Office of Managed Care

MyCare Provider Dashboard

Q4 2019

Governor Mike DeWine | Lt. Governor Jon Husted | Director Maureen Corcoran

medicaid.ohio.gov

Introduction

The Ohio Department of Medicaid (ODM), Office of Managed Care, releases a quarterly provider dashboard summarizing managed care plans' performance in key operational areas[1]. The purpose of this quarterly provider dashboard is to visually depict plan performance across all the plans and at an individual plan level. The key areas displayed on the dashboard represent areas for which a compliance standard exists, which allows ODM to identify trends and systemic challenges that may need to be addressed. An explanation of each of the provider dashboard elements is listed below.

Dashboard Elements

Provider Complaints: Providers may choose to contact the Ohio Medicaid Hotline and submit a complaint about a managed care plan (MCP). All provider complaints are tracked using the Healthtrack database developed by the Hotline vendor. Healthtrack does not include complaints submitted directly to an MCP by providers.

Prior Authorizations: MCPs may require prior authorization for specific services. Either a member or a provider may request coverage for a service through the prior authorization (PA) process. MCPs are required to report information on all PA decisions rendered for their members. This includes PA requests for **all services**, including requests for services when the MCP is not the primary payer. For standard authorization decisions, plans must either approve or deny the request within **ten calendar days** and this is a standard that the Office of Managed Care would take compliance on if not met (see OAC 5160-26-03.1). Plans must approve or deny pharmacy authorizations within 24 hours for Medicaid managed care or 72 hours for MyCare Ohio. If a PA is denied, the member has the option to appeal to the MCP. Possible reasons why an MCP may deny a request could be due to lack of medical necessity or no medical documentation.

Prompt Pay: ODM monitors the MCPs claim processing activities to ensure ongoing compliance with prompt pay requirements. For Medicaid Managed Care Behavioral Health, plans must pay 90% of all submitted clean claims within 15 days of date of receipt and 99% of such claims within 60 days of the date of receipt. For the other categories of service listed below, plans must pay 90% of all submitted clean claims within 30 days of date of receipt and 99% of such claims within 90 days of the date of receipt.

Medicaid Managed Care

1. Nursing Facility
2. Pharmacy – Retail
3. All Services Excluding Nursing Facility and Pharmacy

MyCare Managed Care

1. Nursing Facility/Hospice Room and Board
2. Behavioral Health
3. Waiver Services
4. All Services Excluding Nursing Facility/Hospice, Behavioral Health, Waiver, Pharmacy

Conclusion

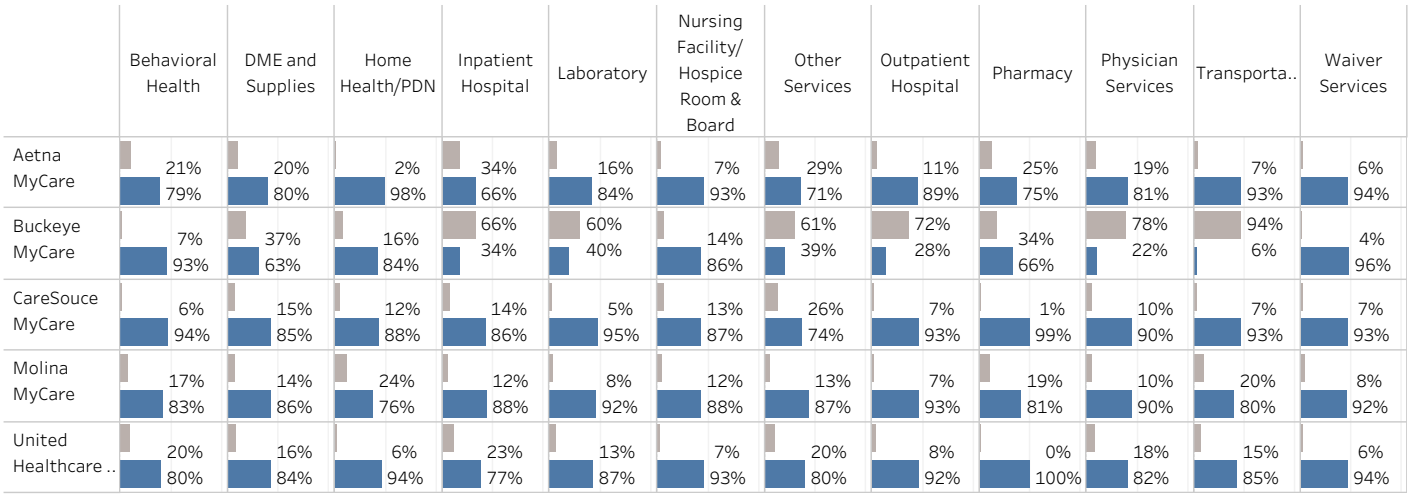
As stated above, the quarterly provider dashboard does not represent the entire scope of monitoring and oversight activities conducted by ODM. Please see the Managed Care Plan Provider Agreement for specific contract requirements and associated compliance actions.

[1] The quarterly dashboard contains information from the previous quarter due to the timing of available data elements.

Ohio | Department of Medicaid

MyCare Provider Dashboard

Prompt Pay: % Clean Claims Paid or Denied



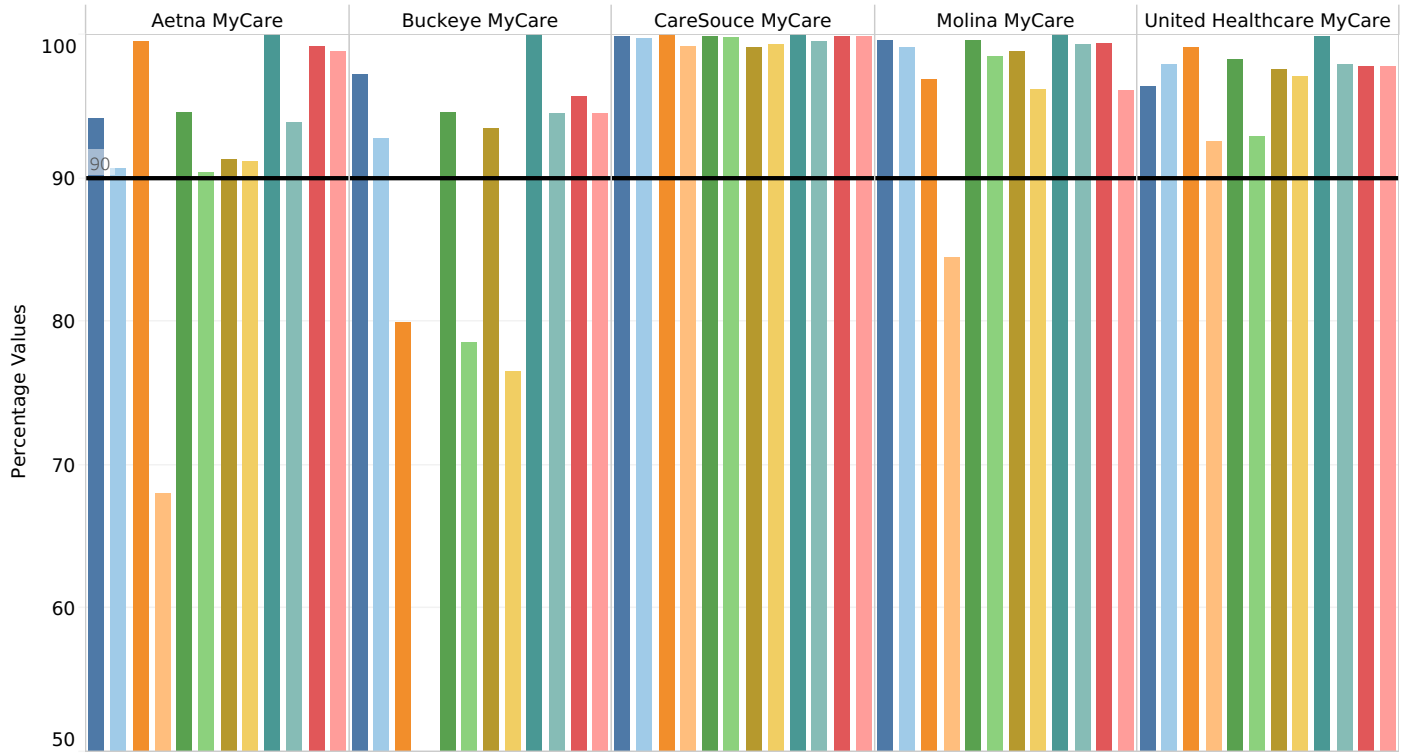
% Clean Claims Denied
% Clean Claims Paid

Time Period: Q4 2019. Calculation for % Paid: (# of Claims Paid 0-30 Days)/(Total Paid or Denied 0-30 Days)*100. Calculation for % Denied: (# of Claims Denied 0-30 Days/Total Paid or Denied 0-30 Days)*100

Prompt Pay: # of Claims by Status

	Total Clean Paid or Denied Claims - 0-30 Days	Clean Pended 91+ Days	Unclean Claims - 0-30 Days
Aetna MyCare	1,419,631	1,701	4,746
Buckeye MyCare	953,711	190	5,896
CareSouce MyCare	1,524,927	20	42,867
Molina MyCare	1,222,937	23	12,433
United Healthcare MyCare	814,668	0	11,242
Grand Total	**5,935,874**	**1,934**	**77,184**

Prompt Pay:
% Clean Claims Paid or Denied Within 30 Days

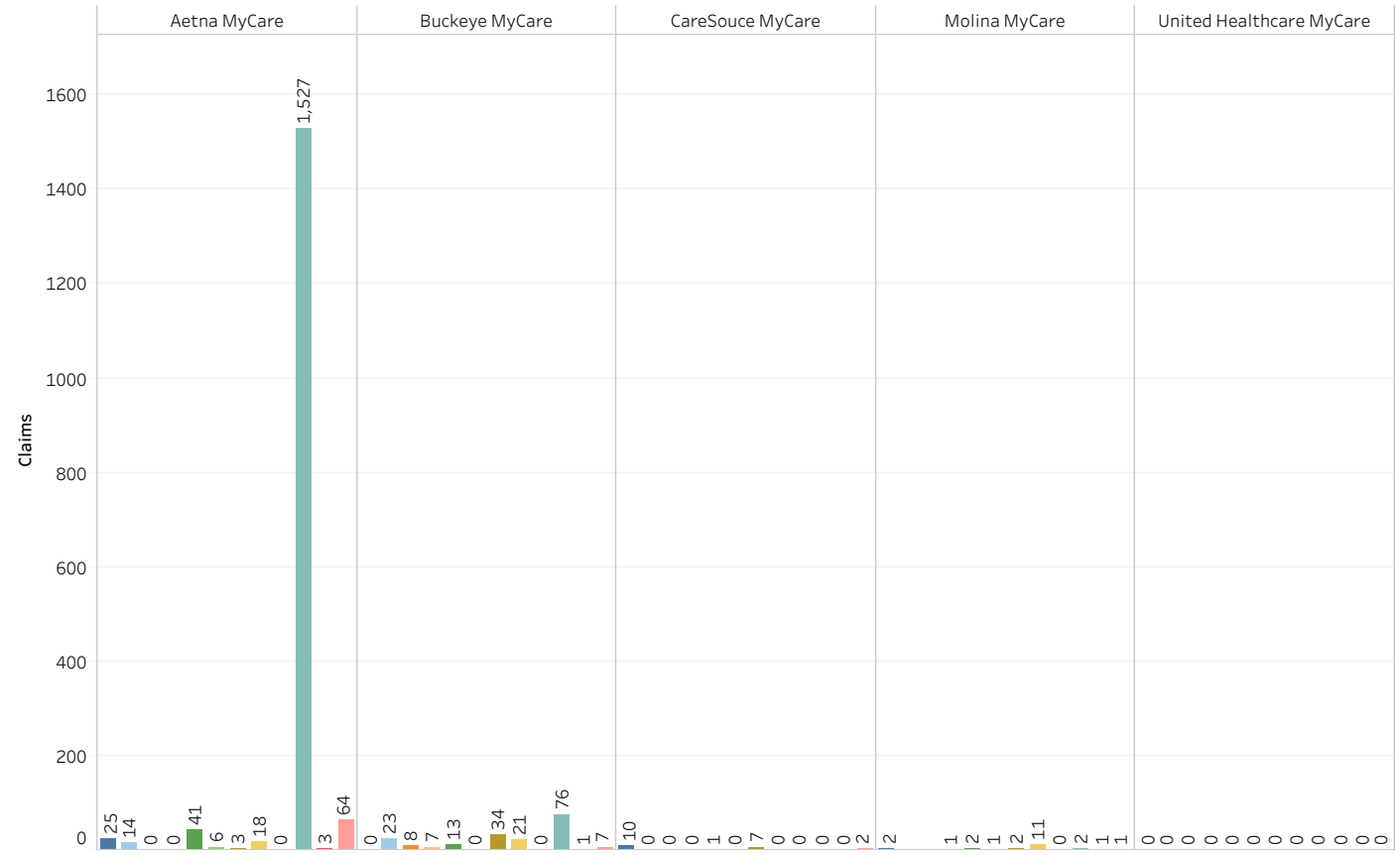


For the categories of service listed, plans must pay 90% of all submitted clean claims within 30 days of date of receipt: Nursing Facility/Hospice Room and Board, Behavioral Health, Waiver Services, and All Services Excluding Nursing Facility, BH, Waiver, and Pharmacy

Category of Service

- Behavioral Health
- DME and Supplies
- Home Health/PDN
- Inpatient Hospital
- Laboratory
- Nursing Facility/Hospice Room & Board
- Other Services
- Outpatient Hospital
- Pharmacy
- Physician Services
- Transportation
- Waiver Services

Prompt Pay: Clean Pended Claims 91+ Days by Category of Service



Pended claims are at a point in time and is constantly in flux

Category of Service

- Behavioral Health
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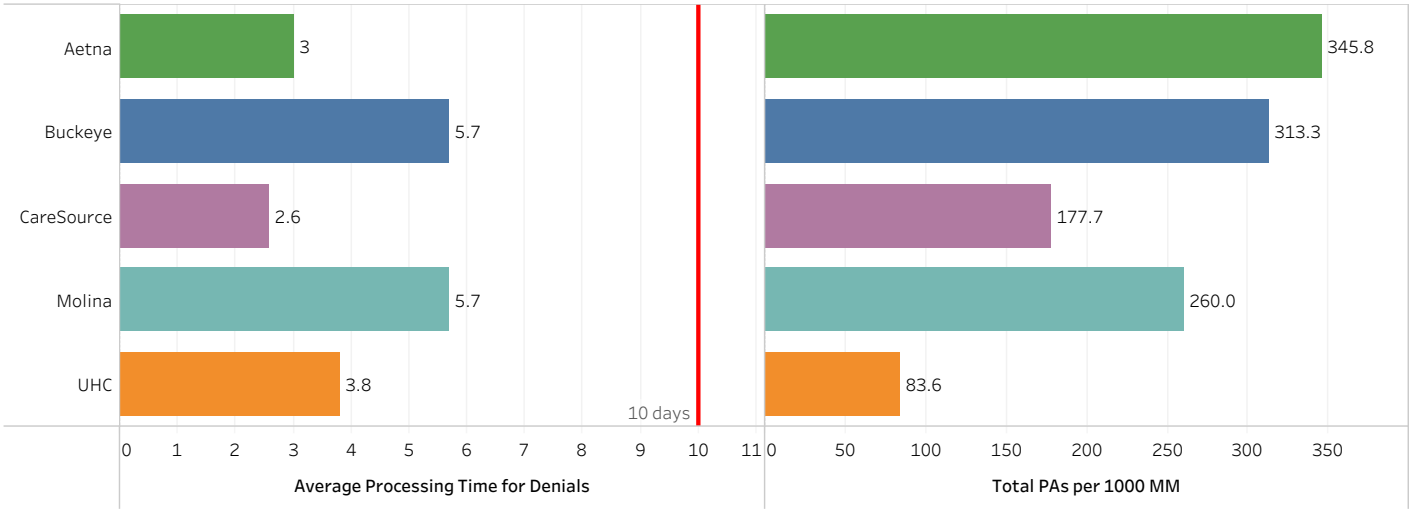
- Home Health/PDN
- Inpatient Hospital
- Laboratory
- Nursing Facility/Hospice Room & Board
- Other Services
- Outpatient Hospital
- Pharmacy
- Physician Services
- Transportation
- Waiver Services

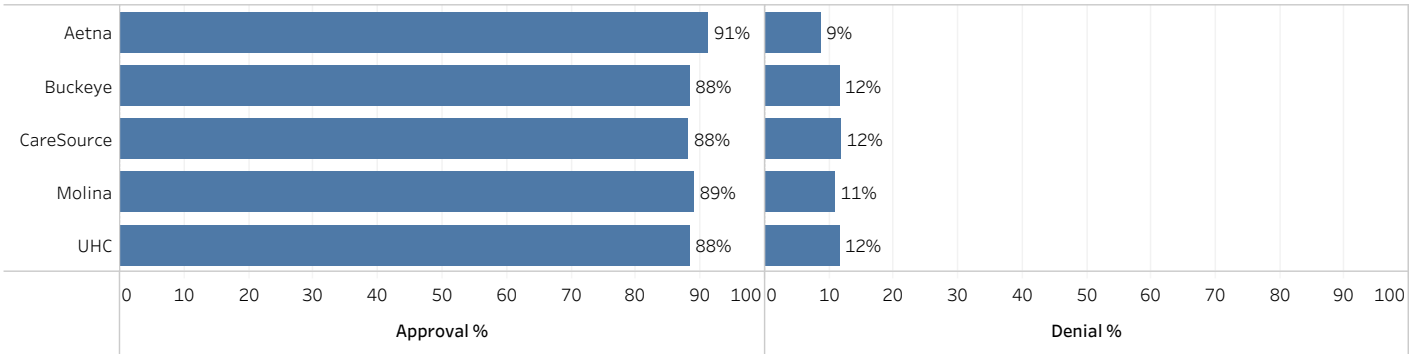
Prior Authorization

Average Processing Time for Denials and PAs per 1000 MM



All data is Q4 2019. Data pulled and compiled 05/2020.
MM = Member Months. Calculated as # of prior auths denied*1000/Enrollment

Prior Authorizations - % Approved/Denied



Provider Complaints

MCP1	Total	Complaints per 1000 MM	Communication Issues	Prior Authorization	Eligibility Issue	Payment of Claims	Coverage/Service Denials
Aetna	21	0.2	3	1	3	13	1.0
Buckeye	95	1.1	0	1	0	87	3.0
CareSource	133	1.5	1	0	2	109	1.0
Molina	37	0.4	0	0	2	30	1.0
United	22	0.2	0	1	0	15	4.0
Total	308		4	3	7	254	10.0

MCPs listed alphabetically and top 5 categories shown. Provider Complaints per 1000 providers are based on plans' reported network as of May 2020.

Complaints per 1000 Providers: This calculation is the (# of complaints*1000)/(number of providers contracted for Q4 2019)