

**Summit Community Care
Senate and House Public Health, Welfare, and Labor Committee Responses**

- 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.

Total Members (As of 06/25/21): 16, 473

- Adults: 6,594
- Children: 9,879

- Behavioral Health: 13,189
- Intellectual/Developmental Disability: 3,277
- Dually Diagnosed: 7

- Tier 1: 219
- Tier 2: 10,436
- Tier 3: 5,818

- 2) Does your PASSE have a customer satisfaction survey? If so, what are the responses?

Yes, Summit conducts a monthly customer satisfaction survey. Results are trended on a quarterly basis and submitted to DHS. Below please find some information from our Q1 2021 survey.

- Surveys attempted: 2,603
- Surveys completed: 312
- Overall satisfaction: 86%
- Overall satisfaction with Care Coordinator: 92%
- Overall satisfaction with CC program: 89%

- 3) How has the change in state minimum wage rates impacted your PASSEs bottom line?

Minimum wage changes are accounted for in annual PASSE rate development. Additionally, Summit has factored minimum wage changes into provider rate development and made rate adjustments when Medicaid rate reviews have been completed and changes have been made to the Medicaid fee schedule.

- 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?

Claims Overview (based on January – May 2021 data):

- Avg. claims processed per month: 153,079
- Claims processed within 7 days: 93.06%
- Claims processed within 30 days: 99.72%
- Avg. days- Receipt to processed: 4.84 days
- Avg. claims denial rate per month: 9.08%

Top 5 Reasons for Denial:

- Duplicate
- Authorization (No auth requested and/or units exceeded)
- Claim Attribute Error
- Benefit Limits/Non-Covered Service
- Coordination of Benefits

5) Is the PASSE getting timely information and questions answered by DHS?

Yes. We have monthly and quarterly meetings with DHS on a variety of topics, as well as multiple points of contact at DHS whom we can reach out to via email or phone when questions arise or information is needed.

Summit Community Care "At-A-Glance"

June 2021 Edition

Membership

(As of 06/25/2021)

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- Dually Diagnosed: 7 (Adults + Children)

- Tier 1: 219
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Claims

(January 2021–May 2021)

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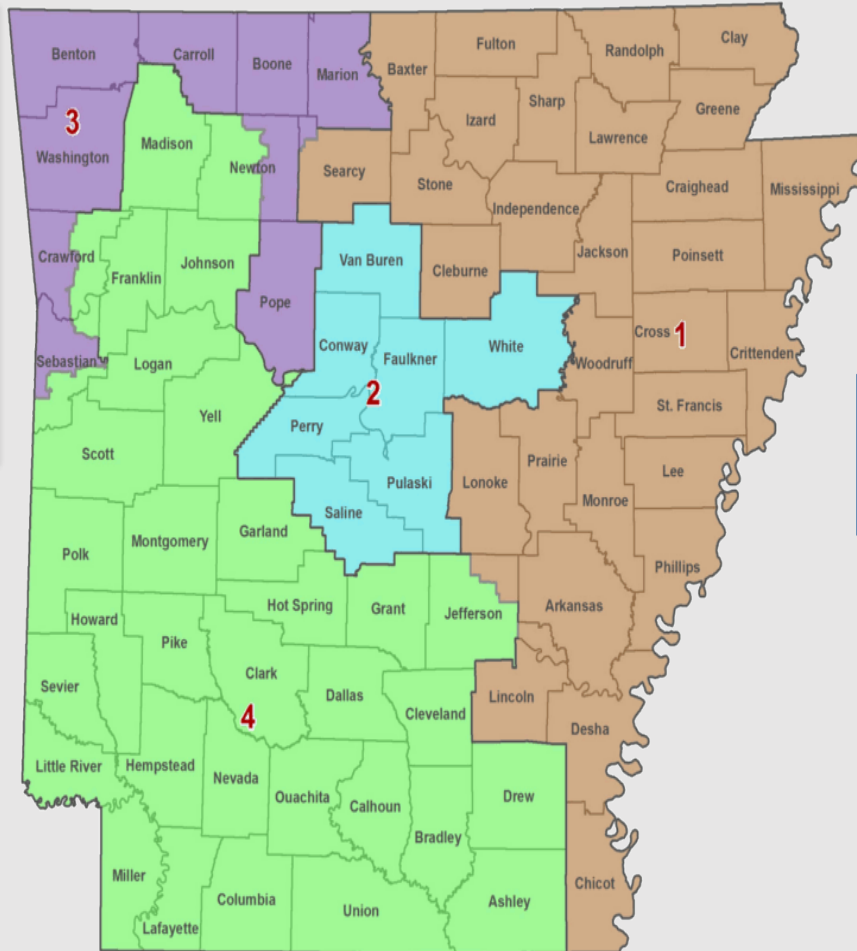
Top 5 Reasons for Denial:

1. Duplicate
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5. Coordination of Benefits

Member Satisfaction Surveys

(Q1 2021)

- Surveys attempted: **2,603**
- Surveys completed: **312**
- Overall satisfaction: **86%**
- Overall satisfaction with Care Coordinator: **92%**
- Overall satisfaction with the CC program: **89%**



State Demographics:

District 1:
 Members: **5,036**
 Employees: **97**
 Network Providers: **5,665**

District 2:
 Members: **3,806**
 Employees: **101**
 Network Providers: **9,107**

District 3:
 Members: **3,538**
 Employees: **72**
 Network Providers: **6,665**

District 4:
 Members: **4,093**
 Employees: **85**
 Network Providers: **4,034**

Summit Community Care is a Provider-Led Arkansas Shared Savings Entity (PASSE) covering children, adolescents, and adults throughout Arkansas. As a joint venture between the 70-member Arkansas Provider Coalition and Anthem Partnership Holding Company.

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