

## Slide 1: Implementation Council November 9, 2021

Commonwealth Care Alliance

**Note:** the following slides include this footer: CONFIDENTIAL – For Policy Development Purposes Only

## Slide 2: One Care Rating Categories | Definitions

*Data is shown by rating category in this presentation. See rating category definitions below for reference:*

- **F1 – Facility-based Care.** *Individuals identified as having a long-term facility stay of more than 90 days*
- **C3 – Community Tier 3 – High Community Need.** *Individuals who have a daily skilled need; two or more Activities of Daily Living (ADL) limitations AND three days of skilled nursing need; and individuals with 4 or more ADL limitations*
  - *In CY2014, C3 split into two subsets:*
    - **C3B:** *for C3 individuals with certain diagnoses (e.g., quadriplegia, ALS, Muscular Dystrophy and Respirator dependence) leading to costs considerably above the average for current C3*
    - **C3A:** *for remaining C3 individuals*
- **C2 – Community Tier 2 – Community High Behavioral Health.** *Individuals who have a chronic and ongoing Behavioral Health diagnosis that indicates a high level of service need*
  - *In CY2014, C2 split into two subsets:*
    - **C2B:** *for C2 individuals with co-occurring diagnoses of substance abuse and serious mental illness*
    - **C2A:** *for remaining C2 individuals*
- **C1 – Community Tier 1 Community Other.** *Individuals in the community who do not meet F1, C2 or C3 criteria*

## Slide 3: Utilization Management Definitions

### Approvals

A request is granted with no changes made. This is inclusive of any approvals following an appeal.

### Approvals with Modifications (aka Partial Approvals)

A request has been granted with a decrease or substitute. This is only tracked for services on prior authorization.

### Denials

The request has not been granted. Specifics differ depending on data source. Examples include:

- Procedural denials- claim filed incorrectly or duplicative
- Maximum benefit reached
- Request for out-of-network provider with in-network options available
- Medical necessity criteria not met

### Claims

The request submitted to the health plan from a provider to receive payment for services being provided.

## Slide 4: Acupuncture

No content/data is on this slide

## Slide 5: 93% of all Acupuncture decisions are Approved

Of the 43,445 Acupuncture requests received for 922 members since 2018:

- **93%** were approved
- **7%** were denied

*Note: the following statistics are shown in a pie chart.*

Acupuncture Request Outcomes:

Approved: 93%

Denied: 7%

*Note: the following statistics are shown in a bar graph.*

Acupuncture Requested Outcomes by Year

**2018**

Approval: 10712

Denied: 403

**2019**

Approval: 11627

Denied: 753

**2020**

Approval: 9095

Denied: 1539

**2021YTD**

Approval: 9043

Denied: 273

*Note: the following statistics are shown in a table.*

**Approved N (%)**

2018: 10,712 (97%)

2019: 11,627 (94%)

2020: 9,095 (86%)

2021YTD: 9,043 (97%)

**Grand Total 40,477 (93%)**

**Denied N (%)**

2018: 403 (3%)

2019: 753 (6%)

2020: 1,539 (14%)

2021YTD: 273 (2%)

**Grand Total: 2,968 (7%)**

**Total**

2018: 11,115

2019: 12,380

2020: 10,634

2021YTD: 9,316

**Grand Total: 43,445**

**Slide 6: Acupuncture- Rating Category**

The majority of Acupuncture requests are for C3A members.

-C1: 1%

-C2: 28%

– C2A: 23%

– C2B: 5%

-C3: 63%

– **C3A: 57%**

– C3B: 6%

-F1: 8%

*Note: the following statistics are shown in a bar graph.*

**Acupuncture Requests by Year and Rating Category**

**2018**

C1: 1251

C2A: 2197  
C2B: 521  
C3A: 6276  
C3B: 756  
F1: 114

**2019**

C1: 1036  
C2A: 3066  
C2B: 596  
C3A: 6909  
C3B: 767  
F1: 6

**2020**

C1: 615  
C2A: 2698  
C2B: 589  
C3A: 6185  
C3B: 543  
F1: 4

**2021 YTD**

C1: 485  
C2A: 2309  
C2B: 353  
C3A: 5498  
C3B: 671  
F1: 0

Slide 7: Acupuncture Decisions – Year and Rating Category

*Note: the following statistics are shown in a bar graph.*

## **2018**

C1, N: 1251, Approved 94% Denial 6%

C2, N: 2718, Approved 96% Denial 4%

C3, N: 7032, Approved 97% Denial 3%

F1, N: 114, Approved 98% Denial 2%

## **2019**

C1, N: 1036, Approved 95% Denial 5%

C2, N: 3662, Approved 94% Denial 6%

C3, N: 7676, Approved 94% Denial 6%

F1, N: 6, Approved 100% Denial 0%

## **2020**

C1, N: 615, Approved 80% Denial 20%

C2, N: 3287, Approved 89% Denial 11%

C3, N: 6726, Approved 84% Denial 16%

F1, N: 4, Approved 100% Denial 0%

## **2021 YTD**

C1, N: 485, Approved 93% Denial 7%

C2, N: 2662, 87, Approved 96% Denial 4%

C3, N: 6169, Approved 98% Denial 2%