

# 2020 Year End Performance Indicator Report

<b>Performance Indicators</b> ✓ 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	<b>Goal</b>	<b>Goal met:</b>
<b>Telecom</b>		
Call Abandonment (member, provider and claims queues)	≤5%	Q2, Q3, Q4
Average Time to Answer (member queues)	≤30 seconds	X
Provider Queue Abandonment	≤5%	Q2, Q3, Q4
Claims Queue Abandonment	≤5%	✓
<b>Access and Availability for Risk Rated Cases</b>		
Life-threatening emergent (immediate care)	100%	✓
Non-Life-threatening emergent (care within 6 hours)	≥90%	✓
Urgent (care within 48 hours)	≥90%	✓
<b>Authorization Decision Timeliness</b>		
Life-threatening emergent (immediate authorization), Urgent Concurrent (within 1 day), Post Service (within 30 days), Pre-Service Urgent (within 1 day)	≥95%	✓
<b>Potential Quality Indicators (PQI)</b>		
PQIs (resolution in 30 days)	≥95%	Q2, Q3, Q4
Untoward Events (resolution in 60 days)	≥95%	✓
<b>Member Appeals</b>		
Member Appeals (resolved within 30 days)	≥95%	Q1, Q3, Q4
<b>Member Grievances</b>		
Grievances (resolved within 30 days)	≥95%	✓
<b>Credentialing</b>		
Initial Psychiatrist (MD/DO) Credentialing (within 60 days of complete file)	≥90%	Q1
Re-credentialing Completed (within 3 years of previous of previous Committee approval)	≥90%	✓
<b>Network Availability (Commercial only)</b>		
<b>Physicians</b> (urban)	≥95%	✓
(suburban)	≥95%	✓
(rural)	≥95%	✓
<b>Psychologists</b> (urban)	≥95%	✓

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(suburban)	≥ 95%	✓
(rural)	≥ 95%	✓
<b>Masters BHPs</b> (urban)	≥ 95%	✓
(suburban)	≥ 95%	✓
(rural)	≥ 95%	✓
<b>Behavior Analysts</b> (urban)	≥ 95%	✓
(suburban)	≥ 95%	Q1, Q2
(rural)	≥ 95%	✓
<b>Behavior Technicians</b> (urban)	≥ 95%	✓
(suburban)	≥ 95%	✓
(rural)	≥ 95%	Q1, Q3, Q4
<b>Facilities</b> (urban)	≥ 95%	✓
(suburban)	≥ 95%	✓
<b>AZCH Facilities</b> (rural) Excludes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz Counties	≥ 95%	✓
<b>AZCH Facilities</b> (rural) Only includes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz Counties	≥ 95%	✓
<b>Network Availability (Medicare only)</b>		
<b>Physicians</b> (urban)	≥ 95%	Q4
(suburban)	≥ 95%	Q1, Q2, Q3
(rural)	≥ 95%	✓
<b>Psychologists</b> (urban)	≥ 95%	Q4
(suburban)	≥ 95%	Q3
(rural)	≥ 95%	Q1, Q2, Q4
<b>Masters BHPs</b> (urban)	≥ 95%	Q4
(suburban)	≥ 95%	Q1, Q2, Q3
(rural)	≥ 95%	✓
<b>Behavior Analysts</b> (urban)	≥ 95%	✓
(suburban)	≥ 95%	Q1, Q2
<b>Facilities</b> (urban)	≥ 95%	X

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(suburban)	≥95%	X
<b>AZCH Facilities</b> (rural) Excludes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz Counties	≥95%	Q3
<b>AZCH Facilities</b> (rural) Only includes Cochise, Graham, Mohave, Navajo, Pima & Santa Cruz Counties	≥95%	✓
<b>Network Availability (Medi-Cal only)</b>		
<b>Physicians</b> (Dense Counties)	100%	Q1
(Medium sized Counties)	100%	X
(Small sized Counties)	100%	Q1, Q4
(Rural)	100%	X
<b>Non-Physicians</b> (Dense Counties)	100%	Q1
(Medium sized Counties)	100%	Q1
(Small sized Counties)	100%	Q1
(Rural)	100%	Q2, Q3, Q4
<b>Network Adequacy: Member Ratios</b>		
<b>Practitioners: Physician</b>		
1:5000 – non-California membership		✓
.8:5000 – California membership		X
<b>Practitioners: Psychologist</b>		
1:2300 – non-California membership		✓
.8:2300 – California membership		X
<b>Practitioners: Master’s BHP</b>		
1:1150 – non-California membership		✓
.8:1150 – California membership		✓