SHERLOCK BENCHMARKS

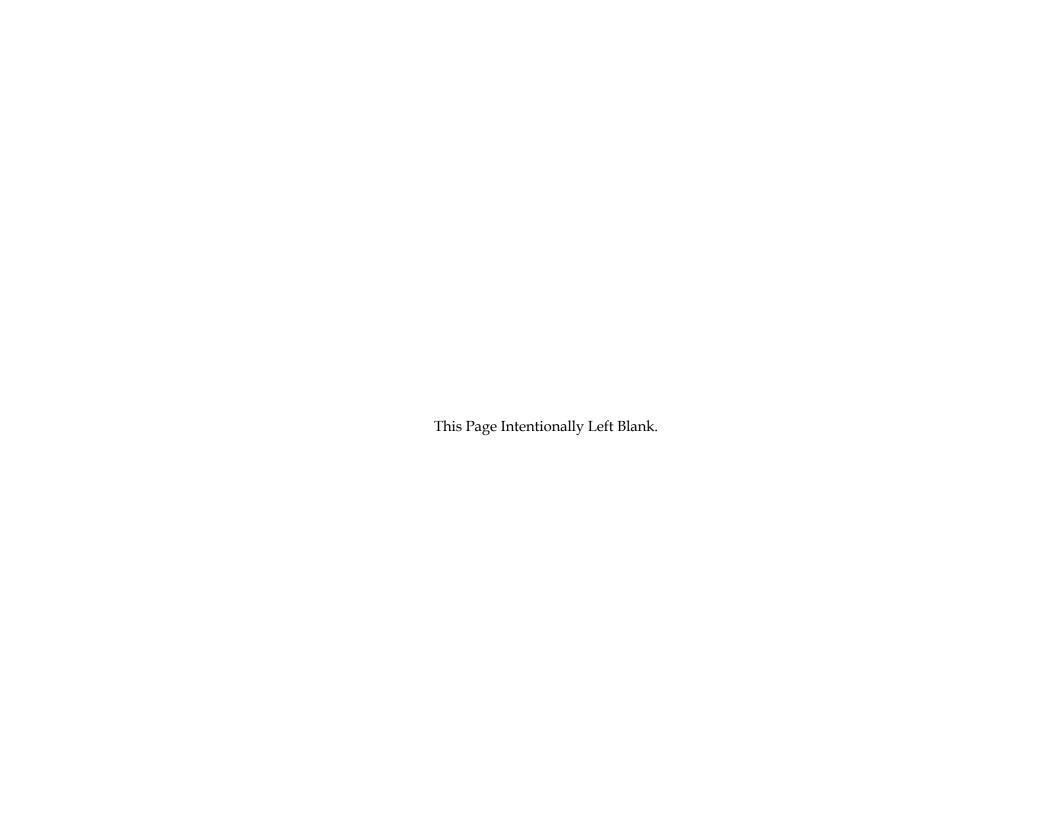
Medicaid Plans Edition





Volume II
Staffing and Compensation

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SHERLOCK BENCHMARKS Medicaid Edition - 2023

Volume II: Staffing and Compensation



September 2023

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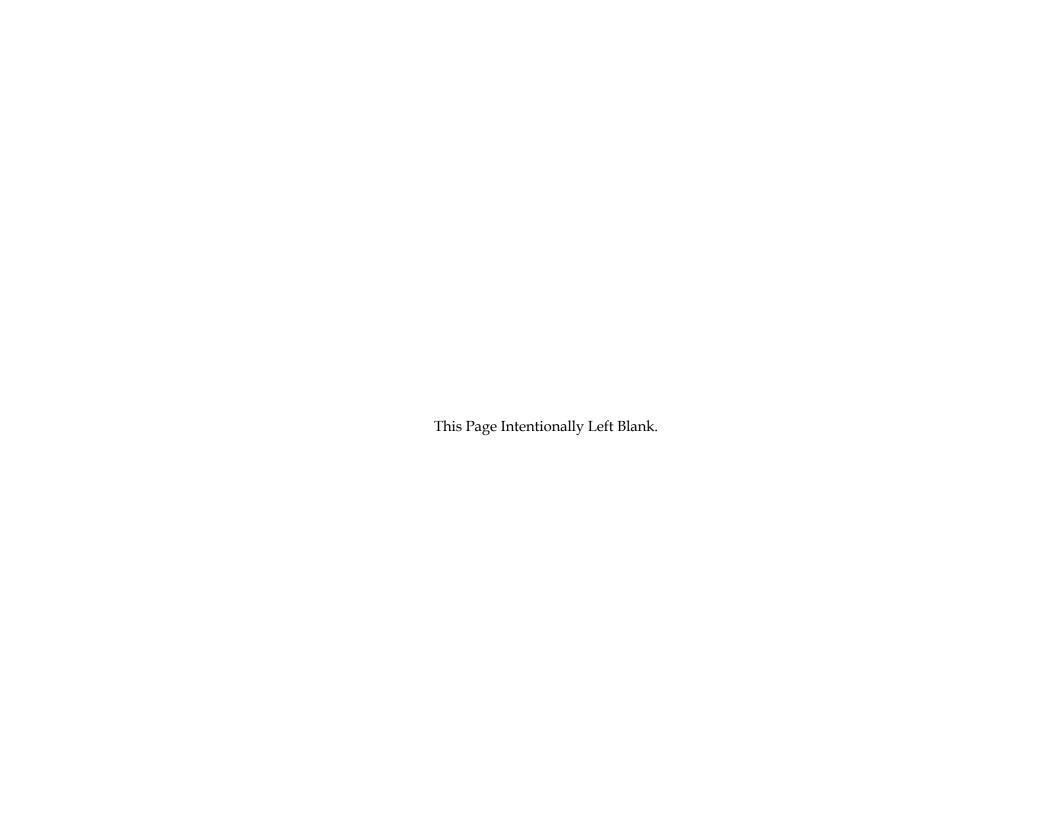


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Organization, conventions, applicability, and process of the Sherlock Benchmarks.

Tab. 2 Staffing Ratios

- This provides in-depth analyses of various staffing ratios per 10,000 Members including Reported FTEs, Inferred FTEs by Product and Inferred FTEs by segments. Inferred staffing ratios include the effect of outsourced staffing.
- Products include:
 - Commercial Insured
 - Commercial ASO
 - o Medicare Supplement
 - o Medicare Advantage
 - Medicare Advantage SNP
 - Medicaid HMO

Tab 3. Staff Compensation

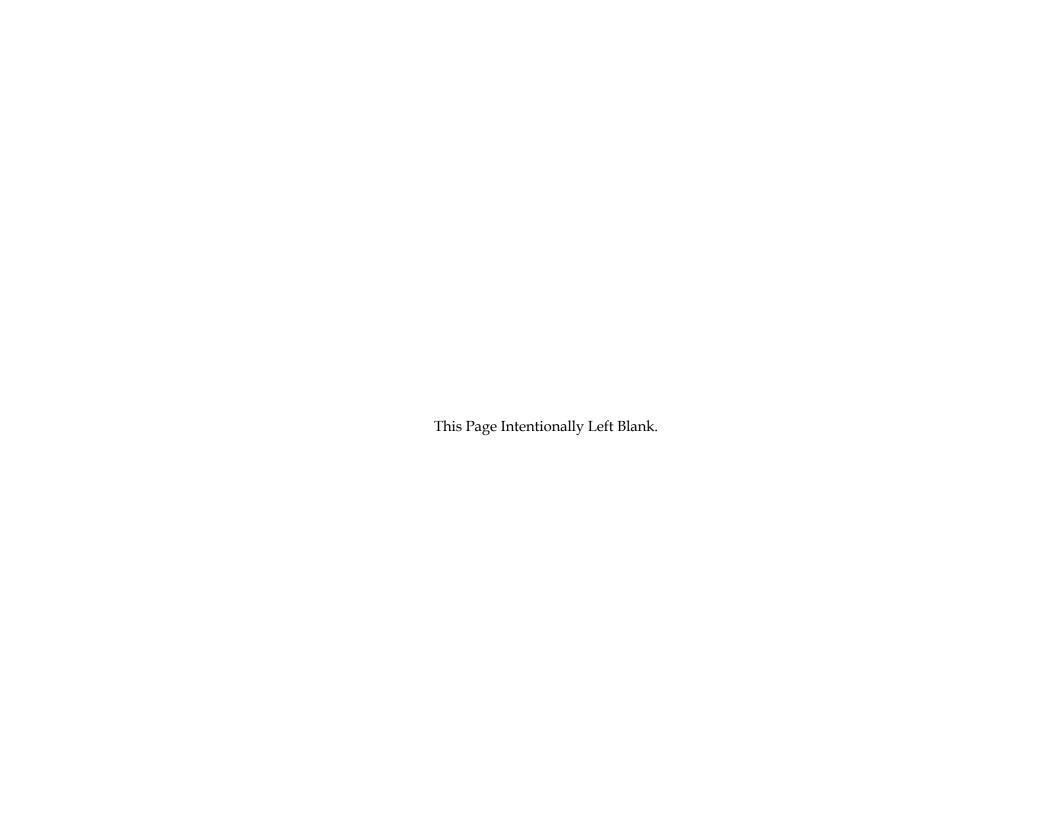
- Provides analyses related staff compensation, including:
 - o Staffing Costs per FTE
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 - o Compensation Costs per FTE
 - o Staffing Costs Per Member Per Month

Tab 4. Labor Intensity

This section includes metrics relating to Staffing Costs as a Percent of Comprehensive Total Costs, Non-Labor Costs per FTE, and Total Costs per FTE.

Tab 5. Propensity to Outsource

- This provides in-depth analyses of propensity to outsource, including:
 - Outsourced Costs as a Percent of Total Costs
 - Outsourced Staffing Costs as a percent of Total Staffing Costs
 - o Outsourced Staffing Costs as a Percent of Total Costs
 - Outsourced FTEs as a Percent of Total FTEs



Staffing Ratios

This section provides an analysis of staffing ratios by function. Values are presented on a per 10,000 member basis.

Outsource FTEs are estimated by the plans. Combined FTEs are the sum of internal and outsourced FTEs. Combined FTEs are intended to represent the staffing if no activities were outsourced.

Inferred Combined FTEs by product and by segment are estimated by dividing the plan's PMPM costs by the total costs per FTE. This is multiplied by 120,000 to convert monthly costs to annual FTEs and to adjust for the staffing ratio being expressed in per 10,000 members.

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Staff Compensation

This section provides an analysis of staff compensation, by function. Outsourced staffing costs are estimated by the plans.

Staffing Costs for Internal FTEs include all benefits. These correspond to internal staffing costs, except they include acruals for retiree benefits other than pensions. Other Post Employement Benefits (OPEB) are classified in the financial metrics in the Other Corporate Services sub-function of Corporate Services.

Outsourced Staffing Costs are provided by the plans. Depending on the plan, their ultimate source may be their direct knowledge of the compensation of the outsourced FTE or an estimate. If estimated by the plans, it may be based upon local wage levels for the personnel or the typical costs for FTEs in Plans that do not outsource any activities.

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Labor Intensity

This section provides an analysis of labor intensity, by function. Non-Labor Costs are inferred as total costs less staffing costs.

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