	CCF SCORING PAST P	PERFORM	ANCE - Y	H20-000	,							
	CLAIMS PROCESSING P											
CONTRACTOR NAME AND LOB	Line of Business - Plan											
AUDITING TIMEFRAME	October 1, 2020 - July 31, 2021 (Report submitted August 15, 2021)											
AUDITING TIMEFRAME	Claims Dashboard Report											
DOCUMENT(S) UTILIZED	Reported by Health Plan											
ACC												
MOLINA COMPLETE CARE	% of all clean claims processed within <u>30</u> days of	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	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%
	% of all clean claims processed within 60 days of											100%
Evaluation Item 2	receipt of the clean claim	99.5%	99.7%	99.4%	99.6%	99.5%	99.6%	99.4%	99.8%	99.9%	100.0%	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
mener crate (me)	% of all clean claims processed within 30 days of								,			
Evaluation Item 1	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%
Evaluation Item 2	% of all clean claims processed within <u>60</u> days of receipt of the clean claim	99.9%	100.0%	99.6%	99.8%	99.9%	100.0%	99.7%	99.9%	99.9%	99.9%	100%
E valuation item 2	leceipt of the clean claim	99.970	100.0%	99.0%	22.070	33.370	100.0%	99.770	99.970	99.970	99.970	99%
UNITEDHEALTH CARE COMMUNITY PLAN		Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Total Average
(UHCCP)		Oct-20	1404-20	Dec-20	3011-21	160-21	IVIGI-Z1	Api-21	iviay-21	Juli-21	Jul-21	Total Average
Evaluation Item 1	% of all clean claims processed within 30 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%
Lyaldation item 1	% of all clean claims processed within 60 days of	100.0%	100.076	33.370	33.370	33.070	33.370	33.370	33.070	100.070	33.370	
Evaluation Item 2	receipt of the clean claim	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%
		Oct-20	Nov-20	D 20	Inn 31	Feb-21	Man 21	Aug 21	Man. 24	Jun-21	Jul-21	100%
BANNER UNIVERSITY FAMILY CARE (BUFC)	% of all clean claims processed within 30 days of	Oct-20	140V-20	Dec-20	Jan-21	rep-z1	Mar-21	Apr-21	May-21	Jun-21	Jui-21	Total Average
Evaluation Item 1	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%
	% of all clean claims processed within 60 days of											100%
Evaluation Item 2	receipt of the clean claim	99.7%	99.7%	99.8%	99.6%	99.8%	99.8%	99.8%	99.8%	99.5%	98.6%	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
TENETH GIOLOGY (10)	% of all clean claims processed within 30 days of								,			98%
Evaluation Item 1	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%
Evaluation Item 2	% of all clean claims processed within <u>60</u> days of receipt of the clean claim	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%
Evaluation Item 2	receipt of the clean claim	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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
L	% of all clean claims processed within 30 days of											98%
Evaluation Item 1	receipt of the clean claim % of all clean claims processed within 60 days of	97.6%	99.2%	96.5%	96.7%	96.3%	99.0%	99.0%	98.8%	97.2%	98.7%	
Evaluation Item 2	receipt of the clean claim	99.7%	100.0%	99.9%	99.2%	98.7%	99.9%	99.9%	99.6%	98.1%	99.9%	99%
	·											99%
CARE1ST (CF)	0.6 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	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 <u>30</u> 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%
2 valuation reality	% of all clean claims processed within <u>60</u> days of	33.770	100.070	33.370	33.370	33.070	100.070	100.070	33.00	100.070	100.070	4000/
Evaluation Item 2	receipt of the clean claim	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%
RBHA												100%
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
	% of all clean claims processed within 30 days of											98%
Evaluation Item 1	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%	3676
Evaluation Item 2	% of all clean claims processed within <u>60</u> days of receipt of the clean claim	99.9%	100.0%	99.9%	99.4%	99.8%	100.0%	100.0%	99.3%	91.9%	99.9%	99%
E-suracion (CIII E	receipt or the tream training	33.3/h	100.076	39.9/0	33.4/0	33.0/0	100.0%	100.0%	35.3/0	31.3/0	33.3/0	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
la de la companya de	% of all clean claims processed within 30 days of	00.05	00.00		00.00	05.50	00.70	00.00	00.75	00.05	00.05	98%
Evaluation Item 1	receipt of the clean claim % of all clean claims processed within 60 days of	99.2%	96.6%	98.3%	92.8%	95.6%	99.7%	99.0%	99.7%	99.8%	99.8%	
Evaluation Item 2	receipt of the clean claim	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)	N . f . H . L	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	99.7%	99.1%	98.8%	97.7%	99.3%	99.4%	98.9%	98.7%	98.3%	99.0%	99%
	% of all clean claims processed within <u>60</u> days of	3370	33.270	20.070	311770	33.070	3320	30.376	30.770	30.370	33.070	100%
Evaluation Item 2	receipt of the clean claim	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
												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	
CARE1ST (CF)	100%	1	

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

EVALUATOR FULL NAME (FIRST AND LAST):	Christina Quast
EVALUATOR TITLE:	Deputy Assistant Director of Managed Care Operations
DATE:	Sep 16, 2021
	Christina Quast
SIGNATURE:	Christina Quast (Sep 16, 2021 10:25 PDT)

helle Holmes
erations Manager
16, 2021
ichella Holmes e Holmes (Sep 16. 2021 17:41 PDT)