



Provider Services Weekly Statistics

This is a weekly report of the Provider Services statistics. The report is sent weekly by close of business on Thursday and generally includes data for the week Thursday through Wednesday, unless otherwise noted.

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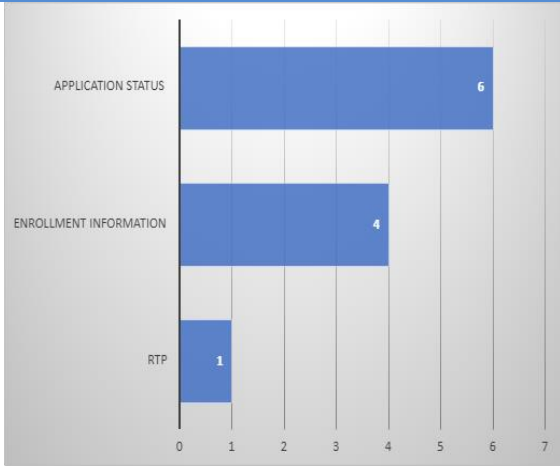
Phone Calls and Email Statistics (PRMP)	Week Ending 09/11/2024	Reported by: Camila	
<ul style="list-style-type: none"> • PEMU - Telephone Calls Status and Issue Types (09/05/2024 – 09/11/2024) 			
Issue Type	Completed	In Progress	Grand Total
RTP	1		1
Enrollment Information	4		4
Application Status	6		6
Grand Total	11		11



Phone Calls and Email Statistics (PRMP)

Week Ending
09/11/2024

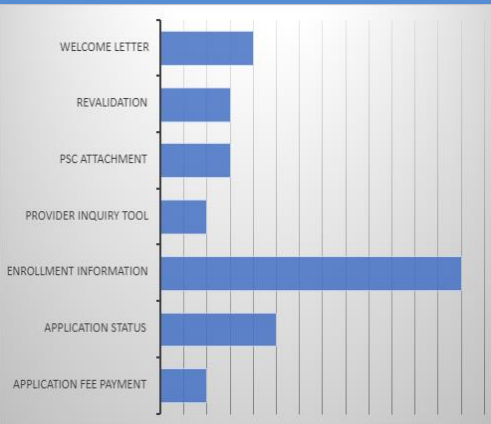
Reported by:
Camila



- **Vendor - Referred Telephone Calls Status and Issue Type**
(no referrals to report this week)
- **Total Calls since 10/1/2021 = 2,141**
- **PEMU - Emails received and Issue Types (09/05/2024 – 09/11/2024)**

Issue Type	Completed	Referred	Grand Total
Application Fee Payment	2		2
Application Status	5		5
Enrollment Information	13		13
Provider Inquiry Tool	2		2
PSC Attachment	3		3
Revalidation	3		3
Welcome Letter	4		4
Grand Total	32		32



Phone Calls and Email Statistics (PRMP)	Week Ending 09/11/2024	Reported by: Camila
		
<ul style="list-style-type: none"> Vendor - Referred Emails Status and Issue Type <i>(no referrals to report this week)</i> <p style="margin-top: 20px;">Total emails since 10/1/2021 = 3,773</p>		

PEMU – Weekly PEP Approved Providers	As of 09/11/2024	Reported by: Redacted				
<ul style="list-style-type: none"> PEMU – Weekly PEP Approved Providers (09/05/2024 – 09/11/2024) 						
Business Analyst	09/05/2024	09/06/2024	09/09/2024	09/10/2024	09/11/2024	Grand Total
Final Review	31	137	18	24	90	300
Redacted		50	15	20	40	125
Redacted	20	21			50	91
Redacted		42	2	3		47
Redacted	1	19	1	1		22
Redacted	10	5				15
State Review				5		5
Redacted				5		5
Grand Total	31	137	18	29	90	305

Call Center Statistics	As of 09/11/024	Reported by: Redacted



Call Center Statistics	As of 09/11/024	Reported by: Redacted
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September 5 2024, to September 11 2024	
TOTALS	
Received Calls	1,071
Answered Calls	1,056
Abandoned Calls	15
ABN %	1.40%
Agents	8
Service Level	877 83%
Avg Hold Time	00:03:11
Avg Wait Time	00:00:36
Avg Talk Time	00:07:23
Occupancy	63%
Avg Handle Time	00:08:33

Top Call Inquiry Reasons:

Revalidation	304
Provider Enrollment Portal	150
Enrollment Verification	149
Status of Application	89
Welcome Letter	38
Ownership/Control Interest	25
Provider Secure Communications Account Management	23
Service Locations	19
Associating Related Providers	18
Other	16

- Disconnected - 3
- Transferred to Member line - 1
- Provider Inquiry Tool - 4
- Provide Secure Portal - 1
- App Fee Payment - 1
- Medicare Enrollment Related - 1
- Voluntary Termination - 1
- Provider Enrollment Portal - 2
- Central Office Number requested - 1



PEP Statistics		As of 09/11/2024				Reported by: Redacted		
Day of Week	Date	Pending	RTP	Rejected	Partial	Approved	Expired	Total
Wednesday	09/11/2024	1123	362	13	2545	34999	7284	46,326

- 122 ATNs approved during the week of (09/05/2024 – 09/11/2024)
 41 New ATNs and 81 Revalidations

Daily ATN Work Effort			Week Ending 09/11/2024				Reported by: Redacted			
Day of Week	Date	ATNS Worked	New ATNs (includes RTPs)	Revalidations	RTP	Sent to QA	Fee Payment	Site Visit	BG Check	State Review
Thursday	09/05/2024	239	99	99	110	88	24	17	0	0
Friday	09/06/2024	246	103	110	121	92	30	3	0	0
Monday	09/09/2024	128	63	56	69	50	7	2	0	0
Tuesday	09/10/2024	263	107	108	119	94	27	21	0	1
Wednesday	09/11/2024	248	94	94	109	79	49	10	0	1
Totals		1,124	466	467	528	403	137	53	0	2

47% Returned to Provider

Approved ATN Count by Provider Type		As of 09/10/2024		Reported by: Redacted
Provider Type Description	NEW_ENROLLMENT	REVALIDATION	Grand Total	
Ambulance	350	4	354	
Ambulatory Surgical Center	43	6	49	
Audiologist	109	18	127	
Audiologist Group	22	2	24	



Center for Diagnosis and Treatment	125	43	168
Certified Addiction Counselor	39		39
Chiropractor	420	18	438
Chiropractor Group	188	14	202
Comprehensive Outpatient Rehabilitation Facility	14		14
Dentist	1,507	223	1,730
Dentist Group	343	72	415
Developmental Disability Center	2		2
Dialysis Center	50	27	77
Durable Medical Equipment	72	10	82
External Clinic - Hospital Based	19	6	25
Family Planning Center	3		3
Federally Qualified Health Center	137	57	194
Hearing Aid Supplier	4	1	5
Home Health Agency	57	10	67
Hospice	61	3	64
Hospital	87	23	110
Imaging Center	277	77	354
Imaging Center - Mobile	4		4
Implant Supplier	36	1	37
Infusion Center / Agency	11		11
Inpatient Rehabilitation Facility	10	3	13
Laboratory	994	211	1,205
Licensed Marriage Counselor	6		6
Mental Health Center	182	8	190
Methadone Center	7		7
Midwife Group	1		1
Multi-disciplinary Group	333	1	334
Non-Emergency Medical Transportation	53		53
Nurse Practitioner	3		3
Nutritionist/Dietician	383	21	404
Nutritionist/Dietician Group	30	7	37
Occupational Therapist	184	6	190
Occupational Therapist Group	17	4	21
Optometrist	706	119	825
Optometrist Group	166	21	187
Pediatric Center	14	7	21
Pharmacist	402		402
Pharmacy	1,409	114	1,523
Physical Therapist	332	30	362
Physical Therapy Group	139	20	159
Physician	15,987		15,987



Physician Assistant	31	1	32
Physician Group	3,171	842	4,013
Podiatrist	79	7	86
Podiatrist Group	16	3	19
Primary Care Center	99	26	125
Prosthesis and Orthotics Supplier	8		8
Psychologist	1,994	110	2,104
Psychologist Group	160	21	181
Skilled Nursing Facility - Free Standing	5		5
Skilled Nursing Facility - Hospital Based	4		4
Social Worker	652	9	661
Speech Language Pathologist	387	22	409
Speech Language Pathologist Group	86	6	92
Urgent Care Center	34	18	52
Vaccination Center	261		261
Vision Center / Optics	296		296
Wound Care Center / Hyperbaric Medicine	18		18
Grand Total	32,639	2,252	34,891

Sep

- There are **21,839** unduplicated NPIs approved.
- The file with all ATNs to date is on the Transition Team SharePoint\PRMP\PEP Data.

Top RTP Reasons	Week Ending 09/11/2024	Reported by: Redacted
<ol style="list-style-type: none"> 1. W-9 Issues (Laboratories, Physician Groups, and Dentists) <ul style="list-style-type: none"> ▪ Forms not signed. ▪ Incorrect Tax ID entered on form or incorrect tax classification selected. ▪ Incorrect Name on document. ▪ Blank Forms. 2. License Issues (Dentists, Physicians, and Social Workers) <ul style="list-style-type: none"> ▪ Incorrect expiration dates on license panel that don't match attached license or screening results. ▪ Multiple licenses entered on the PEP license panel. ▪ Missing license document in attachment section. 3. Missing Control Interest (Physician Groups, Pharmacies, and Laboratories) <ul style="list-style-type: none"> ▪ Not providing the control interest information or providing incorrect information. 4. First and Second Last Names and Legal Name Issues/Mismatch (Laboratories and Optometrists) <ul style="list-style-type: none"> ▪ The name on the application doesn't match the name on documentation. ▪ First or second last name mismatch or was not entered in the application or disclosures. 5. Provider Consent Form (Dentists and Optometrists) <ul style="list-style-type: none"> ▪ Form was not included for required provider type. ▪ Form was not signed. ▪ Invalid or incorrect information was included, or missing information. 		



Top RTP Reasons	Week Ending 09/11/2024	Reported by: Redacted

Provider Maintenance Requests	Week Ending 09/11/2024	Reported by: Redacted
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CTNs Received	CTNs Closed	CTNs Bulk Upload Associations*	CTNs Remaining to be Processed	Current Week Pending-Finding/Defect	Previous Week Pending - Finding/Defect /CR
151	194	3	0	0	1

- Primary Reasons for CTNs received:
 - Associations
 - Service Location Correction/Update
 - License/ Certifications

Pending Finding/Defect:

1 CTN: remains for the Name Change Defect. That provider is currently in Revalidation, and we will move this CTN if needed after they Revalidate

Due to the activation of editing within the MCO's systems, mass association requests are being uploaded to PSC. Bulk Upload is a minimum of 50 associations within a single CTN



Site Visits Stats and Field Reps Work Effort

As of
09/11/2024

Reported by:
Redacted

Cumulative: June 1 2021, to September 11th, 2024	
Status	New
SITE VISIT 1ST ATTEMPT	24
SITE VISIT 2 ND ATTEMPT	4
Site Visit Failed	157
SITE VISIT PASSED	1141
Grand Total	1326

*All Waived Site Visits were completed as of 03/15/2022

Week: September 5, 2024 – September 11, 2024	
Status	New
SITE VISIT 1ST ATTEMPT	1
SITE VISIT 2ND ATTEMPT	0
Site Visit Failed	0
SITE VISIT PASSED	45
Grand Total	46

- **CTNs transferred to Field Reps from PRMP (Includes calls and emails to PRMP that were referred) and the Telecontacto Contact Center.**

Day of Week	Date	CTNs from PRMP	CTNs from Contact Center
Thursday	09/05/2024	0	6
Friday	09/06/2024	0	3
Monday	09/09/2024	0	8
Tuesday	09/10/2024	0	10
Wednesday	09/11/2024	0	7
Total		0	34



Revalidation and Training Sessions	As of 09/11/2024	Reported by: Redacted
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The following table displays the provider training session date, number of registered providers, and actual number of participants that attended each session.

Month	Registered	Attended
January 2024	17	13
February 2024	52	35
March 2024	103	85
April 2024	60	21
May 2024	80	42
June 2024	19	12
July 2024	36	18
August 2024	32	7
September 2024	14	11
Total	413	244

No Updates this week for Vital Providers Not PEP Enrolled

Vital Providers Not PEP Enrolled (Per MCOs)	As of 09/11/2024	Reported by: Redacted
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VITAL Contracted Providers Not PEP Enrolled				
VITAL ONLY	MCO/MAO Abbreviation	Report Received Date	Service Locations*	Unduplicated NPI
First Medical Health Plan - Vital	FMHP	6/2/2022	338	266
Medicare and Much More - Vital	MMM-V	8/23/2021	838	449
Plan de Salud Menonita - Vital	PSM	9/5/2024	198	84
Triple S - Vital	SSS-V	9/5/2024	43	35

* Service Locations reflects both enrolled and unenrolled NPIs



Border Status and Prior Auth from MCOs

As of
09/05/2024

Reported by:
Redacted

We have requested for all the MCOs to send border status and out-of-state prior authorizations reports on a monthly basis to get more current and accurate data.

No Border Status updates for this week.

Border Status Provider		
MCO/MAO	Report Date	Count of NPI
HUM	6/30/2024	3
MCS	8/1/24	1,133
MMM	9/20/2023	8
SSS	8/22/24	6
Total		1,150

No Prior Auth updates for this week.

Out of State Prior Authorization		
MCO/MAO	Report Date	Count of PA
FMH	2/19/2021	1
MCS	9/5/2024	2
MMM	9/20/2023	8
PSM	9/5/2024	2
SSS	7/1/2022	58
HUM	5/31/2024	15
Total		86



Active Provider Counts in MMIS **As of 09/09/2024** **Reported by: Redacted**

Provider Type Description	Count of MCD ID
HOSPITAL	67
AMBULANCE	277
AMBULATORY SURGICAL CENTER	38
AUDIOLOGIST	115
AUDIOLOGIST GROUP	26
CENTER FOR DIAGNOSIS AND TREATMENT	93
CERTIFIED ADDICTION COUNSELOR	44
CHIROPRACTOR	392
CHIROPRACTOR GROUP	199
COMPREHENSIVE OUTPATIENT REHABILITATION	5
DENTIST	1,447
DENTIST GROUP	320
DEVELOPMENTAL DISABILITY CENTER	1
DIALYSIS CENTER	42
DURABLE MEDICAL EQUIPMENT	39
EXTERNAL CLINIC - HOSPITAL BASED	17
FAMILY PLANNING CENTER	3
FEDERALLY QUALIFIED HEALTH CENTER	81
HEARING AID SUPPLIER	4
HOME HEALTH AGENCY	36
HOSPICE	38
IMAGING CENTER	186
IMAGING CENTER - MOBILE	2
IMPLANT SUPPLIER	29
INFUSION CENTER / AGENCY	9
INPATIENT REHABILITATION FACILITY	10
LABORATORY	794
LICENSED MARRIAGE COUNSELOR	5
MENTAL HEALTH CENTER	68
METHADONE (MET)/BUPRENORPHINE (BUP) CENT	7
MULTI-DISCIPLINARY GROUP	341
NON-EMERGENCY MEDICAL TRANSPORTATION	31
NURSE PRACTITIONER	1
NUTRITIONIST/DIETICIAN	371
NUTRITIONIST/DIETICIAN GROUP	30
OCCUPATIONAL THERAPIST	169
OCCUPATIONAL THERAPIST GROUP	12
OPTOMETRIST	782
OPTOMETRIST GROUP	188
PEDIATRIC CENTER	13
PHARMACIST	402
PHARMACY	1,119
PHYSICAL THERAPIST	284
PHYSICAL THERAPY GROUP	108



Active Provider Counts in MMIS	As of 09/09/2024	Reported by: Redacted
PHYSICIAN	18,042	
PHYSICIAN ASSISTANT	16	
PHYSICIAN GROUP	5,635	
PODIATRIST	89	
PODIATRIST GROUP	19	
PRIMARY CARE CENTER	61	
PROSTHESIS AND ORTHOTICS SUPPLIER	11	
PSYCHOLOGIST	2,047	
PSYCHOLOGIST GROUP	132	
SKILLED NURSING FACILITY - FREE STANDING	3	
SKILLED NURSING FACILITY - HOSPITAL BASE	2	
SOCIAL WORKER	804	
SPEECH LANGUAGE PATHOLOGIST	365	
SPEECH LANGUAGE PATHOLOGIST GROUP	80	
URGENT CARE CENTER	13	
VACCINATION CENTER	89	
VISION CENTER / OPTICS	298	
WOUND CARE CENTER / HYPERBARIC MEDICINE	20	
Grand Total	35,971	