

Data Monitoring

Teresa Carney

Data Monitoring – Why do we Monitor?

- **Texas Labor Code**
 - **§413.002 – Medical Review**
 - **§414.002 – Monitoring Duties**
 - **§414.003 – Compilation and Use of Information**
- **Ensure Quality Data**

Data Monitoring – How do we monitor?

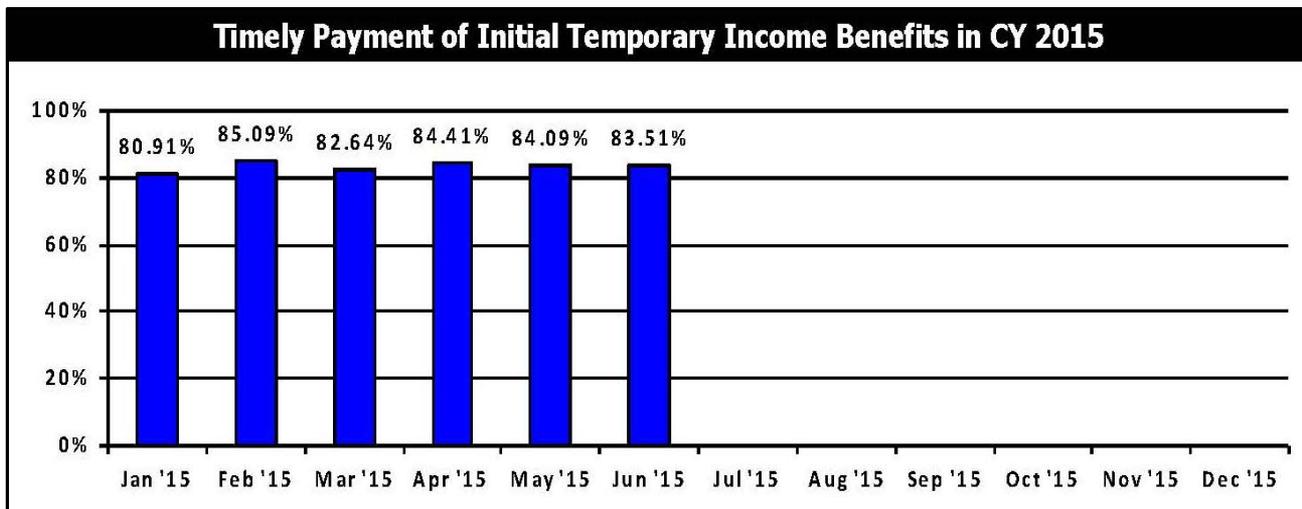
- **Claims Data**
- **Medical Data**

Data Monitoring

- **Claims Data**

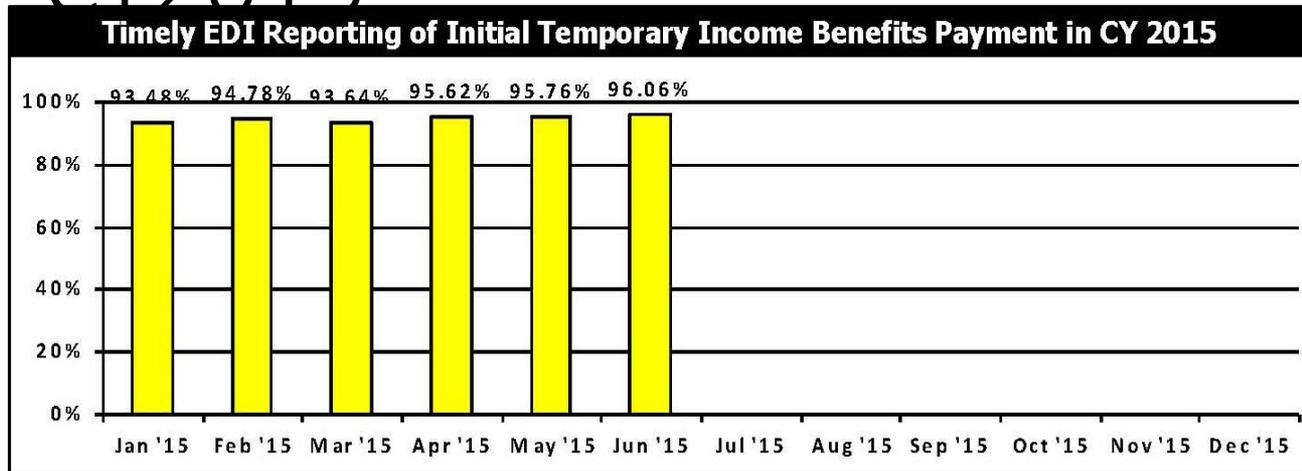
- Timeliness of Initial Pay and Reporting
- Ongoing Indemnity Benefits
- Illogical Data
- Audit Results

Initial TIBs Payment Performance CY2015



Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15
80.91%	85.09%	82.64%	84.41%	84.09%	83.51%

TIBs Initial Payment Reporting Performance CY2015



Jan'15	Feb'15	Mar'15	Apr'15	May'15	Jun'15
93.48%	94.78%	93.64%	95.62%	95.76%	96.06%

Data Monitoring

Timely Compliance For Initial TIBs

Month	Payment	Reporting
Jan	77.08%	85.71%
Feb	75.00%	89.77%
Mar	79.79%	98.98%

Data Monitoring

- **Ongoing Benefits**

Data Monitoring

- **Illogical Data**

Data Monitoring

```
file edit view tools session options help
-----
BEGINNING OF SEARCH                                TEXAS COMPASS (PROD)
CCHI        SSNLST                                SEARCH CLAIMANTS BY SSN
-----
SEQ  SOC-SEC-NUM  CLAIMANT              INJ-DATE              ASSOCIATED CLAIM
-----
01   123-12-1234  HARRIS                12-12-12              0123456789
02   123-12-1234  AMATON                05-05-15              02000021 15.54769 X2
03   123-12-1234  SANCHEZ               12-04-01              X2307103
04   123-12-1234  CASTILLO              12-09-08              02172101
05   123-12-1234  BOEHL                 09-17-12              12345678
06   123-12-1234  MENDEZ MARIO          02-27-13              12345678
07   123-12-1234  OXFORD CODY           08-21-13              10235001
08   123-12-1234  TREJO ISRAEL         09-05-13              14103766
09   123-12-1234  AMATON FIDEL         09-06-13              14103403
10   123-12-1234  WILLETT SMITH        09-11-13              14102022
11   123-12-1234  RAMIREZ GUSTAVO      10-14-13              14122727
12   123-12-1234  VAZQUEZ JOSE         09-09-14              10107070
13   123-12-1234  VALDEZ JOSE          03-20-15              15221709
14   123-12-1234  SHORT (ELTON J)      04-04-15              15232707
-----
SELECT SEQ #:  ALT SEARCH, SSN: 123121234
-----
MENUS ==>  PF1=HELP                                PF6=TOP                                PF8=S
PF10=RESTART
-----
1 (020,015)
-----
```

Telnet connected to host compass

Data Monitoring

- **Audit Results**

Data Monitoring - Audits

- **Audit Final Results FY 2014**
 - Initial Pay TIBs Data Accuracy (average):
 - First day of disability: **88.72%**
 - FY12 Audits: 84.77%
 - First written notice: **87.02%**
 - FY12 Audits: 84.16%
 - Initial TIB from date: **96.57%**
 - FY12 Audits: 97.75%
 - Initial TIB end date: **92.97%**
 - FY12 Audits: 94.83%
 - Initial TIB paid date: **84.46%**
 - FY12 Audits: 68.68%

Data Monitoring - Audits

- **FY 2015 Indemnity Benefit Accuracy Audits**
 - Accurate Payment of Benefits
 - LIBs (average): **65.00%**
 - DBs (average): **74.07%**
 - Accurate LIBs reporting
 - **22.58%**

Data Monitoring - Audits

- **FY 2015 Indemnity Benefit Accuracy Audits**

Total Restitution Paid
\$373,659.18

Data Monitoring - Audits

- **FY 2015 Indemnity Benefit Accuracy Audits**

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Data Monitoring

- **Medical Data**

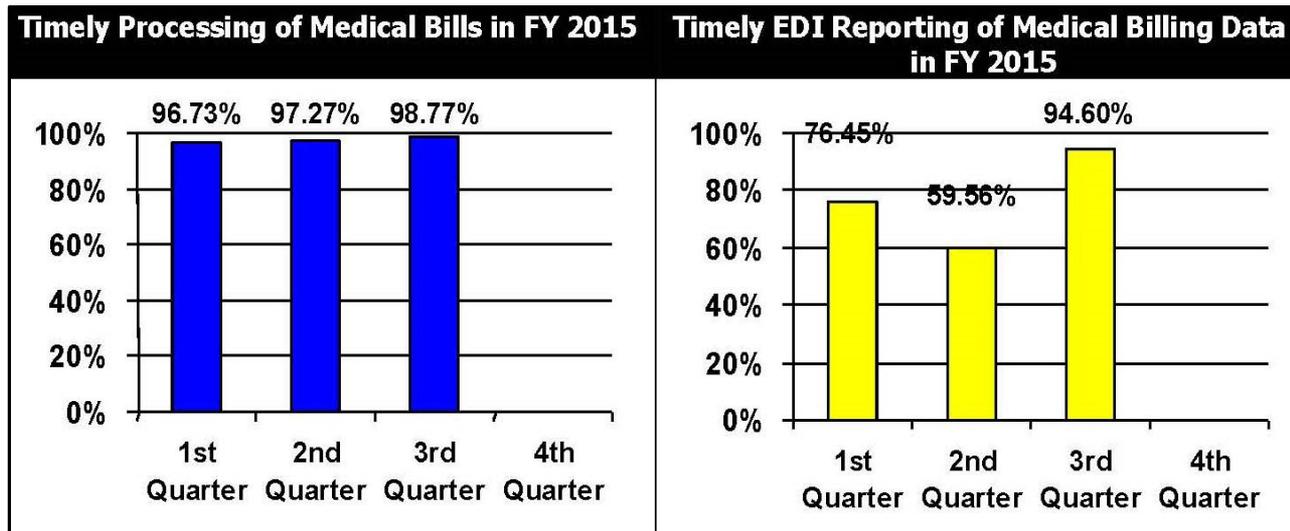
- Timeliness of Processing Medical Bills
- Timely Reporting of Medical Bills
- Volume of medical data reporting (Professional, Rx, etc)
- NPI
- Audit Results

Data Monitoring

- **Medical Data**

- Timeliness of Processing Medical Bills
- Timely Reporting of Medical Bills

Medical Bill Processing and Reporting Performance FY2015



	1st Quarter	2nd Quarter	3rd Quarter
Processing Medical Bills	96.73%	97.27%	98.77%
Reporting of Medical Billing Data	76.45%	59.56%	94.60%

Data Monitoring

- **Medical Data**

- Volume of medical data reporting (Professional, Rx, etc)

Data Monitoring

Timely Compliance For Medical Bill Processing

Month	SV1 Volume	SV1 Payment	SV1 Reporting	SV2 Volume	SV2 Payment	SV2 Reporting	SV3 Volume	SV3 Payment	SV3 Reporting	SV4 Volume	SV4 Payment	SV4 Reporting
Jan	418	99.28%	100.00%	47	91.49%	100.00%	1	100.00%	100.00%	144	97.92%	90.97%
Feb	1,116	99.01%	47.67%	104	94.23%	11.54%	1	100.00%	100.00%	109	100.00%	100.00%

Data Monitoring

- **Medical Data**
 - NPI

Sender Name	Sender Participant ID	Sender ID	Pct Lines - Rendering Line Provider NPI is Populated	Pct Lines Populated - Rendering Line Provider NPI is Valid Format	Pct Lines Valid NPI Format - Match Rendering Bill Provider NPI
			0.00%		
			0.00%	100.00%	0.00%
			0.00%		
			0.00%		
			0.00%		
			0.00%		
			12.90%	100.00%	98.10%
			19.40%	99.60%	83.00%
			52.00%	98.80%	68.90%
			56.80%	100.00%	78.90%
			67.20%	100.00%	14.00%
			68.50%	99.60%	75.40%
			69.90%	100.00%	76.20%
			82.10%	100.00%	39.20%
			82.80%	99.60%	78.70%

Data Monitoring

- **Medical Data**
 - Audit Results

Data Monitoring – Audits

- **Audit Results – FY 2014**

- Medical Data Accuracy (average) 27 carriers
 - Reporting timeliness: **95.93%**
 - Rendering Provider NPI#: **72.36%**
 - Rendering Provider State License #: **72.36%**
 - Referring Provider Last Name: **55.28%**
 - Referring Provider State License #: **81.42%**

Data Monitoring – Specific Data

Sample 837 File

ISA*00* *00* *ZZ*765332244 *ZZ*746000119
*030923*1900*U*00401*123456789*1*T*:~GS*HC*765332244*746000119*20030923*1900*00000
0001*X*004010~ST*837*92341~BHT*0080*00*54321*19980823*1900NM1*10*2*****FI*7653322
44~N4***752341234~NM1*40*2*****FI*251234567~N4***787441609~HL*1**20*1~DTP*582*RD8
*20030802-20030915~NM1*CA*2*Texas Insurance Company*****FI*765332244~N4***75234123
4~NM1*CX*2*Texas Insurance Company*****FI*765332244~N4***752341234~HL*2*1*EM*1~NM1
*36*2*Bagels Etc.~N3*234 Main Street~N4*Dallas*TX*72314*USA~REF*IG*147643A472~PER*
IC**WP*2144721462~HL*3*2*CL*0~DTP*558*D8*20020918~NM1*CC*1*Davidson*Darlene****34
*224173272~N3*5720 Green Dr.~N4*Dallas*TX*72309*USA~DMG*D8*19690604*F*I~REF*Y1*140
00714D~PER*CT**TE*2148365527~CLM*99999*8310***22:B*Y*****Y***00~DTP*050*D8*20
030906~DTP*434*D8*20030903~DTP*666*D8*20030910~AMT*TP*7310~REF*DD*123456~REF*EJ*47
0077~REF*2I*10000001~HI*BK:814.2~NM1*85*2*Gonzo's ASC*****FI*345678912~N3*16 Butte
rfly Lane~N4*El Paso*TX*77702*USA~REF*G1*0011~NM1*61*2*Gonzo's ASC~N3*16 Butterfly
Lane~N4*El Paso*TX*77702*USA~NM1*DN*1*Brown*Lance****34*GP~REF*0B*D0G1023TX~LX*1~
SV1*HC:64721*3250*UN*2*22**1~DTP*472*RD8*20030827-20030827~SVD*XX*2550~LX*2~SV1*H
C:01810*5025*UN*4*22**1~DTP*472*RD8*20030827-20030827~SVD*XX*5025~LX*3~SV1*HC:9479
9*35*UN*1*22**1~DTP*472*RD8*20030827-~0030827~SVD*XX*35~CAS*C0*45*1000*0~SE*58*923
41~GE*1*000000001~IEA*1*123456789~

Sample 837 File – Real Data

ISA*00* *00* *ZZ*952954038 *ZZ*746000119
*150708*0917*U*00401*150708091*0*P*::~GS*HC*952954038*746000119*20150708*0917*15
0708091*X*004010~ST*837*000000001~BHT*0080*00*2015070809172906*20150708*0917~N
M1*10*2*****FI*952954038~N4***927807037~NM1*40*2*****FI*746000119~N4***787441
609~HL*1**20*1~DTP*582*RD8*20141130-20141206~**NM1*CA*2*UNMATCHED**
INSURER*****FI*020140690~N4***07052~NM1*CX*2*ABC WORKERS
COMPENSATION*****FI*222646922~N4***07052~HL*2*1*EM*1~NM1*36*2*AWA GROUP
LTD~N3*2300 S GESSNER
RD~N4*HOUSTON*TX*77063*USA~HL*3*2*CL*0~DTP*558*D8*20130401~NM1*CC*1*SANCHEZ*
ANDREW****34*455290432~N3*TWMA G **L*SENT VIA E-MAIL~N4*SENT VIA E-**
MAIL*TX*75201*USA~DMG*D8*19671027*M~REF*Y1*710876177~REF*5L*13291782~CLM*9999
9*10700***2:B*Y*****N***00~DTP*050*D8*20141015~DTP*434*D8*20130918~DTP*666
*D8*20141031~AMT*TP*444.98~REF*DD*2013092800007502HX03~REF*2I*2013092800007502~
HI*BK:840.0*BF:726.2*BF:840.6~NM1*85*2*DIAZ BERNHARD INC*****FI*870757129~N3*PO
BOX 270592~N4*HOUSTON*TX*77277*USA~NM1*82*1*DIAZ*RAFAEL~N3*4126 SOUTHWEST
FWY*STE
200~N4*HOUSTON*TX*77027*USA~REF*0B*LS00240TX~REF*1G*1417165432~NM1*61*2*DEFA
ULT~N3***1 ANY STREET~N4*ANYTOWN***TX*75001*USA~

Translating EDI 837 data

- How DWC translates the data

Data Monitoring

- What can YOU do?

Data Monitoring

- Insurance Carriers may request their data
- Sample audits against bills/EORs/Claims
- Send ORR request via instructions on website

[\(\[www.tdi.texas.gov/commish/legal/lcoprc1i.html\]\(http://www.tdi.texas.gov/commish/legal/lcoprc1i.html\)\)](http://www.tdi.texas.gov/commish/legal/lcoprc1i.html)

Data Monitoring

- **Detailed Medical Bill Monitoring Data** (*Standard Report*) through Open Records Request (www.tdi.texas.gov/commish/legal/lcoprc1i.html)
 - *Include in your request:*
 - **Insurance Carrier Name/FEIN**
 - **Quarterly Medical Bill Processing Monitoring Data Report** (*which will include an excel workbook for each type of medical bill (SV1, SV2, SV3, & SV4) with the most recent quarter of refresh MB data (excluding recon-bills until after the FY-Q3), unless necessary to provide in MS Access due to the volume or specifically requested*)
 - **ATTENTION System Monitoring & Oversight**
 - **How you would like the data set delivered** (*email, disc, etc*)

Data Monitoring

- **Individual Carrier Performance Score Card** by EMAIL Request through smo@tdi.texas.gov
 - *Include in your request:*
 - **Insurance Carrier Name/FEIN**
 - **Score Card** *(which will be a performance score card for an insurance carriers performance related to complaints, timeliness of initial payment and reporting of TIBs for the current CY, and timeliness of medical bill processing and reporting (excluding recon-bills) for the current FY)*
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 - ATTENTION System Monitoring & Oversight
 - How you would like the data set delivered (email, disc, etc)

Data Monitoring

- Medical Refresh Data Schedule

FY Quarter	FY Quarter Months	Refresh Data Available
Q1	September – November	Mid/Late December
Q2	December – February	Mid/Late March
Q3	March – May	Mid to Late June
Q4	June – August	Mid to Late September

Data Monitoring

- EDISupport@tdi.texas.gov
- Compliance is the goal!