

	Jan-17				Feb-17				Mar-17				Apr-17				May-17				Jun-17				Jul-17				Aug-17				Sep-17												
	AlohaCare	HMSA	Kaiser	Ohana	UNTED	AlohaCare	HMSA	Kaiser	Ohana	UNTED	AlohaCare	HMSA	Kaiser	Ohana	UNTED	AlohaCare	HMSA	Kaiser	Ohana	UNTED	AlohaCare	HMSA	Kaiser	Ohana	UNTED	AlohaCare	HMSA	Kaiser	Ohana	UNTED	AlohaCare	HMSA	Kaiser	Ohana	UNTED										
<b># Members</b>	68,000	164,215	30,128	31,440	29,707	67,909	164,251	29,984	31,124	30,000	67,958	163,997	29,988	31,117	30,412	68,029	163,759	29,823	30,955	30,503	67,813	163,196	29,660	30,653	30,580	67,678	163,446	29,658	30,638	30,987	67,735	163,531	29,469	30,650	31,289	67,396	163,057	29,491	30,853	31,371	67,151	162,590	29,417	30,535	31,530
<b>Medical</b>	2,101	2,954	769	12,336	15,353	2,209	2,964	797	12,234	15,327	2,272	2,485	807	12,261	15,360	2,332	3,597	823	12,150	15,291	2,418	3,628	840	12,092	15,353	2,465	3,705	838	12,186	15,333	2,516	3,790	854	12,090	15,356	2,589	3,862	873	12,077	15,341	2,637	3,936	885	12,083	15,296
<b>Total</b>	<b>70,161</b>	<b>167,179</b>	<b>30,897</b>	<b>43,766</b>	<b>45,158</b>	<b>70,118</b>	<b>167,215</b>	<b>30,781</b>	<b>43,358</b>	<b>45,327</b>	<b>70,230</b>	<b>167,482</b>	<b>30,795</b>	<b>43,378</b>	<b>45,772</b>	<b>70,361</b>	<b>167,325</b>	<b>30,646</b>	<b>43,105</b>	<b>45,794</b>	<b>70,031</b>	<b>166,824</b>	<b>30,500</b>	<b>42,745</b>	<b>45,933</b>	<b>70,141</b>	<b>167,151</b>	<b>30,496</b>	<b>42,746</b>	<b>46,320</b>	<b>70,253</b>	<b>167,321</b>	<b>30,323</b>	<b>42,732</b>	<b>46,645</b>	<b>69,994</b>	<b>166,919</b>	<b>30,364</b>	<b>42,954</b>	<b>46,712</b>	<b>69,785</b>	<b>166,526</b>	<b>30,302</b>	<b>42,541</b>	<b>46,826</b>
<b># Network Providers</b>	611	996	208	812	1,030	609	902	206	813	1,100	602	911	206	805	1,245	599	906	207	798	1,269	595	911	210	803	1,280	596	912	208	802	1,278	595	900	206	800	1,272	606	904	206	796	1,281	614	906	204	794	1,278
<b>PCPs</b>	457	552	190	557	648	448	553	188	558	1,100	441	547	188	550	1,151	441	547	189	546	1,168	441	546	196	545	1,177	447	548	185	540	1,174	447	538	183	547	1,172	455	513	185	547	1,177	465	503	184	544	1,163
<b>Specialties</b>	2,334	2,532	384	1,568	1,862	2,346	2,527	386	1,569	1,955	2,335	2,519	387	1,569	2,415	2,320	2,525	389	1,569	2,411	2,307	2,542	388	1,570	2,425	2,239	2,558	389	1,571	2,431	2,217	2,536	385	1,571	2,438	2,238	2,543	414	1,572	2,461	2,276	2,554	419	1,572	2,452
<b>Societies (accepting new members)</b>	1,293	2,532	384	999	1,821	1,307	2,527	386	999	1,932	1,314	2,519	387	1,002	2,414	1,305	2,525	389	1,004	2,406	1,305	2,542	388	1,005	2,420	1,291	2,558	389	1,006	2,425	1,289	2,536	385	1,007	2,430	1,313	2,543	414	1,007	2,455	1,346	2,554	419	1,007	2,445
<b>Behavioral Health</b>	853	1,494	76	655	785	857	1,495	83	655	775	850	1,504	81	660	800	850	1,509	80	629	801	852	1,523	84	662	800	815	1,529	82	663	815	811	1,534	93	663	811	826	1,544	93	663	811	826	1,544	93	663	811
<b>Behavioral Health (accepting new members)</b>	700	1,494	76	628	764	706	1,495	83	628	775	705	1,504	81	628	800	691	1,509	80	629	801	682	1,523	84	628	800	683	1,525	84	628	800	679	1,529	82	628	811	681	1,534	93	628	811	685	1,544	93	628	811
<b>Hospitals</b>	25	26	14	24	24	25	26	14	24	24	25	26	14	24	24	25	26	14	24	23	25	26	14	24	23	25	26	14	24	23	25	26	14	24	23	25	26	14	24	23	25	26	14	24	23
<b>LTSF Facilities (Hosp w/ NF unit/NF)</b>	49	37	16	38	34	49	37	16	38	34	49	37	16	38	34	49	37	16	38	33	49	37	16	38	33	47	37	17	38	33	47	37	16	38	33	48	37	16	38	33	48	37	16	38	33
<b>Residential Setting (CCFPH, E-ARCH, and ALF)</b>	488	654	289	1,013	1,140	488	660	298	1,013	1,168	487	662	310	1,013	1,165	485	665	324	1,013	1,176	488	661	319	1,013	1,186	486	656	326	1,013	1,190	489	655	329	1,013	1,197	487	660	288	1,013	1,185	487	657	284	1,013	1,181
<b>HCBS Providers (except residential settings and LTSF facilities)</b>	60	157	56	91	65	60	157	58	91	66	62	156	61	91	63	62	157	61	91	63	64	145	64	91	64	64	146	64	91	64	64	146	64	91	64	64	146	62	91	64	64	146	61	91	64
<b>Therapies (Physical, HHA)</b>	1,588	2,314	116	1,804	1,052	1,607	2,331	140	1,807	880	1,602	2,353	140	1,808	260	1,592	2,336	141	1,810	260	1,601	2,400	142	1,810	272	1,593	2,453	141	1,812	270	1,606	2,443	167	1,812	270	1,610	2,473	137	1,813	273	1,631	2,499	138	1,813	273
<b>Total # of providers</b>	<b>6,008</b>	<b>8,110</b>	<b>1,159</b>	<b>6,005</b>	<b>5,992</b>	<b>6,041</b>	<b>6,015</b>	<b>1,201</b>	<b>6,010</b>	<b>6,009</b>	<b>6,015</b>	<b>6,118</b>	<b>1,215</b>	<b>6,008</b>	<b>6,123</b>	<b>6,061</b>	<b>6,136</b>	<b>1,234</b>	<b>6,005</b>	<b>6,163</b>	<b>6,204</b>	<b>8,245</b>	<b>1,237</b>	<b>6,011</b>	<b>6,207</b>	<b>6,258</b>	<b>8,312</b>	<b>1,243</b>	<b>6,013</b>	<b>6,229</b>	<b>6,588</b>	<b>8,272</b>	<b>1,274</b>	<b>6,012</b>	<b>6,232</b>	<b>5,899</b>	<b>6,323</b>	<b>1,231</b>	<b>6,010</b>	<b>6,252</b>	<b>5,931</b>	<b>6,389</b>	<b>1,230</b>	<b>6,008</b>	<b>6,247</b>
<b>Call Center</b>	4,911	8,696	651	9,487	6,360	4,506	6,974	615	8,026	4,669	4,696	7,982	598	9,101	5,046	4,194	6,410	556	8,132	4,733	4,972	6,843	564	9,375	4,539	4,530	6,451	628	8,453	4,622	4,832	5,877	595	8,157	4,343	5,968	7,911	646	9,252	4,680	5,052	6,987	582	8,038	4,244
<b># Member Calls</b>	0.0037	0.0013	0.0015	0.0032	0.0037	0.0011	0.0013	0.0011	0.0013	0.0019	0.0008	0.0015	0.0012	0.0020	0.0004	0.0010	0.0020	0.0010	0.0020	0.0016	0.0025	0.0016	0.0025	0.0020	0.0020	0.0024	0.0022	0.0013	0.0024	0.0022	0.0023	0.0022	0.0016	0.0024	0.0022	0.0027	0.0016	0.0024	0.0023	0.0018	0.0018	0.0018	0.0018	0.0018	0.0018
<b>Avg. time until phone answered</b>	0.0435	6.26	5.98	0.0840	0.0621	0.0427	6.24	5.10	0.0837	0.0619	0.0424	5.56	5.09	0.0838	0.0617	0.0416	6.08	6.31	0.1039	0.0434	0.0436	6.21	5.07	0.0840	0.0621	0.0434	6.36	5.05	0.0628	0.0428	6.54	4.30	0.0629	0.0420	6.56	5.29	0.0300	0.0618	0.0414	6.48	4.19	0.0905	0.0604	0.0414	6.48
<b>Avg. time on phone with member</b>	4%	2%	2%	4%	1%	7%	2%	1%	3%	0.6%	5%	2%	3%	0.2%	5%	2%	2%	3%	0.3%	7%	2%	5%	2%	2%	0.20%	8%	4%	2%	0.23%	8%	5%	1%	0%	1%	5%	3%	1%	3%	0.04%	5%	1%	1%	2%	1%	2%
<b>% of member calls abandoned (member hung up)</b>	7.79%	6.68%	1.11	4.03%	5.58%	6.86%	6.28%	87	3.591	4.06%	7.574	7.535	112	3.984	4.48%	6.277	6.685	170	3.540	3.884	7.026	7.478	213	4.139	4.339	6.999	7.309	176	4.244	4.173	7.207	7.038	331	4.272	3.790	7.869	7.962	234	4.754	4.151	6.924	6.676	833	3.664	3.659
<b># Provider Calls</b>	0.0007	0.0022	0.0015	0.0024	0.0016	0.0011	0.0021	0.0011	0.0021	0.0024	0.0013	0.0020	0.0013	0.0020	0.0010	0.0009	0.0027	0.0015	0.0020	0.0013	0.0024	0.0013	0.0024	0.0013	0.0024	0.0016	0.0026	0.0010	0.0016	0.0026	0.0004	0.0010	0.0016	0.0016	0.0007	0.0010	0.0016	0.0016	0.0016	0.0007	0.0010	0.0016	0.0016	0.0016	0.0007
<b>Avg. time until phone answered</b>	0.0458	5.58	3.25	0.1220	0.0706	0.0440	6.16	3.47	0.1223	0.0804	0.0441	5.51	3.49	0.1252	0.0842	0.0421	6.20	4.39	0.1248	0.0822	0.0419	6.03	3.17	0.1624	0.0837	0.0422	6.12	3.40	0.0821	6.14	3.24	0.0759	0.0354	6.11	3.54	0.1200	0.0744	0.0341	6.21	3.15	0.1248	0.0905	0.0341	6.21	3.15
<b>Avg. time on phone with provider</b>	4%	2%	2%	4%	1%	7%	2%	1%	3%	0.6%	5%	2%	3%	0.2%	5%	2%	2%	3%	0.3%	7%	2%	5%	2%	2%	0.20%	8%	4%	2%	0.23%	8%	5%	1%	0%	1%	5%	3%	1%	3%	0.04%	5%	1%	1%	2%	1%	2%
<b>% of provider calls abandoned (provider hung up)</b>																																													
<b>Medical Claims - Electronic</b>	2,204	2,366	3	4,043	1,262	2,220	2,115	4	3,720	1,527	2,268	2,490	6	4,378	1,610	4,121	2,056	3	3,658	1,554	3,424	2,169	5	3,907	1,668	2,328	2,222	6	4,180	1,631	2,453	2,342	8	3,651	1,640	2,788	3,345	11	4,780	1,662	2,455	2,175	9	3,973	1,436
<b># Submitted, not able to get into system</b>	41,366	38,673	1593	65,656	64,124	41,352	135,763	1527	65,109	76,358	48,410	160,215	2069	72,764	80,518	40,037	133,576	2,161	64,655	77,709	48,119	146,643	2,317	69,563	83,411	44,536	140,836	2,152	69,885	81,569	40,577	131,762	1,880	63,509	76,998	48,347	147,611	1,803	67,947	72,114	45,338	139,943	1,759	60,785	71,912
<b># Received</b>	40,981	112,330	1223	41,781	46,642	40,238	124,760	1054	43,771	54,141	47,464	163,890	1406	49,961	85,816	46,078	122,023	1,763	66,078	41,417	46,079	1																							

**ALOHA CARE**

# Network Providers by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
PCPs - (Traditional)	93	19	3	0	8	12	11	145
PCPs - (accepting new members)	245	51	8	2	41	56	69	472
Specialists*	693	74	18	0	63	28	42	918
Specialists (accepting new members)	1,058	122	6	0	91	49	82	1,408
Behavioral Health*	98	12	0	0	6	8	10	134
Behavioral Health (accepting new members)	428	93	6	2	44	65	55	693
Hospitals	12	2	1	1	3	1	5	25
LTSS Facilities (Hosp,NF)	28	3	0	1	6	3	6	48
Residential Setting (CCFPH, E-ARCH, and ALF)	410	24	1	0	12	51	14	512
HCBS Providers (except residential settings and LTSS facilities)	30	8	3	3	5	10	5	64
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1,082	205	17	14	134	115	100	1,667
<b>Totals</b>	<b>2,446</b>	<b>346</b>	<b>43</b>	<b>19</b>	<b>237</b>	<b>231</b>	<b>192</b>	<b>3,514</b>

\* A provider may be counted once per island that they provide services.

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	38,727	9,556	2,276	523	5,924	6,832	6,530	70,368

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	416	531	759	#DIV/0!	741	569	594	485

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)	558	76	10	9	64	96	110	923
PCPs - (accepting new members)	324	40	10	4	54	67	92	591
Specialists*	1,649	239	57	5	153	233	280	2,616
Specialists (accepting new members)	1,649	239	57	5	153	233	280	2,616
Behavioral Health*	973	183	8	2	91	180	126	1,563
Behavioral Health (accepting new members)	973	183	8	2	91	180	126	1,563
Hospitals	13	2	1	1	3	1	5	26
LTSS Facilities (Hosp,NF)	25	2	1		3	5	1	37
Residential Setting (CCFPH, E-ARCH, and ALF)	541	25	1		12	70	19	668
HCBS Providers (except residential settings and LTSS facilities)	63	21	8	6	15	26	12	151
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1,747	263	29	20	169	181	218	2,627
<b>Totals</b>	<b>5,569</b>	<b>811</b>	<b>115</b>	<b>43</b>	<b>510</b>	<b>792</b>	<b>771</b>	<b>8,611</b>

\* A provider may be counted once per island that they provide services.

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	99,428	11,351	805	143	10,694	26,964	17,223	166,608

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	178	149	81	16	167	281	157	181

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)	152	54						206
PCPs - (accepting new members)	142	50						192
Specialists*	348	79						427
Specialists (accepting new members)	348	79						427
Behavioral Health*	85	18						103
Behavioral Health (accepting new members)	85	18						103
Hospitals	12	2						14
LTSS Facilities (Hosp,NF)	16	1						17
Residential Setting (CCFPH, E-ARCH, and ALF)	121	22						143
HCBS Providers (except residential settings and LTSS facilities)	50	12						62
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	107	32						139
<b>Totals</b>	<b>891</b>	<b>220</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,111</b>

\* A provider may be counted once per island that they provide services.

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	20,023	10,244						30,267

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	132	190	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	147

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)	531	57	9	7	70	57	44	786
PCPs - (accepting new members)	378	33	9	7	52	30	34	543
Specialists*	1,180	104	13	4	117	75	69	1,562
Specialists (accepting new members)	715	87	13	4	55	66	61	1,001
Behavioral Health*	462	47	4	0	34	71	44	662
Behavioral Health (accepting new members)	449	34	3	0	34	67	40	627
Hospitals	11	2	1	1	3	1	5	24
LTSS Facilities (Hosp,NF)	23	3	1	1	5	2	3	38
Residential Setting (CCFPH, E-ARCH, and ALF)	851	41	0	0	18	79	24	1,013
HCBS Providers (except residential settings and LTSS facilities)	51	8	2	0	4	20	6	91
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	1,156	180	15	6	131	167	154	1,809
<b>Totals</b>	<b>4,265</b>	<b>442</b>	<b>45</b>	<b>19</b>	<b>382</b>	<b>485</b>	<b>349</b>	<b>5,987</b>

\* A provider may be counted once per island that they provide services.

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	26,359	4,588	465	94	2,204	5,282	3,145	42,137

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	50	80	52	13	31	75	71	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)	808	78	7	7	107	82	63	1,152
PCPs - (accepting new members)	730	70	5	7	104	62	54	1,032
Specialists*	1,935	175	44	6	214	143	161	2,678
Specialists (accepting new members)	1,929	175	44	6	213	141	159	2,667
Behavioral Health*	655	121	28	0	39	94	53	990
Behavioral Health (accepting new members)	655	121	28	0	39	94	53	990
Hospitals	10	2	1	1	3	3	3	23
LTSS Facilities (Hosp,NF)	24	2	0	0	3	4	1	34
Residential Setting (CCFPH, E-ARCH, and ALF)	1,005	45	0	0	21	113	23	1,207
HCBS Providers (except residential settings and LTSS facilities)	55	7	0	0	7	11	2	82
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	193	29	3	2	18	24	15	284
<b>Totals</b>	<b>4,685</b>	<b>459</b>	<b>83</b>	<b>16</b>	<b>412</b>	<b>474</b>	<b>321</b>	<b>6,450</b>

\* A provider may be counted once per island that they provide services.

# Members by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members	31,939	4,074	234	81	2,651	6,080	3,030	48,089

# Members per PCP by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Members per PCP	40	52	33	12	25	74	48	42

Note: RFP requirement is 300 members for every PCP

**QUEST Integration Health Plan Summary of Call Center Calls**

as of: **12/31/2017**

**ALOHA CARE**

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	30	4	0	2	2	4	0	42
Network (provider look up, access)	120	9	4	0	4	9	3	149
Primary Care Physician Assignment or Change	210	39	6	2	13	41	18	329
NEMT (inquiry, scheduling) - <i>monthly report</i>	167	33	51	8	21	47	18	345
Authorization/Notification (prior auth status)	332	43	7	3	34	39	5	463
Eligibility (general plan eligibility, change request)	432	46	7	2	20	42	13	562
Benefits (coverage inquiry)	135	11	6	3	17	21	5	198
Enrollment (ID card request, update member information)	191	34	3	3	16	22	5	274
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	9	5	0	0	1	4	0	19
Billing/Payment/Claims	502	42	3	5	31	72	4	659
Appeals	4	0	0	1	0	1	0	6
Complaints and Grievances	0	0	0	0	0	0	0	0
Other	1,011	37	3	2	8	21	4	1,086
<b>Totals</b>	<b>3,143</b>	<b>303</b>	<b>90</b>	<b>31</b>	<b>167</b>	<b>323</b>	<b>75</b>	<b>4,132</b>

**HMSA**

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	70	7	0	0	3	7	17	104
Network (provider look up, access)	18	3	0	0	0	3	5	29
Primary Care Physician Assignment or Change	1,175	164	6	0	185	281	229	2,040
NEMT (inquiry, scheduling) - <i>monthly report</i>	100	125	47	11	127	300	205	915
Authorization/Notification (prior auth status)	28	4	2	0	3	10	13	60
Eligibility (general plan eligibility, change request)	348	42	0	1	31	76	50	548
Benefits (coverage inquiry)	100	24	0	0	14	20	21	179
Enrollment (ID card request, update member information)	282	42	4	0	36	77	35	476
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	32	4	0	0	2	6	8	52
Billing/Payment/Claims	148	20	0	0	20	40	34	262
Appeals	3	2	0	0	0	1	1	7
Complaints and Grievances	10	4	0	0	2	9	6	31
Other	574	93	5	1	47	125	108	953
<b>Totals</b>	<b>2,888</b>	<b>534</b>	<b>64</b>	<b>13</b>	<b>470</b>	<b>955</b>	<b>732</b>	<b>5,656</b>

**KAISER**

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	8	2	0	0	0	0	0	10
Network (provider look up, access)	97	26	0	0	0	0	0	123
Primary Care Physician Assignment or Change	3	0	0	0	0	0	0	3
NEMT (inquiry, scheduling) - <i>monthly report</i>	15	0	0	0	0	0	0	15
Authorization/Notification (prior auth status)	2	0	0	0	0	0	0	2
Eligibility (general plan eligibility, change request)	232	79	0	0	0	0	0	311
Benefits (coverage inquiry)	125	35	0	0	0	0	0	160
Enrollment (ID card request, update member information)	29	13	0	0	0	0	0	42
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	6	4	0	0	0	0	0	10
Billing/Payment/Claims	38	20	0	0	0	0	0	58
Appeals	0	1	0	0	0	0	0	1
Complaints and Grievances	7	0	0	0	0	0	0	7
Other	13	8	0	0	0	0	0	21
<b>Totals</b>	<b>575</b>	<b>188</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>763</b>

**OHANA**

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	322	55	3	2	12	91	36	521
Network (provider look up, access)	14	5	4	0	0	8	2	33
Primary Care Physician Assignment or Change	72	18	1	0	18	33	17	159
NEMT (inquiry, scheduling) - <i>monthly report</i>	2017	445	74	39	11	50	22	2,658
Authorization/Notification (prior auth status)	46	30	10	3	6	69	28	192
Eligibility (general plan eligibility, change request)	67	12	0	0	8	18	8	113
Benefits (coverage inquiry)	89	10	4	0	5	22	7	137
Enrollment (ID card request, update member information)	257	31	5	2	17	55	27	394
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	153	20	6	0	10	51	17	257
Billing/Payment/Claims	34	16	1	0	2	27	12	92
Appeals	27	9	0	1	1	7	3	48
Complaints and Grievances	17	3	0	0	1	2	4	27
Other	494	106	20	4	39	163	66	892
<b>Totals</b>	<b>3,609</b>	<b>760</b>	<b>128</b>	<b>51</b>	<b>130</b>	<b>596</b>	<b>249</b>	<b>5,523</b>

**UNITED HEALTHCARE**

Summary of Calls by Island	Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	Totals
Pharmacy - (claim, coverage, access)	142	39	0	0	7	32	14	<b>234</b>
Network (provider look up, access)	142	16	0	0	7	35	17	<b>217</b>
Primary Care Physician Assignment or Change	629	53	1	0	47	151	69	<b>950</b>
NEMT (inquiry, scheduling) - <i>monthly report</i>	28	15	3	1	10	29	24	<b>110</b>
Authorization/Notification (prior auth status)	35	22	3	0	20	54	30	<b>164</b>
Eligibility (general plan eligiblity, change request)	420	89	0	0	27	100	58	<b>694</b>
Benefits (coverage inquiry)	610	76	4	4	51	144	55	<b>944</b>
Enrollment (ID card request, update member information)	31	2	0	0	3	11	5	<b>52</b>
Service Coordination Inquiry or request (contact FSC, assessment, service plan)	102	15	0	0	12	36	25	<b>190</b>
Billing/Payment/Claims	3	3	0	0	1	5	1	<b>13</b>
Appeals	3	4	0	0	2	2	0	<b>11</b>
Complaints and Grievances	6	4	0	0	2	0	2	<b>14</b>
Other	586	97	6	6	61	162	76	<b>994</b>
<b>Totals</b>	<b>2,737</b>	<b>435</b>	<b>17</b>	<b>11</b>	<b>250</b>	<b>761</b>	<b>376</b>	<b>4,587</b>

Health plan shall highlight changes made for the previous month(s)	
<b># Members</b>	Description of Information to Include
Medicaid	Number of members receiving QI benefit package who do not have Medicare primary
Duals	Number of members receiving dual benefits
Total	Total number of members
<b># Network Providers</b>	<b>Providers count on the "Dashboard" sheet should be un-duplicated. The providers counts on the "HP Demographics by Island" sheet may be duplicated when an individual provider serves multiple islands. Providers such as pharmacy services may be counted based upon number of locations. Non-Hawaii based network providers shall be excluded from all counts.</b>
PCPs	PCP count includes PCPs in the clinics. Utilize the definition provided on the Report Tool
PCPs - (accepting new members)	Number of PCPs (includes PCPs in clinics) accepting new members
Specialists	All specialists as defined in Section 40.220
Specialists (accepting new members)	Number of Specialists accepting new members
Behavioral Health	All behavioral health providers as defined in Section 40.220
Behavioral Health (accepting new members)	Number of Behavioral Health providers accepting new members
Hospitals	All hospitals
LTSS Facilities (Hosp./NF)	All facilities that have residents receiving LTSS (both hospital-based and free-standing nursing facilities)
Residential Setting (CCFFH, E-ARCH, and ALF)	All residential settings (CCFFH, E-ARCH, and ALF)
HCBS Providers (except residential settings and LTSS facilities)	All other HCBS providers as defined in Section 40.220 excluding those that are residential settings of LTSS facilities
Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Therapists, Hospice, HHA)	All ancillary providers to include pharmacies, laboratories, therapists, hospice, home health agencies.
Total # of providers	Total of all providers listed
	<b>Note: all providers in the QI network should be included. There should be no duplication of provider counts per category. If type is not listed, add provider type to the "Ancillary &amp; Other" section.</b>
<b>Call Center</b>	
# Member Calls	# of calls received from members
Avg. time until phone answered	Average time until phone was answered in seconds
Avg. time on phone with member	Average time on the phone with member in minutes and seconds
% of member calls abandoned (member hung up)	Percent of member calls abandoned
# Provider Calls	# of calls received from providers
Avg. time until phone answered	Average time until phone was answered in seconds
Avg. time on phone with provider	Average time on the phone with provider in minutes and seconds
% of provider calls abandoned (provider hung up)	Percent of provider calls abandoned
	<b>Note: (1) A "Processed claim" is a QI claim (not based on # of items/lines in the claim) that "PAID" or "DENIED" in the reporting period. Health plan shall determine how a claim is considered "PAID" or "DENIED". (2) When a single claim that has multiple RECEIVED/PAID/DENIED dates, health plan should use the LAST DATE that the final "PAID" or "DENIED" item/line is made for the 30/90 days calculation because this will be a "completely" processed claim.</b>
<b>Medical Claims- Electronic</b>	
# Submitted, not able to get into system	# of claims submitted that do not get into the system
# Received	# of claims received in the month
# Paid	# of claims paid in the month
# In Process	# of claims in process at the end of the month
# Denied	# of claims denied in the month
Avg time for processing paid claim in days	Average time it took to process paid claims in days
% of claims processed in 30 days	% of electronic claims processed in 30 days
% of claims processed in 90 days	% of electronic claims processed in 90 days
	(month to date)
<b>Medical Claims- Paper</b>	
# Submitted, not able to get into system	# of claims submitted that do not get into the system
# Received	# of claims received in the month
# Paid	# of claims paid in the month

# In Process	# of claims in process at the end of the month
# Denied	# of claims denied in the month
Avg time for processing paid claim in days	Average time it took to process paid claims in days
% of claims processed in 30 days	% of paper claims processed in 30 days
% of claims processed in 90 days	% of paper claims processed in 90 days
(month-to-date)	
<b>Prior Authorization (PA)- Electronic</b>	
# Received	# of PAs received in the month
# In Process	# of PAs in process in the month
# Approved	# of PAs approved in the month
# Denied	# of PAs denied in the month
Avg time for PA in days	Average time it took to process PAs in days
(month to date)	
<b>Prior Authorization (PA)- Paper and Telephone</b>	
# Received	# of PAs received in the month
# In Process	# of PAs in process in the month
# Approved	# of PAs approved in the month
# Denied	# of PAs denied in the month
Avg time for PA in days	Average time it took to process PAs in days
(month-to-date)	
<b># Non-Emergency Transports</b>	
Ground (# of round trips)	# of ground trips for non-emergency transports. A roundtrip is counted as one (i.e., to MD appointment and home is one (1) trip not two (2) trips)
Air (by segment)	# of air trips (by segment) for non-emergency transports i.e. fly from Maui to HNL and back count as 2 segments
Public Transportation Pass (bus pass & handivan coupons)	# of bus passes or handivan coupons issued
<b># Member Grievances</b>	
# Received	# of member grievances received in the month
# Resolved	# of member grievances resolved in the month
# Outstanding	# of outstanding member grievances at the end of the month
	Note: The number of member grievances outstanding in this month is the number of member grievances outstanding in the prior month plus the number of member grievances received in this month minus the number of member grievances resolved in this month.
<b># Provider Grievances</b>	
# Received	# of provider grievances received in the month
# Resolved	# of provider grievances resolved in the month
# Outstanding	# of outstanding provider grievances at the end of the month
	Note: The number of provider grievances outstanding in this month is the number of provider grievances outstanding in the prior month plus the number of provider grievances received in this month minus the number of provider grievances resolved in this month.
<b># Member Appeals</b>	
# Received	# of member appeals received in the month
# Resolved	# of member appeals resolved in the month
# Outstanding	# of outstanding member appeals at the end of the month
	Note: The number of member appeals outstanding in this month is the number of member appeals outstanding in the prior month plus the number of member appeals received in this month minus the number of member appeals resolved in this month.
<b># Provider Appeals</b>	
# Received	# of provider appeals received in the month
# Resolved	# of provider appeals resolved in the month
# Outstanding	# of outstanding provider appeals at the end of the month
	Note: The number of provider appeals outstanding in this month is the number of provider appeals outstanding in the prior month plus the number of provider appeals received in this month minus the number of provider appeals resolved in this month.
<b>Utilization - based on Auth (A) or Claims (C)</b>	
Inpatient Acute Admits * (A) - per 1,000	# of inpatient acute admits (based on authorizations) in the month per 1,000 members

Inpatient Acute Days * (A) - per 1,000	# of inpatient acute days (based on authorizations) in the month per 1,000 members
Readmissions within 30 days* (A)	# of readmissions within thirty (30) days in the month based upon authorizations
ED Visits* (C) - per 1,000**	# of ER visits in the previous month (based upon claims) per 1,000. For example, if reporting is on September 15th for August, provide data for July ER visits.
# Prescriptions (C) - per 1,000	# of prescriptions in the month (based upon claims) per 1,000 members
Waitlisted Days* (A) - per 1,000	# of waitlisted days in the month (based upon authorizations) per 1,000 members
NF Admits * (A)	Authorized Non-Medicare nursing facility admissions
# Members in NF (non-Medicare paid days)**(C)	Non-Medicare paid days (claims based)
	# of members in HCBS (excludes members in at-risk) in the month (based upon claims). Member can be included in more than one category listed below. Note: (1) The listing of HCPCS codes listed on the LTSS Report (Tab D. Auth by Service Code) shall be used to determine those HCPCS codes categorized as 'HCBS' (2) The # of members in HCBS (C) will be based solely on paid claims during the reporting period. This determination will be made irrespective of the member's "1148" status/facility code (e.g. "299")
# Members in HCBS **(C)	# of HCBS members in Residential Setting (based upon claims). Note: Based solely on paid claims against HCPCS S5140, T2033 and T2031.
# Members in Residential Setting **(C)	# of HCBS members in Self-Direction (based upon claims)
# Members in Self-Direction **(C)	# of HCBS members receiving other HCBS services (based upon claims) as defined in Section 40.740.3
# Members receiving other HCBS **(C)	# of members in At-risk in the month (based upon claims). Note: The population of At-risk members will be based on a member having an active "at-risk" coded 1147 (i.e. Level of Care Approval Status = 11). Only those with paid claims against HCBS codes noted above shall be included.
# Members in At-risk**(C)	# of At-risk members in Self-Direction in the month (based upon claims)
# Members in Self-Direction ** (C)	# of At-risk members receiving other HCBS services (based upon claims)
# Members receiving other HCBS** (C)	<b>Note: Non-Medicare is for acute, ED, and prescriptions. Health plans should report on acute waitlisted, Medicaid primary NF, and all HCBS (even if these individuals are duals).</b>

(\*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
- ED= Emergency Department
- 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
- Other HCBS at-risk= Adult Day Care, Adult Day Health, Home Delivered Meals, Personal Care, Personal Emergency Response System, and Skilled Nursing.
- PCP= Primary Care Provider
- QI= QUEST Integration
- Residential setting= CCFFH, ARCH/E-ARCH, and ALF