

CO APCD Data Quality - Payer Submission and Processing Discoveries

Updated August 2018 Center for Improving Value in Health Care

Payer Line of Business	Issue Category	Issue Description and Impact	Dates Impacted	Anticipated Resolution Date	Resolved (available in data)
Commercial	Missing Data	January - April 2018 member and claim counts are low due to transitioning to a new PBM and not all lines of business are processing yet. This payer has approximately 215,000 pharmacy members per month.	2018	Winter 2018	N
Commercial	Low Medical & Pharmacy Member Match Rate	Low medical and pharmacy member match rate due to inconsistent interfile identifiers. This payer has approximately 26,000 medical and pharmacy members.	October 2013 - December 2015	Winter 2018	N
Commercial	Low Medical & Pharmacy Member Match Rate	Low medical and pharmacy member match rate due to inconsistent interfile identifiers. This payer has approximately 37,000 medical and pharmacy members.	October 2013 - December 2015	Winter 2018	N
Commercial	PMPM Anomalies	Decrease in Medicare PMPM and increase in Medicare Advantage PMPM. This payer has approximately 26,000 medical members.	March - May 2018	Winter 2018	N
Commercial	PMPM Anomalies	Decrease in Medicare PMPM and increase in Medicare Advantage PMPM. This payer has approximately 37,000 medical members.	March - May 2018	Winter 2018	N
Commercial	Missing Data	Missing February and March 2018 pharmacy eligibility data. This payer has approximately 40 pharmacy members per month.	2018	Fall 2018	N
Commercial	Behavioral Health Coverage Flag	February and April 2017 missing behavioral health coverage flag in eligibility files. Behavioral health claims appear missing because they do not have matching eligibility. This payer has approximately 2,000 members per month.	February & April 2017	Fall 2018	N
Medicaid	Inflated Claim Counts	January - February 2017 medical and pharmacy claim counts are inflated due to an overlap in reporting from vendors. This payer has approximately 1,400,000 members per month.	January - February 2017	Fall 2018	N

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Commercial	Zero Dollar Allowed Amounts	High number of \$0 allowed amounts. This payer has approximately 120,00 medical members per month.	2014 - 2017	Fall 2018	N
Commercial	Missing Data	Missing June - July 2016, December 2016 - April 2017 eligibility, medical and pharmacy claims. Also missing October 2016 medical claims. This payer has approximately 700,000 medical and 40,000 pharmacy members per month.	June, July, October, December 2016 and January - April 2017	Fall 2018	N
Commercial	Drop in PMPM	Significant drop in medical PMPM beginning in September 2015. This payer has approximately 100,000 medical members per month.	2015 - 2018	Fall 2018	N
Commercial	Repeating Diagnosis Codes	In many cases Admitting Diagnosis (MC039) = Principal Diagnosis (MC041) = Other Diagnosis 1 (MC042). This payer has approximately 230,000 medical members per month.	2017	N/A	N
Commercial	Missing Data	September 2017 missing dental flag in eligibility file. Dental claims appear missing because they do not have matching eligibility. Submitter has confirmed this is expected. This payer has approximately 115,000 dental members per month.	September 2017	N/A	N
Commercial	Missing Data	Zero pharmacy claims to report in November 2017. This payer has approximately 40 pharmacy members per month.	November 2017	N/A	N
Commercial	Positive Reversals	2,000 - 5,000 claims per year are coded as a reversal '22' in the Claim Status but have positive payment values. This payer has approximately 90,000 pharmacy members per month.	2011 - 2016	N/A	N
Medicaid	Duplicate Claims	Potential duplication of less than 1% of payer's claims, a total of approximately 285,000 claims.	2009 - 2016	N/A	N
Commercial	Missing Data	Drop in pharmacy members for insurance product types HM, 12, 13, SF in December 2016. This payer has approximately 240,000 pharmacy members per month.	December 2016	N/A	N
Commercial	ICD Procedures	Abnormal number of ICD procedure claims in 2013 due to due to CPT codes incorrectly being submitted in ICD procedure fields. This payer has approximately 230,000 medical members per month.	2013	N/A	N

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Medicare Advantage	Unable to join claims - eligibility	Medicare advantage individuals increased by over 70k to 120k per year. Only able to join 5% of claims to the CMS eligibility records.	2015-2017	N/A	N
Medicare	Missing Data	Missing 2016 eligibility data for roughly 9,800 members who have pharmacy claims. This payer has approximately 880,000 pharmacy members per month in 2016.	2016	Fall 2018	Y
Medicare	Decrease in PMPM	The PMPM amount for claims incurred in June 2017 is much lower than previous months. The count of members represented in the June claims is in line with previous months, however, the total allowed amount appears lower. Previous periods have had the benefit of reconciliation and runout. We expect that the 2017 Q3 data will include claims incurred in June 2017 that will bring the allowed amount and PMPM into the expected range. This payer has approximately 840,000 medical members per month in 2017.	June 2017	Fall 2018	Y
Commercial	Missing Data	Missing January 2015 - March 2018 medical and pharmacy data for approximately 8,500 members. This payer has approximately 300,000 medical and 250,000 pharmacy members per month.	January 2015 - March 2018	Fall 2018	Y
Commercial	Low Dental Member Match Rate	The dental member match rate which represents the percentage of claims that have a matching eligibility record for the member is less than 50% for these payers in 2017. This payer has approximately 4,500 dental members per month.	2017	Fall 2018	Y
Commercial	Primary Insurance Indicator	The number of members with the primary insurance indicator marked as "Yes" decreased and "No" increased significantly. This payer has approximately 26,000 medical members per month.	2016	Fall 2018	Y
Commercial	Primary Insurance Indicator	The number of members with the primary insurance indicator marked as "Yes" decreased and "No" increased significantly. This payer has approximately 37,000 medical members per month.	2016	Fall 2018	Y

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Commercial	Low Medical Member Match Rate	Low medical member match rate due to inconsistent interfile identifiers. This payer has approximately 26,000 medical members per month.	2013 - 2018	Summer 2018	Y
Commercial	Low Medical Member Match Rate	Low medical member match rate due to inconsistent interfile identifiers. This payer has approximately 37,000 medical members per month.	2013 - 2018	Summer 2018	Y
All	Member Composite IDs	It was found that there were situations in the data warehouse where one member composite contained multiple individuals. In other cases, the member composite logic split apart the same individual into more than one member composite. Enhancements to the member composite logic have corrected a large portion of these cases where the data allowed. A small amount of claims data from 2009 that were causing issues were also removed from consideration in the creation of the member composite id. Overall, in the data warehouse, the number of member composite IDs decreased by approximately 8 percent.	January 2009 - May 2018	Summer 2018	Y
Commercial	Missing Data	Lack of inpatient and outpatient claims in the January - October 2015 data. This payer has approximately 35,000 medical members per month.	January - October 2015	Fall 2017	Y
Commercial	Prescription Drug Coverage Flag	January 2009-December 2015 missing pharmacy flag in eligibility file. Pharmacy claims appear missing because they do not have matching eligibility. This payer has approximately 10,000 pharmacy members per month.	January 2009-February 2017	Fall 2017	Y
Commercial	Missing Data	Missing January - April 2017 eligibility, medical and pharmacy claims. This payer has approximately 300,000 medical members per month and 250,000 pharmacy members per month.	January - April 2017	Fall 2017	Y
Commercial	Missing Data	Missing September 2015 medical and pharmacy claims. This payer has approximately 1,300 medical members and 3,000 pharmacy members per month.	September 2015	Fall 2017	Y

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Commercial	Prescription Drug Coverage Flag	January-February 2014, September 2014, November 2014 missing pharmacy flag in eligibility files. Claims appear missing because they do not have matching eligibility. This payer has approximately 3,000 pharmacy members per month.	January-February 2014, September 2014, November 2014	Fall 2017	Y
Commercial	Missing Data	Missing September 2015 pharmacy claims. This payer has approximately 3,000 pharmacy members per month.	September 2015	Fall 2017	Y
Commercial	Prescription drug coverage flag	January-February 2014, September 2014, November 2014 missing pharmacy flag in eligibility files. Claims appear missing because they do not have matching eligibility. This payer has approximately 1,000 pharmacy members per month.	January-February 2014, September 2014, November 2014	Fall 2017	Y
Commercial	Missing Data	Missing 2015 and November 2016 pharmacy claims, January - September 2016 eligibility. This payer has approximately 6,000 pharmacy members per month.	2015, January - September 2016, November 2016	Fall 2017	Y
Medicare	New Version	Data from 2011 - 2015 have been refreshed in a newly available version/format and resulted in an increase in data. The 2009 -2010 was mapped to the new format but did not see similar increases in volume or quality.	2009 -2010	Fall 2017	Y
Commercial	Low Dental Member Match Rate	The dental member match rate which represents the percentage of claims that have a matching eligibility record for the member is less than 50% for these payers in 2017. This payer has approximately 26,000 dental members per month.	2017	Spring 2018	Y
Commercial	Low Dental Member Match Rate	The dental member match rate which represents the percentage of claims that have a matching eligibility record for the member is less than 50% for these payers in 2017. This payer has approximately 9,000 dental members per month.	2017	Spring 2018	Y
Commercial	Low Dental Member Match Rate	The dental member match rate which represents the percentage of claims that have a matching eligibility record for the member is less than 50% for these payers in 2017. This payer has approximately 3,000 dental members per month.	2017	Spring 2018	Y

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Commercial	Drop in ICD Procedures	Abnormal number of procedure claims 2014 - 2016. Slight drop in 2016 and a significant drop in 2017. This is due to CPT codes incorrectly being submitted in ICD procedure fields prior to 2017. This payer has approximately 230,000 medical members per month.	2010 - 2017	Spring 2018	Y
Commercial	Reversals	Claims were incorrectly being identified as reversals in some situations and under reported in others. This payer has approximately 660,000 medical members per month.	2017	Spring 2018	Y
Commercial	Missing Data	Missing March 2017 pharmacy claims. This payer has approximately 17,000 pharmacy members per month.	March 2017	Spring 2018	Y
Commercial	Dental Coverage Flag	January 2015 - December 2017 missing dental coverage flag in eligibility file. Dental claims appear missing because they do not have matching eligibility. This payer has approximately 10,000 dental members per month.	January 2015 - December 2017	Spring 2018	Y
Commercial	Missing Data	Missing 2014 - 2017 dental claims because Member ID is NULL. This payer has approximately 140,000 dental members.	2014 - 2017	Spring 2018	Y
Commercial	NULL Member IDs	High proportion of records with NULL Member IDs. This payer has approximately 230,000 medical members per month.	2017	Spring 2018	Y
Commercial	Low Member Match Rate	September 2017 medical member match rate which represents the percentage of claims that have a matching eligibility record for the member is less than 50%. This payer has approximately 120,000 medical members per month.	September 2017	Spring 2018	Y
Commercial	Dental Coverage Flag	2017 data contains Dental Coverage Flag set to 'N' though there are dental claims. The number of dental members is unknown at this time.	2017	Spring 2018	Y

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Commercial	Self-Funded Data	Low pharmacy member allowed amounts under 50 in September 2013-March 2017 (missing Jan-Aug 2013, December 2014, February-March 2015) and 0 claims in September 2015. This payer has approximately 3,000 pharmacy members per month.	September 2013-March 2017, September 2015	Spring 2018	Y
Commercial	Self-Funded Data	Low pharmacy member allowed amounts under 50 in September 2013-November 2014 (missing Jan-Aug 2013, December 2014). This payer has approximately 1,000 pharmacy members per month.	Low member allowed amounts under 50 in September 2013-November 2014 (missing Jan-Aug 2013, December 2014)	Spring 2018	Y
Commercial	Missing Data	Missing medical eligibility when Insurance Type is '13' Point of Service (POS) January - July 2016. This payer has approximately 100,000 medical members.	January - July 2016	Spring 2018	Y
Commercial	Volume increase	June 2016 and 2017 there is a large jump in Medicare Advantage volume.	June 2016, 2017	Spring 2018	Y
Commercial	Missing Data	Missing November 2017 medical claims. This payer has approximately 5,500 medical members per month.	November 2017	Spring 2018	Y
Medicare	Plan Paid Amount	Plan Paid amount for bill type 18x and 21x (Skilled Nursing Facility) incorrectly duplicates total claim plan paid amount over each line of the claim. This information is not available at the medical claim line level for plan paid amount. At the medical claim header level, the plan paid amount is the sum of the line level plan paid amount. Since this information is not available at the line level for Skilled Nursing Facility payments, this has been set to NULL. Information from the Skilled Nursing Facility claim header file is available in the plan covered amount field at the header level and directly translates to CLM_PMT_AMT. This change caused roughly \$3.5 billion per year in the plan paid amount field to be set to NULL.	2009-2017	Spring 2018	Y

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Medicare	Deductible Amount	<p>In the Outpatient file, the deductible amount field brought in at the line level is the sum of the deductible and the coinsurance amount. Since deductible amount field at the medical claim header level is a sum of deductible amount field from the medical claim line, the deductible amount field at the header level is also affected. The deductible field will be changed to reflect only the deductible amount.</p> <p>The bill type codes affected are '12x', '13x', '14x', '22x', '23x', '34x', '71x', '72x', '73x', '74x', '75x', '76x', '77x', '83x' and '85x'. The fix will lead to an average \$200 million dollar reduction per year in the deductible field at the medical claim line and header level.</p>	2009-2017	Spring 2018	Y
Medicare	Allowed Amount	<p>In the medical claims header file, the allowed amount is the plan covered amount plus the member liability amount. An issue was identified in the summing of the line level copay, coinsurance, and deductible amounts to the claims header level. Because no CMS FFS claim types have copay and few have coinsurance or deductible amount, NULL in these fields caused the calculated member liability to come through as \$0. Thus, the allowed amount is understated, because the member liability is \$0 when it should have been the sum of the deductible amount and the coinsurance amount. The average impact per year is an increase of approximately \$540 million to allowed amount and member liability amount fields at the medical claim header level.</p>	2009-2017	Spring 2018	Y
Commercial	Missing Data	<p>Missing March 2016 - March 2017 pharmacy claims due to lack of claim version number. This payer has approximately 90,000 pharmacy members per month.</p>	March 2016 - March 2017	Summer 2017	Y
Commercial	Missing Data	<p>Missing March 2016 - March 2017 pharmacy claims due to lack of claim version number. This payer has approximately 1,000 pharmacy members per month.</p>	March 2016 - March 2017	Summer 2017	Y

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Medicaid	Duplicate Claims	Potential duplication of 5% of payer's claims, a total of approximately 5,000,000 claims.	2009 - 2016	Summer 2017	Y
Commercial	Missing Data	Missing April 2012 medical claims data. This payer has approximately 80,000 medical members per month in 2012.	April 2012	Summer 2017	Y
Commercial	Missing data	Missing December 2015 - February 2016 medical claims. This payer has approximately 20,000 medical members per month.	December 2015 - February 2016	Summer 2017	Y
Commercial	Missing Data	Missing February-March 2015, May-June 2015, August-September 2015, November-December 2015 eligibility. This payer has approximately 30 members per month.	February-March 2015, May-June 2015, August-September 2015, November-December 2015	Summer 2017	Y
Commercial	Missing Data	Missing January 2009-July 2013, July-August 2016 eligibility. This payer has approximately 5,000 medical members per month.	January 2009 - July 2013; July - August 2016	Summer 2017	Y
Commercial	Missing Data	Missing January - April eligibility, pharmacy and medical claims. This payer has approximately 25,000 medical and pharmacy members per month.	January - April 2017	Summer 2017	Y
Commercial	Missing Data	Missing January and February pharmacy claims data. This payer has approximately 1,000 pharmacy members per month.	January - February 2017	Winter 2017	Y
Commercial	Inconsistent Counts	Large increase in January and February 2017 pharmacy member counts . This payer has approximately 1,000 pharmacy members month.	January - February 2017	Winter 2017	Y
Commercial	Self-Funded Data	Missing self funded medical claims December 2015 - March 2017. This payer has approximately 270,00 medical members per month.	December 2015 - March 2017	Winter 2017	Y

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Commercial	Self-Funded Data	Drop in self funded pharmacy claims December 2015 - March 2017. This payer has approximately 240,000 pharmacy members per month.	December 2015 - March 2017	Winter 2017	Y
Commercial	New Coverage	New dental coverage showing up in August 2017 data. Will be resubmitting earlier 2017 data with this information. This payer has approximately 130,000 dental members per month.	January - July 2017	Winter 2017	Y
Commercial	Prescription Drug Coverage Flag	January 2016-June 2017 missing pharmacy flag in eligibility file. Pharmacy claims appear missing because they do not have matching eligibility. This payer has approximately 10,000 pharmacy members per month.	January 2016-June 2017	Winter 2017	Y
Commercial	Line of Business Assignment	High proportion of records have an Insurance Product Type of Other "99". This payer has approximately 300,000 medical members per month and 250,000 pharmacy members per month.	January 2015 - July 2017	Winter 2017	Y
Commercial	Missing Data	Missing January - June 2013 eligibility, October 2014 medical claims and all data February - April 2017. This payer has approximately 8,000 medical members per month.	January - June 2013, October 2014, February - April 2017	Winter 2017	Y
Commercial	Missing Data	Missing February 2017 dental claims. This payer has approximately 4,500 dental members per month.	February 2017	Winter 2017	Y
Commercial	Missing Data	Missing intermittent months of 2015 and 2016 medical eligibility. This payer has approximately 5,000 medical members per month.	2015 - 2016	Winter 2017	Y
Commercial	Missing Data	Missing February 2015 - January 2017 pharmacy eligibility . This payer has approximately 25,000 pharmacy members per month.	February 2015 - January 2017	Winter 2017	Y