

Data Review

LTC Sub-MAAC

July 6, 2016

Consumer and Churn Reports – Snap Shot

| Sec | Waiver/Act 150 Program Descriptions | Mar-15 | Oct-15 | Nov-15 | Original 12/31/2015 | Prior Qtr Activity | Adjusted Dec- 2015 | Jan-16 | Feb-16 | Mar-16 | Budgeted Slots |
|----------|--|---------------|---------------|---------------|------------------------|-----------------------|-----------------------|---------------|---------------|---------------|-------------------|
| A | Beginning Waiver/Act 150 Balance | - | - | 61,727 | - | - | 62,020 | 62,588 | 62,744 | 63,105 | |
| B | Consumers added | | | | | | | | | | |
| | Act 150 | 7 | 11 | 14 | 10 | 2 | 12 | 3 | 8 | 4 | |
| | Aging | 782 | 670 | 495 | 428 | 121 | 549 | 456 | 638 | 789 | |
| | Attendant Care | 272 | 276 | 211 | 130 | 183 | 313 | 258 | 259 | 369 | |
| | COMM CARE | 8 | 12 | 13 | 14 | 12 | 26 | 17 | 20 | 16 | |
| | Independence | 220 | 271 | 247 | 177 | 190 | 367 | 285 | 269 | 307 | |
| | OBRA | 6 | 10 | 10 | 4 | 4 | 8 | 9 | 11 | 8 | |
| | LIFE | - | 148 | 158 | - | - | 121 | 131 | 135 | 127 | |
| | Total Consumers added | 1,295 | 1,250 | 990 | 763 | 512 | 1,396 | 1,159 | 1,340 | 1,620 | |
| C | Consumers that left | | | | | | | | | | |
| | Act 150 | 13 | 12 | 8 | 5 | 9 | 14 | 18 | 11 | 20 | |
| | Aging | 456 | 260 | 428 | 589 | (180) | 409 | 521 | 482 | 632 | |
| | Attendant Care | 129 | 99 | 102 | 69 | 39 | 108 | 128 | 92 | 101 | |
| | COMM CARE | 1 | 3 | 1 | 2 | 2 | 4 | 0 | 4 | 3 | |
| | Independence | 87 | 80 | 68 | 57 | 29 | 86 | 97 | 93 | 95 | |
| | OBRA | 6 | 4 | 2 | 3 | 2 | 5 | 6 | 7 | 6 | |
| | LIFE | - | 114 | 101 | - | - | 94 | 109 | 168 | 82 | |
| | Total Consumers that left | 692 | 458 | 609 | 725 | (99) | 720 | 879 | 857 | 939 | |
| D | Active Consumers authorized for services at the end of the period | | | | | | | | | | |
| | Act 150 | 1,785 | 1,803 | 1,809 | 1,814 | (31) | 1,783 | 1,768 | 1,765 | 1,749 | 1,705 |
| | Aging | 26,774 | 27,798 | 27,720 | 27,315 | 674 | 27,989 | 27,799 | 27,831 | 27,889 | 36,421 |
| | Attendant Care | 11,017 | 12,111 | 12,220 | 12,281 | 51 | 12,332 | 12,463 | 12,631 | 12,899 | 12,892 |
| | COMM CARE | 736 | 805 | 817 | 829 | 2 | 831 | 848 | 864 | 877 | 884 |
| | Independence | 11,107 | 12,484 | 12,663 | 12,783 | 54 | 12,837 | 13,025 | 13,202 | 13,415 | 13,309 |
| | OBRA | 1,383 | 1,381 | 1,389 | 1,390 | (3) | 1,387 | 1,390 | 1,394 | 1,396 | 1,694 |
| | LIFE | 5,318 | 5,345 | 5,402 | - | - | 5,429 | 5,451 | 5,418 | 5,463 | - |
| | Total Active Authorized Consumers | 58,120 | 61,727 | 62,020 | 56,412 | 747 | 62,588 | 62,744 | 63,105 | 63,688 | 66,905 |

*Active Service Plans

**Act 150 from OLTL Budget; All others CMS slots

Employment

- Note: This is total number of employed from Customer Information System (CIS)

| | Oct - 2015 | Nov - 2015 | Dec -2015 |
|-----------------------------|------------|------------|------------|
| ACT 150 | | | |
| Full Time Employment | 10 | 10 | 10 |
| Part Time Employment | 16 | 16 | 14 |
| Self Employment | 8 | 7 | 7 |
| ACT 150 Total | 34 | 33 | 31 |
| Attendant Care | | | |
| Full Time Employment | 18 | 22 | 23 |
| Part Time Employment | 124 | 124 | 122 |
| Self Employment | 50 | 52 | 52 |
| Attendant Care Total | 192 | 198 | 197 |
| COMMCARE | | | |
| Full Time Employment | 3 | 3 | 4 |
| Part Time Employment | 45 | 50 | 50 |
| Self Employment | 3 | 3 | 3 |
| COMMCARE Total | 51 | 56 | 57 |
| Independence | | | |
| Full Time Employment | 36 | 39 | 40 |
| Part Time Employment | 161 | 167 | 164 |
| Self Employment | 52 | 54 | 55 |
| Independence Total | 249 | 260 | 259 |
| OBRA | | | |
| Full Time Employment | 12 | 15 | 14 |
| Part Time Employment | 87 | 88 | 91 |
| Self Employment | 2 | 2 | 2 |
| OBRA Total | 101 | 105 | 107 |
| Grand Total | 627 | 652 | 651 |

NHT and MFP Transitions

| | | 1/1/2016 | 2/1/2016 | 3/1/2016 | 4/1/2016 | 5/1/2016 | 6/1/2016 | Total |
|--------------|-----------------|----------|----------|----------|----------|----------|----------|-------|
| MFP | Over 60 | 14 | 21 | 20 | 23 | 17 | 7 | 102 |
| | Under 60 | 7 | 15 | 5 | 12 | 2 | 0 | 41 |
| | Total | 21 | 36 | 25 | 35 | 19 | 7 | 143 |
| NHT | Over 60 | 53 | 70 | 79 | 71 | 71 | 34 | 378 |
| | Under 60 | 17 | 22 | 26 | 21 | 16 | 2 | 104 |
| | Total | 70 | 92 | 105 | 92 | 87 | 36 | 482 |
| Total | | 91 | 128 | 130 | 127 | 106 | 43 | 625 |

Current IEB Report

| | 2014 QTR2 | 2014 QTR3 | 2014 QTR4 | 2015 QTR1 | 2015QTR2 | 2015 QTR3 | 2015 QTR4 | 2016 QTR1 |
|--|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|
| 1-Grand Total | 5806 | 5487 | 5511 | 5041 | 5407 | 5577 | 5719 | 6902 |
| 2-Complete | 3391 | 2964 | 3255 | 2867 | 2944 | 3020 | 3150 | 2902 |
| 3-Complete in 90 Days | 1823 | 1935 | 2444 | 2351 | 2645 | 2702 | 2788 | 2606 |
| 4-Complete > 90 Days With Excuse | 209 | 176 | 269 | 161 | 116 | 129 | 119 | 142 |
| 5-Compliance Percentage | 60% | 71% | 83% | 88% | 94% | 94% | 94% | 95% |
| 6-Average Days To Complete | 108 | 82 | 75 | 73 | 62 | 65 | 72 | 66 |

1. All unduplicated applications in process this quarter
2. Total unduplicated applications completed this quarter
3. Total unduplicated applications completed during the quarter in 90 days
4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse
5. Using the above fields = (row 3 + row 4)/ row 2
6. Average to complete excluding excused applications

Pending Reasons and Status

This is what we are currently monitoring for the IEB regarding reasons for home visit delay:

| Reason for Home Visit Delay | Count of Reason for In Home Visit Delay |
|-----------------------------------|---|
| Consumer Requested - Medical | 77 |
| Consumer Requested - Other | 3397 |
| Consumer Requested Support Person | 19 |
| No EB Available | 350 |
| Grand Total | 3843 |

Data from Maximus for Jan, Feb, Mar of 2016

Explanation of why the application was not completed within the required 90 days:

| Over 90 Day Reason Count | Count |
|--------------------------------|------------|
| Waiting for Facility Discharge | 225 |
| Waiting for Housing | 89 |
| EPSDT Aging Out | 26 |
| Non-OLTL Waiver Transfer | 9 |
| Waiting for Home Modifications | 8 |
| Grand Count | 357 |

Status with Definitions – Snapshot March 2016

Note: OLTL Approved, OLTL Dispatched, OLTL Ready statuses no longer applies. These three slides include all the new IEB statuses.

| Time | Status | Definition | Count | % |
|-----------------------------|-------------------------------------|---|-------------|---------------|
| | Complete | Complete | 3320 | 48.10% |
| Usually within 3 days | 1768 - Approval Dispatched | At the CAO, waiting for Financial Eligibility | 296 | 4.29% |
| | 1768 - Denial Dispatched | Waiting for Notice to be issued by OLTL | 11 | 0.16% |
| | 1768 - Ineligible Dispatched | Notice dispatched (NFI) | 126 | 1.83% |
| | 1768 - Pending Dispatched | OLTL is missing LCD or PC | 344 | 4.98% |
| 2 business of receiving 162 | Final Approval Ready | All information received as above, IEB needs to enter into HCSIS | 21 | 0.30% |
| 1 business day | Final Approval Dispatched | Last step, applicant determined financially eligible just needs approved in system | 8 | 0.12% |

Status with Definitions

| Time | Status | Definition | Count | % |
|------|--------------------------------------|---|-------|-------|
| | Initial Contact Initiated | LCD and PC received, contacted to schedule home visit | 42 | 0.61% |
| | LOCA Dispatched | LCD request sent to AAA | 238 | 3.45% |
| | Maximus Approved | Applicant has been found program eligible. Pending with CAO for financial eligibility | 182 | 2.64% |
| | Maximus Approved Awaiting Transition | NHT applicants found programmatically eligible, awaiting discharge | 50 | 0.72% |
| | Maximus Denied | Found to be program ineligible, notice to be issued by OLTL | 5 | 0.07% |
| | Maximus Dispatched | Data Entry team has entered a plan into HCSIS/SAMS and 1768 sent to CAO awaiting 162 | 296 | 4.29% |
| | Maximus Ready | Applicant programmatically eligible. Data Entry Team is preparing to enter a plan into HCSIS/SAMS | 207 | 3.00% |

Status with Definitions

| Time | Status | Definition | Count | % |
|-----------------|-------------------------------------|---|-------|---------|
| | Maximus Ready - Awaiting Transition | Delayed Enrollment case. Applicant programmatically eligible. Data Entry team is preparing to enter plan into HCSIS/SAMS. Could also indicate information is needed in order to create a plan (estimated discharge date or community address) | 1 | 0.01% |
| AAA has 15 days | PC & LOCA Pending | Both PC and LCD sent out but no response yet | 760 | 11.01% |
| | PC & LOCA Received | Maximus entering info into HCSIS | 123 | 1.78% |
| | PC Dispatched | Dispatched but not back from Dr. yet | 26 | 0.38% |
| | PC Pending/LOCA Received | PC Pending / LCD received | 409 | 5.92% |
| | PC Received | Both received | 1 | 0.01% |
| | PC Received/LOCA Pending | PC received / LCD pending | 352 | 5.10% |
| Usually 1 day | Application Started | Next step is home visit | 85 | 1.23% |
| | Grand Total | | 6903 | 100.00% |

Transfers between Waivers

| Transfer by Participant | 2015 | | | | | | 2016 | | | Total |
|--------------------------------|---------|-----|-----|---------|-----|-----|---------|-----|-----|-------|
| | 1st Qtr | | | 2nd Qtr | | | 3rd Qtr | | | |
| Waiver From/To | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
| Act 150 to Attendant Care | 0 | 1 | 1 | 1 | 2 | 0 | 1 | 1 | 0 | 7 |
| Act 150 to Independence | 1 | 3 | 0 | 0 | 2 | 1 | 0 | 1 | 3 | 11 |
| Attendant Care to COMMCARE | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Attendant Care to Independence | 28 | 44 | 36 | 31 | 34 | 15 | 51 | 27 | 19 | 285 |
| COMMCARE to Attendant Care | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| COMMCARE to Independence | 0 | 5 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 9 |
| Independence to Act 150 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Independence to Attendant Care | 3 | 6 | 3 | 4 | 5 | 1 | 0 | 0 | 0 | 22 |
| Independence to COMMCARE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 |
| Independence to OBRA | 2 | 1 | 1 | 1 | 0 | 0 | 2 | 2 | 3 | 12 |
| OBRA to Attendant Care | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |