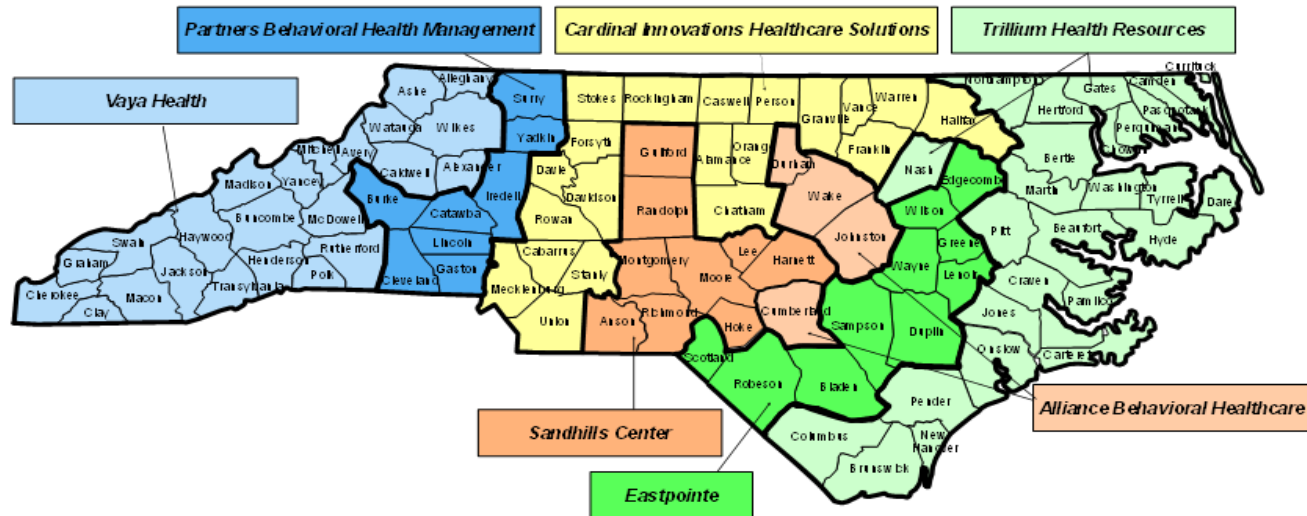


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
June 2019



Prepared by:

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

June 2019 Report

7/24/2019

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		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%	N	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

Complaints Resolved in 30 Days - Alliance - Decrease in the number of complaints resolved within 30 days was due to the adjustment period and training of new staff in June. ***# of ED Admits for Persons with MHDDSA Diagnoses - Vaya*** - Due to the change of Mission Hospital to an HCA facility, all claims for hospitals in their system have been delayed for several months and are impacting ED data.

Note: When reviewing the data, please note that the highlighted outliers may be considered as a positive or negative indicator. The highlighted

LME/MCO Monthly Monitoring Report		June 2019 Report								7/24/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		4,728	4,589	2,484	2,679	2,502	1,717	3,069	21,768		
# of Calls Abandoned		66	89	71	3	34	43	29	335		
% of calls Abandoned	<5%	1.4%	1.9%	2.9%	0.1%	1.4%	2.5%	0.9%	1.5%		
Avg Speed to Answer Calls (seconds)	o	5.0	5.0	4.0	6.0	5.0	4.0	9.0	5.4	1.59	
# of Calls Answered within 30 seconds		4,652	4,490	2,482	2,672	2,468	1,655	3,015	21,434		
% Answered within 30 seconds	95%	98.4%	97.8%	99.9%	99.7%	98.6%	96.4%	98.2%	98.5%		
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,726	3,696	535	1,472	1,852	1,110	1,420	13,811		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,726	3,614	533	1,450	1,729	1,110	1,402	13,564		
% of Persons waiting who are on the Reg. of Unmet Needs	o	100%	98%	100%	99%	93%	100%	99%	98%	2%	
# of Persons waiting for residential services		-	347	2	87	38	0	57	531		
% of Persons waiting for residential services	o	0%	9%	0%	6%	2%	0%	4%	4%	3%	
# of Persons waiting for ADVP		-	309	-	1	85	-	-	395		
% of Persons waiting for ADVP	o	0%	8%	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%	
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		444	937	46	226	623	632	254	3,162		
% of Persons on Waitlist receiving B3 Services	o	12%	25%	9%	15%	34%	57%	18%	23%	15%	
# of Persons on Waitlist receiving State Services		514	620	136	435	366	265	221	2,557		
% of Persons on Waitlist receiving State Services	o	14%	17%	25%	30%	20%	24%	16%	19%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		771	1,388	182	548	989	736	366	4,980		
% of Persons on Waitlist receiving State and/or B3 Services	o	21%	38%	34%	37%	53%	66%	26%	36%	15%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,955	2,308	353	924	863	374	1,054	8,831		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	79%	62%	66%	63%	47%	34%	74%	64%	15%	
Incidents											
Number of Level 2 Critical Incident Reports received		173	344	111	141	178	175	260	1,382		
Number of Level 3 Critical Incident Reports received		26	55	11	25	29	24	53	223		
Transitions to Community Living Initiative¹											
Individuals in In-reach		1,072	1,644	580	665	515	967	696	6,139		
Number of individuals in Transition Planning process		45	118	47	25	15	38	35	323		
Number of Individuals Housed - Total		394	830	265	370	306	397	336	2,898		
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%	1.0%	1.0%	0.0%	1.0%	1.0%	1.0%	1.0%	1.0%	0%	
¹ Please be aware that May 2019 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**

June 2019 Report

7/24/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
Unduplicated Count of Medicaid Members		215,801	420,718	150,217	137,350	167,790	201,508	153,703	1,447,087	
# Persons Receiving MH Services		13,512	21,017	6,269	7,828	8,049	9,822	8,598	75,095	
% of Members Receiving MH Services	o	6.3%	5.0%	4.2%	5.7%	4.8%	4.9%	5.6%	5.2%	0.6%
# Persons Receiving SA Services		1,490	2,994	1,404	1,371	1,514	1,605	1,660	12,038	
% of Members Receiving SA Services	o	0.7%	0.7%	0.9%	1.0%	0.9%	0.8%	1.1%	0.8%	0.1%
# Persons Receiving DD Services		3,411	6,576	1,537	2,128	1,946	3,147	2,079	20,824	
% of Members Receiving DD Services	o	1.6%	1.6%	1.0%	1.5%	1.2%	1.6%	1.4%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		17,027	28,129	8,424	10,584	11,509	13,022	11,973	100,668	
% of Members Receiving MH/DD/SA Services	o	7.9%	6.7%	5.6%	7.7%	6.9%	6.5%	7.8%	7.0%	0.8%
Community Psychiatric Hospitalization		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
# of MH Admissions to Community Psychiatric Inpatient		117	395	120	124	118	231	191	1,296	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.54	0.94	0.80	0.90	0.70	1.15	1.24	0.90	0.23
# of MH Admissions that were Readmissions within 30 days		10	28	24	13	12	35	33	155	
% of MH Admissions that were Readmissions within 30 days	o	8.5%	7.1%	20.0%	10.5%	10.2%	15.2%	17.3%	12.0%	4.5%
# of MH Inpatient Discharges		170	293	131	129	140	275	214	1,352	
MH Inpt Average Length of Stay (days)	o	11.7	9.8	7.2	8.1	5.2	7.3	7.4	8.3	1.93
# of SA Admissions to Community Psychiatric Inpatient		3	40	10	15	27	8	13	116	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.10	0.07	0.11	0.16	0.04	0.08	0.08	0.04
# of SA Admissions that were Readmissions within 30 days		0	2	0	1	2	2	5	12	
% of SA Admissions that were Readmissions within 30 days	o	0%	5%	0%	7%	7%	25%	38%	10%	13.4%
# of SA Inpatient Discharges		3	20	11	15	28	9	16	102	
SA Inpt Average Length of Stay (days)	o	5.0	6.8	4.9	4.6	4.8	4.6	5.4	5.3	0.72
Care Coordination		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
# of MH and SA Readmits assigned to a Care Coordinator		10	28	24	14	14	33	33	156	
% of Readmits assigned to Care Coordination	85.0%	100.0%	93.3%	100.0%	100.0%	100.0%	89.2%	86.8%	93.4%	
Emergency Dept Utilization (3 month lag)		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
# of ED Admits for persons with MHDDSA diagnoses		375	1145	270	318	364	388	190	3,050	
Rate of ED Admits per 1,000 Medicaid Members	o	1.70	2.58	1.76	2.18	2.16	1.82	1.20	2.1	0.41
# of ED Admits for persons who are active consumers		122	642	92	158	126	193	59	1,392	
% of ED Admits that were for active consumers	o	33%	56%	34%	50%	35%	50%	31%	46%	9.5%
# of ED Admits which were readmissions within 30 days		61	257	37	42	67	28	23	515	
% of ED Admissions Readmitted within 30 days	o	16%	22%	14%	13%	18%	7%	12%	16.9%	4.5%
Authorization Requests		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
Total Number of Auth Requests Received		4,383	7,014	1,956	3,478	2,902	2,922	2,771	25,426	
# Standard Auth. Request Decisions		3,804	5,968	1,605	3,293	2,420	1,922	2,135	21,147	
# Standard Auth Requests Processed in 14 Days		3,798	5,963	1,604	3,288	2,420	1,922	2,129	21,124	
% Processed in 14 Days	95.0%	99.8%	99.9%	99.9%	99.8%	100.0%	100.0%	99.7%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		579	1,046	351	185	482	1,000	636	4,279	
# Expedited and Inpatient Auth Requests Processed in 3 Days		578	1,045	351	185	482	1,000	635	4,276	
% Processed in 3 Days	95.0%	99.8%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.9%	99.9%	99.9%	100.0%	100.0%	99.7%	99.9%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

June 2019 Report

7/24/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		49	173	88	162	40	59	47	618	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	2.5%	4.5%	4.7%	1.4%	2.0%	1.7%	2.4%	1.3%
# of Administrative Denials		42	1	13	24	1	41	15	137	
% of Total Auth Requests Denied for Admin Reasons	o	1.0%	0.0%	0.7%	0.7%	0.0%	1.4%	0.5%	0.5%	0.5%
Total # of Auth Requests Denied		91	174	101	186	41	100	62	755	
% of Total Auth Requests Approved	o	97.9%	97.5%	94.8%	94.7%	98.6%	96.6%	97.8%	97.0%	1.4%
Number of Consumer Authorization Appeals received		18	14	12	20	5	16	5	90	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.1	0.5	1.4	1.9	0.4	1.2	0.4	0.9	0.53
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	2	1	-	3	
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15
Total # Clean Claim Received during Month (detail lines)		100,936	196,124	59,189	84,122	56,096	91,522	95,501	683,490	
Rate of Claims Rcpt per Person Served	o	5.9	7.0	7.0	7.9	4.9	7.0	8.0	6.8	1.02
# Paid		94,563	184,690	49,856	72,155	54,644	85,874	83,965	625,747	
# Denied		6,366	11,431	9,333	11,962	1,452	5,647	11,481	57,672	
# Pended or in Process		7	3	-	5	-	1	55	71	
Percent Denied	o	6.3%	5.8%	15.8%	14.2%	2.6%	6.2%	12.0%	8.4%	4.6%
# Paid or Denied within 30 Days		99,901	196,118	58,405	84,122	56,096	91,521	92,685	678,848	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	98.7%	100.0%	100.0%	100.0%	97.1%	99.6%	1.0%
Avg # days for Processing (from Receipt to Payment)	o	8	7	9	8	9	7	9	8.2	0.82
Number of Provider claim Appeals received		2	3	0	0	0	0	60	65	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.1	0.0	0.0	0.0	0.0	5.0	0.6	1.74
Number of claim denials overturned due to Provider Appeals		0	3	0	0	0	0	7	10	
Complaints/Grievances		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19
Total number of complaints received (1 month prior)		33	44	15	10	15	7	22	146	
Rate of Complaints per 1,000 Persons Served	o	1.81	1.31	1.47	0.72	1.12	0.39	1.44	1.5	0.45
# Consumer complaints against provider		23	29	9	9	12	7	13	102	
% Consumer complaints against provider	o	70%	66%	60%	90%	80%	100%	59%	70%	14.5%
# Consumer complaints against LME/MCO		2	15	3	1	-	-	3	24	
% Consumer complaints against LME/MCO	o	6%	34%	20%	10%	0%	0%	14%	16%	11.2%
# Provider complaints against LME/MCO		1	0	-	-	-	-	2	3	
% Provider complaints against LME/MCO	o	3%	0%	0%	0%	0%	0%	9%	2%	3.2%
# of Other Types of Complaints		7	0	3	-	3	-	4	17	
# of Complaints Resolved in 30 Days		28	44	15	10	15	7	21	140	
Percent of Complaints resolved in 30 days	90.0%	84.8%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	95.9%	
Program Integrity--Fraud, Waste and Abuse		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	10	2	3	0	11	8	39	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		27	62	10	54	15	2	114	284	
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		0	1	0	0	1	0	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

June 2019 Report

7/24/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
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		3,144	3,212	1,383	1,409	1,923	2,699	2,321	16,091	
% of Uninsured Receiving MH Services	o	1.9%	1.0%	1.6%	1.5%	1.7%	2.0%	2.0%	1.6%	0.31%
# Persons Receiving SA Services		1,497	2,291	869	1,284	923	2,120	2,011	10,995	
% of Uninsured Receiving SA Services	o	0.9%	0.7%	1.0%	1.4%	0.8%	1.5%	1.8%	1.1%	0.37%
# Persons Receiving DD Services		791	715	340	330	552	496	201	3,425	
% of Uninsured Receiving DD Services	o	0.5%	0.2%	0.4%	0.4%	0.5%	0.4%	0.2%	0.3%	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		5,134	5,858	2,407	2,845	3,398	4,490	4,420	28,552	
% of Uninsured Receiving MH/DD/SA Services	o	3.1%	1.9%	2.9%	3.0%	3.0%	3.3%	3.9%	2.8%	0.55%
Community Psychiatric Hospitalization (1)		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
# of MH Admissions to Community Psychiatric Inpatient		47	303	62	46	100	180	11	749	
Rate of MH Admissions per 1,000 Uninsured	o	0.28	0.97	0.74	0.49	0.88	1.31	0.10	0.73	0.39
# of MH Admissions that were Readmissions within 30 days		2	4	0	2	6	13	1	28	
% of MH Admissions that were Readmissions within 30 days	o	4%	1%	0%	4%	6%	7%	9%	3.7%	2.95%
# of MH Inpatient Discharges		51	51	71	52	107	201	15	548	
MH Inpt Average Length of Stay (days)	o	6.7	6.9	5.7	5.3	3.5	6.8	6.6	5.9	1.14
# of SA Admissions to Community Psychiatric Inpatient		16	60	8	18	32	24	6	164	
Rate of SA Admissions per 1,000 Uninsured	o	0.10	0.19	0.10	0.19	0.28	0.17	0.05	0.16	0.07
# of SA Admissions that were Readmissions within 30 days		0	0	0	2	2	1	2	7	
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	0%	11%	6%	4%	33%	4%	11.1%
# of SA Inpatient Discharges		18	34	12	21	34	28	7	154	
SA Inpt Average Length of Stay (days)	o	5.1	6.6	4.0	4.9	4.2	6.1	3.8	5.2	1.00
Authorizations		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
Total Number of Auth Requests Received		1,150	2,534	1,291	1,840	1,633	836	743	10,027	
# Standard Auth. Request Decisions		888	1,617	1,082	1,678	1,159	332	388	7,144	
# Standard Auth Requests Processed in 14 Days		888	1,617	1,082	1,678	1,159	332	387	7,143	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		262	917	209	162	474	504	355	2,883	
# Expedited and Inpatient Auth Requests Processed in 3 Days		262	917	209	162	474	504	355	2,883	
% 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%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		3	21	31	5	9	11	3	83	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.8%	2.4%	0.3%	0.6%	1.3%	0.4%	0.8%	0.7%
# of Administrative Denials		-	7	6	9	-	7	16	45	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.3%	0.5%	0.5%	0.0%	0.8%	2.2%	0.4%	0.7%
Total # of Auth Requests Denied		3	28	37	14	9	18	19	128	
% of Total Auth Requests Approved	o	100%	99%	97%	99%	99%	98%	97%	99%	1.0%
Number of Consumer Authorization Appeals received		-	0	1	1	6	-	-	8	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.0	0.4	0.4	1.8	0.0	0.0	0.3	0.60
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	-	1	

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

June 2019 Report

7/24/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	
Total # Clean Claim Received during Month (header)		27,297	31,327	12,836	19,730	8,570	27,817	30,350	157,927	
Rate of Claims Rcpt per Person Served	o	5.32	5.35	5.33	6.93	2.52	6.20	6.87	5.53	1.38
# Paid		25,289	28,318	11,593	15,801	8,373	26,414	26,166	141,954	
# Denied		2,008	3,009	1,243	3,929	197	1,403	4,184	15,973	
# Pended or in Process		-	0	-	-	-	-	-	-	
Percent Denied	o	7.4%	9.6%	9.7%	19.9%	2.3%	5.0%	13.8%	10.1%	5.4%
# Paid or Denied within 30 Days		27,045	31,327	12,807	19,730	8,570	27,817	29,215	156,511	
Percent Processed within 30 Days	90.0%	99.1%	100.0%	99.8%	100.0%	100.0%	100.0%	96.3%	99.1%	0.01
Avg # days for Processing (from Receipt to Payment)	o	7.0	7.4	8.8	7.7	9.6	7.3	9.2	8.0	0.96
Complaints		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	
Total number of complaints received (1 month prior)		4	5	2	1	3	5	5	25	
Rate of Complaints per 1,000 Persons Served	o	0.74	0.74	0.76	0.28	0.79	0.89	0.98	0.88	0.20
# Consumer complaints against provider		3	3	1	1	1	5	3	17	
% Consumer complaints against provider	o	75%	60%	50%	100%	33%	100%	60%	68%	23.1%
# Consumer complaints against LME/MCO		-	0	-	-	-	-	-	-	
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
# Provider complaints against LME/MCO		-	1	-	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	20%	0%	0%	0%	0%	0%	4%	7.0%
# of Other Types of Complaints		1	1	1	-	2	-	2	7	
# of Complaints Resolved in 30 Days		4	5	2	1	3	5	5	25	
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.