

# NY EICC

Early Intervention Panel Discussion  
June 16, 2021

*Public Consulting Group*



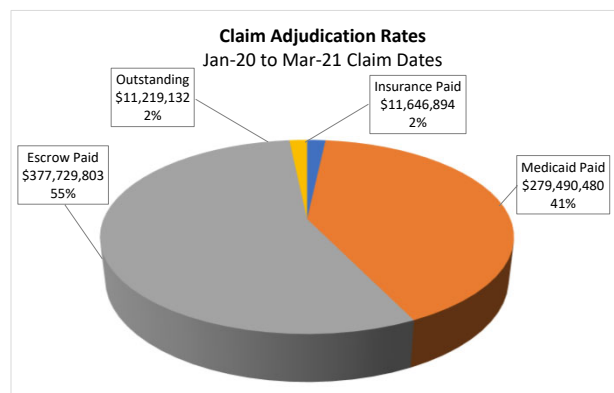
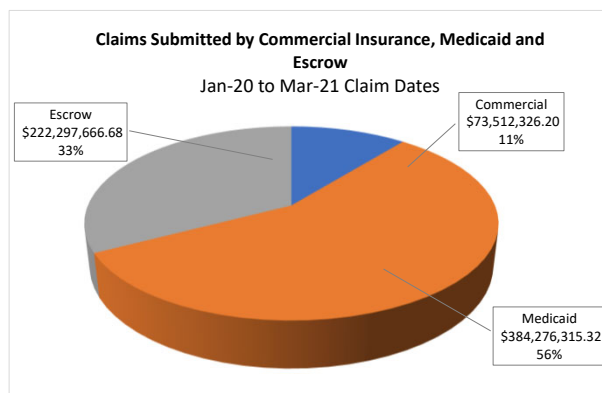
Solutions that Matter

1

## SFA Billing and Claiming Statistics



- For the 15-month period from January 1, 2020, to March 31, 2021, the SFA has billed \$680.1 million in claims. Providers have received \$668.9 million in payments with \$11.2 million outstanding for that period. Since 4/1/13 more than \$5.0 billion worth of claims have been processed and 99.2% paid.



[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



2

2

## Commercial Insurance Denial Rates

Regulated plans only

October 2019 - March 2020 (6 Months)

Claim Status	# Services	Billed Amount	Paid Amount	Denial %	Denial Rate
PAID	206,049	\$13,325,337	\$5,239,411		
DENIED	334,123	\$22,391,717	\$0	100.0%	62.7%
Grand Total	540,172	\$35,717,054	\$5,239,411		

October 2020 - March 2021 (6 Months)

Claim Status	# Services	Billed Amount	Paid Amount	Denial %	Denial Rate
PAID	153,385	\$10,032,403	\$4,733,265		
DENIED	232,272	\$15,574,715	\$0	100.0%	60.8%
Grand Total	385,657	\$25,607,118	\$4,733,265		

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



3

3

## Commercial Insurance Denial Rates

Regulated plans only

October 2019 - March 2020 (6 Months)

Denial Reason	# of Services	Sum of Billed	Denial %
Authorization	103,883	\$ 7,178,869	32.1%
Benefits	87,784	\$ 5,559,608	24.8%
Patient Responsibility	28,770	\$ 2,106,418	9.4%
Eligibility	32,268	\$ 2,031,270	9.1%
Contractual Adjustment	25,735	\$ 1,808,229	8.1%

Top Denial Reasons for Insurance claims processed 10/1/19 - 3/31/20  
(a) Any claims with a partial payment are excluded here

October 2020 - March 2021 (6 Months)

Denial Reason	# of Services	Sum of Billed	Denial %
Authorization	70,657	\$ 5,046,692	32.4%
Benefits	60,793	\$ 3,727,329	23.9%
Contractual Adjustment	27,995	\$ 1,784,938	11.5%
Patient Responsibility	19,614	\$ 1,449,442	9.3%
Eligibility	16,116	\$ 1,072,590	6.9%

Top Denial Reasons for Insurance claims processed 10/1/20 - 3/31/21  
(a) Any claims with a partial payment are excluded here

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



4

4

## Open Claims in the EIBilling System



For the period from April 1, 2013, through March 31, 2021, the following data represents the total number of claims not adjudicated, and the monetary amount associated with those claims.

With more than 66.1 million claims processed, the 285,486 claims that are still open after 60 days is less than 1% of total claims.

Payer	Claims by Amount All	Claims Count All	Claims by Amount > 60 days	Claims Count > 60 days
COMMERCIAL	\$6,714,060.74	80,335	\$5,164,192.17	61,948
ESCROW	-\$640,133.21	52,751	-\$627,759.09	47,101
MEDICAID	\$5,182,304.31	200,426	\$4,260,236.15	176,437
Total	\$11,256,231.84	333,512	\$8,796,669.23	285,486

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



5

5

## Top 16 Payers



Payer Name	# of Services	Billed Amount	Paid Amount	% of Total Payer Billed Amount	Primary Denial Reason	% Paid 2021*	% Paid 2020**	% Paid 2019***	% Paid 2018****	% Paid 2017*****	% Paid 2016*****	% Paid 2015*****
UnitedHealthcare	52,673	\$3,369,030	\$844,502	18.2%	Patient Responsibility	25.1%	28.5%	29.7%	29.6%	28.6%	28.0%	25.0%
Fidelis	38,554	\$2,594,957	\$9,958	14.0%	Authorization	0.4%	0.6%	2.7%	3.2%	3.5%	3.7%	2.2%
Emblem	36,748	\$2,418,674	\$892,470	13.1%	Benefits	36.9%	31.3%	27.0%	25.7%	22.3%	15.6%	13.7%
Oxford	27,757	\$1,764,856	\$139,332	9.5%	Benefits	7.9%	6.9%	6.2%	6.8%	7.8%	7.6%	6.2%
GHI - New York	26,820	\$1,745,079	\$664,114	9.4%	Benefits	38.1%	32.4%	29.4%	30.6%	29.7%	28.5%	25.7%
Aetna	15,058	\$1,012,321	\$152,574	5.5%	Authorization	15.1%	16.3%	16.8%	14.9%	15.9%	19.3%	18.0%
HIP	13,197	\$874,307	\$32,383	4.7%	Authorization	3.7%	3.0%	2.1%	3.1%	2.4%	4.0%	3.4%
Excelsus	11,202	\$742,376	\$177,781	4.0%	Benefits	23.9%	27.1%	22.8%	22.4%	24.3%	26.4%	28.2%
Empire BCBS of NY	10,699	\$740,827	\$50,246	4.0%	Benefits	6.8%	5.8%	3.3%	6.7%	6.4%	6.3%	3.6%
HealthFirst	7,954	\$626,437	\$74,253	3.4%	Authorization	11.9%	6.2%	1.6%	1.8%	1.2%	2.4%	1.8%
Americhoice	9,535	\$624,405	\$18,014	3.4%	Authorization	2.9%	5.5%	2.9%	3.5%	4.9%	4.9%	6.6%
HealthNow - BCBS of WNY	8,222	\$572,940	\$225,849	3.1%	Benefits	39.4%	37.2%	29.5%	26.0%	27.8%	25.9%	25.8%
Cigna	6,587	\$434,375	\$65,544	2.4%	Out-of-Network	15.1%	16.0%	15.9%	13.6%	8.6%	7.9%	9.4%
MVP	5,225	\$358,501	\$50,410	1.9%	Authorization	14.1%	17.5%	17.2%	14.4%	32.9%	42.2%	43.1%
CDPHP	4,587	\$302,067	\$38,743	1.6%	Authorization	12.8%	7.8%	2.6%	0.2%	1.5%	1.4%	1.2%
MetroPlus Health Plan	4,034	\$300,511	\$174,413	1.6%	Eligibility	58.0%	54.7%	57.6%	51.3%	45.0%	41.3%	12.6%
<b>Total</b>	<b>278,852</b>	<b>\$18,481,662</b>	<b>\$3,610,587</b>	<b>100.0%</b>		<b>19.5%</b>	<b>18.4%</b>	<b>16.7%</b>	<b>16.8%</b>	<b>17.0%</b>	<b>17.9%</b>	<b>16.0%</b>

These payers represent approximately 98.8 percent of total claims billed for regulated plans.

Source: 835's, Electronic Remits, and EOB entries

\*2021 Time Period: January 1, 2021 through March 31, 2021 Processing Dates

\*\*2020 Time Period: January 1, 2020 through December 31, 2020 Processing Dates

\*\*\*2019 Time Period: January 1, 2019 through December 31, 2019 Processing Dates

\*\*\*\*2018 Time Period: January 1, 2018 through December 31, 2018 Processing Dates

\*\*\*\*\*2017 Time Period: January 1, 2017 through December 31, 2017 Processing Dates

\*\*\*\*\*2016 Time Period: January 1, 2016 through December 31, 2016 Processing Dates

\*\*\*\*\*2015 Time Period: January 1, 2015 through December 31, 2015 Processing Dates

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



6

6

## Medicaid Code 35 Assignment Statistics



July 2016 – May 2021 (59 months)

Source	Period	Successful	Unsuccessful	Total	Success %
PCG Assignment File	Jul. 2016 – pres.	292,336	124,837	417,173	70%
OHIP Data Exchange	Dec. 2016 - pres.	162,983	2,479	165,462	98%
Conflict Report Corrections	Apr. 2017 – pres.	34,938	810	35,748	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

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



7

7

## Medicaid Sweep Process

For the period from July 2013 through March 2021 there have been 2.1 million claims totaling \$139.6 million processed in Medicaid Sweeps. Medicaid has paid 70.1% totaling \$97.9 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	2021	88,838	\$1,211,405	\$317,291
Medicaid Recoup	2021	49,687	\$3,722,204	\$2,658,746
<b>Total 2021 Code 35 and Medicaid Recoup Sweep</b>		<b>138,525</b>	<b>\$4,933,610</b>	<b>\$2,976,037</b>
Code 35	2020	80,642	\$2,739,249	\$440,993
Medicaid Recoup	2020	158,818	\$11,675,684	\$8,396,148
<b>Total 2020 Code 35 and Medicaid Recoup Sweep</b>		<b>239,460</b>	<b>\$14,414,933</b>	<b>\$8,837,141</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>2,068,191</b>	<b>\$139,601,989</b>	<b>\$97,872,444</b>

Note:

Code 35 initial sweep date 5/16/17

Medicaid Recoup initial sweep date 7/29/13

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



8

## Remittance Entry Process Update



PCG is working with Billing Providers to enroll with Commercial Payers to receive Remittance data via HIPAA compliant 835 files

Of the top 40 providers by claims volume, every one has enrolled with at least 2 payers, 9 are only missing one payer and 11 are completely enrolled.

There are 624 providers enrolled in 835's for all payers where they submit claims

Remittance Data Entry					
Description	Jan 2017 - Mar 2017	Jan 2018 - Mar 2018	Jan 2019 - Mar 2019	Jan 2020 - Mar 2020	Jan 2021 - Mar 2021
835	38.4%	40.3%	47.0%	43.6%	48.4%
EOB Entry	34.1%	34.8%	28.8%	39.0%	39.2%
Remit Posting	26.8%	24.2%	23.0%	15.5%	11.6%
All Other	0.6%	0.6%	1.1%	1.9%	0.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



9

9

## Extraordinary Circumstance



- 130 unique providers have entered an Extraordinary circumstance since implementing the 90-day filing limit on February 10, 2019
- 149.0k claims totaling \$9.8m have been submitted 100+ days after the DOS
- 48.3k of the claims totaling \$3.2m had an active EC
- 100.7k of the claims totaling \$6.5m 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	38	11,873
Death of essential personnel	4	1,525
Hospitalization	16	1,254
Litigation	4	1,305
Natural Disaster	8	955
Natural Disaster/State of Emergen	80	29,394
State Administrative Delay	25	1,981
<b>Grand Total</b>	<b>175</b>	<b>48,287</b>

Active EC	# Claims Submitted 100+ Days After DOS	Billed Amount	CI Paid	Med Paid	Escrow Paid	Adjusted Amount	Pending Amount	Total Claims Submitted	% Submitted after 100+ days
Yes	48,287	\$3,234,053.75	\$41,987.92	\$1,336,088.95	\$1,137,463.92	\$635,829.11	\$82,683.85	17,604,080	0.8%
No	100,717	\$6,523,678.25	\$95,468.40	\$2,773,834.97	\$7,644.98	\$3,437,529.21	\$209,200.69		
<b>Grand Total</b>	<b>149,004</b>	<b>\$9,757,732.00</b>	<b>\$137,456.32</b>	<b>\$4,109,923.92</b>	<b>\$1,145,108.90</b>	<b>\$4,073,358.32</b>	<b>\$291,884.54</b>		

Note: Data includes DOS February 10, 2019 through March 31, 2021

[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



10

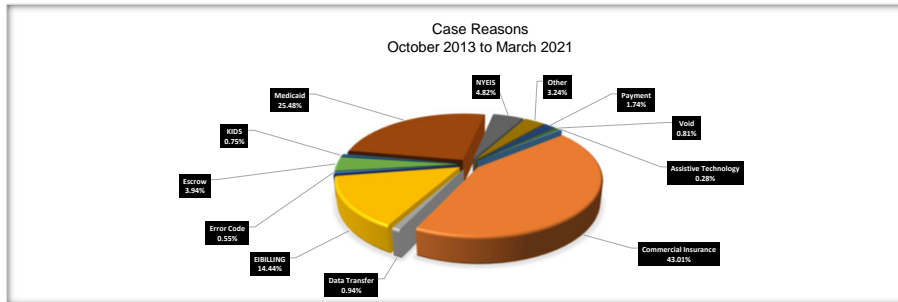
10

# SFA Call Center Statistics

## Operations Metrics: Call Center



- From October 1, 2013 to March 31, 2021 PCG has handled over 100,000 calls.
- The average call volume per day is 53.3 calls
- 80.52 percent of cases are resolved within 24 hours and 86.42 percent are resolved within five days
- Average age of call center cases is 5.31 days



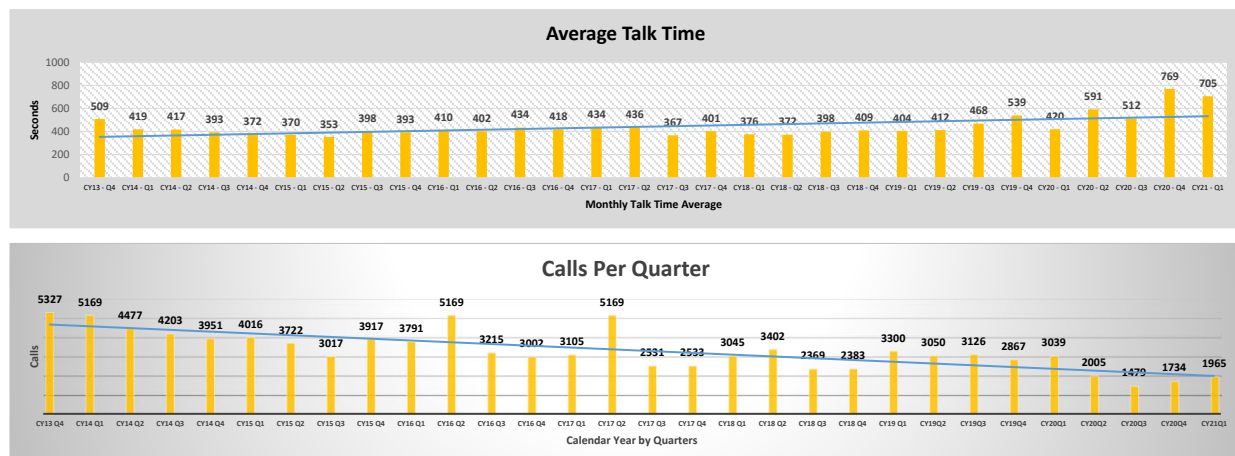
[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)



11

11

## Call Center Trends



[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com)



12

12

# Question and Answer

13

## Question and Answer

**Rob Lillpopp**

Public Consulting Group

**Paula Van Meter**

Public Consulting Group



[www.publicconsultinggroup.com](http://www.publicconsultinggroup.com) |



14



Solutions that Matter