

Medical Review Summary Metrics			
Prior Authorization (PA) Inquiries	State Fiscal Year (SFY)		
Provider Service Calls	SFY 12	SFY 13	SFY 14
Hospital Inpatient/Outpatient Precertification/Prior Authorization (PA)	37,226	31,308	26,735
Durable Medical Equipment (DME)/Dental/Emergency Transportation/Office Visits/Hearing	13,031	9,184	12,197
Swingbed/Preadmission Screening and Resident Review (PASRR)	4,563	3,894	3,335
General Inquiry	18,492	11,570	17,676
Total	73,312	55,956	59,943
Prior Authorization/Review Counts (Excluding Waiver Programs PAs) Note: Initial Review + 2nd Level Review = Total	SFY 12	SFY 13	SFY 14
Adult Dental	3,008	3,034	2,839
Children's Intervention Services (CIS)	10,672	11,257	12,789
Deeming/Katie Beckett	N/A	N/A	N/A
Durable Medical Equipment (DME)	29,516	29,102	28,478
Emergency Air Transportation	498	562	552
Emergency Ground Transportation	5,544	6,725	7,995
Exceptional Transportation Services	98	138	128
Health Check Dental	20,248	21,489	22,890
Hearing Services	939	870	563
Hospital Outpatient Therapy	20,497	20,289	19,852
Intermediate Care Facility/Mentally Retarded (ICF/MR) (DMA 6 & 6a)	50	52	58
Medication Prior Authorization Facility Setting	440	549	1,026
Nursing Facility Mechanical Vent	187	266	383
Oral/Maxillofacial Surgery	61	64	56
Orthotics & Prosthetics	11,365	12,781	14,389
Practitioners Office Medications PAs	1,300	1,560	1,656
Practitioners Office Surgical Procedures	1,729	3,365	6,253

Practitioners Office Radiology PAs	42,011	43,624	49,138
Preadmission Screening and Resident Review (PASRR)/ Level 1	48,311	46,609	46,868
Precertification Out Of State (OOS)	109	120	172
Precertification In-State Transplants	211	221	211
Precertification Radiology Facility Setting	78,204	80,003	90,698
Precertification Hospital Inpatient/Outpatient	150,036	153,593	159,596
Psychiatry	4	2	11
Psychology	508	406	185
Swingbed	2,633	2,639	2,447
Unlimited Physician Office Visits	26,743	27,517	47,990
Vision	280	240	442
Total	455,202	467,077	517,665

Waiver Program Prior Authorization/Review Counts	SFY 12	SFY 13	SFY 14	SFY 15 Est
Community Care Services Program (CCSP)	NA	NA	NA	NA
Georgia Pediatric Program (GAPP) (DMA 6a + DMA 80)	NA	NA	2,400	2,400
Independent Care Waiver Program (ICWP) (DMA 6 + DMA 80)	NA	NA	NA	3,627
New Options Waiver (NOW)	NA	NA	NA	NA
Service Options Using Resources in Community Environment (SOURCE)	NA	NA	NA	20,100
Total	0	0	2,400	26,127

Other Fee for Service (FFS) PA Categories

The Contractor may be required to accept Prior Authorizations (PA) requests via the Medical Review Portal for other FFS Category of Services. Examples of the other PA requests and the corresponding entity responsible for performing the PA are provided below for each Category of Service.

Prior Authorization Type	SFY 2014 PA Count	SFY 2014 PA Count	SFY 2014 PA Count	SFY 2014 Total	PA Period	PA Vendor
New Options Waiver	5,020	4,183	13,750	9,203	Annual	Department of Behavioral Health Developmental Disabilities (DBHDD) - Administrative Services Organization (ASO)
Comprehensive Supports Waiver	7,154	9,973	NA	17,127	Annual	DBHDD - Administrative Services Organization (ASO)
Community Care Services Program Waiver	125,322	92,821	127,632	218,143	Monthly	Department of Human Services/Division of Aging Services (DHS/DAS) Authorization Utilization Management System (AIMS)
Community Mental Health	116,665	57,195	156,700	173,860	Periodic	DBHDD - Administrative Services Organization (ASO)
Psychiatric Residential Treatment Facility	2,635	2,902	2,700	5,537	90 day	DBHDD - Administrative Services Organization (ASO)

Care Management Organization Prior Authorizations			
(The Contractor will accept Care Management Organization (CMO) PAs via the Medical Review Portal and send the PAs to the appropriate CMO for processing. The Contractor Will NOT PROCESS (review/approve/deny, etc.) CMO PAs. The volume columns reflect the number of CMO PAs accepted via the current Medical Review Contractor's portal.)			
CMO Prior Authorizations	Volume		
Prior Authorization Type	SFY 14 Amerigroup	SFY 14 PeachState	SFY 14 Well Care
Hospital Outpatient Therapy	68	41	117
Hospital Outpatient Therapy - Care Management Organization (CMO) Initiated	0	60	60
Newborn Notifications	280	374	599
Newborn Notifications - Care Management Organization (CMO) Initiated	0	0	43

Precertification	377	583	1,061
Precertification - Care Management Organization (CMO) Initiated	140	37	303
Pregnancy Notifications	69	51	86
Pregnancy Notifications - Care Management Organization (CMO) Initiated	934	1,146	2,269
Behavioral Health PAs	10,269	13,765	30,190
Behavioral Health Precertification	13		200,583
Total	12,150	16,057	235,311
Pharmacy Reviews	SFY 12	SFY 13	SFY 14
Pharmacy Reviews			34
Retrospective Reviews	SFY 12	SFY 13	SFY 14
Hospital Admissions	793	705	917
Total	793	705	917
Medical Claims Review	SFY 12	SFY 13	SFY 14
Suspended Claims Review			
Injectable Drugs	1,775	1,088	1,121
Ground Ambulance Transport	1,154	1,646	2,461
Health Care Acquired Conditions/ Hospital Acquired Conditions (HAC)/Never Events/Present on Admission	0	0	0
Out Of State (OOS)	9,132	8,462	8,559
Children's Intervention Services (CIS) National Correct Coding Initiative (NCCI)		273	6,911
Emergency Medical Assistance (EMA)	22,532	14,696	11,423
Modifiers	16,517	15,593	13,889
Sterilization/Hysterectomy	3,517	3,023	2,379
Abortions, Psychiatric>30 day, Misc.	5,339	2,523	2,112
Podiatry Claims	2,604	2,804	2,433

Mass Adjustments	214	87	9
Hospice	4,459	2,502	2,178
Thirty Day Rolling - a review of procedures paid over a 30 day rolling period to identify duplications of PA requests or approvals	3	1	7
Total	67,246	52,698	53,482
Provider Inquiries/Appeals	SFY 12	SFY 13	SFY 14
Medical Claims	10,977	21,201	22,580
Emergency Medical Assistance (EMA)	9,328	11,680	1,037
Out Of State (OOS)	579	385	853
Dental	18	0	0
Peer Reviews	27	8	5
Total	20,929	33,274	24,475
Claims Appeals	SFY 12	SFY 13	SFY 14
Children's Intervention Services (CIS) Reconsideration Review Requests	1680	1753	2234
Reconsideration Request	11014	14902	16657
Change Request	9516	11335	13970
Total	22210	27990	32861
Hearings	SFY 12	SFY 13	SFY 14
Children's Intervention Services (CIS) Hearing Volumes (approximate numbers)	5	4	2
DCH Administrative Reviews	SFY 12	SFY 13	SFY 14
DCH Administrative Reviews	186	45	104
Total	186	45	104
Administrative Law Judge (ALJ) Hearings	SFY 12	SFY 13	SFY 14
Medical Claims	0	0	0
Emergency Medical Assistance (EMA)	0	0	1

Out Of State (OOS)	0	0	0
Total	0	0	1

Clinical Research Requests	SFY 12	SFY 13	SFY 14
	5	5	5

Claims	SFY 12	SFY 13	SFY 14
Claims Hearing Volumes	0	2	0
Claims Reviews completed	SFY 12	SFY 13	SFY 14
# Suspended claims reviewed	69,859	56,530	59,163
# Appeals reviewed	37,154	32,564	33,475
Total	107,013	89,094	92,638
Consults	SFY 12	SFY 13	SFY 14
	5	5	5
Just in Time Webinars	SFY 12	SFY 13	SFY 14
	6	6	6
Provider Web Portal Inquiry Correspondence	SFY 12	SFY 13	SFY 14
	19,725	32,633	41,196