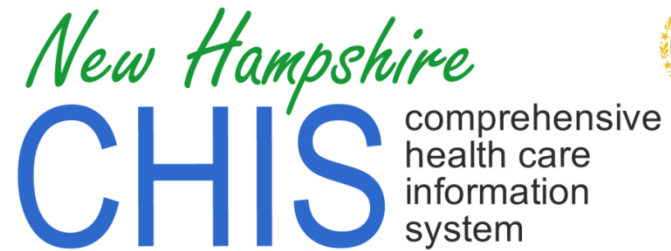


NH CHIS Annual Meeting



Thursday, July 25, 2013

10:00am – 11:30am EDT

In-person (NH DHHS Brown Building Auditorium) and WebEx



Agenda

- Introductions
 - NH CHIS Team
 - Milliman Team
- Transition Process
 - Status on NHpreprocessor
 - Status of data submissions
 - Status of extracts
- Review the Process for Submitting Submission Exceptions
 - Process, Form, and Approval

Agenda (Continued)

- Data Quality Issues
 - Gaps in data
 - Field issues in processing data
 - Multiple platforms
 - Carve-outs
- Future Communications
 - Healthcare Processor Stakeholder Team
 - Newsletters
- Questions

NHpreprocessor Status

- NHpreprocessor Status
 - Initial preprocessor distributed Sept. 12, 2012.
 - Updated version distributed Feb. 6, 2013. The main changes were adding the ability for 10 new data elements, the scrubbing of the member and subscriber name, and the file versioning.
 - NHpreprocessor available for download via Milliman FTP site.

NH CHIS Submission and Extract Status

- Data Submission Status
 - Data submissions allowed with distribution of NHpreprocessor.
 - Data validation and threshold processes built and refined.
 - Portal built and available for healthcare processor view of results.
 - Automated emails with data validation results sent to healthcare processors.
- Quarterly Data Extract Status
 - Initial extract provided to DHHS/NHID has data through December 2012.
 - Second extract to have data through March 2013.

DHHS/NHID Exception Process

- Request form is available on the Milliman Data Validation Reports Portal. (<https://nhchis.com/Reports/Pages/Folder.aspx>)
- Authorized users will log into portal and access “4-Threshold Exception Request Form”, then follow all directions provided in this form.
- Requests must be thoroughly completed (correct Audit ID, date range, threshold limits and specific rational that includes plans for resolving any issues).
- When complete, forms must be submitted to the FTP site.

DHHS/NHID Exception Process (Continued)

- Milliman uploads these requests, processes and submits them to DHHS/NHID for approval.
- DHHS/NHID provides feedback on request to Milliman.
- Milliman reprocesses results and sends emails to notify healthcare processors of updated results.

Data Quality

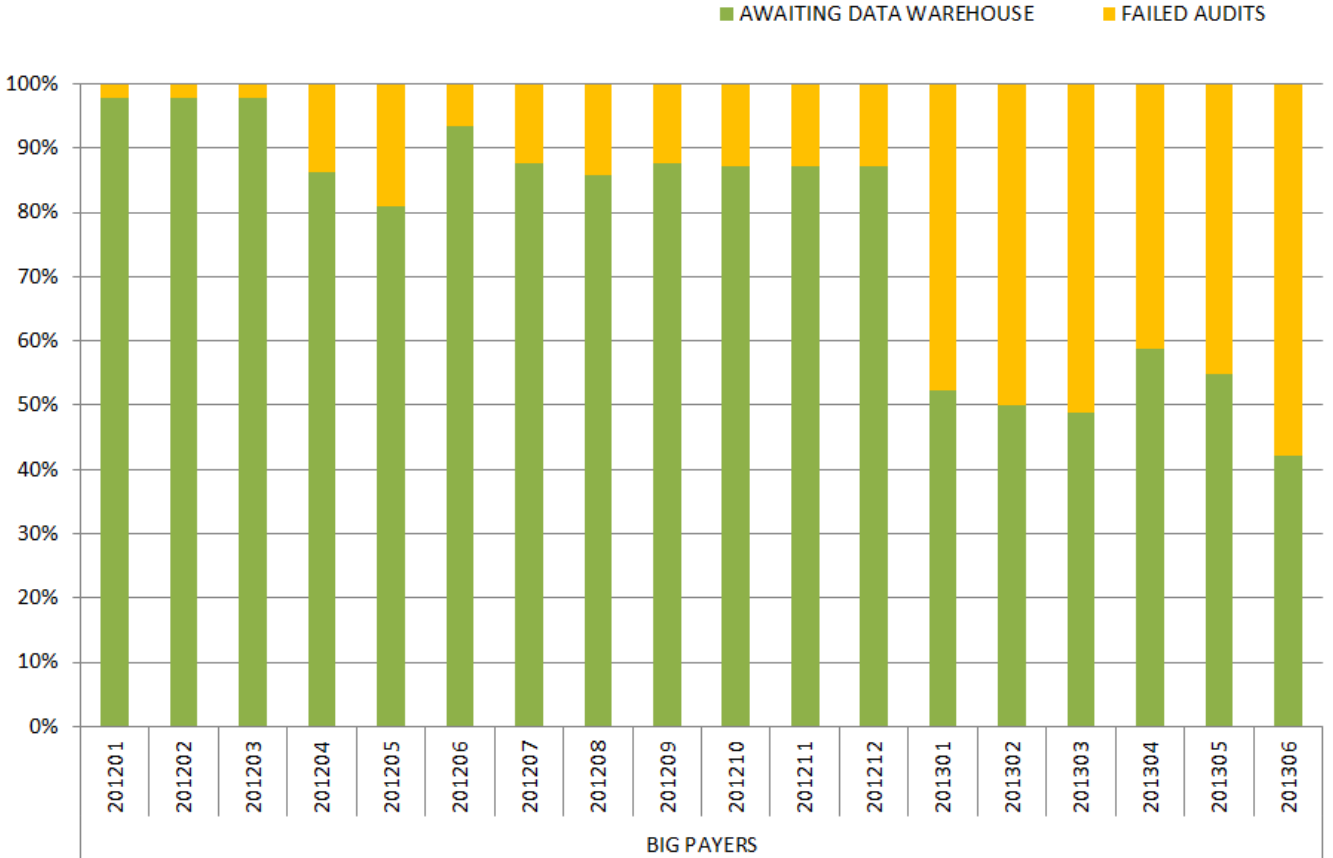
- Generally of high quality.
- Experiencing gaps in data.
 - Missing Files for some time periods.
 - Missing files during the transition from Onpoint to Milliman and some for other periods.
 - Some files have no records. Please supply file and put 0 records in header.
 - New subsidiaries can cause gaps creating confusion with file tracking.
- Submissions from one healthcare processor but multiple platforms.
 - New technology (i.e. Enterprise Data Warehouse) may be being implemented.
 - Subsidiaries may have different systems which creates confusion in cross walking the data.

Data Quality (continued)

- Field issues create many problems in processing the data.
 - Member Sequence number varies across eligibility and claims files.
 - Use of member IDs varies across eligibility and claims files.
 - Provider data is still an issue. NPI continues to gain importance.
- Audit failure themes:
 - Type of Provider data issues are:
 - Dental – Provider type, name, NPI
 - Pharmacy – Provider name, NPI
 - Medical – Billing ID = Service ID
 - Payment amounts – low coinsurance and average paid amount

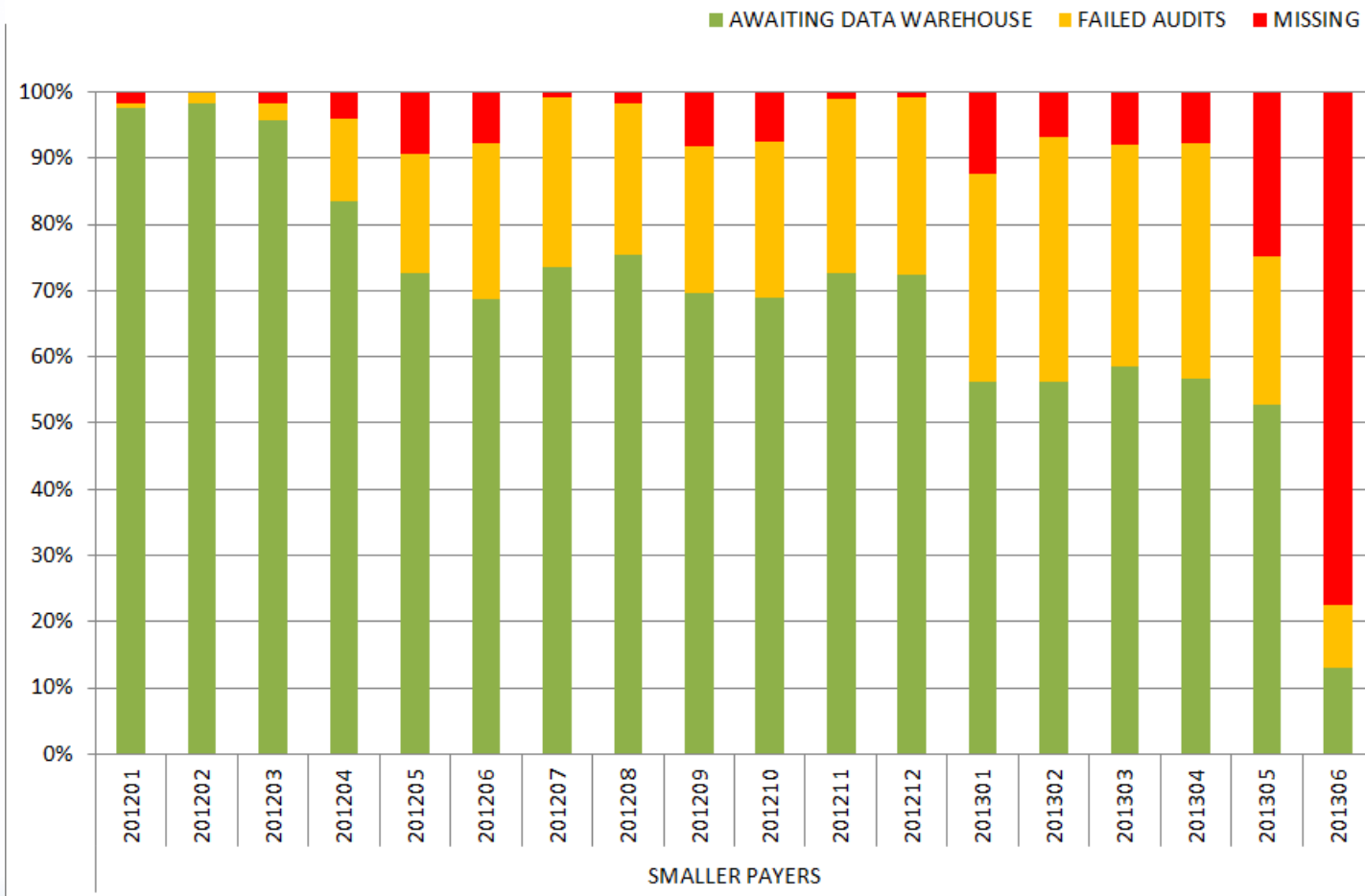
Data Quality and Submission Status

- Large healthcare processors data quality and submission status



Data Quality and Submission Status

- Small healthcare processors data gaps, data quality and submission status



Data Quality (continued)

- Carve Outs
 - Inability to associate members' medical claims with pharmacy and/or dental claims because the hashed identifiers don't always match in the eligibility file.
 - Inability to accurately aggregate members by group number due to the assignment of different group numbers for the same employer by the different payers (i.e. medical and pharmacy data).
 - Inability to easily segregate and match claims for each carrier when data files are submitted by a third party in aggregate on behalf of multiple carriers.

Future Communications

- Milliman is establishing a NH CHIS Healthcare Processor Stakeholder Team to allow a means for communicating about items such as:
 - Inconsistencies with rule requirements vs. historical data submissions.
 - Proposed modifications to the NH claims data reporting rules (Chapter Ins 4000).
 - Load and quality edits.
 - Data completeness, consistency, and quality issues.
 - Milliman system submission issues.
 - Healthcare claims processors issues
 - **Anyone interested in participating should contact al.prysunka@milliman.com**

Future Communications (Continued)

- Milliman will also continue to communicate with the Healthcare processors through:
 - Newsletters
 - Central email box NHCHISsupport@milliman.com
 - Direct telephone as needed
 - www.nhchis.com

Questions/Concerns

- Questions and concerns from CHIS/Healthcare claims processors
 - With data submittal requirements?
 - Other?
- Thank you.