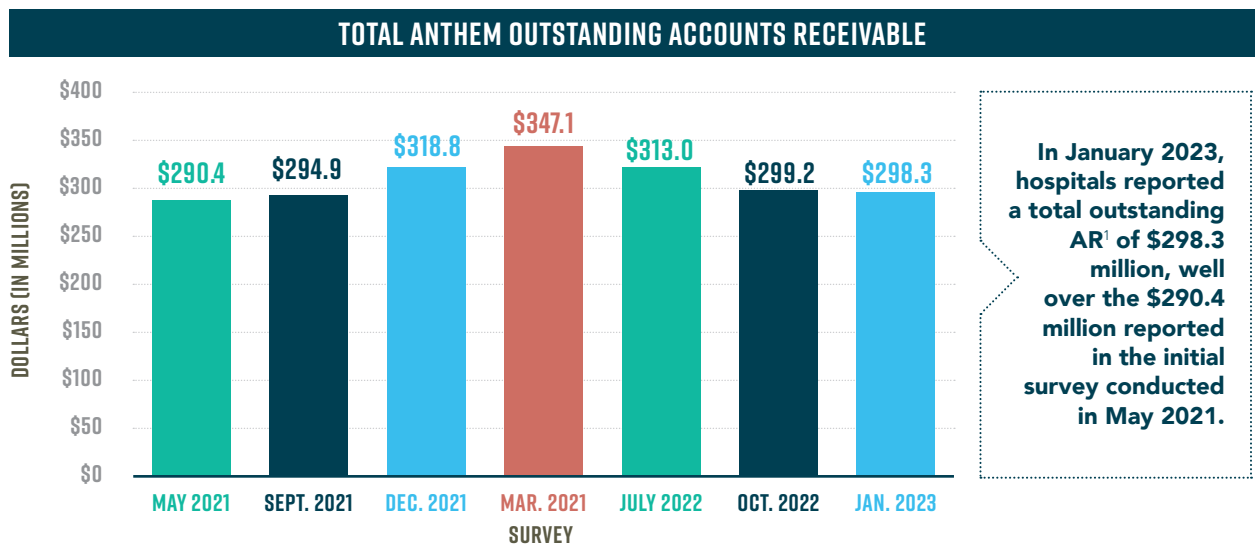


New Hampshire Hospitals' Report on Anthem Performance

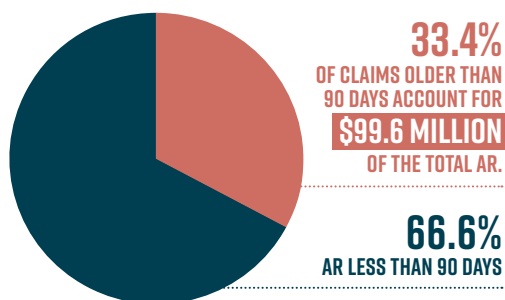
May 2021 – January 2023

In early 2021, the New Hampshire Hospital Association (NHHA) heard frustrations from several member hospitals concerning Anthem, the largest commercial payor in the state. The complaints came from varying departments within hospitals on topics including outstanding Accounts Receivable (AR), company policies, and customer service. In response, NHHA conducted quarterly surveys from May 2021 to January 2023 to gather more information; the results paint a picture of universal dissatisfaction with Anthem's practices, procedures, and overall performance.



AGING AR

Days in accounts receivable is a key performance indicator of financial health in the healthcare industry. Anthem's high percentage of aged claims is a cause for concern for the hospitals.



EVIDENCE OF SYSTEMIC FAILURES

Over the past year and a half, hospitals reported evidence of multiple systemic failures at Anthem²:

Correctly enrolled providers dropped unexpectedly from the hospital's network with no communication from Anthem about the issue.

Contradictory information on prior authorization requirements leading to many inappropriately denied claims.

Customer service issues including hours long wait times, frequently transferred or dropped calls, customer service representative poorly trained and inability to reach a supervisor to escalate claims.

Insufficient issues tracking systems require hospitals to track claims issues separately for quality assurance, with many issues known to Anthem remaining unresolved for years.

NOTES

1) Total AR represents the amount billed to Anthem by the hospitals and does not necessarily represent the amount of dollars that will ultimately be paid for services rendered.

2) Hospitals shared frustrations in working with Anthem and countless examples of systemic failures through a workgroup that included representatives from hospitals, NHHA, and Anthem. This group met from July 2021-December 2022.