



IDAHO

Department of
Health and Welfare

MMIS Update

November 22, 2010

**Richard Armstrong, Director
Idaho Department of Health and Welfare**



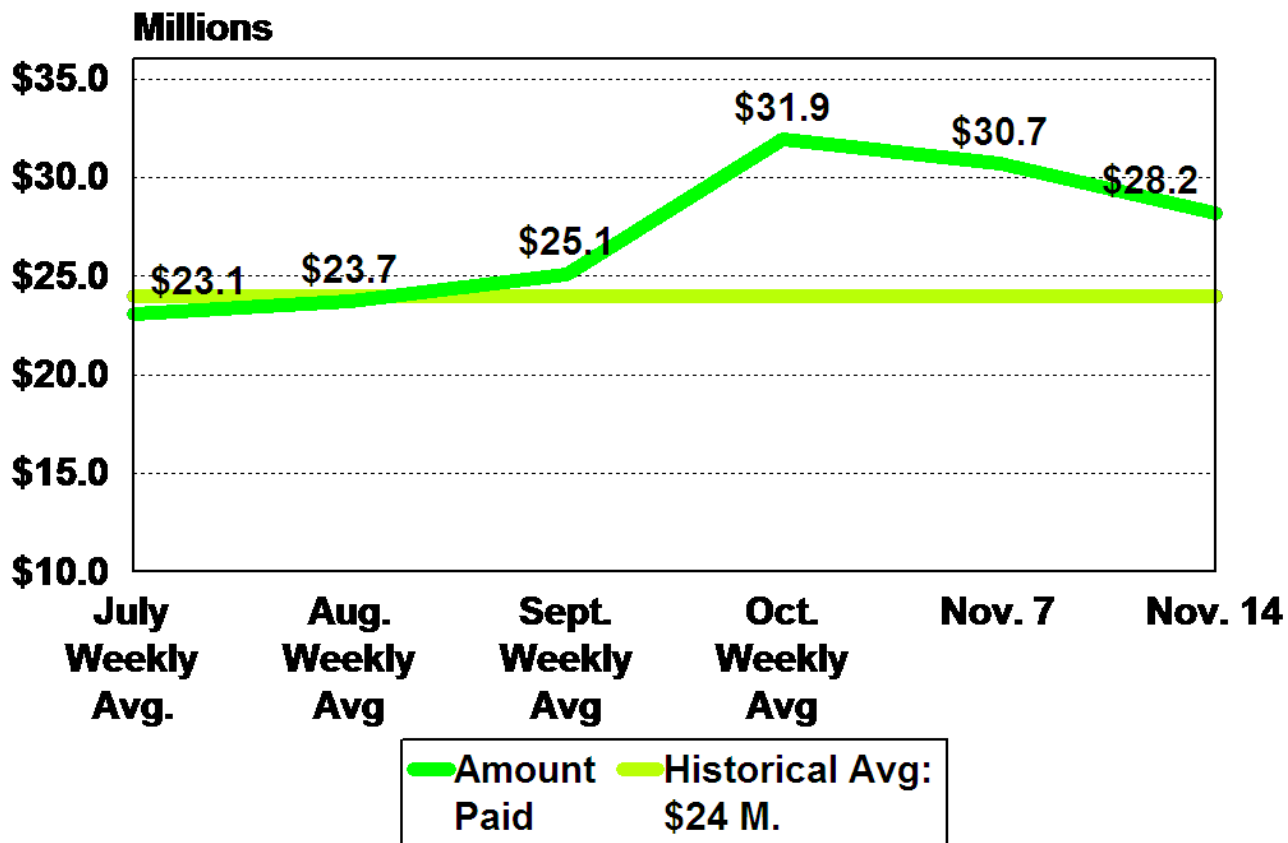
IDAHO DEPARTMENT OF
HEALTH & WELFARE

Acceptance Rate for Claims Submitted

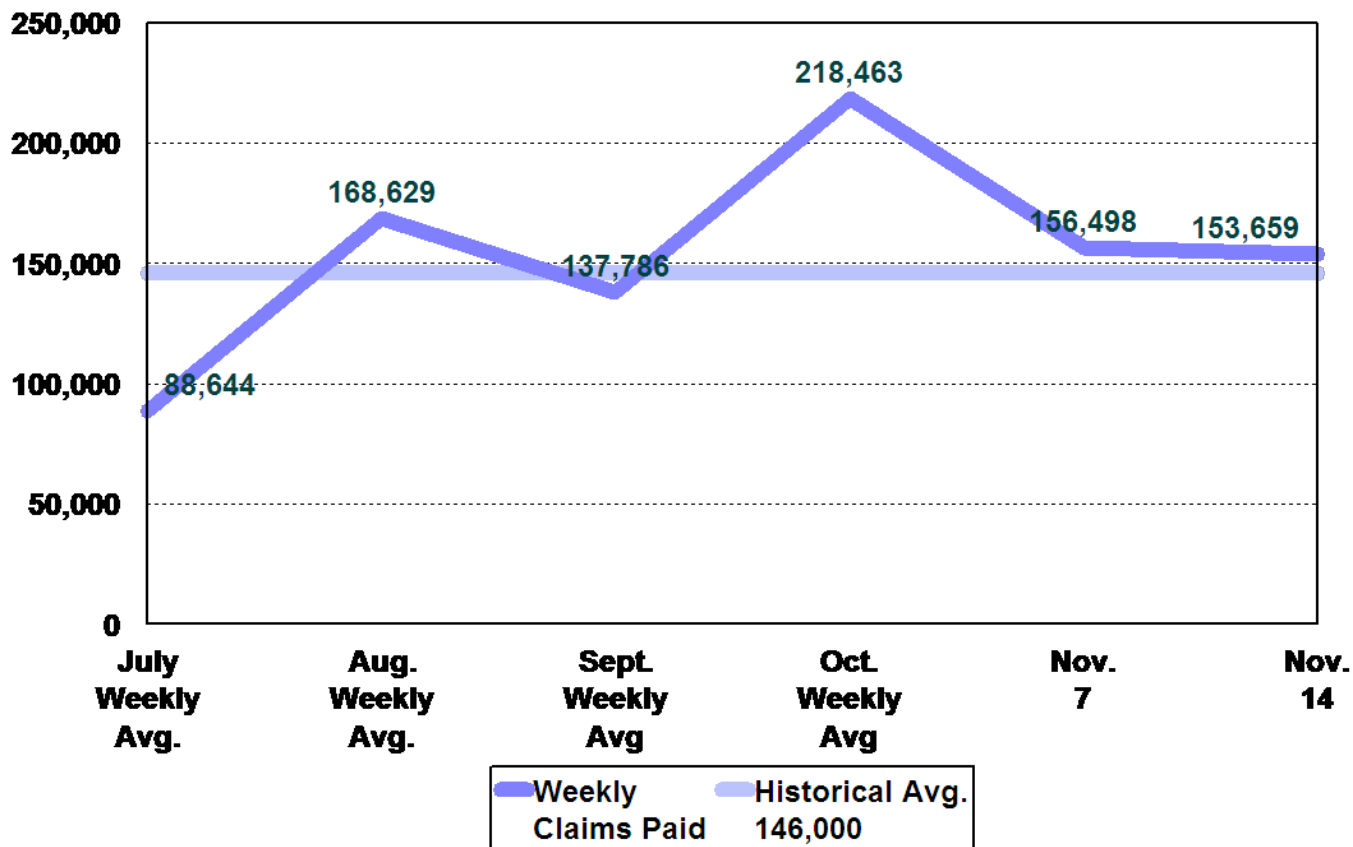
	July Weekly Avg.	Aug. Weekly Avg.	Sept. Weekly Avg.	Oct. Weekly Avg.	Nov. 7	Nov. 14
Received	131,306	136,694	143,052	216,416	257,487	128,732
Accepted	98,479	117,447	126,156	196,012	238,239	119,888
% Accepted	75%	86%	88.2%	90.6%	92.5%	93.1%



Amount Paid by Week



Number of Claims Paid



Workable Inventory: Claims That Have Not Been Paid

	0-15 days	16-30 days	31-60 days	61-90 days	>90 days	Total
Nov. 14	23,763	15,038	25,841	11,522	10,506	86,700

- Payment within 30 days is the standard. The 39,000 claims that are less than 30 days old are not an issue.
- Molina is addressing the older claims as a priority.



Call Center Statistics

Molina Call Center Data	July Weekly Avg.	Aug. Weekly Avg.	Sept. Weekly Avg.	Oct. Weekly Avg.	Nov. 7	Nov. 14
Total calls	4,569	4,411	3,351	3,614	3,626	3,335
Taken by reps	2,273	2,531	2,243	3,337	3,470	3,098
Abandoned	2,296	1,880	766	277	156	237
Abandoned %	50%	44%	22.8%	7.7%	4.3%	7.1%
Queue wait time/minutes	38:19	34:13	12:55	2:44	1:14	2:30
Average talk time	10:22	10:20	9:35	8:58	8:17	8:19





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Status Report of Critical Issues

- **Nine of 18 identified issues complete**
- **Nine items remain with targeted completion dates**



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