



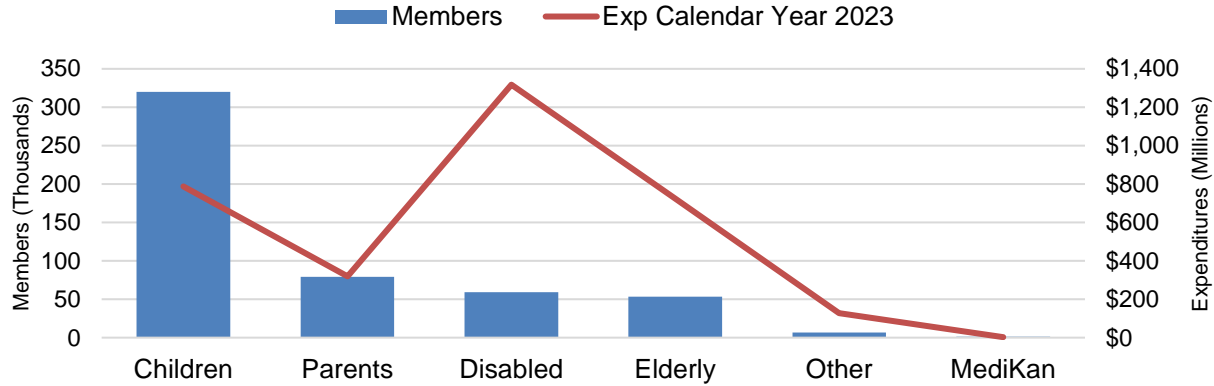
**KanCare Executive Summary CY 2023 YTD**

# **KanCare Members, Expenditures, & Capitation Payments**

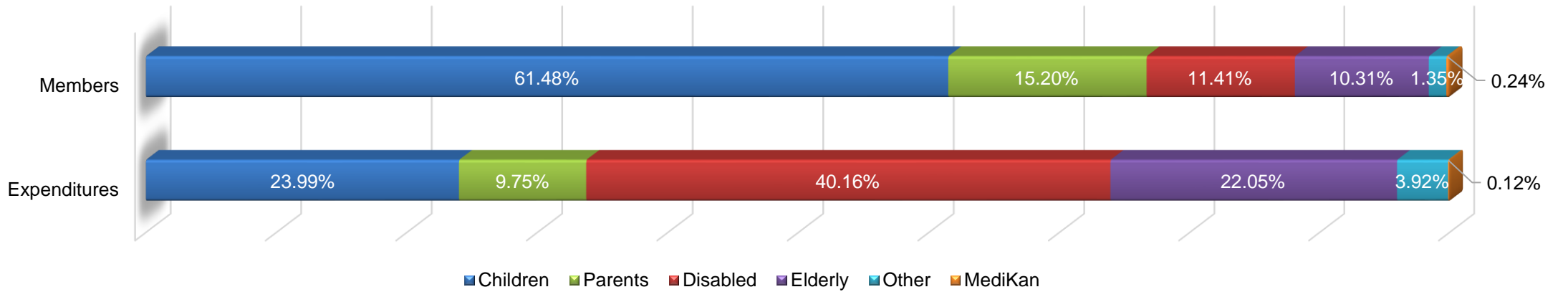


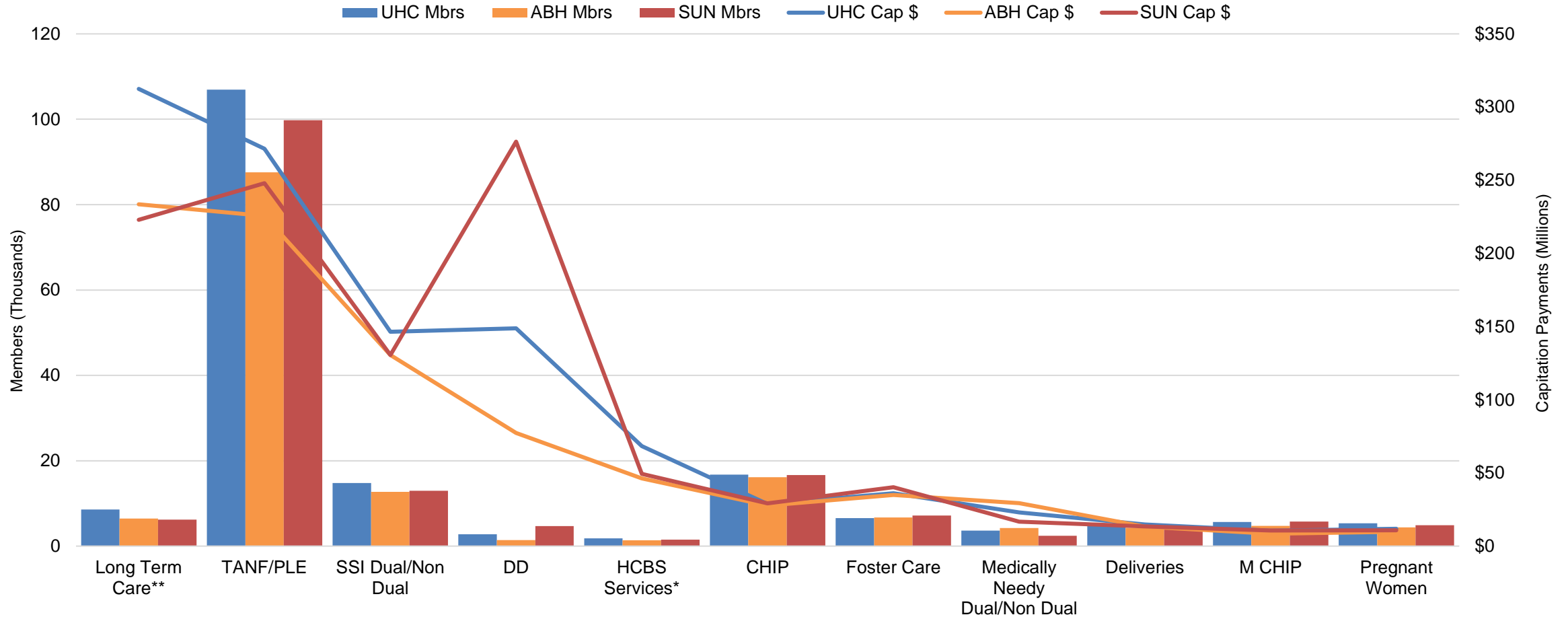
# Members & Expenditures

## 2023 YTD (January - August)



	Percentage of Total	
	Members	Expenditures
Children	61.48%	23.99%
Parents	15.20%	9.75%
Disabled	11.41%	40.16%
Elderly	10.31%	22.05%
Other	1.35%	3.92%
MediKan	0.24%	0.12%





\*HCBS Services include the Autism, Severe Emotional Disturbance, Technology Assisted, and Traumatic Brain Injury Waivers  
 \*\*Long Term Care includes Nursing Facilities, as well as the Physically Disabled and Frail/Elderly HCBS Waivers

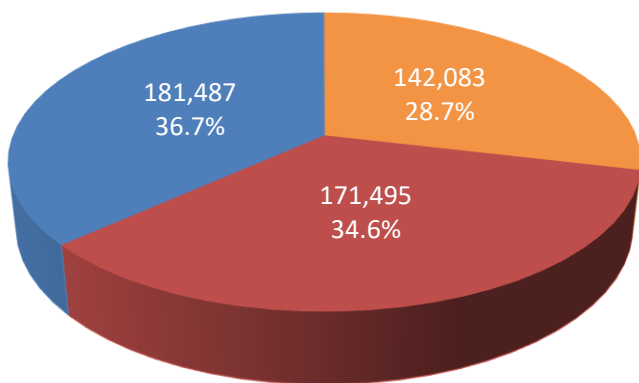


The count of KanCare beneficiaries continues decreasing because of the Public Health Emergency Unwinding Effort.

- As of August 2023, average MCO-enrollment for the calendar year is 496,402 beneficiaries.
- UHC maintains the highest MCO-enrollment, with an average of 178,418 beneficiaries per month.
- Sunflower’s beneficiaries account for 33.7% of MCO enrollment; Aetna’s account for 30.4% of MCO enrollment.

**2022 (January - August)**

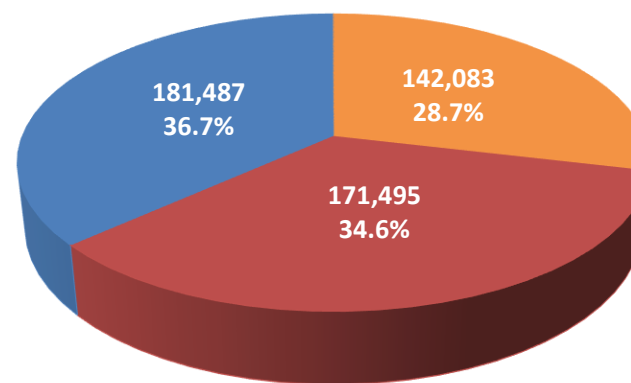
500,490 Beneficiaries



■ ABH ■ SUN ■ UHC

**2023 (January - August)**

496,402 Beneficiaries



■ ABH ■ SUN ■ UHC

# KanCare Provider Network



# Provider Network by Quarter

## Summary of the Past 4 Complete Quarters

	Unique Providers & Service Locations			
KanCare MCO	Unique Providers 2022 Q3 (as of 9/30/2022)	Unique Providers 2022 Q4 (as of 12/31/2022)	Unique Providers 2023 Q1 (as of 3/31/2023)	Unique Providers 2023 Q2 (as of 6/30/2023)
<b>Aetna</b>	54,137	54,657	55,697	58,908
<b>Sunflower</b>	41,283	43,702	46,914	41,962
<b>United</b>	45,651	46,187	42,928	48,467

The number of Unique Providers is the number of unique National Provider IDs (NPIs) or, where NPI is not available, the unique occurrences of a provider name and service location.

- Providers with a service location in multiple Kansas counties are only counted once per county.
- Providers of services received in the home are counted once for each county in which they are contracted to provide services.
- Providers with a service location in a border area are counted once for each state in which the service location is within 50 miles of the KS border. Out of state providers who are more than 50 miles from the KS border are not included.

# KanCare Claims Overview

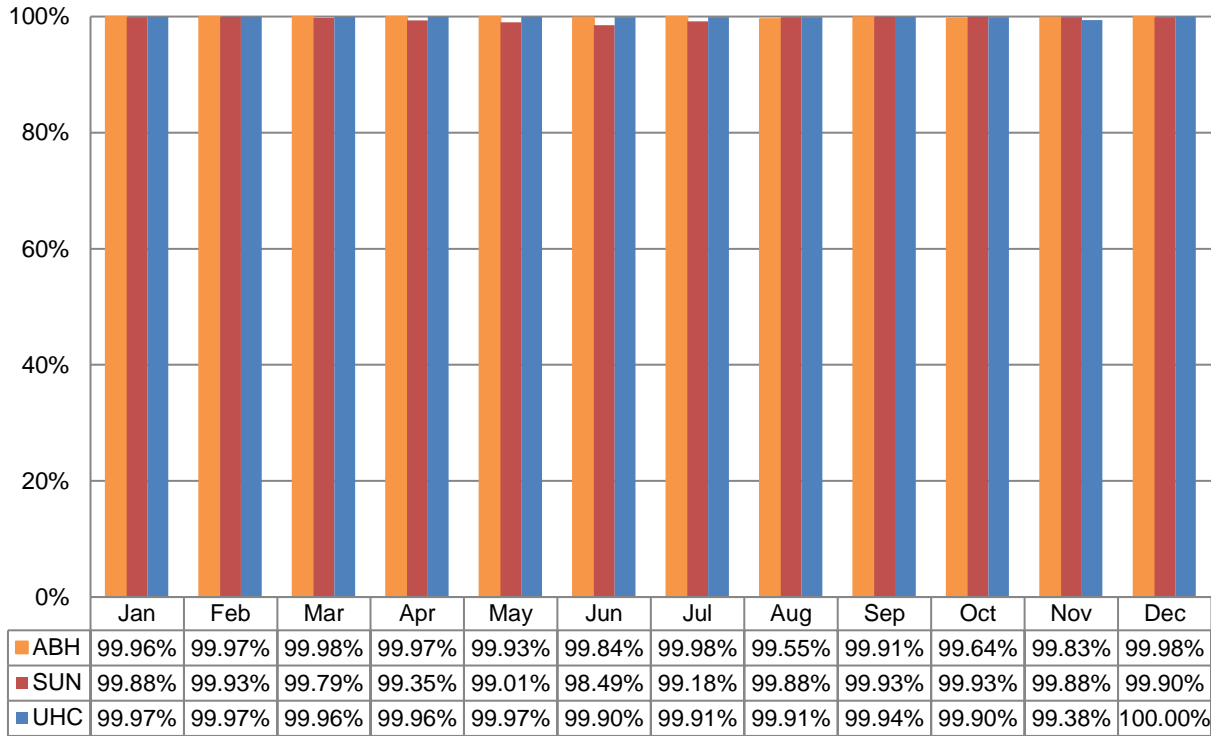




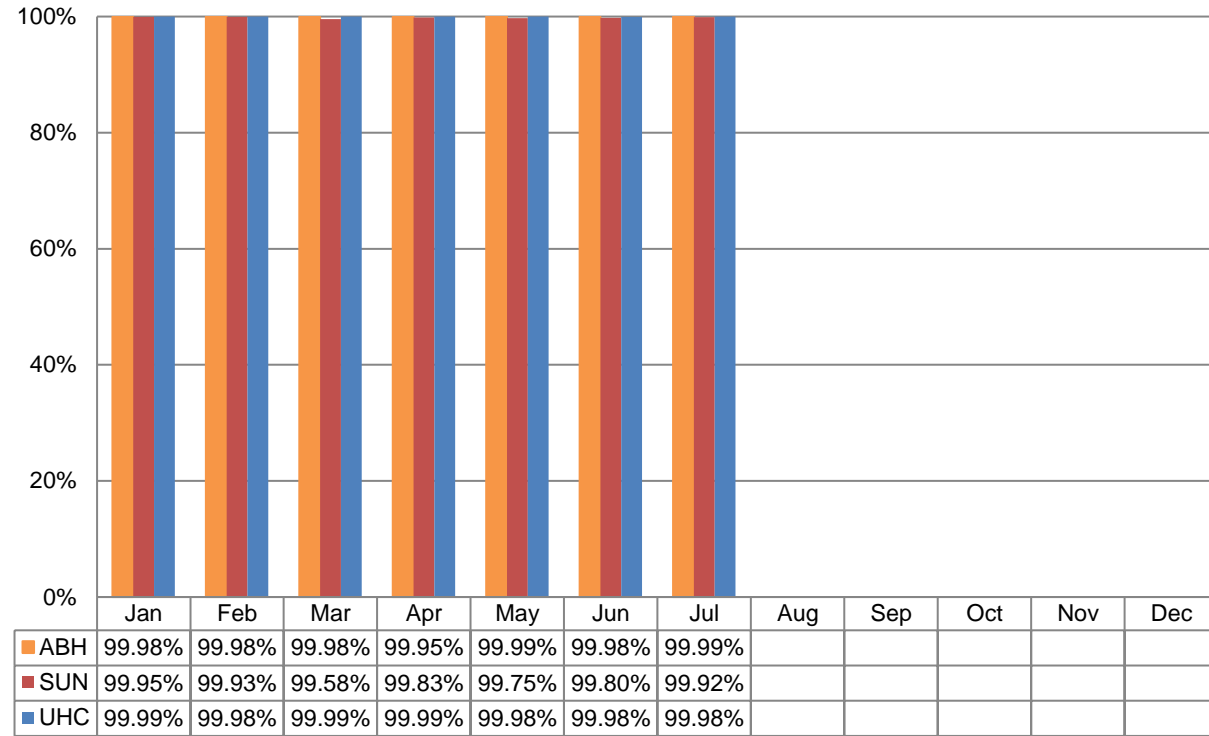
# Clean Claims Processed Within 30 Days

Comparison: 2022 & 2023 YTD (January - August)

### 2022 Clean Claims



### 2023 Clean Claims



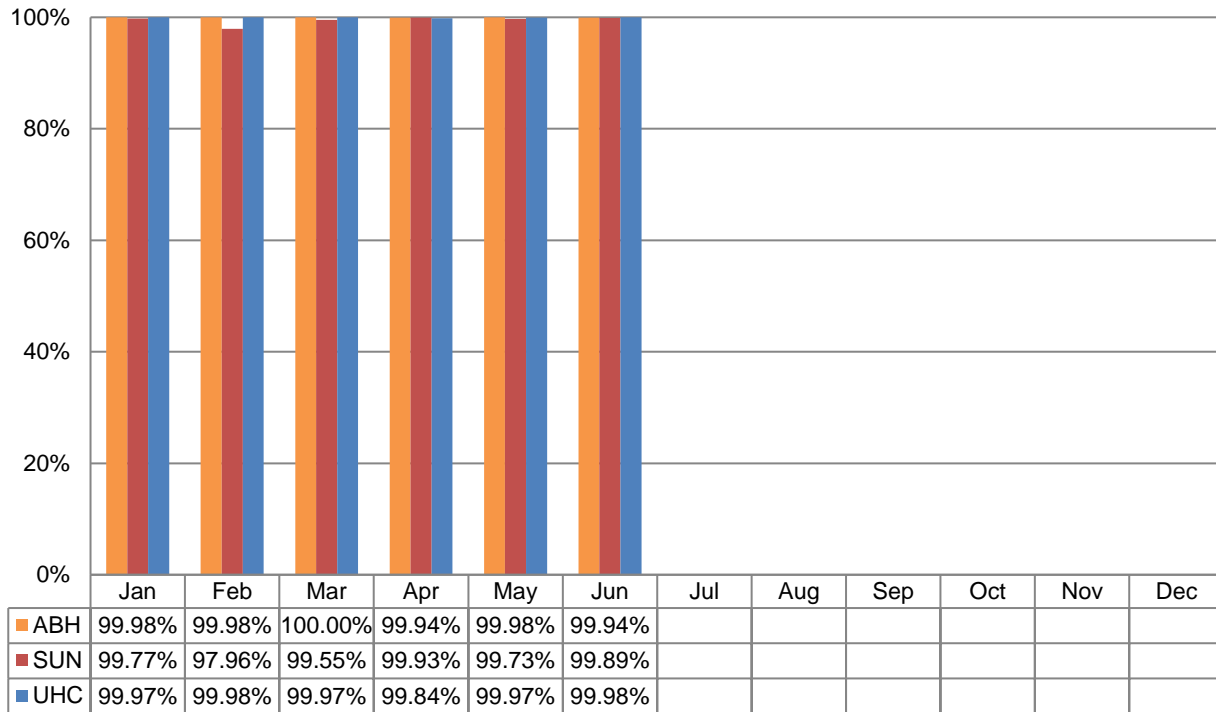
**The contract standard is 100% of clean claims will be processed within 30 days.** A clean claim is a claim that can be paid or denied with no additional intervention required. Clean claims do not include adjusted or corrected claims, claims that require documentation for processing (e.g., consent forms, medical records, etc.), claims from new out-of-network providers, or claims where a plan's updated policy changes were not received by the state at least 30 days before the effective date.



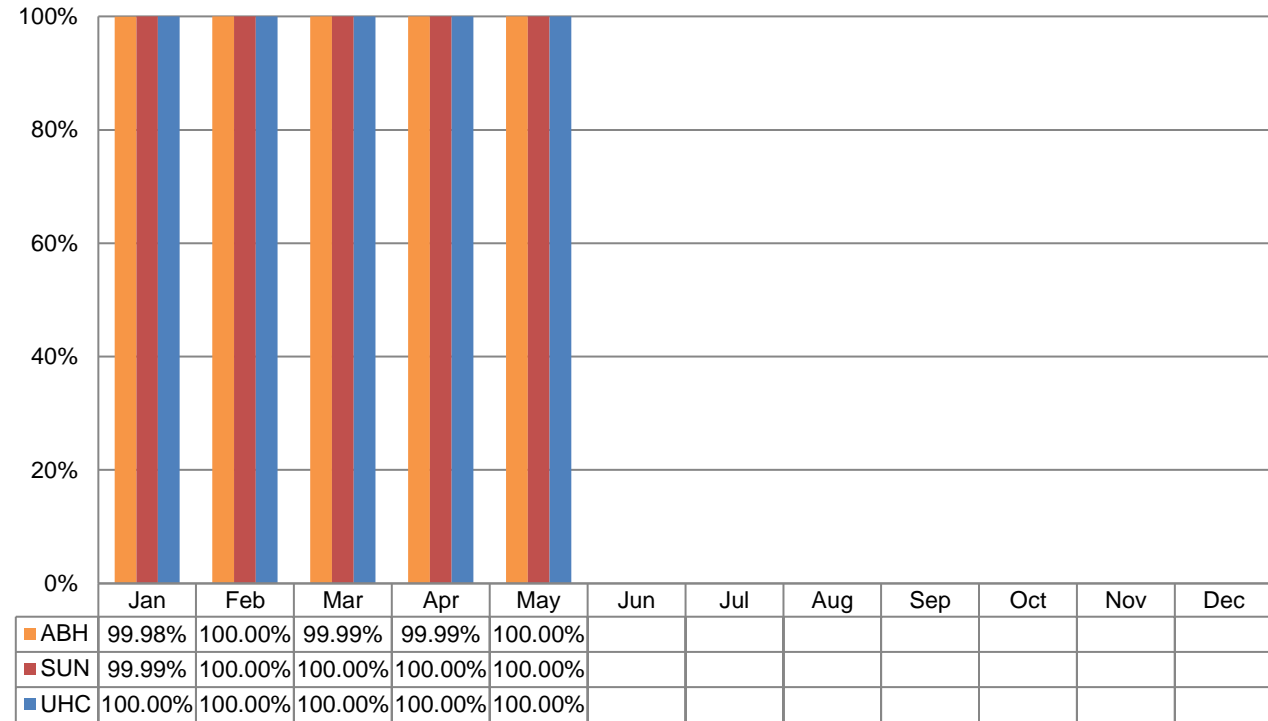
# Claims Processed Within 60-90 Calendar Days

CY 2023 (January - August)

### 2023 Processed in ≤ 60 Days



### 2023 Processed in ≤ 90 Days



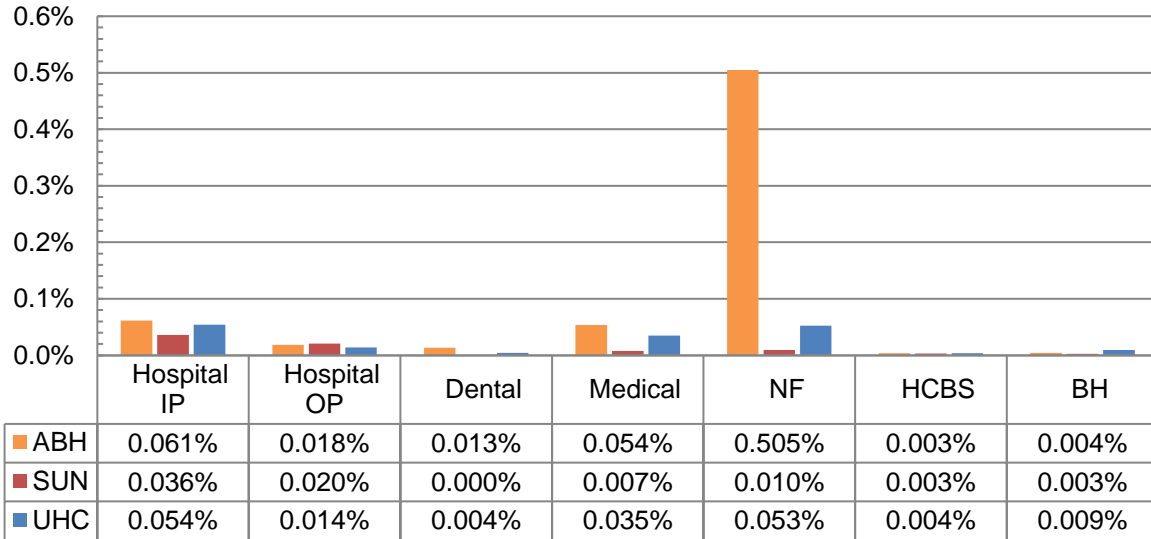
The contract standard is 100% of clean claims will be processed within 30 days; 99% of non-clean claims will be processed within 60 calendar days; and 100% of non-clean claims will be processed within 90 calendar days.



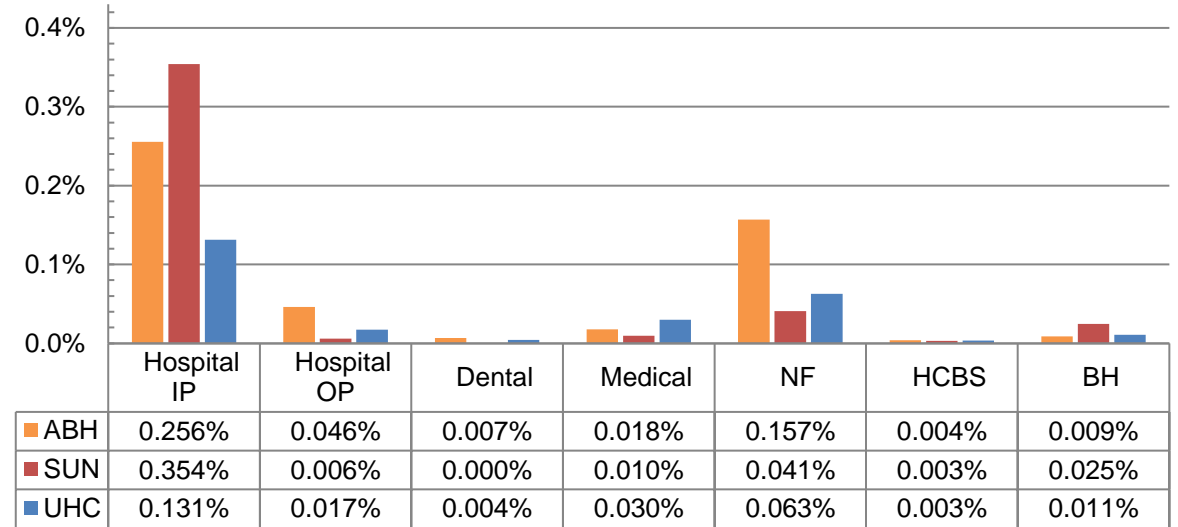
# Percent of Claims Adjusted More Than 3 Times

Comparison: 2022 & 2023 YTD (January - August)

CY 2022 (January - August)



CY 2023 (January - August)



**Purpose of Reports:** To review payment accuracy, year over year

**Methodology:** To monitor the frequency of claims adjustments by MCO and claim-type

Pharmacy claims are processed as point-of-sale, so adjustments are not reported for those claims.



# Processed & Denied Claims Table

2023 YTD (January - August)

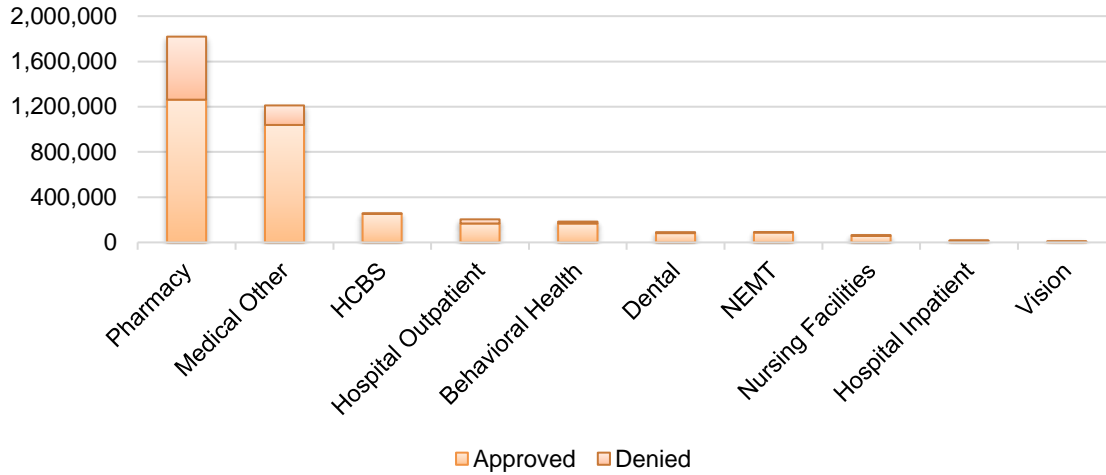
Service Type	Count of Processed Claims			% of Total Services by MCO		
	ABH	SUN	UHC	ABH	SUN	UHC
Pharmacy	1,820,172	1,362,508	1,454,877	46.15%	32.25%	33.25%
Medical Other	1,210,477	1,237,283	1,338,758	30.69%	29.29%	30.59%
HCBS	257,791	433,133	384,353	6.54%	10.25%	8.78%
Hospital Outpatient	204,008	242,939	270,497	5.17%	5.75%	6.18%
Behavioral Health	183,840	566,278	544,797	4.66%	13.40%	12.45%
Dental	90,557	134,680	134,950	2.30%	3.19%	3.08%
NEMT	87,377	71,264	92,373	2.22%	1.69%	2.11%
Nursing Facilities	64,991	66,814	77,898	1.65%	1.58%	1.78%
Hospital Inpatient	18,003	23,288	18,728	0.46%	0.55%	0.43%
Vision	6,520	86,579	58,628	0.17%	2.05%	1.34%
<b>Total</b>	<b>3,943,736</b>	<b>4,224,766</b>	<b>4,375,859</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Service Type	Count of Denied Claims			% of Total Denied Claims by Service Type		
	ABH	SUN	UHC	ABH	SUN	UHC
Pharmacy	557,883	340,147	361,663	68.94%	51.02%	45.11%
Medical Other	170,530	192,814	252,685	21.07%	28.92%	31.52%
Hospital Outpatient	36,301	25,259	70,540	4.49%	3.79%	8.80%
Dental	9,976	16,253	24,416	1.23%	2.44%	3.05%
HCBS	6,326	11,061	8,180	0.78%	1.66%	1.02%
Behavioral Health	16,339	61,796	59,880	2.02%	9.27%	7.47%
Nursing Facilities	7,164	5,578	12,682	0.89%	0.84%	1.58%
Hospital Inpatient	3,837	5,624	4,710	0.47%	0.84%	0.59%
Vision	617	7,652	6,197	0.08%	1.15%	0.77%
NEMT	203	515	837	0.03%	0.08%	0.10%
<b>Total</b>	<b>809,176</b>	<b>666,699</b>	<b>801,790</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

# Portion of Denied Claims to Total Claims

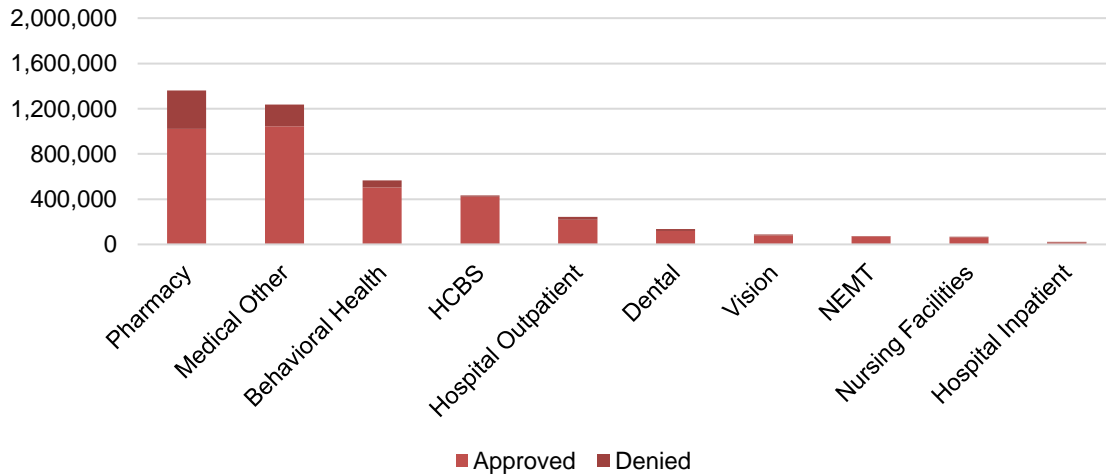
## 2023 YTD (January - August)

### Aetna

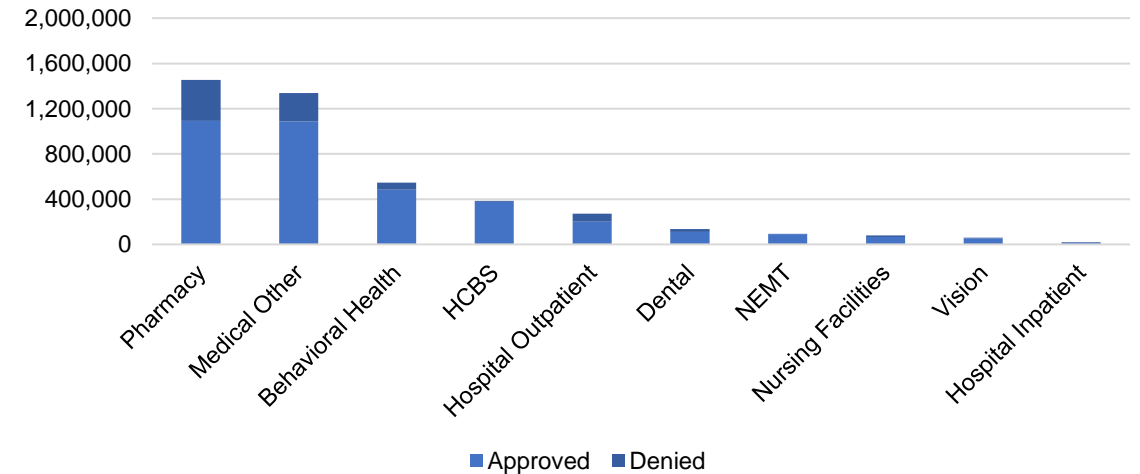


Pharmacy has the highest percentage of denied claims across the program because it is a point-of-sale service.

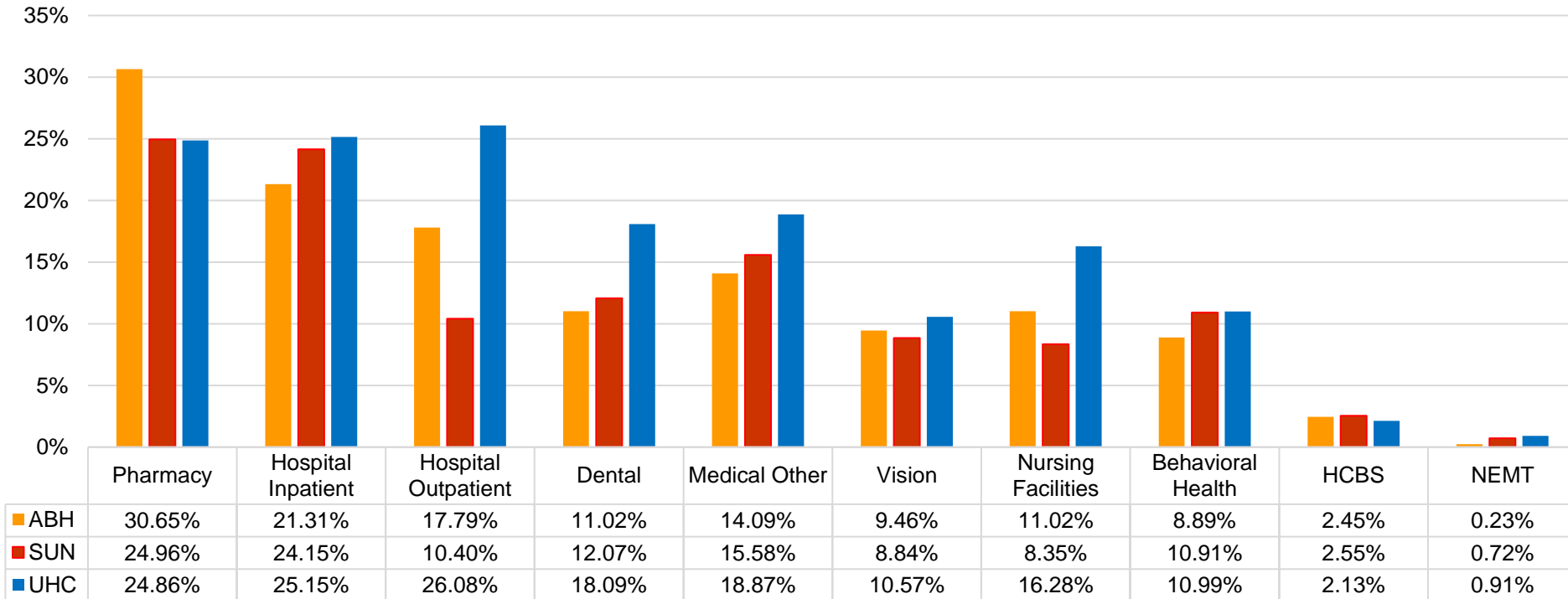
### Sunflower



### UnitedHealthcare



### Percentage of All Claims Denied by Service Type

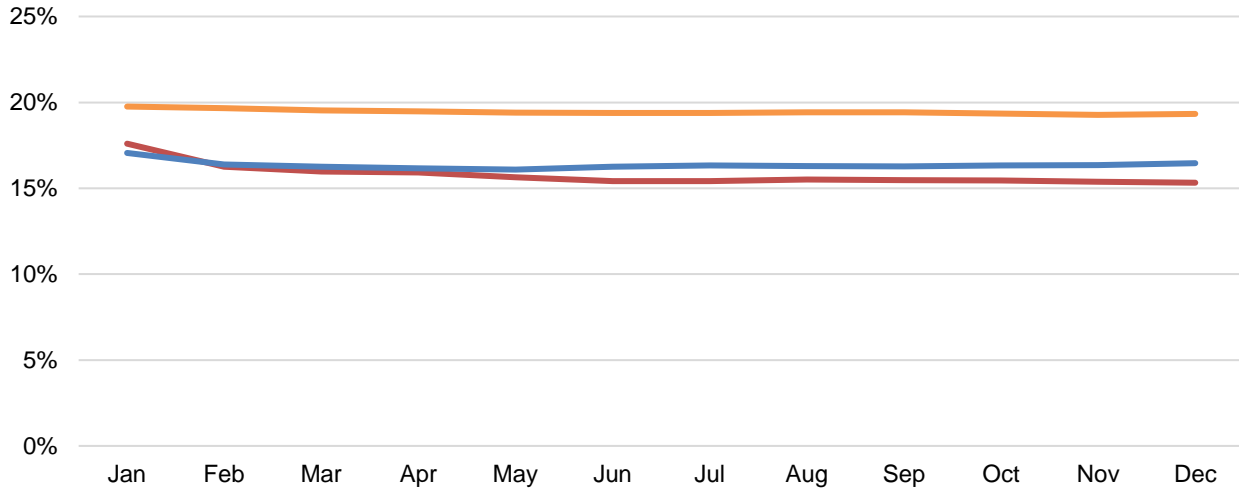




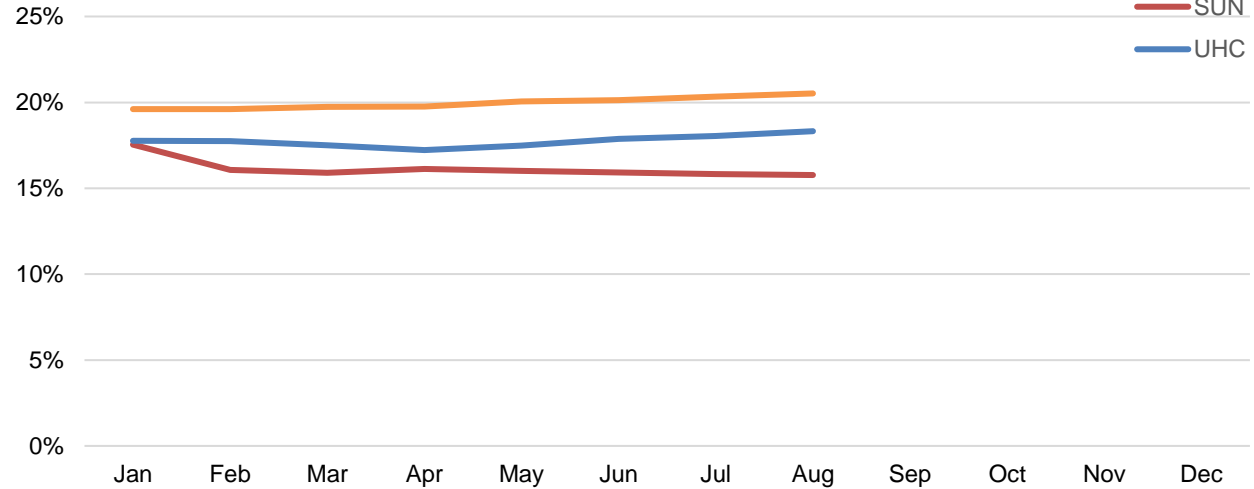
# Denied Claims, Cumulative by Year

Comparison: 2022 & 2023 YTD (January - August)

**Percentage of Cumulative Denied Claims 2022**

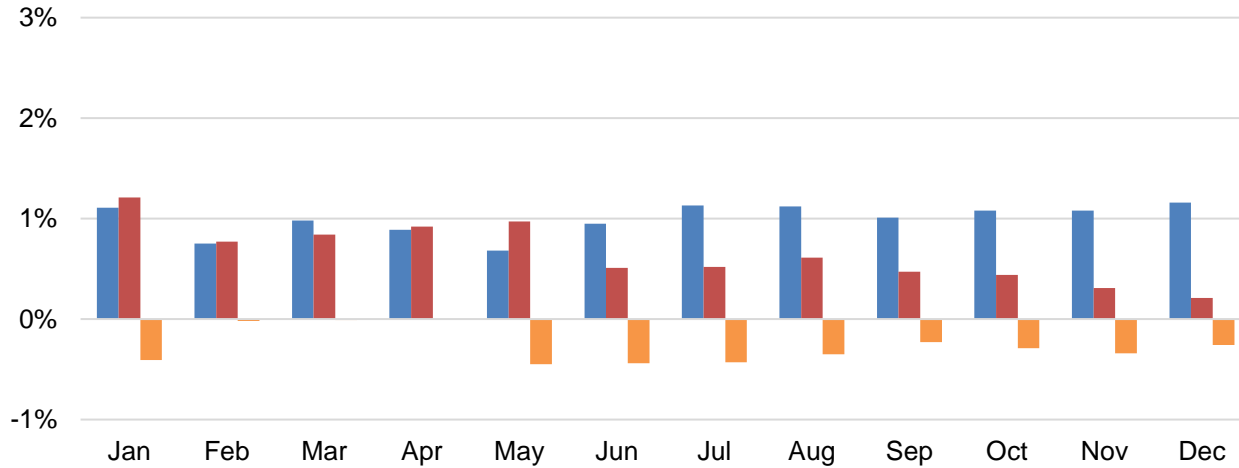


**Percentage of Cumulative Denied Claims 2023**

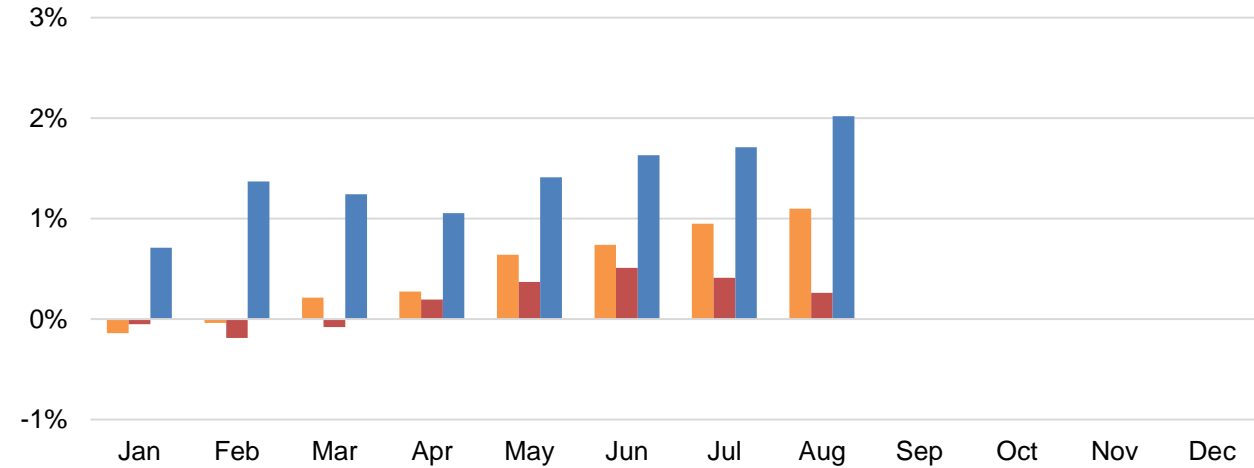


ABH  
SUN  
UHC

**Percent Point Change, Year Over Year (2021 & 2022)**



**Percent Point Change, Year Over Year (2022 & 2023)**





## **MCO Value Added Services & In Lieu Of Services**



# Top Ten MCO Value-Added Benefits

## 2023 YTD (January - July)

Aetna				Sunflower				United			
Value Added Benefit	Members YTD	Total Units YTD	Total Value YTD	Value Added Benefit	Members YTD	Total Units YTD	Total Value YTD	Value Added Benefit	Members YTD	Total Units YTD	Total Value YTD
OTC Medications and Supplies	3,950	70,148	\$1,753,325	My Health Pays	20,624	28,232	\$663,872	Adult Dental Coverage	3,643	3,643	\$379,726
Adult Dental	3,225	4,504	\$707,426	Dental visits for adults	3,817	6,117	\$308,062	Pyx Health	1,687	1,687	\$175,000
Transportation Services	651	4,627	\$278,705	Dentures	27	46	\$62,364	Reward for Completing Health Risk Assessment	13,274	13,274	\$132,740
Healthy Rewards Gift Card - Birth to Age 12 Exam	9,160	9,160	\$229,000	Start Smart for Your Baby®	889	889	\$25,025	Home Helper Catalog	2,657	2,657	\$119,477
Dentures	54	56	\$99,397	Caregiving Collaborations - Assessment Assistance	122	496	\$17,707	Dentures	47	47	\$65,625
Healthy Rewards Gift Card - Healthy Teen Exam	2,053	2,053	\$71,855	Boys & Girls Clubs	316	316	\$15,800	UHC Healthy Rewards Program	5,316	5,316	\$54,330
Loneliness Help	528	528	\$69,168	Farmers Market Vouchers	554	554	\$5,395	24 Round Trip Rides	402	1,363	\$40,890
No Place Like Home Grant	19	19	\$44,298	Caregiving Collaborations - Journals	121	124	\$4,427	First Trimester Prenatal Exam Debit Card	366	366	\$27,450
Campus Ed Program	120	120	\$41,832	WIC Transportation	27	48	\$1,500	Healthy Activity for All	526	526	\$24,861
PROMISE Pregnancy Program Gift Card	474	474	\$34,505	Employment - GED Test Vouchers	8	17	\$561	Additional Vision Services	307	307	\$18,420
Other Value-Added Services	5,557	8,101	\$196,550	Other Value-Added Services	2,386	2,388	\$464	Other Value-Added Services	3,731	3,731	\$69,742
<b>TOTAL</b>	<b>25,791</b>	<b>99,790</b>	<b>\$3,526,062</b>	<b>TOTAL</b>	<b>28,891</b>	<b>39,227</b>	<b>\$1,105,178</b>	<b>TOTAL</b>	<b>31,956</b>	<b>32,917</b>	<b>\$1,108,262</b>
<hr/>											
<b>KanCare Grand Total</b>	<b>86,638</b>	<b>171,934</b>	<b>\$5,739,502</b>								



# MCO In Lieu of Services

## 2023 YTD (January - August)

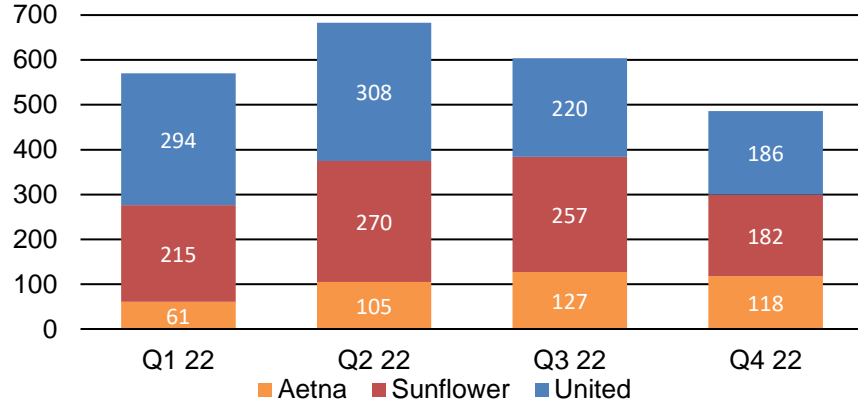
	Aetna			Sunflower			United		
	Unduplicated Members	Value of Services Provided	Value of Cost Avoided	Unduplicated Members	Value of Services Provided	Value of Cost Avoided	Unduplicated Members	Value of Services Provided	Value of Cost Avoided
<b>Additional Medicaid covered services,</b> beyond existing limitations, including personal care services, sleep cycle support, home modifications, equipment, assisted services, etc.	233	\$999,378	\$4,079,910	31	\$85,163	\$505,059	635	\$1,561,577	\$3,134,223
<b>Non-covered services,</b> including PET scans, CPAP equipment, sleep cycle support, home health, private nurse, or more intensive physical or behavioral health services/nursing facility services	250	\$504,181	\$9,286,344	369	\$503,493	\$13,428,893	500	\$3,152,620	\$10,302,091
<b>Totals</b>	<b>483</b>	<b>\$1,503,559</b>	<b>\$13,366,254</b>	<b>400</b>	<b>\$588,656</b>	<b>\$13,933,952</b>	<b>1,135</b>	<b>\$4,714,196</b>	<b>\$13,436,314</b>

### In Lieu of Services YTD Total 2023

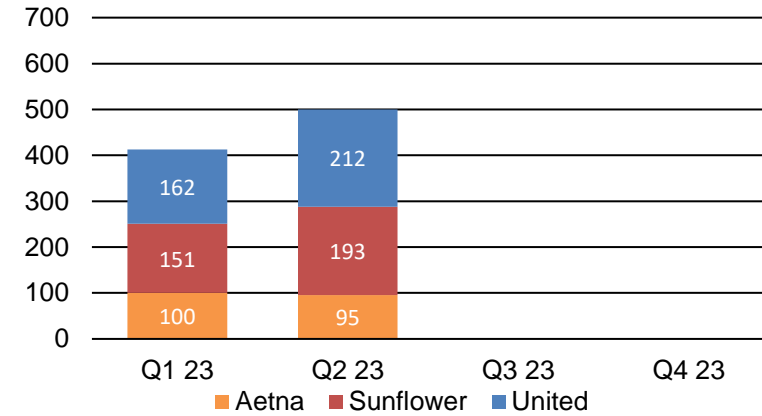
Unduplicated Members	Value of Service Provided	Value of Services Avoided
2,018	\$6,806,412	\$40,736,520

## **KanCare Grievances & Appeals**

### Resolved Member Grievances 2022



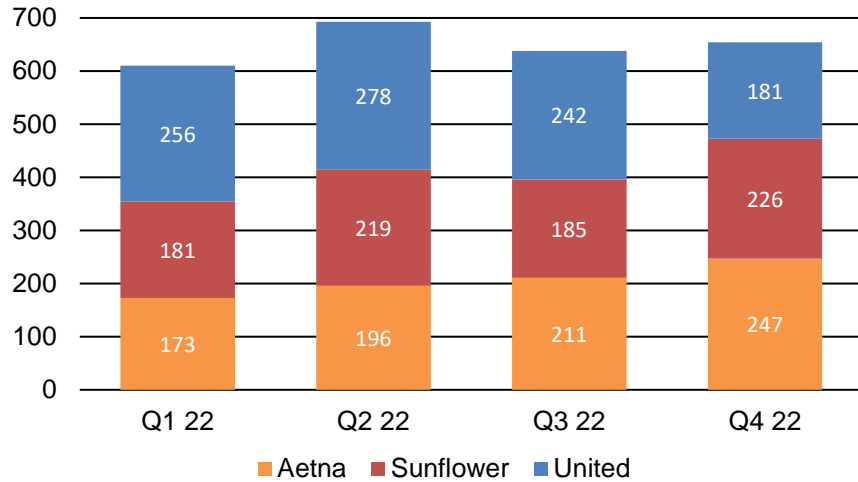
### Resolved Member Grievances 2023



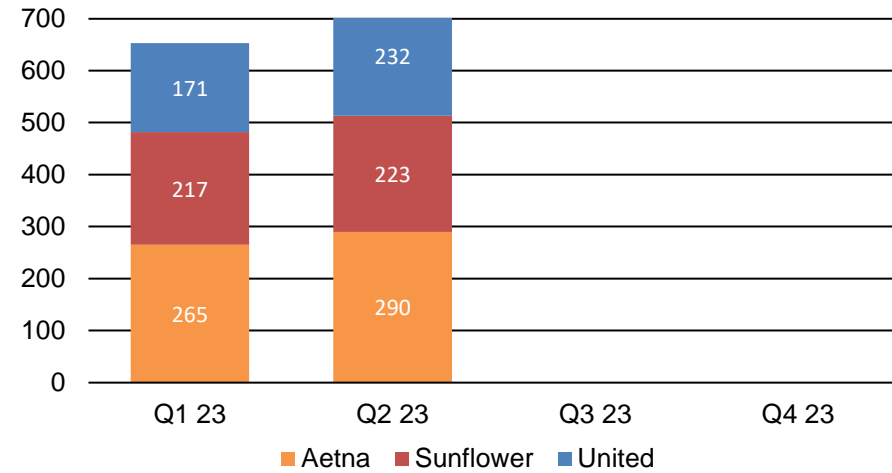
### 2023 2<sup>nd</sup> Qtr. Member Grievance Top 5 Trends

Aetna		Sunflower		United	
<b>Total # of Resolved Grievances</b>	<b>95</b>	<b>Total # of Resolved Grievances</b>	<b>193</b>	<b>Total # of Resolved Grievances</b>	<b>212</b>
Trend 1: Billing and Financial issues (non-transportation)	24%	Trend 1: Transportation Issues – Billing and Reimbursement	21%	Trend 1: Transportation Issues – Billing and Reimbursement	22%
Trend 2: Transportation – No Show	16%	Trend 2: Transportation – Other	19%	Trend 2: Billing and Financial Issues (non-transportation)	21%
Trend 3: Transportation – Late	11%	Trend 3: Transportation – No Show	16%	Trend 3: Transportation – No Show	16%
Trend 4: Transportation Issues – Billing and Reimbursement	9%	Trend 4: Access to Service or Care	11%	Trend 4: Transportation – Other	9%
Trend 5: Customer Service and Quality of Care (non HCBS Provider)	8%	Trend 5: Transportation – No Driver Available	8%	Trend 5: Transportation – Late	6%

### Resolved Member Appeals 2022



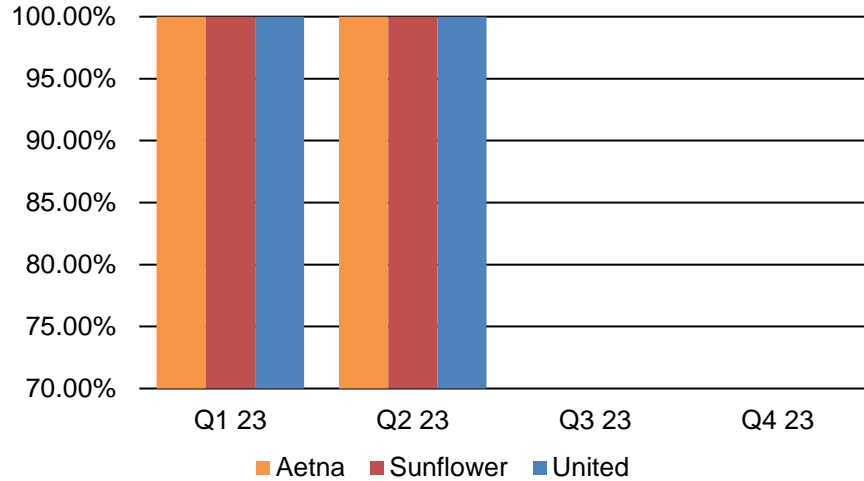
### Resolved Member Appeals 2023



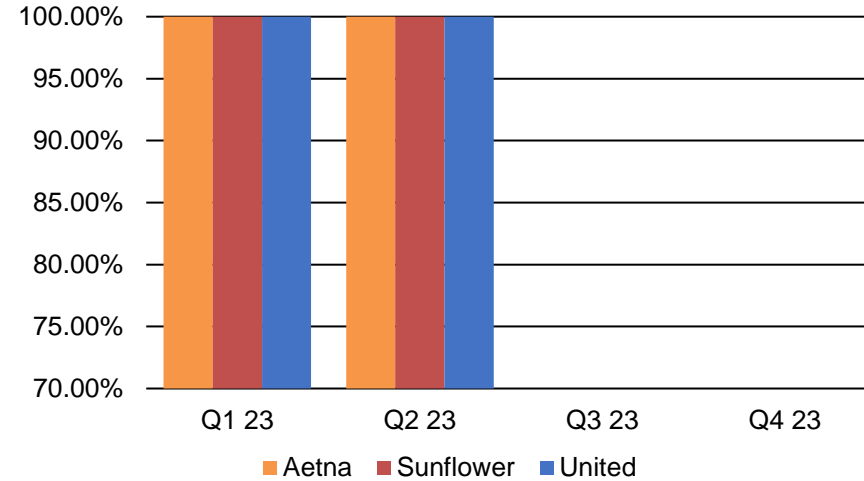
### 2023 2<sup>nd</sup> Qtr. Member Appeals Top 5 Trends

Aetna		Sunflower		United	
<b>Total # of Resolved Member Appeals</b>	<b>290</b>	<b>Total # of Resolved Member Appeals</b>	<b>223</b>	<b>Total # of Resolved Member Appeals</b>	<b>232</b>
Trend 1: Criteria Not Met – Pharmacy	56%	Trend 1: Criteria Not Met – Pharmacy	26%	Trend 1: Criteria Not Met – Pharmacy	30%
Trend 2: Criteria Not Met – Radiology	18%	Trend 2: Criteria Not Met – Radiology	20%	Trend 2: Noncovered Service – Pharmacy	29%
Trend 3: Criteria Not Met – Medical Procedure (NOS)	10%	Trend 3: Criteria Not Met – Inpatient Behavioral Health	14%	Trend 3: Level of Care – LTSS/HCBS	6%
Trend 4: Criteria Not Met – Durable Medical Equipment	5%	Trend 4: Criteria Not Met – Durable Medical Equipment	13%	Trend 4: Criteria Not Met – Durable Medical Equipment	5%
Trend 5: Criteria Not Met – Behavioral Health Outpatient	4%	Trend 5: Criteria Not Met – Medical Procedure (NOS)	8%	Trend 5: Noncovered Service – Other	5%

### Resolved Within 30 Calendar Days 2023



### Resolved Within 60 Calendar Days 2023



### 2023 2<sup>nd</sup> Qtr. Provider Appeals Top 5 Trends

Aetna		Sunflower		United	
<b>Total # of Resolved Provider Appeals</b>	493	<b>Total # of Resolved Provider Appeals</b>	1,570	<b>Total # of Resolved Provider Appeals</b>	1,275
Trend 1: Claim Payment Denied – Medical (Physical Health not Otherwise Specified)	22%	Trend 1: Claim Payment Denied – Medical (Physical Health not Otherwise Specified)	35%	Trend 1: PA – CPD – Medical (Physical Health not Otherwise Specified)	20%
Trend 2: Claim Payment Denied – Hospital Inpatient (Non-Behavioral Health)	20%	Trend 2: Claim Payment Denied – Hospital Inpatient (Non-Behavioral Health)	21%	Trend 2: PA – CPD – Hospital Inpatient (Non-Behavioral Health)	19%
Trend 3: Claim Payment Denied – Laboratory	18%	Trend 3: Claim Payment Denied – Hospital Outpatient (Non-Behavioral Health)	8%	Trend 3: PA – CPD – Hospital Outpatient (Non-Behavioral Health)	13%
Trend 4: Claim Payment Denied – Ambulance (Include Air and Ground)	14%	Trend 4: Criteria Not Met – Pharmacy	7%	Trend 4: PA – CPD – Home Health	12%
Trend 5: Claim Payment Denied – Hospital Outpatient (Non-Behavioral Health)	12%	Trend 5: Claim Payment Denied – Behavioral Health Outpatient and Physician	5%	Trend 5: PA – CPD – Pharmacy	10%