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Correspondence Memorandum

Date: January 10, 2019
To: Group Insurance Board
From: Sara Brockman, Communications Manager
Office of Strategic Health Policy
Subject: Quarterly Health Plan Performance Report

This memo is for informational purposes only. No Board action is required.

Attached is the *Quarterly Health Plan Performance Report*. This report provides third quarter (Q3) performance outcomes for the one Medicare Advantage vendor and ten fully-insured health plans contracted by the Group Health Insurance Board (Board) to provide Group Health Insurance Program (GHIP) coverage for plan year 2019.

Health plans are de-identified and listed in random order in this report.

Overall, average health plan performance exceeded the performance target for all six key measures for Q3-2019. One health plan was unable to meet or exceed performance standards each month during Q3-2019, and therefore incurred a possible penalty. The penalty is currently under consideration to be held in abeyance (i.e., temporarily suspended) pending Q4-2019 performance reporting.

Additional performance and penalty assessment detail is outlined in the report.

Health plan provider performance and penalty outcomes for Q4-2019 will be reported to the Board at the May 2020 meeting.

Staff will be at the Board meeting to answer any questions.

Attachment: Q3-2019 Health Plan Performance Report

Reviewed and approved by Eileen K Mallow, Director, Office of
Strategic Health Policy

Electronically Signed 1/17/20

Board	Mtg Date	Item #
GIB	2.5.20	10A

Group Health Insurance Program
Quarterly Health Plan Performance Report

Q3-2019



January 10, 2020

Prepared for the Group Insurance Board, February 5, 2020

I. Overview

The Department of Employee Trust Funds (ETF), with direction from the Group Insurance Board (Board), administers the State of Wisconsin Group Health Insurance Program (GHIP) created under [Chapter 40 of the Wisconsin Statutes](#). The Board contracted with one Medicare Advantage provider and 10 fully-insured health plan providers for plan year 2019 to offer GHIP coverage to employees and retirees of state agencies, University of Wisconsin System, University of Wisconsin Hospitals & Clinics Authority, and participating local government employees. ETF manages the contracted health plans on behalf of the Board.

This *Quarterly Health Plan Performance Report* is a summary of health plan provider performance for the third quarter (Q3) of plan year 2019.

The measures in this report were developed by ETF staff to reflect national best practices and are reviewed annually for continuation, modification, or retirement. Health plans submit performance metrics on a quarterly basis, using an ETF-provided reporting template. The performance report is accompanied by a quarterly vendor performance certification that attests all required performance standards were administered and completed in adherence with contractually stipulated terms and conditions.

Health plan performance reports are reviewed for performance standard compliance on a quarterly basis. Each performance standard has a related penalty, which is typically \$5,000 for each percentage point for which a standard is not met in each month. Applicable penalties are also assessed on a quarterly basis. Penalties may be waived or held in abeyance (i.e. temporarily suspended) in certain circumstances when ETF staff determine it is warranted.

Health plans are de-identified and listed in random order.

II. Quarterly Average Health Plan Performance Summary by Measure

The Q3-2019 average health plan performance exceeded the performance target for all six key measures. This performance is consistent with Q3-2018.

One health plan, "Plan 02", incurred a possible penalty for Q3-2019. The penalty is currently being held in abeyance pending Q4-2019 reporting results.

"Plan 11" incurred a possible penalty during Q2-2019. This penalty was held in abeyance pending the completion of Q3-2019 reporting. "Plan 11" finished Q3 without incurring additional penalties for the pertinent performance standard. Therefore, all possible Q2 penalties were waived.

Table 1 provides an overview of quarterly average performance by key measure. The difference between the performance target and the actual quarterly average performance is noted for each measurement in the column titled Q3 Average Variance. Throughout this memo, measures that exceeded the performance target are noted in green, while measures that failed to meet the performance target are noted in red.

Table 1 – Average Health Plan Performance Summary by Key Measure: Q3-2019

Performance Measure	Performance Target	Q3 Average Performance	Q3 Average Variance	Report Detail Page
A. Claims Processing				
1) Processing Accuracy	97%	99.1%	2.1% ▲	Page 4
2) Claims Processing Time	95% processed within 30 days	99.4%	4.6% ▲	Page 5
B. Customer Service				
1) Call Answer Timeliness	80% ≤ 30 seconds	91.8%	11.8% ▲	Page 6
2) Call Abandonment Rate	≤ 3% of calls abandoned	0.9%	-2.1% ▼	Page 7
3) Open Call Resolution Turn-Around Time	90% resolved within 2 days	96.5%	6.5% ▲	Page 8
4) Electronic Written Inquiry Response	98% response within 2 days	99.6%	1.6% ▲	Page 9

▲▼ Plan performance exceeds measurement performance target

▲▼ Plan performance failed to meet measurement performance target

III. Claims Processing

1) Processing Accuracy

Accurate claims processing prevents numerous potential negative impacts for program participants, such as account posting errors and incorrect patient statements, and helps health plans to prevent financial losses and payment delays.

- **Measurement Description**
 - At least 97% level of processing accuracy
 - Processing accuracy means all claims processed correctly in every respect, financial and technical (e.g., coding, procedural, system, payment, etc.), divided by total claims processed
- **Key Findings:**
 - 10 out of 11 participating health plans exceeded the performance target for each month of Q3
 - “Plan 02” failed to meet the performance target in July and August and incurred a possible penalty
 - The penalty will be held in abeyance pending completion of Q4-2019 reporting

Table 2A – Processing Accuracy: Average Health Plan Performance

Performance Measure	Performance Target	Q2 Average Performance	Q2 Average Variance
Processing Accuracy	97%	99.1%	2.1% ▲

Table 2B – Processing Accuracy: Quarterly Performance by Health Plan

Health Plan	Q1	Q2	Q3	Q4	Average Quarterly Performance YTD	Average Target Variance YTD
Plan 01	99%	99%	99%	--	99%	2% ▲
Plan 02	98%	99%	96% ¹	--	97.7%	0.7% ▲
Plan 03	100%	100%	100%	--	100%	3% ▲
Plan 04	100%	100%	100%	--	100%	3% ▲
Plan 05	99%	100%	100%	--	99.7%	2.7% ▲
Plan 07	100%	99%	99%	--	99.2%	2.2% ▲
Plan 06	100%	100%	100%	--	100%	3% ▲
Plan 08	99%	99%	99%	--	99%	2% ▲
Plan 09	100%	100%	100%	--	100%	3% ▲
Plan 10	99%	99%	99%	--	99%	2% ▲
Plan 11	99%	99%	98%	--	98.7%	1.7% ▲

¹: “Plan 02” incurred possible penalty in July and August, penalty held in abeyance pending Q4-2019 results.

2) Claims Processing Time

Claims processing time is an important factor in containing program costs and improving participant satisfaction. Prompt claims processing provides members with timely billing statements, which is especially important for participants with a higher amount of shared costs.

- **Measurement Description:**
 - At least 95% of claims received must be processed within 30 business days of receipt of all necessary information, except for those claims which the health benefit program is the secondary payer
- **Key Findings:**
 - All 11 participating health plans met or exceeded the performance target each month and for Q3 overall
 - No health plans incurred penalties for this measure during Q3-2019

Table 3A – Claims Processing Time: Average Health Plan Performance

Performance Measure	Performance Target	Q3 Average Performance	Q3 Average Variance
Claims Processing Time	95% processed within 30 days	99.6%	4.6% ▲

Table 3B – Claims Processing Time: Quarterly Performance by Health Plan

Health Plan	Q1	Q2	Q3	Q4	Average Quarterly Performance YTD	Average Target Variance YTD
Plan 01	100%	100%	100%	--	100%	5% ▲
Plan 02	100%	100%	100%	--	100%	5% ▲
Plan 03	100%	100%	100%	--	100%	5% ▲
Plan 04	99%	100%	100%	--	99.7%	4.7% ▲
Plan 05	100%	100%	99%	--	99.7%	4.7% ▲
Plan 06	95%	100%	100%	--	98.3%	3.3% ▲
Plan 07	100%	100%	100%	--	100%	5% ▲
Plan 08	100%	100%	100%	--	100%	5% ▲
Plan 09	100%	100%	100%	--	100%	5% ▲
Plan 10	96%	99%	99%	--	98%	2% ▲
Plan 11	98%	98%	98%	--	98%	3% ▲

IV. Customer Service

1) Call Answer Timeliness

The ability for a participant to connect with a live customer service representative in a short period of time is important for customer satisfaction and improves the likelihood of timely and accurate issue resolution.

- **Measurement Description:**
 - At least 80% of calls received by the organization’s customer service (during operating hours) during the measurement period were answered by a live voice within 30 seconds
- **Key Findings:**
 - All 11 participating health plans met or exceeded the performance target each month and for Q3 overall
 - No health plans incurred penalties for this measure during Q3-2019

Table 4A – Call Answer Timeliness: Average Health Plan Performance

Performance Measure	Performance Target	Q2 Average Performance	Q2 Average Variance
Call Answer Timeliness	80% ≤ 30 seconds	91.8%	11.8% ▲

Table 4B – Call Answer Timeliness: Quarterly Performance by Health Plan

Health Plan	Q1	Q2	Q3	Q4	Average Quarterly Performance YTD	Average Target Variance YTD
Plan 01	95%	94%	87%	--	92%	12% ▲
Plan 02	87%	95%	89%	--	90.3%	10.3% ▲
Plan 03	82%	83%	84%	--	83%	3% ▲
Plan 04	100%	100%	100%	--	100%	20% ▲
Plan 05	92%	93%	93%	--	92.7%	12.7% ▲
Plan 06	86%	94%	92%	--	90.7%	10.7% ▲
Plan 07	93%	94%	94%	--	93.7%	13.7% ▲
Plan 08	97%	94%	90%	--	90.3%	10.3% ▲
Plan 09	88%	91%	95%	--	91.3%	11.3% ▲
Plan 10	58%	96%	96%	--	83.3%	3.3% ▲
Plan 11	88%	84%	90%	--	87.3%	7.3% ▲

2) Call Abandonment Rate

Call abandonment rates have a direct relation to the amount of time a participant must wait to speak with a customer service representative. Lower call abandonment rates typically indicate short waiting times and increased customer satisfaction.

- **Measurement Description:**
 - Less than 3% of calls abandoned, measured by the number of total calls that are not answered by customer service (caller hangs up before answer) divided by the number of total calls received
- **Key Findings:**
 - All 11 participating health plans met or exceeded the performance target each month and for Q2 overall
 - No health plans incurred penalties for this measure during Q3-2019
 - “Plan 10’s” performance for this measure improved from Q1 to Q3-2019, but still exceeds the average performance target year to date by 0.7%

Table 5A – Call Abandonment Rate: Average Health Plan Performance

Performance Measure	Performance Target	Q3 Average Performance	Q3 Average Variance
Call Abandonment Rate	≤ 3% of calls abandoned	0.9%	-2.1% ▼

Table 5B – Call Abandonment Rate: Quarterly Performance by Health Plan

Health Plan	Q1	Q2	Q3	Q4	Average Quarterly Performance YTD	Average Target Variance YTD
Plan 01	0%	1%	1%	--	0.7%	-2.3% ▼
Plan 02	1%	1%	2%	--	1.3%	-1.7% ▼
Plan 03	1%	1%	1%	--	1%	-2% ▼
Plan 04	0%	0%	0%	--	0%	-3% ▼
Plan 05	1%	0%	1%	--	0.7%	-2.3% ▼
Plan 06	1%	0%	0%	--	0.3%	-2.7% ▼
Plan 07	0%	1%	1%	--	0.7%	-2.3% ▼
Plan 08	1%	1%	1%	--	1%	-2% ▼
Plan 09	1%	1%	0%	--	0.7%	-2.3% ▼
Plan 10	10%	1%	0%	--	3.7%	0.7% ▲
Plan 11	2%	3%	3%	--	2.7%	-0.3% ▼

3) Open Call Resolution Turn-Around Time

Prompt open call resolution typically results in fewer repeated calls and improved customer satisfaction and may also reflect the overall efficiency of a customer service team.

- **Measurement Description:**
 - At least 90% of customer service calls that require follow-up or research will be resolved within two business days of initial call
 - Measured by the number of issues initiated by a call and resolved (completed without need for referral or follow-up action) within two business days, divided by the total number of issues initiated by the call
- **Key Findings:**
 - All 10 of the measured health plans met or exceeded the performance target each month and for Q3 overall
 - No health plans incurred penalties for this measure during Q3-2019
 - “Plan 05” was granted a data reporting exemption due to system limitations
 - A written summary of annual activity will be submitted instead

Table 6A – Open Call Resolution Turn-Around Time: Average Health Plan Performance

Performance Measure	Performance Target	Q2 Average Performance	Q2 Average Variance
Open Call Resolution Turn-Around Time	90% resolved within 2 days	96.5%	6.5% ▲

Table 6B – Open Call Resolution Turn-Around Time: Quarterly Performance by Health Plan

Health Plan	Q1	Q2	Q3	Q4	Average Quarterly Performance YTD	Average Target Variance YTD
Plan 01	98%	98%	--	--	98%	8% ▲
Plan 02	97%	95%	--	--	96%	6% ▲
Plan 03	95%	94%	--	--	94.5%	4.5% ▲
Plan 04	98%	98%	--	--	98%	8% ▲
Plan 05 ¹	n/a	n/a	n/a	n/a	n/a	n/a
Plan 06	98%	93%	--	--	95.5%	5.5% ▲
Plan 07	100%	100%	--	--	100%	10% ▲
Plan 08	98%	97%	--	--	97.5%	7.5% ▲
Plan 09	94%	94%	--	--	95%	5% ▲
Plan 10	93%	96%	--	--	94.5%	4.5% ▲
Plan 11	95%	95%	--	--	95%	5% ▲

¹: Data reporting exemption granted due to system limitation, annual written summary of activity submitted as substitute

4) Electronic Written Inquiry Response

Prompt electronic written inquiry response times typically lowers the number of contacts a participant has with a health plan to resolve a question and is likely to improve customer satisfaction.

- **Measurement Description:**

- At least 98% of customer service issues submitted by email and website are responded to within two business days

- **Key Findings:**

- All 11 participating health plans met or exceeded the performance target each month and for Q3 overall
- No health plans incurred penalties for this measure during Q3-2019

Table 7A – Electronic Written Inquiry Response: Average Health Plan Performance

Performance Measure	Performance Target	Q2 Average Performance	Q2 Average Variance
Electronic Written Inquiry Response	98% response within 2 days	99.5%	1.5% ▲

Table 7B – Electronic Written Inquiry Response: Quarterly Performance by Health

Health Plan	Q1	Q2	Q3	Q4	Average Quarterly Performance YTD	Average Target Variance YTD
Plan 01	100%	100%	99%	--	100%	2% ▲
Plan 02	100%	100%	100%	--	100%	2% ▲
Plan 03	99%	99%	99%	--	99%	1% ▲
Plan 04	99%	99%	99%	--	99%	1% ▲
Plan 05	99%	99%	99%	--	99%	1% ▲
Plan 06	100%	100%	100%	--	100%	2% ▲
Plan 07	100%	100%	100%	--	100%	2% ▲
Plan 08	99%	99%	100%	--	99%	1% ▲
Plan 09	100%	100%	100%	--	100%	2% ▲
Plan 10	100%	100%	100%	--	100%	2% ▲
Plan 11	99%	98%	100%	--	98.5%	0.5% ▲

V. Additional Key Performance Measures

Table 8 provides an overview of additional key measures pertaining to enrollment and major system changes. These additional key measures are reported for each month on a quarterly basis. All health plans met or exceeded the additional key performance measurement requirements for Q3-2019.

Table 8 – Additional Key Performance Measures

	Measurement Description	Performance Target	Average Q3 Performance
A. Enrollment			
1) Enrollment File	The health plan must accept an enrollment file update on a daily basis and accurately process the enrollment file additions, changes, and deletions within 2 business days of the file receipt.	Daily 834 file acceptance and processing	100%
2) Enrollment Discrepancies and Exceptions	The health plan must resolve all enrollment discrepancies (any difference of values between ETF's database and the health plan's database) as identified within 1 business day of notification by ETF or identification by the health plan.	Database = 1 day of notification	100%
	The health plan must correct the differences on the exception report within 5 business days of notification by the department.	Exception report = within 5 days of notification	100%
3) Identification (ID) Cards	The health plan shall issue ID cards within 5 business days of the generation date of the enrollment file containing the addition or enrollment change, except during the It's Your Choice Open Enrollment Period.	Issue ID cards within 5 days	100%
B. Other			
1) Major System Changes and Conversions	The health plan shall verify and commit that during the length of the contract, it shall not undertake a major system change or conversion for, or related to, the system used to deliver services for the GHIP without specific prior written notice of a least 180 days.	Major system changes or conversions planned	None reported
		180 day written notice submitted	n/a