>210</b>	<b>160</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:07	00:25	00:15	00:40	00:18	00:19
Average Talk Time	05:25	05:08	04:17	05:46	04:45	05:29
First Call Resolution	100%	100%	94.7%	92.3%	96.4%	93.7%
<b>Total Clinical Calls</b>	<b>39</b>	<b>57</b>	<b>50</b>	<b>101</b>	<b>191</b>	<b>112</b>
<b>Total Calls</b>	<b>165</b>	<b>222</b>	<b>191</b>	<b>265</b>	<b>401</b>	<b>272</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	238	311	450	1,192	1,573	964
Agreed Reduction	6	0	0	28	9	6
Client Approved/Negotiation	0	0	0	0	1	0
Split Decision	3	0	0	0	0	0
State Mandate	0	0	0	0	1	0
Denials	8	3	15	21	13	1
Pended	17	34	56	319	123	73
<b>Total</b>	<b>272</b>	<b>348</b>	<b>521</b>	<b>1,560</b>	<b>1,720</b>	<b>1,044</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	8	3	15	21	13	1
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>8</b>	<b>3</b>	<b>15</b>	<b>21</b>	<b>13</b>	<b>1</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	44	32	55	95	78	64
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	16.18%	9.20%	10.56%	6.09%	4.53%	6.13%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>44</b>	<b>32</b>	<b>55</b>	<b>95</b>	<b>78</b>	<b>64</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	0	0	0	0	0	3
Upheld	0	0	0	0	3	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Lack of Information	14	25	53	313	111	62
MD Review	3	0	0	0	0	0
RN Review	0	9	3	6	12	11
<b>Total</b>	<b>17</b>	<b>34</b>	<b>56</b>	<b>319</b>	<b>123</b>	<b>73</b>

Independent Therapy	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Total</b>	<b>143</b>	<b>131</b>	<b>216</b>	<b>1079</b>	<b>1015</b>	<b>278</b>

Current Month Top 5 LOI Pended Reasons	
1.	Lack of Information 62
2.	
3.	
4.	
5.	

Current Month Top 10 Diagnosis Codes			
1.	299.00	DISORDER, AUTISTIC, CURR	132
2.	343.9	PALSY, INFANTILE CEREBRA	109
3.	728.9	DISORDER, MUSCLE/LIGAMEN	58
4.	758.0	DOWN'S SYNDROME	53
5.	784.59	SYMPTOM, OTHER SPEECH DI	52
6.	781.3	SYMPTOM, LACK OF COORDIN	41
7.	781.2	SYMPTOM, ABNORMALITY, GA	28
8.	728.87	WEAKNESS, MUSCLE	26
9.	343.1	PALSY, INFANTILE CER, HE	26
10.	299.01	DISORDER, AUTISTIC, RESI	25

Current Month Top 5 Reasons for MD Denial	
1.	N/A
2.	
3.	
4.	
5.	

Current Month Top 5 Reasons for Lack of Information Denial	
1.	LOI response not received or incomplete 1
2.	
3.	
4.	
5.	

## Physician Services

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	0	2	1	4	3	5
Average Speed of Answer	00:14	00:15	00:11	00:21	00:36	00:28
Average Talk Time	03:37	03:43	02:58	03:10	02:56	03:24
First Call Resolution	100%	100%	100%	100%	95.3%	100.0%
<b>Total Admin Calls</b>	<b>260</b>	<b>264</b>	<b>234</b>	<b>262</b>	<b>289</b>	<b>256</b>
<b>Clinical</b>						
Abandoned Calls	0	2	1	4	3	5
Average Speed of Answer	00:09	00:09	00:09	00:09	00:09	00:09
Average Talk Time	03:55	03:55	03:55	03:55	03:55	03:55
First Call Resolution	100%	100%	86%	94%	95.5%	90.0%
<b>Total Clinical Calls</b>	<b>26</b>	<b>42</b>	<b>30</b>	<b>46</b>	<b>43</b>	<b>49</b>
<b>Total Calls</b>	<b>286</b>	<b>306</b>	<b>264</b>	<b>308</b>	<b>332</b>	<b>305</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	26	46	33	43	41	47
Administrative Approval	18	14	10	12	12	3
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	0	0	0	0	0	0
Pended	1	9	8	3	7	7
<b>Total</b>	<b>45</b>	<b>69</b>	<b>51</b>	<b>58</b>	<b>60</b>	<b>57</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	0	0	0	0	0	0
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	0	0	0	0	0	0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	15	19	18	24	23	18
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	33.33%	27.54%	35.29%	41.38%	38.33%	31.58%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>15</b>	<b>19</b>	<b>18</b>	<b>24</b>	<b>23</b>	<b>18</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Lack of Information Incomplete Data (Consent Forms)	N/A	N/A	N/A	N/A	N/A	N/A
MD Review	1	3	6	1	4	5
RN Review	0	0	0	0	2	0
	0	6	2	2	1	2
<b>Total</b>	<b>1</b>	<b>9</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>7</b>

Current Month Top 5 LOI Pended Reasons	
1.	N/A
2.	
3.	
4.	
5.	

Current Month Top 10 Diagnosis Codes			
1.	327.23	DSORD, ORGNC OBST SLEEP	7
2.	278.01	OBESITY, MORBID	4
3.	780.54	SYMPTOM, HYPERSOMNIA NOS	4
4.	V25.2	STERILIZATION	4
5.	524.04	HYPOPLASIA, MANDIBULAR	3
6.	459.32	HTN, CHR N VENOUS W/INFLA	3
7.	780.50	SYMPTOM, DISTURBANCE, SL	2
8.	786.50	SYMPTOM, PAIN, CHEST NOS	2
9.	496	OBSTRUCTION, CHRONIC AIR	2
10.	401.9	HYPERTENSION, ESSENTIAL	2

Current Month Top 5 Reasons for MD Denial	
1.	N/A
2.	
3.	
4.	
5.	

Current Month Top 5 Reasons for Lack of Information Denial	
1.	N/A
2.	
3.	
4.	
5.	

## Psychiatric Programs

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	2	1	5	3	4	3
Average Speed of Answer	00:12	00:11	00:15	00:24	00:31	00:24
Average Talk Time	03:07	03:05	02:41	02:47	02:35	02:49
First Call Resolution	100%	100%	100%	100%	100%	100%
<b>Total Admin Calls</b>	<b>256</b>	<b>309</b>	<b>257</b>	<b>287</b>	<b>250</b>	<b>220</b>
<b>Clinical</b>						
Abandoned Calls	0	2	1	1	2	6
Average Speed of Answer	00:29	00:26	00:31	00:30	00:32	01:22
Average Talk Time	08:30	08:22	09:12	08:52	08:29	09:03
First Call Resolution	100%	100%	100%	100%	100%	100%
<b>Total Clinical Calls</b>	<b>204</b>	<b>264</b>	<b>214</b>	<b>237</b>	<b>191</b>	<b>180</b>
<b>Total Calls</b>	<b>460</b>	<b>573</b>	<b>471</b>	<b>524</b>	<b>441</b>	<b>400</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	219	252	249	245	200	164
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	1	0	0	0
Denials	10	10	8	9	10	8
Pended	4	10	6	7	10	3
<b>Total</b>	<b>233</b>	<b>272</b>	<b>264</b>	<b>261</b>	<b>220</b>	<b>175</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	6	6	6	4	6	3
<b>Total Denied</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>3</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	1	0	5	0	0	2
Not Medically Necessary	4	4	2	5	4	5
Referred to MD Rate	2.15%	1.47%	2.65%	1.92%	1.82%	4.00%
Not Medically Necessary Denial Rate	80%	100%	29%	100%	100%	71%
<b>Total MD Review</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>7</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overtaken	0	1	0	1	1	2
Upheld	1	0	1	1	4	1
<b>Total Reconsiderations</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>

\*Reconsiderations are not included in Request Processed Total

Pended	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	0	0	0	0	0	0
RN Review	4	10	6	7	9	3
MD Review	0	0	0	0	1	0
<b>Total</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>3</b>

By Place of Service	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Distinct Part Units - Psychiatric	58	46	80	74	68	42
EPSDT	19	19	18	11	5	5
Freestanding Psychiatric Facility	42	61	34	24	32	19
Inpatient Hospital	11	10	15	6	9	8
Non-Freestanding Psychiatric Facility	93	127	108	133	105	95
Onsite EPSDT Psych	2	0	1	1	2	2
Psychiatric Residential Treatment Center	9	10	9	14	4	7
<b>Total</b>	<b>234</b>	<b>273</b>	<b>265</b>	<b>263</b>	<b>225</b>	<b>178</b>

Current Month Top 5 LOI Pended Reasons	Reason	Count
1.	Lack of Information	N/A
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes	Code	Description	Count
1.	296.90	DISORDER, EPISODIC MOOD	28
2.	311	DISORDER, DEPRESSIVE NEC	14
3.	295.70	DISORDER, SCHIZOAFFECTIV	14
4.	312.34	DISORDER, INTERMITTENT E	11
5.	295.30	SCHIZOPHRENIA, PARANOID,	9
6.	299.00	DISORDER, AUTISTIC, CURR	8
7.	295.90	SCHIZOPHRENIA NOS, UNSPE	7
8.	312.30	DISORDER OF IMPULSE CONT	6
9.	296.33	DPRSV DSORD, MAJOR RCR,	5
10.	309.81	DISORDER, POSTTRAUMATIC	5

Current Month Top 5 Reasons for MD Denial	Reason	Count
1.	Not medically necessary	5
2.		
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial	Reason	Count
1.	N/A	
2.		
3.		
4.		
5.		

## Radiology

Call Metrics	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Administrative</b>						
Abandoned Calls	0	3	0	4	10	6
Average Speed of Answer	00:18	00:14	00:13	00:27	00:31	00:34
Average Talk Time	03:59	04:10	04:01	03:28	03:35	03:56
First Call Resolution	100%	100%	99%	100%	95%	99%
<b>Total Admin Calls</b>	<b>494</b>	<b>524</b>	<b>543</b>	<b>487</b>	<b>501</b>	<b>493</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	1	0	2
Average Speed of Answer	00:12	00:14	00:16	00:36	00:18	00:24
Average Talk Time	05:30	06:01	05:39	05:41	05:54	06:11
First Call Resolution	100%	100%	95%	92%	96%	95%
<b>Total Clinical Calls</b>	<b>334</b>	<b>311</b>	<b>359</b>	<b>329</b>	<b>331</b>	<b>307</b>
<b>Total Calls</b>	<b>828</b>	<b>835</b>	<b>902</b>	<b>816</b>	<b>832</b>	<b>800</b>

Requests Processed	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Approvals	382	375	429	394	413	348
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	2	5	6	4	1	14
Pended	5	13	11	4	6	6
<b>Total</b>	<b>389</b>	<b>393</b>	<b>446</b>	<b>402</b>	<b>420</b>	<b>368</b>

Administrative Denials	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Lack of Information	2	4	4	4	0	0
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>

MD Review	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Medical Necessity	95	87	121	112	104	87
Not Medically Necessary	0	1	2	0	1	14
Referred to MD Rate	24.42%	22.39%	27.58%	27.86%	25.00%	27.45%
Not Medically Necessary Denial Rate	0%	1%	2%	0%	1%	14%
<b>Total MD Review</b>	<b>95</b>	<b>88</b>	<b>123</b>	<b>112</b>	<b>105</b>	<b>101</b>

Reconsiderations	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Overturned	0	0	0	0	0	4
Upheld	0	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>

\*Reconsiderations are not included in Request Processed Total

	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Pended</b>						
Lack of Information	1	6	3	0	1	1
MD Review	0	3	3	2	4	4
RN Review	4	4	5	2	1	1
<b>Total</b>	<b>5</b>	<b>13</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>6</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	1
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	724.2	LUMBAGO	40
2.	723.1	CERVICALGIA	25
3.	786.50	SYMPTOM, PAIN, CHEST NOS	24
4.	340	SCLEROSIS, MULTIPLE	20
5.	719.41	PAIN IN JOINT, SHOULDER	17
6.	719.46	PAIN IN JOINT, LOWER LEG	13
7.	784.0	SYMPTOM, HEADACHE	7
8.	780.2	SYMPTOM, SYNCOPE AND COL	6
9.	722.52	DEGENERATION, LUMBAR/LMB	6
10.	780.39	SYMPTOM, CONVULSIONS NOS	5

Current Month Top 5 Reasons for MD Denial		
1.	Other approved imaging meets care needs. 907 KAR 3:005(5) and 907 KAR 3:130	5
2.	Recipient has not tried and failed conservative treatment. 907 KAR 3:005(5) and 907 KAR 3:130	4
3.	Lower level imaging required first. 907 KAR 3:005(5) and 907 KAR 3:130	3
4.	not enough clinical information was provided	1
5.	Work up for condition has not included preliminary lab studies.	1

Current Month Top 5 Reasons for Lack of Information Denial		
1.	N/A	
2.		
4.		
5.		



## KY Department for Medicaid Services Administrative Hearings Report

Report Run Date: Sep 2, 2015  
 New/In Progress/Closed/All In Progress

*\*Report runs off Status of In Progress for open cases.*

Case Type	Primary Category	Appeal Type	Status	Appeal Start Date	Decision Required Date	Attending Physician
Waiver	ABI LTC Waiver LOC	Administrative Hearings	In Progress	Jun 4, 2015	Jun 16, 2015	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Apr 9, 2015	Jun 26, 2015	PELLEGRINI, ADRIAN
Waiver	HCB CDO - LOC	Administrative Hearings	In Progress	Jun 30, 2015	Jul 14, 2015	PELLEGRINI, ADRIAN
Home Health	Home Health	Administrative Hearings	In Progress	Jun 18, 2014	Jul 30, 2014	PELLEGRINI, ADRIAN
Waiver	HCB CDO - LOC	Administrative Hearings	In Progress	Jan 8, 2015	Feb 10, 2015	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Jul 8, 2015	Aug 18, 2015	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	May 21, 2015	Jul 31, 2015	PELLEGRINI, ADRIAN
Acute Inpatient	Psychiatric	Administrative Hearings	In Progress	Dec 8, 2014	Feb 6, 2015	PELLEGRINI, ADRIAN
Acute Inpatient	Psychiatric	Administrative Hearings	In Progress	Dec 8, 2014	Feb 6, 2015	PELLEGRINI, ADRIAN
Waiver	HCB - LOC	Administrative Hearings	In Progress	Oct 17, 2014	Oct 27, 2014	PELLEGRINI, ADRIAN
Waiver	Michelle P. CDO - Services	Administrative Hearings	In Progress	Feb 25, 2015	Feb 26, 2015	PELLEGRINI, ADRIAN