

	Apr-15					May-15					Jun-15				
	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United	AlohaCare	HMSA	Kaiser	Ohana	United
# Members															
Medicaid	61,802	150,611	27,709	26,807	22,862	61,799	150,698	28,052	27,089	23,256	62,258	151,416	28,271	27,599	23,707
Duals	632	917	356	14,217	15,788	708	1,001	367	14,079	15,705	742	1,068	378	13,930	15,724
Total	62,434	151,528	28,065	41,024	38,650	62,507	151,699	28,419	41,168	38,961	63,000	152,484	28,649	41,529	39,431
# Network Providers															
PCPs	454	645	0	686	909	456	641	0	692	906	448	643	0	693	904
PCPs - (accepting new members)	289	489	0	418	795	293	486	0	419	791	286	487	0	419	788
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	132	135	207	96	38	133	137	214	96	39	135	139	216	96	40
PCPs - # in Clinics (accepting new members)	124	29	194	96	38	125	33	205	96	39	127	33	208	96	40
Specialists	2,248	2,128	333	1,502	1,582	2,267	2,136	360	1,519	1,587	2,273	2,162	365	1,516	1,589
Specialists (accepting new members)	1,010	2,128	333	951	1,548	1,021	2,136	360	956	1,553	1,030	2,162	365	955	1,554
Behavioral Health	706	1,301	61	625	787	707	1,298	59	632	802	709	1,307	61	632	810
Behavioral Health (accepting new members)	529	1,301	61	577	776	531	1,298	59	577	791	533	1,307	61	576	800
Hospitals	25	26	14	24	22	25	26	14	24	24	26	26	14	24	24
LTSS Facilities (Hosp./NF)	44	33	16	38	29	45	33	16	38	34	45	33	16	38	34
Residential Setting (CCFFH, E-ARCH, and ALF)	313	490	372	991	978	322	492	296	996	985	337	493	346	983	960
HCBS Providers (except residential settings and LTSS facilities)	39	178	33	151	300	41	180	31	151	286	42	165	38	143	224
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1,555	1,743	125	1,738	959	1,563	1,754	111	1,704	987	1,570	1,755	109	1,723	974
Total # of providers	5,516	6,679	1,161	5,851	5,604	5,559	6,697	1,101	5,852	5,650	5,585	6,723	1,165	5,848	5,559
Call Center															
# Member Calls	3,917	7,933	520	11,717	5,109	3,413	7,213	504	10,037	4,083	3,258	7,685	640	10,027	4,270
Avg. time until phone answered	0:00:12	0:00:05	0:00:19	0:00:22	0:00:24	0:00:22	0:00:08	0:00:12	0:00:26	0:00:19	0:00:14	0:00:07	0:00:13	0:00:26	0:00:18
Avg. time on phone with member	4:27	4:57	3:37	0:08	5:21	4:32	5:02	3:05	0:08	5:16	4:46	5:12	3:00	0:08	0:05:16
% of member calls abandoned	2%	0%	3%	2%	1.8%	5%	1%	2%	2%	1.9%	3%	1%	1%	3%	1.4%
# Provider Calls	7,510	8,444	296	4,198	3,451	7,702	7,858	165	4,000	3,153	7,773	8,534	328	4,490	3,427
Avg. time until phone answered	0:00:13	0:00:26	0:00:14	0:00:39	0:00:03	0:00:23	0:00:38	0:00:17	0:00:44	0:00:14	0:00:14	0:00:32	0:00:11	0:00:33	0:00:05
Avg. time on phone with provider	4:30	4:37	2:24	0:09	6:24	4:27	5:13	2:17	0:09	6:22	4:32	4:18	2:23	0:08	0:06:19
% of provider calls abandoned	2%	2%	4%	3%	0.4%	5%	3%	3%	3%	0.4%	2%	3%	5%	5%	0.6%
Medical Claims- Electronic															
# Submitted, not able to get into system	422	1,549		4,171	1,074	286	1,515		3,707	968	144	1,475		3,661	897
# Received	32,758	125,557	604	64,198	40,914	36,991	119,621	724	70,633	48,413	38,183	120,406	734	66,775	44,835
# Paid	33,544	137,596	465	41,129	43,996	32,728	105,462	573	49,053	49,381	35,467	108,162	673	44,151	48,092
# In Process	3,972	29,700	121	18,135	8,605	6,075	38,727	123	17,212	1,425	7,110	45,117	50	18,198	6,730
# Denied	2,177	6,005	18	4,934	1,094	1,863	5,130	28	4,368	1,723	1,804	5,854	13	4,426	1,635
Avg time for processing claim in days (month to date)	4	10	5	6	8	5	10	6	7	8	5	9	4	7	9
Medical Claims- Paper															
# Submitted, not able to get into system	428	1,279		611	556	256	1,018		419	392	336	1,111		406	307
# Received	18,323	19,516	632	20,382	27,411	17,844	19,150	381	16,463	19,606	20,423	20,401	533	16,865	15,339
# Paid	16,879	21,151	526	7,895	30,684	13,962	15,917	267	7,891	19,861	17,374	18,051	440	8,588	18,270
# In Process	4,198	8,335	75	10,429	6,362	5,657	10,279	100	5,266	447	7,711	10,240	70	5,533	1,794
# Denied	2,887	1,843	31	2,058	455	2,243	1,293	14	3,306	244	2,513	2,389	26	2,744	234
Avg time for processing claim in days (month-to-date)	6	16	6	9	7	7	16	7	11	7	8	15	7	9	7
Prior Authorization (PA)- Electronic															
# Received	80	479	496	144	38	117	470	550	136	19	102	470	413	117	40
# In Process	11	142	0	1	0	47	137	0	14	1	10	178	0	6	1
# Approved	69	413	486	147	33	70	425	542	125	16	92	396	398	114	37
# Denied	0	59	8	1	5	0	50	5	2	2	0	33	13	3	2
Avg time for PA in days (month to date)	5	9	6	1	3	8	9	4	1	4	8	9	5	1	2
Prior Authorization (PA)- Paper and Telephone															
# Received	1,370	735	0	1,559	2,578	1,472	745	0	1,346	2,426	1,412	722	0	1,656	2,494
# In Process	111	0	0	508	53	238	0	0	314	51	159	0	0	281	49
# Approved	1,251	516	0	1,416	2,297	1,227	560	0	1,506	2,135	1,237	550	0	1,574	2,201
# Denied	8	219	0	24	228	7	185	0	34	240	16	172	0	85	244
Avg time for PA in days (month-to-date)	4	0	0	4	3	4	0	0	4	3	4	0	0	5	3
# Non-Emergency Transports															
Ground	635	816	80	9,833	8,301	840	785	113	9,526	7,986	862	889	86	9,690	8,432
Air	477	686	1	725	135	570	623	2	564	183	540	681	7	901	337
* round trip															
# Member Grievances															
# Received	19	16	12	80	77	20	16	11	70	68	21	16	5	61	60
# Resolved	20	15	10	89	84	25	16	15	82	73	16	17	2	78	74
# Outstanding	12	10	4	61	49	7	10	0	49	44	12	9	3	32	30
# Provider Grievances															
# Received	6	0	1	0	2	7	1	0	2	2	5	0	0	0	2
# Resolved	2	1	0	1	1	5	0	1	0	3	8	1	0	2	1
# Outstanding	8	0	1	0	2	10	1	0	2	1	7	0	0	0	2
# Member Appeals															
# Received	1	32	1	1	14	0	30	0	5	14	1	27	3	4	8
# Resolved	2	41	0	1	12	1	35	1	2	7	1	28	1	6	15
# Outstanding	1	19	1	1	9	0	14	0	4	16	0	13	2	2	9
# Provider Appeals															
# Received	0	2	0	0	106	0	8	0	26	75	0	2	0	36	90
# Resolved	0	2	5	2	66	0	1	0	3	120	0	1	0	2	125
# Outstanding	0	3	0	3	206	0	10	0	26	161	0	11	0	60	126
Utilization - based on Auth (A) or Claims (C)															
Inpatient Acute Admits * (A) - per 1,000	75	80	3	137	169	83	129	3	150	148	86	138	3	135	166
Inpatient Acute Days * (A) - per 1,000	361	365	13	770	712	397	318	19	877	690	380	368	11	813	765
Readmissions within 30 days* (A)	36	233	0	133	28	37	212	0	120	27	38	223	0	117	29
ER Visits * (C) - per 1,000**	581	437	17	748	559	587	452	21	759	672	557	426	18	724	668
# Prescriptions (C) - per 1,000	8,710	9,759	691	14,025	14,553	8,317	9,563	696	13,747	13,832	7,476	9,417	642	13,963	13,691
Waitlisted Days * (A) - per 1,000	31	0	0	57	16	34	0	2	35	8	33	0	1	14	8
NF Admits * (A)	16	11	2	6	2	26	24	0	8	8	15	18	3	10	7
# Members in NF (non-Medicare paid days) (C)**	18	40	16	1,260	819	13	46	21	1,235	1,111	39	48	6	1,164	1,105
# Members in HCBS ** (C)- note: member can be included in more than one category listed below	10	186	22	2,244	1,842	14	203	46	2,187	2,210	22	214	56	2,168	2,220
# Members in Residential Setting ** (C)	2	70	12	716	950	4	82	9	700	1,026	8	93	15	662	1,024
# Members in Self-Direction ** (C)	10	30	7	865	851	13	40	12	861	881	17	42	12	887	887
# Members receiving other HCBS ** (C)	11	118	10	1,379	892	16	124	37	1,326	1,006	17	121	51	1,281	1,024

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)	264	54	10	1	41	43	35	448
PCPs - (accepting new members)	168	28	7	1	32	25	25	286
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	69	10	5	3	4	19	25	135
PCPs - # in Clinics (accepting new members)	63	10	5	3	4	17	25	127
Specialists	1719	204	26	2	109	101	112	2,273
Specialists (accepting new members)	785	111	7	1	43	34	49	1,030
Behavioral Health	435	89	5	3	44	67	66	709
Behavioral Health (accepting new members)	323	65	4	2	33	54	52	533
Hospitals	13	2	1	1	3	1	5	26
LTSS Facilities (Hosp./NF)	26	4	0	1	6	3	5	45
Residential Setting (CCFFH, E-ARCH, and ALF)	275	14	0	0	9	32	7	337
HCBS Providers (except residential settings and LTSS facilities)	15	5	3	3	5	6	5	42
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1030	180	16	14	110	117	103	1,570
Totals	3,846	562	66	28	331	389	363	5,585

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	32,755	9,142	2,138	490	5,933	6,287	6,255	63,000

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	98	143	143	123	132	101	104	108

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)	414	57	8	18	42	63	41	643
PCPs - (accepting new members)	319	27	7	13	38	49	34	487
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	64	8	2	3	6	18	38	139
PCPs - # in Clinics (accepting new members)	7	3	2	1	4	0	16	33
Specialists	1434	210	37	11	141	124	205	2,162
Specialists (accepting new members)	1434	210	37	11	141	124	205	2,162
Behavioral Health	805	142	7	2	85	147	119	1,307
Behavioral Health (accepting new members)	805	142	7	2	85	147	119	1,307
Hospitals	13	2	1	1	3	1	5	26
LTSS Facilities (Hosp./NF)	23	2	1	0	2	4	1	33
Residential Setting (CCFFH, E-ARCH, and ALF)	405	16	0	0	11	45	16	493
HCBS Providers (except residential settings and LTSS facilities)	68	24	8	7	19	26	13	165
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1091	193	18	23	120	139	171	1,755
Totals	4,317	654	82	65	429	567	609	6,723

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	94,090	8,866	668	121	9,088	24,303	15,348	152,484

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	197	136	67	6	189	300	194	195

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.)	160	56						216
PCPs - # in Clinics (accepting new members)	154	54						208
Specialists	325	40						365
Specialists (accepting new members)	325	40						365
Behavioral Health	51	10						61
Behavioral Health (accepting new members)	51	10						61
Hospitals	12	2						14
LTSS Facilities (Hosp./NF)	15	1						16
Residential Setting (CCFFH, E-ARCH, and ALF)	313	33						346
HCBS Providers (except residential settings and LTSS facilities)	29	9						38
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	79	30						109
Totals	984	181	0	0	0	0	0	1,165

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	18,840	9,809						28,649

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	118	175	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	133

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)	463	50	6	7	72	70	25	693
PCPs - (accepting new members)	290	26	5	6	46	28	18	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	1149	97	13	4	114	74	65	1,516
Specialists (accepting new members)	683	83	13	4	54	64	54	955
Behavioral Health	442	46	4	0	34	67	39	632
Behavioral Health (accepting new members)	409	34	3	0	33	60	37	576
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)	826	40	0	0	16	78	23	983
HCBS Providers (except residential settings and LTSS facilities)	98	9	2	0	6	21	7	143
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1088	175	16	6	133	157	148	1,723
Totals	4,167	424	44	20	385	480	328	5,848

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	25,910	4,533	509	104	2,018	5,365	3,090	41,529

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	49	87	73	13	27	67	81	53
Note: RFP requirement is 300 members for every PCP								

UNITED HEALTHCARE

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	645	70	10	5	73	58	43	904
PCPs - (accepting new members)	569	61	8	5	73	37	35	788
PCPs - # in Clinics (e.g. FQHC, CHC, etc.)	20	0	0	0	4	13	3	40
PCPs - # in Clinics (accepting new members)	20	0	0	0	4	13	3	40
Specialists	1199	89	32	0	121	63	85	1,589
Specialists (accepting new members)	1176	89	32	0	121	52	84	1,554
Behavioral Health	578	88	2	1	27	64	50	810
Behavioral Health (accepting new members)	575	84	2	1	26	62	50	800
Hospitals	11	2	1	1	3	3	3	24
LTSS Facilities (Hosp./NF)	25	2	0	0	3	3	1	34
Residential Setting (CCFFH, E-ARCH, and ALF)	799	30	0	0	17	94	20	960
HCBS Providers (except residential settings and LTSS facilities)	180	16	0	0	6	18	4	224
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	674	105	6	2	70	61	56	974
Totals	4,131	402	51	9	324	377	265	5,559

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	25,287	3,473	144	34	2,290	5,510	2,693	39,431

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	38	50	14	7	30	78	59	42
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)	484	98	15	0	20	114	35	766
Network (provider look up, access)	51	13	0	0	1	15	7	87
Primary Care Physician Assignment or Change	229	34	6	0	11	74	29	383
NEMT (inquiry, scheduling) - <i>monthly report</i>	3014	724	69	12	120	630	626	5195
Authorization/Notification (prior auth status)	260	62	24	3	15	61	40	465
Eligibility (general plan eligiblity, change request)	428	48	9	1	16	49	22	573
Benefits (coverage inquiry)	244	44	1	0	7	40	27	363
Enrollment (ID card request, update member information)	417	83	16	0	11	124	36	687
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	315	72	16	0	15	77	21	516
Billing/Payment/Claims	1225	196	27	9	89	189	113	1848
Appeals	14	8	0	0	0	4	3	29
Complaints and Grievances	22	13	2	0	0	11	2	50
Other	1669	317	47	7	73	360	164	2637
Totals	8,372	1,712	232	32	378	1,748	1,125	13,599

UNITED HEALTHCARE

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
A Pharmacy - (claim, coverage, access)	35	6	0	0	4	14	4	63
B Network (provider look up, access)	250	44	0	1	14	34	31	374
C Primary Care Physician Assignment or Change	397	63	0	0	31	60	47	598
D NEMT (inquiry, scheduling) - <i>monthly report</i>	33	13	1	2	11	50	15	125
E Authorization/Notification (prior auth status)	95	28	3	1	19	54	15	215
F Eligibility (general plan eligiblity, change request)	352	43	1	0	27	70	41	534
G Benefits (coverage inquiry)	45	6	0	0	2	7	8	68
H Enrollment (ID card request, update member information)	538	81	0	0	44	126	46	835
I Service Coordination Inquiry or request (contact FSC, assessment, service plan)	160	21	1	0	7	37	26	252
J Billing/Payment/Claims	497	84	4	0	41	172	74	872
K Appeals	0	0	0	0	0	0	0	0
L Complaints and Grievances	10	1	0	0	2	6	5	24
Z Other	1,250	184	1	3	103	244	130	1915
Totals	3,662	574	11	7	305	874	442	5,875