



Attachment E- Reporting Example

New York Elderly Pharmaceutical Insurance Coverage (EPIC) & American Indian Health Program (AIHP)

September 2019 Monthly Operations and Progress Report

Enrollment Statistics

Please note that a program year runs from October through September.

EPIC Applications	
Received for the month	2,498
To be processed	165
EPIC Renewals	
Received for the month	0
To be processed	0
Research Requests	
Non-payments	55
Income adjustments	2
Miscellaneous	18
Total received for the month	75
Data Entry Accuracy	
Data entry accuracy rate	99.60%

AIHP Applications	
Received for the month	53
To be processed	0

Income Expansion Statistics as of April 2014	Cumulative Total
Number of Active Participants in the higher income levels	75,818
Number of claims adjudicated	3,721,185
Payments	\$31,819,107.10

EPIC Program	Month to Date	Year to Date	Program Life
Number of Participants in Billing Status	146	3,623	-
Number of Expedite Coverage	160	3,556	-
Number of Applications Denied	162	2,623	95,905
Number of Cancelled Participants	459	18,160	755,923
Number of Incomplete Applications	298	4,172	-
Number of Applications Approved	2,274	37,372	-
Number of Active Participants	332,637	-	-

AIHP Active Participants by Nation	Month to Date
Tuscarora	1,639
Tonawanda	1,066
Onondaga	2,048
Shinnecock	1,143
Unkechaug	837
Oneida	2,431
Number of Active Participants	9,164

Number of Letters Mailed	Month to Date
Change Highband to Lowband	10
Deductible to Fee	14
Denial	166
ID Card	741
Manual Billing Notice	136
Miscellaneous Letter	261
Need More Information	519
Proof Required Letter	658

Renewal Statistics

	Month to Date	Re-enroll Program Year to Date	Prior Re-enroll Year to Date
Renewal Forms Data Entered	0	1,729	1,309,208

EPIC Outreach

Outreach Event	Number of Appearances	Total Attendees
Fairs	6	2,530
Regionals	6	320
Webinars	6	187
Workshops	4	138
Trainings	14	960
Planning Meetings	2	24
Provider Visits	2	2
TOTAL	40	4,161

Call Center

Helpline Services Telephone

	Month to Date	Year to Date	Program Life
Participant Calls	11,864	197,642	95,001,919
Provider Calls	1,747	30,027	1,446,163
Total Calls Received	13,611	227,669	96,448,082
Total Calls Out	1,627	19,120	2,810,169

	Month to Date	Year to Date
Total AIHP Calls Received	107	1,150

Fair Hearing Activity Report

Number of hearings requested this month: 0

Participant Telephone Communication Activity

PARTICIPANT	TOTALS
APPLICATION COMPLETION ASSISTANCE	227
APPLICATION REQUESTS	694
BILLING/PAYMENT VERIFICATION	799
CANCEL REQUEST	118
CLAIM HISTORY REQUEST	15
DEDUCTIBLE PLAN QUESTION	797
DENIAL RESIDENCY LETTER	2
EPIC ADDITIONAL INFORMATION	2,708
EPIC GUIDELINES	1,638
EXPEDITES	34
FILE INCOME CHANGE INFORMATION	32
IDENTIFICATION CARDS	222
LANGUAGE LINE	21
LOW INCOME SUBSIDY APPLICATION ASSISTANCE	33
LOW INCOME SUBSIDY APPLICATION QUESTION	48
LOW INCOME SUBSIDY COMPLETION	4
MEDICARE PART D QUESTION	292
OTHER	220
PRICE DRUG OR COPAY QUESTION	292
PRESCRIPTION FILLEX OUT OF STATE	2
RECEIPT PROCESS	19
RENEWAL ASSISTANCE	17
REFUND QUESTION	19
REQUEST FOR ADDTONAL INFORMATION 30 DAY LETTER	9
TRANSFER	3
TOTAL PARTICIPANT CALLS*	8,265

*Please note that the total number of call categories recorded will not match the total number of actual calls received as reported on the Helpline Monthly Stats report on page 7.

Provider Telephone Communication Activity

PROVIDER	TOTALS
ADJUSTMENTS	15
DUAL BILLING QUESTION	121
ENROLL QUESTIONS	13
OTHER	144
PARTICIPANT APPLICATION REQUEST	5
PARTICIPANT ELIGIBILITY	425
POINT OF SALE – BILLING	300
POINT OF SALE – DUR	28
POINT OF SALE – RE-BILL	68
POINT OF SALE – REVERSAL	140
TOTAL PROVIDER CALLS	1,259

AMERICAN INDIAN HEALTH (AIHP)	TOTALS
AIHP ADJUSTMENT	1
AIHP DUAL BILLING	2
AIHP FILE CHANGE	1
AIHP PARTICIPANT ELIGIBILITY	40
AIHP Payment	0
AIHP POS BILLING	2
AHIP REVERSAL	4
AIHP VACATION	0
TOTAL AIHP PROVIDER CALLS	50

WRITTEN COMMUNICATION ACTIVITY SUMMARY	
Monthly Total Inquiries	546

Participant Helpline Monthly Stats

September 2019

DATE	DAY OF WEEK	ANSWERED CALLS	ABANDONED CALLS	BUSY SIGNAL	TOTAL ATTEMPTED	PERCENT CALLS ABANDONED	PERCENT CALLS ANSWERED
9/3/2019	Tuesday	663	64	5	732	5.84%	100.00%
9/4/2019	Wednesday	533	47	2	582	11.84%	88.16%
9/5/2019	Thursday	506	15	2	523	2.12%	97.88%
9/6/2016	Friday	472	16	12	500	0.25%	99.75%
9/9/2019	Monday	741	40	7	788	3.93%	96.07%
9/10/2019	Tuesday	560	33	5	598	2.94%	97.06%
9/11/2019	Wednesday	474	68	0	542	1.14%	98.86%
9/12/2019	Thursday	434	38	4	476	0.23%	99.77%
9/13/2019	Friday	441	35	1	477	2.27%	97.73%
9/16/2019	Monday	604	60	8	672	2.89%	97.11%
9/17/2019	Tuesday	473	77	1	551	2.87%	97.13%
9/18/2019	Wednesday	483	59	4	546	1.15%	98.85%
9/19/2019	Thursday	446	49	2	497	0.43%	99.57%
9/20/2019	Friday	513	59	6	578	0.47%	99.53%
9/23/2019	Monday	608	72	3	683	6.17%	93.83%
9/24/2019	Tuesday	581	67	5	653	5.14%	94.86%
9/25/2019	Wednesday	511	43	3	557	3.78%	96.22%
9/26/2019	Thursday	506	51	3	560	1.49%	98.51%
9/27/2019	Friday	482	57	2	541	4.36%	95.64%
9/30/2019	Monday	724	81	3	808	5.96%	94.04%
TOTALS		10,755	1,031	78	11,864	9.35%	90.65%

Performance Standard

Abandoned & Unanswered Total: **1,109**
 Percentage Answered: **90.65%**

The Participant Helpline is closed on weekends and approved State Holidays

Provider Helpline Monthly Stats

September 2019

DATE	DAY OF WEEK	ANSWERED CALLS	ABANDONED CALLS	BUSY SIGNAL	TOTAL ATTEMPTED	PERCENT CALLS ABANDONED	PERCENT CALLS ANSWERED
9/1/2019	Sunday	15	0	0	15	0.00%	100.00%
9/2/2019	Monday	9	0	0	9	0.00%	100.00%
9/3/2019	Tuesday	91	13	0	104	12.50%	87.50%
9/4/2019	Wednesday	68	9	3	80	11.25%	88.75%
9/5/2019	Thursday	76	0	3	79	0.00%	100.00%
9/6/2019	Friday	56	4	1	61	6.56%	93.44%
9/7/2019	Saturday	18	0	0	18	0.00%	100.00%
9/8/2019	Sunday	8	0	0	8	0.00%	100.00%
9/9/2019	Monday	86	2	1	89	2.25%	97.75%
9/10/2019	Tuesday	72	6	1	79	7.59%	92.41%
9/11/2019	Wednesday	91	7	5	103	6.80%	93.20%
9/12/2019	Thursday	80	9	1	90	10.00%	90.00%
9/13/2019	Friday	70	14	1	85	16.47%	83.53%
9/14/2019	Saturday	10	0	0	10	0.00%	100.00%
9/15/2019	Sunday	8	0	0	8	0.00%	100.00%
9/16/2019	Monday	76	5	0	81	6.17%	93.83%
9/17/2019	Tuesday	84	10	1	95	10.53%	89.47%
9/18/2019	Wednesday	76	2	4	82	2.44%	97.56%
9/19/2019	Thursday	60	1	1	62	1.61%	98.39%
9/20/2019	Friday	76	4	1	81	4.94%	95.06%
9/21/2019	Saturday	16	0	0	16	0.00%	100.00%
9/22/2019	Sunday	3	0	0	3	0.00%	100.00%
9/23/2019	Monday	77	3	1	81	3.70%	96.30%
9/24/2019	Tuesday	80	10	1	91	10.99%	89.01%
9/25/2019	Wednesday	64	5	1	70	7.14%	92.86%
9/26/2019	Thursday	66	9	1	76	11.84%	88.16%
9/27/2019	Friday	60	8	0	68	11.76%	88.24%
9/28/2019	Saturday	11	0	0	11	0.00%	100.00%
9/29/2019	Sunday	5	0	0	5	0.00%	100.00%
9/30/2019	Monday	79	7	1	87	8.05%	91.95%
TOTALS		1,591	128	28	1,747	8.93%	91.07%

Performance Standard

Abandoned & Unanswered Total: **156**
 Percentage Answered: **91.07%**

AIHP Helpline Monthly Stats

September 2019

DATE	DAY OF WEEK	ANSWERED CALLS	ABANDONED CALLS	BUSY SIGNAL	TOTAL ATTEMPTED	PERCENT CALLS ABANDONED	PERCENT CALLS ANSWERED
9/3/2019	Tuesday	7	0	0	7	0.00%	100.00%
9/4/2019	Wednesday	3	0	0	3	0.00%	100.00%
9/5/2019	Thursday	5	0	0	5	0.00%	100.00%
9/6/2016	Friday	1	0	0	1	0.00%	100.00%
9/9/2019	Monday	4	0	0	4	0.00%	100.00%
9/10/2019	Tuesday	5	2	0	7	28.57%	71.43%
9/11/2019	Wednesday	6	0	0	6	0.00%	100.00%
9/12/2019	Thursday	2	0	0	2	0.00%	100.00%
9/13/2019	Friday	3	0	0	3	0.00%	100.00%
9/16/2019	Monday	4	0	0	4	0.00%	100.00%
9/17/2019	Tuesday	13	1	0	14	7.14%	92.86%
9/18/2019	Wednesday	9	1	0	10	10.00%	90.00%
9/19/2019	Thursday	6	0	0	6	0.00%	100.00%
9/20/2019	Friday	6	0	0	6	0.00%	100.00%
9/23/2019	Monday	6	0	0	6	0.00%	100.00%
9/24/2019	Tuesday	4	0	0	4	0.00%	100.00%
9/25/2019	Wednesday	7	1	0	8	12.50%	87.50%
9/26/2019	Thursday	3	0	0	3	0.00%	100.00%
9/27/2019	Friday	4	0	0	4	0.00%	100.00%
9/30/2019	Monday	3	1	0	4	0.00%	100.00%
TOTALS		101	6	0	107	5.61%	94.39%

Performance Standard

Abandoned & Unanswered Total: 6
 Percentage Answered: 94.39%

The AIHP Helpline is closed on weekends and approved State Holidays

Provider Services

Claims Summary Statistics:

EPIC	Month to Date	Year to Date
Processed	901,478	11,217,440
Paid (Approved)	611,399	7,590,700
Denied	158,045	1,987,232
Payments	\$6,626,131.56	\$79,656,353.06

*The claims summary statistics do not include voids

AIHP	Month to Date	Year to Date
Processed	29,005	337,456
Paid (Approved)	15,948	189,468
Denied	3,793	45,874
Payments	\$1,534,537.29	\$18,460,345.70

*The claims summary statistics do not include voids

Claims Denied Statistics:

Denial Type	Denied
Point of Sale	157,980
Year to Date	1,986,853
Paper	65
Year to Date	378

Claims Administration Statistics:

	Month to Date	Year to Date
Paper Claims Received	522	5,600
Paper Claims Processed	835	5,815

*The claims processed may include prior month inventory

SMAC Statistics:

	Month to Date	Year to Date
State Maximum Allowable Cost Researches Received	0	0

Provider Relations:

- ✓ New Providers were loaded this month 0
- ✓ Total providers currently active on NY EPIC panel: 4,858
- ✓ Pharmacies listed on Office of the Medicaid Inspector General exclusion list for this month: 0
- ✓ Pharmacies identified to be in good standing with Medicaid: 4,858

Provider Enrollment:

	Month to Date	Year to Date	Program Life
Enrolled	15	266	6,304
Total enrollment(s) from New York City:	2	40	-

Mailroom Services**Mailroom Services:**

- ✓ 2,492 EPIC participant identification cards were mailed.
- ✓ 43 AIHP participant identification cards were mailed.
- ✓ 23,852 brochures were distributed.

Monthly Data Report:

Brochures	Totals
Brochures Mailed (English)	22,665
Brochures Mailed (Spanish)	1,187
English Brochure Inventory	68,620
Spanish Brochure Inventory	13,851

Pharmacy**Claim Monitoring:**

- ✓ Call Center pharmacist provided assistance to Helpline inquiries as needed.
- ✓ Refer to the Audit report for the compound claims priced.

Systems

EPIC System Development Group completed the following items:

Operations printed:

- ✓ 7,503 Letters (Daily average: 375)
- ✓ 2,535 ID Cards (Daily average: 164)
- ✓ 52 Report Pages (Daily average: 3)

Third Party Query Tracking

*OTDA - New York State Office of Temporary and Disability Assistance

DATE SENT TO OTDA	Records	File Size:		STATE TO MAGELLAN (w/OTDA sent date)	Rec'd via Automated Process	Rec'd via manual process (email, manual ftp process, other)	No file sent on this day	Records	File Size	Req Date
09/01/19	N/A	N/A		Sunday	09/01/19	X		155	267995	28-Aug
09/02/19	N/A	N/A		Monday	09/02/19		X			
09/03/19	48	5040		Tuesday	09/03/19		X			
09/04/19	45	4725		Wednesday	09/04/19	X		216	373464	29-Aug
09/05/19	165	17325		Thursday	09/05/19	X		146	252434	30-Aug
09/06/19	*	*		Friday	09/06/19	X		49	84721	3-Sep
09/07/19	N/A	N/A		Saturday	09/07/19	X		45	77805	4-Sep
09/08/19	N/A	N/A		Sunday	09/08/19	X		45	77805	4-Sep
09/09/19	24	2520		Monday	09/09/19		X			
09/10/19	114	11970		Tuesday	09/10/19	X		167	288743	5-Sep
09/11/19	85	8925		Wednesday	09/11/19	X		**	**	**
09/12/19	186	19530		Thursday	09/12/19	X		24	41496	9-Sep
09/13/19	131	13755		Friday	09/13/19	X		116	200564	10-Sep
09/14/19	N/A	N/A		Saturday	09/14/19	X		85	146965	11-Sep
09/15/19	N/A	N/A		Sunday	09/15/19	X		85	146965	11-Sep
09/16/19	148	15540		Monday	09/16/19		X			
09/17/19	No File	No File		Tuesday	09/17/19	X		187	323323	12-Sep
09/18/19	263	27615		Wednesday	09/18/19	X		131	226499	13-Sep
09/19/19	82	8610		Thursday	09/19/19	X		153	264537	16-Sep
09/20/19	182	19110		Friday	09/20/19		X			
09/21/19	N/A	N/A		Saturday	09/21/19	X		266	459914	18-Sep
09/22/19	N/A	N/A		Sunday	09/22/19	X		266	459914	18-Sep
09/23/19	179	18795		Monday	09/23/19		X			
09/24/19	309	32445		Tuesday	09/24/19	X		82	141778	19-Sep
09/25/19	*	*		Wednesday	09/25/19	X		185	319865	20-Sep
09/26/19	286	30030		Thursday	09/26/19	X		181	312949	23-Sep
09/27/19	147	15435		Friday	09/27/19	X		314	542906	24-Sep
09/28/19	N/A	N/A		Saturday	09/28/19	X		314	542906	24-Sep
09/29/19	N/A	N/A		Sunday	09/29/19	X		314	542906	24-Sep
09/30/19	201	21105		Monday	09/30/19		X			
* Sent Annual Renewal File										
** Response from Annual Renewal File										
No File sent on 9/17 and 9/25 due to batch error										

*No data during the weekend

Red block - denotes office closure/Network transmission not complete, if applicable.