

ARKANSAS TEFRA WAIVER
Project Number 11W-001636
Section 1115
Oct. – Dec. 2017 Quarterly
and
Jan. – Dec. 2017 Annual Year-End
Report

Demonstration/Quarter Reporting Period:

Demonstration Year: 15th year (01/01/17 – 12/31/17)

Demonstration Year Quarter: 4th Quarter/2017 (10/01/17 – 12/31/17)

Federal Fiscal Quarter: 1st Quarter/2017 (10/01/17 – 12/31/17)

I. Introduction

The goal of the TEFRA demonstration is to provide medical services to disabled children eligible for Medicaid under section 134 of the Tax Equity and Fiscal Responsibility Act (TEFRA). The demonstration helps approximately 3000 children who meet the requirements for institutionalization to remain in their homes. The TEFRA waiver was initially approved for a 5-year demonstration period (01/01/2003 – 12/31/2007). The demonstration has since been approved for two 3-year extension renewals, 01/01/2008 – 12/31/2010 and the current 3-year extension renewal 01/01/2011 – 12/31/2013. A 3-year renewal request (01/01/2014 – 12/31/2016) was submitted to CMS 06/28/13. A letter from CMS dated 10/21/2013 was received notifying the TEFRA demonstration waiver had been granted a temporary 1-year extension (01/01/2014 – 12/31/2014) due to the quantity of work required of CMS staff to meet the 10/01/13 and the 01/01/14 implementation dates specified in the Patient Protection & Affordable Care Act of 2010 for Medicaid expansion and to allow more time for decisions relative to the TEFRA demonstration, therefore CMS would not be able to review/approve the State's renewal request at that time. In Dec. 2014 and from 01/01 – 05/11/15, CMS approved extensions of the TEFRA waiver beyond the temporary 1-year extension (01/01/2014 – 12/31/2014) to allow time to complete the review/approval process for the renewal request. On 05/12/15, CMS approved the TEFRA renewal for the renewal period effective 05/12/15 – 12/31/17.

An extension renewal application was submitted to CMS 06/30/17 requesting an additional 3 years for the TEFRA demonstration waiver. CMS notified the State the extension renewal application was not complete and advised what parts of the application were missing. The State provided to CMS the information for the parts of the application that had been identified by CMS were missing. CMS advised the State it was possible that the TEFRA demonstration may more appropriately be moved back to the State's Medicaid state plan. CMS also had questions pertaining to the premium cost sharing associated with the TEFRA demonstration. The State has responded to these questions. As the review/approval process for the extension renewal application had not been completed by the 12/31/17 end date of the current 05/12/15 – 12/31/17 termination date, CMS approved an extension of the current renewal period through 04/30/2018 to allow additional time to complete the review/renewal process and complete the Special Terms & Conditions for the new renewal period when it is approved.

II. Enrollment Information

A. Enrollment Information for Quarter Oct. – Dec. 2017

Quarter Oct. – Dec. 2017

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (10/1/17 – 12/31/17)	Voluntary Disenrollment in Current Quarter (10/1/17 – 12/31/17)	Involuntary Disenrolled in Current Quarter (10/1/17 –12/31/17)
Population 1 – TEFRA Children	4,431	38	320

B. Enrollment Information for Demonstration Year Jan. 1 – Dec. 31, 2017

Quarter Jan. - March 2017

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (01/1/17 – 03/31/17)	Voluntary Disenrollment in Current Quarter (01/1/17 – 03/30/17)	Involuntary Disenrolled in Current Quarter 01/1/17 –03/30/17)
Population 1 – TEFRA Children	4,301	52	22

Quarter April – June 2017

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (4/1/17 – 6/30/17)	Voluntary Disenrollment in Current Quarter (4/1/17 – 6/30/17)	Involuntary Disenrolled in Current Quarter 04/1/17 –6/30/17)
Population 1 – TEFRA Children	4,385	31	578

Quarter July – Sept. 2017

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (7/1/17 – 9/30/17)	Voluntary Disenrollment in Current Quarter (7/1/17 – 9/30/17)	Involuntary Disenrolled in Current Quarter 07/1/17 –9/30/17)
Population 1 – TEFRA Children	4,444	54	305

Quarter Oct. – Dec. 2017

Demonstration Populations (as hard coded in the Form CMS-64)	Total as of end of Current Quarter (10/1/17 – 12/31/17)	Voluntary Disenrollment in Current Quarter (10/1/17 – 12/31/17)	Involuntary Disenrolled in Current Quarter (10/1/17 – 12/31/17)
Population 1 – TEFRA Children	4,431	38	320

III. Reevaluation Information

Reevaluation Information for Quarter Oct. – Dec. 2017

Quarter Oct. – Dec 2017

During the **Oct. – Dec. 2017 quarter**, there have been **614** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Reevaluation Information for Demonstration Year Jan. 1 – Dec. 31, 2017

Quarter Jan. – March 2017

During the **Jan. – March 2017 quarter**, there were **381** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Quarter April – June 2017

During the **April – June 2017 quarter**, there were **630** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Quarter July – Sept. 2017

During the **July – Sept. 2017 quarter**, there were **714** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

Quarter Oct. – Dec 2017

During the **Oct. – Dec. 2017 quarter**, there have been **614** TEFRA demonstration beneficiaries found continued eligible for the demonstration after a new medical/appropriateness of care assessment was completed at the time of reevaluation.

V. Premiums Information

Premiums Information for Quarter Oct. – Dec. 2017

Quarter Oct. – Dec. 2017

- A. During the **quarter Oct. – Dec. 2017**, there were **4** TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter Oct. – Dec. 2017**, there were **3** TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter Oct. – Dec. 2017**, there were **2** TEFRA demonstration beneficiaries absolved of overdue premiums after 12 month reinstatement.

Premiums Information for Demonstration Year Jan. 1 – Dec. 31, 2017

Quarter Jan. – March 2017

- A. During the **quarter Jan – March 2017**, there were **17** TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter Jan. – March 2017**, there were **13** TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter Jan. – March 2017**, there were **0** TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Quarter April – June 2017

- A. During the **quarter April – June 2017**, there were **25** TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter April – June 2017**, there were **3** TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter April – June 2017**, there were **0** TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Quarter July – Sept. 2017

- A. During the **quarter July – Sept. 2017**, there were **2** TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter July – Sept. 2017**, there were **5** TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.

- C. During the **quarter July – Sept. 2017**, there were **2** TEFRA demonstration beneficiaries absolved of overdue premiums after 12-month reinstatement.

Quarter Oct. – Dec. 2017

- A. During the **quarter Oct. – Dec. 2017**, there were **4** TEFRA demonstration beneficiaries whose cases were closed due to non-payment of premiums.
- B. During the **quarter Oct. – Dec. 2017**, there were **3** TEFRA demonstration beneficiaries who have been reinstated into the demonstration via a new application after their TEFRA cases had been closed due to non-payment of premiums.
- C. During the **quarter Oct. – Dec. 2017**, there were **2** TEFRA demonstration beneficiaries absolved of overdue premiums after 12 month reinstatement.

V. Outreach/Innovative Activities

A. Outreach/Innovative Activities During Quarter Oct. - Dec. 2017

Arkansas Foundation for Medical Care (AFMC), a contract agent with the Division of Medical Services performing out-reach and monitoring activities

See **ATTACHMENT A-1** listing outreach activities performed by AFMC during the quarter

B. Outreach/Innovative Activities During Demonstration Year Jan. 1 – Dec. 31, 2017

See **ATTACHMENT A-2** listing outreach activities performed by AFMC during the demonstration year

VI. Operational/Policy Development/Issues

A. Operational/Policy Development/Issues Activities During Quarter Oct. – Dec. 2017

No operational/policy development issues were reported for this quarter

B. Operational/Policy Development/Issues Activities During Demonstration Year Jan. 1 – Dec. 31, 2017

No operational/policy development issues were reported during the demonstration year

VII. Consumer Issues/Appeals & Fair Hearings

Consumer Issues for Quarter Oct. – Dec. 2017

See “Consumer Issues” (pgs. 3 - 4) in **ATTACHMENT A-1** from Arkansas Foundation for Medical Care (AFMC), a contract agent with the Division of Medical Services, for information concerning consumer issues during the **quarter Oct. – Dec. 2017**

Appeals & Fair Hearings for Quarter Oct. – Dec. 2017

For the **Quarter Oct. – Dec. 2017**, there were **10** appeal requests received from the office of Appeals and Hearings

Medicaid/MRT/TEFRA 0 Appeals received

- 0** appeal requests found in favor of the client
- 0** appeal requests found in favor of the agency
- 0** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 0** appeal requests open and pending

Medicaid TEFRA 0 Appeals received

- 0** appeal requests found in favor of the client
- 0** appeal requests found in favor of the agency
- 0** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 0** appeal requests open and pending

TEFRA 10 Appeals received

- 2** appeal requests found in favor of client
- 2** appeal requests found in favor of agency
- 3** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 3** appeal requests open and pending

Appeals & Fair Hearings for Demonstration Period Jan. 1 – Dec. 31, 2017

Quarter Jan. – March 2017

For the **Quarter Jan. – March 2017**, there were **13** appeal requests received in the Office of Appeals and Hearings:

Medicaid/MRT/TEFRA 0 Appeals received

- 0** appeal requests found in favor of the client
- 0** appeal requests found in favor of the agency
- 0** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 0** appeal requests open and pending

Medicaid TEFRA 0 Appeals received

- 0** appeal requests found in favor of the client
- 0** appeal requests found in favor of the agency
- 0** appeal requests withdrawn
- 0** appeal requests abandoned by client
- 0** appeal requests open and pending

Medicaid TEFRA 0 Appeals received

- 0 appeal requests found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 0 appeal requests open and pending

TEFRA 13 Appeals received

- 5 appeal requests found in favor of client
- 1 appeal request found in favor of agency
- 2 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 5 appeal requests open and pending

Quarter April – June 2017

For the **Quarter April – June 2017**, there were 10 appeal requests received in the Office of Appeals and Hearings:

Medicaid/MRT/TEFRA 2 Appeals received

- 1 appeal request found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 1 appeal request abandoned by client
- 0 appeal requests open and pending

Medicaid TEFRA 0 Appeals received

- 0 appeal requests found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 0 appeal requests open and pending

TEFRA 8 Appeals received

- 1 appeal request found in favor of client
- 3 appeal requests found in favor of agency
- 2 appeal requests withdrawn
- 0 appeal requests abandoned by client
- 2 appeal requests open and pending

Quarter July – Sept. 2017

For the **Quarter July – Sept. 2017**, there were 10 appeal requests received in the Office of Appeals and Hearings:

Medicaid/MRT/TEFRA 0 Appeals received

- 0 appeal requests found in favor of the client
- 0 appeal requests found in favor of the agency
- 0 appeal requests withdrawn

0 appeal requests abandoned by client
0 appeal requests open and pending

Medicaid TEFRA 0 Appeals received

0 appeal requests found in favor of the client
0 appeal requests found in favor of the agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

TEFRA 10 Appeals received

4 appeal requests found in favor of client
3 appeal requests found in favor of agency
0 appeal requests withdrawn
2 appeal requests abandoned by client
1 appeal request open and pending

Quarter Oct. – Dec. 2017

For the **Quarter Oct. – Dec. 2017**, there were **10** appeal requests received from the office of Appeals and Hearings

Medicaid/MRT/TEFRA 0 Appeals received

0 appeal requests found in favor of the client
0 appeal requests found in favor of the agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

Medicaid TEFRA 0 Appeals received

0 appeal requests found in favor of the client
0 appeal requests found in favor of the agency
0 appeal requests withdrawn
0 appeal requests abandoned by client
0 appeal requests open and pending

TEFRA 10 Appeals received

2 appeal requests found in favor of client
2 appeal requests found in favor of agency
3 appeal requests withdrawn
0 appeal requests abandoned by client
3 appeal requests open and pending

VIII. Budget Neutrality Monitoring Activities

Quarter Oct. – Dec. 2017 and Demonstration Year Jan. 1 – Dec. 31, 2017

A. See **ATTACHMENT B** that depicts the following:

1. Overall TEFRA services cost by demonstration year
 2. TEFRA participant months by demonstration year
 3. TEFRA monthly cost per person by demonstration year
 4. TEFRA cost savings by demonstration year
- B. See **ATTACHMENT C** that depicts the monthly premium breakdown by premium class for the demonstration years

IX. Financial/Budget Neutrality/Fiscal Issues

Quarter Oct. – Dec. 2017 and Demonstration Year Jan. 1 – Dec. 31, 2017

- A. Financial issues including changes in appropriations, status of efforts to collect premiums, etc.

See **ATTACHMENT C** that depicts the monthly premium breakdown by premium class for the demonstration years. There have been no changes in the appropriation or funding status for this demonstration waiver.

- B. Anticipated fiscal problems or issues.

There are no anticipated fiscal problems to report for the quarter or for the demonstration year

- C. Status of expenditures and obligations as they relate to the budget neutrality cap.

See **ATTACHMENT B** that depicts the budget neutrality cost savings by demonstration year for the TEFRA demonstration.

- D. Utilization by county for the current quarter.

See **ATTACHMENT D**

X. Demonstration Evaluation

Arkansas Foundation for Medical Care (AFMC), a contract agent with the Division of Medical Services performing the *TEFRA Beneficiary Satisfaction Survey*.

Demonstration Evaluations for Quarter Oct. – Dec. 2017

Buccaneer Computer Systems & Service, Inc., a subsidiary of General Dynamics Information Technology, is the company that was awarded the contract with the Division of Medical Services after an Invitation for Bid was issued to find a contract vendor to assume responsibility for the production of deliverables for the TEFRA 1115 demonstration waiver when the Health Services Advisory Group's (HSAG) contract with the Division of Medical Services ended 06/30/17. Buccaneer/GDIT will assume the continued collection and analysis of data for the remaining

portion (07/01/17 – 12/31/17) of the TEFRA demonstration’s current 05/12/15 – 12/31/17 renewal period and will complete the “final” evaluation of the TEFRA demonstration after the current -5/12/15 – 12/30/17 renewal period ends. Buccaneer/GDIT will also be producing the “draft” and “final” evaluation design and the “interim” and “final” evaluation for the TEFRA demonstration’s new 01/01/18 – 12/30/20 renewal period when approved by CMS. See also **ATTACHMENT E-1**.

Demonstration Evaluations for Demonstration Year Jan. 1 – Dec. 31, 2017

The Health Services Advisory Group’s (HSAG) contract with the Division of Medical Services (DMS), ended 6/30/2016. Before this contract’s end date, HSAG completed the TEFRA waiver’s “Interim” Evaluation Report for the 05/12/15 – 06/30/17 period of the waiver’s 05/12/15 – 12/31/17 renewal period. This “Interim” Evaluation Report was submitted with the TEFRA waiver’s renewal application for the 01/01/18 – 12/31/20 renewal period.

An Invitation for Bid was developed to carry forward to a new contract, effective 07/01/17, the deliverables included in the HSAG’s contract for the TEFRA waiver. **Buccaneer Computer Systems & Service, Inc.**, a subsidiary of General Dynamics Information Technology, is the company that was awarded the contract with the DMS. **Buccaneer Computer Systems & Service, Inc.** will assume the continued collection and analysis of data for the remaining portion (07/01/17 – 12/31/17) of the TEFRA waiver’s current 05/12/15 – 12/31/17 renewal period and will complete the “Final” Evaluation Report for the TEFRA waiver that is due after the waiver’s 12/31/17 termination date. Effective on the approval of the TEFRA demonstration waiver’s extension renewal application currently being reviewed/approved by CMS, **Buccaneer Computer Systems & Service, Inc.** will begin work on the Evaluation Design for the TEFRA demonstration waiver’s new renewal period. See also **ATTACHMENT E-2**.

XI. TEFRA Beneficiaries with Third Party Liability

TEFRA Beneficiaries with Third Party Liability for Quarter Oct. – Dec. 2017

Oct. – Dec. 2017 Quarter

During the **quarter Oct. – Dec. 2017**, there were **3,222** TEFRA beneficiaries with Third Party Liability (TPL)

TEFRA Beneficiaries with Third Party Liability for Demonstration Year Jan. 1 – Dec. 31, 2017

Jan. – March 2017 Quarter

During the **quarter Jan. – March 2017**, there were **3,118** TEFRA beneficiaries with Third Party Liability (TPL)

April – June 2017 Quarter

During the **quarter April - June 2017**, there were **3,185** TEFRA beneficiaries with Third Party Liability (TPL)

July – Sept. 2017 Quarter

During the **quarter July – Sept. 2017**, there were **3,252** TEFRA beneficiaries with Third Party Liability (TPL)

Oct. – Dec. 2017 Quarter

During the **quarter Oct. – Dec. 2017**, there were **3,222** TEFRA beneficiaries with Third Party Liability (TPL)

XII. Enclosures/Attachments

Attachments A-1: Lists the outreach activities performed by Arkansas Foundation for Medical Care (AFMC) during the quarter

Attachments A-2: Lists the outreach activities performed by Arkansas Foundation for Medical Care (AFMC) during the demonstration year

Attachment B: TEFRA budget neutrality monitoring – Overall services costs by demonstration year

TEFRA budget neutrality monitoring – participant months by demonstration year

TEFRA budget neutrality monitoring – monthly cost per person by demonstration year

TEFRA budget neutrality monitoring – cost savings by demonstration year

Attachment C: TEFRA family income/monthly premium amount/monthly premium class breakdown by month & by demonstration year

Attachment D: Paid amount & unduplicated recipient count by recipient county

Attachment E-1: Buccaneer Computer Systems & Services, Inc. (DMS contract agent effective August 2017) quarterly data mining & evaluation activities for the Oct. – Dec. 2017 quarter

Attachment E-2: Buccaneer Computer Systems & Services, Inc. (DMS contract agent effective August 2017) data mining & evaluation activities for the period August – December 2017

XIII. State Contact(s)

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Date 4th Quarter (Oct. – Dec. 2017 Quarterly and Jan. 1 – Dec. 31, 2017 Annual Year End Report Submitted to CMS

April 3, 2018

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for January - March 2017

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- A total of 519 PCP's with a caseload of 300 received a visit or a virtual visit during the 3rd quarter of SFY2017.
- A total of 144 providers with a caseload of 299 and below received a face-to-face or virtual visit during the 3rd quarter of SFY2017.
- 49 Hospitals received a face- to- face visit during the 3rd quarter of SFY2017.
- 99 providers with a caseload of 29 and under received either a face-to-face visit, phone call and/or email during the 3rd quarter of SFY2017.
- 69 technical assistance visits / calls were conducted at the request of the State.

- 13 ADH offices and 14 DHS offices were visited in person this quarter.
- There were 0 ER In-services conducted this quarter.
- 8 different campaigns (email blasts) were sent to providers and office staff during the 3rd quarter SFY 2017. These campaigns included information regarding PCMH HPB selection, Timely filing deadline, Q3 packet and updates on MMIS.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 470 specialists in the state were contacted during the 3rd quarter of SFY2017 regarding risk share informational or performance reports. These visits that received educational detailed information were either a visit or email/phone call for the specific Episode of Care report. There were a total of 72 visits related to a specific episode of care report in the risk share.
- There were no additional State requested assistance visits/calls during this quarter.
- There were 2 provider-requested detail visits conducted during the quarter.
- No APII Episode of Care In-Service was requested or performed during this quarter.

- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 8 different campaigns (email blasts) were sent to providers and office staff during the 3rd quarter SFY 2017. These campaigns included information regarding PCMH HPB selection, Timely filing deadline, Q3 packet and updates on MMIS.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Provider Relations exhibited at 3 conferences during this quarter.

- AFMC Practice Transformation Meeting – Fayetteville
- AFMC Practice Transformation Meeting – Benton
- AFMC Practice Transformation Meeting – Jonesboro

Projected Activities:

- Additional email blasts are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC launched the Spring survey projects.

Projected Activities:

- AFMC will complete the Spring survey projects based on approval schedules from DHS.
2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

- Postcards were mailed this quarter to new Arkansas Medicaid beneficiaries.
- Complaint/NET postcards were mailed to Beneficiary households.
- NET brochures were posted to afmc.org

A transportation help line is provided which has a toll free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- A total of 1,760 calls were received regarding inquiries and complaints.
- 2 NET posters in English were distributed

- 2 NET posters in Spanish were distributed
- NET brochures, posters and maps are available on afmc.org.
- 1 call were received through NET Helpline which required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- NET Performance Profiles were completed and approved by DMS prior to posting on the AFMC website.
- 5 complaints or issues were received from DHS/Governor's office and resolved to the satisfaction of all parties.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for January – March encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.

- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 3/31/2017 is shown on the attached document by project and tool distributed.

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

PRODUCT NAME	TOTAL
Alcohol : Adolescent questionnaire pad : 50 sheets, Spanish	0
Alcohol : Adolescent questionnaire pad -50 sheets, English	250
Alcohol : Adult excessive drinking infographic flier, English	150
Alcohol : Adult excessive drinking infographic flier, English (download)	2
Alcohol : Adult excessive drinking infographic flier, Spanish	15
Alcohol : Adult excessive drinking infographic flier, Spanish (download)	0
Alcohol : Adult excessive drinking infographic poster, English & Spanish	13
Alcohol : Adult excessive drinking infographic poster, English & Spanish (download)	0
Alcohol : Adult questionnaire pad : 50 sheets, Spanish	100
Alcohol : Adult questionnaire pad -50 sheets, English	100
Alcohol : Adult questionnaire sheet, English (download)	2
Alcohol : Adult questionnaire sheet, Spanish (download)	0
Alcohol : Adult screening RX pad : 50 sheets, English	200
Alcohol : Adult screening RX pad : 50 sheets, Spanish	0
Alcohol : Adult screening RX sheet, English (download)	0
Alcohol : Adult screening RX sheet, Spanish (download)	0
Alcohol : AUDIT laminated screening guide	0
Alcohol : AUDIT laminated screening guide (download)	0
Alcohol : CRAFFT laminated screening guide	26
Alcohol : CRAFFT laminated screening guide (download)	0
Antibiotic resistance : coloring book, English	285
Antibiotic resistance : coloring book, English (download)	3
Antibiotic resistance : coloring book, Spanish	65
Antibiotic resistance : coloring book, Spanish (download)	2
Antibiotic resistance : Rx pad, English	31
Antibiotic resistance : Rx pad, Spanish	20
Antibiotic resistance : Rx sheet, English (download)	3
Antibiotic resistance : Rx sheet, Spanish (download)	0
Antibiotic resistance : Save the antibiotic poster, English & Spanish	20
Antibiotic resistance : Save the antibiotic poster, English & Spanish (download)	3
Antibiotic resistance : Save the antibiotic sticker sheet (25)	875
Antibiotic resistance- Save the Antibiotic Booklet	0
Antibiotic resistance- Save the Antibiotic Booklet (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	0
Asthma coloring book, English	749
Asthma coloring book, English (download)	2
Asthma coloring book, Spanish	81
Asthma coloring book, Spanish (download)	0
Asthma management guide	406
Asthma runner poster, English	0
Asthma runner poster, English (download)	1
Asthma runner poster, Spanish	1
Asthma runner poster, Spanish (download)	0
Asthma swimmer poster, English (download)	2

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

Asthma swimmer poster, Spanish (download)	1
Breastfeeding hospital poster : African American, English & Spanish	7
Breastfeeding hospital poster : African American, English & Spanish (download)	0
Breastfeeding hospital poster : Caucasian, English & Spanish	6
Breastfeeding hospital poster : Caucasian, English & Spanish (download)	0
Breastfeeding physician's office poster : Latina, English & Spanish	4
Breastfeeding physician's office poster : Latina, English & Spanish (download)	0
Breastfeeding promotion brochure : African-American, English	865
Breastfeeding promotion brochure : African-American, English (download)	0
Breastfeeding promotion brochure : Caucasian, English	195
Breastfeeding promotion brochure : Caucasian, English (download)	2
Breastfeeding promotion brochure : Latina, English	500
Breastfeeding promotion brochure : Latina, English (download)	0
Breastfeeding promotion brochure, Marshallese	315
Breastfeeding promotion brochure, Marshallese (download)	0
Breastfeeding promotion brochure, Spanish	370
Breastfeeding promotion brochure, Spanish (download)	1
Breastfeeding promotion checklist & timeline, English	271
Breastfeeding promotion checklist & timeline, English (download)	2
Breastfeeding promotion checklist & timeline, Marshallese	100
Breastfeeding promotion checklist & timeline, Marshallese (download)	1
Breastfeeding promotion checklist & timeline, Spanish	50
Breastfeeding promotion checklist & timeline, Spanish (download)	1
Breastfeeding promotion Rx pad : 50 sheets, English	550
Breastfeeding promotion Rx pad : 50 sheets, Spanish	350
Breastfeeding promotion Rx sheet, English (download)	0
Breastfeeding promotion Rx sheet, Spanish (download)	0
Breastfeeding reference cards for family doctors & pediatricians	260
Breastfeeding reference cards for hospitals	250
Breastfeeding reference cards for obstetricians	250
Cervical cancer screening guide (download)	1
Cough illness/bronchitis flier	1
Cough illness/bronchitis flier (download)	2
CT : Image Gently child dose record (download)	1
CT : Image Gently parent brochure (download)	0
CT : Image Wisely adult dose record (download)	0
CT in the emergency department laminated physician pocket guide : providers only	0
CT in the emergency department physician pocket guide : providers only (download)	0
Diabetes : A1C flier, English	547
Diabetes : A1C flier, English (download)	0
Diabetes : A1C flier, Spanish	26
Diabetes : A1C flier, Spanish (download)	0
Diabetes : Get In The Zone kids booklet, English	1
Diabetes : Get In The Zone kids booklet, English (download)	0
Diabetes : Get In The Zone kids booklet, Spanish	11
Diabetes : Get In The Zone kids booklet, Spanish (download)	0
Diabetes : Patient education guide, English	596

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

Diabetes : Patient education guide, English (download)	0
Diabetes : Patient education guide, Spanish	8
Diabetes : Patient education guide, Spanish (download)	0
Diabetes : Self-management sheet, English	618
Diabetes : Self-management sheet, English (download)	0
Diabetes : Self-management sheet, Spanish	11
Diabetes : Self-management sheet, Spanish (download)	0
EPSDT : ARKids full preventive health screen billing procedures	8
EPSDT : ARKids full preventive health screen billing procedures (download)	9
EPSDT : Keep healthy poster : small boy, English (download)	1
EPSDT : Keep healthy poster : small boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen boy, English (download)	0
EPSDT : Keep healthy poster : teen boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen girl, English (download)	1
EPSDT : Keep healthy poster : teen girl, Spanish (download)	0
EPSDT : Lead toxicity screening, English (download)	3
EPSDT : Lead toxicity screening, Spanish (download)	1
EPSDT : Physicians' guide to preventive health screening (download)	17
EPSDT : Pre-exam checklist (download)	1
EPSDT : Preventive health care letter (download)	1
EPSDT : Preventive health screening labels : 15 months-4 years (download)	1
EPSDT : Preventive health screening labels : birth-12 months (download)	1
EPSDT : Preventive health screening labels- 5-20 years (download)	0
EPSDT : Preventive health screening, 11-21 years (download)	1
EPSDT : Preventive health screening, newborn-24 months (download)	6
EPSDT : Well child checkup postcard (download)	2
FASD poster	20
FASD poster (download)	1
FASD provider card (download)	1
FASD small poster	111
FASD small poster (download)	1
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish	0
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish	1
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish (download)	1
Flu & pneumonia immunization : Don't Be a Baby postcard, English	0
Flu & pneumonia immunization : Don't Be a Baby postcard, English (download)	1
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish	0
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster (Download)	0
Flu & pneumonia in-patient immunization card, English	0
Flu & pneumonia in-patient immunization card, Spanish	0
LARC : Campus health services poster	236
LARC : Campus health services poster (download)	0
LARC : Laminated bookmark	2131

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

LARC : Patient education flip chart for providers	54
LARC : Patient education guide, English	3345
LARC : Patient education guide, English (download)	0
LARC : Patient education guide, Spanish	1269
LARC : Patient education interactive e-book, English (download)	9
LARC : Patient education interactive e-book, Spanish (download)	3
Nutrition : Good health pocket slider, Spanish	16
Nutrition : Portion control flier, English	509
Nutrition : Portion control flier, English (download)	7
Nutrition : Portion control flier, Spanish	36
Nutrition : Portion control flier, Spanish (download)	1
Nutrition information card, English	593
Nutrition information card, English (download)	5
Nutrition information card, Spanish	20
Nutrition information card, Spanish (download)	1
Opioids : Physician pocket guide: opioid prescribing	0
Opioids : Physician pocket guide: opioid prescribing (download)	0
Otitis media flier (download)	0
Pharyngitis flier	0
Pharyngitis flier (download)	0
Pregnancy & tobacco use : Provider counseling tip sheet	1
Pregnancy & tobacco use : Provider counseling tip sheet (download)	0
Pregnancy & tobacco use : Provider Rx pad : 50 sheets, English	0
Pregnancy & tobacco use : Provider Rx pad : 50 sheets, Spanish	50
Pregnancy & tobacco use : Provider Rx sheet, English (download)	0
Pregnancy & tobacco use : Provider Rx sheet, Spanish (download)	0
Pregnancy & tobacco use brochure, English	124
Pregnancy & tobacco use brochure, English (download)	2
Pregnancy & tobacco use brochure, Spanish (download)	0
Pregnancy & tobacco use flier, English	1
Pregnancy & tobacco use flier, English (download)	1
Pregnancy & tobacco use flier, Spanish	5
Pregnancy & tobacco use flier, Spanish (download)	0
Pregnancy & tobacco use poster, English	2
Pregnancy & tobacco use poster, English (download)	1
Pregnancy & tobacco use poster, Spanish	0
Pregnancy & tobacco use poster, Spanish (download)	0
Pregnancy & Tobacco Use Provider Bulletins	0
Rhinitis vs. sinusitis flier (download)	1
Sickle cell educational brochure	183
Sickle cell educational brochure (download)	0
Sickle cell poster	0
Sickle cell poster (download)	0
Smoking cessation : Provider Rx pad : 50 sheets, English	0
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	0
Smoking cessation provider Rx sheet, English (download)	0
Smoking cessation provider Rx sheet, Spanish (download)	0

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

Well child : Chart folders (download)	2
Well child : Developmental milestones for children flier, English	352
Well child : Developmental milestones for children flier, English (download)	3
Well child : Developmental milestones for children flier, Spanish	10
Well child : Developmental milestones for children flier, Spanish (download)	0
Well child : Kindergarten round-up flier, English & Spanish	61
Well child : Kindergarten round-up flier, English & Spanish (download)	1
Well child : Kindergarten round-up poster, English & Spanish	0
Well child : Kindergarten round-up poster, English & Spanish (download)	1
Well child : Patient education poster, English & Spanish	40
Well child : Rotavirus flier for providers, English	1
Well child : Rotavirus flier for providers, Spanish	5
Well child : Rotavirus flier, English	0
Well child : Rotavirus flier, Spanish	5
Well child : Rotavirus poster, English	0
Well child : Rotavirus poster, Spanish	0
Your Medical Home brochure, English	71
Your Medical Home brochure, English (download)	1
Your Medical Home brochure, Spanish	31
Your Medical Home brochure, Spanish (download)	1
TOTAL	18962

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for April - June 2017

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- A total of 520 PCP's with a caseload of 300 received a visit or virtual visit during the 4th quarter of SFY 2017.
- A total of 61 providers with a caseload of 299 and below received a visit in person or virtual visit during the 4th quarter of SFY 2017.
- 24 Hospitals received a visit in person during the 4th quarter SFY 2017 (Q4 2017 – Hospital activities report). Specialty hospitals and out of state hospitals are not required to be seen and 41 are listed on the Q4 2107 – Hospital report.
- 92 providers with a caseload of 29 and under received either a visit in person, phone call and/or email during the 4th quarter of SFY 2017.
- 29 technical assistance visits/calls were conducted at the request of the State.
- There were 0 ER In-services conducted this quarter.
- 14 ADH offices and 13 DHS offices were visited in person during this quarter.

- 8 different campaigns (email blasts) were sent to providers and office staff during the 4th quarter SFY 2017. These campaigns included information regarding PCMH webinar, Q4 packet, updates on Emergency Department Assessments/Treatments and Tobacco Cessation Program as well as updates on MMIS.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 276 events (visit or email/phone call) were captured this quarter regarding risk share Episode of Care reports (performance reports). Included in this total were 68 face-to-face visits.

Below is a breakdown of the total number of events.

- o Upper Respiratory Infection – Non-specific
Performance – 69
- o Upper Respiratory Infection – Pharyngitis
Performance – 124
- o Upper Respiratory Infection – Sinusitis
Performance – 33
- o Tonsillectomy
Performance – 2
- o ADHD
Performance – 1
- o Asthma
Performance – 13
- o Cholecystectomy
Performance – 2
- o Colonoscopy
Performance – 7
- o Congestive Heart Failure
Performance – 3
- o Perinatal
Performance – 16
- o COPD
Performance – 6
- o CABG
Performance – 0
- o Hip and Knee
Performance – 0
- o ODD
Performance – 0

- There was 1 State requested assistance visits/calls during the quarter ending 6/30/2017.
 - There were 5 provider-requested detailed visits conducted during the quarter ending 6/30/2017.
 - There was 0 APII/HP customer service requested detailed visits conducted during the quarter ending 6/30/2017.
 - There was 2 APII Episode of Care In-Service performed.
 - The total outreach made regarding EOCs was 835 events during the quarter ending 6/30/2017.
- . This included 68 face-to-face visits, 1 state requested visit, 5 provider requested visits, 2 APII in-services, 346 general APII emails, 15 APII general phone calls, 204 APII Red report emails, 1 APII Red report phone call and 193 general APII visits.

- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 8 different campaigns (email blasts) were sent to providers and office staff during the 4th quarter SFY 2017. These campaigns included information regarding PCMH webinar, Q4 packet, updates on Emergency Department Assessments/Treatments and Tobacco Cessation Program as well as updates on MMIS.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Provider Relations exhibited at 9 conferences during this quarter.

- AR MGMA – Rogers, AR
- Arkansas Medical Society Annual Meeting – Little Rock, AR
- UAMS Family Med Intensive Review – Little Rock
- eHealth Summit – Benton, AR
- Arkansas Osteopathic Medical Association – Fort Smith, AR
- AFMC PT meeting – Paragould, AR
- AFMC PT meeting – Benton, AR
- AFMC PT meeting – Springdale, AR

Projected Activities:

- Additional email blasts are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC completed the spring survey projects.

Projected Activities:

- AFMC will launch the fall survey projects based on approval schedules from DHS.
2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

- 372 NET brochures in English were sent to Beneficiary households and organizations.
- 277 NET brochures in Spanish were sent to Beneficiary households and organizations.
- 5 NET brochures in English were downloaded from afmc.org.
- No NET brochures in Spanish were downloaded from afmc.org
- 9 NET posters, two-sided, were requested for both English and Spanish.
- No NET poster, two-sided were downloaded from afmc.org.
- 1,445 web page reviews took place that were a combination of Medicaid Beneficiaries and Families and Health Care Professionals, an increase from last quarter.

A transportation help line is provided which has a toll free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- Three calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 1,780 calls were received regarding issues and inquiries.
- 588 denials were entered into the NET application.
- One beneficiary complaint/issue received from DHS/Governor's office was resolved to the satisfaction of all parties.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for April - June encounters.

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.

- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 6/30/2017 is shown on the attached document by project and tool distributed.

Product Name	Total
AIPP : Daily staffing log : legal-size (download only)	2
AIPP : Daily staffing log : letter-size (download only)	1
AIPP : Difficulty swallowing tip sheet (download only)	8
AIPP : Home thermostat tool (download only)	2
AIPP : Honoring resident choices and desires flier (download only)	3
AIPP : Long term care charting documentation guide (download only)	11
AIPP : Long term care charting documentation guide, laminated	3
AIPP : MDS 3.0: Resident interview cue cards (download only)	13
AIPP : Pressure ulcer : skin and body audit sheet (download only)	11
AIPP/OLTC : Emergency preparedness checklist for facilities (download only)	5
Alcohol : Adolescent questionnaire pad : 50 sheets, Spanish	1
Alcohol : Adolescent questionnaire pad -50 sheets, English	15
Alcohol : Adult excessive drinking infographic flier, English	724
Alcohol : Adult excessive drinking infographic flier, English (download)	3
Alcohol : Adult excessive drinking infographic flier, Spanish	225
Alcohol : Adult excessive drinking infographic flier, Spanish (download)	1
Alcohol : Adult excessive drinking infographic poster, English & Spanish	1
Alcohol : Adult excessive drinking infographic poster, English & Spanish (download)	1
Alcohol : Adult questionnaire pad : 50 sheets, Spanish	1
Alcohol : Adult questionnaire pad -50 sheets, English	1
Alcohol : Adult questionnaire sheet, English (download)	0
Alcohol : Adult questionnaire sheet, Spanish (download)	0
Alcohol : Adult screening RX pad : 50 sheets, English	23
Alcohol : Adult screening RX pad : 50 sheets, Spanish	0
Alcohol : Adult screening RX sheet, English (download)	0
Alcohol : Adult screening RX sheet, Spanish (download)	0
Alcohol : AUDIT laminated screening guide	6
Alcohol : AUDIT laminated screening guide (download)	0
Alcohol : CRAFFT laminated screening guide	12
Alcohol : CRAFFT laminated screening guide (download)	0
Alcohol : EPI Profile: Underage drinking (download)	3
Alcohol : Teen underage drinking infographic flier for parents, English	202
Alcohol : Teen underage drinking infographic flier for parents, English (download)	3
Antibiotic resistance : coloring book, English	930
Antibiotic resistance : coloring book, English (download)	1
Antibiotic resistance : coloring book, Spanish	245
Antibiotic resistance : coloring book, Spanish (download)	0
Antibiotic resistance : Rx pad, English	5
Antibiotic resistance : Rx pad, Spanish	2
Antibiotic resistance : Rx sheet, English (download)	2
Antibiotic resistance : Rx sheet, Spanish (download)	0
Antibiotic resistance : Save the antibiotic poster, English & Spanish	46
Antibiotic resistance : Save the antibiotic poster, English & Spanish (download)	0
Antibiotic resistance : Save the antibiotic sticker sheet (25)	19
Antibiotic resistance- Save the Antibiotic Booklet	1007
Antibiotic resistance- Save the Antibiotic Booklet (Download)	2
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (Download)	0

Product Name	Total
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	45
AR State of Well-being 2016	4
AR State of Well-being 2016 (download)	4
Arkansas Medicaid beneficiary handbook, English (download)	6
Arkansas Medicaid beneficiary handbook, Spanish (download)	1
Arkansas Substance Abuse Resource Guide (download)	104
ARKids B orthodontic postcard, English	300
ARKids B orthodontic postcard, English (download)	0
ARKids B orthodontic postcard, Spanish	0
ARKids B orthodontic postcard, Spanish (download)	0
Article : Substance abuse assessment (download)	1
Article- Substance abuse and mental health disorders (download)	3
Article- Substance abuse prevention (download)	3
Asthma coloring book, English	550
Asthma coloring book, English (download)	0
Asthma coloring book, Spanish	176
Asthma coloring book, Spanish (download)	1
Asthma management guide	155
Asthma runner poster, English	0
Asthma runner poster, English (download)	0
Asthma runner poster, Spanish	0
Asthma runner poster, Spanish (download)	0
Asthma swimmer poster, English (download)	0
Asthma swimmer poster, Spanish (download)	0
Badge cards : "10 Questions to Ask When a Resident Falls" (download only)	15
Badge cards : "Reporting Resident Maltreatment" (download only)	4
Beneficiary education : Access Arkansas flier, English & Spanish (download)	1
Beneficiary education : Access Arkansas flier, English and Spanish	25
Beneficiary education : invitation postcard, English	480
Beneficiary education : invitation postcard, English (download)	0
Beneficiary education : Medicaid FAQs flier, English & Spanish (download)	1
Beneficiary education : Medicaid FAQs flier, English and Spanish	100
Beneficiary education : NET FAQs flier, English & Spanish (download)	3
Beneficiary education : NET FAQs flier, English and Spanish	20
Beneficiary education session flier, English and Spanish	5
Beneficiary education session flier, English and Spanish (download)	1
Beneficiary education session poster (download), English & Spanish	0
Beneficiary education session poster, English and Spanish	2
Breastfeeding hospital poster : African American, English & Spanish	16
Breastfeeding hospital poster : African American, English & Spanish (download)	1
Breastfeeding hospital poster : Caucasian, English & Spanish	16
Breastfeeding hospital poster : Caucasian, English & Spanish (download)	0
Breastfeeding physician's office poster : Latina, English & Spanish	9
Breastfeeding physician's office poster : Latina, English & Spanish (download)	0
Breastfeeding promotion brochure : African-American, English	803
Breastfeeding promotion brochure : African-American, English (download)	0
Breastfeeding promotion brochure : Caucasian, English	1307

Product Name	Total
Breastfeeding promotion brochure : Caucasian, English (download)	0
Breastfeeding promotion brochure : Latina, English	196
Breastfeeding promotion brochure : Latina, English (download)	0
Breastfeeding promotion brochure, Marshallese	200
Breastfeeding promotion brochure, Marshallese (download)	1
Breastfeeding promotion brochure, Spanish	688
Breastfeeding promotion brochure, Spanish (download)	1
Breastfeeding promotion checklist & timeline, English	1503
Breastfeeding promotion checklist & timeline, English (download)	0
Breastfeeding promotion checklist & timeline, Marshallese	100
Breastfeeding promotion checklist & timeline, Marshallese (download)	0
Breastfeeding promotion checklist & timeline, Spanish	431
Breastfeeding promotion checklist & timeline, Spanish (download)	0
Breastfeeding promotion Rx pad : 50 sheets, English	23
Breastfeeding promotion Rx pad : 50 sheets, Spanish	3
Breastfeeding promotion Rx sheet, English (download)	0
Breastfeeding promotion Rx sheet, Spanish (download)	0
Breastfeeding reference cards for family doctors & pediatricians	215
Breastfeeding reference cards for hospitals	15
Breastfeeding reference cards for obstetricians	35
Cardiac health : Patient education guide, English (download)	6
Cardiac health : Patient education guide, Spanish (download)	3
Cervical cancer screening guide (download)	0
College bookmark series (download)	0
Cough illness/bronchitis flier	12
Cough illness/bronchitis flier (download)	1
CT : Image Gently child dose record (download)	0
CT : Image Gently parent brochure (download)	0
CT : Image Wisely adult dose record (download)	0
CT in the emergency department laminated physician pocket guide : providers only	0
CT in the emergency department physician pocket guide : providers only (download)	0
Diabetes : A1C flier, English	186
Diabetes : A1C flier, English (download)	0
Diabetes : A1C flier, Spanish	106
Diabetes : A1C flier, Spanish (download)	0
Diabetes : Get In The Zone kids booklet, English	64
Diabetes : Get In The Zone kids booklet, English (download)	0
Diabetes : Get In The Zone kids booklet, Spanish	75
Diabetes : Get In The Zone kids booklet, Spanish (download)	0
Diabetes : Patient education guide, English	1039
Diabetes : Patient education guide, English (download)	0
Diabetes : Patient education guide, Spanish	0
Diabetes : Patient education guide, Spanish (download)	0
Diabetes : Self-management sheet, English	1358
Diabetes : Self-management sheet, English (download)	0
Diabetes : Self-management sheet, Spanish	229
Diabetes : Self-management sheet, Spanish (download)	0

Product Name	Total
Dietary audit tool (download only)	2
Dog days flier (download only)	3
Drugged driving infographic flier	401
Drugged driving infographic flier (download)	1
E-cigarettes and vaping infographic flier (download)	6
Emergency preparedness : in-service presentation (download only)	5
Emergency preparedness checklist for family members (download only)	2
Emergency room brochure, English	857
Emergency room brochure, English (download)	3
Emergency room brochure, Spanish	250
Emergency room brochure, Spanish (download)	0
Emergency room poster, English & Spanish	17
Emergency room poster, English & Spanish (download)	5
EPI Profile: Bath salts	101
EPI Profile: Bath salts (download)	1
EPI Profile: E-cigarettes and vaping	151
EPI Profile: E-cigarettes and vaping (download)	2
EPI Profile: Inhalant abuse	100
EPI Profile: Inhalant abuse (download)	1
EPI Profile: Mental health (download)	3
EPI Profile: Preventing prescription drug abuse (download)	3
EPI Profile: Smokeless tobacco products (download)	5
EPI Profile: Substance abuse and domestic violence	10
EPI Profile: Substance abuse and domestic violence (download)	1
EPI Profile: Unintentional drug poisoning in children	1
EPI Profile: Unintentional drug poisoning in children (download)	0
EPSDT : ARKids full preventive health screen billing procedures	16
EPSDT : ARKids full preventive health screen billing procedures (download)	3
EPSDT : Keep healthy poster : small boy, English (download)	0
EPSDT : Keep healthy poster : small boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen boy, English (download)	0
EPSDT : Keep healthy poster : teen boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen girl, English (download)	0
EPSDT : Keep healthy poster : teen girl, Spanish (download)	0
EPSDT : Lead toxicity screening, English (download)	4
EPSDT : Lead toxicity screening, Spanish (download)	2
EPSDT : Physicians' guide to preventive health screening (download)	17
EPSDT : Pre-exam checklist (download)	3
EPSDT : Preventive health care letter (download)	3
EPSDT : Preventive health screening labels : 15 months-4 years (download)	2
EPSDT : Preventive health screening labels : birth-12 months (download)	0
EPSDT : Preventive health screening labels- 5-20 years (download)	0
EPSDT : Preventive health screening, 11-21 years (download)	5
EPSDT : Preventive health screening, newborn-24 months (download)	8
EPSDT : Well child checkup postcard (download)	3
EPSDT- Keeping Your Child Healthy e-book, English (download)	0
Fall scene investigation report (download only)	5

Product Name	Total
FASD poster	20
FASD poster (download)	95
FASD provider card (download)	0
FASD small poster	0
FASD small poster (download)	0
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish	3
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish	0
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby postcard, English	50
Flu & pneumonia immunization : Don't Be a Baby postcard, English (download)	1
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish	25
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster	37
Flu & pneumonia immunization : Wash Your Hands 11x17 poster (Download)	0
Flu & pneumonia in-patient immunization card, English	0
Flu & pneumonia in-patient immunization card, Spanish	0
Incident and accident report DMS-7734 guidance (download only)	2
Incident and accident report DMS-7734 guidance, 11x17 laminated	0
Investigation report DMS-762 guidance (download only)	3
LARC : Campus health services poster	11
LARC : Campus health services poster (download)	0
LARC : Laminated bookmark	100
LARC : Patient education flip chart for providers	24
LARC : Patient education guide, English	6095
LARC : Patient education guide, English (download)	0
LARC : Patient education guide, Spanish	1825
LARC : Patient education interactive e-book, English (download)	3
LARC : Patient education interactive e-book, Spanish (download)	0
LARC:Patient education guide, Marshallese	420
LARC:Patient education guide, Marshallese (download)	0
LARC- Word Search (download)	0
Life safety code tool kit (download only)	10
Marijuana and your teenager infographic flier, (download)	5
Medicaid complaint line postcard, English	700
Medicaid complaint line postcard, English (download)	0
Medicaid complaint line postcard, Spanish	5
Medicaid complaint line postcard, Spanish (download)	0
Medicaid complaint line poster : English & Spanish (download)	0
Medicaid complaint line poster, English & Spanish	0
Med-Pass best practices AIPP : MAR marker pocket guide (download only)	10
Million Hearts : Bless Your Heart health ministry tool kit, English (download)	6
Million Hearts : Bless Your Heart health ministry tool kit, Spanish (download)	0
Million Hearts provider postcard (download)	1
My Culture Change Blueprint (download only)	0
Non-emergency transportation (NET) brochure, English	372

Product Name	Total
Non-emergency transportation (NET) brochure, English (download)	5
Non-emergency transportation (NET) brochure, Spanish	277
Non-emergency transportation (NET) brochure, Spanish (download)	0
Non-emergency transportation (NET) poster, English & Spanish	9
Non-emergency transportation (NET) poster, English & Spanish (download)	0
Nursing home in-services training tool kit : the advance directive (download only)	8
Nursing homes in-services training tool kit : behaviors are unmet needs (download only)	15
Nursing homes in-services training tool kit : death & dying (download only)	5
Nursing homes in-services training tool kit : fall prevention (download only)	21
Nursing homes in-services training tool kit : fire safety & disaster planning (download only)	11
Nursing homes in-services training tool kit : infection prevention & control (download only)	14
Nursing homes in-services training tool kit : management of enteral nutrition (download only)	5
Nursing homes in-services training tool kit : nutrition & hydration for the elderly (download only)	15
Nursing homes in-services training tool kit : oral hygiene (download only)	9
Nursing homes in-services training tool kit : rehab & restorative nursing (download only)	13
Nursing homes in-services training tool kit : resident abuse, neglect & theft (download only)	19
Nursing homes in-services training tool kit : residents' rights & dignity (download only)	25
Nursing homes in-services training tool kit : swallowing difficulties (download only)	4
Nutrition : Good health pocket slider, Spanish	20
Nutrition : Portion control flier, English	1168
Nutrition : Portion control flier, English (download)	7
Nutrition : Portion control flier, Spanish	206
Nutrition : Portion control flier, Spanish (download)	1
Nutrition information card, English	732
Nutrition information card, English (download)	4
Nutrition information card, Spanish	230
Nutrition information card, Spanish (download)	1
Opioids : Physician pocket guide: opioid prescribing	6
Opioids : Physician pocket guide: opioid prescribing (download)	1
Otitis media flier (download)	0
Patient Engagement- Patient Portal Poster (Download)	5
Patient Engagement- Patient Portal Poster Spanish (Download)	4
Patient Engagement- Patient Portal Poster, English & Spanish	633
Pharyngitis flier	1
Pharyngitis flier (download)	0
Poster : "Three-way match back process/medication reconciliation change out" (download only)	3
Pregnancy & tobacco use : Provider counseling tip sheet	166
Pregnancy & tobacco use : Provider counseling tip sheet (download)	1
Pregnancy & tobacco use : Provider Rx pad : 50 sheets, English	0
Pregnancy & tobacco use : Provider Rx pad : 50 sheets, Spanish	1
Pregnancy & tobacco use : Provider Rx sheet, English (download)	1
Pregnancy & tobacco use : Provider Rx sheet, Spanish (download)	0
Pregnancy & tobacco use brochure, English	334
Pregnancy & tobacco use brochure, English (download)	2
Pregnancy & tobacco use brochure, Spanish (download)	1
Pregnancy & tobacco use flier, English	76
Pregnancy & tobacco use flier, English (download)	1

Product Name	Total
Pregnancy & tobacco use flier, Spanish	16
Pregnancy & tobacco use flier, Spanish (download)	0
Pregnancy & tobacco use poster, English	1
Pregnancy & tobacco use poster, English (download)	1
Pregnancy & tobacco use poster, Spanish	1
Pregnancy & tobacco use poster, Spanish (download)	0
Pregnancy & Tobacco Use Provider Bulletins	0
Prenatal Bookmark Series (download)	0
Prenatal Bookmark Series (download)	0
Pressure ulcer : CNA knowledge & attitude survey (download only)	4
Pressure ulcer : educational brochure (download only)	6
Pressure ulcer : guide to proper positioning (download only)	2
Pressure ulcer : staging guide (download only)	3
Rhinitis vs. sinusitis flier (download)	1
Risk factors handout (download)	3
Sickle cell educational brochure	50
Sickle cell educational brochure (download)	0
Sickle cell poster	0
Sickle cell poster (download)	0
Skin management tool kit (download only)	3
Smoking cessation : Provider Rx pad : 50 sheets, English	0
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	0
Smoking cessation provider Rx sheet, English (download)	2
Smoking cessation provider Rx sheet, Spanish (download)	0
Substance abuse prevention : informational tool (download)	2
Suicide & substance abuse	356
Suicide & substance abuse (download)	4
Team approach to falls:in-service presentation (download only)	9
Teen drinking bookmarks	695
Teen drinking bookmarks (download)	2
Teen marijuana bookmarks (download)	0
Teen Rx drug abuse bookmarks	768
Teen Rx drug abuse bookmarks (download)	2
Teen smoking bookmarks	940
Teen smoking bookmarks (download)	1
The dangers of synthetic marijuana ("herbal incense")	101
The dangers of synthetic marijuana ("herbal incense") : (download)	1
Thirdhand smoke: Don't bring it in your house!	97
Thirdhand smoke: Don't bring it in your house! (download)	1
Well child : Chart folders (download)	3
Well child : Developmental milestones for children flier, English	700
Well child : Developmental milestones for children flier, English (download)	1
Well child : Developmental milestones for children flier, Spanish	29
Well child : Developmental milestones for children flier, Spanish (download)	0
Well child : Kindergarten round-up flier, English & Spanish	75
Well child : Kindergarten round-up flier, English & Spanish (download)	0
Well child : Kindergarten round-up poster, English & Spanish	10

Medicaid Tools Distribution Summary
4/1/2017 - 6/30/2017

ATTACHMENT A-2

Product Name	Total
Well child : Kindergarten round-up poster, English & Spanish (download)	2
Well child : Patient education poster, English & Spanish	10
Well child : Rotavirus flier for providers, English	5
Well child : Rotavirus flier for providers, Spanish	0
Well child : Rotavirus flier, English	0
Well child : Rotavirus flier, Spanish	0
Well child : Rotavirus poster, English	0
Well child : Rotavirus poster, Spanish	0
Wheelchair seating assessment (download only)	3
Your Medical Home brochure, English	430
Your Medical Home brochure, English (download)	4
Your Medical Home brochure, Spanish	280
Your Medical Home brochure, Spanish (download)	0
Total	34701

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for July - September 2017

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- A total of 504 PCP's with a caseload of 300 received a visit or virtual visit during the 1st quarter of SFY 2018.
- A total of 101 providers with a caseload of 299 and below received a visit in person or virtual visit during the 1st quarter of SFY 2018.
- 7 Hospitals received a visit in person during the 1st Quarter of 2018. Specialty hospitals and out of state hospitals are not required to be visited.
- 18 technical assistance visits/calls were conducted at the request of the State.
- 14 ADH offices and 13 DHS offices were visited in person during this quarter.
- 8 different campaigns (email blasts) were sent to providers and office staff during the 1st quarter SFY 2018. These campaigns included information regarding PCMH webinar, PCP / Behavioral Health Webinar, MMIS changes, and PCMH enrollment.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 193 visits were captured this quarter

- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 8 different campaigns (email blasts) were sent to providers and office staff during the 1st quarter SFY 2018. These campaigns included information regarding PCMH webinar, PCP / Behavioral Health Webinar, MMIS changes, and PCMH enrollment.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Provider Relations exhibited at 9 conferences during this quarter.

- Arkansas Academy of Family Physicians August 2-5 Little Rock

Projected Activities:

- Additional email blasts are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC launched the fall survey projects.

Projected Activities:

- AFMC will continue work on fall survey projects and will continue planning spring survey projects.
2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

- Broker changes required the revamping of NET brochures this quarter.

A transportation help line is provided which has a toll free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- Four calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 2,320 calls were received regarding issues and inquiries.
- 614 denials were entered into the NET application.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for July - September encounters.

Quality Assurance/Monitoring Activities**PCP Utilization and Performance Data:**

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 9/30/2017 is shown on the attached document by project and tool distributed.

PRODUCT NAME	TOTAL
AIPP : Daily staffing log : legal-size (download only)	1
AIPP : Daily staffing log : letter-size (download only)	0
AIPP : Difficulty swallowing tip sheet (download only)	1
AIPP : Home thermostat tool (download only)	0
AIPP : Honoring resident choices and desires flier (download only)	0
AIPP : Long term care charting documentation guide (download only)	7
AIPP : Long term care charting documentation guide, laminated	3
AIPP : Long term care charting documentation guide, laminated (Copy)	0
AIPP : MDS 3.0: Resident interview cue cards (download only)	6
AIPP : Pressure ulcer : skin and body audit sheet (download only)	8
AIPP/OLTC : Emergency preparedness checklist for facilities (download only)	7
Alcohol : Adolescent questionnaire pad : 50 sheets, Spanish	2
Alcohol : Adolescent questionnaire pad -50 sheets, English	113
Alcohol : Adult excessive drinking infographic flier, English	1175
Alcohol : Adult excessive drinking infographic flier, English (download)	2
Alcohol : Adult excessive drinking infographic flier, Spanish	0
Alcohol : Adult excessive drinking infographic flier, Spanish (download)	1
Alcohol : Adult excessive drinking infographic poster, English & Spanish	29
Alcohol : Adult excessive drinking infographic poster, English & Spanish (download)	3
Alcohol : Adult questionnaire pad : 50 sheets, Spanish	0
Alcohol : Adult questionnaire pad -50 sheets, English	9
Alcohol : Adult questionnaire sheet, English (download)	0
Alcohol : Adult questionnaire sheet, Spanish (download)	0
Alcohol : Adult screening RX pad : 50 sheets, English	5
Alcohol : Adult screening RX pad : 50 sheets, Spanish	0
Alcohol : Adult screening RX sheet, English (download)	0
Alcohol : Adult screening RX sheet, Spanish (download)	0
Alcohol : AUDIT laminated screening guide	11
Alcohol : AUDIT laminated screening guide (download)	0
Alcohol : CRAFFT laminated screening guide	9
Alcohol : CRAFFT laminated screening guide (download)	0
Alcohol : EPI Profile: Underage drinking (download)	1
Alcohol : Teen underage drinking infographic flier for parents, English	692
Alcohol : Teen underage drinking infographic flier for parents, English (download)	4
Antibiotic resistance : coloring book, English	1698
Antibiotic resistance : coloring book, English (download)	4
Antibiotic resistance : coloring book, Spanish	350
Antibiotic resistance : coloring book, Spanish (download)	2
Antibiotic resistance : Rx pad, English	55
Antibiotic resistance : Rx pad, Spanish	6
Antibiotic resistance : Rx sheet, English (download)	0
Antibiotic resistance : Rx sheet, Spanish (download)	0
Antibiotic resistance : Save the antibiotic poster, English & Spanish	30
Antibiotic resistance : Save the antibiotic poster, English & Spanish (download)	1
Antibiotic resistance : Save the antibiotic sticker sheet (25)	129
Antibiotic resistance- Save the Antibiotic Booklet	755
Antibiotic resistance- Save the Antibiotic Booklet (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (Download)	0
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	20
AR State of Well-being 2016	16
AR State of Well-being 2016 (download)	2
Arkansas Medicaid beneficiary handbook, English (download)	7
Arkansas Medicaid beneficiary handbook, Spanish (download)	0

Arkansas Substance Abuse Resource Guide (download)	4
ARKids B orthodontic postcard, English	100
ARKids B orthodontic postcard, English (download)	0
ARKids B orthodontic postcard, Spanish	100
ARKids B orthodontic postcard, Spanish (download)	0
Article : Substance abuse assessment (download)	0
Article- Substance abuse and mental health disorders (download)	3
Article- Substance abuse prevention (download)	0
Asthma coloring book, English	1410
Asthma coloring book, English (download)	1
Asthma coloring book, Spanish	235
Asthma coloring book, Spanish (download)	1
Asthma management guide	0
Asthma runner poster, English	0
Asthma runner poster, English (download)	0
Asthma runner poster, Spanish	0
Asthma runner poster, Spanish (download)	0
Asthma swimmer poster, English (download)	1
Asthma swimmer poster, Spanish (download)	0
Badge cards : 10 Questions to Ask When a Resident Falls" (download only)	8
Badge cards : Reporting Resident Maltreatment" (download only)	9
Beneficiary education : Access Arkansas flier, English & Spanish (download)	0
Beneficiary education : Access Arkansas flier, English and Spanish	100
Beneficiary education : invitation postcard, English	0
Beneficiary education : invitation postcard, English (download)	0
Beneficiary education : Medicaid FAQs flier, English & Spanish (download)	3
Beneficiary education : Medicaid FAQs flier, English and Spanish	424
Beneficiary education : NET FAQs flier, English & Spanish (download)	3
Beneficiary education : NET FAQs flier, English and Spanish	152
Beneficiary education session flier, English and Spanish	0
Beneficiary education session flier, English and Spanish (download)	0
Beneficiary education session poster (download), English & Spanish	0
Beneficiary education session poster, English and Spanish	0
Breastfeeding hospital poster : African American, English & Spanish	1
Breastfeeding hospital poster : African American, English & Spanish (download)	0
Breastfeeding hospital poster : Caucasian, English & Spanish	3
Breastfeeding hospital poster : Caucasian, English & Spanish (download)	0
Breastfeeding physician's office poster : Latina, English & Spanish	4
Breastfeeding physician's office poster : Latina, English & Spanish (download)	0
Breastfeeding promotion brochure : African-American, English	170
Breastfeeding promotion brochure : African-American, English (download)	2
Breastfeeding promotion brochure : Caucasian, English	150
Breastfeeding promotion brochure : Caucasian, English (download)	2
Breastfeeding promotion brochure : Latina, English	610
Breastfeeding promotion brochure : Latina, English (download)	0
Breastfeeding promotion brochure, Marshallese	300
Breastfeeding promotion brochure, Marshallese (download)	2
Breastfeeding promotion brochure, Spanish	50
Breastfeeding promotion brochure, Spanish (download)	0
Breastfeeding promotion checklist & timeline, English	245
Breastfeeding promotion checklist & timeline, English (download)	3
Breastfeeding promotion checklist & timeline, Marshallese	70
Breastfeeding promotion checklist & timeline, Marshallese (download)	1
Breastfeeding promotion checklist & timeline, Spanish	70

Breastfeeding promotion checklist & timeline, Spanish (download)	0
Breastfeeding promotion Rx pad : 50 sheets, English	17
Breastfeeding promotion Rx pad : 50 sheets, Spanish	10
Breastfeeding promotion Rx sheet, English (download)	1
Breastfeeding promotion Rx sheet, Spanish (download)	1
Breastfeeding reference cards for family doctors & pediatricians	1
Breastfeeding reference cards for hospitals	51
Breastfeeding reference cards for obstetricians	1
Cardiac health : Patient education guide, English (download)	5
Cardiac health- Patient education guide, English	1701
Cardiac health- Patient education guide, Spanish	550
Cardiac health- Patient education guide, Spanish (download)	52
Cervical cancer screening guide (download)	0
College bookmark series	0
College bookmark series (download)	252
Cough illness/bronchitis flier	100
Cough illness/bronchitis flier (download)	2
CT : Image Gently child dose record (download)	1
CT : Image Gently parent brochure (download)	0
CT : Image Wisely adult dose record (download)	0
CT in the emergency department laminated physician pocket guide : providers only	0
CT in the emergency department physician pocket guide : providers only (download)	0
Diabetes : A1C flier, English	356
Diabetes : A1C flier, English (download)	0
Diabetes : A1C flier, Spanish	0
Diabetes : A1C flier, Spanish (download)	0
Diabetes : Get In The Zone kids booklet, English	735
Diabetes : Get In The Zone kids booklet, English (download)	0
Diabetes : Get In The Zone kids booklet, Spanish	92
Diabetes : Get In The Zone kids booklet, Spanish (download)	0
Diabetes : Patient education guide, English	1333
Diabetes : Patient education guide, English (download)	3
Diabetes : Patient education guide, Spanish	211
Diabetes : Patient education guide, Spanish (download)	3
Diabetes : Self-management sheet, English	1037
Diabetes : Self-management sheet, English (download)	0
Diabetes : Self-management sheet, Spanish	328
Diabetes : Self-management sheet, Spanish (download)	0
Diabetes- Patient education guide- African American, English (download)	0
Diabetes- Patient education guide- African American, English	296
Dietary audit tool (download only)	2
Dog days flier (download only)	0
Drugged driving infographic flier	805
Drugged driving infographic flier (download)	1
E-cigarettes and vaping infographic flier (download)	6
Emergency preparedness : in-service presentation (download only)	5
Emergency preparedness checklist for family members (download only)	0
Emergency room brochure, English	1436
Emergency room brochure, English (download)	3
Emergency room brochure, Spanish	201
Emergency room brochure, Spanish (download)	2
Emergency room poster, English & Spanish	11
Emergency room poster, English & Spanish (download)	3
EPI Profile: Bath salts	181

EPI Profile: Bath salts (download)	0
EPI Profile: E-cigarettes and vaping	0
EPI Profile: E-cigarettes and vaping (download)	0
EPI Profile: Inhalant abuse	2
EPI Profile: Inhalant abuse (download)	1
EPI Profile: Mental health (download)	0
EPI Profile: Preventing prescription drug abuse (download)	3
EPI Profile: Smokeless tobacco products (download)	3
EPI Profile: Substance abuse and domestic violence	0
EPI Profile: Substance abuse and domestic violence (download)	1
EPI Profile: Unintentional drug poisoning in children	0
EPI Profile: Unintentional drug poisoning in children (download)	2
EPSDT : ARKids full preventive health screen billing procedures	33
EPSDT : ARKids full preventive health screen billing procedures (download)	0
EPSDT : Keep healthy poster : small boy, English (download)	0
EPSDT : Keep healthy poster : small boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen boy, English (download)	0
EPSDT : Keep healthy poster : teen boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen girl, English (download)	0
EPSDT : Keep healthy poster : teen girl, Spanish (download)	0
EPSDT : Lead toxicity screening, English (download)	3
EPSDT : Lead toxicity screening, Spanish (download)	1
EPSDT : Physicians' guide to preventive health screening (download)	4
EPSDT : Pre-exam checklist (download)	1
EPSDT : Preventive health care letter (download)	1
EPSDT : Preventive health screening labels : 15 months-4 years (download)	0
EPSDT : Preventive health screening labels : birth-12 months (download)	0
EPSDT : Preventive health screening labels- 5-20 years (download)	0
EPSDT : Preventive health screening, 11-21 years (download)	2
EPSDT : Preventive health screening, newborn-24 months (download)	2
EPSDT : Well child checkup postcard (download)	0
EPSDT- Keeping Your Child Healthy Booklet, English	1475
EPSDT- Keeping Your Child Healthy Booklet, Spanish	530
EPSDT- Keeping Your Child Healthy e-book, English	5
EPSDT- Keeping Your Child Healthy e-book, English (download)	0
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	0
Fall scene investigation report (download only)	4
FASD poster	19
FASD poster (download)	0
FASD provider card (download)	0
FASD small poster	52
FASD small poster (download)	0
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish	73
Flu & pneumonia immunization : Don't Be a Baby 11x17 poster, English & Spanish (download)	1
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish	15
Flu & pneumonia immunization : Don't Be a Baby 8.5x11 poster, English & Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby postcard, English	206
Flu & pneumonia immunization : Don't Be a Baby postcard, English (download)	1
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish	26
Flu & pneumonia immunization : Don't Be a Baby postcard, Spanish (download)	1
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	0
Flu & pneumonia immunization : Wash Your Hands 11x17 poster	132
Flu & pneumonia immunization : Wash Your Hands 11x17 poster (Download)	0
Flu & pneumonia in-patient immunization card, English	0

Flu & pneumonia in-patient immunization card, Spanish	25
Incident and accident report DMS-7734 guidance (download only)	1
Incident and accident report DMS-7734 guidance, 11x17 laminated	0
Investigation report DMS-762 guidance (download only)	0
LARC : Campus health services poster	49
LARC : Campus health services poster (download)	0
LARC : Laminated bookmark	631
LARC : Patient education flip chart for providers	40
LARC : Patient education guide, English	2679
LARC : Patient education guide, English (download)	0
LARC : Patient education guide, Spanish	338
LARC : Patient education interactive e-book, English (download)	2
LARC : Patient education interactive e-book, Spanish (download)	0
LARC- Patient education guide, Marshallese	98
LARC- Patient education guide, Marshallese (download)	2
LARC- Word Search (download)	2
Life safety code tool kit (download only)	1
Marijuana and your teenager infographic flier, (download)	4
Medicaid complaint line postcard, English	550
Medicaid complaint line postcard, English (download)	0
Medicaid complaint line postcard, Spanish	50
Medicaid complaint line postcard, Spanish (download)	0
Medicaid complaint line poster : English & Spanish (download)	1
Medicaid complaint line poster, English & Spanish	0
Med-Pass best practices AIPP : MAR marker pocket guide (download only)	3
Million Hearts : Bless Your Heart health ministry tool kit, English (download)	2
Million Hearts : Bless Your Heart health ministry tool kit, Spanish (download)	0
Million Hearts provider postcard (download)	0
My Culture Change Blueprint (download only)	1
Non-emergency transportation (NET) brochure, English	0
Non-emergency transportation (NET) brochure, English (download)	1
Non-emergency transportation (NET) brochure, Spanish	0
Non-emergency transportation (NET) brochure, Spanish (download)	0
Non-emergency transportation (NET) poster, English & Spanish	9
Non-emergency transportation (NET) poster, English & Spanish (download)	2
Nursing home in-services training tool kit : the advance directive (download only)	1
Nursing homes in-services training tool kit : behaviors are unmet needs (download only)	4
Nursing homes in-services training tool kit : death & dying (download only)	6
Nursing homes in-services training tool kit : fall prevention (download only)	7
Nursing homes in-services training tool kit : fire safety & disaster planning (download only)	5
Nursing homes in-services training tool kit : infection prevention & control (download only)	5
Nursing homes in-services training tool kit : management of enteral nutrition (download only)	0
Nursing homes in-services training tool kit : nutrition & hydration for the elderly (download only)	6
Nursing homes in-services training tool kit : oral hygiene (download only)	2
Nursing homes in-services training tool kit : rehab & restorative nursing (download only)	5
Nursing homes in-services training tool kit : resident abuse, neglect & theft (download only)	7
Nursing homes in-services training tool kit : residents' rights & dignity (download only)	14
Nursing homes in-services training tool kit : swallowing difficulties (download only)	1
Nutrition : Good health pocket slider, Spanish	0
Nutrition : Portion control flier, English	1571
Nutrition : Portion control flier, English (download)	4
Nutrition : Portion control flier, Spanish	392
Nutrition : Portion control flier, Spanish (download)	1
Nutrition information card, English	1255

Nutrition information card, English (download)	3
Nutrition information card, Spanish	300
Nutrition information card, Spanish (download)	2
Opioids : Physician pocket guide: opioid prescribing	0
Opioids : Physician pocket guide: opioid prescribing (download)	0
Otitis media flier (download)	0
Patient Engagement- Patient Portal Poster (Download)	0
Patient Engagement- Patient Portal Poster Spanish (Download)	0
Patient Engagement- Patient Portal Poster, English & Spanish	57
Pharyngitis flier	100
Pharyngitis flier (download)	1
Poster : "Three-way match back process/medication reconciliation change out" (download only)	2
Pregnancy & tobacco use : Provider counseling tip sheet	3
Pregnancy & tobacco use : Provider counseling tip sheet (download)	1
Pregnancy & tobacco use : Provider Rx pad : 50 sheets, English	0
Pregnancy & tobacco use : Provider Rx pad : 50 sheets, Spanish	0
Pregnancy & tobacco use : Provider Rx sheet, English (download)	1
Pregnancy & tobacco use : Provider Rx sheet, Spanish (download)	0
Pregnancy & tobacco use brochure, English	0
Pregnancy & tobacco use brochure, English (download)	1
Pregnancy & tobacco use brochure, Spanish (download)	0
Pregnancy & tobacco use flier, English	0
Pregnancy & tobacco use flier, English (download)	1
Pregnancy & tobacco use flier, Spanish	0
Pregnancy & tobacco use flier, Spanish (download)	0
Pregnancy & tobacco use poster, English	0
Pregnancy & tobacco use poster, English (download)	0
Pregnancy & tobacco use poster, Spanish	0
Pregnancy & tobacco use poster, Spanish (download)	0
Pregnancy & Tobacco Use Provider Bulletins	0
Prenatal bookmark series	0
Prenatal bookmark series (download)	202
Prenatal Bookmark Series (download)	0
Pressure ulcer : CNA knowledge & attitude survey (download only)	1
Pressure ulcer : educational brochure (download only)	1
Pressure ulcer : guide to proper positioning (download only)	1
Pressure ulcer : staging guide (download only)	4
Rhinitis vs. sinusitis flier (download)	2
Risk factors handout (download)	2
Sickle cell educational brochure	70
Sickle cell educational brochure (download)	0
Sickle cell poster	1
Sickle cell poster (download)	1
Skin management tool kit (download only)	2
Smoking cessation : Provider Rx pad : 50 sheets, English	0
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	0
Smoking cessation provider Rx sheet, English (download)	1
Smoking cessation provider Rx sheet, Spanish (download)	0
Substance abuse prevention : informational tool (download)	0
Suicide & substance abuse	299
Suicide & substance abuse (download)	3
Team approach to falls- in-service presentation (download only)	2
Teen drinking bookmarks	3015
Teen drinking bookmarks (download)	3

Teen marijuana bookmarks	0
Teen marijuana bookmarks (download)	6
Teen Rx drug abuse bookmarks	2930
Teen Rx drug abuse bookmarks (download)	3
Teen smoking bookmarks	3076
Teen smoking bookmarks (download)	2
The dangers of synthetic marijuana (herbal incense")	176
The dangers of synthetic marijuana (herbal incense") : (download)	0
Thirdhand smoke: Don't bring it in your house!	647
Thirdhand smoke: Don't bring it in your house! (download)	0
Well child : Chart folders (download)	1
Well child : Developmental milestones for children flier, English	366
Well child : Developmental milestones for children flier, English (download)	1
Well child : Developmental milestones for children flier, Spanish	150
Well child : Developmental milestones for children flier, Spanish (download)	2
Well child : Kindergarten round-up flier, English & Spanish	101
Well child : Kindergarten round-up flier, English & Spanish (download)	1
Well child : Kindergarten round-up poster, English & Spanish	60
Well child : Kindergarten round-up poster, English & Spanish (download)	0
Well child : Patient education poster, English & Spanish	174
Well child : Rotavirus flier for providers, English	0
Well child : Rotavirus flier for providers, Spanish	0
Well child : Rotavirus flier, English	0
Well child : Rotavirus flier, Spanish	0
Well child : Rotavirus poster, English	0
Well child : Rotavirus poster, Spanish	0
Wheelchair seating assessment (download only)	1
Your Medical Home brochure, English	160
Your Medical Home brochure, English (download)	5
Your Medical Home brochure, Spanish	70
Your Medical Home brochure, Spanish (download)	1
TOTAL	41587

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for October - December 2017

Outreach/ Innovative Activities

PCP Program Participation:

Provider participation and compliance in the PCP program and other programs is encouraged through site visits, submissions to professional journals, participation in professional and specialty organizations, and conference sponsorship.

Performance Indicators:

1. *Perform regular and focused site visits to providers to communicate informational and educational material on the PCP program and other programs, to answer questions, and to solicit suggestions for improving programs.*

Activities This Quarter:

The contractor operates as a liaison between Division of Medical Services (DMS) and Medicaid providers (primary care providers (PCPs), select specialty physicians, and hospitals) by: providing education, maintaining active feedback and creating and disseminating communication materials. The purpose of these activities is to ensure Medicaid providers' understanding of applicable DHS programs, policies and health care initiatives, including, but not limited to, Arkansas payment Improvement Initiative (episodes of care, patient-centered medical home, and health home).

- A total of 502 PCP's with a caseload of 300 received a visit or virtual visit during the 2nd quarter of SFY 2018.
- A total of 239 providers with a caseload of 299 and below received a visit in person or virtual visit during the 2nd quarter of SFY 2018.
- 38 Hospitals received a visit in person during the 2nd Quarter of 2018. Specialty hospitals and out of state hospitals are not required to be visited.
- 15 technical assistance visits/calls were conducted at the request of the State.
- 19 different campaigns (email blasts) were sent to providers and office staff during the 2nd quarter SFY 2018. These campaigns included information regarding PCMH webinar, PASSE sessionings, new MMIS transition and the December Medicaid Educational Conference.

Selected specialty physicians and hospitals are visited based on a list provided by DMS each quarter; selected entities (up to 450 providers per quarter) will be visited within 120 calendar days or receipt of the list.

- A total of 45 visits were captured this quarter

- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

- 19 different campaigns (email blasts) were sent to providers and office staff during the 2nd quarter SFY 2018. These campaigns included information regarding PCMH webinar, PASSE sessions, new MMIS transition and the December Medicaid Educational Conference.

Sponsor educational conferences promoting topics of interest to Medicaid providers from a broad range of health care disciplines in an effort to promote ConnectCare PCP program information and increase utilization of Medicaid services.

Activities This Quarter:

Provider Relations exhibited at 7 conferences during this quarter.

- | | | |
|-----------------------------------|---------------|--------------|
| • Arkansas Hospital Association | October 4-6 | Little Rock |
| • AMS Insurance Conference | October 12 | Jonesboro |
| • AMS Insurance Conference | October 18 | Fayetteville |
| • ARK-LA-TEX | October 19 | Texarkana |
| • AMS Insurance Conference | October 25-26 | Little Rock |
| • UAMS Family Medicine Conference | October 26-28 | Little Rock |
| • Medicaid Educational Conference | December 6 | Little Rock |

Projected Activities:

- Additional email blasts are anticipated during the coming quarter.
- AFMC anticipates participation in the production of town hall meetings or conferences regarding healthcare reform.

Consumer Issues

Recipient Access and Satisfaction:

Recipient access and satisfaction is measured through surveys and focus groups to identify areas where quality improvement is needed. Survey results are compared to national benchmarks through the National CAHPS Benchmarking Database (NCDB) when applicable.

Performance Indicators:

1. *Conduct surveys and focus groups to identify areas of quality improvement and measure recipient satisfaction.*

Activities This Quarter:

- AFMC continued the fall survey projects.

Projected Activities:

- AFMC will complete survey projects launched in the fall and will begin the Spring survey projects.

2. MMCS operates a beneficiary complaint help line for Medicaid recipients to express complaints concerning Medicaid as it pertains to issues concerning their PCP's and accessibility to the overall Medicaid System. MMCS receives complaints through a toll free number. Calls received by MMCS are investigated with each call receiving a resolution and follow-up response. The fair hearing process is offered to recipients who are not satisfied with their resolution.

Activities This Quarter:

MMCS improves the quality and effectiveness of the medical care received by Arkansas Medicaid Beneficiaries by establishing and maintain relationships and Beneficiaries and assisting Beneficiaries in Medicaid related matters.

A transportation help line is provided which has a toll free number, the capability to respond to the hearing impaired, and the capability to respond to the Spanish speaking population and it available Monday through Friday.

- No calls were received through the NET Helpline that required the use of a Spanish interpreter. No calls were received requiring assistance for the hearing impaired.
- 2,279 calls were received regarding issues and inquiries.
- 314 denials were entered into the NET application.

Projected Activities:

- Ongoing response to beneficiary inquiries regarding the NET program and their interaction with the Arkansas Medicaid Non-Emergency transportation system.
- NET Performance Profiles will be completed for October – December 2017 encounters.

Quality Assurance/Monitoring Activities**PCP Utilization and Performance Data:**

Utilization of services is evaluated using HEDIS measures and compared with national standards to indicate where quality improvement initiatives may be needed. The performance measures in HEDIS are related to many significant public health issues such as cancer, heart disease, asthma and diabetes. HEDIS is sponsored, supported and maintained by NCQA.

Individual Primary Care Physician (PCP) performance data is compared to average performance and distributed to PCPs through a quarterly profile. Profiles provide comparative performance in the areas of: hospital, pharmacy and physician utilization. Comparative cost data is segmented into categories based on the type of service rendered. Index values allow providers to compare their cost per enrollee to other PCP's in the program. ER Trend reports are provided to hospital administrators and ER Directors each quarter to assist with monitoring and comparing ER claims activity.

Performance Indicators:

1. *Establish performance benchmarks and facilitate comparative performance measurement of utilization of services through HEDIS analysis measures in an effort to evaluate program performance.*

AFMC Activities This Quarter:

- Responded to any inquiries regarding the Arkansas Medicaid Information Interchange which is being replaced by the new MMIS system.

Quality of Care:

Efforts to continuously monitor quality of care and promotion of quality improvement projects are primarily achieved through education utilizing tools and resources. Education stems from the dissemination of current clinical quality improvement initiatives, the sponsorship of educational conferences focused on clinical quality improvement issues and through the work conducted onsite with providers utilizing proven quality improvement strategies and methodologies.

General:

- A representative from AFMC serves on Arkansas Action for Healthy Kids and attends quarterly meetings.
- A representative from AFMC serves on the Heart Disease and Stroke prevention workgroup and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Asthma Coalition and attends monthly meetings.
- A representative from AFMC attends scheduled Arkansas Telehealth Oversight Management (ATOM) meetings.
- A representative from AFMC serves on the Arkansas Wellness Coalition and attends monthly meetings.
- A representative from AFMC serves as the QI advisor for the Chronic Illness Collaborative and attends scheduled meetings.
- A representative from AFMC serves on the Arkansas Coalition for Obesity Prevention and attends scheduled meetings.
- A representative from AFMC attends scheduled Coordinated School Health meetings.
- A representative from AFMC serves on the Arkansas Cancer Coalition and attends quarterly meetings.
- A representative from AFMC attends monthly Child Health Advisory Committee meetings.
- A representative of AFMC serves on the Diabetes Advisory Council.
- A representative of AFMC serves on the Legislative Task Force on Sickle Cell Disease.
- A representative of AFMC serves on the “Living Well With Sickle Cell” Advisory Board.

Performance Indicators:

1. *Disseminate current clinical information pertinent to improving the quality and utilization of health care services to providers and recipients through quality improvement intervention tools, publications, provider site visits, and other media opportunities.*

Information regarding tools distributed in the quarter ending 12/31/2017 is shown on the attached document by project and tool distributed.

Product Name	TOTAL
Alcohol: Adolescent questionnaire pad -50 sheets, English	3
Alcohol: Adolescent questionnaire pad: 50 sheets, Spanish	1
Alcohol: Adolescent questionnaire sheet , English (download)	1
Alcohol: Adolescent quesetionnaire sheet, Spanish (download)	0
Alcohol: Adult excessive drinking infographic flier, English	654
Alcohol: Adult excessive drinking infographic flier, English (download)	4
Alcohol: Adult excessive drinking infographic flier, Spanish	0
Alcohol: Adult excessive drinking infographic flier, Spanish (download)	2
Alcohol: Adult excessive drinking infographic poster, English & Spanish	375
Alcohol: Adult excessive drinking infographic poster, English & Spanish (download)	2
Alcohol: Adult questionnaire pad -50 sheets, English	12
Alcohol: Adult questionnaire pad: 50 sheets, Spanish	4
Alcohol: Adult questionnaire sheet, English (download)	1
Alcohol: Adult questionnaire sheet, Spanish (download)	0
Alcohol: Adult screening RX pad: 50 sheets, English	5
Alcohol: Adult screening RX pad: 50 sheets, Spanish	0
Alcohol: Adult screening RX sheet, English (download)	0
Alcohol: Adult screening RX sheet, Spanish (download)	0
Alcohol: AUDIT laminated screening guide	15
Alcohol: AUDIT laminated screening guide (download)	0
Alcohol: CRAFFT laminated screening guide	4
Alcohol: CRAFFT laminated screening guide (download)	0
Alcohol: EPI Profile: Underage drinking (download)	2
Alcohol: Teen underage drinking infographic flier for parents, English	1403
Alcohol: Teen underage drinking infographic flier for parents, English (download)	1
Antibiotic resistance: coloring book, English	1828
Antibiotic resistance: coloring book, English (download)	0
Antibiotic resistance: coloring book, Spanish	55
Antibiotic resistance: coloring book, Spanish (download)	0
Antibiotic resistance: Rx pad, English	186
Antibiotic resistance: Rx pad, Spanish	5
Antibiotic resistance: Rx sheet, English (download)	4
Antibiotic resistance: Rx sheet, Spanish (download)	0
Antibiotic resistance: Save the antibiotic poster, English & Spanish	19
Antibiotic resistance: Save the antibiotic poster, English & Spanish (download)	0
Antibiotic resistance: Save the antibiotic sticker sheet (25)	59
Antibiotic resistance- Save the Antibiotic Booklet	551
Antibiotic resistance- Save the Antibiotic Booklet (download)	0
Antibiotic resistance- Save the Antibiotic Booklet, Spanish	0
Antibiotic resistance- Save the Antibiotic Booklet , Spanish (download)	0
AR State of Well-being 2016	2
AR State of Well-being 2016 (download)	3
Arkansas Medicaid beneficiary handbook, English (download)	8
Arkansas Medicaid beneficiary handbook, Spanish (download)	0
Arkansas Substance Abuse Resource Guide (download)	7
ARKids B orthodontic postcard, English	120

ARKids B orthodontic postcard, English (download)	0
ARKids B orthodontic postcard, Spanish	0
ARKids B orthodontic postcard, Spanish (download)	0
Article: Substance abuse assessment (download)	2
Article- Substance abuse and mental health disorders (download)	3
Article- Substance abuse prevention (download)	1
Asthma coloring book, English	1141
Asthma coloring book, English (download)	2
Asthma coloring book, Spanish	136
Asthma coloring book, Spanish (download)	0
Asthma runner poster, English	0
Asthma runner poster, English (download)	0
Ashtma runner poster, Spanish	0
Ashtma runner poster, Spanish (download)	
Asthma swimming poster, English (download)	0
Asthma swimming poster, Spanish (download)	0
Beneficiary education: Access Arkansas flier, English & Spanish (download)	3
Beneficiary education: Access Arkansas flier, English and Spanish	520
Beneficiary education: invitation postcard, English	225
Beneficiary education: invitation postcard, English (download)	1
Beneficiary education: Medicaid FAQs flier, English & Spanish (download)	1
Beneficiary education: Medicaid FAQs flier, English and Spanish	51
Beneficiary education: NET FAQs flier, English & Spanish (download)	2
Beneficiary education: NET FAQs flier, English and Spanish	49
Beneficiary education session flier, English and Spanish	1
Beneficiary education session flier, English and Spanish (download)	1
Beneficiary education session flier, poster	0
Beneficiary education session flier, poster (download)	0
Breastfeeding hospital poster: African American, English & Spanish	8
Breastfeeding hospital poster: African American, English & Spanish (download)	0
Breastfeeding hospital poster: Caucasian, English & Spanish	7
Breastfeeding hospital poster: Caucasian, English & Spanish (download)	0
Breastfeeding physician's office poster: Latina, English & Spanish	6
Breastfeeding physician's office poster: Latina, English & Spanish (download)	0
Breastfeeding promotion brochure: African-American, English	1009
Breastfeeding promotion brochure: African-American, English (download)	0
Breastfeeding promotion brochure: Caucasian, English	1035
Breastfeeding promotion brochure: Caucasian, English (download)	1
Breastfeeding promotion brochure: Latina, English	600
Breastfeeding promotion brochure: Latina, English (download)	0
Breastfeeding promotion brochure, Marshallese	25
Breastfeeding promotion brochure, Marshallese (download)	0
Breastfeeding promotion brochure, Spanish	670
Breastfeeding promotion brochure, Spanish (download)	1
Breastfeeding promotion checklist & timeline, English	1450
Breastfeeding promotion checklist & timeline, English (download)	0
Breastfeeding promotion checklist & timeline, Marshallese	25

Breastfeeding promotion checklist & timeline, Marshallese (download)	0
Breastfeeding promotion checklist & timeline, Spanish	695
Breastfeeding promotion checklist & timeline, Spanish (download)	0
Breastfeeding promotion Rx pad: 50 sheets, English	12
Breastfeeding promotion Rx pad: 50 sheets, Spanish	4
Breastfeeding promotion Rx sheet, English (download)	0
Breastfeeding promotion Rx sheet, Spanish (download)	0
Breastfeeding reference cards for family doctors & pediatricians	0
Breastfeeding reference cards for hospitals	10
Breastfeeding reference cards for obstetricians	0
Cardiac health: Patient education guide, English	947
Cardiac health: Patient education guide, English (download)	1
Cardiac health: Patient education guide, Spanish	205
Cardiac health: Patient education guide, Spanish (download)	0
Cervical cancer screening guide (download)	1
College bookmark series	1076
College bookmark series (download)	4
ConnectCare Brochure, Spanish (download)	0
ConnectCare Brochure, English (download)	0
ConnectCare Fact Sheet, English & Spanish (download)	0
CT: Image Gently child dose record (download)	1
CT: Image Gently parent brochure (download)	1
CT: Image Wisely adult dose record (download)	1
CT in the emergency department laminated physician pocket guide: providers only	1
CT in the emergency department physician pocket guide: providers only (download)	1
Diabetes: A1C flier, English	293
Diabetes: A1C flier, English (download)	0
Diabetes: A1C flier, Spanish	0
Diabetes: A1C flier, Spanish (download)	0
Diabetes: Get In The Zone kids booklet, English	99
Diabetes: Get In The Zone kids booklet, English (download)	0
Diabetes: Get In The Zone kids booklet, Spanish	10
Diabetes: Get In The Zone kids booklet, Spanish (download)	0
Diabetes: Patient education guide- African American, English (download)	1
Diabetes: Patient education guide, English	1092
Diabetes: Patient education guide, English (download)	3
Diabetes: Patient education guide, Spanish	230
Diabetes: Patient education guide, Spanish (download)	0
Diabetes: Self-management sheet, English	1580
Diabetes: Self-management sheet, English (download)	0
Diabetes: Self-management sheet, Spanish	132
Diabetes: Self-management sheet, Spanish (download)	0
Diabetes- Patient education guide- African American, English	455
Drugged driving infographic flier	1183
Drugged driving infographic flier (download)	3
E-cigarettes and vaping infographic flier	934
E-cigarettes and vaping infographic flier (download)	2

Emergency room brochure, English	721
Emergency room brochure, English (download)	1
Emergency room brochure, Spanish	135
Emergency room poster, English & Spanish	54
Emergency room poster, English & Spanish (download)	2
EPI Profile: Bath salts	202
EPI Profile: Bath salts (download)	3
EPI Profile: Inhalant abuse	100
EPI Profile: Inhalant abuse (download)	2
EPI Profile: Mental health (download)	4
EPI Profile: Preventing prescription drug abuse (download)	5
EPI Profile: Smokeless tobacco products (download)	1
EPI Profile: Substance abuse and domestic violence (download)	2
EPI Profile: Unintentional drug poisoning in children	0
EPI Profile: Unintentional drug poisoning in children (download)	1
EPSDT: ARKids full preventive health screen billing procedures	10
EPSDT: ARKids full preventive health screen billing procedures (download)	9
EPSDT: Lead toxicity screening, English (download)	1
EPSDT: Lead toxicity screening, Spanish (download)	0
EPSDT: Physicians' guide to preventive health screening (download)	12
EPSDT: Pre-exam checklist (download)	3
EPSDT: Preventive health care letter (download)	2
EPSDT: Preventive health screening labels- 5-20 years (download)	1
EPSDT: Preventive health screening labels: 15 months-4 years (download)	1
EPSDT: Preventive health screening labels: birth-12 months (download)	1
EPSDT: Preventive health screening, newborn-24 months (download)	1
EPSDT: Preventive health screening, 11-21 years (download)	0
EPSDT: Well child checkup postcard (download)	1
EPSDT- Keeping Your Child Healthy Booklet, English	2245
EPSDT- Keeping Your Child Healthy Booklet, Spanish	820
EPSDT- Keeping Your Child Healthy e-book, English (download)	12
EPSDT- Keeping Your Child Healthy e-book, Spanish (download)	1
EPSDT : Keep healthy poster : small boy, English (download)	0
EPSDT : Keep healthy poster : small boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen boy, English (download)	0
EPSDT : Keep healthy poster : teen boy, Spanish (download)	0
EPSDT : Keep healthy poster : teen girl, English (download)	0
EPSDT : Keep healthy poster : teen girl, Spanish (download)	0
FASD poster	14
FASD poster (download)	0
FASD provider card (download)	0
FASD small poster	40
FASD small poster (download)	0
Flu & pneumonia immunization: Don't Be a Baby 11x17 poster, English & Spanish	38
Flu & pneumonia immunization: Don't Be a Baby 11x17 poster, English & Spanish (download)	0
Flu & pneumonia immunization: Don't Be a Baby 8.5x11 poster, English & Spanish	30
Flu & pneumonia immunization: Don't Be a Baby 8.5x11 poster, English & Spanish (download)	0

Flu & pneumonia immunization: Don't Be a Baby postcard, English	192
Flu & pneumonia immunization: Don't Be a Baby postcard, English (download)	0
Flu & pneumonia immunization: Don't Be a Baby postcard, Spanish	30
Flu & pneumonia immunization: Don't Be a Baby postcard, Spanish (download)	0
Flu & pneumonia immunization : Don't Be a Baby sticker sheet (10)	0
Flu & pneumonia immunization: Wash Your Hands 11x17 poster	616
Flu & pneumonia immunization : Wash Your Hands 11x17 poster (Download)	0
Flu & pneumonia in-patient immunization card, English	0
Flu & pneumonia in-patient immunization card, Spanish	0
LARC: Campus health services poster	0
LARC: Campus health services poster (download)	0
LARC: Laminated bookmark	833
LARC: Patient education flip chart for providers	32
LARC: Patient education guide, English	2490
LARC: Patient education guide, Marshallese	50
LARC: Patient education guide, Marshallese (download)	0
LARC: Patient education guide, Spanish	295
LARC: Patient education interactive e-book, English (download)	1
LARC: Patient education interactive e-book, Spanish (download)	0
LARC : Word Search (download)	0
Marijuana and your teenager infographic flier	679
Marijuana and your teenager infographic flier, (download)	1
Medicaid complaint line postcard, English	150
Medicaid complaint line postcard, English (download)	0
Medicaid complaint line postcard, Spanish	100
Medicaid complaint line postcard, Spanish (download)	0
Medicaid complaint line poster: English & Spanish (download)	0
Medicaid complaint line poster: English & Spanish	0
Million Hearts: Bless Your Heart health ministry tool kit, English (download)	3
Million Hearts provider postcard (download)	1
Non-emergency transportation (NET) brochure, English	1969
Non-emergency transportation (NET) brochure, English (download)	0
Non-emergency transportation (NET) brochure, Spanish	800
Non-emergency transportation (NET) brochure, Spanish (download)	0
Non-emergency transportation (NET) poster, English & Spanish	36
Non-emergency transportation (NET) poster, English & Spanish (download)	0
Nutrition: Portion control flier, English	1244
Nutrition: Portion control flier, English (download)	5
Nutrition: Portion control flier, Spanish	285
Nutrition: Portion control flier, Spanish (download)	1
Nutrition information card, English	1597
Nutrition information card, English (download)	1
Nutrition information card, Spanish	10
Nutrition information card, Spanish (download)	0
Patient Engagement- Patient Portal Poster (Download)	1
Patient Engagement- Patient Portal Poster, English & Spanish	15
Prenatal bookmark series	848

Prenatal bookmark series (download)	5
Risk factors handout (download)	0
Sickle cell education brochure (download)	0
Sickle cell education poster (download)	0
Smoking cessation provider Rx sheet, English (download)	4
Smoking cessation : Provider Rx pad : 50 sheets, English	0
Smoking cessation : Provider Rx pad : 50 sheets, Spanish	0
Smoking cessation provider Rx sheet, Spanish (download)	0
Substance abuse prevention: informational tool (download)	1
Suicide & substance abuse	503
Suicide & substance abuse (download)	3
Teen drinking bookmarks	1402
Teen drinking bookmarks (download)	1
Teen marijuana bookmarks	1718
Teen marijuana bookmarks (download)	2
Teen Rx drug abuse bookmarks	1268
Teen Rx drug abuse bookmarks (download)	1
Teen smoking bookmarks	1327
Teen smoking bookmarks (download)	0
The dangers of synthetic marijuana ("herbal incense")	1
The dangers of synthetic marijuana ("herbal incense"): (download)	4
Thirdhand smoke: Don't bring it in your house!	21
Thirdhand smoke: Don't bring it in your house! (download)	0
Well child: Developmental milestones for children flier, English	696
Well child: Developmental milestones for children flier, English (download)	3
Well child: Developmental milestones for children flier, Spanish	86
Well child: Developmental milestones for children flier, Spanish (download)	0
Well child: Kindergarten round-up flier, English & Spanish	136
Well child: Kindergarten round-up flier, English & Spanish (download)	1
Well child: Kindergarten round-up poster, English & Spanish	62
Well child: Kindergarten round-up poster, English & Spanish (download)	0
Well child: Patient education poster, English & Spanish	383
Well child: Rotavirus flier for providers, English	40
Well child: Rotavirus flier for providers, Spanish	10
Well child: Rotavirus flier, English	2
Well child: Rotavirus flier, Spanish	0
Well child: Rotavirus poster, English	9
Well child: Rotavirus poster, Spanish	0
Your Medical Home brochure, English	606
Your Medical Home brochure, English (download)	4
Your Medical Home brochure, Spanish	250
Your Medical Home brochure, Spanish (download)	2
TOTAL	46600

TEFRA
SFY Quarterly Report

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jan-06
Monthly	Premium Class	Count per Class	
	0	657	
	1	785	
	2	511	
	3	185	
	4	69	
	5	23	
	6	15	
	7	5	
	8	19	
Total		2,269	

Summary		Report	Feb-06
Monthly	Premium Class	Count per Class	
	0	661	
	1	800	
	2	552	
	3	187	
	4	71	
	5	24	
	6	15	
	7	5	
	8	19	
Total		2,334	

Summary		Report	Mar-06
Monthly	Premium Class	Count per Class	
	0	669	
	1	826	
	2	542	
	3	190	
	4	73	
	5	25	
	6	15	
	7	5	
	8	19	
Total		2,364	

Summary		Report	Apr-06
Monthly	Premium Class	Count per Class	
	0	655	
	1	794	
	2	523	
	3	192	
	4	73	
	5	23	
	6	14	
	7	5	
	8	23	
Total		2,302	

Summary		Report	May-06
Monthly	Premium Class	Count per Class	
	0	673	
	1	811	
	2	535	
	3	196	
	4	74	
	5	23	
	6	14	
	7	5	
	8	23	
Total		2,354	

Summary		Report	Jun-06
Monthly	Premium Class	Count per Class	
	0	678	
	1	821	
	2	541	
	3	203	
	4	75	
	5	24	
	6	15	
	7	5	
	8	24	
Total		2,386	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-06
Monthly	Premium Class	Count per Class	
	0	664	
	1	790	
	2	526	
	3	205	
	4	75	
	5	24	
	6	15	
	7	3	
	8	23	
Total		2,325	

Summary		Report	Aug-06
Monthly	Premium Class	Count per Class	
	0	670	
	1	804	
	2	532	
	3	208	
	4	75	
	5	25	
	6	16	
	7	3	
	8	23	
Total		2,356	

Summary		Report	Sep-06
Monthly	Premium Class	Count per Class	
	0	679	
	1	825	
	2	546	
	3	213	
	4	79	
	5	25	
	6	17	
	7	3	
	8	26	
Total		2,413	

Summary		Report	Oct-06
Monthly	Premium Class	Count per Class	
	0	678	
	1	846	
	2	568	
	3	238	
	4	83	
	5	25	
	6	17	
	7	5	
	8	28	
Total		2,488	

Summary		Report	Nov-06
Monthly	Premium Class	Count per Class	
	0	671	
	1	837	
	2	557	
	3	234	
	4	81	
	5	25	
	6	17	
	7	4	
	8	28	
Total		2,454	

Summary		Report	Dec-06
Monthly	Premium Class	Count per Class	
	0	684	
	1	859	
	2	570	
	3	239	
	4	83	
	5	25	
	6	17	
	7	5	
	8	29	
Total		2,511	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
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\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jan-07
Monthly	Premium Class	Count per Class	
	0	672	
	1	831	
	2	551	
	3	246	
	4	82	
	5	26	
	6	15	
	7	5	
	8	30	
Total		2,458	

Summary		Report	Feb-07
Monthly	Premium Class	Count per Class	
	0	676	
	1	848	
	2	565	
	3	253	
	4	83	
	5	26	
	6	15	
	7	5	
	8	30	
Total		2,501	

Summary		Report	Mar-07
Monthly	Premium Class	Count per Class	
	0	682	
	1	874	
	2	586	
	3	256	
	4	86	
	5	26	
	6	15	
	7	5	
	8	32	
Total		2,562	

Summary		Report	Apr-07
Monthly	Premium Class	Count per Class	
	0	683	
	1	887	
	2	603	
	3	260	
	4	93	
	5	23	
	6	16	
	7	9	
	8	32	
Total		2,606	

Summary		Report	May-07
Monthly	Premium Class	Count per Class	
	0	687	
	1	891	
	2	611	
	3	264	
	4	95	
	5	23	
	6	18	
	7	9	
	8	32	
Total		2,630	

Summary		Report	Jun-07
Monthly	Premium Class	Count per Class	
	0	688	
	1	856	
	2	587	
	3	263	
	4	98	
	5	26	
	6	18	
	7	8	
	8	28	
Total		2,572	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-07
Monthly	Premium Class	Count per Class	
	0	695	
	1	874	
	2	608	
	3	267	
	4	99	
	5	26	
	6	18	
	7	10	
	8	28	
Total		2,625	

Summary		Report	Aug-07
Monthly	Premium Class	Count per Class	
	0	699	
	1	901	
	2	619	
	3	272	
	4	102	
	5	27	
	6	20	
	7	6	
	8	29	
Total		2,675	

Summary		Report	Sep-07
Monthly	Premium Class	Count per Class	
	0	705	
	1	926	
	2	624	
	3	278	
	4	108	
	5	28	
	6	19	
	7	10	
	8	31	
Total		2,729	

Summary		Report	Oct-07
Monthly	Premium Class	Count per Class	
	0	708	
	1	868	
	2	624	
	3	271	
	4	109	
	5	26	
	6	19	
	7	9	
	8	29	
Total		2,663	

Summary		Report	Nov-07
Monthly	Premium Class	Count per Class	
	0	717	
	1	887	
	2	635	
	3	281	
	4	110	
	5	28	
	6	19	
	7	10	
	8	29	
Total		2,716	

Summary		Report	Dec-07
Monthly	Premium Class	Count per Class	
	0	723	
	1	918	
	2	648	
	3	286	
	4	114	
	5	29	
	6	20	
	7	11	
	8	29	
Total		2,778	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jan-08
Monthly	Premium Class	Count per Class	
	0	707	
	1	869	
	2	617	
	3	287	
	4	111	
	5	30	
	6	20	
	7	13	
	8	31	
Total		2,685	

Summary		Report	Feb-08
Monthly	Premium Class	Count per Class	
	0	711	
	1	897	
	2	633	
	3	297	
	4	111	
	5	30	
	6	21	
	7	13	
	8	34	
Total		2,747	

Summary		Report	Mar-08
Monthly	Premium Class	Count per Class	
	0	716	
	1	922	
	2	641	
	3	300	
	4	114	
	5	31	
	6	21	
	7	13	
	8	24	
Total		2,782	

Summary		Report	Apr-08
Monthly	Premium Class	Count per Class	
	0	697	
	1	866	
	2	623	
	3	313	
	4	123	
	5	35	
	6	26	
	7	15	
	8	33	
Total		2,731	

Summary		Report	May-08
Monthly	Premium Class	Count per Class	
	0	701	
	1	885	
	2	641	
	3	316	
	4	124	
	5	36	
	6	26	
	7	16	
	8	35	
Total		2,780	

Summary		Report	Jun-08
Monthly	Premium Class	Count per Class	
	0	711	
	1	911	
	2	654	
	3	324	
	4	125	
	5	38	
	6	28	
	7	16	
	8	36	
Total		2,843	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-08
Monthly	Premium Class	Count per Class	
	0	713	
	1	857	
	2	652	
	3	318	
	4	127	
	5	39	
	6	27	
	7	15	
	8	36	
Total		2,784	

Summary		Report	Aug-08
Monthly	Premium Class	Count per Class	
	0	720	
	1	883	
	2	677	
	3	321	
	4	130	
	5	41	
	6	27	
	7	15	
	8	38	
Total		2,852	

Summary		Report	Sep-08
Monthly	Premium Class	Count per Class	
	0	732	
	1	918	
	2	702	
	3	333	
	4	134	
	5	45	
	6	33	
	7	16	
	8	43	
Total		2,956	

Summary		Report	Oct-08
Monthly	Premium Class	Count per Class	
	0	722	
	1	847	
	2	669	
	3	320	
	4	130	
	5	44	
	6	30	
	7	13	
	8	44	
Total		2,819	

Summary		Report	Nov-08
Monthly	Premium Class	Count per Class	
	0	731	
	1	878	
	2	685	
	3	335	
	4	133	
	5	45	
	6	31	
	7	14	
	8	45	
Total		2,897	

Summary		Report	Dec-08
Monthly	Premium Class	Count per Class	
	0	732	
	1	886	
	2	702	
	3	338	
	4	133	
	5	46	
	6	31	
	7	14	
	8	46	
Total		2,928	

Summary		Report	Jan-09
Monthly	Premium Class	Count per Class	
	0	743	
	1	871	
	2	710	
	3	338	
	4	135	
	5	44	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

6	31
7	13
8	47
Total	2,932

Summary	Report	Feb-09
Monthly Premium Class	Count per Class	
0	747	
1	885	
2	716	
3	341	
4	135	
5	46	
6	32	
7	13	
8	47	
Total	2,962	

Summary	Report	Mar-09
Monthly Premium Class	Count per Class	
0	755	
1	894	
2	726	
3	347	
4	139	
5	47	
6	33	
7	13	
8	47	
Total	3,001	

Summary	Report	Apr-09
Monthly Premium Class	Count per Class	
0	750	
1	861	
2	725	
3	347	
4	147	
5	47	
6	36	
7	10	
8	45	
Total	2,968	

Summary	Report	May-09
Monthly Premium Class	Count per Class	
0	763	
1	877	
2	736	
3	353	
4	148	
5	50	
6	36	
7	10	
8	47	
Total	3,020	

Summary	Report	Jun-09
Monthly Premium Class	Count per Class	
0	780	
1	903	
2	758	
3	362	
4	151	
5	51	
6	37	
7	10	
8	47	
Total	3,099	

Summary	Report	Jul-09
Monthly Premium Class	Count per Class	
0	769	
1	861	
2	716	
3	357	
4	150	
5	52	
6	37	
7	13	
8	49	
Total	3,004	

Summary	Report	Aug-09
Monthly Premium Class	Count per Class	
0	773	
1	880	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

2	728
3	363
4	153
5	54
6	37
7	13
8	51
Total	3,052

Summary	Report	Sep-09
Monthly Premium Class	Count per Class	
0	777	
1	891	
2	743	
3	366	
4	159	
5	54	
6	37	
7	13	
8	52	
Total		3,092

Summary	Report	Oct-09
Monthly Premium Class	Count per Class	
0	756	
1	838	
2	708	
3	360	
4	163	
5	53	
6	35	
7	11	
8	58	
Total		2,982

Summary	Report	Nov-09
Monthly Premium Class	Count per Class	
0	758	
1	852	
2	719	
3	369	
4	166	
5	53	
6	36	
7	12	
8	59	
Total		3,024

Summary	Report	Dec-09
Monthly Premium Class	Count per Class	
0	765	
1	877	
2	731	
3	375	
4	166	
5	55	
6	36	
7	12	
8	59	
Total		3,076

Summary	Report	Jan-10
Monthly Premium Class	Count per Class	
0	756	
1	863	
2	715	
3	369	
4	166	
5	54	
6	36	
7	19	
8	63	
Total		3,041

Summary	Report	Feb-10
Monthly Premium Class	Count per Class	
0	764	
1	893	
2	726	
3	375	
4	172	
5	55	
6	40	
7	19	
8	63	

TEFRA
SFY Quarterly Report

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
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\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
Total		3,107			

Summary		Report	Mar-10
Monthly	Premium Class	Count per Class	
	0	764	
	1	912	
	2	747	
	3	386	
	4	174	
	5	55	
	6	40	
	7	19	
	8	64	
Total		3,161	

Summary		Report	Apr-10
Monthly	Premium Class	Count per Class	
	0	739	
	1	846	
	2	703	
	3	358	
	4	160	
	5	58	
	6	41	
	7	14	
	8	63	
Total		2,982	

Summary		Report	May-10
Monthly	Premium Class	Count per Class	
	0	741	
	1	880	
	2	722	
	3	368	
	4	162	
	5	58	
	6	41	
	7	17	
	8	65	
Total		3,054	

Summary		Report	Jun-10
Monthly	Premium Class	Count per Class	
	0	743	
	1	900	
	2	738	
	3	376	
	4	166	
	5	60	
	6	41	
	7	18	
	8	65	
Total		3,107	

Summary		Report	Jul-10
Monthly	Premium Class	Count per Class	
	0	736	
	1	843	
	2	717	
	3	378	
	4	146	
	5	60	
	6	40	
	7	16	
	8	64	
Total		3,000	

Summary		Report	Aug-10
Monthly	Premium Class	Count per Class	
	0	738	
	1	864	
	2	741	
	3	387	
	4	149	
	5	64	
	6	41	
	7	16	
	8	65	
Total		3,065	

Summary		Report	Sep-10
Monthly	Premium Class	Count per Class	
	0	739	
	1	877	
	2	757	
	3	394	
	4	155	

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SFY Quarterly Report**

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FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

5	66
6	41
7	16
8	67
Total	3,112

Summary	Report	Oct-10
Monthly Premium Class	Count per Class	
0	734	
1	825	
2	728	
3	368	
4	157	
5	72	
6	42	
7	16	
8	67	
Total	3,009	

Summary	Report	Nov-10
Monthly Premium Class	Count per Class	
0	736	
1	843	
2	743	
3	373	
4	164	
5	74	
6	42	
7	16	
8	67	
Total	3,058	

Summary	Report	Dec-10
Monthly Premium Class	Count per Class	
0	738	
1	875	
2	766	
3	380	
4	170	
5	75	
6	42	
7	17	
8	69	
Total	3,132	

Summary	Report	Jan-11
Monthly Premium Class	Count per Class	
0	731	
1	836	
2	751	
3	375	
4	178	
5	71	
6	38	
7	19	
8	63	
Total	3,062	

Summary	Report	Feb-11
Monthly Premium Class	Count per Class	
0	734	
1	856	
2	762	
3	387	
4	180	
5	71	
6	38	
7	19	
8	64	
Total	3,111	

Summary	Report	Mar-11
Monthly Premium Class	Count per Class	
0	738	
1	874	
2	768	
3	394	
4	183	
5	71	
6	39	
7	19	
8	65	
Total	3,151	

Summary	Report	Apr-11
Monthly Premium Class	Count per Class	
0	726	

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SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

1	830
2	718
3	379
4	172
5	70
6	38
7	20
8	70
Total 3,023	

Summary	Report	May-11
Monthly Premium Class	Count per Class	
0	727	
1	841	
2	727	
3	384	
4	173	
5	70	
6	38	
7	21	
8	71	
Total 3,052		

Summary	Report	Jun-11
Monthly Premium Class	Count per Class	
0	731	
1	867	
2	753	
3	395	
4	175	
5	71	
6	41	
7	21	
8	72	
Total 3,126		

Summary	Report	Jul-11
Monthly Premium Class	Count per Class	
0	733	
1	844	
2	740	
3	404	
4	193	
5	69	
6	36	
7	24	
8	71	
Total 3,114		

Summary	Report	Aug-11
Monthly Premium Class	Count per Class	
0	741	
1	879	
2	760	
3	415	
4	200	
5	69	
6	39	
7	24	
8	71	
Total 3,198		

Summary	Report	Sep-11
Monthly Premium Class	Count per Class	
0	748	
1	903	
2	774	
3	422	
4	202	
5	69	
6	39	
7	26	
8	71	
Total 3,254		

Summary	Report	Oct-11
Monthly Premium Class	Count per Class	
0	747	
1	858	
2	772	
3	412	
4	191	
5	74	
6	36	
7	26	
8	72	
Total 3,188		

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SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Nov-11
Monthly	Premium Class	Count per Class	
	0	751	
	1	895	
	2	799	
	3	420	
	4	197	
	5	77	
	6	38	
	7	27	
	8	74	
Total		3,278	

Summary		Report	Dec-11
Monthly	Premium Class	Count per Class	
	0	755	
	1	916	
	2	808	
	3	427	
	4	200	
	5	79	
	6	39	
	7	28	
	8	74	
Total		3,326	

Summary		Report	Jan-12
Monthly	Premium Class	Count per Class	
	0	749	
	1	849	
	2	808	
	3	421	
	4	194	
	5	74	
	6	39	
	7	27	
	8	72	
Total		3,233	

Summary		Report	Feb-12
Monthly	Premium Class	Count per Class	
	0	751	
	1	870	
	2	825	
	3	427	
	4	196	
	5	76	
	6	39	
	7	27	
	8	72	
Total		3,283	

Summary		Report	Mar-12
Monthly	Premium Class	Count per Class	
	0	758	
	1	911	
	2	585	
	3	439	
	4	200	
	5	78	
	6	40	
	7	28	
	8	74	
Total		3,113	

Summary		Report	Apr-12
Monthly	Premium Class	Count per Class	
	0	765	
	1	884	
	2	811	
	3	453	
	4	199	
	5	85	
	6	39	
	7	27	
	8	76	
Total		3,339	

Summary		Report	May-12
Monthly	Premium Class	Count per Class	
	0	766	
	1	917	
	2	829	
	3	464	
	4	203	

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FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

5	86
6	40
7	27
8	77
Total	3,409

Summary		Report	Jun-12
Monthly	Premium Class	Count per Class	
	0	772	
	1	929	
	2	849	
	3	474	
	4	208	
	5	87	
	6	40	
	7	27	
	8	78	
Total		3,464	

Summary		Report	Jul-12
Monthly	Premium Class	Count per Class	
	0	766	
	1	866	
	2	805	
	3	451	
	4	208	
	5	76	
	6	47	
	7	27	
	8	75	
Total		3,321	

Summary		Report	Aug-12
Monthly	Premium Class	Count per Class	
	0	772	
	1	880	
	2	817	
	3	461	
	4	209	
	5	80	
	6	49	
	7	27	
	8	77	
Total		3,372	

Summary		Report	Sep-12
Monthly	Premium Class	Count per Class	
	0	773	
	1	908	
	2	833	
	3	473	
	4	213	
	5	83	
	6	49	
	7	27	
	8	80	
Total		3,439	

Summary		Report	Oct-12
Monthly	Premium Class	Count per Class	
	0	780	
	1	832	
	2	787	
	3	493	
	4	202	
	5	83	
	6	51	
	7	28	
	8	78	
Total		3,334	

Summary		Report	Nov-12
Monthly	Premium Class	Count per Class	
	0	781	
	1	878	
	2	806	
	3	499	
	4	204	
	5	84	
	6	54	
	7	29	
	8	78	
Total		3,413	

Summary		Report	Dec-12
Monthly	Premium Class	Count per Class	
	0	788	

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SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

1	896
2	820
3	506
4	208
5	87
6	54
7	29
8	79
Total	3,467

Summary	Report	Jan-13
Monthly Premium Class	Count per Class	
0	786	
1	865	
2	799	
3	477	
4	225	
5	87	
6	51	
7	18	
8	80	
Total	3,388	

Summary	Report	Feb-13
Monthly Premium Class	Count per Class	
0	787	
1	890	
2	826	
3	491	
4	230	
5	89	
6	54	
7	18	
8	82	
Total	3,467	

Summary	Report	Mar-13
Monthly Premium Class	Count per Class	
0	792	
1	916	
2	838	
3	498	
4	237	
5	90	
6	54	
7	18	
8	83	
Total	3,526	

Summary	Report	Apr-13
Monthly Premium Class	Count per Class	
0	786	
1	887	
2	868	
3	471	
4	235	
5	92	
6	55	
7	19	
8	89	
Total	3,502	

Summary	Report	May-13
Monthly Premium Class	Count per Class	
0	789	
1	904	
2	881	
3	483	
4	242	
5	95	
6	57	
7	19	
8	91	
Total	3,561	

Summary	Report	Jun-13
Monthly Premium Class	Count per Class	
0	789	
1	924	
2	893	
3	492	
4	248	
5	99	
6	58	
7	21	
8	91	
Total	3,615	

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SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Jul-13
Monthly	Premium Class	Count per Class	
	0	770	
	1	864	
	2	858	
	3	459	
	4	249	
	5	92	
	6	55	
	7	20	
	8	89	
Total		3,456	

Summary		Report	Aug-13
Monthly	Premium Class	Count per Class	
	0	774	
	1	888	
	2	877	
	3	466	
	4	253	
	5	95	
	6	56	
	7	20	
	8	90	
Total		3,519	

Summary		Report	Sep-13
Monthly	Premium Class	Count per Class	
	0	775	
	1	905	
	2	889	
	3	472	
	4	256	
	5	98	
	6	59	
	7	21	
	8	92	
Total		3,567	

Summary		Report	Oct-13
Monthly	Premium Class	Count per Class	
	0	768	
	1	884	
	2	859	
	3	462	
	4	251	
	5	90	
	6	58	
	7	25	
	8	90	
Total		3,487	

Summary		Report	Nov-13
Monthly	Premium Class	Count per Class	
	0	772	
	1	902	
	2	878	
	3	475	
	4	255	
	5	93	
	6	58	
	7	27	
	8	93	
Total		3,553	

Summary		Report	Dec-13
Monthly	Premium Class	Count per Class	
	0	773	
	1	915	
	2	891	
	3	479	
	4	255	
	5	93	
	6	58	
	7	27	
	8	93	
Total		3,584	

Summary		Report	Jan-14
Monthly	Premium Class	Count per Class	
	0	770	
	1	899	
	2	895	
	3	476	
	4	252	
	5	95	

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SFY Quarterly Report

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
6	56				
7	25				
8	95				
Total					3,563

Summary		Report	Feb-14
Monthly	Premium Class	Count per Class	
	0	773	
	1	908	
	2	915	
	3	494	
	4	259	
	5	98	
	6	60	
	7	24	
	8	100	
Total			3,631

Summary		Report	Mar-14
Monthly	Premium Class	Count per Class	
	0	774	
	1	930	
	2	932	
	3	500	
	4	262	
	5	100	
	6	61	
	7	26	
	8	104	
Total			3,689

Summary		Report	Apr-14
Monthly	Premium Class	Count per Class	
	0	763	
	1	898	
	2	879	
	3	526	
	4	267	
	5	98	
	6	62	
	7	30	
	8	112	
Total			3,635

Summary		Report	May-14
Monthly	Premium Class	Count per Class	
	0	765	
	1	920	
	2	907	
	3	543	
	4	274	
	5	100	
	6	64	
	7	32	
	8	114	
Total			3,719

Summary		Report	Jun-14
Monthly	Premium Class	Count per Class	
	0	767	
	1	931	
	2	923	
	3	552	
	4	278	
	5	101	
	6	64	
	7	32	
	8	116	
Total			3,764

Summary		Report	Jul-14
Monthly	Premium Class	Count per Class	
	0	750	
	1	867	
	2	869	
	3	546	
	4	282	
	5	105	
	6	67	
	7	34	
	8	112	
Total			3,632

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SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Aug-14
Monthly	Premium Class	Count per Class	
	0	752	
	1	884	
	2	893	
	3	561	
	4	285	
	5	107	
	6	69	
	7	36	
	8	115	
Total		3,702	

Summary		Report	Sep-14
Monthly	Premium Class	Count per Class	
	0	752	
	1	894	
	2	906	
	3	576	
	4	288	
	5	107	
	6	71	
	7	36	
	8	116	
Total		3,746	

Summary		Report	Oct-14
Monthly	Premium Class	Count per Class	
	0	745	
	1	845	
	2	897	
	3	574	
	4	284	
	5	107	
	6	67	
	7	38	
	8	120	
Total		3,677	

Summary		Report	Nov-14
Monthly	Premium Class	Count per Class	
	0	747	
	1	872	
	2	924	
	3	589	
	4	295	
	5	112	
	6	71	
	7	38	
	8	125	
Total		3,773	

Summary		Report	Dec-14
Monthly	Premium Class	Count per Class	
	0	748	
	1	900	
	2	946	
	3	603	
	4	302	
	5	114	
	6	71	
	7	38	
	8	126	
Total		3,848	

Summary		Report	Jan-15
Monthly	Premium Class	Count per Class	
	0	734	
	1	865	
	2	921	
	3	590	
	4	312	
	5	119	
	6	73	
	7	40	
	8	118	
Total		3,772	

Summary		Report	Feb-15
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**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Monthly Premium Class	Count per Class
0	734
1	892
2	852
3	608
4	324
5	126
6	74
7	42
8	124
Total	3,776

Summary Report		Mar-15
Monthly Premium Class	Count per Class	
0	734	
1	914	
2	969	
3	626	
4	326	
5	130	
6	75	
7	43	
8	125	
Total	3,942	

Summary Report		Apr-15
Monthly Premium Class	Count per Class	
0	726	
1	880	
2	964	
3	597	
4	320	
5	145	
6	74	
7	44	
8	125	
Total	3,875	

Summary Report		May-15
Monthly Premium Class	Count per Class	
0	727	
1	894	
2	979	
3	604	
4	320	
5	149	
6	75	
7	45	
8	125	
Total	3,918	

Summary Report		Jun-15
Monthly Premium Class	Count per Class	
0	731	
1	909	
2	996	
3	619	
4	322	
5	150	
6	76	
7	45	
8	126	
Total	3,974	

Summary Report		Jul-15
Monthly Premium Class	Count per Class	
0	723	
1	866	
2	958	
3	611	
4	318	
5	153	
6	57	
7	42	
8	119	
Total	3,847	

Summary Report		Aug-15
Monthly Premium Class	Count per Class	
0	723	
1	879	
2	976	

TEFRA
SFY Quarterly Report

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
3	619				
4	323				
5	158				
6	58				
7	42				
8	122				
Total					3,900

Summary	Report	Sep-15
Monthly Premium Class	Count per Class	
0	724	
1	897	
2	987	
3	625	
4	330	
5	161	
6	58	
7	45	
8	125	
Total		3,952

Summary	Report	Oct-15
Monthly Premium Class	Count per Class	
0	716	
1	873	
2	995	
3	620	
4	318	
5	155	
6	67	
7	47	
8	127	
Total		3,918

Summary	Report	Nov-15
Monthly Premium Class	Count per Class	
0	716	
1	884	
2	1014	
3	632	
4	321	
5	158	
6	68	
7	48	
8	128	
Total		3,969

Summary	Report	Dec-15
Monthly Premium Class	Count per Class	
0	717	
1	899	
2	1027	
3	642	
4	325	
5	161	
6	69	
7	48	
8	129	
Total		4,017

Summary	Report	Jan-16
Monthly Premium Class	Count per Class	
0	715	
1	828	
2	970	
3	601	
4	311	
5	156	
6	58	
7	44	
8	131	
Total		3,814

Summary	Report	Feb-16
Monthly Premium Class	Count per Class	
0	716	
1	842	
2	988	
3	612	
4	314	
5	157	

**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
6	59				
7	44				
8	135				
Total					3,867

Summary		Report	Mar-16
Monthly	Premium Class	Count per Class	
	0	717	
	1	859	
	2	1012	
	3	621	
	4	322	
	5	159	
	6	60	
	7	44	
	8	139	
Total		3,933	

Summary		Report	Apr-16
Monthly	Premium Class	Count per Class	
	0	719	
	1	847	
	2	1014	
	3	633	
	4	353	
	5	158	
	6	70	
	7	39	
	8	147	
Total		3,980	

Summary		Report	May-16
Monthly	Premium Class	Count per Class	
	0	722	
	1	877	
	2	1040	
	3	651	
	4	362	
	5	160	
	6	71	
	7	40	
	8	148	
Total		4,071	

Summary		Report	Jun-16
Monthly	Premium Class	Count per Class	
	0	725	
	1	908	
	2	1061	
	3	664	
	4	365	
	5	167	
	6	71	
	7	42	
	8	152	
Total		4,155	

Summary		Report	Jul-16
Monthly	Premium Class	Count per Class	
	0	730	
	1	893	
	2	1044	
	3	646	
	4	373	
	5	168	
	6	76	
	7	44	
	8	151	
Total		4,125	

Summary		Report	Aug-16
Monthly	Premium Class	Count per Class	
	0	733	
	1	912	
	2	1072	
	3	654	
	4	381	
	5	169	
	6	77	
	7	44	

TEFRA
SFY Quarterly Report

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8
8		153			
Total		4,195			

Summary	Report	Sep-16
Monthly Premium Class	Count per Class	
0	737	
1	929	
2	1100	
3	666	
4	390	
5	172	
6	79	
7	46	
8	158	
Total	4,277	

Summary	Report	Oct-16
Monthly Premium Class	Count per Class	
0	742	
1	902	
2	1035	
3	659	
4	389	
5	165	
6	80	
7	38	
8	168	
Total	4,178	

Summary	Report	Nov-16
Monthly Premium Class	Count per Class	
0	742	
1	915	
2	1048	
3	664	
4	398	
5	166	
6	80	
7	38	
8	171	
Total	4,222	

Summary	Report	Dec-16
Monthly Premium Class	Count per Class	
0	743	
1	927	
2	1060	
3	672	
4	399	
5	167	
6	81	
7	38	
8	172	
Total	4,259	

Summary	Report	Jan-17
Monthly Premium Class	Count per Class	
0	739	
1	893	
2	1017	
3	669	
4	404	
5	164	
6	78	
7	47	
8	170	
Total	4,181	

Summary	Report	Feb-17
Monthly Premium Class	Count per Class	
0	739	
1	915	
2	1043	
3	680	
4	408	
5	166	
6	78	
7	49	
8	177	
Total	4,255	

TEFRA
SFY Quarterly Report

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Summary		Report	Mar-17
Monthly	Premium Class	Count per Class	
	0	739	
	1	929	
	2	1060	
	3	698	
	4	418	
	5	167	
	6	79	
	7	49	
	8	178	
Total		4,317	

Summary		Report	Apr-17
Monthly	Premium Class	Count per Class	
	0	732	
	1	862	
	2	1031	
	3	697	
	4	405	
	5	165	
	6	78	
	7	52	
	8	181	
Total		4,203	

Summary		Report	May-17
Monthly	Premium Class	Count per Class	
	0	732	
	1	835	
	2	1006	
	3	681	
	4	397	
	5	162	
	6	77	
	7	52	
	8	179	
Total		4,121	

Summary		Report	Jun-17
Monthly	Premium Class	Count per Class	
	0	733	
	1	897	
	2	1065	
	3	718	
	4	416	
	5	167	
	6	79	
	7	55	
	8	183	
Total		4,313	

Summary		Report	Jul-17
Monthly	Premium Class	Count per Class	
	0	724	
	1	859	
	2	1030	
	3	700	
	4	424	
	5	164	
	6	83	
	7	49	
	8	176	
Total		4,209	

Summary		Report	Aug-17
Monthly	Premium Class	Count per Class	
	0	726	
	1	883	
	2	1061	
	3	716	
	4	429	
	5	170	
	6	86	
	7	48	
	8	183	
Total		4,302	

Summary		Report	Sep-17
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**TEFRA
SFY Quarterly Report**

ATTACHMENT C

FAMILY INCOME		MONTHLY PREMIUMS			Monthly Premium Class
FROM	TO	%	FROM	TO	
\$ -	\$ 25,000.00	0.00%/12	\$ -	\$ -	0
\$ 25,001.00	\$ 50,000.00	1.00%/12	\$ 21.00	\$ 42.00	1
\$ 50,001.00	\$ 75,000.00	1.25%/12	\$ 52.00	\$ 78.00	2
\$ 75,001.00	\$ 100,000.00	1.50%/12	\$ 94.00	\$ 125.00	3
\$ 100,001.00	\$ 125,000.00	1.75%/12	\$ 146.00	\$ 182.00	4
\$ 125,001.00	\$ 150,000.00	2.00%/12	\$ 208.00	\$ 250.00	5
\$ 150,001.00	\$ 175,000.00	2.25%/12	\$ 281.00	\$ 328.00	6
\$ 175,001.00	\$ 200,000.00	2.50%/12	\$ 365.00	\$ 417.00	7
\$ 200,001.00	\$ 1,000,000.00	2.75%/12	\$ 458.00	\$ 458.00	8

Monthly Premium Class	Count per Class
0	726
1	909
2	1084
3	732
4	434
5	175
6	91
7	48
8	190
Total	4,389

Summary	Report	Oct-17
Monthly Premium Class	Count per Class	
0	720	
1	888	
2	1055	
3	710	
4	430	
5	167	
6	89	
7	49	
8	190	
Total	4,298	

Summary	Report	Nov-17
Monthly Premium Class	Count per Class	
0	720	
1	903	
2	1071	
3	730	
4	440	
5	173	
6	92	
7	50	
8	193	
Total	4,372	

Summary	Report	Dec-17
Monthly Premium Class	Count per Class	
0	746	
1	909	
2	1059	
3	728	
4	434	
5	174	
6	97	
7	51	
8	183	
Total	4,381	

Arkansas Title XIX

PCP Maximum & Current Caseloads by County

and

49 - DISABLED CHILD-TEFRA

Eligibles during

Oct 1, 2017 - Dec 31, 2017

Version: 1.0

Provider County	Unduplicated Recipient Count
01 - ARKANSAS	29
02 - ASHLEY	8
03 - BAXTER	35
04 - BENTON	581
05 - BOONE	48
06 - BRADLEY	10
08 - CARROLL	13
09 - CHICOT	5
10 - CLARK	43
11 - CLAY	3
12 - CLEBURNE	11
14 - COLUMBIA	10
15 - CONWAY	11
16 - CRAIGHEAD	354
17 - CRAWFORD	18
18 - CRITTENDEN	28
19 - CROSS	5
20 - DALLAS	4
21 - DESHA	2
22 - DREW	17
23 - FAULKNER	258
24 - FRANKLIN	13
25 - FULTON	2
26 - GARLAND	113
27 - GRANT	7
28 - GREENE	40
29 - HEMPSTEAD	5
30 - HOT SPRING	12
31 - HOWARD	2
32 - INDEPENDENCE	72
33 - IZARD	3
34 - JACKSON	10
35 - JEFFERSON	33
36 - JOHNSON	18
37 - LAFAYETTE	3
38 - LAWRENCE	7
40 - LINCOLN	2
41 - LITTLE RIVER	7
42 - LOGAN	1
43 - LONOKE	41
44 - MADISON	5
45 - MARION	10
46 - MILLER	6
47 - MISSISSIPPI	7
49 - MONTGOMERY	4
50 - NEVADA	1
51 - NEWTON	1
52 - OUACHITA	19
53 - PERRY	1
54 - PHILLIPS	3
56 - POINSETT	1
57 - POLK	18
58 - POPE	146
59 - PRAIRIE	1
60 - PULASKI	1106
61 - RANDOLPH	23
62 - SALINE	221
64 - SEARCY	2
65 - SEBASTIAN	202
66 - SEVIER	5
67 - SHARP	11
68 - ST. FRANCIS	10
69 - STONE	6
70 - UNION	40
71 - VANBUREN	14
72 - WASHINGTON	482
73 - WHITE	174
74 - WOODRUFF	4
75 - YELL	8
Overall - Total	4415

Run Time: 1/2/18 4:29 PM

PCP Provider County	Maximum Caseload	Current Caseload
01 - ARKANSAS	13,505	3,552
02 - ASHLEY	5,750	1,602
03 - BAXTER	10,000	3,949
04 - BENTON	42,253	23,395
05 - BOONE	7,793	6,333
06 - BRADLEY	5,150	1,827
08 - CARROLL	4,233	1,125
09 - CHICOT	7,500	1,888
10 - CLARK	8,192	3,705
11 - CLAY	3,500	1,246
12 - CLEBURNE	2,700	1,428
14 - COLUMBIA	1,605	1,500
15 - CONWAY	4,600	2,244
16 - CRAIGHEAD	16,738	15,780
17 - CRAWFORD	7,651	3,990
18 - CRITTENDEN	12,025	7,879
19 - CROSS	5,220	2,163
20 - DALLAS	2,535	1,238
21 - DESHA	2,500	1,441
22 - DREW	17,500	4,550
23 - FAULKNER	18,433	13,455
24 - FRANKLIN	8,690	2,089
25 - FULTON	3,500	629
26 - GARLAND	21,139	12,497
27 - GRANT	5,300	1,680
28 - GREENE	16,603	6,151
29 - HEMPSTEAD	2,200	1,332
30 - HOT SPRING	6,150	2,789
31 - HOWARD	3,430	1,308
32 - INDEPENDENCE	16,165	4,971
33 - IZARD	2,500	435
34 - JACKSON	9,200	1,941
35 - JEFFERSON	23,327	9,628
36 - JOHNSON	20,000	5,084
37 - LAFAYETTE	3,350	508
38 - LAWRENCE	8,000	1,491
40 - LINCOLN	3,500	1,126
41 - LITTLE RIVER	650	697
42 - LOGAN	1,000	475
43 - LONOKE	7,388	3,154
44 - MADISON	4,000	2,120
45 - MARION	7,500	909
46 - MILLER	7,899	2,463
47 - MISSISSIPPI	7,500	4,320
49 - MONTGOMERY	1,200	884
50 - NEVADA	610	334
51 - NEWTON	800	345
52 - OUACHITA	4,601	3,251
53 - PERRY	350	300
54 - PHILLIPS	6,400	1,956
56 - POINSETT	389	364
57 - POLK	8,525	2,854
58 - POPE	8,260	8,816
59 - PRAIRIE	2,500	500
60 - PULASKI	81,578	55,068
61 - RANDOLPH	10,000	2,635
62 - SALINE	11,919	9,148
64 - SEARCY	3,500	937
65 - SEBASTIAN	28,889	21,902
66 - SEVIER	6,301	2,585
67 - SHARP	13,500	3,573
68 - ST. FRANCIS	4,700	3,066
69 - STONE	2,500	776
70 - UNION	4,921	3,985
71 - VANBUREN	6,000	1,729
72 - WASHINGTON	44,662	26,517
73 - WHITE	24,704	14,071
74 - WOODRUFF	5,000	525
75 - YELL	6,000	1,015
Overall - Total	676,183	339,223

Confidential Information of the Arkansas Department of Human Services

Page 1 of 1



TEFRA Demonstration Waiver
Quarterly Report
October - December 2017
SFY 2018 Q2

Tax Equity and Fiscal Responsibility Act (TEFRA)

- Conference call on October 4, 2017 with ADH over requesting AR immunization data from registry
- Received HEDIS Immunization Specifications from ADH on October 4, 2017
- Internally reviewed HEDIS Immunization Specifications and to begin process of setting up test beneficiary file from one or two counties
- Delivered to DMS the TEFRA Q1 SFY2018 quarterly report for CMS on October 24, 2017
- DMS received an e-mail ADH on November 2, 2017 stating that WEBIZ registry to deliver reliable data on immunizations for children will not be ready to perform until January 2018
- Received final 2017 TEFRA Lockout Beneficiary Satisfaction Survey results from AFMC on November 20, 2017
- Met with DMS on December 6 and 13, 2017 to verify questions on current usage of state aid categories, performance periods (i.e. CY2016), and results from AFMC's 2017 TEFRA Lockout Beneficiary Satisfaction Survey and 2016 Satisfaction Survey
- Generated CY2016 preliminary results of Annual Dental Visits, and three wellness visit metrics for the TEFRA and ARKids A populations
- Completed review and continued creation of 'FINAL' TEFRA evaluation report (5/12/15 - 12/31/17)
- Continued bi-weekly meetings or as needed with DMS to review questions over TEFRA and other contract needs



TEFRA Demonstration Waiver
Year End Report
August - December 2017
(SFY 2018 Q1 & Q2)

Tax Equity and Fiscal Responsibility Act (TEFRA)

August – September 2017:

- Buccaneer, a General Dynamics Company, contracted with DMS was awarded to start work on August 1, 2017 of the TEFRA demonstration waiver
- Contacted AFMC about receiving the final 2016 TEFRA Beneficiary Satisfaction Survey and 2017 TEFRA Lockout Beneficiary Satisfaction Survey on September 19, 2017
- Received the final 2016 TEFRA Beneficiary Satisfaction Survey results on September 20, 2017
- Review of 'FINAL' TEFRA evaluation report (5/12/15 - 12/31/17) and requirements
- Began review and development of the TEFRA quarterly report for CMS
- Began communications with Arkansas Department of Health (ADOH) using the statewide registry for childhood immunization metric calculations (data collection)
- Starting on September 13, 2017 began bi-weekly meetings with DMS to review questions over TEFRA and other contract needs

October – December 2017:

- Conference call on October 4, 2017 with ADH over requesting AR immunization data from registry
- Received HEDIS Immunization Specifications from ADH on October 4, 2017
- Internally reviewed HEDIS Immunization Specifications and to begin process of setting up test beneficiary file from one or two counties
- Delivered to DMS the TEFRA Q1 SFY2018 quarterly report for CMS on October 24, 2017
- DMS received an e-mail ADH on November 2, 2017 stating that WEBIZ registry to deliver reliable data on immunizations for children will not be ready to perform until January 2018
- Received final 2017 TEFRA Lockout Beneficiary Satisfaction Survey results from AFMC on November 20, 2017
- Met with DMS on December 6 and 13, 2017 to verify questions on current usage of state aid categories, performance periods (i.e. CY2016), and results from AFMC's 2017 TEFRA Lockout Beneficiary Satisfaction Survey and 2016 Satisfaction Survey
- Generated CY2016 preliminary results of Annual Dental Visits, and three wellness visit metrics for the TEFRA and ARKids A populations
- Completed review and continued creation of 'FINAL' TEFRA evaluation report (5/12/15 - 12/31/17)
- Continued bi-weekly meetings or as needed with DMS to review questions over TEFRA and other contract needs