

Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Membership			304,310	309,827											307,069	614,137	
Capitation			\$ 129,579,135	\$ 131,733,224											\$ 130,656,179	\$ 261,312,358	
CAP PMP			\$ 425.81	\$ 425.18											\$ 425.50	\$ 425.50	
Standard	Measure	Threshold															
Claims Payment	Paid Claims	Report 58	\$ 79,301,818	\$ 89,574,342											\$ 84,438,080	\$ 168,876,161	
	Suspended		\$ 3,099,762	\$ 4,930,948												\$ 4,015,355	\$ 8,030,710
	% Suspended		3.76%	5.22%												4.54%	4.54%
	Paid/Member		\$ 260.60	\$ 289.11											\$ 274.98	\$ 274.98	
	Paid Loss Ratio		61.20%	68.00%											64.63%	64.63%	
	Total Paid Claims	90% paid in 30 Days	99.96%	99.95%													99.95%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%													100.00%
Encounter Submission Report #64	Dispositioned	95%	838,356	849,033											843,695	1,687,389	
	Accepted	Acceptance	813,334	826,916											820,125	1,640,250	
	% Accepted	Rate	97.02%	97.40%											97.21%	97.21%	
P/As No Rx	Requested	Report 59	25,664	29,936											27,800	55,600	
	Denied		2,880	3,919											3,400	6,799	
	% Denied		11.22%	13.09%												12.23%	12.23%
Member Calls Report #11	# of calls		26,480	24,757											25,619	51,237	
	# Abandoned		685	527											606	1,212	
	% Abandoned	5% or less	2.59%	2.13%											2.37%	2.37%	
	Speed to answer	60 seconds or less	24	16											20		
Provider Calls Report #11	# of calls		12,947	12,033											12,490	24,980	
	# Abandoned		144	63											104	207	
	% Abandoned	5% or less	1.11%	0.52%											0.83%	0.83%	
	Speed to answer	60 seconds or less	26	2											14		
Behavioral Calls Report #11	# of calls		1,617	1,575											1,596	3,192	
	# Abandoned		5	19											12	24	
	% Abandoned	5% or less	0.31%	1.21%											0.75%	0.75%	
	Speed to answer	60 seconds or less	15	33											24		
	Answered by 4th ring	at least 99%	100.00%	100.00%											100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%											0.00%		
	Answered within 30 sec	More than 80%	97.30%	84.80%											91.05%		
	Avg length	< 10 min	3	3											3		
Total Calls	Total Calls		41,044	38,365	-	-	-	-	-	-	-	-	-	-	39,705	79,409	
	Abandoned		834	609	-	-	-	-	-	-	-	-	-	-	722	1,443	
	% Abandoned	5% or less	2.03%	1.59%											1.82%	1.82%	
		MCO paid amount	\$ 2,187,020	\$ 2,207,167											\$ 2,197,093	\$ 4,394,186.84	

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COB Savings Report #54	COB Amount	\$ 818,756	\$ 8,585,719											\$ 4,702,238	\$ 9,404,475.32	
	COB/Member	\$ 2.69	\$ 27.71											\$ 15.31	\$ 15.31	
	% of Claims Paid	1.03%	9.59%												5.57%	
Medicaid Cost Avoidance Report #55	Denied Amount	\$ 2,160,831	\$ 2,106,726											\$ 2,133,779	\$ 4,267,557.13	
	% of Claims Paid	2.72%	2.35%											2.53%	2.53%	
Non-Medicaid Avoidance Report #56	Denied Amount	\$ 5,947,849	\$ 4,686,336											\$ 5,317,093	\$ 10,634,185.24	
	% of Claims Paid	7.50%	5.23%											6.30%	6.30%	
Potential Subrogation Report #57	Lien/Claim	\$ 7,212,009	\$ 6,864,945											\$ 7,038,477	\$ 14,076,953.72	
	% of Claims Paid	9.09%	7.66%											8.34%	8.34%	
	Recovered	\$ 495,919	\$ 419,817											\$ 457,868	\$ 915,736.11	
Original Claims Processed Report #58	Claims Received	Total count	946,519	1,061,896										1,004,208	2,008,415	
		Processed	933,476	1,070,201											1,001,839	2,003,677
		Total Charges	\$ 500,417,616	\$ 489,586,145											\$ 495,001,880	\$ 990,003,761
		Avg Charge	\$ 528.69	\$ 461.05											\$ 493	\$ 493
		Avg member	\$ 1,644.43	\$ 1,580.19												\$ 1,612.02
	Adjudicated to pay status	Total count	393,279	837,793											615,536	1,231,072
		Percent	41.55%	78.90%											61.30%	61.30%
		Charges	\$ 367,577,323	\$ 394,640,558											\$ 381,108,940	\$ 762,217,881
		Avg Charge	\$ 934.65	\$ 471.05											\$ 619.15	\$ 619.15
		Avg member	\$ 1,207.90	\$ 1,273.74											\$ 1,241.12	\$ 1,241.12
		Paid	\$ 79,301,818	\$ 89,574,342											\$ 84,438,080	\$168,876,161
		Average Paid	\$ 201.64	\$ 106.92											\$ 137.18	\$ 137.18
		Avg member	\$ 260.60	\$ 289.11												\$ 274.98
	% Discount	78.43%	77.30%												77.84%	
	Adjudicated to deny status	Count	238,041	229,822											233,932	467,863
		Percent	25.15%	21.64%											0.232951357	0.232951357
		Charges	\$ 99,594,195	\$ 104,762,434											\$ 102,178,315	\$ 204,356,629
		Avg. Charge	\$ 418.39	\$ 455.84											436.787327	436.787327
	Placed in suspended status	Count	2,883	3,428											3,156	6,311
		Percent	0.30%	0.32%											0.31%	0.31%
Charges		\$ 3,099,762	\$ 4,930,948											\$ 4,015,355	\$ 8,030,710	
Avg Charge		\$ 1,075.19	\$ 1,438.43											\$ 1,272.49	\$ 1,272.49	
Prior Authorizaton Report #59	Requested	25,664	29,936											27,800	55,600	
	Approved	No service limits	15,935	14,785											15,360	30,720
		Within limits	2,756	4,762											3,759	7,518
		Exceed limits	1,416	3,866											2,641	5,282
	Partially Approved	No service limits	902	929											916	1,831
		Within limits	494	542											518	1,036
		Exceed limits	-	-											-	-
Denied	2,880	3,919											3,400	6,799		
Original Claims	Total claims	693,279	837,793											765,536	1,531,072	
	1-30 - Days	692,991	837,359											765,175	1,530,350	

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payment activity #60	31 - 90 Days	266	397											332	663
	90+ Days	22	37											30	59
Denied Claims Activity #61	Total claims	238,041	229,822											233,932	467,863
	1-30 Days	237,922	229,589											233,756	467,511
	31 - 60 Days	114	213											164	327
	60+ Days	5	20											13	25
Suspended Claims #62	Total Claims	2,883	3,428											3,156	6,311
	1-30 - Days	2,859	3,406											3,133	6,265
	31 - 60 Days	22	20											21	42
	60+ Days	2	2											2	4
Foster Care Report #65	New Members	92	103											98	195
	Existing Members	5,107	4,912											5,010	10,019
Guardianship Report #66	New Members	7	0											4	7
	Existing Members	220	570											395	790
67 Provider Credentialing	In Process	2,509	2626											2,568	5,135
	Received	772	337											555	1,109
Termination from MCO #69	Total Providers	30	47											39	77
Program Lock-in #74c	Admitted	38	61											50	99
	Discharged	142	36											89	178
	Active	1,019	1,044											1,032	2,063