

## 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.

December 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%	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%

January 2020 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	100.0%	107	101	6	94.4%	94.4%
	Initial Assessments	Block	95.0%	5	5	0	100.0%	100.0%
		Standard	95.0%	1436	1428	8	99.4%	99.4%
	Periodic Reassessments	Block	95.0%	86	86	0	100.0%	100.0%
Standard		95.0%	794	794	0	100.0%	100.0%	
DAAS	DAAS Initial & Requested Reassessments Priority	Priority	100.0%	6	6	0	100.0%	100.0%
	Initial Assessments	Block	95.0%	472	472	0	100.0%	100.0%
		Standard	95.0%	568	512	58	90.1%	90.1%
	Periodic Reassessments	Block	95.0%	354	354	0	100.0%	100.0%
DDS	Initial Assessments	Block	95.0%	23	23	0	100.0%	100.0%
		Standard	95.0%	154	154	0	100.0%	100.0%
DDS Screen	Initial Assessments	Standard	100.0%	544	544	0	100.0%	100.0%

Quality measures January 2020

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	3895	53	2318	675
Number of randomized Quality Assurance audits	109	1	69	21
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)	<b>9</b>	<b>0</b>	<b>87</b>	<b>0</b>
Aggregate tier accuracy rates of focused Quality Assurance audits completed for junior assessor staff	100%	0	99%	0

Number of additional Focused Quality Assurance audits (Appeals, Complaints, Requests, etc.)	7	1	104	3
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Aggregate tier accuracy rates of additional Focused Quality Assurance audits	100%	100%	100%	67%
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Aggregate tier accuracy rates of all Quality Assurance audits	100%	100%	100%	100%
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**Appeals received in January 2020**

	2019	Dec 1-31	Periodic Reassessment Dec 2019	Jan 1-31	Periodic Reassessment Jan 2020	Totals
Personal Care Sub 10	281	15		40		336

AR CHOICE Sub 9	480	17		63		560
Living Choice Sub 11	113	5		4		122
Independent Choice Sub 12	16			3		19
PACE 13	18			4		22
DDS	164					164
Battelle	5	1				6
BH	197	3	3	1	2	206
<b>TOTAL</b>	<b>1274</b>	<b>41</b>	<b>3</b>	<b>115</b>	<b>2</b>	<b>1435</b>
	<b>In Optum Review or Pending RA</b>	<b>State Review Pending Hearing or Dismissal</b>	<b>Hearing Occurs- Outcome Pending</b>	<b>Outcome Dismissed</b>	<b>Outcome Withdrawn</b>	<b>Outcome Corrective Action</b>
Personal Care Sub 10	21	34	31	187	54	9
AR CHOICE Sub 9	44	52	93	215	128	28
Living Choice Sub 11	0	9	20	35	49	9
Independent Choice Sub 12	2	1	3	11	2	0
PACE Sub 13	3	1	4	5	9	0
DDS	0	0	5	34	113	12
Battelle	0	0	0	3	2	1
BH	2	8	14	111	68	3
<b>TOTAL</b>	<b>72</b>	<b>105</b>	<b>170</b>	<b>601</b>	<b>425</b>	<b>62</b>
	<b>5%</b>	<b>7%</b>	<b>12%</b>	<b>42%</b>	<b>30%</b>	<b>4.3%</b>