



DASHBOARD REPORTING:

Performance and Trend Data on Demand

Monitoring and continuously enhancing the quality and effectiveness of the health care services members receive requires immediate access to comprehensive, up-to-date and actionable information. Magellan's award-winning Customer Dashboard delivers detailed data and timely information in easy-to-read graphic displays that enable you to monitor key operating components and quickly identify and respond to trends.

Accessed through a secure login on the Magellan Health Services Web site, the Magellan Customer Dashboard is customized to meet your specific needs and, depending upon the programs or services in your plan, may include:

- **Call Center Performance**—An up-close look at our call center performance, including call volume, average speed of answer and call abandonment rates presented in easy-to-read graphs.
- **Clinical and Program Census Data**—Charts that allow you to see at a glance:
 - Inpatient authorization trends
 - Employee assistance program utilization summaries
 - Home/work function improvement
 - Telephonic consultation outcomes
- **Claim-Based Trends**—Based on data from paid claims, the Magellan Customer Dashboard enables you to easily identify trends from key facts such as:
 - The number of your members served by age group and gender
 - The top 10 diagnoses for adults and for children receiving services
 - The top five therapeutic classes for your membership
 - Residential treatment facility census including follow-up care and 30-day readmission rates for your specific population

A Detailed Look

Need more detail? Simply clicking on a graph will enable you to instantly see additional details such as data for a specific month or specific day-by-day statistics.

We have every confidence in our ability to deliver the quality of care you expect for members and their families. With the Magellan Customer Dashboard, you now have the tool to measure our commitment each and every day.