Managed Care Program Annual Report (MCPAR) for Utah: Utah Medicaid Integrated Care (UMIC)

Due date	Last edited	Edited by	Status
12/27/2023	12/21/2023	Jennifer Meyer-Smart	In progress

	Indicator	Response
	Exclusion of CHIP from MCPAR Enrollees in separate CHIP programs funded under Title XXI should not be reported in the MCPAR. Please check this box if the state is unable to remove information about Separate CHIP enrollees from its reporting on this program.	Not Selected

Point of Contact

Find in the Excel Workbook
A_Program_Info

Number	Indicator	Response
A1	**State name** Auto-populated from your account profile.	Utah
A2a	**Contact name** First and last name of the contact person. States that do not wish to list a specific individual on the report are encouraged to use a department or program-wide email address that will allow anyone with questions to quickly reach someone who can provide answers.	Jennifer Meyer-Smart
A2b	**Contact email address** Enter email address. Department or program-wide email addresses ok.	jmeyersmart@utah.gov
A3a	**Submitter name** CMS receives this data upon submission of this MCPAR report.	Not answered
A3b	**Submitter email address** CMS receives this data upon submission of this MCPAR report.	Not answered
A4	**Date of report submission** CMS receives this date upon submission of this MCPAR report.	Not answered

Reporting Period

Find in the Excel Workbook
A_Program_Info

Number	Indicator	Response
A5a	**Reporting period start date** Auto-populated from report dashboard.	07/01/2022
A5b	**Reporting period end date** Auto-populated from report dashboard.	06/30/2023
A6	**Program name** Auto-populated from report dashboard.	Utah Medicaid Integrated Care (UMIC)

Add plans (A.7)

Enter the name of each plan that participates in the program for which the state is reporting data.

Find in the Excel Workbook
A_Program_Info

	Indicator	Response
	Plan name	Integrated Care Health Choice Utah Integrated Care Healthy U Integrated Care Molina Healthcare Integrated Care SelectHealth Community Care

Add BSS entities (A.8)

Enter the names of Beneficiary Support System (BSS) entities that support enrollees in the program for which the state is reporting data. Learn more about BSS entities at 42 CFR 438.71. See Glossary in Excel Workbook for the definition of BSS entities.

Examples of BSS entity types include a: State or Local Government Entity, Ombudsman Program, State Health Insurance Program (SHIP), Aging and Disability Resource Network (ADRN), Center for Indepedent Living (CIL), Legal Assistance Organization, Community-based Organization, Subcontractor, Enrollment Broker, Consultant, or Academic/Research Organization.

Find in the Excel Workbook
A_Program_Info

	Indicator	Response
	BSS entity name	Utah Medicaid

Topic I. Program Characteristics and Enrollment

Find in the Excel Workbook
B_State

Number	Indicator	Response
BI.1	**Statewide Medicaid enrollment** Enter the average number of individuals enrolled in Medicaid per month during the reporting year (i.e., average member months). Include all FFS and managed care enrollees and count each person only once, regardless of the delivery system(s) in which they are enrolled.	467,622
BI.2	**Statewide Medicaid managed care enrollment** Enter the average number of individuals enrolled in any type of Medicaid managed care per month during the reporting year (i.e., average member months). Include all managed care programs and count each person only once, even if they are enrolled in multiple managed care programs or plans.	429,462

Topic III. Encounter Data Report

Find in the Excel Workbook
B_State

Number	Indicator	Response
BIII.1	**Data validation entity** Select the state agency/division or contractor tasked with evaluating the validity of encounter data submitted by MCPs. Encounter data validation includes verifying the accuracy, completeness, timeliness, and/or consistency of encounter data records submitted to the state by Medicaid managed care plans. Validation steps may include pre-acceptance edits and post-acceptance analyses. See Glossary in Excel Workbook for more information.	State Medicaid agency staff

Topic X: Program Integrity

Find in the Excel Workbook
B_State

Number	Indicator	Response
BX.1	**Payment risks between the state and plans** Describe service-specific or other focused PI activities that the state conducted during the past year in this managed care program. Examples include analyses focused on use of long-term services and supports (LTSS) or prescription drugs or activities that focused on specific payment issues to identify, address, and prevent fraud, waste or abuse. Consider data analytics, reviews of under/overutilization, and other activities.	The Utah Office of Inspector General (UOIG) focused on several activities to identify, address, and prevent fraud, waste, and abuse within Utah's managed care plans (MCPs). Using MCP encounter data to identify areas of concern, the UOIG reviewed inpatient data to determine if a member's hospital admission met billing criteria, outpatient data to determine if evaluation and management codes were billed appropriately, and site visits to review medical records of outlier encounters. The UOIG notified the MCPs' special investigation units to recover funds, as necessary.
BX.2	**Contract standard for overpayments** Does the state allow plans to retain overpayments, require the return of overpayments, or has established a hybrid system? Select one.	State has established a hybrid system
BX.3	**Location of contract provision stating overpayment standard** Describe where the overpayment standard in the previous indicator is located in plan	Attachment B-Special Provisions, Articles 11.1.6 and 11.1.7.

	contracts, as required by 42 CFR 438.608(d)(1)(i).	
BX.4	**Description of overpayment contract standard** Briefly describe the overpayment standard (for example, details on whether the state allows plans to retain overpayments, requires the plans to return overpayments, or administers a hybrid system) selected in indicator B.X.2.	The plans may retain their overpayment recoveries. If the OIG collects the overpayment it retains its recoveries. The OIG is only responsible to make collections after the plans have had 12 months to make collections.
BX.5	**State overpayment reporting monitoring** Describe how the state monitors plan performance in reporting overpayments to the state, e.g. does the state track compliance with this requirement and/or timeliness of reporting? The regulations at 438.604(a)(7), 608(a)(2) and 608(a)(3) require plan reporting to the state on various overpayment pieces (whether annually or promptly). This indicator is asking the state how it monitors that reporting.	Per UMIC contracts, Attachment B-Special Provisions 6.1.3 and 11.1.5, plans must submit quarterly overpayment reports. The state monitors these quarterly reports, including the timeliness of reporting.
BX.6	**Changes in beneficiary circumstances** Describe how the state ensures timely and accurate reconciliation of enrollment files between the state and plans to ensure appropriate	Enrollments are determined daily with the receipt of the Eligibility File from DWS. The system automatically evaluates eligibility for new enrollments or changes in enrollment and takes the appropriate action in the system. An Benefit Enrollment and Maintenance (834) file is sent to each plan daily through the clearinghouse (UHIN) based on member enrollment activity. Any deviation in the expected file or file size would prompt an email from either the Plan or UHIN to the state to confirm. The state also monitors for the complete file transmission to UHIN. In addition, an

	payments for enrollees experiencing a change in status (e.g., incarcerated, deceased, switching plans).	Audit 834 file is also sent monthly to each plan with a retrospective point in time roster for reconciliation purposes.
BX.7a	**Changes in provider circumstances: Monitoring plans** Does the state monitor whether plans report provider "for cause" terminations in a timely manner under 42 CFR 438.608(a)(4)? Select one.	Yes
BX.7b	**Changes in provider circumstances: Metrics** Does the state use a metric or indicator to assess plan reporting performance? Select one.	No
BX.8a	**Federal database checks: Excluded person or entities** During the state's federal database checks, did the state find any person or entity excluded? Select one. Consistent with the requirements at 42 CFR 455.436 and 438.602, the State must confirm the identity and determine the exclusion status of the MCO, PIHP, PAHP, PCCM or PCCM entity, any subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of the MCO, PIHP, PAHP, PCCM or PCCM entity through	No

	routine checks of Federal databases.	
BX.9a	**Website posting of 5 percent or more ownership control** Does the state post on its website the names of individuals and entities with 5% or more ownership or control interest in MCOs, PIHPs, PAHPs, PCCMs and PCCM entities and subcontractors? Refer to §455.104 and required by 42 CFR 438.602(g)(3).	Yes
BX.9b	**Website posting of 5 percent or more ownership control: Link** What is the link to the website? Refer to 42 CFR 602(g)(3).	https://medicaid.utah.gov/Documents/pdfs/Ownership%20MCE.pdf
BX.10	**Periodic audits** If the state conducted any audits during the contract year to determine the accuracy, truthfulness, and completeness of the encounter and financial data submitted by the plans, what is the link(s) to the audit results? Refer to 42 CFR 438.602(e).	Audits are conducted to determine the accuracy, truthfulness and completeness of the encounter and financial data submitted by the plans. The State performs quarterly encounter data reviews via email exchanges with the plans. Annual financial (MLR) examination reports can be found at medicaid.utah.gov/managed-care by clicking on the link "Medical Loss Ratio (MLR) Reports".

Topic I: Program Characteristics

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1I.1	**Program contract** Enter the title of the contract between the state and plans participating in the managed care program.	Utah Medicaid Integrated Care Plan Contract
N/A	Enter the date of the contract between the state and plans participating in the managed care program.	07/01/2022
C1I.2	**Contract URL** Provide the hyperlink to the model contract or landing page for executed contracts for the program reported in this program.	https://medicaid.utah.gov/managed-care/
C1I.3	**Program type** What is the type of MCPs that contract with the state to provide the services covered under the program? Select one.	Managed Care Organization (MCO)
C1I.4a	**Special program benefits** Are any of the four special benefit types covered by the managed care program: (1) behavioral health, (2) long-term services and supports, (3) dental, and (4) transportation, or (5) none of the above? Select one or more. Only list the benefit type if it is a covered service as specified in a contract between the state and managed care plans participating in the program. Benefits available to eligible program enrollees via fee-for-service should not be listed here.	Behavioral health
C1I.4b	**Variation in special benefits** What are any variations in the availability of special benefits within the program (e.g. by	N/A

	service area or population)? Enter "N/A" if not applicable.	
C1I.5	**Program enrollment** Enter the average number of individuals enrolled in this managed care program per month during the reporting year (i.e., average member months).	81,155
C1I.6	**Changes to enrollment or benefits** Briefly explain any major changes to the population enrolled in or benefits provided by the managed care program during the reporting year.	The biggest impact has been due to Medicaid unwinding from the COVID public health emergency.

Topic III: Encounter Data Report

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1III.1	**Uses of encounter data** For what purposes does the state use encounter data collected from managed care plans (MCPs)? Select one or more. Federal regulations require that states, through their contracts with MCPs, collect and maintain sufficient enrollee encounter data to identify the provider who delivers any item(s) or service(s) to enrollees (42 CFR 438.242(c)(1)).	Rate setting Quality/performance measurement Monitoring and reporting Contract oversight Program integrity Policy making and decision support
C1III.2	**Criteria/measures to evaluate MCP performance** What types of measures are used by the state to evaluate managed care plan performance in encounter data submission and correction? Select one or more. Federal regulations also require that states validate that submitted enrollee encounter data they receive is a complete and accurate representation of the services provided to enrollees under the contract between the state and the MCO, PIHP, or PAHP. 42 CFR 438.242(d).	Timeliness of initial data submissions Timeliness of data corrections Timeliness of data certifications Use of correct file formats Provider ID field complete Overall data accuracy (as determined through data validation)
C1III.3	**Encounter data performance criteria contract language** Provide reference(s) to the contract section(s) that describe the criteria by which managed care plan performance on encounter data submission and correction will be measured. Use contract section references, not page numbers.	Attachment B- Special Provisions- Article 12.3.1 Encounter Data, Generally

C1III.4	**Financial penalties contract language** Provide reference(s) to the contract section(s) that describes any financial penalties the state may impose on plans for the types of failures to meet encounter data submission and quality standards. Use contract section references, not page numbers.	Attachment B- Special Provisions- Article 12.3.1 Encounter Data, Generally, and ; Article 14.3.2 Liquidated Damages, per Day Amounts
C1III.5	**Incentives for encounter data quality** Describe the types of incentives that may be awarded to managed care plans for encounter data quality. Reply with "N/A" if the plan does not use incentives to award encounter data quality.	N/A
C1III.6	**Barriers to collecting/validating encounter data** Describe any barriers to collecting and/or validating managed care plan encounter data that the state has experienced during the reporting period.	The state's new MMIS system, PRISM, went live in April 2023. We are still working through issues to adequately collect and validate encounter data.

Topic IV. Appeals, State Fair Hearings & Grievances

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1IV.1	**State's definition of "critical incident," as used for reporting purposes in its MLTSS program** If this report is being completed for a managed care program that covers LTSS, what is the definition that the state uses for "critical incidents" within the managed care program? Respond with "N/A" if the managed care program does not cover LTSS.	N/A
C1IV.2	**State definition of "timely" resolution for standard appeals** Provide the state's definition of timely resolution for standard appeals in the managed care program. Per 42 CFR §438.408(b)(2), states must establish a timeframe for timely resolution of standard appeals that is no longer than 30 calendar days from the day the MCO, PIHP or PAHP receives the appeal.	Attachment B 8.3.4- Timeframes for Standard Appeal Resolution and Notification- (A) The Contractor shall complete each standard Appeal and provide a Notice of Appeal Resolution to the affected parties as expeditiously as the Enrollee's health condition requires, but no later than 30 calendar days from the day the Contractor receives the Appeal request.
C1IV.3	**State definition of "timely" resolution for expedited appeals** Provide the state's definition of timely resolution for expedited appeals in the managed care program. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal.	Attachment B 8.4.6- Timeframes for Expedited Appeal Resolution and Notification- (A) The Contractor shall complete each expedited Appeal and provide a Notice of Appeal Resolution to affected parties as expeditiously as the Enrollee's health condition requires, but no later than 72 hours after the Contractor receives the expedited Appeal request."
C1IV.4	**State definition of "timely" resolution for grievances**	Attachment B.8.6.4- Timeframes for Grievance Resolution and Notification- (A) The Contractor shall dispose of each Grievance and provide

	Provide the state's definition of timely resolution for grievances in the managed care program. Per 42 CFR §438.408(b)(1), states must establish a timeframe for timely resolution of grievances that is no longer than 90 calendar days from the day the MCO, PIHP or PAHP receives the grievance.	notice to the affected parties as expeditiously as the Enrollee's health condition requires, but not to exceed 90 calendar days from the day the Contractor receives the Grievance."

Topic V. Availability, Accessibility and Network Adequacy

Network Adequacy

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1V.1	**Gaps/challenges in network adequacy** What are the state's biggest challenges? Describe any challenges MCPs have maintaining adequate networks and meeting standards.	The biggest challenge for Utah is for members residing in rural and frontier counties. In many cases, there are no providers located in the counties in which the members reside. This is also true for some of the counties that are classified as urban. For example, Utah County is an urban county, yet the outskirts of the county are rural and generally with no providers. These network adequacy issues exist for both fee-for-service Medicaid and managed care plans.
C1V.2	**State response to gaps in network adequacy** How does the state work with MCPs to address gaps in network adequacy?	UMIC managed care plans address the challenges of network adequacy in rural and frontier areas through use of telemedicine and traveling mobile medical events, and by coordinating with Medicaid's NEMT provider.

Topic V. Availability, Accessibility and Network Adequacy

Access Measures

Describe the measures the state uses to monitor availability, accessibility, and network adequacy. Report at the program level.

Revisions to the Medicaid managed care regulations in 2016 and 2020 built on existing requirements that managed care plans maintain provider networks sufficient to ensure adequate access to covered services by: (1) requiring states to develop quantitative network adequacy standards for at least eight specified provider types if covered under the contract, and to make these standards available online; (2) strengthening network adequacy monitoring requirements; and (3) addressing the needs of people with long-term care service needs (42 CFR 438.66; 42 CFR 438.68).

42 CFR 438.66(e) specifies that the MCPAR must provide information on and an assessment of the availability and accessibility of covered services within the MCO, PHIP, or PAHP contracts, including network adequacy standards for each managed care program.

Find in the Excel Workbook
C2_Program_State

Access measure total count: 18

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

1 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Primary care	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

2 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Maximum distance to travel

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Primary care	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

3 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Provider to enrollee ratios

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Primary care	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

4 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Primary care	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

5 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Provider Saturation

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Primary care	Frontier, Rural, Urban	Frontier, Rural, Urban

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

6 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

NAV Trending

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Primary care	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

7 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Behavioral health	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

8 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Maximum distance to travel

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Behavioral health	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

9 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Provider to enrollee ratios

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Behavioral health	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

10 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population

Behavioral health	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

11 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Provider Saturation

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Behavioral health	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

12 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

NAV Trending

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Behavioral health	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

13 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Maximum time to travel

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Specialists	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

14 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Maximum distance to travel

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Specialists	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard 15 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Provider to enrollee ratios

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Specialists	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard 16 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Minimum number of network providers

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Specialists	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

17 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

Provider Saturation

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Specialists	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Complete

C2.V.1 General category: General quantitative availability and accessibility standard

18 / 18

C2.V.2 Measure standard

Network Adequacy Validation

C2.V.3 Standard type

NAV Trending

C2.V.4 Provider	C2.V.5 Region	C2.V.6 Population
Specialists	Frontier, Rural, Urban	Adult and pediatric

C2.V.7 Monitoring Methods

EQRO tableau dashboard

C2.V.8 Frequency of oversight methods

Annually

Topic IX: Beneficiary Support System (BSS)

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1IX.1	**BSS website** List the website(s) and/or email address that beneficiaries use to seek assistance from the BSS through electronic means. Separate entries with commas.	https://medicaid.utah.gov/health-program-representatives/, https://medicaid.utah.gov/mybenefits-login/
C1IX.2	**BSS auxiliary aids and services** How do BSS entities offer services in a manner that is accessible to all beneficiaries who need their services, including beneficiaries with disabilities, as required by 42 CFR 438.71(b)(2))? CFR 438.71 requires that the beneficiary support system be accessible in multiple ways including phone, Internet, in-person, and via auxiliary aids and services when requested.	Beneficiaries are able to access support services through a variety of ways. The main access point for beneficiaries is to call our Health Program Representatives (HPRs) Monday - Friday, between 8:00 A.M. and 5:00 P.M. HPRs can receive calls in both English and Spanish. If there are other languages spoken by the beneficiaries, translators can be used in a 3 way call. Relay services can also be used for the hearing impaired. Beneficiaries are able to access their benefit information online by using the MyBenefits portal. In the MyBenefits portal, beneficiaries can see all of their coverage information, including Co-pay information, Medical plan, Dental Plan, Mental Health plan, etc. They can also request a Non-emergency transportation card through the portal. Beneficiaries can also email our HPR team at any time. The email questions and requests are answered daily by the HPR team.
C1IX.3	**BSS LTSS program data** How do BSS entities assist the state with identifying, remediating, and resolving systemic issues based on a review of LTSS program data such as grievances and appeals or critical incident data? Refer to 42 CFR 438.71(d)(4).	N/A. The managed care plans are not responsible for LTSS under the contract.
C1IX.4	**State evaluation of BSS entity performance** What are steps taken by the state to evaluate the quality, effectiveness, and efficiency of the BSS entities' performance?	The State maintains goals for the telephone system. The HPR team has a set goal that the average speed of calls answered will be under 1 minute, 30 seconds. The abandonment rate for calls is to be under 6%. Calls are also monitored

		and reviewed for accuracy by lead workers and Supervisors.

Topic X: Program Integrity

Find in the Excel Workbook
C1_Program_Set

Number	Indicator	Response
C1X.3	**Prohibited affiliation disclosure** Did any plans disclose prohibited affiliations? If the state took action, enter those actions under D: Plan-level Indicators, Section VIII - Sanctions (Corresponds with Tab D3 in the Excel Workbook). Refer to 42 CFR 438.610(d).	No

Topic I. Program Characteristics & Enrollment

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1I.1	**Plan enrollment** Enter the average number of individuals enrolled in the plan per month during the reporting year (i.e., average member months).	**Integrated Care Health Choice Utah** 12,790 **Integrated Care Healthy U** 18,981 **Integrated Care Molina Healthcare** 16,745 **Integrated Care SelectHealth Community Care** 32,639
D1I.2	**Plan share of Medicaid** What is the plan enrollment (within the specific program) as a percentage of the state's total Medicaid enrollment? • Numerator: Plan enrollment (D1.I.1) • Denominator: Statewide Medicaid enrollment (B.I.1)	**Integrated Care Health Choice Utah** 2.7% **Integrated Care Healthy U** 4.1% **Integrated Care Molina Healthcare** 3.6% **Integrated Care SelectHealth Community Care** 7%
D1I.3	**Plan share of any Medicaid managed care** What is the plan enrollment (regardless of program) as a percentage of total Medicaid enrollment in any type of managed care?	**Integrated Care Health Choice Utah** 3% **Integrated Care Healthy U** 4.4%

- Numerator: Plan enrollment (D1.I.1)
- Denominator: Statewide Medicaid managed care enrollment (B.I.2)

Integrated Care Molina Healthcare

3.9%

Integrated Care SelectHealth Community Care

7.6%

Topic II. Financial Performance

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1II.1a	**Medical Loss Ratio (MLR)** What is the MLR percentage? Per 42 CFR 438.66(e)(2)(i), the Managed Care Program Annual Report must provide information on the Financial performance of each MCO, PIHP, and PAHP, including MLR experience. If MLR data are not available for this reporting period due to data lags, enter the MLR calculated for the most recently available reporting period and indicate the reporting period in item D1.II.3 below. See Glossary in Excel Workbook for the regulatory definition of MLR.	**Integrated Care Health Choice Utah** 91% **Integrated Care Healthy U** 91% **Integrated Care Molina Healthcare** 95.8% **Integrated Care SelectHealth Community Care** 91%
D1II.1b	**Level of aggregation** What is the aggregation level that best describes the MLR being reported in the previous indicator? Select one. As permitted under 42 CFR 438.8(i), states are allowed to aggregate data for reporting purposes across programs and populations.	**Integrated Care Health Choice Utah** Program-specific statewide **Integrated Care Healthy U** Program-specific statewide **Integrated Care Molina Healthcare** Program-specific statewide **Integrated Care SelectHealth Community Care** Program-specific statewide
D1II.2	**Population specific MLR description** Does the state require plans to submit separate MLR calculations for specific populations served within this program, for example, MLTSS or Group VIII expansion enrollees? If so, describe the	**Integrated Care Health Choice Utah** The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members

populations here. Enter "N/A" if not applicable.
See glossary for the regulatory definition of MLR.

eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care plans only serve the expansion population.

Integrated Care Healthy U

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care plans only serve the expansion population.

Integrated Care Molina Healthcare

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care Plans only serve the expansion population.

Integrated Care SelectHealth Community Care

The state requires plans to submit separate MLR calculations for its Legacy Medicaid population and Expansion Medicaid population. Legacy Medicaid population includes the

		eligible membership groups of children 0-18, Foster Care and Subsidized Adoption, pregnant women, blind and disabled, aged, members eligible under the cancer program, and adults on Family Medicaid programs. Expansion Medicaid population includes the eligible membership limited to parents and adults without dependent children, earning up to 138% of the federal poverty level. However, Integrated Care Plans only serve the expansion population.
D1II.3	**MLR reporting period discrepancies** Does the data reported in item D1.II.1a cover a different time period than the MCPAR report?	**Integrated Care Health Choice Utah** Yes **Integrated Care Healthy U** Yes **Integrated Care Molina Healthcare** Yes **Integrated Care SelectHealth Community Care** Yes
N/A	Enter the start date.	**Integrated Care Health Choice Utah** 07/01/2020 **Integrated Care Healthy U** 07/01/2020 **Integrated Care Molina Healthcare** 07/01/2020 **Integrated Care SelectHealth Community Care** 07/01/2020
N/A	Enter the end date.	**Integrated Care Health Choice Utah** 06/30/2021

Integrated Care Healthy U

06/30/2021

Integrated Care Molina Healthcare

06/30/2021

Integrated Care SelectHealth Community Care

06/30/2021

Topic III. Encounter Data

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1III.1	**Definition of timely encounter data submissions** Describe the state's standard for timely encounter data submissions used in this program. If reporting frequencies and standards differ by type of encounter within this program, please explain.	**Integrated Care Health Choice Utah** To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date. **Integrated Care Healthy U** To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date. **Integrated Care Molina Healthcare** To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date. **Integrated Care SelectHealth Community Care** To be considered a timely encounter data submission, the encounter must be submitted within 30 calendar days of the service or claim adjudication date.
D1III.2	**Share of encounter data submissions that met state's timely submission requirements** What percent of the plan's encounter data file submissions (submitted during the reporting period) met state requirements for timely submission? If the state has not yet received any encounter data file submissions for the entire contract period when it submits this report, the state should enter here the percentage of encounter data submissions	**Integrated Care Health Choice Utah** 100% **Integrated Care Healthy U** 100% **Integrated Care Molina Healthcare** 99% **Integrated Care SelectHealth Community Care**

	that were compliant out of the file submissions it has received from the managed care plan for the reporting period.	99%
D1III.3	**Share of encounter data submissions that were HIPAA compliant** What percent of the plan's encounter data submissions (submitted during the reporting period) met state requirements for HIPAA compliance? If the state has not yet received encounter data submissions for the entire contract period when it submits this report, enter here percentage of encounter data submissions that were compliant out of the proportion received from the managed care plan for the reporting period.	**Integrated Care Health Choice Utah** 100% **Integrated Care Healthy U** 100% **Integrated Care Molina Healthcare** 100% **Integrated Care SelectHealth Community Care** 100%

Topic IV. Appeals, State Fair Hearings & Grievances

Appeals Overview

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.1	**Appeals resolved (at the plan level)** Enter the total number of appeals resolved during the reporting year. An appeal is "resolved" at the plan level when the plan has issued a decision, regardless of whether the decision was wholly or partially favorable or adverse to the beneficiary, and regardless of whether the beneficiary (or the beneficiary's representative) chooses to file a request for a State Fair Hearing or External Medical Review.	**Integrated Care Health Choice Utah** 104 **Integrated Care Healthy U** 1,009 **Integrated Care Molina Healthcare** 132 **Integrated Care SelectHealth Community Care** 690
D1IV.2	**Active appeals** Enter the total number of appeals still pending or in process (not yet resolved) as of the end of the reporting year.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 16 **Integrated Care Molina Healthcare** 5 **Integrated Care SelectHealth Community Care** 9
D1IV.3	**Appeals filed on behalf of LTSS users** Enter the total number of appeals filed during the reporting year by or on behalf of LTSS users. Enter “N/A” if not	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U**

	applicable. An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the appeal was filed).	N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.4	**Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed an appeal** For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting period by (or on behalf of) LTSS users who previously filed appeals in the reporting year. If the managed care plan does not cover LTSS, enter “N/A”. Also, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months of the reporting year, enter “N/A”. The appeal and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the appeal need to have been filed in relation to delivery of LTSS — they may have been filed for any reason, related to any service received (or desired) by an LTSS user. To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed an appeal during the reporting year, and whether the filing of the appeal	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A

	preceded the filing of the critical incident.	
D1IV.5a	**Standard appeals for which timely resolution was provided** Enter the total number of standard appeals for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(2) for requirements related to timely resolution of standard appeals.	**Integrated Care Health Choice Utah** 100 **Integrated Care Healthy U** 985 **Integrated Care Molina Healthcare** 120 **Integrated Care SelectHealth Community Care** 646
D1IV.5b	**Expedited appeals for which timely resolution was provided** Enter the total number of expedited appeals for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(3) for requirements related to timely resolution of standard appeals.	**Integrated Care Health Choice Utah** 3 **Integrated Care Healthy U** 2 **Integrated Care Molina Healthcare** 10 **Integrated Care SelectHealth Community Care** 8
D1IV.6a	**Resolved appeals related to denial of authorization or limited authorization of a service** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of authorization for a service not yet rendered or limited authorization of a service. (Appeals related to denial of payment for a service already rendered should be counted in indicator D1.IV.6c).	**Integrated Care Health Choice Utah** 12 **Integrated Care Healthy U** 97 **Integrated Care Molina Healthcare** 74 **Integrated Care SelectHealth Community Care**

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D1IV.6b	**Resolved appeals related to reduction, suspension, or termination of a previously authorized service** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's reduction, suspension, or termination of a previously authorized service.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 1
D1IV.6c	**Resolved appeals related to payment denial** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial, in whole or in part, of payment for a service that was already rendered.	**Integrated Care Health Choice Utah** 8 **Integrated Care Healthy U** 702 **Integrated Care Molina Healthcare** 7 **Integrated Care SelectHealth Community Care** 119
D1IV.6d	**Resolved appeals related to service timeliness** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to provide services in a timely manner (as defined by the state).	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care**

D1IV.6e	**Resolved appeals related to lack of timely plan response to an appeal or grievance** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's failure to act within the timeframes provided at 42 CFR §438.408(b)(1) and (2) regarding the standard resolution of grievances and appeals.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.6f	**Resolved appeals related to plan denial of an enrollee's right to request out-of-network care** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to exercise their right, under 42 CFR §438.52(b)(2)(ii), to obtain services outside the network (only applicable to residents of rural areas with only one MCO).	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.6g	**Resolved appeals related to denial of an enrollee's request to dispute financial liability** Enter the total number of appeals resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request to dispute a financial liability.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care**

Topic IV. Appeals, State Fair Hearings & Grievances

Appeals by Service

Number of appeals resolved during the reporting period related to various services. Note: A single appeal may be related to multiple service types and may therefore be counted in multiple categories.

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.7a	**Resolved appeals related to general inpatient services** Enter the total number of appeals resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include appeals related to inpatient behavioral health services – those should be included in indicator D1.IV.7c. If the managed care plan does not cover general inpatient services, enter "N/A".	**Integrated Care Health Choice Utah** 6 **Integrated Care Healthy U** 19 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 77
D1IV.7b	**Resolved appeals related to general outpatient services** Enter the total number of appeals resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Please do not include appeals related to outpatient behavioral health services – those should be included in indicator D1.IV.7d. If the managed care plan does not cover general outpatient services, enter "N/A".	**Integrated Care Health Choice Utah** 73 **Integrated Care Healthy U** 135 **Integrated Care Molina Healthcare** 8 **Integrated Care SelectHealth Community Care** 229

D1IV.7c	**Resolved appeals related to inpatient behavioral health services** Enter the total number of appeals resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover inpatient behavioral health services, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 10
D1IV.7d	**Resolved appeals related to outpatient behavioral health services** Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover outpatient behavioral health services, enter "N/A".	**Integrated Care Health Choice Utah** 1 **Integrated Care Healthy U** 5 **Integrated Care Molina Healthcare** 1 **Integrated Care SelectHealth Community Care** 1
D1IV.7e	**Resolved appeals related to covered outpatient prescription drugs** Enter the total number of appeals resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover outpatient prescription drugs, enter "N/A".	**Integrated Care Health Choice Utah** 4 **Integrated Care Healthy U** 16 **Integrated Care Molina Healthcare** 39 **Integrated Care SelectHealth Community Care** 159

D1IV.7f	**Resolved appeals related to skilled nursing facility (SNF) services** Enter the total number of appeals resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover skilled nursing services, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.7g	**Resolved appeals related to long-term services and supports (LTSS)** Enter the total number of appeals resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover LTSS services, enter "N/A".	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.7h	**Resolved appeals related to dental services** Enter the total number of appeals resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover dental services, enter "N/A".	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A

D1IV.7i	**Resolved appeals related to non-emergency medical transportation (NEMT)** Enter the total number of appeals resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover NEMT, enter "N/A".	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.7j	**Resolved appeals related to other service types** Enter the total number of appeals resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.7a-i, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 35 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 11

Topic IV. Appeals, State Fair Hearings & Grievances

State Fair Hearings

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.8a	**State Fair Hearing requests** Enter the total number of State Fair Hearing requests filed during the reporting year with the plan that issued an adverse benefit determination.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 6 **Integrated Care Molina Healthcare** 14 **Integrated Care SelectHealth Community Care** 9
D1IV.8b	**State Fair Hearings resulting in a favorable decision for the enrollee** Enter the total number of State Fair Hearing decisions rendered during the reporting year that were partially or fully favorable to the enrollee.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.8c	**State Fair Hearings resulting in an adverse decision for the enrollee** Enter the total number of State Fair Hearing decisions rendered	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U**

	during the reporting year that were adverse for the enrollee.	0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.8d	**State Fair Hearings retracted prior to reaching a decision** Enter the total number of State Fair Hearing decisions retracted (by the enrollee or the representative who filed a State Fair Hearing request on behalf of the enrollee) during the reporting year prior to reaching a decision.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 6 **Integrated Care Molina Healthcare** 14 **Integrated Care SelectHealth Community Care** 9
D1IV.9a	**External Medical Reviews resulting in a favorable decision for the enrollee** If your state does offer an external medical review process, enter the total number of external medical review decisions rendered during the reporting year that were partially or fully favorable to the enrollee. If your state does not offer an external medical review process, enter "N/A". External medical review is defined and described at 42 CFR §438.402(c)(i)(B).	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.9b	**External Medical Reviews resulting in an adverse decision for the enrollee** If your state does offer an external medical review	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U**

process, enter the total number of external medical review decisions rendered during the reporting year that were adverse to the enrollee. If your state does not offer an external medical review process, enter "N/A". External medical review is defined and described at 42 CFR §438.402(c)(i)(B).	0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances Overview

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.10	**Grievances resolved** Enter the total number of grievances resolved by the plan during the reporting year. A grievance is "resolved" when it has reached completion and been closed by the plan.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 289 **Integrated Care SelectHealth Community Care** 70
D1IV.11	**Active grievances** Enter the total number of grievances still pending or in process (not yet resolved) as of the end of the reporting year.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 96 **Integrated Care SelectHealth Community Care** 20
D1IV.12	**Grievances filed on behalf of LTSS users** Enter the total number of grievances filed during the	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U**

	reporting year by or on behalf of LTSS users. An LTSS user is an enrollee who received at least one LTSS service at any point during the reporting year (regardless of whether the enrollee was actively receiving LTSS at the time that the grievance was filed). If this does not apply, enter N/A.	N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.13	**Number of critical incidents filed during the reporting period by (or on behalf of) an LTSS user who previously filed a grievance** For managed care plans that cover LTSS, enter the number of critical incidents filed within the reporting period by (or on behalf of) LTSS users who previously filed grievances in the reporting year. The grievance and critical incident do not have to have been "related" to the same issue - they only need to have been filed by (or on behalf of) the same enrollee. Neither the critical incident nor the grievance need to have been filed in relation to delivery of LTSS - they may have been filed for any reason, related to any service received (or desired) by an LTSS user. If the managed care plan does not cover LTSS, the state should enter "N/A" in this field. Additionally, if the state already submitted this data for the reporting year via the CMS readiness review appeal and grievance report (because the managed care program or plan were new or serving new populations during the reporting year), and the readiness review tool was submitted for at least 6 months	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A

	of the reporting year, the state can enter "N/A" in this field. To calculate this number, states or managed care plans should first identify the LTSS users for whom critical incidents were filed during the reporting year, then determine whether those enrollees had filed a grievance during the reporting year, and whether the filing of the grievance preceded the filing of the critical incident.	
D1IV.14	**Number of grievances for which timely resolution was provided** Enter the number of grievances for which timely resolution was provided by plan during the reporting period. See 42 CFR §438.408(b)(1) for requirements related to the timely resolution of grievances.	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** 289 **Integrated Care SelectHealth Community Care** 68

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances by Service

Report the number of grievances resolved by plan during the reporting period by service.

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.15a	**Resolved grievances related to general inpatient services** Enter the total number of grievances resolved by the plan during the reporting year that were related to general inpatient care, including diagnostic and laboratory services. Do not include grievances related to inpatient behavioral health services — those should be included in indicator D1.IV.15c. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.15b	**Resolved grievances related to general outpatient services** Enter the total number of grievances resolved by the plan during the reporting year that were related to general outpatient care, including diagnostic and laboratory services. Do not include grievances related to outpatient behavioral health services — those should be included in indicator D1.IV.15d. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 9 **Integrated Care SelectHealth Community Care** 0
D1IV.15c	**Resolved grievances related to inpatient behavioral**	**Integrated Care Health Choice Utah**

	health services Enter the total number of grievances resolved by the plan during the reporting year that were related to inpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".	0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.15d	**Resolved grievances related to outpatient behavioral health services** Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient mental health and/or substance use services. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.15e	**Resolved grievances related to coverage of outpatient prescription drugs** Enter the total number of grievances resolved by the plan during the reporting year that were related to outpatient prescription drugs covered by the managed care plan. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 72 **Integrated Care SelectHealth Community Care** 0

D1IV.15f	**Resolved grievances related to skilled nursing facility (SNF) services** Enter the total number of grievances resolved by the plan during the reporting year that were related to SNF services. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.15g	**Resolved grievances related to long-term services and supports (LTSS)** Enter the total number of grievances resolved by the plan during the reporting year that were related to institutional LTSS or LTSS provided through home and community-based (HCBS) services, including personal care and self-directed services. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.15h	**Resolved grievances related to dental services** Enter the total number of grievances resolved by the plan during the reporting year that were related to dental services. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A

D1IV.15i	**Resolved grievances related to non-emergency medical transportation (NEMT)** Enter the total number of grievances resolved by the plan during the reporting year that were related to NEMT. If the managed care plan does not cover this type of service, enter "N/A".	**Integrated Care Health Choice Utah** N/A **Integrated Care Healthy U** N/A **Integrated Care Molina Healthcare** N/A **Integrated Care SelectHealth Community Care** N/A
D1IV.15j	**Resolved grievances related to other service types** Enter the total number of grievances resolved by the plan during the reporting year that were related to services that do not fit into one of the categories listed above. If the managed care plan does not cover services other than those in items D1.IV.15a-i, enter "N/A".	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 5 **Integrated Care SelectHealth Community Care** 0

Topic IV. Appeals, State Fair Hearings & Grievances

Grievances by Reason

Report the number of grievances resolved by plan during the reporting period by reason.

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1IV.16a	**Resolved grievances related to plan or provider customer service** Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider customer service. Customer service grievances include complaints about interactions with the plan's Member Services department, provider offices or facilities, plan marketing agents, or any other plan or provider representatives.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 21 **Integrated Care SelectHealth Community Care** 12
D1IV.16b	**Resolved grievances related to plan or provider care management/case management** Enter the total number of grievances resolved by the plan during the reporting year that were related to plan or provider care management/case management. Care management/case management grievances include complaints about the timeliness of an assessment or complaints about the plan or provider care or case management process.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 2 **Integrated Care SelectHealth Community Care** 0

D1IV.16c	**Resolved grievances related to access to care/services from plan or provider** Enter the total number of grievances resolved by the plan during the reporting year that were related to access to care. Access to care grievances include complaints about difficulties finding qualified in-network providers, excessive travel or wait times, or other access issues.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 8 **Integrated Care SelectHealth Community Care** 0
D1IV.16d	**Resolved grievances related to quality of care** Enter the total number of grievances resolved by the plan during the reporting year that were related to quality of care. Quality of care grievances include complaints about the effectiveness, efficiency, equity, patient-centeredness, safety, and/or acceptability of care provided by a provider or the plan.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 4
D1IV.16e	**Resolved grievances related to plan communications** Enter the total number of grievances resolved by the plan during the reporting year that were related to plan communications. Plan communication grievances include grievances related to the clarity or accuracy of enrollee materials or other plan communications or to an enrollee's access to or the accessibility of enrollee materials or plan communications.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 1 **Integrated Care SelectHealth Community Care** 0

D1IV.16f	**Resolved grievances related to payment or billing issues** Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason related to payment or billing issues.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 143 **Integrated Care SelectHealth Community Care** 46
D1IV.16g	**Resolved grievances related to suspected fraud** Enter the total number of grievances resolved by the plan during the reporting year that were related to suspected fraud. Suspected fraud grievances include suspected cases of financial/payment fraud perpetuated by a provider, payer, or other entity. Note: grievances reported in this row should only include grievances submitted to the managed care plan, not grievances submitted to another entity, such as a state Ombudsman or Office of the Inspector General.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.16h	**Resolved grievances related to abuse, neglect or exploitation** Enter the total number of grievances resolved by the plan during the reporting year that were related to abuse, neglect or exploitation. Abuse/neglect/exploitation grievances include cases involving potential or actual patient harm.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care**

2

D1IV.16i	**Resolved grievances related to lack of timely plan response to a service authorization or appeal (including requests to expedite or extend appeals)** Enter the total number of grievances resolved by the plan during the reporting year that were filed due to a lack of timely plan response to a service authorization or appeal request (including requests to expedite or extend appeals).	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 1 **Integrated Care SelectHealth Community Care** 1
D1IV.16j	**Resolved grievances related to plan denial of expedited appeal** Enter the total number of grievances resolved by the plan during the reporting year that were related to the plan's denial of an enrollee's request for an expedited appeal. Per 42 CFR §438.408(b)(3), states must establish a timeframe for timely resolution of expedited appeals that is no longer than 72 hours after the MCO, PIHP or PAHP receives the appeal. If a plan denies a request for an expedited appeal, the enrollee or their representative have the right to file a grievance.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare** 0 **Integrated Care SelectHealth Community Care** 0
D1IV.16k	**Resolved grievances filed for other reasons** Enter the total number of grievances resolved by the plan during the reporting year that were filed for a reason other than the reasons listed above.	**Integrated Care Health Choice Utah** 0 **Integrated Care Healthy U** 0 **Integrated Care Molina Healthcare**

32

Integrated Care SelectHealth Community Care

5

Topic VII: Quality & Performance Measures

Report on individual measures in each of the following eight domains: (1) Primary care access and preventive care, (2) Maternal and perinatal health, (3) Care of acute and chronic conditions, (4) Behavioral health care, (5) Dental and oral health services, (6) Health plan enrollee experience of care, (7) Long-term services and supports, and (8) Other. For composite measures, be sure to include each individual sub-measure component.

Find in the Excel Workbook
D2_Plan_Measures

Quality & performance measure total count: 23

Complete

D2.VII.1 Measure Name: BCS: Breast Cancer Screening 1 / 23

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

2372

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

35.36

Integrated Care Healthy U

36.25

Integrated Care Molina Healthcare

32.18

Integrated Care SelectHealth Community Care

49.94

Complete

D2.VII.1 Measure Name: CCS: Cervical Cancer Screening

2 / 23

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0032

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

31.39

Integrated Care Healthy U

45.74

Integrated Care Molina Healthcare

37.71

Integrated Care SelectHealth Community Care

58.31

Complete

D2.VII.1 Measure Name: AAP: Access to Preventive Ambulatory Health Services

3 / 23

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO,UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

56.6

Integrated Care Healthy U

63.98

Integrated Care Molina Healthcare

64.66

Integrated Care SelectHealth Community Care

73.2

Complete

D2.VII.1 Measure Name: CDC-D: Diabetes A1c Testing

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

2603

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

44.28

Integrated Care Healthy U

37.71

Integrated Care Molina Healthcare

41.36

Integrated Care SelectHealth Community Care

30.73

Complete

D2.VII.1 Measure Name: CDC-G: Diabetes Eye Exam

5 / 23

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

2609

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

42.09

Integrated Care Healthy U

47.45

Integrated Care Molina Healthcare

40.39

Integrated Care SelectHealth Community Care

55.61

Complete

D2.VII.1 Measure Name: CBP: Controlling High Blood Pressure

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0018

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

62.03

Integrated Care Healthy U

68.81

Integrated Care Molina Healthcare

45.01

Integrated Care SelectHealth Community Care

72.5

Complete

D2.VII.1 Measure Name: LBP: Use of Imaging for Low Back Pain

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0315

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

75.21

Integrated Care Healthy U

69.27

Integrated Care Molina Healthcare

69.23

Integrated Care SelectHealth Community Care

72.66

Complete

D2.VII.1 Measure Name: AMM: Antidepressant Medication Management – Acute Phase

D2.VII.2 Measure Domain

Primary care access and preventative care

D2.VII.3 National Quality Forum (NQF) number

0105

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

80

Integrated Care Healthy U

63.08

Integrated Care Molina Healthcare

62.69

Integrated Care SelectHealth Community Care

59.36

Complete

D2.VII.1 Measure Name: SMC: Cardiovascular Disease Screening and Monitoring for People with Schizophrenia or Bipolar Disorder

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

1927

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

Not reported

Integrated Care Healthy U

100

Integrated Care Molina Healthcare

50

Integrated Care SelectHealth Community Care

50

Complete

D2.VII.1 Measure Name: SSD: Diabetes Screening for People with Schizophrenia or Bipolar Disorder

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

1932

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

71.57

Integrated Care Healthy U

91.67

Integrated Care Molina Healthcare

83.33

Integrated Care SelectHealth Community Care

74.42

Complete

D2.VII.1 Measure Name: SMD: Diabetes Monitoring for People with Schizophrenia or Bipolar Disorder

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

1934

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

36.36

Integrated Care Healthy U

56.25

Integrated Care Molina Healthcare

64.71

Integrated Care SelectHealth Community Care

74.07

Complete

D2.VII.1 Measure Name: FUH: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence - within 7 days

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

0576

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: UMIC, PMHP

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

38.98

Integrated Care Healthy U

44.19

Integrated Care Molina Healthcare

43.57

Integrated Care SelectHealth Community Care

54.5

Complete

D2.VII.1 Measure Name: FUH: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence - within 30 days

13 / 23

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

0576

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: UMIC, PMHP

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

20.34

Integrated Care Healthy U

24.19

Integrated Care Molina Healthcare

24.27

Integrated Care SelectHealth Community Care

33.45

Complete

D2.VII.1 Measure Name: FUM: Follow-Up After Emergency Department Visit for Mental Illness - within 7 days

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

3489

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

26.45

Integrated Care Healthy U

23.26

Integrated Care Molina Healthcare

24.38

Integrated Care SelectHealth Community Care

36.43

Complete

D2.VII.1 Measure Name: FUM: Follow-Up After Emergency Department Visit for Mental Illness - within 30 days

15 / 23

D2.VII.2 Measure Domain

Behavioral health care

D2.VII.3 National Quality Forum (NQF) number

3489

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Program-specific rate

D2.VII.6 Measure Set

HEDIS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

36.36

Integrated Care Healthy U

36.05

Integrated Care Molina Healthcare

33.75

Integrated Care SelectHealth Community Care

47.21

Complete

D2.VII.1 Measure Name: Getting Needed Care (Adult)

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

79.6

Integrated Care Healthy U

79.10

Integrated Care Molina Healthcare

81.6

Integrated Care SelectHealth Community Care

90.20

Complete

D2.VII.1 Measure Name: Getting Care Quickly (Adult)

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

81.10

Integrated Care Healthy U

76.3

Integrated Care Molina Healthcare

78.10

Integrated Care SelectHealth Community Care

85

Complete

D2.VII.1 Measure Name: Customer Service (Adult)

18 / 23

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO,UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

88.8

Integrated Care Healthy U

88.2

Integrated Care Molina Healthcare

91.3

Integrated Care SelectHealth Community Care

95.5

Complete

D2.VII.1 Measure Name: How Well Doctors Communicate (Adult

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

95.6

Integrated Care Healthy U

94.9

Integrated Care Molina Healthcare

95.2

Integrated Care SelectHealth Community Care

94.6

Complete

D2.VII.1 Measure Name: Health Care (Adult)

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

75.19

Integrated Care Healthy U

76.47

Integrated Care Molina Healthcare

73.11

Integrated Care SelectHealth Community Care

78.87

Complete

D2.VII.1 Measure Name: Health Plan (Adult)

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

66.5

Integrated Care Healthy U

76.25

Integrated Care Molina Healthcare

71.82

Integrated Care SelectHealth Community Care

68

Complete

D2.VII.1 Measure Name: Personal Doctor (Adult)

22 / 23

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO, UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

83.67

Integrated Care Healthy U

86.36

Integrated Care Molina Healthcare

84.92

Integrated Care SelectHealth Community Care

79.73

Complete

D2.VII.1 Measure Name: Specialist (Adult)

23 / 23

D2.VII.2 Measure Domain

Consumer Assessment

D2.VII.3 National Quality Forum (NQF) number

N/A

D2.VII.4 Measure Reporting and D2.VII.5 Programs

Cross-program rate: ACO/UMIC

D2.VII.6 Measure Set

CAHPS

D2.VII.7a Reporting Period and D2.VII.7b Reporting period: Date range

No, 01/01/2022 - 12/31/2022

D2.VII.8 Measure Description

N/A

Measure results

Integrated Care Health Choice Utah

80.21

Integrated Care Healthy U

85.42

Integrated Care Molina Healthcare

84

Integrated Care SelectHealth Community Care

87.76

Topic VIII. Sanctions

Describe sanctions that the state has issued for each plan. Report all known actions across the following domains: sanctions, administrative penalties, corrective action plans, other. Include any pending or unresolved actions.

42 CFR 438.66(e)(2)(viii) specifies that the MCPAR include the results of any sanctions or corrective action plans imposed by the State or other formal or informal intervention with a contracted MCO, PIHP, PAHP, or PCCM entity to improve performance.

Find in the Excel Workbook
D3_Plan_Sanctions

Sanction total count:

0 - No sanctions entered

Topic X. Program Integrity

Find in the Excel Workbook
D1_Plan_Set

Number	Indicator	Response
D1X.1	**Dedicated program integrity staff** Report or enter the number of dedicated program integrity staff for routine internal monitoring and compliance risks. Refer to 42 CFR 438.608(a)(1)(vii).	**Integrated Care Health Choice Utah** 19 **Integrated Care Healthy U** 23 **Integrated Care Molina Healthcare** 2.5 **Integrated Care SelectHealth Community Care** 10
D1X.2	**Count of opened program integrity investigations** How many program integrity investigations were opened by the plan during the reporting year?	**Integrated Care Health Choice Utah** 13 **Integrated Care Healthy U** 21 **Integrated Care Molina Healthcare** 7 **Integrated Care SelectHealth Community Care** 33
D1X.3	**Ratio of opened program integrity investigations to enrollees** What is the ratio of program integrity investigations opened by the plan in the past year per 1,000 beneficiaries enrolled in the plan on the first day of the	**Integrated Care Health Choice Utah** 1.01:1,000 **Integrated Care Healthy U** 1.1:1,000

	last month of the reporting year?	**Integrated Care Molina Healthcare** 0.41:1,000 **Integrated Care SelectHealth Community Care** 1:1,000
D1X.4	**Count of resolved program integrity investigations** How many program integrity investigations were resolved by the plan during the reporting year?	**Integrated Care Health Choice Utah** 13 **Integrated Care Healthy U** 21 **Integrated Care Molina Healthcare** 4 **Integrated Care SelectHealth Community Care** 22
D1X.5	**Ratio of resolved program integrity investigations to enrollees** What is the ratio of program integrity investigations resolved by the plan in the past year per 1,000 beneficiaries enrolled in the plan at the beginning of the reporting year?	**Integrated Care Health Choice Utah** 1.01:1,000 **Integrated Care Healthy U** 1.1:1,000 **Integrated Care Molina Healthcare** 0.23:1,000 **Integrated Care SelectHealth Community Care** 0.67:1,000
D1X.6	**Referral path for program integrity referrals to the state** What is the referral path that the plan uses to make program integrity referrals to the state? Select one.	**Integrated Care Health Choice Utah** Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently **Integrated Care Healthy U** Makes referrals to the State Medicaid Agency

		(SMA) and MFCU concurrently **Integrated Care Molina Healthcare** Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently **Integrated Care SelectHealth Community Care** Makes referrals to the State Medicaid Agency (SMA) and MFCU concurrently
D1X.7	**Count of program integrity referrals to the state** Enter the total number of program integrity referrals made during the reporting year.	**Integrated Care Health Choice Utah** 3 **Integrated Care Healthy U** 5 **Integrated Care Molina Healthcare** 7 **Integrated Care SelectHealth Community Care** 6
D1X.8	**Ratio of program integrity referral to the state** What is the ratio of program integrity referral listed in the previous indicator made to the state in the past year per 1,000 beneficiaries, using the plan's total enrollment as of the first day of the last month of the reporting year (reported in indicator D1.I.1) as the denominator.	**Integrated Care Health Choice Utah** 0.23:1,000 **Integrated Care Healthy U** 0.26:1,000 **Integrated Care Molina Healthcare** 0.41:1,000 **Integrated Care SelectHealth Community Care** 0.18:1,000
D1X.9	**Plan overpayment reporting to the state**	**Integrated Care Health Choice Utah** SFY2023 (July 1, 2022-June 30, 2023) $1,184,492.82 MLR for SFY2023 not yet

	Describe the plan's latest annual overpayment recovery report submitted to the state as required under 42 CFR 438.608(d)(3). Include, at minimum, the following information: • The date of the report (rating period or calendar year). • The dollar amount of overpayments recovered. • The ratio of the dollar amount of overpayments recovered as a percent of premium revenue as defined in MLR reporting under 42 CFR 438.8(f)(2).	available for ratio calculation. **Integrated Care Healthy U** SFY2023 (July 1, 2022-June 30, 2023) $656,572.10 MLR for SFY2023 not yet available for ratio calculation. **Integrated Care Molina Healthcare** SFY2023 (July 1, 2022-June 30, 2023) $11,227,909.69 MLR for SFY2023 not yet available for ratio calculation. **Integrated Care SelectHealth Community Care** SFY2023 (July 1, 2022-June 30, 2023) $5,130,936.15 MLR for SFY2023 not yet available for ratio calculation.
D1X.10	**Changes in beneficiary circumstances** Select the frequency the plan reports changes in beneficiary circumstances to the state.	**Integrated Care Health Choice Utah** Daily **Integrated Care Healthy U** Weekly **Integrated Care Molina Healthcare** Daily **Integrated Care SelectHealth Community Care** Daily

Topic IX. Beneficiary Support System (BSS) Entities

Per 42 CFR 438.66(e)(2)(ix), the Managed Care Program Annual Report must provide information on and an assessment of the operation of the managed care program including activities and performance of the beneficiary support system. Information on how BSS entities support program-level functions is on the Program-Level BSS page.

Find in the Excel Workbook
E_BSS_Entities

Number	Indicator	Response
EIX.1	**BSS entity type** What type of entity was contracted to perform each BSS activity? Check all that apply. Refer to 42 CFR 438.71(b).	**Utah Medicaid** State Government Entity
EIX.2	**BSS entity role** What are the roles performed by the BSS entity? Check all that apply. Refer to 42 CFR 438.71(b).	**Utah Medicaid** Beneficiary Outreach