



Operational Status Report

Kentucky MMIS Project

*Cabinet for Health and Family Services
Department for Medicaid Services*

Status Month End March 2014

Cabinet for Health and Family Services Department for Medicaid Services

Cabinet for Health and Family Services Department for Medicaid Services	
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1 Executive Summary

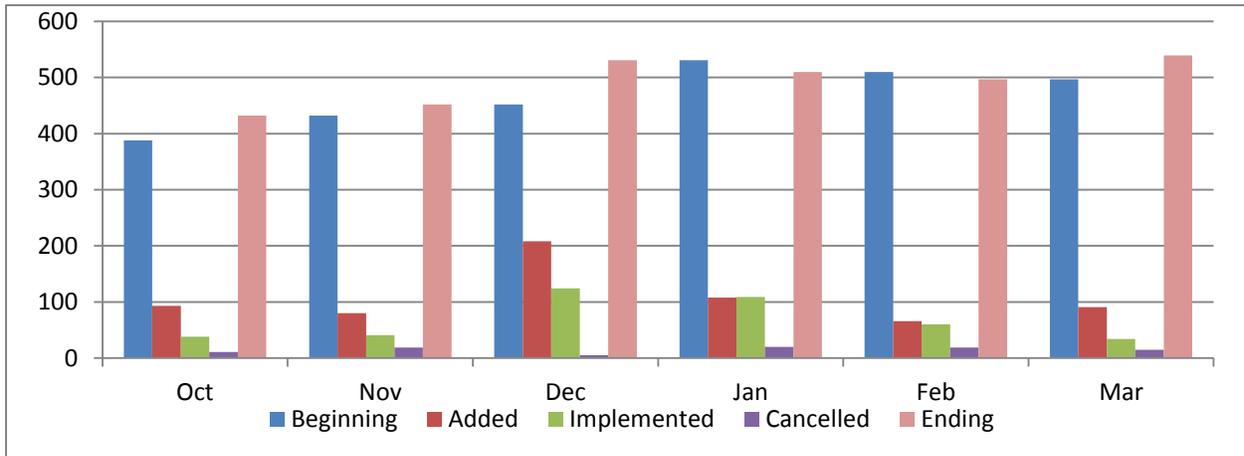
	March 2014	Page Number
Claims Processed	714,669	Page 16
Total Dollars Paid	\$182,291,626.77	Page 16
Claims Paid	468,663	Page 16
Claims Denied	246,006	Page 16
% Denied Claims	34.4%	Page 16
Average Claims Held in Cash Management	274,082	N/A
Average Dollars Held in Cash Management	\$48,771,334.75	N/A
Capitation Financial Transactions	993,823	N/A
Capitation Financial Payments	\$7,272,586.55	Page 17
Suspended Claims	9,859	Page 23
Total Suspended Claims > 90 Days	500	Page 23
Provider Services Calls Received	12,359	Page 29
Provider Services Current Service Level %	96%	Page 29

1.1 Encounter Load Statistics

Managed Care Organizations (MCOs)						
	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014
Coventry	736,282	1,218,510	961,113	788,742	797,818	1,217,582
Humana	28,730	47,394	25,760	27,040	82,022	158,660
Kentucky Spirit	25,879	54,582	68,019	16,107	6,676	57,678
Passport (R03)	16,158	84,634	69,115	2,617	1,999	5,449
Passport R31	397,921	505,918	472,910	747,576	539,834	761,678
WellCare	1,845,428	1,931,751	1,146,425	1,138,675	1,325,299	1,617,488
Anthem	0*	0*	0*	0*	0*	0*
Other						
Transportation Encounters	15,000	314,723	606,347	0*	406,862	0*
Magellan Pharmacy Claims	403,317	274,801	265,092	268,579	276,021	294,265
Totals	3,468,715	4,432,313	3,614,781	2,989,336	3,436,531	4,112,800
<p>Decrease in Transportation Encounters due to a delay in resubmissions of files that were corrected by Transportation. This will more than likely result in increased count during the coming month.</p> <p>* January 2014 Transportation -- No files have been received for this month.</p> <p>* March 2014 Transportation -- No files have been received for this month.</p> <p>* Anthem – No files yet received.</p>						

1.2 Change Order and Defect Statistics

Change Orders / Defects Inventory	Oct	Nov	Dec	Jan	Feb	Mar
Beginning	388	432	452	531	510	497
Added	93	80	208	108	66	91
Implemented	38	41	124	109	60	34
Cancelled	11	19	5	20	19	15
Ending	432	452	531	510	497	539



March 2014	Change Orders		Defects		Total	Comments
	Open	On Hold	Open	On Hold		
DMS Priority	82	38	2	1	123	
Federally Mandated	182	1	0	0	183	14 open and 1 on hold COs are included on the Priority list.
Non-Priority	139	12	82	0	233	
Totals	403	51	84	1	539	Total includes 167 ICD-10 and T-MSIS CO's

The priority list consists of 138 Change Orders & Defects.

March 2014	Change Orders			Defects		
	Added	Implemented	Cancelled	Added	Implemented	Cancelled
DMS Priority	33	12	9	6	2	1
Federally Mandated	14	7	0	0	0	0
Non-Priority	27	12	4	11	1	1
Totals	74	31	13	17	3	2

2 Unplanned System Outages

A Breakdown Of The Downtime		
Date	Time	Reason For Downtime
3/6/2014	6:30 am – 10:00 am	The KYXIX MEUPS application was not accessible. HP engaged the Wintel team to assist with identifying the issue. There was an issue with a port on the C7000 Chassis that had to be re-routed.

3 Billable Hours

3.1 Billable Hours Usage Summary (Contract Year 2014)

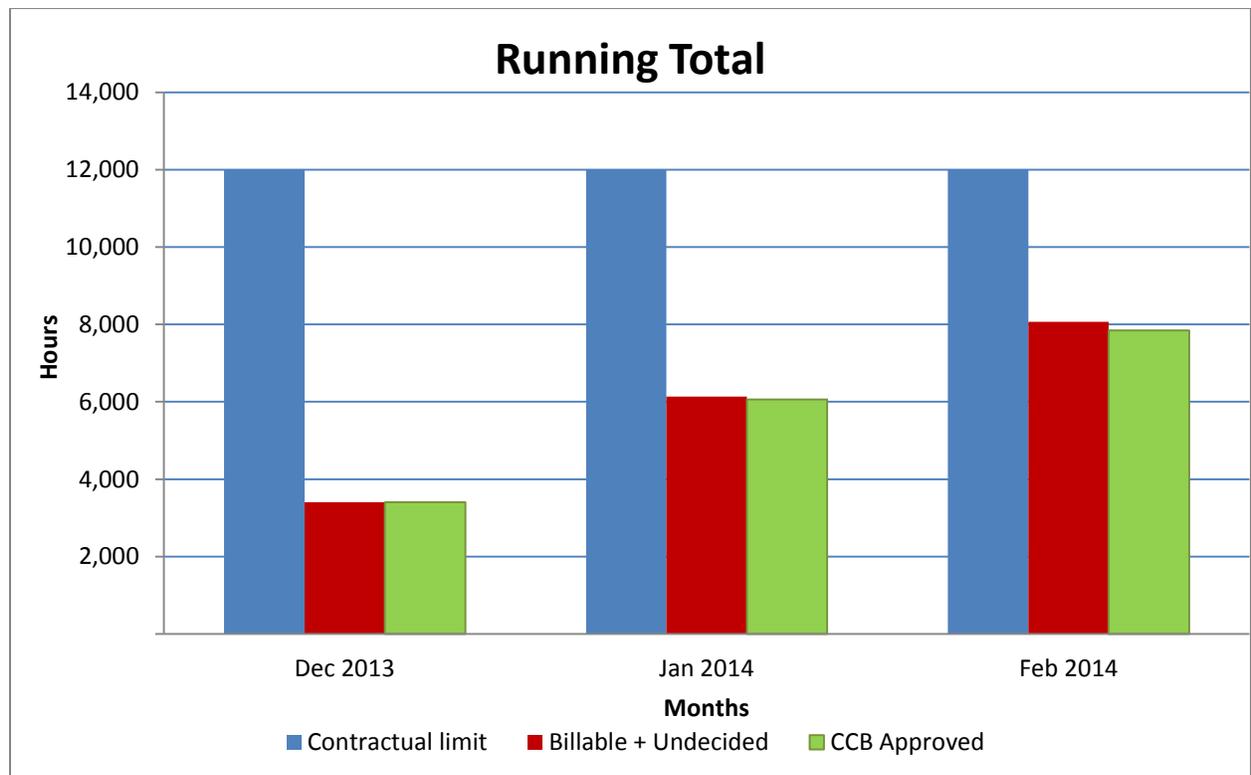
Month	Billable	Undecided	CCB Approved	Need CCB Review
Dec 2013	3,401.75	4.50	3,401.75	4.50
Jan 2014	2,672.75	53.00	2,662.75	63.00
Feb 2014	1,884.25	54.50	1,779.50	159.25
Mar 2014				
Apr 2014				
May 2014				
Jun 2014				
Jul 2014				
Aug 2014				
Sep 2014				
Oct 2014				
Nov 2014				

* Time entry is finalized on the 22nd day of the following month.

3.2 Running Total (Contract Year 2014)

Month	Contractual limit	Billable + Undecided	CCB Approved	Billable	Undecided	Need CCB Review
Dec 2013	12,000.00	3,406.25	3,401.75	3,401.75	4.50	4.50
Jan 2014	12,000.00	6,132.00	6,064.50	6,074.50	57.50	67.50
Feb 2014	12,000.00	8,070.75	7,844.00	7,958.75	112.00	226.75
Mar 2014						
Apr 2014						
May 2014						
Jun 2014						
Jul 2014						
Aug 2014						
Sep 2014						
Oct 2014						
Nov 2014						

* Time entry is finalized on the 22nd day of the following month.



4 Monthly Ad hoc Requests

4.1 Inventory Summary

	Beginning of Month	Received This Month	Closed This Month	DMS Hold	Ending Inventory
Type A	0	1	1	0	0
Type B	0	1	1	0	0
Type C	0	11	11	0	0
Type D	0	0	0	0	0
Type E	0	0	0	0	0
Total	0	13	13	0	0

4.2 Inventory Detail

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
21708	C	Wang, Julia	Completed	20140302	20140304	Horn Richardson 01012013-12312013
21709	C	Wang, Julia	Completed	20140302	20140304	Inspired Living 03012013-12312013
21710	C	Wang, Julia	Completed	20140302	20140304	Neuro Restorative 03012013-08312013
21711	C	Wang, Julia	Completed	20140302	20140304	Frazier Institute 03012013-12312013
21712	C	Wang, Julia	Completed	20140302	20140304	LICM 01012013-12312013
21729	B	Bechtel, Steve	Completed	20140305	20140306	HHS Audit #A-04-14-00096 Data
21750	C	Jenkins, Ericka	Completed	20140311	20140312	State of the States

CO #	Type	Requested By	Status	Date Requested	Date Completed	Description
21768	A	Barrett, Hope	Completed	20140311	20140311	Summary S5145 SFY2013
21772	C	Virmani, Ashish	Completed	20140311	20140311	Rerun 20884B For Dec 2013
21818	C	Patel, Siddharth	Completed	20140317	20140324	Request 1_Risperdal NDCs
21839	C	Devore, Harriet	Completed	20140320	20140325	Ectract of TPL from fixed rate claims
21905	C	Literal, Michelle	Completed	20140331	20140401	R Landau 622079
21906	C	Wang, Julia	Completed	20140331	20140401	ABI Case Management 03012013-02282014

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

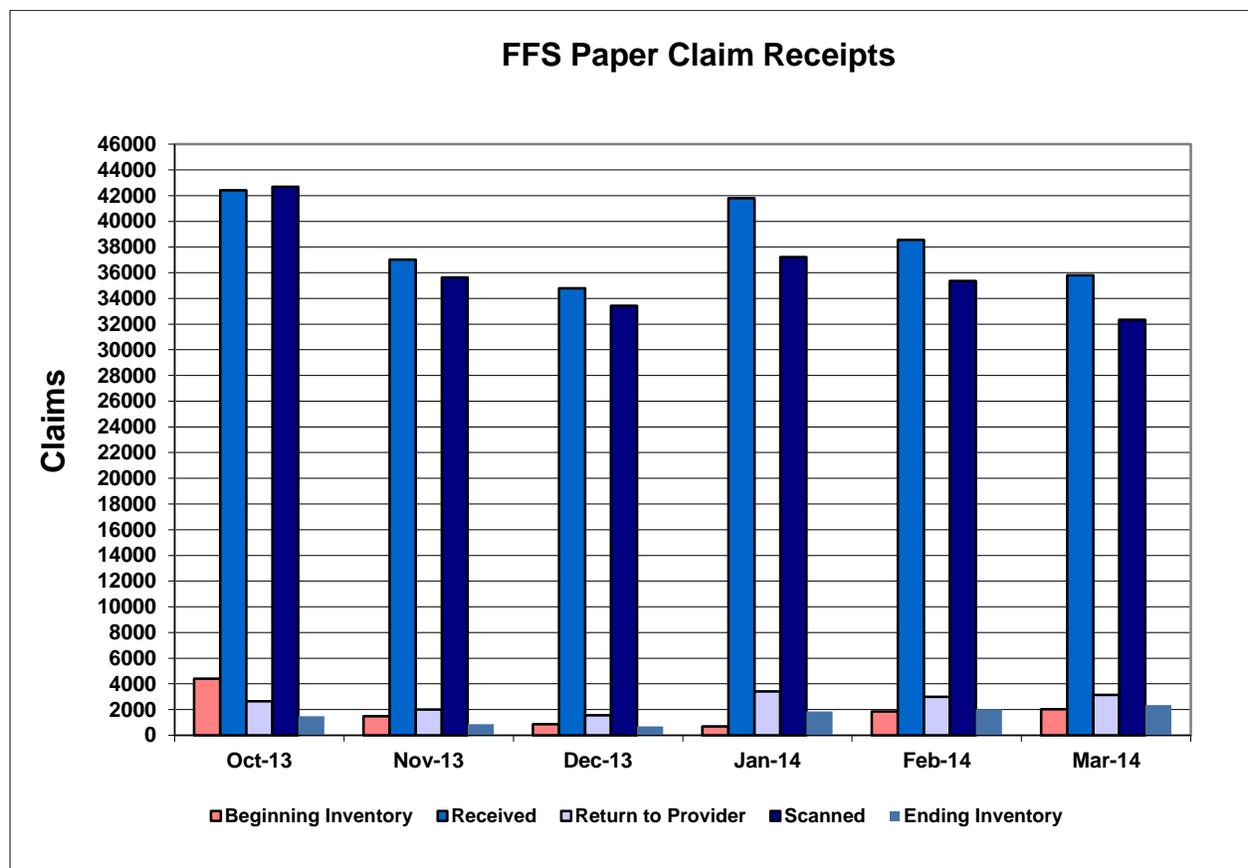
Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

Type E – Emergency reports completed correctly within two (2) hours of submitted request.

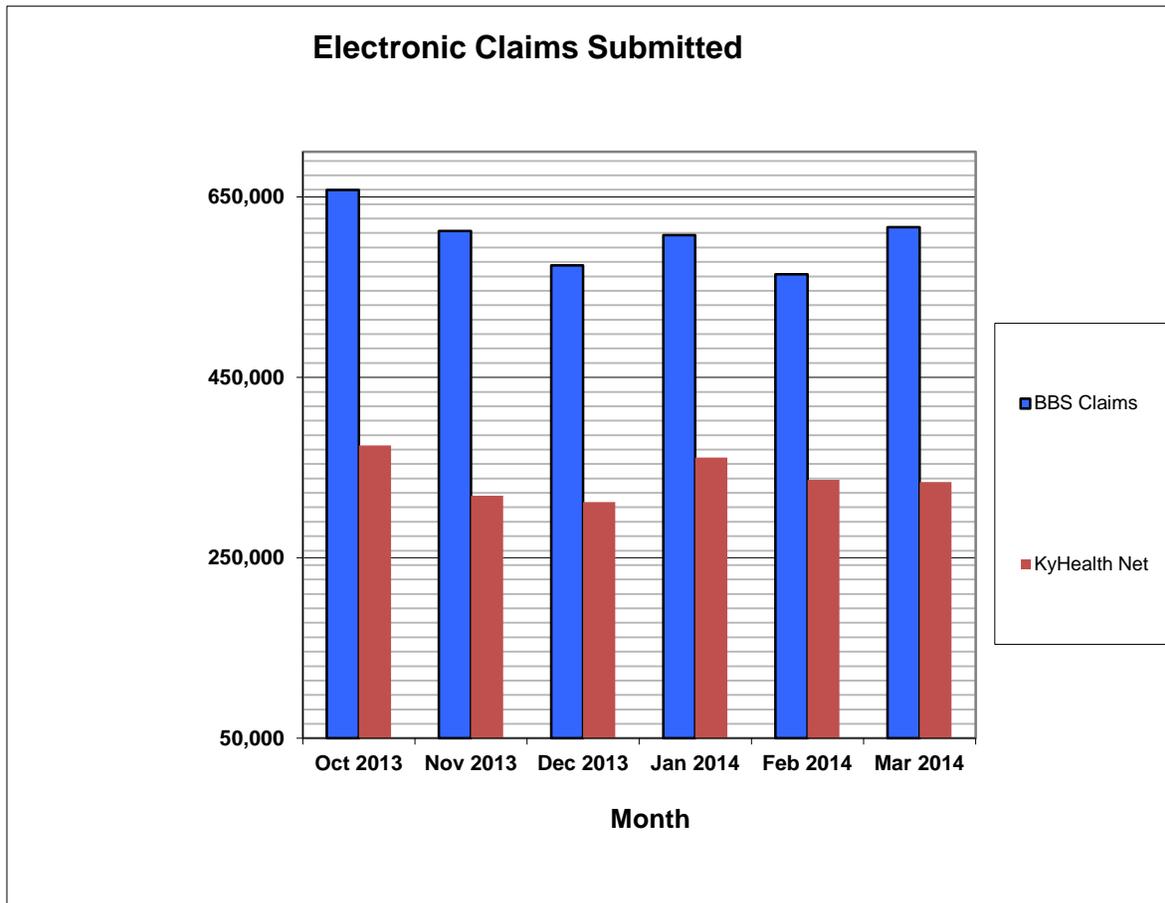
5 FFS Paper Claim Receipt Statistics

Mailroom	Beginning Inventory	Received	RTP	Scanned	Ending Inventory	Oldest Claim
October 2013	4,409	42,427	2,652	42,701	1,483	0 days
November 2013	1,483	37,013	2,004	35,636	856	0 days
December 2013	856	34,798	1,551	33,424	679	0 days
January 2014	679	41,800	3,423	37,208	1,848	0 days
February 2014	1,848	38,550	2,994	35,371	2,033	0 days
March 2014	2,033	35,795	3,140	32,351	2,337	0 days



6 Electronic Claim Submissions

	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
Bulletin Board Claims Submitted	657,634	612,321	574,352	607,864	564,399	616,624
KyHealth Net Claims Submitted	374,692	318,818	311,971	361,265	336,665	333,849



7 Monthly FFS Claim Totals by Media

	Denied	Paid	Suspended
	Billed Amount	Paid Amount	Billed Amount
Electronic	\$263,628,542.39	\$156,221,481.66	\$5,519,499.33
Paper	\$57,468,546.28	\$26,070,145.11	\$7,409,285.01
Total	\$321,097,088.67	\$182,291,626.77	\$12,928,784.34

8 Monthly Claims Operations

8.1 FFS Monthly Financial Cycle Summary

Category	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014
Paid Claims	456,714	605,447	459,040	531,560	461,048	468,663
Denied Claims	241,770	291,852	212,996	283,172	230,046	246,006
Total Adjudicated Claims	698,484	897,299	672,036	814,732	691,094	714,669
Adjustments	10,059	13,292	10,104	11,770	12,573	12,022
Total Claims	708,543	910,591	682,140	826,502	703,667	726,691
Suspended/Re-suspended Claims	15,296	12,811	11,094	8,907	12,023	9,859
% of Denied Claims	34.6%	32.5%	31.7%	34.8%	33.3%	34.4%
Avg \$ per Claim	\$430.47	\$361.62	\$406.61	\$396.79	\$420.73	\$388.96
Claim Payment Amount	\$196,601,602.10	\$218,939,387.67	\$186,650,101.31	\$210,919,296.23	\$193,977,077.58	\$182,291,626.77
(+) Payouts	\$1,183,572.44	\$7,360,754.51	\$48,295,830.15	\$5,634,150.15	\$1,556,172.01	\$1,792,372.36
(-) Recoupments	-\$2,114,267.87	-\$4,091,631.89	-\$3,143,502.06	-\$5,181,714.36	-\$3,562,145.03	-\$4,784,462.67
Check Issue	\$195,670,906.67	\$222,208,510.29	\$231,802,429.40	\$211,371,732.02	\$191,971,104.56	\$179,299,536.46
Capitation Payment	\$293,880,283.67	\$298,568,215.45	\$340,218,916.61	\$404,400,954.77	\$449,829,328.82	\$7,272,586.55
Total Paid	\$489,551,190.34	\$520,776,725.74	\$572,021,346.01	\$615,772,686.79	\$641,800,433.38	\$186,572,123.01

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim
Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

Category	October 2012	November 2012	December 2012	January 2013	February 2013	March 2013
Paid Claims	482,206	516,497	430,573	411,690	401,052	531,419
Denied Claims	235,967	272,168	211,360	224,897	222,210	291,537
Total Adjudicated Claims	718,173	788,665	641,933	636,587	623,262	822,956
Adjustments/Claim Credits	13,578	20,314	13,370	23,748	13,533	17,148
Total Claims	731,751	808,979	655,303	660,335	636,795	840,104
Suspended/Resuspended Claims	6,123	12,402	7,657	6,716	9,978	9,206
% of Denied Claims	32.9%	34.5%	32.9%	35.3%	35.7%	35.4%
Avg \$ per Claim	\$383.86	\$388.10	\$409.78	\$416.06	\$416.15	\$351.29
Claim Payment Amount	\$185,098,986.97	\$200,454,913.45	\$176,441,820.39	\$171,289,507.73	\$166,896,626.03	\$186,684,187.94
(+) Payouts	\$11,434,655.39	\$15,158,699.92	\$20,395,641.89	\$13,932,014.73	\$4,470,908.48	\$7,003,745.40
(-) Recoupments	-\$3,956,441.49	-\$16,740,078.98	-\$3,671,832.72	-\$14,489,814.12	-\$3,767,303.55	-\$4,536,525.79
Check Issue	\$192,577,200.87	\$198,873,534.39	\$193,165,629.56	\$170,731,708.34	\$167,600,230.96	\$189,151,407.55
Capitation Payment	\$263,829,923.16	\$200,063,776.80	\$274,936,052.83	\$271,418,422.81	\$289,741,510.16	\$304,878,750.95
Total Paid	\$456,407,124.03	\$398,937,311.19	\$468,101,682.39	\$442,150,131.15	\$457,341,741.12	\$494,030,158.50

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim
Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

8.2 Monthly MCO & NEMT Capitations

Begin Date	End Date
3/1/2014	3/31/2014

MCO	Regular Capitations		Reconciliation (Recoup & Payout) Capitations		Totals	
	Count	Amount	Count	Amount	Count	Amount
ANTHEM	0	0	0	0	0	0
COVENTRY	0	0	0	0	0	0
HUMANA	0	0	0	0	0	0
NEMT	938,048	\$6,900,407.83	55,773	\$370,655.11	993,821	\$7,271,062.94
PASSPORT HEALTH			2	\$1,523.61	2	\$1,523.61
WELLCARE	0	0	0	0	0	0
Sum:	938,048	\$6,900,407.83	55,775	\$372,178.72	993,823	\$7,272,586.55

DMS requested that the MCO Managed Care cycle scheduled to run 27-Mar-2014 be delayed a week and run 03-Apr-2014. Primary reason for delay: MCO risk adjusted rates effective 01-Apr-2014 have not been finalized.

Begin Date	End Date
3/1/2014	3/31/2014

NEMT Broker	Count	Amount
AUDUBON AREA COMM SRVC	44,642	\$312,870.96
BLUE GRASS COMMUNITY ACTION AGENCY INC	62,734	\$420,889.50
FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS	237,461	\$1,925,034.94
FEDERATED TRANSPORTATION SVS OF THE BLUE	48,923	\$349,509.60
LICKING VALLEY COMMUNITY ACTION PROGRAM INC	16,446	\$83,742.72
L.K.L.P. C.A.C., INC REGION 1	39,158	\$263,968.04
LKLP CAC INC REGION 11	2	-\$12.80
LKLP CAC INC REGION 15	53,057	\$270,443.52
L.K.L.P. C.A.C., INC REGION 4	51,768	\$370,684.80
LKLP CAC INC REGION 5	78,237	\$794,247.30
LKLP CAC INC REGION 9	71,714	\$499,128.00
LKLP COMMUNITY ACTION	78,553	\$506,742.48
PENNYRILE ALLIED COMSERVICES, INC	44,559	\$267,930.78
RURAL TRANSIT ENTERPRISES	112,721	\$846,241.75
SANDY VALLEY TRANSPORTATION	53,846	\$359,641.35
Sum:	993,821	\$7,271,062.94

8.3 FFS Adjudicated Original Claims (By Claim)

Paper Claims	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014
Paid	11,300	14,939	8,618	9,538	10,541	9,346
Denied	13,246	14,889	12,048	15,248	12,846	13,577
Total	24,546	29,828	20,666	24,846	23,387	22,923
% of Total Adjudicated Claims	3.51%	3.32%	3.08%	3.05%	3.38%	3.21%
% of Paper Denied Claims	53.96%	49.92%	58.30%	61.37%	54.93%	59.23%

Note: Total Adjudicated Paper Claims divided by Total Adjudicated claims = % of Total Adjudicated claims
Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims

Electronic Claims	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014
Paid	445,414	590,508	450,422	521,962	450,507	459,317
Denied	228,524	276,963	200,948	267,924	217,200	232,429
Total	673,938	867,471	651,370	789,886	667,707	691,746
% of Total Adjudicated Claims	96.49%	96.68%	96.92%	96.95%	81.95%	96.79%
% of Electronic Denied Claims	33.91%	31.93%	30.85%	33.92%	32.53%	33.60%

Note: Total Adjudicated Electronic Claims divided by Total Adjudicated claims = % of Total Adjudicated claims
Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims

8.4 Monthly FFS Top Ten Procedure Codes

Begin Date	End Date
3/1/2014	3/31/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
S5108	HOMECARE TRAIN PT 15 MIN	8,481	42,106	\$17,500,282.68
T2016	HABIL RES WAIVER PER DIEM	2,604	21,402	\$12,700,258.54
99199	SPECIAL SERVICE/PROC/REPORT	7,238	9,421	\$7,415,944.95
T2021	DAY HABIL WAIVER PER 15 MIN	4,779	26,694	\$4,947,278.92
T2022	CASE MANAGEMENT, PER MONTH	14,187	16,548	\$4,583,080.55
H0004	ALCOHOL AND/OR DRUG SERVICES	2,867	8,324	\$2,863,748.19
T2023	TARGETED CASE MGMT PER MONTH	7,330	8,465	\$2,475,723.60
97535	SELF CARE MNGMENT TRAINING	1,867	6,642	\$2,295,951.89
S5100	ADULT DAYCARE SERVICES 15MIN	2,614	17,171	\$2,202,318.68
H0043	SUPPORTED HOUSING, PER DIEM	448	3,329	\$1,184,020.20

8.5 Monthly FFS Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
317	MILD INTELLECT DISABILTY	4,388	28,448	\$11,756,634.18
3128	OTHER CONDUCT DISTURBANCE	3,999	4,224	\$7,243,568.64
3180	MOD INTELLECT DISABILITY	2,909	19,587	\$6,664,851.52
3182	PROFND INTELLCT DISABLTY	574	1,978	\$6,098,038.52
3310	ALZHEIMER'S DISEASE	1,730	2,841	\$5,532,292.11
3181	SEV INTELLECT DISABILITY	823	4,043	\$4,339,678.89
29900	AUTISTIC DISORD - CURRENT	2,164	12,611	\$4,101,047.12
318	OTHER MENTAL RETARDATION	2,410	10,599	\$4,061,513.36
V5789	REHABILITATION PROC NEC	933	1,485	\$3,695,366.56
4019	HYPERTENSION NOS	4,679	8,461	\$3,527,522.48

8.6 Monthly MCO Top Ten Procedure Codes

Begin Date	End Date
3/1/2014	3/31/2014

Procedure	Description	Member Count	Claim Count	Amount Paid
99213	OFFICE/OUTPATIENT VISIT EST	140,767	192,141	\$7,345,822.56
99284	EMERGENCY DEPT VISIT	25,701	30,638	\$4,042,445.55
99283	EMERGENCY DEPT VISIT	37,854	47,000	\$3,827,032.44
T2022	CASE MANAGEMENT, PER MONTH	6,813	10,384	\$3,361,647.07
99214	OFFICE/OUTPATIENT VISIT EST	46,761	55,772	\$3,165,497.23
99285	EMERGENCY DEPT VISIT	13,307	15,833	\$2,540,751.18
90832	PSYTX PT&/FAMILY 30 MINUTES	11,139	15,772	\$1,359,490.26
99212	OFFICE/OUTPATIENT VISIT EST	31,364	41,678	\$1,351,201.45
90837	PSYTX PT&/FAMILY 60 MINUTES	6,654	9,666	\$1,158,265.78
74177	CT ABD & PELV W/CONTRAST	3,040	3,707	\$1,092,817.55

Note: Data taken from encounters received from the Managed Care Organizations

8.7 Monthly MCO Top Ten Diagnosis Codes

Diagnosis	Description	Member Count	Claim Count	Amount Paid
V202	ROUTIN CHILD HEALTH EXAM	29,838	36,123	\$3,177,706.80
V3000	SINGLE LB IN-HOSP W/O CS	2,210	3,001	\$3,164,923.13
0389	SEPTICEMIA NOS	418	640	\$2,975,456.19
V3001	SINGLE LB IN-HOSP W CS	1,061	1,428	\$2,788,139.11
31401	ATTN DEFICIT W HYPERACT	12,354	23,247	\$2,466,979.82
29690	EPISODIC MOOD DISORD NOS	4,022	7,829	\$2,248,710.95
65421	PREV C-DELIVERY-DELIVRD	721	1,008	\$2,225,355.88
78650	CHEST PAIN NOS	9,409	14,068	\$2,104,030.55
486	PNEUMONIA, ORGANISM NOS	3,188	4,866	\$2,099,353.81
V5811	ANTINEOPLASTIC CHEMO ENC	491	823	\$1,842,338.45

Note: Data taken from encounters received from the Managed Care Organizations

8.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

Error	Description	Number of Denials	% of Top Ten
1010	Rendering Provider Not A Mem Of Billing Grp	21,712	18.6%
2017	Services Covered Under Member's MCO Plan	18,318	15.7%
4021	No Coverage for Billed Procedure	16,579	14.2%
3317	This Service Was Not Approved by Medicare	11,503	9.8%
5001	Exact Duplicate	10,041	8.6%
1955	Cannot Determine Medicaid Nbr Billing Prov	9,658	8.3%
4804	No Contract for Billed Rev Code	8,222	7.0%
1036	Rendering Prov Type/Claim Type Invalid	7,280	6.2%
2003	Member Ineligible on Detail Date of Service	6,993	5.9%
1032	Billing Prov not Elig to Bill this Claim Type	6,629	5.7%
Totals		116,935	59.8%

Total Denied Details – 195,668

NOTE: Total # of top ten denials (116,935) divided by total denied details (195,668) = % of top ten denials (59.8%)

8.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

Error	Description	Number of Failures	% of Top Ten
2001	Member ID Number not on File Recycle	4,784	39.6%
4405	Unable to Assign Provider Contract	2,117	17.5%
4980	Bnft PIn Restriction for Covered Procedure	1,426	11.8%
3305	Member Requires Valid PT Liability for DOS	1,383	11.5%
4014	No Pricing Segment on File	593	4.9%
5001	Exact Duplicate	493	4.1%
3001	PA Not Found on Database	388	3.2%
2505	Member Covered by Private Insurance	316	2.6%
1046	Facility Provider is not Eligible	314	2.6%
1047	Billing Provider is not Eligible	261	2.2%
Totals		12,075	85.6%

Total Suspended Details – 14,102

NOTE: Total # of top ten failures (12,075) divided by total suspended details (14,102) = % of top ten suspense(85.6%)

8.10 FFS Suspended Original Claims by Age (By Claim)

Category	October 2013		November 2013		December 2013		January 2014		February 2014		March 2013	
	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.	Details	Pct.
0-30 days	14,773	96.58	12,110	94.53	10,383	93.59	8,149	91.49	11,364	94.52	9,261	93.93
31-60 days	192	1.26	238	1.86	229	2.06	137	1.54	76	.63	52	.53
61-90 days	36	.23	143	1.11	34	.31	168	1.89	58	.48	46	.47
91+ days	295	1.93	320	2.50	448	4.04	453	5.08	525	4.37	500	5.07
Total	15,296		12,811		11,094		8,907		12,023		9,859	

8.11 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)

Category	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	Oldest Julian Date
Resolutions	37	201	99	136	29	32	14-031
Med.Review	4	1	3	0	0	0	0
TPL	0	0	4	0	0	0	0
Adjustments	0	0	1	2	4	0	0
Recycle	0	0	7	0	0	0	0
DMS	482	499	597	620	626	566	12-117
Total	523	701	711	758	659	598	

9 Monthly Third-Party Liability

9.1 FFS Third-Party Liability Monthly Activity

Third Party Liability	Begin Inv	Received	Worked	To DMS	Ending Inventory	Oldest Date
PA40-Kames/Eligibles with Other Ins.	1,702	6,168	6,394	0	1,476	6 days
CS40-Child Support	0	621	621	0	0	0 days
SSI-Local Offices	0	0	0	0	0	0 days
TPL Edits	688	1,937	2,140	0	485	12 days
Accident/Trauma Leads	0	5	5	0	0	0 days
DMS Attorney	0	0	0	0	0	0 days
RUSH Attorney	0	0	0	0	0	0 days
HP Attorney	2	219	221	0	0	0 days
TPL Checks	257	268	344	0	181	2 days
TPL Mail	1,265	4,383	4,792	0	856	7 days
KHIPP	0	354	354	0	0	0 days
Total	3,914	13,955	14,871	0	2,998	

10 Monthly Finance/Adjustments

10.1 Monthly FFS Financial – Accounts Receivable

Category	Beginning Inventory	Received	Keyed	Return to Provider	To DMS	On Hold	Ending Inventory	Age Oldest AR
Accounts Receivable Set-up	2	93	91	0	0	0	4	1 day
Payouts	0	39	39	0	0	0	0	0 days
Accounts Receivable Updates	1	116	116	0	0	0	1	1 day
Accounts Receivable Transfers	0	0	0	0	0	0	0	0 days
Total	3	248	246	0	0	0	5	

10.2 Monthly FFS Financial - Checks

Category	Beginning	Received	Completed	Ending	Age Oldest Check
Provider Warrant	16	0	0	16	1 day
HP Financial	196	387	393	190	1 day
DMS Financial	112	136	157	91	1 day
Total	324	523	550	297	

10.3 Monthly FFS Financial – Adjustments

Category	Beginning Inventory	Received	Completed	Returns	Ending Inventory	Age Oldest Adj
Professional	51	248	281	18	0	0 days
Institutional	26	147	158	10	5	1 day
Voids	33	326	329	30	0	0 days
Total	110	721	768	58	5	

10.4 Monthly FFS Financial - Mass Adjustments

Category	Beginning Inventory	Received (plus)	Released (minus)	Deleted (minus)	Zero Claims Pulled (minus)	Ending Inventory	On Hold	DMS Review
Mass Adjustment (region 52)	22	21	22	0	1	20	20	0
SE Processed Adjustment (region 58)	0	0	0	0	0	0	0	0
Total	22	21	22	0	1	20	20	0

11 Provider Relations

11.1 Provider Field Representatives

11.1.1 Provider Visits

March 12, 2014

Kelly Gregory, HP Provider Field Representative, conducted a Virtual Room provider visit on March 12, 2014, with a new provider, Elliot Sewell. During this visit, the provider was taught how to navigate KY Health Net and where to find provider information on www.kymmis.com. Those in attendance were: Elliot Sewell.

11.2 Conference Calls (Calls Greater Than 30 Minutes)

March 10, 2014

Vicky Hicks, HP Provider Field Representative, conducted a conference call with Divine Care on March 10, 2014. The Conference call was requested by the provider to discuss using KY Health Net. During the conference call the following was reviewed: Adding Agents for making access available for other users, Member Eligibility, MAP 552, Claims, RA viewer, Prior Authorizations and EFT. Those on the conference call: Carmel Saunders.

March 27, 2014

Kelly Gregory, HP Provider Field Representative, conducted a conference call with The Ole Homeplace Adult Day Care on March 27, 2014. The Conference call was requested by the provider to go over their remittance advice, how to do a claim adjustment and how ICD10 will affect them. Attendees on conference call: Renee, Bridget and McKayla.

11.3 Association Meetings

There are no association meetings to report.

11.4 Provider Contacts*

***Total Number of Calls and Emails between Provider Field Representatives and Providers during the Month**

Calls	197
Emails	358
Total	555

11.5 Provider Workshops

March 5, 2014

Vicky Hicks, HP Provider Field Representative, conducted a Hospital Presumptive Eligibility (PE) Webinar on March 5, 2014 from 9:30 a.m. to 10:30 a.m. The webinar presentation introduced the objectives and benefits of PE. The webinar also included how the PE screenings and confirmation process works, and demonstrated the on-line provider entry form.

There were 2 attendees logged into the webinar. Also present was HP Provider Field Representative, Kelly Gregory.

March 13, 2014

Kelly Gregory, HP Provider Field Representatives, conducted a Hospital Presumptive Eligibility (PE) Webinar on March 13, 2014 from 1:30 p.m. to 2:30 p.m. The webinar presentation introduced the objectives and benefits of PE. The webinar also included how the PE screenings and confirmation process works, and demonstrated the on-line provider entry form.

There were 11 attendees logged into the webinar. Also present was HP Provider Field Representative, Vicky Hicks.

March 14, 2014

Vicky Hicks, HP Provider Field Representatives, conducted a Hospital Presumptive Eligibility (PE) Webinar on March 14, 2014 from 9:30 a.m. to 10:30 a.m. The webinar presentation introduced the objectives and benefits of PE. The webinar also included how the PE screenings and confirmation process works, and demonstrated the on-line provider entry form.

There were 4 attendees logged into the webinar. Also present was HP Provider Field Representative, Kelly Gregory.

March 21, 2014

Vicky Hicks, HP Provider Field Representatives, conducted a Hospital Presumptive Eligibility (PE) Webinar on March 21, 2014 from 9:30 a.m. to 10:30 a.m. The webinar presentation introduced the objectives and benefits of PE. The webinar also included how the PE screenings and confirmation process works, and demonstrated the on-line provider entry form.

There was 1 attendee logged into the webinar. Also present was HP Provider Field Representative, Kelly Gregory.

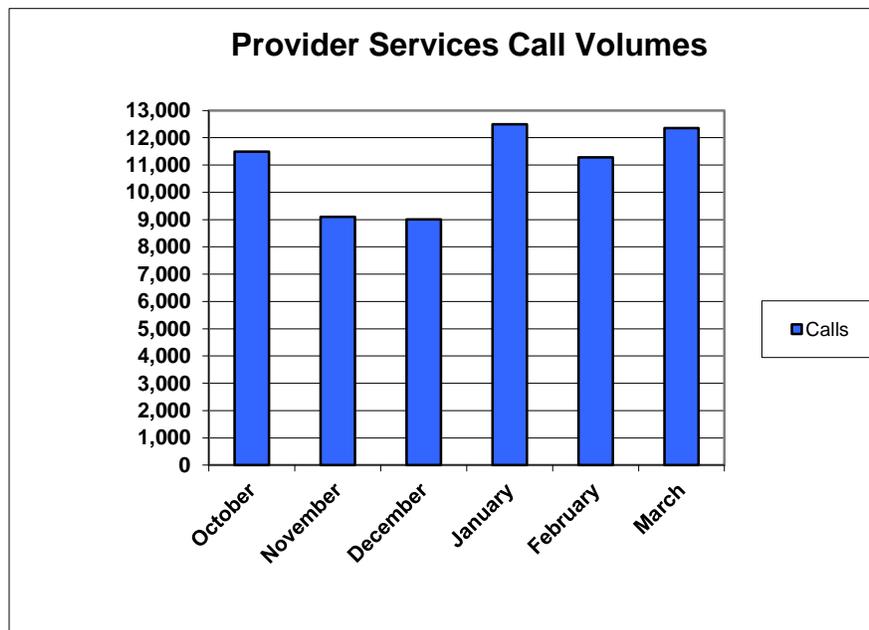
11.6 Provider Services

11.6.1 Provider Services

Category	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014
% Service Level	96%	97%	97%	95%	96%	96%
Abandoned Calls	493	311	315	683	460	440
Avg Speed Ans	1:16	1:03	1:07	1:34	1:49	1:01
Incoming Calls	11,493	9,101	9,007	12,496	11,286	12,359
Paper Correspondence	666	568	344	421	504	890
E-Mail Correspondence	273	292	208	274	278	306
Fax	42	28	20	36	37	40
Total*	12,474	9,989	9,569	13,227	12,105	13,595
HP Callbacks	146	93	77	110	82	142

*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes

*Formula for % Service Level: 1.Number of incoming calls. 2. Subtract abandoned calls. 3. Divide total by number of incoming calls = percentage.



11.6.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

11.6.3 Notable Topics

1. Reason for claim denial or suspend. How to get the MCO to void the claim in order for Medicaid?
2. What is the MCO the member is enrolled in. MAP 552 questions. Member calls asking if enrolled in Medicaid, for which MCO they are enrolled and how to change the MCO.
3. Timely filing. CMS 1500 Crossover EOMB Form questions (is this form completed if Medicare pays or if Medicare denies). Questions about billing the SCL2 claims and why the claim suspended.
4. What is the Prior Authorization (PA) number and how do I correct the overlapping dates ?
5. Questions about the Attestation or enhanced checks

11.7 Commonwealth Training**11.7.1 Current Activities**

The following instructor-led training classes were offered by HP in March:

- Mechanics of Claims Processing (March 12) 7 attended
 - Clark Arnold from the Office of Attorney General attended*
 - Lek Daugherty from Division of Provider and Member Services attended*
 - Timothy Dials from the Office of Attorney General attended*
 - James McCubbins from the Office of Attorney General attended*
 - Bikash Poudel from OATS attended*
 - Naveena Vemulapalli from OATS attended*
 - Phyllis Wells from Division of Program Integrity – Recovery Branch attended*
- Member Subsystem (March 13) 6 attended
 - Tracy Bentley from the Division of Community Alternatives attended*
 - Lek Daugherty from Division of Provider and Member Services attended*
 - Sritulasi Katta from OATS attended*
 - Bikash Poudel from OATS attended*
 - Naveena Vemulapalli from OATS attended*
 - Lisa Vaughn from Division of Policy and Operations attended*

The following instructor-led training classes were offered by HP in March (continued):

- Provider Subsystem (March 14) 4 attended
 - Tracy Bentley from the Division of Community Alternatives attended*
 - Bikash Poudel from OATS attended*
 - Naveena Vemulapalli from OATS attended*
 - Lisa Vaughn from Division of Policy and Operations attended*
- Prior Authorization Subsystem (March 14) 11 attended
 - Tracy Bentley from the Division of Community Alternatives attended*
 - Sritulasi Katta from OATS attended*
 - Uma Khanal from OATS attended*
 - Parul Patel from OATS attended*
 - Liping Peng from OATS attended*
 - Bikash Poudel from OATS attended*
 - Bobby Reid from OATS attended*
 - Cindy Smith from OATS attended*
 - Naveena Vemulapalli from OATS attended*
 - Brooke Wright from OATS attended*
 - James Zatko from OATS attended*
- Reference Subsystem (March 17) 3 attended
 - Lisa Vaughn from Division of Policy and Operations attended*
 - Kathryn Thompson from OATS attended*
 - Naveena Vemulapalli from OATS attended*
- Claim Edits, Audits and Rules (March 17) 2 attended
 - Kathryn Thompson from OATS attended*
 - Naveena Vemulapalli from OATS attended*
- Claims Subsystem (March 19) 3 attended
 - Bikash Poudel from OATS attended*
 - Lisa Vaughn from Division of Policy and Operations attended*
 - Naveena Vemulapalli from OATS attended*
- Financial Subsystem (March 20) 11 attended
 - Sritulasi Katta from OATS attended*
 - Uma Khanal from OATS attended*
 - Kishore Kommana from OATS attended*
 - Parul Patel from OATS attended*
 - Liping Peng from OATS attended*
 - Linda Petroczy from OATS attended*
 - Kiran Ray from OATS attended*
 - Cindy Smith from OATS attended*
 - Kathryn Thompson from OATS attended*
 - Naveena Vemulapalli from OATS attended*
 - Brooke Wright from OATS attended*

The following instructor-led training classes were offered by HP in March (continued):

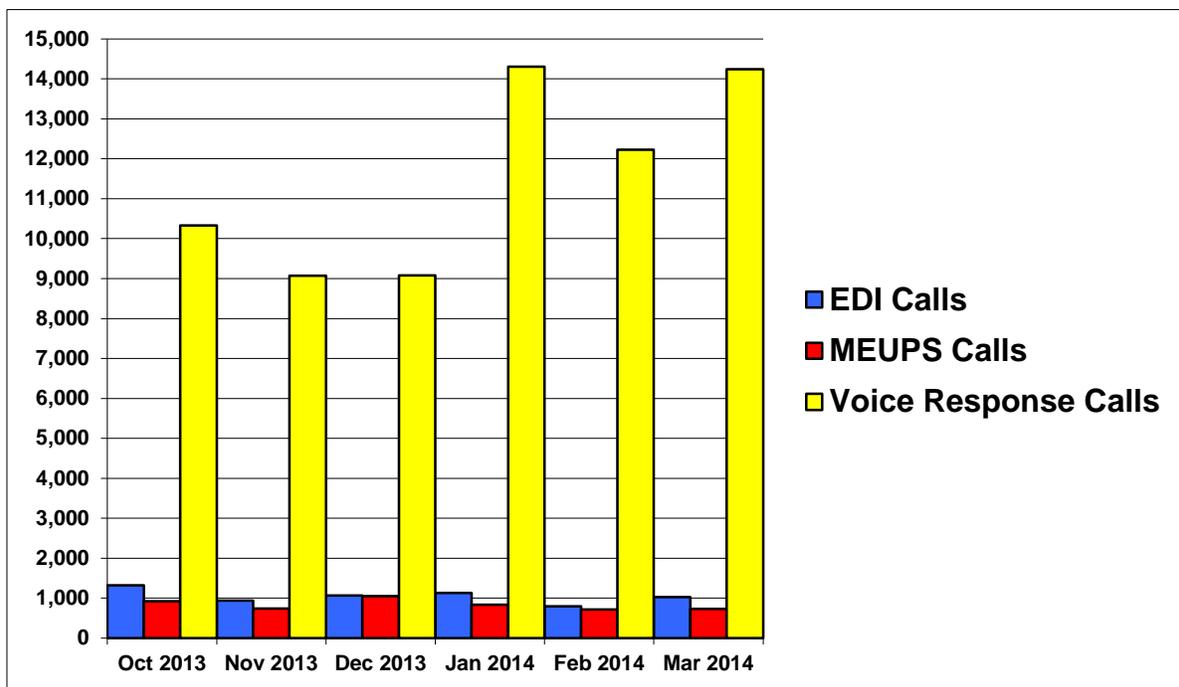
- OnBase Application (March 20) 11 attended
 - Sritulasi Katta from OATS attended*
 - Uma Khanal from OATS attended*
 - Kishore Kommana from OATS attended*
 - Parul Patel from OATS attended*
 - Liping Peng from OATS attended*
 - Linda Petroczy from OATS attended*
 - Kiran Ray from OATS attended*
 - Cindy Smith from OATS attended*
 - Kathryn Thompson from OATS attended*
 - Naveena Vemulapalli from OATS attended*
 - Brooke Wright from OATS attended*
- One-on-One Assistance (March 24) 0 attended

*staff members' supervisors are sent sign in sheets following classes

12 EDI Customer/Provider Interaction

12.1 Electronic Data Interchange Calls Received

Category	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
EDI Calls	1,323	937	1,064	1,131	799	1,024
MEUPS Calls	921	740	1,053	832	714	732
Voice Response Calls	10,329	9,070	9,077	14,307	12,224	14,237



Expanded Call Data

Month	EDI Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
October	1,323	25	:13	2:58	98%
November	937	10	:09	2:52	99%
December	1,064	21	:11	2:52	98%
January	1,131	23	:13	3:19	98%
February	799	16	:10	2:57	98%
March	1,024	18	:18	2:54	98%

Month	MEUPS Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
October	921	16	:13	2:22	98%
November	740	10	:07	2:11	99%
December	1,053	16	:13	2:11	98%
January	832	18	:14	2:06	98%
February	714	16	:16	2:14	98%
March	732	16	:16	2:07	98%

Month	Voice Response Calls	Abandoned Calls	Avg. Speed of Answer	Avg. Talk Time	
October	10,329	64	:01	1:37	99%
November	9,070	122	:01	1:34	99%
December	9,077	290	:01	1:31	97%
January	14,307	350	:01	1:29	98%
February	12,224	607	:01	1:30	95%
March	14,237	457	:01	1:28	97%

*Formula for % Service Level: 1.Number of incoming calls. 2. Subtract abandoned calls. 3. Divide total by number of incoming calls = percentage.

EDI Top 5 calls:

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

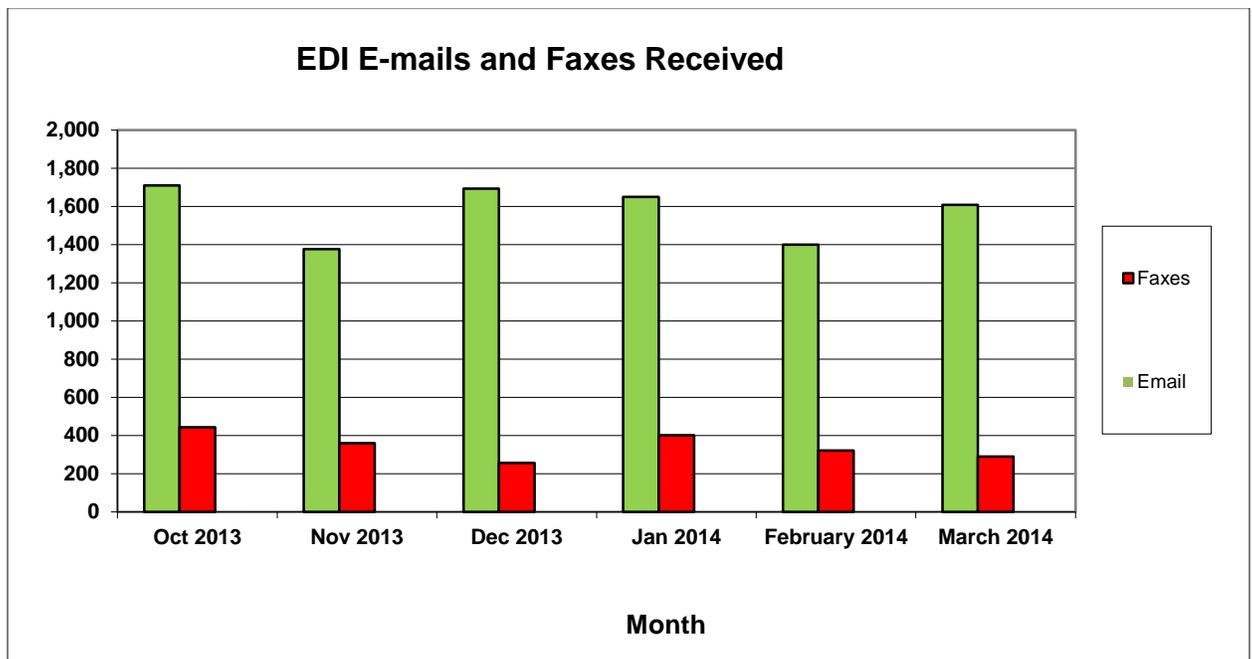
MEUPS Top 5 calls:

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

Category	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
Password Resets Received Via phone	668	538	952	624	468	499

12.2 EDI E-mails and Faxes Received

Category	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
E-mails Received	1,710	1,376	1,693	1,650	1400	1,608
E-mails Answered	1,710	1,376	1,693	1,650	1400	1,608
Faxes Received	443	360	257	401	321	290
Faxes Answered	443	360	257	401	321	290



EDI Top 5 E-mail Requests:

1. Password resets (*see table below*)
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

Category	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
Password Resets Received Via e-mail	513	324	747	413	371	338

EDI Top 5 Fax Requests:

1. PIN release forms* (*see table below*)
2. Change of Administrator forms* (*see table below*)
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

Category	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
PINs Received via fax	614	488	116	899**	182	360
Admins Received via fax	343	236	163	195	160	165

*All PIN release and Change of Administrator responses are outbound via e-mail only.

** Many providers set up accounts in Kentucky HealthNet in response to the EADO letter.