

# NY EICC

Early Intervention Panel Discussion  
December 15, 2022

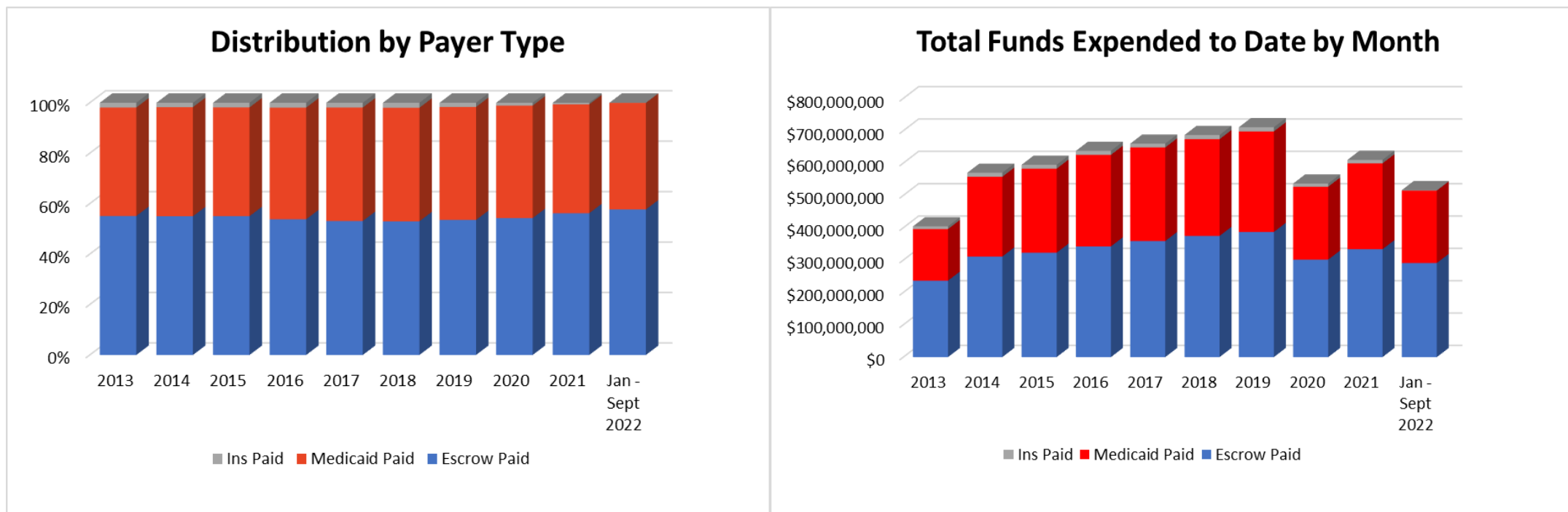
*Public Consulting Group*



**Solutions that Matter**

# SFA Billing and Claiming Statistics

The distribution of funds by payer type for 2013-2021 was averaging 55.0% for Escrow, 43.0% for Medicaid and 1.9% for Commercial. The total distribution of funds for January - September 2022 are now 56.4% for Escrow, 43.3% for Medicaid, and 0.3% for Commercial.





# SFA Billing and Claiming Statistics

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Year	Escrow Paid	Medicaid Paid	Ins Paid	Total
2013	58.5%	39.4%	2.1%	100.0%
2014	54.5%	43.3%	2.2%	100.0%
2015	54.3%	43.7%	2.0%	100.0%
2016	53.7%	44.4%	1.9%	100.0%
2017	54.4%	4.8%	1.8%	100.0%
2018	54.6%	43.5%	1.9%	100.0%
2019	54.4%	43.7%	1.8%	100.0%
2020	56.2%	42.0%	1.8%	100.0%
2021	54.7%	43.5%	1.8%	100.0%
Jan - Sept 2022	56.4%	43.3%	0.3%	100.0%

Year	Escrow Paid	Medicaid Paid	Ins Paid	Total Paid	Total Billed	Payment Rate
2013	\$236,387,417	\$159,420,661	\$8,425,502	\$404,233,580	\$404,226,821	100.00%
2014	\$310,905,382	\$246,629,317	\$12,508,493	\$570,043,192	\$570,068,955	100.00%
2015	\$322,774,429	\$259,730,119	\$12,149,286	\$594,653,833	\$594,661,259	100.00%
2016	\$342,341,410	\$283,003,841	\$12,380,552	\$637,725,802	\$637,775,546	99.99%
2017	\$358,925,089	\$289,261,676	\$11,824,941	\$660,011,706	\$660,187,776	99.97%
2018	\$374,802,761	\$299,024,661	\$12,947,075	\$686,774,497	\$686,940,157	99.98%
2019	\$387,036,910	\$310,765,480	\$13,031,569	\$710,833,959	\$713,365,481	99.65%
2020	\$301,379,236	\$225,393,197	\$9,841,952	\$536,614,384	\$540,965,549	99.20%
2021	\$333,568,144	\$265,423,556	\$10,915,557	\$609,907,257	\$618,008,153	98.69%
Jan - Sept 2022	\$290,997,239	\$223,782,5	\$1,522,472	\$516,302,263	\$518,032,364	98.78%
<b>Total</b>	<b>\$3,259,118,016.78</b>	<b>\$2,562,435,060.32</b>	<b>\$105,547,397.08</b>	<b>\$5,927,100,474.18</b>	<b>\$5,944,232,061.32</b>	<b>99.71%</b>



# Medicaid Sweep Process

For the period from July 2013 through September 2022 there have been 2.6 million claims totaling \$165.3 million processed in Medicaid Sweeps. Medicaid has paid 69.1% totaling \$114.2 million.

This monthly sweep includes:

- Claims that had Medicaid Code 35 errors that have been correctly assigned by PCG
- Claims initially paid from escrow where the child is later identified by PCG to have Medicaid coverage

Process	Sweep Date	# of Services	Billed Amount	Paid Amount
Code 35	2022	81,983	2,643,951	2,554,219
Medicaid Recoup	2022	154,585	\$11,722,746	\$6,918,924
<b>Total 2022 Code 35 and Medicaid Recoup Sweep</b>		<b>236,568</b>	<b>\$14,366,697</b>	<b>\$9,473,142</b>
Code 35	2021	254,287	\$4,670,497	\$1,428,082
Medicaid Recoup	2021	155,838	\$11,616,628	\$8,417,872
<b>Total 2021 Code 35 and Medicaid Recoup Sweep</b>		<b>410,125</b>	<b>\$16,287,125</b>	<b>\$9,845,954</b>
Code 35	2020	80,642	\$2,739,249	\$440,993
Medicaid Recoup	2020	158,818	\$11,675,684	\$8,396,636
<b>Total 2020 Code 35 and Medicaid Recoup Sweep</b>		<b>239,460</b>	<b>\$14,414,933</b>	<b>\$8,837,629</b>
Code 35	2019	77,004	\$2,689,794	\$338,716
Medicaid Recoup	2019	197,650	\$15,020,242	\$10,250,291
<b>Total 2019 Code 35 and Medicaid Recoup Sweep</b>		<b>274,654</b>	<b>\$17,710,036</b>	<b>\$10,589,007</b>
Code 35	2018	7,433	\$254,946	\$80,054
Medicaid Recoup	2018	183,868	\$13,832,048	\$9,946,891
<b>Total 2018 Code 35 and Medicaid Recoup Sweep</b>		<b>191,301</b>	<b>\$14,086,994</b>	<b>\$10,026,945</b>
Code 35	2017	99,551	\$3,169,550	\$2,317,003
Medicaid Recoup	2017	204,637	\$15,339,435	\$11,933,188
<b>Total 2017 Code 35 and Medicaid Recoup Sweep</b>		<b>304,188</b>	<b>\$18,508,985</b>	<b>\$14,250,191</b>
Medicaid Recoup	2016	300,869	\$22,772,415	\$17,413,763
Medicaid Recoup	2015	297,812	\$22,964,035	\$15,792,792
Medicaid Recoup	2014	175,333	\$13,132,134	\$9,908,058
Medicaid Recoup	2013	146,049	\$11,078,848	\$8,078,510
<b>Grand Total of All Sweeps</b>		<b>2,576,359</b>	<b>165,322,202</b>	<b>114,215,991</b>

Note:

Code 35 initial sweep date 5/16/17

Medicaid Recoup initial sweep date 7/29/13



# Medicaid Code 35 Assignment Statistics

July 2016 – November 2022 (77 months)

Source	Period	Successful	Unsuccessful	Total	Success %
PCG Assignment File	Jul. 2016 – pres.	405,022	148,403	553,425	73%
OHIP Data Exchange	Dec. 2016 - pres.	231,426	4,231	235,657	98%
Conflict Report Corrections	Apr. 2017 – pres.	43,396	838	44,234	98%

- PCG Assignment File is sent weekly to Medicaid.
- Office of Health Insurance Programs (OHIP) File is sent monthly to PCG.
- Conflict Report Corrections are sent periodically upon resolution by the Municipality.
- Prior to this process, EI Providers had to use a completely manual process to have a Code 35 assigned correctly

# Extraordinary Circumstance



- 174 unique providers have entered an Extraordinary circumstance since implementing the 90-day filing limit on February 10, 2019
- 308.8k claims totaling \$19.9m have been submitted 100+ days after the DOS
- 129.0k of the claims totaling \$8.0m had an active EC
- 179.8k of the claims totaling \$11.8m did not have an active EC
- Any claim submitted > 100 days and has not been adjudicated with EC logic will be picked up in a subsequent sweep.

Type of Circumstance	# of Providers	# of Claims with active EC
Audit Findings	74	13,966
Death of essential personnel	5	291
Hospitalization	24	1,901
Litigation	8	4,231
Natural Disaster	16	8,277
Natural Disaster/State of Emergency	98	97,686
State Administrative Delay	25	2,643
<b>Grand Total</b>	<b>250</b>	<b>128,995</b>

Note: Data includes DOS February 10, 2019 through September 30, 2022



# Extraordinary Circumstance



Prior to the timely filing implementation, the claims submitted over 100 days averaged 4.25% compared to 1.06% after implementation; for 2022 DOS, the percentage is 0.55%.

## Prior to EC Implementation

Date of Service	Total # Claims Submitted Over 100 Days	Total # Claims Submitted	% Claims > 100 Days	Avg # Days From DOS To Date Submitted (All Claims)	Avg # Days From DOS To Date Submitted (Claims > 100 Days)
2018	409,672	9,060,819	4.52%	37	210
2019 (Jan 1 - Feb 10)	15,928	964,600	1.65%	28	168
Total	425,600	10,025,419	4.25%	33	189

## After EC Implementation

Date of Service	Total # Claims Submitted Over 100 Days	Total # Claims Submitted	% Claims > 100 Days	Avg # Days From DOS To Date Submitted (All Claims)	Avg # Days From DOS To Date Submitted (Claims > 100 Days)
2019 (Feb 11 - Dec 31)	60,842	8,363,258	0.73%	26	175
2020	102,795	7,324,089	1.40%	28	165
2021	115,833	8,198,834	1.41%	28	165
2022 (through Sept 30)	46,831	6,770,347	0.69%	26	130
Total	326,301	30,656,528	1.06%	27	159

\*Note: If date submitted is NULL then Added date is used to calculate claims submitted over 100 days. Date submitted started populating in the PCG system 1/1/2019



# Percentage of Claims Billed by Initial Payer



Due to Covered Lives, claims with an active insurance policy for Date of Service 1/1/2022 or after will no longer be billed to commercial insurance or Medicaid\* PCG implemented the updates starting with the March 21,2022 NYEIS file.

- As the percentage billed to Commercial decreased, there was an increase in the average percentage for Escrow billed of 7.5% as well as a slight increase in Medicaid of 1.8% when comparing the two time periods.

## April 2021 - September 2021 (6 Months)

Added Date	Commercial	Medicaid	Escrow
Apr-2021	9.6%	53.8%	36.5%
May-2021	9.7%	54.6%	35.7%
Jun-2021	9.4%	55.1%	35.5%
Jul-2021	9.6%	54.6%	35.8%
Aug-2021	9.0%	55.9%	35.1%
Sep-2021	8.8%	55.2%	36.0%

Average	9.3%	54.9%	35.8%
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## April 2022 - September 2022 (6 Months)

Added Date	Commercial	Medicaid	Escrow
Apr-2022	0.1%	55.7%	44.2%
May-2022	0.1%	56.9%	43.0%
Jun-2022	0.0%	56.6%	43.4%
Jul-2022	0.0%	57.4%	42.6%
Aug-2022	0.0%	57.3%	42.7%
Sep-2022	0.0%	56.5%	43.5%

Average	0.0%	56.7%	43.2%
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\*Note: MMC plans, SC and SI claims will continue to be billed to Medicaid





# Percentage of Claims Billed by Initial Payer



Due to Covered Lives, claims with an active insurance policy for Date of Service 1/1/2022 or after will no longer be billed to commercial insurance or Medicaid. PCG implemented the updates starting with the March 21, 2022 NYEIS file.

- Starting in September 2022, commercial insurance percentage billed was 0%.
- As the percentage billed to Commercial decreased, there was an increase in the percentage for Escrow billed of 8.2% as well as a slight increase in Medicaid of 0.5% when comparing October 2021 to September 2022.

## October 2021 - September 2022 (1 year)

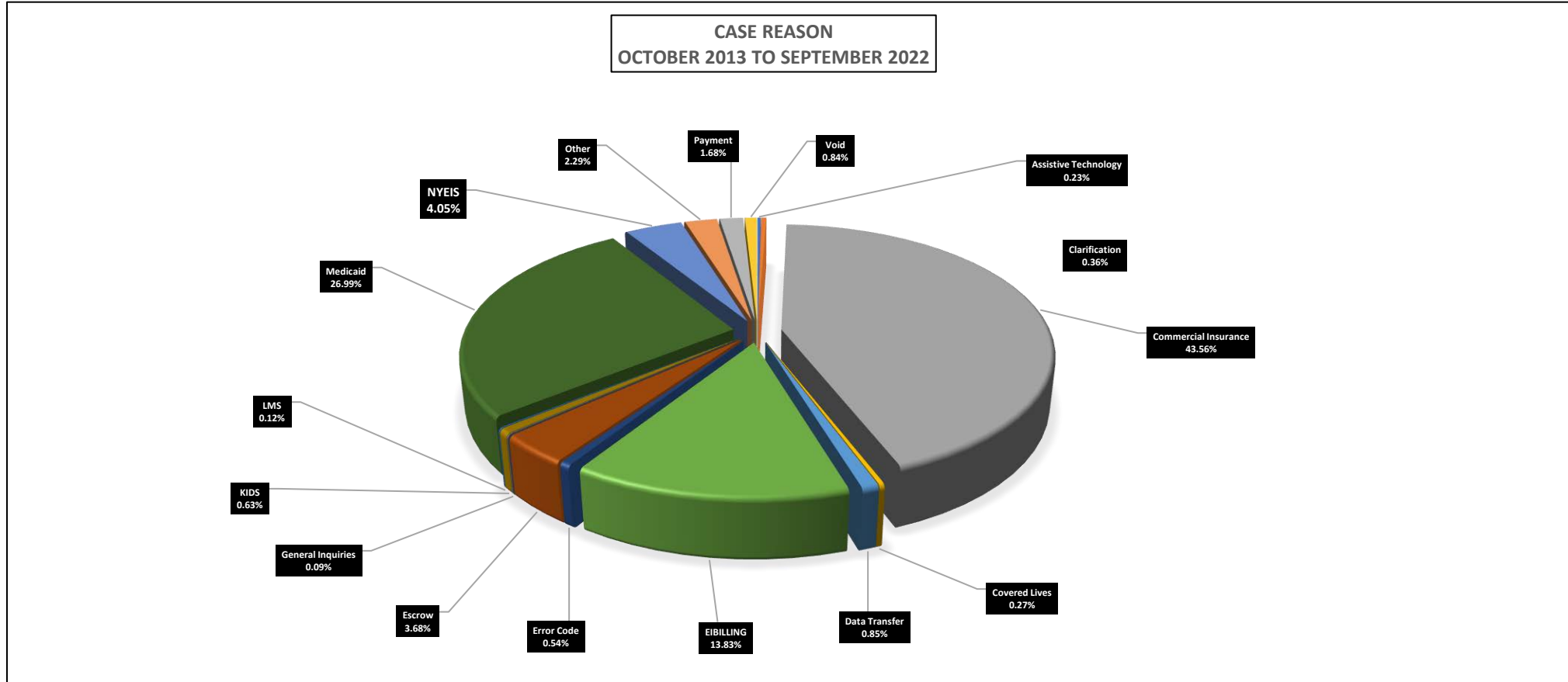
Added Date	Commercial	Medicaid	Escrow
Oct-2021	8.7%	56.0%	35.4%
Nov-2021	8.6%	56.2%	35.1%
Dec-2021	9.1%	55.6%	35.3%
Jan-2022	8.6%	56.9%	34.5%
Feb-2022	8.6%	56.8%	34.6%
Mar-2022	4.6%	56.5%	39.0%
Apr-2022	0.1%	55.7%	44.2%
May-2022	0.1%	56.9%	43.0%
Jun-2022	0.0%	56.6%	43.4%
Jul-2022	0.0%	57.4%	42.6%
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\*Note: MMC plans, SC and SI claims will continue to be billed to Medicaid



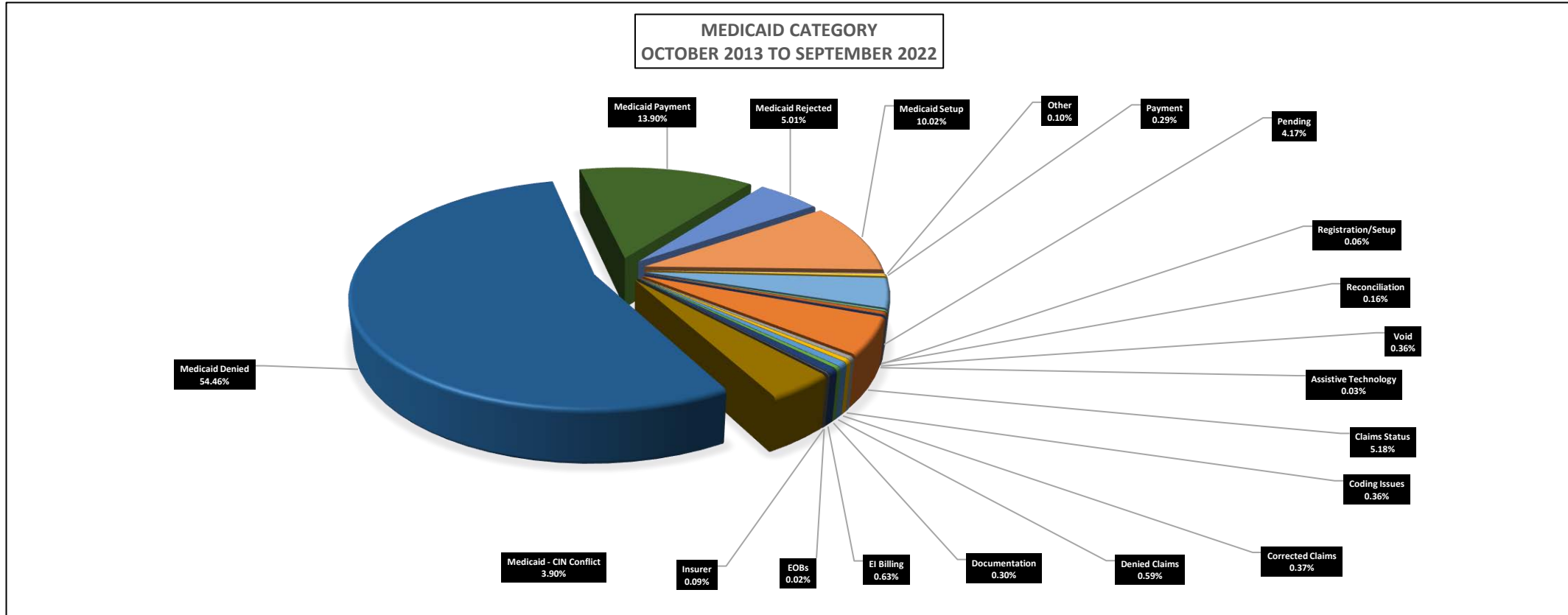
# SFA Call Center Statistics

## Operations Metrics: Call Center



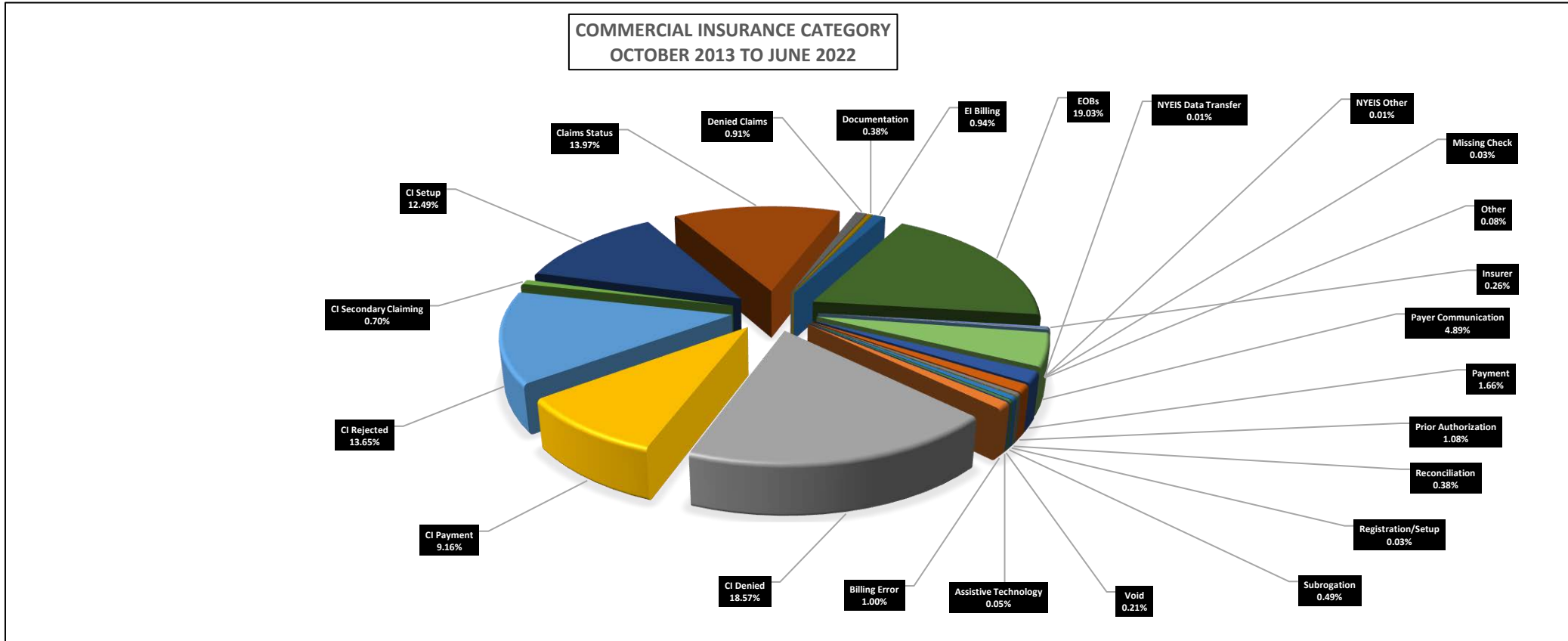
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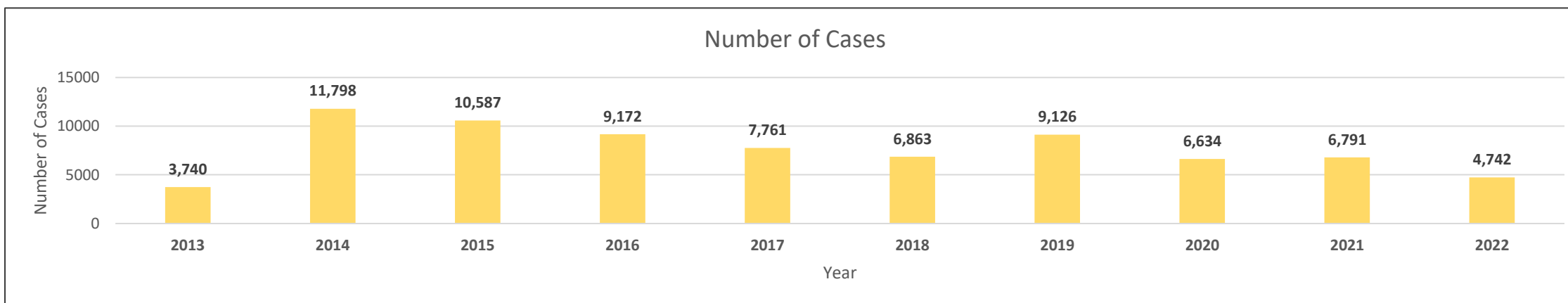
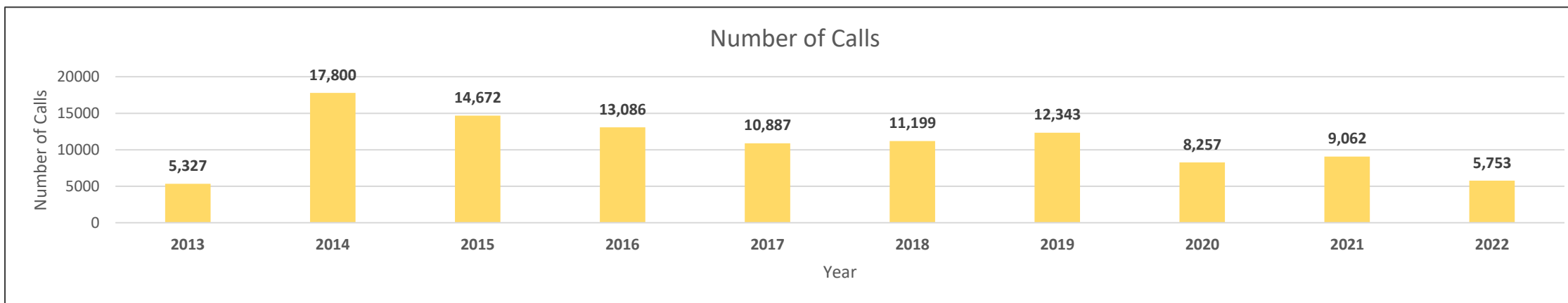


# SFA Call Center Statistics

## Operations Metrics: Call Center



# Call Center Trends



# Question and Answer

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