

## Health Net of Oregon Delegated

Initial Date: August 2002

## Utilization Management Functions

Reviewed and Revised:  
October 2002

<b>Vendor Name</b>	<b>Functions Performed</b>	<b>Frequency of Onsite / Review Month</b>
Complementary Healthcare Plans	Utilization Management	Annually/ March
Managed Health Networks	Utilization Management	Annually / August
North American Health Plan	Utilization Management	Bi-Annually / January & July
American Specialty Health Network	Utilization Management	Annually / October
First Choice	Utilization Management	Annually / September

Vendor Name	Delegate AM / HNOR AM	Functions Performed	Oversight Performed Y/N	Oversight Performed By	Frequency of Onsite / Review Month	Performance Standards in Effect	Payment Methodology / Amount
Complementary Healthcare Plans	Pam Marchand /	Claims Processing	Y	Linda Hilderbrand	Annually / March	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	Capitated Vendor / \$1.23 - \$3.00 pmpm depending on plan
Complementary Healthcare Plans	Pam Marchand /	Customer Service	Y	Shirley Sweetland	Annually / March	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 days	Capitated Vendor / \$1.23 - \$3.00 pmpm depending on plan
Complementary Healthcare Plans	Pam Marchand /	Credentialling	Y	Linda Baker	Annually / March	Meet NCQA and HNOR Credentialing criteria	Capitated Vendor / \$1.23 - \$3.00 pmpm depending on plan
Complementary Healthcare Plans	Pam Marchand /	Utilization Management	Y	Renee Claborn / Tania Passanante	Annually/ March	NCQA guidelines, State regs, and HNOR Utilization Reporting requirements	Capitated Vendor / \$1.23 - \$3.00 pmpm depending on plan
Complementary Healthcare Plans	Pam Marchand /	Financial Review		Janice Finley / Gerry Weiner	Annually/ March	Health Net Standards	Capitated Vendor / \$1.23 - \$3.00 pmpm depending on plan
Complementary Healthcare Plans	Pam Marchand /	Network Adequacy Review		Gerry Weiner	Annually/ March	Health Net Standards	Capitated Vendor / \$1.23 - \$3.00 pmpm depending on plan
Managed Health Networks	Lisa Chatwin /	Claims Processing	Y	Audit & Advisory Services on-site - reviewed by Linda Hilderbrand, Sue Serna, Tim Gray	Annually / Begin in Aug. Final Report due Feb.	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	Capitated Affiliate / \$3.98 pmpm

Vendor Name	Delegate AM / HNOR AM	Functions Performed	Oversight Performed Y/N	Oversight Performed By	Frequency of Onsite / Review Month	Performance Standards in Effect	Payment Methodology / Amount
Managed Health Networks	Lisa Chatwin /	Customer Service		Janice Medeiros onsite - results reviewed by Shirley Sweetland (HNOR)	Annually / October	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 days	Capitated Affiliate / \$3.98 pmpm
Managed Health Networks	Lisa Chatwin /	Credentialing	Y	Tina Shelby Karen Goldie onsite - results reviewed by Linda Baker	Annually / November - December	Meet NCQA and HNOR Credentialing criteria	Capitated Affiliate / \$3.98 pmpm
Managed Health Networks	Lisa Chatwin /	Utilization Management	Y	Janice Medeiros onsite - results reviewed by Renee Claborn / Tania Passanante (HNOR)	Annually / August	NCQA guidelines, State regs, and HNOR Utilization Reporting requirements	Capitated Affiliate / \$3.98 pmpm
Managed Health Networks	Lisa Chatwin /	Financial Review	?	Janice Finley / Gerry Weiner	Annually/ March	Health Net Standards	Capitated Affiliate / \$3.98 pmpm
Managed Health Networks	Lisa Chatwin /	Network Adequacy Review	Y	Gerry Weiner	Annually/ March	Health Net Standards	Capitated Affiliate / \$3.98 pmpm
Vision Services Plan	Kelly Immoos /	Claims Processing	N	Linda Hilderbrand, Tim Gray	Annually / Proposed October	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	Capitated Vendor / \$4.47 - \$5.27 pmpm depending on plan
Vision Services Plan	Kelly Immoos /	Customer Service	N	Shirley Sweetland	Annually / Proposed October	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 days	Capitated Vendor / \$4.47 - \$5.27 pmpm depending on plan

Vendor Name	Delegate AM / HNOR AM	Functions Performed	Oversight Performed Y/N	Oversight Performed By	Frequency of Onsite / Review Month	Performance Standards in Effect	Payment Methodology / Amount
Vision Services Plan	Kelly Immoos /	Credentiailling	N	Linda Baker	Annually / Proposed October	Meet NCQA and HNOR Credentialing criteria	Capitated Vendor / \$4.47 - \$5.27 pmpm depending on plan
Vision Services Plan	Kelly Immoos /	Financial Review		Janice Finley / Gerry Weiner	Annually/ March	Health Net Standards	Capitated Vendor / \$4.47 - \$5.27 pmpm depending on plan
Vision Services Plan	Kelly Immoos /	Network Adequacy Review		Gerry Weiner	Annually/ March	Health Net Standards	Capitated Vendor / \$4.47 - \$5.27 pmpm depending on plan
Health Net Pharmaceutical Services / SubDelegate - Advanced PCS		Prior Auth / Claims Payment	Y -Advanced PCS	Audit & Advisory Services	Annually / AAS??	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	Capitated Affiliate (Cost per month / Membership per month)
North American Health Plan	Scott Baginski / Lisa Dietz	Claims Processing	Y (Pre-Delegation)	Linda Hilderbrand, Sue Serna	Bi-Annually / January & July	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	TPA Service Agreement / See attachment titled EXHIBIT B FEES
North American Health Plan	Scott Baginski / Lisa Dietz	Customer Service	Y (Pre-Delegation)	Shirley Sweetland	Bi-Annually / January & July	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 dyas	TPA Service Agreement / See attachment titled EXHIBIT B FEES
North American Health Plan	Scott Baginski / Lisa Dietz	Utilization Management	Y (Pre-Delegation)	Renee Claborn / Tania Passanante	Bi-Annually / January & July	NCQA guidelines, State regs, and HNOR Utilization Reporting requirements	TPA Service Agreement / See attachment titled EXHIBIT B FEES
North American Health Plan	Scott Baginski / Lisa Dietz	Membership Accounting	Y (Pre-Delegation)	Dana Franke	Bi-Annually / January & July	98% Groups processed within 48 hours of receipt, Application TAT ≤ 2 days, ID cards ≤ 7 days, Premium allocation, reconciliation & unapplied cash ≤ 4 days, Eligibility Changes ≤ 2 days, 100% Cash posted prior to month end close, 98% Quality, Telephone inquiries responded to w/in 24 hours	TPA Service Agreement / See attachment titled EXHIBIT B FEES

Vendor Name	Delegate AM / HNOR AM	Functions Performed	Oversight Performed Y/N	Oversight Performed By	Frequency of Onsite / Review Month	Performance Standards in Effect	Payment Methodology / Amount
TMG	Olga Thornton	Claims Processing	Y (Pre-Delegation)	Linda Hilderbrand, Sue Serna	Bi-Annually / January & July	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	TPA Service Agreement / \$21.15 pmpm (includes all services)
TMG	Olga Thornton	Customer Service	Y (Pre-Delegation)	Shirley Sweetland	Bi-Annually / January & July	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 dyas	TPA Service Agreement / \$21.15 pmpm (includes all services)
TMG	Olga Thornton	Membership Accounting	Y (Pre-Delegation)	Dana Franke	Bi-Annually / January & July	98% Groups processed within 48 hours of receipt, Application TAT ≤ 2 days, ID cards ≤ 7 days, Premium allocation, reconciliation & unapplied cash ≤ 4 days, Eligibility Changes ≤ 2 days, 100% Cash posted prior to month end close, 98% Quality, Telephone inquiries responded to w/in 24 hours	TPA Service Agreement / \$21.15 pmpm (includes all services)
American Specialty Health Network	Casey Valk /	Credentiailling	Y (Pre-Delegation)	Linda Baker	Annually / Proposed October	Meet NCQA and HNOR Credentialing criteria	Capitated Vendor Agreement / \$2.32 - \$2.42 pmpm depending on plan
American Specialty Health Network	Casey Valk /	Claims Processing	Y (Pre-Delegation)	Linda Hilderbrand, Tim Gray	Annually / Proposed October	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	Capitated Vendor Agreement / \$2.32 - \$2.42 pmpm depending on plan
American Specialty Health Network	Casey Valk /	Customer Service	Y (Pre-Delegation)	Shirley Sweetland	Annually / Proposed October	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 dyas	Capitated Vendor Agreement / \$2.32 - \$2.42 pmpm depending on plan
American Specialty Health Network	Casey Valk /	Utilization Management	Y (Pre-Delegation)	Renee Claborn / Tania Passanante	Annually / Proposed October	NCQA guidelines, State regs and HNOR Utilization Reporting requirements	Capitated Vendor Agreement / \$2.32 - \$2.42 pmpm depending on plan
American Specialty Health Network	Casey Valk /	Financial Review		Janice Finley / Gerry Weiner	Annually/ March	Health Net Standards	Capitated Vendor Agreement / \$2.32 - \$2.42 pmpm depending on plan
American Specialty Health Network	Casey Valk /	Network Adequacy Review	Y (Pre-Delegation)	Gerry Weiner	Annually/ March	Health Net Standards	Capitated Vendor Agreement / \$2.32 - \$2.42 pmpm depending on plan

Vendor Name	Delegate AM / HNOR AM	Functions Performed	Oversight Performed Y/N	Oversight Performed By	Frequency of Onsite / Review Month	Performance Standards in Effect	Payment Methodology / Amount
First Choice	Stacy Kessel /	Claims Processing	Y (Pre-Delegation)	Linda Hilderbrand, Tim Gray	Annually / September	98% Accuracy, 90% paid in 15 days, 95% paid in 30 days, 99% paid in 60 days	TBD
First Choice	Stacy Kessel /	Customer Service	Y (Pre-Delegation)	Shirley Sweetland	Annually / September	Quality 97%, TAT ≤ 45 seconds, Abandonment ≤ 5%, 100% Correspondence resolved in 30 dyas	TBD
First Choice	Stacy Kessel /	Utilization Management	Y (Pre-Delegation)	Renee Claborn / Tania Passanante	Annually / September	NCQA guidelines, State regs and HNOR Utilization Reporting requirements	TBD
First Choice	Stacy Kessel /	Credentialling	Y (Pre-Delegation)	Linda Baker	Annually / September	Meet NCQA and HNOR Credentialing criteria	TBD
First Choice	Stacy Kessel /	Membership Accounting	Y (Pre-Delegation)	Dana Franke	Annually / September	98% Groups processed within 48 hours of receipt, Application TAT ≤ 2 days, ID cards ≤ 7 days, Premium allocation, reconciliation & unapplied cash ≤ 4 days, Eligibility Changes ≤ 2 days, 100% Cash posted prior to month end close, 98% Quality, Telephone inquiries responded to w/in 24 hours	TBD
First Choice	Stacy Kessel /	Financial Review		Janice Finley / Gerry Weiner	Annually / September	Heath Net Standards	TBD
First Choice	Stacy Kessel /	Network Adequacy Review		Gerry Weiner	Annually / September	Heath Net Standards	TBD
GET, Concerro, HealthComp		Membership Accounting		Dana Franke			TBD
PrimeCare		Credentialling	Y	Linda Baker	Annually	Meet NCQA and HNOR Credentialing criteria	Participating Provider Agreement / \$1.00 pmpm administrative fee
Tuality Health Alliance		Credentialling	Y	Linda Baker	Annually	Meet NCQA and HNOR Credentialing criteria	Participating Provider Agreement / Fee included in IPA contract

<b>Vendor Name</b>	<b>Delegate AM / HNOR AM</b>	<b>Functions Performed</b>	<b>Oversight Performed Y/N</b>	<b>Oversight Performed By</b>	<b>Frequency of Onsite / Review Month</b>	<b>Performance Standards in Effect</b>	<b>Payment Methodology / Amount</b>
Oregon Health Science University (OHSU)		Credentialling	Y	Linda Baker	Annually	Meet NCQA and HNOR Credentialing criteria	Participating Provider Agreement / Fee included in IPA contract
Central Oregon IPA (COIPA)		Credentialling	Y	Linda Baker	Annually	Meet NCQA and HNOR Credentialing criteria	Credentialing Services Agreement / \$1,250.00 per month

Other Comments
Audit was not completed in 2001. Audit completed in 2002. Vendor is on corrective action plan. Termed 12/31/02
Audit was not completed in 2001. Passed 2002 Audit. Termed 12/31/02
Audit completed 2001 and 2002. Passed 2001 and 2002 Audit. Termed 12/31/02
Audit was not completed in 2001. Passed 2002 Audit. Termed 12/31/02
Termed 12/31/02
Completed. Termed 12/31/02
Audit completed in 2001. Under corrective action plan for claims payment. Will review at 2002 audit. 2002 Audit Completed - CAP needed/in process.

Other Comments
<p>Limited Reporting Available. CS role assumed by Intake Specialist who also perform prior Authorizations 2002 Audit completed, Minor CAP - CLOSED</p>
<p>Passed 2002 Audit</p>
<p>Audit completed 2001. Under corrective action plan for prior authorization letters - review at next audit. 2002 Audit completed. CAP needed - CLOSED</p>
<p>Audit was not completed in 2001. 2002 Audit Completed - CAP needed - OPEN</p>
<p>Audit was not completed in 2001. 2002 Audit Completed - CAP needed - OPEN</p>

Other Comments
Audit was not completed in 2001. 2002 Audit Completed. Minor CAP needed.
2003 Audit Completed - CAP needed - OPEN
Due Diligence Review completed for 9/1/02 launch
Due Diligence Review completed for 9/1/02 launch
Due Diligence Review completed for 9/1/02 launch. CAP needed. Corrective action requirements not met. Intensive case Management and Denials for Medical Necessity functions will reside at HNOR.
Due Diligence Review completed for 9/1/02 launch

<b>Other Comments</b>
Medicare Plus Choice PPO (Effective date 1/1/03).
Medicare Plus Choice PPO (Effective date 1/1/03).
Medicare Plus Choice PPO (Effective date 1/1/03).
Due Diligence Review completed for 8/1/02 launch
Due Diligence Review completed for 8/1/02 launch
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<b>Other Comments</b>
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Due Diligence Review completed for 1/1/03 launch
Under corrective action plan
Under minor corrective action plan

Other Comments