Connecticut BHP
Supporting Health and Recovery

# Behavioral Health Oversight Council

## Overview of ValueOptions Performance Standards

January 16, 2013

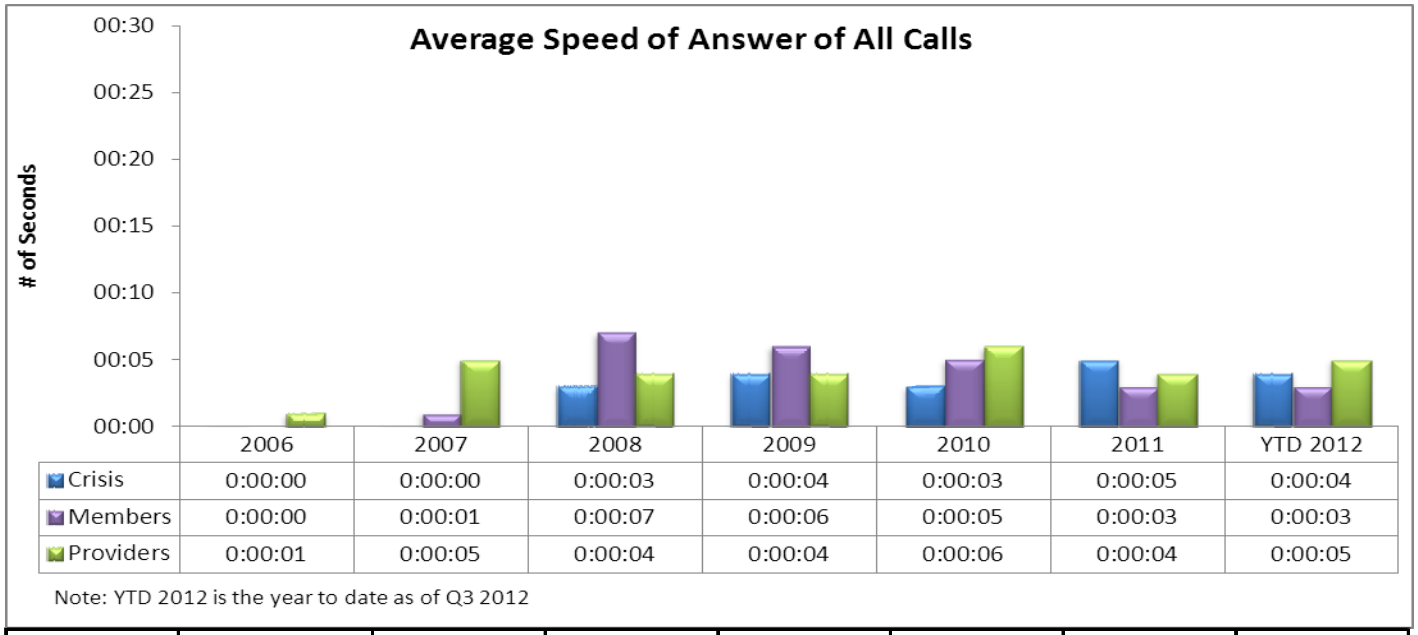
# Performance Standards

- Call Management
- Utilization Management
- Quality Management

# Call Management

- Average Speed of Answer
- Call Abandonment Rate
- Calls Answered within 30 Seconds
- Average Length of Hold Time

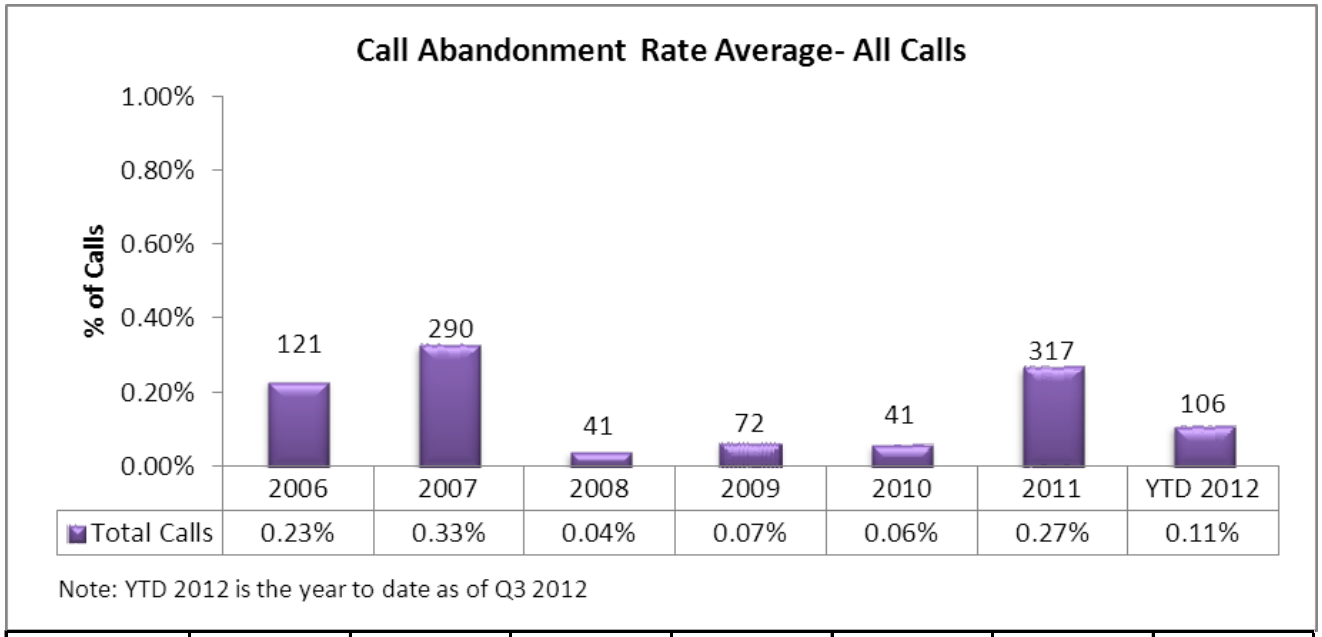
# Average Speed of Answer




| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Crisis | 1,378 | 292 | 288 | 284 | 311 | 2,982 | 2,007 |
| Members | 24,415 | 22,804 | 31,845 | 39,839 | 32,068 | 24,890 | 20,728 |
| Providers | 26,286 | 64,892 | 70,895 | 69,351 | 38,031 | 88,386 | 76,549 |

- Performance Standard =
  - 30 seconds for provider and member calls
  - 15 seconds for crisis calls

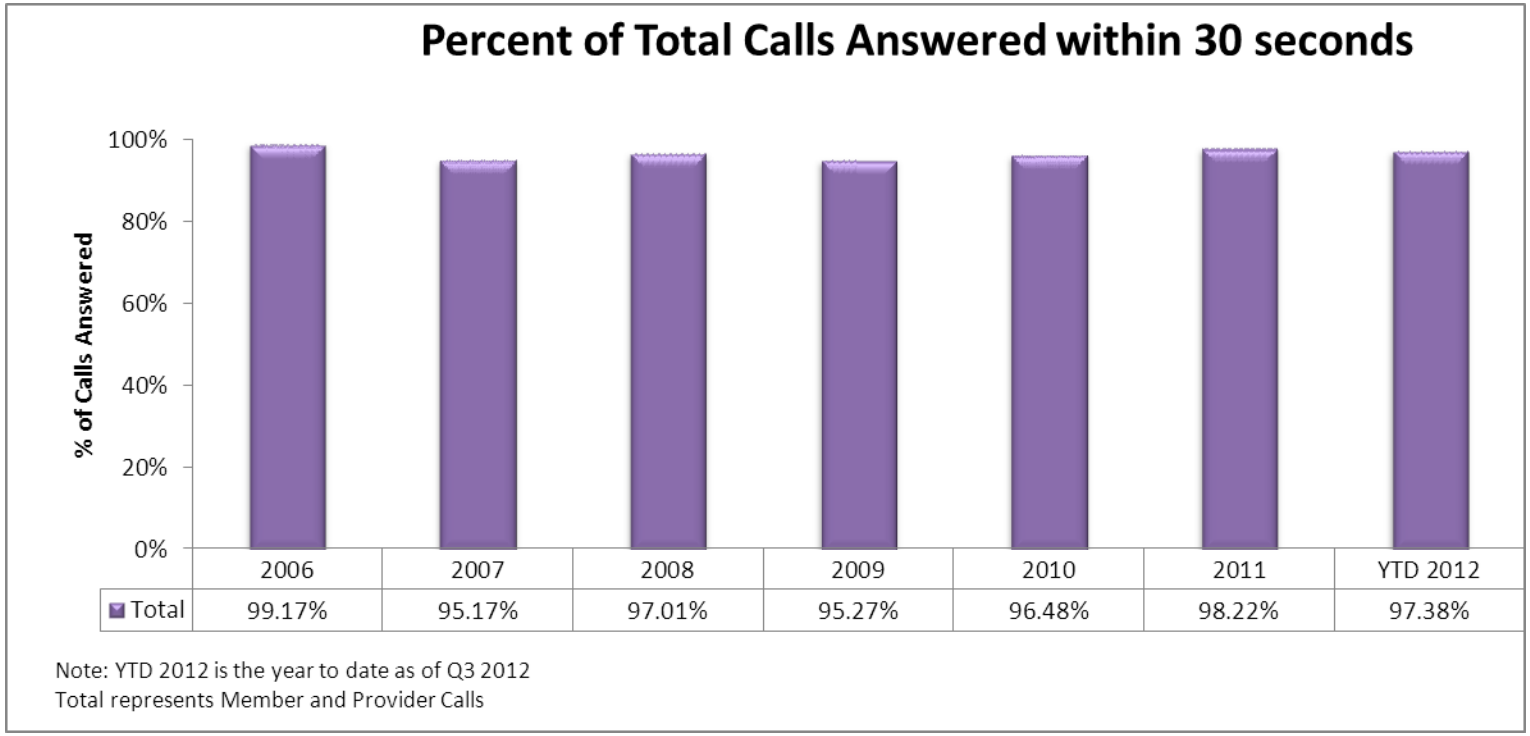
# Call Abandonment Rate




| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Abandoned | 121 | 290 | 41 | 72 | 41 | 317 | 106 |
| Total Calls | 52,119 | 87,988 | 103,028 | 109,474 | 70,410 | 116,258 | 99,284 |

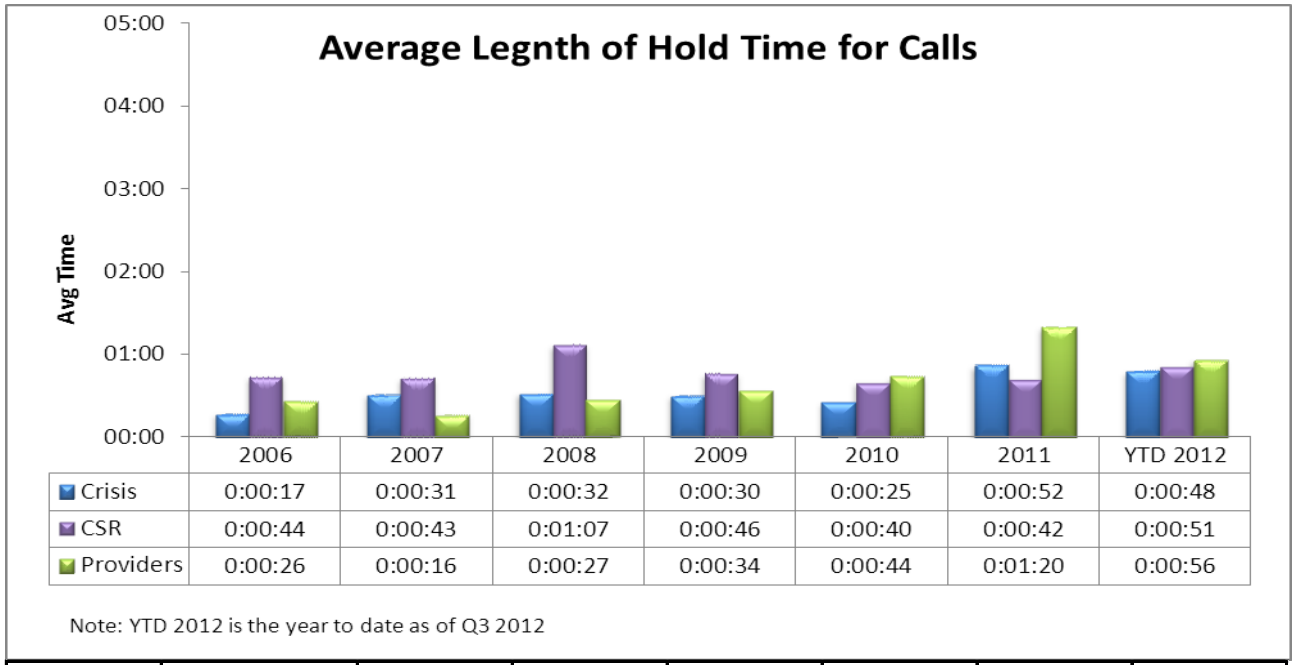
- Performance Standard = Less than or equal to 5% of calls abandoned

# Calls Answered within 30 Seconds




- Performance Standard = great than or equal to 90% of calls must be answered within 30 seconds

# Average Length of Hold Time




| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Crisis | 374 | 61 | 29 | 37 | 34 | 228 | 72 |
| CSR | 9,078 | 8,429 | 14,254 | 18,054 | 16,314 | 11,105 | 9,024 |
| Providers | 8,270 | 23,235 | 13,004 | 10,725 | 21,101 | 60,898 | 55,040 |

- Performance Standard = 5 minutes for provider calls, 3 minutes for member calls, 1 minute for crisis calls

Standard measured during Customer Service contact; wait time within clinical queues is not counted against this measure

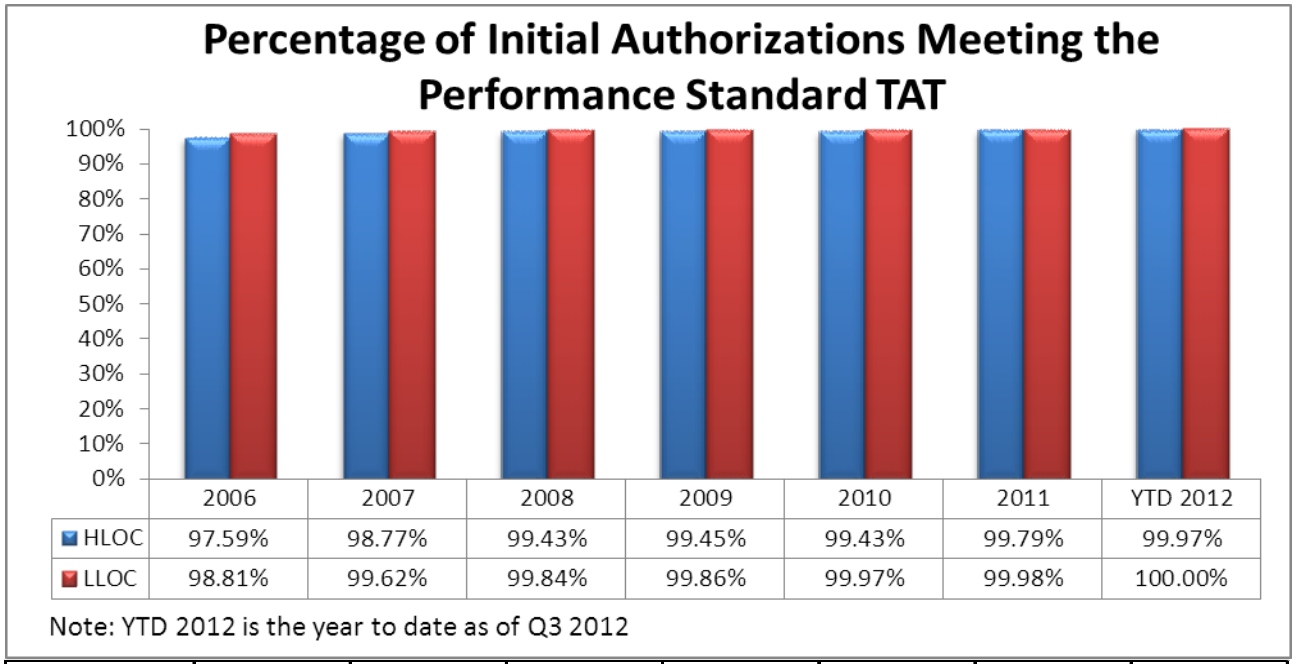
# Utilization Management

- Timeliness for Initial Reviews
  - Higher level of care
  - Lower level of care
- Timeliness for Concurrent Reviews
  - Higher level of care
  - Lower level of care
- Timeliness of UM Decision Written Letter Notification
- Timeliness of Sending Notices of Action and Denial Letters

# Timeframe Standards for Initial Reviews

| Initial Reviews | Timeframe Standards | |
|---|---|---|
| **Higher Level of Care (HLOC)** | **Without Peer Review** | **With Peer Review** |
| Inpatient Psychiatric and General Hospital | Communication w/in 60 min | Communication w/in 120 min |
| Inpatient and Residential Detox | Communication w/in 60 min | Communication w/in 180 min |
| Partial Hospital Programs, Intermediate Duration Acute Psychiatric Care, Psychiatric Residential Treatment | Communication w/in 60 min | Communication w/in 1 business day |
| **Lower Level of Care (LLOC)** | | |
| All other levels of care | Communication w/in 1 business day | Communication w/in 1 business day |

# Timeliness for Initial Reviews




| HLOC | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Met TAT | 4,463 | 9,671 | 10,139 | 11,157 | 11,680 | 13,724 | 22,460 |
| All Auths | 4,573 | 9,791 | 10,197 | 11,219 | 11,747 | 13,753 | 22,466 |

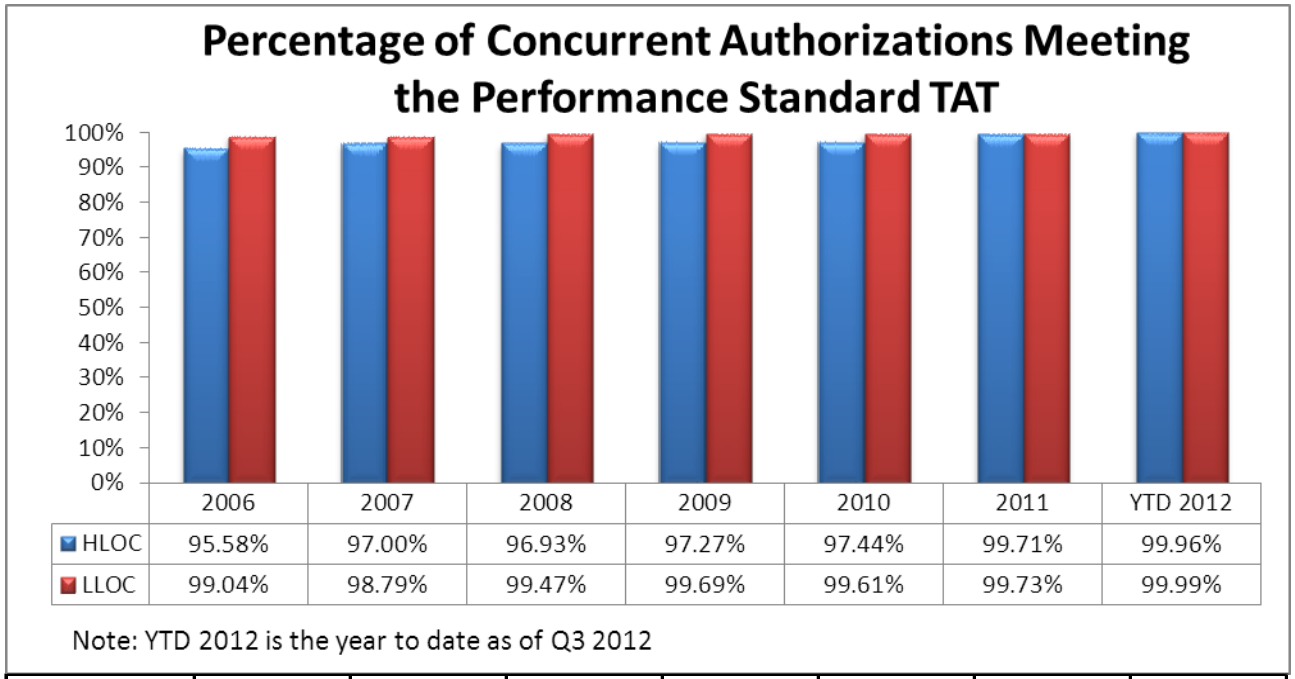
| LLOC | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Met TAT | 1,908 | 3,106 | 3,741 | 3,629 | 3,216 | 4,064 | 2,055 |
| All Auths | 1,931 | 3,118 | 3,747 | 3,634 | 3,217 | 4,065 | 2,055 |

- Performance Standard = 95% of decisions must be communicated with providers within designated timeframe

# Timeframe Standards for Concurrent Reviews

| Concurrent Reviews | Timeframe Standards | |
|---|---|---|
| **Higher Level of Care (HLOC)** | **Without Peer Review** | **With Peer Review** |
| Inpatient Psychiatric and General Hospital | Communication w/in 60 min | Communication w/in 120 min |
| Inpatient and Residential Detox | Communication w/in 60 min | Communication w/in 180 min |
| Partial Hospital Programs, Intermediate Duration Acute Psychiatric Care, Psychiatric Residential Treatment | Communication w/in 60 min | Communication w/in 1 business day |
| **Lower Level of Care (LLOC)** | | |
| All other levels of care | Communication w/in 2 business days | Communication w/in 2 business days |

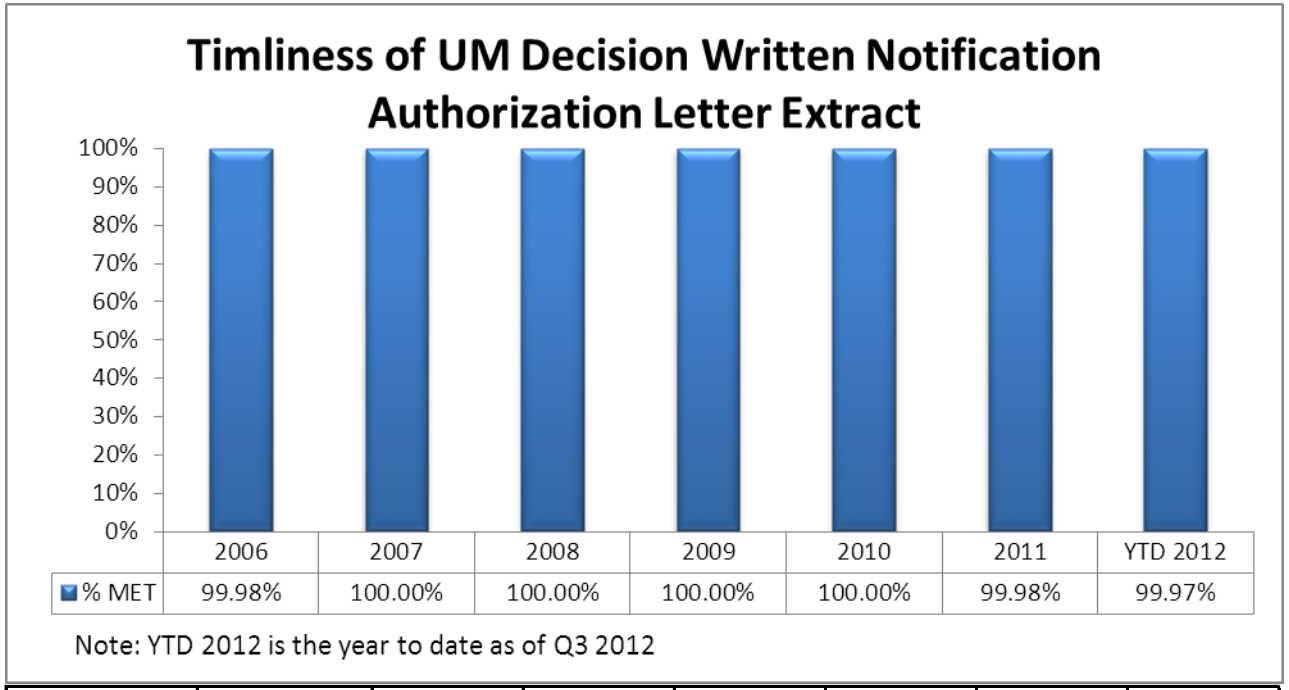
# Timeliness for Concurrent Reviews




| HLOC | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Met TAT | 4,762 | 10,610 | 11,717 | 11,687 | 10,053 | 16,367 | 26,095 |
| All Auths | 4,982 | 10,938 | 12,088 | 12,015 | 10,317 | 16,415 | 26,105 |
| **LLOC** | **2006** | **2007** | **2008** | **2009** | **2010** | **2011** | **YTD 2012** |
| Met TAT | 3,300 | 7,702 | 8,055 | 9,892 | 7,135 | 10,928 | 8,477 |
| All Auths | 3,332 | 7,796 | 8,098 | 9,923 | 7,163 | 10,958 | 8,478 |

- Performance Standard = 95% of decisions must be communicated with providers within designated timeframe

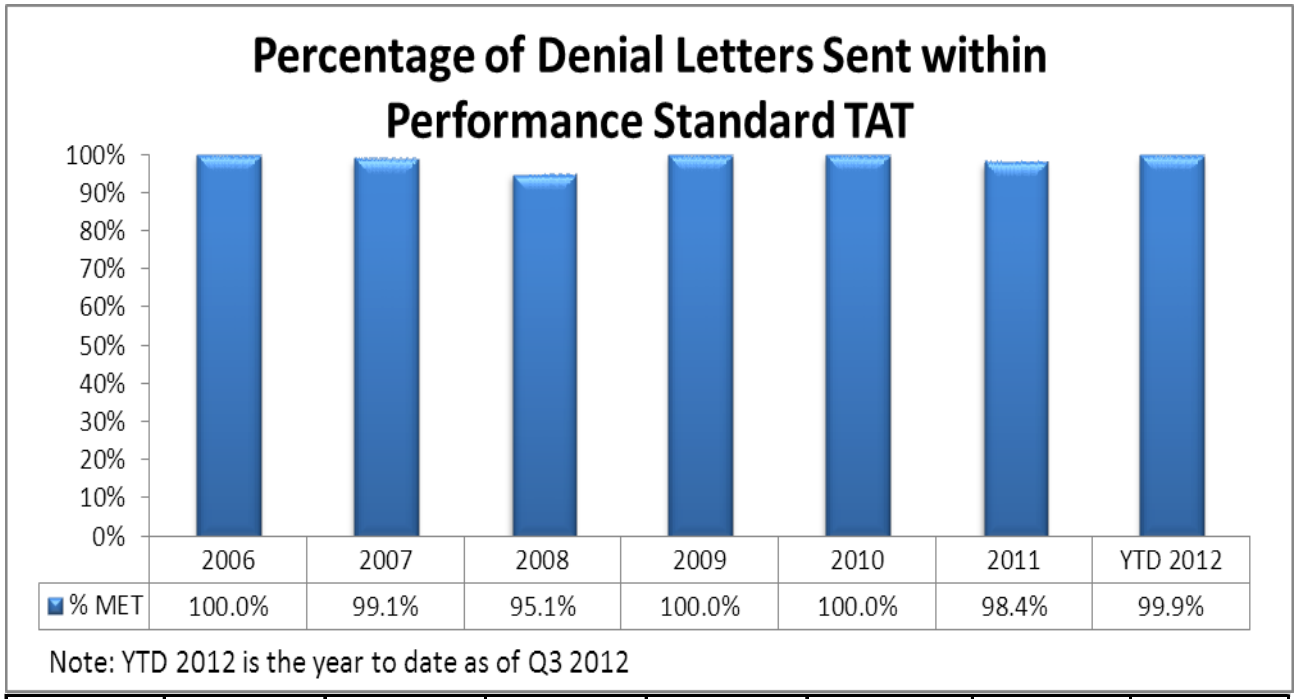
# Timeliness of UM Decision Written Letter Notification




| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Letters Sent | 39,073 | 77,563 | 71,257 | 85,458 | 95,576 | 255,952 | 220,803 |
| Total | 39,081 | 77,564 | 71,269 | 85,458 | 95,576 | 255,998 | 220,862 |

- Performance Standard = 98% of all authorization decisions result in a notification being included in the extract that within required timeframe
- Authorization letter is generated or authorization is viewable within 2 business days

# Timeliness of Sending Notices of Action and Denial Letters



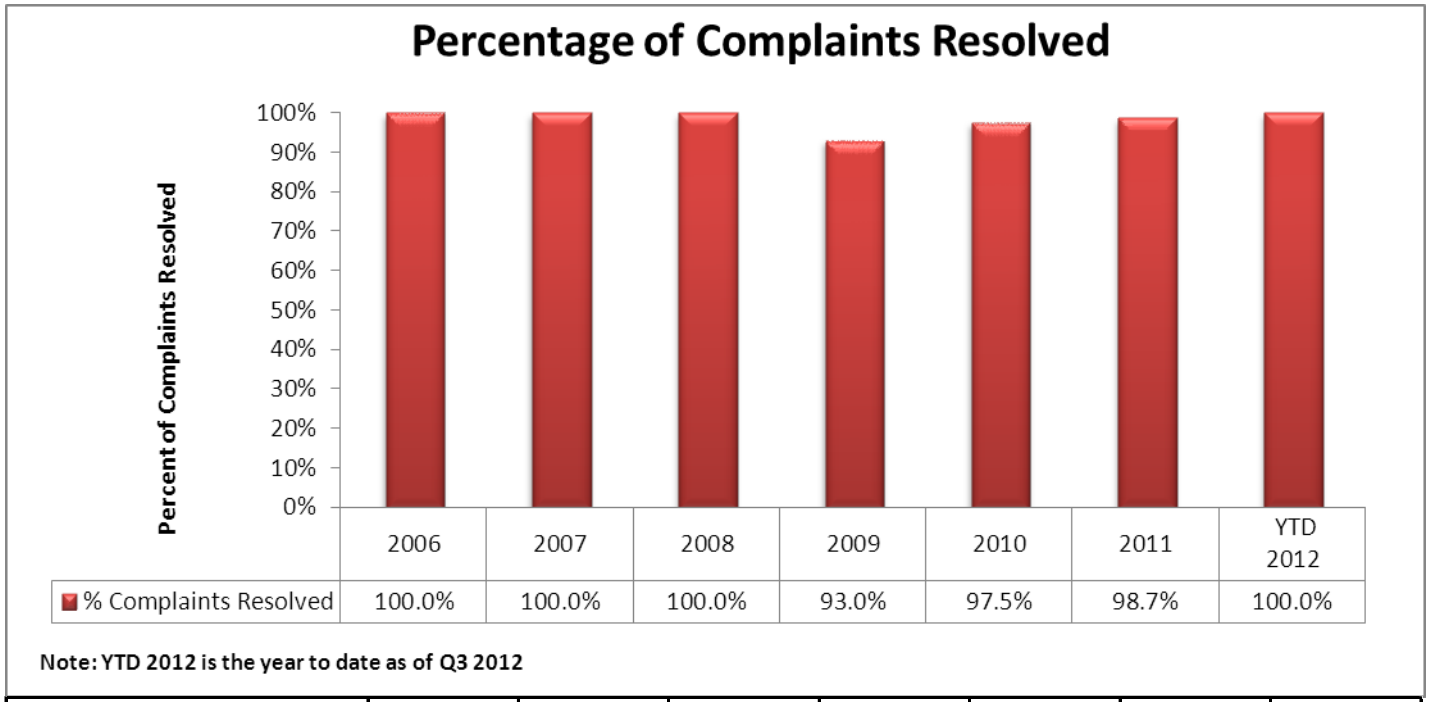

| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Met TAT | 125 | 447 | 615 | 703 | 1,522 | 2,686 | 2,638 |
| Denials | 125 | 451 | 647 | 703 | 1,522 | 2,729 | 2,640 |

- Performance Standard = 98% of all Notices of Action and denial letters must be sent within three (3) business days

# Quality Management

- Timeliness of Resolving Complaints
- Timeliness of Resolving Provider Appeal Requests
- Timeliness of Resolving Member Appeal Requests
- Timeliness of Resolving Administrative Appeal Requests

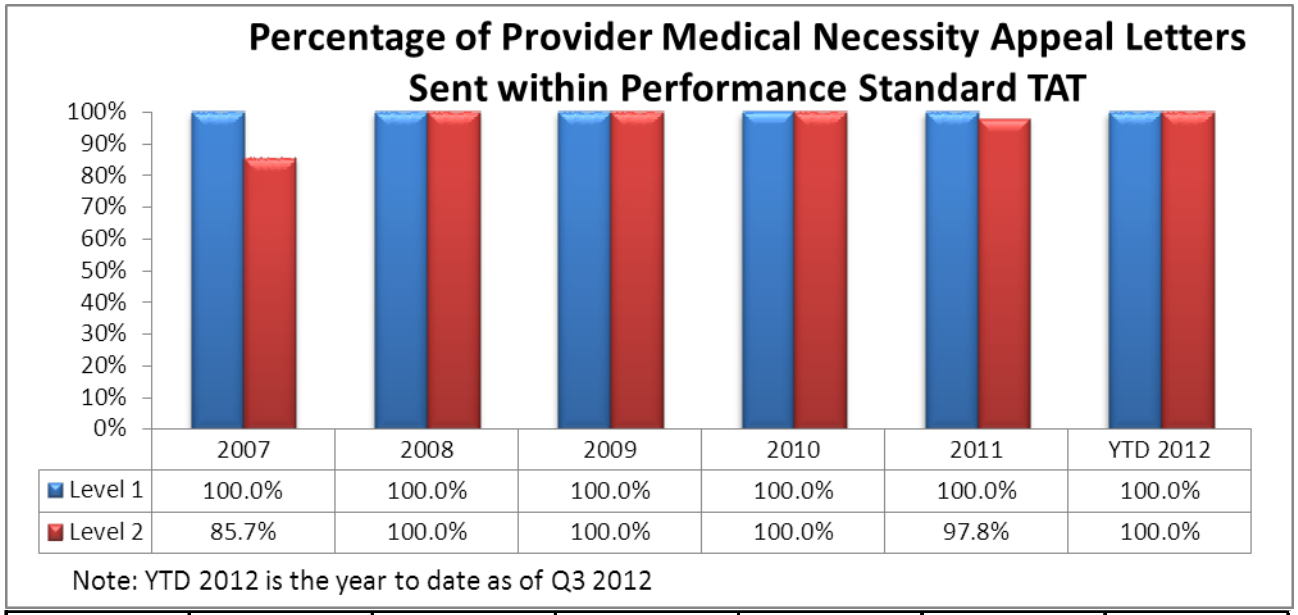
# Timeliness of Resolving Complaints




| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Resolved Timely | 70 | 58 | 44 | 26 | 32 | 79 | 89 |
| Complaints Resolved | 70 | 58 | 44 | 28 | 33 | 79 | 89 |

- Performance Standard – greater than or equal to 90% of all complaints must be resolved within 30 calendar days or 45 calendar days with an extension request granted

# Timeliness of Resolving Provider Appeal Requests

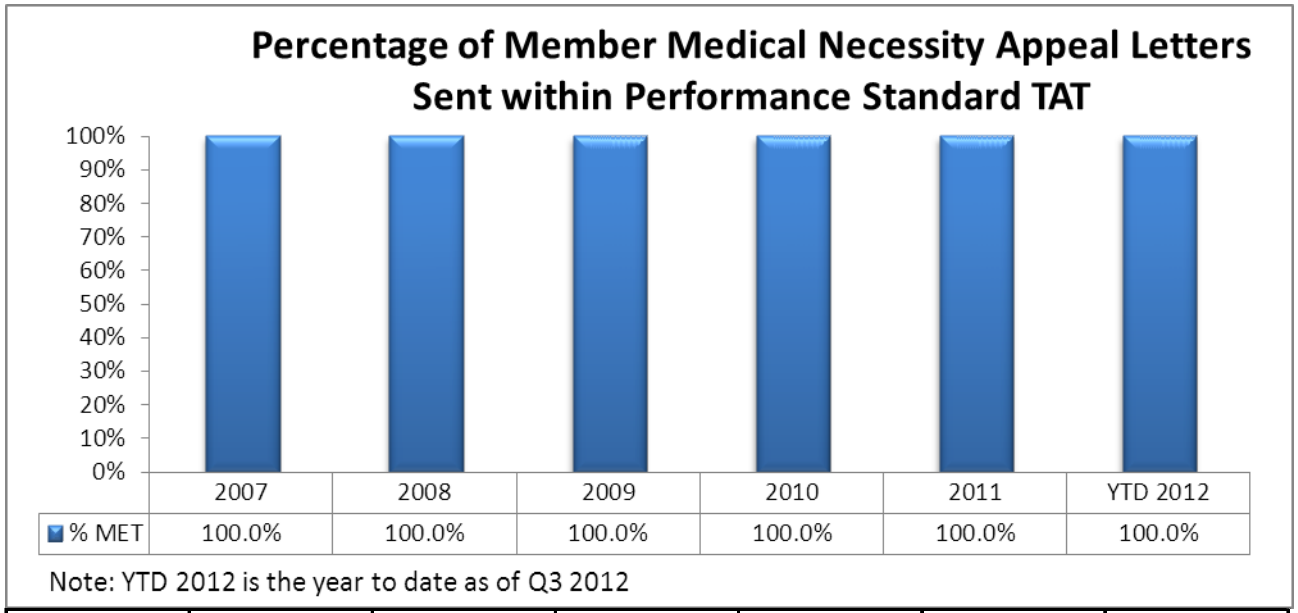



| Level 1 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|
| Met TAT | 14 | 30 | 30 | 18 | 35 | 67 |
| Appeals | 14 | 30 | 30 | 18 | 35 | 67 |

| Level 2 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|
| Met TAT | 6 | 11 | 8 | 5 | 9 | 20 |
| Appeals | 7 | 11 | 8 | 5 | 10 | 20 |

- Performance Standard = 90% of all provider appeals must be resolved timely. Level I Appeals within 1 business day and Level II Appeals within 5 business days.
- Although there were 10 medical necessity denials issued in 2006, there were no provider appeals during this timeframe.

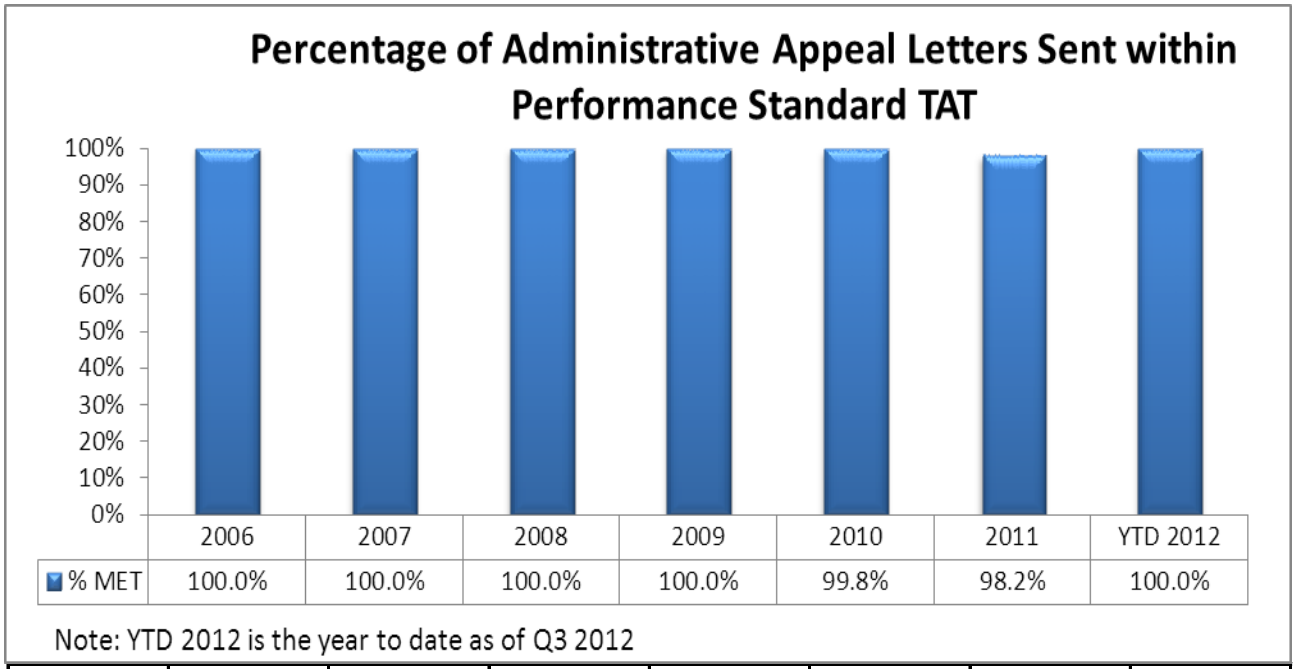
# Timeliness of Resolving Member Appeal Requests




| | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|
| Met TAT | 2 | 10 | 8 | 4 | 8 | 5 |
| Appeals | 2 | 10 | 8 | 4 | 8 | 5 |

- Performance Standard = 98% of member appeal requests must be resolved timely. Routine requests are resolved at the earliest point but no later than 30 calendar days and expedited no more than 3 business days.
- Although there were 10 medical necessity denials issued in 2006, there were no member appeals during this timeframe.

# Timeliness of Resolving Administrative Appeal Requests




| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | YTD 2012 |
|---|---|---|---|---|---|---|---|
| Met TAT | 19 | 194 | 248 | 290 | 448 | 800 | 738 |
| Appeals | 19 | 194 | 248 | 290 | 449 | 815 | 738 |

- Performance Standard = 98% of administrative appeal requests must be resolved within seven (7) business days.

# Questions/Comments