

Passport 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			194,836	206,464											200,650	401,300
Capitation			\$ 103,199,695	\$ 108,297,889											\$ 105,748,792	\$ 211,497,584
CAP PMP			\$ 529.67	\$ 524.54											\$ 527.03	\$ 527.03
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 59,100,146	\$ 55,093,191											\$ 57,096,669	\$ 114,193,337
	Suspended		\$ 96,632,998	\$ 112,819,781												\$ 104,726,389
	% Suspended		62.05%	67.19%											64.72%	64.72%
	Paid/Member		\$ 303.33	\$ 266.84											\$ 284.56	\$ 284.56
	Paid Loss Ratio		57.27%	50.87%											53.99%	53.99%
	Total Paid Claims	90% paid in 30 Days	99.94%	99.93%												99.93%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%												100.00%
Encounter Submission Report #64	Dispositioned	95%	669,267	1,192,744											931,006	1,862,011
	Accepted	Acceptance Rate	655,076	1,169,245											912,161	1,824,321
	% Accepted		97.88%	98.03%											97.98%	97.98%
P/As	Requested	Report 59	19,042	18,093											18,568	37,135
	Denied		1,761	1,707											1,734	3,468
	% Denied		9.25%	9.43%												9.34%
Member Calls Report #11	# of calls		33,897	32,301											33,099	66,198
	# Abandoned		302	194											248	496
	% Abandoned	5% or less	0.89%	0.60%											0.75%	0.75%
	Speed to answer	60 seconds or less	21	15											18	
Provider Calls Report #11	# of calls		21,670	21,143											21,407	42,813
	# Abandoned		280	240											260	520
	% Abandoned	5% or less	1.29%	1.14%											1.21%	1.21%
	Speed to answer	60 seconds or less	21	21											21	
Behavioral Calls Report #11	# of calls		1,014	1,072											1,043	2,086
	# Abandoned		3	8											6	11
	% Abandoned	5% or less	0.30%	0.75%											0.53%	0.53%
	Speed to answer	60 seconds or less	12	17											15	
	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%	72.00%	65.00%											68.50%	
	Avg length	< 10 min	1	1											1	
Total Calls	Total Calls		56,581	54,516											55,549	111,097
	Abandoned		585	442											514	1,027
	% Abandoned	5% or less	1.03%	0.81%											0.92%	0.92%
		MCO paid amount	\$ 870,018	\$ 784,388											\$ 827,203	\$ 1,654,406.04

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COB Savings Report #54	COB Amount	\$ 5,162,011	\$ 5,869,248											\$ 5,515,629	\$ 11,031,258.77	
	COB/Member	\$ 26.49	\$ 28.43											\$ 27.49	\$ 27.49	
	% of Claims Paid	8.73%	10.65%												9.66%	
Medicaid Cost Avoidance Report #55	Denied Amount	\$ 2,285,489	\$ 1,765,555											\$ 2,025,522	\$ 4,051,044.36	
	% of Claims Paid	3.87%	3.20%											3.55%	3.55%	
Non-Medicaid Avoidance Report #56	Denied Amount	\$ 3,037,305	\$ 3,513,280											\$ 3,275,293	\$ 6,550,585.57	
	% of Claims Paid	5.14%	6.38%											5.74%	5.74%	
Potential Subrogation Report #57	Lien/Claim	\$ 6,867,150	\$ 7,394,614											\$ 7,130,882	\$ 14,261,764.07	
	% of Claims Paid	11.62%	13.42%											12.49%	12.49%	
	Recovered	\$ 215,097	\$ 199,306											\$ 207,201	\$ 414,402.68	
Original Claims Processed Report #58	Claims Received	Total count	752,883	718,138										735,511	1,471,021	
		Processed	741,681	735,399										738,540	1,477,080	
		Total Charges	\$ 286,049,782	\$ 282,040,655											\$ 284,045,219	\$ 568,090,437
		Avg Charge	\$ 379.94	\$ 392.74											\$ 386	\$ 386
		Avg member	\$ 1,468.16	\$ 1,366.05												\$ 1,415.63
	Adjudicated to pay status	Total count	500,851	507,989											504,420	1,008,840
		Percent	66.52%	70.70%											68.58%	68.58%
		Charges	\$ 193,762,494	\$ 171,031,955											\$ 182,397,225	\$ 364,794,449
		Avg Charge	\$ 386.87	\$ 336.74											\$ 361.60	\$ 361.60
		Avg member	\$ 994.49	\$ 828.39											\$ 909.03	\$ 909.03
		Paid	\$ 59,100,146	\$ 55,093,191											\$ 57,096,669	\$114,193,337
		Average Paid	\$ 118.00	\$ 108.47											\$ 113.19	\$ 113.19
		Avg member	\$ 303.33	\$ 266.84												\$ 284.56
	% Discount	69.50%	67.79%												68.70%	
	Adjudicated to deny status	Count	164,789	158,889											161,839	323,678
		Percent	21.89%	22.10%											0.220036288	0.220036288
		Charges	\$ 28,537,402	\$ 28,855,039											\$ 28,696,220	\$ 57,392,440
		Avg. Charge	\$ 173.18	\$ 181.61											177.3133808	177.3133808
	Placed in suspended status	Count	76,041	68,612											72,327	144,653
		Percent	10.10%	9.60%											9.83%	9.83%
Charges		\$ 96,632,998	\$ 112,819,781											\$ 104,726,389	\$ 209,452,779	
Avg Charge		\$ 1,270.80	\$ 1,644.32											\$ 1,447.97	\$ 1,447.97	
Prior Authorizat Report #59	Requested		19,042	18,093										18,568	37,135	
	Approved	No service limits	11,651	11,474											11,563	23,125
		Within limits	5,012	4,392											4,702	9,404
		Exceed limits	225	110											168	335
	Partially Approved	No service limits	180	215											198	395
		Within limits	213	195											204	408
		Exceed limits	-	-											-	-
	Denied		1,761	1,707											1,734	3,468
Original Claims Report #58	Total claims	536,811	567,430											552,121	1,104,241	
	1-30 - Days	536,498	567,015											551,757	1,103,513	

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payment activity #60	31 - 90 Days	310	414											362	724
	90+ Days	3	1											2	4
Denied Claims Activity #61	Total claims	183,534	195,447											189,491	378,981
	1-30 Days	183,167	194,604											188,886	377,771
	31 - 60 Days	303	843											573	1,146
	60+ Days	64	-											32	64
Suspended Claims #62	Total Claims	80,913	73,167											77,040	154,080
	1-30 - Days	90,851	72,938											81,895	163,789
	31 - 60 Days	64	228											146	292
	60+ Days	4	1											3	5
Foster Care Report #65	New Members	54	77											66	131
	Existing Members	1,245	1,232											1,239	2,477
Guardianship Report #66	New Members	8	6											7	14
	Existing Members	27	24											26	51
67 Provider Credentialing	In Process	448	197											323	645
	Received	857	567											712	1,424
Termination from MCO #69	Total Providers	46	112											79	158
Program Lock-in #74c	Admitted	54	67											61	121
	Discharged	5	123											64	128
	Active	1,138	1,082											1,110	2,220