

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.

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%

December 2019

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%	148	146	2	98.6%	98.6%
	Initial Assessments	Standard	95%	876	871	5	99.4%	99.4%
		Block	95%	1	1	0	100.0%	100.0%
	Periodic Reassessments	Standard	95%	64	64	0	100.0%	100.0%
		Block	95%	2,915	2,915	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	2	2	0	100.0%	100.0%
DAAS	DAAS Initial & Requested Reassessments ..	Priority	100%	225	211	14	93.8%	93.8%
	Initial Assessments	Standard	95%	726	707	19	97.4%	97.4%
		Block	95%	754	754	0	100.0%	100.0%
	Periodic Reassessments	Priority	100%	36	34	2	94.4%	94.4%
		Standard	100%	149	147	2	98.7%	98.7%
		Block	95%	676	676	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	60	59	1	98.3%	98.3%
		Block	95%	6	6	0	100.0%	100.0%
DDS	Initial Assessments	Standard	95%	29	29	0	100.0%	100.0%
	Requested Reassessments	Standard	95%	1	1	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100%	581	581	0	100.0%	100.0%

Quality measures December 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	3526	31	2289	511
Number of randomized Quality Assurance audits	101	1	88	13
Aggregate tier accuracy rates of randomized Quality Assurance audits	100%	100%	100%	100%
Number of Focused Quality Assurance audits completed for junior assessor staff (<= 90 days)	17	0	163	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.)	34	0	65	0
Aggregate tier accuracy rates of additional Focused Quality Assurance audits	100%	-	97%	-

Aggregate tier accuracy rates of all Quality Assurance audits	100%	100%	99%	100%
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Appeals received in December 2019

	2019	Nov 2019	Periodic Reassessment Nov 2019	Dec 1-31	Periodic Reassessment Dec 2019	Totals
Personal Care Sub 10	263	22	0	14	0	299
AR CHOICE Sub 9	430	58	0	22	0	510
Living Choice Sub 11	103	10	0	6	0	119
Independent Choice Sub 12	13	3	0	0	0	16
PACE 13	13	5	0	0	0	18
DDS	152	12	0	0	0	164
Battelle	4	1	0	1	0	6
BH	184	2	11	3	3	203
TOTAL	1162	113	11	46	3	1335
	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	18	23	24	175	50	9
AR CHOICE Sub 9	51	33	66	206	126	28
Living Choice Sub 11	5	8	14	34	49	9
Independent Choice Sub 12	1	1	1	11	2	0
PACE Sub 13	3	2	0	5	8	0
DDS	0	1	7	30	114	12
Battelle	1	0	1	2	2	0
BH	3	16	15	101	65	3
TOTAL	82	84	128	564	416	61
	6%	6%	10%	42%	31%	4.6%