

**QExA Dashboard Report
Health Plan Comparison
CY 2014 Monthly Trend Analysis**

	October '14		November '14		December '14	
	Ohana	United	Ohana	United	Ohana	United
# Members						
Medicaid	10,381	7,082	10,461	7,119	10,587	7,199
Duals	15,504	16,126	15,429	16,148	15,432	16,284
Total Members	25,885	23,208	25,890	23,267	26,019	23,483
# Network Providers						
PCPs	553	757	559	756	558	757
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	67	41	67	41	67	42
Specialists	2150	2,615	2159	2,626	2156	2,518
Facilities (Hosp./NF)	63	46	63	46	63	46
Foster Homes (FH) (CCFHH only; no E-ARCH)	1018	949	1024	960	1016	967
HCBS Providers (All LTC, except CCFHH and NF)	157	382	157	374	156	373
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, BH, Allied, Hospice, HHA)	1,677	734	1,688	874	1,688	895
Total # of providers	5,685	5,524	5,717	5,677	5,704	5,598
Call Center						
# Member Calls	10,122	4,025	8,004	3,074	9,233	3,791
Avg. time until phone answered	0:00:19	00:14	0:00:28	00:15	0:00:35	00:12
Avg. time on phone with member	0:07	05:06	0:08	05:00	0:05	05:07
% of member calls abandoned	3%	1.3%	4%	1.1%	3%	1.0%
# Provider Calls	5,153	2,782	3,968	2,468	3,948	2,829
Avg. time until phone answered	0:00:27	00:01	0:00:30	00:01	0:00:37	00:01
Avg. time on phone with provider	0:09	07:28	0:08	06:30	0:08	07:26
% of provider calls abandoned	2%	0.1%	3%	0.2%	4%	0.1%
Medical Claims- Electronic						
# Submitted, not able to get into system	2,248	2,170	2,007	1,707	1,851	1,845
# Received	56,212	43,432	53,361	40,099	52,712	36,918
# Paid	44,065	35,177	50,352	30,425	42,693	33,135
# In Process	7,658	907	6,462	925	4,807	1,473
# Denied	9,166	10,878	6,586	8,629	5,747	9,352
Avg time for processing claim in days	9	10	8	10	8	12
* unable to break out (month to date)						
Medical Claims- Paper						
# Submitted, not able to get into system	1,728	1,356	657	1,103	668	1,632
# Received	13,600	27,133	13,137	22,072	13,737	32,644
# Paid	10,763	18,773	11,056	17,189	10,517	16,880

**QExA Dashboard Report
Health Plan Comparison
CY 2014 Monthly Trend Analysis**

	October '14		November '14		December '14	
	Ohana	United	Ohana	United	Ohana	United
# In Process	2,284	4,176	3,347	4,236	2,025	5,357
# Denied	3,786	8,559	3,275	7,423	3,327	6,731
Avg time for processing claim in days (month-to-date)	12	8	12	9	11	9
Prior Authorization (PA)- Electronic						
# Received	26	33	19	28	35	25
# In Process	1	2	0	0	5	7
# Approved	25	25	19	23	30	15
# Denied	0	6	0	5	0	3
Avg time for PA in days (month to date)	1	10	2	10	1	3
Prior Authorization (PA)- Paper and Telephone						
# Received	709	3,892	592	2,871	764	3,145
# In Process	31	184	21	110	18	146
# Approved	658	3,467	548	2,513	733	2,776
# Denied	20	241	23	248	13	223
Avg time for PA in days (month-to-date)	5	4	5	4	5	3
# Non-Emergency Transports						
Ground	9,860	8,395	8,635	7,109	9,508	8055
Air	574	158	490	99	448	114
* round trip						
# Member Grievance						
# Received	71	66	60	53	52	64
# Resolved	84	71	47	55	68	60
# Outstanding	48	41	61	39	45	43
# Provider Grievance						
# Received	5	1	0	0	2	1
# Resolved	2	0	3	0	3	1
# Outstanding	7	1	4	0	3	0
# Member Appeals						
# Received	0	10	2	10	0	8
# Resolved	2	5	1	7	1	13
# Outstanding	0	10	1	13	0	8
# Provider Appeals						

QExA Dashboard Report Health Plan Comparison CY 2014 Monthly Trend Analysis

	October '14		November '14		December '14	
	Ohana	United	Ohana	United	Ohana	United
# Received	22	84	22	30	55	26
# Resolved	16	45	30	34	21	74
# Outstanding	52	78	44	74	78	26
Utilization - based on Auth (A) or Claims (C)						
Inpatient Acute Admits * (A) - per 1,000	320	289	273	217	307	158
Inpatient Acute Days * (A) - per 1,000	1,777	1,855	1,903	1,376	1,655	753
Readmissions within 30 days* (A)	70	32	50	21	73	14
ER Visits * (C) - per 1,000**	1,142	874	1,094	848	1,001	813
# Prescriptions (C) - per 1,000	20,780	20,185	18,730	18,167	18,390	20,221
Waitlisted Days * (A) - per 1,000	556	95	415	38	26	38
NF Admits * (A)	1	1	5	2	6	2
# Members in NF (non-Medicare paid days) (C)**	1,404	1,219	1,344	1,168	1,247	1,200
# Members in HCBS **(C)- note: member can be included in more than one category listed below	2,302	2,577	2,255	2,565	1,867	2,441
# Members in FH **(C)	731	1,057	720	1,035	565	1,053
# Members in Self-Direction **(C)	867	931	920	902	866	762
# Members receiving other HCBS **(C)	1,435	976	1,335	976	1,001	981
NF Days (non-Medicare covered days) (C)						
(* non-Medicare) (**lag in data of two months)						

Legend:

- ER= Emergency Room
- FH=Foster Home
- HCBS= Home and Community Based Services
- Hosp= Hospital
- NF=Nursing Facility
- PCP= Primary Care Provider
- CMS 1500- physicians, case management agencies, RACCP homes, home health, etc.
- CMS UB04- nursing facilities, FQHC, hospitals

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

**QExA Dashboard Report
Health Plan Comparison
CY 2014 Monthly Trend Analysis**

October '14		November '14		December '14	
Ohana	United	Ohana	United	Ohana	United

* Duplicates included

QExA Health Plan Demographic Information by Island

as of: December 31, 2014

OHANA

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	Hawaii	Hawaii	Totals
PCPs - (Traditional)	348	53	5	3	47	72	30	558
PCPs - (accepting new members)	175	20	3	1	18	20	10	247
PCPs - Clinics (e.g. FQHC, CHC, etc.)	38	2	1	1	2	10	13	67
PCPs - Clinics (accepting new members)	38	2	1	1	2	10	13	67
Specialists	1738	111	14	0	102	110	81	2,156
Specialists (accepting new members)	1566	103	14	0	98	94	70	1,945
Foster Homes (FH) (CCFFH only; no ARCH)	854	41	0	0	14	81	26	1,016
HCBS Providers (All LTC, except CCFFH and NF)	108	9	2	0	6	23	8	156
Facilities (Hosp./NF)	36	5	2	1	7	4	8	63
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	1080	168	18	6	119	155	142	1,688
Totals	4,202	389	42	11	297	455	308	5,704

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	17,112	2,442	385	85	963	3,540	1,492	26,019

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	44	44	64	21	20	43	35	42

Note: RFP requirement is 600 members for every PCP

UnitedHealthcare

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	560	58	6	6	66	54	45	795
PCPs - (accepting new members)	458	48	5	6	61	33	34	645
PCPs - Clinics (e.g. FQHC, CHC, etc.)	20	0	0	0	6	15	1	42
PCPs - Clinics (accepting new members)	20	0	0	0	6	15	1	42
Specialists	1,416	106	42	2	137	89	102	1,894
Specialists (accepting new members)	1,294	105	42	2	136	67	100	1,746
Behavioral Health	558	83	3	1	26	61	38	770
BH (accepting new members)	544	78	2	1	24	57	37	743
Facilities (Hosp./NF)	37	8	2	2	4	9	5	67
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	620	94	8	5	68	64	66	925
Totals	4,932	489	105	22	504	394	386	6,832

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	15,517	1,623	2	0	1,310	3,671	1,360	23,483

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	28	28	0	0	20	68	30	30

QExA Health Plan Summary of Call Center Calls

as of: December 31, 2014

OHANA

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	564	69	6	1	57	167	63	927
Network (provider look up, access)	67	13	0	0	0	9	7	96
Primary Care Physician Assignment or Change	291	30	2	1	16	49	33	422
NEMT (inquiry, scheduling) - <i>monthly report</i>	4134	0	0	0	0	0	0	4134
Authorization/Notification (prior auth status)	31	17	5	0	6	32	41	132
Eligibility (general plan eligibility, change request)	153	32	1	0	2	25	19	232
Benefits (coverage inquiry)	166	37	5	0	3	33	17	261
Enrollment (ID card request, update member information)	525	70	6	0	15	103	53	772
Service Coordination Inquiry or request (contact FSC, assessment, plan of care)	280	56	10	1	11	56	25	439
Billing/Payment/Claims	79	17	2	1	3	21	6	129
Appeals	3	2	0	0	0	4	1	10
Complaints and Grievances	29	13	0	0	1	9	6	58
Other	1095	171	19	4	61	237	124	1711
Totals	7,417	527	56	8	175	745	395	9,323

UnitedHealthcare

Summary of Calls by Island	Oahu	Maui	Kauai	Lanai	Molokai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	9	0	15	1	14	14	0	53
Network (provider look up, access)	31	6	37	5	8	18	2	107
Primary Care Physician Assignment or Change	42	2	14	0	9	23	9	99
NEMT (inquiry, scheduling) - <i>monthly report</i> *	3,326	372	167	10	11	700	566	5,152
Authorization/Notification (prior auth status)	38	6	39	7	35	34	4	163
Eligibility (general plan eligibility, change request)	515	57	271	12	91	220	26	1,192
Benefits (coverage inquiry)	3	0	3	1	0	10	1	18
Enrollment (ID card request, update member information)	193	24	68	14	35	79	21	434
Service Coordination Inquiry or request (contact FSC, assessment, plan of care)	36	7	13	2	6	14	3	81
Billing/Payment/Claims	1,183	130	755	83	129	315	0	2,595
Appeals	0	0	0	0	0	0	0	0
Complaints and Grievances	0	0	0	0	0	0	0	0
Other	544	72	468	46	227	329	7	1,693
Totals	5,920	676	1,850	181	565	1,756	639	11,587

*Calls logged via Logisticare call center