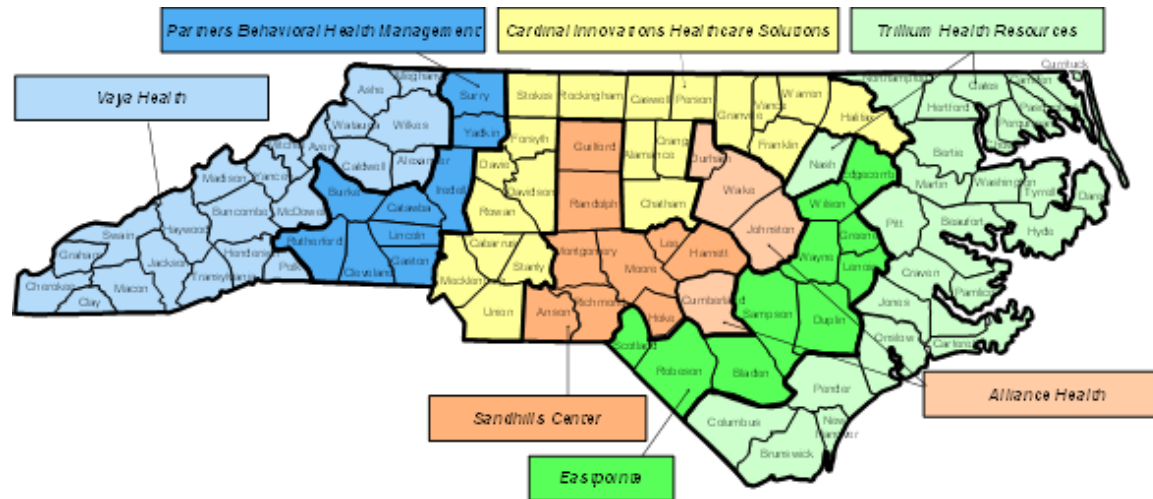


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
December 2019



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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

December 2019 Report

1/23/2020

## 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
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 Highlights indicate the MCO did not meet the Standard for one or two consecutive months.

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

Gray Shading indicates not applicable this report period.

#### EXPLANATIONS

***Average Speed to Answer Call - Carninal*** - As noted in January 2020, in December 2019, the average speed to answer calls increased to 12 seconds. The increase was due to holiday time off and staff leave.

***Avg # days for Processing (from Receipt to Payment) - Parnters*** - As noted in January 2020, there is an increase in Avg # of days for Processing (from Receipt to Payment). This typically happens in December.

**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		December 2019 Report								
Medicaid and State Combined		1/23/2020								
Monitoring Area	LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	STD DEV
	Standard	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		4,296	4,033	2,284	2,346	2,095	1,662	2,492	19,208	
# of Calls Abandoned		40	103	84	7	40	33	25	332	
% of calls Abandoned	<5%	0.9%	2.6%	3.7%	0.3%	1.9%	2.0%	1.0%	1.7%	
Avg Speed to Answer Calls (seconds)	o	6.0	12.0	4.0	7.0	5.0	4.0	9.0	6.7	2.71
# of Calls Answered within 30 seconds		4,236	3,915	2,278	2,335	2,055	1,615	2,467	18,901	
% Answered within 30 seconds	95%	98.6%	97.1%	99.7%	99.5%	98.1%	97.2%	99.0%	98.4%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,886	3,989	548	1,614	1,941	1,148	1,348	14,474	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,886	3,928	543	1,594	1,805	1,148	1,341	14,245	
% of Persons waiting who are on the Reg. of Unmet Needs	o	100%	98%	99%	99%	93%	100%	99%	98%	2%
# of Persons waiting for residential services		-	204	5	91	39	0	57	396	
% of Persons waiting for residential services	o	0%	5%	1%	6%	2%	0%	4%	3%	2%
# of Persons waiting for ADVP		-	279	-	-	97	-	-	376	
% of Persons waiting for ADVP	o	0%	7%	0%	0%	5%	0%	0%	3%	3%
# of Persons waiting for vocational services		-	-	-	2	-	0	-	2	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0%
<b>Service Status of Persons on the Waiting List</b>										
# of Persons on Waitlist receiving B3 Services		470	953	46	222	657	602	270	3,220	
% of Persons on Waitlist receiving B3 Services	o	12%	24%	8%	14%	34%	52%	20%	22%	14%
# of Persons on Waitlist receiving State Services		553	618	143	444	354	292	201	2,605	
% of Persons on Waitlist receiving State Services	o	14%	15%	26%	28%	18%	25%	15%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		826	1,406	189	555	1,011	732	366	5,085	
% of Persons on Waitlist receiving State and/or B3 Services	o	21%	35%	34%	34%	52%	64%	27%	35%	14%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		3,060	2,583	359	1,059	930	416	982	9,389	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	79%	65%	66%	66%	48%	36%	73%	65%	14%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		232	468	143	164	146	206	272	1,631	
Number of Level 3 Critical Incident Reports received <sup>1</sup>		25	98	8	14	17	25	41	228	
<sup>1</sup> 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 2019 Report**

1/23/2020

**LME/MCO:**

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>
		Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		216,407	418,610	147,533	146,677	167,909	198,424	139,981	<b>1,435,541</b>	
# Persons Receiving MH Services		13,177	22,010	6,364	9,755	7,791	10,716	8,925	<b>78,738</b>	
% of Members Receiving MH Services	o	<b>6.1%</b>	<b>5.3%</b>	<b>4.3%</b>	<b>6.7%</b>	<b>4.6%</b>	<b>5.4%</b>	<b>6.4%</b>	<b>5.5%</b>	0.8%
# Persons Receiving SA Services		1,357	3,064	1,332	1,568	1,360	1,769	1,566	<b>12,016</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		3,360	6,579	1,343	2,534	1,982	3,089	2,111	<b>20,998</b>	
% of Members Receiving DD Services	o	<b>1.6%</b>	<b>1.6%</b>	<b>0.9%</b>	<b>1.7%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>1.5%</b>	<b>1.5%</b>	0.3%
Unduplicated # that received MH/DD/SA Services		16,524	29,152	8,292	12,846	11,133	13,964	12,255	<b>104,166</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.6%</b>	<b>7.0%</b>	<b>5.6%</b>	<b>8.8%</b>	<b>6.6%</b>	<b>7.0%</b>	<b>8.8%</b>	<b>7.3%</b>	1.1%
<b>Community Psychiatric Hospitalization</b>		Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19
# of MH Admissions to Community Psychiatric Inpatient		140	440	131	112	125	245	167	<b>1,360</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.65	1.05	0.89	0.76	0.74	1.23	1.19	<b>0.95</b>	0.21
# of MH Admissions that were Readmissions within 30 days		20	27	15	17	16	36	30	<b>161</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>14.3%</b>	<b>6.1%</b>	<b>11.5%</b>	<b>15.2%</b>	<b>12.8%</b>	<b>14.7%</b>	<b>18.0%</b>	<b>11.8%</b>	3.4%
# of MH Inpatient Discharges		183	293	140	122	140	309	181	<b>1,368</b>	
MH Inpt Average Length of Stay (days)	o	10.7	8.3	7.2	<b>11.5</b>	<b>4.8</b>	7.9	7.7	<b>8.3</b>	2.07
# of SA Admissions to Community Psychiatric Inpatient		4	32	10	10	23	3	11	<b>93</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.08	0.07	0.07	<b>0.14</b>	0.02	0.08	<b>0.06</b>	0.04
# of SA Admissions that were Readmissions within 30 days		0	2	0	1	4	1	0	<b>8</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>10%</b>	<b>17%</b>	<b>33%</b>	<b>0%</b>	<b>9%</b>	11.4%
# of SA Inpatient Discharges		4	19	12	9	22	4	15	<b>85</b>	
SA Inpt Average Length of Stay (days)	o	5.3	7.6	5.7	7.3	6.6	<b>4.3</b>	5.1	<b>6.3</b>	1.14
<b>Care Coordination</b>		Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19
# of MH and SA Readmits assigned to a Care Coordinator		18	27	15	18	20	37	29	<b>164</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>90.0%</b>	<b>93.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>96.7%</b>	<b>97.0%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19
# of ED Admits for persons with MHDDSA diagnoses		333	1093	290	377	365	365	171	<b>2,994</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.56	2.52	1.92	2.43	2.19	1.73	<b>1.19</b>	2.1	0.45
# of ED Admits for persons who are active consumers		111	601	85	216	120	206	51	<b>1,390</b>	
% of ED Admits that were for active consumers	o	<b>33%</b>	<b>55%</b>	<b>29%</b>	<b>57%</b>	<b>33%</b>	<b>56%</b>	<b>30%</b>	<b>46%</b>	12.4%
# of ED Admits which were readmissions within 30 days		50	237	36	58	59	31	16	<b>487</b>	
% of ED Admissions Readmitted within 30 days	o	<b>15%</b>	<b>22%</b>	<b>12%</b>	<b>15%</b>	<b>16%</b>	<b>8%</b>	<b>9%</b>	<b>16.3%</b>	4.2%
<b>Authorization Requests</b>		Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19
Total Number of Auth Requests Received		4,154	7,446	2,375	2,756	3,145	3,145	2,834	<b>25,855</b>	
# Standard Auth. Request Decisions		3,647	5,991	2,061	2,605	2,624	2,081	2,265	<b>21,274</b>	
# Standard Auth Requests Processed in 14 Days		3,646	5,988	2,061	2,604	2,624	2,081	2,264	<b>21,268</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	0.0%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		507	1,455	314	151	521	1,064	569	<b>4,581</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		507	1,428	314	151	521	1,063	569	<b>4,553</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>98.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.4%</b>	0.6%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

December 2019 Report

1/23/2020

**LME/MCO:**

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>
# of Auth Requests Denied for Clinical Reasons		57	384	57	135	39	47	50	769	
% of Total Auth Requests Denied for Clinical Reasons	o	1.4%	5.2%	2.4%	4.9%	1.2%	1.5%	1.8%	3.0%	1.6%
# of Administrative Denials		41	1	32	51	-	34	22	181	
% of Total Auth Requests Denied for Admin Reasons	o	1.0%	0.0%	1.3%	1.9%	0.0%	1.1%	0.8%	0.7%	0.6%
Total # of Auth Requests Denied		98	385	89	186	39	81	72	950	
% of Total Auth Requests Approved	o	97.6%	94.8%	96.3%	93.3%	98.8%	97.4%	97.5%	96.3%	1.8%
Number of Consumer Authorization Appeals received		9	18	6	4	3	18	12	70	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.6	0.7	0.3	0.3	1.3	1.0	0.7	0.34
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	2	-	2	4	
<b>Claims</b>		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)		92,615	175,311	53,369	85,769	55,117	100,399	85,593	648,173	
Rate of Claims Rcpt per Person Served	o	5.6	6.0	6.4	6.7	5.0	7.2	7.0	6.2	0.74
# Paid		83,345	164,448	47,534	78,341	53,855	93,458	77,553	598,534	
# Denied		9,267	10,842	5,833	7,423	1,262	6,893	7,793	49,313	
# Pended or in Process		3	21	2	5	-	48	247	326	
Percent Denied	o	10.0%	6.2%	10.9%	8.7%	2.3%	6.9%	9.1%	7.6%	2.7%
# Paid or Denied within 30 Days		91,277	175,288	52,946	85,769	55,117	100,351	84,627	645,375	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	99.2%	100.0%	100.0%	100.0%	98.9%	99.6%	0.6%
Avg # days for Processing (from Receipt to Payment )	o	8	7	8	10	8	7	9	8.2	0.90
Number of Provider claim Appeals received		7	1	0	0	0	0	8	16	
Rate of Provider Claim appeals per 1,000 persons served	o	0.4	0.0	0.0	0.0	0.0	0.0	0.7	0.2	0.25
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	0	0	1	
<b>Complaints/Grievances</b>		Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	
Total number of complaints received (1 month prior)		24	34	14	6	21	7	13	119	
Rate of Complaints per 1,000 Persons Served	o	1.32	1.06	1.41	0.42	1.69	0.40	0.96	1.1	0.45
# Consumer complaints against provider		17	30	9	4	19	6	11	96	
% Consumer complaints against provider	o	71%	88%	64%	67%	90%	86%	85%	81%	10.2%
# Consumer complaints against LME/MCO		2	4	1	1	1	1	2	12	
% Consumer complaints against LME/MCO	o	8%	12%	7%	17%	5%	14%	15%	10%	4.2%
# Provider complaints against LME/MCO		-	0	-	1	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%	0%	17%	0%	0%	0%	1%	5.8%
# of Other Types of Complaints		5	0	4	-	1	-	-	10	
# of Complaints Resolved in 30 Days		24	34	14	6	21	7	13	119	
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%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	Dec-19	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	2	8	2	0	5	4	22	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		21	16	12	52	14	4	152	271	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		3	0	0	0	0	0	0	3	

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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).