

MAC Binder Section 10 –Operational Status & UM Reports

Table of Contents with Document Summary – July 2016

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

1- KY MMIS Operational Status Report_July2016:

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, encounters loads and change orders. In addition, it provides a status update as to the inventory for FFS financial adjustments and the provider relations team activates.

2- UM Status Report June_2016:

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

3- UM Status Report June_2016:

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
July 2016*

Cabinet for Health and Family Services Department for Medicaid Services

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1 Executive Summary

	July	Page Number
Claims Processed	1,324,765	Page 16
Total Dollars Paid	\$285,378,473.15	Page 16
Claims Paid	1,020,909	Page 16
Claims Denied	271,005	Page 16
% Denied Claims	21.00%	Page 16
Average Claims Held in Cash Management	85,185	N/A
Average Dollars Held in Cash Management	\$13,997,895.37	N/A
Capitation Financial Transactions	2,716,646	Page 17
Capitation Financial Payments	\$560,196,032.51	Page 17
Suspended Claims	10,534	Page 23
Total Suspended Claims > 90 Days	400	Page 23
Provider Services Calls Received	8,720	Page 28
Provider Services Current Service Level %	97%	Page 28

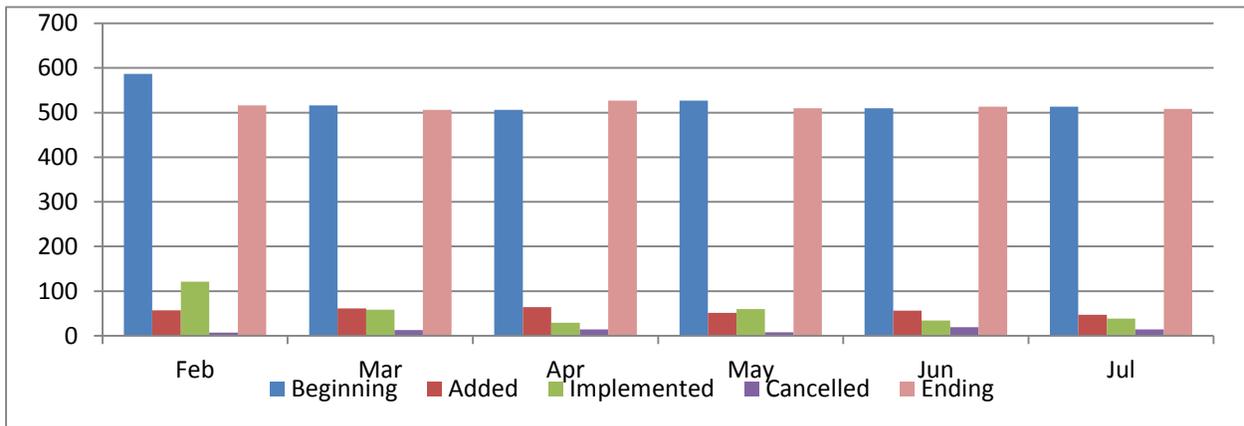
Encounter Load Statistics

Managed Care Organizations (MCOs)						
	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016
Coventry	464,643	788,376	1,242,233	938,931	854,582	1,022,098
Humana	509,397	541,715	696,067	535,764	523,743	677,094
Kentucky Spirit	0	0	0	0	0	0
Passport (R03)	25	30	13	9	220	11
Passport R31	1,326,124	1,124,059	1,445,416	1,172,869	1,149,018	1,413,287
WellCare	1,183,177	2,235,253	2,445,720	1,819,595	2,309,758	2,191,430
Anthem	419,086	389,414	361,191	423,582	407,263	488,401
Other						
Transportation Encounters	266,416	525,675	13*	271,175	316,505	59,513
Magellan Pharmacy Claims	264,000	377,162	242,853	244,348	227,748	228,441
Totals	4,432,868	5,981,684	6,433,506	5,406,273	5,788,837	6,080,275

*Delay in received transportation encounters. Increases expected in May.

1.1 Change Order and Defect Statistics

Change Orders / Defects Inventory	Feb	Mar	Apr	May	Jun	Jul
Beginning	587	516	506	527	510	513
Added	57	61	64	51	56	47
Implemented	121	58	29	60	34	38
Cancelled	7	13	14	8	19	14
Ending	516	506	527	510	513	508



1.2 Change Order and Defect Statistics (continued)

July 2016	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	131	70	2	0	203	
Federally Mandated	24	0	0	0	24	23 open are included in the Priority list.
Non-Priority	216	20	45	0	281	
Totals	371	90	47	0	508	

*The priority list consists of 226 Change Orders & Defects.

July 2016	Change Orders			Defects		
	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	27	23	10	1	3	0
Federally Mandated	1	0	0	0	0	0
Non-Priority	16	6	4	2	6	0
Totals	44	29	14	3	9	0

2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
		There were no unplanned system outages in July 2016.

2.1 Billable Hours Usage Summary (Contract Year 2016)

Month	BILLABLE	UNDECIDED	CCB Approved	Need CCB Review
Dec 2015	2,272.75		2,272.75	
Jan 2016	1,114.00		1,114.00	
Feb 2016	1,575.00		1,575.00	
Mar 2016	1,528.00		1,528.00	
Apr 2016	1,311.75		1,311.75	
May 2016	1,531.25		1,531.25	
Jun 2016	1,886.00	33.25	1,885.50	33.75
Jul 2016	1,481.50	147.50	1,452.50	176.50
Aug 2016				
Sep 2016				
Oct 2016				
Nov 2016				

* Time entry is finalized on the 14th day of the following month.

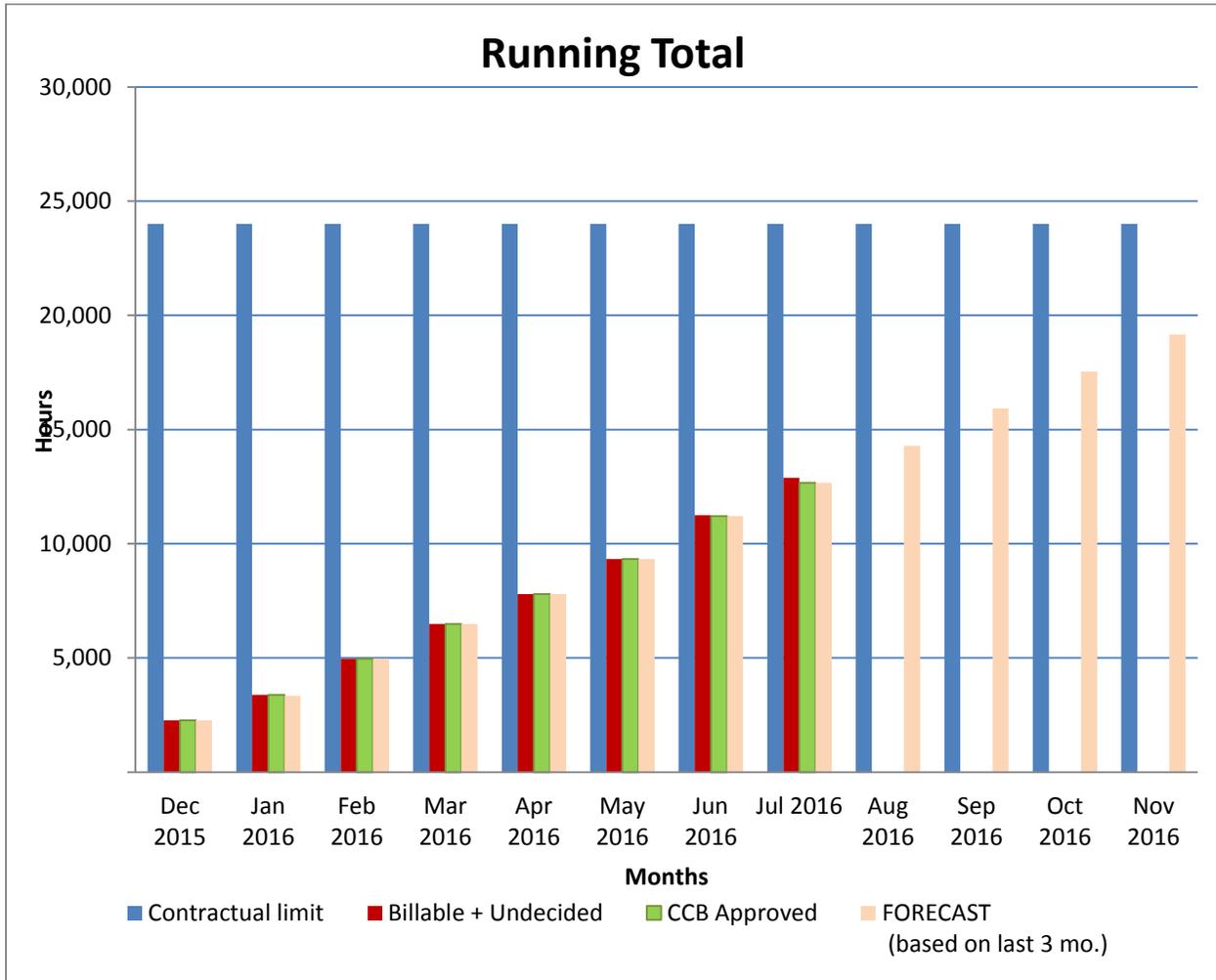
**These totals EXCLUDE hours logged against HBE - Realtime project, Provider Portal, ORP, and T-MSIS 2.0.

2.2 Running Total (Contract Year 2016)

Month	Contractual limit	Billable + Undecided	CCB Approved	Forecast (based on last 3 months)	Need CCB Review
Dec 2015	24,000.00	2,272.75	2,272.75	2,272.75	0.00
Jan 2016	24,000.00	3,386.75	3,386.75	3,350.25	0.00
Feb 2016	24,000.00	4,961.75	4,961.75	4,961.75	0.00
Mar 2016	24,000.00	6,489.75	6,489.75	6,489.75	0.00
Apr 2016	24,000.00	7,801.50	7,801.50	7,801.50	0.00
May 2016	24,000.00	9,332.75	9,332.75	9,332.75	0.00
Jun 2016	24,000.00	11,252.00	11,218.25	11,218.25	33.75
Jul 2016	24,000.00	12,881.00	12,670.75	12,670.75	210.25
Aug 2016	24,000.00			14,293.83	
Sep 2016	24,000.00			15,916.92	
Oct 2016	24,000.00			17,540.00	
Nov 2016	24,000.00			19,163.08	

* Time entry is finalized on the 14th day of the following month.

**These totals EXCLUDE hours logged against HBE - Realtime project, Provider Portal, ORP, and T-MSIS 2.0.



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	0	0	0	0
Type B	0	2	2	0	0
Type C	0	9	8	0	1
Type D	4	0	4	0	0
Type E	0	0	0	0	0
Unspecified	0	0	0	0	0
Total	4	11	14	0	1

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)

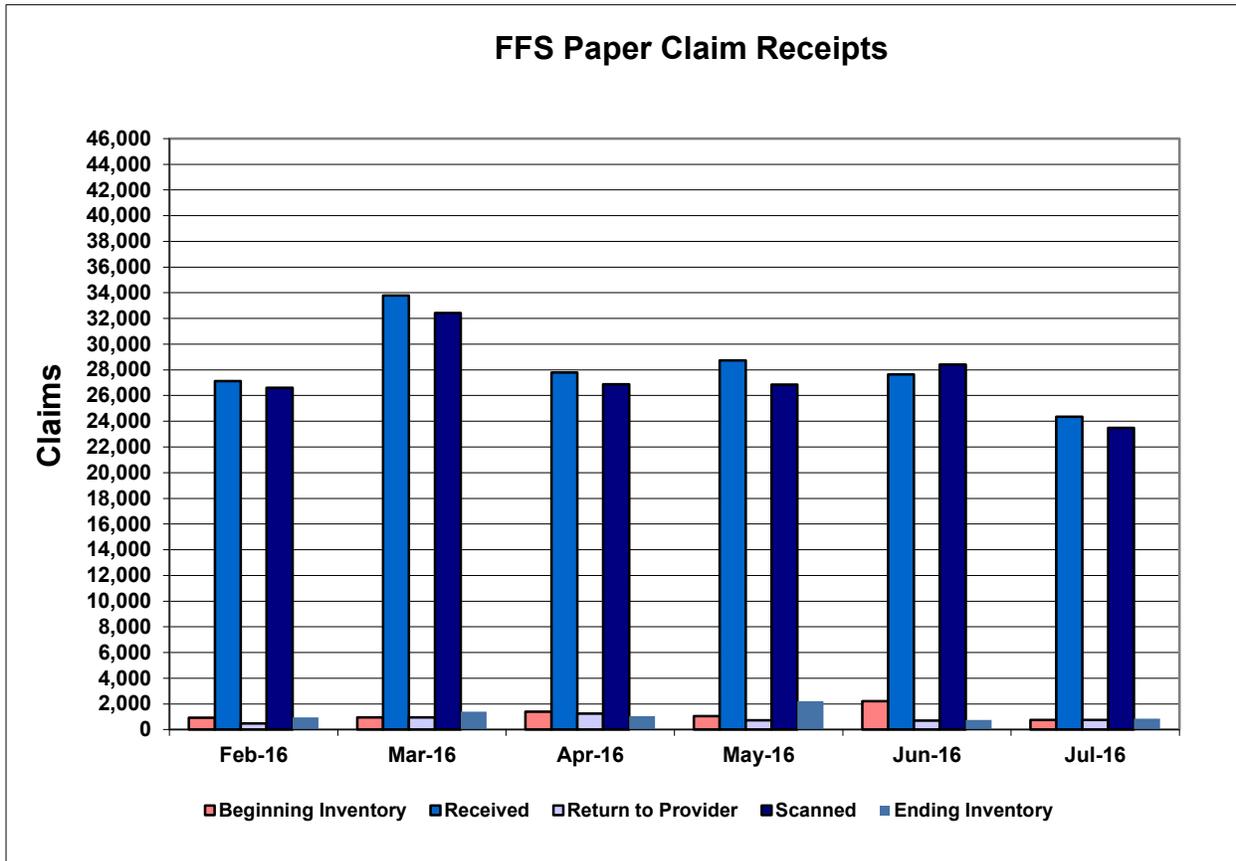
Type E – Emergency reports completed correctly within two (2) hours of submitted request.

3.2 Inventory Detail

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
26781	D	Moccia, Don	Completed	20160623	20160702	SFY 2017 Jan-Jun MCO Rate Setting
26805	D	Bechtel, Steve	Completed	20160630	20160711	Data for SFY16 AR Year-end
26806	D	Bechtel, Steve	Completed	20160630	20160711	Data needed for SFY16 TPL Yearend
26807	D	Bechtel, Steve	Completed	20160630	20160701	Myers & Stauffer Info
26810	C	Rhodes, Evette	Completed	20160701	20160706	PERM Eligibility Pilot Round 4 Payment Request
26815	C	Bentley, Tracy	Completed	20160705	20160705	Recovery Care 07/01/15 - 06/30/16
26816	C	Bentley, Tracy	Completed	20160705	20160705	Open Arms #7100360970 01/15/16 - 06/30/16
26817	C	Bentley, Tracy	Completed	20160705	20160705	Exceeding Expectations 04/1/16 - 06/
26819	C	Keeling, Michelle	Completed	20160706	20160706	Retro Terms 6/30/2016
26858	B	Patel, Parul	Completed	20160715	20160715	Re-run Adhoc #25808 from March 2016 to current
26864	C	Hawkins, Kim	Completed	20160719	20160721	AUSA
26866	C	Patel, Parul	Completed	20160719	20160720	Re-run 26651
26860	C	Hackett, Kate	Completed	20160722	20160725	BHSO/PT66
26877	C	Minedi, Laxmi	In Progress	20160725	20160804	APA 2016 Yearly Adhoc
26882	B	Keeling, Michelle	Completed	20160728	20160728	Optum comparison

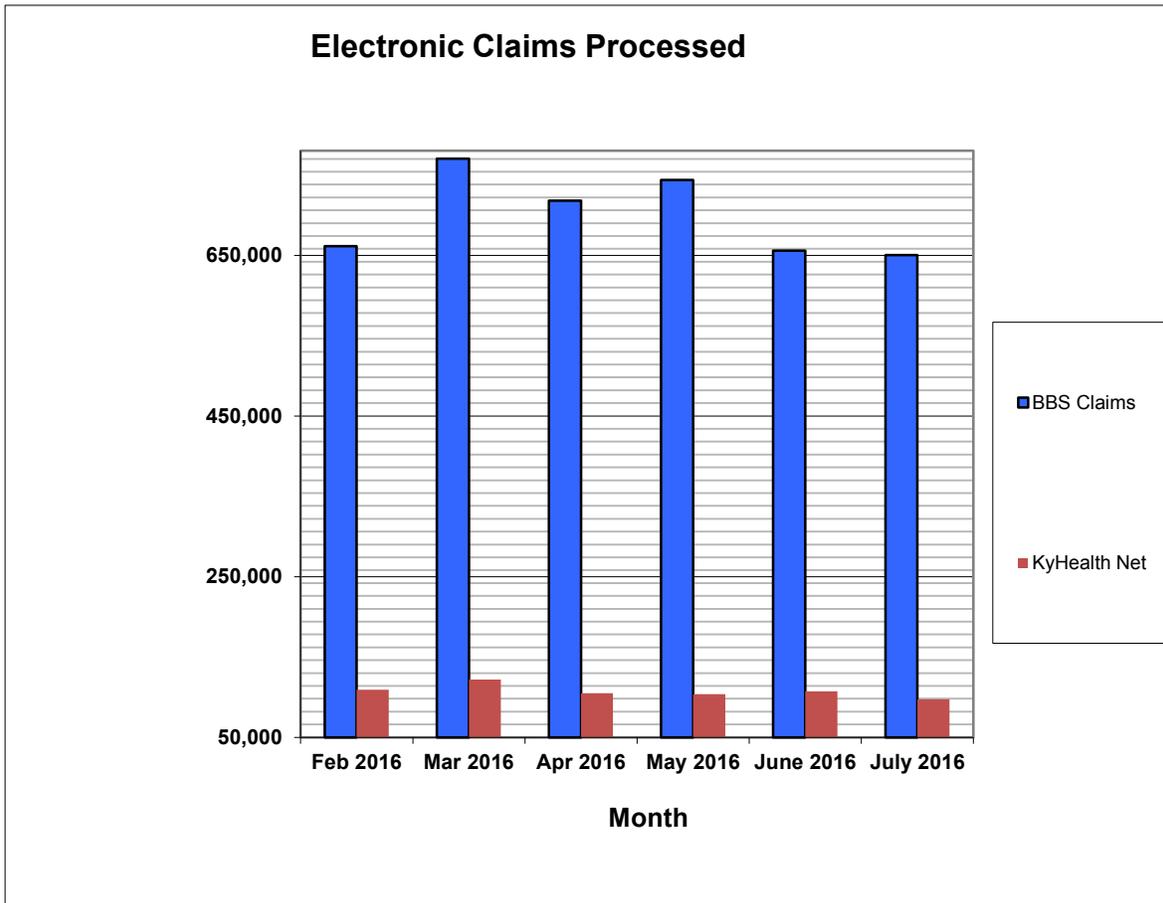
4 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
February 2016	919	27,125	489	26,596	959	0 days
March 2016	959	33,798	946	32,420	1,391	0 days
April 2016	1,391	27,789	1,244	26,889	1,047	0 days
May 2016	1,047	28,743	726	26,844	2,220	0 days
June 2016	2,220	27,643	696	28,426	741	0 days
July 2016	741	24,349	760	23,478	852	0 days



5 Electronic Claims Processed

	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
Bulletin Board System Claims Processed	661,155	770,083	718,039	743,629	655,701	650,180
Kentucky HealthNet Claims Processed	109,345	121,767	104,911	103,534	107,095	97,321



6 Monthly FFS Claim Totals by Media

Begin Date	End Date
07/01/2016	07/31/2016

TOTAL	Denied Claims	Paid Claims		Suspense Claims
	Billed Amount	Billed Amount	Paid Amount	Billed Amount
Electronic	\$397,126,813.03	\$1,593,778,688.63	\$275,214,975.16	\$15,050,140.32
Paper	\$40,765,343.05	\$33,027,270.27	\$10,163,497.99	\$4,147,728.87
TOTAL:	\$437,892,156.08	\$1,626,805,958.90	\$285,378,473.15	\$19,197,869.19

7 Monthly Claims Operations

7.1 FFS Monthly Financial Cycle Summary

Category	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016
Paid Claims	600,134	684,806	848,209	730,509	672,745	1,020,909
Denied Claims	250,068	263,179	317,447	245,215	225,191	271,005
Total Adjudicated Claims	850,202	947,985	1,165,656	975,724	897,936	1,291,914
Adjustments	14,040	20,889	23,168	16,814	16,568	32,851
Total Claims	864,242	968,874	1,188,824	992,538	914,504	1,324,765
Suspended/Re-suspended Claims	12,886	12,179	11,450	16,594	11,401	10,534
% of Denied Claims	29.4%	27.76%	27.23%	25.13%	25.08%	21.00%
Avg \$ per Claim	\$343.49	\$326.13	\$267.83	\$283.63	\$279.89	\$279.53
Claim Payment Amount	\$206,142,336.07	\$223,338,783.59	\$227,175,764.20	\$207,192,377.54	\$188,295,835.02	\$285,378,473.15
(+) Payouts	\$546,424.19	\$364,482.35	\$209,955.22	\$683,384.24	\$5,079,983.93	\$1,851,779.05
(-) Recoupments	-\$25,222,109.35	-\$9,256,804.70	-\$7,339,226.74	-\$5,975,822.44	-\$3,080,594.50	-\$7,150,658.11
Check Issue	\$181,466,650.91	\$214,446,461.24	\$220,046,492.68	\$201,899,939.34	\$190,295,224.45	\$280,079,594.09
Capitation Payment	\$571,920,569.01	\$531,263,481.64	\$620,190,218.34	\$598,727,619.22	\$562,841,805.68	\$560,196,032.51
Total Paid	\$753,387,219.92	\$745,709,942.88	\$840,236,711.02	\$800,627,558.56	\$753,137,030.13	\$840,275,626.60

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

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

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
Total Adjudicated Claims	884,895	823,785	861,738	1,086,204	917,936	1,117,227
Adjustments/Claim Credits	17,785	41,680	30,390	27,948	23,685	23,496
Total Claims	902,680	865,465	992,128	1,114,152	941,621	1,140,723
Suspended/Resuspended Claims	6,582	7,164	6,918	5,640	3,642	6,625
% of Denied Claims	25.8%	27.2%	27.5%	27.3%	32.6%	26.0%
Avg \$ per Claim	\$305.69	\$323.70	\$318.16	\$287.27	\$199.94	\$375.98
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
Check Issue	\$199,806,185.58	\$196,701,143.06	\$218,667,654.54	\$237,923,983.77	\$121,682,353.17	\$308,215,446.99
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
Total Paid	\$800,347,109.85	\$805,804,136.70	\$813,698,767.47	\$774,263,585.43	\$703,158,945.60	\$899,146,660.00

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
07/01/2016	07/31/2016

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
AETNA	260,084	\$96,231,977.94	65,325	\$3,858,981.34	325,409	\$100,090,959.28
ANTHEM	103,024	\$42,446,879.46	22,363	\$3,566,338.97	125,387	\$46,013,218.43
HUMANA	124,431	\$58,173,060.44	27,218	\$3,994,623.32	151,649	\$62,167,683.76
KENTUCKY SPIRIT						
NEMT	1,218,987	\$8,564,247.91	51,430	\$91,831.71	1,270,417	\$8,656,079.62
PASSPORT	278,257	\$132,085,329.19	50,089	\$7,509,458.29	328,346	\$139,594,787.48
WELLCARE	422,072	\$194,427,598.87	91,016	\$9,245,705.07	513,088	\$203,673,303.94
Sum:	2,406,855	\$531,929,093.81	309,791	\$28,266,938.70	2,716,646	\$560,196,032.51

7.2 Monthly MCO & NEMT Capitations (continued)

NEMT	Cap Transactions	Amount Paid
AUDUBON AREA COMMUNITY SERVICES INC/GRITS	51,939	\$411,234.01
PENNYRILE ALLIED COMSERVICES, INC	58,645	\$360,673.52
AUDUBON AREA COMMUNITY SERVICES INC	60,534	\$331,225.49
L.K.L.P. C.A.C., INC REGION 4	67,606	\$445,612.41
AACS/GRITS-RTEC LLC REGION 5	2	-\$17.70
LKLP CAC INC REGION 5	100,356	\$949,796.66
FEDERATED TRANSPORTATION SERVICES	243,107	\$1,794,192.65
BLUE GRASS COMMUNITY ACTION AGENCY INC	83,313	\$409,446.69
LKLP CAP INC REGION 9	96,285	\$510,209.10
FEDERATED TRANSPORTATION SERVICES	65,452	\$363,062.70
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	68,212	\$431,299.80
RURAL TRANSIT ENTERPRISES	134,453	\$1,155,553.30
LKLP COMMUNITY ACTION	89,783	\$622,157.21
SANDY VALLEY TRANSPORTATION	65,469	\$433,628.00
LKLP CAC INC REGION 15	65,725	\$315,886.53
LKLP COMMUNITY ACTION	5	-\$25.60
LICKING VALLEY COMMUNITY ACTION PROGRAM INC	19,531	\$122,144.85
TOTAL	1,270,417	\$8,656,079.62

7.3 FFS Adjudicated Original Claims (By Claim)

Begin Date	End Date
07/01/2016	07/31/2016

Paper Claims	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016
Paid	5,968	8,505	8,918	7,141	7,208	11,922
Denied	12,743	14,223	15,215	9,907	11,799	14,049
Total	18,711	22,728	24,133	17,048	19,007	25,971
% of Total Adjudicated Claims	2.20%	2.48%	2.07%	1.75%	2.12%	2.00%
% of Paper Denied Claims	68.10%	62.58%	63.05%	58.11%	62.08%	54.00%

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 2016	March 2016	April 2016	May 2016	June 2016	July 2016
Paid	594,166	656,167	839,291	723,368	665,537	1,008,987
Denied	237,325	237,128	302,232	235,308	213,392	256,956
Total	831,491	893,295	1,141,523	958,676	878,929	1,265,943
% of Total Adjudicated Claims	97.80%	97.52%	97.93%	98.25%	97.88%	98.00%
% of Electronic Denied Claims	28.54%	26.55%	26.48%	24.55%	24.28%	20.00%

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
07/01/2016	07/31/2016

Procedure	Description	Member Count	Claim Count	Amount Paid
T2016	HABIL RES WAIVER PER DIEM	3,951	48,943	\$30,769,232.36
S5108	HOMECARE TRAIN PT 15 MIN	9,530	83,192	\$24,616,352.14
T1015	CLINIC SERVICE	133,294	248,228	\$21,673,156.43
T2021	DAY HABIL WAIVER PER 15 MIN	4,961	50,965	\$8,493,127.90
99199	SPECIAL SERVICE/PROC/REPORT	4,412	4,528	\$7,764,886.08
H0004	ALCOHOL AND/OR DRUG SERVICES	4,050	17,068	\$6,133,291.09
T2022	CASE MANAGEMENT, PER MONTH	16,279	22,264	\$6,054,094.53
S5100	ADULT DAYCARE SERVICES 15MIN	3,037	35,791	\$5,154,408.59
97535	SELF CARE MNGMENT TRAINING	2,258	13,460	\$3,662,733.29
T1019	PERSONAL CARE SER PER 15 MIN	625	6,560	\$3,642,386.15

7.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
F70	MILD INTELLECTUAL DISABILITIES	6,409	61,488	\$26,287,692.14
F71	MODERATE INTELLECTUAL DISABILITIES	4,541	47,942	\$19,390,170.28
F73	PROFOUND INTELLECTUAL DISABILITIES	679	4,812	\$12,741,005.86
F840	AUTISTIC DISORDER	4,031	36,376	\$11,609,250.25
F72	SEVERE INTELLECTUAL DISABILITIES	1,086	10,628	\$10,934,546.70
G309	ALZHEIMER'S DISEASE, UNSPECIFIED	1,769	4,150	\$8,384,803.89
F911	CONDUCT DISOR, CHILDHOOD-ONSET TYPE	4,365	4,426	\$7,576,108.64
F0390	UNSPC DEMENTIA W/O BEHAVIORAL DIST	2,206	4,950	\$6,672,202.40
J449	COPD UNSPECIED	6,787	18,469	\$5,679,534.16
F79	UNSPECIFIED INTELLECTUAL DISABILITIES	2,032	19,050	\$5,421,192.62

7.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
07/01/2016	07/31/2016

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFF/OUTPATIENT VISIT	231,043	332,507	\$12,951,614.32
99284	EMERGENCY DEPT VISIT	52,525	67,428	\$9,765,328.77
99283	EMERGENCY DEPT VISIT	63,930	84,338	\$7,440,166.64
99285	EMERGENCY DEPT VISIT	28,383	35,797	\$6,325,911.73
99214	OFFICE/OUTPATIENT VISIT EST	95,044	115,095	\$6,234,244.68
T2023	TARGETED CASE MGMT PER MNTH	12,202	16,784	\$5,847,738.39
90837	PSYTX PT&/FAMILY 60 MINUTES	28,981	53,936	\$5,549,780.93
H2019	THER BEHAV SVC, PER 15 MIN	950	6,000	\$4,628,511.19
G0479	DRUG TEST PRESUMP NOT OPT	22,986	40,658	\$2,789,450.25
74177	CT ABD & PELV W/CONTRAST	7,680	9,833	\$2,654,756.35

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
F1120	OPIOID DEPENDENCE, UNCOMPLICATED	13,386	54,883	\$7,211,754.24
Z3800	SNGL LIVEBORN INFANT, DEL VAGINALLY	3,085	4,784	\$6,373,866.46
A419	SEPSIS, UNSPECIFIED ORGANISM	1,158	2,521	\$5,356,077.58
Z3801	SNGL LIVEBORN INFANT, DEL CESAREAN	1,556	2,526	\$5,209,528.97
Z5111	ENCOUNTER ANTINEOPLASTIC CHEMO	856	1,616	\$5,194,048.37
R079	CHEST PAIN, UNSPECIFIED	13,598	22,164	\$3,359,673.92
Z00129	ENCNTR ROUTINE CHILD HLTH EXAM W/O ABNORMAL FINDINGS	30,587	33,487	\$3,060,462.42
M545	LOW BACK PAIN	21,241	32,093	\$2,710,009.23
F902	ADHD COMBINED TYPE	9,844	20,535	\$2,584,655.04
J449	COPD UNSPECIFIED	13,942	24,374	\$2,531,792.87

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
4021	No Coverage for Billed Procedure	17,966	16.2%
1010	Rendering Prov not a Member of Billing Grp	16,691	17.1%
2017	Services Covered Under Member's MCO Plan	13,476	12.2%
4804	No Contract for Billed Rev Code	11,197	8.8%
5001	Exact Duplicate	10,929	8.4%
3317	This Service was not Approved by Medicare	9,658	10.1%
2003	Member Ineligible on Detail Date of Service	8,728	7.1%
1955	Cannot Determine Medicaid NBR for Billing Prov	7,624	7.2%
4407	Bnft Plan/Aid Categ Restriction for Cov Rev Code	6,809	6.3%
268	Billed Amount Missing	6,219	6.6%
Totals		109,297	62.2%

Total Denied Details – 175,643

Note: Total # of top ten denials (109,297) divided by total denied details (175,643) = % of top ten denials (61.2%)

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	4,256	29.2%
2001	Member ID Number not on File Recycle	2,881	19.8%
3305	Member Requires Valid Pt Liability for DOS	2,173	14.9%
3001	PA Not Found on Database	1,912	13.1%
3395	Hospice Eligibility	810	5.6%
3310	No Rate on File for Provider	665	4.6%
4014	No Pricing Segment on File	527	3.6%
5001	Exact Duplicate	458	3.1%
3003	Procedure Code Requires PA	455	3.1%
2503	Member Covered by Medicare B	441	3.0%
Totals		14,578	75.5%

Total Suspended Details – 19,296

Note: Total # of top ten failures (14,578) divided by total suspended details (19,296) = % of top ten suspense (75.5%)

7.9 FFS Suspended Original Claims by Age (By Claim)

Category	February 2016		March 2016		April 2016		May 2016		June 2016		July 2016	
	Details	Pct.										
0-30 days	12,395	96.19	11,683	95.93	10,851	94.77	15,770	95.03	10,771	94.48	9,857	93.57
31-60 days	88	.68	83	.68	106	.93	382	2.30	180	1.58	202	1.92
61-90 days	32	.25	34	.28	76	.66	48	.30	38	.33	75	.71
91+ days	371	2.88	379	3.11	417	3.64	394	2.37	412	3.61	400	3.80
Total	12,886		12,179		11,450		16,594		11,401		10,534	

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

Category	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	Oldest Julian Date
Resolutions	1	7	14	196	0	6	16-162
Med.Review	21	4	13	27	41	83	16-074
TPL	0	0	0	81	0	0	0
Adjustments	0	0	0	0	0	0	0
Recycle	0	0	0	35	2	1	16-168
DMS	469	485	572	485	587	587	12-128
Total	491	496	599	824	630	677	

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.	630	4,065	3,704	0	991	10 days
CS40-Child Support	0	0	0	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	371	1,778	1,822	0	327	14 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	10	226	208	0	28	5 days
TPL Checks	29	136	129	0	36	4 days
TPL Mail	375	4,986	4,234	0	1,127	10 days
KHIPP	0	541	541	0	0	0 days
Total	1,415	11,732	10,638	0	2,509	

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	65	64	0	1	0	0	0 days
Payouts	0	66	66	0	0	0	0	0 days
Accounts Receivable Updates	0	10,311	10,309	0	2	0	0	0 days
Accounts Receivable Transfers	0	2,181	2,181	0	0	0	0	0 days
Total	0	12,623	12,620	0	3	0	0	0 days

9.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	0	10	10	0	0 days
HP Financial	111	621	629	103	1 day
DMS Financial	52	178	178	52	1 day
Total	163	809	817	155	

9.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	2	69	69	0	2	1 day
Institutional	4	66	64	1	5	1 day
Voids	17	495	481	6	25	1 day
Total	23	630	614	7	32	

9.4 Monthly FFS Financial - Mass Adjustments

Category	Beginning Inventory	Received (plus)	Released (minus)	Deleted (minus)	Zero Claims Pulled (minus)	Ending Inventory	On Hold	DMS Review
Mass Adjustment (region 52)	545	43	31	6	7	544	544	544
SE Processed Adjustment (region 58)	0	0	0	0	0	0	0	0
Suppl Pymt Mass Adjustment (region 88)	3	13	10	0	2	4	4	4
Total	548	56	41	6	9	548	548	548

10 Provider Relations

10.1 Provider Field Representatives

10.1.1 Provider Visits

July 12, 2016

Kelly Gregory, HPE Provider Field Representative, conducted an on-site provider visit with Grant County Schools on July 12, 2016. The provider requested a visit to drop off a claim that is past timely filing. Those who attended the visit were: Li Griffin

July 28, 2016

Kelly Gregory, HPE Provider Field Representative, conducted a virtual room provider visit with Vanderbilt Medical Group on July 28, 2016. The provider requested a virtual room visit to learn how to navigate KYHealth Net and review provider status information. During the visit we reviewed the following panels on KYHealth Net: Member, claims, prior authorization, RA and provider status. Those who attended the visit were: Marian Gardner, Arnetta Palmer, Dawn Benton, and Jonquil Kelley

10.2 Conference Calls (Calls Greater Than 30 Minutes)

July 13, 2016

Kelly Gregory, HPE Provider Field Representative, conducted a conference call with Orthopedic Institute of Western Kentucky on July 13, 2016. The provider requested a conference call to discuss how to bill claims for physician assistants. Those who attended the conference call were: Melany.

10.3 Association Meetings

There were no association meetings in the month of July.

10.4 Provider Contacts

Provider Calls	136
Provider E-mails	496
Total	632

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 the month of July.

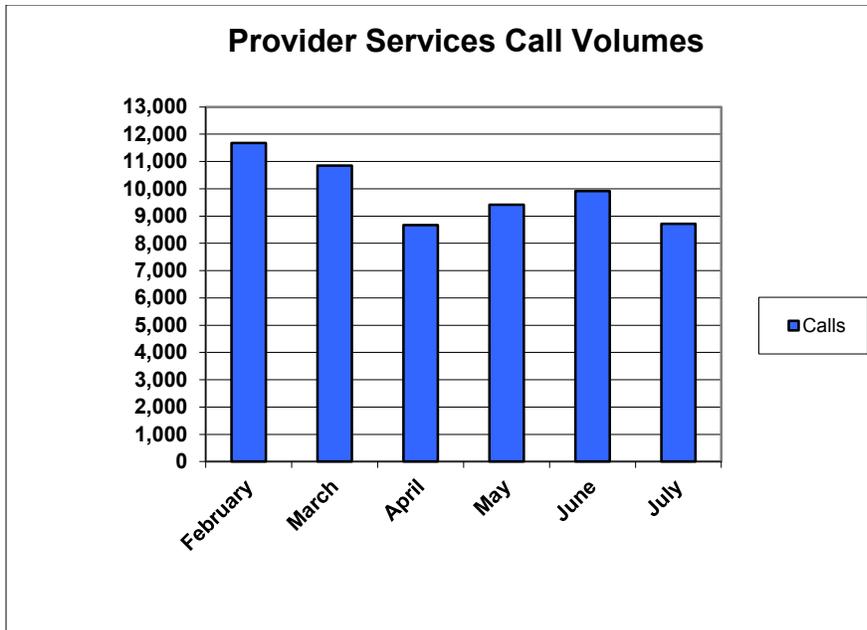
10.6 Provider Services

10.6.1 Provider Services

Category	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016
% Service Level	93%	95%	96%	95%	95%	97%
Abandoned Calls	835	548	323	486	497	301
Avg Speed Ans	3.79	1.28	1.49	1.58	1.90	1.39
Incoming Calls	11,677	10,845	8,671	9,418	9,912	8,720
Paper Correspondence	517	390	379	395	380	439
E-Mail Correspondence	248	321	225	204	210	206
Fax	6	18	4	5	0	1
Total*	12,448	11,574	9,279	10,022	10,502	9,366
HP Callbacks	208	104	125	184	136	62

*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).
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 HPE in July 2016:

- **Member/TPL Subsystem** (July 12, 2016) 0 attended
- **Provider Subsystem** (July 12, 2016) 0 attended
- **Prior Authorization Subsystem** (July 14, 2016) 0 attended
- **Reference Subsystem** (July 14, 2016) 0 attended
- **Claims System** (July 19, 2016) 0 attended
- **Financial Subsystem** (July 21, 2016) 0 attended
- **OnBase Application** (July 21, 2016) 0 attended
- **Encounters** (July 26, 2016) 0 attended
- **Special request – Provider Subsystem** (July 22, 2016) 12 attended
 - Shila Patil, Office of Administrative and Technology Services
 - Beena Pujari, Office of Administrative and Technology Services
 - Gary Sacks, Office of Administrative and Technology Services
 - Paul Gryce, Office of Administrative and Technology Services
 - Sandeep Gupta, Office of Administrative and Technology Services
 - Gautam Bakare, Office of Administrative and Technology Services
 - Deborah H Henderson, Office of Administrative and Technology Services
 - Linda A Drahn, Office of Administrative and Technology Services
 - Mohan Krishn Seemakurthi, Office of Administrative and Technology Services
 - Yogesh Zungre, Office of Administrative and Technology Services
 - Harsha Gaddampally, Office of Administrative and Technology Services
 - Regina Carroll, Office of Administrative and Technology Services
- **Special request – Provider Subsystem** (July 25, 2016) 5 attended
 - Cindy Garris, Office of Administrative and Technology Services
 - Lorraine Moore, Office of Administrative and Technology Services
 - Roshan Aynampudi, Office of Administrative and Technology Services
 - Shivaji Choure, Office of Administrative and Technology Services
 - Ambika Parasuraman, Office of Administrative and Technology Services

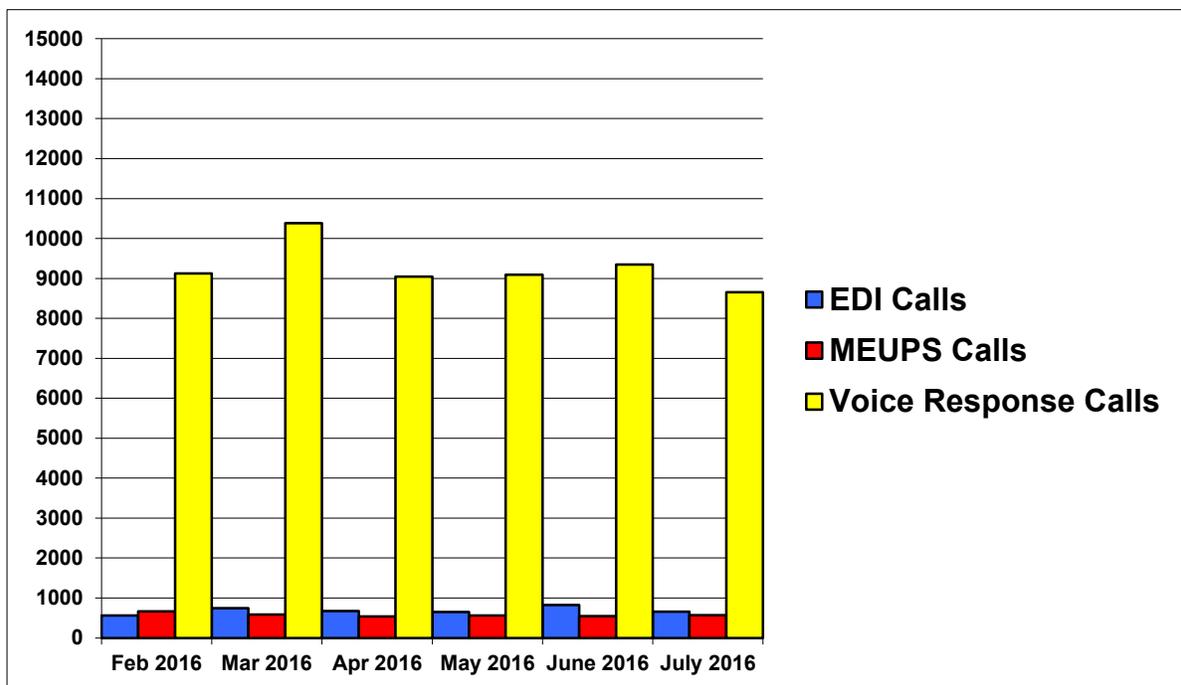
Staff members' supervisors are sent a confirmation via email of attendance.

*Effective January 1, 2016 -- Mechanics of Claims Processing and Claim Edits and Audits have been incorporated with Claims Subsystem class. Rules have been incorporated with the Reference Subsystem class.

11 EDI Customer/Provider Interaction

11.1 Electronic Data Interchange Calls Received

Category	Feb 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
EDI Calls	560	743	677	650	822	661
MEUPS Calls	663	586	535	561	550	574
Voice Response Calls	9,126	10,385	9,045	9,096	9,348	8,655



Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
February	560	3	:05	2:47	99%
March	743	9	:11	2:43	99%
April	677	7	:12	2:46	99%
May	650	5	:06	2:52	99%
June	822	11	:14	2:49	99%
July	661	6	:08	2:50	99%

Expanded Call Data (continued)

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
February	663	3	:03	2:20	99%
March	586	0	:01	2:10	100%
April	535	0	:02	2:09	100%
May	561	1	:01	2:11	99%
June	550	1	:02	2:14	99%
July	574	0	:01	2:01	99%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
February	9,126	449	:01	1:52	95%
March	10,385	546	:01	1:57	95%
April	9,045	517	:01	2:06	95%
May	9,096	562	:01	2:01	94%
June	9,348	523	:01	1:58	94%
July	8,655	477	:01	1:56	94%

*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

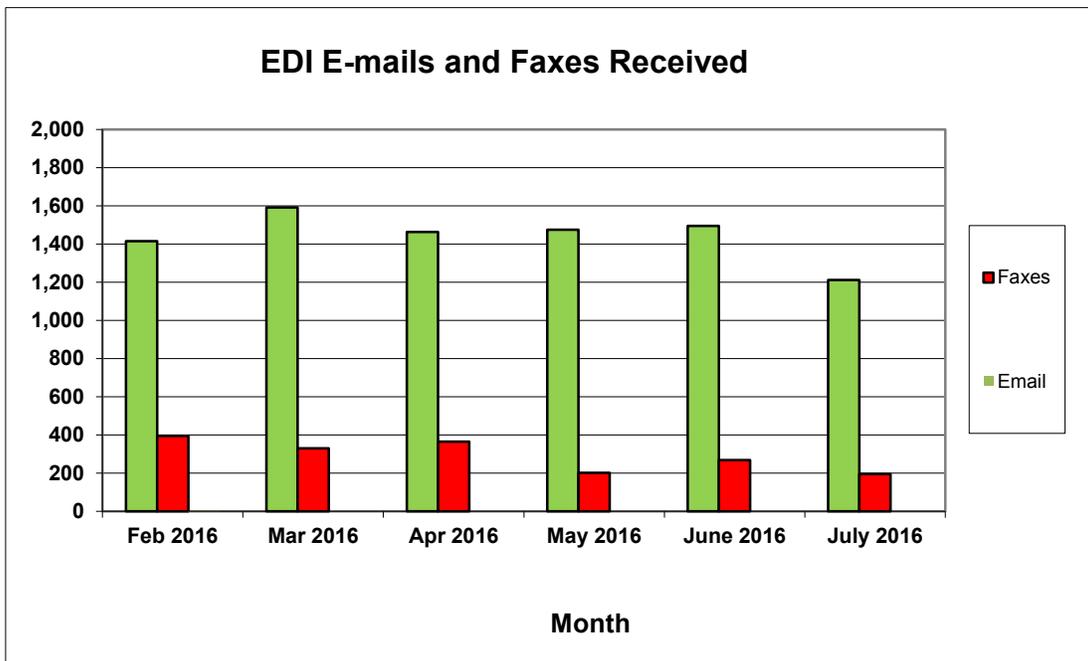
MEUPS Top 5 calls:

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 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
Password Resets Received via phone	302	370	361	366	325	346

11.2 EDI E-mails and Faxes Received

Category	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
E-mails Received	1,415	1,592	1,463	1,475	1,495	1,211
E-mails Answered	1,411	1,590	1,460	1,473	1,495	1,209
Faxes Received	395	329	365	201	268	195
Faxes Answered	386	326	358	201	268	194



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 2016	Mar 2016	Apr 2016	May 2016	June 2016	July 2016
Password Resets Received via email	267	315	305	295	250	228

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 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
PINs Received via fax	126	121	179	95	115	111
Admins Received via fax	121	132	176	146	117	68

*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: June 2016

Report Date: July 15, 2016

Author: Carewise Health Staff

Acute Inpatient Services

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	154	59	42	39	18	54
Average Speed of Answer	01:48	00:52	00:35	00:39	00:19	00:51
Average Talk Time	03:36	03:51	03:19	03:27	03:09	03:28
First Call Resolution	99.2%	99.4%	99.4%	99.3%	98.8%	99.4%
Total Admin Calls	1714	1716	2014	1715	1775	1916
Clinical						
Abandoned Calls	3	3	1	0	1	3
Average Speed of Answer	00:35	00:41	00:30	00:34	00:26	00:41
Average Talk Time	06:37	06:43	06:19	06:47	06:27	05:41
First Call Resolution	95.0%	94.8%	98.1%	98.6%	95.2%	96.2%
Total Clinical Calls	193	220	255	258	271	287
Total Calls	1907	1936	2269	1973	2046	2203

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	187	211	213	263	457	233
Administrative Approval	1,379	1,570	1,589	1,466	1,415	1,520
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	1	0	1	0	0	0
Denials	31	31	25	27	18	17
Pended	30	34	43	38	31	35
Total	1,628	1,846	1,871	1,794	1,921	1,805

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Technical (Out of Time Frame)	30	30	21	24	18	13
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
Total Denied	30	30	21	24	18	13

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	20	23	19	17	28	27
Not Medically Necessary	1	1	4	2	0	4
Referred to MD Rate	1.29%	1.30%	1.23%	1.06%	1.46%	1.72%
Not Medically Necessary Denial Rate	5%	4%	17%	11%	0%	13%
Total MD Review	21	24	23	19	28	31

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtaken	0	0	1	2	0	1
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	1	2	0	1

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Escalated	0	0	0	0	0	0
Lack of Information	0	0	0	1	5	0
MD Review	0	0	0	0	0	0
RN Review	30	34	43	37	31	35
Total	30	34	43	38	36	35

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

Current Month Top 10 Diagnosis Codes	
1.	J18.9 Pneumonia, unspecified o 84
2.	J44.1 Chron obstr pulm dz w/ex 51
3.	A41.9 Sepsis, unspecified orga 50
4.	N39.0 Urinary tract infectn,si 43
5.	J96.00 Acut resp fail,unsp w/hy 39
6.	N17.9 Acute kidney failure, un 37
7.	I50.9 Heart failure, unspecifi 35
8.	R07.9 Chest pain, unspecified 27
9.	K92.2 Gastrointestinal hemorrh 25
10.	J96.90 Resp fail,unsp,w/hypoxia 23

Current Month Top 5 Reasons for MD Denial	
1.	Admission was not medically necessary. 907 KAR 10:012(2) and 907 KAR 3:130 2
2.	LTAC is no longer medically necessary. 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.	

Durable Medical Equipment

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	39	15	7	15	7	25
Average Speed of Answer	03:01	01:34	00:39	00:55	00:37	01:45
Average Talk Time	04:54	04:34	04:19	03:43	03:20	03:34
First Call Resolution	99%	99.1%	99.3%	99.0%	98.4%	99.7%
Total Admin Calls	447	469	499	474	497	475
Clinical						
Abandoned Calls	9	11	10	16	6	6
Average Speed of Answer	01:48	01:37	01:46	01:51	00:51	00:38
Average Talk Time	05:13	04:33	05:19	05:18	04:51	05:07
First Call Resolution	97.0%	95.1%	97.1%	98.6%	99.5%	96.9%
Total Clinical Calls	255	245	258	245	237	229
Total Calls	702	714	757	719	734	704

Requests Processed						
Approvals	1,341	1,265	1,249	1,398	1,362	1,124
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	0	1	0	0	0	0
Split Decision	0	0	12	0	0	1
State Mandate	1	0	0	0	0	0
Denials	29	15	19	23	17	86
Pended	462	476	487	460	392	509
Total	1,833	1,757	1,767	1,881	1,771	1,720

Administrative Denials						
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	1	0	0	0	0	70
Total Denied	1	0	0	0	0	70

MD Review						
Medical Necessity	186	83	99	114	134	77
Not Medically Necessary	28	15	19	23	17	16
Referred to MD Rate	11.67%	5.58%	6.68%	7.28%	8.53%	5.41%
Not Medically Necessary Denial Rate	13%	15%	16%	17%	11%	17%
Total MD Review	214	98	118	137	151	93

Reconsiderations						
Overtaken	2	3	3	2	17	0
Upheld	4	1	6	1	1	0
Total Reconsiderations	6	4	9	3	18	0

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	457	470	483	457	388	496
MD Review	4	1	3	3	3	6
RN Review	1	5	1	0	1	7
HP Review	0	0	0	0	0	0
Total	462	476	487	460	392	509

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	509
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes		
1.	G80.9 Cerebral palsy, unspecif	411
2.	G80.0 Spastic quadriplegic cer	72
3.	J44.9 Chro obstruc pulm dz uns	61
4.	G80.8 Other cerebral palsy	42
5.	G82.50 Quadriplegia, unspecifie	35
6.	N31.9 Neuromuscular dysfunctn,	35
7.	G35 Multiple sclerosis	34
8.	F84.0 Autistic disorder	29
9.	G80.1 Spastic diplegic cerebra	28
10.	R13.10 Dysphagia, unspecified	27

Current Month Top 5 Reasons for MD Denial		
1.	Item is not primarily for use in the home.	5
2.	Equipment is used primarily for the convenience of the recipient or caregiver. 907 KAR 1:479(6) and 907 KAR 3:130	3
3.	Item is not medically necessary.	3
4.	Item is not DME	1
5.	Item is not the sole source of nutrition.	1

Current Month Top 5 Reasons for Lack of Information Denial		
1.	LOI response not received or incomplete	40
2.	Lack of Information	11
3.	Clinical information to support the need for the equipment is missing	10
4.	CMN is not received or incomplete	9
5.		

DRG

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Target File						
Target File	250	250	250	250	250	250
On-Site Requested	30	37	37	46	44	35
In-House	220	213	213	204	206	215

Outcomes						
Total Approved	222	233	235	215	230	242

Outcomes						
Total Denied	28	17	15	35	20	8

Denial Reasons						
Not Medically Necessary	2	4	1	1	0	0
Technical	25	4	9	34	20	7
Reassignments	0	9	5	0	0	1
Billing	1	0	0	0	0	0
Total Denial Reasons	28	17	15	35	20	8

Reconsiderations						
Approved	1	0	0	3	0	0
Denied	0	2	15	1	0	0
Total Reviewed	1	2	15	4	0	0

Quality of Concern						
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
Total Denied	0	0	0	0	0	0

EPSDT Special Services

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	18	1	2	1	2	2
Average Speed of Answer	03:37	01:03	00:38	00:22	00:24	00:49
Average Talk Time	05:36	03:53	05:44	04:41	03:18	03:49
First Call Resolution	99.5%	98.9%	99.6%	98.9%	100%	100%
Total Admin Calls	173	138	183	135	94	136
Clinical						
Abandoned Calls	1	1	1	0	2	3
Average Speed of Answer	00:30	00:35	00:35	00:49	00:21	01:06
Average Talk Time	05:04	04:39	05:10	05:08	03:29	03:09
First Call Resolution	90.8%	92.3%	97.3%	93.4%	92.6%	100.0%
Total Clinical Calls	120	98	136	85	61	93
Total Calls	293	236	319	220	155	229

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	1,182	877	1,574	1,172	790	1,589
Agreed Reduction	0	0	1	0	1	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	1	0	0	0
State Mandate	0	2	0	2	0	0
Denials	1	1	1	0	1	3
Pended	77	49	131	59	44	62
Total	1,260	929	1,708	1,233	836	1,654

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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	0	0	0	0	0
Total Denied	0	0	0	0	0	0

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	3	1	9	3	2	6
Not Medically Necessary	1	1	1	0	1	3
Referred to MD Rate	0.32%	0.22%	0.59%	0.24%	0.36%	0.54%
Not Medically Necessary Denial Rate	25%	50%	10%	0%	33%	33%
Total MD Review	4	2	10	3	3	9

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtaken	1	0	0	2	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	1	0	0	2	0	0

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	71	46	93	55	44	57
MD Review	0	1	0	0	0	2
RN Review	6	2	38	4	0	3
Total	213	224	208	257	44	62

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	57
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes		
1.	F84.0 Autistic disorder	527
2.	Q90.9 Down syndrome, unspecifi	185
3.	G80.9 Cerebral palsy, unspecif	160
4.	F80.2 Mixed recep-expressiv la	60
5.	R62.50 Uns lack nrml physiologcl	49
6.	F82 Specific develop disord	33
7.	F81.9 Develop disord of schola	20
8.	G80.8 Other cerebral palsy	18
9.	R27.8 Other lack of coordinati	18
10.	Q90.0 Trisomy 21 nonmosaicism	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	3
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	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	160	55	37	33	15	45
Average Speed of Answer	03:29	01:43	00:57	00:55	00:29	01:09
Average Talk Time	05:47	04:35	04:40	04:45	04:06	04:35
First Call Resolution	99.6%	99.5%	99.5%	99.8%	98.8%	99.6%
Total Admin Calls	935	993	1079	950	991	1045
Clinical						
Abandoned Calls	10	5	3	4	5	5
Average Speed of Answer	00:45	00:31	00:39	00:39	00:48	00:44
Average Talk Time	08:41	07:38	07:47	07:26	07:27	07:25
First Call Resolution	98.7%	98.2%	98.5%	99.3%	98.1%	95.8%
Total Clinical Calls	784	870	929	789	855	899
Total Calls	1,719	1,863	2,008	1,739	1,846	1,944

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Unreviewed	77	89	58	46	46	69
MD Review	0	1	2	1	1	10
RN Review	31	13	301	55	55	109
Total	108	103	361	102	102	188

Current Month Top 5 LOI Pended Reasons

1.	N/A
2.	
3.	
4.	
5.	

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	4,363	4,087	4,348	4,306	3,968	4,492
Agreed Reduction	98	88	117	66	112	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	7	6	2	1	0	0
State Mandate	0	0	17	0	0	17
Denials	22	37	29	12	53	23
Pended	108	103	362	102	148	188
Total	4,598	4,321	4,875	4,487	4,281	4,720

Current Month Top 10 Diagnosis Codes

1.	G80.9	Cerebral palsy, unspecif	394
2.	F79	Unspec intellectual disa	217
3.	R32	Unspecified urinary inco	193
4.	F84.0	Autistic disorder	180
5.	E11.9	Type 2 DM w/o complicati	168
6.	J44.9	Chro obstruc pulm dz uns	108
7.	I10	Essential (primary) hype	102
8.	F72	Severe intellectual disa	97
9.	Q90.9	Down syndrome, unspecifi	87
10.	F71	Moderate intellectual di	76

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	0	0	2	1	10	0
Technical (Out of Time Frame)	19	34	19	10	31	13
Total Denied	19	34	21	11	41	13

Current Month Top 5 Reasons for MD Denial

1.	Services are not medically necessary.	3
2.	Services exceed the maximum allowed.	3
3.	Not medically necessary	3
4.	The service was not pre-authorized.	1
5.		

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	33	22	42	13	33	34
Not Medically Necessary	3	3	8	1	12	10
Referred to MD Rate	0.78%	0.58%	1.03%	0.31%	1.05%	0.93%
Not Medically Necessary Denial Rate	8%	12%	16%	7%	27%	23%
Total MD Review	36	25	50	14	45	44

Current Month Top 5 Reasons for Lack of Information Denial

1.	N/A
2.	
3.	
4.	
5.	

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtaken	3	0	2	1	0	6
Upheld	0	0	0	0	0	0
Total Reconsiderations	3	0	2	1	0	6

*Reconsiderations are not included in Request Processed Total

Hospice

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
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
Total Admin Calls	N/A	N/A	N/A	N/A	N/A	N/A
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	N/A	N/A	N/A	N/A	N/A	N/A

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	250	47	344	177	30	130
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	97	15	70	16	4	6
Total	347	62	414	193	34	136

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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%
Total MD Review	0	0	0	0	0	0

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information		94	15	59	15	3
MD Review	0	0	0	0	0	0
RN Review	0	3	0	11	1	3
Total	0	97	15	70	16	6

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

Current Month Top 10 Diagnosis Codes			
1.	G30.9	Alzheimer's disease, uns	47
2.	N28.9	Disorder of kidney & ure	7
3.	J44.9	Chro obstruc pulm dz uns	7
4.	C18.9	Malignant neopl colon, u	7
5.	G20	Parkinson's disease	7
6.	G93.9	Disorder of brain, unspe	6
7.	I60.20	NTSAH fr uns anterior co	5
8.	C7A.8	Other mal neuroendocrine	5
9.	C15.9	Malignant neoplsm esopha	5
10.	I51.9	Heart disease, unspecifi	5

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	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	46	13	4	4	5	11
Average Speed of Answer	03:25	01:41	00:51	00:58	00:30	01:24
Average Talk Time	05:13	04:51	04:33	04:36	04:06	04:07
First Call Resolution	95.9%	99.4%	94.0%	93.6%	89.1%	87.7%
Total Admin Calls	318	335	328	261	299	336
Clinical						
Abandoned Calls	2	3	8	1	5	0
Average Speed of Answer	00:16	00:37	00:54	00:33	01:02	00:04
Average Talk Time	04:54	04:50	05:28	05:26	05:05	05:22
First Call Resolution	75.2%	81.2%	88.2%	85.4%	94.9%	96.0%
Total Clinical Calls	214	209	198	169	184	203
Total Calls	532	544	526	430	483	539

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	6,875	6,345	6,204	2,989	6,179	7,516
Initial LOC Approval	2,448	2,389	2,360	2,164	2,063	2,382
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	1	2	10	4	2
Denials	4	5	8	6	7	2
Pended	300	209	227	255	219	374
Total	9,627	8,949	8,801	5,424	8,472	10,276

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Lack of Information	0	0	0	0	0	0
Non-Certified Bed	0	0	0	1	0	0
Total Denied	0	0	0	1	0	0

*Reconsiderations are not included in Request Processed Total

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	6	5	12	9	10	8
Not Medically Necessary	4	5	8	5	7	2
Referred to MD Rate	3.33%	4.78%	8.81%	5.49%	7.76%	2.67%
Not Medically Necessary Denial Rate	40%	50%	40%	36%	41%	20%
Total MD Review	10	10	20	14	17	10

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overturned	3	2	2	1	2	0
Upheld	0	0	0	0	0	1
Total Reconsiderations	3	2	2	1	2	1

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Lack of Information	277	184	205	240	204	353
MD Review	0	0	0	0	0	0
RN Review	23	25	22	15	15	21
Total	300	209	227	255	219	374

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	353
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes		
1.	F03.90 Unsp dementia w/o behavi	989
2.	I10 Essential (primary) hype	811
3.	J44.9 Chro obstruc pulm dz uns	722
4.	G30.9 Alzheimer's disease, uns	533
5.	E11.9 Type 2 DM w/o complicati	386
6.	I50.9 Heart failure, unspecifi	313
7.	F02.80 Dem oth dzs CE w/o behav	207
8.	F02.81 Dementia othr dzs CE w b	196
9.	I48.91 Unspec atrial fibrillati	168
10.	M62.81 Muscle weakness (general	166

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	1
2.	Not medically necessary	1
3.		
4.		
5.		

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

Nursing Facility Ancillary

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	235	72	39	53	37	111
Average Speed of Answer	01:49	01:16	00:43	00:52	00:39	01:19
Average Talk Time	03:52	04:03	03:44	03:37	03:27	03:56
First Call Resolution	95.9%	99.4%	99.4%	93.6%	89.0%	89.0%
Total Admin Calls	1036	1085	1192	1022	1065	1153
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	1,036	1,085	1,192	1,022	1,065	1,153

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	2,537	2,651	2,820	2,560	2,784	3,128
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	203	231	200	189	230	208
Pended	268	274	216	280	215	174
Total	3,008	3,156	3,236	3,029	3,229	3,510

RN Denials/Overturns	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
FRN Criteria	188	205	178	173	211	191
FRN Reconsideration Overturned	9	8	4	7	4	9
FRN Reconsideration Upheld	14	12	13	5	9	7
Total Denied	211	225	195	185	224	207

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	1	6	1	5	4	3
Not Medically Necessary	1	14	9	10	10	10
Referred to MD Rate	0.07%	0.63%	0.31%	0.50%	0.43%	0.37%
Not Medically Necessary Denial Rate	50%	70%	90%	67%	71%	77%
Total MD Review	2	20	10	15	14	13

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overturned	11	2	3	0	3	1
Upheld	1	0	0	2	1	0
Total Reconsiderations	12	2	3	2	4	1

*Reconsiderations are not included in Request Processed Total

Pended	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
MD Review	2	3	1	0	0	0
RN Review	266	271	215	280	215	174
Total	268	274	216	280	215	174

Current Month Top 5 LOI Pended Reasons	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
1.	N/A					
2.						
3.						
4.						
5.						

Current Month Top 10 Diagnosis Codes	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
1.	J44.9	Chro obstruc pulm dz uns				795
2.	M62.81	Muscle weakness (general				307
3.	R06.02	Shortness of breath				259
4.	I50.9	Heart failure, unspecifi				159
5.	R26.2	Difficulty in walking, N				97
6.	496	OBSTRUCTION, CHRONIC AIR				83
7.	J18.9	Pneumonia, unspecified o				68
8.	R09.02	Hypoxemia				60
9.	J44.1	Chron obstr pulm dz w/ex				57
10.	I10	Essential (primary) hype				48

Current Month Top 5 Reasons for MD Denial	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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					9
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	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
1.	N/A					
2.						
3.						
4.						
5.						

Orthodontia

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	7	2	2	0	0	3
Average Speed of Answer	04:07	00:37	00:17	00:52	00:44	01:11
Average Talk Time	03:27	04:39	03:25	02:41	01:42	02:40
First Call Resolution	N/A	100%	100%	100%	100%	100%
Total Admin Calls	7	19	29	19	13	30
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	7	19	29	19	13	30

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	15	22	9	24	6	12
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	0	0	3	0	0	4
Total	15	22	12	24	6	16

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	0	0	0	0	0	0
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	0%	0%	0%	0%	0%	0%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
Total MD Review	0	0	0	0	0	0

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

Pended	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Lack of Information	0	0	0	0	0	0
MD Review	0	0	3	0	0	3
RN Review	0	0	0	0	0	1
Total	0	0	3	0	0	4

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

Current Month Top 10 Diagnosis Codes			
1.	Z46.4	Encntr fitting&adjust or	12
2.	V58.5	ORTHODONTICS AFTERCARE	4
3.			
4.			
5.			
6.			
7.			
8.			
9.			
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.	

Outpatient Therapies

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	9	6	2	3	4	10
Average Speed of Answer	01:59	01:11	00:37	00:59	01:05	02:17
Average Talk Time	03:38	03:43	04:05	03:41	03:36	04:06
First Call Resolution	99.8%	99.4%	99.5%	99.6%	100%	100%
Total Admin Calls	143	125	177	191	181	199
Clinical						
Abandoned Calls	0	1	3	2	2	2
Average Speed of Answer	00:24	00:10	00:14	00:31	00:32	00:30
Average Talk Time	04:20	05:05	03:18	03:43	03:39	04:05
First Call Resolution	88.1%	97.3%	95.1%	95.1%	94.2%	97.6%
Total Clinical Calls	76	75	143	87	102	100
Total Calls	219	200	320	278	283	299

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	869	735	1,009	1,170	1,019	852
Agreed Reduction	0	8	0	0	4	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	1	0	5	0	0
State Mandate	0	0	0	0	0	0
Denials	0	0	1	0	0	15
Pended	43	39	42	40	40	53
Total	912	783	1,052	1,215	1,063	920

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Lack of Information	0	0	0	0	0	13
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
Total Denied	0	0	0	0	0	13

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	63	73	105	105	1	72
Not Medically Necessary	0	0	1	0	0	2
Referred to MD Rate	6.91%	9.32%	10.08%	8.64%	0.09%	8.04%
Not Medically Necessary Denial Rate	0%	0%	1%	0%	0%	3%
Total MD Review	63	73	106	105	1	74

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtaken	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Lack of Information	41	32	42	40	31	30
MD Review	1	3	0	0	1	21
RN Review	1	4	0	0	8	2
Total	43	39	42	40	40	53

Independent Therapy	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Total	257	386	232	334	373	303

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	30
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	F84.0	Autistic disorder	85
2.	G80.9	Cerebral palsy, unspecif	82
3.	M54.5	Low back pain	53
4.	M25.561	Pain in right knee	41
5.	M62.81	Muscle weakness (general)	39
6.	F80.2	Mixed recep-expressiv la	30
7.	R26.2	Difficulty in walking, N	28
8.	M62.9	Disorder of muscle, unsp	27
9.	M54.2	Cervicalgia	25
10.	G80.1	Spastic diplegic cerebra	19

Current Month Top 5 Reasons for MD Denial		
1.	No evidence of medical necessity.	2
2.		
3.		
4.		
5.		

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

Private Duty Nursing **

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
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
Total Admin Calls	N/A	N/A	N/A	N/A	N/A	N/A
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	N/A	N/A	N/A	N/A	N/A	N/A

Fax Metrics
Incoming

Requests Processed	
Approvals	196
Agreed Reduction	0
Client Approved/Negotiation	0
Split Decision	1
State Mandate	0
Denials	13
Pended	81
Total	291

Administrative Denials	
Lack of Information	0
Medicare Primary	N/A
Technical (Out of Time Frame)	N/A
Total Denied	N/A

MD Review	
Medical Necessity	0
Not Medically Necessary	13
Referred to MD Rate	0.00%
Not Medically Necessary Denial Rate	0%
Total MD Review	13

Reconsiderations	
Overtaken	6
Upheld	0
Total Reconsiderations	6

*Reconsiderations are not included in Request Processed Total
 ** Private Duty Nursing (PDN) is included on this report effective June 2016

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Escalated						N/A
Lack of Information						81
MD Review						0
RN Review						0
Total	0	0	0	0	0	81

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	81
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	758.0	DOWN'S SYNDROME	18
2.	Z43.0	Encntr attentn to trache	12
3.	345.9	EPILEPSY NOS	12
4.	783.41	SYMP FAILURE TO THRIVE,	9
5.	Z93.0	Tracheostomy status	9
6.	R06.89	Other abnormalities of b	7
7.	Q89.9	Congenital malformation,	6
8.	P07.31	Preterm newborn, gest 28	6
9.	G80.4	Ataxic cerebral palsy	6
10.	728.3	DISORDER, MUSCLE NEC	6

Current Month Top 5 Reasons for MD Denial		
1.	There is a 24 hour caregiver in the home who can perform the service.	6
2.	The service is primarily for the convenience of the recipient, family, physician or another provider of services. 907 KAR 11:034(9) and 907 KAR 3:130	4
3.	Not medically Necessary	3
4.		
5.		

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

Physician Services

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	15	8	6	9	9	26
Average Speed of Answer	02:34	01:08	00:42	00:51	00:40	02:11
Average Talk Time	03:35	03:35	03:09	03:18	02:33	03:22
First Call Resolution	97%	98.9%	100.0%	100.0%	100.0%	98.7%
Total Admin Calls	254	283	358	269	304	362
Clinical						
Abandoned Calls	15	8	6	9	9	26
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%	88%	100%	86%	100%
Total Clinical Calls	46	62	85	45	57	62
Total Calls	300	345	443	314	361	424

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	30	52	58	47	49	63
Administrative Approval	7	11	5	14	6	7
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	1	2	0	0	2
Pended	7	6	15	8	11	6
Total	44	70	80	69	66	78

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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
Total Denied	0	0	0	0	0	0

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	14	17	24	21	21	17
Not Medically Necessary	0	1	2	0	0	2
Referred to MD Rate	31.82%	25.71%	32.50%	30.43%	31.82%	24.36%
Not Medically Necessary Denial Rate	0%	6%	8%	0%	0%	11%
Total MD Review	14	18	26	21	21	19

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Incomplete Data (Consent Forms)	1	1	3	3	5	3
MD Review	1	0	0	0	0	0
RN Review	5	5	12	5	6	3
Total	7	6	15	8	11	6

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

Current Month Top 10 Diagnosis Codes			
1.	G47.33	Obstructive sleep apnea(18
2.	Z30.2	Encounter for sterilizat	5
3.	N92.0	Excessv&frequent menSTRU	4
4.	J44.9	Chro obstruc pulm dz uns	4
5.	I87.393	ChrnC venous HTN w/oth c	4
6.	I83.93	Asymptomtc vrcs vein,bi	4
7.	E66.01	Morbid (sevr)obesity d/t	3
8.	Z85.3	Personal history of MN o	3
9.	Q87.0	Cong malf syd predomntly	2
10.	C54.1	Malignant neoplasm of en	2

Current Month Top 5 Reasons for MD Denial	
1.	Not medically necessary 2
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	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	35	12	8	8	6	18
Average Speed of Answer	03:14	01:25	00:52	00:56	00:40	01:29
Average Talk Time	02:48	03:05	02:45	02:55	02:17	02:32
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Admin Calls	239	248	270	283	217	263
Clinical						
Abandoned Calls	6	7	1	3	2	3
Average Speed of Answer	00:30	00:56	01:13	00:54	00:40	00:38
Average Talk Time	09:05	08:29	08:04	08:01	08:49	08:26
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Clinical Calls	203	204	229	239	197	218
Total Calls	442	452	499	522	414	481

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	185	172	212	238	210	217
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	9	10	3	0	1	2
Pended	9	12	4	10	3	8
Total	203	194	219	248	214	227

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
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)	2	4	0	0	0	0
Total Denied	2	4	0	0	0	0

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	4	1	0	0	2	1
Not Medically Necessary	7	6	3	0	1	2
Referred to MD Rate	5.42%	3.61%	1.37%	0.00%	1.40%	1.32%
Not Medically Necessary Denial Rate	64%	86%	100%	0%	33%	67%
Total MD Review	11	7	3	0	3	3

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtaken	4	3	2	1	0	0
Upheld	2	2	2	0	0	0
Total Reconsiderations	6	5	4	1	0	0

*Reconsiderations are not included in Request Processed Total

Pended	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Lack of Information	0	0	0	0	0	0
RN Review	1	12	4	10	3	8
MD Review	8	0	0	0	0	0
Total	9	12	4	10	3	8

By Place of Service	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Distinct Part Units - Psychiatric	40	50	46	43	62	55
EPSDT	12	8	16	13	8	12
Freestanding Psychiatric Facility	43	37	19	28	27	26
Inpatient Hospital Non-Freestanding Psychiatric Facility	5	12	12	8	4	1
Onsite EPSDT Psych	107	88	128	147	110	132
Psychiatric Residential Treatment Center	0	0	0	0	0	0
	2	4	2	10	3	1
Total	209	199	223	249	214	227

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

Current Month Top 10 Diagnosis Codes	Count
1. F32.9 MDD, single episode, uns	25
2. F84.0 Autistic disorder	18
3. F20.9 Schizophrenia, unspecifi	15
4. F29 Unsp psych not d/t sub/k	15
5. F33.2 MDD, recurrent, severe w	12
6. F31.9 Bipolar disorder, unspec	11
7. F23 Brief psychotic disorder	9
8. F25.9 Schizoaffective disorder	8
9. F63.81 Intermittent explosive d	7
10. F33.1 MDD, recurrent, moderate	6

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

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

Radiology

Call Metrics	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Administrative						
Abandoned Calls	15	13	12	8	17	30
Average Speed of Answer	02:12	01:03	00:32	00:49	00:52	02:13
Average Talk Time	03:27	03:24	03:30	03:22	03:20	03:32
First Call Resolution	100%	100%	99.5%	99.6%	100%	100%
Total Admin Calls	474	552	652	580	639	552
Clinical						
Abandoned Calls	0	1	0	0	0	0
Average Speed of Answer	00:47	00:34	00:15	00:10	00:16	00:21
Average Talk Time	05:41	06:03	06:19	05:55	05:51	05:50
First Call Resolution	100%	100%	95%	95%	94%	98%
Total Clinical Calls	290	354	430	351	385	345
Total Calls	764	906	1,082	931	1,024	897

Requests Processed	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Approvals	352	389	468	380	444	388
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	3	5	0	0	0	2
Pended	2	12	11	6	4	13
Total	357	406	479	386	448	403

Administrative Denials	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Lack of Information	0	0	0	0	0	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
Total Denied	0	0	0	0	0	1

MD Review	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Medical Necessity	69	69	89	89	83	70
Not Medically Necessary	3	5	0	0	0	1
Referred to MD Rate	20.17%	18.23%	18.58%	23.06%	18.53%	17.62%
Not Medically Necessary Denial Rate	4%	7%	0%	0%	0%	1%
Total MD Review	72	74	89	89	83	71

Reconsiderations	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Overtaken	1	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	1	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pended						
Lack of Information	0	4	1	0	0	1
MD Review	0	0	4	0	0	6
RN Review	2	8	6	6	4	6
Total	2	12	11	6	4	13

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

Current Month Top 10 Diagnosis Codes	
1.	R07.9 Chest pain, unspecified 33
2.	M54.5 Low back pain 27
3.	M54.2 Cervicalgia 13
4.	R51 Headache 12
5.	M54.16 Radiculopathy, lumbar re 11
6.	G35 Multiple sclerosis 10
7.	M25.562 Pain in left knee 10
8.	G40.909 Epilpsy,uns, not intrct, 9
9.	M51.36 Oth IVD degeneration, lu 9
10.	M54.6 Pain in thoracic spine 8

Current Month Top 5 Reasons for MD Denial	
1.	Recipient has not tried and failed conservative treatment. 907 KAR 3:005(5) and 907 KAR 3:130 1
2.	
3.	
4.	
5.	

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: Jul 13, 2016
 New/In Progress/Closed/All In Progress

Case Type	Primary Category	Appeal Type	Status	Appeal Start Date	Decision Required Date	Attending Physician
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	May 19, 2016	Jun 24, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Dec 15, 2015	Jan 8, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Jan 5, 2016	Feb 12, 2016	PELLEGRINI, ADRIAN
Waiver	ABI - LOC	Administrative Hearings	In Progress	May 16, 2016	Jul 19, 2016	PELLEGRINI, ADRIAN
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	May 21, 2015	Jul 31, 2015	PELLEGRINI, ADRIAN
Waiver	ABI LTC Waiver LOC	Administrative Hearings	In Progress	May 9, 2016	May 20, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Apr 9, 2015	Jun 26, 2015	PELLEGRINI, ADRIAN
Acute Inpatient	Psychiatric	Administrative Hearings	In Progress	Dec 8, 2014	Feb 6, 2015	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Mar 4, 2016	Mar 29, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Jul 8, 2015	Aug 18, 2015	PELLEGRINI, ADRIAN
Waiver	ABI - LOC	Administrative Hearings	In Progress	Jul 12, 2016	Sep 1, 2016	PELLEGRINI, ADRIAN
Waiver	HCBC - LOC	Administrative Hearings	In Progress	Jun 6, 2016	Jul 13, 2016	PELLEGRINI, ADRIAN
Home Health	Home Health	Administrative Hearings	In Progress	Jun 18, 2014	Jul 30, 2014	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	May 10, 2016	May 26, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Oct 28, 2015	Jan 28, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	May 31, 2016	Aug 9, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Mar 10, 2016	Apr 8, 2016	PELLEGRINI, ADRIAN
Waiver	HCBC - LOC	Administrative Hearings	In Progress	Jun 6, 2016	Aug 18, 2016	PELLEGRINI, ADRIAN
Waiver	HCBC - LOC	Administrative Hearings	In Progress	May 4, 2016	May 5, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Mar 8, 2016	Apr 5, 2016	PELLEGRINI, ADRIAN



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

Utilization Management Operational Status Report

Status Month: July 2016

**Report Date: August 12, 2016
Author: Carewise Health Staff**

Acute Inpatient Services

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	59	42	39	18	54	46
Average Speed of Answer	00:52	00:35	00:39	00:19	00:51	00:35
Average Talk Time	03:51	03:19	03:27	03:09	03:28	03:09
First Call Resolution	99.4%	99.4%	99.3%	98.8%	99.4%	99.5%
Total Admin Calls	1716	2014	1715	1775	1916	1830
Clinical						
Abandoned Calls	3	1	0	1	3	7
Average Speed of Answer	00:41	00:30	00:34	00:26	00:41	02:06
Average Talk Time	06:43	06:19	06:47	06:27	05:41	05:51
First Call Resolution	94.8%	98.1%	98.6%	95.2%	96.2%	91.0%
Total Clinical Calls	220	255	258	271	287	253
Total Calls	1936	2269	1973	2046	2203	2083

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	211	213	263	457	233	190
Administrative Approval	1,570	1,589	1,466	1,415	1,520	1,363
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	1	0	0	0	0
Denials	31	25	27	18	17	15
Pended	34	43	38	31	35	38
Total	1,846	1,871	1,794	1,921	1,805	1,606

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Technical (Out of Time Frame)	30	21	24	18	13	14
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
Total Denied	30	21	24	18	13	14

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	23	19	17	28	27	15
Not Medically Necessary	1	4	2	0	4	1
Referred to MD Rate	1.30%	1.23%	1.06%	1.46%	1.72%	1.00%
Not Medically Necessary Denial Rate	4%	17%	11%	0%	13%	6%
Total MD Review	24	23	19	28	31	16

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	0	1	2	0	1	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	1	2	0	1	0

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Escalated	0	0	0	0	0	0
Lack of Information	0	0	1	5	0	0
MD Review	0	0	0	0	0	0
RN Review	34	43	37	31	35	38
Total	34	43	38	36	35	38

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

Current Month Top 10 Diagnosis Codes			
1.	J18.9	Pneumonia, unspecified o	82
2.	A41.9	Sepsis, unspecified orga	61
3.	N39.0	Urinary tract infectn,si	37
4.	N17.9	Acute kidney failure, un	36
5.	J44.1	Chron obstr pulm dz w/ex	30
6.	J96.00	Acut resp fail,unsp w/hy	27
7.	I50.9	Heart failure, unspecifi	25
8.	J96.90	Resp fail,unsp,w/hypoxia	25
9.	K92.2	Gastrointestinal hemorrh	24
10.	O80	Encountr,full-term uncom	22

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

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

Durable Medical Equipment

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	15	7	15	7	25	22
Average Speed of Answer	01:34	00:39	00:55	00:37	01:45	01:19
Average Talk Time	04:34	04:19	03:43	03:20	03:34	03:31
First Call Resolution	99.1%	99.3%	99.0%	98.4%	99.7%	94.0%
Total Admin Calls	469	499	474	497	475	503
Clinical						
Abandoned Calls	11	10	16	6	6	5
Average Speed of Answer	01:37	01:46	01:51	00:51	00:38	01:05
Average Talk Time	04:33	05:19	05:18	04:51	05:07	04:23
First Call Resolution	95.1%	97.1%	98.6%	99.5%	96.9%	99.7%
Total Clinical Calls	245	258	245	237	229	176
Total Calls	714	757	719	734	704	679

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	1,265	1,249	1,398	1,362	1,124	1,111
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	1	0	0	0	0	0
Split Decision	0	12	0	0	1	1
State Mandate	0	0	0	0	0	0
Denials	15	19	23	17	86	49
Pended	476	487	460	392	509	382
Total	1,757	1,767	1,881	1,771	1,720	1,543

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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	0	0	0	70	33
Total Denied	0	0	0	0	70	33

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	83	99	114	134	77	63
Not Medically Necessary	15	19	23	17	16	16
Referred to MD Rate	5.58%	6.68%	7.28%	8.53%	5.41%	5.12%
Not Medically Necessary Denial Rate	15%	16%	17%	11%	17%	20%
Total MD Review	98	118	137	151	93	79

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	3	3	2	17	0	2
Upheld	1	6	1	1	0	0
Total Reconsiderations	4	9	3	18	0	2

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	470	483	457	388	496	377
MD Review	1	3	3	3	6	5
RN Review	5	1	0	1	7	0
HP Review	0	0	0	0	0	0
Total	476	487	460	392	509	382

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	382
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes		
1.	G80.9 Cerebral palsy, unspecif	410
2.	G80.0 Spastic quadriplegic cer	68
3.	J44.9 Chro obstruc pulm dz uns	56
4.	G82.50 Quadriplegia, unspecifie	44
5.	G82.20 Paraplegia, unspecified	32
6.	G47.33 Obstructive sleep apnea(26
7.	R62.51 Failure to thrive (child	25
8.	R33.9 Retention of urine, unsp	25
9.	F84.0 Autistic disorder	23
10.	R13.10 Dysphagia, unspecified	22

Current Month Top 5 Reasons for MD Denial		
1.	Not medically necessary	13
2.	Equipment is used primarily for the convenience of the recipient or caregiver. 907 KAR 1:479(6) and 907 KAR 3:130	3
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	LOI response not received or incomplete	25
2.	Clinical information to support the need for the equipment is missing	7
3.	Height and/or weight is missing	1
4.		
5.		

DRG

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Target File						
Target File	250	250	250	250	250	250
On-Site Requested	37	37	46	44	35	41
In-House	213	213	204	206	215	209

Outcomes						
Total Approved	233	235	215	230	242	218

Outcomes						
Total Denied	17	15	35	20	8	32

Denial Reasons						
Not Medically Necessary	4	1	1	0	0	2
Technical	4	9	34	20	7	29
Reassignments	9	5	0	0	1	1
Billing	0	0	0	0	0	0
Total Denial Reasons	17	15	35	20	8	32

Reconsiderations						
Approved	0	0	3	0	0	0
Denied	2	15	1	0	0	1
Total Reviewed	2	15	4	0	0	1

Quality of Concern						
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
Total Denied	0	0	0	0	0	0

EPSDT Special Services

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	1	2	1	2	2	3
Average Speed of Answer	01:03	00:38	00:22	00:24	00:49	00:29
Average Talk Time	03:53	05:44	04:41	03:18	03:49	03:52
First Call Resolution	98.9%	99.6%	98.9%	100%	100%	98.5%
Total Admin Calls	138	183	135	94	136	175
Clinical						
Abandoned Calls	1	1	0	2	3	7
Average Speed of Answer	00:35	00:35	00:49	00:21	01:06	01:54
Average Talk Time	04:39	05:10	05:08	03:29	03:09	03:37
First Call Resolution	92.3%	97.3%	93.4%	92.6%	100.0%	94.1%
Total Clinical Calls	98	136	85	61	93	125
Total Calls	236	319	220	155	229	300

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	46	93	55	44	57	44
MD Review	1	0	0	0	2	0
RN Review	2	38	4	0	3	1
Total	213	224	208	257	62	45

Current Month Top 5 LOI Pended Reasons

1.	Lack of Information	44
2.		
3.		
4.		
5.		

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	877	1,574	1,172	790	1,589	1,098
Agreed Reduction	0	1	0	1	0	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	1	0	0	0	0
State Mandate	2	0	2	0	0	0
Denials	1	1	0	1	3	0
Pended	49	131	59	44	62	45
Total	929	1,708	1,233	836	1,654	1,143

Current Month Top 10 Diagnosis Codes

1.	F84.0	Autistic disorder	348
2.	Q90.9	Down syndrome, unspecifi	100
3.	G80.9	Cerebral palsy, unspecif	94
4.	R62.50	Uns lack nrml physiologcl	34
5.	F81.9	Develop disord of schola	32
6.	F80.2	Mixed recep-expressiv la	28
7.	343.9	PALSY, INFANTILE CEREBRA	13
8.	G80.1	Spastic diplegic cerebra	13
9.	R62.0	Delayed milestone in chi	12
10.	G80.8	Other cerebral palsy	11

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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	0	0	0	0	0
Total Denied	0	0	0	0	0	0

Current Month Top 5 Reasons for MD Denial

1.	N/A	
2.		
3.		
4.		
5.		

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	1	9	3	2	6	7
Not Medically Necessary	1	1	0	1	3	0
Referred to MD Rate	0.22%	0.59%	0.24%	0.36%	0.54%	0.61%
Not Medically Necessary Denial Rate	50%	10%	0%	33%	33%	0%
Total MD Review	2	10	3	3	9	7

Current Month Top 5 Reasons for Lack of Information Denial

1.	N/A	
2.		
3.		
4.		
5.		

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overturned	0	0	2	0	0	2
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	2	0	0	2

*Reconsiderations are not included in Request Processed Total

Home Health

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	55	37	33	15	45	36
Average Speed of Answer	01:43	00:57	00:55	00:29	01:09	01:19
Average Talk Time	04:35	04:40	04:45	04:06	04:35	04:39
First Call Resolution	99.5%	99.5%	99.8%	98.8%	99.6%	99.6%
Total Admin Calls	993	1079	950	991	1045	987
Clinical						
Abandoned Calls	5	3	4	5	5	15
Average Speed of Answer	00:31	00:39	00:39	00:48	00:44	02:01
Average Talk Time	07:38	07:47	07:26	07:27	07:25	07:52
First Call Resolution	98.2%	98.5%	99.3%	98.1%	95.8%	98.6%
Total Clinical Calls	870	929	789	855	899	837
Total Calls	1,863	2,008	1,739	1,846	1,944	1,824

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	4,087	4,348	4,306	3,968	4,492	4,424
Agreed Reduction	88	117	66	112	0	70
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	6	2	1	0	0	0
State Mandate	0	17	0	0	17	0
Denials	37	29	12	53	23	49
Pended	103	362	102	148	188	119
Total	4,321	4,875	4,487	4,281	4,720	4,662

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	0	2	1	10	0	2
Technical (Out of Time Frame)	34	19	10	31	13	41
Total Denied	34	21	11	41	13	43

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	22	42	13	33	34	81
Not Medically Necessary	3	8	1	12	10	6
Referred to MD Rate	0.58%	1.03%	0.31%	1.05%	0.93%	1.87%
Not Medically Necessary Denial Rate	12%	16%	7%	27%	23%	7%
Total MD Review	25	50	14	45	44	87

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	0	2	1	0	6	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	2	1	0	6	0

*Reconsiderations are not included in Request Processed Total

Pended	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Unreviewed	89	58	46	46	69	47
MD Review	1	2	1	1	10	1
RN Review	13	301	55	55	109	71
Total	103	361	102	102	188	119

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

Current Month Top 10 Diagnosis Codes
1. G80.9 Cerebral palsy, unspecif 381
2. F84.0 Autistic disorder 214
3. F79 Unspec intellectual disa 211
4. E11.9 Type 2 DM w/o complicati 206
5. R32 Unspecified urinary inco 201
6. J44.9 Chro obstruc pulm dz uns 135
7. I10 Essential (primary) hype 124
8. F72 Severe intellectual disa 89
9. Q90.9 Down syndrome, unspecifi 82
10. G35 Multiple sclerosis 73

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

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

Hospice

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
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
Total Admin Calls	N/A	N/A	N/A	N/A	N/A	N/A
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	N/A	N/A	N/A	N/A	N/A	N/A

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	47	344	177	30	130	10
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	15	70	16	4	6	5
Total	62	414	193	34	136	15

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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%
Total MD Review	0	0	0	0	0	0

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

Pended	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	94	15	59	15	3	5
MD Review	0	0	0	0	0	0
RN Review	3	0	11	1	3	0
Total	97	15	70	16	6	5

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

Current Month Top 10 Diagnosis Codes			
1.	192.9	NEOPLASM, MLIGT, NERVOUS	4
2.	Z46.6	Encntr fittin&adjust uri	4
3.	F70	MILD INTELLECTUAL DISABI	3
4.	E11.21	Type 2 DM with diabetic	1
5.	Q05.9	Spina bifida, unspecifie	1
6.	428.43	FLR COMB SYSTLC/DISTLC H	1
7.	J44.9	Chro obstruc pulm dz uns	1
8.			
9.			
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	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	13	4	4	5	11	6
Average Speed of Answer	01:41	00:51	00:58	00:30	01:24	01:35
Average Talk Time	04:51	04:33	04:36	04:06	04:07	05:07
First Call Resolution	99.4%	94.0%	93.6%	89.1%	87.7%	89.0%
Total Admin Calls	335	328	261	299	336	332
Clinical						
Abandoned Calls	3	8	1	5	0	0
Average Speed of Answer	00:37	00:54	00:33	01:02	00:04	00:02
Average Talk Time	04:50	05:28	05:26	05:05	05:22	06:00
First Call Resolution	81.2%	88.2%	85.4%	94.9%	96.0%	97.4%
Total Clinical Calls	209	198	169	184	203	194
Total Calls	544	526	430	483	539	526

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	6,345	6,204	2,989	6,179	7,516	4,521
Initial LOC Approval	2,389	2,360	2,164	2,063	2,382	2,618
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	1	2	10	4	2	0
Denials	5	8	6	7	2	3
Pended	209	227	255	219	374	302
Total	8,949	8,801	5,424	8,472	10,276	7,444

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Lack of Information	0	0	0	0	0	0
Non-Certified Bed	0	0	1	0	0	0
Total Denied	0	0	1	0	0	0

*Reconsiderations are not included in Request Processed Total

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	5	12	9	10	8	2
Not Medically Necessary	5	8	5	7	2	3
Referred to MD Rate	4.78%	8.81%	5.49%	7.76%	2.67%	1.66%
Not Medically Necessary Denial Rate	50%	40%	36%	41%	20%	60%
Total MD Review	10	20	14	17	10	5

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	2	2	1	2	0	1
Upheld	0	0	0	0	1	0
Total Reconsiderations	2	2	1	2	1	1

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Lack of Information	184	205	240	204	353	292
MD Review	0	0	0	0	0	0
RN Review	25	22	15	15	21	10
Total	209	227	255	219	374	302

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	292
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes		
1.	F03.90 Unsp dementia w/o behavi	681
2.	I10 Essential (primary) hype	556
3.	J44.9 Chro obstruc pulm dz uns	476
4.	G30.9 Alzheimer's disease, uns	351
5.	E11.9 Type 2 DM w/o complicati	258
6.	I50.9 Heart failure, unspecifi	212
7.	M62.81 Muscle weakness (general	176
8.	I48.91 Unspec atrial fibrillati	147
9.	F02.80 Dem oth dzs CE w/o behav	136
10.	F02.81 Dementia othr dzs CE w b	127

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	2
2.	Not medically necessary	1
3.		
4.		
5.		

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

Nursing Facility Ancillary

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	235	72	39	53	37	68
Average Speed of Answer	01:49	01:16	00:43	00:52	00:39	01:03
Average Talk Time	03:52	04:03	03:44	03:37	03:27	03:31
First Call Resolution	95.9%	99.4%	99.4%	93.6%	89.0%	89.0%
Total Admin Calls	1036	1085	1192	1022	1065	992
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	1,036	1,085	1,192	1,022	1,065	992

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	2,651	2,820	2,560	2,784	3,128	2,691
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	231	200	189	230	208	170
Pended	274	216	280	215	174	265
Total	3,156	3,236	3,029	3,229	3,510	3,126

RN Denials/Overturns	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
FRN Criteria	205	178	173	211	191	153
FRN Reconsideration Overturned	8	4	7	4	9	3
FRN Reconsideration Upheld	12	13	5	9	7	10
Total Denied	225	195	185	224	207	166

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	6	1	5	4	3	2
Not Medically Necessary	14	9	10	10	10	7
Referred to MD Rate	0.63%	0.31%	0.50%	0.43%	0.37%	0.29%
Not Medically Necessary Denial Rate	70%	90%	67%	71%	77%	78%
Total MD Review	20	10	15	14	13	9

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overturned	2	3	0	3	1	1
Upheld	0	0	2	1	0	0
Total Reconsiderations	2	3	2	4	1	1

*Reconsiderations are not included in Request Processed Total

Pended	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
MD Review	3	1	0	0	0	0
RN Review	271	215	280	215	174	265
Total	274	216	280	215	174	265

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

Current Month Top 10 Diagnosis Codes			
1.	J44.9	Chro obstruc pulm dz uns	724
2.	M62.81	Muscle weakness (general	252
3.	R06.02	Shortness of breath	208
4.	I50.9	Heart failure, unspecifi	154
5.	R26.2	Difficulty in walking, N	76
6.	R09.02	Hypoxemia	68
7.	J18.9	Pneumonia, unspecified o	68
8.	R13.12	Dysphagia, oropharyngeal	58
9.	496	OBSTRUCTION, CHRONIC AIR	49
10.	J44.1	Chron obstr pulm dz w/ex	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	4
2.	Documentation is inadequate to determine the ongoing need for the services. 907 KAR 1:023 and 907 KAR 3:130	3
3.		
4.		
5.		

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

Orthodontia

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	2	2	0	0	3	1
Average Speed of Answer	00:37	00:17	00:52	00:44	01:11	01:37
Average Talk Time	04:39	03:25	02:41	01:42	02:40	02:20
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Admin Calls	19	29	19	13	30	33
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	19	29	19	13	30	33

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	22	9	24	6	12	20
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	0	3	0	0	4	0
Total	22	12	24	6	16	20

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	0	0	0	0	0	0
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	0%	0%	0%	0%	0%	0%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
Total MD Review	0	0	0	0	0	0

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Lack of Information	0	0	0	0	0	0
MD Review	0	3	0	0	3	0
RN Review	0	0	0	0	1	0
Total	0	3	0	0	4	0

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

Current Month Top 10 Diagnosis Codes		
1.	V58.5	ORTHODONTICS AFTERCARE 12
2.	Z46.4	Encntr fitting&adjust or 8
3.		
4.		
5.		
6.		
7.		
8.		
9.		
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.	

Outpatient Therapies

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	6	2	3	4	10	8
Average Speed of Answer	01:11	00:37	00:59	01:05	02:17	00:52
Average Talk Time	03:43	04:05	03:41	03:36	04:06	03:33
First Call Resolution	99.4%	99.5%	99.6%	100%	100%	100%
Total Admin Calls	125	177	191	181	199	206
Clinical						
Abandoned Calls	1	3	2	2	2	3
Average Speed of Answer	00:10	00:14	00:31	00:32	00:30	01:07
Average Talk Time	05:05	03:18	03:43	03:39	04:05	03:45
First Call Resolution	97.3%	95.1%	95.1%	94.2%	97.6%	100%
Total Clinical Calls	75	143	87	102	100	125
Total Calls	200	320	278	283	299	331

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	735	1,009	1,170	1,019	852	1,328
Agreed Reduction	8	0	0	4	0	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	1	0	5	0	0	0
State Mandate	0	0	0	0	0	0
Denials	0	1	0	0	15	2
Pended	39	42	40	40	53	29
Total	783	1,052	1,215	1,063	920	1,359

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Lack of Information	0	0	0	0	13	2
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
Total Denied	0	0	0	0	13	2

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	73	105	105	1	72	151
Not Medically Necessary	0	1	0	0	2	0
Referred to MD Rate	9.32%	10.08%	8.64%	0.09%	8.04%	11.11%
Not Medically Necessary Denial Rate	0%	1%	0%	0%	3%	0%
Total MD Review	73	106	105	1	74	151

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Lack of Information	32	42	40	31	30	29
MD Review	3	0	0	1	21	0
RN Review	4	0	0	8	2	0
Total	39	42	40	40	53	29

Independent Therapy	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total	386	232	334	373	303	481

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	29
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	F84.0	Autistic disorder	188
2.	G80.9	Cerebral palsy, unspecif	116
3.	M62.81	Muscle weakness (general	60
4.	F80.2	Mixed recep-expressiv la	48
5.	Q90.9	Down syndrome, unspecifi	45
6.	M54.5	Low back pain	44
7.	M62.9	Disorder of muscle, unsp	37
8.	G80.0	Spastic quadriplegic cer	28
9.	R26.2	Difficulty in walking, N	27
10.	G80.8	Other cerebral palsy	23

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.		

Private Duty Nursing **

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
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
Total Admin Calls	N/A	N/A	N/A	N/A	N/A	N/A
Clinical						
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
Total Clinical Calls	N/A	N/A	N/A	N/A	N/A	N/A
Total Calls	N/A	N/A	N/A	N/A	N/A	N/A

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals					196	144
Agreed Reduction					0	0
Client Approved/Negotiation					0	0
Split Decision					1	4
State Mandate					0	0
Denials					13	3
Pended					81	35
Total	0	0	0	0	291	186

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Lack of Information					0	0
Medicare Primary					N/A	N/A
Technical (Out of Time Frame)					N/A	N/A
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity					0	0
Not Medically Necessary					13	3
Referred to MD Rate					0.00%	0.00%
Not Medically Necessary Denial Rate					0%	0%
Total MD Review	0	0	0	0	13	3

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken					6	0
Upheld					0	10
Total Reconsiderations	0	0	0	0	6	10

*Reconsiderations are not included in Request Processed Total
 ** Private Duty Nursing (PDN) is included on this report effective June 2016

Pended	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Escalated					N/A	N/A
Lack of Information					81	25
MD Review					0	6
RN Review					0	4
Total	0	0	0	0	81	35

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	25
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	G80.9	Cerebral palsy, unspecif	22
2.	Q90.9	Down syndrome, unspecifi	12
3.	780.39	SYMPTOM, CONVULSIONS NOS	12
4.	G12.9	Spinal muscular atrophy,	11
5.	783.41	SYMP FAILURE TO THRIVE,	9
6.	Q07.01	Arnold-Chiari syndrm w s	6
7.	G93.1	Anoxic brain damage, NEC	6
8.	765.01	IMMATURITY, EXTREME, < 5	6
9.	Q79.2	Exomphalos	6
10.	Z93.0	Tracheostomy status	6

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

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

Physician Services

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	8	6	9	9	26	10
Average Speed of Answer	01:08	00:42	00:51	00:40	02:11	01:13
Average Talk Time	03:35	03:09	03:18	02:33	03:22	03:04
First Call Resolution	98.9%	100.0%	100.0%	100.0%	98.7%	94.7%
Total Admin Calls	283	358	269	304	362	290
Clinical						
Abandoned Calls	8	6	9	9	26	10
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%	88%	100%	86%	100%	100%
Total Clinical Calls	62	85	45	57	62	53
Total Calls	345	443	314	361	424	343

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	52	58	47	49	63	41
Administrative Approval	11	5	14	6	7	9
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	1	2	0	0	2	0
Pended	6	15	8	11	6	12
Total	70	80	69	66	78	62

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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
Total Denied	0	0	0	0	0	0

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	17	24	21	21	17	15
Not Medically Necessary	1	2	0	0	2	0
Referred to MD Rate	25.71%	32.50%	30.43%	31.82%	24.36%	24.19%
Not Medically Necessary Denial Rate	6%	8%	0%	0%	11%	0%
Total MD Review	18	26	21	21	19	15

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Incomplete Data (Consent Forms)	1	3	3	5	3	6
MD Review	0	0	0	0	0	0
RN Review	5	12	5	6	3	6
Total	6	15	8	11	6	12

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

Current Month Top 10 Diagnosis Codes			
1.	G47.33	Obstructive sleep apnea(10
2.	Z30.2	Encounter for sterilizat	7
3.	C50.912	Mal neo unspec site lt f	4
4.	L40.0	Psoriasis vulgaris	4
5.	N81.3	Complete uterovaginal pr	3
6.	M26.02	Maxillary hypoplasia	3
7.	I87.323	Chrc vnous HTN w/inflm,	2
8.	D06.9	CIS cervix, uns	2
9.	N83.20	Unspecified ovarian cyst	2
10.	R06.83	Snoring	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	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	12	8	8	6	18	7
Average Speed of Answer	01:25	00:52	00:56	00:40	01:29	01:23
Average Talk Time	03:05	02:45	02:55	02:17	02:32	02:28
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Admin Calls	248	270	283	217	263	228
Clinical						
Abandoned Calls	7	1	3	2	3	4
Average Speed of Answer	00:56	01:13	00:54	00:40	00:38	00:38
Average Talk Time	08:29	08:04	08:01	08:49	08:26	08:58
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Clinical Calls	204	229	239	197	218	175
Total Calls	452	499	522	414	481	403

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	172	212	238	210	217	183
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	10	3	0	1	2	6
Pended	12	4	10	3	8	6
Total	194	219	248	214	227	195

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
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)	4	0	0	0	0	4
Total Denied	4	0	0	0	0	4

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	1	0	0	2	1	2
Not Medically Necessary	6	3	0	1	2	2
Referred to MD Rate	3.61%	1.37%	0.00%	1.40%	1.32%	2.05%
Not Medically Necessary Denial Rate	86%	100%	0%	33%	67%	50%
Total MD Review	7	3	0	3	3	4

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	3	2	1	0	0	0
Upheld	2	2	0	0	0	0
Total Reconsiderations	5	4	1	0	0	0

*Reconsiderations are not included in Request Processed Total

Pended	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Lack of Information	0	0	0	0	0	0
RN Review	12	4	10	3	8	6
MD Review	0	0	0	0	0	0
Total	12	4	10	3	8	6

By Place of Service	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Distinct Part Units - Psychiatric	50	46	43	62	55	41
EPSDT	8	16	13	8	12	7
Freestanding Psychiatric Facility	37	19	28	27	26	25
Inpatient Hospital Non-Freestanding Psychiatric Facility	12	12	8	4	1	0
Onsite EPSDT Psych	88	128	147	110	132	120
Psychiatric Residential Treatment Center	0	0	0	0	0	0
	4	2	10	3	1	2
Total	199	223	249	214	227	195

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

Current Month Top 10 Diagnosis Codes	Count
1. F32.9 MDD, single episode, uns	39
2. F84.0 Autistic disorder	26
3. F29 Unsp psych not d/t sub/k	17
4. F33.2 MDD, recurrent, severe w	11
5. F31.9 Bipolar disorder, unspec	9
6. F63.81 Intermittent explosive d	6
7. F39 Unspecified mood disorde	6
8. F23 Brief psychotic disorder	6
9. F20.9 Schizophrenia, unspecifi	6
10. F25.9 Schizoaffective disorder	5

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

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

Radiology

Call Metrics	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Administrative						
Abandoned Calls	13	12	8	17	30	12
Average Speed of Answer	01:03	00:32	00:49	00:52	02:13	01:16
Average Talk Time	03:24	03:30	03:22	03:20	03:32	03:31
First Call Resolution	100%	99.5%	99.6%	100%	100%	99.8%
Total Admin Calls	552	652	580	639	552	516
Clinical						
Abandoned Calls	1	0	0	0	0	0
Average Speed of Answer	00:34	00:15	00:10	00:16	00:21	01:17
Average Talk Time	06:03	06:19	05:55	05:51	05:50	05:47
First Call Resolution	100%	95%	95%	94%	98%	100%
Total Clinical Calls	354	430	351	385	345	314
Total Calls	906	1,082	931	1,024	897	830

Requests Processed	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Approvals	389	468	380	444	388	365
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	5	0	0	0	2	1
Pended	12	11	6	4	13	9
Total	406	479	386	448	403	375

Administrative Denials	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Lack of Information	0	0	0	0	1	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
Total Denied	0	0	0	0	1	1

MD Review	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Medical Necessity	69	89	89	83	70	79
Not Medically Necessary	5	0	0	0	1	0
Referred to MD Rate	18.23%	18.58%	23.06%	18.53%	17.62%	21.07%
Not Medically Necessary Denial Rate	7%	0%	0%	0%	1%	0%
Total MD Review	74	89	89	83	71	79

Reconsiderations	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Overtaken	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Pended						
Lack of Information	4	1	0	0	1	1
MD Review	0	4	0	0	6	0
RN Review	8	6	6	4	6	8
Total	12	11	6	4	13	9

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

Current Month Top 10 Diagnosis Codes		
1.	R07.9	Chest pain, unspecified 30
2.	M54.5	Low back pain 27
3.	G35	Multiple sclerosis 15
4.	M54.16	Radiculopathy, lumbar re 14
5.	R51	Headache 11
6.	I25.10	Athr hrt dz ntv cornry a 9
7.	M54.2	Cervicalgia 9
8.	M51.36	Oth IVD degeneration, lu 8
9.	M25.512	Pain in left shoulder 7
10.	M25.511	Pain in right shoulder 6

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.	
4.	
5.	



KY Department for Medicaid Services Administrative Hearings Report

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

Report Run Date: Aug 10, 2016
 New/In Progress/Closed/All In Progress

Case Type	Primary Category	Appeal Type	Status	Appeal Start Date	Decision Required Date	Attending Physician
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	May 19, 2016	Jun 24, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Dec 15, 2015	Jan 8, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Jan 5, 2016	Feb 12, 2016	PELLEGRINI, ADRIAN
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	May 21, 2015	Jul 31, 2015	PELLEGRINI, ADRIAN
Waiver	ABI LTC Waiver LOC	Administrative Hearings	In Progress	May 9, 2016	May 20, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Apr 9, 2015	Jun 26, 2015	PELLEGRINI, ADRIAN
Acute Inpatient	Psychiatric	Administrative Hearings	In Progress	Dec 8, 2014	Feb 6, 2015	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Mar 4, 2016	Mar 29, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Jul 8, 2015	Aug 18, 2015	PELLEGRINI, ADRIAN
Waiver	ABI - LOC	Administrative Hearings	In Progress	Jul 12, 2016	Sep 1, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Jun 6, 2016	Jul 13, 2016	PELLEGRINI, ADRIAN
Home Health	Home Health	Administrative Hearings	In Progress	Jun 18, 2014	Jul 30, 2014	PELLEGRINI, ADRIAN
Waiver	ABI LTC Waiver LOC	Administrative Hearings	In Progress	Jul 18, 2016	Jul 29, 2016	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	May 10, 2016	May 26, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Oct 28, 2015	Jan 28, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Aug 4, 2016	Sep 9, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Jul 20, 2016	Aug 4, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Jul 18, 2016	Aug 1, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	May 31, 2016	Aug 9, 2016	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Jul 20, 2016	Aug 4, 2016	PELLEGRINI, ADRIAN