

Office of Medical Assistance Programs Consumer Subcommittee Updates

Sally A. Kozak MHA, RN
Deputy Secretary

- Deputy Secretary Updates
 - Ambulance rates
 - Enrollment Assistance Procurement
 - Dental Benefit Limit Exception (BLE) reminder
 - Final CMS Rule on MA/CHIP Eligibility
 - HealthChoices Issues

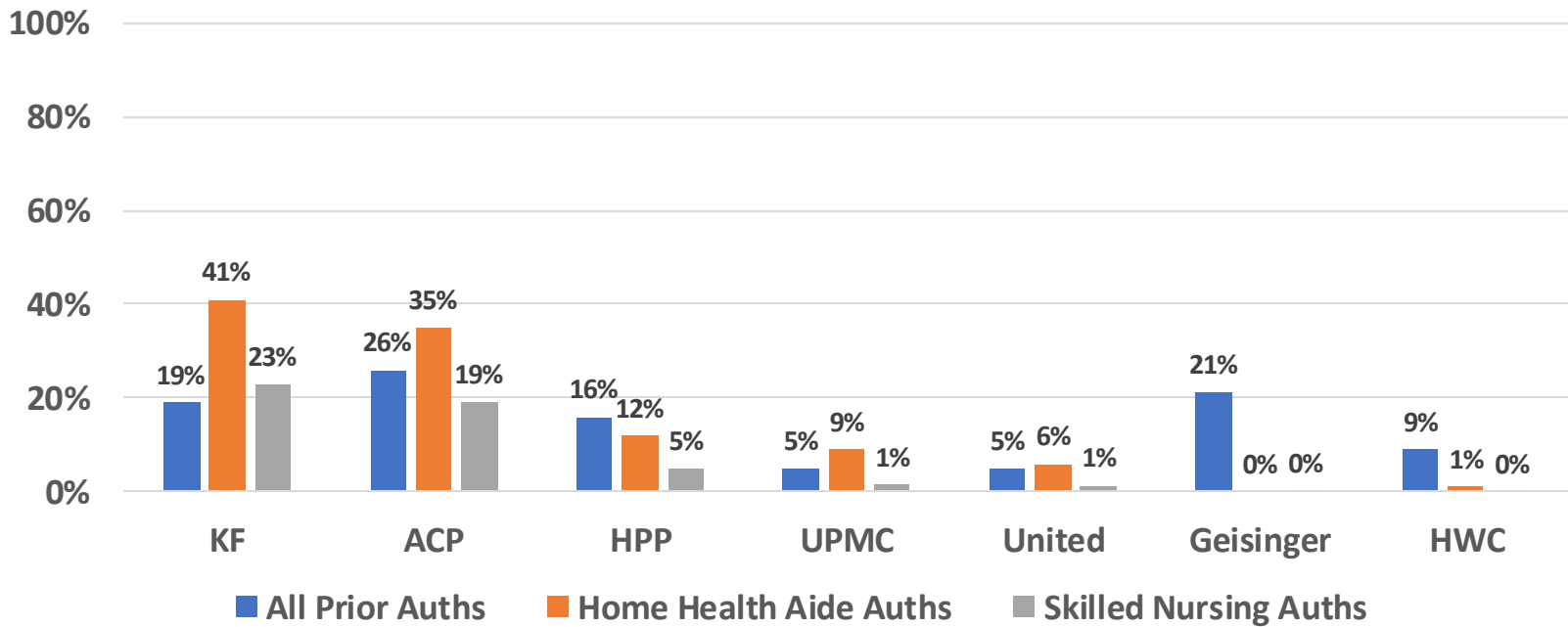


HealthChoices Presentation

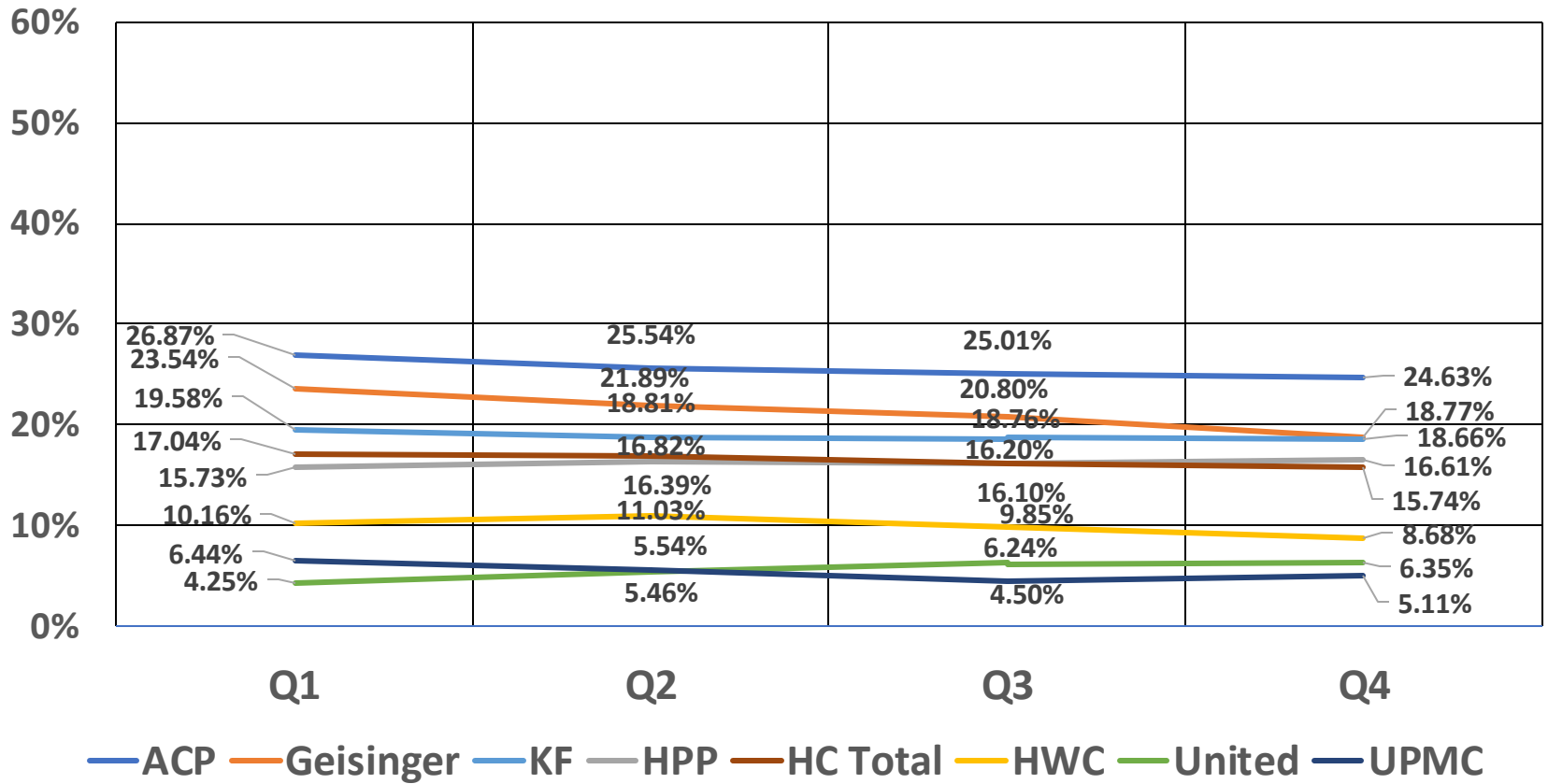
Shift Care Members by MCO February 2024

MCO	Shift Care Members	% of Shift Care Members	HC Members	% of HC Members
ACPA	369	4.86%	392156	15.23%
Geisinger	1647	21.69%	281033	10.91%
HPP	686	9.03%	333994	12.97%
HWC	940	12.38%	319737	12.41%
KF	2099	27.64%	510806	19.83%
United	155	2.04%	106881	4.15%
UPMC	1698	22.36%	631075	24.50%
Total	7594		2575682	

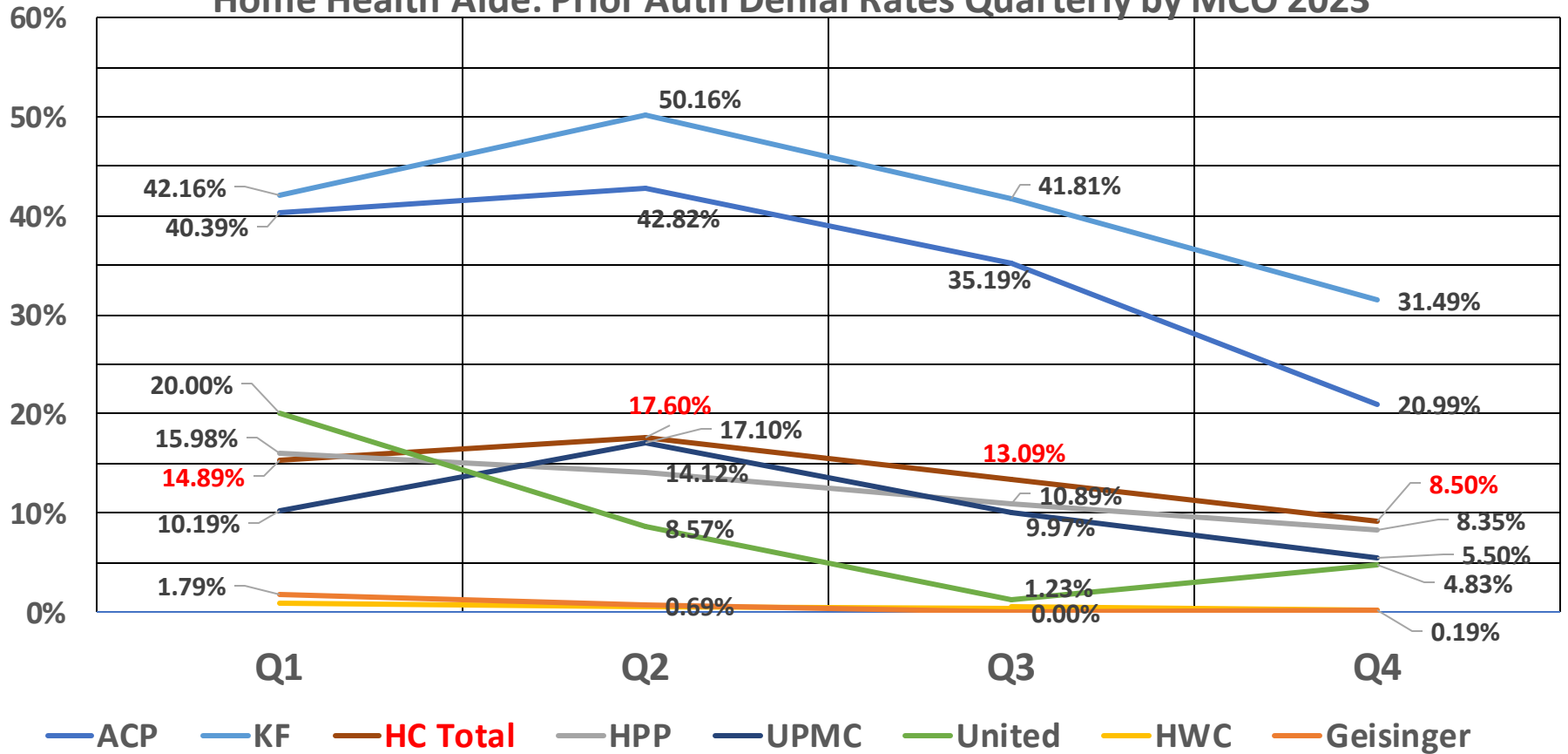
2023 (Full Year) Denial Rates by HC MCO for All Prior Auths vs. Home Health Aide vs. Skilled Nursing



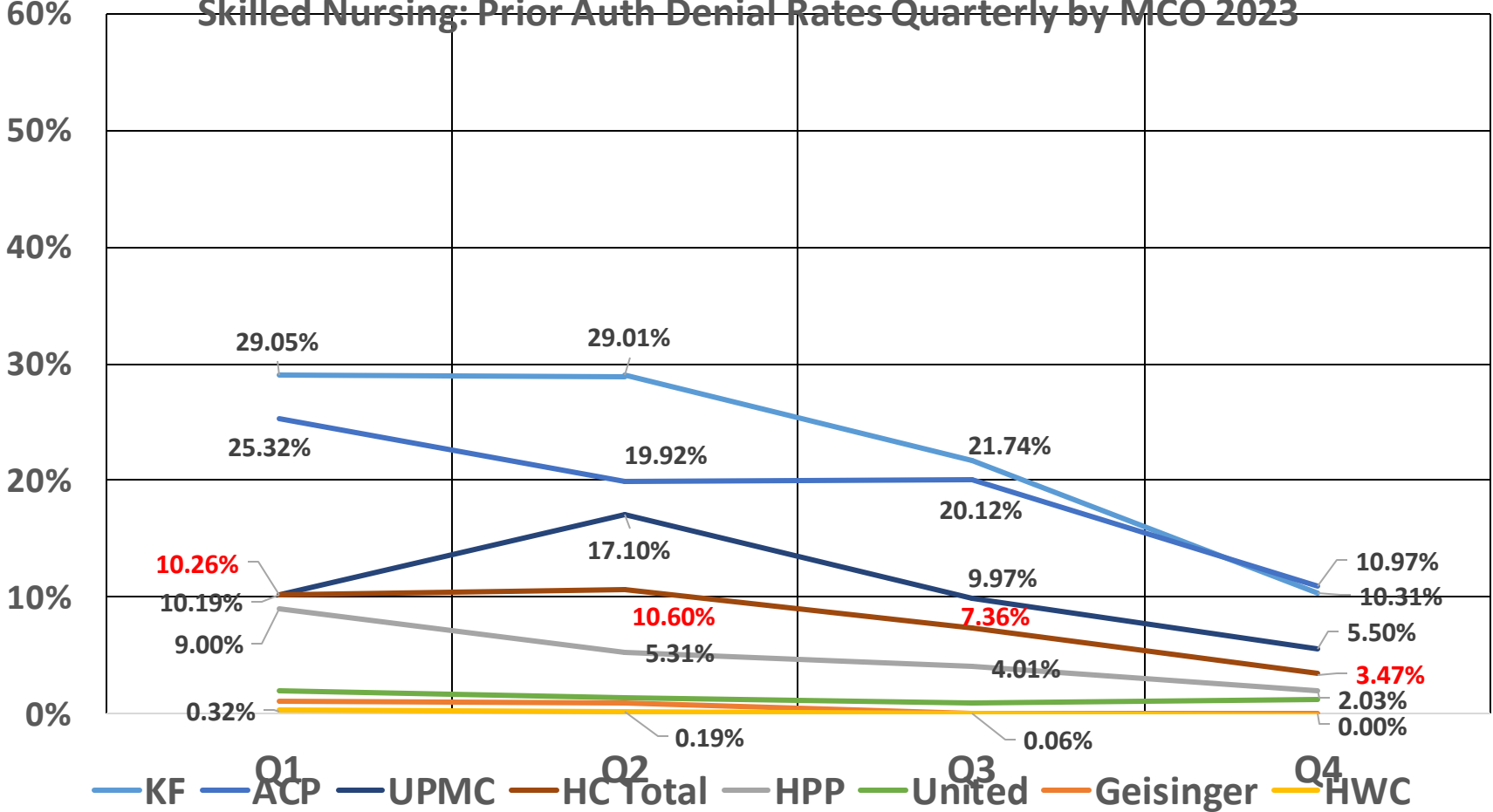
All Prior Auth Denial Rate Quarterly by MCO 2023



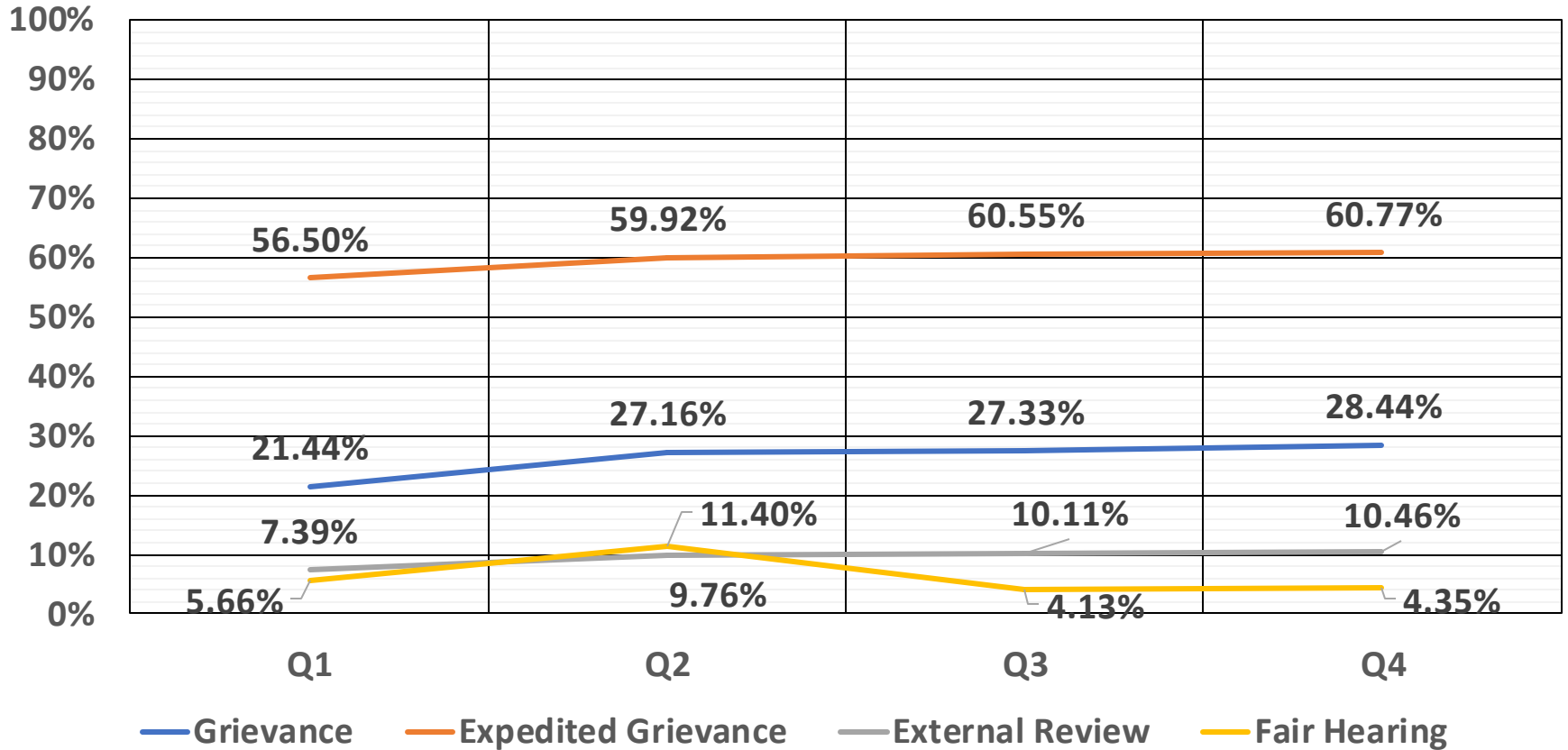
Home Health Aide: Prior Auth Denial Rates Quarterly by MCO 2023



Skilled Nursing: Prior Auth Denial Rates Quarterly by MCO 2023



HC Total All Prior Auth Denial Overturn Rates by Appeal Type



All Prior Auth Totals and Overturn Rates by Appeal Type 2023 (Full Year)

	Prior Auth Requests				Grievances						Expedited Grievances						External Reviews				Fair Hearings		
	Total Requested	Approved	Denied	Percent Denied	Total Requested	Overtured	Partial Overtured	Upheld	Withdrawn/Di smiss	Percent Overtured	Total Requested	Overtured	Partial Overtured	Upheld	Withdrawn/Di smiss	Percent Overtured	Requested	Overtured	Upheld	Percent Overtured	Requested	Overtured	Percent Overtured
UPMC	223034	211026	12008	5.38%	4145	359	357	3200	229	17.27%	43	6	5	29	3	25.58%	3407	245	3162	7.19%	218	7	3.21%
United	26156	24759	1437	5.49%	6123	1,449	70	3892	47	24.81%	92	61	1	18	12	67.39%	66	26	40	39.39%	7	1	14.29%
Highmark	507467	419809	46435	9.15%	2127	506	71	1162	388	27.13%	263	60	4	62	146	24.33%	150	24	126	16.00%	88	20	22.73%
ACPA	362289	269786	92503	25.53%	3504	1223	24	1625	693	35.59%	204	162	0	3	41	79.41%	91	24	67	26.37%	57	0	0.00%
KF	472365	385841	89524	18.95%	3880	1278	37	1970	658	33.89%	275	234	0	7	35	85.09%	128	33	95	25.78%	50	0	0.00%
HPP	259946	217831	42115	16%	624	67	20	477	60	13.94%	17	4	2	9	2	35.29%	35	9	26	25.71%	12	0	0.00%
Geisinger	150555	118510	32031	21.28%	805	54	6	394	351	7.45%	18	3	0	4	11	16.67%	0	0	0	0.00%	0	0	0.00%
HC Total	1803125	1482989	281939	15.64%	21208	4936	585	12720	2426	26.03%	912	530	12	132	250	59.43%	3877	361	3516	9.31%	432	28	6.48%

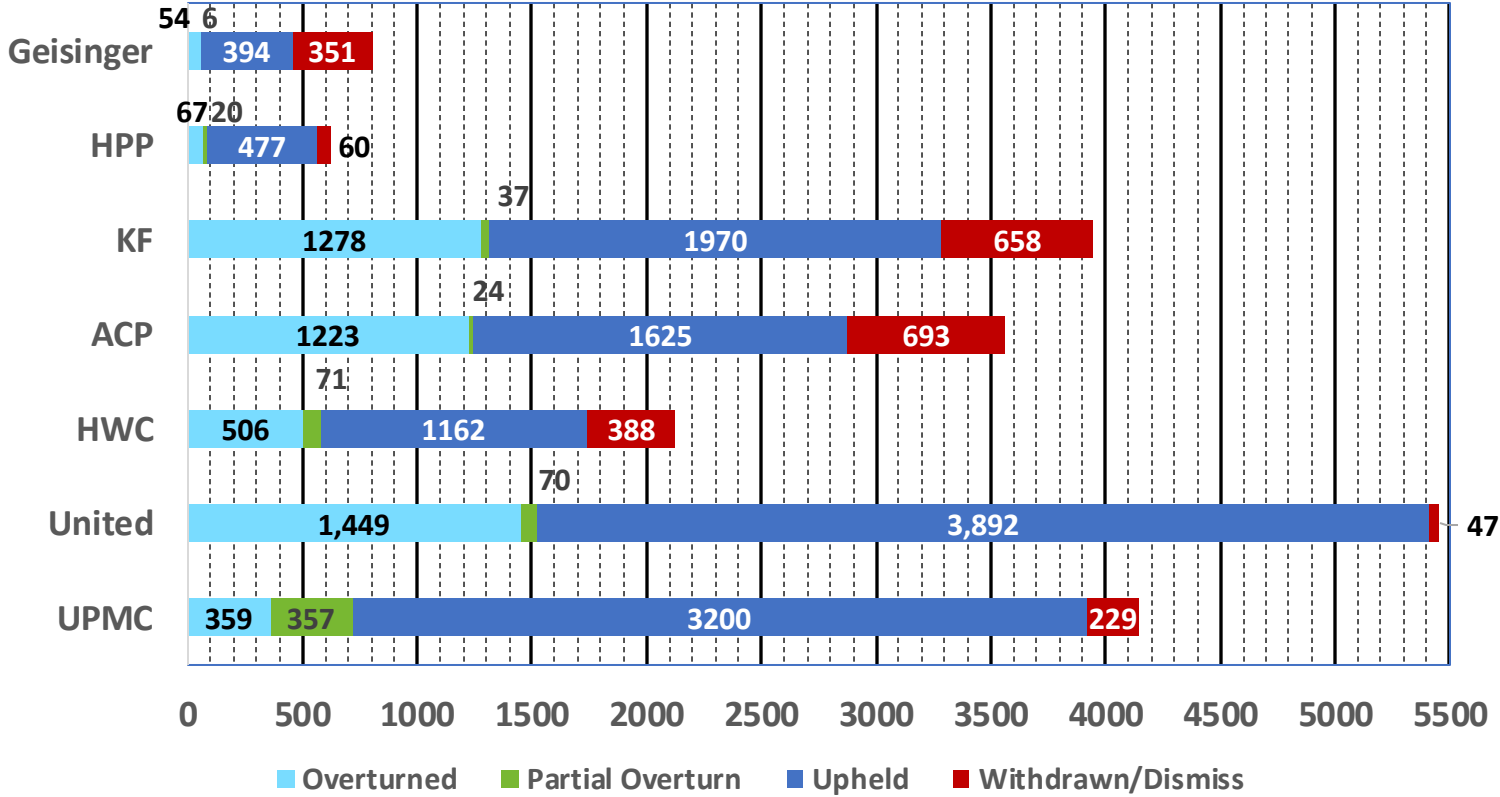
Home Health Aide Totals and Overturn Rates by Appeal Type 2023 (Full Year)

GRIEVANCES						EXPEDITED GRIEVANCES					EXTERNAL REVIEWS			FAIR HEARINGS		
MCO	Total Requested	Overtured	Partial Overturn	Apprvd or W/D during appeal (prior to decision)	Grievance Overturn Rate	Total Requested	Overtured	Partial Overturn	Apprvd or W/D during appeal (prior to decision)	Expedited Grievance Overturn Rate	Requested	Overtured	External Review Overturn Rate	Requested	Overtured	Fair Hearing Overturn Rate
Geisinger	0	0	0	0	0%	0	0	0	0	0%	0	0	0%	0	0	0%
HPP	36	1	2	7	8%	0	0	0	0	0%	1	0	0%	1	0	0%
KF	245	57	31	41	36%	3	3	0	0	100%	39	4	10%	18	0	0%
ACPA	152	31	26	16	38%	0	0	0	0	0%	52	12	23%	15	0	0%
HWC	104	19	23	4	40%	0	0	0	0	0%	38	7	18%	27	12	44%
United	268	56	2	4	22%	0	0	0	0	0%	0	0	0%	0	0	0%
UPMC	215	19	35	8	25.12%	2	1	1	0	100%	100	35	35%	26	1	4%
HC Total	1020	183	119	80	29.61%	5	4	1	0	100.00%	230	58	25.22%	87	13	14.94%

Skilled Nursing Totals and Overturn Rates by Appeal Type 2023 Full Year

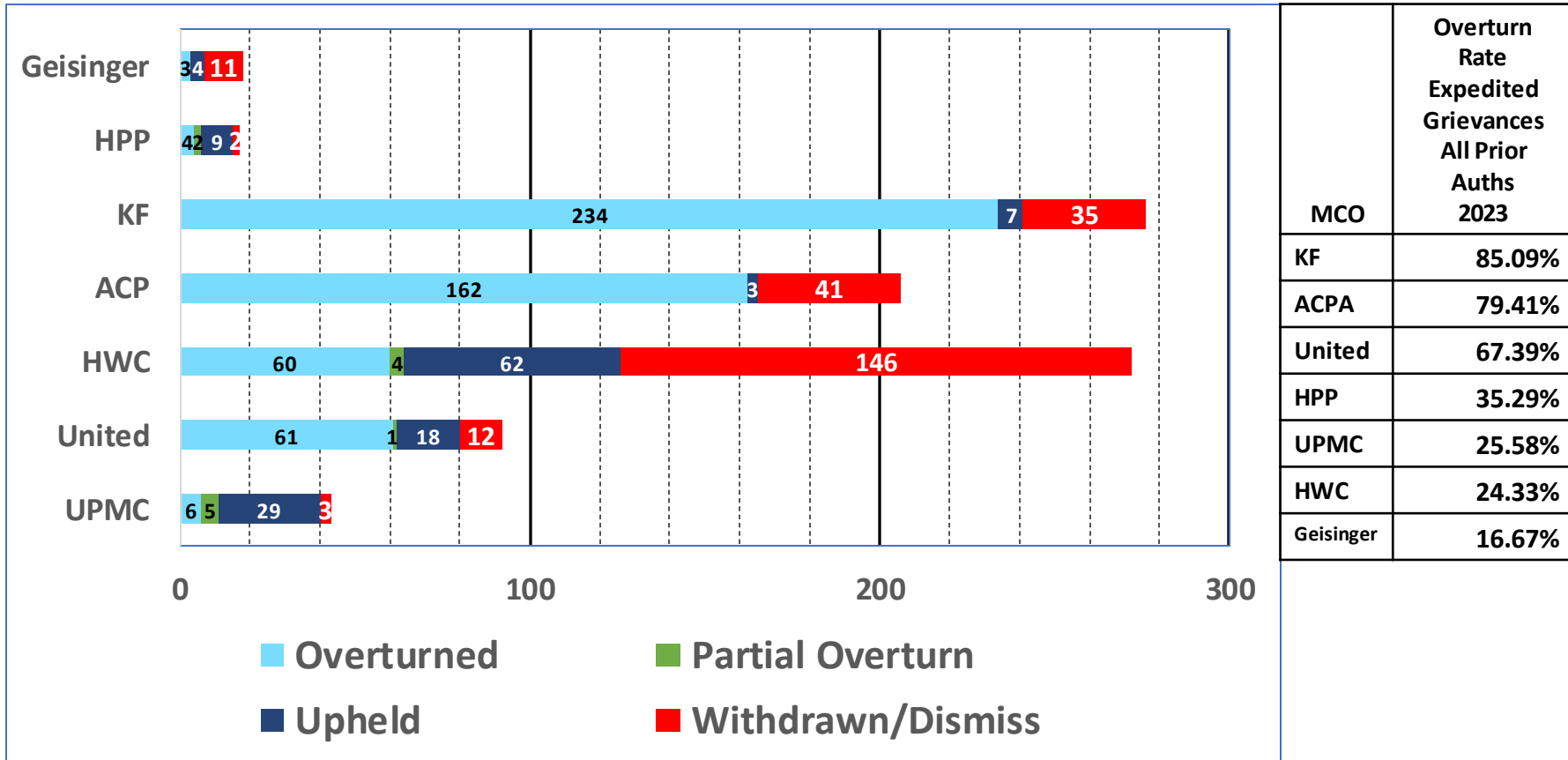
MCO	GRIEVANCES						EXPEDITED GRIEVANCES						EXTERNAL REVIEW				FAIR HEARING		
	Total Requested	Overturn	Partial Overturn	Upheld	Apprvd or W/D during appeal (prior to decision)	Grievance Overturn Rate	Total Requested	Overturned	Partial Overturn	Upheld	Apprvd or W/D during appeal (prior to decision)	Expedited Grievance Overturn Rate	Requested	Overturned	Upheld	External Review Overturn Rate	Requested	Overturned	Fair Hearing Overturn Rate
Geisinger	0	0	0	0	0	0%	0	0	0	0	0	0%	0	0	0	0%	0	0	0%
HPP	5	0	0	2	3	0%	0	0	0	0	0	0%	1	0	1	0%	0	0	0%
KF	128	22	14	60	32	28%	0	0	0	0	0	0%	16	7	9	44%	11	0	0%
ACPA	60	11	14	26	9	42%	0	0	0	0	0	0%	9	1	8	11%	8	0	0%
HWC	24	10	6	8	2	67%	0	0	0	0	0	0%	3	0	3	0%	5	1	20%
United	55	9	0	13	0	16%	6	3	0	3	0	50%	0	0	0	0%	1	1	100%
UPMC	138	8	36	85	9	32%	3	0	0	2	1	0%	69	18	51	26%	16	1	6%
HC Total	410	60	70	194	55	31.71%	9	3	0	5	1	33.33%	98	26	72	26.53%	41	3	7.32%

GRIEVANCES FOR ALL PRIOR AUTHS BY MCO, OVERTURN RATE, AND DISPOSITION 2023

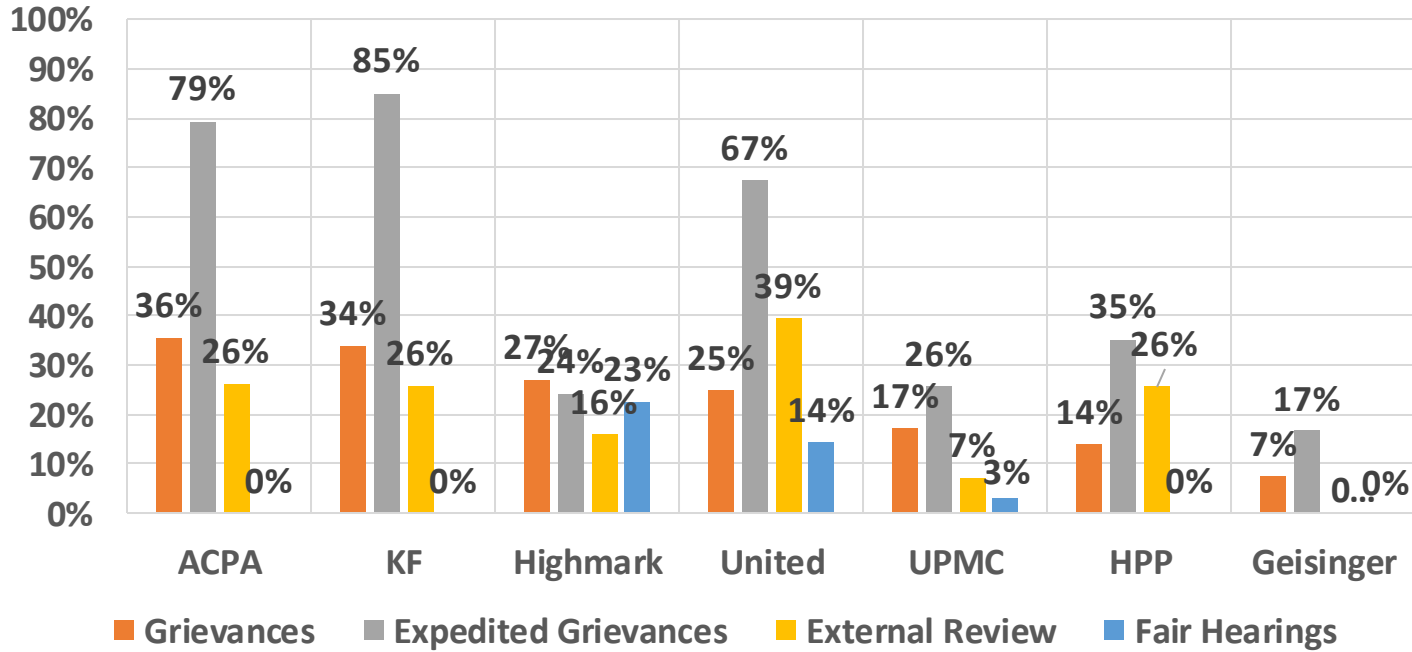


MCO	Overturn Rate Grievances All Prior Auths 2023
ACPA	35.59%
KF	33.89%
HWC	27.13%
United	24.81%
UPMC	17.27%
HPP	13.94%
Geisinger	7.45%

EXPEDITED GRIEVANCES FOR ALL PRIOR AUTHS BY MCO, OVERTURN RATE, AND DISPOSITION 2023

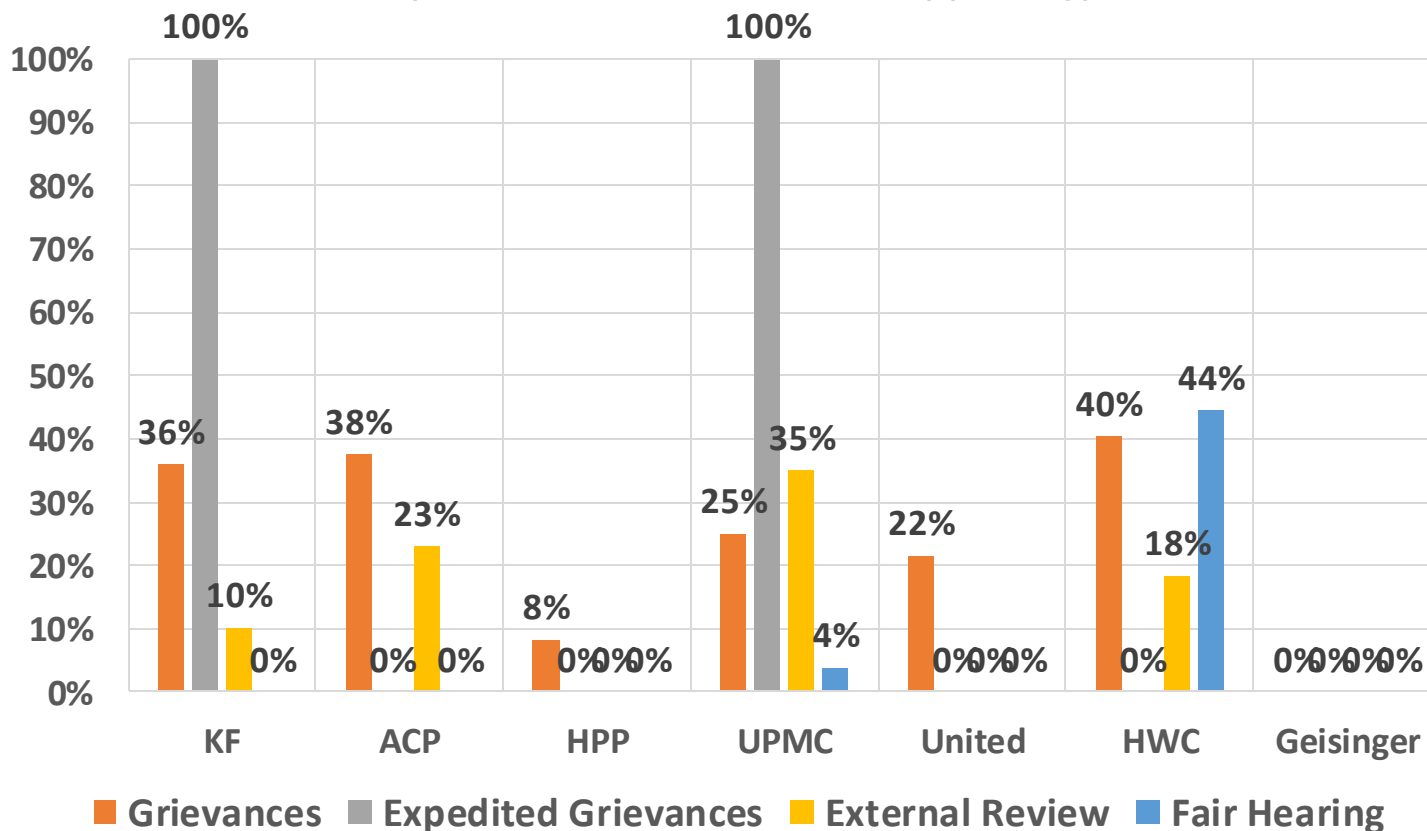


All Prior Auths: Denial Overturn Rates by MCO and Appeal Type 2023 (Full Year)



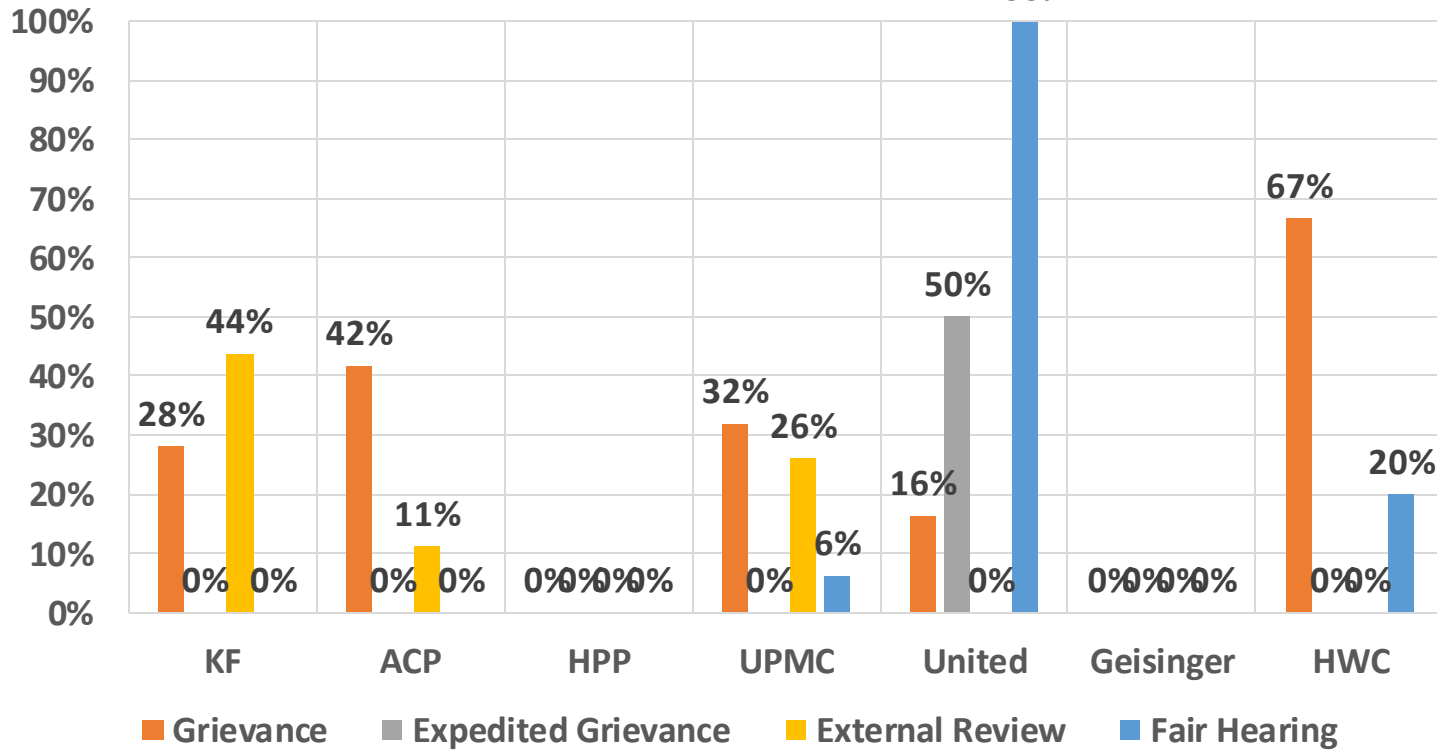
MCO	Denial Rate All Prior Auths* 2023
ACPA	26%
Geisinger	21%
KF	19%
HPP	16%
HWC	9%
United	5%
UPMC	5%

**Home Health Aide: Denial Overturn Rates
by HealthChoices MCO and Appeal Type 2023 (Full Year)**



MCO	Denial Rate Home Health 2023
KF	41%
ACPA	38%
HPP	12%
UPMC	9%
United	6%
HWC	1%
Geisinger	0%

Skilled Nursing: Denial Overturn Rates by MCO and Appeal Type 2023 (Full Year)



MCO	Denial Rate Skilled Nursing 2023
KF	23%
ACPA	19%
HPP	5%
UPMC	1%
United	1%
HWC	0%
Geisinger	0%