

Managed Care Organization (MCO) Contract Changes SFY 21 MCO Withhold Payments

Executive Summary

As required by the Iowa State Legislature, see [2019 Iowa Acts, Ch. 85.42](#) (page 32), Iowa Medicaid is submitting a summary of the withhold amounts to the medical MCPs for SFY 21. Amerigroup of Iowa (AGP) and Iowa Total Care (ITC) payments were released from Iowa Medicaid on May 20, 2022.

Pay For Performance (P4P) Program

Iowa Medicaid has established a pay for performance program (P4P) under which the Department automatically withholds 2% of the MCOs approved capitation payment each SFY in exchange for the MCOs efforts to improve specific operational or quality measures throughout the year. Each MCO can earn back all, a portion, or none of their 2% withhold payment depending on how well they perform each P4P Measure.

COVID-19 Impact

Several national quality measures in SFY21 were impacted because of how public health emergency (PHE) restrictions limited access to care. Several states agreed to return withholds regardless of performance during this time; however, Iowa Medicaid replaced these national quality measures in exchange for collecting Social Determinants of Health (SDOH) data which was not impacted by the PHE.

Withhold Amounts

Below are the summary tables for the MCOs. We have attached the detailed worksheets to this summary (AGP final results 5.20.22-Year 5 P4P.xlsx and ITC final results 5.20.22-Year 2 P4P.xlsx).

AGP:

| P4P MEASURE | TOTAL \$ AMOUNT AVAILABLE | TOTAL \$ AMOUNT EARNED |
|---|---------------------------|------------------------|
| Encounter Data Reconciliation – for SFY21 | \$6,568,314.26 | \$6,568,314.26 |
| Timely Claims Reprocessing – with and without system reconfigurations | \$6,568,314.26 | \$6,568,314.26 |
| Social Determinants of Health (SDOH) – correct data submission for 6 months | \$52,546,514.11 | \$52,546,514.11 |
| | \$65,683,142.63 | \$65,683,142.63 |

ITC:

| P4P MEASURE | TOTAL \$ AMOUNT AVAILABLE | TOTAL \$ AMOUNT EARNED |
|---|---------------------------|------------------------|
| Encounter Data Reconciliation – for SFY21 | \$4,522,305.66 | \$4,522,305.66 |
| Timely Claims Reprocessing – with and without system reconfigurations | \$4,522,305.66 | \$0.00 |
| Social Determinants of Health (SDOH) – correct data submission for 6 months | \$36,178,445.31 | \$36,178,445.31 |
| | \$45,223,056.63 | \$40,700,750.97 |

| P4P MEASURE | GOAL |
|---|---|
| Social Determinants of Health (SDOH) - correct data submission for 6 months | All directions followed and correct data submissions for 6 months |
| Timely Claims Reprocessing - with and w/o system reconfigurations | 90% w/in 15 business days of discovery of error not related to system configuration 95% w/in 30 business days when a system configuration change is required |
| Encounter Data Reconciliation - for SFY21 | within 2% |

| AGP SCORE | AMOUNT OF WITHHOLD AVAILABLE | PERCENTAGE EARNED | TOTAL \$ WITHHOLD AVAILABLE |
|---|------------------------------|-------------------|-----------------------------|
| All directions correctly implemented and data submitted for all 6 months | 80% of total withhold | 100% | \$52,546,514.11 |
| Q1 - 99.83%/99.85%, Q2 - 99.81%/99.91%, Q3 - 99.88%/99.93%, Q4 - 99.84%/100.00% | 10% of total withhold | 100% | \$6,568,314.26 |
| -0.60% | 10% of total withhold | 100% | \$6,568,314.26 |
| GRAND TOTAL | | | \$65,683,142.63 |

| TOTAL \$ WITHHOLD EARNED |
|--------------------------|
| \$52,546,514.11 |
| \$6,568,314.26 |
| \$6,568,314.26 |
| \$65,683,142.63 |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values |
|----------------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 7/31/2020 | 7112 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 7/31/2020 | 7101 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 7/31/2020 | 701 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 7/31/2020 | 700 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 8/31/2020 | 6631 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 8/31/2020 | 6618 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 8/31/2020 | 645 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 8/31/2020 | 645 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 9/30/2020 | 7535 | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values |
|----------------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 9/30/2020 | 7522 | 99.8% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 9/30/2020 | 692 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 9/30/2020 | 690 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 10/31/2020 | 7146 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 10/31/2020 | 7120 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 10/31/2020 | 662 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 10/31/2020 | 660 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 11/30/2020 | 6344 | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values |
|----------------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 11/30/2020 | 6334 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 11/30/2020 | 900 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 11/30/2020 | 900 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 12/31/2020 | 7234 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 12/31/2020 | 7230 | 99.9% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 12/31/2020 | 665 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 12/31/2020 | 665 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 1/31/2021 | 6701 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 1/31/2021 | 6692 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 1/31/2021 | 577 | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values |
|----------------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 1/31/2021 | 577 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 2/28/2021 | 6287 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 2/28/2021 | 6282 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 2/28/2021 | 482 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 2/28/2021 | 482 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 3/31/2021 | 4041 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 3/31/2021 | 4034 | 99.8% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 3/31/2021 | 383 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 3/31/2021 | 382 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 4/30/2021 | 7478 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 4/30/2021 | 7461 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 4/30/2021 | 812 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 4/30/2021 | 812 | 100% | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 5/31/2021 | 7471 | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 5/31/2021 | 7461 | 100% | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | |
|----------------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|-------|
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 5/31/2021 | 805 | 100% | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 5/31/2021 | 805 | | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 6/30/2021 | 6451 | | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 6/30/2021 | 6444 | | | 99.9% |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 6/30/2021 | 640 | | | |
| Amerigroup Iowa, Inc | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 6/30/2021 | 640 | | | 100% |

| Comments |
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Q2 SFY2021 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 20724

Q2 SFY2021 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 20684

Q2 SFY2021 - % Reprocessed within 15 Business Days 99.81%

Q2 - BOTH MEASURES MET

| Comments |
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Q4 SFY2021 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 2257

Q4 SFY2021 - % Reprocessed within 30 Business Days 100.00%

| P4P MEASURE | GOAL |
|--|---|
| Social Determinants of Health (SDOH) - correct data submission for 6 months | All directions followed and correct data submissions for 6 months |
| Timely Claims Reprocessing - with and w/o system reconfigurations (BOTH measures must be met to earn payment) | 90% w/in 15 business days of discovery of error not related to system configuration 95% w/in 30 business days when a system configuration change is required |
| Encounter Data Reconciliation - for SFY21 | within 2% |

| ITC SCORE | AMOUNT OF WITHHOLD AVAILABLE | PERCENTAGE EARNED | TOTAL \$ WITHHOLD AVAILABLE |
|--|------------------------------|-------------------|-----------------------------|
| All directions correctly implemented and data submitted for all 6 months | 80% of total withhold | 100% | \$36,178,445.31 |
| Q1 - 89.88%/99.87%, Q2 - 94.05%/82.09%, Q3 - 88.40%/64.55%, Q4 - 92.51%/91.26% | 10% of total withhold | 0% | \$4,522,305.66 |
| 0.50% | 10% of total withhold | 100% | \$4,522,305.66 |
| GRAND TOTAL | | | \$45,223,056.63 |

| TOTAL \$ WITHHOLD EARNED |
|--------------------------|
| \$36,178,445.31 |
| \$0.00 |
| \$4,522,305.66 |
| \$40,700,750.97 |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | Comments | |
|-----------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|----------|-------|
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 7/31/2020 | 177761 | | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 7/31/2020 | 143564 | | | | 81% |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 7/31/2020 | 30379 | | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 7/31/2020 | 30297 | | | | 100% |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 8/31/2020 | 99520 | | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 8/31/2020 | 83371 | | | | 84% |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 8/31/2020 | 27541 | | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 8/31/2020 | 27535 | | | | 100% |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 9/30/2020 | 289551 | | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 9/30/2020 | 282548 | | | | 97.6% |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 9/30/2020 | 13811 | | | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | Comments |
|-----------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|----------|
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 9/30/2020 | 13807 | 100% | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 10/31/2020 | 99672 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 10/31/2020 | 93585 | 94% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 10/31/2020 | 31058 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 10/31/2020 | 19460 | 63% | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 11/30/2020 | 90183 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 11/30/2020 | 85473 | 95% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 11/30/2020 | 170733 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 11/30/2020 | 163877 | 96% | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | Comments |
|-----------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|----------|
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 12/31/2020 | 101379 | 93.6% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 12/31/2020 | 94842 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 12/31/2020 | 71471 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 12/31/2020 | 40976 | 57% | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 1/31/2021 | 99645 | 89% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 1/31/2021 | 89170 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 1/31/2021 | 13978 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 1/31/2021 | 2431 | 17% | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 2/28/2021 | 72983 | | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | Comments |
|-----------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|----------|
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 2/28/2021 | 61638 | 84% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 2/28/2021 | 20551 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 2/28/2021 | 10381 | 51% | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 3/31/2021 | 114666 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 3/31/2021 | 103166 | 90.0% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 3/31/2021 | 31265 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 3/31/2021 | 29656 | 95% | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 4/30/2021 | 90610 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 4/30/2021 | 82673 | 91% | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | Comments |
|-----------------|---------------------|---|-------|---|------------------------------|------------------------|--------------|-------------|----------|
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 4/30/2021 | 21160 | 95% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 4/30/2021 | 20052 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 5/31/2021 | 44122 | 90% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 5/31/2021 | 39665 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 5/31/2021 | 6157 | 72% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 5/31/2021 | 4409 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Reprocessed Claims Errors not Related to a System Reconfiguration | N/A | Reprocessed Claims Errors not Related to a System Reconfiguration | 6/30/2021 | 60817 | 96.3% | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Errors not Related to a System Configuration Reprocessed within 15 Business Days | N/A | Claims Errors w/ No System Configuration Reprocessed in 15 D | 6/30/2021 | 58572 | | | |
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed When a System Reconfiguration is Required | N/A | Claims Reprocessed w/ System Reconfiguration | 6/30/2021 | 7134 | | | |

| MCO | Measure Type | Measure | Order | Short Description | Last Day of Reporting Period | Enter Count Value Here | Calculations | Text Values | Comments |
|-----------------|---------------------|---|-------|--|------------------------------|------------------------|--------------|-------------|----------|
| Iowa Total Care | Claims Reprocessing | Number of Claims Reprocessed within 30 Business Days when a System Configuration Change is Required | N/A | Claims Reprocessed with System Configuration in 30 D | 6/30/2021 | 6980 | 98% | | |

| | |
|--|--------|
| Q1 SFY2021 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration | 566832 |
| Q1 SFY2021 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days | 509483 |
| Q1 SFY2021 - % Reprocessed within 15 Business Days | 89.88% |

Q1 - ONE MEASURE MET

| | |
|---|--------|
| Q1 SFY2021 - Total number of Claims Reprocessed When a System Reconfiguration is Required | 71731 |
| Q1 SFY2021 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required | 71639 |
| Q1 SFY2021 - % Reprocessed within 30 Business Days | 99.87% |

Q2 SFY2021 - Total number of Reprocessed Claims Errors
not Related to a System Reconfiguration 291234

Q2 SFY2021 - Total number of Reprocessed Claims Errors
not Related to a System Reconfiguration Reprocessed within 15
Business Days 273900

Q2 SFY2021 - % Reprocessed within 15 Business Days 94.05%

Q2 - ONE MEASURE MET

Q2 SFY2021 - Total number of Claims Reprocessed When a System
Reconfiguration is Required 273262

Q2 SFY2021 - Total number of Claims Reprocessed within 30
Business Days When a System Reconfiguration is Required 224313

Q2 SFY2021 - % Reprocessed within 30 Business Days 82.09%

Q3 SFY2021 - Total number of Reprocessed Claims Errors
not Related to a System Reconfiguration 287294

Q3 SFY2021 - Total number of Reprocessed Claims Errors
not Related to a System Reconfiguration Reprocessed within 15
Business Days 253974

Q3 SFY2021 - % Reprocessed within 15 Business Days 88.40%

Q3 - NO MEASURES MET

Q3 SFY2021 - Total number of Claims Reprocessed When a System Reconfiguration is Required 65794

Q3 SFY2021 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 42468

Q3 SFY2021 - % Reprocessed within 30 Business Days 64.55%

Q4 SFY2021 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 195549

Q4 SFY2021 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 180910

Q4 SFY2021 - % Reprocessed within 15 Business Days 92.51%

Q4 - ONE MEASURE MET

Q4 SFY2021 - Total number of Claims Reprocessed When a System Reconfiguration is Required 34451

Q4 SFY2021 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 31441

Q4 SFY2021 - % Reprocessed within 30 Business Days 91.26%

