

# Implementation Summary

- Installed January 15, 2021 (32 BJ's)  
ELAP/Millennium Employee Communication Call – February 27, 2021
- Installed April 15, 2021 (Act 93's)  
ELAP/Millennium Employee Communication Call – May 18, 2021
- 24/7/365: Agent on call 24/7 – Resolution Service
- On-Site Representative: Tom May, Service Representative, on site every Wednesday from 9 a.m. – 4:30 p.m. in the Administrative Building
- HIPPA – We need to comply with HIPPA Guidelines – if a member sends any email to you directly describing their medical issues, please defer to Millennium Administrators for resolution.

# Scranton School District On-Site Activity Log

Total Activities to Date: 88

<u>Date</u>	<u>Activities</u>	<u>Total Activities</u>
3-Mar-21	Visit employee re dental coverage. Met with employee. 2 replacement ID cards.	4
10-Mar-21	Met with admin w/questions about PH and ELAP vis a vis credit exposure. S/W employee about whether he could continue getting blood work at his usual provider.	2
17-Mar-21	Met w/employee who had been advised her son's Dr. would not take her insurance.	1
24-Mar-21	S/W employee whose Dr. had not recv'd payment for office visit. Employee questions about ID cards. Teacher brought bills with questions about whether she was responsible for payment.	3
31-Mar-21	Employee stopped in w/questions about RX copays. Assist w/reinstatement in health plan. Teacher w/balance bill.	3
7-Apr-21	Replacement RX card. Work on employee portal.	2
14-Apr-21	2 employees brought a balance bills. Another employee brought bill that hadn't been billed to insurance. Questions about dental network. Work on employee portal.	5
21-Apr-21	Chiropractor's claims. Balance bill for blood work. Balance bill for diagnostic testing. Questions on bill from urgent care. Work on employee portal. Employee question about x-ray for her son. Question about family deductible status.	7
28-Apr-21	Chiropractor's claims. Work on employee portal. Bill brought w/partial claim denial, worked w/PH and provider to resolve.	3
5-May-21	Balance bill from Delta Medix. Work w/ELAP to resolve member billing issue. Student status confirmation for continued dental coverage for child of employee. Work on employee portal. Call Highmark to resolve member billing issue. Reimbursement issue for retiree. Member question about upcoming surgery for her daughter.	7
12-May-21	Prepare for 5/17 effective date for Act 93 employees. LabCorp bill never sent to insurance. Employee balance bill. Geisinger bill never sent to insurance. Geisinger balance bill already being litigated by ELAP. Issue w/chiropractor not accepting claims payment amounts from SSD Plan. Replacement ID card. Highmark balance bill for teacher.	8

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Total Activities to Date: 88

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19-May-21	Geisinger balance bill. Member bill needs to be re-submitted by provider. Retiree never rec'd ID cards. Balance bill for lab work. Urgent pre-cert required for home infusion treatment for adult dependent child.	5
26-May-21	Employee brought bill from provider billed incorrectly to Highmark, updated insurance info w/provider. Employee w/questions about ER/work comp bills. Recent retiree has questions about new plan. Home infusion pre-cert issue resolved.	4
2-Jun-21	Employee appt at admin bldg., no show. Replacement ID cards.	2
9-Jun-21	Balance bill for lab work. Retiree has recv'd multiple provider bills because insurance info was never updated, she was not advised of the change to PH. ID card sent for retiree.	3
16-Jun-21	S/W parents whose child is having issues getting necessary PT, pediatrician was trying to find providers without success and the situation was several weeks gone before I became aware of it. Employee brought bill for specialist office visit that was incorrect, provider to re-file claim. Employee checking on providers in Philadelphia area for her college-aged child. Member had questions about where he should get non-emergency X-rays and blood work w/o an appointment.	4
23-Jun-21	Employee has questions about where to get bloodwork without cost share. 3 appointments w/employees. Employee has questions about a letter recv'd from her chiropractor.	5
30-Jun-21	4 employee meetings scheduled and held. Employee brought EOBs and had questions about them. Following up on a possible change to the Plan around non-diabetic nutrition counseling for child dependents over age of 17. Member having trouble logging into PH portal. Employee brought balance bill. Questions from provider and member around PH billing for chiropractic services. Questions from member about bill recv'd for DME that he believes is incorrect.	10
7-Jul-21	Geisinger balance bill. Member brought incorrect EOB from chiropractic visit.	2
14-Jul-21	3 in-person meetings w/employees. 3 additional employees brought incorrectly billed/balance billed items to be resolved. 2 members received EOBs mentioning copays that the members believe are incorrect.	8



# Scranton School District

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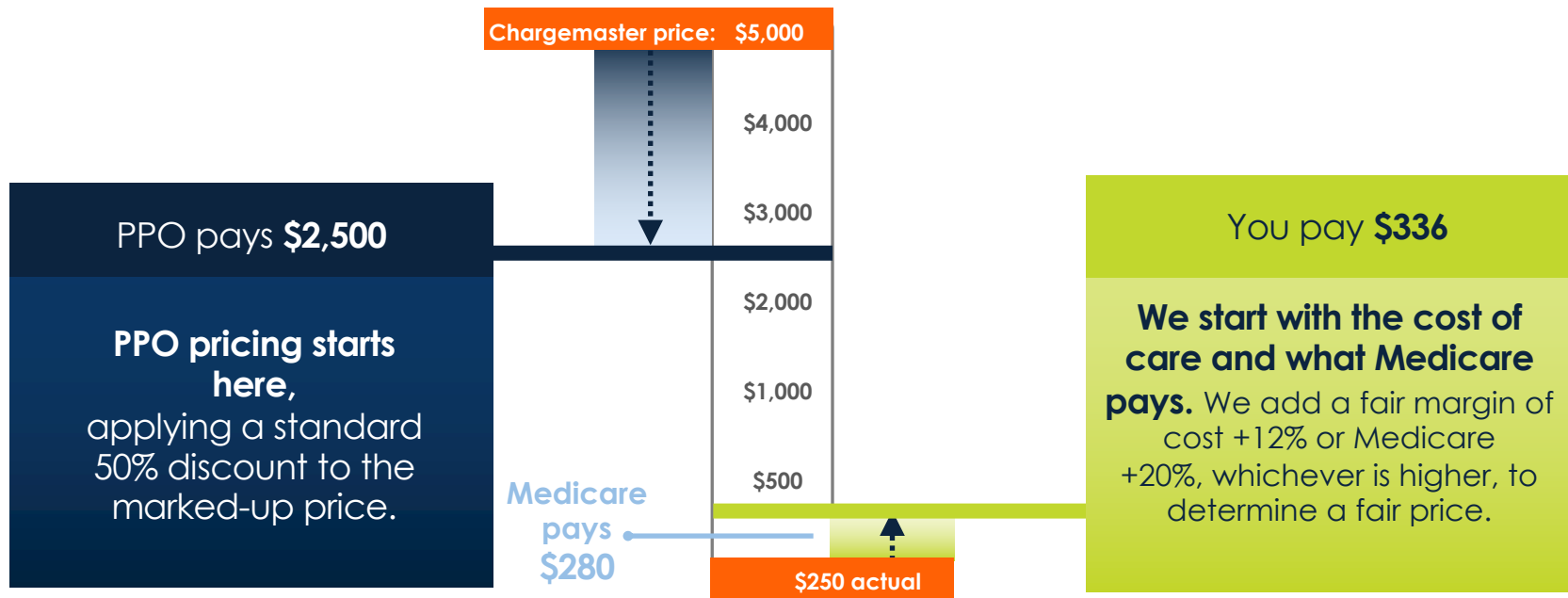
2021 Mid-Year Review

CONFIDENTIAL



# A smarter way to price and pay claims.

Reference-based pricing uses cost data to determine a fair price for care.

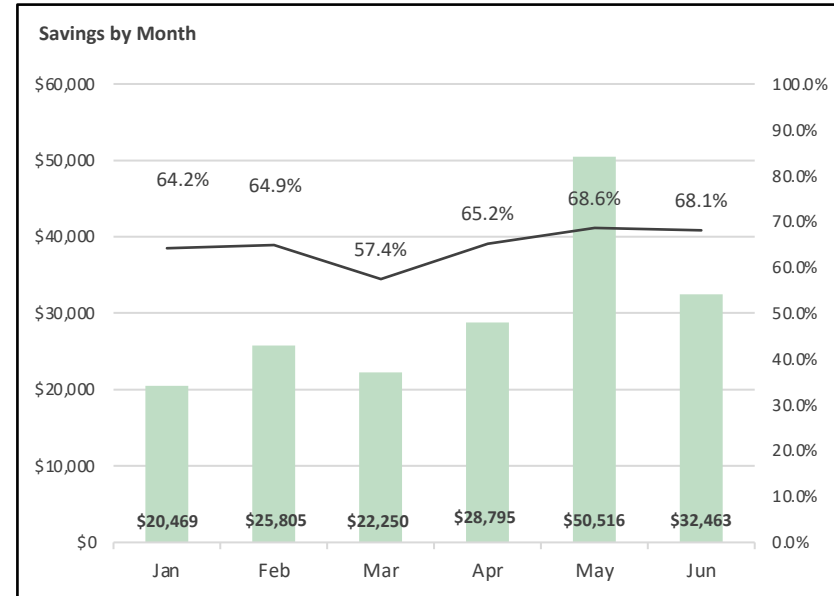




# Overall Program Performance

ELAP has audited **404** facility and professional claims with billed charges in the amount of \$275,865. Scranton School District has realized a net savings of 65.4% of billed charges, **\$180,298**. Compared to the 50% discount from Highmark that would have yielded only **\$137,933**, this is a savings of **\$42,365**.

Time Period	Audits	Billed Charges	ELAP Discount	ELAP Total Cost	Net Savings \$	Net Savings %
Jan	42	\$31,901	\$8,177	\$11,432	\$20,469	64.2%
Feb	74	\$39,767	\$10,138	\$13,962	\$25,805	64.9%
Mar	96	\$38,736	\$13,180	\$16,486	\$22,250	57.4%
Apr	65	\$44,179	\$11,161	\$15,383	\$28,795	65.2%
May	71	\$73,639	\$15,229	\$23,123	\$50,516	68.6%
Jun	56	\$47,644	\$10,788	\$15,181	\$32,463	68.1%
<b>Total</b>	<b>404</b>	<b>\$275,865</b>	<b>\$68,673</b>	<b>\$95,567</b>	<b>\$180,298</b>	<b>65.4%</b>





# Claims Volume by State



Total Volume of Audits **404**



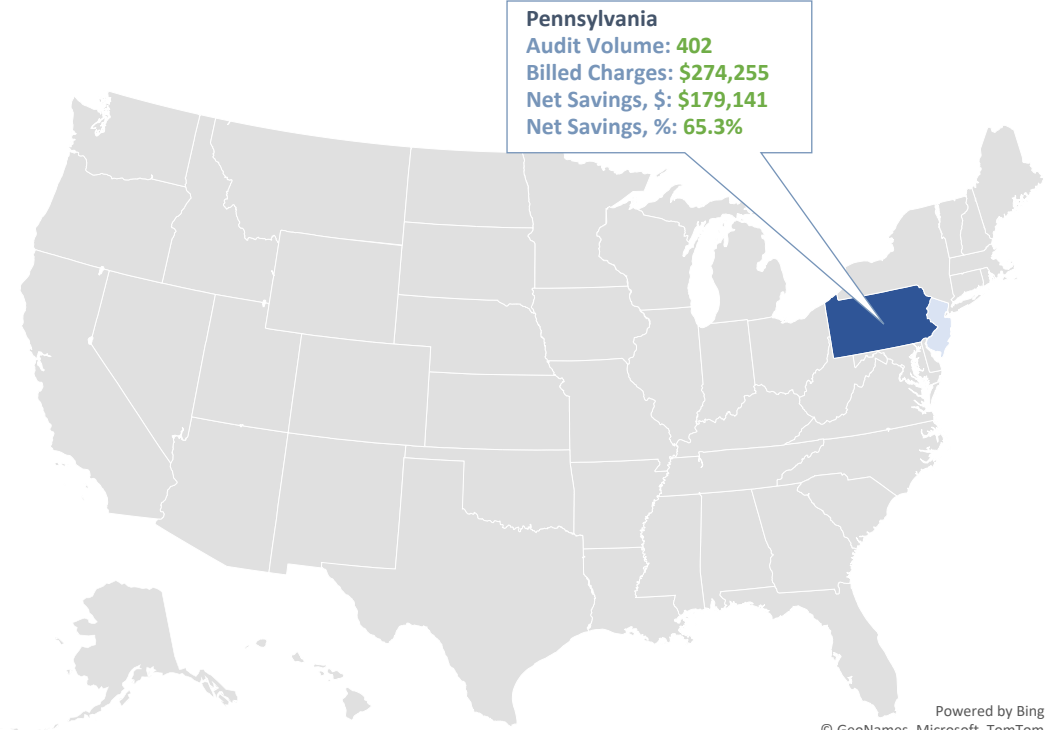
Total Billed Charges **\$275,865**



Net Savings, \$ **\$180,298**



Net Savings, % **65.4%**



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# Claims Volume by Top Providers

Market	Audits	Billed Charges	ELAP Allowed	Net Savings \$	Net Savings %	Balance Bills
Scranton--Wilkes-Barre PA	64	\$85,513	\$11,163	\$64,150	75.0%	
Scranton--Wilkes-Barre PA	48	\$2,480	\$1,627	\$718	29.0%	
Multiple Markets	38	\$19,662	\$3,277	\$14,153	72.0%	
Scranton--Wilkes-Barre PA	23	\$4,097	\$3,773	\$323	7.9%	
Scranton--Wilkes-Barre PA	20	\$2,800	\$2,782	\$11	0.4%	
Scranton--Wilkes-Barre PA	18	\$5,625	\$995	\$4,292	76.3%	
Scranton--Wilkes-Barre PA	14	\$44,945	\$3,609	\$35,943	80.0%	
Scranton--Wilkes-Barre PA	12	\$2,788	\$1,189	\$1,431	51.3%	
Scranton--Wilkes-Barre PA	7	\$10,200	\$6,549	\$2,427	23.8%	
Philadelphia-Camden-Wilmington PA-NJ-DE-MD	7	\$6,551	\$2,343	\$3,956	60.4%	
	<b>251</b>	<b>\$184,661</b>	<b>\$37,307</b>	<b>\$127,405</b>	<b>69.0%</b>	<b>0</b>
	<b>404</b>	<b>\$275,865</b>	<b>\$68,673</b>	<b>\$180,298</b>	<b>65.4%</b>	<b>0</b>

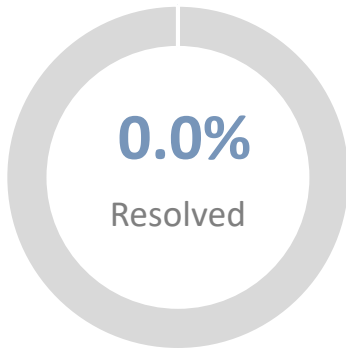


404 Audits

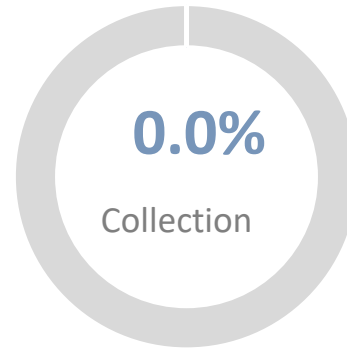
0 BBs

**0%** of all audits completed resulted in a balance bill.

Of the audits that received a balance bill...



There are no balance bills pending resolution.



None of the 404 audits have received a collection notice.



Performance Health  
TOTAL HEALTH PLAN SOLUTIONS

Scranton School District Executive Summary  
July 20, 2021

# SSD Claims Utilization Summary

## PH/ELAP 1/1/21 – 6/30/21

(All claims)

- 2021 1st Quarter
  - Billed Charges - \$ 1,203,828.17
  - Total Paid - \$ 228,921.95
  - Number of claims incurred – **1,046**
- 2021 2nd Quarter
  - Billed Charges - \$ 1,475,047.06
  - Total Paid - \$ 463,919.52
  - Number of claims incurred – **1,011**

Total number of claims incurred – **2,057**

**% of savings – 74.14%**

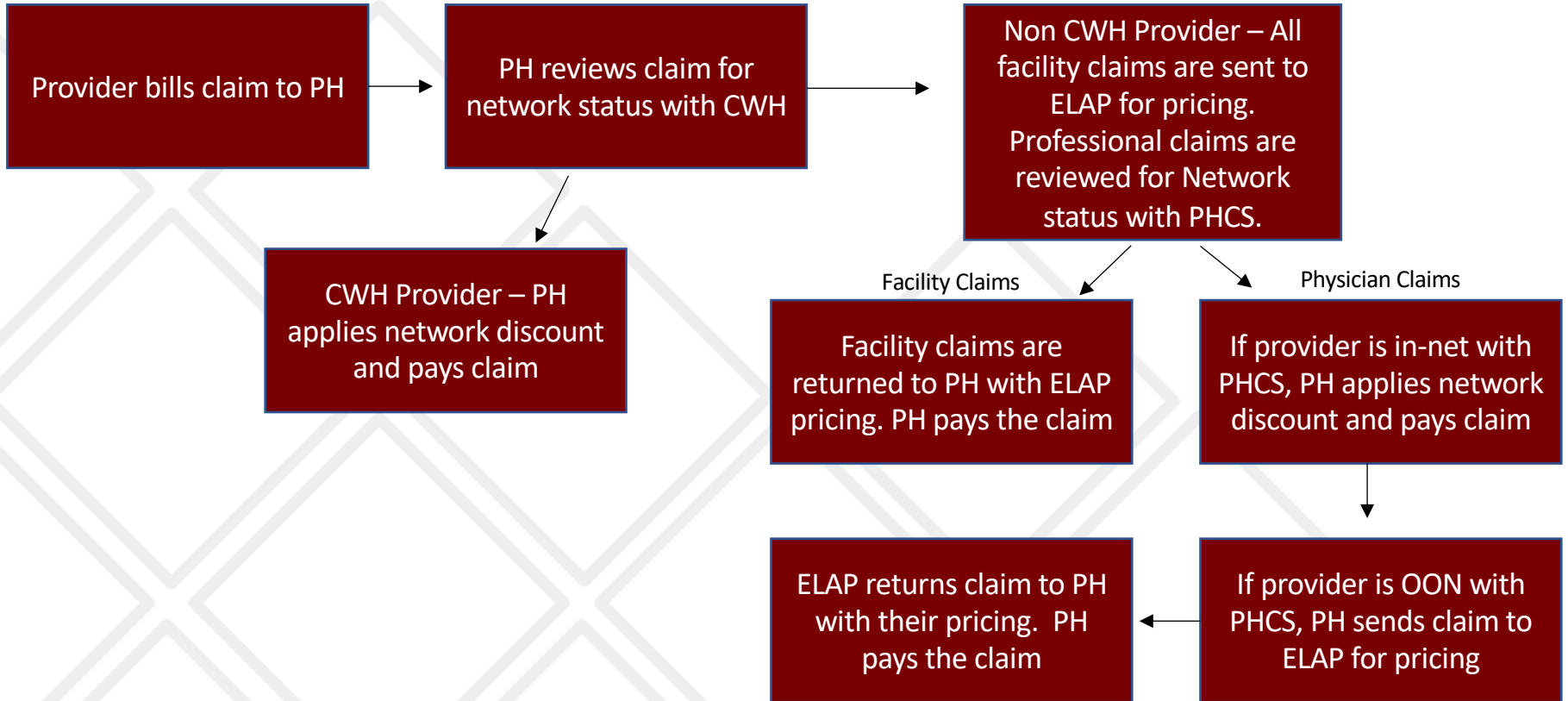
## ▪ Commonwealth Health Network

- Billed charges - \$1,986,421.74
- Total Paid - \$516,040.24
- % of savings – **74.02%**

## ▪ PHCS

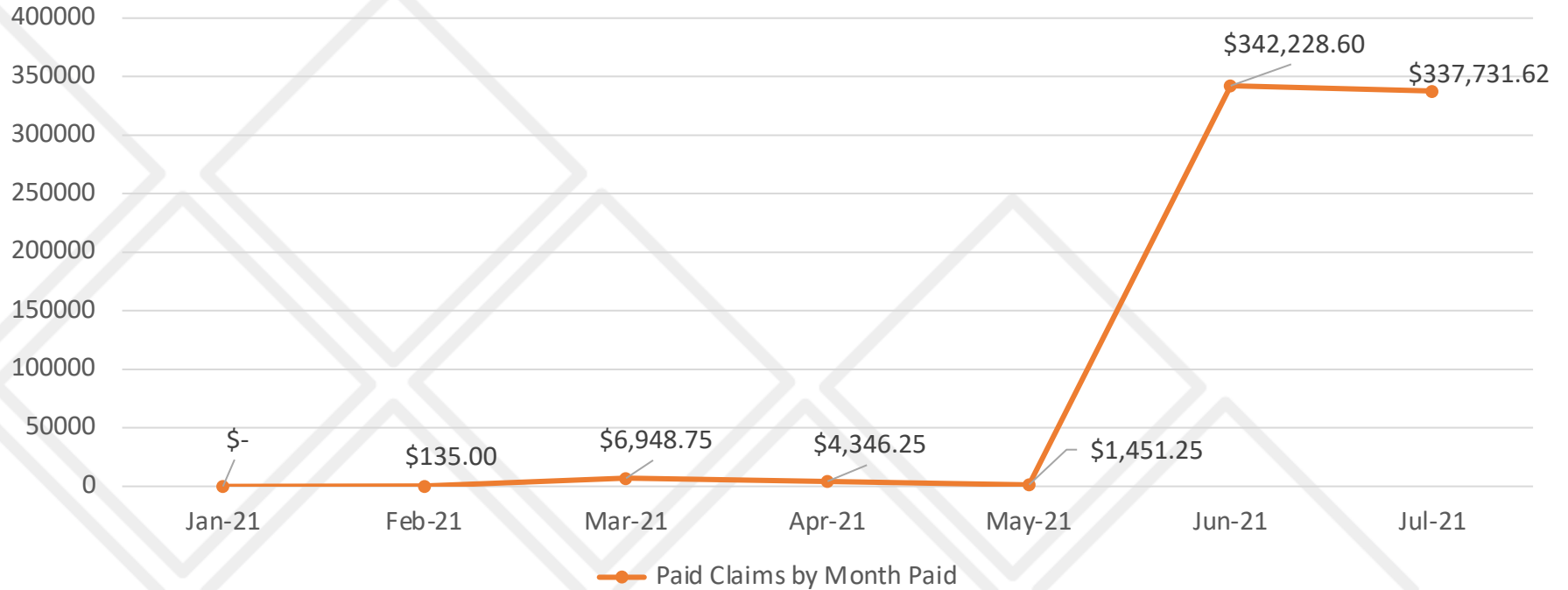
- Billed charges - \$265,330.10
- Total Paid - \$93,160.88
- % of savings – **64.89%**

# Claim Flow Overview



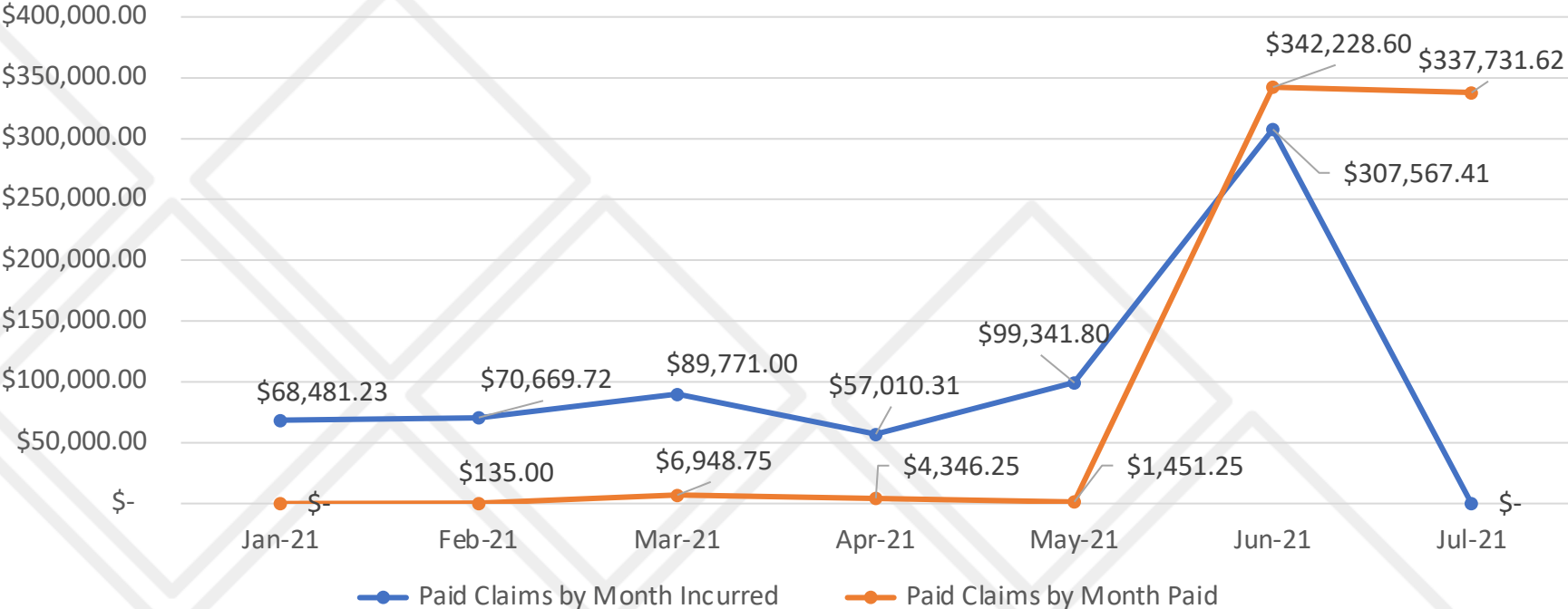
# Total Paid Claims by Month Paid

## SSD Paid Claims – 1/1/21 – 7/16/21



# Total Paid Claims by Month Incurred vs. Month Paid

## SSD Paid Claims – 1/1/21 – 7/16/21



# SSD Claims Turnaround

## Paid Claims Turnaround by Group

Paid Between: 6/1/2021 and 7/31/2021

Line of Business: Performance Health

Group: 8214E - Scranton School District - ELAP

Paid Month	Average Business Days from Receipt to Paid	Average Calendar Days from Receipt to Paid	% of Claims Paid <= 30 Days	% of Claims Paid <= 60 Days	Average Business Days from Receipt to Entry	Average Calendar Days from Receipt to Entry	% of Claims Entered <= 1 Day	% of Claims Entered <= 2 Days	% of Electronic Claims	% of Facility Claims
2021-06	46	64	24.23	48.01	4	5	46.32	59.20	27.47	13.33
2021-07	15	22	81.91	93.12	2	1	74.55	83.96	25.45	18.21
	30.5	43.0	53.07	70.57	3.0	3.0	60.43	71.58	26.46	15.77