

Quality Assurance - December 2018

Appendix H - Quality Assurance Dashboard

Work Stream 1 - MAGI Data Entry Support				Sample Size				Results				
Task	Widget Type	Total Processed	Staff	Target	Avg %	Actual	Delta	Score	Grade	Critical Fails	Critical Fail %	
Task 1 - Paper Verifications	Work Item	15177	30	765	5.04%	767	2	98.34%	A	12	1.56%	
Task 2 - Paper Applications	Work Item	64	1	4	6.25%	25	21	97.96%	A	1	4.00%	
Task 3 - Paper Renewals	Work Item	1175	11	59	5.02%	87	28	98.74%	A	2	2.30%	
Task 4 - Missing Information	Work Item	100	2	5	5.00%	25	20	99.92%	A	0	0.00%	
Task 5 - Unknown Items	Work Item	1511	6	86	5.69%	95	9	97.15%	A	1	1.05%	
Task 6 - Appeals	Referrals							Under Review				
Task 7 - EMPI	Report Items							Under Review				

Work Stream 2 - MAGI Case Maintenance				Sample Size				Results			
Task	Widget Type	Total Processed	Staff	Target	Avg %	Actual	Delta	Score	Grade	Critical Fails	Critical Fail %
Task 1 - Age-Outs	People	1223	8	245	20.03%	245	0	99.97%	A	0	0.00%
Task 2 - Pregnancy Income Lock In	People	12	2	3	25.00%	12	9	100.00%	A	0	0.00%
Task 3 - Past Due Pregnancy	People	699	7	140	20.03%	140	0	100.00%	A	0	0.00%

Work Stream 3 - General Administrative Support				Sample Size				Results			
Task	Widget Type	Total Processed	Staff	Target	Avg %	Actual	Delta	Score	Grade	Critical Fails	Critical Fail %
Task 1 - HUSKY C & MSP Referrals	People	3281	9	164	5.00%	201	37	98.74%	A	2	1.00%
Task 2 - Premium Billing Support	Payments	538	2	27	5.02%	31	4	100.00%	A	0	0.00%
Task 3 - Spend-Down Expense Support	Expenses	371	3	19	5.12%	20	1	99.75%	A	0	0.00%

LEGEND

Total processed	The total monthly count of items. Typically can be pulled from the daily report.
Staff	Count of people who were included in the review
Target	Based on the total processed, and the QAP guidance, how many items should be sampled
Avg %	Target / Total Processed
Actual	Actual sample size
Delta	Actual - Target
Score	Monthly QA Result calculated as per the QAP
Grade	Could vary by Task but typically, >96% = A, >93% = B, >90 = C and below is F
Critical Fails	The number of items with a zero score because of critical fails (2 fails for same item would be counted as 1)
Critical Fail %	Critical Fails / Actual