Passport Monthly Contractual Performance Dashboard FY 2013-14

			Jul-14	Aug-14	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	AVG	TOTAL
Membership			127,415	127,982	127,470	126,941	127,114	138,204	155,003	165,828	179,851	188,555	190,552	192,931	153,987	1,847,846
Capitation			$ 57,586,254	$ 57,569,018	$ 57,320,871	$ 59,517,138	$ 59,602,603	$ 67,465,847	$ 76,655,418	$ 82,499,054	$ 90,355,306	$ 95,294,479	$ 98,001,425	$ 99,851,040	$ 75,143,205	$ 901,718,455
CAP PMP			$ 451.96	$ 449.82	$ 449.68	$ 468.86	$ 468.89	$ 488.16	$ 494.54	$ 497.50	$ 502.39	$ 505.39	$ 514.30	$ 517.55	$ 487.98	$ 487.98
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	$ 35,734,164	$ 36,008,632	$ 33,762,545	$ 38,409,030	$ 35,474,579	$ 33,082,605	$ 41,381,176	$ 42,539,774	$ 53,672,432	$ 57,251,937	$ 52,845,758	$ 63,025,305	$ 43,598,995	$ 523,187,935
	Suspended		$ 84,481,242	$ 65,378,623	$ 60,854,766	$ 76,716,732	$ 52,181,186	$ 54,262,674	$ 71,562,971	$ 79,683,771	$ 120,852,679	$ 94,099,810	$ 80,766,861	$ 96,383,958	$ 78,102,106	$ 937,225,272
	% Suspended		70.27%	64.48%	64.32%	66.64%	59.53%	62.12%	63.36%	65.20%	69.25%	62.17%	60.45%	60.46%	64.18%	64.18%
	Paid/Member		$ 280.45	$ 281.36	$ 264.87	$ 302.57	$ 279.08	$ 239.38	$ 266.97	$ 256.53	$ 298.43	$ 303.64	$ 277.33	$ 326.67	$ 283.13	$ 283.13
	Paid Loss Ratio		62.05%	62.55%	58.90%	64.53%	59.52%	49.04%	53.98%	51.56%	59.40%	60.08%	53.92%	63.12%	58.02%	58.02%
	Total Paid Claims	90% paid in 30 Days	96.28%	99.98%	99.98%	99.05%	99.98%	100.00%	99.99%	99.49%	99.81%	99.93%	99.77%	99.90%		99.53%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	99.22%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%		99.94%
Encounter Submission Report #64	Submitted	95% Acceptance Rate	DNR*	515,114	645,071	482,410	494,551	266,212	462,062	573,249	741,507	473,948	670,965	872,526	563,420	6,197,615
	Accepted		DNR*	474,526	612,455	392,167	412,896	227,322	427,806	533,981	669,888	447,995	660,532	857,184	519,705	5,716,752
	% Accepted			92.12%	94.94%	81.29%	83.49%	85.39%	92.59%	93.15%	90.34%	94.52%	98.45%	98.24%	92.24%	92.24%
P/As	Requested	Report 59	8,157	8,187	8,153	9,155	9,028	8,650	12,545	13,023	16,367	18,309	18,114	17,644	12,278	147,332
	Denied		434	480	415	663	874	828	1,283	1,395	1,858	1,457	1,583	1,576	1,071	12,846
	% Denied		5.32%	5.86%	5.09%	7.24%	9.68%	9.57%	10.23%	10.71%	11.35%	7.96%	8.74%	8.93%	8.72%	8.72%
Member Calls Report #11	# of calls		12,538	13,091	12,303	13,776	13,867	13,545	37,488	28,916	30,148	35,004	34,151	32,245	23,089	277,072
	# Abandoned		40	32	37	29	11	64	1084	383	475	552	353	482	295	3,542
	% Abandoned	5% or less	0.32%	0.24%	0.30%	0.21%	0.08%	0.47%	2.89%	1.32%	1.58%	1.58%	1.03%	1.49%	1.28%	1.28%
	Speed to answer	60 seconds or less	10	10	10	8	5	12	54	30	29	32	22	33	21	
Provider Calls Report #11	# of calls		8,640	8,714	7,986	8954	7,908	8,881	17,312	15,395	17,421	20,060	20,024	19,013	13,359	160,308
	# Abandoned		98	69	161	102	80	148	365	178	254	328	306	326	201	2,415
	% Abandoned	5% or less	1.13%	0.79%	2.02%	1.14%	1.01%	1.67%	2.11%	1.16%	1.46%	1.64%	1.53%	1.71%	1.51%	1.51%
	Speed to answer	60 seconds or less	22	19	33	21	14	19	29	23	23	35	27	27	24	
Behavioral Calls Report #11	# of calls		423	614	509	447	410	365	625	608	815	737	23	1070	554	6,646
	# Abandoned		46	12	2	1	2	1	1	1	2	3	0	9	7	80
	% Abandoned	5% or less	10.87%	1.95%	0.39%	0.22%	0.49%	0.27%	0.16%	0.16%	0.25%	0.41%	0.00%	0.84%	1.20%	1.20%
	Speed to answer	60 seconds or less	95	27	12	10	6	9	8	9	8	10	14	15	19	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	68.18%	77.52%	83.96%	89.69%	95.00%	89.01%	93.59%	88.14%	88.79%	80.00%	82.00%	68.00%	83.66%	
	Avg length	< 10 min	2	2	1	1	1	2	2	2	1	1	3	1	2	
Total Calls	Total Calls		21,601	22,419	20,798	23,177	22,185	22,791	55,425	44,919	48,384	55,801	54,198	52,328	37,002	444,026
	Abandoned		184	113	200	132	93	213	1,450	562	731	883	659	817	503	6,037
	% Abandoned	5% or less	0.85%	0.50%	0.96%	0.57%	0.42%	0.93%	2.62%	1.25%	1.51%	1.58%	1.22%	1.56%	1.36%	1.36%

1/16/2015 GREEN - In Compliance RED - Out of Compliance YELLOW - MCOB added formula

Passport Monthly Contractual Performance Dashboard FY 2013-14

			Jul-14	Aug-14	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	AVG	TOTAL
COB Savings Report #54		MCO paid amount	$ 945,851	$ 798,067	$ 944,367	$ 762,574	$ 826,037	$ 721,716	$ 921,795	$ 1,118,612	$ 1,246,969	$ 813,085	$ 808,532	$ 867,718	$ 897,944	$ 10,775,323.35
		COB Amount	$ 7,059,367	$ 6,282,730	$ 5,671,658	$ 5,734,536	$ 2,767,905	$ 6,199,966	$ 1,099,335	$ 8,410,419	$ 7,593,177	$ 5,594,466	$ 4,981,059	$ 5,962,663	$ 5,613,107	$ 67,357,281.41
		COB/Member	$ 55.40	$ 49.09	$ 44.49	$ 45.17	$ 21.77	$ 44.86	$ 7.09	$ 50.72	$ 42.22	$ 29.67	$ 26.14	$ 30.91	$ 36.45	$ 36.45
		% of Claims Paid	19.76%	17.45%	16.80%	14.93%	7.80%	18.74%	2.66%	19.77%	14.15%	9.77%	9.43%	9.46%		12.87%
Medicaid Cost Avoidance Report #55		Denied Amount	$ 2,823,891	$ 1,743,855	$ 3,178,863	$ 2,224,317	$ 1,879,516	$ 2,123,595	$ 1,653,761	$ 1,271,821	$ 2,838,013	$ 3,130,253	$ 1,849,226	$ 2,188,436	$ 2,242,129	$ 26,905,546.03
		% of Claims Paid	7.90%	4.84%	9.42%	5.79%	5.30%	6.42%	4.00%	2.99%	5.29%	5.47%	3.50%	3.47%	5.14%	5.14%
Non-Medicaid Avoidance Report #56		Denied Amount	$ 1,455,300	$ 1,355,296	$ 1,416,376	$ 1,758,416	$ 1,348,846	$ 1,055,278	$ 881,367	$ 1,545,336	$ 2,161,785	$ 2,140,134	$ 1,420,280	$ 2,600,427	$ 1,594,903	$ 19,138,841.40
		% of Claims Paid	4.07%	3.76%	4.20%	4.58%	3.80%	3.19%	2.13%	3.63%	4.03%	3.74%	2.69%	4.13%	3.66%	3.66%
Potential Subrogation Report #57		Lien/Claim	$ 6,276,958	$ 5,530,191	$ 4,452,265	$ 5,598,980	$ 5,103,676	$ 5,025,456	$ 5,195,223	$ 5,326,978	$ 5,066,013	$ 5,866,764	$ 6,378,284	$ 6,730,683	$ 5,545,956	$ 66,551,471.51
		% of Claims Paid	17.57%	15.36%	13.19%	14.58%	14.39%	15.19%	12.55%	12.52%	9.44%	10.25%	12.07%	10.68%	12.72%	12.72%
		Recovered	$ 322,791	$ 137,310	$ 105,816	$ 214,875	$ 147,775	$ 223,033	$ 167,173	$ 234,673	$ 352,616	$ 335,839	$ 129,059	$ 311,619	$ 223,548	$ 2,682,579.42
Original Claims Processed Report #58	Claims Received	Total count	475,897	484,832	467,682	527,650	464,436	429,211	566,749	569,246	639,994	709,595	669,719	719,502	560,376	6,724,513
		Processed	500,543	517,158	500,480	561,782	496,908	464,439	609,105	604,772	705,031	760,768	712,877	761,085	599,579	7,194,948
		Total Charges	$ 187,797,517	$ 165,433,917	$ 157,335,369	$ 197,281,095	$ 157,725,384	$ 145,821,820	$ 176,992,304	$ 189,260,339	$ 281,077,007	$ 250,065,465	$ 223,539,986	$ 284,239,048	$ 201,380,771	$ 2,416,569,252
		Avg Charge	$ 394.62	$ 341.22	$ 336.42	$ 373.89	$ 339.61	$ 339.74	$ 312.29	$ 332.48	$ 439.19	$ 352.41	$ 333.78	$ 395.05	$ 359	$ 359
		Avg member	$ 1,473.90	$ 1,292.63	$ 1,234.29	$ 1,554.12	$ 1,240.82	$ 1,055.12	$ 1,141.86	$ 1,141.31	$ 1,562.83	$ 1,326.22	$ 1,173.12	$ 1,473.27		$ 1,307.78
	Adjudicated to pay status	Total count	309,602	322,321	313,967	353,649	308,769	268,427	355,453	355,702	399,430	468,665	453,878	519,351	369,101	4,429,214
		Percent	65.10%	66.50%	67.10%	67.02%	66.48%	62.54%	62.72%	62.49%	62.41%	66.05%	67.77%	72.18%	65.87%	65.87%
		Charges	$ 103,571,808	$ 105,259,763	$ 106,407,029	$ 119,556,452	$ 103,851,835	$ 99,014,557	$ 115,949,399	$ 128,476,457	$ 182,324,194	$ 184,465,827	$ 165,271,336	$ 219,092,170	$ 136,103,402	$ 1,633,240,828
		Avg Charge	$ 334.53	$ 326.57	$ 338.91	$ 338.07	$ 336.34	$ 368.87	$ 326.20	$ 361.19	$ 456.46	$ 393.60	$ 364.13	$ 421.86	$ 368.74	$ 368.74
		Avg member	$ 812.87	$ 822.46	$ 834.76	$ 941.83	$ 817.00	$ 716.44	$ 748.05	$ 774.76	$ 1,013.75	$ 978.31	$ 867.33	$ 1,135.60		$ 883.86
		Paid	$ 35,734,164	$ 36,008,632	$ 33,762,545	$ 38,409,030	$ 35,474,579	$ 33,082,605	$ 41,381,176	$ 42,539,774	$ 53,672,432	$ 57,251,937	$ 52,845,758	$ 63,025,305	$ 43,598,995	$523,187,935
		Average Paid	$ 115.42	$ 111.72	$ 107.54	$ 108.61	$ 114.89	$ 123.25	$ 116.42	$ 119.59	$ 134.37	$ 122.16	$ 116.43	$ 121.35	$ 118.12	$ 118.12
		Avg member	$ 280.45	$ 281.36	$ 264.87	$ 302.57	$ 279.08	$ 239.38	$ 266.97	$ 256.53	$ 298.43	$ 303.64	$ 277.33	$ 326.67		$ 283.13
		% Discount	65.50%	65.79%	68.27%	67.87%	65.84%	66.59%	64.31%	66.89%	70.56%	68.96%	68.02%	71.23%		67.97%
	Adjudicated to deny status	Count	118,956	123,950	119,077	128,735	130,252	144,007	179,518	182,911	220,042	217,391	185,639	163,957	159,536	1,914,435
		Percent	25.00%	25.60%	25.50%	24.40%	28.05%	33.55%	31.68%	32.13%	34.38%	30.64%	27.72%	22.79%	0.284694966	0.284694966
		Charges	$ 24,686,453	$ 21,895,882	$ 21,003,500	$ 29,141,609	$ 34,295,011	$ 33,237,548	$ 36,892,406	$ 40,215,852	$ 76,318,979	$ 46,991,099	$ 39,536,988	$ 36,441,249	$ 36,721,381	$ 440,656,576
		Avg. Charge	$ 207.53	$ 176.65	$ 176.39	$ 226.37	$ 263.30	$ 230.81	$ 205.51	$ 219.87	$ 346.84	$ 216.16	$ 212.98	$ 222.26	230.1757834	230.1757834
	Placed in suspended status	Count	71,985	70,887	67,436	79,398	57,887	52,005	74,134	66,159	85,559	74,712	73,360	77,777	70,942	851,299
		Percent	15.10%	14.60%	14.40%	15.05%	12.46%	12.12%	13.08%	11.62%	13.37%	10.53%	10.95%	10.81%	12.66%	12.66%
		Charges	$ 84,481,242	$ 65,378,623	$ 60,854,766	$ 76,716,732	$ 52,181,186	$ 54,262,674	$ 71,562,971	$ 79,683,771	$ 120,852,679	$ 94,099,810	$ 80,766,861	$ 96,383,958	$ 78,102,106	$ 937,225,272
		Avg Charge	$ 1,173.60	$ 922.29	$ 902.41	$ 966.23	$ 901.43	$ 1,043.41	$ 965.32	$ 1,204.43	$ 1,412.51	$ 1,259.50	$ 1,100.97	$ 1,239.23	$ 1,100.94	$ 1,100.94

1/16/2015 GREEN - In Compliance RED - Out of Compliance YELLOW - MCOB added formula

Passport Monthly Contractual Performance Dashboard FY 2013-14

			Jul-14	Aug-14	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	AVG	TOTAL
Prior Authorizaton Report #59	Requested		8,157	8,187	8,153	9,155	9,028	8,650	12,545	13,023	16,367	18,309	18,114	17,644	12,278	147,332
	Approved	No service limits	4,783	5,071	4,653	5,292	5,498	5,160	7,688	8,589	10,273	12,228	11,792	11,478	7,709	92,505
		Within limits	2,697	2,347	2,796	2,955	2,395	2,475	3,297	2,725	3,752	4,015	4,091	4,065	3,134	37,610
		Exceed limits	-	-	-	-	-	-	-	-	-	165	153	78	33	396
	Partially Approved	No service limits	110	147	129	111	102	88	156	185	265	298	300	286	181	2,177
		Within limits	133	142	160	134	143	98	118	129	218	146	195	161	148	1,777
		Exceed limits	-	-	-	-	16	1	3	-	1	-	-	-	2	21
	Denied		434	480	415	663	874	828	1,283	1,395	1,858	1,457	1,583	1,576	1,071	12,846
Original Claims payment activity #60		Total claims	374,849	365,993	362,492	387,999	348,649	302,218	387,169	395,068	474,789	487,841	478,784	553,523	409,948	4,919,374
		1-30 - Days	360,888	365,918	362,411	384,325	348,578	302,206	387,146	393,034	473,870	487,512	477,664	552,943	408,041	4,896,495
		31 - 90 Days	13,961	74	81	635	70	10	3	2,021	918	329	1,120	572	1,650	19,794
		90+ Days	-	1	-	3,039	1	2	20	13	1	-	-	8	257	3,085
Denied Claims Activity #61		Total claims	127,952	128,895	123,669	133,631	137,570	154,931	189,516	194,838	269,966	224,063	194,824	185,415	172,106	2,065,270
		1-30 Days	126,547	128,840	123,548	133,076	137,476	154,753	189,398	194,448	269,283	223,795	194,395	184,668	171,686	2,060,227
		31 - 60 Days	1,404	55	120	224	93	177	118	388	681	267	428	621	381	4,576
		60+ Days	1	-	1	331	1	1	-	2	2	1	1	126	39	467
Suspended Claims #62		Total Claims	77,018	74,398	70,303	83,552	61,440	55,678	75,584	140,939	91,388	76,610	75,746	79,873	80,211	962,529
		1-30 - Days	75,004	74,372	70,251	83,374	61,371	55,652	75,582	136,641	90,848	76,550	75,664	79,862	79,598	955,171
		31 - 60 Days	2,014	26	51	175	69	26	2	4,898	533	32	82	11	660	7,919
		60+ Days	-	-	1	3	-	-	-	-	7	28	-	-	3	39
Foster Care Report #65		New Members	164	85	57	101	56	49	52	94	61	75	58	60	76	912
		Existing Members	1,301	1,386	1,394	1,386	1,454	1,449	1,198	1,182	1,220	1,273	1,256	1,279	1,315	15,778
Guardianship Report #66		New Members	0	8	1	2	0	8	18	2	2	3	5	6	5	55
		Existing Members	73	63	68	66	63	25	0	18	17	22	25	23	39	463
67 Provider Credentialing		In Process	78	98	79	144	454	381	275	989	353	486	419	461	351	4,217
		Received	140	139	105	991	367	1,640	1,930	2,211	510	449	496	550	794	9,528
Termination from MCO #69		Total Providers	12	52	40	298	39	32	14	31	521	43	45	15	95	1,142
Program Lock-in #74c		Admitted	54	55	109	79	74	131	0	52	95	52	62	71	70	834
		Discharged	5	0	0	15	2	1	0	0	101	63	0	17	17	204
		Active	533	588	764	955	1,027	1,157	752	804	798	787	849	903	826	9,917

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