

Optum contract for Independent Assessment

Contract performance falls into two categories:

1. Timeliness-has the assessment been completed in the established timeframe for the population
2. Quality-has the assessment been performed by the Optum assessor correctly

Timeliness measures

The original contract measured timeliness from date of referral to Optum to completion of the assessment. This included variables outside of the contractor's control. The timeliness measured were adjusted to evaluate Optum's performance in completing calls to beneficiary and offering an appointment within given timeframe for type of referral. New Performance Indicator measure reporting began with the August 2019 monthly report.

October 2019

Timeliness measures

Performance Summary by Month of Completed Date

Division	Category	Asmnt Request Type	SLA Target%	Total Requests	Total SLA Met	Total SLA Missed	SLA %	SLA Performance in Period
DBHS	DBHS Initial & Requested Reassessments Priority	Priority	100%	244	231	13	94.7%	94.7%
		Standard	95%	1,453	1,404	49	96.6%	96.6%
	Periodic Reassessments	Standard	95%	647	647	0	100.0%	100.0%
		Block	95%	2,231	2,231	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	9	8	1	88.9%	88.9%
		Block	95%	8	8	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments Priority	Priority	100%	383	352	31	91.9%	91.9%
		Standard	95%	863	817	46	94.7%	94.7%
	Initial Assessments	Block	95%	837	837	0	100.0%	100.0%
		Standard	100%	112	97	15	86.6%	86.6%
	Requested Reassessments	Block	95%	598	598	0	100.0%	100.0%
		Standard	95%	135	127	8	94.1%	94.1%
DDS	Initial Assessments	Block	95%	14	14	0	100.0%	100.0%
		Standard	95%	61	61	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	26	26	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	3	3	0	100.0%	100.0%
								100.0%

*DBHS Requested reassessments/DAAS requested reassessments/renewals: DHS/Optum is working a process to prevent reassessment/renewal files from coming over as priority/standard as these should be received as BLOCK referrals. This will ensure that Optum has the correct time to work these known reassessment/renewal files. This action will positively impact timeliness for all Divisions related to requested reassessments/renewals. Additionally, Optum has an enhancement to the system to ensure that direct referrals have the correct information, referral type and timeline.

**Regarding DAAS priority/initial assessments-Optum continues to hire RN's for some difficult targeted areas to support the workload, in the interim, a traveling team supports these areas. Optum anticipates having full coverage in these areas in the next month.

November 2019 Timeliness measures

Performance Summary by Month of Completed Date

Division	Category	Asmnt Request Type	SLA Target%	Total Requests	Total SLA Met	Total SLA Missed	SLA %	SLA Performance in Period
DBHS	DBHS Initial & Requested Reassessments ..	Priority	100%	202	195	7	96.5%	96.5%
	Initial Assessments	Standard	95%	911	905	6	99.3%	99.3%
	Periodic Reassessments	Standard	95%	101	101	0	100.0%	100.0%
		Block	95%	2,259	2,259	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	3	3	0	100.0%	100.0%
		Block	95%	6	6	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments ..	Priority	100%	288	274	14	95.1%	95.1%
	Initial Assessments	Standard	95%	668	649	19	97.2%	97.2%
		Block	95%	796	796	0	100.0%	100.0%
	Periodic Reassessments	Priority	100%	32	31	1	96.9%	96.9%
		Standard	100%	156	154	2	98.7%	98.7%
		Block	95%	519	519	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	83	82	1	98.8%	98.8%
		Block	95%	4	4	0	100.0%	100.0%
DDS	Initial Assessments	Standard	95%	23	23	0	100.0%	100.0%
		Block	95%	11	11	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	636	636	0	100.0%	100.0%

Quality measures November 2019

The measures continue in the new contract but can include additional measures and analysis completed by DHS and are used during an implementation phase. Optum monthly reporting includes reviews of completed assessments and numbers of appeals and outcome of appeal.

Measures used include randomized audits of all completed assessments, focused assessments for newly hired assessors, and reviews of all appeals and complaints.

	Behavioral Health	DDS	DAAS	DD Screens
Total # of Assessments	3233	34	2205	635
Number of randomized Quality Assurance audits	90	1	77	30
Aggregate tier accuracy rates of randomized Quality Assurance audits	98%	100%	100%	100%
Number of Focused Quality Assurance audits completed for junior assessor staff (<= 90 days)	29	0	227	0
Aggregate tier accuracy rates of focused Quality Assurance audits completed for junior assessor staff	100%	0	100%	0
Number of additional Focused Quality Assurance audits (Appeals, Complaints, Requests, etc.)	24	0	107	3

Aggregate tier accuracy rates of additional Focused Quality Assurance audits	100%	-	100%	-
--	------	---	------	---

Aggregate tier accuracy rates of all Quality Assurance audits	99%	100%	100%	100%
---	-----	------	------	------

TOTAL # OF APPEALS IN ARIA (received in the reporting month)													
	2018	2019	Oct 1-31	PERIODIC REASSESSMENT Oct 1-31	Nov 1-29	PERIODIC REASSESSMENT Nov 1-29	TOTALS	In Optum Review or Pending RA	State Review Pending Hearing or Dismissal	Hearing Occurs- Outcome Pending	OUTCOME Dismissed	OUTCOME Withdrawn	OUTCOME Corrective Action
Personal Care Sub 10	206	254	20		16		290	25	24	39	147	45	6
AR CHOICE Sub 9	NA	420	12		21		453	12	29	96	212	79	25
Living Choice Sub 11	NA	84			7		110	3	7	26	31	35	8
Independent CHOICE Sub 12	NA	7	3		3		16	3	0	2	9	2	0
PACE 13	0	2			2		15	0	3	1	4	7	0
DDS	374	152	3		13		164	0	3	6	32	111	12
Battelle	7	4			1		5	0	1	0	2	2	0
BH	238	147	2	10	4	10	201	18	21	24	86	50	2
Total	825	982	40	10	67		1254	61	88	194	523	331	53
								5%	7%	16%	42%	26%	4.2%
DAAS- PC - Personal Care 10, 12 DAAS WAIVER Sub-Divisions 9,11,13 DAAS TOTAL = 884													