

QUEST Integration Dashboard Report Health Plan Comparison Monthly Trend Analysis

| | Jan-15 | | | | | Feb-15 | | | | | Mar-15 | | | | |
|---|---------------|----------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|
| | Aloha Care | HMSA | Kaiser | Ohana | United | Aloha Care | HMSA | Kaiser | Ohana | United | AlohaCare | HMSA | Kaiser | Ohana | United |
| # Members | | | | | | | | | | | | | | | |
| Medicaid | 63017 | 149218 | 27178 | 25,319 | 21,273 | 63621 | 150675 | 27460 | 26,323 | 22,319 | 62168 | 149601 | 27500 | 26,115 | 22,441 |
| Duals | 319 | 754 | 179 | 14,647 | 16,097 | 458 | 767 | 330 | 14,452 | 15,983 | 624 | 852 | 340 | 14,432 | 15,920 |
| Total | 63,336 | 149,972 | 27,357 | 39,966 | 37,370 | 64,079 | 151,442 | 27,790 | 40,775 | 38,302 | 62,792 | 150,453 | 27,840 | 40,547 | 38,361 |
| # Network Providers | | | | | | | | | | | | | | | |
| PCPs | 455 | 647 | 0 | 674 | 961 | 452 | 649 | 0 | 683 | 883 | 450 | 645 | 0 | 687 | 919 |
| PCPs - (accepting new members) | 292 | 491 | 0 | 409 | 847 | 289 | 492 | 0 | 415 | 772 | 287 | 490 | 0 | 419 | 806 |
| PCPs - # in Clinics (e.g. FQHC, CHC, etc.) | 129 | 135 | 209 | 96 | 29 | 133 | 135 | 209 | 96 | 28 | 132 | 137 | 205 | 96 | 28 |
| PCPs - # in Clinics (accepting new members) | 120 | 26 | 191 | 96 | 29 | 124 | 27 | 193 | 96 | 28 | 123 | 30 | 199 | 96 | 28 |
| Specialists | 2196 | 2208 | 345 | 1,496 | 1588 | 2223 | 2199 | 345 | 1,494 | 1520 | 2236 | 2202 | 310 | 1,499 | 1565 |
| Specialists (accepting new members) | 963 | 2208 | 345 | 949 | 1554 | 985 | 2199 | 345 | 949 | 1486 | 997 | 2202 | 310 | 949 | 1531 |
| Behavioral Health | 684 | 1293 | 86 | 616 | 775 | 694 | 1291 | 86 | 612 | 774 | 696 | 1306 | 65 | 621 | 776 |
| Behavioral Health (accepting new members) | 509 | 1293 | 86 | 565 | 763 | 519 | 1291 | 86 | 565 | 763 | 519 | 1306 | 65 | 573 | 765 |
| Hospitals | 25 | 26 | 14 | 24 | 19 | 25 | 26 | 14 | 24 | 20 | 25 | 26 | 16 | 24 | 20 |
| LTSS Facilities (Hosp./NF) | 37 | 32 | 12 | 38 | 26 | 43 | 33 | 12 | 38 | 26 | 44 | 33 | 15 | 38 | 26 |
| Residential Setting (CCFFH, E-ARCH, and ALF) | 289 | 461 | 306 | 1,023 | 994 | 293 | 473 | 306 | 1,013 | 1005 | 302 | 479 | 350 | 1,019 | 1007 |
| HCBS Providers (except residential settings and LTSS facilities) | 38 | 193 | 33 | 155 | 347 | 39 | 195 | 33 | 153 | 332 | 39 | 213 | 41 | 153 | 334 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA) | 1538 | 1,675 | 103 | 1,703 | 859 | 1527 | 1,681 | 103 | 1,735 | 1040 | 1547 | 1,675 | 113 | 1,735 | 972 |
| Total # of providers | 5391 | 6670 | 1108 | 5825 | 5,598 | 5,429 | 6,682 | 1,108 | 5,848 | 5,628 | 5,471 | 6,716 | 1,115 | 5,872 | 5,647 |
| Call Center | | | | | | | | | | | | | | | |
| # Member Calls | 4,101 | 11,542 | 866 | 13,912 | 6,214 | 3,795 | 6,751 | 573 | 10,609 | 5,002 | 4,849 | 7,143 | 492 | 13,333 | 5,119 |
| Avg. time until phone answered | 0:00:06 | 0:00:58 | 0:00:24 | 0:01:30 | 00:17 | 0:00:05 | 0:00:08 | 0:00:19 | 0:01:00 | 0:00:28 | 0:00:10 | 0:00:06 | 0:00:17 | 0:00:32 | 0:30:00 |
| Avg. time on phone with member | 0:04:02 | 5:30 | 3:32 | 0:07 | 0:05 | 4:08 | 4:53 | 3:48 | 0:10 | 0:05 | 4:28 | 4:45 | 3:53 | 0:08 | 5:36 |
| % of member calls abandoned | 1.76% | 5% | 5.00% | 8% | 1.5% | 1% | 1% | 2.93% | 5% | 3.3% | 3% | 1% | 2% | 3% | 3.4% |
| # Provider Calls | 7,392 | 8,497 | 318 | 4,514 | 3,491 | 6,939 | 7,649 | 201 | 3,901 | 3,317 | 7,958 | 8,698 | 337 | 4,569 | 3,744 |
| Avg. time until phone answered | 0:00:06 | 0:01:20 | 0:00:23 | 0:00:44 | 00:02 | 0:00:06 | 0:00:22 | 0:00:17 | 0:00:25 | 0:00:02 | 0:00:12 | 0:00:18 | 0:00:14 | 0:00:38 | 0:00:02 |
| Avg. time on phone with provider | 0:04:16 | 4:59 | 2:08 | 0:08 | 06:50 | 4:08 | 4:53 | 2:27 | 0:08 | 6:30 | 4:19 | 4:38 | 2:25 | 0:08 | 6:38 |
| % of provider calls abandoned | 0.88% | 6% | 7.00% | 4% | 0.3% | 1% | 2% | 4.20% | 2% | 0.4% | 2% | 1% | 3% | 3% | 0.2% |
| Medical Claims- Electronic | | | | | | | | | | | | | | | |
| # Submitted, not able to get into system | 1,574 | 1,885 | | 3,229 | 2,462 | 1,165 | 1,051 | | 3,549 | 2,377 | 938 | 1,373 | | 3,815 | 1,131 |
| # Received | 20,160 | 151,650 | 212 | 60,865 | 49,249 | 31,702 | 221,330 | 304 | 59,799 | 47,540 | 38,635 | 250,352 | 393 | 71,011 | 45,060 |
| # Paid | 12,860 | 91,214 | 205 | 40,232 | 35,675 | 31,092 | 199,878 | 266 | 37,417 | 44,244 | 35,793 | 215,730 | 333 | 45,973 | 41,221 |
| # In Process | 6,502 | 57,424 | 0 | 13,931 | 12,202 | 5,618 | 71,110 | 0 | 17,201 | 1,219 | 6,979 | 95,502 | 53 | 19,292 | 12,781 |
| # Denied | 798 | 3,012 | 7 | 6,702 | 1,372 | 1,494 | 7,766 | 38 | 5,181 | 2,077 | 2,078 | 10,230 | 7 | 5,746 | 786 |
| Avg time for processing claim in days (month to date) | 3 | 7 | 7 | 6 | 7 | 6 | 8 | 10 | 7 | 9 | 5 | 8 | 7 | 7 | 8 |
| Medical Claims- Paper | | | | | | | | | | | | | | | |
| # Submitted, not able to get into system | 127 | 2,003 | | 733 | 987 | 166 | 1,803 | | 440 | 1,095 | 190 | 801 | | 429 | 295 |
| # Received | 6,778 | 15,628 | 219 | 13,377 | 19,739 | 13,916 | 28,548 | 531 | 11,633 | 21,902 | 18,476 | 38,770 | 576 | 13,692 | 29,164 |
| # Paid | 3,412 | 8,086 | 212 | 7,906 | 15,169 | 11,339 | 20,950 | 467 | 6,359 | 12,544 | 16,293 | 27,526 | 463 | 7,249 | 23,241 |
| # In Process | 2,979 | 7,386 | 0 | 2,751 | 4,352 | 4,325 | 14,016 | 16 | 3,143 | 4,884 | 5,409 | 23,634 | 85 | 3,844 | 10,090 |
| # Denied | 387 | 156 | 7 | 2,720 | 218 | 1,231 | 968 | 48 | 2,131 | 4,474 | 2,210 | 1,626 | 28 | 2,599 | 343 |
| Avg time for processing claim in days (month-to-date) | 6 | 9 | 15 | 8 | 6 | 8 | 10 | 15 | 9 | 8 | 7 | 14 | 9 | 9 | 8 |
| Prior Authorization (PA)- Electronic | | | | | | | | | | | | | | | |
| # Received | 72 | 466 | 232 | 57 | 29 | 57 | 439 | 201 | 37 | 25 | 56 | 462 | 386 | 50 | 21 |
| # In Process | 1 | 141 | 0 | 1 | 0 | 6 | 134 | 11 | 0 | 0 | 7 | 135 | 0 | 0 | 2 |
| # Approved | 71 | 276 | 222 | 56 | 24 | 51 | 403 | 183 | 36 | 21 | 49 | 398 | 376 | 50 | 18 |
| # Denied | 0 | 49 | 9 | 0 | 5 | 0 | 43 | 7 | 1 | 4 | 0 | 63 | 10 | 0 | 1 |
| Avg time for PA in days (month to date) | 5 | 9 | 4 | 1 | 5 | 7 | 9 | 4 | 1 | 5 | 8 | 9 | 8 | 1 | 2 |
| Prior Authorization (PA)- Paper and Telephone | | | | | | | | | | | | | | | |
| # Received | 1,159 | 799 | 0 | 689 | 2,845 | 1,151 | 735 | 0 | 791 | 2,523 | 1,272 | 697 | 0 | 862 | 2,765 |
| # In Process | 41 | 0 | 0 | 14 | 25 | 170 | 0 | 0 | 18 | 86 | 110 | 0 | 0 | 43 | 81 |
| # Approved | 1,111 | 581 | 0 | 663 | 2,550 | 971 | 525 | 0 | 765 | 2,232 | 1,151 | 512 | 0 | 811 | 2,455 |
| # Denied | 7 | 218 | 0 | 12 | 270 | 10 | 210 | 0 | 8 | 205 | 11 | 185 | 0 | 8 | 229 |
| Avg time for PA in days (month-to-date) | 5 | 0 | 0 | 5 | 3 | 4 | 0 | 0 | 4 | 3 | 4 | 0 | 0 | 8 | 3 |
| # Non-Emergency Transports | | | | | | | | | | | | | | | |
| Ground | 633 | 755 | 74 | 9,795 | 7,548 | 584 | 722 | 64 | 9,094 | 7,628 | 662 | 813 | 51 | 9,781 | 8,187 |
| Air | 447 | 687 | 0 | 621 | 115 | 370 | 614 | 1 | 621 | 123 | 479 | 699 | 1 | 698 | 125 |
| * round trip | | | | | | | | | | | | | | | |
| # Member Grievances | | | | | | | | | | | | | | | |
| # Received | 21 | 5 | 11 | 60 | 56 | 16 | 8 | 14 | 62 | 43 | 31 | 9 | 15 | 81 | 80 |
| # Resolved | 7 | 0 | 7 | 8 | 13 | 17 | 7 | 15 | 55 | 55 | 31 | 8 | 16 | 70 | 55 |
| # Outstanding | 14 | 5 | 4 | 52 | 43 | 13 | 8 | 3 | 59 | 31 | 13 | 9 | 2 | 70 | 56 |
| # Provider Grievances | | | | | | | | | | | | | | | |
| # Received | 8 | 1 | 0 | 2 | 1 | 8 | 0 | 0 | 0 | 0 | 11 | 1 | 0 | 1 | 1 |
| # Resolved | 0 | 0 | 0 | 0 | 1 | 0 | 6 | 0 | 1 | 0 | 12 | 1 | 0 | 1 | 0 |
| # Outstanding | 8 | 1 | 0 | 2 | 0 | 16 | 1 | 0 | 1 | 0 | 15 | 1 | 0 | 1 | 1 |
| # Member Appeals | | | | | | | | | | | | | | | |
| # Received | 0 | 27 | 2 | 1 | 5 | 1 | 40 | 1 | 0 | 13 | 2 | 50 | 1 | 1 | 6 |
| # Resolved | 0 | 12 | 0 | 0 | 0 | 0 | 36 | 2 | 1 | 8 | 1 | 44 | 2 | 0 | 9 |
| # Outstanding | 0 | 15 | 2 | 1 | 5 | 1 | 22 | 1 | 0 | 10 | 2 | 28 | 0 | 1 | 7 |
| # Provider Appeals | | | | | | | | | | | | | | | |
| # Received | 0 | 1 | 0 | 0 | 104 | 0 | 1 | 0 | 2 | 84 | 0 | 3 | 5 | 4 | 109 |
| # Resolved | 0 | 1 | 0 | 0 | 54 | 0 | 0 | 0 | 0 | 54 | 0 | 2 | 0 | 0 | 60 |
| # Outstanding | 0 | 0 | 0 | 0 | 87 | 0 | 2 | 0 | 2 | 117 | 0 | 3 | 5 | 6 | 166 |
| Utilization - based on Auth (A) or Claims (C) | | | | | | | | | | | | | | | |
| Inpatient Acute Admits * (A) - per 1,000 | 89 | 103 | 3 | 160 | 275 | 74 | 126 | 3 | 148 | 167 | 78 | 82 | 4 | 141 | 148 |
| Inpatient Acute Days * (A) - per 1,000 | 445 | 459 | 13 | 875 | 688 | 356 | 573 | 15 | 786 | 693 | 386 | 502 | 17 | 752 | 620 |
| Readmissions within 30 days* (A) | 33 | 284 | 0 | 101 | 37 | 34 | 379 | 0 | 104 | 33 | 35 | 240 | 0 | 99 | 25 |
| ER Visits * (C) - per 1,000** | 623 | 483 | 21 | 885 | 689 | 581 | 437 | 20 | 759 | 622 | 588 | 465 | 21 | 733 | 623 |
| # Prescriptions (C) - per 1,000 | 7,453 | 10,346 | 730 | 15,020 | 14,496 | 8,131 | 9,297 | 648 | 13,541 | 13,549 | 7,701 | 10,138 | 680 | 14,801 | 14,717 |
| Waitlisted Days * (A) - per 1,000 | 28 | 0 | 1 | 89 | 10 | 21 | 0 | 3 | 52 | 14 | 43 | 0 | 2 | 83 | 17 |
| NF Admits * (A) | 14 | 0 | 7 | 2 | 7 | 6 | 0 | 0 | 3 | 7 | 11 | 16 | 1 | 10 | 7 |
| # Members in NF (non-Medicare paid days) (C)** | 8 | 10 | 19 | 1,302 | 1,140 | 12 | 10 | 19 | 1,236 | 1,154 | 9 | 5 | 16 | 1,168 | 1,129 |
| # Members in HCBS ** (C)- note: member can be included in more than one category listed below | 2 | 194 | 15 | 2,205 | 2,140 | 5 | 231 | 20 | 2,137 | 2,310 | 3 | 270 | 20 | 2,095 | 2,332 |
| # Members in Residential Setting ** (C) | 0 | 0 | 6 | 693 | 982 | 0 | 0 | 9 | 678 | 1,032 | 0 | 0 | 5 | 634 | 1,034 |
| # Members in Self-Direction ** (C) | 3 | 0 | 5 | 821 | 908 | 4 | 0 | 5 | 823 | 889 | 9 | 0 | 7 | 857 | 880 |
| # Members receiving other HCBS ** (C) | 3 | 194 | 11 | 1,384 | 973 | 3 | 231 | 12 | 1,314 | 1,052 | 4 | 270 | 15 | 1,238 | 1,030 |
| (* non-Medicare) (**lag in data of two months) | | | | | | | | | | | | | | | |

Legend:
 ALF= Assisted Living Facilities
 CCFFH= Community Care Foster Family Homes
 E-ARCH= Expanded Adult Residential Care Homes
 ER= Emergency Room
 FQHC= Federal Qualified Health Center
 HCBS= Home and Community Based Services
 HHA= Home Health Agencies
 Hosp= Hospital
 LTSS= Long-Term Services and Supports
 NF=Nursing Facility
 PA= Prior Authorization
 PCP= Primary Care Provider
 QI= QUEST Integration

CMS 1500- physicians, HCBS providers eg.case management agencies, CCFFH/EARCH/ALF, home care agencies , 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 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.

ALOHA CARE

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|-----------|-----------|------------|-------------|-------------|--------------|
| PCPs - (Traditional) | 265 | 54 | 9 | 1 | 41 | 41 | 39 | 450 |
| PCPs - (accepting new members) | 170 | 28 | 6 | 1 | 32 | 22 | 28 | 287 |
| PCPs - # in Clinics (e.g. FQHC, CHC, etc.) | 70 | 9 | 4 | 4 | 4 | 17 | 24 | 132 |
| PCPs - # in Clinics (accepting new members) | 63 | 9 | 4 | 4 | 4 | 15 | 24 | 123 |
| Specialists | 1685 | 197 | 26 | 2 | 112 | 102 | 112 | 2,236 |
| Specialists (accepting new members) | 753 | 107 | 7 | 1 | 46 | 34 | 49 | 997 |
| Behavioral Health | 431 | 89 | 5 | 3 | 44 | 60 | 64 | 696 |
| Behavioral Health (accepting new members) | 318 | 64 | 4 | 2 | 33 | 48 | 50 | 519 |
| Hospitals | 13 | 1 | 1 | 1 | 3 | 1 | 5 | 25 |
| LTSS Facilities (Hosp./NF) | 26 | 3 | 0 | 1 | 6 | 3 | 5 | 44 |
| Residential Setting (CCFFH, E-ARCH, and ALF) | 246 | 13 | 0 | 0 | 8 | 30 | 5 | 302 |
| HCBS Providers (except residential settings and LTSS facilities) | 12 | 5 | 3 | 3 | 5 | 6 | 5 | 39 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA) | 1012 | 177 | 18 | 14 | 109 | 115 | 102 | 1,547 |
| Totals | 3,760 | 548 | 66 | 29 | 332 | 375 | 361 | 5,471 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|--------|
| Members | 31,840 | 9,045 | 2,137 | 491 | 5,820 | 6,256 | 6,172 | 61,761 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 95 | 144 | 164 | 98 | 129 | 108 | 98 | 106 |

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 - (Traditional) | 417 | 55 | 6 | 18 | 40 | 63 | 46 | 645 |
| PCPs - (accepting new members) | 323 | 26 | 5 | 13 | 36 | 49 | 38 | 490 |
| PCPs - # in Clinics (e.g. FQHC, CHC, etc.) | 65 | 8 | 2 | 1 | 6 | 18 | 37 | 137 |
| PCPs - # in Clinics (accepting new members) | 7 | 3 | 2 | 0 | 4 | 0 | 14 | 30 |
| Specialists | 1454 | 205 | 39 | 11 | 147 | 122 | 224 | 2,202 |
| Specialists (accepting new members) | 1454 | 205 | 39 | 11 | 147 | 122 | 224 | 2,202 |
| Behavioral Health | 811 | 141 | 7 | 2 | 84 | 144 | 117 | 1,306 |
| Behavioral Health (accepting new members) | 811 | 141 | 7 | 2 | 84 | 144 | 117 | 1,306 |
| Hospitals | 13 | 2 | 1 | 1 | 3 | 1 | 5 | 26 |
| LTSS Facilities (Hosp./NF) | 23 | 2 | 1 | | 2 | 4 | 1 | 33 |
| Residential Setting (CCFFH, E-ARCH, and ALF) | 394 | 16 | | | 10 | 44 | 15 | 479 |
| HCBS Providers (except residential settings and LTSS facilities) | 98 | 30 | 9 | 7 | 18 | 31 | 20 | 213 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA) | 1036 | 195 | 19 | 24 | 120 | 136 | 145 | 1,675 |
| Totals | 4,311 | 654 | 84 | 64 | 430 | 563 | 610 | 6,716 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|---------|
| Members | 93,277 | 8,561 | 647 | 116 | 8,853 | 23,930 | 15,069 | 150,453 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 194 | 136 | 81 | 6 | 192 | 295 | 182 | 192 |

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 - (Traditional) | 0 | 0 | | | | | | 0 |
| PCPs - (accepting new members) | 0 | 0 | | | | | | 0 |
| PCPs - # in Clinics (e.g. FQHC, CHC, etc.) | 153 | 52 | | | | | | 205 |
| PCPs - # in Clinics (accepting new members) | 150 | 49 | | | | | | 199 |
| Specialists | 277 | 33 | | | | | | 310 |
| Specialists (accepting new members) | 277 | 33 | | | | | | 310 |
| Behavioral Health | 52 | 13 | | | | | | 65 |
| Behavioral Health (accepting new members) | 52 | 13 | | | | | | 65 |
| Hospitals | 14 | 2 | | | | | | 16 |
| LTSS Facilities (Hosp./NF) | 15 | 1 | | | | | | 15 |
| Residential Setting (CCFFH, E-ARCH, and ALF) | 315 | 35 | | | | | | 350 |
| HCBS Providers (except residential settings and LTSS facilities) | 32 | 9 | | | | | | 41 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA) | 87 | 20 | | | | | | 113 |
| Totals | 945 | 165 | 0 | 0 | 0 | 0 | 0 | 1,115 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|--------|
| Members | 18,309 | 9,531 | | | | | | 27,840 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|---------|---------|-------------|-------------|--------|
| Members per PCP | 120 | 183 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 136 |

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 - (Traditional) | 461 | 51 | 6 | 7 | 71 | 67 | 24 | 687 |
| PCPs - (accepting new members) | 289 | 26 | 5 | 8 | 47 | 27 | 17 | 419 |
| PCPs - # in Clinics (e.g. FQHC, CHC, etc.) | 67 | 2 | 1 | 1 | 2 | 10 | 13 | 96 |
| PCPs - # in Clinics (accepting new members) | 67 | 2 | 1 | 1 | 2 | 10 | 13 | 96 |
| Specialists | 1137 | 95 | 13 | 4 | 114 | 74 | 62 | 1,499 |
| Specialists (accepting new members) | 679 | 83 | 13 | 4 | 52 | 64 | 54 | 949 |
| Behavioral Health | 438 | 41 | 3 | 0 | 34 | 68 | 37 | 621 |
| Behavioral Health (accepting new members) | 407 | 34 | 3 | 0 | 33 | 60 | 36 | 573 |
| Hospitals | 11 | 2 | 1 | 1 | 3 | 1 | 5 | 24 |
| LTSS Facilities (Hosp./NF) | 23 | 3 | 1 | 1 | 5 | 2 | 3 | 38 |
| Residential Setting (CCFFH, E-ARCH, and ALF) | 855 | 42 | 0 | 0 | 15 | 82 | 25 | 1,019 |
| HCBS Providers (except residential settings and LTSS facilities) | 105 | 9 | 2 | 0 | 6 | 23 | 8 | 153 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA) | 1106 | 171 | 18 | 6 | 131 | 157 | 146 | 1,735 |
| Totals | 4,203 | 416 | 45 | 20 | 381 | 484 | 323 | 5,872 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|--------|
| Members | 25,284 | 4,396 | 497 | 102 | 1,929 | 5,329 | 3,010 | 40,547 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 48 | 83 | 71 | 13 | 26 | 69 | 81 | 52 |

Note: RFP requirement is 300 members for every PCP

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|-----------|-----------|------------|----------------|----------------|--------------|
| PCPs - (Traditional) | 655 | 71 | 10 | 6 | 76 | 55 | 46 | 919 |
| PCPs - (accepting new members) | 579 | 62 | 8 | 6 | 76 | 37 | 38 | 806 |
| PCPs - # in Clinics (e.g. FQHC, CHC, etc.) | 13 | 0 | 0 | 0 | 3 | 11 | 1 | 28 |
| PCPs - # in Clinics (accepting new members) | 13 | 0 | 0 | 0 | 3 | 11 | 1 | 28 |
| Specialists | 1188 | 86 | 32 | 0 | 119 | 59 | 81 | 1,565 |
| Specialists (accepting new members) | 1166 | 86 | 32 | 0 | 119 | 48 | 80 | 1,531 |
| Behavioral Health | 563 | 82 | 2 | 1 | 26 | 60 | 42 | 776 |
| Behavioral Health (accepting new members) | 559 | 78 | 2 | 1 | 25 | 58 | 42 | 765 |
| Hospitals | 9 | 1 | 1 | 1 | 3 | 3 | 2 | 20 |
| LTSS Facilities (Hosp./NF) | 21 | 2 | 0 | 0 | 0 | 2 | 1 | 26 |
| Residential Setting (CCFFH, E-ARCH, and ALF) | 840 | 33 | 0 | 0 | 19 | 94 | 21 | 1,007 |
| HCBS Providers (except residential settings and LTSS facilities) | 274 | 22 | 0 | 0 | 8 | 24 | 6 | 334 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA) | 662 | 103 | 6 | 2 | 69 | 62 | 68 | 972 |
| Totals | 4,225 | 400 | 51 | 10 | 323 | 370 | 268 | 5,647 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|----------------|----------------|--------|
| Members | 24,554 | 3,327 | 133 | 31 | 2,235 | 5,425 | 2,626 | 38,331 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|-------|-------|----------------|----------------|--------|
| Members per PCP | 37 | 47 | 13 | 5 | 28 | 82 | 56 | 40 |

Note: RFP requirement is 300 members for every PCP

OHANA

| Summary of Calls by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|--------------|------------|-----------|------------|--------------|--------------|---------------|
| Pharmacy - (claim, coverage, access) | 457 | 86 | 9 | 1 | 30 | 103 | 36 | 722 |
| Network (provider look up, access) | 58 | 19 | 1 | 0 | 1 | 15 | 8 | 102 |
| Primary Care Physician Assignment or Change | 289 | 58 | 6 | 3 | 20 | 62 | 35 | 473 |
| NEMT (inquiry, scheduling) - <i>monthly report</i> | 4134 | 726 | 63 | 13 | 138 | 677 | 676 | 6427 |
| Authorization/Notification (prior auth status) | 400 | 95 | 23 | 3 | 68 | 110 | 64 | 763 |
| Eligibility (general plan eligiblity, change request) | 433 | 51 | 3 | 2 | 28 | 40 | 36 | 593 |
| Benefits (coverage inquiry) | 226 | 43 | 1 | 0 | 8 | 43 | 18 | 339 |
| Enrollment (ID card request, update member information) | 537 | 94 | 11 | 4 | 29 | 106 | 51 | 832 |
| Service Coordination Inquiry or request (contact FSC, assessment, service plan) | 329 | 67 | 14 | 0 | 11 | 71 | 27 | 519 |
| Billing/Payment/Claims | 1645 | 215 | 38 | 4 | 92 | 189 | 145 | 2328 |
| Appeals | 9 | 0 | 0 | 0 | 0 | 2 | 1 | 12 |
| Complaints and Grievances | 26 | 10 | 0 | 0 | 2 | 14 | 5 | 57 |
| Other | 1166 | 223 | 28 | 9 | 69 | 243 | 144 | 1882 |
| Totals | 9,709 | 1,687 | 197 | 39 | 496 | 1,675 | 1,246 | 15,049 |

UNITED HEALTHCARE

| Summary of Calls by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|-----------|-----------|------------|--------------|--------------|---------------|
| Pharmacy - (claim, coverage, access) | 47 | 8 | 0 | 0 | 5 | 7 | 11 | 78 |
| Network (provider look up, access) | 255 | 30 | 0 | 0 | 37 | 80 | 40 | 442 |
| Primary Care Physician Assignment or Change | 22 | 4 | 0 | 0 | 4 | 4 | 1 | 35 |
| NEMT (inquiry, scheduling) - <i>monthly report</i> | 3748 | 394 | 5 | 7 | 177 | 691 | 558 | 5580 |
| Authorization/Notification (prior auth status) | 60 | 11 | 1 | 0 | 5 | 22 | 19 | 118 |
| Eligibility (general plan eligiblity, change request) | 471 | 68 | 3 | 1 | 62 | 111 | 76 | 792 |
| Benefits (coverage inquiry) | 7 | 2 | 0 | 0 | 1 | 5 | 1 | 16 |
| Enrollment (ID card request, update member information) | 728 | 113 | 10 | 0 | 83 | 162 | 122 | 1218 |
| Service Coordination Inquiry or request (contact FSC, assessment, service plan) | 56 | 5 | 0 | 0 | 6 | 20 | 5 | 92 |
| Billing/Payment/Claims | 376 | 44 | 10 | 0 | 29 | 130 | 64 | 653 |
| Appeals | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Complaints and Grievances | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 1431 | 259 | 14 | 9 | 229 | 564 | 287 | 2793 |
| Totals | 7,201 | 938 | 43 | 17 | 638 | 1,796 | 1,184 | 11,817 |