# 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: 3287Approved 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, 87Approved 96% Denial 4%

C3, N: 6169 Approved 98% Denial 2%