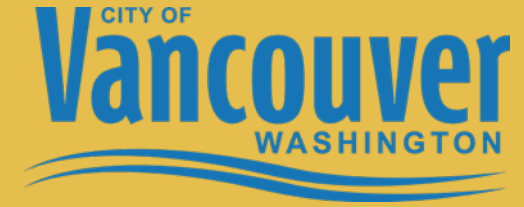


Regence



OREGON



City of Vancouver Annual Metrics & Performance Guarantee Review

Presented by: Janny Chan, Sr. Account Executive

Date: March 8, 2023

GROUP OVERVIEW

Group Number: 100342580000
 Account Executive: **Janny Chan**
 Membership Administrator: Tirza Gilbert
 Renewal Day/Month: 1/01
 Group Products: Medical, Rx,
 Enrollment Type: 834C
 Stoploss Source: External

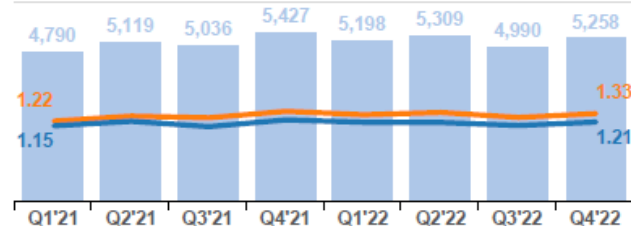
Employees: 470
 Members: 1,304

Additional Programs:

- Advice24/ Optum
- ASC Without Stoploss
- Case Management
- Condition Manager
- Condition Manager (DM/Optum)
- Doctor on Demand/Telehealth
- Empower/Motivate Core
- Infusion Drug Site of Care
- Intelligence Driven Payment Solutions
- Pharmacy Services
- Pregnancy Program Bump2Baby
- Prioritized Payment Reviews
- Radiology Quality Initiative
- Supplemental Kidney Dialysis 150
- Supplemental Out of Network Shared Savings
- Utilization Management

MEMBER SERVICES

Claims Volume and Group PMPM vs. ASO Avg PMPM



Appeals & Preauthorizations

Determination	Appeal Volume	Percent of Total	ASO Average
Overtuned	0	0%	19%
Upheld	2	100%	81%
Grand Total	2	100%	100%

Determination	PA Volume	Percent of Total	ASO Average
Approved	17	89%	89%
Denied	2	11%	11%
Grand Total	19	100%	100%

Escalations

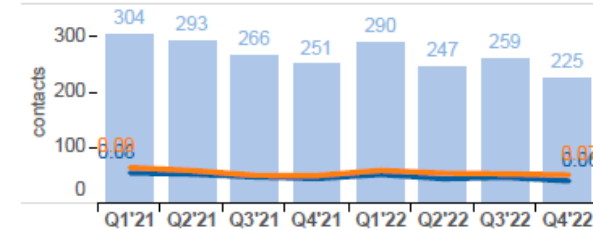
Escalation Volume	5
Avg Days to Close	5

Top 5 Escalation Reasons

	Escalation Volume	Percent of Total
Administration	2	40%
Claims	1	20%
Fulfillment	1	20%
Provider Non-Quality Issue	1	20%

CUSTOMER SERVICE

Contact Volume and Group PMPM vs. ASO Avg PMPM



Contact Channels & Reasons

Channel	Contact Volume	Percent of Total
Phone	416	87%
Chat	24	5%
Email	26	5%
Other*	8	2%
Letter	2	0%

*Other includes walk-ins, faxes and mail. May not total to 100% due to rounding.

Top 5 Contact Reasons

	Contact Volume	Percent of Total
Claims Status	79	17%
General Overview	31	7%
Preauthorization	29	6%
Status Inquiry	27	6%
Update COB Info	25	5%

Call Center Performance

	Actual	Standard
ASA	24	45
Abandon %	0.79%	5.00%
FCR	68.42%	72.00%

GROUP OVERVIEW

Group Number: 100342580000
 Account Executive: **Janny Chan**
 Membership Administrator: Tirza Gilbert
 Renewal Day/Month: 1/01
 Group Products: Medical, Rx,
 Enrollment Type: 834C
 Stoploss Source: External

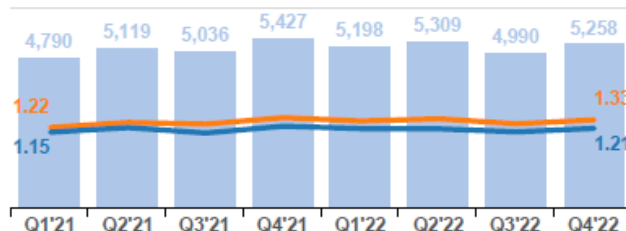
Employees: 470
 Members: 1,304

Additional Programs:

- Advice24/ Optum
- ASC Without Stoploss
- Case Management
- Condition Manager
- Condition Manager (DM/Optum)
- Doctor on Demand/Telehealth
- Empower/Motivate Core
- Infusion Drug Site of Care
- Intelligence Driven Payment Solutions
- Pharmacy Services
- Pregnancy Program Bump2Baby
- Prioritized Payment Reviews
- Radiology Quality Initiative
- Supplemental Kidney Dialysis 150
- Supplemental Out of Network Shared Savings
- Utilization Management

MEMBER SERVICES

Claims Volume and Group PMPM vs. ASO Avg PMPM



Appeals & Preauthorizations

Determination	Appeal Volume	Percent of Total	ASO Average
Overtured	2	14%	20%
Upheld	12	86%	80%
Grand Total	14	100%	100%

Determination	PA Volume	Percent of Total	ASO Average
Approved	65	87%	89%
Denied	10	13%	11%
Grand Total	75	100%	100%

Escalations

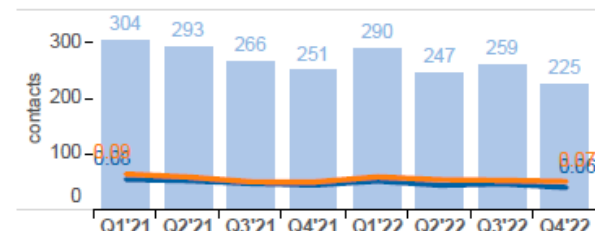
Escalation Volume	8
Avg Days to Close	5

Top 5 Escalation Reasons

	Escalation Volume	Percent of Total
Claims	4	50%
Administration	2	25%
Fulfillment	1	13%
Provider Non-Quality Issue	1	13%

CUSTOMER SERVICE

Contact Volume and Group PMPM vs. ASO Avg PMPM



Contact Channels & Reasons

Channel	Contact Volume	Percent of Total
Phone	888	87%
Chat	63	6%
Email	31	3%
Other*	29	3%
Letter	10	1%

*Other includes walk-ins, faxes and mail. May not total to 100% due to rounding.

Top 5 Contact Reasons

	Contact Volume	Percent of Total
Claims Status	208	20%
Preauthorization	69	7%
General Overview	68	7%
Status Inquiry	57	6%
Member Education	34	3%

Call Center Performance

	Actual	Standard
ASA	24	45
Abandon %	0.79%	5.00%
FCR	68.42%	72.00%

GROUP OVERVIEW

Group Number: 100342590000
 Account Executive: **Janny Chan**
 Membership Administrator: Tirza Gilbert
 Renewal Day/Month: 1/01
 Group Products: Medical, Rx,
 Enrollment Type: ENRL
 Stoploss Source: External

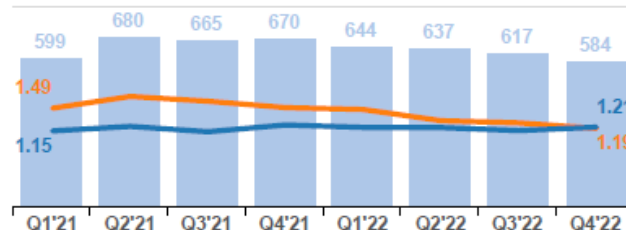
Employees: 71
 Members: 152

Additional Programs:

- [Advice24/ Optum](#)
- [ASC Without Stoploss](#)
- [Case Management](#)
- [Condition Manager](#)
- [Condition Manager \(DM/Optum\)](#)
- [Doctor on Demand/Telehealth](#)
- [Empower/Motivate Core](#)
- [Infusion Drug Site of Care](#)
- [Intelligence Driven Payment Solutions](#)
- [Pharmacy Services](#)
- [Pregnancy Program Bump2Baby](#)
- [Prioritized Payment Reviews](#)
- [Radiology Quality Initiative](#)
- [Supplemental Kidney Dialysis 150](#)
- [Supplemental Out of Network Shared Savings](#)
- [Utilization Management](#)

MEMBER SERVICES

Claims Volume and Group PMPM vs. ASO Avg PMPM



Appeals & Preauthorizations

Determination	Appeal Volume	Percent of Total	ASO Average
Overtured	0		19%
Upheld	0		81%
Grand Total	0		100%

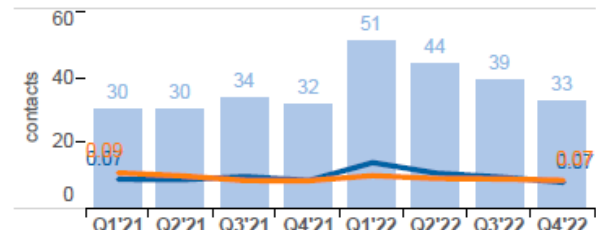
Determination	PA Volume	Percent of Total	ASO Average
Approved	3	100%	89%
Denied	0	0%	11%
Grand Total	3	100%	100%

Escalations

Top 5 Escalation Reasons

CUSTOMER SERVICE

Contact Volume and Group PMPM vs. ASO Avg PMPM



Contact Channels & Reasons

Channel	Contact Volume	Percent of Total
Phone	52	80%
Chat	8	12%
Email	4	6%
Letter	1	2%

*Other includes walk-ins, faxes and mail. May not total to 100% due to rounding.

Top 5 Contact Reasons

Reason	Contact Volume	Percent of Total
Claims Status	13	20%
Preauthorization Status	7	11%
Prescription	6	9%
Status Inquiry	5	8%
Mental Health	4	6%

Call Center Performance

	Actual	Standard
ASA	24	45
Abandon %	0.79%	5.00%
FCR	68.42%	72.00%

GROUP OVERVIEW

Group Number: 100342590000
 Account Executive: **Janny Chan**
 Membership Administrator: Tirza Gilbert
 Renewal Day/Month: 1/01
 Group Products: Medical, Rx,
 Enrollment Type: ENRL
 Stoploss Source: External

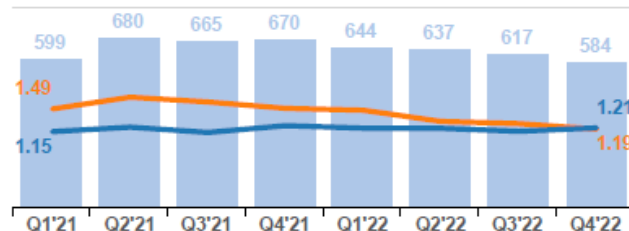
Employees: 71
 Members: 152

Additional Programs:

- Advice24/ Optum
- ASC Without Stoploss
- Case Management
- Condition Manager
- Condition Manager (DM/Optum)
- Doctor on Demand/Telehealth
- Empower/Motivate Core
- Infusion Drug Site of Care
- Intelligence Driven Payment Solutions
- Pharmacy Services
- Pregnancy Program Bump2Baby
- Prioritized Payment Reviews
- Radiology Quality Initiative
- Supplemental Kidney Dialysis 150
- Supplemental Out of Network Shared Savings
- Utilization Management

MEMBER SERVICES

Claims Volume and Group PMPM vs. ASO Avg PMPM



Appeals & Preauthorizations

Determination	Appeal Volume	Percent of Total	ASO Average
Overtured	0	0%	20%
Upheld	1	100%	80%
Grand Total	1	100%	100%

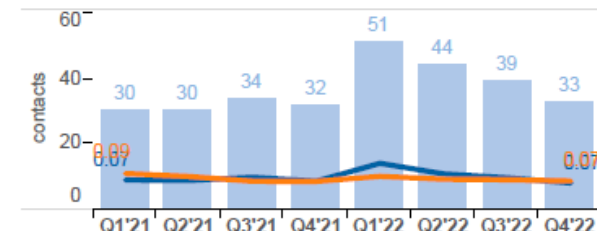
Determination	PA Volume	Percent of Total	ASO Average
Approved	13	81%	89%
Denied	3	19%	11%
Grand Total	16	100%	100%

Escalations

Top 5 Escalation Reasons

CUSTOMER SERVICE

Contact Volume and Group PMPM vs. ASO Avg PMPM



Contact Channels & Reasons

Channel	Contact Volume	Percent of Total
Phone	146	87%
Chat	13	8%
Email	5	3%
Letter	3	2%

*Other includes walk-ins, faxes and mail. May not total to 100% due to rounding.

Top 5 Contact Reasons

Reason	Contact Volume	Percent of Total
Claims Status	37	22%
Preauthorization	11	7%
Preauthorization Status	11	7%
Member - Sign In	9	5%
Mental Health	9	5%

Call Center Performance

	Actual	Standard
ASA	24	45
Abandon %	0.79%	5.00%
FCR	68.42%	72.00%

2022 Performance Guarantee Results

Performance Guarantee Reporting

Regence BlueCross BlueShield of Oregon

CITY OF VANCOUVER
1/1/2022 to 12/31/2022

Results & Penalties

■ PASS

CATEGORY	GUARANTEE MEASURE	TARGET	FEES AT RISK	2022 Q1		2022 Q2		2022 Q3		2022 Q4	
				Results	Penalties	Results	Penalties	Results	Penalties	Results	Penalties
Claims	Claims Dollar Accuracy	97%	\$0.10 Per Medical Member Per Month	99		100		100		100	
	Claims Processing Accuracy	95%	\$0.10 Per Medical Member Per Month	99		99		99		100	
	Claims Turnaround Timeliness	97% Within 30 Calendar Days	\$0.10 Per Medical Member Per Month	99		98		99		99	
Customer Service	Abandonment Rate	5%	\$0.10 Per Medical Member Per Month	1		1		1		1	
	Average Speed of Answer	45 Seconds	\$0.10 Per Medical Member Per Month	23		23		24		27	
Reporting	Monthly Reporting Timeliness	45 Calendar Days After End of Term	\$0.10 Per Medical Member Per Month	23		12		12		17	