

**QUEST Dashboard Report  
SFY 2014 Monthly Trend Analysis**

	Apr-14					May-14					Jun-14				
	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser June	Ohana	United
<b># Members</b>															
QUEST Adult	32,167	64,281	9,316	11,119	10,112	31,854	64,619	9,158	10,995	10,004	30,751	63,709	8,980	10,858	9,931
QUEST Keiki	40,817	87,802	17,481	4,875	4,369	39,358	86,402	17,024	4,838	4,320	37,396	84,512	16,563	4,764	4,288
<b>Total</b>	<b>72,984</b>	<b>152,083</b>	<b>26,797</b>	<b>15,994</b>	<b>14,481</b>	<b>71,212</b>	<b>151,021</b>	<b>26,182</b>	<b>15,833</b>	<b>14,324</b>	<b>68,458</b>	<b>148,221</b>	<b>25,543</b>	<b>15,622</b>	<b>14,219</b>
<b># Network Providers</b>															
PCPs	549	766	229	584	636	550	757	229	584	635	554	752	215	586	634
Specialists	2,092	2,503	531	1,872	1,561	2,014	2,520	531	1,825	1,549	2,085	2,543	531	1,792	1,548
Behavioral Health Facilities (Hosp./NF)	642	1,200	145	532	668	645	1,222	145	533	684	646	1,239	147	547	671
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	34	24	52	51	46	34	24	52	51	46	35	24	52	51	46
<b>Total # of providers</b>	<b>4,788</b>	<b>5,612</b>	<b>1,278</b>	<b>4,356</b>	<b>3,893</b>	<b>4,721</b>	<b>5,645</b>	<b>1,278</b>	<b>4,245</b>	<b>3,942</b>	<b>4,796</b>	<b>5,692</b>	<b>1,274</b>	<b>4,287</b>	<b>3,928</b>
<b>Call Center</b>															
# Member Calls	4,240	14,594	460	2,462	1,621	4,157	15,051	394	2,194	1,723	4,571	14,572	460	2,549	892
Avg. time until phone answered	0:00:14	0:27	0:00:10	0:00:11	0:00:07	0:00:17	1:16	0:00:13	0:00:12	00:10	0:00:23	1:07	0:00:13	0:00:10	00:05
Avg. time on phone with member	3:11:00	2:50:00	3:07:00	0:06:02	0:04:42	3:06:00	7:55:12	3:06:00	0:07:07	04:30	3:12	2:47	3:08	0:06	10:52
% of member calls abandoned	2.2%	2.42%	2.60%	2.60%	1.6%	2.6%	7.86%	2.60%	2.32%	2.1%	5.6%	7.99%	2.90%	3.6%	0.8%
# Provider Calls	9,033	15,118	N/A	248	1,000	8,699	16,276	N/A	231	1,224	8,492	12,085	N/A	233	337
Avg. time until phone answered	0:00:15	0:25	N/A	0:00:05	0:00:06	0:00:16	0:29	N/A	0:00:06	00:08	0:00:23	0:25	N/A	0:00:07	00:04
Avg. time on phone with provider	3:03:00	2:33:00	N/A	0:06:16	0:05:54	3:07:00	2:03:00	N/A	0:06:51	05:53	3:18	2:05	N/A	0:07	09:07
% of provider calls abandoned	3.3%	3.23%	N/A	1.6%	5.10%	3.4%	4.51%	N/A	0.0%	7.1%	5.5%	3.08%	N/A	2.1%	0.6%
<b>Medical Claims - Electronic</b>															
# Submitted, not able to get into system	1,467	9,745	30	342	652	1,180	6,993	5	376	703	1,571	11,957	8	375	680
# Received	38,677	272,017	254	30,423	13,054	40,689	276,847	138	31,083	14,061	36,540	268,834	243	30,678	13,618
# Paid	30,286	229,942	150	21,252	11,257	37,923	288,823	86	22,424	12,354	33,509	230,230	156	20,539	11,308
# In Process	9,510	129,878	97	7,847	57	4,543	96,379	89	8,239	69	5,005	116,717	159	11,656	82
# Denied	1,903	18,253	6	7,467	1,805	2,766	21,426	3	8,179	2,023	2,459	18,141	4	7,944	1,903
Avg time for processing claim in days (month to date)	4	11	13	7	9	4	11	13	7	8	4	12	14	10	8
<b>Medical Claims - Paper</b>															
# Submitted, not able to get into system	448	2,965	301	293	93	468	4,216	99	303	85	486	3,525	94	294	86
# Received	20,305	52,912	2,563	6,811	1,862	20,045	42,821	2,622	8,420	1,718	21,757	35,374	2,789	7,941	1,723
# Paid	18,057	48,689	1,521	5,247	1,277	17,754	48,238	1,632	4,870	1,518	19,814	38,742	1,786	4,712	1,234
# In Process	5,973	30,520	980	1,879	14	5,857	25,214	1,692	2,873	19	5,273	25,244	1,828	2,969	20
# Denied	2,313	7,019	63	2,422	513	2,291	6,318	60	2,396	317	2,548	5,582	41	3,133	307
Avg time for processing claim in days (month-to-date)	7	16	13	7	10	7	18	13	8	14	8	21	14	10	12
<b>Prior Authorization (PA)- Electronic</b>															
# Received	110	309	121	2	15	105	297	378	10	4	91	261	109	14	5
# In Process	16	133	0	0	2	11	98	0	0	0	13	102	0	0	1
# Approved	93	233	116	2	11	93	276	375	9	4	78	215	105	14	4
# Denied	1	53	5	0	2	1	57	3	1	0	0	43	4	0	0
Avg time for PA in days (month to date)	7	15	4	1	5	7	11	3	0	1	6	10	5	1	4
<b>Prior Authorization (PA)- Paper and Telephone</b>															
# Received	3,298	904	2	187	1,179	3,212	692	4	199	1,127	3,004	682	2	182	1,117
# In Process	694	0	0	3	83	545	4	0	0	9	640	0	0	2	29
# Approved	2,585	721	0	182	1,066	2,650	549	0	195	1,084	2,350	543	0	178	1,058
# Denied	19	183	2	2	30	17	161	4	4	34	14	143	2	2	30
Avg time for PA in days (month-to-date)	4	1	14	3	3	4	1	13	4	3	5	0	9	4	3
<b># Non-Emergency Transports</b>															
Ground	451	635	46	600	680	527	531	24	555	870	583	604	27	520	784
Air * round trip	477	620	6	106	61	428	519	0	109	81	469	648	0	109	74
<b># Member Grievance</b>															
# Received	17	6	6	4	3	17	5	10	8	4	8	8	8	8	4
# Resolved	34	10	6	8	3	21	4	10	4	2	10	7	5	8	4
# Outstanding	8	4	1	3	2	5	5	1	7	4	3	6	4	7	4
<b># Provider Grievance</b>															
# Received	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0
# Resolved	0	1	0	0	0	2	2	0	0	0	0	1	0	0	0
# Outstanding	2	2	0	0	0	0	1	0	0	0	0	0	0	0	0
<b># Member Appeals</b>															
# Received	2	38	0	0	3	0	31	0	1	2	1	28	5	1	2
# Resolved	1	30	1	0	1	1	31	0	0	3	1	36	1	1	2
# Outstanding	2	24	0	0	3	1	24	0	1	2	1	16	4	1	2
<b># Provider Appeals</b>															
# Received	1	2	0	14	15	0	1	0	6	21	0	3	0	16	15
# Resolved	0	4	0	11	27	1	2	0	12	20	0	0	0	20	13
# Outstanding	1	3	0	23	9	0	2	0	25	10	0	5	0	21	12
<b>Utilization - based on Auth (A) or Claims (C)</b>															
Inpatient Acute Admits (A) - per 1,000	73	125	2	118	117	71	130	2	118	126	69	124	2	134	95
Inpatient Acute Days (A) - per 1,000	294	524	12	638	812	308	595	12	550	611	302	499	9	659	513
Inpatient Acute Psych Admits (A)- per 1,000	5	1	0	12	9	6	1	0	16	10	7	1	0	12	5
Inpatient Acute Psych Days (A)- per 1,000	25	7	1	39	33	20	7	3	35	73	30	6	3	37	27
Readmissions within 30 days (A)	26	300	0	22	9	23	307	0	28	4	32	249	0	22	4
Waitlisted Days (A) - per 1,000	40	8	1	0	12	46	12	0	0	10	50	7	0	0	10
ER Visits (C) - per 1,000	505	432	19	632	577	556	463	19	657	517	520	470	19	600	531
# Prescriptions (C) - per 1,000	7,911	9,439	664	8,519	7,818	7,964	9,681	673	8,767	8,634	7,013	9,293	630	8,298	8,437

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

**ALOHA CARE**

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs (incl FQHC less est 100 FQHC PCPs)	87	24	2		11	19	10	153
PCPs (accepting new members)	175	28	7	1	25	22	29	287
Specialists	936	87	18	1	71	68	64	1,245
Specialists (accepting new members)	630	78	6	1	43	34	48	840
Behavioral Health	115	26	1	1	10	12	14	179
Behavioral Health (accepting new members)	284	54	3	2	31	47	46	467
Facilities (Hosp./NF)	21	1	1	1	4	1	6	35
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	980	161	22	12	102	108	91	1,476
<b>Totals</b>	<b>2,139</b>	<b>299</b>	<b>44</b>	<b>15</b>	<b>198</b>	<b>208</b>	<b>185</b>	<b>3,088</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	35,819	9,727	2,232	499	5,972	7,200	7,009	68,458

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	137	187	248	499	166	176	180	156
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)	471	58	8	18	48	74	75	752
PCPs (accepting new members)	191	11	4	1	40	9	33	289
Specialists	1705	220	40	12	171	156	239	2,543
Specialists (accepting new members)	1705	220	40	12	171	156	239	2,543
Behavioral Health	767	124	7	3	80	138	120	1,239
Behavioral Health (accepting new members)	767	124	7	3	80	138	120	1,239
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)	675	142	12	17	84	94	110	1,134
<b>Totals</b>	<b>3,629</b>	<b>546</b>	<b>68</b>	<b>51</b>	<b>386</b>	<b>463</b>	<b>549</b>	<b>5,692</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	93,497	8,081	542	102	8,067	23,312	14,620	148,221

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	199	139	68	6	168	315	195	197
Note: RFP requirement is 300 members for every PCP								

**KAISER**

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs (incl FQHC less est 100 FQHC PCPs)	118	36	4	3	21	15	18	215
PCPs (accepting new members)	112	35	4	3	21	15	18	208
Specialists	386	57	1	0	44	19	24	531
Specialists (accepting new members)	386	57	1	0	41	19	24	531
Behavioral Health	101	17	0	1	11	9	8	147
Behavioral Health (accepting new members)	101	17	0	1	11	9	8	147
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	45	4	4	37	17	24	329
<b>Totals</b>	<b>838</b>	<b>158</b>	<b>10</b>	<b>9</b>	<b>116</b>	<b>67</b>	<b>76</b>	<b>1,274</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	16,849	8,694						25,543

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	143	242	0	0	0	0	0	119
Note: RFP requirement is 300 members for every PCP								

**OHANA HEALTH PLAN**

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs	380	53	3	6	48	66	30	586
PCPs (accepting new members)	161	21	3	1	21	21	10	238
Specialists	1446	86	13	4	110	78	55	1,792
Specialists (accepting new members)	980	82	13	0	38	72	53	1,238
Behavioral Health	394	35	1	0	24	62	31	547
Behavioral Health (accepting new members)	323	32	1	0	18	51	25	450
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)	850	132	17	0	80	115	117	1,311
<b>Totals</b>	<b>3,097</b>	<b>311</b>	<b>36</b>	<b>11</b>	<b>269</b>	<b>323</b>	<b>240</b>	<b>4,287</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	8,981	2,084	155	37	1,023	1,878	1,464	15,622

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	24	39	52	6	21	28	49	27
Note: RFP requirement is 300 members for every PCP								

<b>UNITED HEALTHCARE COMMUNITY PLAN</b>								
<b># Network Providers by Island</b>	<b>Oahu</b>	<b>Maui</b>	<b>Molokai</b>	<b>Lanai</b>	<b>Kauai</b>	<b>East Hawaii</b>	<b>West Hawaii</b>	<b>Totals</b>
PCPs (incl FQHC less est 100 FQHC PCPs)	501	50	9	6	65	63	40	<b>734</b>
PCPs (accepting new members)	423	45	7	6	61	33	36	<b>611</b>
Specialists	1524	110	40	2	171	90	86	<b>2,023</b>
Specialist (accepting new members)	1225	109	38	2	169	68	83	<b>1,694</b>
Behavioral Health	527	72	2	2	24	63	35	<b>725</b>
Behavioral Health (accepting new members)	515	67	1	1	23	59	34	<b>700</b>
Facilities (Hosp./NF)	36	6	4	0	5	10	7	<b>68</b>
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	886	91	9	8	98	93	79	<b>1,264</b>
<b>Totals</b>	<b>3,474</b>	<b>329</b>	<b>64</b>	<b>18</b>	<b>363</b>	<b>319</b>	<b>247</b>	<b>4,814</b>
<b># Members by Island</b>	<b>Oahu</b>	<b>Maui</b>	<b>Molokai</b>	<b>Lanai</b>	<b>Kauai</b>	<b>East Hawaii</b>	<b>West Hawaii</b>	<b>Totals</b>
Members	8,336	1,809	116	29	924	1,731	1,274	<b>14,219</b>
<b># Members per PCP by Island</b>	<b>Oahu</b>	<b>Maui</b>	<b>Molokai</b>	<b>Lanai</b>	<b>Kauai</b>	<b>East Hawaii</b>	<b>West Hawaii</b>	<b>Totals</b>
Members per PCP	17	36	13	5	14	27	32	<b>19</b>
<i>Note: RFP requirement is 300 members for every PCP</i>								