# 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%)