

## Slide 1: Implementation Council November 9, 2021

Tufts Health Unify

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 data/content on this slide

## Slide 5: 64% of all Acupuncture decisions are Approved

Of the **659** Acupuncture requests received for **40** members since 2018\*:

- **64%** were Approved
- **36%** were Denied

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

## Acupuncture Request Outcomes:

Approved: 64%

Denied: 36%

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

## Acupuncture Requests - Outcomes by Year

### **2018**

Approval: 68

Denied: 37

### **2019**

Approval: 63

Denied: 108

### **2020**

Approval: 52

Denied: 76

### **2021YTD**

Approval: 241

Denied: 14

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

### **Approved N (%)**

2021YTD: 241 (95%)

2020: 52 (41%)

2019: 63 (37%)

2018: 68 (65%)

**Grand Total: 424 (64%)**

### **Denied N (%)**

2021YTD: 14 (5%)  
2020: 76 (59%)  
2019: 108 (63%)  
2018: 37 (35%)  
**Grand Total: 235 (36%)**

### **Total**

2021YTD: 255  
2020: 128  
2019: 171  
2018: 105  
**Grand Total: 659**

\*Data reflects the time period 2018- July 2021

### **Slide 6: Acupuncture – Rating Category**

The majority of Acupuncture requests are split between C1 and C2 members.

- C1: 37%
- C2: 45%
  - C2A: 43%
  - C2B: 2%
- C3: 19%
  - C3A only

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

### **Acupuncture Requests by Year and Rating Category**

#### **2018**

DC1: 61  
DC2A: 34  
DC2B: 2

DC3A: 8

**2019**

DC1: 30

DC2A: 106

DC2B: 0

DC3A: 35

**2020**

DC1: 25

DC2A: 58

DC2B: 2

DC3A: 43

**2021 YTD**

DC1: 126

DC2A: 87

DC2B: 6

DC3A: 36

Slide 7: Acupuncture Decisions – Year and Rating Category

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

**Acupuncture Requests by Rating Category\* and Year**

**2018**

C1, N: 61, Approved 72% Denial 28%

C2, N: 36, Approved 48% Denial 52%

C3, N: 8, Approved 88% Denial 12%

**2019**

C1, N: 30, Approved 40% Denial 60%  
C2, N: 106, Approved 47% Denial 53%  
C3, N: 35, Approved 5% Denial 95%

## **2020**

C1, N: 25, Approved 64% Denial 36%  
C2, N: 60, Approved 40% Denial 60%  
C3, N: 43, Approved 28% Denial 72%

## **2021 YTD**

C1, N: 126, Approved 100% Denial 0%  
C2, N: 93, Approved 90% Denial 10%  
C3, N: 36 Approved 86% Denial 14%

\*F1 members excluded due to low volume (<1%)