

2017 Year End Performance Indicator Report

Performance Indicators	Goal	Goal met:
	★ Indicates goal met Q1-Q4 for all lines of business in all regions	
Telecom		
Call Abandonment (member, provider, and claims queues)	5%	Q3
Average Time to Answer (member queues)	<30 seconds	Q3,Q4
Provider Queue Abandonment	<5%	Q3
Claims Queue Abandonment	<5%	Q3
Access and Availability for Risk Rated Cases		
Life-threatening emergent (immediate care)	100%	★
Non-Life-threatening emergent (care within 6 hours)	90%	★
Urgent (care within 48 hours)	90%	Q4
Authorization Decision Timeliness		
Life-threatening emergent (immediate authorization)	80-100% compliant (all categories)	n/a (no targets set)
Urgent concurrent (with 1 day)		
Post Service (within 30 days)		
Pre-Service Urgent (within 1 day)		
Potential Quality Indicators		
PQIs (resolution in 30 days)	95%	★
Untoward Events (resolution in 60 days)	95%	★
Provider Disputes		
Disputes Resolved (within MHN timeframe)	95%	Q3, Q4
Member Appeals		
Member Appeals (resolved within 30 days)	95%	★
Member Grievances		
Grievances (resolved within 30 days)	95%	★
Practitioner Complaints		
Complaints (resolved within 30 days)	90 -100% compliant	n/a (no targets set)

Credentialing		
Initial Psychiatrist (MD/DO) Credentialing (within 90 days of complete file)	90%	★
Recredentialing Completed (within 3 years of previous of previous Committee approval)	90%	★
Autism Appointment Timeliness		
Appointment with ASG provider (within 10 days following diagnosis)	80%	Q4
Network Availability		
Physicians (urban)	95%	Q1
(suburban)	95%	★
(rural)	95%	★
Psychologists (urban, suburban, rural)	95%	★
Masters BHPs (urban, suburban, rural)	95%	★
Behavior Analysts (urban)	95%	★
(suburban, rural)	95%	Q4
Behavior Technicians (urban, suburban, rural) (measurement began in Q2)	95%	★
Facilities (urban, suburban, rural*) *(HN AZ rural excludes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz counties)	95%	★
HN AZ Facilities (rural) (only includes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz counties)	95%	★
Network Adequacy: Member Ratios		
Practitioners: Physician	1:5000 – Affiliated population .8:5000 – Medi-Cal & non affiliate DMHC	★
Practitioners: Psychologist	1:2300 – Affiliated population 8:2300 - Medi-Cal & non affiliate DMHC	★
Practitioners: Master’s BHP	1:1150 - Affiliated population .8:1150 - Medi-Cal & non affiliate DMHC	★