

QUEST Dashboard Report
SFY 2014 Monthly Trend Analysis

	Jan-14					Feb-14					Mar-14				
	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United
# Members															
QUEST Adult	30,531	57,394	8,789	9,043	8,196	31,304	59,632	9,006	9,827	8,728	32,713	62,153	9,177	10,859	9,757
QUEST Keiki	39,941	85,289	17,179	4,304	3,851	40,338	86,241	17,334	4,277	3,954	40,846	87,098	17,468	4,732	4,252
Total	70,472	142,683	25,968	13,347	12,047	71,642	145,873	26,340	14,104	12,682	73,559	149,251	26,645	15,591	14,009
# Network Providers															
PCPs	314	747	229	573	635	316	759	229	591	627	320	768	231	582	629
Specialists	2,079	2,554	531	1,708	1,633	2,098	2,463	525	1,781	1,557	2,093	2,459	525	1,877	1,556
Behavioral Health	609	1,219	137	505	641	615	1,190	137	521	646	625	1,190	147	523	655
Facilities (Hosp./NF)	33	24	52	51	46	33	24	52	51	46	33	24	52	51	46
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	1,424	1,118	321	1,308	800	1,439	1,105	321	1,325	931	1,460	1,108	321	1,320	932
Total # of providers	4,459	5,662	1,270	4,145	3,755	4,501	5,540	1,264	4,269	3,807	4,531	5,549	1,276	4,353	3,818
Call Center															
# Member Calls	3,609	10,521	587	2,357	1,550	3,494	10,105	378	2,168	1,405	3,554	10,829	436	2,407	1,497
Avg. time until phone answered	0:00:23	0:34	0:00:18	0:00:22	0:00:08	0:00:13	0:22	0:00:12	0:00:23	0:00:11	0:00:23	0:26	0:00:11	0:00:09	0:00:11
Avg. time on phone with member	3:40:00	3:51:00	3:10:00	0:06:32	0:05:42	3:39:00	3:53:00	3:12:00	0:06:23	0:05:38	3:22:00	3:38:00	3:10:00	0:06:00	0:05:41
% of member calls abandoned	3.5%	3.08%	3.00%	1.87%	1.5%	2.1%	2.15%	2.70%	2.90%	3.6%	3.9%	2.33%	2.80%	2.20%	3.6%
# Provider Calls	8,524	14,051	N/A	216	1,078	7,348	13,198	N/A	212	1,022	8,359	12,835	N/A	219	1,079
Avg. time until phone answered	0:00:23	0:17	N/A	0:00:06	0:00:06	0:00:14	0:25	N/A	0:00:06	0:00:07	0:00:21	0:22	N/A	0:00:06	0:00:07
Avg. time on phone with provider	3:25:00	2:20:00	N/A	0:05:26	0:06:34	3:25:00	2:23:00	N/A	0:06:27	0:05:52	3:30:00	2:56:00	N/A	0:06:27	0:05:43
% of provider calls abandoned	4.7%	2.28%	N/A	0.5%	6.00%	3.0%	3.00%	N/A	0.5%	14.00%	4.6%	2.33%	N/A	0.0%	10.80%
Medical Claims - Electronic															
# Submitted, not able to get into system	987	8,049	8	352	547	1,016	6,080	13	313	552	1,195	8,468	14	382	656
# Received	37,222	249,948	232	24,763	10,953	34,437	233,249	267	24,256	11,051	38,066	265,162	245	29,182	13,133
# Paid	34,611	240,616	156	17,670	8,850	35,938	217,298	165	17,164	9,307	37,613	230,225	154	23,346	10,752
# In Process	8,431	87,950	71	8,633	33	15,736	88,268	95	9,053	39	2,953	106,227	86	6,074	44
# Denied	2,119	21,600	4	5,441	1,538	1,786	15,418	6	6,848	1,646	2,625	16,905	5	9,251	1,720
Avg time for processing claim in days (month to date)	7	11	21	10	8	6	11	19	9	8	4	11	14	8	8
Medical Claims - Paper															
# Submitted, not able to get into system	469	1,848	86	68	70	1,019	1,392	105	87	84	528	1,670	138	126	93
# Received	21,799	59,221	2,342	6,156	1,405	21,017	54,983	2,159	7,238	1,689	23,780	61,074	2,472	8,447	1,867
# Paid	19,731	49,698	1,579	4,016	1,068	18,486	50,875	1,338	5,486	1,377	22,109	49,031	1,556	6,050	1,430
# In Process	6,328	28,624	719	3,264	14	14,688	27,219	771	2,813	15	6,137	32,946	865	2,720	13
# Denied	2,068	7,506	45	1,689	266	1,844	5,885	51	2,473	349	2,499	7,065	51	2,607	363
Avg time for processing claim in days (month-to-date)	10	15	21	14	10	9	14	19	17	11	8	14	14	12	10
Prior Authorization (PA)- Electronic															
# Received	115	250	122	8	17	124	229	100	11	1	115	243	119	2	9
# In Process	21	73	0	0	6	21	107	0	0	0	21	116	0	0	1
# Approved	94	196	120	8	11	103	167	99	11	1	93	202	114	2	8
# Denied	0	40	2	0	0	0	28	1	0	0	1	34	5	0	0
Avg time for PA in days (month to date)	6	9	1	0	2	6	11	3	3	7	5	12	3	1	6
Prior Authorization (PA)- Paper and Telephone															
# Received	3,599	939	2	194	1,039	3,563	1,033	1	184	847	3,602	962	2	191	1,000
# In Process	815	7	0	11	136	859	17	0	19	80	804	42	0	15	97
# Approved	2,760	872	0	181	877	2,686	848	0	165	740	2,775	742	0	175	883
# Denied	24	93	2	2	26	18	178	1	5	27	23	196	2	1	20
Avg time for PA in days (month-to-date)	5	0	13	5	3	5	0	1	5	3	4	0	1	3	3
# Non-Emergency Transports															
Ground	465	607	78	429	667	362	519	28	488	553	443	611	37	489	683
Air	504	650	0	72	66	383	495	0	55	45	430	565	4	91	64
* round trip															
# Member Grievance															
# Received	10	8	6	3	3	12	7	5	8	4	33	9	8	7	3
# Resolved	16	7	7	5	6	11	7	8	6	2	14	7	8	3	5
# Outstanding	3	6	4	1	2	6	6	1	3	4	25	8	1	7	2
# Provider Grievance															
# Received	0	1	0	0	1	0	1	0	0	0	2	1	0	0	0
# Resolved	0	0	0	2	2	0	1	0	0	0	0	1	0	0	0
# Outstanding	0	1	0	0	0	0	1	0	0	0	2	1	0	0	0
# Member Appeals															
# Received	2	26	2	1	0	2	27	2	0	4	1	43	2	0	1
# Resolved	0	32	1	0	0	3	25	2	1	0	1	41	3	0	4
# Outstanding	2	12	2	1	0	1	14	2	0	4	1	16	1	0	1
# Provider Appeals															
# Received	0	2	0	10	16	0	3	0	9	7	0	3	0	10	25
# Resolved	0	2	0	20	12	0	0	0	9	15	0	3	0	3	6
# Outstanding	0	2	0	10	10	0	5	0	7	2	0	5	0	24	21
Utilization - based on Auth (A) or Claims (C)															
Inpatient Acute Admits (A) - per 1,000	66	111	3	159	142	68	103	2	142	114	71	131	2	123	99
Inpatient Acute Days (A) - per 1,000	302	513	14	609	740	302	455	10	596	685	247	557	13	472	415
Inpatient Acute Psych Admits (A)- per 1,000	7	1	0	14	11	7	1	0	19	5	10	1	0	19	6
Inpatient Acute Psych Days (A)- per 1,000	26	7	1	35	51	26	7	4	67	30	41	8	3	47	24
Readmissions within 30 days (A)	25	191	0	21	8	25	169	0	29	11	24	253	0	21	12
Waitlisted Days (A) - per 1,000	37	11	0	0	0	37	11	0	0	16	25	11	0	0	11
ER Visits (C) - per 1,000	565	494	19	707	508	574	447	20	664	500	569	482	19	682	584
# Prescriptions (C) - per 1,000	7,432	9,798	677	8,572	7,861	7,432	9,034	623	8,216	7,303	7,845	9,556	683	8,238	7,573

Legend:
ER= Emergency Room
Hosp= Hospital
PCP= Primary Care Provider
Psych= Psychiatric
many health plans report utilization or frequency of services on a per 1,000 members basis. This allows for a

QUEST Health Plan Demographic Information by Island

as of: 4/30/2014

ALOHACARE								
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs (incl FQHC less est 100 FQHC PCPs)	180	35	4	0	34	37	28	318
PCPs (accepting new members)	113	17	4	0	24	19	22	
Specialists	1576	166	26	2	114	102	111	2,097
Specialists (accepting new members)	613	78	7	1	41	34	46	
Behavioral Health	376	79	4	3	39	59	60	620
Behavioral Health (accepting new members)	261	53	3	2	30	48	47	
Facilities (Hosp./NF)	19	1	1	1	4	1	6	33
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	950	162	22	11	101	106	93	1,445
Totals	3,101	443	57	17	292	305	298	4,513
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	39,124	10,410	2331	521	6,310	7,628	7,354	73,678
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	217	297	583	#DIV/0!	186	206	263	232
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)	480	57	7	19	52	74	77	766
PCPs (accepting new members)	191	11	3	1	41	7	33	
Specialists	1678	223	39	12	164	151	236	2,503
Specialists (accepting new members)	1678	223	39	12	164	151	236	
Behavioral Health	749	123	6	3	74	128	117	1,200
Behavioral Health (accepting new members)	749	123	6	3	74	128	117	
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	140	13	17	83	91	114	1,119
Totals	3,579	545	66	52	376	445	549	5,612
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	96,104	8,155	537	107	8,242	23,918	15,020	152,083
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	200	143	77	6	159	323	195	199
Note: RFP requirement is 300 members for every PCP								

QUEST Health Plan Demographic Information by Island

as of: 4/30/2014

KAISER								
# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs (incl FQHC less est 100 FQHC PCPs)	130	48	4	3	24	6	14	229
PCPs (accepting new members)	121	47	4	3	24	6	14	
Specialists	386	57	1	0	44	19	24	531
Specialists (accepting new members)	386	57	1	0	41	19	24	
Behavioral Health	101	15	0	1	11	9	8	145
Behavioral Health (accepting new members)	101	15	0	1	11	9	8	
Facilities (Hosp./NF)	35	3	1	1	3	7	2	52
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	198	36	4	5	37	17	24	321
Totals	850	159	10	10	119	58	72	1,278
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	17,725	9,072						26,797
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	136	189	0	0	0	0	0	117
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)	379	52	3	6	50	65	29	584
PCPs (accepting new members)	163	21	3	1	21	21	10	
Specialists	1505	93	13	4	117	82	58	1,872
Specialists (accepting new members)	982	82	13	0	38	72	53	
Behavioral Health	385	34	1	0	23	59	30	532
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)	862	132	17	0	81	116	109	1,317
Totals	3,158	316	36	11	278	324	233	4,356
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	9,329	2,113	158	33	1,012	1,896	1,453	15,994
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	25	41	53	6	20	29	50	27
Note: RFP requirement is 300 members for every PCP								

QUEST Health Plan Demographic Information by Island

as of: 4/30/2014

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)	499	48	8	6	63	67	38	729
PCPs (accepting new members)	423	43	6	6	60	33	34	
Specialists	1518	107	41	3	167	92	88	2,016
Specialists (accepting new members)	1219	106	39	3	165	69	85	
Behavioral Health	530	70	2	2	24	61	30	719
Behavioral Health (accepting new members)	518	65	1	1	23	57	29	
Facilities (Hosp./NF)	36	6	4	0	5	10	7	68
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	844	85	10	8	91	91	77	1,206
Totals	3,427	316	65	19	350	321	240	4,738
# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	8,591	1,817	116	33	949	1,686	1,289	14,481
# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	17	38	15	6	15	25	34	20
Note: RFP requirement is 300 members for every PCP								