

Public Employees Benefit Program – State of Nevada

Medical Management Review

Q1 2021

July 1, 2020 – September 30, 2020

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Executive Overview

Overview

This presentation contains information for **Public Employees Benefit Program** and provides an overview of the **Utilization Management, Case Management, and Post-Discharge Counseling**.

All data included is as of **October 31, 2020** and covers the reporting period of **July 01, 2020 – September 30, 2020**; all tables and graphs reflect the reporting period unless expressly noted. When requested, prior period comparison details are provided and indicated on the associated graphs or charts.

Return on Investment – Year Over Year Comparison

- ▶ Summary of medical management savings and ROI
 - ▶ Utilization Management savings are achieved through medical necessity reviews of inpatient bed days and outpatient services
 - ▶ Case Management savings are estimated costs that would have been incurred to the plan, had we not intervened

April 1, 2020 - June 30, 2020			
	Fees	Estimated Savings	ROI
Utilization Management	\$198,736	\$1,020,153	5.1 to 1
Case Management	\$297,255	\$1,343,926	4.5 to 1
Total	\$495,991	\$2,364,079	4.8 to 1

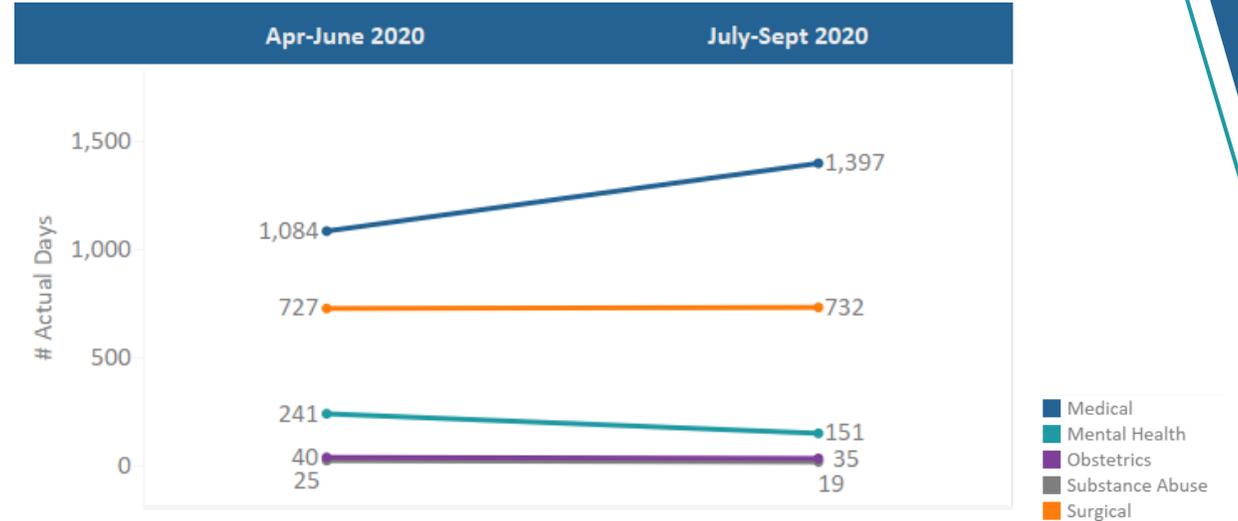
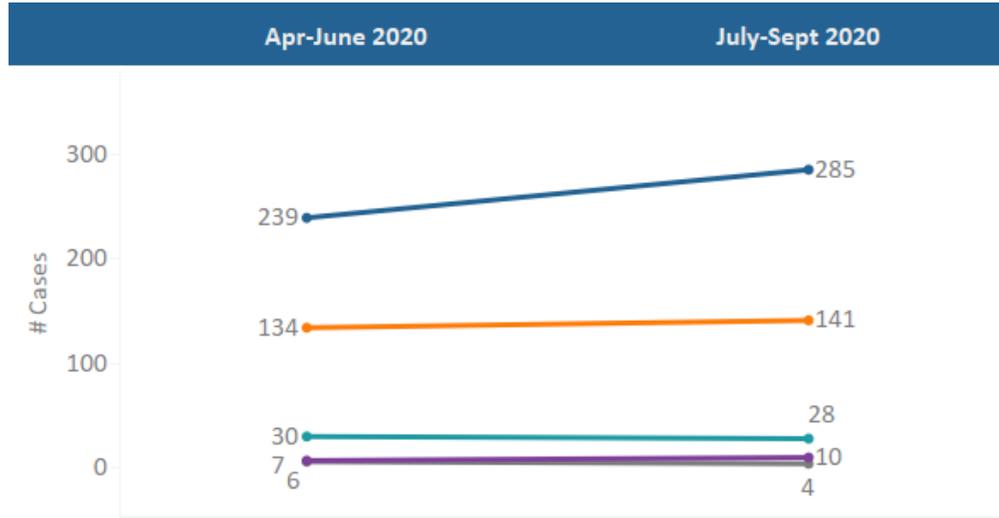
Utilization Management Breakout	
Inpatient Savings	\$593,782
Outpatient Savings	\$426,371

July 1, 2020 - September 30, 2020			
	Fees	Estimated Savings	ROI
Utilization Management	\$196,284	\$1,442,760	7.4 to 1
Case Management	\$293,587	\$860,907	2.9 to 1
Total	\$489,871	\$2,303,667	4.7 to 1

Utilization Management Breakout	
Inpatient Savings	\$834,445
Outpatient Savings	\$608,315

Utilization Management

Acute Inpatient Activity Summary

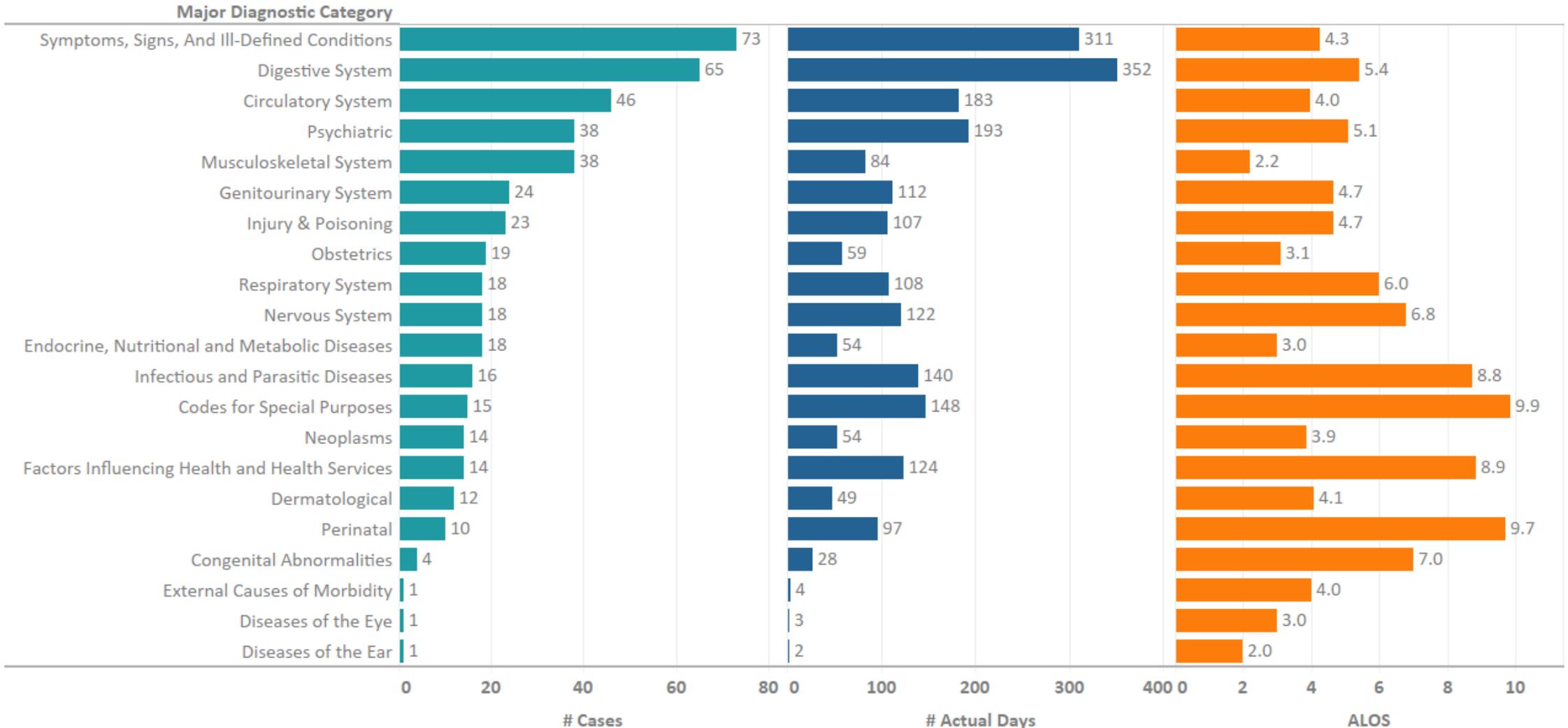


Utilization Review Process

Days Saved: 89
Estimated Savings: \$777,447

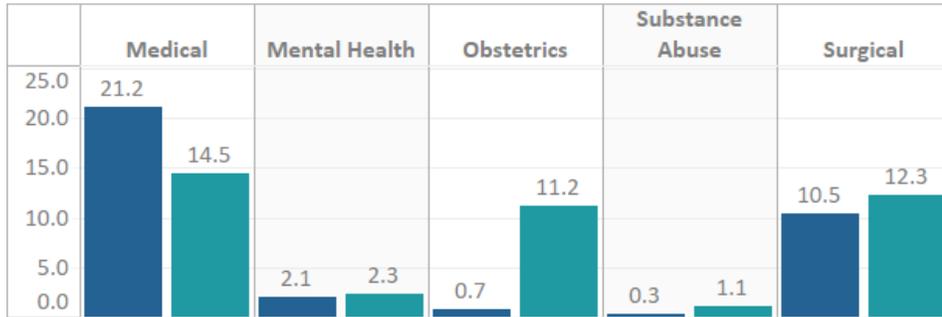
July 1, 2020 - September 30, 2020						
	Cases	Actual Days	Requested Days	Approved Days	Saved Days	Estimated Savings
Medical	285	1,397	1,412	1,362	50	\$307,917
Surgical	141	732	740	704	36	\$465,516
Mental Health	28	151	151	149	2	\$2,773
Substance Abuse	4	19	19	18	1	\$1,242
Obstetrics	10	35	35	35	0	\$0
Grand Total	468	2,334	2,357	2,268	89	\$777,447

Acute Inpatient – Case and Actual Days by Diagnostic Categories

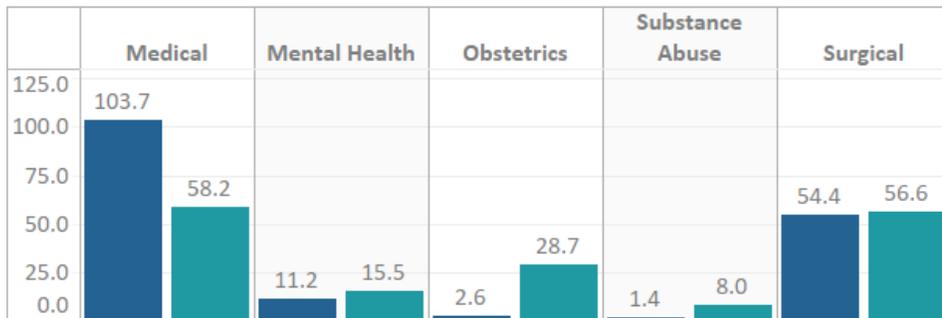


Acute Inpatient Activity – Utilization Benchmarks

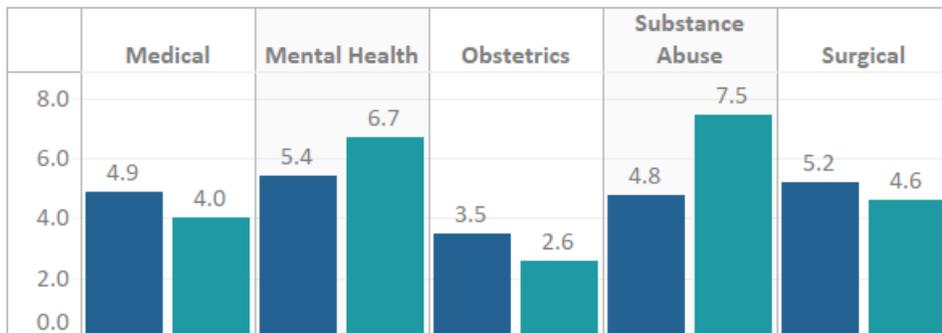
Admissions per 1,000



Days per 1,000



ALOS



Due to federal mandate regulations, not all Obstetrics cases require pre-certification; therefore, Obstetrics ALOS should be interpreted with caution.

Admissions per 1,000

- Medical: Admissions were 46.2% higher than the Milliman Benchmark.
 - 24 members had 2 or more inpatient admissions

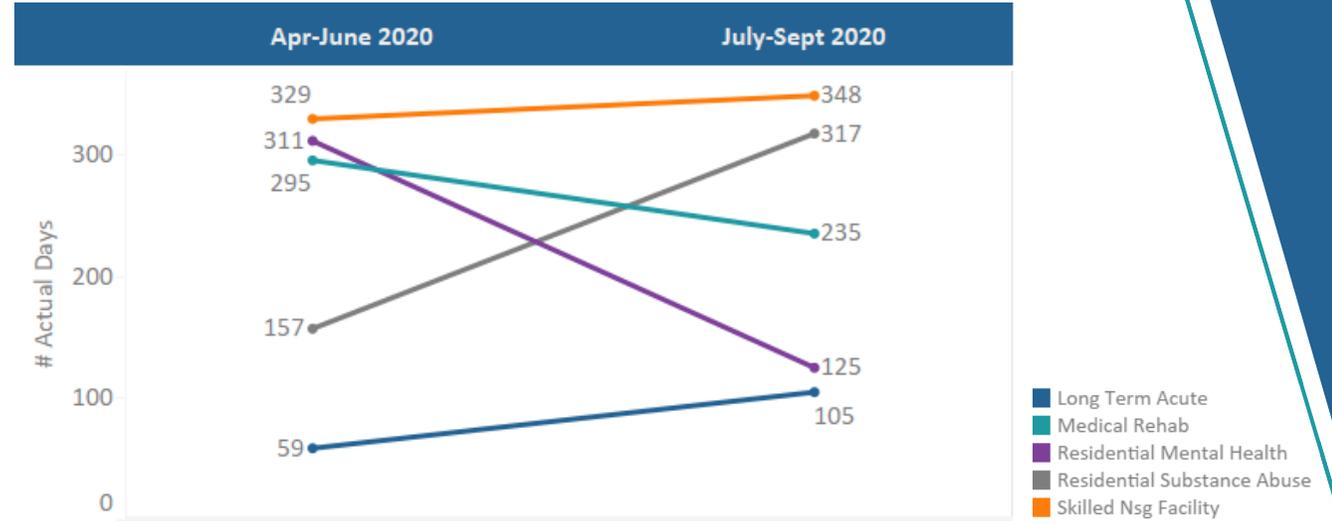
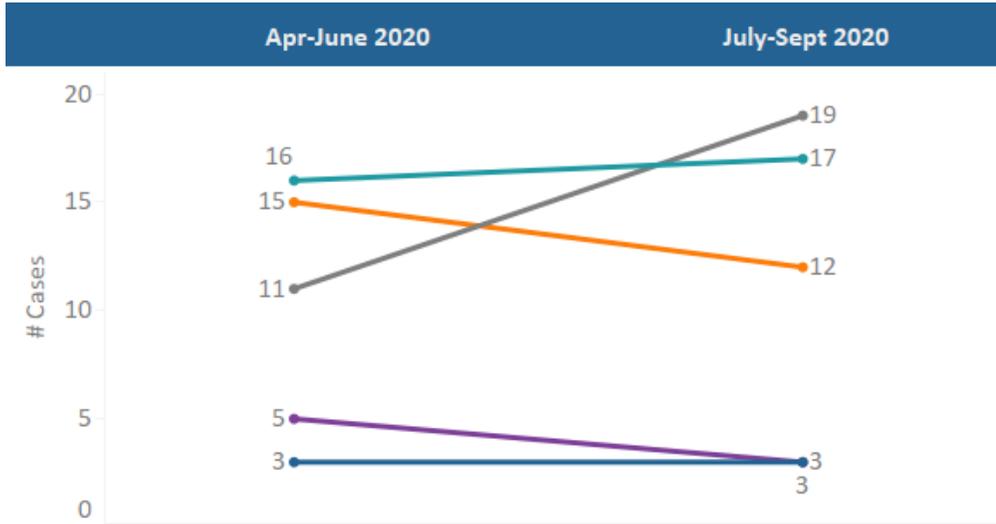
Days per 1,000

- Medical: Days were 78.2% higher than the Milliman Benchmark.
 - 33 cases utilized 10 or more days during the report period

Average Length of Stay

- Medical: ALOS was 0.9 days higher than the Milliman Benchmark.
 - Removal of 10 outlier cases that consumed 23 or more days each resulted in an ALOS of 3.9
- Obstetrics: ALOS was 0.9 days higher than Milliman Benchmark.
 - Removal of 5 outlier cases that consumed 4 or more days each resulted in an ALOS of 2.4
- Surgical: ALOS was 0.6 days higher than Milliman Benchmark.
 - Removal of 2 outlier cases that consumed 49 or more days resulted in an ALOS of 4.4

Non-Acute Inpatient Activity Summary

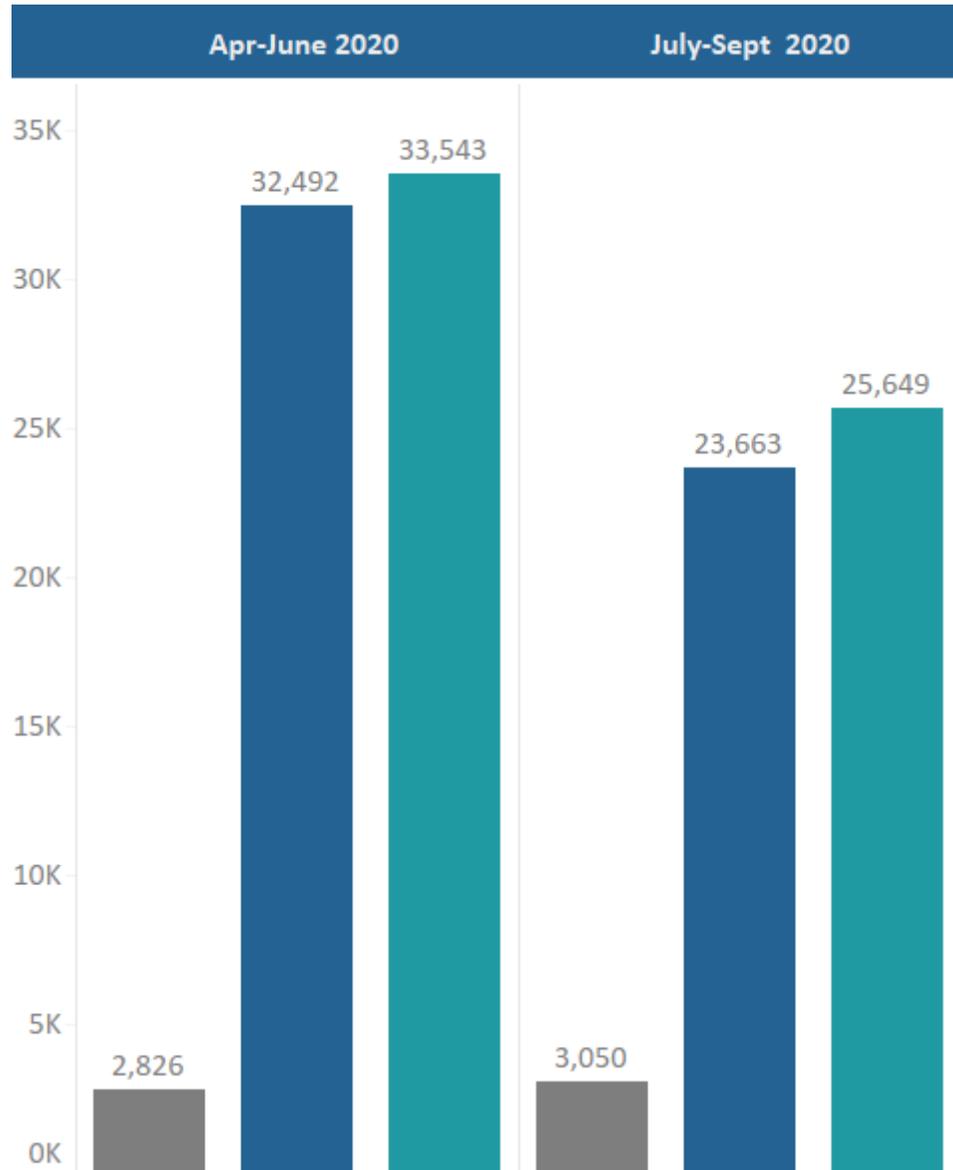


Utilization Review Process

Days Saved: 35
Estimated Savings: \$56,998

July 1, 2020 - September 30, 2020						
	Cases	Actual Days	Requested Days	Approved Days	Saved Days	Estimated Savings
Residential Substance Abuse	19	317	317	316	1	\$903
Skilled Nsg Facility	12	348	355	332	23	\$15,659
Medical Rehab	17	235	244	242	2	\$5,705
Long Term Acute	3	105	105	96	9	\$34,731
Residential Mental Health	3	125	128	128	0	\$0
Grand Total	54	1,130	1,149	1,114	35	\$56,998

Outpatient Activity Summary



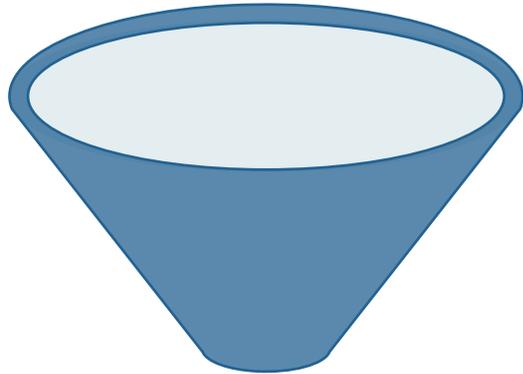
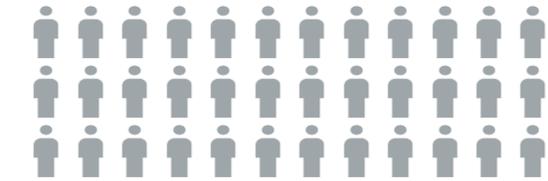
July 1, 2020 - September 30, 2020					
Outpatient Setting	# Cases	# Units Requested	# Units Approved	# Units Saved	Outpatient Savings
Diagnostic Test	1,622	2,132	1,931	201	\$195,907
Surgery	617	1,099	1,086	13	\$19,533
Med Treatment	492	7,249	7,019	230	\$333,147
DME	199	10,910	9,793	1,117	\$32,740
Home Health	66	1,185	1,094	91	\$16,038
MH/SA	24	333	333	0	\$0
Home Infusion	22	2,275	1,972	303	\$0
PT/OT/ST	4	135	135	0	\$0
Home Enteral Feeding	3	238	238	0	\$0
Hospice Home	1	93	62	31	\$10,951
Grand Total	3,050	25,649	23,663	1,986	\$608,315

- # Cases
- # Units Approved
- # Units Requested

Utilization Review Process

Units Saved: 1,986
Estimated Savings: \$608,315

Case Management Referrals from Utilization Management



- ▶ 522 inpatient cases were completed in Utilization Review
 - ▶ 3,050 outpatient cases were completed in Utilization Review
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- ▶ 307 inpatient cases (**58.8%**) automatically triggered to Case Management
 - ▶ 715 outpatient cases (**23.4%**) automatically triggered to Case Management
-

- ▶ 194 inpatient cases (**63.2%**) were deemed appropriate for Case Management
- ▶ 31 outpatient cases (**4.3%**) were deemed appropriate for Case Management

Case Management

Case Management Summary

The following tables illustrate overall case activity and total savings achieved for the report period

Total Case Management Savings

\$860,907

Average Savings per Case = \$2,225

Based on 387 cases in an open state between 07/01/2020 – 09/30/2020

Number of Cases

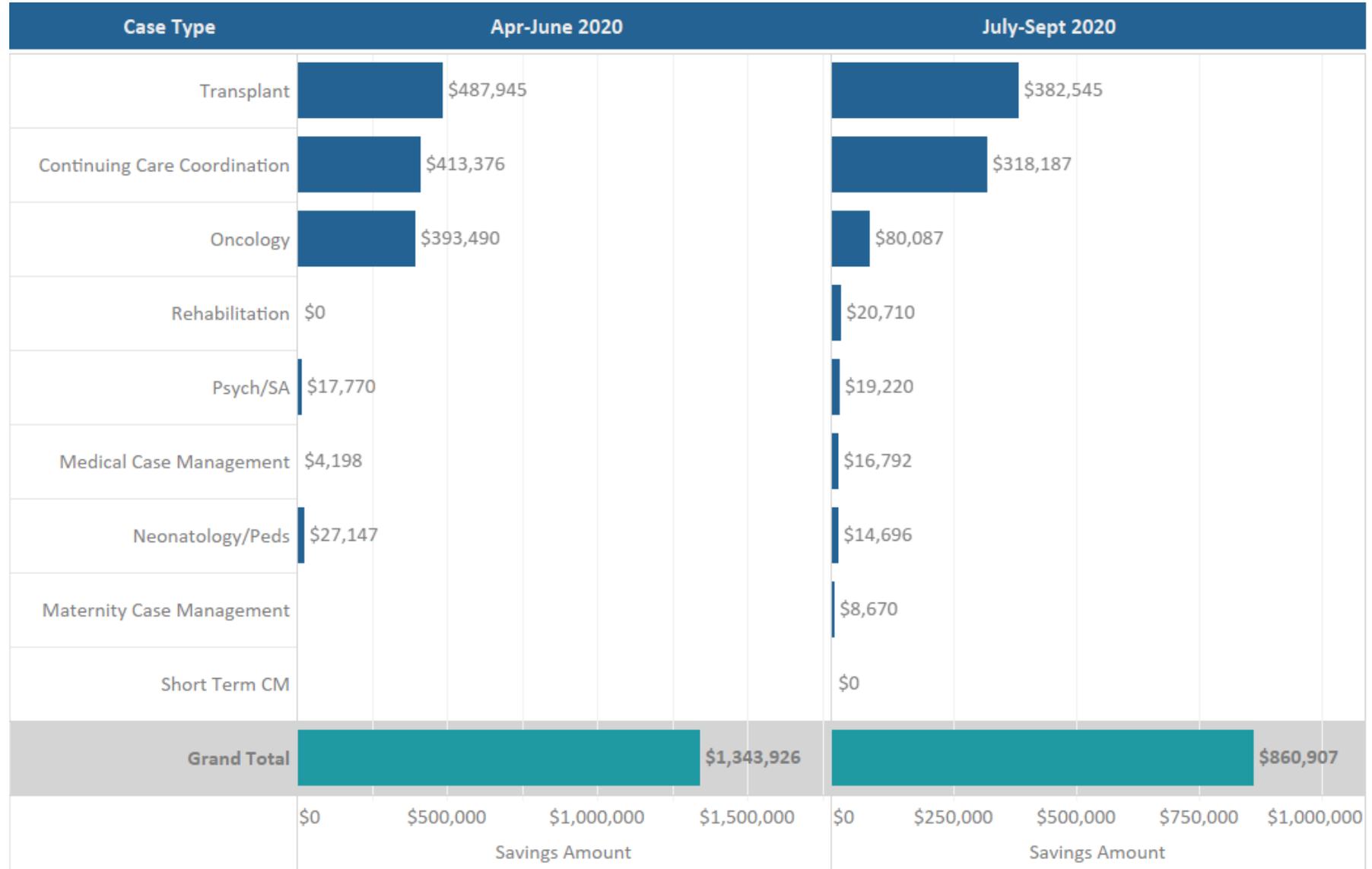
Case Activity	Apr-June 2020	July-Sept 2020
# Beginning Cases	193	200
# Opened Cases	135	187
# Closed Cases	128	213
# Ending Cases	200	174



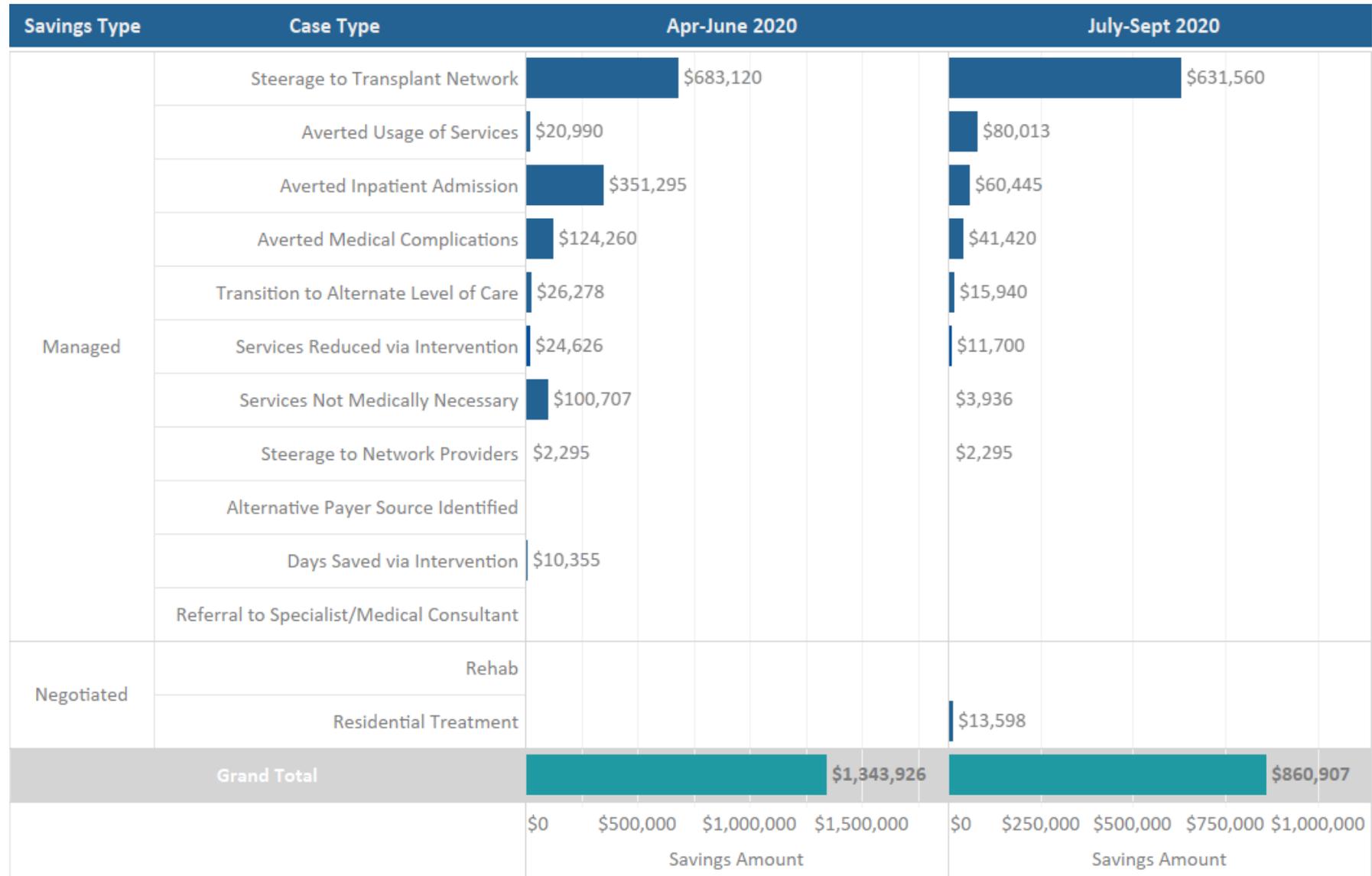
Case Type	July-Sept 2020
Continuing Care Coordination	114
Short Term CM	95
Bariatric	51
Oncology	43
Psych/SA	19
Medical Case Management	18
Neonatology/Peds	16
Advocacy	14
Transplant	11
Rehabilitation	4
Maternity Case Management	1
Air Evacuation	1
Research and Review	0
Grand Total	387

Total number of closure reasons may be greater than the number of cases as cases may have more than one closure reason.

Case Management – Savings by Case Type



Case Management – Savings by Source



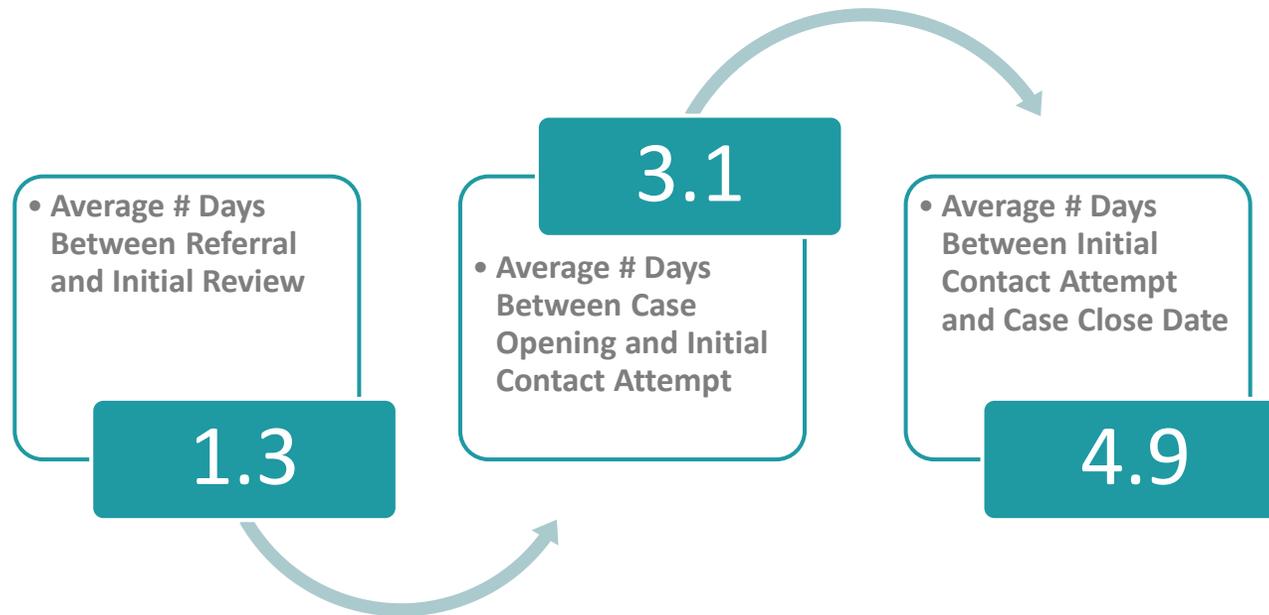
Post-Discharge Counseling

Post-Discharge Counseling – Participation Summary

Program Metric	July 1, 2020 – September 30, 2020	AHH BOB
# Cases Identified	272	AHH BOB Percent of Cases with Successful Outreach
# Participating Cases	92	
% of Cases with Successful Outreach	33.8%	51.5%

Post-Discharge Counseling – Turnaround Time

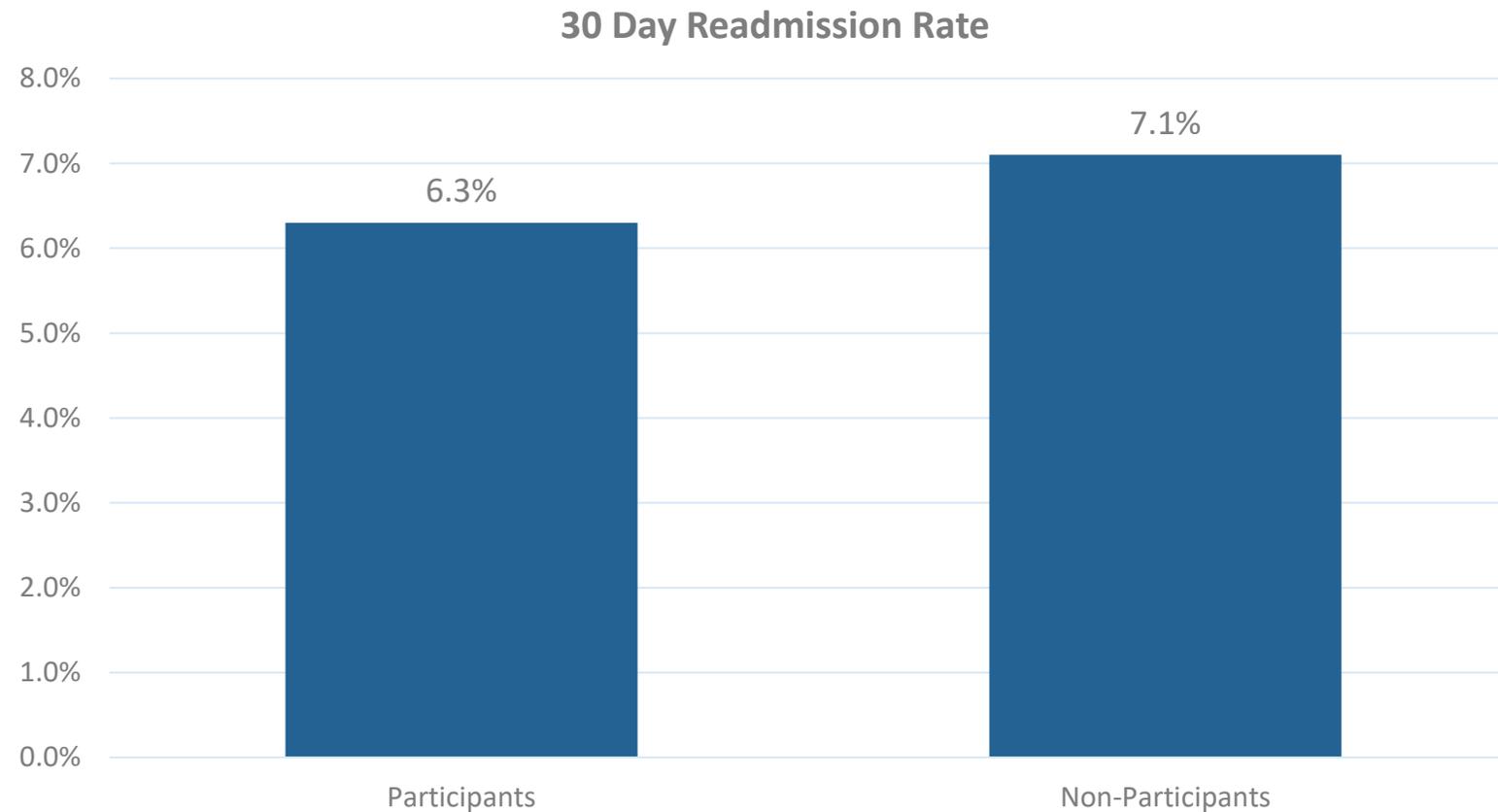
Below is a summary of the average turnaround times for the Post-Discharge Counseling program. Following a referral to the Post-Discharge Counseling program, the CMC will complete an initial review of the case and determine if the case is appropriate for the program. Once the case is reviewed and deemed appropriate, the case will be referred to a case manager who will review the case and subsequently make an initial contact attempt.



*Note that the average number of days between a referral for the Post-Discharge Counseling program and the initial contact attempt was 7.0 days

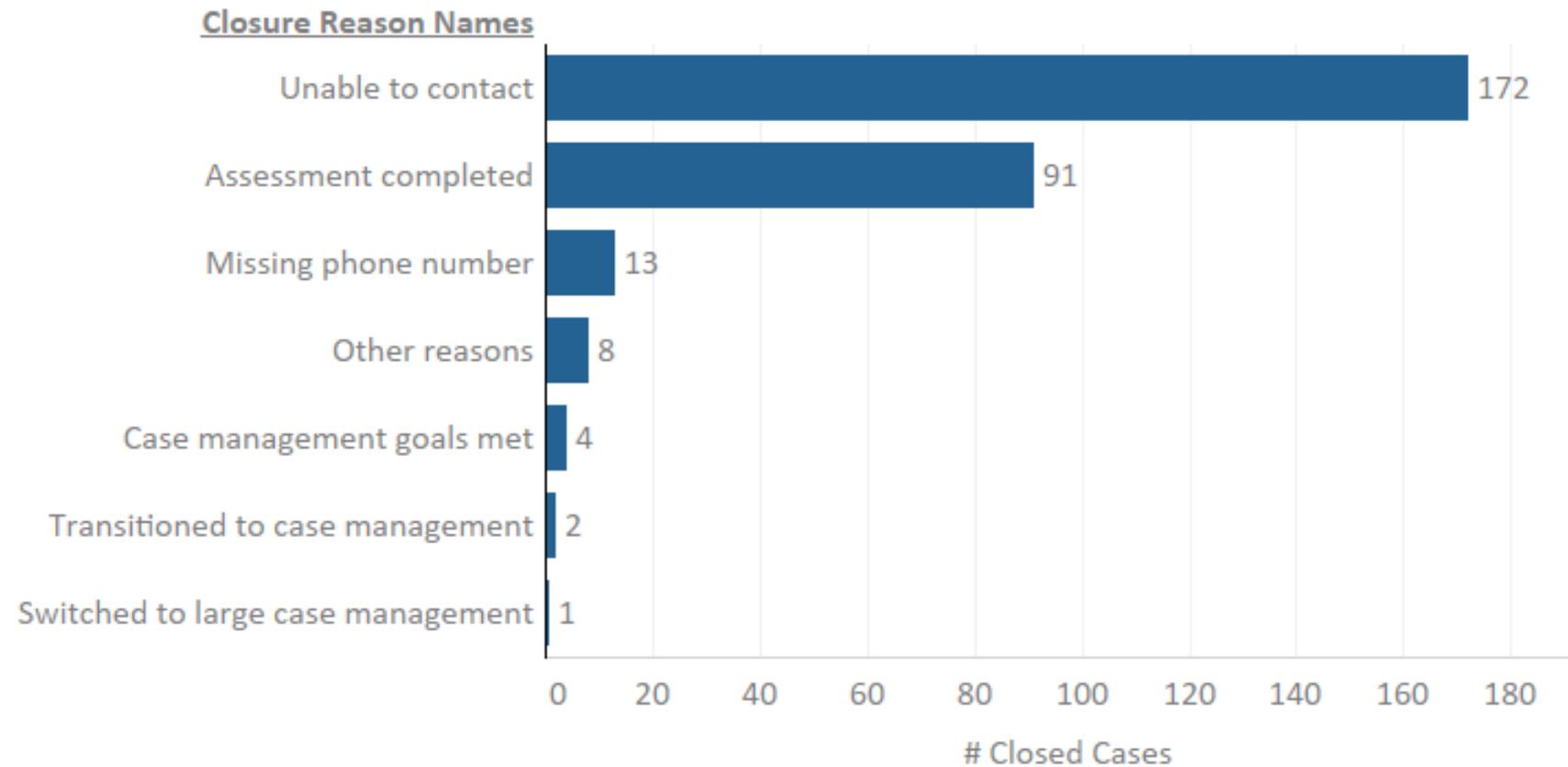
Post-Discharge Counseling – 30-Day Readmission Rate

There were 3 members with 30-day readmissions that participated in the Post-Discharge Counseling program during the report period. The 30-day readmission rates for participants in the program were below the rates for non-participation, illustrating the effectiveness of the Post-Discharge program.

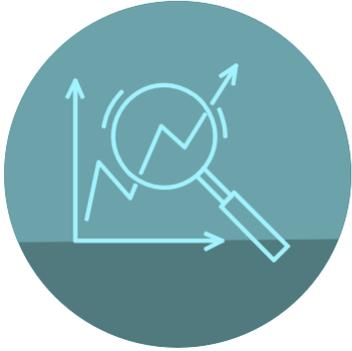


Post-Discharge Counseling – Case Closure Reason

Post-Discharge Counseling cases are closed for a variety of reasons and a case may have more than one closure reason. The following graph presents the number of closed cases by closure reason during the report period.



Observations and Insights



Observations

- ▶ Medical attributed to 60.9% of acute inpatient cases and 59.9% of actual days
- ▶ Medical was higher than the Milliman benchmark for acute inpatient admissions, days, and ALOS
- ▶ Diagnostic Test represented 53.2% of all outpatient cases and accounted for 32.2% of savings
- ▶ Continuing Care Coordination made up 29.5% of case management case types



Insights

- ▶ Symptoms, Signs, and Ill-Defined Conditions represented approximately 20.5% of acute inpatient Medical cases and actual days
- ▶ Although Factors Influencing Health and Health Services represented only 6.4% of Medical actual days, it attributed to the largest Medical ALOS of 12.7
- ▶ Symptoms, Sign, and Ill-Defined Conditions represented approximately 24.7% of Diagnostic Test outpatient cases, units requested, and units approved
- ▶ Psychiatric and Neoplasms major diagnostic categories accounted for 63.2% of open CM Continuing Care Coordination cases