

# Iowa Medicaid Enterprise



## Managed Care Report

# November 2016 Performance Data

Published on February 2, 2017



## OVERVIEW

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Performance monitoring and data analysis are critical components in assessing how well the managed care organizations (MCO) are maintaining and improving the quality of care delivered to members.

The monthly data reports are a snapshot of information on major contract compliance areas and member enrollment. The department examines the data from a compliance perspective and conducts further analysis if any issues are identified.

Over time, the data experience will grow and produce trend information that will allow us to examine if the MCOs are accomplishing health outcomes and promoting quality in the health care delivery system, in addition to meeting contract requirements. Quarterly reports will include additional data analysis and review of trends.

The MCOs participating in the IA Health Link program include:

- Amerigroup Iowa, Inc. (Amerigroup)
- AmeriHealth Caritas Iowa, Inc. (AmeriHealth)
- UnitedHealthcare Plan of the River Valley, Inc. (UnitedHealthcare)

More information on the move to managed care is available at

<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>

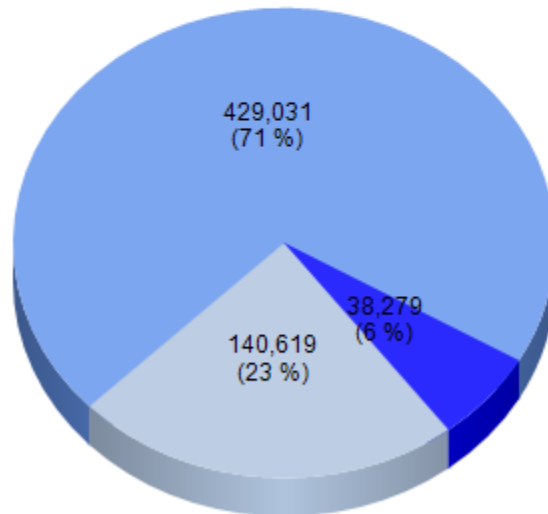
Providers and members can find more information on the IA Health Link program at

<http://dhs.iowa.gov/iahealthlink>

## PLAN ENROLLMENT BY PROGRAM

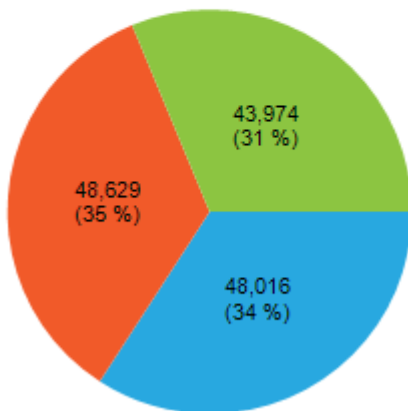
**November All MCO Enrollment by Program**  
**Total MCO Enrollment = 607,929**

hawk-i Iowa Wellness Plan Mediciad



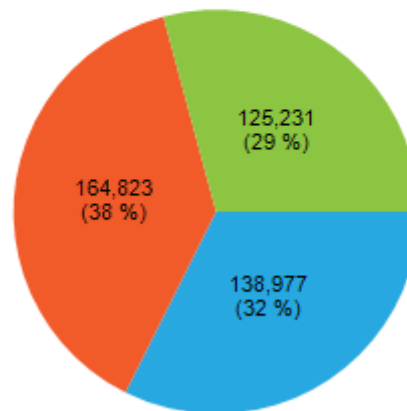
**Iowa Wellness Plan Enrollment = 140,619**

Amerigroup  
 AmeriHealth  
 United Healthcare



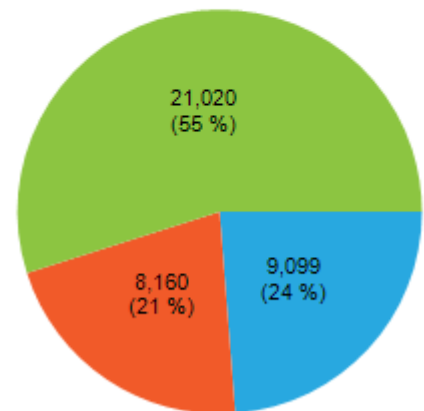
**Traditional Medicaid Enrollment = 429,031**

Amerigroup  
 AmeriHealth  
 United Healthcare



**hawk-i Enrollment = 38,279**

Amerigroup  
 AmeriHealth  
 United Healthcare

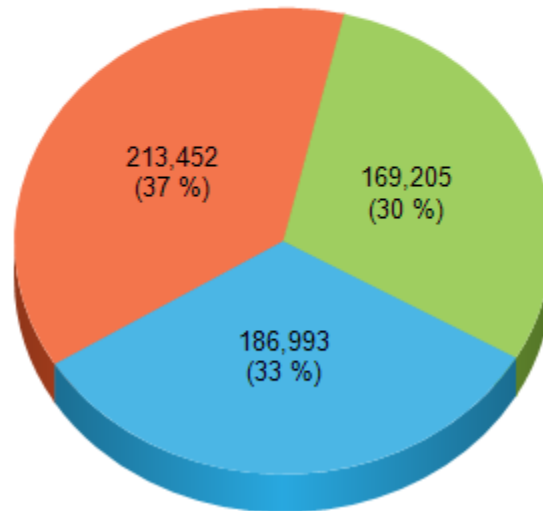


Data calculated on 12/12/2016 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

## PLAN ENROLLMENT BY MCO

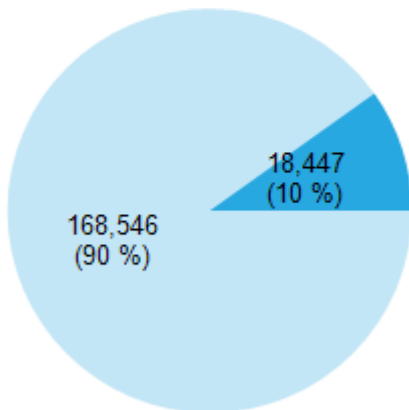
**November MCO Plan Enrollment Distribution**  
**Total MCO Enrollment = 569,650 \***

AMERIGROUP IOWA    AMERIHEALTH CARITAS IOWA    UNITED HEALTHCARE PLAN



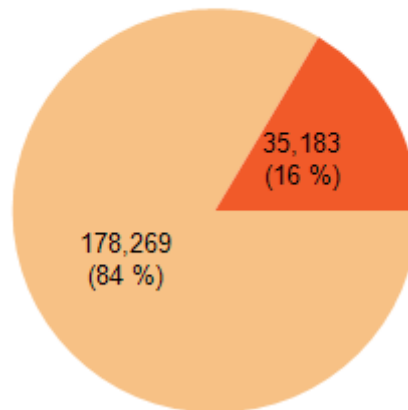
**Amerigroup Plan Assignment**

Default Assignment  
 Self-Selection



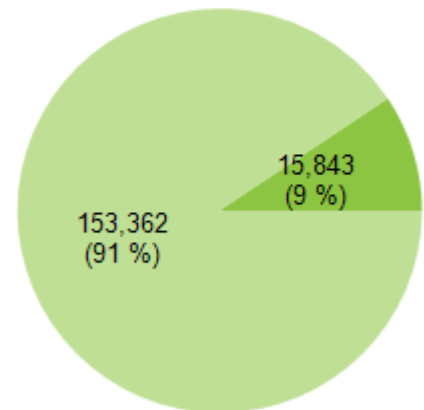
**AmeriHealth Plan Assignment**

Default Assignment  
 Self-Selection



**United Healthcare Plan Assignment**

Default Assignment  
 Self-Selection



Data calculated on 12/12/2016 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

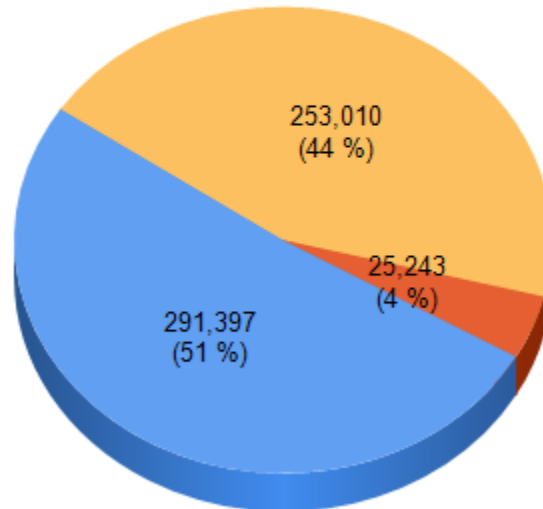
\*Totals do not include hawk-i (38,279 members as of 01/18/2017 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes).

## DEMOGRAPHICS

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### November Managed Care Enrollment by Age Total MCO Enrollment = 569,650 \*

■ 0-21 ■ 22-64 ■ 65+



About 50,046 members remain in the Fee-for-Service (FFS) program.

Data calculated on 12/12/2016 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

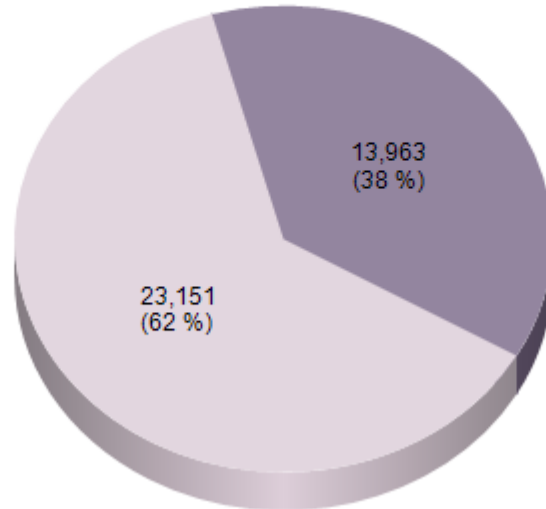
\*Totals do not include hawk-i (38,279 members as of 01/18/2017 – data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes).

\*When following conventional rounding rules to the nearest whole number, age demographic percentages total to 99%. All members are included in the age reporting as shown above.

## ALL MCO LONG TERM SERVICES AND SUPPORTS (LTSS) ENROLLMENT

**November LTSS Managed Care Enrollment by Location**  
**MCO LTSS Enrollment = 37,114**

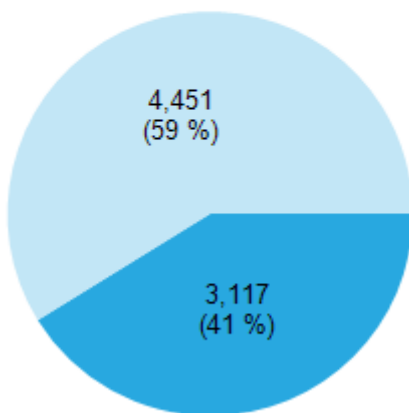
Community Based Services    Facility Based Services



## MCO LTSS ENROLLMENT BY PLAN

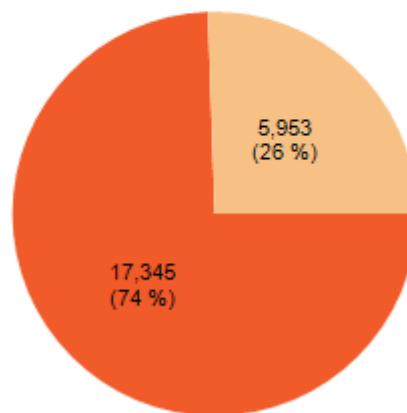
**Amerigroup LTSS Enrollment = 7,568**

Community Based Services  
 Facility Based Services



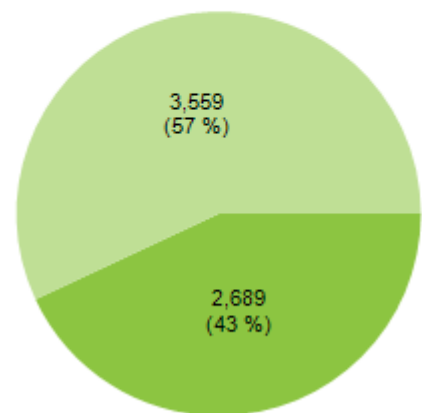
**AmeriHealth LTSS Enrollment = 23,298**

Community Based Services  
 Facility Based Services



**UnitedHealthCare LTSS Enrollment = 6,248**

Community Based Services  
 Facility Based Services



Data calculated on 12/12/2016 - data pulled on other dates will not reflect the same numbers due to reinstatements and eligibility changes.

## PERFORMANCE SUMMARY

Performance Measure	Amerigroup	AmeriHealth	United Healthcare
90% clean claims paid or denied within 14 days	90.3%	99.9%	99.6%
95% clean claims paid or denied within 21 days	97.8%	100.0%	100.0%
100% of Medical PAs must be completed within 7 calendar days of request	98.7%	99.5%	100.0%
100% of Medical PA for expedited services must be authorized within 3 business days of request	94.3%	100.0%	100.0%
100% Pharmacy PAs must be must be completed within 24 hours	100.0%	100.0%	100.0%
80% Member Helpline calls answered within expected time	84.8%	93.0%	91.4%
80% Provider Helpline calls answered within expected time	81.0%	87.0%	84.9%

## NETWORK ADEQUACY AND HISTORICAL UTILIZATION

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Network Adequacy helps us to ensure that the MCOs are offering a enough providers, and the right types, to serve the IA Health Link population. The IME and the Centers for Medicare and Medicaid Services (CMS) developed a network adequacy tool that is based on Medicaid members' historical utilization of services. **Historical utilization**, as seen in the table below, is a measure of the percentage of assigned members who current providers are part of the managed care network for a particular service or provider type based on claims history.



	AmeriHealth			Amerigroup			United		
Provider Type - Adult	East	Central	West	East	Central	West	East	Central	West
Primary Care	94.0%	98.0%	99.0%	85.8%	90.6%	93.4%	98.9%	99.6%	97.6%
Cardiology	100.0%	100.0%	98.0%	88.1%	95.4%	88.9%	99.1%	99.1%	93.8%
Endocrinology	95.0%	99.0%	100.0%	91.5%	63.2%	100.0%	98.9%	87.7%	79.5%
Gastroenterology	100.0%	96.0%	92.0%	88.5%	93.6%	81.1%	98.8%	99.4%	97.6%
Neurology	91.0%	100.0%	94.0%	92.5%	94.2%	99.0%	98.8%	99.7%	98.4%
Oncology	91.0%	100.0%	100.0%	76.9%	84.0%	98.0%	98.7%	99.9%	99.6%
Orthopedics	91.0%	95.0%	96.0%	71.8%	85.7%	94.3%	99.1%	98.1%	92.3%
Pulmonology	100.0%	100.0%	99.0%	79.8%	97.1%	91.2%	98.8%	100.0%	95.7%
Rheumatology	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	97.4%	100.0%	98.6%
Urology	97.0%	99.0%	100.0%	80.2%	99.0%	78.0%	99.3%	99.6%	97.0%
Provider Type - Pediatric	East	Central	West	East	Central	West	East	Central	West
Primary Care	94.0%	97.0%	99.0%	88.9%	97.3%	98.0%	98.9%	99.3%	97.2%
Provider Type - Facilities and Pharmacy	East	Central	West	East	Central	West	East	Central	West
Hospitals	100.0%	100.0%	99.0%	96.8%	98.4%	95.0%	98.4%	99.0%	93.1%
Pharmacies	98.0%	98.0%	97.0%	99.8%	99.6%	99.9%	100.0%	99.5%	100.0%
ICF/ID	100.0%	97.0%	97.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%
ICF/SNF	97.0%	96.0%	95.0%	94.8%	91.6%	93.2%	99.9%	99.3%	100.0%
Provider Type - Waiver	East	Central	West	East	Central	West	East	Central	West
AIDS/HIV Level 1: Adult Day Care	No Util	No Util	No Util	No Util	No Util	No Util	100.0%	100.0%	100.0%
AIDS/HIV Level 2: CDAC, Home Health Aide	100.0%	100.0%	No Util	No Util	100.0%	100.0%	100.0%	100.0%	100.0%
AIDS/HIV Level 4: Home Delivered Meals	100.0%	100.0%	100.0%	100.0%	100.0%	No Util	100.0%	100.0%	100.0%
BI Level 1: Adult Day Care, Prevocational Services, Supported Employment	98.0%	100.0%	100.0%	93.1%	100.0%	100.0%	100.0%	100.0%	100.0%
BI Level 2: CDAC	100.0%	100.0%	100.0%	96.6%	97.0%	95.9%	100.0%	100.0%	100.0%
BI Level 3: Supported Community Living	100.0%	98.0%	100.0%	96.7%	95.8%	99.2%	100.0%	100.0%	100.0%
Elderly Level 1: Adult Day Care	90.0%	100.0%	No Util	91.2%	100.0%	100.0%	100.0%	100.0%	100.0%
Elderly Level 2: CDAC, Home Health Aide	99.0%	93.0%	100.0%	91.7%	95.0%	95.5%	100.0%	100.0%	100.0%
Elderly Level 4: Home Delivered Meals	99.0%	96.0%	87.0%	92.4%	92.7%	95.1%	100.0%	100.0%	100.0%
HD Level 1: Adult Day Care	100.0%	100.0%	No Util	100.0%	100.0%	No Util	100.0%	100.0%	100.0%
HD Level 2: CDAC, Counseling, Home Health Aide	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%
HD Level 4: Home Delivered Meals	100.0%	100.0%	94.0%	91.1%	100.0%	99.0%	100.0%	100.0%	100.0%
ID Level 1: Adult Day Care, Day Habilitation, Prevocational Services, Supported Employment	100.0%	100.0%	99.0%	92.4%	93.8%	100.0%	99.8%	100.0%	100.0%
ID Level 2: CDAC, Home Health Aide	100.0%	100.0%	100.0%	88.5%	95.2%	100.0%	100.0%	100.0%	100.0%
ID Level 3: Supported Community Living	100.0%	99.0%	96.0%	96.3%	92.3%	99.3%	99.9%	100.0%	100.0%
PD Level 2: CDAC,	100.0%	99.0%	100.0%	96.2%	100.0%	98.3%	100.0%	100.0%	100.0%
Provider Type - Behavioral	East	Central	West	East	Central	West	East	Central	West
Behavioral Health - Inpatient	100.0%	98.0%	100.0%	99.9%	100.0%	94.7%	97.4%	94.9%	41.7%
Behavioral Health - Outpatient	97.0%	98.0%	96.0%	95.1%	89.7%	88.4%	100.0%	99.0%	99.8%
Habilitation Level 1: Day Habilitation, Prevocational Services, Supported Employment	100.0%	100.0%	100.0%	89.5%	96.0%	100.0%	100.0%	100.0%	100.0%
Habilitation Level 3: Home Based Habilitation	100.0%	100.0%	91.0%	97.5%	100.0%	94.6%	100.0%	99.3%	93.4%
Children's Mental Health Level 1: Respite	100.0%	100.0%	100.0%	100.0%	92.8%	69.5%	100.0%	100.0%	100.0%