



2019 Year End Performance Indicator Report

Performance Indicators ✓ Indicates goal met in all four quarters for all lines of business X Indicates goal not met in all four quarters in one or more lines of business	Goal	Goal met:
Telecom		
Call Abandonment (member, provider and claims queues)	≤5%	Q2, Q3, Q4
Average Time to Answer (member queues)	≤30 seconds	Q3
Provider Queue Abandonment	≤5%	Q2, Q3, Q4
Claims Queue Abandonment	≤5%	Q2, Q3, Q4
Access and Availability for Risk Rated Cases		
Life-threatening emergent (immediate care)	100%	✓
Non-Life-threatening emergent (care within 6 hours)	≥90%	✓
Urgent (care within 48 hours)	≥90%	✓
Authorization Decision Timeliness		
Life-threatening emergent (immediate authorization), Urgent Concurrent (within 1 day), Post Service (within 30 days), Pre-Service Urgent (within 1 day)	≥95%	Q3, Q4
Potential Quality Indicators (PQI)		
PQIs (resolution in 30 days)	≥95%	Q4
Untoward Events (resolution in 60 days)	≥95%	✓
Provider Disputes		
Disputes Resolved (within MHN timeframe)	≥95%	X
Member Appeals		
Member Appeals (resolved within 30 days)	≥95%	✓
Member Grievances		
Grievances (resolved within 30 days)	≥95%	✓
Credentialing		
Initial Psychiatrist (MD/DO) Credentialing (within 90 days of complete file)	≥90%	Q3, Q4
Recredentialing Completed (within 3 years of previous of previous Committee approval)	≥90%	✓
Network Availability		
Physician (urban)	≥95%	✓
Physician (suburban)	≥95%	✓
Physician (rural)	≥95%	✓



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Psychologists (urban, suburban, rural)	≥95%	✓
Masters BHPs (urban, suburban, rural)	≥95%	✓
Behavior Analysts (urban)	≥95%	X
	≥95%	Q1, Q2
Behavior Technicians (urban, suburban, rural)	≥95%	Q2, Q3
Facilities (urban, suburban, rural*) <small>(AZCH excludes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz counties)</small>	≥95%	✓
AZCH Facilities (rural) <small>(AZCH only includes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz counties)</small>	≥95%	✓
Network Adequacy: Member Ratios		
Practitioners: Physician 1:5000 – Affiliated population .8:5000 – Medi-Cal & non affiliate DMHC	Q3, Q4	
Practitioners: Psychologist 1:2300 – Affiliated population .8:2300 - Medi-Cal & non affiliate DMHC	Q3, Q4	
Practitioners: Master’s BHP 1:1150 - Affiliated population .8:1150 - Medi-Cal & non affiliate DMHC	Q3, Q4	