

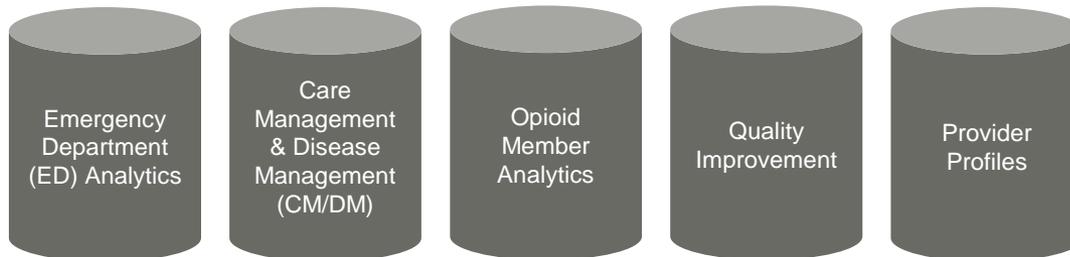
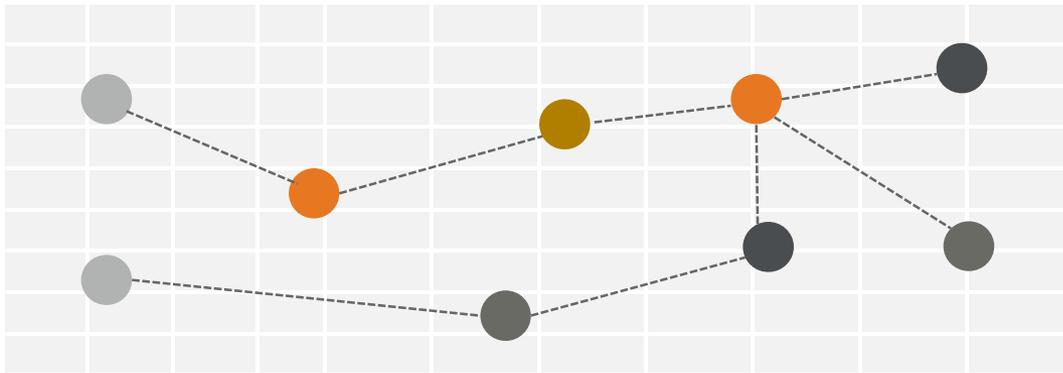
Improving Health Plan Operational Efficiency through Business Intelligence

Steve Johnson Ph.D

Contents



Visual data analytics powered by a business intelligence tool



The above sample data analytic dashboards will be shown in today's presentation ...



ED Dashboard – Identify High Volume Hospitals

Explore ED Utilization by Provider

ED Visits and Cost per Visit (\$) by Provider

Each circle represents a Provider. The size of the circle encodes the number of members utilizing the ED.
 Select a Provider's circle to learn more about the distribution of ED visits for members attributed to the Provider.



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Selection Filters
 Note: These filters only apply to ED Visits and Cost per Visit by Provider chart.

Select Average Paid per Visit:



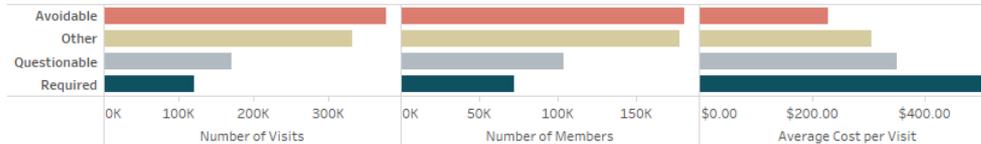
Select Number of Members per Provider:



Select Num.. 1 20,866

Provider Details by ED Visit Category - All

To change the Provider, select a Provider on the scatter plot above.



Selection Filters
 Note: These filters apply to all charts.

Select Year/Month:

(All) ▾

Select Region (Prepaid):

(All) ▾

Select Region

(Prior Prepaid):

(All) ▾

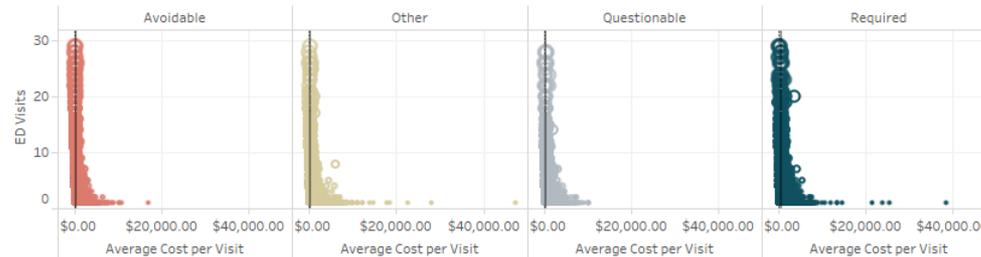
Select Parish:

(All) ▾

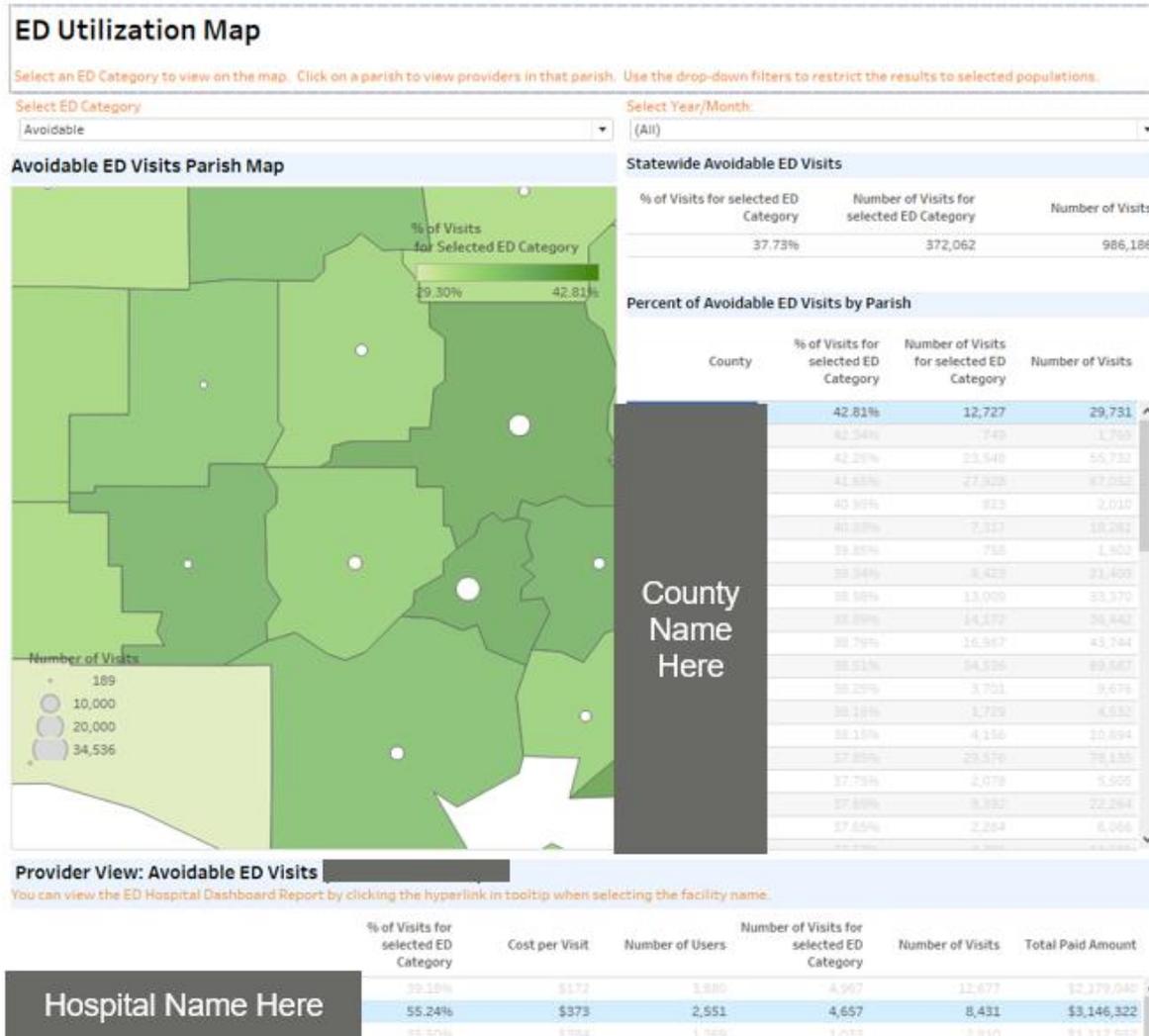
Number and Cost per ED Visit by Member and ED Visit Category (All)

Each point corresponds to a Member. The Member is plotted in each panel based on the number of ED Visits and the average cost (\$) per visit.

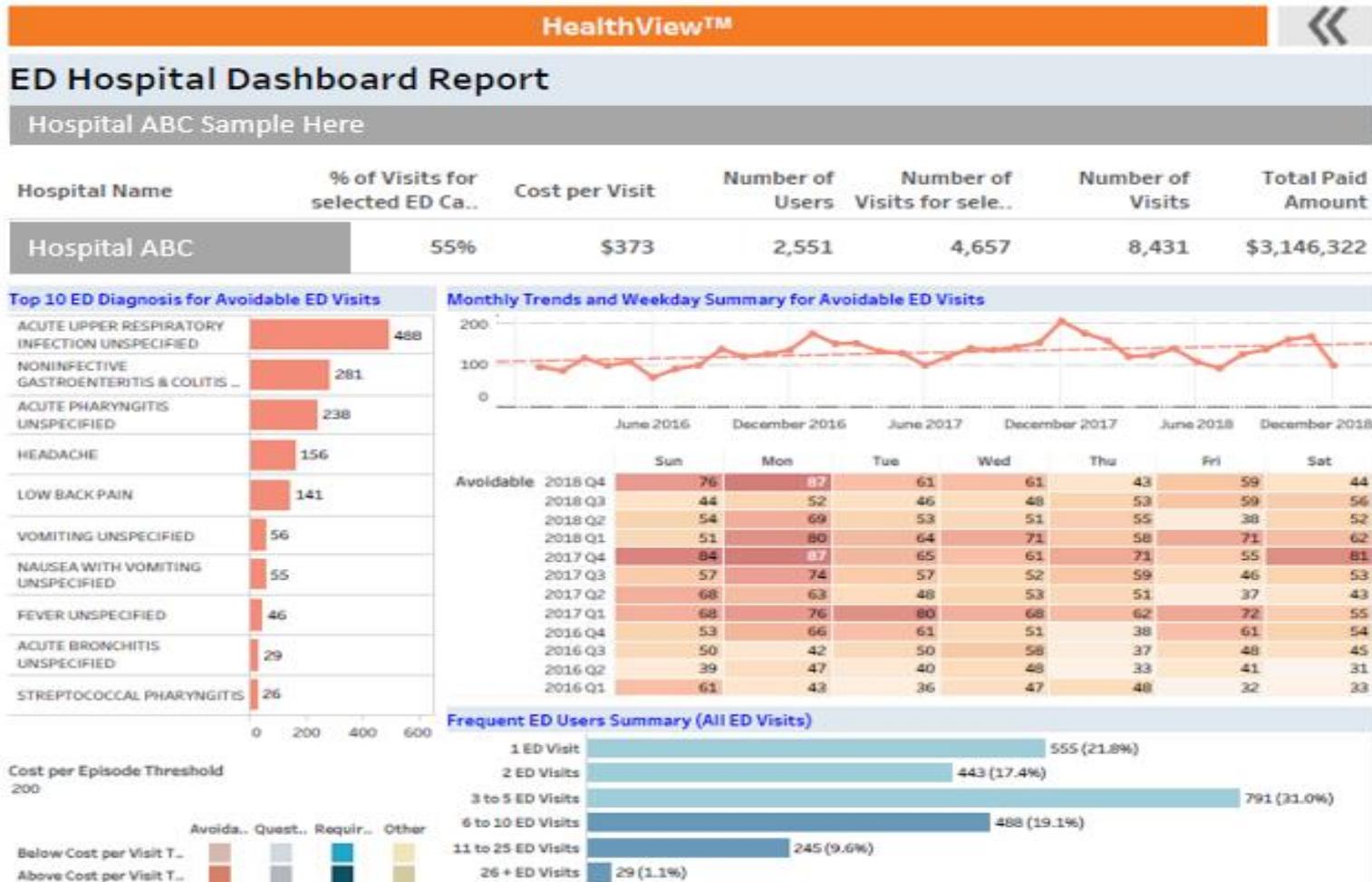
Hover over a Member point for more details.



ED Dashboard – Avoidable Visits by County



ED Dashboard – Detailed Hospital Report



CM/DM Dashboard – Enroll High Risk Members

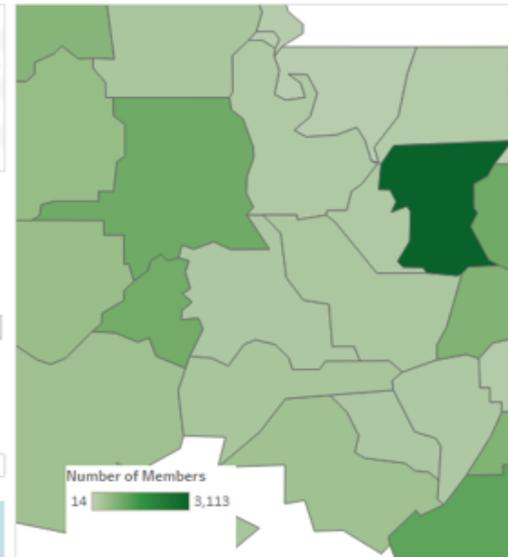
Explore Member Characteristics

Use this page to narrow the focus of a Member Profile search. Setting the filters will limit the list to qualifying Members. Use the plan specific case management filters to search members that are part of case management. Select a Member to see the corresponding Member Profile.

Summary (Jan 2016 to Dec 2018)

Number of Members	29,518
Total paid	\$1,281,653,608
Avg. total Risk	12.84
Member Months	716,840
Avg. Comorbid	6.52
ER Claim	185,351
IP Claim	38,673

Member Locations



Quick Priority Member List for CM/DM:

Type in a number for the priority list and select any exclusion conditions, if needed. Click the blue button to see the results.

How many members?

Exclude Blood
(Leukemia,
Hemophilia,
Sickle-Cell Disease) ?

Exclude Malignancies?

Exclude Renal
(Chronic
Renal Failure) ?

[View Top N Members](#)

Member ID	Age	Gender	Current Elig	Aid Category	Acuity	Costs	Total paid	PMPM (\$)	Total Risk	Member Months	Comorbid	ER Claim	IP Claim
			yes	BH Ca..	Very High	High	11,032	\$306	4.68	36	7	6	0
			yes	SSI	Very High	Very High	121,719	\$3,381	19.30	36	15	6	1
			yes	Medic..	Very High	High	7,912	\$220	9.66	36	7	18	0
			yes	SSI	Very High	High	10,540	\$293	4.32	36	7	2	0
			yes	Medic..	Very High	Very High	20,359	\$566	9.47	36	8	6	2
			yes	F&C	Very High	Very High	24,784	\$688	10.54	36	2	2	1
			yes	F&C	Very High	High	12,817	\$356	3.68	36	7	0	0
			yes	SSI	Very High	High	12,715	\$353	7.78	36	8	9	0
			yes	Medic..	Very High	Very High	20,769	\$577	9.11	36	6	3	0
			yes	SSI	Very High	Very High	19,528	\$542	7.45	36	8	5	1
			yes	SSI	Very High	High	17,609	\$489	7.75	36	8	20	0
			yes	SSI	Very High	Very High	163,068	\$4,530	23.14	36	9	4	16
			yes	F&C	Very High	Very High	24,581	\$683	4.20	36	7	4	0

Member Info Here

[Return to TOC](#)

Selection Filters

Select Aid Category:

Select Age Group:

Select Gender:

Select Region

(Prepaid):

Select Region

(Prior Prepaid):

Select Acuity

Category:

Select Cost

Category:

Set Risk Score:

0.0 176.1



Complex
(5+ Conditions)
Members?

Dually Diagnosed
Members?

Members with
ED Claims with
no Office Visits?

Enter Member ID:

CM/DM Dashboard – Member Details

Disease Management for Members with Chronic Conditions

Use this page to explore the Disease Profile of Members with chronic conditions. Use the Demographics Filters and Conditions Filters to restrict the list of Members. Click on a Member to view that Member's corresponding Member Profile.

[Return to TOC](#)

Demographic Filters

Select Aid Category: (All) | Select Age Group: (All) | Select Gender: (All) | Select Region (Prepaid): (All) | Select Region (Prior Prepaid): (All) | Current Elig: (All)

Select Acuity: (All) | Select Cost Category: (All) | Enter Member ID to lookup:

Plan specific case management as of January 2019

Select Program Status: (All) | Select Plan: (All) | Select Reason: (All)

Summary Table (Jan 2016 to Dec 2018)

Number of Members	2,669
Total paid	\$141,429,254
Avg. total Risk	8.80
Member Months	67,218
Avg. Comorbid	4.10
ER Claim	9,346
IP Claim	1,555

Condition Filters

HIV/AIDS? Yes

Pregnancy? (All)

Sickle Cell? (All)

Asthma? (All)

Behavioral Disorders? (All)

Diabetes and Diabetic Retinopathy? (All)

High Cost Cardiology? (All)

High Cost Neurological Conditions? (All)

Hyperlipidemia? (All)

Hypertension? (All)

High Cost Pharmacy? (All)

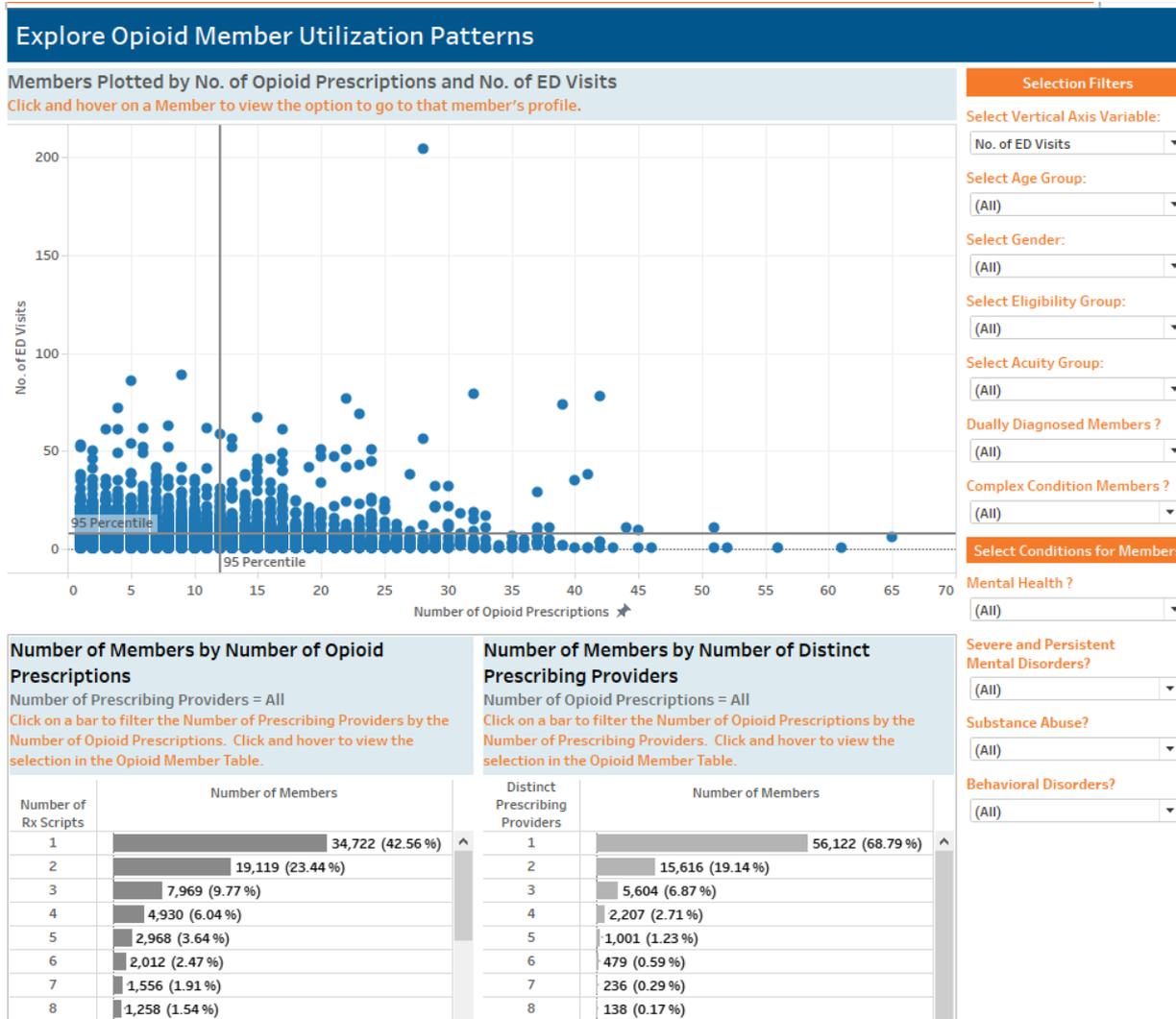
Mental Health? (All)

© 2020 Mapbox © OpenStreetMap

Member ID	Age	Gender	Current Elig	Aid Category	Acuity	Costs	Sum of Total Paid	PMPM (\$)	Total Risk	Member Months	Comorbid	ER Claim	IP Claim
yes			SSI	Very High	Very High	\$652,954	\$18,138	18.66	36	7	9	8	
yes			Medic...	Very High	Very High	\$509,906	\$36,422	32.80	14	12	0	4	
no			SSI	Very High	Very High	\$472,942	\$23,647	11.73	20	7	7	5	
yes			Medic...	Very High	Very High	\$457,895	\$26,935	9.56	17	4	9	1	
yes			SSI	Very High	Very High	\$416,309	\$11,895	48.38	35	14	67	11	
yes			BH Car...	Very High	Very High	\$391,043	\$10,862	10.04	36	7	3	3	
yes			SSI	Very High	Very High	\$337,633	\$9,379	16.46	36	9	0	0	
yes			SSI	Very High	Very High	\$329,818	\$9,162	25.10	36	8	5	1	
no			SSI	Very High	Very High	\$329,498	\$11,362	63.18	29	13	5	0	
yes			F&C	Very High	Very High	\$301,929	\$8,387	11.73	36	5	1	0	
yes			BH Car...	Very High	Very High	\$298,516	\$8,292	8.76	36	7	0	0	
yes			BH Car...	Medium	Very High	\$289,683	\$8,047	6.32	36	5	0	0	
yes			F&C	Very High	Very High	\$286,432	\$7,956	11.51	36	9	14	0	
yes			SSI	Very High	Very High	\$285,366	\$11,415	20.07	25	6	4	1	
yes			BH Car...	Very High	Very High	\$264,451	\$7,346	14.73	36	10	7	15	
no			BH Car...	Very High	Very High	\$262,041	\$18,717	55.71	14	5	3	4	
yes			SSI	Very High	Very High	\$244,752	\$9,065	31.85	27	12	38	6	

Member Info Here

Opioid Dashboard – Outlier Members



Provider Dashboard – Detailed Provider Report

Select Provider Specialty
Nurse Practitioner

Select Panel Size (Members)
1 263

Select Provider

96483784 263

32557248 218

01554387 217

13685392 213

19604386 211

63757044 203

06629377 182

00099628 180

86724380 171

19074387 154

06252290 152

09228772 152

83876383 143

31635296 143

41755081 134

00020447 133

41087356 132

46835296 132

08477248 123

18634583 111

0006225 109

10775081 106

37927043 106

24685399 106

93985266 106

47436387 102

06635296 98

31685790 98

65437241 98

17357241 97

Provider Profile Report for 96483784
Provider Panel Size (Member Months) = 3,156

Utilization By Category of Service - PMPY (Provider vs Peer Group - Nurse Practitioner)

Category	Provider	Peer Group
Provider Member Months	3,156	184,692
Professional Office Visits	3,500	3,071
ED (Emergency Department)	420	389
Inpatient (Excluding Births)	57	116
Pharmacy	8,345	5,825

Disease Prevalence (%) and Total Costs incurred by the members attributed to this provider for the condition.

Condition	Prevalence (%)	Total Costs
Asthma	14%	\$4,302
Obstetrics and Gynecology	10%	\$8,275
Orthopedics	9%	\$21,811
Neurology Including Epilepsy	7%	\$4,269
Behavioral Disorders	6%	\$7,701
Normal Pregnancy	3%	\$29,329

Eligibility Group (Provider vs. Peer Group - Nurse Practitioner)

Eligibility Group	Provider Panel Member Count	Eligibility Group Member Count	Provider Member Months	Eligibility Group Member Months	Provider Panel PMPM(\$)	Eligibility Group PMPM(\$)	Provider Panel Avg Risk	Eligibility Group Avg Risk	Provider Panel RA PMPM(\$)	Eligibility Group RA PMPM(\$)	Provider Efficiency Index
Foster care	2	166	24	1,992	131.58	302.73	0.877	1.29	150.04	234.46	0.64
QDWI	1	51	12	612	512.35	844.57	3.584	3.44	142.96	245.49	0.58
TANF	260	14,728	3,120	176,736	115.04	139.97	0.617	0.88	186.31	159.24	1.17
Grand Total	263	14,945	3,156	179,340	116.68	144.18	0.631	0.89	184.99	161.58	1.14

ETG Efficiency Ratio (Provider vs Peer Group - All Specialties in Dropdown combined)

Select ETG
Routine exam | w/o surgery or active management | Severity Level 1

Click anywhere to see Detailed ETG Costs

	Ancillary Inpatient	Ancillary Outpatient	Facility Management	Pharmacy	Surgery	Index
(Provider Index) - CE Ratio	0.000	1.168	0.000	0.974	0.000	1.012

ED Visits by Category - Provider

Click on an ER Category to see ED Utilizations by Diagnosis Codes (The thickness of the bar represents count of members)

Category	Number of Visits
Avoidable	~10
Questionable	~10
Required	~10
Others	~10

Click on a trend line to see ED Utilization details by Weekday for provider - (By Total ED Visits)

Quality Measure Adherence - Provider

Select Quality Measure
Adolescent Well-Care Visits (National Standard)

Select Measure Description
Adolescent Well-Care Visits (National Standard) (Click on the Quality Measure to see members)

Adherence Rate (%)

Measure Description	Adherence Rate (%)
Patient(s) 12 - 21 years of age that had one comprehensive well-care visit with a PCP or an OB/GYN in the last 12 reported months.	10

Preventable Hospitalizations - Provider (PQI) Preventable Hospitalizations (Click on the PQI to see members)

Patient(s) hospitalized for	Preventable Hospitalizations	Members
Patient(s) hospitalized for urinary tract infection.	1	1
Patient(s) hospitalized for asthma.	1	1

Access to Care - Provider

Specify Access to Care Threshold (ml)

Threshold	Percentage
Less than or equal to 25 ml.	32%
Greater than 25 ml.	68%

- 00228772
- 83876383
- 31635296
- 41755081
- 00020447
- 41087356
- 46835296
- 08477248
- 18634583
- 0006225
- 10775081
- 37927043
- 24685399
- 93985266
- 47436387
- 06635296
- 31685790
- 65437241
- 17357241
- 63657040
- 97555398
- 19775083
- 4587345
- 00096361
- 56158581
- 96625291
- 00095966
- 88304582
- 80770797
- 52967039
- 89837037
- 28757050
- 50534858
- 000F3547
- 23507047
- 00016466
- 88975592
- 83285601
- 89824385
- 11675900
- 61207241
- 07227256
- 78977242
- 27376389

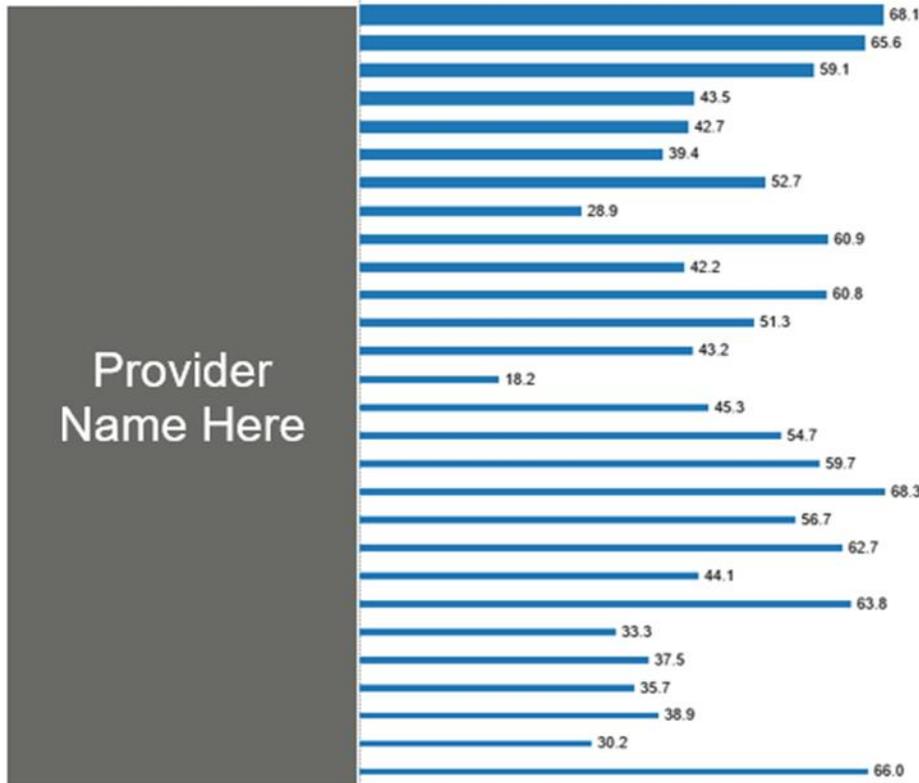
Quality Dashboard Sample View

Adherence by Provider Type

Select a Measure Category, Quality Measure, and Measure Description from the drop downs on the right. Click on a provider to see his or her attributed members. Reset Measure Description to "All" before changing Quality Measures. Thickness of the bar represents provider's member panel size.

Other EBM Measures
Diabetes Mellitus

Patient(s) that had at least 2 HbA1c tests in last 12 reported months.



Selection Filters

1. Select Measure Category:

2. Select Quality Measure:
 (Reset to "All" to change to a different Measure Category)

3. Select Measure Description:
 (Reset to "All" to change to a different Quality Measure)

4. Sort Chart by:

5. Limit Member Count per Provider:
 21 1,745

To see list of Members, select a Provider from the list.

Member Count

- 21
- 50
- 100
- 150
- 185

Generate a PDF report of members from selected provider.

Generate Member Report

Thank you.

Contact information:

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