

Managed Care Plans Pay For Performance (P4P)

SFY 2022
 (JUL 2021 - JUN 2022)

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 22. Amerigroup of Iowa (AGP) and Iowa Total Care (ITC) payments were released from Iowa Medicaid on December 27, 2023.

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.

Withhold Amounts

Below are the summary tables for the MCOs. We have attached the detailed worksheets to this summary (AGP FINAL results - Year 6 P4P – 12.27.23.xlsx and ITC FINAL results -Year 3 P4P – 12.27.23.xlsx).

AGP:

P4P Measure	Total \$ Withhold Available	Total \$ Withhold Earned
Encounter Data Reconciliation - for SFY22	\$6,886,373.67	\$6,886,373.67
Timely Claims Reprocessing - with and w/o system reconfigurations	\$6,886,373.67	\$6,886,373.67
Follow -up After Hospitalization for Mental Illness - within 7 days for child	\$5,164,780.25	\$5,164,780.25
Follow -up After Hospitalization for Mental Illness - within 30 days for child	\$5,164,780.25	\$5,164,780.25
Follow -up After Hospitalization for Mental Illness - within 7 days for adult	\$5,164,780.25	\$5,164,780.25
Follow -up After Hospitalization for Mental Illness - within 30 days for adult	\$5,164,780.25	\$5,164,780.25
Follow-up after ED Visit for Mental Health - within 7 days	\$10,329,560.50	\$10,329,560.50

Follow-up after ED Visit for Mental Health - within 30 days	\$10,329,560.50	\$10,329,560.50
Health Equity Plan	\$13,772,747.34	\$13,772,747.34
	\$68,863,736.68	\$68,863,736.68

ITC:

P4P Measure	Total \$ Withhold Available	Total \$ Withhold Earned
Encounter Data Reconciliation - for SFY22	\$4,961,616.00	\$4,961,616.00
Timely Claims Reprocessing - with and w/o system reconfigurations	\$4,961,616.00	\$3,721,212.00
Follow -up After Hospitalization for Mental Illness - within 7 days for child	\$3,721,212.00	\$3,721,212.00
Follow -up After Hospitalization for Mental Illness - within 30 days for child	\$3,721,212.00	\$3,721,212.00
Follow -up After Hospitalization for Mental Illness - within 7 days for adult	\$3,721,212.00	\$3,721,212.00
Follow -up After Hospitalization for Mental Illness - within 30 days for adult	\$3,721,212.00	\$3,721,212.00
Follow-up after ED Visit for Mental Health - within 7 days	\$7,442,424.00	\$7,442,424.00
Follow-up after ED Visit for Mental Health - within 30 days	\$7,442,424.00	\$7,442,424.00
Health Equity Plan	\$9,923,231.99	\$9,923,231.99
	\$49,616,159.97	\$48,375,755.97

P4P MEASURE	GOAL
Encounter Data Reconciliation - for SFY22	within 2%
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
Follow -up After Hospitalization for Mental Illness - within 7 days for child	Meet or exceed 49.7%
Follow -up After Hospitalization for Mental Illness - within 30 days for child	Meet or exceed 72.1%
Follow -up After Hospitalization for Mental Illness - within 7 days for adult	Meet or exceed 43.0%
Follow -up After Hospitalization for Mental Illness - within 30 days for adult	Meet or exceed 63.6%
Follow-up after ED Visit for Mental Health - within 7 days	Meet or exceed 43.4%
Follow-up after ED Visit for Mental Health - within 30 days	Meet or exceed 59.5%
Health Equity Plan	Develop health equity plan containing all 10 required elements and meet all deadlines for stages of plan development

AGP SCORE	AMOUNT OF WITHHOLD AVAILABLE	PERCENTAGE EARNED	TOTAL \$ WITHHOLD AVAILABLE	TOTAL \$ WITHHOLD EARNED
1.10%	10% of total withhold	100%	\$6,886,373.67	\$6,886,373.67
Q1 -99.79%/100.00% , Q2 - 99.81%/99.91%, Q3 - 99.88%/99.93%, Q4 - 99.71%/99.85%	10% of total withhold	100%	\$6,886,373.67	\$6,886,373.67
65.74%	7.5% of total withhold	100%	\$5,164,780.25	\$5,164,780.25
82.79%	7.5% of total withhold	100%	\$5,164,780.25	\$5,164,780.25
55.53%	7.5% of total withhold	100%	\$5,164,780.25	\$5,164,780.25
73.09%	7.5% of total withhold	100%	\$5,164,780.25	\$5,164,780.25
62.28%	15% of total withhold	100%	\$10,329,560.50	\$10,329,560.50
72.73%	15% of total withhold	100%	\$10,329,560.50	\$10,329,560.50
100%	20% of total withhold	100%	\$13,772,747.34	\$13,772,747.34
		GRAND TOTAL	\$68,863,736.68	\$68,863,736.68

MCO	Measure Type	Measure	Order	Short Description	Last Day of Reporting Period
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	7/31/2021
AGP	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	7/31/2021
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	7/31/2021
AGP	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	7/31/2021
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	8/31/2021
AGP	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	8/31/2021
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	8/31/2021
AGP	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	8/31/2021
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	9/30/2021
AGP	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	9/30/2021
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	9/30/2021
AGP	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	9/30/2021
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	10/31/2021
AGP	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	10/31/2021
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	10/31/2021
AGP	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	10/31/2021
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	11/30/2021

Enter Count Value Here	Calculations	Text Values	Comments
5599			
5595	100%		
664			
664	100%		
6419			
6399	100%		
632			
632	100%		
6815			
6799	99.8%		
522			
522	100%		
7146			
7120	100%		
662			
660	100%		
6344			

Q1 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 18833

Q1 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 18793

Q1 SFY2022 - % Reprocessed within 15 Business Days 99.79%

Q1 - BOTH MEASURES MET

Q1 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 1818

Q1 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 1818

Q1 SFY2022 - % Reprocessed within 30 Business Days 100.00%

Q2 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 20724

Q2 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 20684

Q2 SFY2022 - % Reprocessed within 15 Business Days 99.81%

Q2 - BOTH MEASURES MET

6334	100%	
900		
900	100%	
7234		
7230	99.9%	
665		
665	100%	
6701		
6692	100%	
577		
577	100%	
6287		
6282	100%	
482		
482	100%	
4041		
4034	99.8%	
383		
382	100%	
4413		

Q2 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 2227

Q2 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 2225

Q2 SFY2022 - % Reprocessed within 30 Business Days 99.91%

Q3 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 17029

Q3 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 17008

Q3 SFY2022 - % Reprocessed within 15 Business Days 99.88%

Q3 - BOTH MEASURES MET

Q3 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 1442

Q3 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 1441

Q3 SFY2022 - % Reprocessed within 30 Business Days 99.93%

AGP	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	4/30/2022
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	4/30/2022
AGP	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	4/30/2022
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	5/31/2022
AGP	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	5/31/2022
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	5/31/2022
AGP	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	5/31/2022
AGP	Claims Reprocessing	Number of Reprocessed Claims Errors not Related to a System Reconfiguration	N/A	Reprocessed Claims Errors not Related to a System Reconfiguration	6/30/2022
AGP	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	6/30/2022
AGP	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	6/30/2022
AGP	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	6/30/2022

4396	100%		
497			
497	100%		
5089			
5084	100%		
451			
449	100%		
5509			
5487	99.6%		
421			
421	100%		

Q4 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 15011

Q4 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 14967

Q4 SFY2022 - % Reprocessed within 15 Business Days 99.71%

Q4 - BOTH MEASURES MET

Q4 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 1369

Q4 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 1367

Q4 SFY2022 - % Reprocessed within 30 Business Days 99.85%

P4P MEASURE	GOAL
Encounter Data Reconciliation - for SFY22	within 2%
	90% w/in 15 business days of discovery of error not related to system configuration
Timely Claims Reprocessing - with and w/o system reconfigurations	95% w/in 30 business days when a system configuration change is required
Follow -up After Hospitalization for Mental Illness - within 7 days for child	Meet or exceed 49.7%
Follow -up After Hospitalization for Mental Illness - within 30 days for child	Meet or exceed 72.1%
Follow -up After Hospitalization for Mental Illness - within 7 days for adult	Meet or exceed 43.0%
Follow -up After Hospitalization for Mental Illness - within 30 days for adult	Meet or exceed 63.6%
Follow-up after ED Visit for Mental Health - within 7 days	Meet or exceed 43.4%
Follow-up after ED Visit for Mental Health - within 30 days	Meet or exceed 59.5%
Health Equity Plan	Develop health equity plan containing all 10 required elements and meet all deadlines for stages of plan development

ITC SCORE	AMOUNT OF WITHHOLD AVAILABLE	PERCENTAGE EARNED	TOTAL \$ WITHHOLD AVAILABLE	TOTAL \$ WITHHOLD EARNED
0.10%	10% of total withhold	100%	\$4,961,616.00	\$4,961,616.00
Q1 -94.06%/99.35% , Q2 - 92.11%/99.17% Q3 - 93.66%/89.74%, Q4 - 97.43%/97.99%	10% of total withhold	75%	\$4,961,616.00	\$3,721,212.00
68.22%	7.5% of total withhold	100%	\$3,721,212.00	\$3,721,212.00
86.38%	7.5% of total withhold	100%	\$3,721,212.00	\$3,721,212.00
48.89%	7.5% of total withhold	100%	\$3,721,212.00	\$3,721,212.00
69.15%	7.5% of total withhold	100%	\$3,721,212.00	\$3,721,212.00
59.61%	15% of total withhold	100%	\$7,442,424.00	\$7,442,424.00
70.80%	15% of total withhold	100%	\$7,442,424.00	\$7,442,424.00
100%	20% of total withhold	100%	\$9,923,231.99	\$9,923,231.99
		GRAND TOTAL	\$49,616,159.97	\$48,375,755.97

MCO	Measure Type	Measure	Order	Short Description	Last Day of Reporting Period	Enter Count Value Here
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	7/31/2021	54714
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	7/31/2021	51914
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	7/31/2021	13461
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	7/31/2021	13461
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	8/31/2021	93551
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	8/31/2021	89863
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	8/31/2021	10589
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	8/31/2021	10422
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	9/30/2021	65775
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	9/30/2021	59546
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	9/30/2021	10062
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	9/30/2021	10008
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	10/31/2021	63705

Calculations	Text Values	Comments
95%		
		Q1 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 214040
		Q1 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 201323
100%		Q1 SFY2022 - % Reprocessed within 15 Business Days 94.06%
		Q1 - BOTH MEASURES MET
96%		Q1 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 34112
		Q1 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 33891
98%		Q1 SFY2022 - % Reprocessed within 30 Business Days 99.35%
91%		
99%		

Q1 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 214040

Q1 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 201323

Q1 SFY2022 - % Reprocessed within 15 Business Days 94.06%

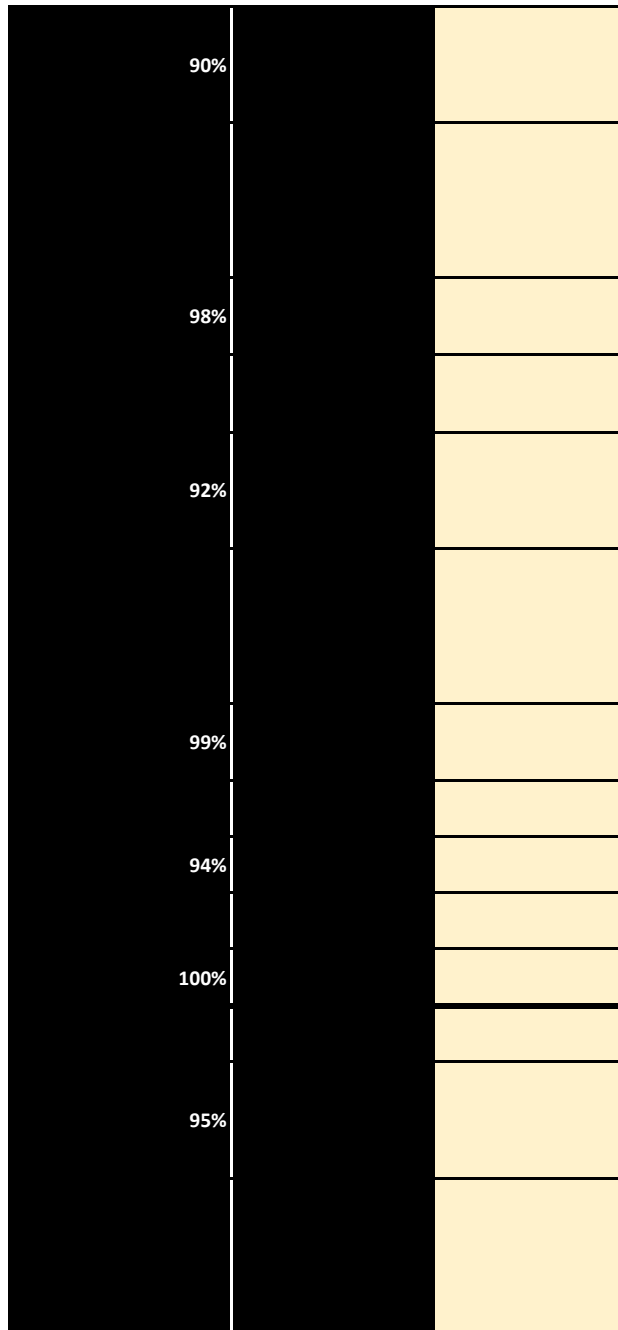
Q1 - BOTH MEASURES MET

Q1 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 34112

Q1 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 33891

Q1 SFY2022 - % Reprocessed within 30 Business Days 99.35%

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	10/31/2021	57247
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	10/31/2021	29564
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	10/31/2021	29045
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	11/30/2021	63462
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	11/30/2021	58214
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	11/30/2021	11133
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	11/30/2021	11000
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	12/31/2021	82730
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	12/31/2021	77881
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	12/31/2021	40677
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	12/31/2021	40652
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	1/31/2022	99755
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	1/31/2022	95122
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	1/31/2022	13980



Q2 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 209897

Q2 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 193342

Q2 SFY2022 - % Reprocessed within 15 Business Days 92.11%

Q2 - BOTH MEASURES MET

Q2 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required 81374

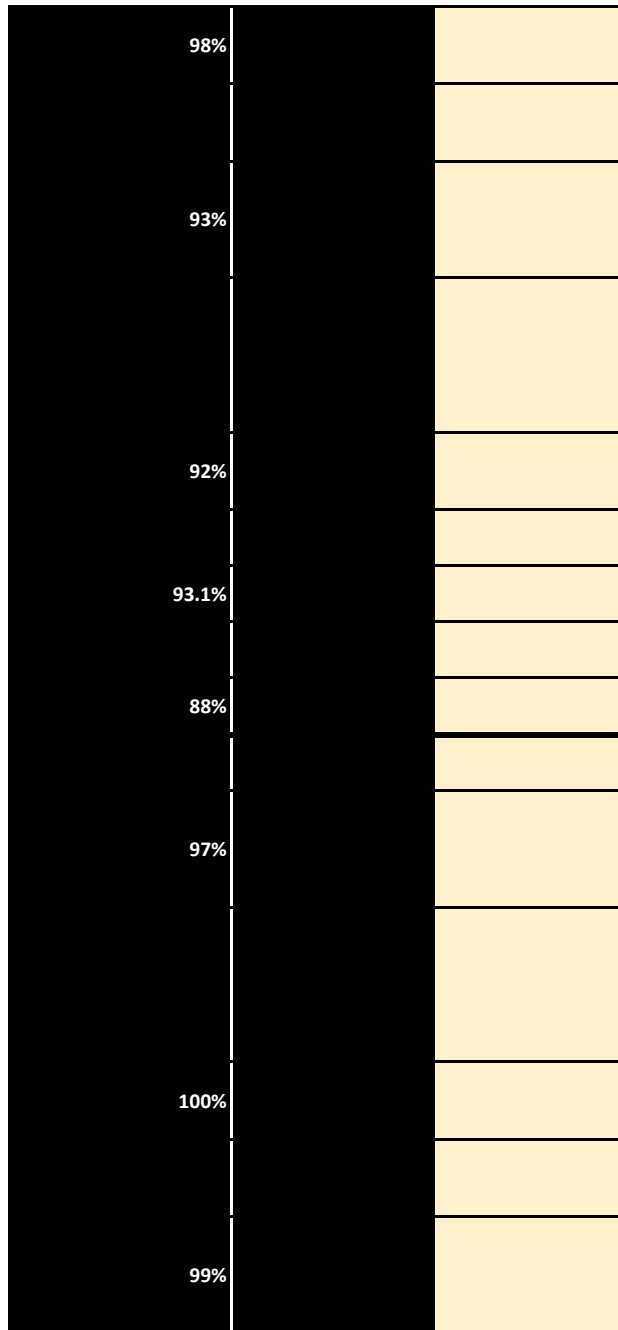
Q2 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required 80697

Q2 SFY2022 - % Reprocessed within 30 Business Days 99.17%

Q3 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration 320945

Q3 SFY2022 - Total number of Reprocessed Claims Errors not Related to a System Reconfiguration Reprocessed within 15 Business Days 300582

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	1/31/2022	13745
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	2/28/2022	122763
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	2/28/2022	113873
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	2/28/2022	31001
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	2/28/2022	28415
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	3/31/2022	98427
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	3/31/2022	91587
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	3/31/2022	92078
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	3/31/2022	80835
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	4/30/2022	75120
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	4/30/2022	72670
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	4/30/2022	34942
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	4/30/2022	34871
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	5/31/2022	24910
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	5/31/2022	24604



Q3 SFY2022 - % Reprocessed within 15 Business Days

93.66%

Q3 - ONE MEASURE MET

Q3 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required

137059

Q3 SFY2022 - Total number of Claims Reprocessed within 30 Business Days When a System Reconfiguration is Required

122995

Q3 SFY2022 - % Reprocessed within 30 Business Days

89.74%

Q4 SFY2022 - Total number of Reprocessed Claims Errors

110222

not Related to a System Reconfiguration

Q4 SFY2022 - Total number of Reprocessed Claims Errors

107387

not Related to a System Reconfiguration

Reprocessed within 15 Business Days

Q4 SFY2022 - % Reprocessed within 15 Business Days

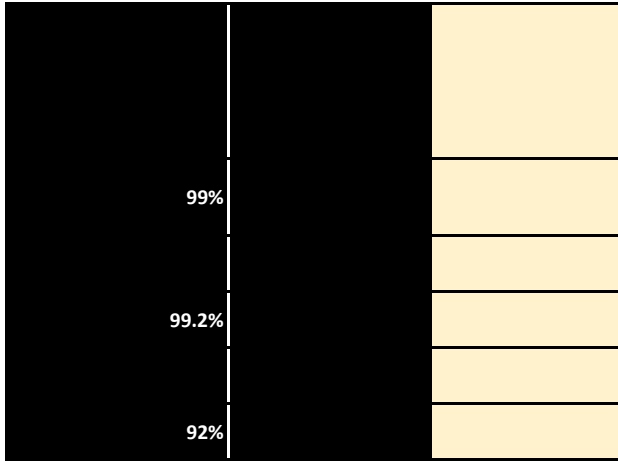
97.43%

Q4 - BOTH MEASURES MET

Q4 SFY2022 - Total number of Claims Reprocessed When a System Reconfiguration is Required

84007

Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	5/31/2022	32628
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	5/31/2022	32316
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	6/30/2022	10192
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	6/30/2022	10113
Iowa Total Care	Claims Reprocessing	Number of Claims Reprocessed When a System Reconfiguration is Required	N/A	Claims Reprocessed w/ System Reconfiguration	6/30/2022	16437
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	6/30/2022	15133



Q4 SFY2022 - Total number of Claims
 Reprocessed within 30 Business Days When a
 System Reconfiguration is Required
 Q4 SFY2022 - % Reprocessed within 30
 Business Days

82320

97.99%