



March 9, 2023

State of Nevada Public Employees' Benefit Program Board

Subject: UMR Audit Results for Q1 PY2023

Dear PEBP Board Members:

UMR appreciates the opportunity to respond to the quarterly audit performed by Claims Technologies for the first quarter.

UMR is extremely disappointed to have missed Performance Guarantees for this audit period. We take the quality of our work very seriously and will continue to review quality improvement opportunities within our organization.

Financial and Overall Claims Accuracy: Not Met

To address the inventory, we added resources to the PEBP account resulting in quality errors by the staff. As we progressed, we were able to reduce the level of assistance needed. Going forward, we are continuing to meet with the staff daily and weekly to go over the quality reports, identifying trending errors, initiating refresher training for any skill gap, and using this data to improve the overall quality of the staff. As a follow up from the Q1 audit, we have added an additional quality measure for duplicates as of mid-January 2023. Any claim considered an exact and/or potential duplicate, as identified by our system logic, will have an additional quality step to review claim for accuracy.

Turnaround Time and Claim Adjustment Processing: Not Met

The remaining staff from HealthSCOPE Benefits has been trained on the UMR system and is ramping up as we work toward improving turnaround time over next reporting period.

Telephone Service Factor: Not Met

Additional staff have been trained for PEBP account. Beginning in January 2023, we expect to be meeting or exceeding this metric. Six additional staff were added bringing the total to twenty-two dedicated call staff. We also have staff on a sister team fully trained on PEBP used as backup during busy times. We have been impacted with workforce shortages, especially earlier in 2022. With the changes made to our recruiting process and other areas, we were able to fill classes the last half of 2022 and continue to have success so far this year. Turnover in a call center is always a challenge, but we have implemented many different changes to help with turnover and continue to monitor and focus on specific areas of concern. The positive is we retained a good percentage of our staff due to promoting into other roles within UMR/UHC.



Call Abandonment Rate: Not Met

Additional staff has been trained for PEBP account. Beginning in January 2023, we expect to be meeting or exceeding this metric.

CSR Audit, or Quality Scores: Not Met

Through additional coaching and training on PEBP's unique plan, we expect to continue to trend toward meeting third quarter call quality goals.

CSR Callback Performance: Not Met

A Callback Performance Guarantee is not something UMR has tracked and reported in the past. We found through the development and verification that how we are entering, and tracking results will not work for properly reporting the performance guarantee. We will be able to supply callback results starting with 1/1/2023 calls going forward.

Participant Email Response Performance: Not Met

Additional staff has been trained to complete this task.

EDI Claims Re-Pricing Turnaround Time: Not Met

Day 3 TAT was not met due to a backlog of claims at UHC coming off the Labor Day holiday, and an influx of clearinghouse receipts after the same holiday, which slowed the TAT for network repricing and missed the goal by 1%. UHC's repricing workflow was re-reviewed to ensure bandwidth for claim volumes from UMR. Additional measures were put into place to increase the daily claim thresholds to accommodate not only current claim volumes, but also for an increase of daily claim volume from UMR, reducing the chance for reoccurrence.

Notification of potential high expense cases: Not Met

The UM/CM vendor provides a report of pre-claim submission, potential high-cost claimants for pre-service authorization and concurrent review cases. A variety of criterion was used to identify potential HCC, such as NICU admissions, longer lengths of stay, and chemotherapy. SHO received approval from PEBP on 10/10/22 to provide on weekly basis and the report began distribution on 10/18/22. There have been no gaps in notification since that time. While we will likely not meet for Q2 2022, SHO expects to fully meet for Q3.

UMR is dedicated to improving the overall experience for State of Nevada members and will work diligently to address all items during this review.

Sincerely,

Helmut Braun
UMR Chief Operating Officer