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| General Report Description | |
| AN-PATS Annual Prior Authorization Timeliness Standards  **QR-PATS Quarterly Prior Authorization Timeliness Standards** | |
| Purpose | Contractor’s performance shall be evaluated based upon the total number of prior authorization requests by line item received during the calendar year that are processed to completion within five (5) business days of receipt. |
| **Format** | Excel template |
| Qualifications/ Definitions | This is an annual report with quarterly updates. The PA vendor will utilize the **QR-PATS Prior Authorization Timeliness Standards** report to provide quarterly updates and the **AN-PATS Prior Authorization Timeliness Standards** template for the annual report. Quarterly updates are to be submitted to OMPP by the last day of the month following the end of the reporting quarter and the annual report is to be submitted to OMPP by the last day of the month following the end of the calendar year. Each of the categories below will include subtotals for the following Prior Authorization Status Categories: Evaluation, Approved, Modified, Suspended, Pended, Rejected, Denied, Not Required, and Grand Total. |
| AN-PATS Data Elements  QR-PATS Data Elements | |
| **Item 1** | **Total PA Received** |
| Description | **Total Number of Prior Authorizations:** Identify the total number of prior authorizations during the reporting period for which the data is being reported |
| **Item 2** | **Number PA Timely** |
| Description | **Total Number of Prior Authorizations Processed to Completion within Required Days:** Identify the total number of prior authorization requests by line item by line item received during the reporting period that are processed to completion within five (5) business days. |
| **Item 3** | **Number PA Not Timely** |
| Description | **Total Number of Prior Authorization Not Processed to Completion within Required Days:** Identify the total number of prior authorization requests by line item by line item received during the reporting period that are not processed to completion within five (5) business days. |
| **Item 4** | **Average Days for Timeliness** |
| Description | **Average Days to Completion:** Calculate the average number of days it takes to complete a Prior Authorization. Divide the total amount of business days it takes to complete all Prior Authorization during the reporting period by the total number of Prior Authorization during the reporting period. |
| **Item 5** | **Percent PA Timely** |
| Description | **Percentage of Prior Authorizations Processed to Completion within Required Days:** Identify the percentage of prior authorization requests by line item received during the reporting period that are processed to completion within five (5) business days. |
| **Item 6** | **Percent PA Not Timely** |
| Description | **Percentage of Prior Authorizations Not Processed to Completion within Five (5) Days:** Identify the percentage of prior authorization requests by line item received during the reporting period that are not processed to completion within five (5) business days. |

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| General Report Description | |
| QR-PABC Prior Authorization Timeliness by PA Category | |
| Purpose | The total number of prior authorization requests by line item received during the calendar quarter that are processed to completion within five (5) business days and approval, denial rates by PA category. |
| **Format** | Excel template |
| Qualifications/ Definitions | This is a quarterly report to be submitted to OMPP by the last day of the month following the end of the reporting quarter. |
| QR- PABC Data Elements | |
| **Item 1** | **Total PA Received** |
| Description | **Total Number of Prior Authorizations Received:** Identify the total number of prior authorizations by category and by line item received during the reporting period for which the data is being reported that have been processed to completion. |
| **Item 2** | **Number PA Timely** |
| Description | **Total Number of Prior Authorizations Timely:** Identify the total number of prior authorization requests by category and by line item received during the reporting period that are processed to completion within five (5) business days. |
| **Item 3** | **Number PA Not Timely** |
| Description | **Total Number of Prior Authorization Not Timely:** Identify the total number of prior authorization requests by line item received during the reporting period that are not processed to completion within five (5) business days of receipt. |
| **Item 4** | **Average Days for Timeliness** |
| Description | **Average Days of Timeliness:** Calculate the average number of days it takes to complete a Prior Authorization. Divide the total amount of business days it takes to complete all Prior Authorizations during the reporting period by the total number of Prior Authorizations during the reporting period. |
| **Item 5** | **Approved** |
| Description | **Approved PA Requests: of the total PA requests by category, i**dentify the number of approved requests. |
| **Item 6** | **Denied** |
| Description | **Denied PA Requests: of the total PA requests by category, i**dentify the number of denied requests. |
| **Item 7** | **Percent PA Timely** |
| Description | **Percentage of Prior Authorizations Timely:** Identify the percentage of prior authorization requests by line item received during the reporting period that are processed to completion within five (5) business days. |
| **Item 8** | **Percent PA Not Timely** |
| Description | **Percentage of Prior Authorizations Not Timely:** Identify the percentage of prior authorization requests by line item received during the reporting period that are not processed to completion within five (5) business days of receipt. |
| **Item** **9** | **Percent Approved** |
| Description | **Percent Approved PA Requests: of the total PA requests by category, i**dentify the percent of approved requests. |
| Formula | Approved ÷ Total PA Received |
| **Item 10** | **Percent Denied** |
| Description | **Denied PA Requests: of the total PA requests by category, i**dentify the number of denied requests. |
| Formula | Denied ÷ Total PA Received |

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| General Report Description | |
| QR-PACM Prior Authorization Call Management | |
| Purpose | For prior authorization calls, to identify the total number of outbound and inbound calls, the total number of calls answered, the average wait time, the total number of calls answered within 30 seconds, the total number of calls answered within 60 seconds, and the percentage of lost and/or abandoned calls. |
| **Format** | Excel template |
| Qualifications/ Definitions | This is a quarterly report to be submitted to OMPP by the last day of the month following the end of the reporting quarter.   * For any calendar month, at least ninety-seven percent (97%) of all incoming phone calls must reach the call center menu within thirty (30) seconds. * For any calendar month, at least eighty-five percent (85%) of all incoming phone calls must be answered by a representative within thirty (30) seconds after the call has been routed through the call center menu. Answered means that the call is picked up by a qualified staff person. * For any calendar month, at least ninety-five percent (95%) of all phone calls must be answered by a representative within sixty (60) seconds after the call has been routed through the call center menu. Answered means that the call is picked up by a qualified staff person. * If Contractor does not maintain an approved automated call distribution system then, for any calendar month, at least ninety-five percent (95%) of all phone calls must be answered within thirty (30) seconds. * For any calendar month, the busy rate shall not exceed zero percent (0%). * Hold time shall not exceed one minute in any instance, or 30 seconds, on average * For any calendar month, the lost call (abandonment) rate shall not exceed five percent (5%). * Contractor must maintain an answering machine, voice mail system or answering service to receive calls after business hours. For any calendar month, one hundred percent (100%) of all after hours calls received must be returned or attempted to be returned within the next business day. |
| QR-PACM Data Elements | |
| **Item 1** | **Total Number of Inbound Calls** |
| Description | Identify the total number of calls received by the PA call center. |
| **Item 2** | **Total Number of Calls Answered** |
| Description | Identify the total number of calls answered by the PA call center by category type. |
| **Item 3** | **Total Number of Abandoned Calls** |
| Description | Identify the total number of abandoned calls by the PA call center by category type. |
| **Item 4** | **Average Abandonment Time** |
| Description | Identify the average abandonment time for the total number of calls abandoned by the PA call center. |
| **Item 5** | **Average Wait Time** |
| Description | Identify the average wait time for the total number of calls answered by the PA call center. |
| **Item 6** | **Total Number of Calls Answered Within 30 Seconds** |
| Description | Identify the number of calls answered within 30 seconds by the PA call center. |
| **Item 7** | **Total Number of Calls Answered Within 60 Seconds** |
| Description | Identify the number of calls answered within 60 seconds by the PA call center. |
| **Item 8** | **Percentage of Total Calls Answered** |
| Description | Calculate the percentage of total calls answered by the PA call center. |
| Formula | Total Number of Calls Answered ÷ Total Number of Inbound Calls |
| **Item** **9** | **Percentage of Total Number of Abandoned Calls** |
| Description | Calculate the percentage of abandoned calls by the PA call center. |
| Formula | Total Number of Abandoned Calls ÷ Total Number of Inbound Calls |
| **Item 10** | **Percentage of Calls Answered Within 30 Seconds** |
| Description | Calculate the percentage of calls answered within 30 seconds by the PA call center. |
| Formula | Total Number of Calls Answered Within 30 Seconds ÷ Total Number of Calls Answered |
| **Item 11** | **Percentage of Calls Answered Within 60 Seconds** |
| Description | Calculate the percentage of calls answered within 60 seconds by the call center by category type. |
| Formula | Total Number of Calls Answered Within 60 Seconds ÷ Total Number of Calls Answered |

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| General Report Description | |
| QR-MEM Total Number of Members | |
| Purpose | To identify an unduplicated count of the total number of members for whom Prior Authorization Requests were submitted during the quarter and for the calendar year. |
| **Format** | Excel template |
| Qualifications/ Definitions | This is a quarterly report to be submitted to OMPP by the last day of the month following the end of the reporting quarter. Counts are based on the last PA of the reporting period.  Members include Fee-for-Service and Managed Care Members for whom PA is required. |
| QR-MEM Data Elements | |
| **Item 1** | **Total Number of Members** |
| Description | Identify the number of unique individuals for whom Prior Authorization Requests were submitted during the reporting period. |
| **Item 3** | **Total Fee for Service Members** |
| Description | Identify the unduplicated count of Fee-for-Service members for whom Prior Authorization Requests were submitted during the reporting period. |

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| General Report Description | |
| QR–AB Paid Abortion Claims | |
| Purpose | To track all paid abortion claims for the report quarter in order for OMPP to identify the appropriate source of funding for each claim. |
| **Format** | Excel template |
| Qualifications/ Definitions | This is a quarterly report to be submitted to OMPP ten (10) days after the end of the reporting quarter. No claims lag. List all abortion claims that were paid during the quarter based upon one of the four (4) listed categories of elective abortions. All other abortion claims should be denied payment. The supporting medical documentation must also be submitted and posted to the SharePoint site used for all other report submissions. Supporting medical documentation must be separately submitted in a .pdf file for each claim included in the report. |
| Data Elements | |
| **Item 1** | **Original Claim Number** |
| Description | Indicate the original claim number; DO NOT indicate the claim attachment number. |
| **Item 2** | **HCPCS Procedure Code** |
| Description | Indicate the HCPCS Procedure Code on the claim, if applicable. |
| **Item 3** | **Diagnosis Code** |
| Description | Indicate the ICD-10 Diagnosis Code on the claim. |
| **Item 4** | **ICD-9 Procedure Code** |
| Description | Indicate the ICD-10 Procedure Code on the claim, if applicable. |
| **Item 5** | **Provider Number** |
| Description | Indicate the NPI number on the claim. |
| **Item** **6** | **Claim Category** |
| Description | Abortion claims should be reviewed by the PA vendor to determine which of the four (4) categories the claim falls into: 1) rape; 2) incest; 3) necessary to save the life of the mother; or, 4) necessary to avoid serious risk of substantial and irreversible impairment of a major bodily function of the pregnant woman. |
| **Item 7** | **Attachment Name** |
| Description | Indicate the file name of the .pdf file for the supporting medical documentation for each claim. |

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| General Report Description | |
| QR-95PA 95 % Approved PA by Procedure Code | |
| Purpose | To identify and monitor the prior authorization requests to which 95% were approved without modification, suspension or other delays. |
| **Format** | Excel template |
| Qualifications/ Definitions | Reports should also analyze services for which greater than 95% of PA requests are immediately approved |
| QR- 95PA Data Elements | |
| **Item 1** | **Procedure Code/Service Code** |
| Description | Enter the applicable procedure code or service code, such as Current Procedural Terminology (CPT®), Healthcare Common Procedure Coding System (HCPCS), revenue code, National Drug Code (NDC), and so forth, from the PA request. |
| **Item 2** | **Modifier(s)** |
| Description | Enter any applicable service code modifiers |
| **Item 3** | **Number of PAs Requested** |
| Description | Enter the total number of PA line item requests for the procedure/service code with the listed modifier. |
| **Item 4** | **Number of PAs Approved** |
| Description | Enter the number of PA line item requests for the procedure/service code with the listed modifier which were approved without delay. |
| **Item 5** | **Percent Approved** |
| Description | The percent of PAs approved for this procedure/service code |
| Formula | Number of PAs Approved ÷ Number of PAs Requested |