

Iowa Medicaid Enterprise



Managed Care Report

December 2016 Performance Data

Published on February 20, 2017



OVERVIEW

Performance monitoring and data analysis are critical components in assessing how well the managed care organizations (MCO) are maintaining and improving the quality of care delivered to members.

The monthly data reports are a snapshot of information on major contract compliance areas and member enrollment. The department examines the data from a compliance perspective and conducts further analysis if any issues are identified.

Over time, the data experience will grow and produce trend information that will allow us to examine if the MCOs are accomplishing health outcomes and promoting quality in the health care delivery system, in addition to meeting contract requirements. Quarterly reports will include additional data analysis and review of trends.

The MCOs participating in the IA Health Link program include:

- Amerigroup Iowa, Inc. (Amerigroup)
- AmeriHealth Caritas Iowa, Inc. (AmeriHealth)
- UnitedHealthcare Plan of the River Valley, Inc. (UnitedHealthcare)

More information on the move to managed care is available at

<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>

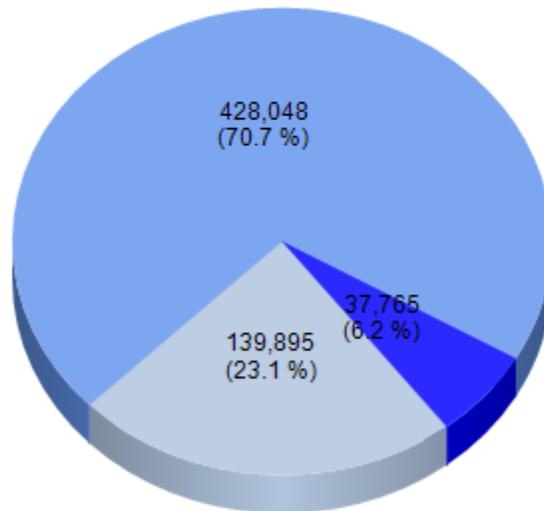
Providers and members can find more information on the IA Health Link program at

<http://dhs.iowa.gov/iahealthlink>

PLAN ENROLLMENT BY PROGRAM

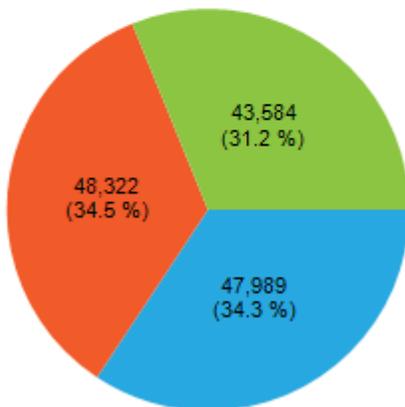
December All MCO Enrollment by Program
Total MCO Enrollment = 605,708

hawk-i Iowa Wellness Plan Medicaid



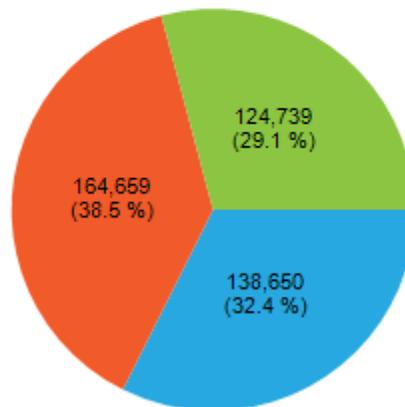
Iowa Wellness Plan Enrollment = 139,895

Amerigroup
 AmeriHealth
 United Healthcare



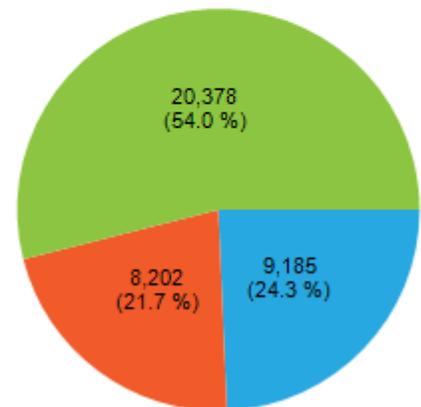
Traditional Medicaid Enrollment = 428,048

Amerigroup
 AmeriHealth
 United Healthcare



hawk-i Enrollment = 37,765

Amerigroup
 AmeriHealth
 United Healthcare

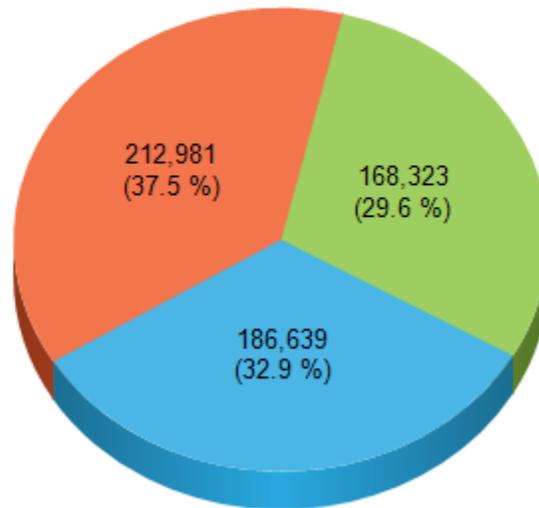


Data calculated on 01/31/2017 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

PLAN ENROLLMENT BY MCO

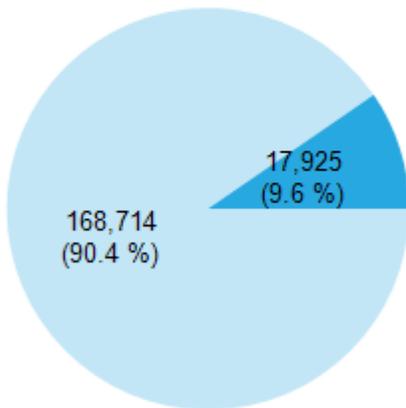
December MCO Plan Enrollment Distribution
Total MCO Enrollment = 567,943 *

AMERIGROUP IOWA AMERIHEALTH CARITAS IOWA UNITED HEALTHCARE PLAN



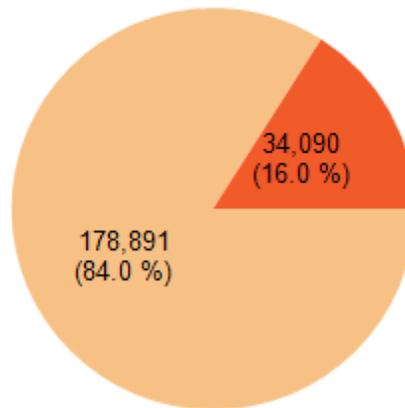
Amerigroup Plan Assignment

Default Assignment
 Self-Selection



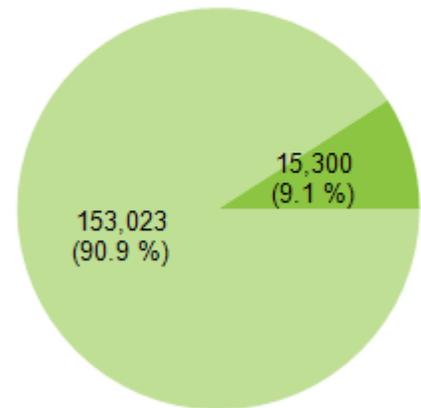
AmeriHealth Plan Assignment

Default Assignment
 Self-Selection



United Healthcare Plan Assignment

Default Assignment
 Self-Selection



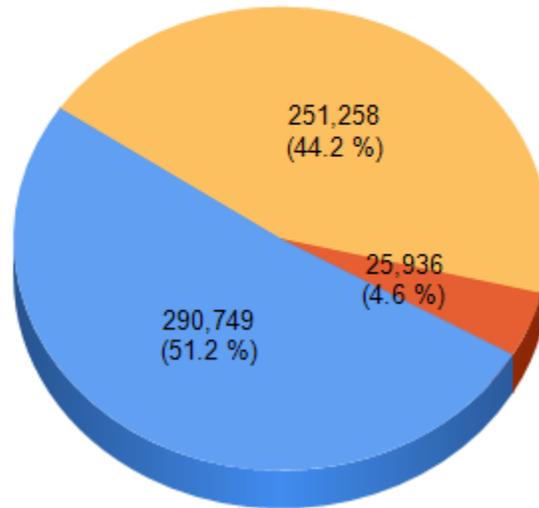
Data calculated on 01/31/2017 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

*Totals do not include hawk-i (37,765 members as of 02/10/2017 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes).

DEMOGRAPHICS

December Managed Care Enrollment by Age Total MCO Enrollment = 567,943 *

0-21 22-64 65+



About 50,078 members remain in the Fee-for-Service (FFS) program.

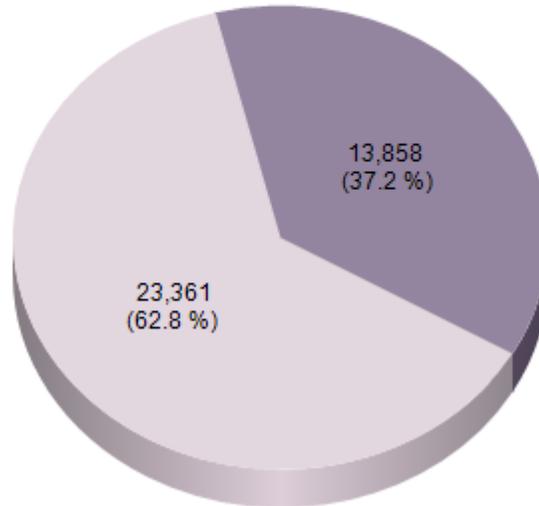
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*Totals do not include hawk-i (37,765 members as of 02/10/2017 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes).

ALL MCO LONG TERM SERVICES AND SUPPORTS (LTSS) ENROLLMENT

December LTSS Managed Care Enrollment by Location
MCO LTSS Enrollment = 37,219

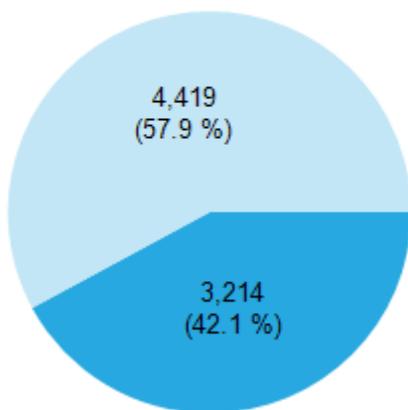
Community Based Services Facility Based Services



MCO LTSS ENROLLMENT BY PLAN

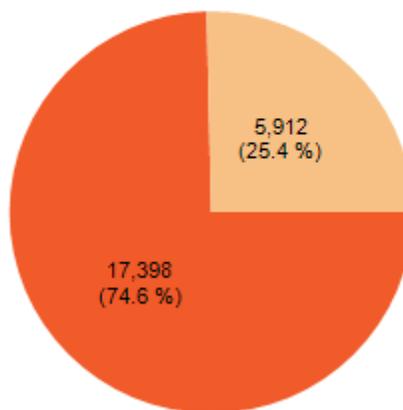
Amerigroup LTSS
Enrollment = 7,633

Community Based Services
 Facility Based Services



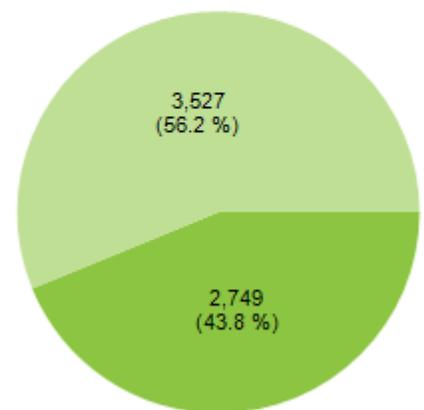
AmeriHealth LTSS
Enrollment = 23,310

Community Based Services
 Facility Based Services



UnitedHealthCare LTSS
Enrollment = 6,276

Community Based Services
 Facility Based Services



Data calculated on 01/31/2017 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

PERFORMANCE SUMMARY

Performance Measure	Amerigroup	AmeriHealth	United Healthcare
90% clean claims paid or denied within 14 days	90.8%	100.0%	99.5%
95% clean claims paid or denied within 21 days	97.4%	100.0%	100.0%
100% of Medical PAs must be completed within 7 calendar days of request	97.9%	99.4%	100.0%
100% of Medical PA for expedited services must be authorized within 3 business days of request	79.5%	100.0%	100.0%
100% Pharmacy PAs must be must be completed within 24 hours	100.0%	100.0%	100.0%
80% Member Helpline calls answered within expected time	86.8%	89.3%	96.7%
80% Provider Helpline calls answered within expected time	80.4%	83.7%	87.6%

NETWORK ADEQUACY AND HISTORICAL UTILIZATION

Network Adequacy helps us to ensure that the MCOs are offering a enough providers, and the right types, to serve the IA Health Link population. The IME and the Centers for Medicare and Medicaid Services (CMS) developed a network adequacy tool that is based on Medicaid members' historical utilization of services. **Historical utilization**, as seen in the table below, is a measure of the percentage of assigned members who current providers are part of the managed care network for a particular service or provider type based on claims history.

	AmeriHealth			Amerigroup			United		
Provider Type - Adult	East	Central	West	East	Central	West	East	Central	West
Primary Care	95.0%	98.0%	99.0%	85.8%	90.6%	93.4%	98.9%	99.6%	97.6%
Cardiology	100.0%	100.0%	98.0%	88.1%	95.4%	88.9%	99.1%	99.1%	93.8%
Endocrinology	95.0%	99.0%	100.0%	91.5%	63.2%	100.0%	98.9%	87.7%	79.5%
Gastroenterology	100.0%	96.0%	99.0%	88.5%	93.6%	81.1%	98.8%	99.4%	97.6%
Neurology	92.0%	100.0%	94.0%	92.5%	94.2%	99.0%	98.8%	99.7%	98.4%
Oncology	91.0%	100.0%	100.0%	76.9%	84.0%	98.0%	98.7%	99.9%	99.6%
Orthopedics	92.0%	95.0%	96.0%	71.8%	85.7%	94.3%	99.1%	98.1%	92.3%
Pulmonology	100.0%	100.0%	99.0%	79.8%	97.1%	91.2%	98.8%	100.0%	95.7%
Rheumatology	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	97.4%	100.0%	98.6%
Urology	97.0%	99.0%	100.0%	80.2%	99.0%	78.0%	99.3%	99.6%	97.0%
Provider Type - Pediatric	East	Central	West	East	Central	West	East	Central	West
Primary Care	94.0%	97.0%	99.0%	88.9%	97.3%	98.0%	98.9%	99.3%	97.2%
Provider Type - Facilities and Pharmacy	East	Central	West	East	Central	West	East	Central	West
Hospitals	100.0%	100.0%	99.0%	96.8%	98.4%	95.0%	98.4%	99.0%	93.1%
Pharmacies	98.0%	98.0%	97.0%	99.8%	99.6%	99.9%	100.0%	99.5%	100.0%
ICF/ID	100.0%	97.0%	97.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%
ICF/SNF	97.0%	96.0%	95.0%	94.8%	91.6%	93.2%	99.9%	99.3%	100.0%
Provider Type - Waiver	East	Central	West	East	Central	West	East	Central	West
AIDS/HIV Level 1: Adult Day Care	No Util	No Util	No Util	No Util	No Util	No Util	100.0%	100.0%	100.0%
AIDS/HIV Level 2: CDAC, Home Health Aide	100.0%	100.0%	No Util	No Util	100.0%	100.0%	100.0%	100.0%	100.0%
AIDS/HIV Level 4: Home Delivered Meals	100.0%	100.0%	100.0%	100.0%	100.0%	No Util	100.0%	100.0%	100.0%
BI Level 1: Adult Day Care, Prevocational Services, Supported Employment	98.0%	100.0%	100.0%	93.1%	100.0%	100.0%	100.0%	100.0%	100.0%
BI Level 2: CDAC	100.0%	100.0%	100.0%	96.6%	97.0%	95.9%	100.0%	100.0%	100.0%
BI Level 3: Supported Community Living	100.0%	98.0%	100.0%	96.7%	95.8%	99.2%	100.0%	100.0%	100.0%
Elderly Level 1: Adult Day Care	86.0%	100.0%	No Util	91.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Elderly Level 2: CDAC, Home Health Aide	99.0%	93.0%	100.0%	91.7%	95.0%	95.5%	100.0%	100.0%	100.0%
Elderly Level 4: Home Delivered Meals	99.0%	96.0%	87.0%	92.4%	92.7%	95.1%	100.0%	100.0%	100.0%
HD Level 1: Adult Day Care	100.0%	100.0%	No Util	100.0%	100.0%	No Util	100.0%	100.0%	100.0%
HD Level 2: CDAC, Counseling, Home Health Aide	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
HD Level 4: Home Delivered Meals	100.0%	100.0%	94.0%	91.1%	100.0%	99.0%	100.0%	100.0%	100.0%
ID Level 1: Adult Day Care, Day Habilitation, Prevocational Services, Supported Employment	100.0%	100.0%	99.0%	92.4%	93.8%	100.0%	99.8%	100.0%	100.0%
ID Level 2: CDAC, Home Health Aide	100.0%	100.0%	100.0%	88.5%	95.2%	100.0%	100.0%	100.0%	100.0%
ID Level 3: Supported Community Living	100.0%	99.0%	96.0%	96.3%	92.3%	99.3%	99.9%	100.0%	100.0%
PD Level 2: CDAC,	100.0%	99.0%	100.0%	96.2%	100.0%	98.3%	100.0%	100.0%	100.0%
Provider Type - Behavioral	East	Central	West	East	Central	West	East	Central	West
Behavioral Health - Inpatient	100.0%	98.0%	100.0%	99.9%	100.0%	94.7%	98.1%	93.7%	65.7%
Behavioral Health - Outpatient	97.0%	98.0%	96.0%	95.1%	89.7%	88.4%	99.5%	99.4%	99.8%
Habilitation Level 1: Day Habilitation, Prevocational Services, Supported Employment	100.0%	100.0%	100.0%	89.5%	96.0%	100.0%	100.0%	100.0%	100.0%
Habilitation Level 3: Home Based Habilitation	100.0%	100.0%	91.0%	97.5%	100.0%	94.6%	100.0%	99.7%	94.7%
Children's Mental Health Level 1: Respite	100.0%	100.0%	100.0%	100.0%	92.8%	69.5%	100.0%	100.0%	100.0%