



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

## **Utilization Management Operational Status Report**

**Status Month: April 2014**

**Report Date: May 9, 2014**

**Author: Pam Smith**

## Acute Inpatient Services

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	2	1	3	2	2	1
Average Speed of Answer	00:07	00:08	00:07	00:08	00:07	00:08
Average Talk Time	03:47	04:25	03:21	03:33	03:10	03:12
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>2043</b>	<b>2138</b>	<b>2582</b>	<b>2184</b>	<b>2136</b>	<b>2192</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:12	00:08	00:08	00:07	00:08	00:10
Average Talk Time	06:46	07:09	07:03	06:56	06:28	06:35
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>367</b>	<b>364</b>	<b>422</b>	<b>333</b>	<b>274</b>	<b>301</b>
<b>Total Calls</b>	<b>2410</b>	<b>2502</b>	<b>3004</b>	<b>2517</b>	<b>2410</b>	<b>2493</b>

Requests Processed						
Approvals	319	346	451	406	290	293
Administrative Approval	1,830	2,272	2,159	1,734	1,695	1,765
Client Approved/Negotiation	0	0	0	0	0	1
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	30	28	14	19	17	25
Pended	29	54	36	20	39	61
<b>Total</b>	<b>2,208</b>	<b>2,700</b>	<b>2,660</b>	<b>2,179</b>	<b>2,041</b>	<b>2,145</b>

Administrative Denials						
Technical (Out of Time Frame)	28	26	14	18	17	21
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>28</b>	<b>26</b>	<b>14</b>	<b>18</b>	<b>17</b>	<b>21</b>

MD Review						
Medical Necessity	27	26	29	39	22	34
Not Medically Necessary	2	2	0	1	0	4
Referred to MD Rate	1.31%	1.04%	1.09%	1.84%	1.08%	1.77%
Not Medically Necessary Denial Rate	7%	7%	0%	3%	0%	11%
<b>Total MD Review</b>	<b>29</b>	<b>28</b>	<b>29</b>	<b>40</b>	<b>22</b>	<b>38</b>

Reconsiderations						
Overtured	0	1	0	0	0	2
Upheld	0	0	2	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Escalated	0	0	0	0	0	0
Lack of Information	0	0	1	0	0	0
MD Review	0	0	0	0	0	0
RN Review	29	54	35	20	39	61
<b>Total</b>	<b>29</b>	<b>54</b>	<b>36</b>	<b>20</b>	<b>39</b>	<b>61</b>

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

Current Month Top 10 Diagnosis Codes			
1.	486	PNEUMONIA, ORGANISM NOS	112
2.	518.81	FAILURE, ACUTE RESPIRATO	92
3.	786.50	SYMPTOM, PAIN, CHEST NOS	59
4.	650	DELIVERY, NORMAL	48
5.	428.0	FAILURE, CONGESTIVE HEAR	41
6.	038.9	SEPTICEMIA NOS	41
7.	599.0	INFECTION, URINARY TRACT	31
8.	491.21	BRONCHITIS, OBSTR CHR W	30
9.	780.39	SYMPTOM, CONVULSIONS NOS	28
10.	427.31	FIBRILLATION, ATRIAL	28

Current Month Top 5 Reasons for MD Denial		
1.	Documentation indicates that the recipient has reached rehabilitation goals.	1
2.	Recipient no longer meets clinical acuity. 907 KAR 1:022(6) 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.		

## Durable Medical Equipment

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	1	0	0	0	0	0
Average Speed of Answer	00:08	00:08	00:09	00:09	00:09	00:09
Average Talk Time	03:56	04:11	04:32	03:58	04:35	04:23
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>388</b>	<b>403</b>	<b>429</b>	<b>369</b>	<b>476</b>	<b>484</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:09	00:08	00:08	00:08	00:08	00:09
Average Talk Time	04:32	04:41	04:37	04:45	05:45	06:16
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>216</b>	<b>220</b>	<b>217</b>	<b>201</b>	<b>273</b>	<b>260</b>
<b>Total Calls</b>	<b>604</b>	<b>623</b>	<b>646</b>	<b>570</b>	<b>749</b>	<b>744</b>

Requests Processed						
Approvals	1,004	1,070	949	924	751	1,009
Agreed Reduction	15	6	1	2	5	2
Client Approved/Negotiation	1	6	4	2	0	0
Spit Decision	0	0	11	0	3	0
State Mandate	0	2	2	1	0	0
Denials	135	108	135	104	131	128
Pended	584	444	438	508	520	508
<b>Total</b>	<b>1,739</b>	<b>1,636</b>	<b>1,540</b>	<b>1,541</b>	<b>1,410</b>	<b>1,647</b>

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	124	105	130	99	120	124
<b>Total Denied</b>	<b>124</b>	<b>105</b>	<b>130</b>	<b>99</b>	<b>120</b>	<b>124</b>

MD Review						
Medical Necessity	105	129	163	143	115	167
Not Medically Necessary	11	3	5	5	11	4
Referred to MD Rate	6.67%	8.07%	10.91%	9.60%	8.94%	10.38%
Not Medically Necessary Denial Rate	9%	2%	3%	3%	9%	2%
<b>Total MD Review</b>	<b>116</b>	<b>132</b>	<b>168</b>	<b>148</b>	<b>126</b>	<b>171</b>

Reconsiderations						
Overtaken	4	1	0	2	1	4
Upheld	1	6	0	0	0	0
<b>Total Reconsiderations</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	577	436	435	492	506	500
MD Review	2	5	1	4	6	1
RN Review	4	3	2	11	8	7
HP Review	1	0	0	1	0	0
<b>Total</b>	<b>584</b>	<b>444</b>	<b>438</b>	<b>508</b>	<b>520</b>	<b>508</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack Of Information	500
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	343.9	PALSY, INFANTILE CEREBRA	296
2.	496	OBSTRUCTION, CHRONIC AIR	56
3.	343.2	PALSY, INFANTILE CER, OU	50
4.	783.41	SYMP FAILURE TO THRIVE,	43
5.	596.54	NEUROGENIC BLADDER NOS	37
6.	327.23	DSORD, ORGNC OBST SLEEP	36
7.	359.1	DYSTROPHY, HEREDITARY PR	34
8.	343.0	PALSY, INFANTILE CEREBRA	27
9.	787.20	DYSYPHAGIA, UNSPECIFIED	27
10.	343.8	PALSY, INFANTILE CEREBRA	26

Current Month Top 5 Reasons for MD Denial		
1.	Does not meet clinical criteria for pressure point relief. Item is not primarily and customarily used for a medical purpose. 907 KAR 1:479(6) and 907 KAR 3:130	1
2.		1
3.	No documentation of an oxygen saturation reading at rest.	1
4.	Noncovered item.	1
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	Clinical information to support the need for the equipment is missing	27
2.	CMN is not received or incomplete	50
3.	Height and/or weight is missing	8
4.	LOI response not received or incomplete	38
5.	valid cost invoice	1

## DRG

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Target File</b>						
Target File	300	250	300	275	275	300
On-Site Requested	38	34	56	35	45	52
In-House	262	216	244	240	230	248

<b>Outcomes</b>						
<b>Total Approved</b>	<b>296</b>	<b>248</b>	<b>290</b>	<b>266</b>	<b>271</b>	<b>295</b>

<b>Outcomes</b>						
<b>Total Denied</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>5</b>

<b>Denial Reasons</b>						
Not Medically Necessary	3	1	4	1	2	1
Technical	0	0	3	0	1	1
Reassignments	1	1	3	8	1	3
<b>Total Denial Reasons</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>5</b>

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

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

## EPSDT Special Services

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	0	1	1	0	1
Average Speed of Answer	00:10	00:10	00:11	00:12	00:10	00:12
Average Talk Time	04:06	05:11	04:16	04:53	05:16	04:44
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>195</b>	<b>180</b>	<b>193</b>	<b>245</b>	<b>220</b>	<b>251</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:09	00:09	00:09	00:09	00:09	00:09
Average Talk Time	04:14	05:05	04:29	04:38	03:56	03:36
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>127</b>	<b>121</b>	<b>125</b>	<b>156</b>	<b>144</b>	<b>143</b>
<b>Total Calls</b>	<b>322</b>	<b>301</b>	<b>318</b>	<b>401</b>	<b>364</b>	<b>394</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	741	868	1,025	826	919	1,006
Agreed Reduction	2	36	11	9	1	5
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	1	0	6	6	0	0
State Mandate	0	0	15	11	0	9
Denials	65	54	43	66	93	123
Pended	166	171	213	224	208	257
<b>Total</b>	<b>975</b>	<b>1,129</b>	<b>1,313</b>	<b>1,142</b>	<b>1,221</b>	<b>1,400</b>

Administrative Denials	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
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	65	45	35	63	82	104
<b>Total Denied</b>	<b>65</b>	<b>45</b>	<b>35</b>	<b>63</b>	<b>82</b>	<b>104</b>

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	9	11	15	31	17	25
Not Medically Necessary	3	9	8	3	11	19
Referred to MD Rate	1.23%	1.77%	1.75%	2.98%	2.29%	3.14%
Not Medically Necessary Denial Rate	25%	45%	35%	9%	39%	43%
<b>Total MD Review</b>	<b>12</b>	<b>20</b>	<b>23</b>	<b>34</b>	<b>28</b>	<b>44</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overtaken	3	0	0	0	1	0
Upheld	0	0	0	0	0	2
<b>Total Reconsiderations</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	152	155	183	177	204	252
MD Review	0	0	1	2	2	1
RN Review	14	16	29	45	2	4
<b>Total</b>	<b>166</b>	<b>171</b>	<b>213</b>	<b>224</b>	<b>208</b>	<b>257</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	252
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	299.00	DISORDER, AUTISTIC, CURR	298
2.	343.9	PALSY, INFANTILE CEREBRA	139
3.	758.0	DOWN'S SYNDROME	110
4.	783.40	LACK NRML PHYSLGCL DEV C	41
5.	315.9	DEVELOPMENT DELAY NOS	40
6.	315.32	DSORD, MIXED RECEPTIVE-E	32
7.	781.3	SYMPTOM, LACK OF COORDIN	29
8.	315.39	DSORD, DVLPMNTL SPEECH/L	28
9.	759.89	ANOMALY, CONGENITAL NEC	23
10.	343.2	PALSY, INFANTILE CER, QU	19

Current Month Top 5 Reasons for MD Denial		
1.	Equipment is used primarily for the convenience of the recipient or caregiver. 907 KAR 1:479(6) and 907 KAR 3:130	2
2.	Medical necessity for the continuation of supplemental nutrition not supported by the current clinical information provided.	1
3.	Recipient is above the 95th percentile in weight.	1
4.	The requested convaid cruiser (E1236) and accessories, appear to be requests for convenience items.	11
5.	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	6

\*a request can be denied for 1 or more reasons

Current Month Top 5 Reasons for Lack of Information Denial		
1.	LOI response not received or incomplete	69
2.	is missing	18
3.	CMN is not received or incomplete	15
4.	Correct coding	1
5.	Correct coding information	1

## Home Health

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	1	0	3	1	2	2
Average Speed of Answer	00:10	00:09	00:10	00:11	00:11	00:10
Average Talk Time	04:57	04:39	05:01	04:21	04:11	04:25
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>1008</b>	<b>991</b>	<b>1096</b>	<b>910</b>	<b>1002</b>	<b>1034</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:09	00:08	00:08	00:09	00:11	00:11
Average Talk Time	08:34	08:48	08:37	08:05	08:17	08:22
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>872</b>	<b>871</b>	<b>952</b>	<b>777</b>	<b>888</b>	<b>886</b>
<b>Total Calls</b>	<b>1,880</b>	<b>1,862</b>	<b>2,048</b>	<b>1,687</b>	<b>1,890</b>	<b>1,920</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	4,669	4,517	5,450	4,210	4,548	4,910
Agreed Reduction	108	130	117	104	129	143
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	1	0	0	0	1	1
State Mandate	0	0	0	0	0	0
Denials	16	33	28	25	51	79
Pended	56	73	70	103	109	73
<b>Total</b>	<b>4,850</b>	<b>4,753</b>	<b>5,665</b>	<b>4,442</b>	<b>4,838</b>	<b>5,206</b>

Administrative Denials	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	2	7	7	0	23	3
Technical (Out of Time Frame)	9	26	21	25	25	68
<b>Total Denied</b>	<b>11</b>	<b>33</b>	<b>28</b>	<b>25</b>	<b>48</b>	<b>71</b>

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	19	42	18	49	17	31
Not Medically Necessary	5	0	0	0	3	8
Referred to MD Rate	0.49%	0.88%	0.32%	1.10%	0.41%	0.75%
Not Medically Necessary Denial Rate	21%	0%	0%	0%	15%	21%
<b>Total MD Review</b>	<b>24</b>	<b>42</b>	<b>18</b>	<b>49</b>	<b>20</b>	<b>39</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overturned	0	0	0	0	0	0
Upheld	0	2	0	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

Pended	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Unreviewed	30	71	62	54	74	49
MD Review	0	0	1	0	2	0
RN Review	26	2	7	49	33	24
<b>Total</b>	<b>56</b>	<b>73</b>	<b>70</b>	<b>103</b>	<b>109</b>	<b>73</b>

\*Unreviewed is process specific to HH. Reviews or responses received outside of the allowave time frame are not eligible for review

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

Current Month Top 10 Diagnosis Codes
1. 343.9 PALSYP, INFANTILE CEREBRA 379
2. 250.00 DM, UNCOMPLICATED, TYPE 263
3. 319 UNSPEC INTELLECTUAL DISA 239
4. 299.00 DISORDER, AUTISTIC, CURR 194
5. 428.0 FAILURE, CONGESTIVE HEAR 122
6. 401.9 HYPERTENSION, ESSENTIAL 121
7. 780.39 SYMPTOM, CONVULSIONS NOS 120
8. 496 OBSTRUCTION, CHRONIC AIR 94
9. 758.0 DOWN'S SYNDROME 85
10. 491.21 BRONCHITIS, OBSTR CHRNR W 81

Current Month Top 5 Reasons for MD Denial
1. Documentation provided does not support the requested number of Home Health aide visits. 5
2. 560 is not a covered service after one initial visit. 1
3. Wound monitoring could be accomplished by recipient/caregiver. 1
4. Appears to have already achieved maximum benefit from the requested service, physical therapy (CPT 0420). 1
5.

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

# Hospice

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Admin Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Clinical</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Clinical Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	111	233	264	654	81	85
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	134	2	9	16	5	7
<b>Total</b>	<b>245</b>	<b>235</b>	<b>273</b>	<b>670</b>	<b>86</b>	<b>92</b>

Administrative Denials	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	0	0	0	0	0	0
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overtured	0	0	0	0	0	0
Upheld	0	0	0	0	0	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

Pended	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	134	2	9	16	5	7
MD Review	0	0	0	0	0	0
RN Review	0	0	0	0	0	0
<b>Total</b>	<b>134</b>	<b>2</b>	<b>9</b>	<b>16</b>	<b>5</b>	<b>7</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack Of Information	7
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	496	OBSTRUCTION, CHRONIC AIR	41
2.	162.9	NEOPLASM, MALIGT, BRONCH	21
3.	428.0	FAILURE, CONGESTIVE HEAR	9
4.	571.5	CIRRHOSIS, LIVER NOS	3
5.	585.6	RENAL DISEASE, END STAGE	2
6.	340	SCLEROSIS, MULTIPLE	2
7.	443.9	DISEASE, PERIPHERAL VASC	1
8.	586	RENAL FAILURE NOS	1
9.	290	DEMENTIAS	1
10.	331.0	ALZHEIMER'S DISEASE	1

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.		

## Impact Plus

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:12	00:10	00:09	00:09	00:09	00:14
Average Talk Time	04:29	03:40	03:43	04:02	04:09	04:01
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>69</b>	<b>45</b>	<b>47</b>	<b>48</b>	<b>70</b>	<b>70</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:14	00:08	00:05	00:05	00:05	00:05
Average Talk Time	06:38	06:35	06:49	07:38	06:43	07:01
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>31</b>	<b>23</b>	<b>24</b>	<b>20</b>	<b>21</b>	<b>20</b>
<b>Total Calls</b>	<b>100</b>	<b>68</b>	<b>71</b>	<b>68</b>	<b>91</b>	<b>90</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	286	351	212	305	285	279
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	1
Denials	1	0	1	4	0	1
Pended	1	6	1	2	0	3
<b>Total</b>	<b>288</b>	<b>357</b>	<b>214</b>	<b>311</b>	<b>285</b>	<b>284</b>

Administrative Denials	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
Medicare Primary	N/A	N/A	N/A	N/A	N/A	N/A
Technical (Out of Time Frame)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	0	0	1	0	2	1
Not Medically Necessary	1	0	1	4	0	1
Referred to MD Rate	0.35%	0.00%	0.93%	1.29%	0.70%	0.70%
Not Medically Necessary Denial Rate	100%	0%	50%	100%	0%	50%
<b>Total MD Review</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overtaken	0	0	0	0	0	0
Upheld	1	1	0	0	1	1
<b>Total Reconsiderations</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Client Review	0	0	0	0	0	0
Lack of Information	N/A	N/A	N/A	N/A	N/A	N/A
MD Review	0	0	1	0	0	0
RN Review	1	6	0	2	0	3
<b>Total</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>

Impact Plus Eligibility	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Total</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>19</b>	<b>13</b>	<b>16</b>

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

Current Month Top 10 Diagnosis Codes	
1. 314.01 DISORDER, ATN DEFICIT W/	64
2. 299.00 DISORDER, AUTISTIC, CURR	57
3. 299.0 DISORDER, AUTISTIC	35
4. 314.9 SYNDROME, HYPERKINETIC N	23
5. 299.80 DSORD, PRVSV DVLPMTNL NE	18
6. 313.81 DISORDER, OPPOSITIONAL D	18
7. 296.90 DISORDER, EPISODIC MOOD	9
8. 313.89 DSTURB, OTH/MIXED EMTNL,	7
9. 309.81 DISORDER, POSTTRAUMATIC	6
10. 311 DISORDER, DEPRESSIVE NEC	5

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.

## Nursing Facility

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	0	0	0	2	3
Average Speed of Answer	00:09	00:09	00:09	00:10	00:11	00:13
Average Talk Time	04:36	04:45	04:22	04:55	05:11	04:52
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	98.6%
<b>Total Admin Calls</b>	<b>207</b>	<b>208</b>	<b>251</b>	<b>253</b>	<b>250</b>	<b>253</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:05	00:05	00:05	00:05	00:05	00:05
Average Talk Time	05:04	04:48	04:54	03:51	05:23	03:45
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	98.6%
<b>Total Clinical Calls</b>	<b>110</b>	<b>121</b>	<b>133</b>	<b>132</b>	<b>130</b>	<b>138</b>
<b>Total Calls</b>	<b>317</b>	<b>329</b>	<b>384</b>	<b>385</b>	<b>380</b>	<b>391</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	6,580	5,280	6,428	6,851	6,369	4,790
Initial LOC Approval	1,841	2,446	2,572	2,288	2,252	2,358
Client Approved/Negotiation	2	0	2	0	4	0
Split Decision	0	0	0	0	0	0
State Mandate	1	0	0	0	0	0
Denials	14	14	33	25	37	26
Pended	182	184	212	160	141	174
<b>Total</b>	<b>9,158</b>	<b>8,469</b>	<b>9,247</b>	<b>9,324</b>	<b>8,803</b>	<b>7,348</b>

Administrative Denials	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Lack of Information	9	5	23	21	24	15
Non-Certified Bed	0	1	1	0	3	1
<b>Total Denied</b>	<b>9</b>	<b>6</b>	<b>24</b>	<b>21</b>	<b>27</b>	<b>16</b>

\*Reconsiderations are not included in Request Processed Total

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	11	9	11	13	5	8
Not Medically Necessary	5	8	9	4	10	10
Referred to MD Rate	8.79%	9.24%	9.43%	10.63%	10.64%	10.34%
Not Medically Necessary Denial Rate	31%	47%	45%	24%	67%	56%
<b>Total MD Review</b>	<b>16</b>	<b>17</b>	<b>20</b>	<b>17</b>	<b>15</b>	<b>18</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overturned	2	2	3	2	2	1
Upheld	1	1	1	0	1	1
<b>Total Reconsiderations</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Lack of Information	151	129	143	115	83	129
MD Review	0	0	0	0	0	0
RN Review	31	55	69	45	58	45
<b>Total</b>	<b>182</b>	<b>184</b>	<b>212</b>	<b>160</b>	<b>141</b>	<b>174</b>

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	129
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	401.9	HYPERTENSION, ESSENTIAL	714
2.	496	OBSTRUCTION, CHRONIC AIR	527
3.	290.0	DEMENTIA, SENILE, UNCOMP	510
4.	331.0	ALZHEIMER'S DISEASE	395
5.	436	DISEASE, ACUTE CEREBRAS	257
6.	428.0	FAILURE, CONGESTIVE HEAR	203
7.	486	PNEUMONIA, ORGANISM NOS	190
8.	250.00	DM, UNCOMPLICATED, TYPE	177
9.	599.0	INFECTION, URINARY TRACT	166
10.	290	DEMENTIAS	165

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	10
2.		
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	LOI response not received or incomplete	15
2.		
3.		
4.		
5.		

## Nursing Facility Ancillary

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	5	19	13	13	18	9
Average Speed of Answer	00:17	00:22	00:18	00:18	00:19	00:18
Average Talk Time	03:12	03:03	03:16	03:09	03:10	03:00
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>811</b>	<b>848</b>	<b>1110</b>	<b>1005</b>	<b>997</b>	<b>996</b>
<b>Clinical</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Clinical Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Calls</b>	<b>811</b>	<b>848</b>	<b>1,110</b>	<b>1,005</b>	<b>997</b>	<b>996</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	2,310	2,308	2,526	2,299	2,519	2,487
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	0	0	0	0	1	2
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	246	207	290	233	261	288
Pended	171	201	243	229	235	150
<b>Total</b>	<b>2,727</b>	<b>2,716</b>	<b>3,059</b>	<b>2,761</b>	<b>3,016</b>	<b>2,927</b>

RN Denials/Overturns	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
FRN Criteria	227	187	282	211	261	264
FRN Reconsideration Overturned	4	3	1	3	5	4
FRN Reconsideration Upheld	11	12	2	18	0	14
<b>Total Denied</b>	<b>227</b>	<b>187</b>	<b>285</b>	<b>232</b>	<b>266</b>	<b>282</b>

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	41	42	87	68	6	4
Not Medically Necessary	4	5	5	3	0	8
Referred to MD Rate	1.65%	1.73%	3.01%	2.57%	0.20%	0.41%
Not Medically Necessary Denial Rate	9%	11%	5%	4%	0%	67%
<b>Total MD Review</b>	<b>45</b>	<b>47</b>	<b>92</b>	<b>71</b>	<b>6</b>	<b>12</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overturned	0	0	0	0	1	0
Upheld	0	2	0	0	1	0
<b>Total Reconsiderations</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
MD Review	0	0	0	0	0	0
RN Review	171	201	243	229	235	150
<b>Total</b>	<b>171</b>	<b>201</b>	<b>243</b>	<b>229</b>	<b>235</b>	<b>150</b>

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

Current Month Top 10 Diagnosis Codes			
1.	496	OBSTRUCTION, CHRONIC AIR	615
2.	728.87	WEAKNESS, MUSCLE	310
3.	428.0	FAILURE, CONGESTIVE HEAR	211
4.	786.05	SYMPTOM, SHORTNESS OF BR	185
5.	719.7	DIFFICULTY IN WALKING	109
6.	486	PNEUMONIA, ORGANISM NOS	108
7.	799.02	HYPOXEMIA	93
8.	401.9	HYPERTENSION, ESSENTIAL	82
9.	786.09	SYMP ABNORMALITY, RESPIR	44
10.	787.22	DYSPHAGIA, OROPHARYNGEAL	39

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	5
2.	Room air saturations do not meet review criteria	1
3.	SaO2 95-98% on room air.	1
4.	The recipient is non-compliant with therapy. 907 KAR 1:023 and 907 KAR 3:130	1
5.		

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

## Orthodontia

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:07	00:11	00:08	00:07	00:08	00:07
Average Talk Time	02:46	02:28	01:05	02:39	02:35	01:44
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>10</b>	<b>0</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>21</b>

<b>Clinical</b>						
Abandoned Calls	N/A	N/A	N/A	N/A	N/A	N/A
Average Speed of Answer	N/A	N/A	N/A	N/A	N/A	N/A
Average Talk Time	N/A	N/A	N/A	N/A	N/A	N/A
First Call Resolution	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Clinical Calls</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Total Calls</b>	<b>10</b>	<b>0</b>	<b>16</b>	<b>20</b>	<b>19</b>	<b>21</b>

<b>Requests Processed</b>						
Approvals	12	9	11	16	5	21
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	1	0	0
Pended	0	0	0	0	0	5
<b>Total</b>	<b>12</b>	<b>9</b>	<b>11</b>	<b>17</b>	<b>5</b>	<b>26</b>

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

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

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

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Lack of Information	0	0	0	1	0	0
MD Review	0	0	0	0	0	5
RN Review	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>

<b>Current Month Top 5 LOI Pended Reasons</b>		
1.	Lack of Information	0
2.		
3.		
4.		
5.		

<b>Current Month Top 10 Diagnosis Codes</b>		
1.	V58.5 ORTHODONTICS AFTERCARE	26
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

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

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

## Outpatient Therapies

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:07	00:06	00:06	00:06	00:07	00:06
Average Talk Time	03:40	03:21	03:32	03:40	03:22	03:29
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>69</b>	<b>65</b>	<b>114</b>	<b>88</b>	<b>89</b>	<b>108</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:08	00:08	00:08	00:09	00:11	00:08
Average Talk Time	05:41	06:39	07:08	04:27	05:08	05:26
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>37</b>	<b>28</b>	<b>73</b>	<b>39</b>	<b>61</b>	<b>69</b>
<b>Total Calls</b>	<b>106</b>	<b>93</b>	<b>187</b>	<b>127</b>	<b>150</b>	<b>177</b>

Requests Processed						
Approvals	17	6	4	9	13	28
Agreed Reduction	0	0	0	0	0	1
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	0	0	0	0
<b>Total</b>	<b>17</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>13</b>	<b>29</b>

Administrative Denials						
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)	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

MD Review						
Medical Necessity	6	0	0	0	13	21
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	35.29%	0.00%	0.00%	0.00%	100.00%	72.41%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>21</b>

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

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Lack of Information	0	0	0	0	0	0
MD Review	0	0	0	0	0	0
RN Review	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Independent Therapy	
<b>Total</b>	71

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

Current Month Top 10 Diagnosis Codes			
1.	344.1	PARAPLEGIA	6
2.	728.2	ATROPHY, MUSCULAR DISUSE	5
3.	728.9	DISORDER, MUSCLE/LIGAMEN	5
4.	722.4	DEGENERATION, CERVICAL D	3
5.	V15.52	HX, PRSNL, TRAUMATIC BRA	3
6.	438.19	DEFICIT, SPEECH/LANG LE	2
7.	315.31	DISORDER, EXPRESSIVE LAN	2
8.	784.69	SYMPTOM, DYSFUNCTION, SY	1
9.	457.1	LYMPHEDEMA NEC	1
10.	719.41	PAIN IN JOINT, SHOULDER	1

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.	

## Physician Services

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	0	0	0	1	0
Average Speed of Answer	00:08	00:08	00:08	00:09	00:09	00:09
Average Talk Time	03:08	03:25	02:51	03:22	03:11	02:55
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>236</b>	<b>194</b>	<b>326</b>	<b>243</b>	<b>342</b>	<b>310</b>

<b>Clinical</b>						
Abandoned Calls	0	0	0	0	1	0
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	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>44</b>	<b>24</b>	<b>36</b>	<b>52</b>	<b>61</b>	<b>56</b>
<b>Total Calls</b>	<b>280</b>	<b>218</b>	<b>362</b>	<b>295</b>	<b>403</b>	<b>366</b>

<b>Requests Processed</b>						
Approvals	38	39	31	62	55	49
Administrative Approval	26	18	26	21	14	17
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	1	0	0	0	0
Pended	10	5	11	11	11	11
<b>Total</b>	<b>75</b>	<b>63</b>	<b>68</b>	<b>94</b>	<b>80</b>	<b>77</b>

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

<b>MD Review</b>						
Medical Necessity	15	14	12	24	26	9
Not Medically Necessary	1	1	0	0	0	0
Referred to MD Rate	21.33%	23.81%	17.65%	25.53%	32.50%	11.69%
Not Medically Necessary Denial Rate	0%	7%	0%	0%	0%	0%
<b>Total MD Review</b>	<b>16</b>	<b>15</b>	<b>12</b>	<b>24</b>	<b>26</b>	<b>9</b>

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

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Lack of Information Incomplete Data (Consent Forms)	N/A	N/A	N/A	N/A	N/A	N/A
MD Review	7	3	8	9	6	10
RN Review	0	0	0	0	0	1
	3	2	3	2	5	0
<b>Total</b>	<b>10</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>11</b>

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

<b>Current Month Top 10 Diagnosis Codes</b>			
1.	V25.2	STERILIZATION	14
2.	327.23	DSORD, ORGNC OBST SLEEP	14
3.	174.9	NEOPLASM, MLIG, FEMALE B	11
4.	496	OBSTRUCTION, CHRONIC AIR	4
5.	233.1	CA IN SITU, CERVIX UTERI	3
6.	626.2	EXCESSIVE MENSTRUATION	2
7.	780.79	SYMPTOM, MALAISE AND FAT	2
8.	799.01	APSHYXIA	2
9.	V10.3	HX, PRSNL, BREAST MALIGN	2
10.	327.44	DSORD, ORGNC, PARASOMNIA	2

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

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

## Psychiatric Programs

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	0	1	0	0	0	0
Average Speed of Answer	00:10	00:09	00:09	00:09	00:09	00:10
Average Talk Time	03:43	03:51	03:15	03:27	03:33	03:45
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>283</b>	<b>274</b>	<b>304</b>	<b>328</b>	<b>317</b>	<b>305</b>
<b>Clinical</b>						
Abandoned Calls	1	1	4	0	0	1
Average Speed of Answer	00:07	00:09	00:05	00:05	00:06	00:10
Average Talk Time	09:36	09:08	09:47	09:11	09:33	09:54
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>233</b>	<b>223</b>	<b>246</b>	<b>277</b>	<b>259</b>	<b>250</b>
<b>Total Calls</b>	<b>516</b>	<b>497</b>	<b>550</b>	<b>605</b>	<b>576</b>	<b>555</b>

Requests Processed	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Approvals	279	285	283	292	308	297
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	6	9	1	4	6	9
Pended	7	3	7	8	10	13
<b>Total</b>	<b>292</b>	<b>297</b>	<b>291</b>	<b>304</b>	<b>324</b>	<b>319</b>

Administrative Denials	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
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)	3	3	1	2	2	2
<b>Total Denied</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>

MD Review	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Medical Necessity	0	2	1	0	1	2
Not Medically Necessary	3	6	0	2	4	7
Referred to MD Rate	1.03%	2.69%	0.34%	0.66%	1.54%	2.82%
Not Medically Necessary Denial Rate	100%	75%	0%	100%	80%	78%
<b>Total MD Review</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>9</b>

Reconsiderations	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Overtaken	0	1	0	0	0	0
Upheld	1	2	2	1	1	0
<b>Total Reconsiderations</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>

\*Reconsiderations are not included in Request Processed Total

Pended	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Lack of Information	0	0	0	0	0	0
RN Review	7	3	7	7	1	12
MD Review	0	0	0	1	0	1
<b>Total</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>13</b>

By Place of Service	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Distinct Part Units - Psychiatric	95	94	85	105	98	119
EPSDT	11	10	13	14	24	21
Freestanding Psychiatric Facility	43	44	30	47	54	45
Inpatient Hospital	8	6	16	9	15	19
Non-Freestanding Psychiatric Facility	122	135	139	111	129	107
Psychiatric Residential Treatment Center	14	11	10	19	5	8
<b>Total</b>	<b>293</b>	<b>300</b>	<b>293</b>	<b>305</b>	<b>325</b>	<b>319</b>

Current Month Top 5 LOI Pended Reasons	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
1.	N/A					
2.						
3.						
4.						
5.						

Current Month Top 10 Diagnosis Codes	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
1.	296.90	DISORDER, EPISODIC MOOD	50			
2.	296.33	DPRSV DSORD, MAJOR RCR,	25			
3.	311	DISORDER, DEPRESSIVE NEC	25			
4.	298.9	NONORGANIC PSYCHOSIS NOS	19			
5.	295.70	DISORDER, SCHIZOAFFECTIV	18			
6.	296.80	DISORDER, BIPOLAR NOS	18			
7.	295.30	SCHIZOPHRENIA, PARANOID,	17			
8.	295.90	SCHIZOPHRENIA NOS, UNSPE	12			
9.	296.7	BPLR I, UNSPEC, MOST REC	10			
10.	314.01	DISORDER, ATN DEFICIT W/	10			

Current Month Top 5 Reasons for MD Denial	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
1.	Not Medically Necessary					7
2.						
3.						
4.						
5.						

Current Month Top 5 Reasons for Lack of Information Denial	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
1.	N/A					
2.						
3.						
4.						
5.						

## Radiology

Call Metrics	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Administrative</b>						
Abandoned Calls	1	1	0	0	0	1
Average Speed of Answer	00:10	00:09	00:09	00:09	00:09	00:11
Average Talk Time	03:50	04:02	03:57	03:46	03:22	03:29
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Admin Calls</b>	<b>441</b>	<b>430</b>	<b>571</b>	<b>534</b>	<b>518</b>	<b>514</b>
<b>Clinical</b>						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:09	00:08	00:08	00:08	00:08	00:08
Average Talk Time	05:47	05:50	05:58	05:10	06:12	05:48
First Call Resolution	98.9%	99.1%	98.3%	99.0%	98.6%	99.2%
<b>Total Clinical Calls</b>	<b>279</b>	<b>266</b>	<b>278</b>	<b>299</b>	<b>230</b>	<b>224</b>
<b>Total Calls</b>	<b>720</b>	<b>696</b>	<b>849</b>	<b>833</b>	<b>748</b>	<b>738</b>

Requests Processed						
Approvals	324	311	415	369	316	324
Agreed Reduction	N/A	0	0	0	0	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	N/A	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	17	22	2	1	2	1
Pended	7	5	7	3	13	4
<b>Total</b>	<b>420</b>	<b>348</b>	<b>338</b>	<b>373</b>	<b>331</b>	<b>329</b>

Administrative Denials						
Lack of Information	0	4	2	1	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
<b>Total Denied</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>

MD Review						
Medical Necessity	71	71	106	109	101	102
Not Medically Necessary	17	18	0	0	1	0
Referred to MD Rate	20.95%	25.57%	31.36%	29.22%	30.82%	31.00%
Not Medically Necessary Denial Rate	19%	20%	0%	0%	1%	0%
<b>Total MD Review</b>	<b>88</b>	<b>89</b>	<b>106</b>	<b>109</b>	<b>102</b>	<b>102</b>

Reconsiderations						
Overturned	3	3	1	0	0	0
Upheld	1	1	0	0	0	1
<b>Total Reconsiderations</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

\*Reconsiderations are not included in Request Processed Total

	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Pended</b>						
Lack of Information	4	1	2	2	6	2
MD Review	0	1	4	0	4	0
RN Review	3	3	1	1	3	2
<b>Total</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>13</b>	<b>4</b>

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

Current Month Top 10 Diagnosis Codes			
1.	724.2	LUMBAGO	41
2.	723.1	CERVICALGIA	17
3.	719.41	PAIN IN JOINT, SHOULDER	15
4.	786.50	SYMPTOM, PAIN, CHEST NOS	14
5.	719.45	PAIN IN JOINT, PELVIS/TH	10
6.	719.46	PAIN IN JOINT, LOWER LEG	9
7.	345.90	EPILEPSY NOS W/O INTRACT	7
8.	784.0	SYMPTOM, HEADACHE	7
9.	724.4	NEURITIS, LUMBOSACRAL NO	6
10.	737.30	SCOLIOSIS, IDIOPATHIC	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.	LOI response not received or incomplete	1
2.		
4.		
5.		



Report Run Date:  
New/In Progress/Closed/All

May 9, 2014  
In Progress

Primary Category	Appeal Type	Status	Appeal Start Date	Decision Required Date	Attending Physician
Michelle P - LOC	Administrative Hearings	In Progress	Mar 10, 2014	Mar 27, 2014	PELLEGRINI, ADRIAN
Michelle P - LOC	Administrative Hearings	In Progress	Feb 28, 2014	Apr 8, 2014	MOSLEY MD, STEPHANIE
Michelle P - Services	Administrative Hearings	In Progress	Sep 11, 2013	Oct 11, 2013	STERLING MD, KAREN
Michelle P. CDO - Services	Administrative Hearings	In Progress	May 8, 2014	Jun 3, 2014	PELLEGRINI, ADRIAN
Michelle P. CDO - Services	Administrative Hearings	In Progress	Dec 16, 2013	Jan 22, 2014	MOSLEY MD, STEPHANIE
HCB CDO - LOC	Administrative Hearings	In Progress	Dec 17, 2013	Jan 14, 2014	STERLING MD, KAREN
Michelle P - Services	Administrative Hearings	In Progress	Dec 30, 2013	Mar 12, 2014	PELLEGRINI, ADRIAN
Michelle P. CDO - Services	Administrative Hearings	In Progress	Apr 14, 2014	May 6, 2014	PELLEGRINI, ADRIAN
HCB - LOC	Administrative Hearings	In Progress	Mar 3, 2014	Apr 3, 2014	MOSLEY MD, STEPHANIE
Michelle P - LOC	Administrative Hearings	In Progress	Dec 3, 2013	Mar 6, 2014	STERLING MD, KAREN
Michelle P - LOC	Administrative Hearings	In Progress	Oct 7, 2013	Dec 9, 2013	SMITH D.O., DEBRA
HCB CDO - Services	Administrative Hearings	In Progress	Dec 20, 2013	Feb 7, 2014	STERLING MD, KAREN
Michelle P - LOC	Administrative Hearings	In Progress	Sep 4, 2013	Sep 10, 2013	STERLING MD, KAREN
HCB CDO - Services	Administrative Hearings	In Progress	Jul 1, 2013	Dec 16, 2013	STERLING MD, KAREN
Michelle P - LOC	Administrative Hearings	In Progress	Sep 13, 2013	Nov 5, 2013	MOSLEY MD, STEPHANIE
Michelle P - LOC	Administrative Hearings	In Progress	Jul 23, 2013	Sep 18, 2013	STERLING MD, KAREN
DME	Administrative Hearings	In Progress	May 7, 2014	Jun 5, 2014	PELLEGRINI, ADRIAN
HCB - LOC	Administrative Hearings	In Progress	Apr 17, 2014	May 14, 2014	PELLEGRINI, ADRIAN
Michelle P - LOC	Administrative Hearings	In Progress	Nov 13, 2013	Dec 11, 2013	MOSLEY MD, STEPHANIE