

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

Issues impacting Optum performance during initial implementation of the Aging assessments that began January 2019:

Timeliness

- Optum hires assessors to provide timely assessments based on projected number of assessment referrals per month and length of time to complete a single assessment
- Optum began recruitment of additional nurse assessors in anticipation of January 1, 2019 launch of aging waiver assessments and had 30 assessors in place December 2018.
- Late February 2019 Optum was informed that the number of assessments was underestimated by approximately 800 per month.
- The original time for completing an assessment went from under an hour to 2 hours.
- Both changes required an increase in the number of needed assessors to 65.
- DHS appointment cancellation also impacted ability to meet timeliness requirements with over 1,600 scheduled appointments canceled January to present. Depending on when the cancelation was received the slot may not have been filled with another appointment.
- 12 changes to tool administration and 8 logic changes retraining of assessors led to increased reassessment requests. This added to the numbers of appointments to be scheduled and inability to schedule new appointments timely.

Quality

- Quality reviews were used to assess issues with assessor performance, logic and tool administration.
- The reviews led to 12 changes to tool administration and 8 logic changes. The assessors that were in place in December were trained with the user guide established and each time a determination was made to change tool administration the user guide was updated, and assessors retrained.
- Measure for quality assessment moved each time change occurred.

New contract measures are in place with August reporting and new program implementation changes stabilized.

August 2019

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.

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%	108	98	10	90.7%	90.7%
	Initial Assessments	Standard	95%	816	723	93	88.6%	88.6%
	Periodic Reassessments	Standard	95%	2,306	2,306	0	100.0%	100.0%
		Block	95%	238	238	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	2	2	0	100.0%	100.0%
		Block	95%	133	133	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments ..	Priority	100%	196	172	24	87.8%	87.8%
	Initial Assessments	Standard	95%	616	581	35	94.3%	94.3%
		Block	95%	396	395	1	99.7%	99.7%
	Periodic Reassessments	Priority	100%	10	10	0	100.0%	100.0%
		Standard	100%	124	122	2	98.4%	98.4%
		Block	95%	353	353	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	129	119	10	92.2%	92.2%
		Block	95%	12	12	0	100.0%	100.0%
DDS	Initial Assessments	Standard	95%	40	40	0	100.0%	100.0%
		Block	95%	33	33	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	1,033	1,033	0	100.0%	100.0%

Quality measures

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
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Total # of Assessments	3600	73	1982	1032
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Number of randomized Quality Assurance audits	159	2	22	11
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Aggregate tier accuracy rates of randomized Quality Assurance audits	96%	100%	100%	100%
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Number of Focused Quality Assurance audits completed for junior assessor staff (<= 90 days)	17	4	192	2
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Aggregate tier accuracy rates of focused Quality Assurance audits completed for junior assessor staff	100%	100%	100%	100%
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Number of additional Focused Quality Assurance audits (Appeals, Complaints, Requests, etc.)	35	1	91	4
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Aggregate tier accuracy rates of additional Focused Quality Assurance audits	71%	100%	96%	50%
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Aggregate tier accuracy rates of all Quality Assurance audits	92%	100%	99%	88% (but = 100% when eliminate 2 rescreens resulting from circumstances outside of OPTUM's control.)
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TOTAL # OF APPEALS IN ARIA (received in the reporting month)													
	2018	2019	July 2019	PERIODIC REASSESSMENT July	Aug 1-31	PERIODIC REASSESSMENT Aug 1-31	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	205	149	20	0	49	0	423	29	64	66	161	96	7
AR CHOICE Sub 9	NA	179	132	0	52	0	363	47	66	110	97	34	9
Living Choice Sub 11	NA	33	35	0	14	0	82	11	8	24	20	16	3
Independent CHOICE Sub 12	NA	4	4	0	0	0	8	2	2	0	3	1	0
PACE 13	0	1	1	0	0	0	2	1	0	0	1	0	0
DDS	374	142	3	0	5	0	524	10	46	19	121	316	12
Battelle	7	3	0	0	1	0	11	0	1	2	4	4	0
BH	238	88	2	10	16	32	386	32	47	19	223	65	0
Total	824	599	197	10	137	32	1799	132	234	240	630	532	31
								7%	13%	13%	35%	30%	1.7%
<p>DAAS- PC - Personal Care 10, 12 DAAS WAIVER Sub-Divisions 9,11,13 DAAS TOTAL = 878 (115 new in August, new in July 192)</p>													