



IDAHO

Department of
Health and Welfare

MMIS Update

October 2011

**Leslie Clement, Deputy Director
Department of Health & Welfare**



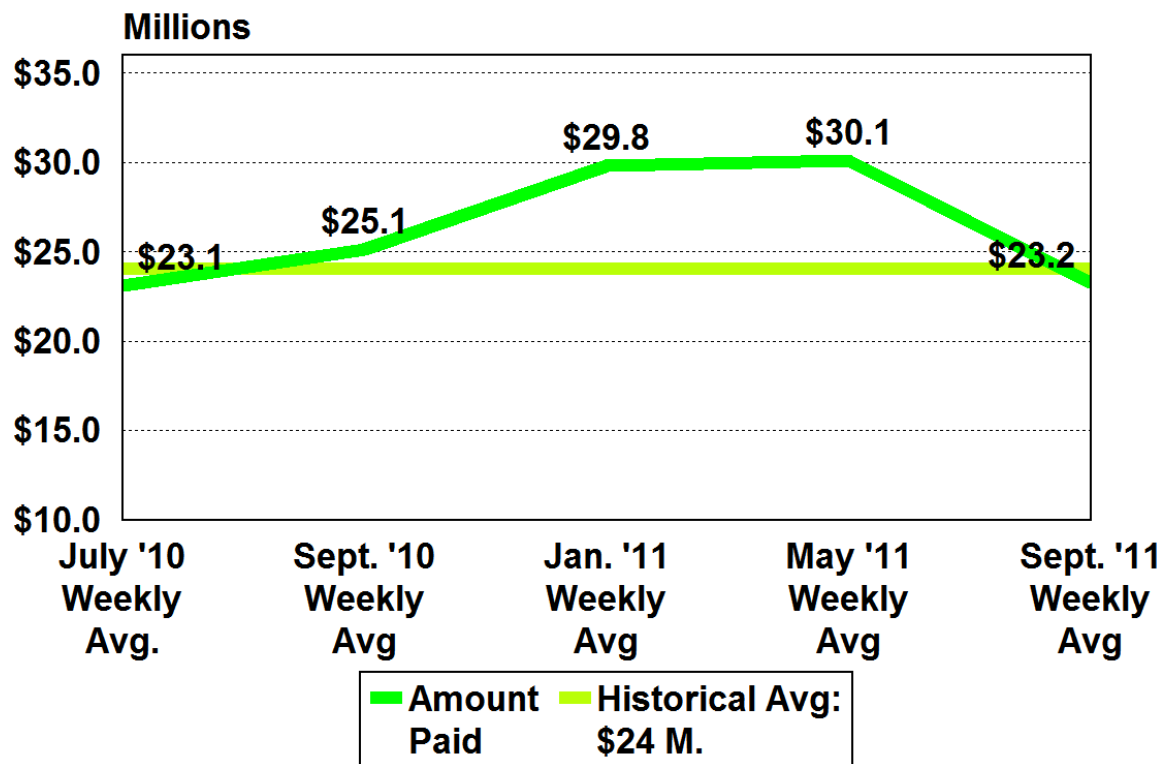
IDAHO DEPARTMENT OF
HEALTH & WELFARE

Acceptance Rate for Claims Submitted

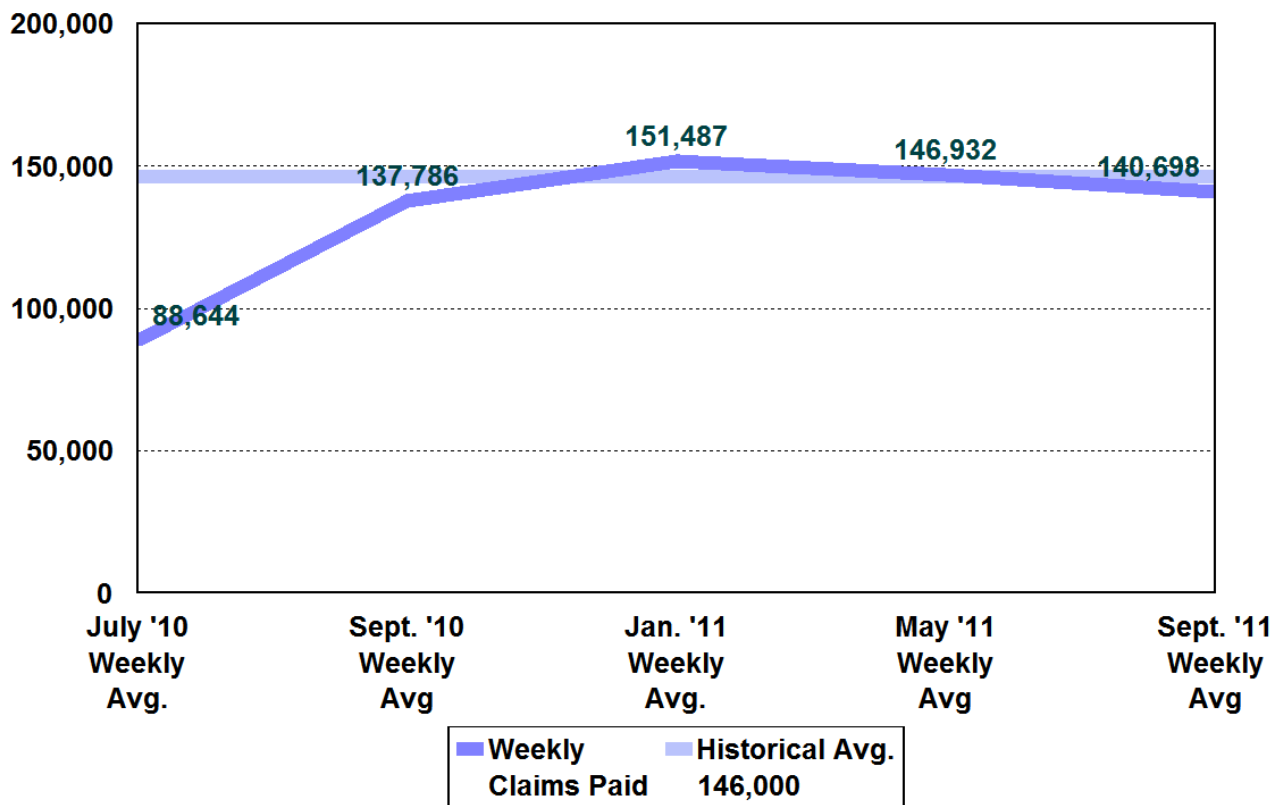
	July 2010 Weekly Avg.	Sept. 2010 Weekly Avg.	January 2011 Weekly Avg.	May 2011 Weekly Avg.	Sept. 2011 Weekly Avg.
Received	131,306	143,052	156,955	140,141	127,204
Accepted	98,479	126,156	141,504	130,269	118,287
% Accepted	75%	88.2%	90.2%	92.9%	92.9%



Amount Paid by Week



Number of Claims Paid



Workable Inventory: Pended Claims

	0-15 days	16-30 days	31-60 days	61-90 days	>90 days	Total
Jan. '11 Monthly Avg.	13,246	4,741	5,158	3,635	6,125	32,906
May '11 Monthly Avg.	36,752	17,494	5,611	1,601	4,079	65,538
Sept. '11 Monthly Avg.	5,611	311	259	244	192	6,617

Payment within 30 days is the standard. The claims that are less than 30 days old are not an issue.



Call Center Statistics

Molina Call Center Data	July '10 Weekly Avg.	Sept. '10 Weekly Avg.	Jan. '11 Weekly Avg.	May '11 Weekly Avg.	Sept. '11 Weekly Avg.
Total calls	4,569	3,351	4,212	3,745	3,084
Taken by reps	2,273	2,243	3,746	3,561	3,028
Abandoned	2,296	766	466	184	56
Abandoned %	50%	22.8%	11.1%	4.9%	1.8%
Queue wait time/minutes	38:19	12:55	3:54	1:22	:30
Average talk time	10:22	9:35	7:17	6:33	5:23



Interim Payment Recoupment

- **Interim payments totaling \$117.9 M. were made by the State to providers in an attempt to approximate what they should have been paid if claims had been accurately processed**
- **As provider configuration issues were corrected and claims were accurately processed, the State began actively recovering interim payments in January**
- **4,500 providers paid interim payments**

Interim Payment Recoupment

Month	Beginning Balance of \$117.9 M.
January 2011	\$78.8 M.
February	\$65.6 M.
March	\$51.5 M.
April	\$38.0 M.
May	\$25.7 M.
June	\$15.4 M.
July	\$10.8 M.
August	\$8.6 M.
September	\$6.6 M.



Next Steps

- Requested CMS to come certify the system
- Anticipate a November on-site
- Objective is to obtain certification back to implementation
- Risk: match rate is 75% under a “certified system” otherwise drops to 50%



Other Major System Requirements

- **Federal Transaction Requirements
5010 HIPAA (underway)**
- **Version Update (underway)**
- **Federal Transaction Requirements
Pharmacy (implementation 1/1/12)**
- **HB 260 Changes (majority completed)**
- **Federal Procedure Code Changes
ICD 10 (implementation in 2013)**



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QUESTIONS?



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