MCO Monthly Comparison Dashboard - April, 2014

			Anthem	Coventry	Humana	Passport	WellCare	Total
Membership			31,194	318,353	59,892	188,555	386,969	984,963
Capitation			$ 19,522,922	$ 127,579,197	$ 32,387,559	$ 95,294,479	$ 177,038,452	$ 451,822,610
Capitation/Member			$ 625.86	$ 400.75	$ 540.77	$ 505.39	$ 457.50	$ 458.72
Standard	Measure	Threshold						
Claims Payment	Paid Claims		$ 7,502,473	$ 78,556,656	$ 12,238,813	$ 57,251,937	$ 127,496,509	$ 283,046,388
	Suspended		$ 3,459,367	$ 4,592,150	$ 49,840,910	$ 94,099,810	$ 94,634,990	$ 246,627,226
	% Suspended		31.56%	5.52%	80.29%	62.17%	42.60%	46.56%
	Paid per Member		$ 240.51	$ 246.76	$ 204.35	$ 303.64	$ 329.47	$ 287.37
	Total All Claims	90% paid in 30 Days	98.99%	99.97%	99.37%	99.93%	99.80%	99.82%
	Total All Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	100.00%	99.99%	99.99%
Encounter Submission Report #64	Submitted	95% Acceptance Rate	0	917,979	161,685	473,948	1,480,984	3034596
	Accepted		0	899,037	157,921	447,995	1,554,840	3059793
	% Accepted			97.94%	97.67%	94.52%	104.99%	100.83%
P/As	Requested		4,365	33,408	3,999	18,309	32,529	92,610
	Denied		450	4,554	646	1,457	4,976	12,083
	% Denied		10.31%	13.63%	16.15%	7.96%	15.30%	13.05%
Member Calls Report #11	# of calls		9,787	25,403	13,388	35,004	43,011	126,593
	# Abandoned		90	543	50	552	1,384	2,619
	% Abandoned	5% or less	0.92%	2.14%	0.37%	1.58%	3.22%	2.07%
	Speed to answer	60 seconds or less	9	17	14	32	17	18
Provider Calls Report #11	# of calls		8,638	12,761	6,712	20,060	29,500	77,671
	# Abandoned		40	107	15	328	705	1,195
	% Abandoned	5% or less	0.92%	0.84%	0.22%	1.64%	2.39%	1.54%
	Average speed to answer	60 seconds or less	10	17	14	35	26	20
Behavioral Calls Report #11	# of calls		260	1,637	381	737	306	3,321
	# Abandoned		5	7	2	3	13	30
	% Abandoned	5% or less	1.92%	0.43%	0.52%	0.41%	4.25%	0.90%
	Average speed to answer	60 seconds or less	14	23	10	10	11	14
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Answered within 30 sec	More than 80%	91.00%	90.20%	88.42%	80.00%	90.00%	87.92%
	Average length	less than 10 min	7	3	2	1	2	3
	Total Calls		18,685	39,801	20,481	55,801	72,817	207,585
	# Abandoned		135	657	67	883	2,102	3844
	% Abandoned		0.72%	1.65%	0.33%	1.58%	2.89%	1.85%
COB Savings Report #54		MCO paid amount	$ 51,841	$ 2,646,534	$ 219,932	$ 813,085	$ 1,616,799	$ 5,348,192
		COB Amount	$ 49,310	$ 8,144,720	$ 1,358,728	$ 5,594,466	$ 14,074,879	$ 29,222,104
		COB / Member	$ 1.58	$ 25.58	$ 22.69	$ 29.67	$ 36.37	$ 29.67
		% of Claims Paid	0.66%	10.37%	11.10%	9.77%	11.04%	10.32%
Medicaid Cost Avoidance Report #55		Denied Amount	$ 1,175	$ 3,138,037	$ 63,362	$ 3,130,253	$ 12,515,153	$ 18,847,979
		% of Claims Paid	0.02%	3.99%	0.52%	5.47%	9.82%	6.66%
Non-Medicaid Avoidance Report #56		Denied Amount	$ 91,159	$ 4,561,400	$ 306,145	$ 2,140,134	$ 2,371,644	$ 9,470,484
		% of Claims Paid	1.22%	5.81%	2.50%	3.74%	1.86%	3.35%

5/20/2014 GREEN - In Compliance RED - Out of Compliance YELLOW - MCOB added formula

MCO Monthly Comparison Dashboard - April, 2014

			Anthem	Coventry	Humana	Passport	WellCare	Total
Potential Subrogation Report #57		Lien/Claim	$ -	$ 5,939,506	$ 87,311	$ 5,866,764	$ 5,959,294	$ 17,852,874
		% of Claims Paid	0.00%	7.56%	0.71%	10.25%	4.67%	6.31%
		Recovered	$ -	$ 332,423	$ -	$ 335,839	$ 290,080	$ 958,342
Original Claims Processed Report #58	Claims Received	Total count	102,012	1,025,466	192,647	709,595	1,756,683	3,786,403
		Total Processed	99,302	1,012,868	217,621	760,768	1,549,015	3,639,574
		Total Charges	$ 41,522,448	$ 474,772,845	$ 76,700,876	$ 250,065,465	$ 752,911,556	$1,595,973,191
		Avg Charge	$ 407.03	$ 462.98	$ 398.14	$ 352.41	$ 428.60	$ 421.50
		Avg member	$ 1,331.10	$ 1,491.34	$ 1,280.65	$ 1,326.22	$ 1,945.66	$ 1,620.34
	Adjudicated to pay status	Total count	85,445	772,038	137,280	468,665	1,219,479	2,682,907
		Percent	83.76%	75.29%	71.26%	66.05%	69.42%	70.86%
		Charges	$ 28,302,163	$ 346,753,312	$ 33,605,050	$ 184,465,827	$ 558,366,368	$1,151,492,720
		Avg Charge	$ 331.23	$ 449.14	$ 244.79	$ 393.60	$ 457.87	$ 429.20
		Avg member	$ 907.30	$ 1,089.21	$ 561.09	$ 978.31	$ 1,442.92	$ 1,169.07
		Paid	$ 7,502,473	$ 78,556,656	$ 12,238,813	$ 57,251,937	$ 127,496,509	$ 283,046,388
		Average Paid	$ 87.80	$ 101.75	$ 89.15	$ 122.16	$ 104.55	$ 105.50
		Avg member	$ 240.51	$ 246.76	$ 204.35	$ 303.64	$ 329.47	$ 287.37
		% Discount	73.49%	77.35%	63.58%	68.96%	77.17%	75.42%
	Adjudicated to deny status	Count	12,862	234,513	40,122	217,391	312,085	816,973
		Percent	12.61%	22.87%	20.83%	30.64%	17.77%	21.58%
		Charges	$ 6,251,456	$ 92,440,418	$ 7,150,345	$ 46,991,099	$ 117,996,776	$ 270,830,094
		Average Charge	$ 486.04	$ 394.18	$ 178.22	$ 216.16	$ 378.09	$ 331.50
	Placed in suspended status	Count	1,302	7,153	22,320	74,712	11,340	116,827
		Percent	1.28%	0.70%	11.59%	10.53%	0.65%	3.09%
		Charges	$ 3,459,367	$ 4,592,150	$ 49,840,910	$ 94,099,810	$ 94,634,990	$ 246,627,226
		Average Charge	$ 2,656.96	$ 641.99	$ 2,233.02	$ 1,259.50	$ 8,345.24	$ 2,111.05
Prior Authorizaton Report #59	Requested		4,365	33,408	3,999	18,309	32,529	92,610
	Approved	No service limits	92	17,273	2,804	12,228	23,832	56,229
		Within limits	3,469	4,963	438	4,015	3,372	16,257
		Exceed limits	-	3,743	-	165	47	3,955
	Partially Approved	No service limits	14	1,156	77	298	-	1,545
		Within limits	14	464	-	146	302	926
		Exceed limits	-	-	-	-	-	-
	Denied		450	4,554	646	1,457	4,976	12,083
Original Claims Payment Activity Report #60		Total claims	84,993	772,038	153,169	487,841	1,400,970	2,899,011
		1-30 - Days	84,137	771,815	152,197	487,512	1,398,124	2,893,785
		31 - 60 Days	856	195	972	329	2,676	5,028
		60+ Days	-	28	-	-	174	202
Denied Claims Activity Report #61		Total claims	36,160	234,513	42,222	224,063	349,171	886,129
		1-30 - Days	35,986	234,419	42,089	223,795	347,307	883,596
		31 - 60 Days	174	51	132	267	1,546	2,170
		60+ Days	-	43	1	1	318	363
Suspended Claims Report #62		Total claims	2,102	7,153	39,663	76,610	28,748	154,276
		1-30 - Days	2,037	7,153	39,280	76,550	28,405	153,425
		31 - 60 Days	52	-	213	32	192	489
		60+ Days	13	-	170	28	151	362
Foster Care Report #65		New Members	-	127	5	75	238	445
		Existing Members	-	5,296	93	1,273	6,142	12,804
Guardianship Report #66		New Members	1	9	6	3	18	37
		Existing Members	-	247	22	22	246	537
Provider Credentialing #67		In Process	37	1,642	121	486	59	2,345
		Received	114	292	137	449	3	995
Termination from MCO Report #69		Total Providers	1	20	10	43	38	112
Program Lock-in Report #74c		Admitted	0	30	0	52	0	82
		Discharged	0	31	0	63	0	94
		Active	0	1,161	0	1,015	50	2,226

5/20/2014 GREEN - In Compliance RED - Out of Compliance YELLOW - MCOB added formula