

MAC Binder Section 12 – Operational Status & UM Reports

Table of Contents with Document Summary

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

1 – KY_MMIS_Operational_Status_Report_Nov2014:

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

2 – UM Executive Summary Nov 2014:

This report is contractual deliverable produced by the Department's Fiscal Agent on a monthly basis which summarizes utilization management activities for report month. It provides a summary of UM review inventory as well as statistics related to referrals/denials.

3 – UM_Status_Report_November_2014_Final:

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



Operational Status Report *Kentucky MMIS Project*

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

Status Month End November 2014

Cabinet for Health and Family Services Department for Medicaid Services

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1 Executive Summary

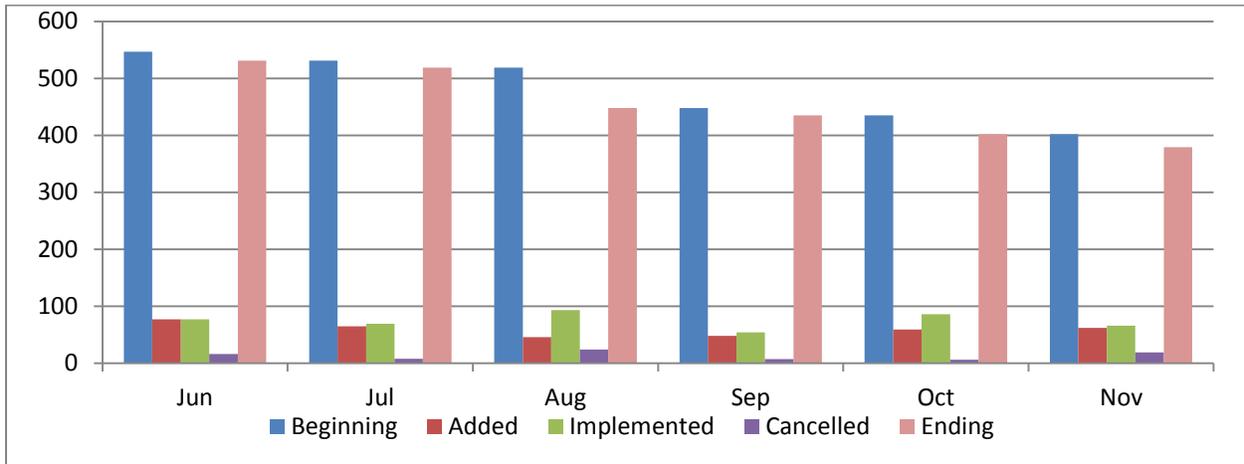
	November	Page Number
Claims Processed	858,898	Page 28
Total Dollars Paid	\$201,698,555.45	Page 28
Claims Paid	609,516	Page 28
Claims Denied	249,382	Page 28
% Denied Claims	29.0%	Page 28
Average Claims Held in Cash Management	288,179	N/A
Average Dollars Held in Cash Management	\$46,543,652.85	N/A
Capitation Financial Transactions	2,386,182	N/A
Capitation Financial Payments	\$546,124,186.21	Page 28
Suspended Claims	9,695	Page 28
Total Suspended Claims > 90 Days	341	Page 35
Provider Services Calls Received	8,736	Page 41
Provider Services Current Service Level %	95%	Page 41

1.1 Encounter Load Statistics

Managed Care Organizations (MCOs)						
	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Coventry	866,971	867,227	1,099,922	1,033,568	973,889	1,136,940
Humana	187,024	223,588	348,051	263,156	265,849	469,024
Kentucky Spirit	2,393	989	5,626	3,502	2,817	457
Passport (R03)	824	1,254	1,656	1,841	612	4,026
Passport R31	653,151	680,635	990,960	1,072,201	811,239	1,130,343
WellCare	1,410,418	1,246,391	2,134,101	1,860,303	1,308,988	1,756,066
Anthem	69,320	102,637	214,784	114,664	437,792	240,847
Other						
Transportation Encounters	435,896	621,689	0	213,487	179,559	426,804
Magellan Pharmacy Claims	266,271	269,045	276,667	217,315	289,139	284,683
Totals	3,892,268	4,013,455	5,071,767	4,780,037	4,269,884	5,449,190

1.2 Change Order and Defect Statistics

Change Orders / Defects Inventory	June	July	Aug	Sept	Oct	Nov
Beginning	547	531	519	448	435	402
Added	77	65	46	48	59	62
Implemented	77	69	93	54	86	66
Cancelled	16	8	24	7	6	19
Ending	531	519	448	435	402	379



1.2 Change Order and Defect Statistics (continued)

November 2014	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	50	55	6	1	112	
Federally Mandated	12	1	0	0	13	5 open and 1 on hold are included in the Priority list.
Non-Priority	154	8	92	0	254	
Totals	216	64	98	1	379	Total includes 4 ICD-10 and T-MSIS CO's

*The priority list consists of 118 Change Orders & Defects.

November 2014	Change Orders			Defects		
	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	29	42	7	5	2	0
Federally Mandated	0	1	0	0	0	0
Non-Priority	11	3	2	17	18	10
Totals	40	46	9	22	20	10

2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
		There were no unplanned system outages in November 2014.

Billable Hours

2.1 Billable Hours Usage Summary (Contract Year 2014)

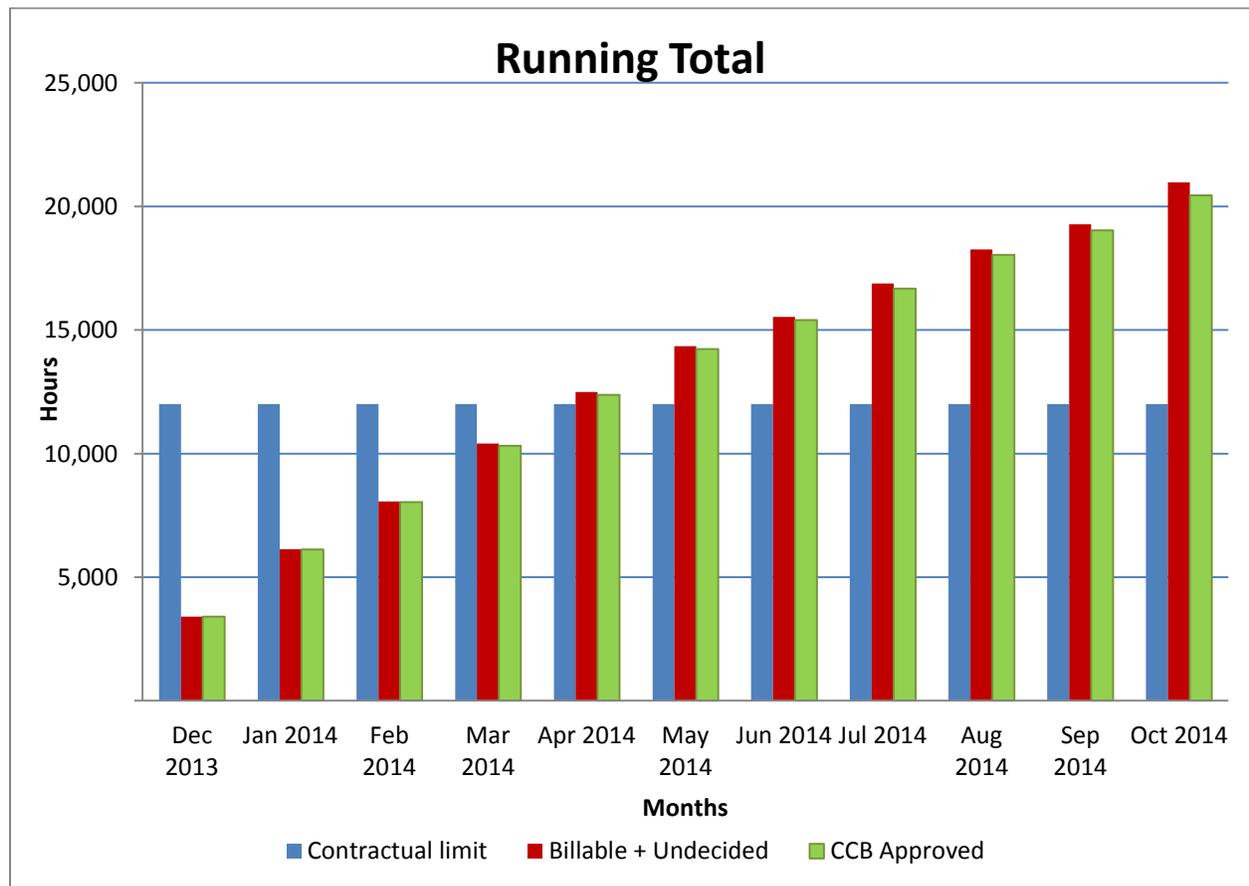
Month	Billable	Undecided	CCB Approved	Need CCB Review
Dec 2013	3,406.25	1.50	3,406.25	1.50
Jan 2014	2,714.75	10.50	2,713.50	11.75
Feb 2014	1,921.50	12.25	1,919.25	14.50
Mar 2014	2,327.50	7.00	2,279.25	55.25
Apr 2014	2,089.50	-	2,062.75	26.75
May 2014	1,848.50	12.00	1,848.50	12.00
Jun 2014	1,177.00	3.00	1,174.00	6.00
Jul 2014	1,300.75	48.50	1,278.25	71.00
Aug 2014	1,362.00	22.75	1,362.00	22.75
Sep 2014	992.25	23.25	991.25	24.25
Oct 2014	1,493.50	202.75	1,406.75	289.50
Nov 2014				

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

2.2 Running Total (Contract Year 2014)

Month	Contractual limit	Billable + Undecided	CCB Approved	Billable	Undecided	Need CCB Review
Dec 2013	12,000.00	3,407.75	3,406.25	3,406.25	1.50	1.50
Jan 2014	12,000.00	6,133.00	6,119.75	6,121.00	12.00	13.25
Feb 2014	12,000.00	8,066.75	8,039.00	8,042.50	24.25	27.75
Mar 2014	12,000.00	10,401.25	10,318.25	10,370.00	31.25	83.00
Apr 2014	12,000.00	12,490.75	12,381.00	12,459.50	31.25	109.75
May 2014	12,000.00	14,351.25	14,229.50	14,308.00	43.25	121.75
Jun 2014	12,000.00	15,531.25	15,403.50	15,485.00	46.25	127.75
Jul 2014	12,000.00	16,880.50	16,681.75	16,785.75	94.75	198.75
Aug 2014	12,000.00	18,265.25	18,043.75	18,147.75	117.50	221.50
Sep 2014	12,000.00	19,280.75	19,035.00	19,140.00	140.75	245.75
Oct 2014	12,000.00	20,977.00	20,441.75	20,633.50	343.50	535.25
Nov 2014						

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



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	0	0	0	0
Type C	0	42	37	0	3
Type D	0	0	0	0	0
Type E	0	0	0	0	0
Unspecified	17	82	101	0	0
Total	17	124	138	0	3

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
23342		May, Wilma	Completed	20141030	20141103	MFP Template
23343		May, Wilma	Completed	20141030	20141103	MFP Template
23344		May, Wilma	Completed	20141030	20141103	MFP Template

23345		May, Wilma	Completed	20141030	20141103	MFP Template
23346		May, Wilma	Completed	20141030	20141103	MFP Template
23347		May, Wilma	Completed	20141030	20141103	MFP Template
23348		May, Wilma	Completed	20141030	20141103	MFP Template
23349		May, Wilma	Completed	20141030	20141103	MFP Template
23350		May, Wilma	Completed	20141030	20141103	MFP Template
23351		May, Wilma	Completed	20141030	20141104	MFP Template
23352		May, Wilma	Completed	20141030	20141104	MFP Template
23353		May, Wilma	Completed	20141030	20141104	MFP Template
23354		May, Wilma	Completed	20141030	20141104	MFP Template
23355		May, Wilma	Completed	20141030	20141104	MFP Template

23358		May, Wilma	Completed	20141030	20141104	MFP Template
23359		May, Wilma	Completed	20141030	20141104	MFP Template
23360		May, Wilma	Completed	20141030	20141104	MFP Template
23546		Owens, Stacey	Completed	20141103	20141103	PE Members without PMP assignment
23361		May, Wilma	Completed	20141104	20141105	MFP Template
23362		May, Wilma	Completed	20141104	20141105	MFP Template
23367		May, Wilma	Completed	20141104	20141105	MFP Template
23368		May, Wilma	Completed	20141104	20141105	MFP Template
23369		May, Wilma	Completed	20141104	20141106	MFP Template
23372		May, Wilma	Completed	20141104	20141106	MFP Template
23373		May, Wilma	Completed	20141104	20141106	MFP Template

23374		May, Wilma	Completed	20141104	20141106	MFP Template
23375		May, Wilma	Completed	20141104	20141106	MFP Template
23413		May, Wilma	Completed	20141104	20141106	MFP Template
23414		May, Wilma	Completed	20141104	20141106	MFP Template
23415		May, Wilma	Completed	20141104	20141107	MFP Template
23416		May, Wilma	Completed	20141104	20141106	MFP Template
23417		May, Wilma	Completed	20141104	20141107	MFP Template
23418		May, Wilma	Completed	20141104	20141107	MFP Template
23419		May, Wilma	Completed	20141104	20141107	MFP Template
23420		May, Wilma	Completed	20141104	20141107	MFP Template
23421		May, Wilma	Completed	20141104	20141110	MFP Template

23422		May, Wilma	Completed	20141104	20141110	MFP Template
23424		May, Wilma	Completed	20141104	20141110	MFP Template
23425		May, Wilma	Completed	20141104	20141110	MFP Template
23559		Keeling, Michelle	Completed	20141104	20141104	J Coursey
23560		Keeling, Michelle	Completed	20141104	20141104	J Fritz Jr
23582		McFarland, Brian	Completed	20141107	20141112	Crossover ORR
23598		Moccia, Don	Completed	20141107	20141107	MCO Risk Adjusted Rates Effective 01-Jan-2015
23626	C	Patel, Siddharth	Completed	20141107	20141110	Kaiser Commision Adhoc 2014
23628		Hoffmann, John	Completed	20141107	20141114	APA Audit of Edits and Audits
23629		Hoffmann, John	Completed	20141107	20141114	APA Audit of Edits and Audits
23377		May, Wilma	Completed	20141112	20141112	MFP Template

23379		May, Wilma	Completed	20141112	20141112	MFP Template
23380		May, Wilma	Completed	20141112	20141112	MFP Template
23381		May, Wilma	Completed	20141112	20141114	MFP Template
23382		May, Wilma	Completed	20141112	20141114	MFP Template
23383		May, Wilma	Completed	20141112	20141114	MFP Template
23384		May, Wilma	Completed	20141112	20141114	MFP Template
23385		May, Wilma	Completed	20141112	20141118	MFP Template
23387		May, Wilma	Completed	20141112	20141118	MFP Template
23388		May, Wilma	Completed	20141112	20141118	MFP Template
23389		May, Wilma	Completed	20141112	20141118	MFP Template
23391		May, Wilma	Completed	20141112	20141118	MFP Template

23392		May, Wilma	Completed	20141112	20141117	MFP Template
23394		May, Wilma	Completed	20141112	20141117	MFP Template
23395		May, Wilma	Completed	20141112	20141117	MFP Template
23396		May, Wilma	Completed	20141112	20141117	MFP Template
23397		May, Wilma	Completed	20141112	20141117	MFP Template
23398		May, Wilma	Completed	20141112	20141119	MFP Template
23649		Guice, Lee	Completed	20141112	20141113	New Adults with Waiver Services
23652		Ricks, Tammy	Completed	20141113	20141117	Long term care recipients
23653		Ricks, Tammy	Completed	20141113	20141117	Hospice recipients
23654		Ricks, Tammy	Completed	20141113	20141117	Time Limited Eligibility
23225		May, Wilma	Completed	20141118	20141119	MFP Template

23226		May, Wilma	Completed	20141118	20141119	MFP Template
23227		May, Wilma	Completed	20141118	20141119	MFP Template
23228		May, Wilma	Completed	20141118	20141119	MFP Template
23229		May, Wilma	Completed	20141118	20141119	MFP Template
23230		May, Wilma	Completed	20141118	20141119	MFP Template
23400		May, Wilma	Completed	20141118	20141119	MFP Template
23402		May, Wilma	Completed	20141118	20141119	MFP Template
23403		May, Wilma	Completed	20141118	20141119	MFP Template
23404		May, Wilma	Completed	20141118	20141119	MFP Template
23405		May, Wilma	Completed	20141118	20141119	MFP Template
23406		May, Wilma	Completed	20141118	20141119	MFP Template

23407		May, Wilma	Completed	20141118	20141119	MFP Template
23408		May, Wilma	Completed	20141118	20141119	MFP Template
23438		May, Wilma	Completed	20141118	20141119	MFP Template
23439		May, Wilma	Completed	20141118	20141119	MFP Template
23440		May, Wilma	Completed	20141118	20141119	MFP Template
23441		May, Wilma	Completed	20141118	20141119	MFP Template
23442		May, Wilma	Completed	20141118	20141119	MFP Template
23231		May, Wilma	Completed	20141119	20141120	MFP Template
23232		May, Wilma	Completed	20141119	20141120	MFP Template
23233		May, Wilma	Completed	20141119	20141120	MFP Template
23234		May, Wilma	Completed	20141119	20141120	MFP Template

23409		May, Wilma	Completed	20141119	20141120	MFP Template
23410		May, Wilma	Completed	20141119	20141120	MFP Template
23411		May, Wilma	Completed	20141119	20141120	MFP Template
23443		May, Wilma	Completed	20141119	20141120	MFP Template
23444		May, Wilma	Completed	20141119	20141125	MFP Template
23452		May, Wilma	Completed	20141119	20141125	MFP Template
23453	C	May, Wilma	In Progress	20141119	20141204	MFP Template
23692		Godshall, Kurt	Completed	20141120	20141121	ORR 14-439 Adult Day
23235	C	May, Wilma	Completed	20141121	20141125	MFP Template
23236	C	May, Wilma	Completed	20141121	20141125	MFP Template
23238	C	May, Wilma	Completed	20141121	20141125	MFP Template

23239	C	May, Wilma	Completed	20141121	20141125	MFP Template
23240	C	May, Wilma	Completed	20141121	20141125	MFP Template
23241	C	May, Wilma	Completed	20141121	20141125	MFP Template
23271		May, Wilma	Cancelled	20141121		MFP Template
23445	C	May, Wilma	Completed	20141121	20141125	MFP Template
23448	C	May, Wilma	Completed	20141121	20141126	MFP Template
23454	C	May, Wilma	Completed	20141121	20141125	MFP Template
23455	C	May, Wilma	Completed	20141121	20141125	MFP Template
23674		Bentley, Tracy	Completed	20141121	20141126	ARCH Case Management
23699	C	Wilson, Jacob	In Progress	20141124	20141204	CHC
23463	C	May, Wilma	Completed	20141125	20141125	MFP Template

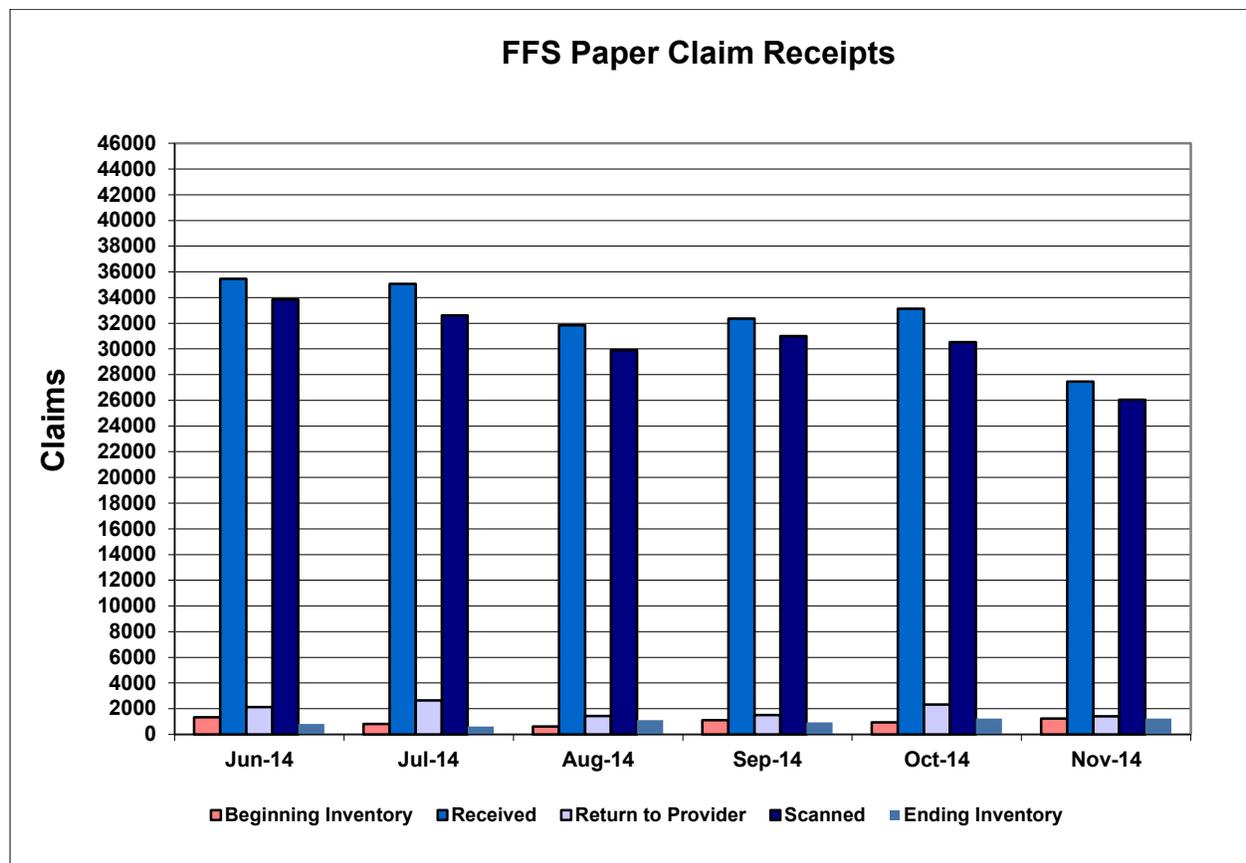
23464	C	May, Wilma	Completed	20141125	20141125	MFP Template
23465	C	May, Wilma	Completed	20141125	20141125	MFP Template
23466	C	May, Wilma	Completed	20141125	20141125	MFP Template
23467	C	May, Wilma	Completed	20141125	20141125	MFP Template
23468	C	May, Wilma	Completed	20141125	20141125	MFP Template
23469	C	May, Wilma	Completed	20141125	20141125	MFP Template
23470	C	May, Wilma	Completed	20141125	20141125	MFP Template
23471	C	May, Wilma	Completed	20141125	20141125	MFP Template
23472	C	May, Wilma	Completed	20141125	20141125	MFP Template
23473	C	May, Wilma	Completed	20141125	20141125	MFP Template
23474	C	May, Wilma	Completed	20141125	20141125	MFP Template

23475	C	May, Wilma	Completed	20141125	20141125	MFP Template
23476	C	May, Wilma	Completed	20141126	20141126	MFP Template
23477	C	May, Wilma	Completed	20141126	20141126	MFP Template
23478	C	May, Wilma	Completed	20141126	20141126	MFP Template
23479	C	May, Wilma	Completed	20141126	20141126	MFP Template
23480	C	May, Wilma	Completed	20141126	20141126	MFP Template
23481	C	May, Wilma	Completed	20141126	20141126	MFP Template
23482	C	May, Wilma	Completed	20141126	20141126	MFP Template
23484	C	May, Wilma	Completed	20141126	20141126	MFP Template
23485	C	May, Wilma	Completed	20141126	20141126	MFP Template
23486	C	May, Wilma	Completed	20141126	20141126	MFP Template

23487	C	May, Wilma	Completed	20141126	20141126	MFP Template
23488	C	May, Wilma	Completed	20141126	20141126	MFP Template
23718	C	McFarland, Brian	In Progress	20141126	20141203	11-25-14 Crossover ORR
23370		May, Wilma	Completed	20141107	20141107	MFP Template
23371		May, Wilma	Completed	20141107	20141107	MFP Template
23483	C	May, Wilma	Completed	20141126	20141126	MFP Template

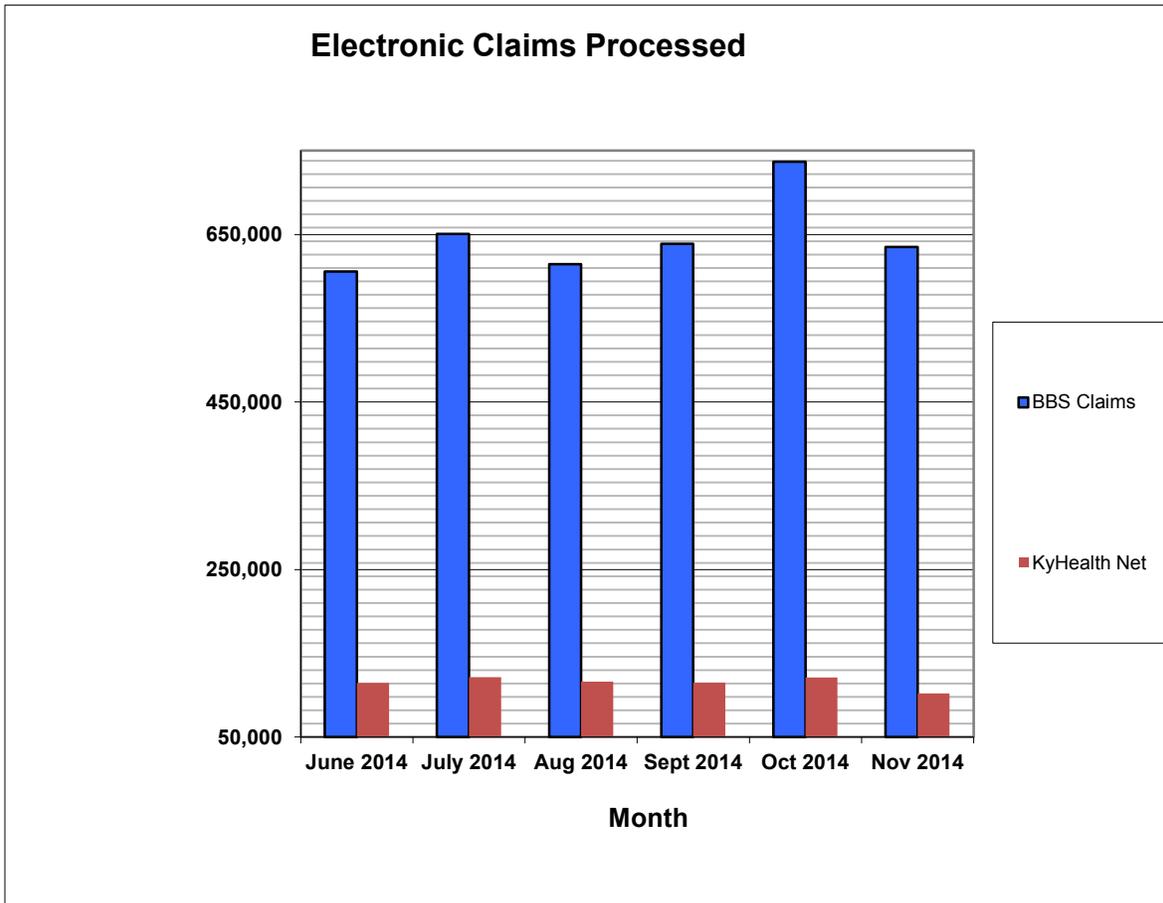
4 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
June 2014	1,341	35,457	2,133	33,860	805	0 days
July 2014	805	35,063	2,640	32,609	619	0 days
August 2014	619	31,849	1,438	29,923	1,107	0 days
September 2014	1,107	32,353	1,507	31,010	943	0 days
October 2014	943	33,135	2,312	30,542	1,224	0 days
November 2014	1,224	27,454	1,397	26,053	1,228	0 days



5 Electronic Claims Processed

	Jun 2014	Jul 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
Bulletin Board System Claims Processed	605,684	650,446	614,672	638,809	736,835	635,194
Kentucky HealthNet Claims Processed	114,564	121,359	116,312	115,038	121,223	102,344



6 Monthly FFS Claim Totals by Media

Begin Date	End Date
11/1/2014	11/30/2014

TOTAL	Denied Claims	Paid Claims		Suspense Claims
	Billed Amount	Billed Amount	Paid Amount	Billed Amount
Electronic	\$253,865,178.90	\$516,624,365.09	\$171,155,837.45	\$8,314,799.62
Paper	\$39,589,121.12	\$32,328,387.46	\$27,424,379.79	\$8,731,124.46
TOTAL:	\$293,454,300.02	\$548,952,752.46	\$198,580,217.24	\$17,045,924.08

7 Monthly Claims Operations

7.1 FFS Monthly Financial Cycle Summary

Category	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Paid Claims	473,159	497,422	618,993	534,710	759,717	609,516
Denied Claims	248,363	239,315	294,271	239,464	308,141	249,382
Total Adjudicated Claims	721,522	736,737	913,264	774,174	1,067,858	858,898
Adjustments	10,092	16,223	14,636	14,099	16,867	13,036
Total Claims	731,614	752,960	927,900	788,273	1,084,725	871,934
Suspended/Re-suspended Claims	12,376	8,717	3,197	5,065	5,795	9,695
% of Denied Claims	34.4%	32.48%	32.2%	30.9%	28.9%	29.0%
Avg \$ per Claim	\$220.46	\$512.68	\$364.97	\$364.19	\$300.36	\$330.92
Claim Payment Amount	\$104,313,568.58	\$255,016,091.78	\$225,913,034.94	\$194,735,154.30	\$228,189,682.95	\$201,698,555.45
(+) Payouts	\$351,861.31	\$5,968,536.67	\$3,486,034.64	\$895,918.39	\$18,470,812.50	\$449,744.98
(-) Recoupments	-\$2,142,915.44	-\$3,254,747.61	-\$6,269,978.20	-\$5,243,582.40	-\$5,995,837.43	-\$3,568,083.19
Check Issue	\$102,522,514.45	\$257,729,880.84	\$223,129,091.38	\$190,387,490.29	\$240,664,658.02	\$198,580,217.24
Capitation Payment	\$15,458,556.48	\$1,019,260,670.96	\$574,469,238.10	\$548,904,752.11	\$557,259,963.95	\$546,124,186.21
Total Paid	\$117,981,070.93	\$1,276,990,551.80	\$797,598,329.48	\$739,292,242.40	\$797,924,621.97	\$744,704,403.46

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

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

Category	June 2013	July 2013	August 2013	September 2013	October 2013	November 2013
Paid Claims	470,818	411,145	548,289	446,264	456,714	605,447
Denied Claims	236,091	222,098	292,464	235,852	241,770	291,852
Total Adjudicated Claims	706,909	633,243	840,753	682,116	698,484	897,299
Adjustments/Claim Credits	11,932	8,948	13,959	12,363	10,059	13,292
Total Claims	718,841	642,191	854,712	694,479	708,543	910,591
Suspended/Resuspended Claims	11,378	9,246	12,939	11,788	15,296	12,811
% of Denied Claims	33.4%	35.1%	34.8%	34.6%	34.6%	32.5%
Avg \$ per Claim	\$351.44	\$447.39	\$381.59	\$405.57	\$430.47	\$361.62
Claim Payment Amount	\$165,463,145.62	\$183,942,129.35	\$209,224,330.84	180,991,079.99	\$196,601,602.10	\$218,939,387.67
(+) Payouts	\$4,398,666.91	\$5,356,806.56	\$496,177.51	7360754.51	\$1,183,572.44	\$7,360,754.51
(-) Recoupments	-\$3,013,722.72	-\$2,818,257.18	-\$3,383,079.30	-3,956,438.25	-\$2,114,267.87	-\$4,091,631.89
Check Issue	\$166,848,089.81	\$186,480,678.73	\$206,337,429.05	184,395,396.25	\$195,670,906.67	\$222,208,510.29
Capitation Payment	\$285,271,035.14	\$291,922,348.91	\$319,444,967.06	296,300,082.33	\$293,880,283.67	\$298,568,215.45
Total Paid	\$452,119,124.95	\$478,403,027.64	\$525,782,396.11	480,695,478.58	\$489,551,190.34	\$520,776,725.74

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
11/1/2014	11/30/2014

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
ANTHEM	53,376	\$30,378,369.19	11,814	\$3,610,933.01	65,190	\$33,989,302.20
COVENTRY	302,388	\$129,682,789.37	43,919	\$4,763,409.81	346,307	\$134,446,199.18
HUMANA	91,450	\$49,290,056.16	18,470	\$2,400,111.63	109,920	\$51,690,167.79
KENTUCKY SPIRIT						
NEMT	1,104,113	\$8,131,989.63	52,115	\$264,837.11	1,156,228	\$8,396,826.74
PASSPORT (Region 3)	216,014	\$113,490,696.75	33,766	\$5,940,109.70	249,780	\$119,430,806.45
WELLCARE	401,674	\$192,793,045.51	55,947	\$5,377,838.34	457,621	\$198,170,883.85
Sum:	2,169,015	\$523,766,946.61	217,167	\$22,357,239.60	2,386,182	\$546,124,186.21

7.2 Monthly MCO & NEMT Capitations (continued)

NEMT	Cap Transactions	Amount Paid
L.K.L.P. C.A.C., INC REGION 1	46,695	\$311,599.89
PENNYRILE ALLIED COMSERVICES, INC	52,652	\$313,132.32
AUDUBON AREA COMM SRVC	52,564	\$364,987.88
L.K.L.P. C.A.C., INC REGION 4	61,244	\$434,390.40
LKLP CAC INC REGION 5	90,446	\$911,440.04
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	218,619	\$1,869,741.89
BLUE GRASS COMMUNITY ACTION AGENCY INC	74,321	\$491,933.25
LKLP CAC INC REGION 9	86,205	\$596,687.00
FEDERATED TRANSPORTATION SVS OF THE BLUE	58,372	\$412,545.60
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	63,269	\$398,777.60
RURAL TRANSIT ENTERPRISES	127,240	\$947,102.20
LKLP COMMUNITY ACTION	85,797	\$549,977.04
SANDY VALLEY TRANSPORTATION	60,193	\$398,227.90
LKLP CAC INC REGION 15	59,928	\$302,356.48
LICKING VALLEY COMMUNITY ACTION PROGRAM INC	18,680	\$93,952.00
TOTAL	1,156,228	\$8,396,826.74

7.3 FFS Adjudicated Original Claims (By Claim)

Begin Date	End Date
11/1/2014	11/30/2014

Paper Claims	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Paid	9,798	8,471	11,729	8,251	10,914	8,009
Denied	14,917	10,648	15,930	11,654	13,172	11,289
Total	24,715	19,119	27,659	19,905	24,086	19,298
% of Total Adjudicated Claims	3.42%	2.60%	3.02%	2.57%	2.26%	2.25%
% of Paper Denied Claims	60.36%	55.69%	57.59%	58.55%	54.69%	58.50%

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	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
Paid	463,361	488,951	607,264	526,459	748,803	601,507
Denied	233,446	228,667	278,341	227,810	294,969	238,093
Total	696,807	717,618	885,605	754,269	1,043,772	839,600
% of Total Adjudicated Claims	96.57%	97.40%	96.97%	97.43%	97.74%	97.75%
% of Electronic Denied Claims	33.50%	31.86%	31.43%	30.20%	28.26%	28.36%

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
11/1/2014	11/30/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
S5108	HOMECARE TRAIN PT 15 MIN	8,860	46,174	\$17,950,796.01
T2016	HABIL RES WAIVER PER DIEM	3,354	30,360	\$16,442,355.75
99199	SPECIAL SERVICE/PROC/REPORT	8,149	12,378	\$7,730,604.44
T1015	CLINIC SERVICE	66,746	91,397	\$7,003,464.28
T2021	DAY HABIL WAIVER PER 15 MIN	4,774	33,710	\$5,478,001.35
T2022	CASE MANAGEMENT, PER MONTH	13,211	16,679	\$4,523,921.01
T2023	TARGETED CASE MGMT PER MONTH	9,063	10,606	\$3,104,804.20
S5100	ADULT DAYCARE SERVICES 15MIN	2,965	22,112	\$3,047,325.25
H0004	ALCOHOL AND/OR DRUG SERVICES	3,285	9,264	\$3,031,954.64
97535	SELF CARE MNGMENT TRAINING	1,915	7,322	\$2,068,401.67

7.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
317	MILD INTELLECT DISABILTY	4,806	33,550	\$13,022,169.03
3180	MOD INTELLECT DISABILITY	3,044	22,041	\$7,514,747.98
3128	OTHER CONDUCT DISTURBANCE	3,974	4,270	\$7,321,476.52
3182	PROFND INTELLCT DISABLTY	588	2,326	\$6,959,860.90
3310	ALZHEIMER'S DISEASE	1,630	2,679	\$5,271,085.34
3181	SEV INTELLECT DISABILITY	839	5,023	\$4,989,675.34
29900	AUTISTIC DISORD-CURRENT	2,432	15,769	\$4,732,335.21
318	OTHER MENTAL RETARDATION	2,514	12,081	\$4,265,888.53
496	CHR AIRWAY OBSTRUCT NEC	5,468	10,069	\$3,546,103.28
V5789	REHABILITATION PROC NEC	1,045	1,508	\$3,389,960.81

7.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
11/1/2014	11/30/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFFICE/OUTPATIENT VISIT EST	182,469	247,017	\$9,901,136.38
99284	EMERGENCY DEPT VISIT	44,978	55,740	\$8,594,630.66
99283	EMERGENCY DEPT VISIT	62,991	80,644	\$7,523,497.38
99214	OFFICE/OUTPATIENT VISIT EST	67,514	81,627	\$4,978,878.39
99285	EMERGENCY DEPT VISIT	21,197	25,748	\$4,794,444.56
90837	PSYTX PT&FAMILY 60 MINUTES	13,268	23,608	\$2,838,012.64
74177	CT ABD & PELV W/CONTRAST	5,607	6,863	\$2,344,190.74
74176	CT ABD & PELVIS W/O CONTRAST	5,909	7,251	\$2,280,952.57
T2048	BH LTC RES R&B, PER DIEM	180	625	\$2,254,207.40
90832	PSYTX PT&FAMILY 30 MINUTES	14,832	25,672	\$2,125,694.26

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
V3000	SINGLE LB IN-HOSP W/O CS	2,409	3,358	\$4,096,242.82
0389	SEPTICEMIA NOS	562	933	\$3,587,045.35
78650	CHEST PAIN NOS	12,928	19,431	\$3,472,817.17
V5811	ANTINEOPLASTIC CHEMO ENC	703	1,381	\$3,392,050.19
31401	ATTN DEFICIT W HYPERACT	14,144	32,653	\$3,234,387.61
V202	ROUTIN CHILD HEALTH EXAM	28,505	30,970	\$2,749,906.70
V3001	SINGLE LB IN-HOSP W CS	1,182	1,656	\$2,702,042.90
78900	ABDMNAL PAIN UNSPCF SITE	12,972	17,214	\$2,568,734.66
29690	EPISODIC MOOD DISORD NOS	5,374	12,903	\$2,264,608.18
7242	LUMBAGO	15,999	22,863	\$2,186,619.03

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

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

Error	Description	Number of Denials	% of Top Ten
1010	Rendering Provider Not A Mem Of Billing Grp	23,482	18.8%
4021	No Coverage for Billed Procedure	17,336	13.9%
2017	Services Covered Under Member's MCO Plan	16,304	13.0%
1036	Rendering Prov Type/Claim Type Invalid	13,252	10.6%
1955	Cannot Determine Medicaid Nbr Billing Prov	10,601	8.5%
1032	Billing Provider Not Eligible to Bill this Clm Type	9,674	7.7%
1908	NPI Only Submitted on Claim – Not on File	8,922	7.1%
3317	This Service Was Not Approved by Medicare	8,905	7.1%
4804	No Contract for Billed Rev Code	8,769	7.0%
5001	Exact Duplicate	7,795	6.2%
Totals		125,040	62.1%

Total Denied Details – 201,424

Note: Total # of top ten denials (125,040) divided by total denied details (204,424) = % of top ten denials (62.1%).

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

Error	Description	Number of Failures	% of Top Ten
2001	Member ID Number not on File Recycle	4,683	39.3%
4405	Unable to Assign Provider Contract	3,121	26.2%
3305	Member Requires Valid PT Liability for DOS	1,484	12.4%
3001	PA Not Found on Database	602	5.1%
5001	Exact Duplicate	491	4.1%
1010	Rendering Provider not a Member of Billing Group	406	3.4%
1046	Facility Provider is not Eligible	314	2.6%
2505	Member Covered by Private Insurance	311	2.6%
1047	Billing Provider is Not Eligible	261	2.2%
4014	No Pricing Segment on File	258	2.2%
Totals		11,931	81.5%

Total Suspended Details – 14,647

Note: Total # of top ten failures (11,931) divided by total suspended details (14,647) = % of top ten suspense (81.5%).

7.10 FFS Suspended Original Claims by Age (By Claim)

Category	June 2014		July 2014		August 2014		September 2014		October 2014		November 2014	
	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.
0-30 days	12,834	9,421	6,142	7,046	2,762	8,639	4,621	9,123	5,351	92.34	9,252	95.43
31-60 days	179	131	1,747	2,004	46	144	44	87	41	71	71	.73
61-90 days	147	108	525	602	40	125	38	75	32	55	31	.32
91+ days	463	340	303	348	349	10.92	362	715	371	640	341	3.52
Total	13,623		8,717		3,197		5,065		5,795		9,695	

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

Category	June 2014	Jul 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014	Oldest Julian Date
Resolutions	119	1,636	87	107	91	107	14-078
Med.Review	0	0	5	0	0	18	14-280
TPL	66	1	0	0	0	3	14-300
Adjustments	0	0	0	0	0	0	0
Recycle	1	0	0	0	0	0	0
DMS	806	938	348	343	353	315	12-184
Total	992	2,575	440	450	444	443	

8 Monthly Third-Party Liability

8.1 FFS Third-Party Liability Monthly Activity

Third Party Liability	Begin Inv	Received	Worked	To DMS	Ending Inventory	Oldest Date
PA40-Kames/Eligibles with Other Ins.	1,572	4,625	4,598	0	1,599	8 days
CS40-Child Support	0	768	768	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	355	1,428	1,395	0	388	10 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	2	186	166	0	22	0 days
TPL Checks	15	142	122	0	35	0 days
TPL Mail	1,020	3,493	3,483	0	1,030	9 days
KHIPP	0	334	334	0	0	0 days
Total	2,964	10,976	10,866	0	3,074	

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	28	116	120	0	0	0	24	1 day
Payouts	0	887	887	0	0	0	0	0 days
Accounts Receivable Updates	9	28,672	28,681	0	0	0	0	0 days
Accounts Receivable Transfers	0	0	0	0	0	0	0	0 days
Total	37	29,675	29,688	0	0	0	24	

9.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	9	1	0	10	1 day
HP Financial	222	383	383	222	4 days
DMS Financial	51	180	184	47	8 days
Total	282	564	567	279	

9.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	19	49	57	11	0	0 days
Institutional	21	75	82	14	0	0 days
Voids	0	280	221	59	0	0 days
Total	40	404	360	84	0	

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)	123	59	28	0	4	150	150	0
SE Processed Adjustment (region 58)	0	0	0	0	0	0	0	0
Total	123	59	28	0	4	150	150	0

10 Provider Relations

10.1 Provider Field Representatives

10.1.1 Provider Visits

There were no Provider Visits in November 2014.

10.2 Conference Calls (Calls Greater Than 30 Minutes)

November 5, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Norton Hospital on November 5, 2014. The provider requested a conference call to review a spreadsheet sent by email. During the conference the provider learned what differences were used in her payment calculations in regards to the methodology used by KY Medicaid. Those who attended the conference call were: Karen Shepard

November 14, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Friendship Health and Rehab on November 14, 2014. The conference call was conducted to discuss claim recoupments, refunds, rebills and updating prior authorizations to new provider number. Those who attended the conference call were: Bridgett.

November 26, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Michael Burns, LPCC on November 26, 2014. The conference call was conducted to discuss claim requirements and where to find the Provider Billing Instructions for a new provider. Also discussed how to change the KyHealth Net password every thirty days and how to verify member eligibility. Those who attended the conference call were: Michael.

10.3 Association Meetings

There were no Association meetings in November 2014.

10.4 Provider Contacts

Provider Calls	191
Provider E-mails	288
Total	479

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 November 2014.

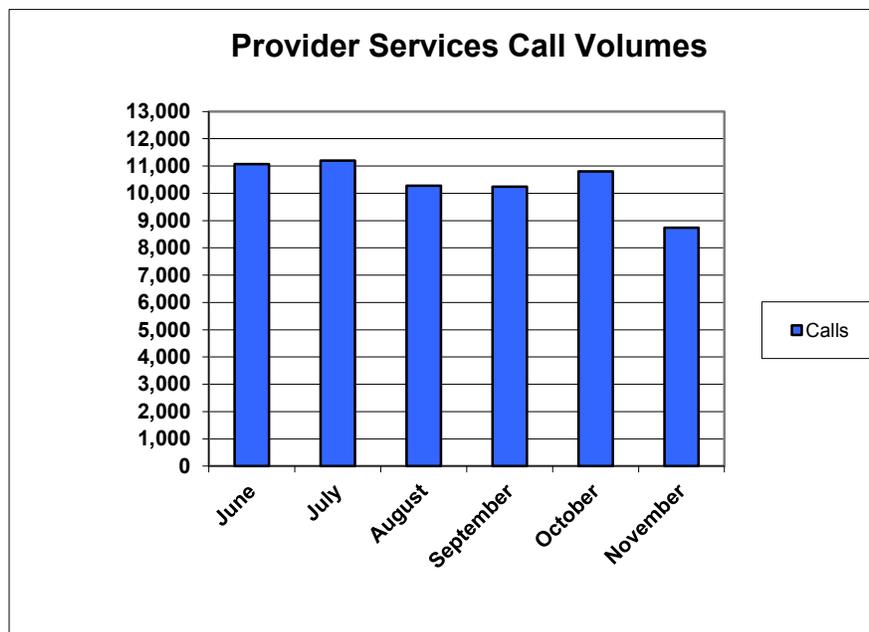
10.6 Provider Services

10.6.1 Provider Services

Category	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014
% Service Level	95%	95%	95%	94%	96%	95%
Abandoned Calls	517	586	533	588	418	418
Avg Speed Ans	1:28	1:31	1:25	1:36	1:10	1:34
Incoming Calls	11,066	11,195	10,279	10,239	10,807	8,736
Paper Correspondence	476	411	433	422	397	507
E-Mail Correspondence	203	221	213	222	336	179
Fax	29	31	13	17	9	2
Total*	11,774	11,858	10,938	10,900	11,549	9,424
HP Callbacks	131	127	131	138	88	84

*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 and MAP 552 questions? Also calls from members wanting to know if they are eligible for Medicaid, which MCO are they enrolled with 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.

Commonwealth Training

10.6.4 Current Activities

The following instructor-led training classes were offered by HP in November 2014:

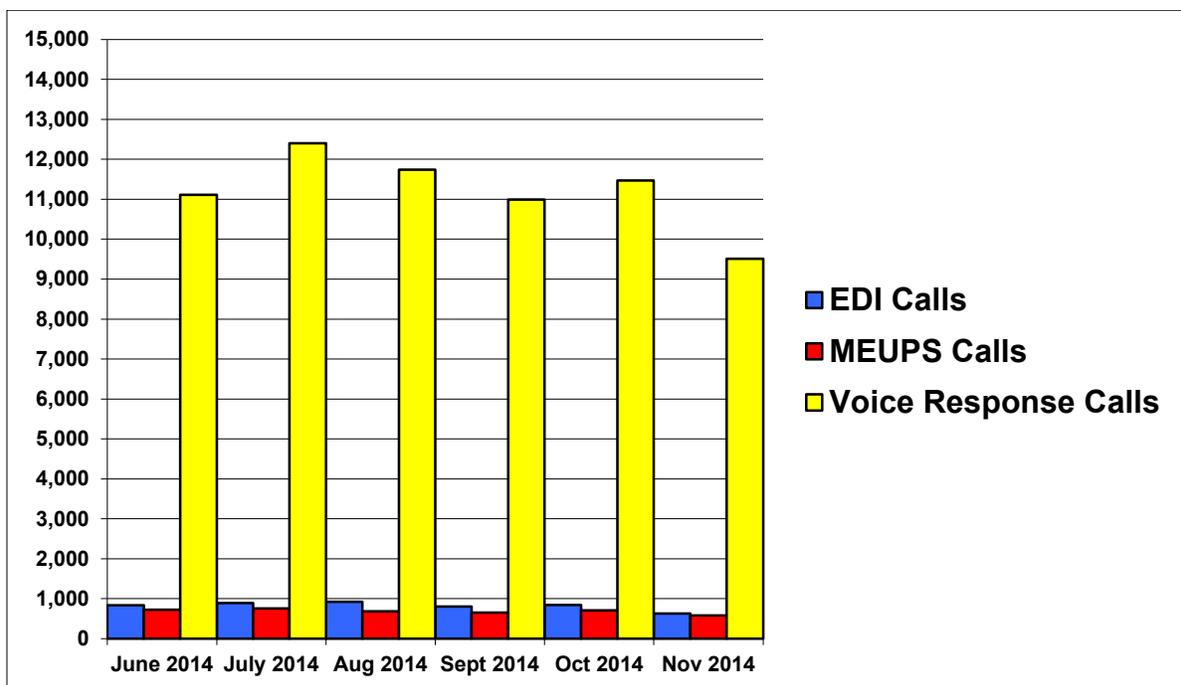
- Mechanics of Claims Processing (November 3) 2 attended
 - John Hamlet, Office of Medicaid Fraud and Abuse
 - Daniel Gumm, Office of Medicaid Fraud and Abuse
- Member Subsystem (November 5) 3 attended
 - Leslie Yagel, Division of Program Quality & Outcomes
 - Tina Coffman, Division of Fiscal Management
 - Kevin McAfee, Division of Program Quality & Outcomes
- Provider Subsystem (November 6) 0 attended
 - NO ONE SCHEDULED FOR THIS CLASS - NO CLASS HELD
- Prior Authorization Subsystem (November 6) 1 attended
 - Rissie Griffin-Wolff, Kentucky Transitions/MFP
- Reference Subsystem (November 10) 1 attended
 - Kevin McAfee, Division of Community Alternatives
- Claim Edits, Audits and Rules (November 10) 1 attended
 - Kevin McAfee, Division of Community Alternatives
- Claims Subsystem (November 12) 1 attended
 - Kevin McAfee, Division of Community Alternatives
- Financial Subsystem (November 17) 1 attended
 - Wesley Penn, Division of Fiscal Management - Financial Management Branch
- OnBase Application (November 18) 0 attended
 - RESCHEDULED FOR DECEMBER 9
- DMS In Depth Member Class (November 20) 2 attended
 - Kevin McAfee, Division of Community Alternatives
 - Nicholas Day, Kevin McAfee, Division of Community Alternatives

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

11 EDI Customer/Provider Interaction

11.1 Electronic Data Interchange Calls Received

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
EDI Calls	834	894	923	800	842	630
MEUPS Calls	722	752	687	652	705	580
Voice Response Calls	11,112	12,401	11,743	10,991	11,466	9,510



Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
June	834	13	:19	3:05	98%
July	894	19	:17	3:06	98%
August	923	27	:17	2:56	97%
September	800	8	:14	3:05	99%
October	842	19	:10	2:57	98%
November	630	9	:12	3:01	99%

Expanded Call Data (continued)

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
June	722	26	:26	2:11	96%
July	752	25	:18	2:15	97%
August	687	11	:14	2:08	98%
September	652	12	:15	2:16	98%
October	705	9	:07	2:09	99%
November	580	15	:17	2:15	97%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
June	11,112	347	:01	1:32	97%
July	12,401	167	:01	1:31	99%
August	11,743	432	:01	1:32	96%
September	10,991	557	:01	1:32	95%
October	11,466	607	:01	1:32	95%
November	9,510	460	:01	1:32	95%

*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

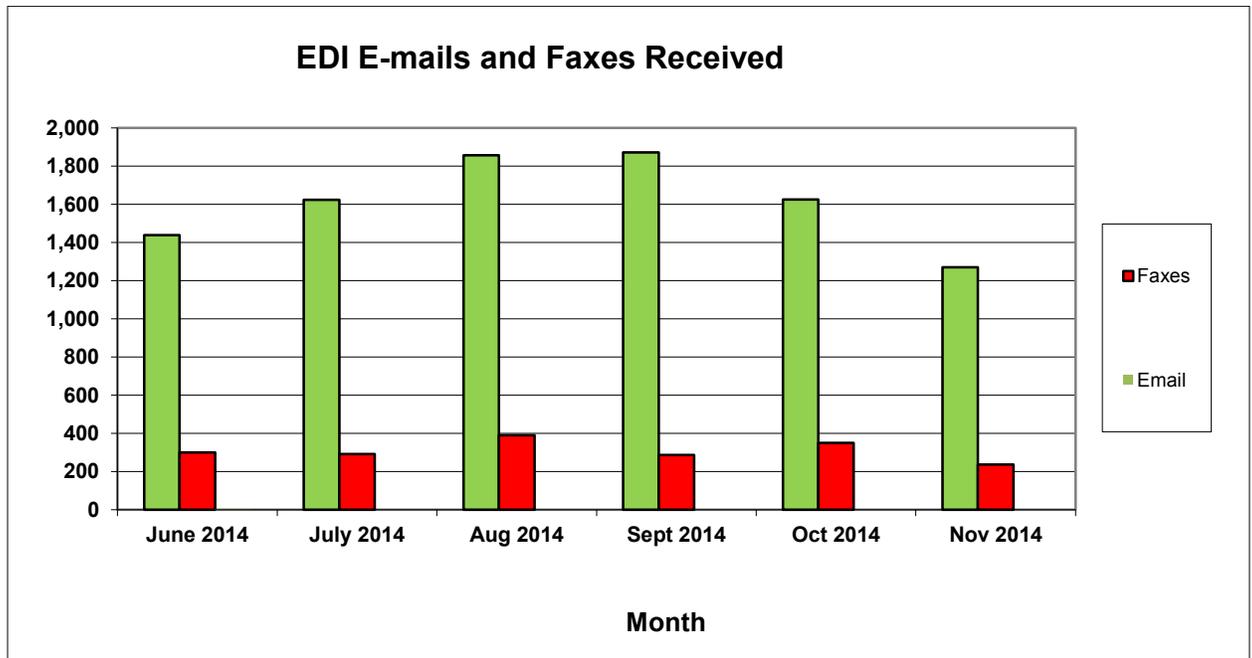
MEUPS Top 5 calls:

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	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov2014
Password Resets Received Via phone	484	580	463	439	485	445

11.2 EDI E-mails and Faxes Received

Category	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
E-mails Received	1,438	1,623	1,857	1,872	1,625	1,270
E-mails Answered	1,436	1,623	1,857	1,867	1,621	1,267
Faxes Received	300	292	389	287	350	237
Faxes Answered	289	288	385	284	346	231



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	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
Password Resets Received Via e-mail	389	387	409	383	380	314

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	June 2014	July 2014	Aug 2014	Sept 2014	Oct 2014	Nov 2014
PINs Received via fax	231	101	132	127	152	273
Admins Received via fax	234	183	220	127	304	191

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



Utilization Management Executive Summary

*Kentucky MMIS Project
Cabinet for Health and Family Services
Department for Medicaid Services*

Status Month End November 2014

Cabinet for Health and Family Services Department for Medicaid Services

<u>Role:</u>	<u>Name:</u>	
Author	Pam Smith	
Reviewer	HP Leaders	
HP Management	Matt Dawson	
Client	Commissioner Lawrence Kissner Deputy Commissioner Lisa Lee Deputy Commissioner Neville Wise Acting Information Systems Director John Hoffmann	
DELIVERABLE TITLE:	Date Submitted: 09/	
File Name: : Utilization Management Executive Summary	AUTHORING TOOL: Microsoft Word 2007	

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Monthly UM Reviews Processed

Review Area	Historical Monthly Avg	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Acute Inpatient*	1,755	1,803	1,856	1,710	1,878	1,748	1,536
Inpatient Psych	255	283	289	226	255	283	193
DRG Retro Review	225	250	250	250	250	250	102
EPSDT	1,300	1,221	1,440	1,310	1,378	1,446	1,004
Impact Plus	189	313	367	210	232	11	0
DME	1,566	1,592	1,490	1,553	1,610	1,753	1,395
Home Health	4,910	4,786	5,071	4,995	5,140	5,212	4,253
Outpatient Services (Therapy)	256	192	223	256	285	338	243
Radiology	303	276	315	307	320	338	262
Physician Services*	59	70	61	42	65	57	57
Dental/Orthodontia	15	5	16	11	15	27	13
Hospice	188	155	121	195	299	223	133
Nursing Facility Level of Care	8,524	8,041	8,662	8,916	8,896	8,101	8,528
Nursing Facility Ancillary Onsite	2,759	2,696	3,008	2,583	3,101	2,856	2,307
Total	22,302	21,683	23,169	22,564	23,724	22,643	20,026

*Includes Clinical and Administrative Reviews

**Total requests processed = # of reviews processed during the month – reviews still in a pending MD or RN review status on the last day of the month

Quarterly Audit Reviews

Audit Area	Historical Avg/Quarter	Q2 2013	Q3 2013	Q4 2013	Q1 2014	Q2 2014	Q3 2014
Billing Audits - HH, EPSDT, Waiver	52	81	61	10	60	70	32
NF RUG-MDS	74	107	32	118	43	109	36
Adult Day Level II	9	8	8	8	10	10	10

*Billing Audits are identified in Q1 and are done throughout the entire year. The full audit volume must be completed by the end of Q4 the same year. It is typical to see higher numbers of reviews completed in the quarters opposite the higher volume RUG quarters.

Q2 and Q4 are typically the quarters where more facilities are scheduled to be audited

Monthly Reviews Processed Nov 2014

Review Area	Beginning Inventory	Received	Approval	Denial	RTP-LOI	Ending Inventory	*Age Oldest Review
Acute Inpatient	33	1,539	1,523	13	0	36	2 days
Inpatient Psych	10	187	189	4	0	4	3 days
DRG	0	102	100	2	0	0	--
EPSDT	10	1000	867	12	125	6	2 days
Impact Plus	0	0	0	0	0	0	N/A
DME	53	1,356	872	36	487	14	2 days
Home Health	9	4,259	4,135	58	60	15	2 days
Outpatient Services (Therapy)	1	242	212	23	8	0	2 days
Radiology	14	256	261	0	1	8	2 days
Physician Services	1	69	57	0	0	13	2 days
Dental/Orthodontia	0	13	13	0	0	0	--
Hospice	0	133	129	0	4	0	--
Nursing Facility Level of Care	18	8,512	8,362	22	144	2	2 days
Nursing Facility Ancillary Onsite	252	2,292	2,037	270	0	237	2 days
Total	401	19,960	18,757	440	829	335	

** Beginning Inventory = Requests from previous month that were in a pending RN/MD review on the last day of the prior month, Received = Requests processed – Beginning Inventory, Ending Inventory = Remaining requests from current month in a pending RN/MD review status

Monthly Referral/Denial Stats Nov 2014

Review Area	Review Volume	# Referred	# Denied	% Referred	% Denied	% Referred/Denied
Acute Inpatient-Clinical Review	1,536	21	0	1.4%	0%	0%
Inpatient Psych	193	0	0	0%	0%	0%
DRG Retro Review	102	0	0	0%	0%	0%
EPSDT	879	22	12	2.5%	1.4%	55%
Impact Plus	0	0	0	0%	0%	0%
DME	908	136	14	15%	1.5%	10%
Home Health	4,193	24	3	.57%	.07%	12%
Outpatient Services (Therapy)	235	24	1	10%	0%	0%
Radiology	261	83	0	32%	0%	0%
Physician Services – Clinical Review	57	24	0	42%	0%	0%
Dental/Orthodontia*	13	0	0	0%	0%	0%
Hospice	129	0	0	0%	0%	0%
Nursing Facility Level of Care	8384	9	3	.10%	.03%	33%
Nursing Facility Ancillary Onsite**	2,307	0	0	0%	0%	0%
Total	19,197	343	32	2%	1%	9%

*Orthodontia is 100% DMD reviewed. ** Includes MD and RN denials

Total Monthly Referral/Denial Stats

	Historical Monthly Avg	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Total Reviews	21,294	20,680	21,985	21,502	22,704	21,698	19,197
# Referred	378	279	424	384	415	425	343
# Denied	48	66	72	36	45	38	32
% Referred	2%	1%	2%	2%	2%	2%	2%
% Denied	1%	1%	1%	1%	1%	1%	1%
% Referred/Denied	13%	24%	17%	9%	11%	9%	9%

Referral/Denial % Calculations

% Referred = #Referred/Total Reviews

% Denied = #Denied/Total Reviews

% Referred/Denied = #Denied/#Referred

Reviews that are administratively approved in Acute Inpatient and Physicians services are not included in the review volume for the Referral/Denial charts

Contractual Turnaround Times

Review Area	Submission Method	Turnaround time
Acute Inpatient	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 3 business days
Acute Inpatient Retro Review	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 30 calendar days
DME	Fax, EPA	3 business days
EPSDT	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 3 business days
Home Health	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 3 business days
Hospice	Fax, Mail	3 business days
Impact Plus	Fax, EPA	3 business days
Outpatient Therapy and Radiology	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 3 business days
Physician Services	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 3 business days
PRTF	Phone, EPA	Phone -time of the call, Fax, EPA 3 business days
Orthodontics	Fax, Mail	10 business days
Dental	Fax, EPA	3 business days
Nursing Facility		
ICF/MRDD LOC Initial	Phone, Fax, EPA	Phone -time of the call, Fax, EPA 3 business days
NF LOC Initial	Fax, EPA	3 business days
NF Ancillary Initial	Onsite	5 days from date of request
NF Ancillary Continued Stay Review	Onsite	Prior to the expiration of current PA - no turnaround time for the review to be completed
NF LOC Initial Onsite	Onsite	Before the member's initial 30 day PA expires- only current turnaround time is that review is completed and PA extended prior to the current expiration
NF LOC Concurrent Review	Onsite	Review must be done at least every 180 days, prior to current expiration of facility PAs - only current turnaround time is that review is completed and PA extended prior to the current expiration
Audits/Billing Reviews * Quarterly Review		
ADHC Level II Reimbursement Review*	Fax/Mail	7 calendar days
Billing Audits - Waiver/HH/EPSDT	Onsite	within the calendar year
RUGS- MDS *	Onsite	6 wks from receipt of review CD from Meyers & Stauffer
DRG Retro Review	Onsite/Mail	30 days



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

Utilization Management Operational Status Report

Status Month: November 2014

**Report Date: December 11, 2014
Author: Carewise Health Staff/HP Pam Smith**

Acute Inpatient Services

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	2	6	4	9	0	14
Average Speed of Answer	00:08	00:08	00:08	00:09	00:08	00:11
Average Talk Time	03:33	03:16	03:18	03:19	03:23	03:31
First Call Resolution	99.7%	99.7%	99.7%	99.2%	99.7%	99.5%
Total Admin Calls	1856	1978	1963	1862	1962	1616
Clinical						
Abandoned Calls	0	1	2	0	0	0
Average Speed of Answer	00:08	00:09	00:08	00:09	00:07	00:08
Average Talk Time	06:24	06:50	06:23	06:02	05:46	06:10
First Call Resolution	100%	100%	100%	98.1%	100%	98.3%
Total Clinical Calls	212	262	274	243	282	272
Total Calls	2068	2240	2237	2105	2244	1888

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
Escalated	0	0	0	0	0	0
Lack of Information	0	0	0	0	0	0
MD Review	0	0	0	0	0	0
RN Review	46	37	31	32	33	36
Total	46	37	31	32	33	36

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

Requests Processed						
Approvals	228	301	268	255	244	254
Administrative Approval	1,556	1,535	1,423	1,603	1,482	1,269
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	19	20	19	20	22	13
Pended	46	37	31	32	33	36
Total	1,849	1,893	1,741	1,910	1,781	1,572

Current Month Top 10 Diagnosis Codes			
1.	486	PNEUMONIA, ORGANISM NOS	89
2.	518.81	FAILURE, ACUTE RESPIRATO	61
3.	599.0	INFECTION, URINARY TRACT	45
4.	428.0	FAILURE, CONGESTIVE HEAR	36
5.	491.21	BRONCHITIS, OBSTR CHR N W	36
6.	786.50	SYMPTOM, PAIN, CHEST NOS	30
7.	650	DELIVERY, NORMAL	26
8.	038.9	SEPTICEMIA NOS	25
9.	578.9	HEMORRHAGE, GASTROINTEST	24
10.	276.51	DSORD VOLUME DEPLETION,	23

Administrative Denials						
Technical (Out of Time Frame)	19	19	19	20	21	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	19	19	19	20	21	13

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

MD Review						
Medical Necessity	21	40	24	21	19	21
Not Medically Necessary	0	1	0	0	1	0
Referred to MD Rate	1.14%	2.17%	1.38%	1.10%	1.12%	1.34%
Not Medically Necessary Denial Rate	0%	2%	0%	0%	5%	0%
Total MD Review	21	41	24	21	20	21

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

Reconsiderations						
Overtured	0	0	2	0	1	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	0	0	2	0	1	0

*Reconsiderations are not included in Request Processed Total

Durable Medical Equipment

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	1	0	1	1	0
Average Speed of Answer	00:09	00:09	00:09	00:08	00:08	00:09
Average Talk Time	04:19	04:36	04:13	04:18	04:22	04:32
First Call Resolution	99.5%	99.5%	99.5%	99.6%	99.5%	99.4%
Total Admin Calls	466	537	604	556	502	396
Clinical						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:09	00:10	00:09	00:08	00:08	00:08
Average Talk Time	06:03	05:39	05:16	04:48	04:24	05:02
First Call Resolution	98.2%	97.7%	97.7%	96.8%	97.7%	97.4%
Total Clinical Calls	215	277	274	285	278	210
Total Calls	681	814	878	841	780	606

Requests Processed						
Approvals	890	840	922	958	1,149	868
Agreed Reduction	2	1	0	2	9	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	3	0	0	0	0
State Mandate	0	0	0	0	0	4
Denials	183	78	63	111	102	36
Pended	538	592	594	543	546	501
Total	1,613	1,514	1,579	1,614	1,806	1,409

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	166	69	59	99	91	22
Total Denied	166	69	59	99	91	22

MD Review						
Medical Necessity	90	141	137	165	161	122
Not Medically Necessary	17	9	4	12	11	14
Referred to MD Rate	6.63%	9.91%	8.93%	10.97%	9.52%	9.65%
Not Medically Necessary Denial Rate	16%	6%	3%	7%	6%	10%
Total MD Review	107	150	141	177	172	136

Reconsiderations						
Overtaken	7	14	0	3	0	0
Upheld	0	0	3	3	0	0
Total Reconsiderations	7	14	3	6	0	0

*Reconsiderations are not included in Request Processed Total

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	517	568	568	539	493	487
MD Review	15	1	15	1	44	6
RN Review	6	23	11	3	9	8
HP Review	0	0	0	0	0	0
Total	538	592	594	543	546	501

Current Month Top 5 LOI Pended Reasons		
1.	Lack Of Information	487
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	343.9	PALSY, INFANTILE CEREBRA	309
2.	496	OBSTRUCTION, CHRONIC AIR	67
3.	343.2	PALSY, INFANTILE CER, OU	59
4.	343.8	PALSY, INFANTILE CEREBRA	39
5.	327.23	DSORD, ORGNC OBST SLEEP	38
6.	359.1	DYSTROPHY, HEREDITARY PR	26
7.	783.41	SYMP FAILURE TO THRIVE,	24
8.	343.0	PALSY, INFANTILE CEREBRA	22
9.	741.90	SPINA BIFIDA, W/O HYDROC	21
10.	436	DISEASE, ACUTE CEREBVAS,	19

Current Month Top 5 Reasons for MD Denial		
1.	Not Medically Necessary	10
2.	Equipment is used primarily for the convenience of the recipient or caregiver. 907 KAR 1:479(6) and 907 KAR 3:130	2
3.	Request exceeds the quantity maximum. 907 KAR 1:479(7) and 907 KAR 3:130	1
4.	Item is not primarily and customarily used for a medical purpose. 907 KAR 1:479(6) and 907 KAR 3:130	1
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	Clinical information to support the need for the equipment is missing	8
2.	LOI response not received or incomplete	7
3.	CMN is not received or incomplete	7
4.		
5.		

DRG

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Target File						
Target File	250	250	250	250	250	102
On-Site Requested	30	39	55	36	33	0
In-House	220	211	195	214	217	102

Outcomes						
Total Approved	246	248	243	248	247	100

Outcomes						
Total Denied	4	2	7	2	3	2

Denial Reasons						
Not Medically Necessary	1	1	6	1	1	1
Technical	3	0	0	0	0	0
Reassignments	0	1	1	1	2	1
Total Denial Reasons	4	4	2	7	2	2

Reconsiderations						
Approved	0	0	0	0	1	0
Denied	0	0	0	0	2	0
Total Reviewed	0	0	0	0	3	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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	1	1	0	1	0
Average Speed of Answer	00:11	00:11	00:11	00:11	00:10	00:21
Average Talk Time	04:37	04:38	05:18	04:38	04:53	04:11
First Call Resolution	100%	99.4%	99.4%	99.4%	99.4%	99.0%
Total Admin Calls	306	284	316	259	273	185
Clinical						
Abandoned Calls	0	0	1	0	0	0
Average Speed of Answer	00:10	00:09	00:09	00:09	00:09	00:09
Average Talk Time	04:25	03:55	04:15	03:34	03:36	03:37
First Call Resolution	98.6%	98.4%	98.4%	98.7%	98.4%	100.0%
Total Clinical Calls	176	180	194	169	174	115
Total Calls	482	464	510	428	447	300

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	896	1,097	970	1,179	1,223	856
Agreed Reduction	3	1	3	0	1	0
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	6	6	0	0	0
State Mandate	2	17	4	15	0	11
Denials	111	37	124	16	108	12
Pended	229	317	231	181	124	131
Total	1,241	1,475	1,338	1,391	1,456	1,010

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-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	85	18	117	2	99	0
Total Denied	85	18	117	2	99	0

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	33	15	29	28	19	10
Not Medically Necessary	26	19	7	14	9	12
Referred to MD Rate	4.75%	2.31%	2.69%	3.02%	1.92%	2.18%
Not Medically Necessary Denial Rate	44%	56%	19%	33%	32%	55%
Total MD Review	59	34	36	42	28	22

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overtaken	0	0	1	2	2	1
Upheld	4	0	8	10	0	0
Total Reconsiderations	4	0	9	12	2	1

*Reconsiderations are not included in Request Processed Total

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	209	282	203	168	114	125
MD Review	4	2	6	6	4	4
RN Review	16	33	22	7	6	2
Total	213	224	208	257	124	131

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	125
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes			
1.	299.00	DISORDER, AUTISTIC, CURR	210
2.	343.9	PALSY, INFANTILE CEREBRA	109
3.	758.0	DOWN'S SYNDROME	75
4.	783.40	LACK NRML PHYSIOLGCL DEV C	44
5.	315.9	DEVELOPMENT DELAY NOS	39
6.	759.89	ANOMALY, CONGENITAL NEC	25
7.	315.39	DSORD, DVLPMENTL SPEECH/L	25
8.	781.3	SYMPTOM, LACK OF COORDIN	23
9.	343.2	PALSY, INFANTILE CER, QU	18
10.	299.0	DISORDER, AUTISTIC	15

Current Month Top 5 Reasons for MD Denial		
1.	Not Medically Necessary	8
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.	The service will not improve or maintain the recipient's overall health outcomes. 907 KAR 11:034(9) and 907 KAR 3:130	1
4.		
5.		

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

Home Health

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	1	4	4	4	3	9
Average Speed of Answer	00:10	00:10	00:09	00:10	00:09	00:12
Average Talk Time	04:10	04:12	03:58	04:38	04:32	04:23
First Call Resolution	100%	99.9%	99.9%	99.9%	99.9%	99.8%
Total Admin Calls	1044	1173	1236	1148	1194	952
Clinical						
Abandoned Calls	0	0	0	0	3	0
Average Speed of Answer	00:08	00:09	00:09	00:10	00:11	00:09
Average Talk Time	08:16	07:46	07:31	08:12	07:51	07:59
First Call Resolution	100%	99.1%	99.1%	100.0%	99.1%	98.9%
Total Clinical Calls	838	934	944	931	1017	786
Total Calls	1,882	2,107	2,180	2,079	2,211	1,738

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	4,523	4,833	4,728	4,871	4,891	4,007
Agreed Reduction	141	149	143	126	186	128
Client Approved/Negotiation	1	0	0	0	0	0
Split Decision	0	0	0	1	0	0
State Mandate	0	0	18	0	0	0
Denials	55	38	40	69	57	58
Pended	69	91	77	80	87	75
Total	4,789	5,111	5,006	5,147	5,221	4,268

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information	N/A	N/A	N/A	2	N/A	N/A
Medicare Primary	3	3	5	21	2	3
Technical (Out of Time Frame)	50	33	32	46	48	52
Total Denied	53	36	37	67	50	55

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	12	16	21	13	12	21
Not Medically Necessary	2	2	3	0	7	3
Referred to MD Rate	0.29%	0.35%	0.48%	0.25%	0.36%	0.56%
Not Medically Necessary Denial Rate	14%	11%	13%	0%	37%	13%
Total MD Review	14	18	24	13	19	24

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overturned	0	0	0	1	0	0
Upheld	0	0	0	0	0	1
Total Reconsiderations	0	0	0	1	0	1

*Reconsiderations are not included in Request Processed Total

Pended	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Unreviewed	66	51	66	73	78	60
MD Review	0	0	0	0	0	0
RN Review	3	37	11	7	9	15
Total	69	88	77	80	87	75

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

Current Month Top 10 Diagnosis Codes			
1.	343.9	PALSY, INFANTILE CEREBRA	320
2.	319	UNSPEC INTELLECTUAL DISA	218
3.	250.00	DM, UNCOMPLICATED, TYPE	206
4.	401.9	HYPERTENSION, ESSENTIAL	149
5.	299.00	DISORDER, AUTISTIC, CURR	133
6.	318.1	SEVERE INTELLECTUAL DISA	101
7.	496	OBSTRUCTION, CHRONIC AIR	81
8.	340	SCLEROSIS, MULTIPLE	75
9.	716.90	ARTHROPATHY NOS, UNSPECI	70
10.	758.0	DOWN'S SYNDROME	69

Current Month Top 5 Reasons for MD Denial		
1.	Not Medically Necessary There is no reasonable expectation for improvement as the therapy appears to be for maintenance. 907 KAR 1:030(4) and 907 KAR 3:130	2
2.		1
3.		
4.		
5.		

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

Hospice

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	78	95	152	282	186	129
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	77	26	43	17	37	4
Total	155	121	195	299	223	133

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-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
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-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%
Total MD Review	0	0	0	0	0	0

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overturned	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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Escalated	N/A	N/A	N/A	N/A	N/A	N/A
Lack of Information	77	26	43	17	37	4
MD Review	0	0	0	0	0	0
RN Review	0	0	0	0	0	0
Total	77	26	43	17	37	4

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

Current Month Top 10 Diagnosis Codes			
1.	238.75	NEOP, UB, MYELOYDYSPLASTI	20
2.	294.20	DEMENTIA, UNSPEC W/O BEH	18
3.	290.0	DEMENTIA, SENILE, UNCOMP	17
4.	162.9	NEOPLASM, MALIGT, BRONCH	16
5.	436	DISEASE, ACUTE CEREBVAS,	11
6.	496	OBSTRUCTION, CHRONIC AIR	8
7.	343.9	PALSY, INFANTILE CEREBRA	8
8.	428.0	FAILURE, CONGESTIVE HEAR	7
9.	331.0	ALZHEIMER'S DISEASE	7
10.	429.9	DISEASE, HEART NOS	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.		

Impact Plus

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:12	00:09	00:16	00:11	00:09	00:12
Average Talk Time	03:21	03:48	04:17	04:12	03:49	04:24
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Admin Calls	111	72	66	74	31	26
Clinical						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:05	00:05	00:07	00:05	00:05	00:00
Average Talk Time	04:57	06:21	04:23	04:45	04:21	00:00
First Call Resolution	100%	96.3%	96.3%	100.0%	96.3%	100.0%
Total Clinical Calls	37	32	35	34	10	0
Total Calls	148	104	101	108	41	26

Requests Processed						
Approvals	309	364	208	232	11	0
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	4	3	2	0	0	0
Pended	3	4	15	0	0	0
Total	316	371	225	232	11	0

Administrative Denials						
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						
Medical Necessity	8	0	0	0	0	0
Not Medically Necessary	4	3	2	0	0	0
Referred to MD Rate	3.80%	0.81%	0.89%	0%	0%	0%
Not Medically Necessary Denial Rate	33%	100%	100%	0%	0%	0%
Total MD Review	12	3	2	0	0	0

Reconsiderations						
Overturned	2	0	0	0	0	0
Upheld	0	0	0	0	0	0
Total Reconsiderations	2	0	0	0	0	0

*Reconsiderations are not included in Request Processed Total

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
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	1	0	0	0	0	0
RN Review	3	4	15	0	0	0
Total	4	4	15	0	0	0

Impact Plus Eligibility						
Total	30	23	6	9	0	0

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

Current Month Top 10 Diagnosis Codes	
1.	N/A
2.	
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.	

Nursing Facility

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	1	0	2	0	0	2
Average Speed of Answer	00:10	00:10	00:10	00:09	00:10	00:12
Average Talk Time	04:46	05:14	05:13	04:41	04:24	04:59
First Call Resolution	96.3%	99.7%	99.7%	85.6%	99.7%	93.5%
Total Admin Calls	225	276	301	298	317	215
Clinical						
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	03:45	04:16	03:20	03:12	03:20	03:37
First Call Resolution	98.6%	98.5%	98.5%	98.6%	98.5%	98.9%
Total Clinical Calls	119	150	159	155	205	132
Total Calls	344	426	460	453	522	347

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	5,592	5,867	6,237	6,312	5,392	6,240
Initial LOC Approval	2,302	2,512	2,463	2,337	2,511	2,121
Client Approved/Negotiation	1	0	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	1	1	2	9	3	1
Denials	25	40	47	27	22	22
Pended	206	337	213	268	191	146
Total	8,127	8,757	8,962	8,953	8,119	8,530

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information	17	23	36	17	16	19
Non-Certified Bed	0	0	0	0	0	0
Total Denied	17	23	36	17	16	19

*Reconsiderations are not included in Request Processed Total

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	4	10	6	10	5	6
Not Medically Necessary	8	17	11	10	6	3
Referred to MD Rate	5.83%	8.01%	7.98%	7.46%	5.76%	6.16%
Not Medically Necessary Denial Rate	67%	63%	65%	50%	55%	33%
Total MD Review	12	27	17	20	11	9

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overturned	0	3	3	2	1	1
Upheld	0	1	0	0	0	0
Total Reconsiderations	0	4	3	2	1	1

*Reconsiderations are not included in Request Processed Total

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
Lack of Information	120	242	167	211	173	144
MD Review	0	0	0	0	0	0
RN Review	86	94	46	57	18	2
Total	206	336	213	268	191	146

Current Month Top 5 LOI Pended Reasons		
1.	Lack of Information	144
2.		
3.		
4.		
5.		

Current Month Top 10 Diagnosis Codes		
1.	401.9 HYPERTENSION, ESSENTIAL	954
2.	290.0 DEMENTIA, SENILE, UNCOMP	683
3.	496 OBSTRUCTION, CHRONIC AIR	484
4.	331.0 ALZHEIMER'S DISEASE	466
5.	436 DISEASE, ACUTE CEREBROVASC	333
6.	428.0 FAILURE, CONGESTIVE HEAR	268
7.	250.00 DM, UNCOMPLICATED, TYPE	241
8.	728.87 WEAKNESS, MUSCLE	217
9.	599.0 INFECTION, URINARY TRACT	216
10.	486 PNEUMONIA, ORGANISM NOS	179

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	3
2.		
3.		
4.		
5.		

Current Month Top 5 Reasons for Lack of Information Denial		
1.	LOI response not received or incomplete	19
2.		
3.		
4.		
5.		

Nursing Facility Ancillary

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	6	12	7	17	16	9
Average Speed of Answer	00:18	00:18	00:18	00:18	00:18	00:20
Average Talk Time	03:06	02:53	03:08	03:15	03:33	03:17
First Call Resolution	96.3%	99.7%	99.7%	99.7%	99.7%	93.5%
Total Admin Calls	1063	1146	1053	1146	1051	840

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	1,063	1,146	1,053	1,146	1,051	840
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Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	2,228	2,421	2,660	2,322	2,534	2,037
Agreed Reduction	0	0	0	0	0	0
Client Approved/Negotiation	0	2	0	0	0	0
Split Decision	0	0	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	273	273	348	261	322	270
Pended	188	234	181	224	252	237
Total	2,689	2,930	3,189	2,807	3,108	2,544

RN Denials/Overturns	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
FRN Criteria	248	251	324	249	309	263
FRN Reconsideration Overturned	8	6	9	6	14	7
FRN Reconsideration Upheld	20	18	13	10	11	6
Total Denied	276	275	346	265	334	276

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	4	2	11	5	11	0
Not Medically Necessary	4	1	11	2	2	0
Referred to MD Rate	0.30%	0.10%	0.69%	0.25%	0.42%	0%
Not Medically Necessary Denial Rate	50%	33%	50%	29%	15%	0%
Total MD Review	8	3	22	7	13	0

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overturned	0	1	0	1	2	1
Upheld	1	0	0	0	4	0
Total Reconsiderations	1	1	0	1	6	1

*Reconsiderations are not included in Request Processed Total

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
MD Review	1	0	1	1	1	0
RN Review	233	181	223	216	251	237
Total	234	181	224	217	252	237

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	518
2.	728.87	WEAKNESS, MUSCLE	273
3.	786.05	SYMPTOM, SHORTNESS OF BR	167
4.	428.0	FAILURE, CONGESTIVE HEAR	139
5.	719.7	DIFFICULTY IN WALKING	112
6.	486	PNEUMONIA, ORGANISM NOS	68
7.	799.02	HYPOXEMIA	65
8.	786.09	SYMP ABNORMALITY, RESPIR	64
9.	401.9	HYPERTENSION, ESSENTIAL	61
10.	781.3	SYMPTOM, LACK OF COORDIN	57

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.	

Orthodontia

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:07	00:11	00:08	00:07	00:11	00:08
Average Talk Time	02:50	01:37	04:02	03:52	01:11	01:32
First Call Resolution	100%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Admin Calls	22	17	20	8	18	8

Clinical	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	22	17	20	8	18	8

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	5	16	11	15	27	13
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	2	0	0
Total	5	16	11	17	27	13

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-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
Total Denied	N/A	N/A	N/A	N/A	N/A	N/A

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	0	0	0	1	0	0
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	0.00%	0.00%	0.00%	5.88%	0.00%	0.00%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
Total MD Review	0	0	0	1	0	0

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overtuned	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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information	0	0	0	0	0	0
MD Review	0	0	0	2	0	0
RN Review	0	0	0	0	0	0
Total	0	0	0	2	0	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	13
2.		
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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	0	1	0	0	0
Average Speed of Answer	00:07	00:09	00:09	00:09	00:08	00:14
Average Talk Time	03:51	04:07	04:12	04:00	04:12	04:49
First Call Resolution	100%	99.4%	99.4%	100.0%	99.4%	99.6%
Total Admin Calls	109	143	135	158	126	109
Clinical						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:08	00:08	00:08	00:08	00:08	00:10
Average Talk Time	04:56	04:48	05:47	03:07	03:57	04:18
First Call Resolution	89.5%	100.0%	100.0%	95.9%	100.0%	98.1%
Total Clinical Calls	27	40	61	41	49	41
Total Calls	136	183	196	199	175	150

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	173	206	250	270	287	211
Agreed Reduction	8	4	1	8	1	1
Client Approved/Negotiation	0	0	0	0	0	0
Split Decision	0	1	0	0	0	0
State Mandate	0	0	0	0	0	0
Denials	6	0	0	0	2	23
Pended	11	14	10	8	49	8
Total	198	225	261	286	339	243

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information	6	0	0	0	2	23
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	6	0	0	0	2	23

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	17	28	20	16	29	24
Not Medically Necessary	0	0	0	0	0	0
Referred to MD Rate	8.59%	12.44%	7.66%	5.59%	8.55%	9.88%
Not Medically Necessary Denial Rate	0%	0%	0%	0%	0%	0%
Total MD Review	17	28	20	16	29	24

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overturned	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

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
Lack of Information	5	12	5	7	48	8
MD Review	0	0	0	1	0	0
RN Review	6	2	5	0	1	0
Total	11	14	10	8	49	8

Independent Therapy	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Total	0	37	41	66	100	92

Current Month Top 5 LOI Pended Reasons	
1.	Lack of Information 8
2.	
3.	
4.	
5.	

Current Month Top 10 Diagnosis Codes		
1.	728.9	DISORDER, MUSCLE/LIGAMEN 31
2.	784.59	SYMPTOM, OTHER SPEECH DI 21
3.	299.00	DISORDER, AUTISTIC, CURR 19
4.	436	DISEASE, ACUTE CEREBVAS, 13
5.	343.9	PALSY, INFANTILE CEREBRA 13
6.	741.93	SPINA BIFIDA, W/O HYDROC 11
7.	343.1	PALSY, INFANTILE CER, HE 9
8.	318.0	MODERATE INTELLECTUAL DI 7
9.	728.87	WEAKNESS, MUSCLE 7
10.	335.10	ATROPHY, SPINAL MUSCULAR 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 23
2.	
3.	
4.	
5.	

Physician Services

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	0	1	0	0	0
Average Speed of Answer	00:09	00:10	00:09	00:10	00:09	00:14
Average Talk Time	03:25	03:40	03:24	03:21	03:49	03:34
First Call Resolution	100%	100%	100%	100%	100%	100%
Total Admin Calls	236	266	241	242	261	250
Clinical						
Abandoned Calls	0	0	1	0	0	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	100%	100%	100%	100%	100%	100%
Total Clinical Calls	21	54	36	32	34	31
Total Calls	257	320	277	274	295	281

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	49	50	31	40	42	43
Administrative Approval	13	9	6	20	11	14
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	1	0	2	0
Pended	11	4	6	9	3	13
Total	73	63	44	69	58	70

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	16	22	17	13	13	24
Not Medically Necessary	0	0	1	0	2	0
Referred to MD Rate	21.92%	34.92%	40.91%	18.84%	25.86%	34.29%
Not Medically Necessary Denial Rate	0%	0%	6%	0%	13%	0%
Total MD Review	16	22	18	13	15	24

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overturned	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	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information Incomplete Data (Consent Forms)	N/A	N/A	N/A	N/A	N/A	N/A
MD Review	8	2	4	5	2	9
RN Review	1	0	0	0	0	0
	2	2	2	4	1	4
Total	11	4	6	9	3	13

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

Current Month Top 10 Diagnosis Codes	Code	Description	Count
1.	V25.2	STERILIZATION	10
2.	327.23	DSORD, ORGNC OBST SLEEP	9
3.	786.03	SYMPTOM, APNEA	7
4.	174.9	NEOPLASM, MLIG, FEMALE B	5
5.	278.01	OBESITY, MORBID	4
6.	459.32	HTN, CHRNVENOUS W/INFLA	3
7.	V53.51	FIT/ADJUST GASTRIC LAP B	3
8.	374.30	PTOSIS, EYELID NOS	3
9.	374.87	DERMATOCHALASIS	3
10.	626.8	DISORDER, MENSTRUAL NEC	2

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

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

Psychiatric Programs

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	1	0	0	0	1	2
Average Speed of Answer	00:10	00:10	00:10	00:11	00:10	00:13
Average Talk Time	03:34	03:18	03:38	03:13	03:16	02:52
First Call Resolution	100%	94.1%	94.1%	100.0%	94.1%	100.0%
Total Admin Calls	311	358	281	291	301	209
Clinical						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:14	00:05	00:06	00:05	00:05	00:05
Average Talk Time	09:25	10:19	10:44	09:10	08:33	09:07
First Call Resolution	100%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Clinical Calls	249	299	213	225	272	170
Total Calls	560	657	494	516	573	379

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	272	278	215	243	274	187
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	1	0	1	0	0	2
Denials	10	11	10	12	9	4
Pended	10	11	15	8	10	4
Total	293	300	241	263	293	197

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-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)	2	1	4	5	1	3
Total Denied	2	1	4	5	1	3

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	0	6	2	2	0	0
Not Medically Necessary	8	10	6	7	0	0
Referred to MD Rate	2.73%	5.33%	3.32%	3.42%	0.00%	0.00%
Not Medically Necessary Denial Rate	100%	63%	75%	78%	0%	0%
Total MD Review	8	16	8	9	0	0

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Overtaken	1	1	1	3	1	0
Upheld	0	2	2	4	3	1
Total Reconsiderations	1	3	3	7	4	1

*Reconsiderations are not included in Request Processed Total

Pended	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information	0	0	0	0	0	0
RN Review	10	11	15	8	10	4
MD Review	0	0	0	0	0	0
Total	8	1	13	8	10	4

By Place of Service	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Distinct Part Units - Psychiatric	105	121	80	99	107	60
EPSDT	20	16	13	12	25	21
Freestanding Psychiatric Facility	35	35	35	43	38	26
Inpatient Hospital	16	5	9	14	2	3
Non-Freestanding Psychiatric Facility	106	115	99	98	116	81
Onsite EPSDT Psych	0	0	2	0	0	0
Psychiatric Residential Treatment Center	12	11	6	4	9	7
Total	325	319	244	270	297	198

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

Current Month Top 10 Diagnosis Codes	Code	Description	Count
1.	296.90	DISORDER, EPISODIC MOOD	25
2.	311	DISORDER, DEPRESSIVE NEC	16
3.	296.34	DPRSV DSORD, MJR RCR SVR	10
4.	312.9	DISTURBANCE, CONDUCT NOS	9
5.	295.90	SCHIZOPHRENIA NOS, UNSPE	9
6.	296.33	DPRSV DSORD, MAJOR RCR,	8
7.	295.70	DISORDER, SCHIZOAFFECTIV	7
8.	312.30	DISORDER OF IMPULSE CONT	7
9.	312.34	DISORDER, INTERMITTENT E	7
10.	298.9	NONORGANIC PSYCHOSIS NOS	7

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

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

Radiology

Call Metrics	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Administrative						
Abandoned Calls	0	0	2	3	0	0
Average Speed of Answer	00:12	00:12	00:10	00:11	00:10	00:16
Average Talk Time	03:50	03:55	04:02	03:46	03:47	03:57
First Call Resolution	100%	100.0%	100.0%	100.0%	100.0%	99.6%
Total Admin Calls	397	434	443	467	480	372
Clinical						
Abandoned Calls	0	0	0	0	0	0
Average Speed of Answer	00:08	00:08	00:09	00:08	00:08	00:08
Average Talk Time	05:09	05:06	05:38	05:30	05:51	05:36
First Call Resolution	89.5%	100.0%	100.0%	95.9%	100.0%	98.2%
Total Clinical Calls	225	261	262	291	257	205
Total Calls	622	695	705	758	737	577

Requests Processed	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Approvals	274	314	300	312	334	261
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	1	0	1	8	4	0
Pended	4	8	12	8	14	9
Total	279	322	313	328	352	270

Administrative Denials	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Lack of Information	1	0	1	7	4	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
Total Denied	1	0	1	7	4	0

MD Review	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Medical Necessity	64	63	87	93	118	83
Not Medically Necessary	0	0	0	1	0	0
Referred to MD Rate	22.94%	19.57%	27.80%	28.66%	33.52%	30.74%
Not Medically Necessary Denial Rate	0%	0%	0%	1%	0%	0%
Total MD Review	64	63	87	94	118	83

Reconsiderations	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
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

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
Pended						
Lack of Information	1	1	6	0	0	1
MD Review	1	0	2	3	3	7
RN Review	2	7	4	5	11	1
Total	4	8	12	8	14	9

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

Current Month Top 10 Diagnosis Codes			
1.	724.2	LUMBAGO	29
2.	786.50	SYMPTOM, PAIN, CHEST NOS	23
3.	723.1	CERVICALGIA	19
4.	724.4	NEURITIS, LUMBOSACRAL NO	10
5.	722.52	DEGENERATION, LUMBAR/LMB	9
6.	719.41	PAIN IN JOINT, SHOULDER	8
7.	780.39	SYMPTOM, CONVULSIONS NOS	6
8.	331.4	HYDROCEPHALUS, OBSTRUCTI	5
9.	741.00	SPINA BIFIDA W/HYDROCEPH	4
10.	340	SCLEROSIS, MULTIPLE	4

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.		
4.		
5.		



KY Department for Medicaid Services Administrative Hearings Report

Case Type	Primary Category	Appeal Type	Status	Appeal Start Date	Decision Required Date	Attending Physician
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Oct 22, 2014	Dec 19, 2014	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Mar 10, 2014	Mar 27, 2014	PELLEGRINI, ADRIAN
Waiver	HCBCDO - LOC	Administrative Hearings	In Progress	Aug 12, 2014	Oct 2, 2014	PELLEGRINI, ADRIAN
Home Health	Home Health	Administrative Hearings	In Progress	Jun 18, 2014	Jul 30, 2014	PELLEGRINI, ADRIAN
Waiver	Michelle P - Services	Administrative Hearings	In Progress	Dec 30, 2013	Mar 12, 2014	PELLEGRINI, ADRIAN
Waiver	Michelle P - Services	Administrative Hearings	In Progress	Aug 25, 2014	Sep 30, 2014	PELLEGRINI, ADRIAN
Waiver	ABI - LOC	Administrative Hearings	In Progress	Jun 11, 2014	Jul 3, 2014	SMITH RN, PAM
EPSDT	DME	Administrative Hearings	In Progress	Nov 4, 2014	Nov 20, 2014	PELLEGRINI, ADRIAN
Waiver	HCBC - LOC	Administrative Hearings	In Progress	May 27, 2014	Jul 10, 2014	PELLEGRINI, ADRIAN
Waiver	Michelle P - LOC	Administrative Hearings	In Progress	Oct 7, 2013	Dec 9, 2013	SMITH D.O., DEBRA
Waiver	Michelle P. CDO - Services	Administrative Hearings	In Progress	Nov 13, 2014	Feb 5, 2015	PELLEGRINI, ADRIAN
Waiver	HCBCDO - Services	Administrative Hearings	In Progress	Dec 20, 2013	Feb 7, 2014	STERLING MD, KAREN
Waiver	HCBC - LOC	Administrative Hearings	In Progress	Apr 17, 2014	May 14, 2014	PELLEGRINI, ADRIAN
Waiver	HCBC - LOC	Administrative Hearings	In Progress	Oct 17, 2014	Oct 27, 2014	PELLEGRINI, ADRIAN