July 27th – Aetna & WellCare

Sept. 28th – Anthem & United

Nov. 30th Humana & Passport

- Number of members by region and county and age groups

- Participating providers in each region broken down <u>by county</u> for:
    - primary care
    - specialty care by the type of specialty, including those providers for behavioral health services
    - physicians and nurse practitioners
    - substance use disorder treatment providers

- Location of primary care providers and specialty care providers in relation to the location of member participants

- How have networks kept up (or not kept up) over the last several years vis-a-vis the number of clients? Show trendlines. Are we getting better over time, feeling pinches, or maintaining, and in what service lines?

- In cases where it is not possible to see an in-network provider, how are the MCO's ensuring timely medical care and what are their policies about approving Out of Network providers?

- How many individuals requested out-of-network care for a service that was not available in-network?

- Of those requests, how many were approved in each of the service areas?

- Appointment availability by county for both physical and behavioral health

- Special services offered to participants by each MCO

- Services offered to participants by each MCO to address physical and social determinants of health

- HEDIS measures and percent achievement

- Claims data denial rates

- Number of audit requests by month for the past years for behavioral health and for physical health.

- Report on procedures requiring prior authorization; top 10 reasons for denials; and how does the MCO select the procedures that require pre-authorization.

- ER usage comparing past 3 calendar years for both physical and behavioral health

- Hospitalization rates comparing past 3 calendar years for both physical and behavioral health

- Re-hospitalization rates within 30 days for the same condition over the past 3 calendar years.

- Primary expenditure drivers - highest costs or highest volume?

- Numbers for COVID vaccine rates and boosters - actual numbers and percent of members