

INFORMATICS ENVIRONMENT

REPORTING & ANALYTICS

MSK DASHBOARDS - EXECUTIVE SUMMARY / LANDING ZONE



INFORMATION MANAGEMENT
INSIGHTS ANALYTICS

Musculoskeletal (MSK) Dashboard

01 MSK vs Total Spend



02 MSK Spend by Milliman Type of Service



03 Surgical vs Non-Surgical Cohort Spend



04 Surgical Cohort Surgery Spend



05 Surgical Spend - Top DRGs



06 Surgical Spend - Top DRG Details



07 Surgical Spend - Top Diagnosis



08 Surgical Spend - Primary Surgeons and Facilities



09 Surgical Spend - Primary Surgeons and Facilities Details



10 Primary Surgeon Pathways by Surgery Type and Facility




11 Surgical Spend - by Instate vs Out of State Provider




12 Surgical Spend - by Provider State



MSK DASHBOARDS



INFORMATION MANAGEMENT
INSIGHTS  ANALYTICS

Musculoskeletal (MSK) Dashboard

MSK Spend by Milliman Type of Service

Current Period:
Jan 2017 - Dec 2018

Filters Return

Time Period
Rolling 2 Years

Metric
Allowed

Business Segment
BCBSM

Funding Type
(All)

Market Segment
(All)

Customer
(All)

Group
(All)

Group Segment
(All)

Member Instate/OOS
(All)

Provider Instate/OOS
(All)

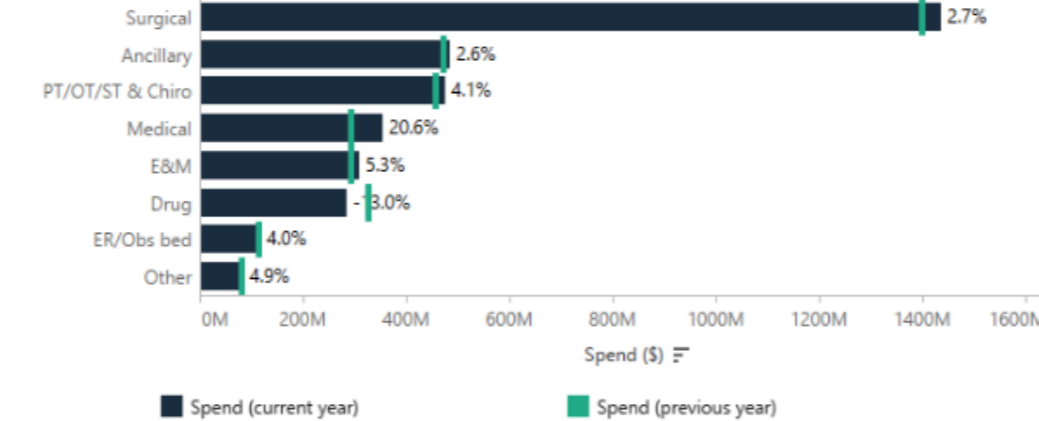
MSK Spend
\$3.5B
▲ 3.2% vs PY

Average Membership
3.2M
▲ 0.5% vs PY

MSK PMPM
\$91.63
▲ 2.7%

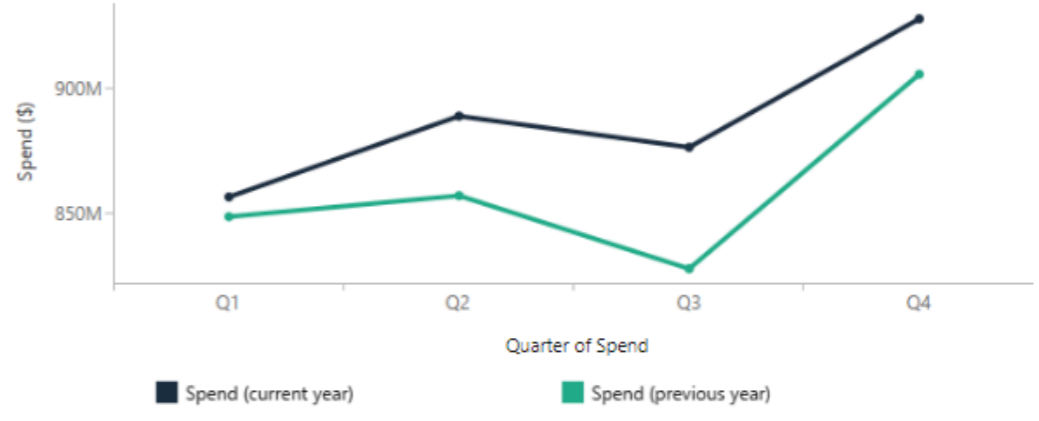
Unique Patients
1.3M
▲ vs PY
1.9%

Current Year Spend By Milliman Type of Service - Allowed Spend



Milliman Type of Service	Current Year Spend (\$)	% Change vs PY
Surgical	\$1,437,102,585.05	2.7%
Ancillary	\$483,743,262.76	2.6%
PT/OT/ST & Chiro	\$475,537,450.12	4.1%
Medical	\$353,136,128.16	20.6%
E&M	\$309,286,329.51	5.3%
Drug	\$285,171,114.57	-3.0%
ER/Obs bed	\$119,635,390.52	4.0%
Other	\$85,902,945.03	4.9%

Spend By Milliman Type of Service: All - Allowed Spend



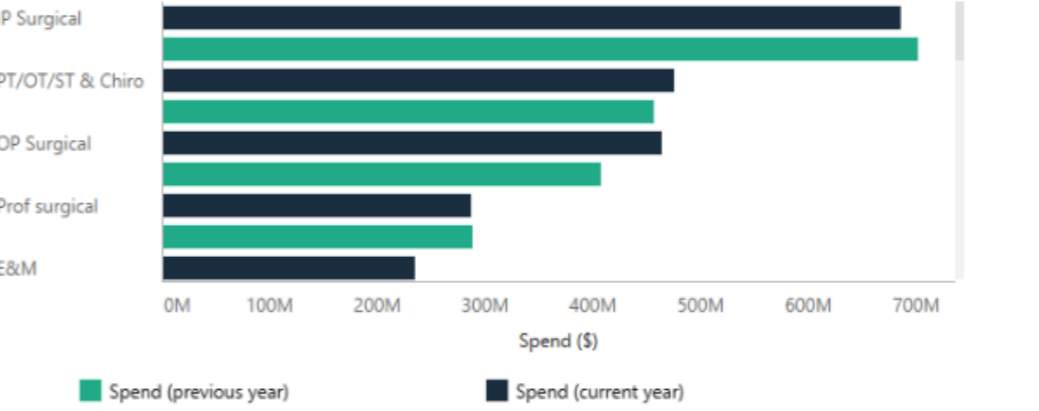
Quarter	Current Year Spend (\$)	Previous Year Spend (\$)
Q1	~850M	~850M
Q2	~880M	~860M
Q3	~870M	~830M
Q4	~920M	~900M

Percent Change From Previous Year: Alert - Allowed Spend

Rpt Milliman Catg Rollup	Spend (current year)	Spend (previous year)	% Change
Medical	\$353,136,128.16	\$292,721,360.46	20.6%
E&M	\$309,286,329.51	\$293,687,170.28	5.3%
Other	\$85,902,945.03	\$81,888,301.78	4.9%
PT/OT/ST & Chiro	\$475,537,450.12	\$456,949,170.62	4.1%
ER/Obs bed	\$119,635,390.52	\$114,985,562.53	4.0%
Surgical	\$1,437,102,585.05	\$1,398,968,279.47	2.7%
Ancillary	\$483,743,262.76	\$471,631,506.95	2.6%
Drug	\$285,171,114.57	\$327,707,279.90	-13.0%

Alert %: -13.0% to 20.6%

Spend By Milliman Type of Service Detail: All - Allowed Spend



Milliman Type of Service	Current Year Spend (\$)	Previous Year Spend (\$)
IP Surgical	~680M	~680M
PT/OT/ST & Chiro	~480M	~480M
OP Surgical	~450M	~450M
Prof surgical	~300M	~300M
E&M	~250M	~250M

MSK DASHBOARDS



INFORMATION MANAGEMENT
INSIGHTS ANALYTICS

Musculoskeletal (MSK) Dashboard Surgical Cohort Surgery Spend

Current Period:
Jan 2017 - Dec 2018

Filters Return

Time Period

Rolling 2 Years

Metric

Allowed

Business Segment

BCBSM

Funding Type

(All)

Market Segment

(All)

Customer

(All)

Group

(All)

Group Segment

(All)

Member Instate/OOS

(All)

Provider Instate/OOS

(All)

Total Surgical Spend

\$889M

Unique Patients

42.7K

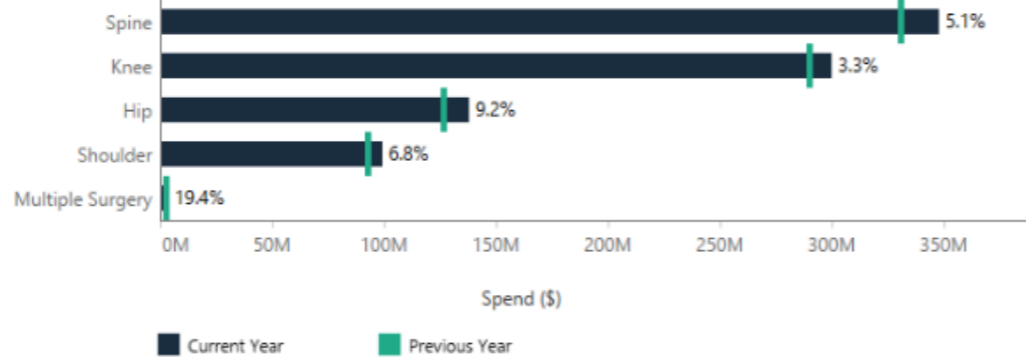
1.3% of Total PPO Membership

Surgical Visits Per 1000

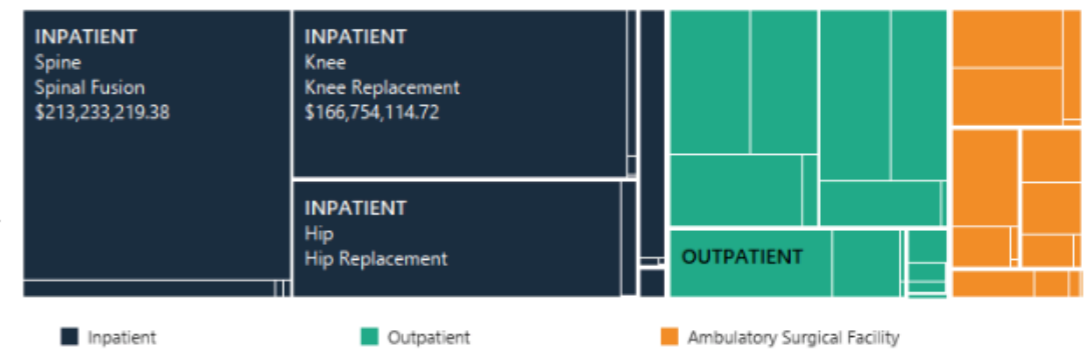
14.6

▼ 0.1%

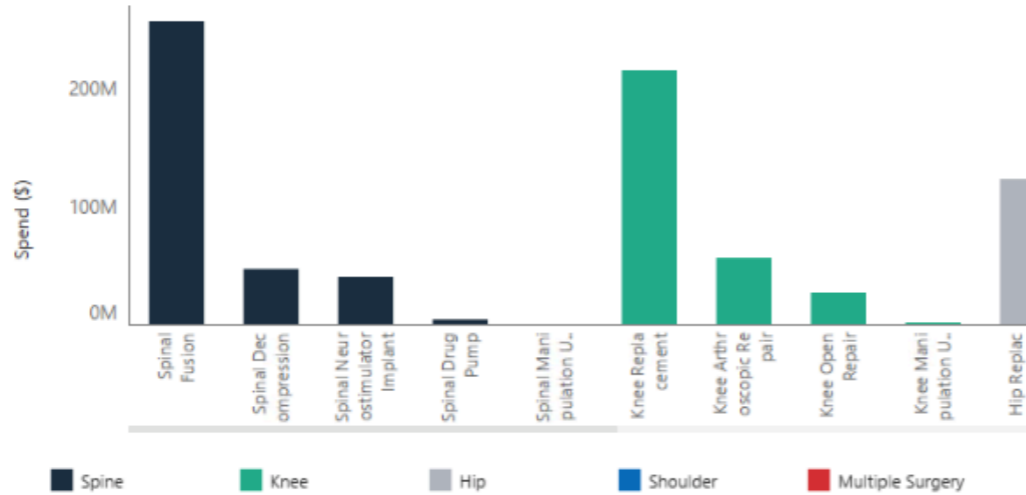
Breakdown of Surgical Spend by Type - Allowed Spend



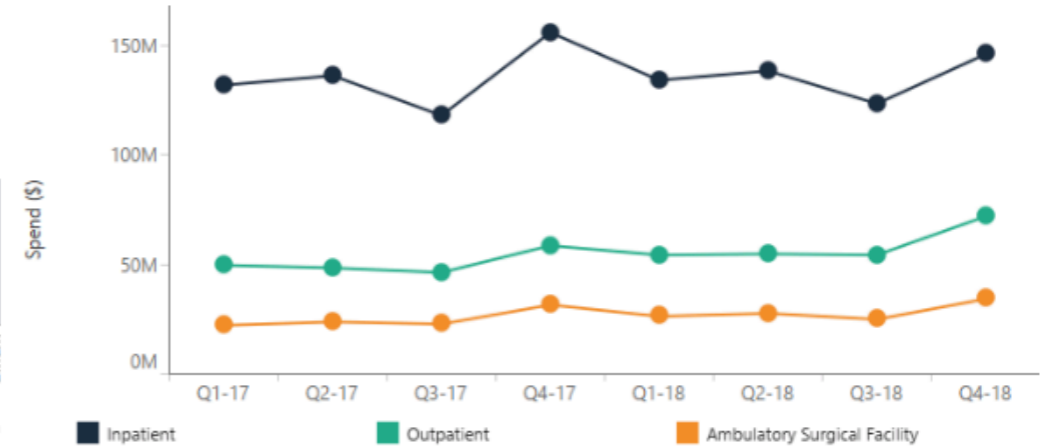
Breakdown by Place of Service Setting - Allowed Spend



Breakdown by Surgery Detail - Allowed Spend



Place of Service Setting Trend - Allowed Spend



▼ Surgical visits per 1000 are annualized for quarters

MSK DASHBOARDS



INFORMATION MANAGEMENT
INSIGHTS ANALYTICS

Musculoskeletal (MSK) Dashboard Surgical Spend - by Instate vs Out of State Provider

Current Period:
Jan 2017 - Dec 2018

Filters [Return](#)

Time Period
Rolling 2 Years

Metric
Allowed

Business Segment
BCBSM

Funding Type
(All)

Market Segment
(All)

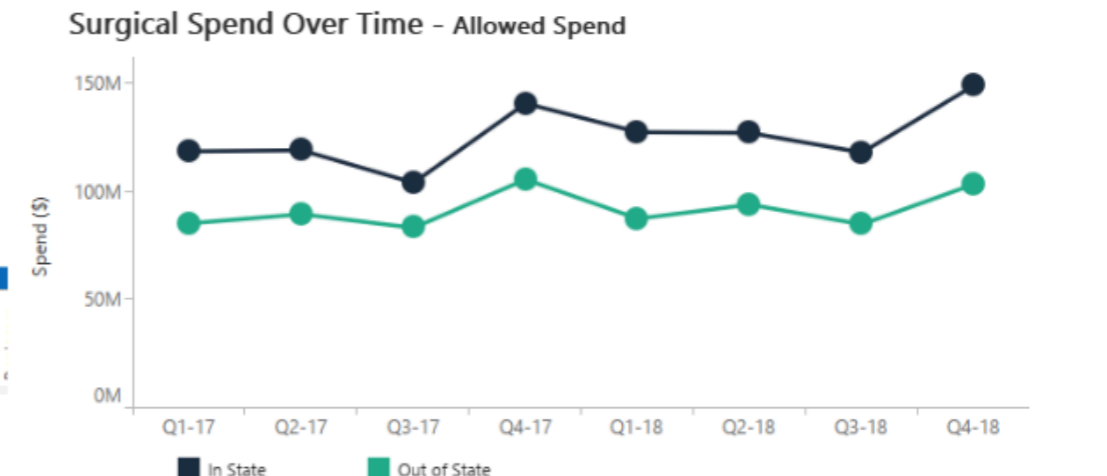
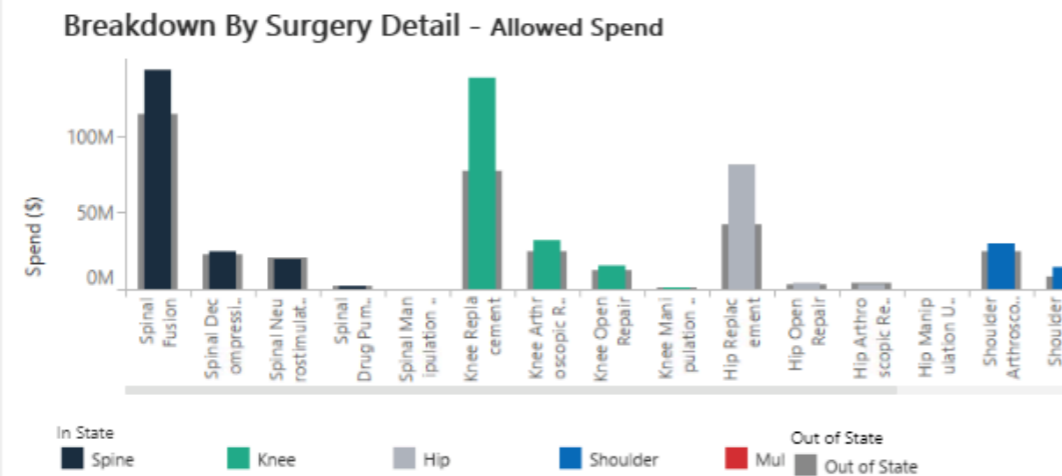
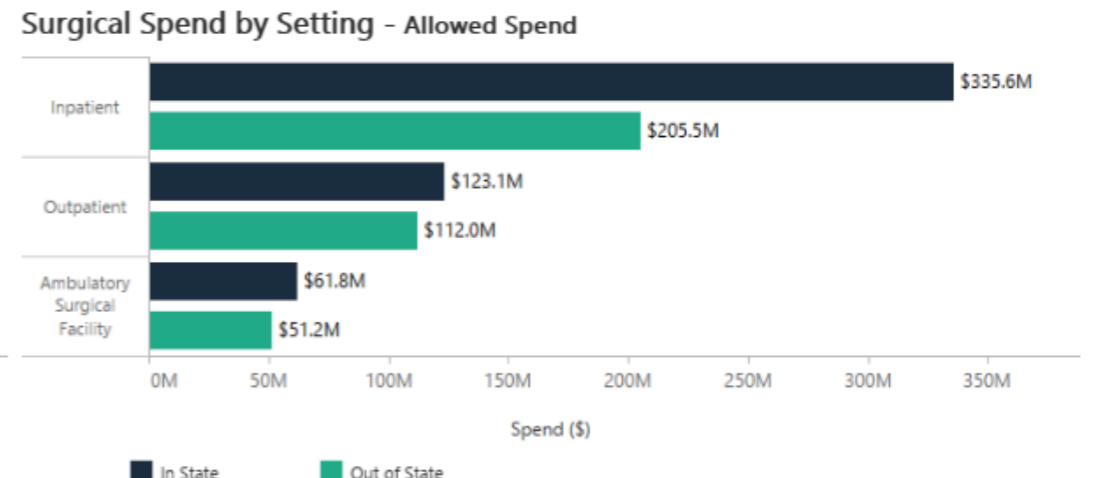
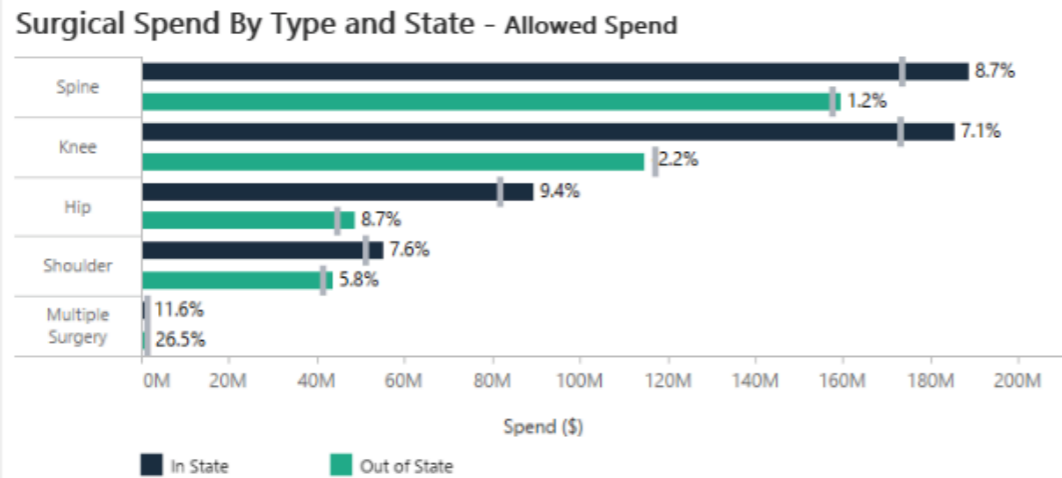
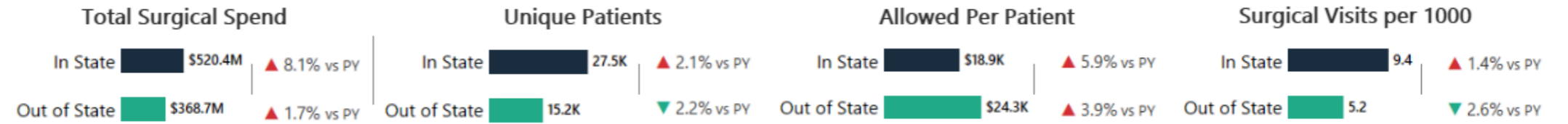
Customer
(All)

Group
(All)

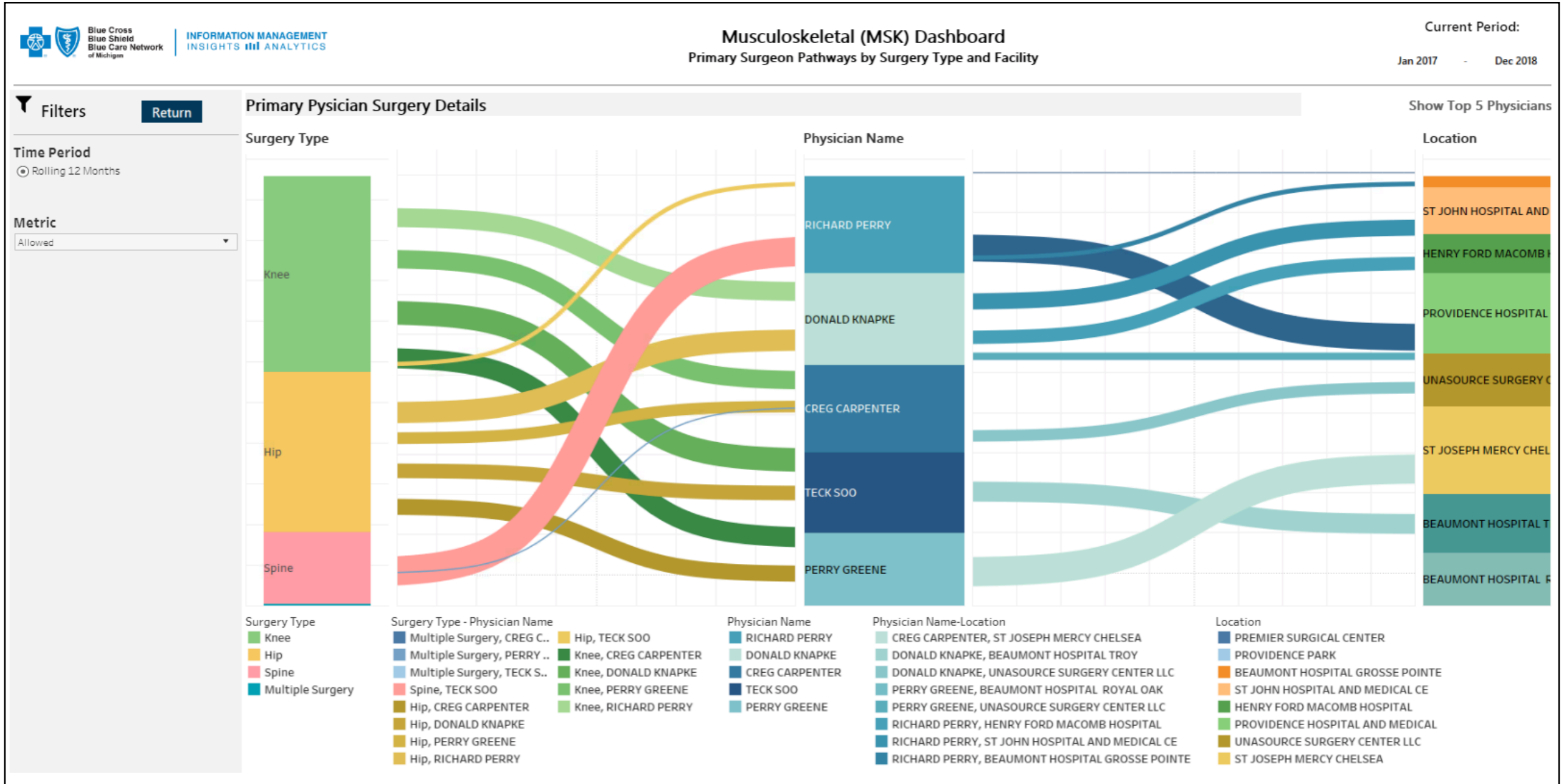
Group Segment
(All)

Member Instate/OOS
(All)

Provider Instate/OOS
(All)



MSK DASHBOARDS



CARE MANAGEMENT CLINICAL PROFILE (CM360)



Care Management Clinical Profile

Member Essentials

Name:
JANET A RASMUSSEN

Contract ID: 990335320

Person ID: 23550722

Email Address:
Not Available

Address: 6915 ALMA CT,
SAGINAW,
MI, 48603-2602

Member Portal Home Phone Number:
(989) 799-8591

Member Portal Work Phone Number:
Not Available

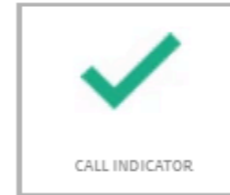
Member Portal Mobile Phone Number:
Not Available

Care Advance Alternative Phone Number:
Not Available

Care Advance Mobile Phone Number:
Not Available

CARE CATEGORY	QUICK ACCESS
Demographics	Care Management Eligibility Member Eligible
Member Enrollment	Active Contract Count 1
Group Information	Group Name MA INDIVIDUAL AT &T
Trigger/Cohort	Cohort Name Multiple
External CM Status	External Engagements Yes
Medical Spend	Total Medical Spend \$11,071.42
Pharmacy Spend	Total Pharmacy Spend \$1,777.06
PMPM Spend	Total PMPM Spend \$1,006.49
Model Scores	Prospective Risk Score 3.466
Condition Categories	Condition Name Multiple
HEDIS/Gaps in Care	Total Gaps in Care 10
Utilization	Total Allowed Amount \$12,848.48
Lab Results	Most Recent Service Date 2019-09-26
Social Determinants	Socially Influenced Score 19 of 20
High Dollar Claimants	Member Allowed Amount Not Available
Recommended Interventions	Total Interventions 3

Demographics Information For JANET A RASMUSSEN



SUMMARY INFORMATION

Name:	JANET A RASMUSSEN
Gender:	Female
Date of Birth:	28 MAY 1935
Relationship Description:	SELF/SUBSCRIBER
CM Eligibility Status:	Yes
Medical Plan Eligibility Status:	Yes
Subscriber Employment Status:	Not Available
Marital Status:	Not Available
Call Indicator:	Yes
Cobra Indicator:	Not Available
Working Age Indicator:	No
Region Assignment:	SHS Region 2
PCP Name:	DOMINADOR LAYNES
PCP Contact Information:	Not Available

CARE MANAGEMENT CLINICAL PROFILE (CM360)

Care Management Clinical Profile



Member Essentials

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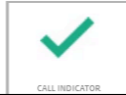
Member Portal Mobile Phone Number:
Not Available

Care Advance Alternative Phone Number:
Not Available

Care Advance Mobile Phone Number:
Not Available

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Demographics Information For
JANET A RASMUSSEN



CALL INDICATOR

Care Management Clinical Profile



Member Essentials

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Contract ID: 990335320

Person ID: 23550722

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Social Determinants For JANET A RASMUSSEN

Education Level	Completed College
Household Size	1
Ethnic Group	White/Other
Ethnic Group Code	Scandinavian
Language	English
Marital Status	Single
Single Parent	Unknown
Household Income	\$50,000 - \$74,999
Net Worth	\$100,000 - \$249,999
Socially Influenced Score	19 of 20

CARE MANAGEMENT CLINICAL PROFILE (CM360)



Care Management Clinical Profile

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Condition Categories	Condition Name Multiple
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Member Enrollment Information For
JANET A RASMUSSEN

Dual Coverage
No

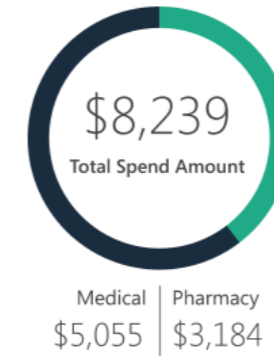
Enrollment Date Range		
	Contract Number	990335320
	CM Eligibility	Yes
	Organization	BCBSM
	Member Relationship Description	SELF/SUBSCRIBER
	Member Medicare Advantage Indicator	Yes
	Member Medicare Supplemental Indicator	No
2020-02-01 - 2020-12-31	Member Medicare Indicator	Yes
	Member Medigap Indicator	No
	Member Medical Coverage Indicator	Yes
	Member Pharmacy Coverage Indicator	Yes
	Member Dental Coverage Indicator	No
	Member Hearing Coverage Indicator	No
	Member Vision Coverage Indicator	Yes
	Group Segment Name	M A INDIVIDUAL REGION 3 ESSENTI..
	Contract Number	990335320
	CM Eligibility	Yes
	Organization	BCBSM
	Member Relationship Description	SELF/SUBSCRIBER
	Member Medicare Advantage Indicator	Yes
	Member Medicare Supplemental Indicator	No
2019-01-01 - 2019-12-31	Member Medicare Indicator	Yes
	Member Medigap Indicator	No
	Member Medical Coverage Indicator	Yes
	Member Pharmacy Coverage Indicator	Yes
	Member Dental Coverage Indicator	No
	Member Hearing Coverage Indicator	No
	Member Vision Coverage Indicator	Yes
	Group Segment Name	M A INDIVIDUAL REGION 3 ESSENTI..



CARE MANAGEMENT CLINICAL PROFILE (CM360) MEMBER SUMMARY

Member Snapshot

- Joe Smith is a 58 year old male residing in Region 20.
- His last visit was on 02/11/2020 to an Inpatient Facility.
- His last Care Management encounter was on 08/24/19 with Mary Jones.



Joe Smith

Medical Coverage Through: 08/21/20

Contact List

Care Management Eligibility:
Member Eligible

Cohort:
Multiple

Gaps in Care

Gap	Savings
Obesity Provider 180 Days	\$300.45
CAD PCP Visit	\$279.68
COPD Provider 180 Days	\$237.33
CAD Electrocardiogram	\$198.08
CAD Lipid Panel	\$175.95
Hypertension RASA Medication (PDC 80%)	\$164.25
Psych Population Obesity Screening	\$157.38
Hypertension ARB Medication (PDC 80%)	\$147.32
CAD ACE Medication (PDC 80%)	\$94.76
COPD Bronchodilator within 30 days of an acute inpatient discharge or ED visit	\$37.99

Patient History Timeline



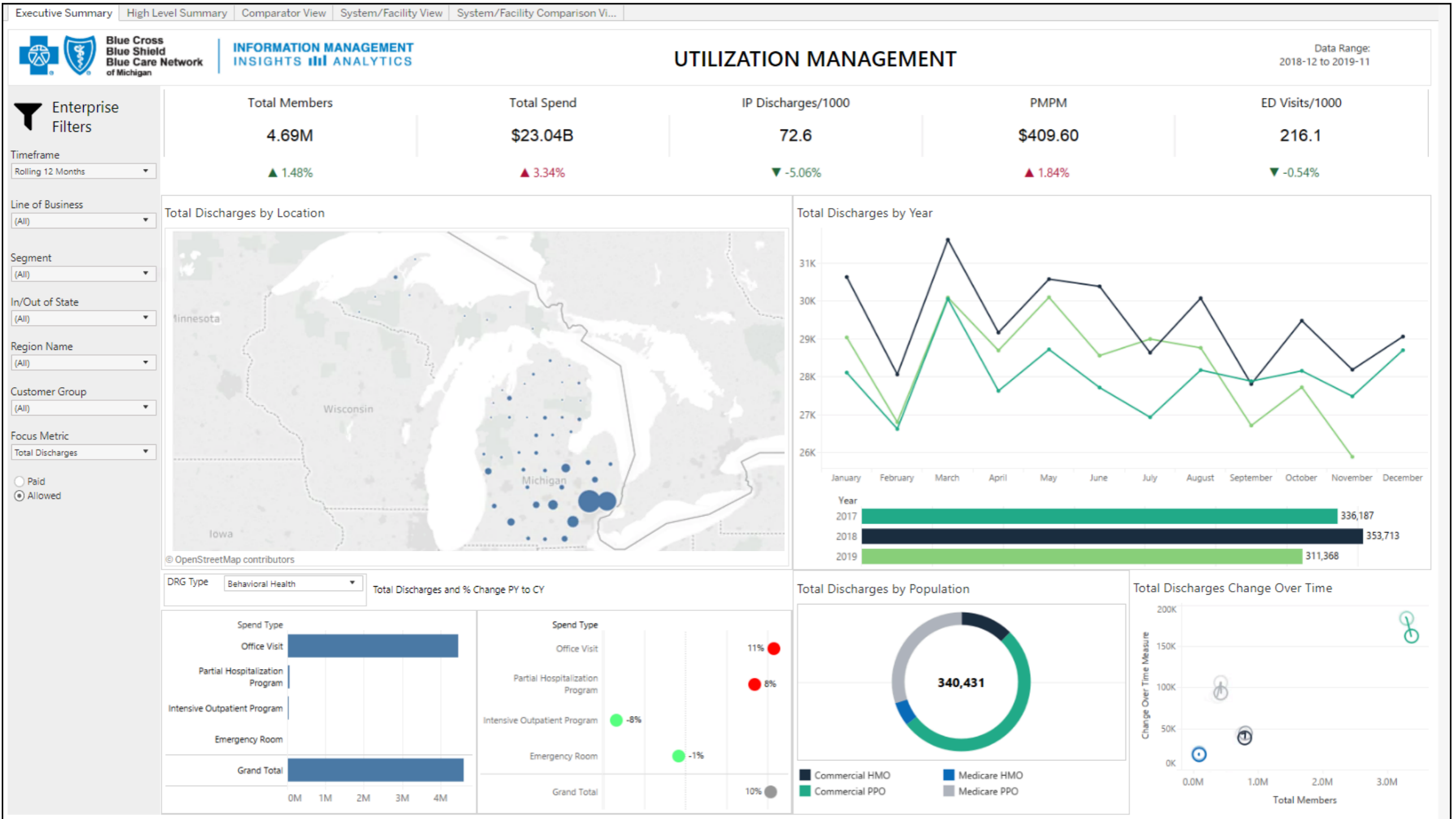
Medication List

Refill Date	Medication	Dispensed Quantity
9/21/19	Potassium Citrate	120
	Metformin HCL	45
7/11/19	Losartan Potassium	90
	Prednisone	50
	Omeprazole	30

Conditions

Conditions
Hypertension
Coronary atherosclerosis
Fibromyalgia / myositis
Temporomandibular disorder

UTILIZATION MANAGEMENT



UTILIZATION MANAGEMENT

Executive Summary | High Level Summary | Comparator View | System/Facility View | System/Facility Comparison Vi...



INFORMATION MANAGEMENT
INSIGHTS ANALYTICS

UTILIZATION MANAGEMENT

Data Range:
2018-12 to 2019-11

Enterprise Filters

View

- Acute Inpatient
- Readmissions
- Post Acute Care
- Behavioral Health
- Outpatient

Timeframe

Rolling 12 Months

Line of Business

(All)

Segment

(All)

In/Out of State

(All)

Region Name

(All)

Customer Group

(All)

Focus Metric

Total Discharges

- Paid
- Allowed

Total Discharges	Total Spend	PMPM	Disch/1000	Avg. LOS
340,431	\$6.89B	\$122.51	72.6	4.47
▼ -3.66%	▼ -0.94%	▼ -2.38%	▼ -5.06%	▲ 2.23%

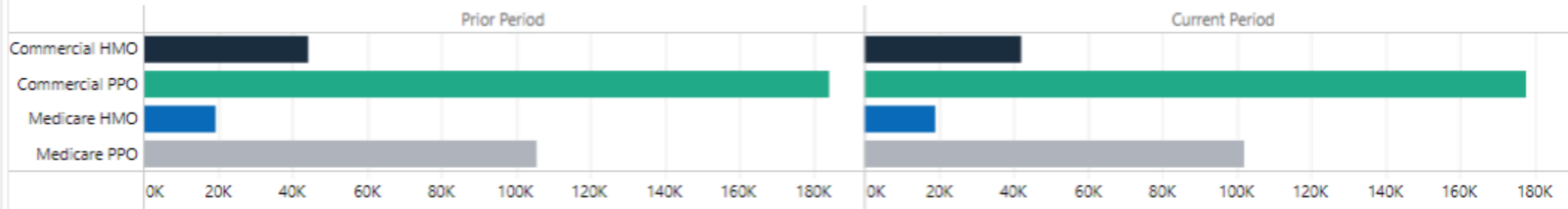
Acute Inpatient Summary

Population	Product	Total Discharges	Total Spend	% of Spend	PMPM	Disch/1000	% Change Disch/1000	Avg. LOS	IP Followup Visit %
Commercial	HMO	42,148	\$0.93B	13.51%	\$96.79	52.6	-4.6%	4.00	35.5%
	PPO	177,349	\$4.11B	59.58%	\$101.71	52.7	-5.4%	4.02	24.3%
Medicare	HMO	19,182	\$0.30B	4.43%	\$280.82	212.0	-3.3%	5.50	27.9%
	PPO	101,752	\$1.55B	22.49%	\$299.19	235.8	-5.3%	5.26	22.1%
Grand Total		340,431	\$6.89B	100.00%	\$122.51	72.6	-5.1%	4.47	25.4%

Acute Inpatient Performance

- Commercial HMO
- Commercial PPO
- Medicare HMO
- Medicare PPO

Total Discharges Overall



Total Discharges by DRG Type



UTILIZATION MANAGEMENT

Blue Cross Blue Shield Blue Care Network of Michigan

INFORMATION MANAGEMENT INSIGHTS ANALYTICS

UTILIZATION MANAGEMENT

Data Range: 2018-12 to 2019-11

Enterprise Filters

View

- Acute Inpatient
- Readmissions
- Post Acute Care
- Behavioral Health
- Outpatient

Timeframe

Rolling 12 Months

Line of Business

(All)

Segment

(All)

In/Out of State

(All)

Region Name

(All)

Customer Group

(All)

Focus Metric

Total Spend

Paid

Allowed

Metric	Value	% Change
Total Discharges	340,431	▼ -3.66%
Total Spend	\$6.89B	▼ -0.94%
PMPM	\$122.51	▼ -2.38%
Disch/1000	72.6	▼ -5.06%
Avg. LOS	4.47	▲ 2.23%

Select View: Health System

Total Spend Health System vs Overall

Segment	Product	Henry Ford Health System	Other	Total
Commercial HMO				
Commercial PPO				
Medicare HMO				
Medicare PPO				

Total Spend by DRG/CCS

Number of Categories to Display: 1

Henry Ford Health System

Segment	DRG/CCS	807-VAGINAL DELIVERY WITHOUT STERILIZATION	470-MAJOR HIP AND KNEE JOINT REPLACEMENT	454-COMBINED ANTERIOR/POSTERIOR SPINAL	247-PERC CARDIOVASC PROC W DRUG-ELUTIN	871-SEPTICEMIA OR SEVERE SEPSIS W/O MV >5	215-OTHER HEART ASSIST SYSTEM IMPLANT	853-INFECTIOUS & PARASITIC DISEASES W O.R.	455-COMBINED ANTERIOR/POSTERIOR SPINAL	621-O.R. PROCEDURES FOR OBESITY W/O CC/M	788-CESAREAN SECTION WITHOUT STERILIZATION	470-MAJOR HIP AND KNEE JOINT REPLACEMENT
Commercial HMO												
Commercial PPO												

Blue Cross Blue Shield Blue Care Network of Michigan

INFORMATION MANAGEMENT INSIGHTS ANALYTICS

UTILIZATION MANAGEMENT

Data Range: 2018-12 to 2019-11

Enterprise Filters

View

- Acute Inpatient
- Readmissions
- Post Acute Care
- Behavioral Health
- Outpatient

Timeframe

Rolling 12 Months

Line of Business

(All)

Segment

(All)

In/Out of State

(All)

Region Name

(All)

Customer Group

(All)

Focus Metric

Total Discharges

Comparator Type

Segment

Paid

Allowed

Metric	Value	% Change
Total Discharges	340,431	▼ -3.66%
Total Spend	\$6.89B	▼ -0.94%
PMPM	\$122.51	▼ -2.38%
Disch/1000	72.6	▼ -5.06%
Avg. LOS	4.47	▲ 2.23%

Acute Inpatient Summary

Population	Product	Comparator	Total Discharges	Total Spend	% of Spend	PMPM	Disch/1000	% Change Disch/1000	Avg. LOS	IP Followup Visit %
Commercial	HMO		2,760	\$0.07B	0.99%	\$104.22	50.6	4.3%	3.90	34.5%
		AUTO_VEBA	3,011	\$0.08B	1.23%	\$146.06	62.5	-1.5%	4.79	33.2%
		INDIVIDUAL	6,988	\$0.17B	2.48%	\$107.84	53.0	0.5%	4.39	31.7%
		KEY_LARGE	12,278	\$0.24B	3.48%	\$85.82	52.8	-7.1%	3.83	38.4%
		MIDDLE_SMALL	17,111	\$0.37B	5.34%	\$91.76	51.2	-5.2%	3.84	35.3%
PPO			1	\$0.00B	0.00%	\$39.90	8.4		5.00	
		AUTO_VEBA	37,149	\$0.91B	13.26%	\$122.19	59.6	-5.3%	4.15	18.0%
		INDIVIDUAL	3,528	\$0.10B	1.44%	\$171.66	73.5	1.5%	5.38	29.4%
		KEY_LARGE	90,700	\$2.09B	30.28%	\$93.04	48.5	-5.7%	4.01	23.7%
		MIDDLE_SMALL	45,971	\$1.01B	14.61%	\$101.84	55.8	-4.4%	3.83	30.0%
Medicare	HMO		1,736	\$0.03B	0.39%	\$259.86	202.3	9.5%	5.29	28.7%
		AUTO_VEBA	5,622	\$0.09B	1.31%	\$307.05	229.3	-2.7%	5.60	30.5%
		INDIVIDUAL	10,489	\$0.17B	2.41%	\$276.96	210.0	-3.3%	5.51	26.7%
		KEY_LARGE	1,046	\$0.02B	0.25%	\$240.09	172.9	-6.6%	5.33	26.7%
		MIDDLE_SMALL	289	\$0.00B	0.06%	\$263.94	207.5	-6.2%	4.95	26.8%
PPO										
		AUTO_VEBA	41,092	\$0.62B	9.00%	\$344.09	273.5	-2.5%	5.52	18.5%
		INDIVIDUAL	18,404	\$0.28B	4.09%	\$282.20	221.0	-5.0%	5.15	26.3%
		KEY_LARGE	39,908	\$0.61B	8.88%	\$270.26	211.4	-8.3%	5.06	22.7%
		MIDDLE_SMALL	2,348	\$0.04B	0.51%	\$312.98	251.5	-8.6%	4.98	24.1%
Grand Total			340,431	\$6.89B	100.00%	\$122.51	72.6	-5.1%	4.47	25.4%

Acute Inpatient Performance

Legend: Commercial HMO (Black), Commercial PPO (Green), Medicare HMO (Blue), Medicare PPO (Grey)

Total Discharges Overall

Segment	AUTO_VEBA	INDIVIDUAL	KEY_LARGE	MIDDLE_SMALL
Commercial HMO				
Commercial PPO				
Medicare HMO				
Medicare PPO				

CARE MANAGEMENT ADMIN SCREENS

The Care Management Admin Screens are built to facilitate the loading and stratification of Care Management members for eligibility in the Care Management Programs.

This custom UI solution was designed, developed and deployed by the IT team in our Web Application Environment by partnering with the business and aligning to their need to create a custom solution.

The screenshot displays two main sections of the Care Management Admin interface:

Group/Segment Statistics

This section includes a sidebar with options: Load, Queue Capacity, Group/Segment Reference, Business Exclusions, Group/Segment Statistics, Premium Groups Inclusion, Cohort Exclusions, Re-referral Exclusions, Stratification, Cohort Weight, and Exclusion.

The main area contains filters for:

- Label: Select option
- Segment/Group
- Business Unit
- Goal Annual Member Referred
- Goal Annual Member Managed
- Goal YTD Member Managed
- Actual YTD Member Managed

Group / Segment Reference

This section includes filters for:

- Label
- Segment /Group
- Customer Identifier
- Group
- Section /Subgroup
- Package Class
- Package Code
- BPID
- Funding Arrangement
- Business Unit
- Carrier
- Program Type
- Start Date
- End Date

Navigation controls include: Records Per Page: 5, Search: [input], and Records 1 to 5 - of 26 Total Records.

	Label	Segment/Group	CID/Customer Name	Group	Section/Sub Group	Package Class	Package Code	BPID	Funding Arrangement	Business Unit	Carrier	Program Type	Benefit Start Date	Benefit End Date
	Acument	Group	275554	000075441	All	All	All	All	All	HPB	PPO	Enhanced	20200101	20201231
+	AMCOR													
	Autoliv	Group	101635	000071772	All	All	All	All	All	HPB	PPO	Premium	20200101	20201231
	Auto / URMBT	Segment	All	All	All	All	All	All	All	HPB	Both	Base	14000101	99991231
	BCNA	Segment	All	All	All	All	All	All	All	SHS	HMO	Base	14000101	99991231

On the right side, there is a pagination control showing '5 - of 26 Total Records' and a table with 'End Date' values: 20201231.

CARE MANAGEMENT HIGH DOLLAR CLAIMANT REPORT

Through SBP 19158 Care Management Re-Design, the Informatics Team delivered, in an Agile approach, the High Dollar Claimant Report.

This report is designed to be presented to our Group Customers to provide pro-active communication on High Dollar Claimants and the opportunities for Care Management engagement.

New Capabilities Enabled:

This project brought three new capabilities into our Tableau Reporting toolkit:

1. Ability to Burst reports and send to Content Manager for the business
2. Ability to select pages to export to PDF
3. New Landing Page for the business to select groups, divisions, etc. to have an on-demand report to be created

HIGH DOLLAR CLAIMANT TEAM SUMMARY BY MEMBER

All Selected

SUMMARY OF 1,006 MEMBERS REVIEWED BY HDC UNIT (1/1/2019 - 2/5/2020)

Member Profile						Action Items and Expected Future Spend							
Name	Date Triggered ¹	Date Reviewed	Total Spend ²	Drivers of Spend (Condition)	Drivers of Spend (Treatment)	Previously Enrolled in Case Mgmt	Care Mgmt Referral	Utilization Mgmt Referral	Pharmacy Referral	Other Referral	Managed in Care Mgmt?	Reason for not referring to CM	Expected Continued Spend ³
AUDIA MATTHEWS	01/02/2020	01/30/2020	\$143,887	End Stage Renal Disease	Transplant, Single high cost inpatient surgical admission	No	No	No	No	No	Yes	High cost not expected to persist, Managed by provider	No
FRANCKE BRUFFITH	01/02/2020	01/31/2020	\$188,710	CIA	Single high cost inpatient medical admission, Prolonged length of stay (i.e. Alternate level of care (ALC))	No	No	No	No	No	Yes	High cost not expected to persist, Managed by provider	No
FREDERICK POSTER	01/02/2020	01/28/2020	\$136,139	Other condition	Single high cost inpatient surgical admission	No	No	No	No	No	No	Managed by provider, High cost not expected to persist	No
MELANIE KLINE	01/02/2020	01/29/2020	\$130,162	Septicemia/Sepsis	Single high cost inpatient surgical admission, Multiple inpatient admissions, Outpatient Infusion Center	No	No	No	No	No	Yes	High cost not expected to persist, Managed by provider	No
TAMMY ROBERTS	01/02/2020	01/31/2020	\$124,312	Cardiovascular	Multiple inpatient admissions, Other treatment or therapy	No	No	No	No	No	Yes	Managed by provider	Yes
ARNOLD SAUVERS	01/02/2020	01/30/2020	\$117,885	Cardiovascular	Other treatment or therapy, Multiple inpatient admissions	No	No	No	No	No	Yes	Member is already well-managed	No
AJKA PARASILIOU	01/02/2020	01/31/2020	\$117,216	Congenital Anomalies, Rare/Genetic conditions	Other treatment or therapy, Multiple inpatient admissions	No	No	No	No	No	No	Managed by provider	Yes
WILLIAM GOODWIN	01/02/2020	01/31/2020	\$116,869	End Stage Renal Disease	Transplant	No	No	No	No	No	No	Managed by provider	No
DINDY PETERSON	01/02/2020	01/29/2020	\$116,260	Other condition	Other treatment or therapy, Multiple inpatient admissions	No	No	No	No	No	No	Member is already well-managed, High cost not expected to...	No
SAVANNAH LARAHIE	01/02/2020	01/27/2020	\$116,257	Multiple Sclerosis	High Cost Specialty Drug	No	No	No	Yes	No	No	Managed by provider	Yes
LAURYN DODRI	01/02/2020	01/29/2020	\$114,439	Other condition	Other treatment or therapy	No	No	No	No	No	No	Member is already well-managed	Yes
SUE CAPLINDER	01/02/2020	01/30/2020	\$112,056	Other condition	High Cost Specialty Drug	No	No	No	No	No	No	Managed by provider	Yes
JOSEPH LEWIS IV	01/02/2020	01/31/2020	\$108,027	Cancer	Oncology with high cost medication, Single high cost inpatient surgical admission	No	No	No	No	No	No	Managed by provider	Yes
MICHELLE SCHWEDERSON	01/02/2020	01/28/2020	\$107,036	Other condition	Other treatment or therapy	No	No	No	No	No	Yes	Currently managed in Care Management	Yes
JULIAN DANIEL	01/02/2020	01/28/2020	\$106,610	Other condition	Other treatment or therapy	No	No	No	No	No	No	Managed by provider	Yes
FRANCKE BRUFFITH	01/02/2020	01/31/2020	\$188,710	CIA	Single high cost inpatient medical admission, Prolonged length of stay (i.e. Alternate level of care (ALC))	No	No	No	No	No	Yes	High cost not expected to persist, Managed by provider	No
FREDERICK POSTER	01/02/2020	01/28/2020	\$136,139	Other condition	Single high cost inpatient surgical admission	No	No	No	No	No	No	Managed by provider, High cost not expected to persist	No
MELANIE KLINE	01/02/2020	01/29/2020	\$130,162	Septicemia/Sepsis	Single high cost inpatient surgical admission, Multiple inpatient admissions, Outpatient Infusion Center	No	No	No	No	No	Yes	High cost not expected to persist, Managed by provider	No
TAMMY ROBERTS	01/02/2020	01/31/2020	\$124,312	Cardiovascular	Multiple inpatient admissions, Other treatment or therapy	No	No	No	No	No	Yes	Managed by provider	Yes
ARNOLD SAUVERS	01/02/2020	01/30/2020	\$117,885	Cardiovascular	Other treatment or therapy, Multiple inpatient admissions	No	No	No	No	No	Yes	Member is already well-managed	No
AJKA PARASILIOU	01/02/2020	01/31/2020	\$117,216	Congenital Anomalies, Rare/Genetic conditions	Other treatment or therapy, Multiple inpatient admissions	No	No	No	No	No	No	Managed by provider	Yes
WILLIAM GOODWIN	01/02/2020	01/31/2020	\$116,869	End Stage Renal Disease	Transplant	No	No	No	No	No	No	Managed by provider	No
DINDY PETERSON	01/02/2020	01/29/2020	\$116,260	Other condition	Other treatment or therapy, Multiple inpatient admissions	No	No	No	No	No	No	Member is already well-managed, High cost not expected to...	No
SAVANNAH LARAHIE	01/02/2020	01/27/2020	\$116,257	Multiple Sclerosis	High Cost Specialty Drug	No	No	No	Yes	No	No	Managed by provider	Yes
LAURYN DODRI	01/02/2020	01/29/2020	\$114,439	Other condition	Other treatment or therapy	No	No	No	No	No	No	Member is already well-managed	Yes
SUE CAPLINDER	01/02/2020	01/30/2020	\$112,056	Other condition	High Cost Specialty Drug	No	No	No	No	No	No	Managed by provider	Yes
JOSEPH LEWIS IV	01/02/2020	01/31/2020	\$108,027	Cancer	Oncology with high cost medication, Single high cost inpatient surgical admission	No	No	No	No	No	No	Managed by provider	Yes
MICHELLE SCHWEDERSON	01/02/2020	01/28/2020	\$107,036	Other condition	Other treatment or therapy	No	No	No	No	No	Yes	Currently managed in Care Management	Yes
JULIAN DANIEL	01/02/2020	01/28/2020	\$106,610	Other condition	Other treatment or therapy	No	No	No	No	No	No	Managed by provider	Yes

1. Threshold are triggered for High Dollar Claimant review. The threshold is \$100K for base customers and \$200K for buy-up customers. The date member was triggered. Financial investigation and Subrogation.
2. Has to be engaged, provided health information to a care manager, established in a care plan that includes personal health goals, and is actively working with a care manager on interventions to achieve those goals.



CARE MANAGEMENT HIGH DOLLAR CLAIMANT REPORT

Landing Page for easy access for the business to select with Group, Segments, Organization, Subgroup, Business Unit, Division, etc.

Ability to select which pages in a report to export to a PDF.

The screenshot displays the 'HIGH DOLLAR CLAIMANT TEAM SUMMARY BY MEMBER' interface. At the top, it indicates 'All Selected' and 'SUMMARY OF 1,006 MEMBERS REVIEWED BY HDC UNIT (1/1/2019 - 2/5/2020)'. A table lists member profiles with columns for Name, Date Triggered, Date Reviewed, Total Spend, Drivers of Spend (Condition), Drivers of Spend (Treatment), Previously Enrolled in Care Mgmt, and Care Mgmt Referral. A 'Download PDF' dialog box is open, allowing selection of specific sheets from the workbook. The dialog includes options for 'Include' (Specific sheets from this workbook), 'Scaling' (Automatic), 'Paper Size' (Letter), and 'Orientation' (Landscape). A 'Run Report' button is visible at the bottom right of the interface.

Name	Date Triggered	Date Reviewed	Total Spend	Drivers of Spend (Condition)	Drivers of Spend (Treatment)	Previously Enrolled in Care Mgmt	Care Mgmt Referral
AUCIA MATTHEWS	01/01/2020	01/30/2020	\$143,387			No	No
FRANCE DRIFTH	01/01/2020	01/31/2020	\$138,710			No	No
FREDERICK FOSTER	01/01/2020	01/08/2020	\$136,139			No	No
MELANIE KLINE	01/01/2020	01/09/2020	\$130,152			No	No
TAMMY ROBERTS	01/01/2020	01/31/2020	\$124,312			No	No
ARNOLD SAUVERS	01/01/2020	01/30/2020	\$117,989			No	No
ALPHA PARKIASIDOU	01/01/2020	01/31/2020	\$117,216	Cor	Rap	No	No
WILLIAM GOODWIN	01/01/2020	01/31/2020	\$116,969			No	No
DINDY PETERSON	01/01/2020	01/09/2020	\$116,260			No	No
SAVANNAH LARAMIE	01/01/2020	01/07/2020	\$116,257			No	No
LAURYN OFORI	01/01/2020	01/09/2020	\$114,489			No	No
SUE CAPLINGER	01/01/2020	01/30/2020	\$112,086	Other condition	High Cost Specialty Drug	No	No

Download PDF

Include: **Specific sheets from this workbook**

Welcome Scre... Report Pg1 Report Pg2 Report Pg

Select All Clear All

Scaling: Automatic

Paper Size: Letter Orientation: Landscape

Cancel Create PDF

Run Report

WELL BEING REPORTING

Through SBP 19151 Well-Being Reporting, the Informatics team has enable a new capability for the business to be able to export Tableau Dashboards to Excel. This was created to meet the business requests from the Group Customers. Note the project is not closed at this time; however, the capability has been created and is now available to be leveraged by other initiatives.

New Capabilities Enabled: Ability to export multi-tabbed Tableau Dashboards to Excel

The image shows a screenshot of a Tableau dashboard within a web browser. The browser's address bar shows the URL: <https://tableaubcs.accentureanalytics.com/#/views/HealthWell-BeingActivityReport-Aggregate/PromptPage?iid=1>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Tableau interface includes a search bar and a navigation menu with tabs: Prompt Page, Title, Summary, Registration, Health Assessment, Physician Screening, Coaching, Challenges, Digital Health Assistant, Tobacco Coaching, and Error Report. The main content area features the Blue Cross Blue Shield Blue Care Network of Michigan logo and the title "Blue Cross® Health & Well-Being ACTIVITY REPORT". Below the title are three input fields: "*Group Number(s):" with the value "007000242", "*Report/Activity Start Date:" with "1/1/2019", and "*Report/Activity End Date:" with "12/31/2019". A note below these fields states: "To include multiple group numbers separate them with a comma (e.g. 000071774, 000071775)." and "* Fields are required". An inset window, titled "Activity Report", shows a similar form but with a "Choose File" button highlighted in orange and the text "No file chosen". Below the form in the inset is an "Export Excel" button, also highlighted in orange. In the bottom right corner of the overall image, there is a green icon of a Microsoft Excel spreadsheet with a white 'X' over it.

WELL BEING REPORTING

Wellness_Activity_Report_007000242_01162020.xlsx - Excel

Pothula, Ajaykumar

File Home Insert Draw Page Layout Formulas Data Review View Developer Help Power Pivot Search

Clipboard Font Alignment Number Styles Cells

AutoSave Off

Calibri 12 A A

Normal Bad Good Neutral Calculation

Check Cell Explanatory ... Input Linked Cell Note

Insert Delete Format

Σ Auto Fill Clear

A1

Blue Cross Blue Shield Blue Care Network of Michigan

Blue Cross® Health & Well-Being
WebMD Registration Activity Report

Run Date: 01/16/2020

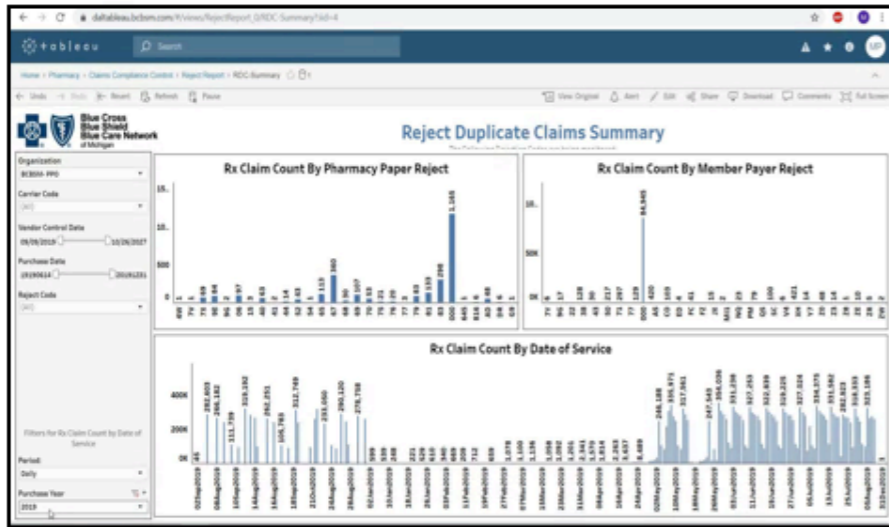
WCMR Person ID	Contract Number	First Name	Last Name	Gender	DOB	Relationship	Group Number	Group Section Number	Package Code	Department Code	Registration Date
5804176	842196486	CHRISTINE	KOHUT	F	11/24/1946	SUBSCRIBER	007000242	0270			07/07/2017
6431133	842197623	SHARON	WILLIAMS	F	02/29/1948	SUBSCRIBER	007000242	0270			11/30/2017
2208371	842206146	BARBARA	FOSTER	F	06/29/1948	SUBSCRIBER	007000242	0270			04/21/2016
5843059	842716032	JOHNNIE	MOSS	M	07/18/1948	SUBSCRIBER	007000242	0271			01/04/2017
6129865	842774285	PATRICIA	BANASINSKI	F	01/18/1957	SUBSCRIBER	007000242	0270			01/08/2018
1142838	842814143	JOANNE	WOODALL	F	07/02/1949	SUBSCRIBER	007000242	0270			08/14/2017
6076114	842844749	WILLIAM	SMITH	M	04/04/1949	SUBSCRIBER	007000242	0270			03/06/2019
150156	890007160	XUAN	WU	F	02/06/1974	SUBSCRIBER	007000242	0111	006		03/28/2016
150157	890007160	SHENG	LIU	M	04/22/1973	SPOUSE	007000242	0111	006		03/03/2016
151996	890010264	CHENELL	BROWN	F	05/31/1971	SUBSCRIBER	007000242	0108	007		03/28/2016
151997	890010264	LAMAR	WILLIAMS	M	06/26/1961	SPOUSE	007000242	0108	007		03/28/2016
149162	890017642	CHELANDA	STEVENSON	F	04/25/1980	SUBSCRIBER	007000242	0101	006		03/28/2016
149163	890017642	CLIFTON	STEVENSON	M	12/13/1978	SPOUSE	007000242	0101	006		04/25/2016
153849	890022849	LALITHA	RAVICHANDRAN	F	12/09/1967	SUBSCRIBER	007000242	0112	004		01/12/2016
153850	890022849	RAVICHANDR	SALEM	M	05/16/1965	SPOUSE	007000242	0112	004		01/13/2016
155060	890023998	RANI	KANDRU	F	07/01/1964	SUBSCRIBER	007000242	0112	004		03/23/2016
147411	890026256	KATHERINE	VERN	F	07/28/1969	SUBSCRIBER	007000242	0109	012		01/20/2016
147412	890026256	THOMAS	VERN	M	05/18/1969	SPOUSE	007000242	0109	012		12/02/2019
147503	890026582	KIMBERLY	SEXTON	F	09/10/1974	SUBSCRIBER	007000242	0112	006		04/26/2016
147962	890026582	JOSEPH	CROSLY	M	12/13/1995	ADULT_DEPENDENT	007000242	0112	006		06/03/2017
153430	890031909	KETAN	JOSHI	M	01/04/1969	SUBSCRIBER	007000242	0101	006		02/03/2016
153431	890031909	MANISHA	JOSHI	F	08/21/1971	SPOUSE	007000242	0101	006		02/08/2016
8825405	890035317	JEREMY	BENGEL	M	04/16/1981	SUBSCRIBER	007000242	0112	004		09/28/2016
147558	890035751	ANNETTE	PALMER	F	10/04/1974	SUBSCRIBER	007000242	0278	003		01/07/2016
151166	890039199	SANJEEV	VOHRA	M	05/22/1955	SUBSCRIBER	007000242	0108	007		02/29/2016
151167	890039199	REEMA	VOHRA	F	01/29/1961	SPOUSE	007000242	0108	007		02/29/2016
151178	890039238	ELIZABETH	SWAN	F	03/16/1978	SUBSCRIBER	007000242	0123	014		01/11/2016
5756642	890040532	PAM	TROTTER	F	11/25/1976	SUBSCRIBER	007000242	0102	005		11/19/2015
6176268	890040532	MARK	TROTTER	M	04/29/1975	SPOUSE	007000242	0102	005		03/30/2016
159217	890050929	KHOA	LE	M	07/05/1965	SUBSCRIBER	007000242	0102	005		01/25/2016
159218	890050929	OANH	NGUYEN	F	10/11/1972	SPOUSE	007000242	0102	005		01/31/2016
162914	890063373	NORA	MALOY	F	10/12/1948	SUBSCRIBER	007000242	0111	006		12/17/2015
164099	890064426	LYNDA	MCMILLIN	F	03/24/1960	SUBSCRIBER	007000242	0111	006		01/14/2016
164664	890064753	SAMANTHA	HAYES	F	12/15/1995	ADULT_DEPENDENT	007000242	0109	012		02/01/2019
157059	890066268	JING	FENG	F	11/06/1962	SUBSCRIBER	007000242	0109	012		01/19/2016

Registration

PHARMACY REPORTING

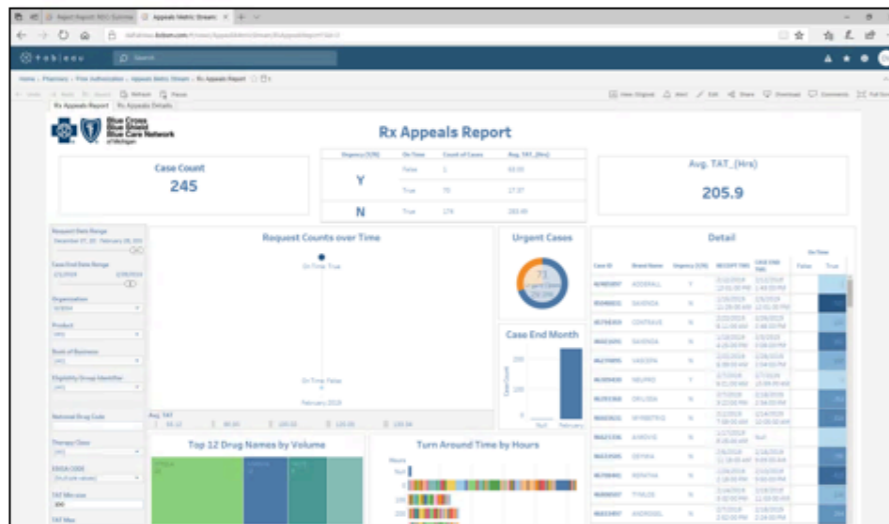
Defect Duplicate Claims Summary

Purpose: Identify Rx Claim Count By Pharmacy Paper Reject, By Member Payer Reject, By Count By Data of Service



Appeals Metrics

Purpose: Identify all cases for appeals, help evaluate the effectiveness of current prior Authorization programs



PA Count

Purpose: Capture and evaluate Prior Authorizations data to support customer retention





INFORMATION MANAGEMENT
INSIGHTS  ANALYTICS

