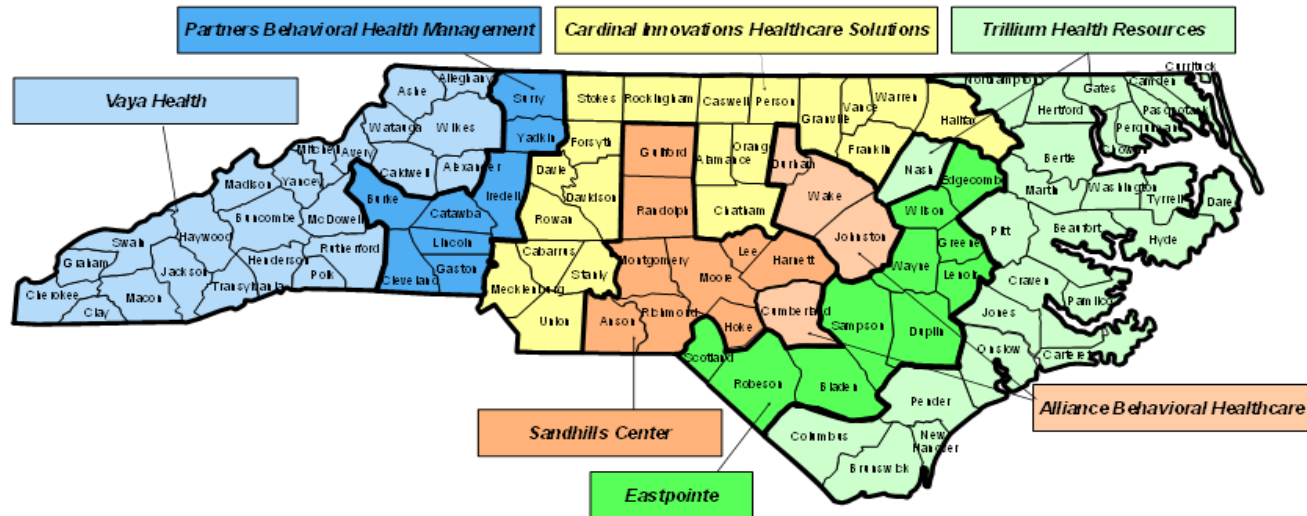


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
December 2018



Prepared by:

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

December 2018 Report

2/7/2019

		Meets Standards?						
DMA Performance Measures	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya
% of Community Inpatient Readmits assigned to Care Coord.	85%	Y	Y	Y	Y	Y	Y	Y
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y
DMH Performance Measures								
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y
Combined Performance Measures								
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	Y	Y	Y	Y	Y	Y	Y

Yellow Shading indicates the MCO did not meet the Standard for one or two consecutive months.

Pink Shading indicates the MCO did not meet the Standard for 3 or more consecutive months.

Gray Shading indicates not applicable this report period.

EXPLANATIONS

Note: When reviewing the data, please note that the highlighted outliers may be considered as a positive or negative indicator. The highlighted outlier indicates a value that is numerically distant from the other data points in the set of data.

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

December 2018 Report

2/7/2019

Monitoring Area	LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	STD DEV
	Standard	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Call Center										
Total Number of Calls (re: services for consumers)		4,492	4,231	2,288	2,290	2,153	1,716	2,928	20,098	
# of Calls Abandoned		43	94	37	8	85	25	44	336	
% of calls Abandoned	<5%	1.0%	2.2%	1.6%	0.3%	3.9%	1.5%	1.5%	1.7%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	3.0	7.0	5.0	5.0	9.0	5.7	1.75
# of Calls Answered within 30 seconds		4,414	4,122	2,284	2,263	2,068	1,681	2,860	19,692	
% Answered within 30 seconds	95%	98.3%	97.4%	99.8%	98.8%	96.1%	98.0%	97.7%	98.0%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,494	3,375	559	1,375	1,792	1,123	1,370	13,088	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,461	3,280	553	1,327	1,643	1,123	1,354	12,741	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	97%	99%	97%	92%	100%	99%	97%	3%
# of Persons waiting for residential services		-	354	6	103	43	0	57	563	
% of Persons waiting for residential services	o	0%	10%	1%	7%	2%	0%	4%	4%	4%
# of Persons waiting for ADVP		-	289	-	2	106	-	-	397	
% of Persons waiting for ADVP	o	0%	9%	0%	0%	6%	0%	0%	3%	3%
# of Persons waiting for vocational services		-	1	-	2	-	0	-	3	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		409	886	42	220	609	573	274	3,013	
% of Persons on Waitlist receiving B3 Services	o	12%	26%	8%	16%	34%	51%	20%	23%	14%
# of Persons on Waitlist receiving State Services		530	596	138	428	264	199	234	2,389	
% of Persons on Waitlist receiving State Services	o	15%	18%	25%	31%	15%	18%	17%	18%	6%
# of Persons on Waitlist receiving State and/or B3 services (undup)		788	1,329	180	535	873	667	384	4,756	
% of Persons on Waitlist receiving State and/or B3 Services	o	23%	39%	32%	39%	49%	59%	28%	36%	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,706	2,046	379	840	919	456	986	8,332	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	77%	61%	68%	61%	51%	41%	72%	64%	12%
Incidents										
Number of Level 2 Critical Incident Reports received		276	304	59	172	125	153	303	1,392	
Number of Level 3 Critical Incident Reports received		30	39	12	17	47	16	34	195	
Transitions to Community Living Initiative¹										
Individuals in In-reach		1,085	1,818	638	695	546	977	791	6,550	
Number of individuals in Transition Planning process		60	92	47	14	15	27	6	261	
Number of Individuals Housed - Total		313	701	221	340	257	310	287	2,429	
Claim/Encounter Processing in NCTracks										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1.5%	11.0%	3.9%	0.8%	9.4%	6.1%	3.5%	5.3%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY17	<5%	4.7%	5.2%	1.3%	4.1%	7.8%	4.6%	4.5%	4.7%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18	<5%	2.0%	4.0%	1.0%	1.0%	3.0%	2.0%	4.0%	3.0%	1%
DMH- % of Claims \$ Value Denied by Date of Service FY19 YTD	<5%	6.0%	1.0%	1.0%	2.0%	3.0%	3.0%	2.0%	2.0%	2%

¹ Please be aware that November 2018 data is used in this section.

Note: All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.

Yellow Highlights indicate the MCO did not meet the Standard

Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.

Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).

**MCO Monthly Monitoring Report
Medicaid Only**

December 2018 Report

2/7/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Unduplicated Count of Medicaid Members		222,807	428,372	152,608	139,672	173,615	205,591	156,018	1,478,683	
# Persons Receiving MH Services		13,031	19,950	5,275	7,529	7,494	9,475	8,233	70,987	
% of Members Receiving MH Services	o	5.8%	4.7%	3.5%	5.4%	4.3%	4.6%	5.3%	4.8%	0.7%
# Persons Receiving SA Services		1,200	2,912	1,245	1,295	1,418	1,472	1,411	10,953	
% of Members Receiving SA Services	o	0.5%	0.7%	0.8%	0.9%	0.8%	0.7%	0.9%	0.7%	0.1%
# Persons Receiving DD Services		3,019	6,254	1,308	2,086	1,912	2,777	2,061	19,417	
% of Members Receiving DD Services	o	1.4%	1.5%	0.9%	1.5%	1.1%	1.4%	1.3%	1.3%	0.2%
Unduplicated # that received MH/DD/SA Services		16,779	26,862	7,182	10,212	10,824	12,261	11,400	95,520	
% of Members Receiving MH/DD/SA Services	o	7.5%	6.3%	4.7%	7.3%	6.2%	6.0%	7.3%	6.5%	0.9%
Community Psychiatric Hospitalization		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
# of MH Admissions to Community Psychiatric Inpatient		132	415	140	81	96	203	183	1,250	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.59	0.97	0.92	0.58	0.55	0.99	1.17	0.85	0.23
# of MH Admissions that were Readmissions within 30 days		11	34	29	10	6	34	34	158	
% of MH Admissions that were Readmissions within 30 days	o	8.3%	8.2%	20.7%	12.3%	6.3%	16.7%	18.6%	12.6%	5.3%
# of MH Inpatient Discharges		174	346	155	82	118	275	196	1,346	
MH Inpt Average Length of Stay (days)	o	10.0	10.0	7.9	5.7	4.3	6.7	8.0	8.0	1.96
# of SA Admissions to Community Psychiatric Inpatient		1	27	10	12	11	4	20	85	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.06	0.07	0.09	0.06	0.02	0.13	0.06	0.04
# of SA Admissions that were Readmissions within 30 days		1	4	1	0	1	1	4	12	
% of SA Admissions that were Readmissions within 30 days	o	100%	15%	10%	0%	9%	25%	20%	14%	31.3%
# of SA Inpatient Discharges		1	33	10	11	17	7	23	102	
SA Inpt Average Length of Stay (days)	o	6.0	5.7	4.9	5.1	4.5	4.0	4.8	5.0	0.63
Care Coordination		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
# of MH and SA Readmits assigned to a Care Coordinator		11	38	30	10	7	30	34	160	
% of Readmits assigned to Care Coordination	85.0%	91.7%	100.0%	100.0%	100.0%	100.0%	85.7%	89.5%	94.1%	
Emergency Dept Utilization (3 month lag)		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
# of ED Admits for persons with MHDDSA diagnoses		287	1073	249	324	329	379	429	3,070	
Rate of ED Admits per 1,000 Medicaid Members	o	1.31	2.38	1.59	2.22	1.89	1.75	2.67	2.1	0.44
# of ED Admits for persons who are active consumers		84	569	88	152	107	193	154	1,347	
% of ED Admits that were for active consumers	o	29%	53%	35%	47%	33%	51%	36%	44%	8.8%
# of ED Admits which were readmissions within 30 days		24	251	43	58	51	39	74	540	
% of ED Admissions Readmitted within 30 days	o	8%	23%	17%	18%	16%	10%	17%	17.6%	4.7%
Authorization Requests		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Total Number of Auth Requests Received		3,665	6,195	1,823	3,303	2,263	3,076	2,811	23,136	
# Standard Auth. Request Decisions		3,136	4,977	1,401	3,127	1,856	2,197	2,190	18,884	
# Standard Auth Requests Processed in 14 Days		3,128	4,953	1,401	3,124	1,856	2,197	2,190	18,849	
% Processed in 14 Days	95.0%	99.7%	99.5%	100.0%	99.9%	100.0%	100.0%	100.0%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		529	1,218	422	176	407	879	621	4,252	
# Expedited and Inpatient Auth Requests Processed in 3 Days		529	1,214	422	176	407	879	621	4,248	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.5%	100.0%	99.9%	100.0%	100.0%	100.0%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

December 2018 Report

2/7/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		40	205	88	169	36	14	43	595		
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	3.3%	4.8%	5.1%	1.6%	0.5%	1.5%	2.6%	1.7%	
# of Administrative Denials		44	0	16	32	-	67	20	179		
% of Total Auth Requests Denied for Admin Reasons	o	1.2%	0.0%	0.9%	1.0%	0.0%	2.2%	0.7%	0.8%	0.7%	
Total # of Auth Requests Denied		84	205	104	201	36	81	63	774		
% of Total Auth Requests Approved	o	97.7%	96.7%	94.3%	93.9%	98.4%	97.4%	97.8%	96.7%	1.6%	
Number of Consumer Authorization Appeals received		8	20	5	13	5	9	13	73		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.7	0.7	1.3	0.5	0.7	1.1	0.8	0.29	
Number of Authorizations overturned due to Consumer Appeals		1	3	-	-	3	-	2	9		
Claims		11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15		
Total # Clean Claim Received during Month (detail lines)		95,367	176,070	53,087	81,178	52,369	87,850	81,908	627,829		
Rate of Claims Rcpt per Person Served	o	5.7	6.6	7.4	7.9	4.8	7.2	7.2	6.6	1.00	
# Paid		89,203	164,395	46,575	73,502	51,073	80,255	73,287	578,290		
# Denied		6,163	11,665	6,512	7,675	1,296	7,595	8,530	49,436		
# Pended or in Process		1	10	-	1	-	-	91	103		
Percent Denied	o	6.5%	6.6%	12.3%	9.5%	2.5%	8.6%	10.4%	7.9%	3.0%	
# Paid or Denied within 30 Days		94,246	176,060	52,475	81,178	52,369	87,850	80,563	624,741		
Percent Processed within 30 Days	90.0%	98.8%	100.0%	98.8%	100.0%	100.0%	100.0%	98.4%	99.6%	0.7%	
Avg # days for Processing (from Receipt to Payment)	o	8	8	9	11	9	7	9	8.8	1.25	
Number of Provider claim Appeals received		10	2	0	0	0	0	385	397		
Rate of Provider Claim appeals per 1,000 persons served	o	0.6	0.1	0.0	0.0	0.0	0.0	33.8	4.2	11.78	
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	0	1	2		
Complaints/Grievances		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18		
Total number of complaints received (1 month prior)		47	35	16	8	9	10	15	140		
Rate of Complaints per 1,000 Persons Served	o	2.45	1.11	1.68	0.62	0.70	0.61	1.05	1.5	0.63	
# Consumer complaints against provider		10	26	12	5	7	9	11	80		
% Consumer complaints against provider	o	21%	74%	75%	63%	78%	90%	73%	57%	20.4%	
# Consumer complaints against LME/MCO		3	9	2	2	-	1	2	19		
% Consumer complaints against LME/MCO	o	6%	26%	13%	25%	0%	10%	13%	14%	8.7%	
# Provider complaints against LME/MCO		-	0	1	1	1	-	-	3		
% Provider complaints against LME/MCO	o	0%	0%	6%	13%	11%	0%	0%	2%	5.2%	
# of Other Types of Complaints		34	0	1	-	1	-	2	38		
# of Complaints Resolved in 30 Days		47	35	16	8	9	10	15	140		
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Program Integrity--Fraud, Waste and Abuse		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	10	2	0	5	6	4	29		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	55	9	59	3	1	117	276		
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	1	1		
Number of Cases Referred to DMA Program Integrity		0	0	1	0	0	1	0	2		
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.					Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).				

LME/MCO Monthly Monitoring Report
State/Federal Block Grant Only

December 2018 Report

2/7/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Persons Served										
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	137,401	114,321	1,022,018	
# Persons Receiving MH Services		2,836	3,108	1,152	1,436	1,688	2,421	2,114	14,755	
% of Uninsured Receiving MH Services	o	1.7%	1.0%	1.4%	1.5%	1.5%	1.8%	1.8%	1.4%	0.27%
# Persons Receiving SA Services		1,257	2,037	666	1,049	706	1,933	1,499	9,147	
% of Uninsured Receiving SA Services	o	0.8%	0.7%	0.8%	1.1%	0.6%	1.4%	1.3%	0.9%	0.30%
# Persons Receiving DD Services		670	759	364	390	560	422	202	3,367	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.4%	0.4%	0.5%	0.3%	0.2%	0.3%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		4,660	5,574	1,997	2,706	2,954	3,990	3,724	25,605	
% of Uninsured Receiving MH/DD/SA Services	o	2.8%	1.8%	2.4%	2.9%	2.6%	2.9%	3.3%	2.5%	0.43%
Community Psychiatric Hospitalization (1)		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
# of MH Admissions to Community Psychiatric Inpatient		82	299	2	106	108	122	120	839	
Rate of MH Admissions per 1,000 Uninsured	o	0.49	0.96	0.02	1.13	0.95	0.89	1.05	0.82	0.36
# of MH Admissions that were Readmissions within 30 days		6	10	0	14	3	8	14	55	
% of MH Admissions that were Readmissions within 30 days	o	7%	3%	0%	13%	3%	7%	12%	6.6%	4.45%
# of MH Inpatient Discharges		122	175	10	52	111	143	124	737	
MH Inpt Average Length of Stay (days)	o	8.7	7.0	4.5	5.8	3.3	6.9	5.6	6.4	1.64
# of SA Admissions to Community Psychiatric Inpatient		14	37	1	19	21	10	29	131	
Rate of SA Admissions per 1,000 Uninsured	o	0.08	0.12	0.01	0.20	0.18	0.07	0.25	0.13	0.08
# of SA Admissions that were Readmissions within 30 days		1	3	0	1	1	0	4	10	
% of SA Admissions that were Readmissions within 30 days	o	7%	8%	0%	5%	5%	0%	14%	8%	4.5%
# of SA Inpatient Discharges		16	36	2	10	25	15	29	133	
SA Inpt Average Length of Stay (days)	o	6.3	6.4	3.0	4.7	4.5	6.3	5.1	5.6	1.16
Authorizations		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Total Number of Auth Requests Received		969	2,526	558	1,642	1,273	706	665	8,339	
# Standard Auth. Request Decisions		704	1,642	373	1,463	926	307	256	5,671	
# Standard Auth Requests Processed in 14 Days		704	1,640	373	1,463	926	307	256	5,669	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		265	884	185	179	347	399	409	2,668	
# Expedited and Inpatient Auth Requests Processed in 3 Days		265	884	185	179	347	399	409	2,668	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		7	18	26	15	7	-	6	79	
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	0.7%	4.7%	0.9%	0.5%	0.0%	0.9%	0.9%	1.4%
# of Administrative Denials		-	13	14	5	-	13	12	57	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.5%	2.5%	0.3%	0.0%	1.8%	1.8%	0.7%	1.0%
Total # of Auth Requests Denied		7	31	40	20	7	13	18	136	
% of Total Auth Requests Approved	o	99%	99%	93%	99%	99%	98%	97%	98%	2.1%
Number of Consumer Authorization Appeals received		-	0	1	1	2	-	-	4	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.0	0.5	0.4	0.7	0.0	0.0	0.2	0.27
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

LME/MCO Monthly Monitoring Report										December 2018 Report	
State/Federal Block Grant Only										2/7/2019	
LME/MCO:											
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
Claims		11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15		
Total # Clean Claim Received during Month (header)		26,754	29,684	11,343	22,848	7,173	28,275	24,365	150,442		
Rate of Claims Rcpt per Person Served	o	5.74	5.33	5.68	8.44	2.43	7.09	6.54	5.88	1.72	
# Paid		25,088	25,877	9,697	20,730	7,044	25,750	15,439	129,625		
# Denied		1,666	3,807	1,646	2,118	129	2,525	8,925	20,816		
# Pended or in Process			0	-	-	-	-	1	1		
Percent Denied	o	6.2%	12.8%	14.5%	9.3%	1.8%	8.9%	36.6%	13.8%	10.4%	
# Paid or Denied within 30 Days		26,373	29,684	11,298	22,848	7,173	28,275	23,805	149,456		
Percent Processed within 30 Days	90.0%	98.6%	100.0%	99.6%	100.0%	100.0%	100.0%	97.7%	99.3%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.7	8.4	10.9	9.1	8.3	8.7	9.1	0.82	
Complaints		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18		
Total number of complaints received (1 month prior)		10	9	2	1	1	5	4	32		
Rate of Complaints per 1,000 Persons Served	o	1.69	1.30	0.77	0.29	0.29	0.99	0.91	1.25	0.47	
# Consumer complaints against provider		6	8	2	-	-	2	3	21		
% Consumer complaints against provider	o	60%	89%	100%	0%	0%	40%	75%	66%	37.4%	
# Consumer complaints against LME/MCO		-	0	-	1	1	-	1	3		
% Consumer complaints against LME/MCO	o	0%	0%	0%	100%	100%	0%	25%	9%	43.7%	
# Provider complaints against LME/MCO		-	0	-	-	-	-	-	-		
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
# of Other Types of Complaints		4	1	-	-	-	3	-	8		
# of Complaints Resolved in 30 Days		10	9	2	1	1	5	4	32		
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.				Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).					

(1) Community Psychiatric Hospitalization includes 3-Way Contract funded beds, which are not distributed evenly across LME-MCO catchment areas, and may impact utilization rates.