 **UTAH DEPARTMENT OF HEALTH**


SUCCESS Framework

**Presented to
Social Services Appropriations Subcommittee**


June 12, 2015

Foundation for SUCCESS  **UTAH DEPARTMENT OF HEALTH**

- Team Engagement/Ownership
- Leadership Support
- Experienced Consultants
- Data – Not Anecdotes or Perception

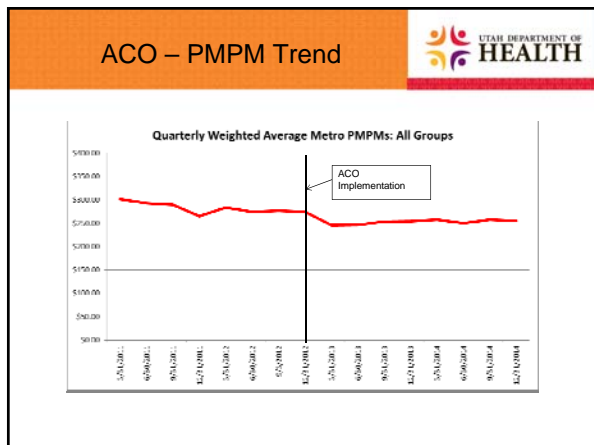
Medicaid ACOs  **UTAH DEPARTMENT OF HEALTH**


- Effective January 1, 2013
- Mandatory Enrollment – Wasatch Front
 - SelectHealth
 - Molina Healthcare of Utah
 - Healthy U
 - HealthChoice Utah
- ACO Enrollment 192,500/275,000 (70%)

Medicaid ACOs 

SUCCESS/ACO Evaluation:

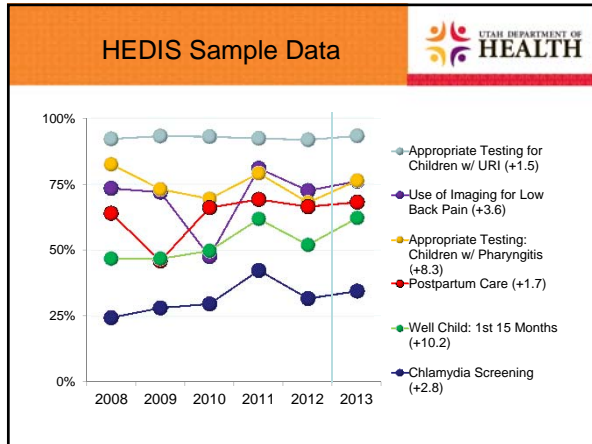
- PMPM Analysis
- Quality of Care – HEDIS
- Patient Satisfaction - CAHPS

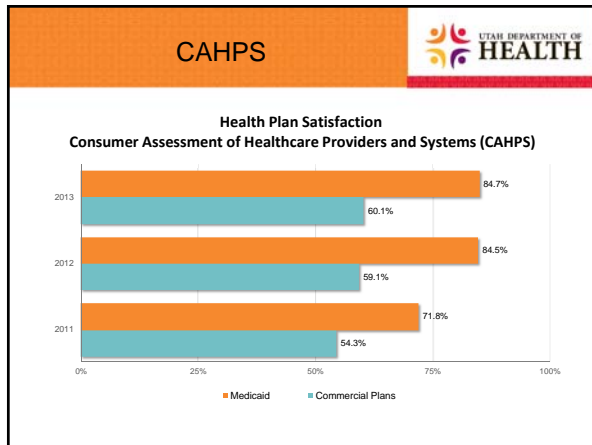


2013 HEDIS 

Office of Health Care Statistics collects ACO HEDIS results

- SelectHealth
- Molina Healthcare of Utah
- Healthy U
- HealthChoice - Utah did not have sufficient enrollment to report HEDIS for 2013





HEDIS and CAHPS


- Healthcare Effectiveness Data and Information Set (HEDIS)

<https://health.utah.gov/myhealthcare/reports/hedis/>

- Consumer Assessment of Healthcare Providers and Systems (CAHPS)


<https://health.utah.gov/myhealthcare/reports/cahps/2013/>

**Medicaid
Suspended Claims Processing**




- ❑ 2014 6.3 Million Medicaid claims
 - 98% of claims auto-adjudicate
 - Approximately 126,000 claims suspend – manual intervention required
 - Historic backlog of suspended claims 8-10 weeks
 - Current backlog 3 weeks

**Medicaid
Suspended Claims Processing**




- ❑ Achieving Higher Levels of Performance
 - Cross-trained technicians on all claim types
 - Assigned workload based on staff skills
 - Implemented peer-to-peer training
 - Modified telephone shifts to allow more “protected” processing time

**Medicaid
Provider Application Processing**




- ❑ Medicaid Health Care Provider Panel:
 - 31,900 Enrolled Providers
 - 29,200 Utah-Based Providers
 - 7,200 Providers Billed Medicaid in 2014

Medicaid
Provider Application Processing




- ❑ New ACA Requirements
 - Site visits required for certain provider types
 - Re-credentialing every three or five years
 - Expanded background checks and database access

Medicaid
Provider Application Processing

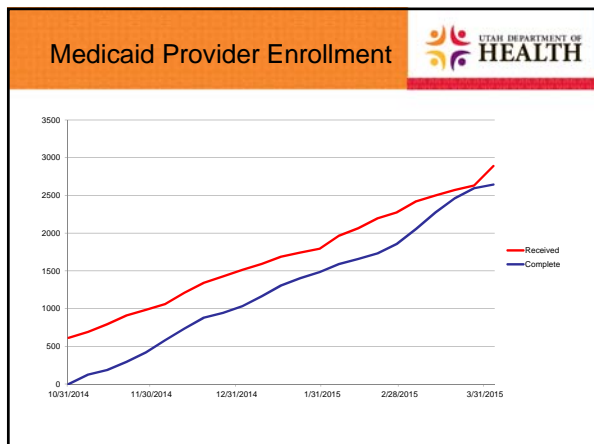


- ❑ Current Processes and Backlog of Work
 - Manual Processing – Paper Application and Support Documentation
 - PRISM Release 3 — October 2015
 - 2014 Application Backlog 8 - 10 Weeks
 - Current Backlog 2 Weeks

Medicaid
Provider Application Processing




- ❑ Achieving Higher Levels of Performance
 - Increased “protected” processing time
 - Reallocated staffing within team
 - Triaged applications based on complexity
 - Provided targeted training based on need




- ### Utah Public Health Lab
- ❑ Four Testing Sections
 - Environment Chemistry
 - Forensic Toxicology
 - Infectious Diseases
 - Newborn Screening

- ### Utah Public Health Lab
- ❑ SUCCESS Focus – Environmental Chemistry
 - Inorganic (phosphates/nitrates), Organic (pesticides), Metals (copper, lead, mercury)
 - Thousands of water and soil samples tested each month
 - Samples gathered throughout the State
 - Primary customer – Utah Department of Environmental Quality


Utah Public Health Lab 

☐ Turnaround times for Chemistry Samples

- After a year of observation
 - LEAD TIME by (a) testing, (b) data review, (c) reporting
 - % of samples meeting Service Level Agreement (46 days)



| Year | Lead Time (Days) | % of Samples Meeting SLA |
|------|------------------|--------------------------|
| 2014 | 23 | 90% |
| | 27 | 79% |
| 2013 | 46 | 70% |

Vital Records and Statistics 

☐ Secure Internet Link for Vital Event Records (SILVER)

- Request birth certificate copy online
- 2014 Online requests – 24,600/79,300 (31%)
- 2014 - State issued 13,600 death certificates
- Upgrade SILVER “look and feel”; include requests for birth and death records
