

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

	Oct-14					Nov-14					Dec-14				
	AlohaCare	HMSA	Kaiser	Ohana	UNITED	AlohaCare	HMSA	Kaiser	Ohana	UNITED	AlohaCare	HMSA	Kaiser	Ohana	UNITED
<b># Members</b>															
QUEST Adult	27,081	60,294	8,447	10,302	9,497	27,485	61,523	8,576	10,524	9,742	28,626	62,955	8,742	10,960	10,249
QUEST Keiki	33,474	78,611	15,056	4,519	4,105	34,073	79,915	15,288	4,681	4,258	35,012	81,133	15,561	4,875	4,519
<b>Total</b>	<b>60,555</b>	<b>138,905</b>	<b>23,503</b>	<b>14,821</b>	<b>13,602</b>	<b>61,558</b>	<b>141,438</b>	<b>23,864</b>	<b>15,205</b>	<b>14,000</b>	<b>63,638</b>	<b>144,088</b>	<b>24,303</b>	<b>15,835</b>	<b>14,768</b>
<b># Network Providers</b>															
PCPs	440	461	7	592	600	442	459	7	597	599	447	637	7	598	597
PCPs - #in Clinics (ex. FQHC, CHC, etc.)	120	342	209	96	27	121	341	209	96	27	120	168	201	96	28
Specialists	2,156	2,746	547	1,824	1,820	2,167	2,743	550	1,836	1,826	2,179	2,756	543	1,817	1,830
Behavioral Health	669	1,297	156	564	720	677	1,303	158	575	717	676	1,303	158	577	737
Facilities (Hosp./NF)	51	25	52	51	46	51	25	52	51	46	51	25	52	51	46
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	1,511	1,161	331	1,355	637	1,494	1,158	331	1,369	802	1,497	1,162	331	1,366	812
<b>Total # of providers</b>	<b>4,947</b>	<b>6,032</b>	<b>1,302</b>	<b>4,482</b>	<b>3,850</b>	<b>4,952</b>	<b>6,029</b>	<b>1,307</b>	<b>4,524</b>	<b>4,017</b>	<b>4,970</b>	<b>6,051</b>	<b>1,292</b>	<b>4,505</b>	<b>4,050</b>
<b>Call Center</b>															
# Member Calls	4,706	11,435	353	2,516	1,755	3,389	8,349	717	2,036	1,424	3,832	8,656	532	2,263	1,530
Avg. time until phone answered	0:00:24	13:06	0:00:10	0:00:16	0:00:14	0:00:09	15:30	0:00:29	0:00:22	0:00:14	0:00:06	1:42	0:00:40	0:00:24	0:01:11
Avg. time on phone with member	3:53	4:43	3:13	0:07	05:23	4:04	4:51	2:39	0:07	05:18	4:13	5:08	2:56	0:07	05:13
% of member calls abandoned	6.3%	52.66%	2.00%	3.2%	1.0%	2.6%	59.16%	6.00%	3.3%	0.8%	2.3%	11.45%	7.00%	3.0%	1.5%
# Provider Calls	8,720	9,197	N/A	296	532	6,668	7,186	643	227	425	6,802	7,031	776	218	533
Avg. time until phone answered	0:00:24	10:20	N/A	0:00:08	0:00:05	0:00:09	14:55	0:00:29	0:00:14	0:00:04	0:00:06	1:51	0:00:42	0:00:18	0:00:04
Avg. time on phone with provider	3:51	4:41	N/A	0:07	06:13	4:04	5:02	1:36	0:08	06:50	4:13	4:55	1:59	0:07	07:10
% of provider calls abandoned	5.5%	40.20%	N/A	3.0%	0.4%	1.3%	46.24%	6.00%	1.8%	0.0%	0.8%	9.21%	10.00%	2.3%	0.4%
<b>Medical Claims - Electronic</b>															
# Submitted, not able to get into system	1,325	2,881	15	564	734	1,933	6,798	13	432	647	1,375	6,569	4	452	685
# Received	37,642	301,722	277	13,238	14,682	33,549	250,678	241	11,881	12,958	36,189	283,438	46	12,675	13,704
# Paid	36,017	308,521	197	12,199	13,138	30,143	243,539	138	12,792	11,093	32,405	233,164	33	10,118	12,472
# In Process	5,914	111,376	203	869	127	6,985	103,086	144	729	134	8,575	137,116	34	554	301
# Denied	2,624	23,111	5	1,479	2,203	1,729	15,339	6	1,519	1,975	2,254	16,223	1	1,567	2,310
Avg time for processing claim in days (month to date)	5	12	12	8	8	5	13	14	9	8	6	12	30	9	9
<b>Medical Claims - Paper</b>															
# Submitted, not able to get into system	173	2,281	131	511	111	274	1,827	117	267	73	180	1,808	178	205	167
# Received	20,986	56,451	2,498	2,768	2,220	18,451	45,093	2,172	2,530	1,471	20,415	45,528	2,240	2,842	3,340
# Paid	17,705	51,466	1,777	2,576	1,644	15,830	51,701	1,238	2,773	1,377	17,511	35,815	1,593	2,349	991
# In Process	5,835	39,743	1,825	334	67	6,051	25,600	1,297	427	79	6,349	29,234	1,646	243	264
# Denied	2,575	9,111	49	657	451	2,402	9,101	59	551	464	2,673	6,832	53	539	369
Avg time for processing claim in days (month-to-date)	13	23	12	12	12	9	19	14	13	13	8	20	30	11	16
<b>Prior Authorization (PA)- Electronic</b>															
# Received	121	325	152	7	13	139	216	118	5	7	95	221	122	8	4
# In Process	6	128	0	0	0	32	74	0	0	0	7	0	0	0	0
# Approved	115	280	146	7	3	107	211	115	5	6	88	256	114	8	4
# Denied	0	59	6	0	10	0	45	3	0	1	0	39	8	0	0
Avg time for PA in days (month to date)	8	6.94	4	0	12	8	13	9	0	7	10	10	5	0	2
<b>Prior Authorization (PA)- Paper and Telephone</b>															
# Received	3,349	605	0	186	964	3,248	501	0	161	765	2,139	633	0	173	1,032
# In Process	466	1	0	14	52	761	0	0	11	7	211	0	0	0	53
# Approved	2,873	454	0	169	868	2,469	336	0	149	719	1,920	495	0	169	909
# Denied	10	158	0	3	44	12	166	0	1	39	8	138	0	4	70
Avg time for PA in days (month-to-date)	5	2.02	0	4	4	5	0.29	0	4	4	6	0.34	0	4	3
<b># Non-Emergency Transports</b>															
Ground	615	727	48	649	514	523	552	53	510	446	542	540	53	545	409
Air	461	685	0	134	31	402	527	0	67	26	404	513	1	77	21
* round trip															
<b># Member Grievance</b>															
# Received	16	5	5	6	5	16	0	8	3	5	20	7	8	4	5
# Resolved	19	4	5	12	3	14	2	8	4	5	19	7	9	3	6
# Outstanding	4	2	3	5	5	6	0	3	4	5	7	0	2	5	4
<b># Provider Grievance</b>															
# Received	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0
# Resolved	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
# Outstanding	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0
<b># Member Appeals</b>															
# Received	1	21	1	0	0	0	18	1	0	5	0	25	0	0	3
# Resolved	2	27	0	0	0	0	17	2	0	0	0	37	0	0	4
# Outstanding	0	12	1	0	0	0	13	0	0	5	0	1	0	0	4
<b># Provider Appeals</b>															
# Received	0	4	0	17	9	0	0	0	12	21	0	1	0	22	11
# Resolved	0	2	0	16	12	0	2	0	8	11	0	5	0	18	20
# Outstanding	0	8	0	27	10	0	6	0	30	20	0	2	0	34	11
<b>Utilization - based on Auth (A) or Claims (C )</b>															
Inpatient Acute Admits (A) - per 1,000	86	173	2	135	137	70	109	3	117	96	78	97	3	141	160
Inpatient Acute Days (A) - per 1,000	361	552	6	565	686	325	506	11	547	516	324	499	11	525	832
Inpatient Acute Psych Admits (A)- per 1,000	6	1	1	16	5	5	1	0	14	7	5	1	0	10	5
Inpatient Acute Psych Days (A)- per 1,000	29	5	4	68	13	27	5	3	37	19	29	6	0	51	21
Readmissions within 30 days (A)	28	356	0	26	11	22	208	0	27	9	33	292	1	14	18
Waitlisted Days (A) - per 1,000	37	14	1	36	0	14	7	1	34	0	34	8	1	0	0
ER Visits (C ) - per 1,000	558	450	19	714	596	548	442	19	645	542	2,890	449	19	647	580
# Prescriptions (C ) - per 1,000	8,675	10,109	665	9,977	9,444	7,875	9,187	577	9,044	8,480	8,416	9,914	674	9,649	9,547

Legend:

ER= Emergency Room  
Hosp= Hospital  
PCP= Primary Care Provider  
Psych= Psychiatric

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

**ALOHA CARE**

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	266	52	9	1	40	40	39	447
<b>PCPs - (accepting new members)</b>	<b>172</b>	<b>26</b>	<b>7</b>	<b>1</b>	<b>31</b>	<b>21</b>	<b>28</b>	<b>286</b>
PCPs - Clinics (e.g. FQHC, CHC, etc.)	66	8	3	2	3	17	21	120
<b>PCPs - Clinics (accepting new members)</b>	<b>57</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>15</b>	<b>20</b>	<b>107</b>
Specialists	1640	180	27	2	115	102	113	2,179
<b>Specialists (accepting new members)</b>	<b>711</b>	<b>92</b>	<b>7</b>	<b>1</b>	<b>47</b>	<b>34</b>	<b>48</b>	<b>940</b>
Behavioral Health	417	85	4	3	43	61	63	676
<b>Behavioral Health (accepting new members)</b>	<b>304</b>	<b>60</b>	<b>3</b>	<b>2</b>	<b>33</b>	<b>50</b>	<b>49</b>	<b>501</b>
Facilities (Hosp./NF)	24	4	1	2	8	2	10	51
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	974	172	15	14	106	112	104	1,497
<b>Totals</b>	<b>3,387</b>	<b>501</b>	<b>59</b>	<b>24</b>	<b>315</b>	<b>334</b>	<b>350</b>	<b>4,970</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	32,824	9,279	2111	477	5,757	6,733	6,457	63,638

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	99	155	176	159	134	118	108	112
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)	413	54	6	18	39	61	46	637
<b>PCPs - (accepting new members)</b>	<b>319</b>	<b>26</b>	<b>5</b>	<b>13</b>	<b>3</b>	<b>48</b>	<b>39</b>	<b>453</b>
PCPs - Clinics (e.g. FQHC, CHC, etc.)	96	7	2	1	6	19	37	168
<b>PCPs - Clinics (accepting new members)</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>13</b>	<b>33</b>
Specialists	1860	253	42	13	175	157	256	2,756
<b>Specialists (accepting new members)</b>	<b>1860</b>	<b>253</b>	<b>42</b>	<b>13</b>	<b>175</b>	<b>157</b>	<b>256</b>	<b>2,756</b>
Behavioral Health	818	139	7	3	82	135	119	1,303
<b>Behavioral Health (accepting new members)</b>	<b>818</b>	<b>139</b>	<b>7</b>	<b>3</b>	<b>82</b>	<b>135</b>	<b>119</b>	<b>1,303</b>
Facilities (Hosp./NF)	12	2	1	1	3	1	5	25
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	695	144	12	16	88	93	114	1,162
<b>Totals</b>	<b>3,894</b>	<b>599</b>	<b>70</b>	<b>52</b>	<b>393</b>	<b>466</b>	<b>577</b>	<b>6,051</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	89,999	8,265	565	110	8,115	22,807	14,227	144,088

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	177	135	71	6	180	285	171	179
Note: RFP requirement is 300 members for every PCP								

**KAISER**

QUEST Health Plan Demographic Information by Island

as of: 12/31/2014

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	0	0	4	3	0	0	0	7
<b>PCPs - (accepting new members)</b>	0	0	4	3	0	0	0	<b>7</b>
PCPs - Clinics (e.g. FQHC, CHC, etc.)	122	42	0	0	21	5	11	201
<b>PCPs - Clinics (accepting new members)</b>	<b>115</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>5</b>	<b>11</b>	<b>192</b>
Specialists	390	59	1	0	46	19	28	543
<b>Specialists (accepting new members)</b>	<b>390</b>	<b>59</b>	<b>1</b>	<b>0</b>	<b>46</b>	<b>19</b>	<b>28</b>	<b>543</b>
Behavioral Health	111	18	0	1	11	8	9	158
<b>Behavioral Health (accepting new members)</b>	<b>111</b>	<b>18</b>	<b>0</b>	<b>1</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>158</b>
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)	200	45	4	4	37	17	24	331
<b>Totals</b>	<b>858</b>	<b>167</b>	<b>10</b>	<b>9</b>	<b>118</b>	<b>56</b>	<b>74</b>	<b>1,292</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	15,988	8,315						24,303

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	131	198	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 - (Traditional)	396	52	3	6	49	64	28	598
<b>PCPs - (accepting new members)</b>	<b>175</b>	<b>21</b>	<b>3</b>	<b>1</b>	<b>21</b>	<b>22</b>	<b>10</b>	<b>253</b>
PCPs - Clinics (e.g. FQHC, CHC, etc.)	67	2	1	1	2	10	13	96
<b>PCPs - Clinics (accepting new members)</b>	<b>67</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>13</b>	<b>96</b>
Specialists	1469	87	13	4	111	75	58	1,817
<b>Specialists (accepting new members)</b>	<b>994</b>	<b>82</b>	<b>13</b>	<b>0</b>	<b>38</b>	<b>73</b>	<b>54</b>	<b>1,254</b>
Behavioral Health	413	34	1	0	31	63	35	577
<b>Behavioral Health (accepting new members)</b>	<b>336</b>	<b>33</b>	<b>1</b>	<b>0</b>	<b>19</b>	<b>51</b>	<b>25</b>	<b>465</b>
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)	881	142	17	6	82	117	121	1,366
<b>Totals</b>	<b>3,253</b>	<b>322</b>	<b>37</b>	<b>18</b>	<b>282</b>	<b>331</b>	<b>262</b>	<b>4,505</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	9039	2084	157	38	1014	1925	1578	15,835

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	20	39	39	5	20	26	38	23
Note: RFP requirement is 300 members for every PCP								

**UnitedHealthCare**

QUEST Health Plan Demographic Information by Island

as of: 12/31/2014

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	419	48	7	6	51	50	40	621
PCPs - (accepting new members)	341	43	5	6	49	22	36	502
PCPs - Clinics (e.g. FQHC, CHC, etc.)	12	0	0	0	0	15	1	28
PCPs - Clinics (accepting new members)	12	0	0	0	0	15	1	28
Specialists	1484	120	40	2	146	94	88	1,974
Specialists (accepting new members)	1106	116	39	2	137	59	85	1,544
Behavioral Health	543	79	3	1	24	62	38	750
BH (accepting new members)	531	74	2	1	23	58	37	726
Facilities (Hosp./NF)	30	6	2	1	4	8	5	56
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA)	563	85	8	5	59	57	64	841
<b>Totals</b>	<b>4,127</b>	<b>443</b>	<b>96</b>	<b>16</b>	<b>416</b>	<b>348</b>	<b>316</b>	<b>5,762</b>

  

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	8,615	1,906	131	33	986	1,796	1,292	14,759

  

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	21	40	19	6	19	36	32	24

Note: RFP requirement is 300 members for every PCP