

Heritage Health Quarterly Briefing for Health and Human Services Committee

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Remember The Member



Member Connections and Case Management recently combined forces to outreach to a member in need. While the member had been in regular contact with Nebraska Total Care, she recently stopped because her phone was deactivated.

Due to a concern for her mental/physical health, a Behavioral Health Case Manager sent a referral to Member Connections – asking that team to visit the member in her home and assess the living situation.

Story continues on next slide...



(continued)



Member Connections did an in-home visit and followed up with Case Management expressing concerns that the member was disoriented and confused. The member had an appointment with her Primary Care Physician that same afternoon.

Case Management then contacted the PCP's office to ensure they knew about the situation and could address the member's unique needs when she arrived. Prior to the doctor's visit, Case Management also visited with an office nurse in order to make sure everyone on the care team was on the same page.

Nebraska Total Care subsequently received a thank you call from the provider, letting Case Management know that the member was accepted and will soon be moving to an assisted living facility to better care for her physical and behavioral health needs.

Nebraska Total Care is Local

Nebraska Total Care Employees*	
Health Plan	135
Call Center	23
TOTAL	158
* All employees located in Omaha or Lincoln	

Action Items

- Completed provider set up audit of all Behavioral Health and Home Health providers
- Three dozen claim projects paid in July; plus others that continue
- Paid all authorization denials for all BH and HH providers during Continuity of Care period
- Increased list of “primary” codes from 1,200 to 5,000 (no longer requiring Medicare EOB)
- Automated Coordination of Benefits payments (for Medicare and Commercial COB)
- Automated SNF pricing (180 different Levels of Care); COB impact continues to require manual touch
- Improved encounter rate above 98% (contract requirement = 95%)
- Additional improvements can be seen on our website at www.nebraskatotalcare.com

Claims Experience



One Week Check Run Example (9/07/17 to 9/14/17)

Medical vs BH	Claims Paid Amt	Claims Processed	Claims Denied
Medical	\$ 5,458,897.28	38,663	6,056
BH	\$ 779,158.27	7,380	590
Total	\$ 6,238,055.55	46,043	6,646

Totals Through 9/14/17

YTD Summary

Type	Claims Paid Amt YTD	Claims Processed YTD	Claims Denied YTD
Medical	\$ 139,942,296.22	1,094,877	117,516
BH	\$ 24,526,316.26	199,280	14,902
Pharmacy	\$ 64,241,329.80	992,355	N/A
Total	\$ 228,709,942.28	2,286,512	132,418

Clean Claims



Clean Claim Definition

A clean claim means a claim received by Nebraska Total Care for adjudication, in a nationally accepted format in compliance with standard coding guidelines and which requires no further information, adjustment, or alteration by the provider of the services in order to be processed and paid by Nebraska Total Care.

Non-Clean Claim Definition

Non-clean claims are submitted claims that require further documentation or development beyond the information contained therein. The errors or omissions in claims result in the request for additional information from the provider or other external sources to resolve or correct data omitted from the bill; review of additional medical records; or the need for other information necessary to resolve discrepancies. In addition, non-clean claims may involve issues regarding medical necessity and include claims not submitted within the filing deadlines.

Clean Claims



Non-Pharmacy Claims

Month	Clean Claims Received	Rejected /Unclean Claims	Total Number of Claims Received	% of Clean Claims Received	# of Clean Claims Adjudicated in 15 days	% of Clean Claims Adjudicated in 15 days	# of Clean Claims Paid in 15 days	% of Clean Claims Paid in 15 days
JAN	37,056	24,514	61,570	60%	35,096	87%	32,725	75%
FEB	95,046	13,146	108,192	88%	82,055	78%	79,609	68%
MAR	151,274	10,735	162,009	93%	133,305	86%	125,214	76%
APR	147,271	7,013	154,284	95%	134,253	90%	124,504	78%
MAY	230,946	5,017	235,963	98%	202,721	95%	162,274	76%
JUN	202,551	2,952	205,503	99%	164,429	98%	141,829	84%
JUL	183,215	2,637	185,852	99%	178,944	99%	154,986	86%
AUG	200,347	3,031	203,378	99%	153,708	97%	134,344	85%
Grand Total	1,247,706	69,045	1,316,751	95%	1,084,511	84%	955,485	75%

Nebraska Total Care Top Pharmaceutical Spend

TOP DRUG CATEGORIES		YTD Spend*
*	ADHD/ANTI-NARCOLEPSY/ANTI-OBESITY/ANOREXIANTS	\$ 7,234,957
*	ANTIPSYCHOTICS/ANTIMANIC AGENTS	\$ 6,634,484
*	ANTIASTHMATIC AND BRONCHODILATOR AGENTS**	\$ 5,043,173
*	ANTIDIABETICS	\$ 4,526,508
*	ANTICONVULSANTS	\$ 4,463,174
*	ENDOCRINE AND METABOLIC AGENTS - MISC.	\$ 3,672,113
*	HEMATOLOGICAL AGENTS - MISC.	\$ 3,025,634
*	ANTIVIRALS***	\$ 2,467,357
*	DERMATOLOGICALS	\$ 2,337,854
*	ANALGESICS - OPIOID	\$ 2,045,937
*	ANALGESICS - ANTI-INFLAMMATORY	\$ 1,634,056
*	ANTIDEPRESSANTS	\$ 1,429,201
		\$ 44,514,448
	<i>*YTD: January - August 2017</i>	
	<i>** CYSTIC FIBROSIS (included above)</i>	\$ 1,457,000
	<i>*** HIV (included above)</i>	\$ 1,176,906