

# NY EICC

Early Intervention Panel Discussion  
September 15, 2022

*Public Consulting Group*



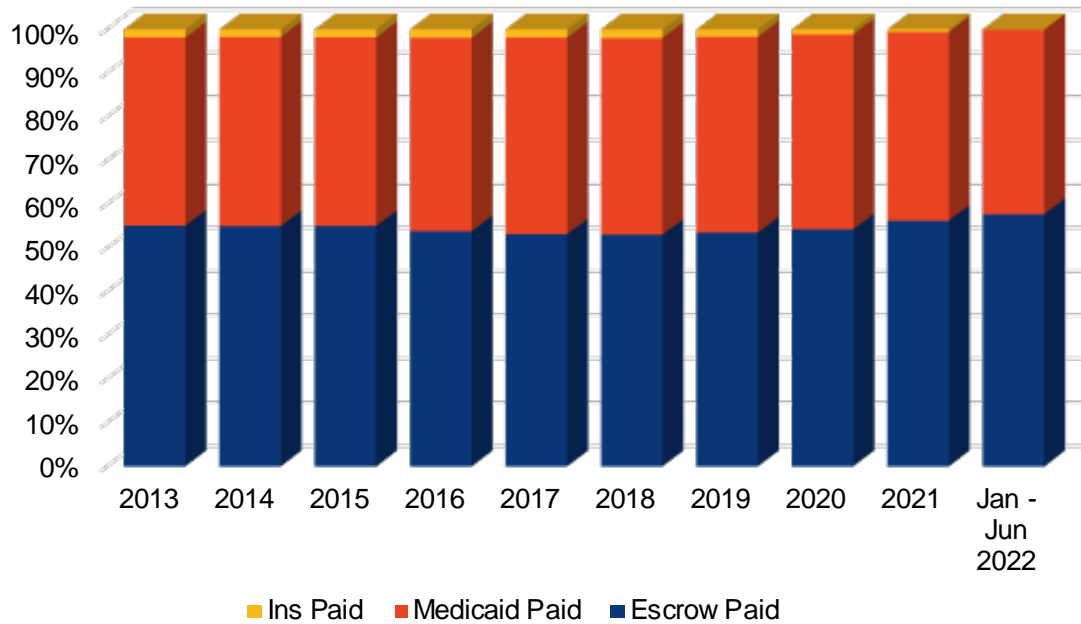
**Solutions that Matter**

# SFA Billing and Claiming Statistics

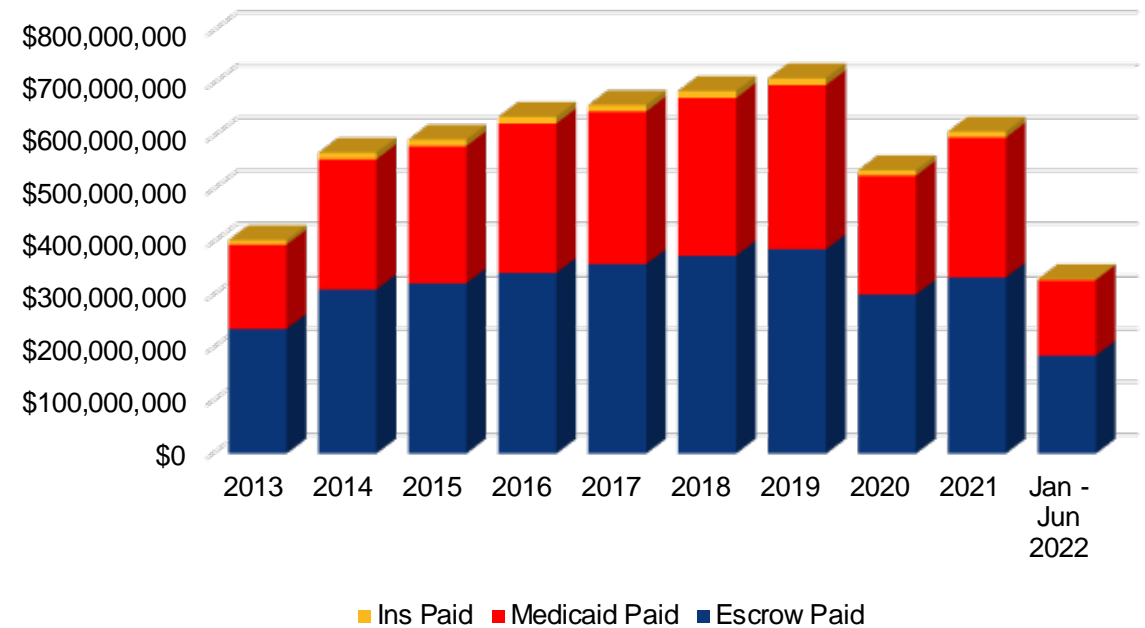


The distribution of funds by payer type for 2013-2021 was averaging 55.0% for Escrow, 43.0% for Medicaid and 1.9% for Commercial. The total distribution of funds for January - June 2022 are now 56.2% for Escrow, 43.3% for Medicaid, and 0.5% for Commercial.

### Distribution by Payer Type



### Total Funds Expended to Date by Month





# SFA Billing and Claiming Statistics

The distribution of funds by payer type for 2013-2021 was averaging 55.0% for Escrow, 43.0% for Medicaid and 1.9% for Commercial. The total distribution of funds for January - June 2022 are now 56.2% for Escrow, 43.3% for Medicaid, and 0.5% for Commercial.

Year	Escrow Paid	Medicaid Paid	Ins Paid	Total
2013	58.5%	39.4%	2.1%	100.0%
2014	54.5%	43.3%	2.2%	100.0%
2015	54.3%	43.7%	2.0%	100.0%
2016	53.7%	44.4%	1.9%	100.0%
2017	54.4%	43.8%	1.8%	100.0%
2018	54.6%	43.5%	1.9%	100.0%
2019	54.4%	43.7%	1.8%	100.0%
2020	56.2%	42.0%	1.8%	100.0%
2021	54.7%	43.5%	1.8%	100.0%
Jan - Jun 2022	56.2%	43.3%	0.5%	100.0%

Year	Escrow Paid	Medicaid Paid	Ins Paid	Total Paid	Total Billed	Payment Rate
2013	\$236,387,417	\$159,420,661	\$8,425,502	\$404,233,580	\$404,226,821	100.00%
2014	\$310,905,382	\$246,629,317	\$12,508,493	\$570,043,192	\$570,068,955	100.00%
2015	\$322,774,429	\$259,730,119	\$12,149,286	\$594,653,833	\$594,661,259	100.00%
2016	\$342,341,410	\$283,003,841	\$12,380,552	\$637,725,802	\$637,775,546	99.99%
2017	\$358,925,089	\$289,261,676	\$11,824,941	\$660,011,706	\$660,187,776	99.97%
2018	\$374,802,761	\$299,024,661	\$12,947,075	\$686,774,497	\$686,940,157	99.98%
2019	\$387,036,910	\$310,765,480	\$13,031,569	\$710,833,959	\$713,365,481	99.65%
2020	\$301,379,236	\$225,393,197	\$9,841,952	\$536,614,384	\$540,965,549	99.20%
2021	\$333,568,144	\$265,423,556	\$10,915,557	\$609,907,257	\$618,008,153	98.69%
Jan - Jun 2022	\$185,663,109	\$143,138,890	\$1,801,629	\$330,603,628	\$334,701,903	98.78%
<b>Total</b>	<b>\$ 3,153,783,887.23</b>	<b>\$ 2,481,791,398.06</b>	<b>\$ 105,826,553.73</b>	<b>\$ 5,741,401,839.02</b>	<b>\$ 5,760,901,600.51</b>	<b>99.66%</b>



# Open Claims in the EIBilling System



For the period from April 1, 2013 through June 30, 2022, the following data represents the total number of claims not adjudicated, and the monetary amount associated with those claims.

With more than 76 million claims processed, the 414,869 claims that are still open after 60 days is less than 1% of total claims.

Payer	Claims by Amount All	Claims Count All	Claims by Amount > 60 days	Claims Count > 60 days
COMMERCIAL	\$7,131,052.10	104,066	\$7,102,601.10	103,768
ESCROW	-\$432,880.00	60,392	-\$582,364.00	54,596
MEDICAID	\$7,154,175.73	284,025	\$6,207,994.23	256,505
<b>Total</b>	<b>\$13,852,347.83</b>	<b>448,483</b>	<b>\$12,728,231.33</b>	<b>414,869</b>



# Medicaid Sweep Process

For the period from July 2013 through June 2022 there have been 2.5 million claims totaling \$162.2 million processed in Medicaid Sweeps. Medicaid has paid 68.5% totaling \$111 million.

This monthly sweep includes:

- Claims that had Medicaid Code 35 errors that have been correctly assigned by PCG
- Claims initially paid from escrow where the child is later identified by PCG to have Medicaid coverage

Process	Sweep Date	# of Services	Billed Amount	Paid Amount
Code 35	2022	61,854	1,957,293	1,312,922
Medicaid Recoup	2022	122,399	\$9,285,973	\$4,976,596
<b>Total 2022 Code 35 and Medicaid Recoup Sweep</b>		<b>184,253</b>	<b>\$11,243,266</b>	<b>\$6,289,519</b>
Code 35	2021	254,287	\$4,670,497	\$1,428,082
Medicaid Recoup	2021	155,838	\$11,616,628	\$8,417,872
<b>Total 2021 Code 35 and Medicaid Recoup Sweep</b>		<b>410,125</b>	<b>\$16,287,125</b>	<b>\$9,845,954</b>
Code 35	2020	80,642	\$2,739,249	\$440,993
Medicaid Recoup	2020	158,818	\$11,675,684	\$8,396,636
<b>Total 2020 Code 35 and Medicaid Recoup Sweep</b>		<b>239,460</b>	<b>\$14,414,933</b>	<b>\$8,837,629</b>
Code 35	2019	77,004	\$2,689,794	\$338,716
Medicaid Recoup	2019	197,650	\$15,020,242	\$10,250,291
<b>Total 2019 Code 35 and Medicaid Recoup Sweep</b>		<b>274,654</b>	<b>\$17,710,036</b>	<b>\$10,589,007</b>
Code 35	2018	7,433	\$254,946	\$80,054
Medicaid Recoup	2018	183,868	\$13,832,048	\$9,946,891
<b>Total 2018 Code 35 and Medicaid Recoup Sweep</b>		<b>191,301</b>	<b>\$14,086,994</b>	<b>\$10,026,945</b>
Code 35	2017	99,551	\$3,169,550	\$2,317,003
Medicaid Recoup	2017	204,637	\$15,339,435	\$11,933,188
<b>Total 2017 Code 35 and Medicaid Recoup Sweep</b>		<b>304,188</b>	<b>\$18,508,985</b>	<b>\$14,250,191</b>
Medicaid Recoup	2016	300,869	\$22,772,415	\$17,413,763
Medicaid Recoup	2015	297,812	\$22,964,035	\$15,792,792
Medicaid Recoup	2014	175,333	\$13,132,134	\$9,908,058
Medicaid Recoup	2013	146,049	\$11,078,848	\$8,078,510
<b>Grand Total of All Sweeps</b>		<b>2,524,044</b>	<b>162,198,771</b>	<b>111,032,368</b>

Note:

Code 35 initial sweep date 5/16/17

Medicaid Recoup initial sweep date 7/29/13



# Medicaid Code 35 Assignment Statistics

July 2016 – June 2022 (72 months)

Source	Period	Successful	Unsuccessful	Total	Success %
PCG Assignment File	Jul. 2016 – pres.	373,482	141,530	515,012	72%
OHIP Data Exchange	Dec. 2016 - pres.	222,021	4,201	226,222	98%
Conflict Report Corrections	Apr. 2017 – pres.	41,227	836	42,063	98%

- PCG Assignment File is sent weekly to Medicaid.
- Office of Health Insurance Programs (OHIP) File is sent monthly to PCG.
- Conflict Report Corrections are sent periodically upon resolution by the Municipality.
- Prior to this process, EI Providers had to use a completely manual process to have a Code 35 assigned correctly

# Extraordinary Circumstance



- 169 unique providers have entered an Extraordinary circumstance since implementing the 90-day filing limit on February 10, 2019
- 284.8k claims totaling \$18.2m have been submitted 100+ days after the DOS
- 123.7k of the claims totaling \$7.7m had an active EC
- 161.1k of the claims totaling \$10.5m did not have an active EC
- Any claim submitted > 100 days and has not been adjudicated with EC logic will be picked up in a subsequent sweep.

Type of Circumstance	# of Providers	# of Claims with active EC
Audit Findings	70	12,842
Death of essential personnel	4	258
Hospitalization	22	2,270
Litigation	8	4,151
Natural Disaster	16	812
Natural Disaster/State of Emergency	94	100,752
State Administrative Delay	25	2,643
<b>Grand Total</b>	<b>239</b>	<b>123,728</b>

Note: Data includes DOS February 10, 2019 through March 31, 2022



# Extraordinary Circumstance



Prior to the timely filing implementation, the claims submitted over 100 days averaged 4.25% compared to 1.06% after implementation; for 2022 DOS, the percentage is 0.55%.

## Prior to EC Implementation

Date of Service	Total # Claims Submitted Over 100 Days	Total # Claims Submitted	% Claims > 100 Days	Avg # Days From DOS To Date Submitted (All Claims)	Avg # Days From DOS To Date Submitted (Claims > 100 Days)
2018	409,675	9,060,817	4.52%	37	167
2019 (Jan 1 - Feb 10)	15,927	964,600	1.65%	28	168
Total	425,602	10,025,417	4.25%	33	168

## After EC Implementation

Date of Service	Total # Claims Submitted Over 100 Days	Total # Claims Submitted	% Claims > 100 Days	Avg # Days From DOS To Date Submitted (All Claims)	Avg # Days From DOS To Date Submitted (Claims > 100 Days)
2019 (Feb 11 - Dec 31)	60,840	8,363,311	0.73%	26	176
2020	102,742	7,324,084	1.40%	28	166
2021	113,916	8,197,402	1.39%	28	160
2022 (through Jun 30)	24,508	4,491,453	0.55%	25	121
Total	302,006	28,376,250	1.06%	27	156

\*Note: If date submitted is NULL then Added date is used to calculate claims submitted over 100 days. Date submitted started populating in the PCG system 1/1/2019





# Percentage of Claims Billed by Initial Payer



Due to Covered Lives, claims with an active insurance policy for Date of Service 1/1/2022 or after will no longer be billed to commercial insurance or Medicaid. PCG implemented the updates starting with the March 21, 2022 NYEIS file.

- As the percentage billed to Commercial decreased, there was an increase in the percentage for Escrow billed of 8% as well as a slight increase in Medicaid of 1%.

## January 2021 - July 2021 (7 Months)

Added Date	Commercial	Medicaid	Escrow
Jan-2021	9.9%	54.4%	35.8%
Feb-2021	9.4%	54.6%	36.1%
Mar-2021	9.5%	55.1%	35.4%
Apr-2021	9.6%	53.8%	36.5%
May-2021	9.7%	54.6%	35.7%
Jun-2021	9.4%	55.1%	35.5%
Jul-2021	9.6%	54.6%	35.8%

Average	9.6%	54.6%	35.8%
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## January 2022 - July 2022 (7 Months)

Added Date	Commercial	Medicaid	Escrow
Jan-2022	8.6%	56.9%	34.5%
Feb-2022	8.6%	56.8%	34.6%
Mar-2022	4.6%	56.5%	39.0%
Apr-2022	0.1%	55.7%	44.2%
May-2022	0.1%	56.9%	43.0%
Jun-2022	0.0%	56.6%	43.4%
Jul-2022	0.0%	57.4%	42.6%

Average	3.1%	56.7%	40.2%
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# Percentage of Claims Billed by Initial Payer



Due to Covered Lives, claims with an active insurance policy for Date of Service 1/1/2022 or after will no longer be billed to commercial insurance or Medicaid. PCG implemented the updates starting with the March 21, 2022 NYEIS file.

- Starting in June 2022, commercial insurance percentage billed was 0%.
- As the percentage billed to Commercial decreased, there was an increase in the percentage for Escrow billed of 8% as well as a slight increase in Medicaid of 1%.

## August 2021 - July 2022 (1 year)

Added Date	Commercial	Medicaid	Escrow
Aug-2021	9.0%	55.9%	35.1%
Sep-2021	8.8%	55.2%	36.0%
Oct-2021	8.7%	56.0%	35.4%
Nov-2021	8.6%	56.2%	35.1%
Dec-2021	9.1%	55.6%	35.3%
Jan-2022	8.6%	56.9%	34.5%
Feb-2022	8.6%	56.8%	34.6%
Mar-2022	4.6%	56.5%	39.0%
Apr-2022	0.1%	55.7%	44.2%
May-2022	0.1%	56.9%	43.0%
Jun-2022	0.0%	56.6%	43.4%
Jul-2022	0.0%	57.4%	42.6%





# Claims Added in 2022 & Billed to Commercial

Commercial insurance payments for claims with 2022 DOS is currently totaling \$861k as of August 29, 2022. These claims are in the process of being voided.

## Summary by DOS

DOS	#Claims	Billed \$	Insurance Paid	Medicaid Paid	Escrow Paid
DOS 2022+	95,246	\$7,806,134.26	\$861,589.68	\$201,952.15	\$6,453,455.49
DOS Prior to 2022	58,225	\$5,071,019.98	\$973,179.60	\$235,550.38	\$3,266,890.46
<b>Grand Total</b>	<b>153,471</b>	<b>\$12,877,154.24</b>	<b>\$1,834,769.28</b>	<b>\$437,502.53</b>	<b>\$9,720,345.95</b>

## Summary by Added Month

Added Date	#Claims	Billed \$	Insurance Paid	Medicaid Paid	Escrow Paid
Jan-22	65,224	\$5,452,946.91	\$933,799.51	\$245,254.79	\$3,840,076.29
Feb-22	54,561	\$4,518,784.50	\$516,094.31	\$148,132.00	\$3,647,441.47
Mar-22	31,754	\$2,651,196.52	\$313,838.72	\$37,873.19	\$2,148,875.70
Apr-22	612	\$68,540.17	\$12,538.19	\$3,997.55	\$15,500.75
May-22	888	\$83,688.00	\$7,650.08	\$1,385.50	\$40,128.60
Jun-22	192	\$34,645.12	\$12,000.76	\$69.50	\$10,811.59
Jul-22	147	\$19,863.12	\$11,819.18	\$790.00	\$3,491.18
Aug-22	93	\$47,489.90	\$27,028.53	\$0.00	\$14,020.37
<b>Grand Total</b>	<b>153,471</b>	<b>\$12,877,154.24</b>	<b>\$1,834,769.28</b>	<b>\$437,502.53</b>	<b>\$9,720,345.95</b>





# Claims Added in 2022 & Billed to Commercial

Summary of top fifteen counties by Commercial Insurance paid amount

County	DOS prior to 2022		2022 DOS		Total	
	#Claims	Insurance Paid	#Claims	Insurance Paid	#Claims	Insurance Paid
New York	26,749	\$392,536.03	47,169	\$483,005.27	73,918	\$875,541.30
Nassau	8,465	\$212,668.29	10,143	\$90,701.23	18,608	\$303,369.52
Westchester	4,466	\$80,776.00	7,407	\$61,731.05	11,873	\$142,507.05
Suffolk	3,408	\$85,145.98	5,972	\$53,250.01	9,380	\$138,395.99
Erie	2,429	\$31,449.30	2,182	\$16,040.50	4,611	\$47,489.80
Orange	1,958	\$28,592.80	3,132	\$16,012.36	5,090	\$44,605.16
Rockland	3,072	\$25,464.71	3,138	\$11,021.35	6,210	\$36,486.06
Monroe	369	\$8,836.49	1,284	\$18,667.81	1,653	\$27,504.30
Onondaga	671	\$11,859.00	1,358	\$14,575.63	2,029	\$26,434.63
Saratoga	587	\$8,698.81	1,614	\$15,994.33	2,201	\$24,693.14
Oneida	302	\$4,615.72	1,131	\$11,568.70	1,433	\$16,184.42
Dutchess	730	\$7,924.22	1,170	\$5,022.78	1,900	\$12,947.00
Clinton	446	\$8,028.20	866	\$4,714.91	1,312	\$12,743.11
Albany	390	\$4,677.33	1,060	\$5,985.53	1,450	\$10,662.86
Ontario	73	\$2,036.90	452	\$7,327.51	525	\$9,364.41
<b>Top 15 Counties Total</b>	<b>54,115</b>	<b>\$913,309.78</b>	<b>88,078</b>	<b>\$815,618.97</b>	<b>142,193</b>	<b>\$1,728,928.75</b>
<b>Other Counties</b>	<b>4,110</b>	<b>\$59,869.82</b>	<b>7,168</b>	<b>\$45,970.71</b>	<b>11,278</b>	<b>\$105,840.53</b>
<b>Grand Total</b>	<b>58,225</b>	<b>\$973,179.60</b>	<b>95,246</b>	<b>\$861,589.68</b>	<b>153,471</b>	<b>\$1,834,769.28</b>

- Data as of August 29, 2022



# Claims Added in 2022 & Billed to Commercial



Summary of top fifteen Carriers by Commercial Insurance paid amount

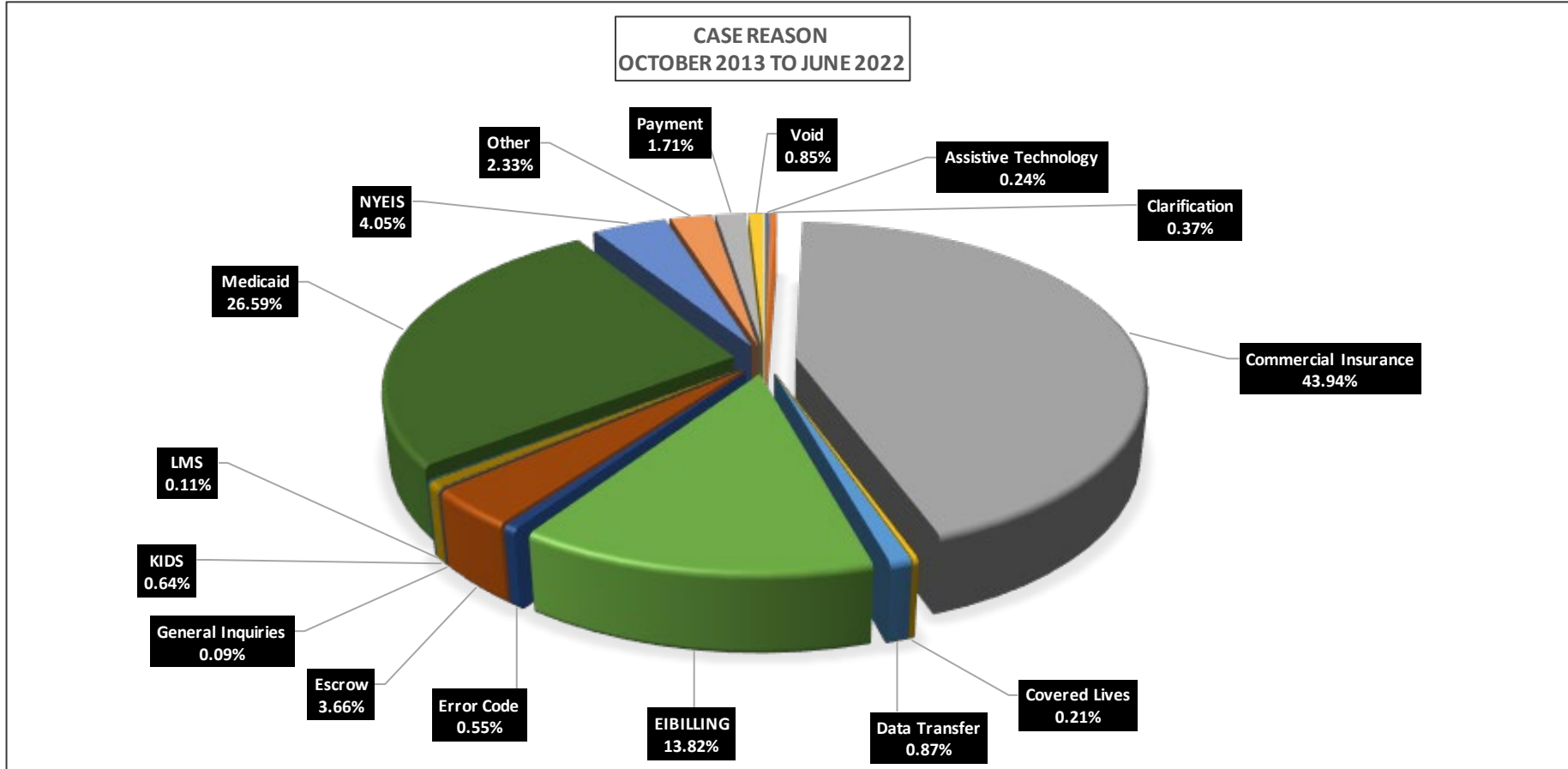
Carrier Name	DOS prior to 2022	2022 DOS	Total Insurance Paid
Emblem	\$182,133.70	\$268,427.10	\$450,560.80
GHI - New York	\$171,100.27	\$192,208.90	\$363,309.17
UnitedHealthcare	\$277,120.05	\$45,626.14	\$322,746.19
HIP	\$43,957.55	\$75,005.38	\$118,962.93
Excellus	\$36,200.89	\$60,853.83	\$97,054.72
MetroPlus Health Plan	\$34,965.71	\$58,986.65	\$93,952.36
Aetna	\$52,395.09	\$17,232.31	\$69,627.40
HealthNow - BCBS of WNY	\$28,947.70	\$25,341.87	\$54,289.57
Empire BCBS of NY	\$19,293.64	\$21,547.21	\$40,840.85
Oxford	\$28,533.74	\$11,446.50	\$39,980.24
HealthFirst	\$21,308.08	\$6,070.44	\$27,378.52
Cigna	\$12,343.23	\$13,443.46	\$25,786.69
Empire BC BS Health Plus	\$10,826.49	\$13,052.12	\$23,878.61
CDPHP	\$5,605.64	\$15,279.99	\$20,885.63
MVP	\$5,455.63	\$13,753.09	\$19,208.72
<b>Top 15 Carriers Total</b>	<b>\$930,187.41</b>	<b>\$838,274.99</b>	<b>\$1,768,462.40</b>
<b>Other Carriers</b>	<b>\$42,992.19</b>	<b>\$23,314.69</b>	<b>\$66,306.88</b>
<b>Grand Total</b>	<b>\$973,179.60</b>	<b>\$861,589.68</b>	<b>\$1,834,769.28</b>

- Data as of August 29, 2022



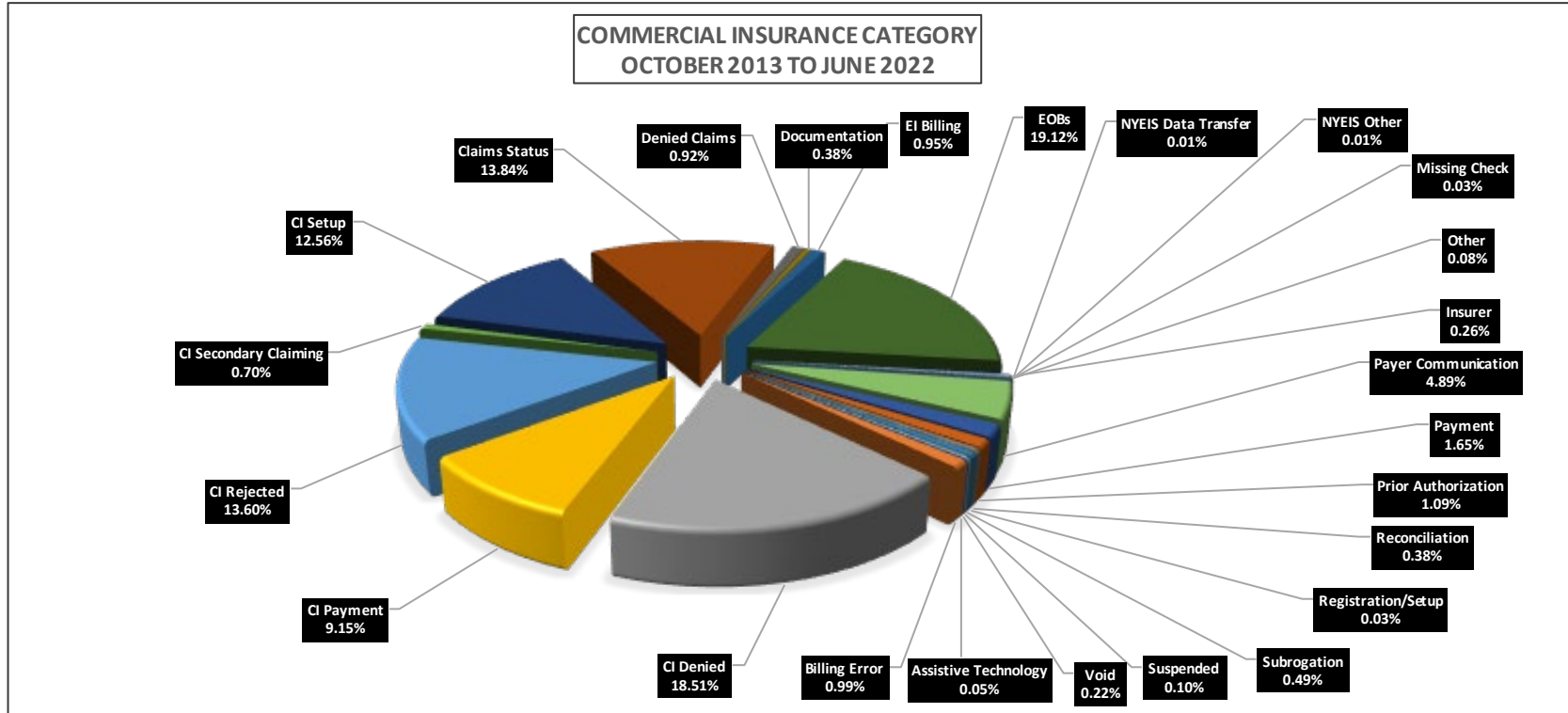
# SFA Call Center Statistics

## Operations Metrics: Call Center



# SFA Call Center Statistics

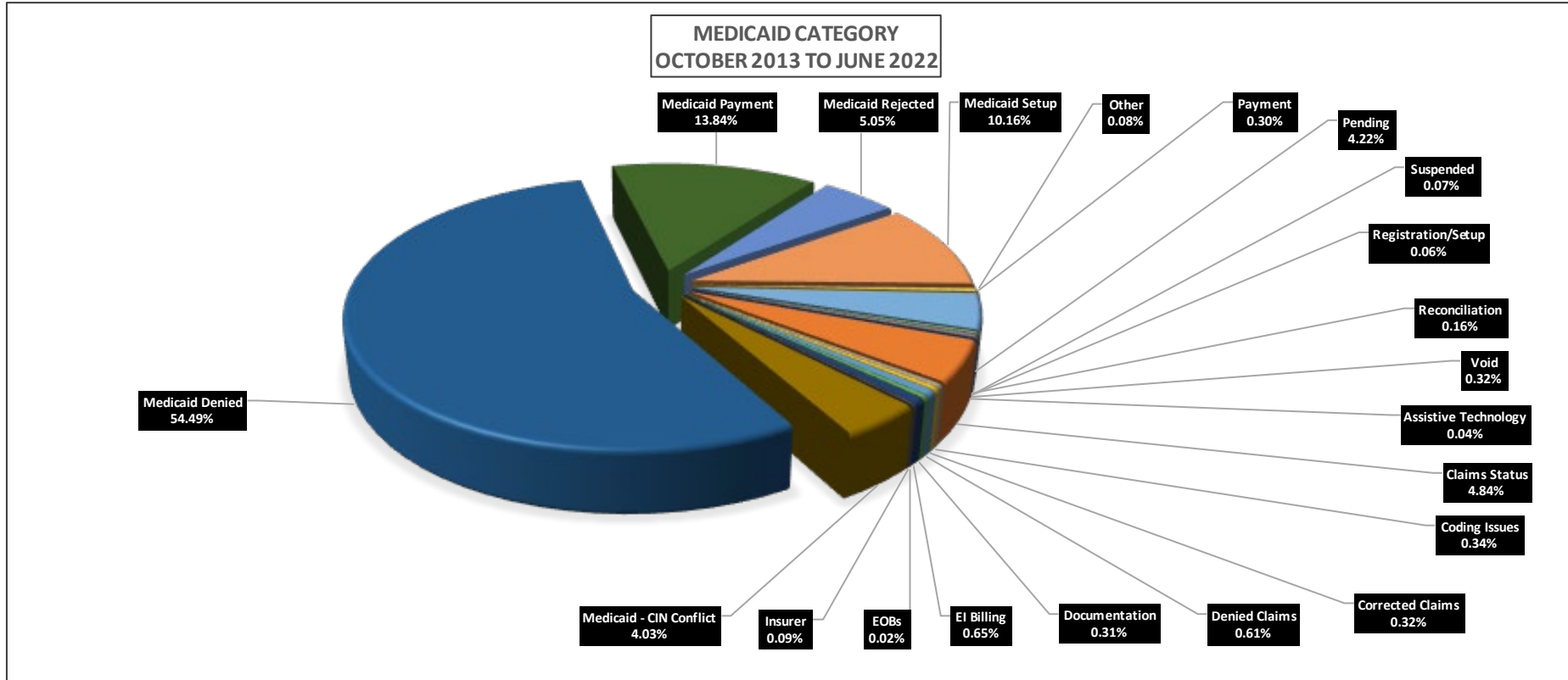
## Operations Metrics: Call Center





# SFA Call Center Statistics

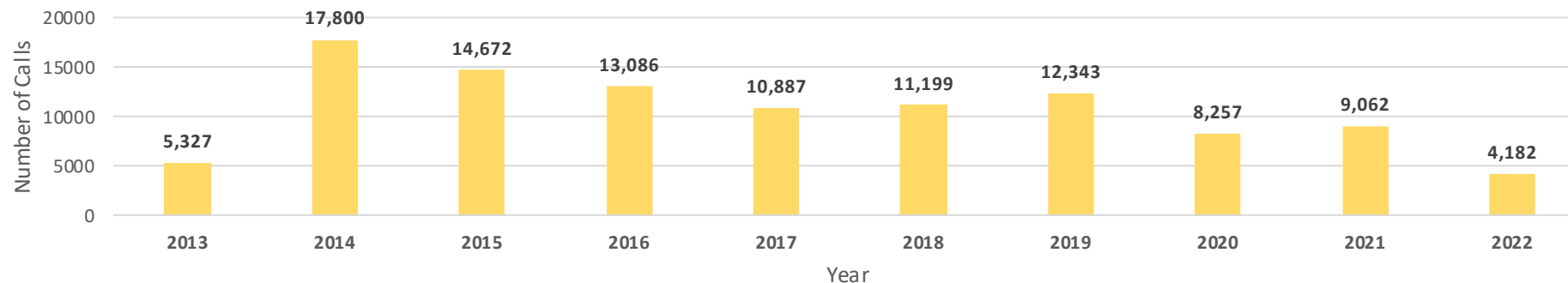
## Operations Metrics: Call Center



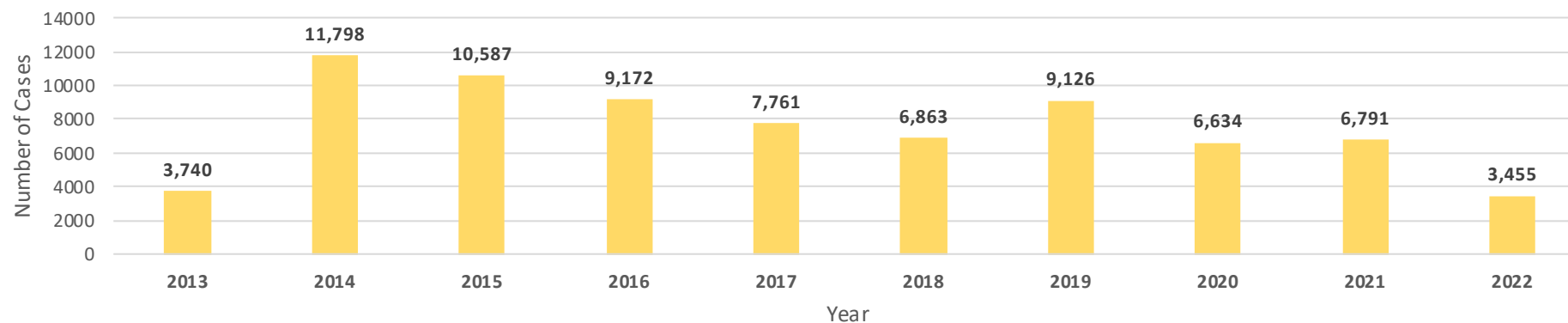


# Call Center Trends

Number of Calls



Number of Cases



# Question and Answer

**Rob Lillpopp**

Public Consulting Group

**Paula Van Meter**

Public Consulting Group





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**Solutions that Matter**