



N.C. Department of Health
and Human Services



Joint Legislative Oversight Committee on Health and
Human Services

November 19, 2013

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Chief Information Officer



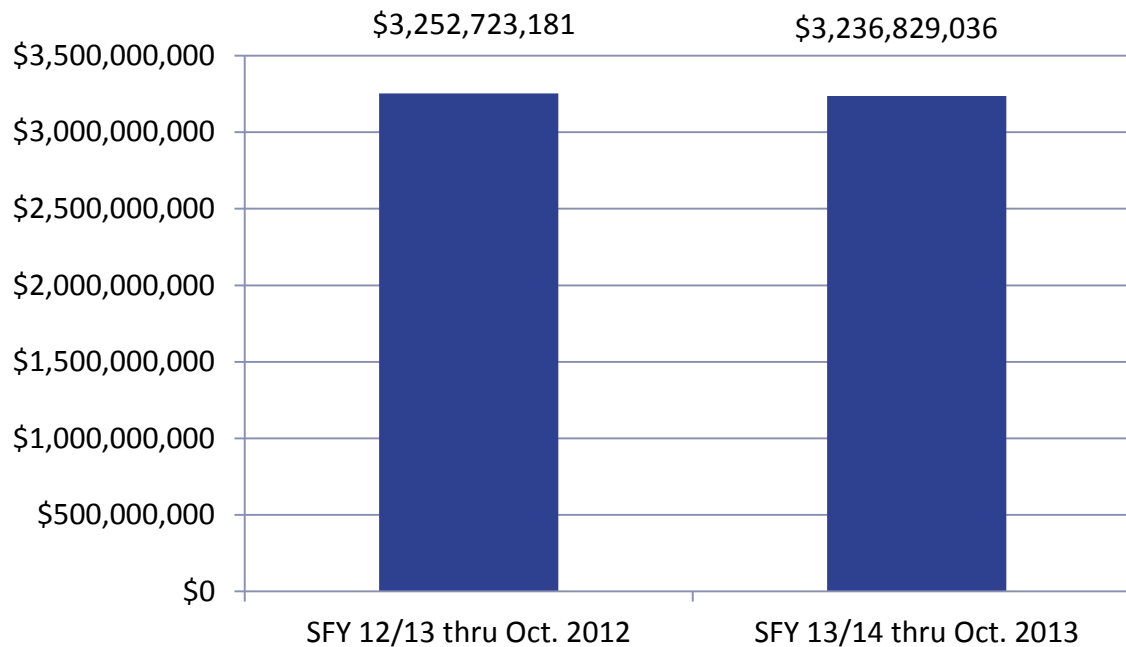
N.C. Department of Health and Human Services



NC FAST



Year to Year Medicaid Claims Payments



(DMA claims only.)



Update Since Our Last Meeting

- NCTracks Provider Help Centers offered regionally: Fayetteville, Winston-Salem, Charlotte and here/now
- CSC reached more than 1000 providers through on-line and in-person training and support sessions in the last six weeks
- The panelists, public speakers and providers who appeared had their problems resolved or close to it.
- Chemo drug reimbursement issues from Cape Fear Valley Hospital in Fayetteville resolved
- Pregnancy Medical Home issue resolved



NCAnalytics Data Warehouse

- Went live on October 21 for legacy NC users
- Combined the last 10-year history from legacy system with the first quarter data from NCTracks on November 4
- Warehouse solution vendor, Truven, expects to have all incremental data current by December 15
- The legacy data warehouse will be retained for at least 90 days to do the side by side comparisons and quality assurance
- CCNC gained access to new warehouse on November 18th.



CSC Performance Update

- CSC Provider Relations visiting providers
- Regional Provider Help Centers will continue, with sessions in Asheville and Wilmington, and across the state
- Prior Authorization backlog within contracted performance levels

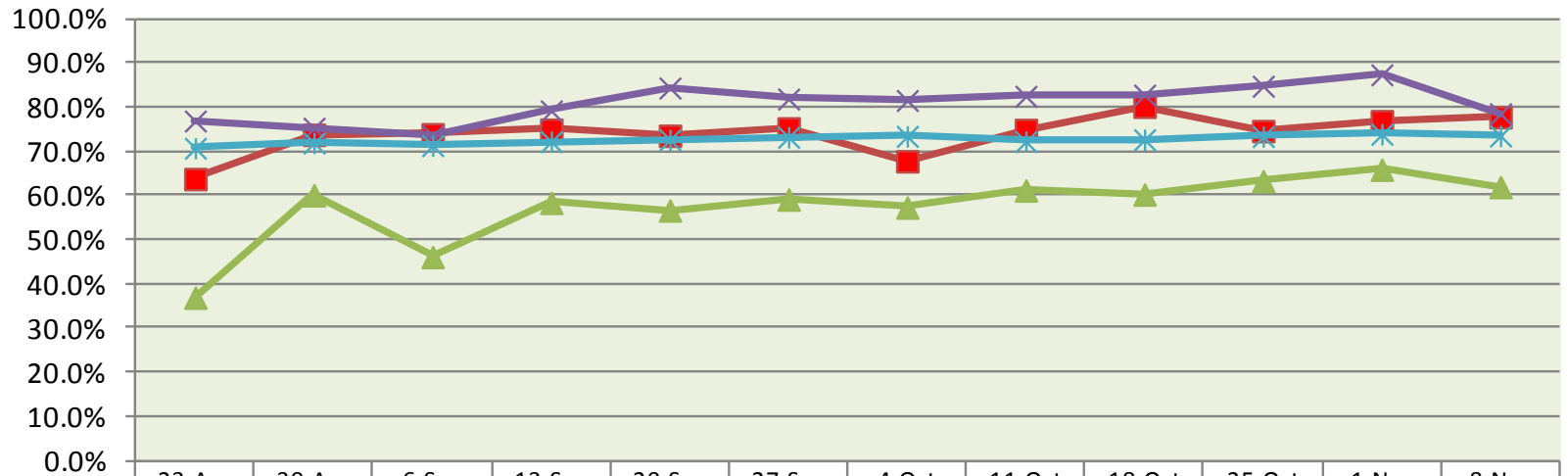


Week of November 1st Claims Adjudication

Claim Type	Total Claims	Approved	HP Actual
Institutional	136,464	104,912	76.9%
Professional	762,243	502,293	65.9%
Dental	53,712	46,931	87.4%
Pharmacy (POS)	621,243	459,041	73.9%
Total Claims:	1,573,662	1,113,177	70.7%



Claims Adjudication - Paid % Trend



	23-Aug	30-Aug	6-Sep	13-Sep	20-Sep	27-Sep	4-Oct	11-Oct	18-Oct	25-Oct	1-Nov	8-Nov
■ Institutional	63.8%	73.8%	73.9%	74.9%	73.6%	75.2%	67.8%	74.9%	80.1%	74.6%	76.9%	77.8%
▲ Professional	36.9%	60.1%	46.1%	58.4%	56.6%	59.1%	57.3%	61.2%	60.3%	63.3%	65.9%	62.0%
✕ Dental	76.9%	75.3%	73.6%	79.2%	84.4%	81.9%	81.6%	82.5%	82.8%	84.8%	87.4%	78.5%
* Pharmacy	70.7%	71.9%	71.3%	72.2%	72.7%	73.2%	73.4%	72.2%	72.7%	73.4%	73.9%	73.5%

Note:
This report does not include Capitation and Mgmt Fee Claims



Totals July 1 to November 13

- 72 million claims processed
- \$3.8 billion paid



Call Center Customer Service

- Answer time and abandoned rate continues to be within specification
- New process created for telling callers when they would be called back with answers
- Attrition and knowledge level of agents improving – more work to be done



Top Issues for CSC

- Resolve data issues in the data warehouse
- Simplify the Office Administrator function
- Simplify Manage Change requests
- Retroactively process Affordable Care Act payments
- Retroactively update to Grouper 30, data used primarily by hospitals
- Reduce remaining backlogs to contractual agreement levels