

Iowa Medicaid Enterprise



Managed Care Report

October 2016 Performance Data

Published on December 19, 2016



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>

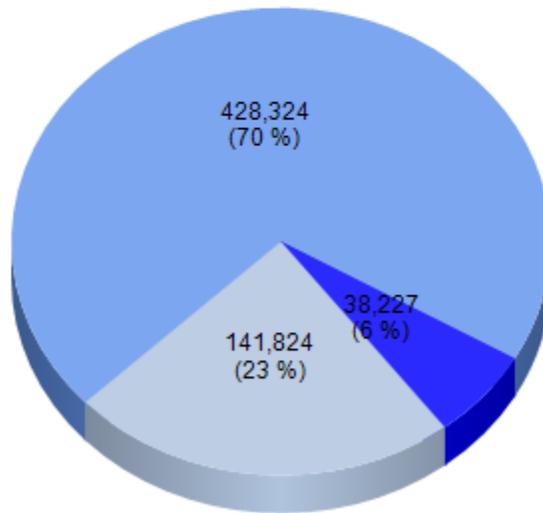
Providers and members can find more information on the IA Health Link program at

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

PLAN ENROLLMENT BY PROGRAM

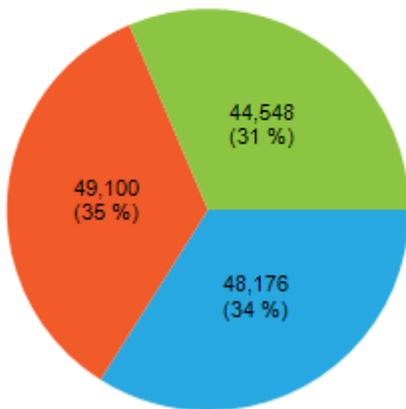
October All MCO Enrollment by Program
Total MCO Enrollment = 608,375

hawk-i Iowa Wellness Plan Mediciad



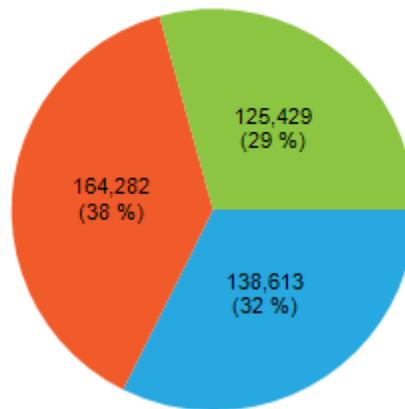
Iowa Wellness Plan
Enrollment = 141,824

Amerigroup
AmeriHealth
United Healthcare



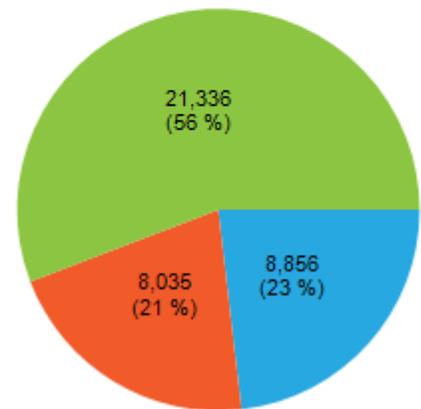
Traditional Medicaid
Enrollment = 428,324

Amerigroup
AmeriHealth
United Healthcare



hawk-i
Enrollment = 38,227

Amerigroup
AmeriHealth
United Healthcare

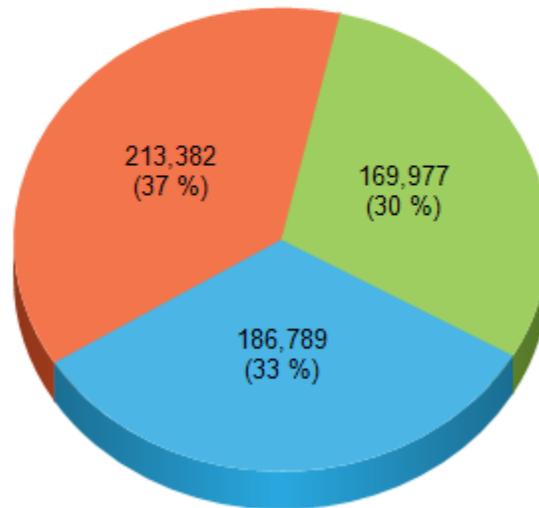


Data calculated on 11/14/2016 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

PLAN ENROLLMENT BY MCO

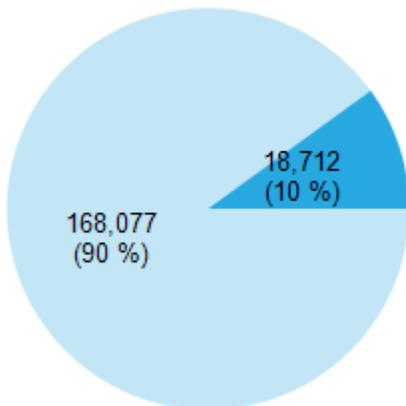
October MCO Plan Enrollment Distribution
Total MCO Enrollment = 570,148 *

AMERIGROUP IOWA AMERIHEALTH CARITAS IOWA UNITED HEALTHCARE PLAN



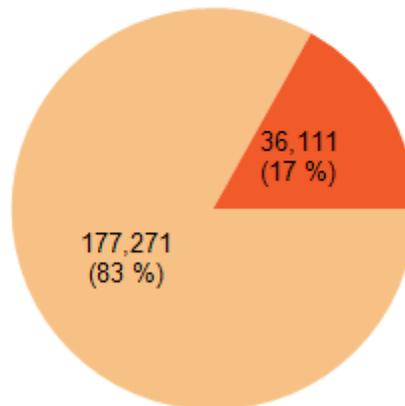
Amerigroup Plan Assignment

Default Assignment
 Self-Selection



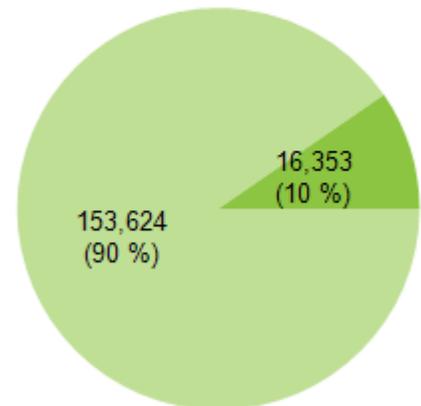
AmeriHealth Plan Assignment

Default Assignment
 Self-Selection



United Healthcare Plan Assignment

Default Assignment
 Self-Selection



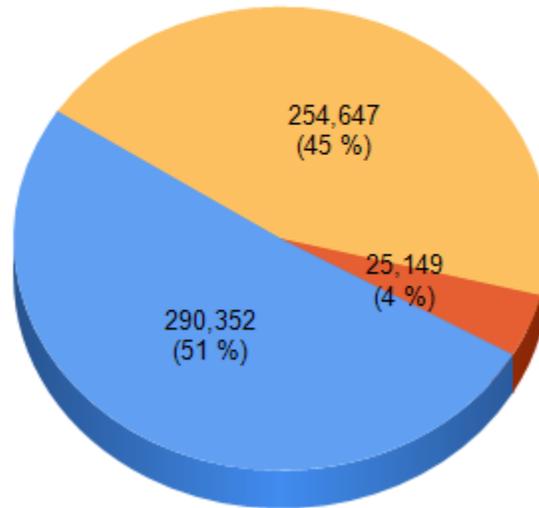
Data calculated on 11/14/2016 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

*Totals do not include hawk-i (38,227 members as of 12/19/2016 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes).

DEMOGRAPHICS

October Managed Care Enrollment by Age
Total MCO Enrollment = 570,148 *

0-21 22-64 65+



About 50,260 members remain in the Fee-for-Service (FFS) program.

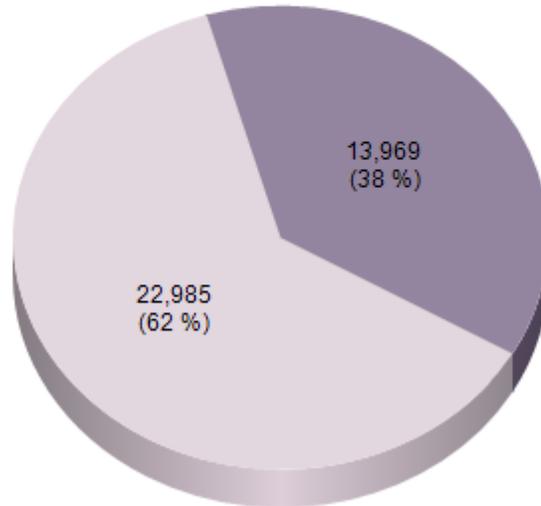
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ALL MCO LONG TERM SERVICES AND SUPPORTS (LTSS) ENROLLMENT

October LTSS Managed Care Enrollment by Location
 MCO LTSS Enrollment = 36,954

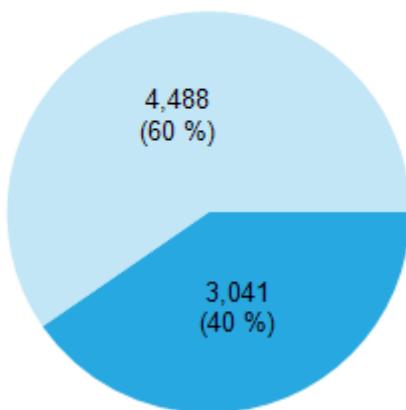
Community Based Services Facility Based Services



MCO LTSS ENROLLMENT BY PLAN

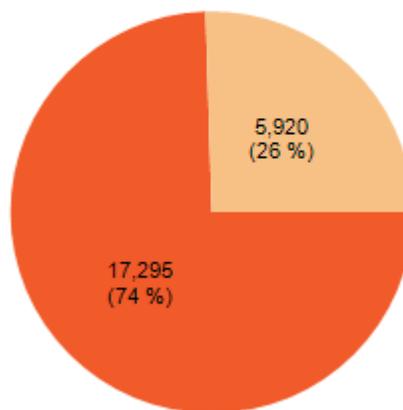
Amerigroup LTSS Enrollment = 7,529

Community Based Services
 Facility Based Services



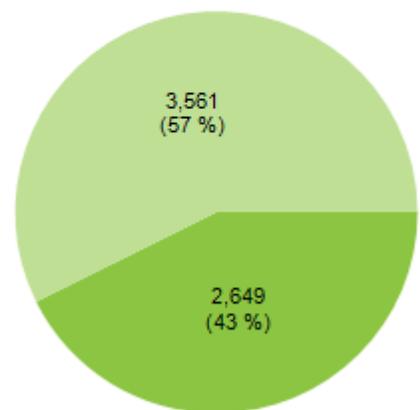
AmeriHealth LTSS Enrollment = 23,215

Community Based Services
 Facility Based Services



UnitedHealthCare LTSS Enrollment = 6,210

Community Based Services
 Facility Based Services



Data calculated on 11/14/2016 - 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	94.1%	99.7%	99.8%
95% clean claims paid or denied within 21 days	96.2%	100.0%	99.9%
100% of Medical PAs must be completed within 7 calendar days of request	97.1%	99.6%	100.0%
100% of Medical PA for expedited services must be authorized within 3 business days of request	93.0%	100.0%	100.0%
100% Pharmacy PAs must be must be completed within 24 hours	100.0%	100.0%	99.9%
80% Member Helpline calls answered within expected time	85.8%	96.4%	99.5%
80% Provider Helpline calls answered within expected time	82.2%	88.1%	85.1%

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.

Provider Type - Adult	AmeriHealth			Amerigroup			United		
	East	Central	West	East	Central	West	East	Central	West
Primary Care	94.0%	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	94.0%	98.5%	100.0%	91.5%	63.2%	100.0%	98.9%	87.7%	79.5%
Gastroenterology	100.0%	96.0%	92.0%	88.5%	93.6%	81.1%	98.8%	99.4%	97.6%
Neurology	91.0%	100.0%	94.0%	92.5%	94.2%	99.0%	98.8%	99.7%	98.4%
Oncology	92.0%	100.0%	100.0%	76.9%	84.0%	98.0%	98.7%	99.9%	99.6%
Orthopedics	91.0%	95.0%	96.0%	71.8%	85.7%	94.3%	99.1%	80.8%	91.4%
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	93.0%	97.0%	99.0%	89%	97%	98%	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	96.0%	96.0%	95.0%	94.8%	91.6%	93.2%	99.9%	99.1%	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	97.0%	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	90.0%	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%	98.0%	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%	100.0%	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%	100.0%	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%	99.0%	96.3%	92.3%	99.3%	99.9%	100.0%	100.0%
PD Level 2: CDAC	100.0%	100.0%	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%	97.4%	94.9%	41.7%
Behavioral Health - Outpatient	97.0%	98.0%	98.0%	95.1%	89.7%	88.4%	100.0%	99.0%	99.8%
Habilitation Level 1: Day Habilitation, Prevocational Services, Supported Employment	100.0%	100.0%	100.0%	89.5%	96.0%	100.0%	80.4%	97.4%	100.0%
Habilitation Level 3: Home Based Habilitation	100.0%	100.0%	91.0%	97.5%	100.0%	94.6%	100.0%	99.3%	94.3%
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%