



# Medi-Cal Managed Care Performance Dashboard Glossary

Released December 14, 2017

- Percentage metrics are displayed as whole numbers. Charts may add up to 99%, 100%, or 101%.
- The metric *Grievance Resolution by Type* (formally figure 8-1) was removed from this Dashboard due to a change in the source data.

## Population Aid Code Groups

**Affordable Care Act (ACA):** This population consists of the following Adult Expansion aid codes: M1, M2, L1, and 7U.

**Optional Targeted Low Income Children (OTLIC):** This population consists of the following OTLIC aid codes: 2P, 2R, 2S, 2T, 2U, 5C, 5D, E2, E5, E6, E7, H1, H2, H3, H4, H5, M5, T0, T1, T2, T3, T4, T5, T6, T7, T8, and T9.

**Seniors and Persons with Disabilities (SPD):** This population consists of the following SPD aid codes: 10, 13, 14, 16, 17, 1E, 1H, 20, 23, 24, 26, 27, 2E, 2H, 36, 60, 63, 64, 66, 67, 6A, 6C, 6E, 6G, 6H, 6J, 6N, 6P, 6R, 6V, 6W, 6X, 6Y, C1, C2, C3, C4, C7, C8, D2, D3, D4, D5, D6, and D7.

**Other Populations (OTHER):** This population consists of all other aid codes not mentioned above.

## Medicare Status

**DUAL:** This population consists of any Medi-Cal eligible member who has active Medicare coverage. Active Medicare coverage means one or more of the following Medicare portions are active: Part A, B, or D. Dual members are not identified by an aid code.

**Non-Dual:** This population consists of any Medi-Cal eligible member who is **Medi-Cal Only (MO)** and has no active Medicare coverage. Aid code groups are displayed as Medi-Cal only for the following measures: Utilization, Grievance and Appeals, and State Fair Hearings.



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## Utilization Measures for Certified Eligible Managed Care Members

Utilization is tracked by aid code population and Medicare status. Utilization metrics displayed by aid code group is **Medi-Cal Only (MO)** and does not include Medicare coverage.

**Emergency Room (ER) Visits:** This measure captures the number of ER visits per month. The results from this measure are used to calculate ER visits with an inpatient admission. A visit consists of a unique combination between provider, member, and date of service. This measure is displayed per 1,000 member months.

**Emergency Room (ER) Visits with an Inpatient (IP) Admission:** This measure captures the number of ER visits that resulted in an inpatient admission per month. The results of this measure are a subset of ER visits and IP admissions. The service date and member identification are linked to create this measure. An admission consists of a unique combination between member and date of admission to a facility. This measure is displayed per 1,000 member months.

**Inpatient (IP) Admissions:** This measure captures the number of Inpatient Admissions per month. The results from this measure are used to calculate ER visits with an inpatient admission. An admission consists of a unique combination between member and date of admission to a facility. This measure is displayed per 1,000 member months.

**Outpatient (OP) Visits:** This measure captures the number of OP visits per month. A visit consists of a unique combination between provider, member, and date of service. This measure is displayed per 1,000 member months.

**Prescriptions:** This measure captures the number of prescriptions per month. A prescription consists of a unique combination between National Drug Code, member, and date of service. This measure is displayed per 1,000 member months.

**Mild to Moderate Mental Health Visits:** This measure captures the number of visits per month related to selected Psychotherapy Services and Diagnostic Evaluations. The selected procedure codes aim to capture mild to moderate mental health visits. A visit consists of a unique combination between provider, member, and date of service. This measure is displayed per 1,000 member months.



## Medi-Cal Managed Care Performance Dashboard Glossary

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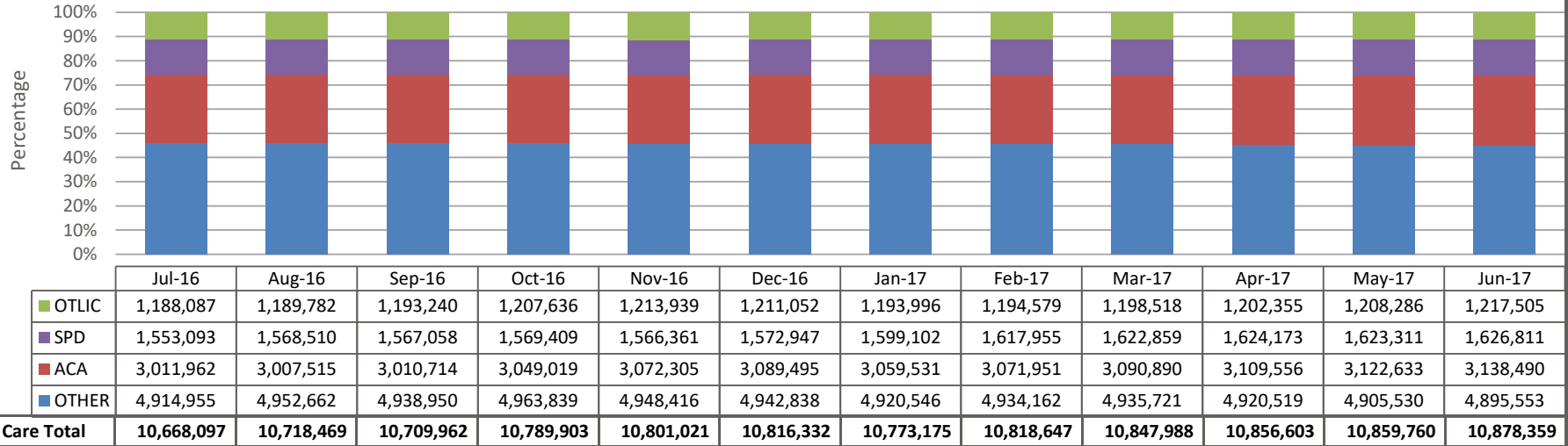
### **Grievance, Appeals and State Fair Hearings**

**Grievance and Appeals:** Grievance and Appeals data is plan reported. Metrics displayed by aid code group is **Medi-Cal Only (MO)** and does not include Medicare coverage.

**State Fair Hearings:** Hearing data is submitted through the Department of Social Services. Metrics displayed by aid code group is **Medi-Cal Only (MO)** and does not include Medicare coverage.

## CERTIFIED ELIGIBLE ENROLLMENT: As of June 2017 (Data Warehouse pull November 2017)

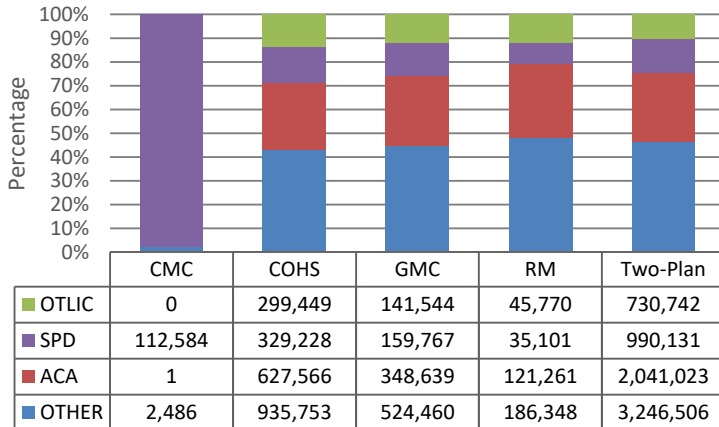
### 1-1: Managed Care Enrollment by Aid Population



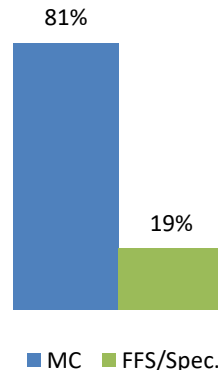
### Other Medi-Cal Programs

Medi-Cal Type	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Fee-for-Service	2,858,535	2,804,453	2,755,275	2,679,936	2,694,864	2,708,253	2,734,530	2,665,190	2,617,133	2,575,638	2,531,426	2,473,598
Speciality Plans	21,007	21,018	20,985	21,075	21,149	21,186	21,541	21,652	21,784	21,832	21,858	21,979
<b>Medi-Cal Program Total</b>	<b>13,547,639</b>	<b>13,543,940</b>	<b>13,486,222</b>	<b>13,490,914</b>	<b>13,517,034</b>	<b>13,545,771</b>	<b>13,529,246</b>	<b>13,505,489</b>	<b>13,486,905</b>	<b>13,454,073</b>	<b>13,413,044</b>	<b>13,373,936</b>

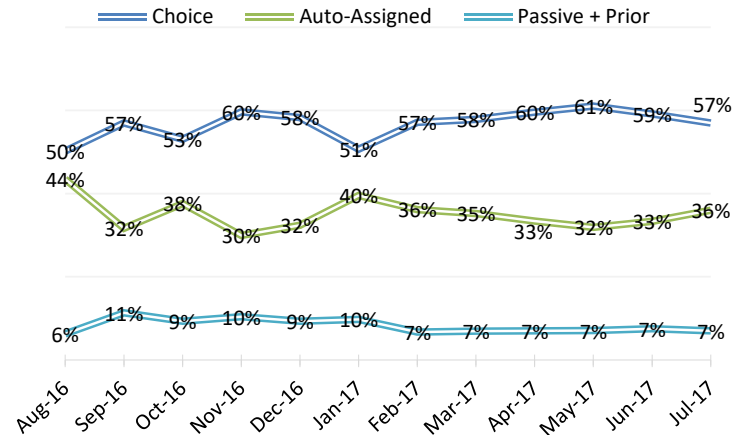
### 1-2: Aid Population by Plan Model



### 1-3: Medi-Cal Managed Care vs. FFS/Specialty

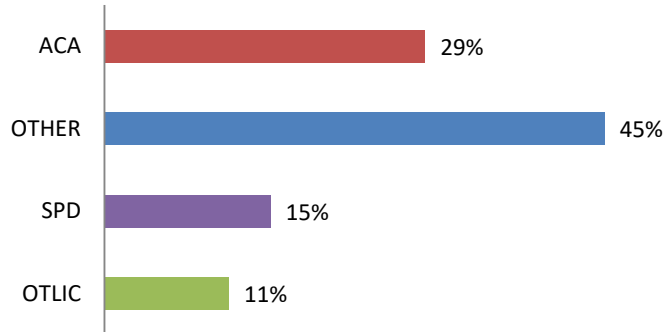


### 1-4: Choice and Auto-Assignment Rates

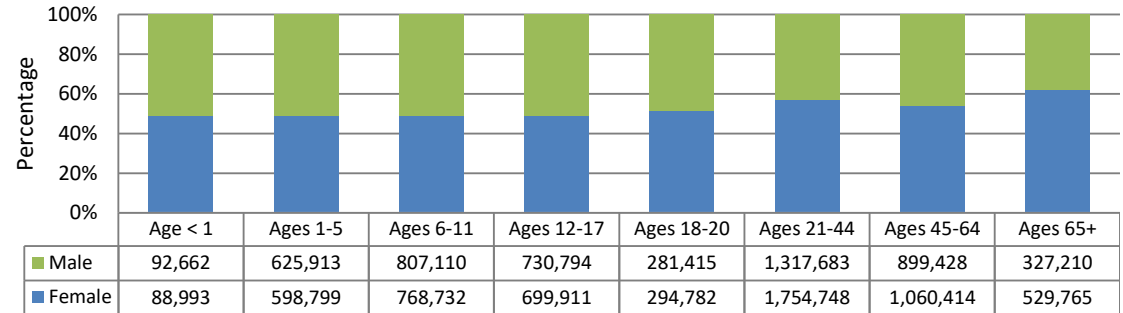


**CERTIFIED ELIGIBLE ENROLLMENT: Managed Care demographics for June 2017 (Data Warehouse pull November 2017)**

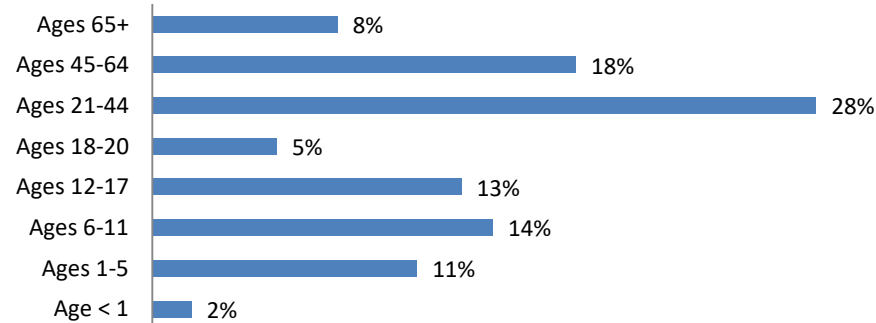
**2-1: Aid Groups "All Managed Care"**



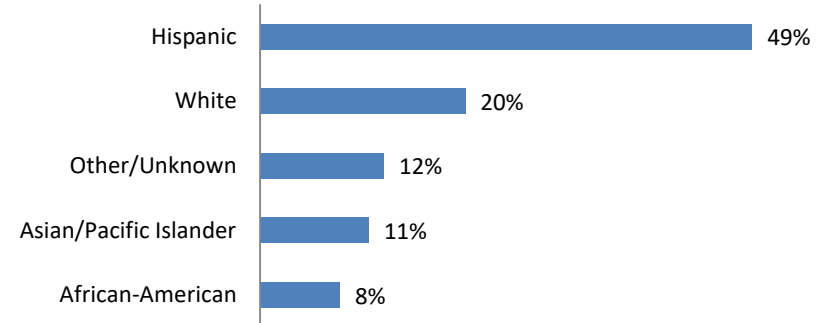
**2-2: Age by Gender "All Managed Care"**



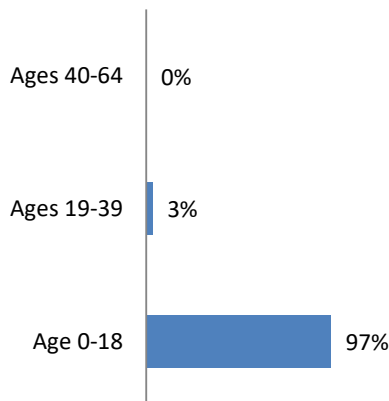
**2-3: Age Cohorts "All Managed Care"**



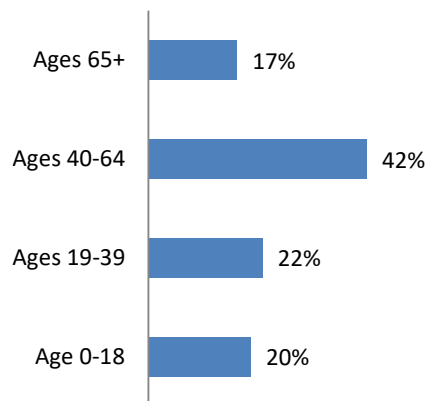
**2-4: Race and Ethnicity "All Managed Care"**



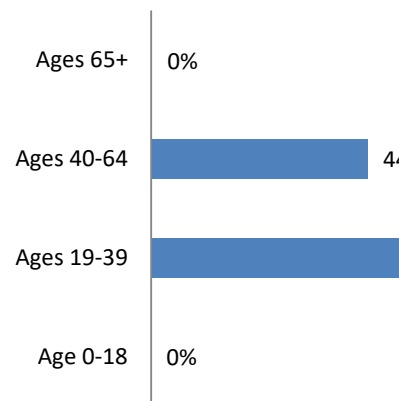
**2-5: Medi-Cal Only "OTLIC" Age**



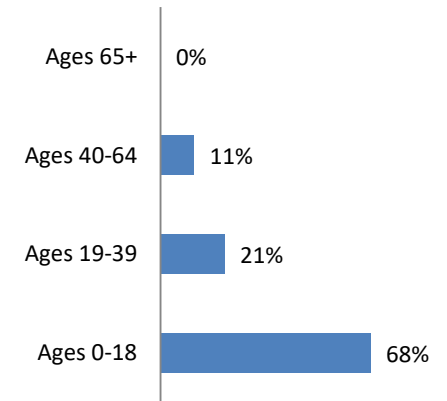
**2-6: Medi-Cal Only "SPD" Age**



**2-7: Medi-Cal Only "ACA" Age**



**2-8: Medi-Cal Only "OTHER" Age**





# Medi-Cal Managed Care Performance Dashboard

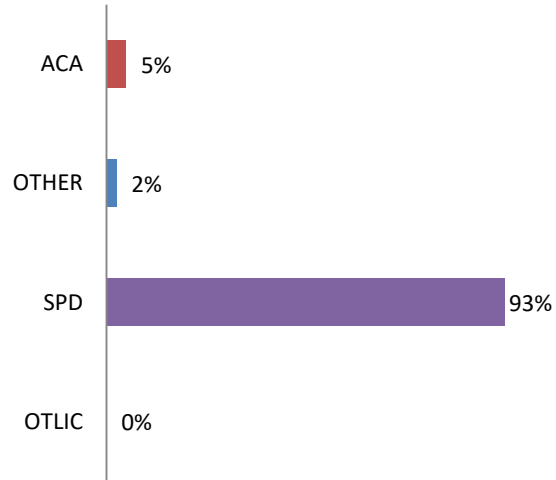
## Released December 14, 2017

### CERTIFIED ELIGIBLE DEMOGRAPHICS: Dual Eligible Managed Care demographics for June 2017 (Data Warehouse pull November 2017)

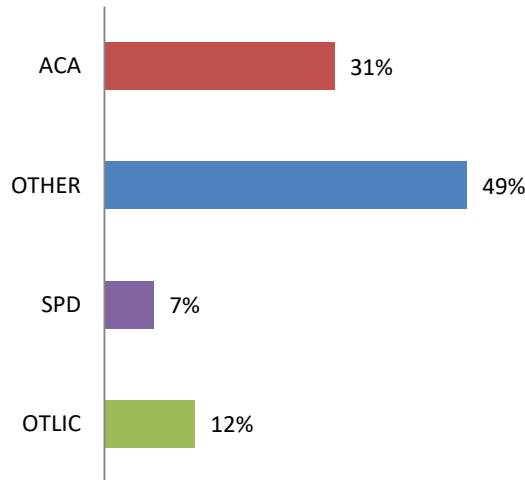
Dual Status	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Dual	964,662	965,953	964,110	966,223	965,846	975,279	1,001,473	1,019,856	1,025,323	1,027,119	1,026,839	1,031,168
Non-Dual*	9,703,435	9,752,516	9,745,852	9,823,680	9,835,175	9,841,053	9,771,702	9,798,791	9,822,665	9,829,484	9,832,921	9,847,191

Note: Medi-Cal Only. See glossary.

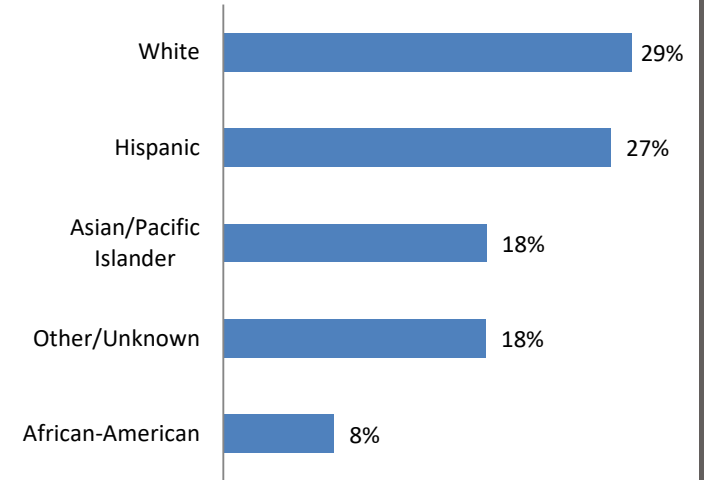
**3-1: Aid Groups "Dual"**



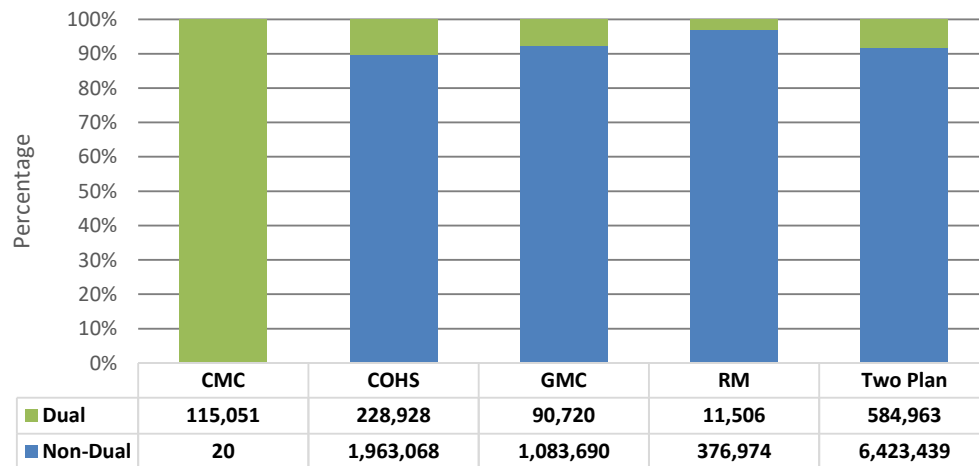
**3-2: Aid Groups "Non-Dual"**



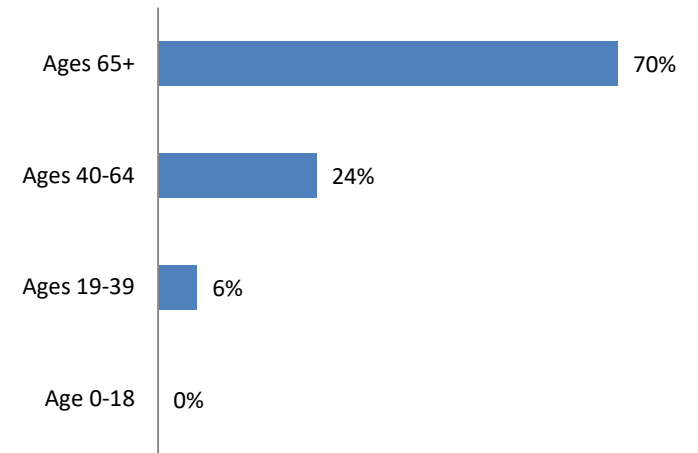
**3-3: Dual Eligible by Race and Ethnicity**



**3-4: Plan Model Totals**

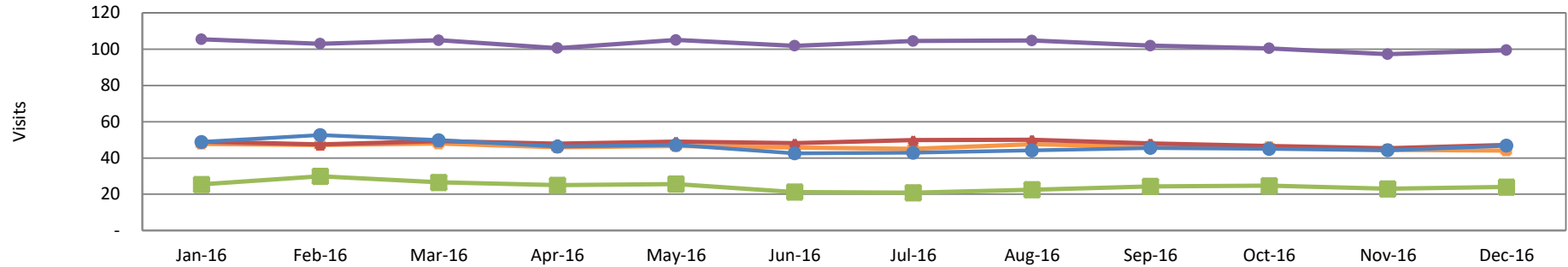


**3-5: Dual Age Cohorts**



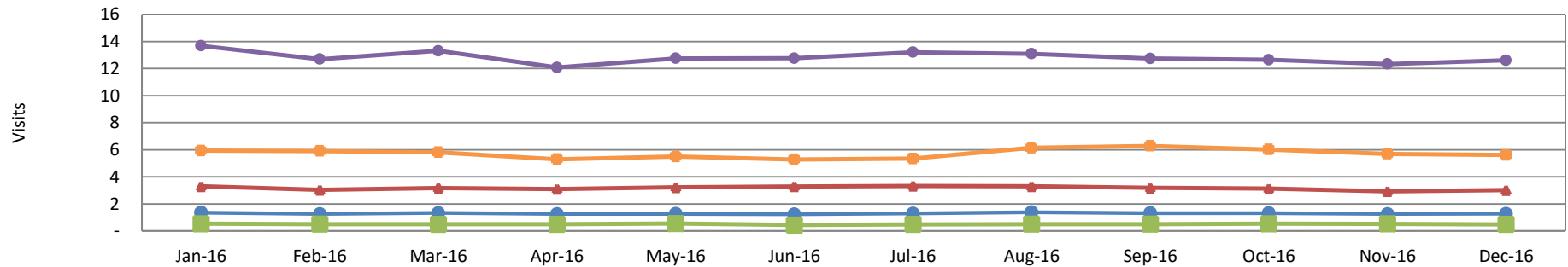
### UTILIZATION: Statewide January 2016 to December 2016 (Data Warehouse pull November 2017)

#### 4-1: Emergency Room Visits per 1,000 Member Months



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
MO-SPD	105	103	105	101	105	102	104	105	102	100	97	99
Dual	48	47	48	46	47	46	45	48	46	46	44	44
MO-ACA	49	47	49	48	49	48	50	50	48	47	45	47
MO-Other	49	53	50	46	47	43	43	44	45	45	44	47
MO-OTLIC	25	30	27	25	26	21	21	22	24	25	23	24

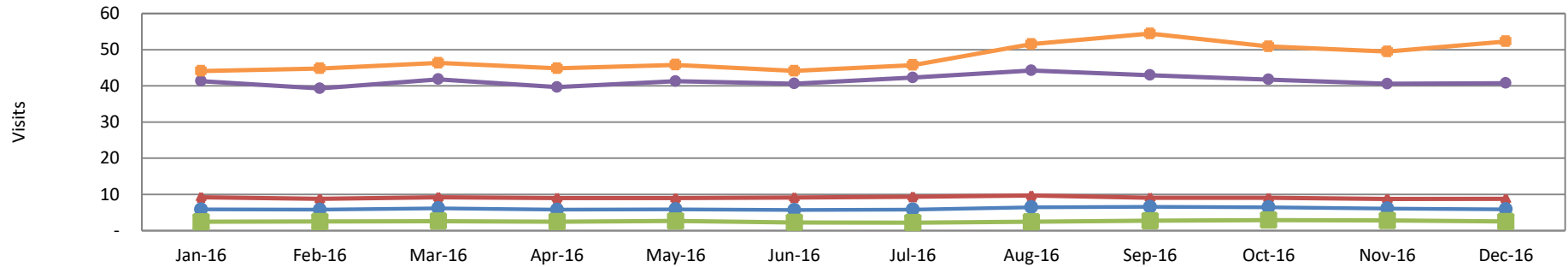
#### 4-2: Emergency Room Visits With an Inpatient Admission per 1,000 Member Months



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
MO-SPD	14	13	13	12	13	13	13	13	13	13	12	13
Dual	6	6	6	5	5	5	5	6	6	6	6	6
MO-ACA	3	3	3	3	3	3	3	3	3	3	3	3
MO-Other	1	1	1	1	1	1	1	1	1	1	1	1
MO-OTLIC	1	1	0	0	1	0	0	1	1	1	1	0

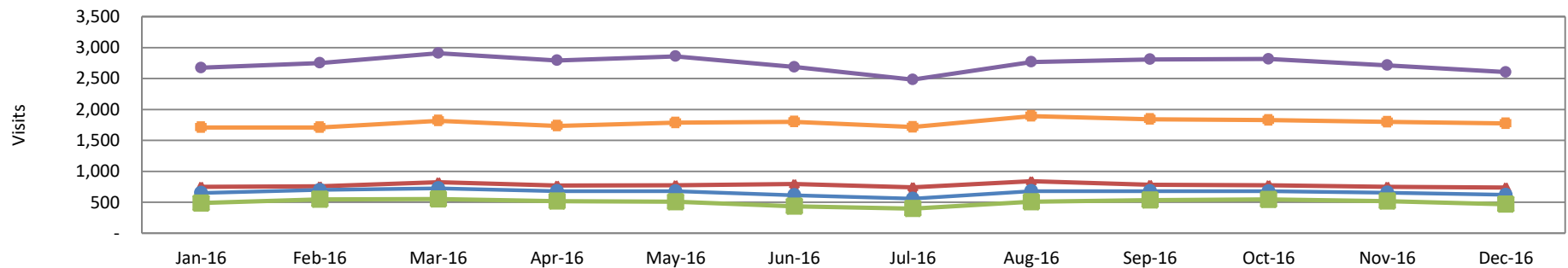
### UTILIZATION: Statewide January 2016 to December 2016 (Data Warehouse pull November 2017)

#### 5-1: Inpatient Admissions per 1,000 Member Months



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
MO-SPD	41	39	42	40	41	41	42	44	43	42	41	41
Dual	44	45	46	45	46	44	46	52	54	51	49	52
MO-ACA	9	9	9	9	9	9	9	10	9	9	9	9
MO-Other	6	6	6	6	6	6	6	6	7	6	6	6
MO-OTLIC	2	3	3	2	3	2	2	2	3	3	3	3

#### 5-2: Outpatient Visits per 1,000 Member Months

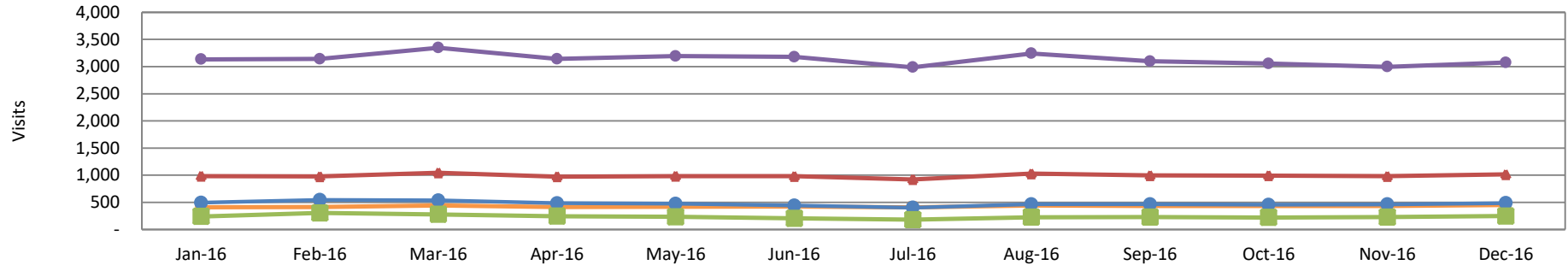


	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
MO-SPD	2,672	2,750	2,908	2,791	2,857	2,686	2,482	2,767	2,808	2,815	2,713	2,602
Dual	1,708	1,709	1,818	1,733	1,785	1,801	1,715	1,892	1,843	1,826	1,799	1,773
MO-ACA	750	757	823	768	775	793	742	840	782	775	750	738
MO-Other	651	699	725	681	678	614	558	680	680	678	654	619
MO-OTLIC	487	548	552	517	508	434	397	508	534	545	519	468



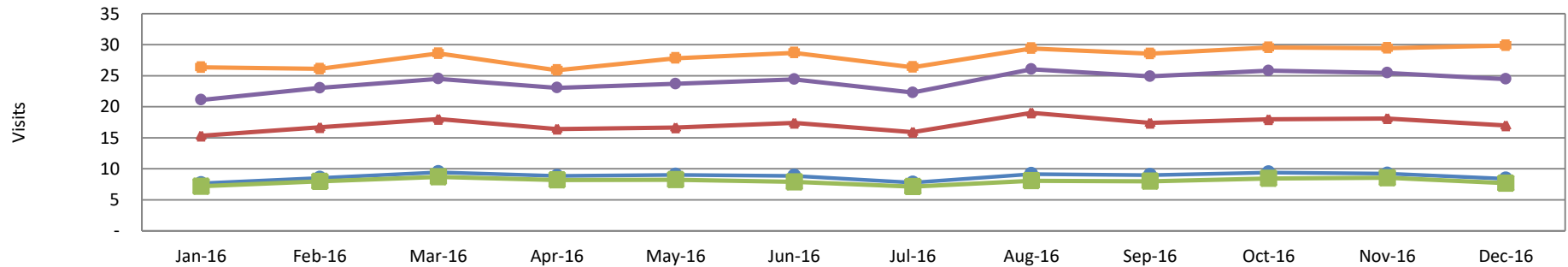
### UTILIZATION: Statewide January 2016 to December 2016 (Data Warehouse pull November 2017)

#### 6-1: Prescriptions per 1,000 Member Months



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
MO-SPD	3,134	3,142	3,347	3,142	3,192	3,178	2,987	3,242	3,099	3,055	2,997	3,075
Dual	410	415	442	414	419	425	408	443	431	434	434	452
MO-ACA	984	978	1,045	974	984	982	921	1,030	995	993	982	1,014
MO-Other	495	545	537	485	474	441	402	465	464	457	462	487
MO-OTLIC	240	306	279	245	233	204	182	227	230	221	229	247

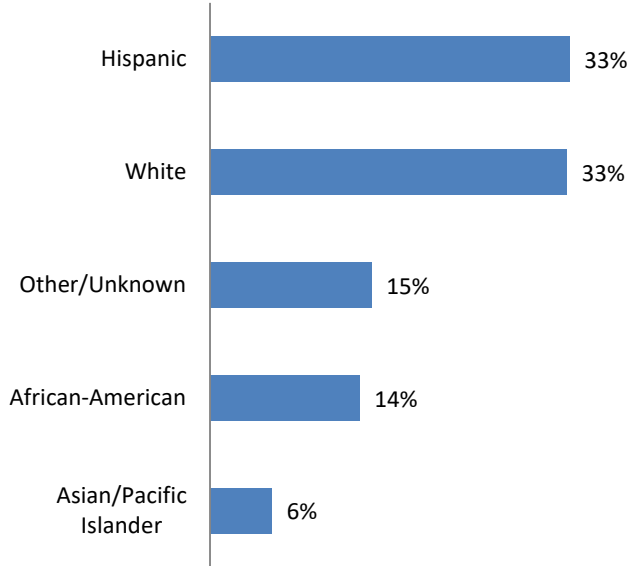
#### 6-2: Mild to Moderate Mental Health Visits per 1,000 Member Months



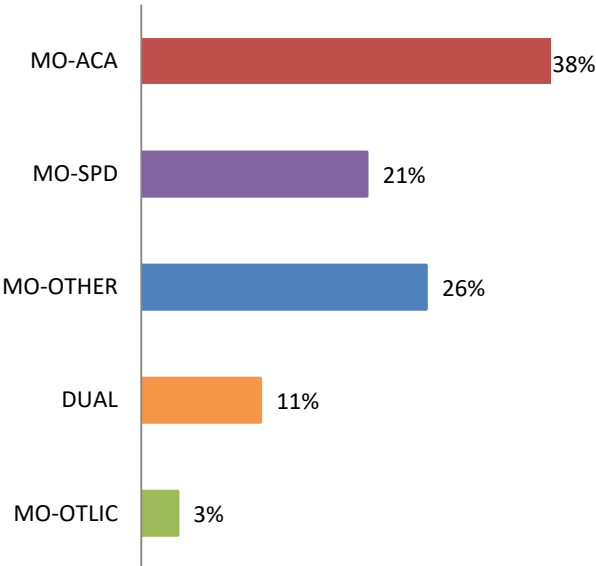
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
MO-SPD	21	23	25	23	24	24	22	26	25	26	25	24
Dual	26	26	29	26	28	29	26	29	29	30	29	30
MO-ACA	15	17	18	16	17	17	16	19	17	18	18	17
MO-Other	8	9	9	9	9	9	8	9	9	9	9	8
MO-OTLIC	7	8	9	8	8	8	7	8	8	8	9	8

### Grievance Demographics: Q2 2017 (April to June 2017) Statewide

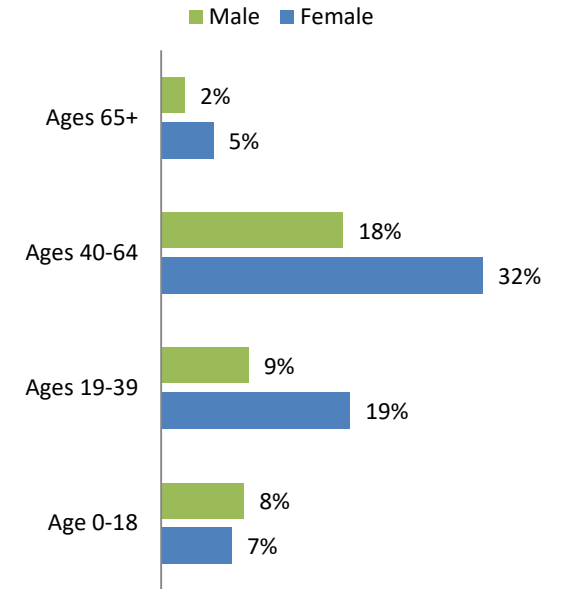
**7-1: Grievances by Ethnicity**



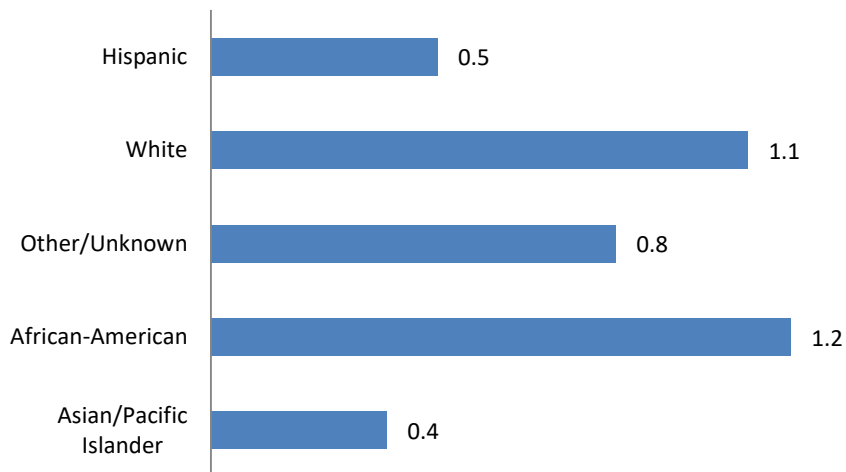
**7-2: Grievances by Population**



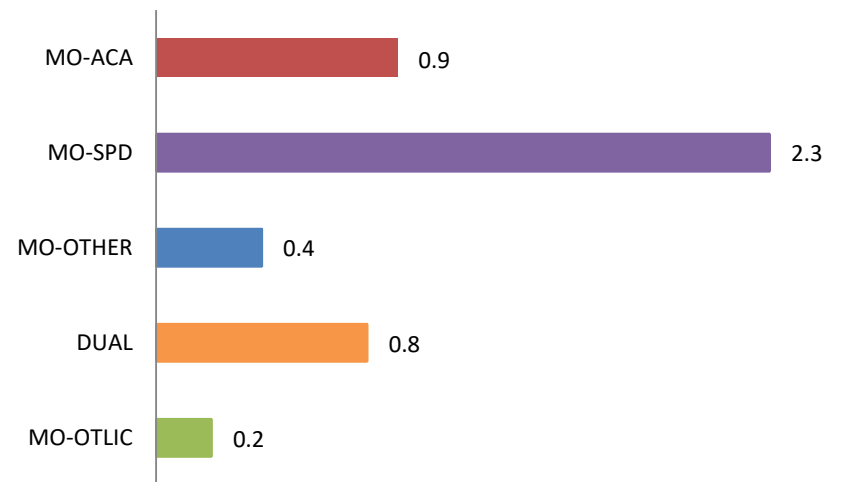
**7-3: Grievances by Age**



**7-4: Grievances by Ethnicity Per 1,000 Member Months**

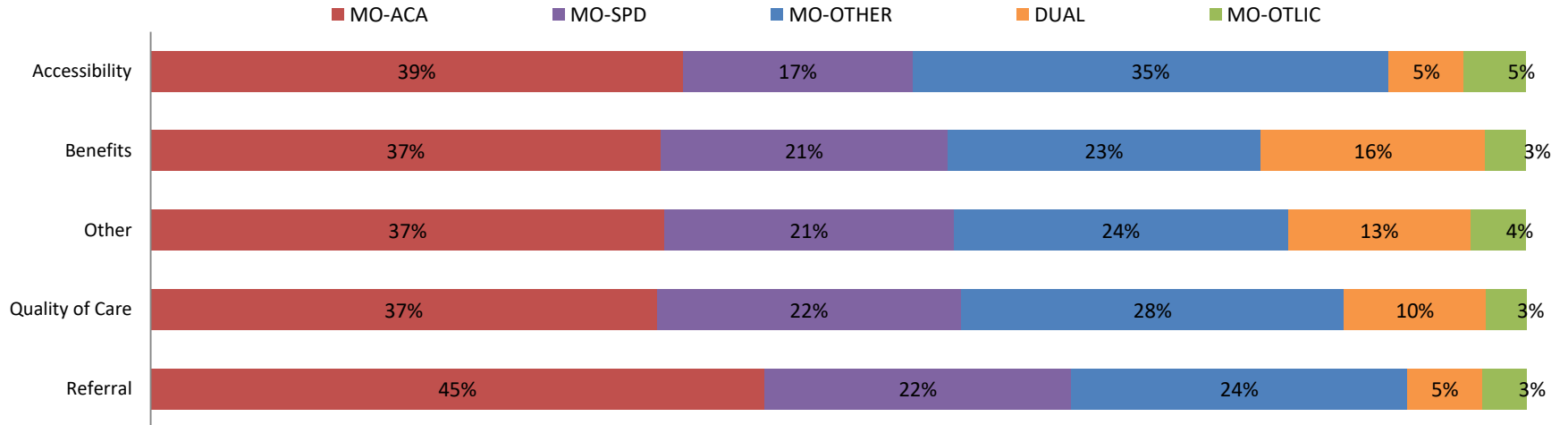


**7-5: Grievances by Population Per 1,000 Member Months**

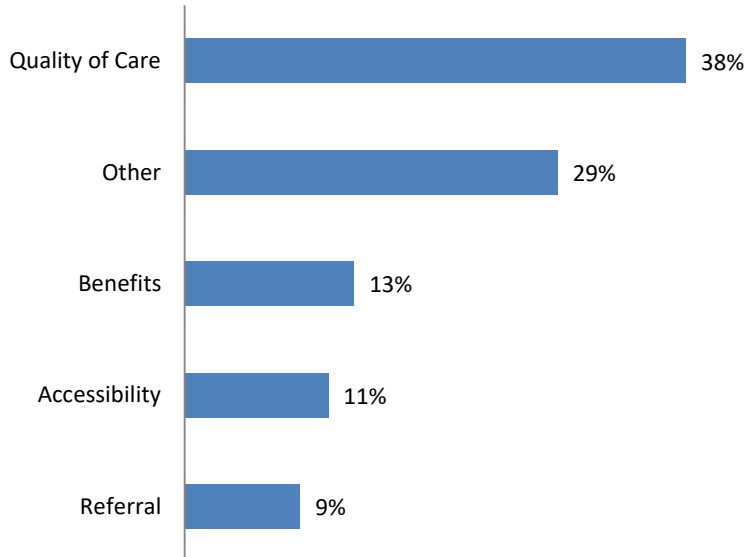


### Grievance and Appeals Outcomes: Q2 2017 (April to June 2017) Statewide

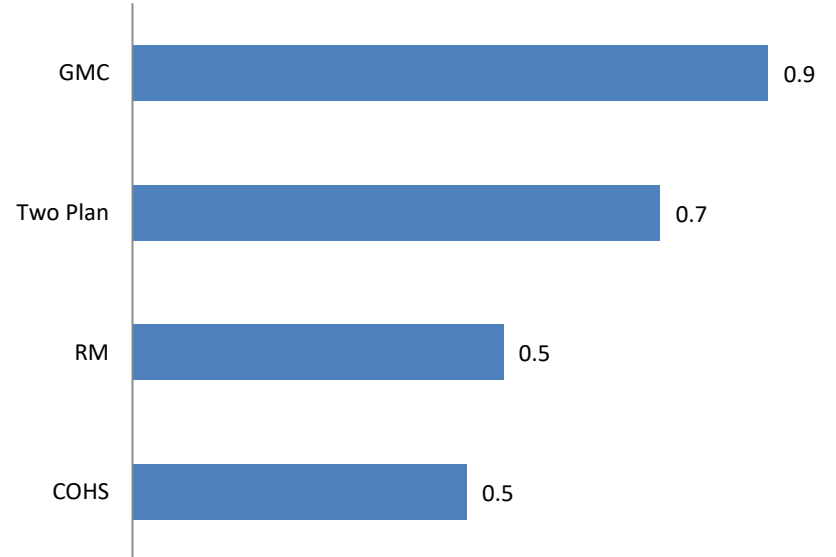
**8-1: Grievances by Population and Type**



**8-2: Grievances by Type**

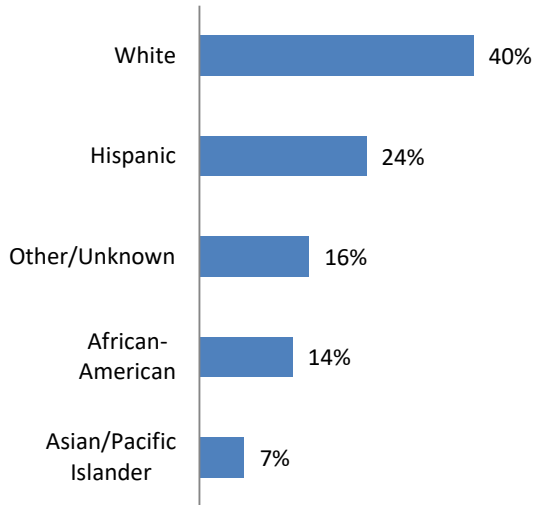


**8-3: Grievances by Plan Model per 1,000 Member Months**

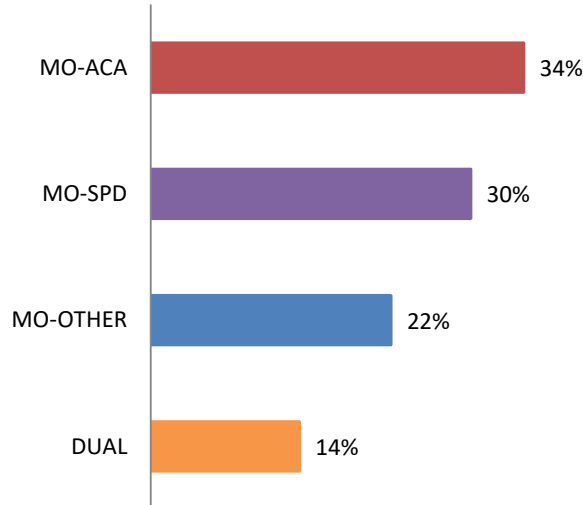


### State Fair Hearing Demographics: Q2 2017 (April to June 2017) Statewide

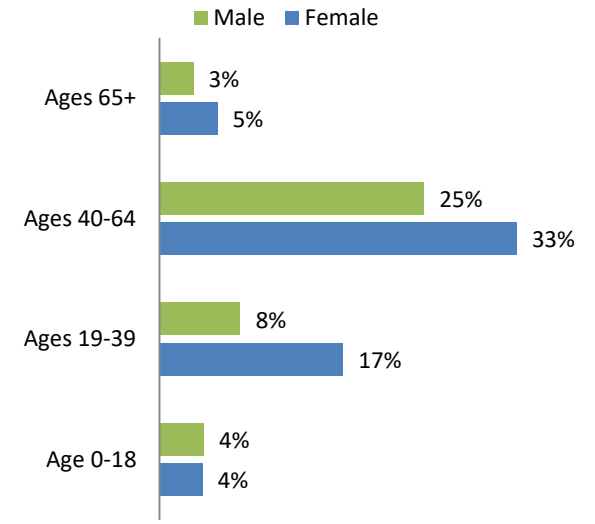
**9-1: Hearings by Ethnicity**



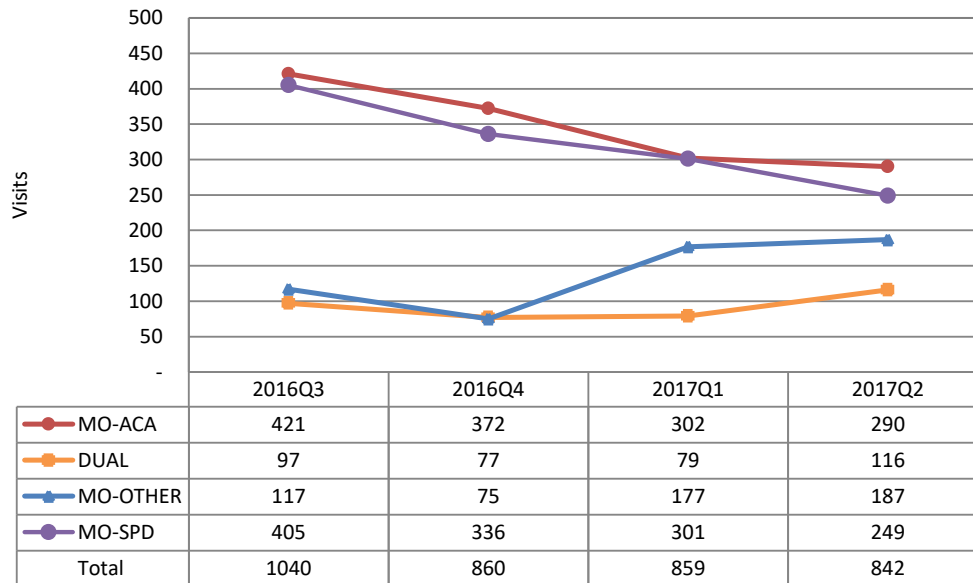
**9-2: Hearings by Population**



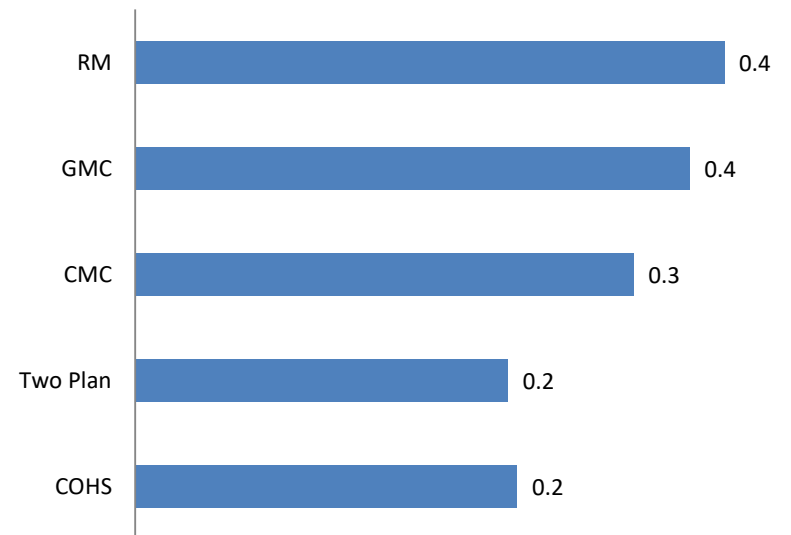
**9-3: Hearings by Age**



**9-4: Hearings by Population**

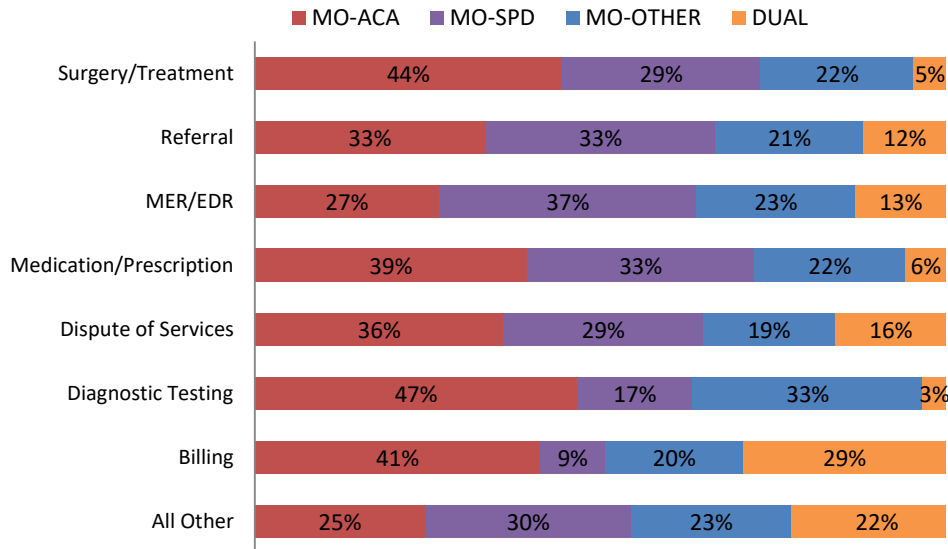


**9-5: Hearings by Plan Model per 10,000 Member Months**

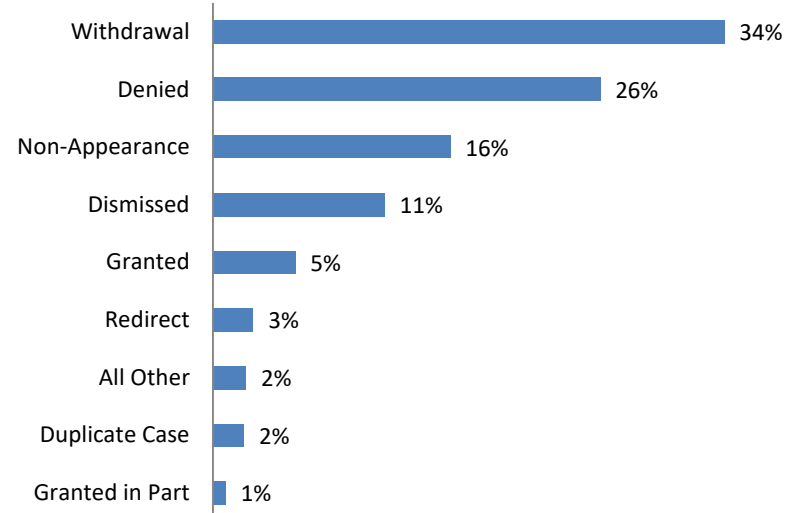


### State Fair Hearing Reasons/Outcomes: Q2 2017 (April to June 2017) Statewide

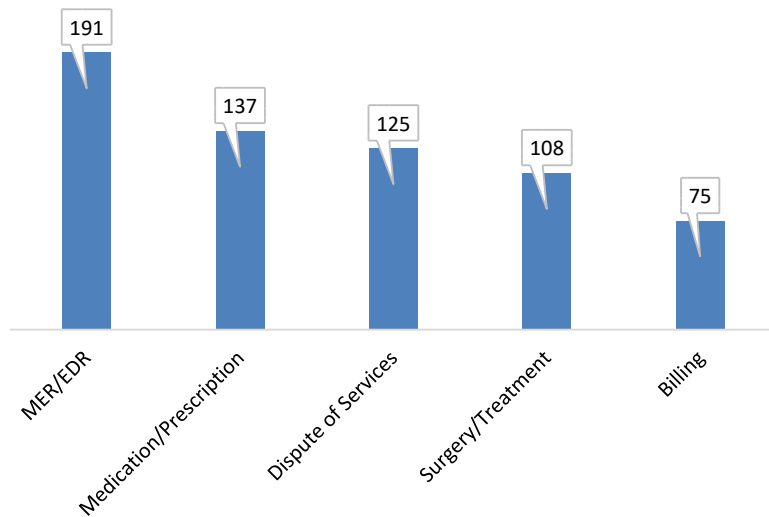
**10-1: Hearing Reasons by Population**



**10-2: Hearing Outcomes**



**10-3: Top 5 Hearing Reasons**



**10-4: Medical Exemption Requests**

