

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

Demonstration/Quarter Reporting Period:

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

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

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

I. Introduction

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

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

II. Enrollment Information

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

Quarter Oct. – Dec. 2017

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

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

Quarter Jan. - March 2017

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

Quarter April – June 2017

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

Quarter July – Sept. 2017

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

Quarter Oct. – Dec. 2017

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

III. Reevaluation Information

Reevaluation Information for Quarter Oct. – Dec. 2017

Quarter Oct. – Dec 2017

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

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

Quarter Jan. – March 2017

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

Quarter April – June 2017

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

Quarter July – Sept. 2017

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

Quarter Oct. – Dec 2017

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

V. Premiums Information

Premiums Information for Quarter Oct. – Dec. 2017

Quarter Oct. – Dec. 2017

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

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

Quarter Jan. – March 2017

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

Quarter April – June 2017

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

Quarter July – Sept. 2017

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

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

Quarter Oct. – Dec. 2017

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

V. Outreach/Innovative Activities

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

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

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

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

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

VI. Operational/Policy Development/Issues

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

No operational/policy development issues were reported for this quarter

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

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

VII. Consumer Issues/Appeals & Fair Hearings

Consumer Issues for Quarter Oct. – Dec. 2017

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

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

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

Medicaid/MRT/TEFRA 0 Appeals received

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

Medicaid TEFRA 0 Appeals received

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

TEFRA 10 Appeals received

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

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

Quarter Jan. – March 2017

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

Medicaid/MRT/TEFRA 0 Appeals received

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

Medicaid TEFRA 0 Appeals received

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

Medicaid TEFRA 0 Appeals received

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

TEFRA 13 Appeals received

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

Quarter April – June 2017

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

Medicaid/MRT/TEFRA 2 Appeals received

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

Medicaid TEFRA 0 Appeals received

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

TEFRA 8 Appeals received

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

Quarter July – Sept. 2017

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

Medicaid/MRT/TEFRA 0 Appeals received

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

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

Medicaid TEFRA 0 Appeals received

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

TEFRA 10 Appeals received

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

Quarter Oct. – Dec. 2017

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

Medicaid/MRT/TEFRA 0 Appeals received

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

Medicaid TEFRA 0 Appeals received

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

TEFRA 10 Appeals received

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

VIII. Budget Neutrality Monitoring Activities

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

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

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

IX. Financial/Budget Neutrality/Fiscal Issues

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

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

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

- B. Anticipated fiscal problems or issues.

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

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

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

- D. Utilization by county for the current quarter.

See **ATTACHMENT D**

X. Demonstration Evaluation

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

Demonstration Evaluations for Quarter Oct. – Dec. 2017

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

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

See also **ATTACHMENT E-1**.

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

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

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

See also **ATTACHMENT E-2**.

XI. TEFRA Beneficiaries with Third Party Liability

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

Oct. – Dec. 2017 Quarter

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

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

Jan. – March 2017 Quarter

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

April – June 2017 Quarter

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

July – Sept. 2017 Quarter

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

Oct. – Dec. 2017 Quarter

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

XII. Enclosures/Attachments

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

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

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

TEFRA budget neutrality monitoring – participant months by demonstration year

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

TEFRA budget neutrality monitoring – cost savings by demonstration year

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

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

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

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

XIII. State Contact(s)

Anne Santifer
Arkansas Department of Human Services
Division of Medical Services
Health Care Innovations
P. O. Box 1437, Slot S-416
Little Rock, AR 72203-1437
Telephone: 501-320-6177
e-mail: anne.santifer@dhs.arkansas.gov

Shannon Langhorn
Arkansas Department of Human Services
Division of Medical Services
Health Care Innovations
P. O. Box 1437, Slot S-416
Little Rock, AR 72203-1437
Telephone: 501-320-6214
e-mail: Shannon.langhorn@dhs.arkansas.gov

Jean Hecker, DHS Program Administrator
Arkansas Department of Human Services
Office of Legislative & Intergovernmental Affairs
Office of Policy Development
P. O. Box 1437, Slot S-295
Little Rock, AR 72203-1437
Telephone: 501-320-6433
Fax: 501-682-2480
e-mail: jean.hecker@dhs.arkansas.gov

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

Submitted to CMS

April 3, 2018

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for October - December 2017

Outreach/ Innovative Activities

PCP Program Participation:

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

Performance Indicators:

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

Activities This Quarter:

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

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

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

- A total of 45 visits were captured this quarter
- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

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

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

Activities This Quarter:

Provider Relations exhibited at 7 conferences during this quarter.

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

Projected Activities:

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

Consumer Issues

Recipient Access and Satisfaction:

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

Performance Indicators:

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

Activities This Quarter:

- AFMC continued the fall survey projects.

Projected Activities:

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

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

Activities This Quarter:

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

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

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

Projected Activities:

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

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

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

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

Performance Indicators:

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

AFMC Activities This Quarter:

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

Quality of Care:

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

General:

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

Performance Indicators:

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

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

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

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

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

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

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

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

Medicaid Managed Care Services (MMCS)**TEFRA****Activity Summary for January - March 2017****Outreach/ Innovative Activities****PCP Program Participation:**

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

Performance Indicators:

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

Activities This Quarter:

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

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

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

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

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

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

Activities This Quarter:

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

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

Activities This Quarter:

Provider Relations exhibited at 3 conferences during this quarter.

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

Projected Activities:

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

Consumer Issues

Recipient Access and Satisfaction:

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

Performance Indicators:

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

Activities This Quarter:

- AFMC launched the Spring survey projects.

Projected Activities:

- AFMC will complete the Spring survey projects based on approval schedules from DHS.

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

Activities This Quarter:

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

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

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

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

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

Projected Activities:

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

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

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

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

Performance Indicators:

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

AFMC Activities This Quarter:

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

Quality of Care:

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

General:

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

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

Performance Indicators:

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

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

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

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

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

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

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

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

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

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

MEDICAID TOOLS DISTRIBUTION SUMMARY

ATTACHMENT A-2

01/01/2017 - 03/31/2017

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

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for April - June 2017

Outreach/ Innovative Activities

PCP Program Participation:

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

Performance Indicators:

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

Activities This Quarter:

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

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

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

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

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

Below is a breakdown of the total number of events.

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

- There was 1 State requested assistance visits/calls during the quarter ending 6/30/2017.
 - There were 5 provider-requested detailed visits conducted during the quarter ending 6/30/2017.
 - There was 0 APII/HP customer service requested detailed visits conducted during the quarter ending 6/30/2017.
 - There was 2 APII Episode of Care In-Service performed.
 - The total outreach made regarding EOCs was 835 events during the quarter ending 6/30/2017.
 - . This included 68 face-to-face visits, 1 state requested visit, 5 provider requested visits, 2 APII in-services, 346 general APII emails, 15 APII general phone calls, 204 APII Red report emails, 1 APII Red report phone call and 193 general APII visits.
- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

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

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

Activities This Quarter:

Provider Relations exhibited at 9 conferences during this quarter.

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

Projected Activities:

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

Consumer Issues

Recipient Access and Satisfaction:

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

Performance Indicators:

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

Activities This Quarter:

- AFMC completed the spring survey projects.

Projected Activities:

- AFMC will launch the fall survey projects based on approval schedules from DHS.

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

Activities This Quarter:

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

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

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

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

Projected Activities:

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

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

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

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

Performance Indicators:

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

AFMC Activities This Quarter:

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

Quality of Care:

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

General:

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

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

Performance Indicators:

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

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

4/1/2017 - 6/30/2017

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

4/1/2017 - 6/30/2017

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

4/1/2017 - 6/30/2017

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

4/1/2017 - 6/30/2017

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

4/1/2017 - 6/30/2017

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

4/1/2017 - 6/30/2017

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

4/1/2017 - 6/30/2017

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

Medicaid Tools Distribution Summary

ATTACHMENT A-2

4/1/2017 - 6/30/2017

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

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for July - September 2017

Outreach/ Innovative Activities

PCP Program Participation:

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

Performance Indicators:

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

Activities This Quarter:

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

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

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

- A total of 193 visits were captured this quarter
- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

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

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

Activities This Quarter:

Provider Relations exhibited at 9 conferences during this quarter.

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

Projected Activities:

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

Consumer Issues

Recipient Access and Satisfaction:

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

Performance Indicators:

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

Activities This Quarter:

- AFMC launched the fall survey projects.

Projected Activities:

- AFMC will continue work on fall survey projects and will continue planning spring survey projects.

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

Activities This Quarter:

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

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

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

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

Projected Activities:

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

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

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

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

Performance Indicators:

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

AFMC Activities This Quarter:

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

Quality of Care:

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

General:

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

Performance Indicators:

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

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

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

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

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

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

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

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

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

Medicaid Managed Care Services (MMCS)

TEFRA

Activity Summary for October - December 2017

Outreach/ Innovative Activities

PCP Program Participation:

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

Performance Indicators:

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

Activities This Quarter:

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

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

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

- A total of 45 visits were captured this quarter
- 2 *Place articles in professional journals, provide speakers for and attend professional and specialty organization conferences and/or meetings, and create educational publications for distribution to Medicaid providers to increase PCP participation and compliance in the ConnectCare PCP program.*

Activities This Quarter:

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

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

Activities This Quarter:

Provider Relations exhibited at 7 conferences during this quarter.

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

Projected Activities:

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

Consumer Issues

Recipient Access and Satisfaction:

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

Performance Indicators:

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

Activities This Quarter:

- AFMC continued the fall survey projects.

Projected Activities:

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

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

Activities This Quarter:

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

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

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

Projected Activities:

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

Quality Assurance/Monitoring Activities

PCP Utilization and Performance Data:

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

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

Performance Indicators:

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

AFMC Activities This Quarter:

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

Quality of Care:

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

General:

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

Performance Indicators:

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

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

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

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

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

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

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

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

Consumer Directed Budget Neutrality Monitoring Assessment Part. Months

ATTACHMENT B

Consumer Directed Budget Neutrality
Monitoring Assessment
Per Person Cost

ATTACHMENT B

| Monthly Cost Per Person | | | | | | | | | | | | | | | | |
|--------------------------------|----------|----------|----------|------------|------------------|------------------|------------------|------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---------------|--|
| Demonstration Year | | | | | | | | | | | | | | | | |
| DY -1 | DY - 2 | DY - 3 | DY - 4 | DY - 5 | DY - 6 (CY 2008) | DY - 7 (CY 2009) | DY - 8 (CY 2010) | DY - 9 (CY 2011) | DY - 10 (CY 2012) | DY - 11 (CY 2013) | DY - 12 (CY 2014) | DY - 13 (CY 2015) | DY - 14 (CY 2016) | DY - 15 (CY 2017) | To-Date Total | |
| \$693.80 | \$951.75 | \$894.98 | \$936.15 | \$1,088.17 | \$1,033.27 | \$1,036.26 | \$1,104.86 | \$1,186.99 | \$1,045.02 | \$973.51 | \$1,011.67 | \$987.44 | \$1,070.79 | \$906.39 | \$1,007.90 | |

*This chart automatically calculates entered monitoring data.

| | Cost Savings by Demonstration Year | | | | | | | | | | | | | | | |
|---|------------------------------------|-----------------|--------------|--------------|--------------|------------------|------------------|------------------|------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------|
| | Demonstration Year | | | | | | | | | | | | | | | |
| | DY - 1 | DY - 2 | DY - 3 | DY - 4 | DY - 5 | DY - 6 (CY 2008) | DY - 7 (CY 2009) | DY - 8 (CY 2010) | DY - 9 (CY 2011) | DY - 10 (CY 2012) | DY - 11 (CY 2013) | DY - 12 (CY 2014) | DY - 13 (CY 2015) | DY - 14 (CY 2016) | DY - 15 (CY 2017) | |
| Trended WOW PMPM | \$802.89 | \$867.12 | \$936.49 | \$1,011.41 | \$1,092.32 | \$1,167.69 | \$1,249.43 | \$1,335.64 | \$1,427.80 | \$1,526.32 | \$1,631.63 | \$1,744.22 | \$1,824.45 | \$1,908.38 | \$1,996.16 | |
| Ceiling | \$28,019,255.22 | \$27,430,474.08 | \$30,003,267 | \$33,637,474 | \$39,590,046 | \$45,464,013 | \$50,040,921 | \$52,621,571 | \$57,199,091 | \$72,220,792 | \$79,060,826 | \$91,403,935 | \$101,634,677 | \$108,151,454 | \$119,414,328 | |
| Actual Demo Costs | \$24,212,179.61 | \$30,107,587.53 | \$28,673,449 | \$31,134,613 | \$39,439,561 | \$40,230,484 | \$41,503,352 | \$43,529,458 | \$47,551,888 | \$49,446,980 | \$47,171,331 | \$53,015,403 | \$55,007,272 | \$60,683,866 | \$54,221,972 | |
| Allowed Percentage | 108% | 103% | 101% | 100.5% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 200% |
| Allowed Expenditure Amount | \$30,260,795.64 | \$28,253,388.30 | \$30,303,299 | \$33,805,661 | \$39,590,046 | \$45,464,013 | \$50,040,921 | \$52,621,571 | \$57,199,091 | \$72,220,792 | \$79,060,826 | \$91,403,935 | \$101,634,677 | \$108,151,454 | \$238,828,655 | |
| Amount Over/Under Target | \$6,048,616.03 | -\$1,854,199.23 | \$1,629,850 | \$2,671,048 | \$150,485 | \$5,233,530 | \$8,537,569 | \$9,092,113 | \$9,647,203 | \$22,773,812 | \$31,889,496 | \$38,388,532 | \$46,627,405 | \$47,467,588 | \$184,606,683 | |
| *This chart automatically calculates entered monitoring data. | | | | | | | | | | | | | | | | |
| Budget Neutrality Summary | | | | | | | | | | | | | | | | |
| Without-Waiver Total Expenditures | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

Summary Report Jan-06

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

Summary Report Feb-06

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

Summary Report Mar-06

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

Summary Report Apr-06

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

Summary Report May-06

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

Summary Report Jun-06

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

Summary Report Jul-06

| Monthly Premium Class | Count per Class |
|-----------------------|-----------------|
| 0 | 664 |
| 1 | 790 |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 2 | 526 | | | | |
| 3 | 205 | | | | |
| 4 | 75 | | | | |
| 5 | 24 | | | | |
| 6 | 15 | | | | |
| 7 | 3 | | | | |
| 8 | 23 | | | | |
| Total | 2,325 | | | | |

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

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

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

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

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

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

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| Total | | 2,458 | | | |

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

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

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

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

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

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

| Summary | Report | Aug-07 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 699 | |
| 1 | 901 | |
| 2 | 619 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 3 | 272 | | | | |
| 4 | 102 | | | | |
| 5 | 27 | | | | |
| 6 | 20 | | | | |
| 7 | 6 | | | | |
| 8 | 29 | | | | |
| Total | 2,675 | | | | |

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

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

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

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

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

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

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

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

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

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

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

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

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

| Summary | Report | Sep-08 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 732 | |
| 1 | 918 | |
| 2 | 702 | |
| 3 | 333 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 4 | 134 | | | | |
| 5 | 45 | | | | |
| 6 | 33 | | | | |
| 7 | 16 | | | | |
| 8 | 43 | | | | |
| Total | 2,956 | | | | |

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

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

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

| Summary | Report | Jan-09 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 743 | |
| 1 | 871 | |
| 2 | 710 | |
| 3 | 338 | |
| 4 | 135 | |
| 5 | 44 | |
| 6 | 31 | |
| 7 | 13 | |
| 8 | 47 | |
| Total | 2,932 | |

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

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

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

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

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

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

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

| Summary | Report | Aug-09 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 773 | |
| 1 | 880 | |
| 2 | 728 | |
| 3 | 363 | |
| 4 | 153 | |
| 5 | 54 | |
| 6 | 37 | |
| 7 | 13 | |
| 8 | 51 | |
| Total | 3,052 | |

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

| Summary | Report | Oct-09 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 756 | |
| 1 | 838 | |
| 2 | 708 | |
| 3 | 360 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 4 | 163 | | | | |
| 5 | 53 | | | | |
| 6 | 35 | | | | |
| 7 | 11 | | | | |
| 8 | 58 | | | | |
| Total | 2,982 | | | | |

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

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

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

| Summary | Report | Feb-10 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 764 | |
| 1 | 893 | |
| 2 | 726 | |
| 3 | 375 | |
| 4 | 172 | |
| 5 | 55 | |
| 6 | 40 | |
| 7 | 19 | |
| 8 | 63 | |
| Total | 3,107 | |

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

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

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

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

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

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

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

| Summary | Report | Sep-10 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 739 | |
| 1 | 877 | |
| 2 | 757 | |
| 3 | 394 | |
| 4 | 155 | |
| 5 | 66 | |
| 6 | 41 | |
| 7 | 16 | |
| 8 | 67 | |
| Total | 3,112 | |

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

| Summary | Report | Nov-10 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 736 | |
| 1 | 843 | |
| 2 | 743 | |
| 3 | 373 | |
| 4 | 164 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 5 | 74 | | | | |
| 6 | 42 | | | | |
| 7 | 16 | | | | |
| 8 | 67 | | | | |
| Total | 3,058 | | | | |

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

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

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

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

| Summary Monthly Premium Class | Report Count per Class | Apr-11 |
|----------------------------------|---------------------------|--------|
| 0 | 726 | |
| 1 | 830 | |
| 2 | 718 | |
| 3 | 379 | |
| 4 | 172 | |
| 5 | 70 | |
| 6 | 38 | |
| 7 | 20 | |
| 8 | 70 | |
| Total | 3,023 | |

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

| Summary | Report | Jun-11 |
|---------|--------|--------|
|---------|--------|--------|

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

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

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

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

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

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

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

| Summary | Report | Dec-11 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 755 | |
| 1 | 916 | |
| 2 | 808 | |
| 3 | 427 | |
| 4 | 200 | |
| 5 | 79 | |
| 6 | 39 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 7 | | 28 | | | |
| 8 | | 74 | | | |
| Total | | 3,326 | | | |

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

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

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

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

| Summary Monthly Premium Class | Report Count per Class | May-12 |
|----------------------------------|---------------------------|--------------|
| 0 | 766 | |
| 1 | 917 | |
| 2 | 829 | |
| 3 | 464 | |
| 4 | 203 | |
| 5 | 86 | |
| 6 | 40 | |
| 7 | 27 | |
| 8 | 77 | |
| Total | | 3,409 |

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

| Summary Monthly Premium Class | Report Count per Class | Jul-12 |
|----------------------------------|---------------------------|--------|
|----------------------------------|---------------------------|--------|

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 0 | 766 | | | | |
| 1 | 866 | | | | |
| 2 | 805 | | | | |
| 3 | 451 | | | | |
| 4 | 208 | | | | |
| 5 | 76 | | | | |
| 6 | 47 | | | | |
| 7 | 27 | | | | |
| 8 | 75 | | | | |
| Total | 3,321 | | | | |

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

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

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

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

| Summary | Report | Dec-12 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 788 | |
| 1 | 896 | |
| 2 | 820 | |
| 3 | 506 | |
| 4 | 208 | |
| 5 | 87 | |
| 6 | 54 | |
| 7 | 29 | |
| 8 | 79 | |
| Total | 3,467 | |

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

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 8 | | 80 | | | |
| Total | | 3,388 | | | |

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

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

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

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

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

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

| Summary | Report | Aug-13 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 774 | |
| 1 | 888 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 2 | 877 | | | | |
| 3 | 466 | | | | |
| 4 | 253 | | | | |
| 5 | 95 | | | | |
| 6 | 56 | | | | |
| 7 | 20 | | | | |
| 8 | 90 | | | | |
| Total | 3,519 | | | | |

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

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

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

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

| Summary | Report | Jan-14 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 770 | |
| 1 | 899 | |
| 2 | 895 | |
| 3 | 476 | |
| 4 | 252 | |
| 5 | 95 | |
| 6 | 56 | |
| 7 | 25 | |
| 8 | 95 | |
| Total | 3,563 | |

| Summary | Report | Feb-14 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 773 | |
| 1 | 908 | |
| 2 | 915 | |
| 3 | 494 | |
| 4 | 259 | |
| 5 | 98 | |
| 6 | 60 | |
| 7 | 24 | |
| 8 | 100 | |
| Total | 3,584 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| Total | | 3,631 | | | |

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

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

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

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

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

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

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

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

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

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

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

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

| Summary | Report | Feb-15 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 734 | |
| 1 | 892 | |
| 2 | 852 | |
| 3 | 608 | |
| 4 | 324 | |
| 5 | 126 | |
| 6 | 74 | |
| 7 | 42 | |
| 8 | 124 | |
| Total | 3,776 | |

| Summary | Report | Mar-15 |
|---------|--------|--------|
|---------|--------|--------|

TEFRA
SFY Quarterly Report

ATTACHMENT C

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

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

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

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

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

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

| Summary | Report | Aug-15 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 723 | |
| 1 | 879 | |
| 2 | 976 | |
| 3 | 619 | |
| 4 | 323 | |
| 5 | 158 | |
| 6 | 58 | |
| 7 | 42 | |
| 8 | 122 | |
| Total | 3,900 | |

| Summary | Report | Sep-15 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 724 | |
| 1 | 897 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 2 | 987 | | | | |
| 3 | 625 | | | | |
| 4 | 330 | | | | |
| 5 | 161 | | | | |
| 6 | 58 | | | | |
| 7 | 45 | | | | |
| 8 | 125 | | | | |
| Total | 3,952 | | | | |

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

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

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

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

| Summary | Report | Feb-16 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 716 | |
| 1 | 842 | |
| 2 | 988 | |
| 3 | 612 | |
| 4 | 314 | |
| 5 | 157 | |
| 6 | 59 | |
| 7 | 44 | |
| 8 | 135 | |
| Total | 3,867 | |

| Summary | Report | Mar-16 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 717 | |
| 1 | 859 | |
| 2 | 1012 | |
| 3 | 621 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| | | | | | |
| | 4 | 322 | | | |
| | 5 | 159 | | | |
| | 6 | 60 | | | |
| | 7 | 44 | | | |
| | 8 | 139 | | | |
| Total | | 3,933 | | | |

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

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

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

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

| Summary Monthly Premium Class | Report Count per Class | Aug-16 |
|----------------------------------|---------------------------|--------|
| 0 | 733 | |
| 1 | 912 | |
| 2 | 1072 | |
| 3 | 654 | |
| 4 | 381 | |
| 5 | 169 | |
| 6 | 77 | |
| 7 | 44 | |
| 8 | 153 | |
| Total | 4,195 | |

| Summary Monthly Premium Class | Report Count per Class | Sep-16 |
|----------------------------------|---------------------------|--------|
| 0 | 737 | |
| 1 | 929 | |
| 2 | 1100 | |
| 3 | 666 | |
| 4 | 390 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 5 | 172 | | | | |
| 6 | 79 | | | | |
| 7 | 46 | | | | |
| 8 | 158 | | | | |
| Total | 4,277 | | | | |

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

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

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

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

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

| Summary | Report | Mar-17 |
|-----------------------|-----------------|--------|
| Monthly Premium Class | Count per Class | |
| 0 | 739 | |
| 1 | 929 | |
| 2 | 1060 | |
| 3 | 698 | |
| 4 | 418 | |
| 5 | 167 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 6 | | 79 | | | |
| 7 | | 49 | | | |
| 8 | | 178 | | | |
| Total | | 4,317 | | | |

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

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

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

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

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

| Summary Monthly Premium Class | Report Count per Class | Sep-17 |
|----------------------------------|---------------------------|--------|
| 0 | 726 | |
| 1 | 909 | |
| 2 | 1084 | |
| 3 | 732 | |
| 4 | 434 | |
| 5 | 175 | |
| 6 | 91 | |
| 7 | 48 | |

TEFRA
SFY Quarterly Report

ATTACHMENT C

| FAMILY INCOME | | MONTHLY PREMIUMS | | | Monthly Premium Class |
|---------------|-----------------|------------------|-----------|-----------|-----------------------|
| FROM | TO | % | FROM | TO | |
| \$ - | \$ 25,000.00 | 0.00%/12 | \$ - | \$ - | 0 |
| \$ 25,001.00 | \$ 50,000.00 | 1.00%/12 | \$ 21.00 | \$ 42.00 | 1 |
| \$ 50,001.00 | \$ 75,000.00 | 1.25%/12 | \$ 52.00 | \$ 78.00 | 2 |
| \$ 75,001.00 | \$ 100,000.00 | 1.50%/12 | \$ 94.00 | \$ 125.00 | 3 |
| \$ 100,001.00 | \$ 125,000.00 | 1.75%/12 | \$ 146.00 | \$ 182.00 | 4 |
| \$ 125,001.00 | \$ 150,000.00 | 2.00%/12 | \$ 208.00 | \$ 250.00 | 5 |
| \$ 150,001.00 | \$ 175,000.00 | 2.25%/12 | \$ 281.00 | \$ 328.00 | 6 |
| \$ 175,001.00 | \$ 200,000.00 | 2.50%/12 | \$ 365.00 | \$ 417.00 | 7 |
| \$ 200,001.00 | \$ 1,000,000.00 | 2.75%/12 | \$ 458.00 | \$ 458.00 | 8 |
| 8 | | 190 | | | |
| Total | | 4,389 | | | |

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

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

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

Arkansas Title XIX

PCP Maximum & Current Caseloads by County

and

49 - DISABLED CHILD-TEFRA

Eligibles during

Oct 1, 2017 - Dec 31, 2017

Version: 1.0

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

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

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

Confidential Information of the Arkansas Department of Human Services

Page 1 of 1



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

Tax Equity and Fiscal Responsibility Act (TEFRA)

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



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

Tax Equity and Fiscal Responsibility Act (TEFRA)

August – September 2017:

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

October – December 2017:

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