

3/6/2020

DRAFT

Proposed STLDI MCAS Ratios

Ratio 1.

Number of claim denials to total number of claims received

Ratio 2.

Number of claim denials due to pre-existing condition exclusion to number of claims received

Ratio 3.

Complaints per 1,000 member months

Ratio 4.

Claims reprocessed due to complaints received to total complaints received

Ratio 5.

Number of rescissions to total number of claims received