

Appendix 15.X – Total Number of Clean Claims (Section 21)

Total Clean Claims State Fiscal Year 2015

Provider Type	Aetna	AMG	ACLA	LHCC	UHC-MCO	CHS-Shared	UHC-Shared	MCNA	Total
Agencies	409	17,532	36,214	2,645	4,218	17,103	23,054	-	101,175
Allopathic & Osteopathic Physicians	4,294	778,754	1,786,646	2,262,383	705,110	1,921,927	2,162,679	-	9,621,793
Ambulatory Health Care Facilities	1,492	193,579	82,994	117,514	170,294	281,238	448,220	-	1,295,331
Behavioral Health & Social Service Providers	28	711	13,768	19,591	63	5	116	-	34,282
Chiropractic Providers	14	382	248	55	191	27	156	-	1,073
Dental Providers	-	1,325	515	4,873	1,185	2	65	768,493	776,458
Dietary & Nutritional Service Providers	1	16	109	338	11	-	-	-	475
Eye and Vision Services Providers	180	5,867	62,420	4,004	6,003	41,000	62,157	-	181,631
Group	24	1,817	-	140,320	-	38	10	-	142,209
Hospital Units	-	48	-	23	-	-	-	-	71
Hospitals	20,595	561,790	1,395,465	495,230	96,363	1,066,242	385,331	-	4,021,016
Laboratories	17,400	91,133	469,991	668,516	36,212	343,814	531,831	-	2,158,897
Managed Care Organizations	48	1,845	-	-	-	10	14	-	1,917
N/A	102,234	-	-	-	996	-	-	-	103,230
Nursing & Custodial Care Facilities	-	870	105	2,967	6,653	-	1	-	10,596
Nursing Service Providers	146	1,098	17,453	4,922	2,453	1,525	3,481	-	31,078
Nursing Service Related Providers	177	923	953	3,936	7,126	-	-	-	13,115
Other Service Providers	-	1,301	-	52,945	-	15,729	66,458	-	136,433
Physician Assistants & Advanced Practice Nursing	7,561	114,671	392,911	137,887	4,591	11,533	12,467	-	681,621
Podiatric Medicine & Surgery Service Providers	52	2,545	7,181	7,716	1,474	2,127	4,310	-	25,405
Residential Treatment Facilities	-	107	-	-	-	-	-	-	107
Respiratory, Developmental, Rehabilitative and	128	3,331	4,980	5,901	10,739	2,547	278	-	27,904
Respite Care Facility	-	392	-	405	-	-	-	-	797

Speech, Language and Hearing Service Providers	22	4,145	9,233	13,009	436	6,257	3,988	-	37,090
Suppliers - DME	660	21,930	37,221	42,551	6,905	1	104	-	109,372
Suppliers - Other	-	-	-	622	121	4	159	-	906
Suppliers - Pharmacy	20	1,591,993	2,300,966	2,660,907	1,362,447	-	69	-	7,916,748
Transportation Services	1,004	119,783	48,460	67,894	9,355	-	206	-	246,702
No Taxonomy Code	6,069	-	-	-	-	-	-	-	6,069
Total	162,558	3,517,888	6,667,833	6,717,154	2,433,292	3,711,129	3,705,154	768,493	27,683,501

Percent of submitted claims paid within 15 days State Fiscal Year 2015

Provider Type	Aetna	AMG	ACLA	LHCC	UHC-MCO	CHS-Shared	UHC-Shared	MCNA
Agencies	92.91%	99.87%	86.42%	77.88%	91.63%	98.46%	99.95%	--
Allopathic & Osteopathic Physicians	90.41%	97.85%	96.15%	97.50%	96.24%	99.45%	99.58%	--
Ambulatory Health Care Facilities	86.26%	99.53%	81.96%	97.56%	95.16%	99.56%	99.95%	--
Behavioral Health & Social Service Providers	78.57%	99.02%	95.42%	95.07%	69.84%	20.00%	100.00%	--
Chiropractic Providers	100.00%	99.48%	59.68%	94.55%	85.34%	81.48%	100.00%	--
Dental Providers	--	99.85%	93.59%	92.33%	97.22%	100.00%	100.00%	96.46%
Dietary & Nutritional Service Providers	100.00%	100.00%	97.25%	98.22%	100.00%	--	--	--
Eye and Vision Services Providers	95.00%	99.71%	64.99%	94.23%	90.09%	99.79%	99.99%	--
Group	100.00%	99.50%	--	98.60%	--	100.00%	100.00%	--
Hospital Units	--	87.50%	--	86.96%	--	--	--	--
Hospitals	90.79%	98.90%	93.33%	95.94%	96.51%	99.13%	99.13%	--
Laboratories	94.98%	99.42%	95.89%	96.58%	98.62%	99.29%	99.81%	--
Managed Care Organizations	100.00%	99.35%	--	--	--	100.00%	100.00%	--
N/A	94.10%	--	--	--	95.78%	--	--	--
Nursing & Custodial Care Facilities	--	99.77%	16.19%	92.72%	98.24%	--	100.00%	--
Nursing Service Providers	97.26%	99.36%	94.91%	97.95%	96.41%	99.41%	100.00%	--
Nursing Service Related Providers	100.00%	99.46%	99.37%	89.89%	87.20%	--	--	--
Other Service Providers	--	99.39%	--	96.36%	--	99.73%	100.00%	--
Physician Assistants & Advanced Practice Nursing	83.48%	99.81%	96.82%	98.03%	94.25%	99.80%	99.94%	--
Podiatric Medicine & Surgery Service Providers	90.38%	99.76%	95.17%	96.55%	94.30%	97.09%	98.75%	--
Residential Treatment Facilities	--	100.00%	--	--	--	--	--	--
Respiratory, Developmental, Rehabilitative and Respite Care Facility	100.00%	98.20%	79.62%	95.92%	98.22%	99.73%	100.00%	--
Speech, Language and Hearing Service Providers	95.45%	99.83%	90.98%	98.69%	92.43%	99.82%	100.00%	--
Suppliers - DME	84.09%	96.91%	76.57%	90.59%	88.14%	100.00%	100.00%	--
Suppliers - Other	--	--	--	86.01%	99.17%	100.00%	100.00%	--
Suppliers - Pharmacy	100.00%	88.43%	97.22%	100.00%	99.97%	--	100.00%	--
Transportation Services	95.42%	95.28%	96.10%	98.31%	92.37%	--	100.00%	--
No Taxonomy Code	99.11%	--	--	--	--	--	--	--

Percent of submitted claims paid within 30 days State Fiscal Year 2015

Provider Type	Aetna	AMG	ACLA	LHCC	UHC-Prepaid	CHS-Shared	UHC-Shared	MCNA
Agencies	93.40%	99.98%	97.74%	97.54%	94.74%	99.62%	100.00%	--
Allopathic & Osteopathic Physicians	93.99%	100.00%	99.55%	99.63%	97.97%	99.83%	99.77%	--
Ambulatory Health Care Facilities	91.89%	100.00%	99.23%	99.61%	97.37%	99.67%	100.00%	--
Behavioral Health & Social Service Providers	96.43%	99.86%	99.27%	99.55%	93.65%	20.00%	100.00%	--
Chiropractic Providers	100.00%	100.00%	81.85%	100.00%	93.19%	81.48%	100.00%	--
Dental Providers	--	100.00%	98.25%	99.75%	98.73%	100.00%	100.00%	100.00%
Dietary & Nutritional Service Providers	100.00%	100.00%	100.00%	100.00%	100.00%	--	--	--
Eye and Vision Services Providers	96.11%	100.00%	99.84%	99.68%	97.95%	99.89%	100.00%	--
Group	100.00%	100.00%	--	99.88%	--	100.00%	100.00%	--
Hospital Units	--	100.00%	--	91.30%	--	--	--	--
Hospitals	94.18%	99.98%	99.48%	99.60%	98.09%	99.54%	99.79%	--
Laboratories	98.89%	100.00%	99.51%	99.73%	99.45%	99.97%	100.00%	--
Managed Care Organizations	100.00%	100.00%	--	--	--	100.00%	100.00%	--
N/A	96.66%	--	--	--	99.90%	--	--	--
Nursing & Custodial Care Facilities	--	100.00%	100.00%	96.63%	98.99%	--	100.00%	--
Nursing Service Providers	97.26%	100.00%	99.39%	99.82%	97.55%	99.74%	100.00%	--
Nursing Service Related Providers	100.00%	100.00%	100.00%	99.95%	94.16%	--	--	--
Other Service Providers	--	99.85%	--	99.53%	--	100.00%	100.00%	--
Physician Assistants & Advanced Practice Nursing	89.79%	100.00%	99.65%	99.40%	97.28%	99.84%	99.99%	--
Podiatric Medicine & Surgery Service Providers	90.38%	100.00%	99.48%	99.66%	98.03%	99.86%	100.00%	--
Residential Treatment Facilities	--	100.00%	--	--	--	--	--	--
Respiratory, Developmental, Rehabilitative and Respite Care Facility	100.00%	99.97%	99.52%	99.53%	98.59%	99.76%	100.00%	--
Speech, Language and Hearing Service Providers	100.00%	100.00%	99.39%	99.97%	96.10%	99.82%	100.00%	--
Suppliers - DME	88.94%	99.89%	96.65%	99.33%	92.73%	100.00%	100.00%	--
Suppliers - Other	--	--	--	100.00%	100.00%	100.00%	100.00%	--
Suppliers - Pharmacy	100.00%	98.26%	98.83%	100.00%	94.06%	--	100.00%	--
Transportation Services	95.42%	100.00%	99.39%	99.82%	96.32%	--	100.00%	--
No Taxonomy Code	99.60%	--	--	--	--	--	--	--

Average Days to Adjudicate Claims – Emergency Services State Fiscal Year 2015

Provider Type	Aetna	AMG	ACLA	LHCC	UHC-MCO	CHS-Shared	UHC-Shared	MCNA
Agencies	--	5	19	--	9	--	--	--
Allopathic & Osteopathic Physicians	5	5	3	7	8	9	7	--
Ambulatory Health Care Facilities	3	5	19	7	8	--	7	--
Behavioral Health & Social Service Providers	--	9	--	7	--	--	--	--
Chiropractic Providers	--	--	--	--	--	--	--	--
Dental Providers	--	0	--	--	--	--	--	--
Dietary & Nutritional Service Providers	--	--	--	3	--	--	--	--
Eye and Vision Services Providers	--	--	3	4	0	6	--	--
Group	--	7	--	7	--	--	--	--
Hospital Units	--	3	--	6	--	--	--	--
Hospitals	6	5	3	7	8	10	7	--
Laboratories	--	--	20	--	13	--	6	--
Managed Care Organizations	--	--	--	--	--	--	--	--
N/A	4	--	--	--	--	--	--	--
Nursing & Custodial Care Facilities	--	1	--	--	8	--	5	--
Nursing Service Providers	5	5	4	7	--	--	6	--
Nursing Service Related Providers	--	--	--	--	--	--	--	--
Other Service Providers	--	--	--	8	--	--	7	--
Physician Assistants & Advanced Practice Nursing	5	5	3	7	8	10	7	--
Podiatric Medicine & Surgery Service Providers	--	2	--	--	--	--	10	--
Residential Treatment Facilities	--	4	--	--	--	--	--	--
Respiratory, Developmental, Rehabilitative and Respite Care Facility	--	6	--	--	--	--	--	--
Speech, Language and Hearing Service Providers	--	--	--	--	--	--	--	--
Suppliers - DME	--	--	7	--	--	--	--	--
Suppliers - Other	--	--	--	--	--	--	--	--
Suppliers - Pharmacy	--	--	--	--	--	--	--	--
Transportation Services	--	0	--	--	10	--	--	--
No Taxonomy Code	3	--	--	--	--	--	--	--

Average Days to Adjudicate Claims – Non Emergency Services State Fiscal Year 2015

Provider Type	Aetna	AMG	ACLA	LHCC	UHC-MCO	CHS-Shared	UHC-Shared	MCNA
Agencies	7	4	6	12	10	10	7	--
Allopathic & Osteopathic Physicians	7	4	3	8	9	10	7	--
Ambulatory Health Care Facilities	7	3	7	8	9	10	7	--
Behavioral Health & Social Service Providers	8	5	3	8	11	31	6	--
Chiropractic Providers	6	5	14	9	14	19	8	--
Dental Providers	--	0	5	9	9	15	7	9
Dietary & Nutritional Service Providers	13	3	2	7	8	--	--	--
Eye and Vision Services Providers	5	3	12	9	9	10	7	--
Group	1	5	--	7	--	10	9	--
Hospital Units	--	8	--	15	--	--	--	--
Hospitals	5	6	4	8	9	10	8	--
Laboratories	3	4	3	7	8	9	7	--
Managed Care Organizations	1	6	--	--	--	8	8	--
N/A	4	--	--	--	8	--	--	--
Nursing & Custodial Care Facilities	--	4	21	10	27	--	--	--
Nursing Service Providers	4	5	3	8	9	10	7	--
Nursing Service Related Providers	1	4	3	10	11	--	--	--
Other Service Providers	--	10	--	8	--	9	7	--
Physician Assistants & Advanced Practice Nursing	9	4	3	8	9	10	7	--
Podiatric Medicine & Surgery Service Providers	7	5	4	8	9	10	7	--
Residential Treatment Facilities	--	6	--	--	--	--	--	--
Respiratory, Developmental, Rehabilitative and Respite Care Facility	2	4	8	7	8	10	7	--
Speech, Language and Hearing Service Providers	4	4	5	7	10	10	7	--
Suppliers - DME	11	6	9	10	11	4	7	--
Suppliers - Other	--	--	--	10	9	11	7	--
Suppliers - Pharmacy	6	14	4	7	7	--	7	--
Transportation Services	5	5	3	8	10	--	7	--
No Taxonomy Code	4	0	--	--	--	--	--	--