

QUEST Dashboard Report
SFY 2013 Monthly Trend Analysis

	Oct-13					Nov-13					Dec-13				
	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United
# Members															
QUEST Adult	27,808	50,884	7,959	6,812	5,896	28,618	52,800	8,241	7,155	6,547	29,632	54,679	8,471	8,340	7,353
QUEST Keiki	39,017	82,222	16,722	3,647	3,223	39,357	83,123	16,928	3,814	3,437	39,572	83,989	16,961	4,048	3,614
Total	66,825	133,106	24,681	10,459	9,119	67,975	135,923	25,169	10,969	9,984	69,204	138,668	25,432	12,388	10,967
# Network Providers															
PCPs	579	735	232	666	635	577	746	232	695	644	583	748	229	694	647
Specialists	2,198	2,493	543	1,657	1,570	2,207	2,517	544	1,685	1,584	2,209	2,530	544	1,698	1,601
Behavioral Health	797	1,160	137	487	609	808	1,176	138	491	621	819	1,206	138	503	638
Facilities (Hosp./NF)	29	24	51	51	34	29	24	51	51	34	27	24	51	51	34
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	1,536	1,091	213	1,270	420	1,536	1,106	214	1,285	427	1,536	1,127	214	1,293	430
Total # of providers	5,139	5,503	1,176	4,131	3,268	5,157	5,569	1,179	4,207	3,310	5,174	5,635	1,176	4,239	3,350
Call Center															
# Member Calls	3,458	10,602	493	1,761	1,314	2,814	8,863	424	1,607	1,227	3,030	7,969	513	1,042	1,290
Avg. time until phone answered	0:00:43	0:39	0:00:17	0:00:30	0:06:00	0:00:11	2:40	0:00:16	0:00:16	0:05:00	0:00:26	0:39	0:00:20	0:00:15	0:00:07
Avg. time on phone with member	3:24:00	3:26:00	3:04:00	6:33:00	6:06:00	3:30:00	4:01:00	3:09:00	6:23:00	6:33:00	3:41:00	3:54:00	3:10:00	6:32:00	0:06:28
% of member calls abandoned	8.1%	3.74%	2.40%	2.70%	0.8%	2.1%	17.83%	2.30%	1.30%	1.2%	6.4%	3.34%	3.10%	1.40%	1.3%
# Provider Calls	9,449	14,296	N/A	191	1,024	7,339	12,545	N/A	189	851	7,627	12,112	N/A	170	851
Avg. time until phone answered	0:00:43	0:25	N/A	0:00:10	0:05:00	0:00:11	0:42	N/A	0:00:16	0:05:00	0:00:26	0:16	N/A	0:00:06	0:00:06
Avg. time on phone with provider	3:12:00	9:21:36	N/A	6:12:00	6:34:00	3:54:00	2:12:00	N/A	5:55:00	7:06:00	3:21:00	2:18:00	N/A	5:27:00	0:06:59
% of provider calls abandoned	6.9%	2.56%	N/A	0.0%	2.80%	1.8%	5.27%	N/A	0.0%	3.40%	5.9%	2.11%	N/A	0.0%	4.50%
Medical Claims - Electronic															
# Submitted, not able to get into system	1,207	1,654	25	357	514	856	2,303	22	531	414	289	7,640	30	366	508
# Received	39,879	114,560	356	22,217	10,277	37,234	98,384	258	21,994	8,275	36,511	248,632	389	22,769	10,175
# Paid	35,576	92,968	266	17,506	8,622	27,565	75,431	158	18,212	7,058	31,722	206,558	229	17,782	8,853
# In Process	4,797	21,592	78	7,367	628	9,759	22,953	91	8,856	582	7,938	100,219	151	6,655	626
# Denied	2,278	6,353	13	5,464	1,816	4,762	4,585	8	5,809	1,770	6,513	19,746	9	7,403	1,428
Avg time for processing claim in days (month to date)	4	7	15	10	12	4	8	14	10	12	7	11	19	18	9
Medical Claims - Paper															
# Submitted, not able to get into system	409	1,236	150	96	75	330	1,644	165	61	94	112	2,477	172	84	78
# Received	23,745	27,883	2,189	6,264	1,495	21,349	23,906	1,892	5,995	1,871	21,490	55,580	2,206	5,169	1,550
# Paid	21,567	18,800	1,633	4,272	1,151	15,699	14,615	1,160	4,099	1,443	2,074	48,432	1,300	3,552	1,199
# In Process	3,997	9,083	476	2,944	822	8,221	9,291	671	2,535	733	6,755	26,809	855	2,669	667
# Denied	2,513	1,945	79	2,057	331	1,678	1,463	62	2,735	422	2,157	7,347	51	1,656	358
Avg time for processing claim in days (month-to-date)	8	11	15	14	18	7	11	14	18	18	9	15	19	16	14
Prior Authorization (PA)- Electronic															
# Received	148	98	50	6	9	100	172	118	4	3	99	153	142	8	4
# In Process	9	80	0	1	4	1	46	0	0	2	13	33	0	0	3
# Approved	137	202	41	5	4	96	162	117	4	1	84	168	140	8	1
# Denied	2	38	9	0	0	3	44	1	0	0	2	33	2	0	0
Avg time for PA in days (month to date)	5	12	3	7	3	7	11	3	11	2	7	12	3	0	2
Prior Authorization (PA)- Paper and Telephone															
# Received	3,527	1,064	1	209	887	2,572	1,088	2	224	840	3,170	1,124	4	242	806
# In Process	446	13	0	11	55	17	0	0	7	86	853	0	0	49	121
# Approved	3,051	888	0	198	815	2,529	969	0	217	737	2,291	908	0	190	668
# Denied	28	163	1	0	17	26	130	2	0	17	26	197	4	3	17
Avg time for PA in days (month-to-date)	4	1	10	3	4	5	1	13	3	3	5	1	10	6	2
# Non-Emergency Transports															
Ground	449	678	53	308	444	405	566	41	279	584	324	523	84	349	612
Air	522	711	0	81	53	457	583	0	65	49	444	560	0	73	67
* round trip															
# Member Grievance															
# Received	15	10	8	5	2	8	7	17	5	6	14	8	10	6	6
# Resolved	30	12	4	3	5	14	6	21	4	1	9	8	9	6	7
# Outstanding	10	2	4	4	1	4	3	4	5	6	9	5	5	5	5
# Provider Grievance															
# Received	0	0	0	0	0	2	2	0	0	2	0	0	0	1	0
# Resolved	0	0	0	0	0	2	2	0	0	0	0	0	0	0	1
# Outstanding	0	0	0	0	0	0	0	0	0	2	0	0	0	1	1

QUEST Dashboard Report
SFY 2013 Monthly Trend Analysis

	Oct-13					Nov-13					Dec-13				
	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United
# Member Appeals															
# Received	1	72	0	0	1	1	42	0	1	0	2	25	1	0	0
# Resolved	1	70	0	0	1	2	46	0	1	0	2	43	2	0	0
# Outstanding	1	39	0	1	0	0	35	0	1	0	0	18	1	0	0
# Provider Appeals															
# Received	0	1	0	10	19	0	2	0	12	12	0	0	0	12	17
# Resolved	1	3	0	10	19	0	1	0	14	12	0	0	0	3	20
# Outstanding	1	1	0	28	9	0	2	0	26	9	0	2	0	32	6
Utilization - based on Auth (A) or Claims (C)															
Inpatient Acute Admits (A) - per 1,000	79	97	4	173	207	80	90	2	130	164	72	111	3	144	131
Inpatient Acute Days (A) - per 1,000	316	552	13	645	756	304	539	9	319	753	257	528	12	588	601
Inpatient Acute Psych Admits (A)- per 1,000	8	1	0	23	14	7	1	0	9	9	7	1	1	19	5
Inpatient Acute Psych Days (A)- per 1,000	27	7	5	101	60	21	7	2	21	38	29	7	7	56	21
Readmissions within 30 days (A)	33	151	0	22	21	35	101	0	10	4	22	159	0	20	8
Waitlisted Days (A) - per 1,000	30	7	1	0	0	31	11	1	20	0	25	9	1	13	0
ER Visits (C) - per 1,000	542	475	19	597	573	550	192	18	742	335	539	503	19	620	557
# Prescriptions (C) - per 1,000	6,393	9,527	618	9,702	7,595	7,122	8,964	585	8,927	6,873	6,835	9,355	631	8,572	7,056

Legend:
 ER= Emergency Room
 Hosp= Hospital
 PCP= Primary Care Provider
 Psych= Psychiatric

Many health plans report utilization or frequency of services on a per 1000 members basis. This allows for a consistent statistical comparison across health plans and time periods. It is the use or occurrence (of a service, procedure, or benefit) for every 1,000 members on an annualized basis. This enables health plans of different sizes to be compared and to compare different time periods (by annualizing). An example would be "80 hospital admissions per thousand members." This means that for every 1,000 members 80 are admitted to a hospital every year, so a health plan with 100,000 members would have 8,000 admissions in one year.

as of: 12/30/2013

ALOHACARE									
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
PCPs (incl FQHC less est 100 FQHC PCPs)	324	65	10	4	50	64	66	583	
PCPs (accepting new members)	212	40	7	4	34	42	54		
Specialists	1368	183	42	9	155	199	253	2,209	
Specialists (accepting new members)	504	89	12	5	68	64	69		
Behavioral Health	426	113	12	11	59	94	104	819	
Behavioral Health (accepting new members)	304	85	6	10	48	85	82		
Facilities (Hosp./NF)	14	2	1	1	3	1	5	27	
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	923	183	28	23	120	120	139	1,536	
Totals	3,055	546	93	48	387	478	567	5,174	
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members	36,580	9,814	2,274	518	5,923	7,189	6,906	69,204	
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members per PCP	113	151	227	130	118	112	105	119	
Note: RFP requirement is 300 members for every PCP									

HMSA									
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
PCPs (incl FQHC less est 100 FQHC PCPs)	464	54	7	19	51	77	76	748	
PCPs (accepting new members)	185	12	3	0	45	16	34	295	
Specialists	1689	234	34	11	167	153	242	2,530	
Specialists (accepting new members)	1689	234	34	11	167	153	242	2,530	
Behavioral Health	745	121	6	3	79	136	116	1,206	
Behavioral Health (accepting new members)	745	121	6	3	79	136	116	1,206	
Facilities (Hosp./NF)	11	2	1	1	3	1	5	24	
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	661	144	14	16	83	91	118	1,127	
Totals	3,570	555	62	50	383	458	557	5,635	
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members	87,691	6,787	490	79	7,354	22,470	13,797	138,668	
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members per PCP	189	126	70	4	144	292	182	185	
Note: RFP requirement is 300 members for every PCP									

as of: 12/30/2013

KAISER									
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
PCPs (incl FQHC less est 100 FQHC PCPs)	127	49	4	2	25	6	16	229	
PCPs (accepting new members)	117	48	4	2	25	6	16		
Specialists	394	37	1	0	40	41	31	544	
Specialists (accepting new members)	394	37	1	0	40	41	31		
Behavioral Health	94	19	0	0	11	8	6	138	
Behavioral Health (accepting new members)	94	19	0	0	11	8	6		
Facilities (Hosp./NF)	34	4	1	0	3	7	2	51	
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	141	20	3	3	31	8	8	214	
Totals	790	129	9	5	110	70	63	1,176	
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members	16,805	8,627						25,432	
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members per PCP	132	176	0	0	0	0	0	111	
Note: RFP requirement is 300 members for every PCP									

OHANA									
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
PCPs (incl FQHC less est 100 FQHC PCPs)	454	57	9	5	52	81	36	694	
PCPs (accepting new members)	254	27	9	1	22	35	18		
Specialists	1335	90	13	3	113	87	57	1,698	
Specialists (accepting new members)	982	82	13	0	38	72	53		
Behavioral Health	363	36	1	0	21	56	26	503	
Behavioral Health (accepting new members)	323	32	1	0	18	51	25		
Facilities (Hosp./NF)	27	5	2	1	7	2	7	51	
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	831	130	17	6	84	115	110	1,293	
Totals	3,010	318	42	15	277	341	236	4,239	
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members	7,224	1,666	135	32	764	1,482	1,085	12,388	
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals	
Members per PCP	16	29	15	6	15	18	30	18	
Note: RFP requirement is 300 members for every PCP									

as of: 12/30/2013

UNITED HEALTHCARE COMMUNITY								
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs (incl FQHC less est 100 FQHC PCPs)	561	74	11	9	86	75	39	855
PCPs (accepting new members)	368	45	8	7	54	43	32	
Specialists	2296	212	25	28	242	189	147	3,139
Specialists (accepting new members)	1041	135	13	2	141	129	114	
Behavioral Health	492	69	2	2	26	59	32	682
Behavioral Health (accepting new members)	445	62	1	1	23	55	29	
Facilities (Hosp./NF)	21	1	0	0	3	2	1	28
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	412	65	51	12	101	48	45	734
Totals	3,782	421	89	51	458	373	264	5,438
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	6,421	1,375	96	32	744	1,335	964	10,967
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	11	19	9	4	9	18	25	13
Note: RFP requirement is 300 members for every PCP								