

2018 Health Plan Performance Report

GIB – Item 8A

Sara Brockman, Health Program Manager

Office of Strategic Health Policy



Informational Item

- No Board action is required

2018 Performance Report



First annual report to the Group Insurance Board



Provides overview of quarterly performance for the 10 fully-insured health plans contracted for plan year 2018



Health plans are deidentified and randomized

Background

2016

New Program Agreement developed for 2018 as part of Self-Insurance RFP
Included more robust reporting requirements and applicable penalties
Established quarterly performance standards

2017

Program Agreement modified to reflect fully-insured program
8 health plans exited the program at the end of 2017, resulting in approximately 60,000 participants selecting a new plan for 2018

2018

First year of measurement and penalty assessment
Additional Program Agreement modifications approved for 2019

2018 Performance Summary

- Overall, health plans met or exceeded most measurement targets on a regular basis
- Consistent and timely quarterly performance report submissions
- Sufficient details provided in the event of a performance exception

2018 Performance Summary

Performance Measure	Performance Target	2018 Average Performance	2018 Average Variance
A. Claims Processing			
1) Processing Accuracy	97%	99.3%	2.3% ↑
2) Claims Processing Time	95% processed within 30 days	97.6%	2.6% ↑
B. Customer Service			
1) Call Answer Timeliness	80% ≤ 30 seconds	82.3%	2.3% ↑
2) Claims Processing Time	< 3% of calls abandoned	3.1%	0.1% ↑
3) Open Call Resolution Turn-Around Time	90% resolved within 2 days	95.2%	5.2% ↑
4) Electronic Written Inquiry Response	98% response within 2 days	97.5%	-0.5% ↓

Processing Accuracy

Performance Target	2018 Average Performance	2018 Average Variance
97%	99.3%	2.3% ↑

- All health plans demonstrated ability to meet or exceed claims processing accuracy targets
- 9 out 10 health plans met or exceeded target in every quarter
- “Plan 09” narrowly failed to meet target in Q3 – issue resolved promptly

Claims Processing Time

Performance Target	2018 Average Performance	2018 Average Variance
95% processed within 30 days	97.6%	2.6% ↑

- 9 out of 10 health plans exceeded the 95% performance target each quarter
- “Plan 08” was only exception – failed to meet in every quarter
 - Penalties assessed for this measure in Q4 due to ongoing performance concerns

Call Answer Timeliness

Performance Target	2018 Average Performance	2018 Average Variance
80% ≤ 30 seconds	82.3%	2.3% ↑

- 5 out of 10 health plans failed to meet 80% target in Q1, largely due to member transitions stemming from exiting health plans
- “Plan 07” and “Plan 09” both failed to meet 80% target in two quarters
- “Plan 08” failed to meet 80% in every quarter
- “Plan 08” and “Plan 09” penalized in Q4

Call Abandonment Rate

Performance Target	2018 Average Performance	2018 Average Variance
< 3% of calls abandoned	3.1%	0.1% ↑

- 3 out of 10 health plans failed to meet target in Q1
- 9 out of 10 health plans met or exceeded average performance target
- “Plan 08” was only exception – failed to meet in every quarter
 - Penalties assessed for this measure in Q4 due to ongoing performance concerns

Open Call Resolution Turn-Around Time

Performance Target	2018 Average Performance	2018 Average Variance
90% resolved within 2 days	95.2%	5.2% ↑

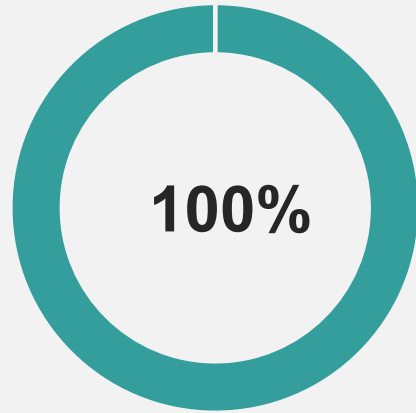
- “Plan 10” granted reporting exemption due to system limitations, provide written summary instead – no issues identified for 2018
- 8 out of 9 measured health plans met or exceeded target each quarter
- “Plan 08” failed to meet target in Q1 (75%) – met in all other quarters
 - Annual average of 87% - 3% below target due to poor Q1 performance (75%)

Electronic Written Inquiry Response

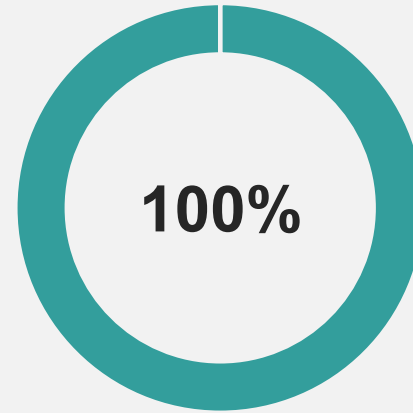
Performance Target	2018 Average Performance	2018 Average Variance
98% response within 2 days	97.5%	- 0.5% ↓

- 8 out of 10 health plans met or exceeded target each quarter
- “Plan 05” failed to meet target in Q1 due to enrollment changes
- “Plan 08” failed to meet target Q1 to Q3 – met in Q4
 - 47% response time in Q1, which is 51% lower than performance target
 - Significant impact on yearly average for “Plan 08” and the overall average performance

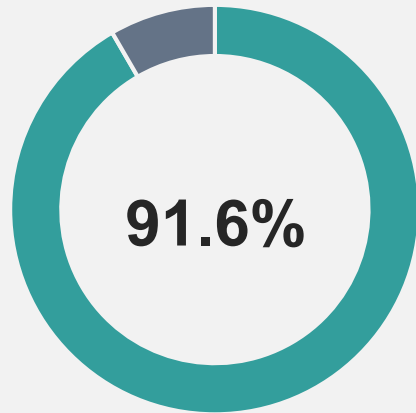
Additional Key Performance Measures - Enrollment



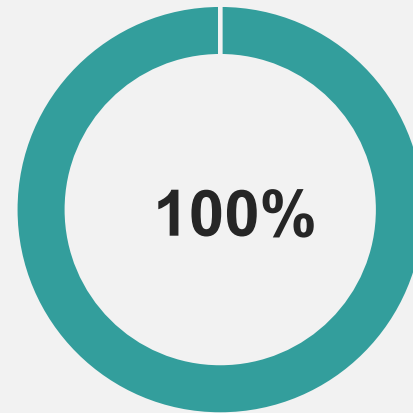
of daily 834 files
accepted and processed



of database discrepancies
resolved within 1 day of
notification



of exception report
corrections completed
within 5 days of notification



of identification cards
issued within 5 days

Next Steps



The background is a dark blue gradient with numerous bokeh light effects in shades of blue and purple, scattered across the frame. The text "Questions?" is centered at the bottom in a large, white, sans-serif font.

Questions?