



Based on historical performance, rank each MCO on the five point satisfaction scale on the following measures below.

Claims Satisfaction

Claims denied that should have paid

MCO takes all necessary steps to educate you in advance of how to avoid the claim denials you receive

MCO representatives are knowledgeable of claim denial issues

MCO representatives respond to my claim denial issue requests in a timely manner

Ease of finding and communicating with an MCO representative regarding a claim denial issue

The amount of time, work, and difficulty to resolve claim denials

The amount of denials that go unresolved due to time, work, difficulty, and/or cost (proportionate to that MCO)

The percentage of revenue lost from this MCO in any 30 day period since December 2015 due to denials that should have paid

Anticipated claims payment reliability based on the MCO's claim performance since Dec 2015

Authorization Satisfaction

Authorizations denied that should have been approved

Authorization amounts/units approved

Authorization length

Authorization request workload/difficulty

MCO takes all necessary steps to educate you in advance of how to avoid the denials you receive

MCO representatives are knowledgeable of authorization denial issues

MCO representatives respond to my requests in a timely manner

Ease of finding and communicating with an MCO representative regarding an issue

The amount of time, work, and difficulty to resolve authorization denials

The amount of denials that go unresolved due to time, work, difficulty, and/or cost (proportionate to that MCO)

The highest percentage of revenue lost from this MCO in any 30 day period due to denials that should have been approved

Anticipated authorization reliability based on the MCO's authorization performance since Dec 2015

Audit Satisfaction

Audit results that are inconsistent with standards or are unreasonable

MCO takes all necessary steps to educate you in advance of how to avoid adverse audit results that you receive

MCO audit representatives are highly credentialed and knowledgeable in behavioral health (LPC, LCSW, etc)

MCO audit representatives respond to my requests in a timely manner

Ease of finding and communicating with an MCO representative regarding an audit issue

The amount of time, work, and difficulty to resolve incorrect audit results

The amount of incorrect audit results that go unresolved due to time, work, difficulty, and/or cost (proportionate to that MCO)

Percentage of revenue lost from or demanded by this MCO in any 30 day period due to adverse audit results

Anticipated audit reliability based on the MCO's audit performance since Dec 2015

Rostering/Credentialing Satisfaction

Rosters/Credentialing packets denied that should have been approved

MCO takes all necessary steps to educate you in advance of how to avoid the denials you receive

MCO representatives are knowledgeable of roster/credentialing issues

MCO informs me when roster/credentialing packets are received, processed, and/or denied

MCO representatives respond to my requests in a timely manner

Ease of finding and communicating with an MCO representative regarding an issue

The amount of time, work, and difficulty it takes to resolve rostering and credentialing issues

The amount of roster/credentialing packet related claim denials that go unresolved due to time, work, difficulty, and/or cost (proportionate to that MCO)

Percentage of revenue lost from this MCO in any 30 day period due to rosters/credentialing of staff

Anticipated rostering/credentialing reliability based on the MCO's rostering/credentialing performance since Dec 2015