

New York Early Intervention Coordinating Council

December 14, 2023

Public Consulting Group (PCG)

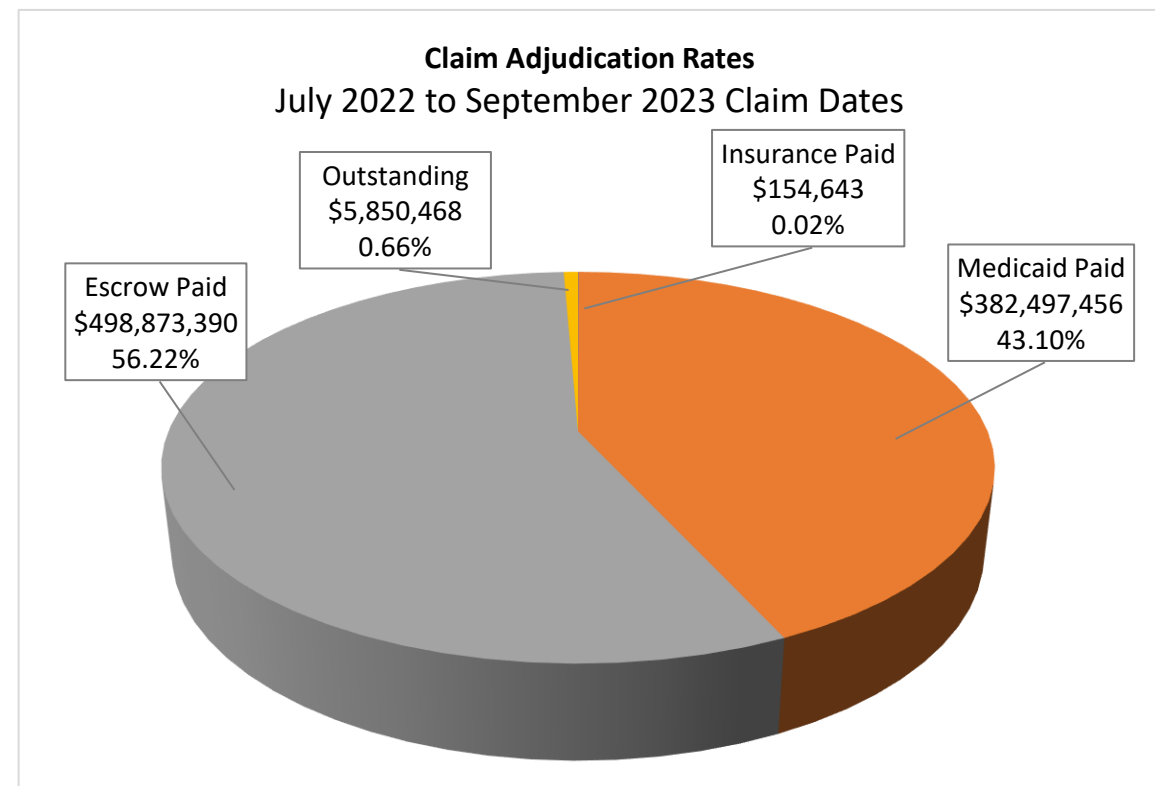
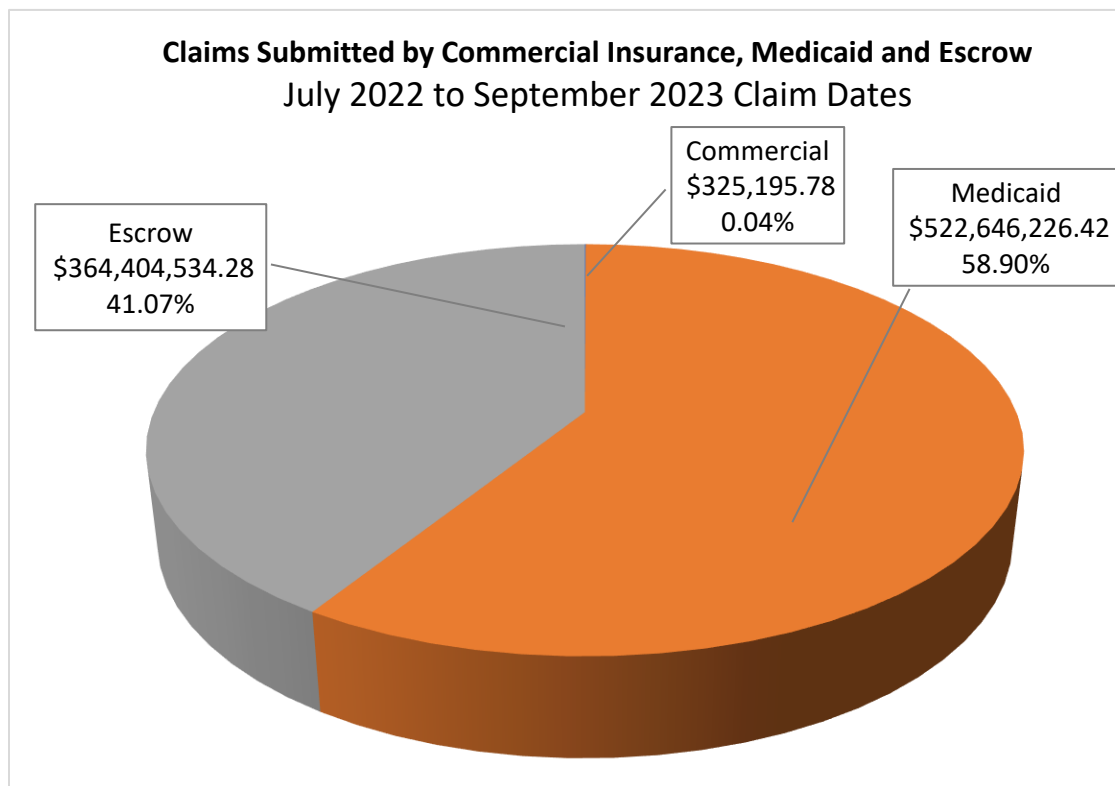


Solutions that Matter

State Fiscal Agent Billing and Claiming Statistics



- For the period from July 1, 2022, to September 30, 2023, the State Fiscal Agent has billed \$887.4 million in claims. Providers have received \$881.5 million in payments with \$5.9 million outstanding for that period. Since 4/1/13 over \$6.7 billion claims have been processed and 99.3% paid.

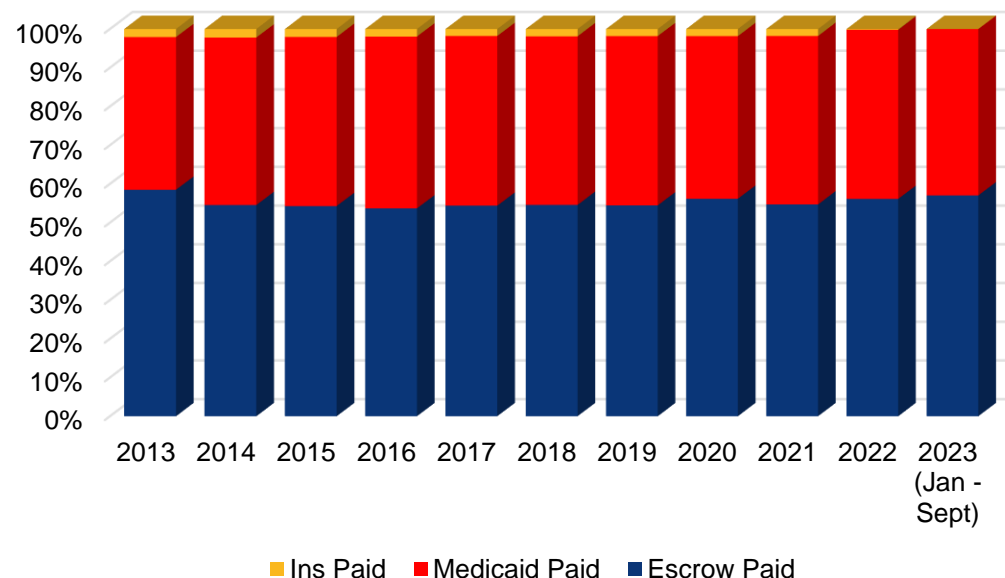




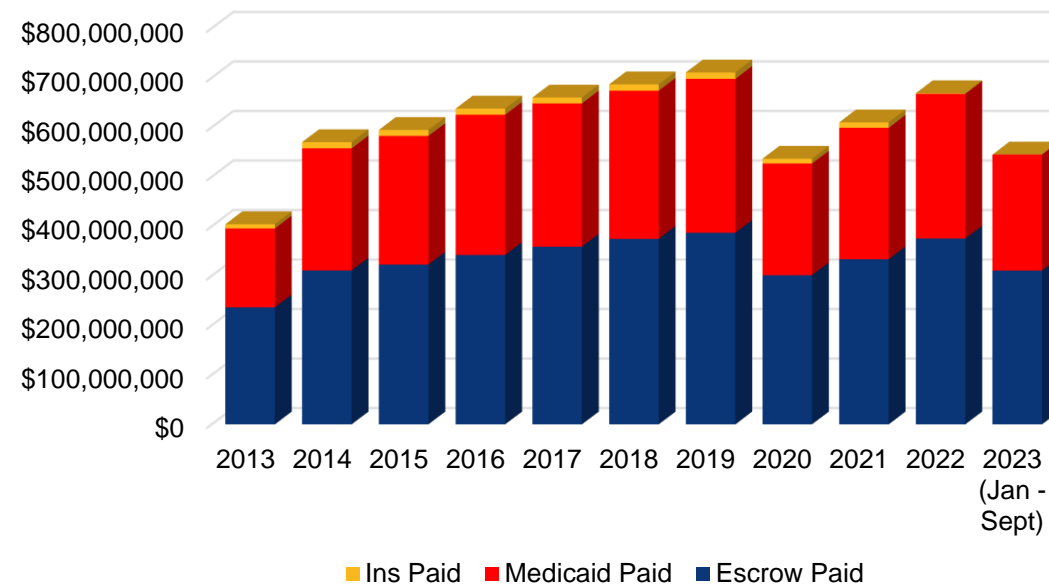
Billing and Claiming Statistics

The distribution of funds by payer type for 2013-2022 is 55.0% for Escrow, 43.3% for Medicaid and 1.7% for Commercial. The total distribution of funds for January - September 2023 are now 57.0% for Escrow, 43.0% for Medicaid, and 0.0% for Commercial.

Distribution by Payer Type



Total Funds Expended to Date by Year



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%	43.8%	1.8%	100.0%
2018	54.6%	43.5%	1.9%	100.0%
2019	54.5%	43.7%	1.8%	100.0%
2020	56.2%	42.0%	1.8%	100.0%
2021	54.7%	43.5%	1.8%	100.0%
2022	56.1%	43.7%	0.2%	100.0%
2023 (Jan - Sept)	57.0%	43.0%	0.0%	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%
2022	\$375,330,593	\$292,220,252	\$1,307,541	\$668,858,386	\$674,144,112	99.22%
2023 (Jan - Sept)	\$310,764,392	\$234,188,711	\$53,380	\$545,006,483	\$549,176,081	99.24%
Total	\$3,654,215,763	\$2,865,061,471	\$105,385,847	\$6,624,663,080	\$6,649,519,890	99.63%



Medicaid Sweep Process

For the period from July 2013 through September 2023 there have been 2.8 million claims totaling \$182.3 million processed in Medicaid Sweeps. Medicaid has paid 69.0% totaling \$125.7 million.

This monthly sweep includes:

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

Process	Sweep Date	# of Services	Billed Amount	Paid Amount
Code 35	2023	91,675	\$ 3,083,542.91	\$ 1,887,542.32
Medicaid Recoup	2023	108,115	\$ 8,808,690.02	\$ 6,131,455.97
Total 2023 Code 35 and Medicaid Recoup Sweep		199,790	\$ 11,892,232.93	\$ 8,018,998.29
Code 35	2022	89,085	\$ 2,864,767.65	\$ 2,634,025.89
Medicaid Recoup	2022	215,467	\$ 16,576,567.83	\$ 10,337,340.73
Total 2022 Code 35 and Medicaid Recoup Sweep		304,552	\$ 19,441,335.48	\$ 12,971,366.62
Code 35	2021	254,287	\$ 4,670,497.25	\$ 1,427,308.00
Medicaid Recoup	2021	155,838	\$ 11,616,628.21	\$ 8,419,426.12
Total 2021 Code 35 and Medicaid Recoup Sweep		410,125	\$ 16,287,125.46	\$ 9,846,734.12
Code 35	2020	80,642	\$ 2,739,249.25	\$ 440,993.25
Medicaid Recoup	2020	158,818	\$ 11,675,683.98	\$ 8,396,636.06
Total 2020 Code 35 and Medicaid Recoup Sweep		239,460	\$ 14,414,933.23	\$ 8,837,629.31
Code 35	2019	77,004	\$ 2,689,793.50	\$ 338,716.00
Medicaid Recoup	2019	197,650	\$ 15,020,242.30	\$ 10,250,291.39
Total 2019 Code 35 and Medicaid Recoup Sweep		274,654	\$ 17,710,035.80	\$ 10,589,007.39
Code 35	2018	7,433	\$ 254,946.00	\$ 80,054.00
Medicaid Recoup	2018	183,868	\$ 13,832,048.23	\$ 9,946,890.68
Total 2018 Code 35 and Medicaid Recoup Sweep		191,301	\$ 14,086,994.23	\$ 10,026,944.68
Code 35	2017	99,551	\$ 3,169,549.75	\$ 2,317,002.50
Medicaid Recoup	2017	204,637	\$ 15,339,434.91	\$ 11,933,188.10
Total 2017 Code 35 and Medicaid Recoup Sweep		304,188	\$ 18,508,984.66	\$ 14,250,190.60
Total 2013-2016 Medicaid Recoup Sweep		920,063	\$ 69,947,431.81	\$ 51,193,122.89
Grand Total of All Sweeps		2,844,133	\$182,289,073.60	\$125,733,993.90

Note:

Code 35 initial sweep date 5/16/17

Medicaid Recoup initial sweep date 7/29/13





Medicaid Code 35 Assignment Statistics

July 2016 – Sept 2023 (87 months)

Source	Period	Successful	Unsuccessful	Total	Success %
Code 35 Assignment File	Jul. 2016 – pres.	464,987	162,032	627,019	74%
Medicaid Data Exchange	Dec. 2016 - pres.	260,430	4,531	264,961	98%
Conflict Report Corrections	Apr. 2017 – pres.	47,609	846	48,455	98%

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



Extraordinary Circumstance

- 200 unique providers have entered an Extraordinary Circumstance (Case) since implementing the 90-day filing limit on February 10, 2019
- 397.8k claims totaling \$26.1m have been submitted 100+ days after the Dates of Service
- 174.6k of the claims totaling \$11.4m had an active Case
- 223.2k of the claims totaling \$14.7m did not have an active Case
- Any claim submitted > 100 days and has not been adjudicated with Case logic will be picked up in a subsequent sweep.

Type of Circumstance	# of Providers	# of Claims with active EC
Audit Findings	100	33,652
Death of essential personnel	5	291
Hospitalization	32	2,808
Litigation	16	7,763
Natural Disaster	20	3,248
Natural Disaster/State of Emergency	101	124,622
State Administrative Delay	25	2,187
Grand Total	299	174,571

Note: Data includes claims submitted through September 30, 2023

Extraordinary Circumstance



Prior to the timely filing implementation, the claims submitted over 100 days averaged 4.25% compared to 1.03% after implementation; for 2023 Date of Service, the percentage is 0.56%.

Prior to 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	409,669	9,059,844	4.52%	37	210
2019 (Jan 1 - Feb 10)	15,928	964,598	1.65%	28	168
Total	425,597	10,024,442	4.25%	33	189

After 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)	60,841	8,363,250	0.73%	26	175
2020	102,794	7,323,986	1.40%	28	165
2021	117,637	8,199,802	1.43%	28	170
2022	91,260	8,864,543	1.03%	27	161
2023 (Jan - Sept)	40,600	7,188,630	0.56%	25	133
Total	413,132	39,940,211	1.03%	27	161

*Note: If date submitted is NULL then Added date is used to calculate claims submitted over 100 days.
 Date submitted started populating in the Public Consultant Group system 1/1/2019
 Data includes claims with Date Of Service through September 30, 2023





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. State Fiscal Agent implemented the updates starting with the March 21, 2022 New York Early Intervention System file.

- When comparing September 2022 and September 2023, Medicaid billed amounts increased 0.4% and Escrow billed amounts decreased 0.4%.

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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April 2023 - September 2023 (6 Months)

Added Date	Commercial	Medicaid	Escrow
Apr-2023	0.0%	57.9%	42.1%
May-2023	0.0%	57.5%	42.5%
Jun-2023	0.0%	57.1%	42.9%
Jul-2023	0.0%	56.7%	43.3%
Aug-2023	0.0%	56.8%	43.2%
Sep-2023	0.0%	56.9%	43.1%

Average	0.0%	57.1%	42.9%
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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. The Public Consultant Group implemented the updates starting with the March 21, 2022 New York Early Intervention System file.

- When comparing October 2022 to September 2023, Medicaid decreased 0.5% and Escrow increased 0.5%.

October 2022 - September 2023 (1 year)

Added Date	Commercial	Medicaid	Escrow
Oct-2022	0.0%	57.4%	42.6%
Nov-2022	0.0%	57.7%	42.3%
Dec-2022	0.0%	57.2%	42.8%
Jan-2023	0.0%	58.1%	41.9%
Feb-2023	0.0%	57.9%	42.1%
Mar-2023	0.0%	58.2%	41.8%
Apr-2023	0.0%	57.9%	42.1%
May-2023	0.0%	57.5%	42.5%
Jun-2023	0.0%	57.1%	42.9%
Jul-2023	0.0%	56.7%	43.3%
Aug-2023	0.0%	56.8%	43.2%
Sep-2023	0.0%	56.9%	43.1%





Medicaid Denials

Top 10 denials by billed amount for September 2023

- September's Medicaid Denials total \$10.0m, with a decrease of \$2.7m from August's total of \$12.7m.
- The majority of denied claims for September 2023 were due to denial code 97, 22 and 96.

CARCode	CARDescription	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Total Billed	Total %
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	\$7,918,696	\$9,786,396	\$7,382,967	\$7,759,396	\$10,158,026	\$7,807,500	\$50,812,980	76.7%
22	This care may be covered by another payer per coordination of benefits.	\$940,098	\$1,314,821	\$724,429	\$817,666	\$1,074,568	\$808,101	\$5,679,684	8.6%
96	Non-covered charge(s).	\$310,249	\$577,246	\$414,211	\$518,794	\$487,489	\$711,872	\$3,019,860	4.6%
200	Expenses incurred during lapse in coverage	\$626,745	\$972,541	\$785,650	\$885,844	\$644,609	\$456,015	\$4,371,405	6.6%
16	Claim/service lacks information which is needed for adjudication.	\$101,896	\$108,580	\$64,319	\$102,849	\$84,823	\$89,795	\$552,261	0.8%
29	The time limit for filing has expired.	\$176,795	\$176,434	\$249,602	\$156,573	\$137,645	\$76,154	\$973,203	1.5%
183	The referring provider is not eligible to refer the service billed.	\$38,115	\$46,229	\$41,015	\$40,646	\$65,208	\$40,686	\$271,900	0.4%
242	Services not provided by network/primary care providers.	\$26,784	\$44,690	\$31,693	\$43,587	\$57,350	\$27,662	\$231,765	0.3%
9	The diagnosis is inconsistent with the patient's age.	\$29,456	\$31,306	\$23,381	\$27,059	\$29,598	\$25,640	\$166,440	0.3%
6	The procedure/revenue code is inconsistent with the patient's age.	\$12,728	\$6,527	\$7,103	\$11,638	\$4,641	\$6,907	\$49,544	0.1%
Top 10 denials		\$10,181,562	\$13,064,768	\$9,724,370	\$10,364,053	\$12,743,958	\$10,050,331	\$66,129,041	99.8%
Other denials		\$25,694	\$45,988	\$19,246	\$15,677	\$29,936	\$6,281	\$142,822	0.2%
Total denial amount		\$10,207,255	\$13,110,757	\$9,743,616	\$10,379,730	\$12,773,894	\$10,056,611	\$66,271,863	100.0%
Total Amount Billed to Medicaid		\$37,516,393	\$44,811,687	\$33,593,017	\$36,656,656	\$44,347,756	\$35,963,942	\$232,889,452	
Denial Rate		27.2%	29.3%	29.0%	28.3%	28.8%	28.0%	28.5%	

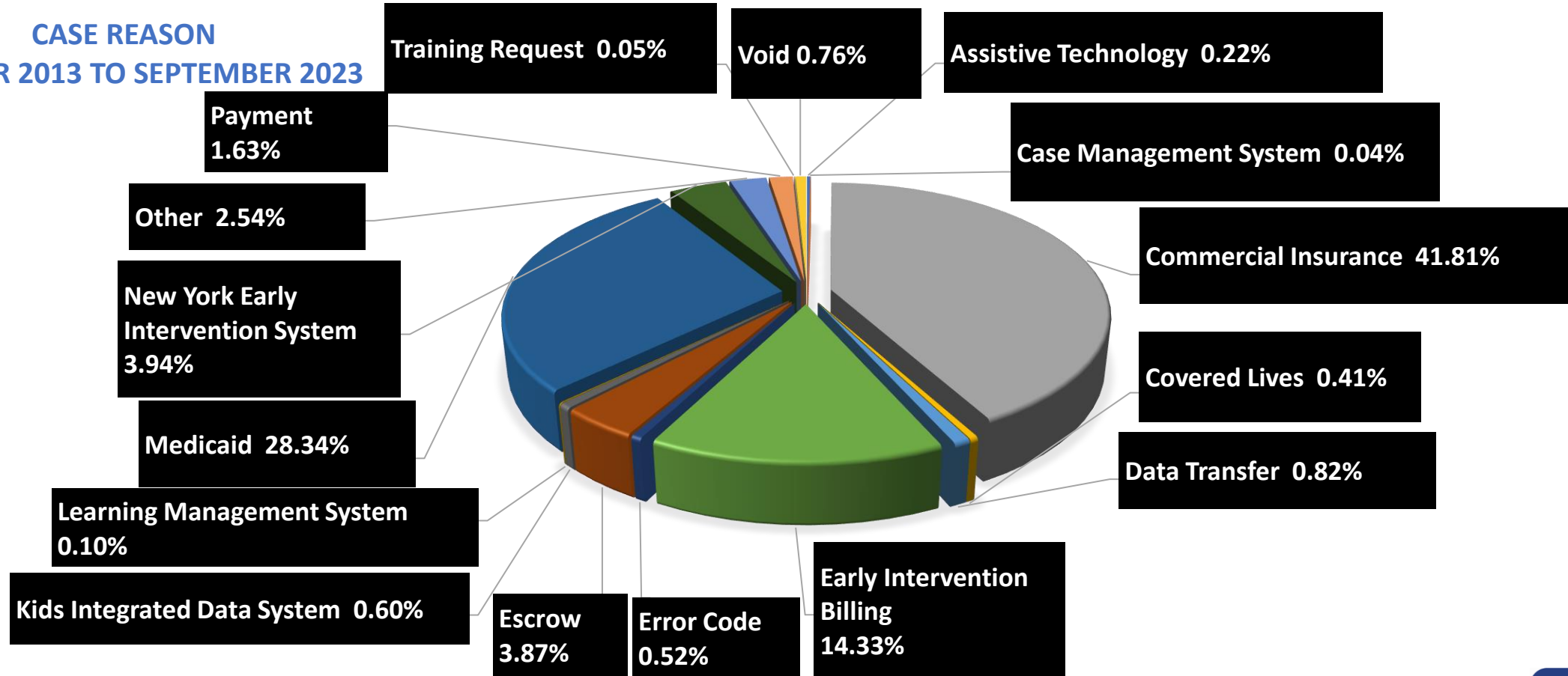


SFA Call Center Statistics

Operations Metrics: Call Center



CASE REASON
OCTOBER 2013 TO SEPTEMBER 2023



State Fiscal Agent Call Center Statistics

Case Reasons Jul 22- Sep 23 by Quarter



Case Reason	Jul-Sep 22	Oct-Dec 22	Jan-Mar 23	Apr-Jun 23	Jul-Sep 23
Assistive Technology					0.15%
Case Management System*	0.32%				
Commercial Insurance	21.07%	15.70%	12.42%	0.15%	6.67%
Covered Lives	3.47%	6.18%	3.61%	1.04%	1.04%
EI Billing	14.13%	20.22%	17.77%	25.48%	25.48%
EI Hub Portal*	0.08%				
Escrow	4.74%	8.05%	7.68%	58.37%	6.07%
General Inquiries	0.08%	0.00%	0.00%	0.00%	
LMS*	0.63%				
Medicaid	50.91%	46.61%	55.35%	2.07%	58.37%
NYEIS	3.95%	2.16%	2.56%	0.15%	2.07%
Payment	0.08%	1.08%	0.23%	0.00%	
Provider Enrollment Management				0.00%	
Training				0.00%	
Training Request	0.08%	0.00%	0.00%	0.00%	
Void	0.47%	0.00%	0.30%	0.00%	0.15%

*Case Reasons added to the EI-Hub Sandbox call statistics

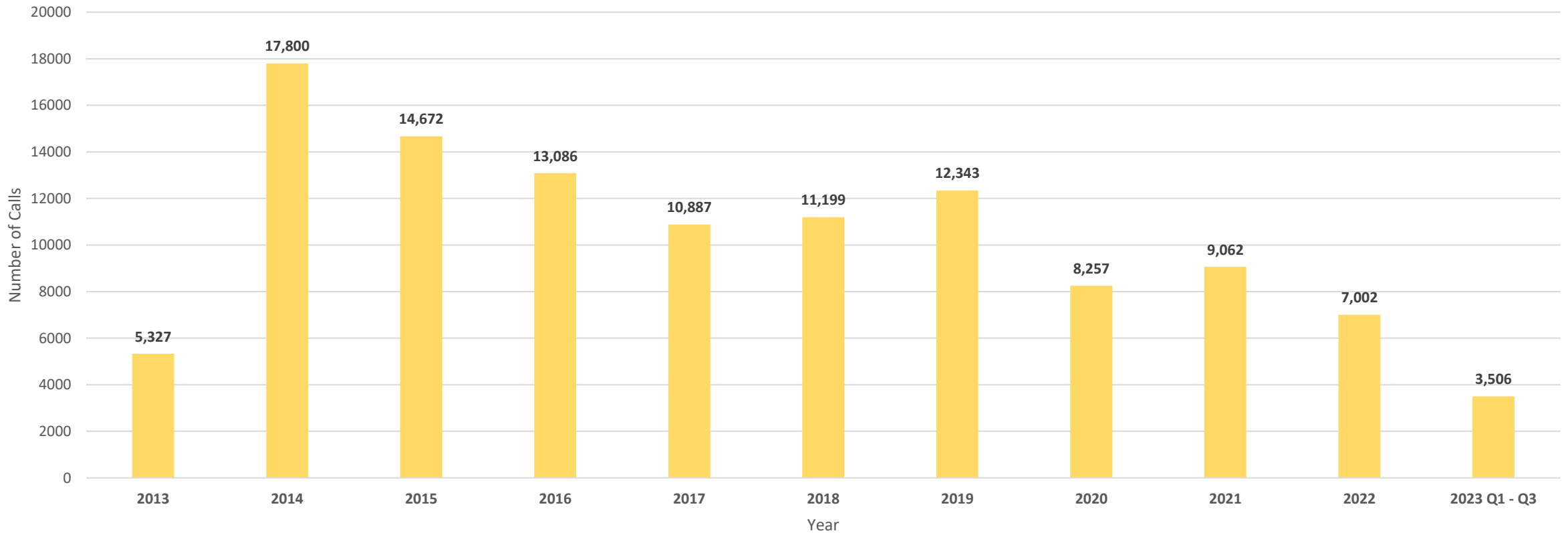


Call Center Statistics

Operations Metrics: Call Center



Number of Calls

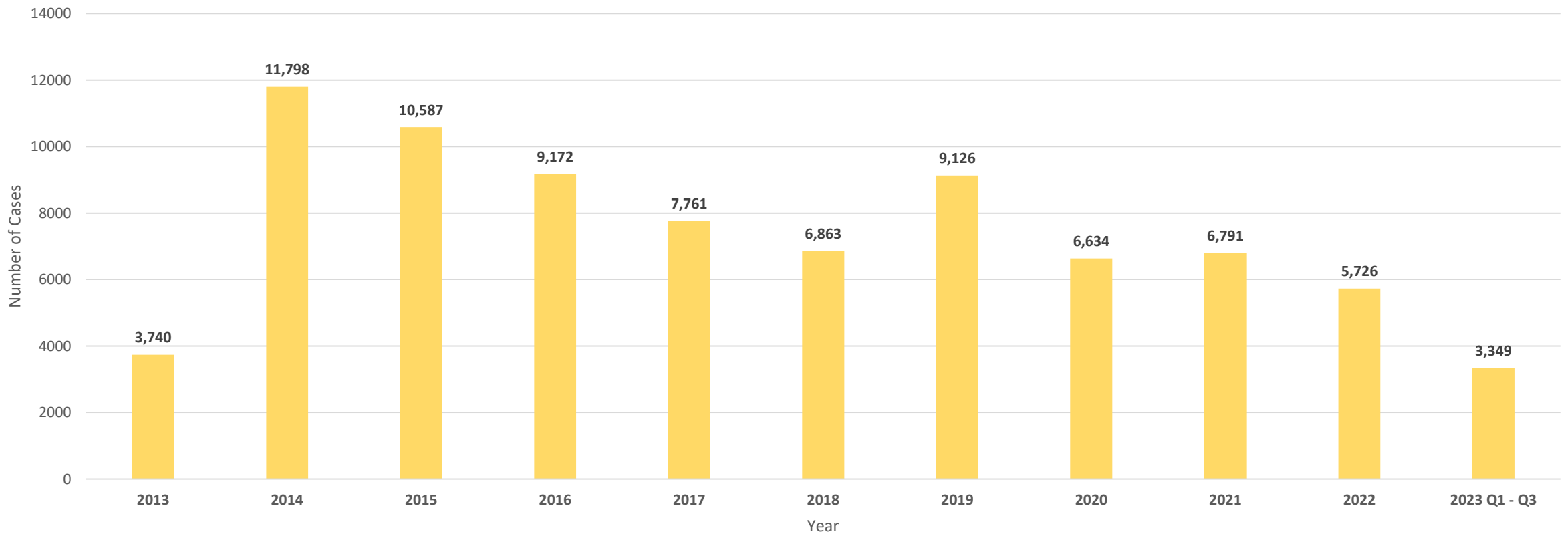


Call Center Statistics

Operations Metrics: Call Center



Number of Cases



Question and Answer

Rob Lillpopp

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Solutions that Matter