



June 30, 2021

Senate and House Public Health, Welfare, and Labor Committees
 Bureau of Legislative Research
 1 Capitol Mall, Fifth Floor
 Little Rock, AR 72201

Dear

Arkansas Total Care (ARTC) appreciates the opportunity to provide insight to the Senate and House Public Health, Welfare, and Labor Committees regarding the effectiveness of our program. Below is a response to each of the questions presented in the Bureau of Legislative Research email dated June 21, 2021.

- 1) Description of the client base or profile of the type of clients in each PASSE which would include information like; # of clients in each PASSE, % of Developmental Disabled Clients, % of Behavioral Health Clients, % medically fragile adults and kids clients in each PASSE.

As demonstrated in the table below, 85.19% of ARTC members are Behavioral Health members and 14.81% are IDD members. The PASSE program does not have a population identifier of medically frail.

Category	DD/BH Member count by Category by Age by Tier	DD/BH Percentage by Category by Age by Tier	DD/BH Member Count by Category by Age	DD/BH Percentage by Category by Age	DD/BH Member Count by Category	DD/BH Percentage by Category	Total Active Member Count
BH – Child - Tier 2	7110	52.82%	8563	63.61%	11468	85.19%	13461
BH – Child - Tier 3	1453	10.79%					
BH – Adult - Tier 2	1438	10.68%	2905	21.58%			
BH – Adult - Tier 3	1467	10.90%					
DD – Child - Tier 2	100	0.74%	541	4.02%	1993	14.81%	
DD – Child - Tier 3	441	3.28%					
DD – Adult - Tier 2	258	1.92%	1452	10.79%			
DD – Adult - Tier 3	1194	8.87%					

- 2) Does your PASSE have a customer satisfaction survey? If so, what are the responses?
 Offering a quarterly consumer satisfaction survey is required in the PASSE Agreement and PASSE Manual. For Q1 2021, ARTC's average percentage was 80.44%.

Did your Care Coordinator arrive to your meeting or call on time?	62.75%
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If you tried to reach your Care Coordinator in the past three months, were you able to reach them?	68.84%
If you had contact with your Care Coordinator in the last three months, were they prepared and able to assist you with your questions and needs?	88.83%
If you had contact with your Care Coordinator in the last three months, were you able to understand the information they gave you?	92.31%
If you had contact with your Care Coordinator in the last three months and follow-up was required, did they follow up with you in a timely manner?	69.80%
If you had contact with your Care Coordinator in the last three months, were there any questions or concerns that they were not able to assist you with?	87.39%
Are you satisfied with the services you had received from your Care Coordinator in the last three months?	93.18%

- 3) How has the change in state minimum wage rates impacted your PASSEs bottom line? Our reimbursement is based on a per unit basis and it is not impacted by changes to minimum wage.
- 4) # of claims submitted by providers, monthly, quarterly, yearly? % of claims paid timely (7 days) by the PASSE? % of claims denied by the PASSE? Monthly, quarterly, yearly Average time to get a claim paid?
 ARTC is required to submit a quarterly claims deliverable. Below is claims summaries that includes claims adjudicated in 2020. ARTC aggregated the information in an annual total.

Q1 2020 Total Clean Claims (Clean Claims Only)			
Processed within	Number of Claims	Percent of Claims	Cumulative Percent
0-7 days	64300	83.34%	83%
8-30 days	11387	14.76%	98%
31-60 days	786	1.02%	99%
61+ days	679	0.88%	100%
Total Paid Clean Claims	77152	100.00%	

Q2 2020 Total Clean Claims (Clean Claims Only)			
Processed within	Number of Claims	Percent of Claims	Cumulative Percent
0-7 days	162484	76.20%	76.20%
8-30 days	43794	20.54%	96.73%
31-60 days	5735	2.69%	99.42%



61+ days	1232	0.58%	100.00%
Total Paid Clean Claims	213245	100.00%	

Q3 2020 Total Clean Claims (Clean Claims Only)			
Processed within	Number of Claims	Percent of Claims	Cumulative Percent
0-7 days	177,492	80.17%	80.17%
8-30 days	42,712	19.29%	99.47%
31-60 days	921	0.42%	99.88%
61+ days	261	0.12%	100.00%
Total Paid Clean Claims	221,386	100.00%	

Q4 2020 Total Clean Claims (Clean Claims Only)			
Processed within	Number of Claims	Percent of Claims	Cumulative Percent
0-7 days	196,414	75.20%	75.20%
8-30 days	63,848	24.44%	99.64%
31-60 days	390	0.15%	99.79%
61+ days	553	0.21%	100.00%
Total Paid Clean Claims	261,205	100.00%	

2020 Total Clean Claims (Clean Claims Only)			
Processed within	Number of Claims	Percent of Claims	Cumulative Percent
0-7 days	600,690	77.71%	77.71%
8-30 days	161,741	20.92%	98.63%
31-60 days	7,832	1.01%	99.65%
61+ days	2,725	0.35%	100.00%
Total Paid Clean Claims	772,988	100.00%	

Q1 2020 Total Services Lines Paid/Denied					
Number of Accepted Services (Clean Claims) - remove	Number of Paid Services (Clean)	Number of Denied Services (Clean)	Number of Paid Services (Unclean)	Number of Denied Services (Unclean)	Percent of Paid Services
361,922	265389	67356	17399	11778	78.14%

Q2 2020 Total Services Lines Paid/Denied					
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Number of Accepted Services (Clean Claims) - remove	Number of Paid Services (Clean)	Number of Denied Services (Clean)	Number of Paid Services (Unclean)	Number of Denied Services (Unclean)	Percent of Paid Services
301,809	222,216	54,506	15,802	9,285	78.86%

Q3 2020 Total Services Lines Paid/Denied					
Number of Accepted Services (Clean Claims) - remove	Number of Paid Services (Clean)	Number of Denied Services (Clean)	Number of Paid Services (Unclean)	Number of Denied Services (Unclean)	Percent of Paid Services
332,896	260,902	53,811	12,078	6,105	82.00%

Q4 2020 Total Services Lines Paid/Denied					
Number of Accepted Services (Clean Claims) - remove	Number of Paid Services (Clean)	Number of Denied Services (Clean)	Number of Paid Services (Unclean)	Number of Denied Services (Unclean)	Percent of Paid Services
376,781	301,542	55,149	13,568	6,522	83.63%

2020 Total Services Lines Paid/Denied					
Number of Accepted Services (Clean Claims) - remove	Number of Paid Services (Clean)	Number of Denied Services (Clean)	Number of Paid Services (Unclean)	Number of Denied Services (Unclean)	Percent of Paid Services
1,373,408	1,050,049	230,822	58,847	33,690	80.74%

- 5) Is the PASSE getting timely information and questions answered by DHS?
 ARTC works collaboratively with DHS on a timely basis to resolve any problems or questions that arise.