

| CCE SCORING PAST PERFORMANCE - YH20-0002 CLAIMS PROCESSING PERFORMANCE SCORING TOOL | | | | | | | | | | | |
|--|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| CONTRACTOR NAME AND LOB | Line of Business - Plan | | | | | | | | | | |
| AUDITING TIMEFRAME | October 1, 2020 - July 31, 2021 (Report submitted August 15, 2021) Claims Dashboard Report | | | | | | | | | | |
| DOCUMENT(S) UTILIZED | Reported by Health Plan | | | | | | | | | | |
| ACC | | | | | | | | | | | |
| MOLINA COMPLETE CARE | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 95.2% | 95.3% | 95.9% | 96.2% | 94.8% | 99.1% | 98.4% | 98.7% | 98.4% | 99.2% | 97% |
| | 99.5% | 99.7% | 99.4% | 99.6% | 99.5% | 99.6% | 99.4% | 99.8% | 99.9% | 100.0% | 100% |
| | 99% | | | | | | | | | | |
| MERCY CARE (MC) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 98.3% | 98.3% | 97.4% | 97.7% | 98.6% | 98.8% | 98.2% | 98.6% | 98.4% | 98.0% | 98% |
| | 99.9% | 100.0% | 99.6% | 99.8% | 99.9% | 100.0% | 99.7% | 99.9% | 99.9% | 99.9% | 100% |
| | 99% | | | | | | | | | | |
| UNITEDHEALTH CARE COMMUNITY PLAN (UHCCP) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 100.0% | 100.0% | 99.9% | 99.9% | 99.6% | 99.9% | 99.9% | 99.8% | 100.0% | 99.9% | 100% |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100% |
| | 100% | | | | | | | | | | |
| BANNER UNIVERSITY FAMILY CARE (BUFC) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 99.4% | 99.5% | 99.6% | 99.1% | 99.6% | 98.9% | 98.4% | 87.3% | 98.0% | 97.3% | 98% |
| | 99.7% | 99.7% | 99.8% | 99.6% | 99.8% | 99.8% | 99.8% | 99.8% | 99.5% | 98.6% | 100% |
| | 99% | | | | | | | | | | |
| HEALTH CHOICE (HC) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 99.3% | 96.7% | 98.4% | 92.1% | 95.2% | 99.9% | 99.7% | 99.9% | 99.5% | 99.9% | 98% |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100% |
| | 99% | | | | | | | | | | |
| ARIZONA COMPLETE HEALTH (AZCH) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 97.6% | 99.2% | 96.5% | 96.7% | 96.3% | 99.0% | 99.0% | 98.8% | 97.2% | 98.7% | 98% |
| | 99.7% | 100.0% | 99.9% | 99.2% | 98.7% | 99.9% | 99.9% | 99.6% | 98.1% | 99.9% | 99% |
| | 99% | | | | | | | | | | |
| CAREIST (CF) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 99.7% | 100.0% | 99.9% | 99.9% | 99.8% | 100.0% | 100.0% | 99.6% | 100.0% | 100.0% | 100% |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100% |
| | 100% | | | | | | | | | | |
| RBHA | | | | | | | | | | | |
| ARIZONA COMPLETE HEALTH (AZCH) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 99.2% | 99.2% | 96.9% | 95.8% | 99.2% | 99.4% | 97.5% | 98.9% | 89.5% | 99.6% | 98% |
| | 99.9% | 100.0% | 99.9% | 99.4% | 99.8% | 100.0% | 100.0% | 99.3% | 91.9% | 99.9% | 99% |
| | 99% | | | | | | | | | | |
| HEALTH CHOICE (HC) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 99.2% | 96.6% | 98.3% | 92.8% | 95.6% | 99.7% | 99.0% | 99.7% | 99.8% | 99.8% | 98% |
| | 99.9% | 98.9% | 99.5% | 100.0% | 99.9% | 100.0% | 99.8% | 100.0% | 100.0% | 100.0% | 100% |
| | 99% | | | | | | | | | | |
| MERCY CARE (MC) | | | | | | | | | | | |
| | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 | Apr-21 | May-21 | Jun-21 | Jul-21 | Total Average |
| Evaluation Item 1 | % of all clean claims processed within 30 days of receipt of the clean claim | | | | | | | | | | |
| Evaluation Item 2 | % of all clean claims processed within 60 days of receipt of the clean claim | | | | | | | | | | |
| | 99.7% | 99.1% | 98.8% | 97.7% | 99.3% | 99.4% | 98.9% | 98.7% | 98.3% | 99.0% | 99% |
| | 100.0% | 100.0% | 99.9% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100% |
| | 100% | | | | | | | | | | |

Footnotes
¹ Contract requirement is 95% of clean claims processed within 30 days and 99% processed within 60 days.

| ACC CLAIMS PROCESSING PERFORMANCE RANKING | | |
|---|------|---|
| MOLINA COMPLETE CARE | 99% | 3 |
| MERCY CARE (MC) | 99% | 3 |
| UNITEDHEALTH CARE COMMUNITY PLAN (UHCCP) | 100% | 1 |
| BANNER UNIVERSITY FAMILY CARE (BUFC) | 99% | 3 |
| HEALTH CHOICE (HC) | 99% | 3 |
| ARIZONA COMPLETE HEALTH (AZCH) | 99% | 3 |
| CAREIST (CF) | 100% | 1 |

| RBHA CLAIMS PROCESSING PERFORMANCE RANKING | | |
|--|------|---|
| ARIZONA COMPLETE HEALTH (AZCH) | 99% | 2 |
| HEALTH CHOICE (HC) | 99% | 2 |
| MERCY CARE (MC) | 100% | 1 |

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|---------------------------------------|--|
| EVALUATOR FULL NAME (FIRST AND LAST): | Christina Quast |
| EVALUATOR TITLE: | Deputy Assistant Director of Managed Care Operations |
| DATE: | Sep 16, 2021 |
| SIGNATURE: | <i>Christina Quast</i> Christina Quast (Sep 16, 2021 10:25 PDT) |
| EVALUATOR FULL NAME (FIRST AND LAST): | Michelle Holmes |
| EVALUATOR TITLE: | Operations Manager |
| DATE: | Sep 16, 2021 |
| SIGNATURE: | <i>Michelle Holmes</i> Michelle Holmes (Sep 16, 2021 17:41 PDT) |