



# Quarterly Report of Network Performance & Integrity to the Provider Advisory Council

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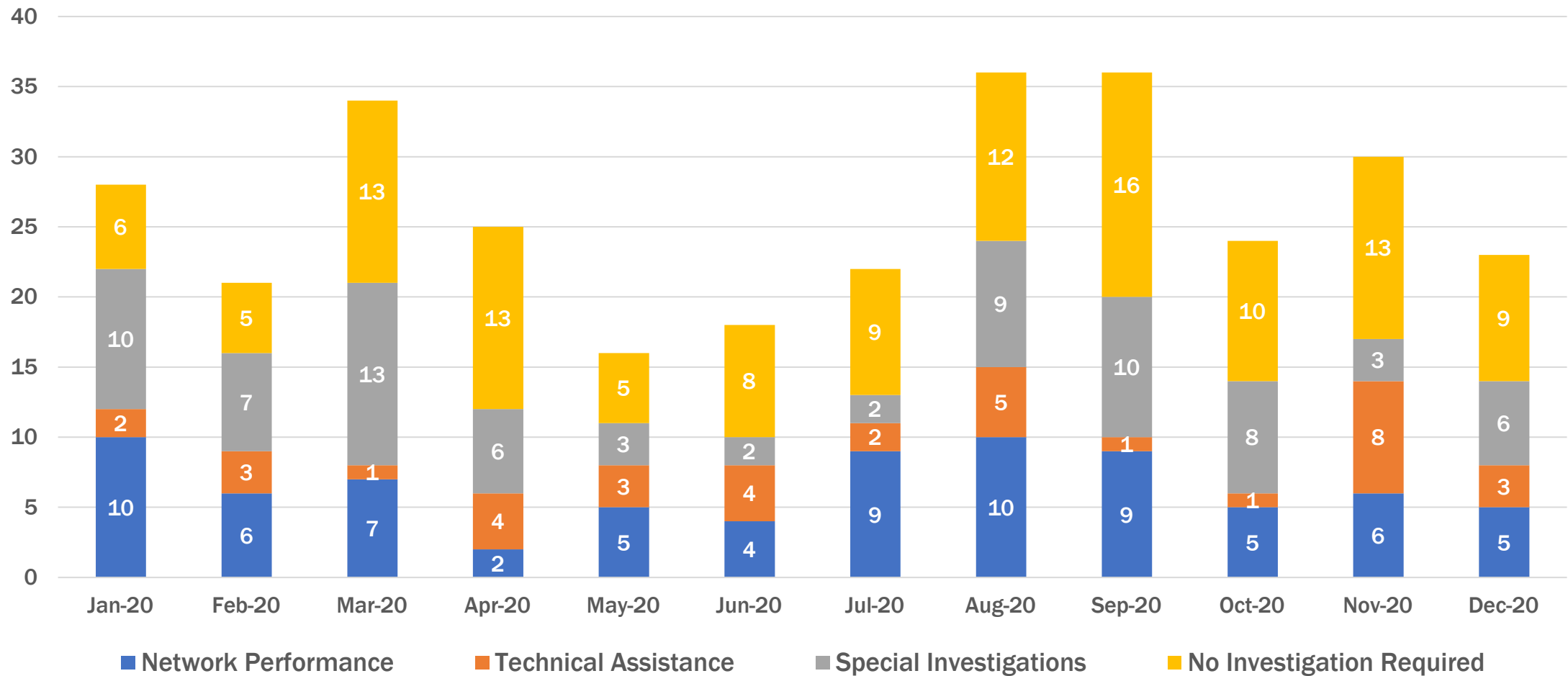
February 17, 2021



VAYAHEALTH

# Investigation Oversight Committee

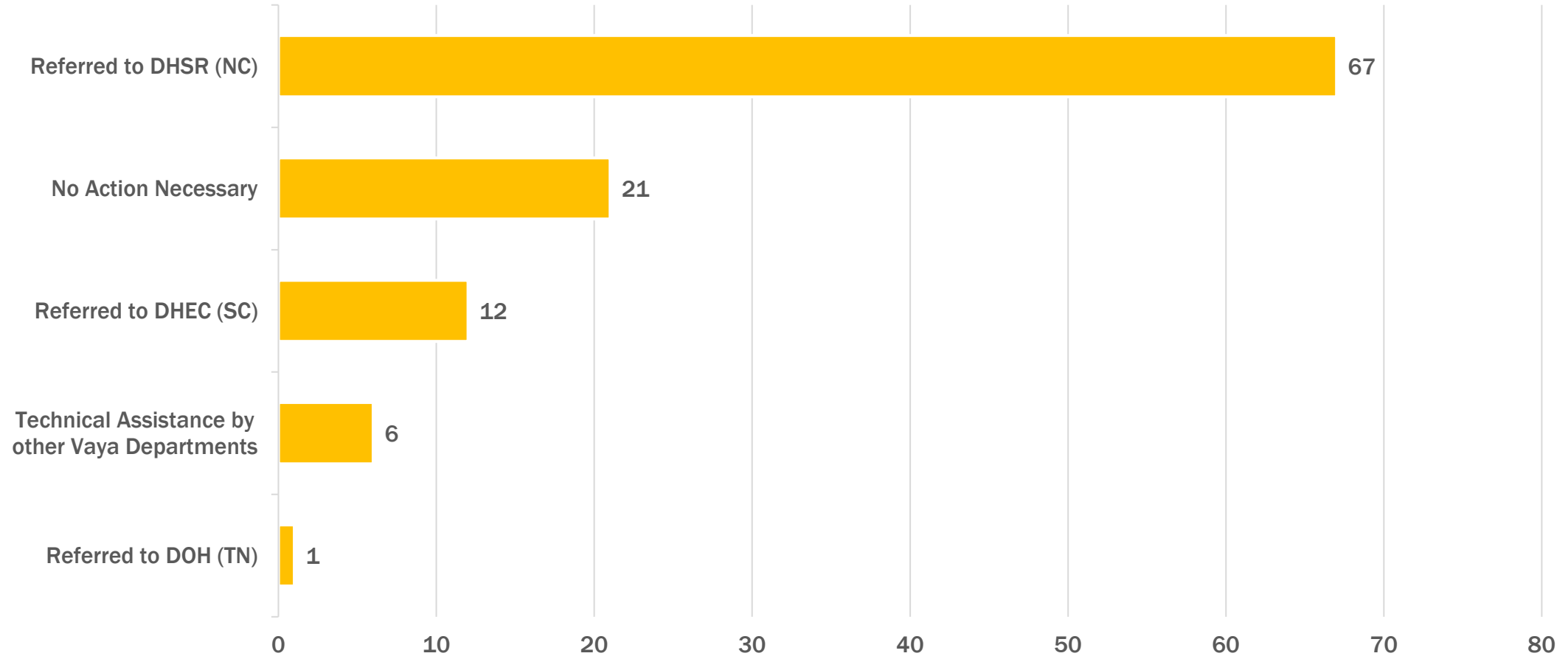
## New Referral Assignments – Jan. 2020 through Dec. 2020



Total new referrals = 313

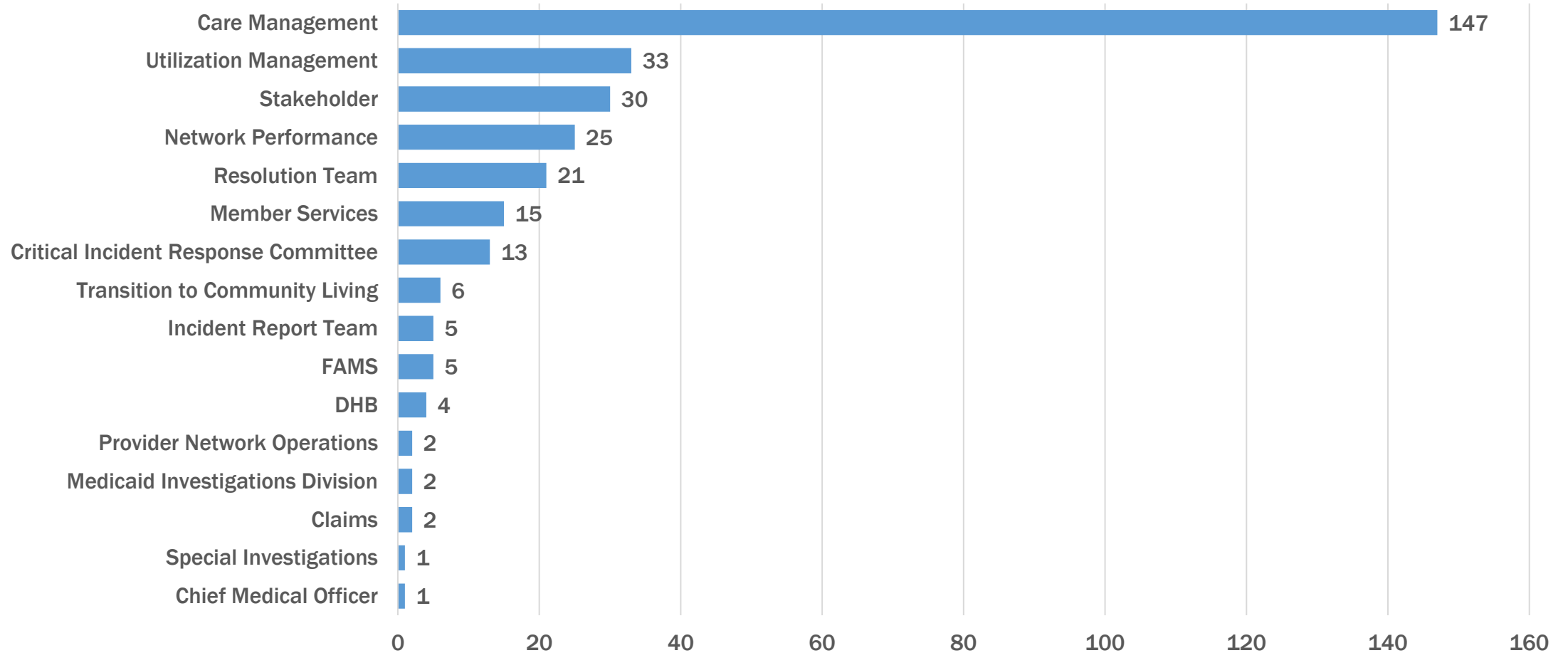
# Investigation Oversight Committee

No Investigation Required Dispositions – Jan. 2020 through Dec. 2020



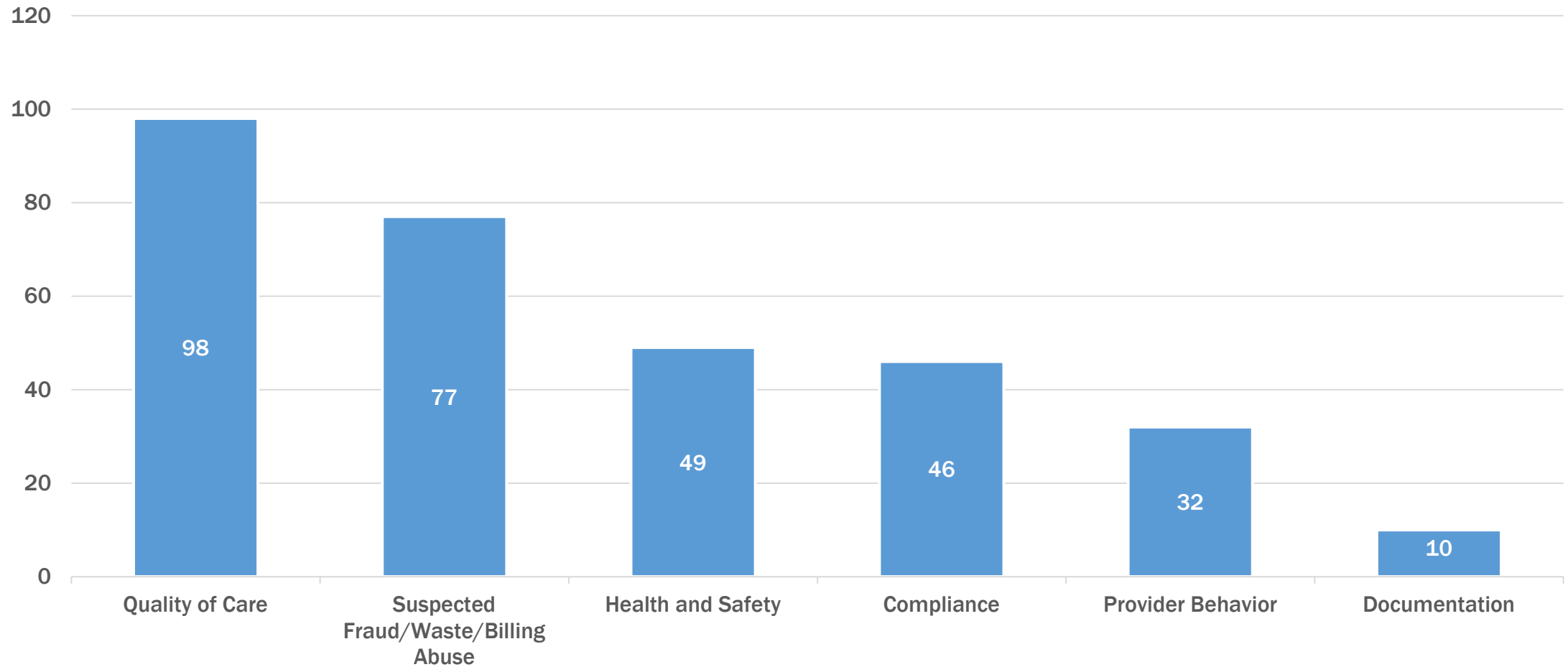
# Investigation Oversight Committee

Referral Source – Jan. 2020 through Dec. 2020



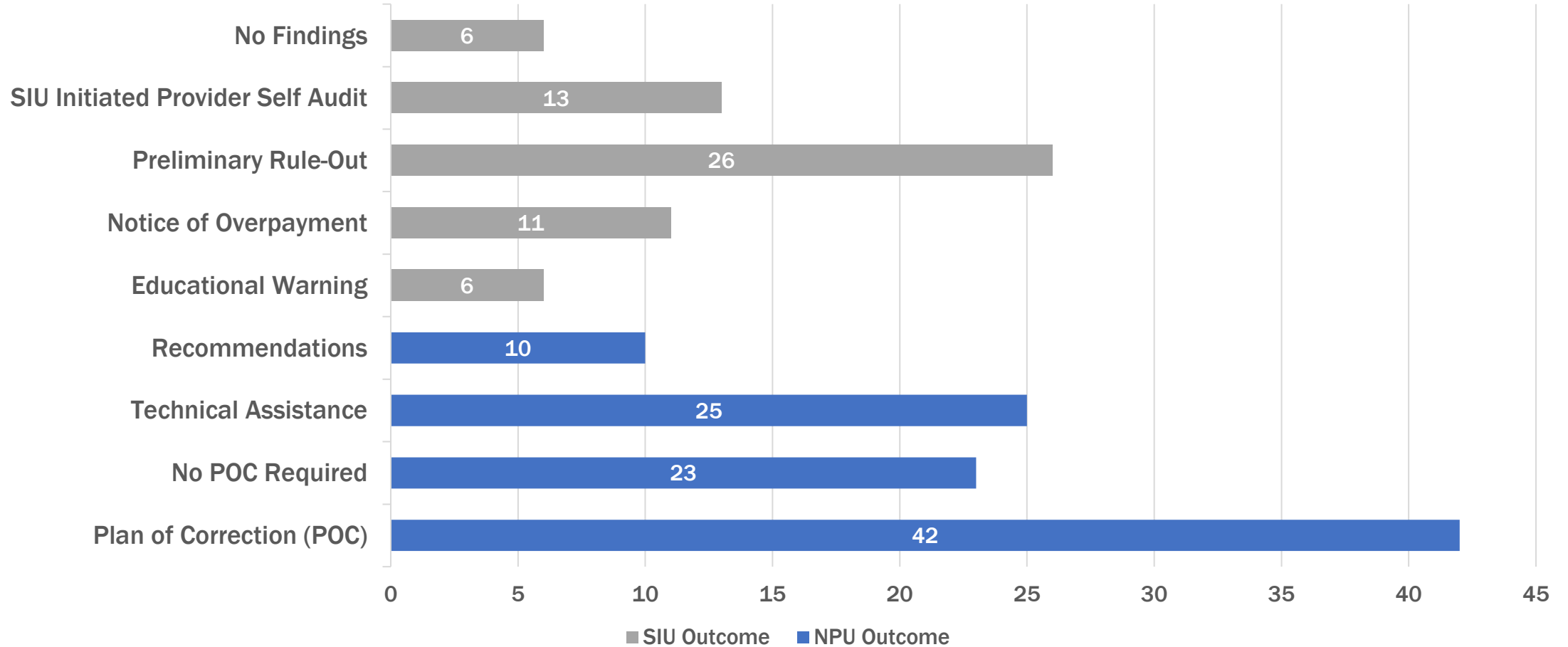
# Investigation Oversight Committee

Primary Issue – Jan. 2020 through Dec. 2020



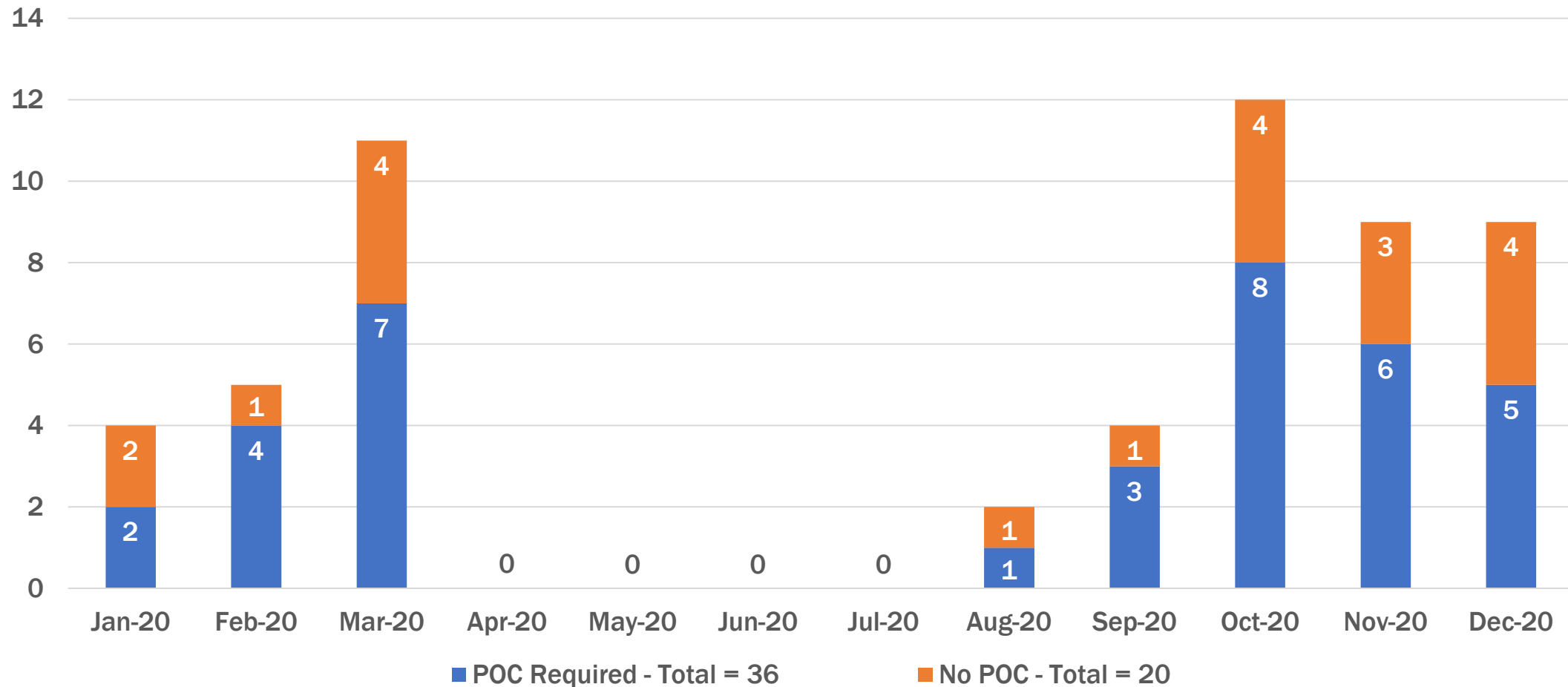
# Investigation Oversight Committee

Actions Taken for Cases Closed – Jan. 2020 through Dec. 2020



# Network Performance Unit

Investigations Closed – Jan. 2020 through Dec. 2020



# Network Performance Unit

Investigation Trends – Jan. 2020 through Dec. 2020



- 56 Investigations Closed
  - **54% had no out of compliance findings**
- Top Five Out of Compliance Areas
  - Other – Documentation Out of Compliance
  - Other – Out of Compliance with CCP
  - Other Areas Out of Compliance (not otherwise indicated by another code)
  - Protection from Abuse, Neglect, or Exploitation Not Met
  - Other – Health and Safety Areas Out of Compliance

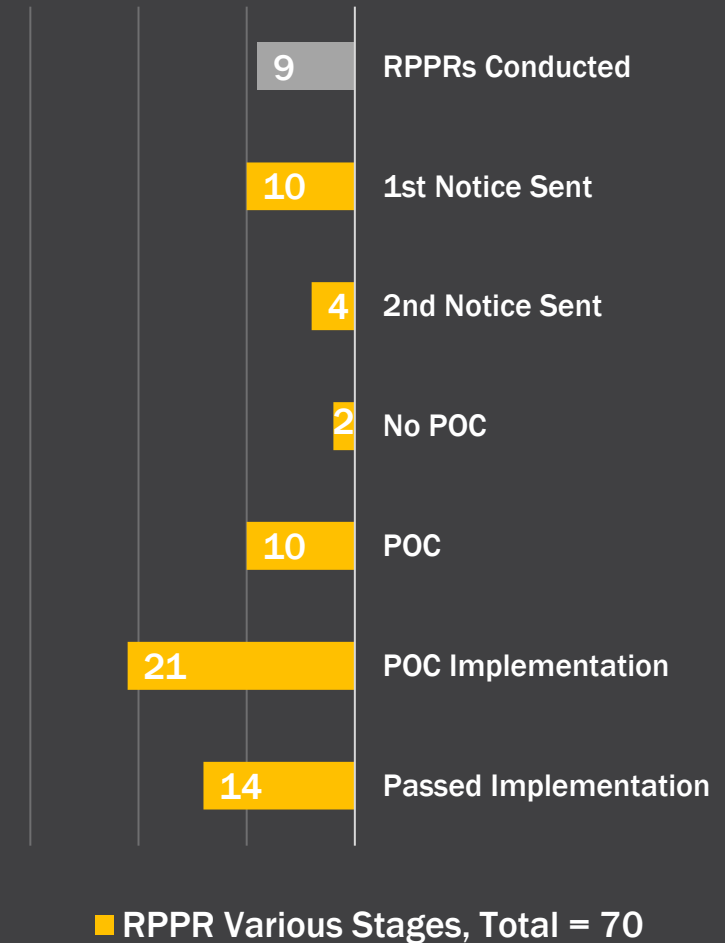
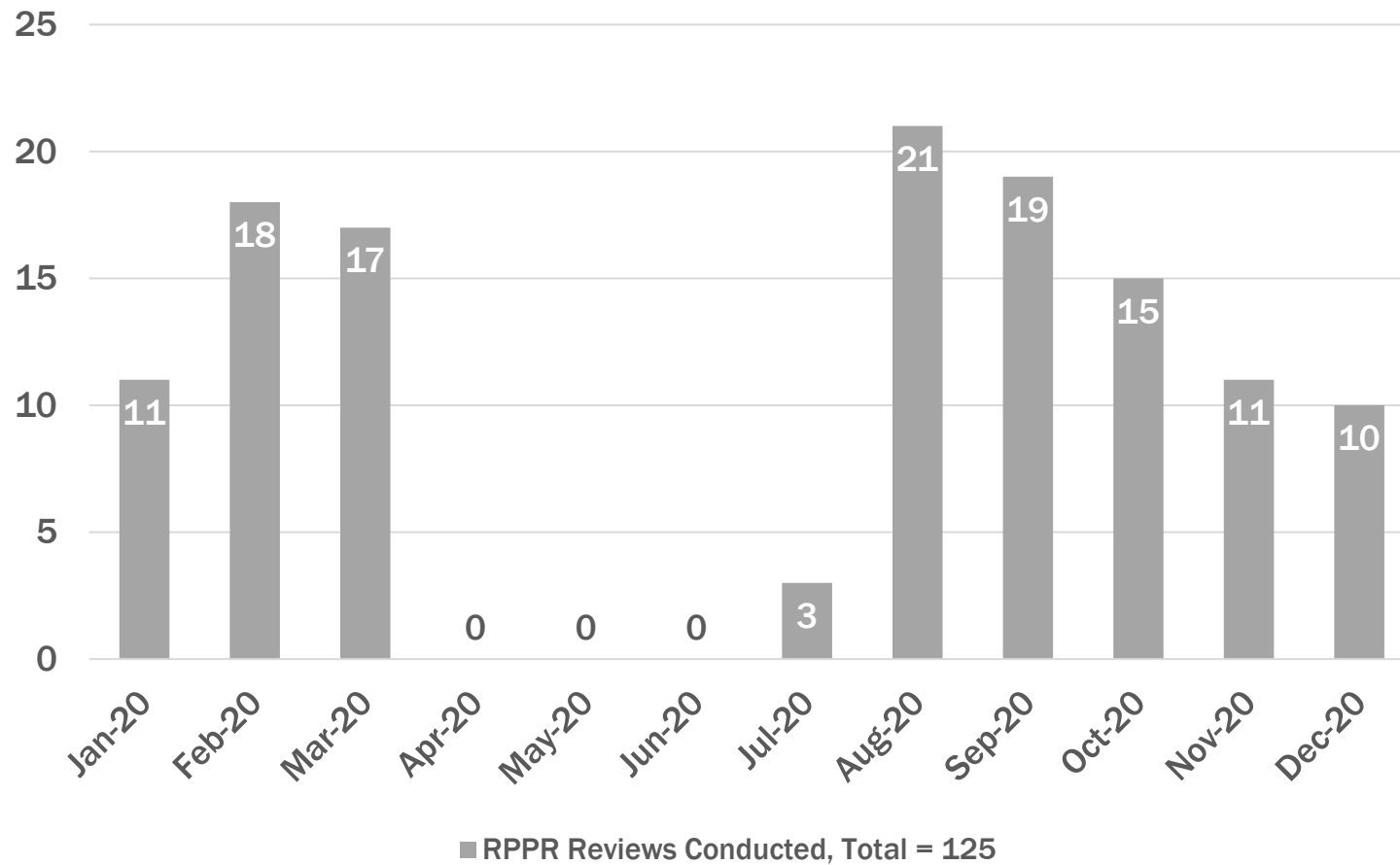


# Network Performance Unit

## RPPRs and Case Load – Jan. 2020 through Dec. 2020



### ROUTINE POST PAYMENT REVIEWS (RPPR) CONDUCTED



# Network Performance Unit

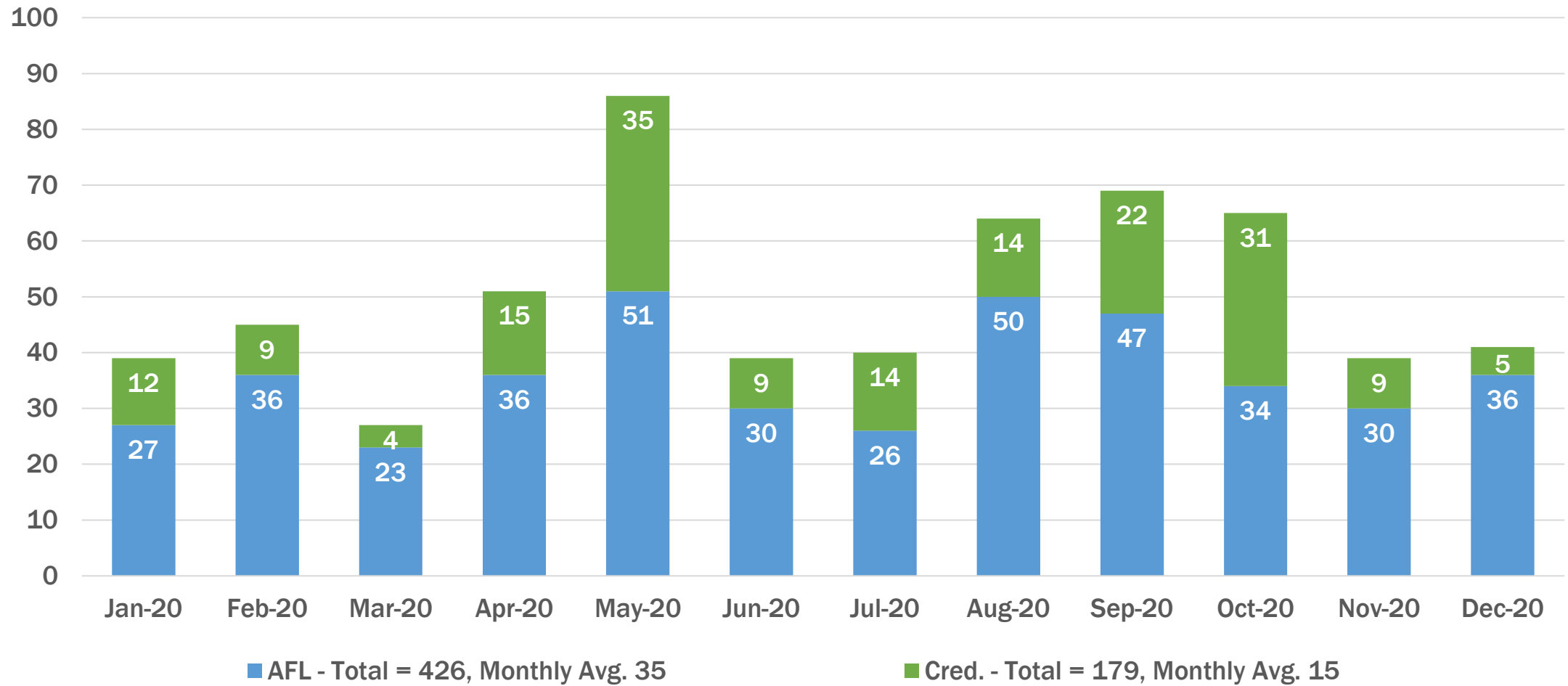
RPPR Trends – Jan. 2020 through Dec. 2020



- 125 RPPRS Conducted
  - 17% had no out of compliance findings
- Top Five Out of Compliance Areas
  - Service Note/Grid or Other Documentation is Not Signed, Signature Missing Required Elements and/or Signature Not Dated within Required Timeframe
  - Consent for Treatment Missing or Does Not Meet Requirements
  - Documented Treatment/Interventions Do Not Reflect Duration of Time Billed
  - PCP/ISP/Service Plan Present but Missing Required Elements
  - Service Documentation Does Not Include Assessment of Progress Toward Goals

# Network Performance Unit

## Site Reviews – Jan. 2020 through Dec. 2020

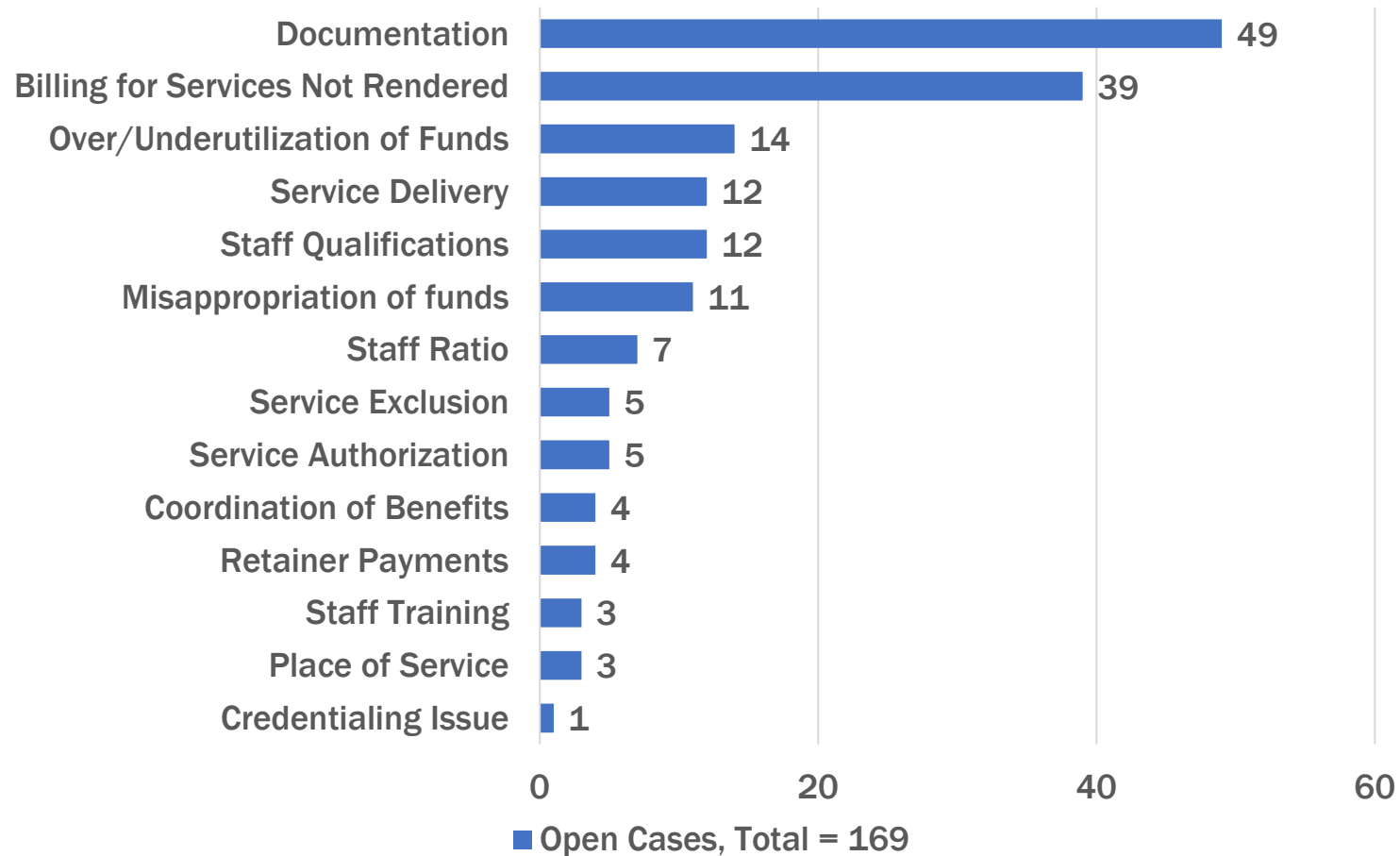


# Special Investigations Unit

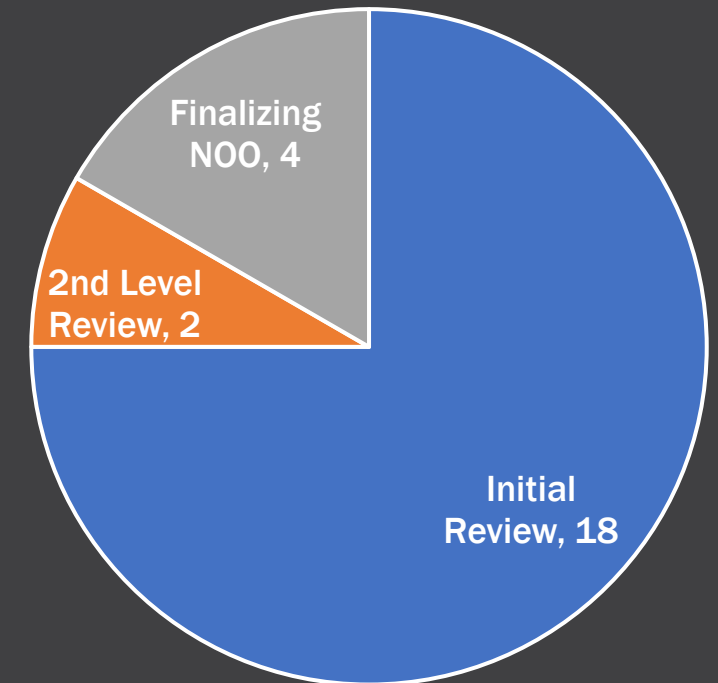
## Open Cases – As of Dec. 31, 2020



### PRIMARY REASON FOR REFERRAL

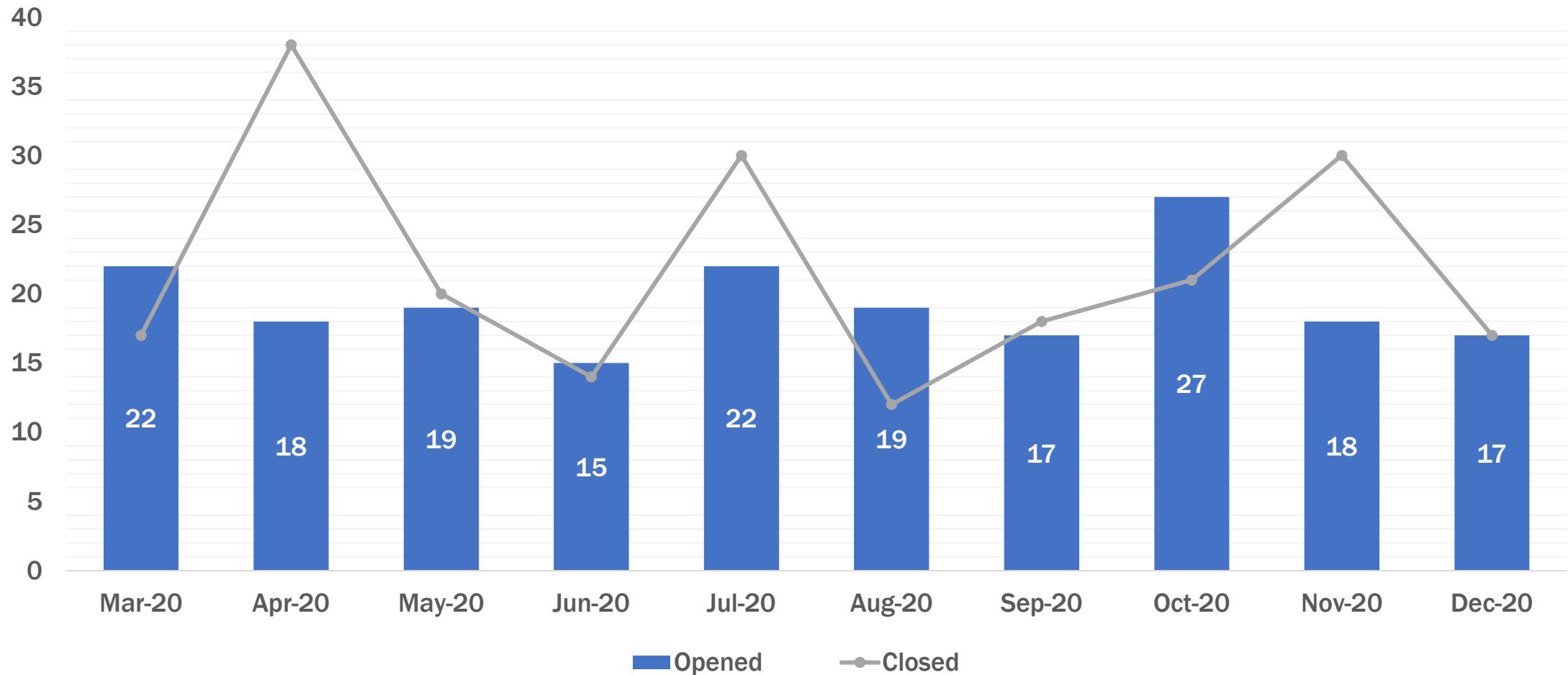


SIU currently has 56 cases for 27 unique providers for which SIU has the necessary documents to process the case.



# Grievance, Resolution, and Incident Team

## Grievances and Resolutions – Mar. 2020 through Dec. 2020



# Grievance, Resolution, and Incident Team

## Incidents – Jan. 2020 through Dec. 2020

