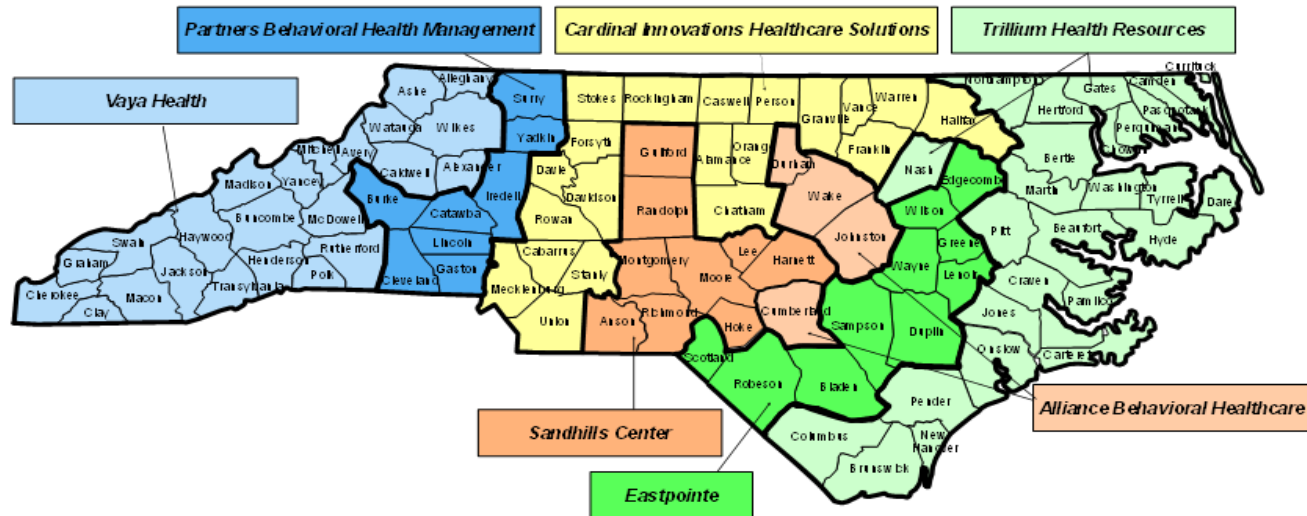


North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities, and
 Substance Abuse Services

Local Management Entities/Managed Care Organizations
 Administrative Functions Monitoring

Report
 July 2019



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NC DEPARTMENT OF
**HEALTH AND
 HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

July 2020 Report

8/22/2019

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium
% 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
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

DMH - # Of MH Admissions to Community Psychiatric Inpatient - Vaya - A high volume 3-way bed facility in our network added more capacity in the last part of the last fiscal year as well as transitioning to new ownership; with billing issues still being worked out.

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		July 2020 Report								8/22/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		5,274	5,168	2,636	3,149	2,575	2,188	3,509	24,499		
# of Calls Abandoned		43	96	87	4	43	51	33	357		
% of calls Abandoned	<5%	0.8%	1.9%	3.3%	0.1%	1.7%	2.3%	0.9%	1.5%		
Avg Speed to Answer Calls (seconds)	o	6.0	4.0	4.0	7.0	5.0	4.0	9.0	5.6	1.76	
# of Calls Answered within 30 seconds		5,199	5,056	2,634	3,096	2,532	2,106	3,458	24,081		
% Answered within 30 seconds	95%	98.6%	97.8%	99.9%	98.3%	98.3%	96.3%	98.5%	98.3%		
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,756	3,751	534	1,557	1,874	1,101	1,432	14,005		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,756	3,665	532	1,535	1,746	1,101	1,414	13,749		
% 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		-	351	2	87	39	0	57	536		
% of Persons waiting for residential services	o	0%	9%	0%	6%	2%	0%	4%	4%	3%	
# of Persons waiting for ADVP		-	310	-	1	89	-	-	400		
% 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		455	948	44	225	633	627	264	3,196		
% of Persons on Waitlist receiving B3 Services	o	12%	25%	8%	14%	34%	57%	18%	23%	16%	
# of Persons on Waitlist receiving State Services		563	618	135	430	351	295	221	2,613		
% of Persons on Waitlist receiving State Services	o	15%	16%	25%	28%	19%	27%	15%	19%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		827	1,402	179	545	984	741	374	5,052		
% of Persons on Waitlist receiving State and/or B3 Services	o	22%	37%	34%	35%	53%	67%	26%	36%	15%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,929	2,349	355	1,012	890	360	1,058	8,953		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	78%	63%	66%	65%	47%	33%	74%	64%	15%	
Incidents											
Number of Level 2 Critical Incident Reports received		209	367	125	141	134	171	233	1,380		
Number of Level 3 Critical Incident Reports received ¹		23	71	12	20	36	22	25	209		
Transitions to Community Living Initiative²											
Individuals in In-reach		1,150	1,638	575	670	516	972	699	6,220		
Number of individuals in Transition Planning process		49	103	47	17	7	32	30	285		
Number of Individuals Housed - Total		408	863	279	392	323	415	358	3,038		
Claim/Encounter Processing in NCTracks³											
DMH- % of Claims \$ Value Denied by Date of Service FY18	<5%	1.0%	4.0%	1.0%	1.0%	2.0%	3.0%	1.0%	2.0%	1%	
DMH- % of Claims \$ Value Denied by Date of Service FY19	<5%	1.0%	1.0%	0.0%	1.0%	1.0%	1.0%	0.0%	1.0%	0%	
DMH- % of Claims \$ Value Denied by Date of Service FY20 YTD	<5%	3.0%	1.0%	0.0%	4.0%	2.0%	1.0%	2.0%	2.0%	1%	

¹ All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.

² Please be aware that June 2019 data is used in this section.

³ As of most recent checkwrite dated 7/30/2019. Due to rounding, percents less than 1% are shown as 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).

**MCO Monthly Monitoring Report
Medicaid Only**

July 2020 Report

8/22/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19
Persons Served										
Unduplicated Count of Medicaid Members		209,558	441,841	149,131	146,084	164,484	198,415	142,494	1,452,007	
# Persons Receiving MH Services		13,220	20,275	5,477	8,145	7,967	9,828	8,031	72,943	
% of Members Receiving MH Services	o	6.3%	4.6%	3.7%	5.6%	4.8%	5.0%	5.6%	5.0%	0.8%
# Persons Receiving SA Services		1,560	3,129	1,522	1,509	1,547	1,861	1,693	12,821	
% of Members Receiving SA Services	o	0.7%	0.7%	1.0%	1.0%	0.9%	0.9%	1.2%	0.9%	0.2%
# Persons Receiving DD Services		3,162	6,296	1,324	2,220	1,992	3,092	1,970	20,056	
% of Members Receiving DD Services	o	1.5%	1.4%	0.9%	1.5%	1.2%	1.6%	1.4%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		16,480	27,199	7,597	11,037	11,506	13,091	11,307	98,217	
% of Members Receiving MH/DD/SA Services	o	7.9%	6.2%	5.1%	7.6%	7.0%	6.6%	7.9%	6.8%	1.0%
Community Psychiatric Hospitalization		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19
# of MH Admissions to Community Psychiatric Inpatient		126	425	122	122	123	225	187	1,330	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.60	0.96	0.82	0.84	0.75	1.13	1.31	0.92	0.22
# of MH Admissions that were Readmissions within 30 days		16	28	17	17	12	39	29	158	
% of MH Admissions that were Readmissions within 30 days	o	12.7%	6.6%	13.9%	13.9%	9.8%	17.3%	15.5%	11.9%	3.3%
# of MH Inpatient Discharges		201	276	150	137	153	206	189	1,312	
MH Inpt Average Length of Stay (days)	o	11.2	8.4	7.2	8.8	4.5	6.5	7.8	7.9	1.92
# of SA Admissions to Community Psychiatric Inpatient		6	49	10	15	31	5	20	136	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.11	0.07	0.10	0.19	0.03	0.14	0.09	0.05
# of SA Admissions that were Readmissions within 30 days		0	1	0	2	8	0	1	12	
% of SA Admissions that were Readmissions within 30 days	o	0%	2%	0%	13%	26%	0%	5%	9%	9.0%
# of SA Inpatient Discharges		6	27	11	18	32	7	22	123	
SA Inpt Average Length of Stay (days)	o	9.8	6.0	6.4	5.8	4.4	5.4	5.5	5.7	1.58
Care Coordination		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19
# of MH and SA Readmits assigned to a Care Coordinator		14	29	17	19	20	37	30	166	
% of Readmits assigned to Care Coordination	85.0%	87.5%	100.0%	100.0%	100.0%	100.0%	94.9%	100.0%	97.6%	
Emergency Dept Utilization (3 month lag)		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19
# of ED Admits for persons with MHDDSAs diagnoses		344	1099	274	355	339	375	207	2,993	
Rate of ED Admits per 1,000 Medicaid Members	o	1.58	2.48	1.78	2.45	2.06	1.76	1.31	2.1	0.41
# of ED Admits for persons who are active consumers		96	627	83	214	102	184	53	1,359	
% of ED Admits that were for active consumers	o	28%	57%	30%	60%	30%	49%	26%	45%	13.8%
# of ED Admits which were readmissions within 30 days		41	263	41	89	60	31	22	547	
% of ED Admissions Readmitted within 30 days	o	12%	24%	15%	25%	18%	8%	11%	18.3%	6.0%
Authorization Requests		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19
Total Number of Auth Requests Received		4,202	7,520	2,017	4,338	2,882	2,726	2,719	26,404	
# Standard Auth. Request Decisions		3,591	6,087	1,667	4,172	2,325	1,857	2,111	21,810	
# Standard Auth Requests Processed in 14 Days		3,590	6,073	1,667	4,171	2,325	1,857	2,109	21,792	
% Processed in 14 Days	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		611	1,433	350	166	557	869	608	4,594	
# Expedited and Inpatient Auth Requests Processed in 3 Days		611	1,429	349	166	557	868	608	4,588	
% Processed in 3 Days	95.0%	100.0%	99.7%	99.7%	100.0%	100.0%	99.9%	100.0%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

July 2020 Report

8/22/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		51	274	57	145	46	46	69	688	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	3.6%	2.8%	3.3%	1.6%	1.7%	2.5%	2.6%	0.9%
# of Administrative Denials		62	1	12	54	-	30	18	177	
% of Total Auth Requests Denied for Admin Reasons	o	1.5%	0.0%	0.6%	1.2%	0.0%	1.1%	0.7%	0.7%	0.5%
Total # of Auth Requests Denied		113	275	69	199	46	76	87	865	
% of Total Auth Requests Approved	o	97.3%	96.3%	96.6%	95.4%	98.4%	97.2%	96.8%	96.7%	0.9%
Number of Consumer Authorization Appeals received		14	23	7	22	6	13	6	91	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.8	0.8	0.9	2.0	0.5	1.0	0.5	0.9	0.46
Number of Authorizations overturned due to Consumer Appeals		-	4	-	-	3	-	-	7	
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15
Total # Clean Claim Received during Month (detail lines)		99,797	187,766	59,981	97,163	56,288	91,249	102,009	694,253	
Rate of Claims Rcpt per Person Served	o	6.1	6.9	7.9	8.8	4.9	7.0	9.0	7.1	1.37
# Paid		93,578	176,015	53,221	86,933	54,879	86,167	86,468	637,261	
# Denied		6,217	11,591	6,760	10,230	1,409	5,077	15,431	56,715	
# Pended or in Process		2	160	-	-	-	5	110	277	
Percent Denied	o	6.2%	6.2%	11.3%	10.5%	2.5%	5.6%	15.1%	8.2%	4.0%
# Paid or Denied within 30 Days		98,731	187,526	59,072	97,169	56,288	91,244	96,838	686,868	
Percent Processed within 30 Days	90.0%	98.9%	99.9%	98.5%	100.0%	100.0%	100.0%	94.9%	99.5%	1.7%
Avg # days for Processing (from Receipt to Payment)	o	8	6	8	8	8	7	9	7.7	0.88
Number of Provider claim Appeals received		2	0	0	0	0	0	4	6	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.0	0.0	0.0	0.0	0.0	0.4	0.1	0.12
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	0	0	1	
Complaints/Grievances		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19
Total number of complaints received (1 month prior)		25	45	13	7	32	10	19	151	
Rate of Complaints per 1,000 Persons Served	o	1.34	1.44	1.36	0.56	2.54	0.59	1.34	1.5	0.61
# Consumer complaints against provider		14	32	7	4	26	8	8	99	
% Consumer complaints against provider	o	56%	71%	54%	57%	81%	80%	42%	66%	13.6%
# Consumer complaints against LME/MCO		2	13	3	3	2	1	7	31	
% Consumer complaints against LME/MCO	o	8%	29%	23%	43%	6%	10%	37%	21%	13.6%
# Provider complaints against LME/MCO		1	0	1	-	-	-	1	3	
% Provider complaints against LME/MCO	o	4%	0%	8%	0%	0%	0%	5%	2%	3.0%
# of Other Types of Complaints		8	0	2	-	4	1	3	18	
# of Complaints Resolved in 30 Days		25	45	13	7	32	10	19	151	
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		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	20	8	6	3	4	13	55	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	58	2	56	13	4	126	291	
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		2	13	0	0	1	2	0	18	

Yellow Highlights indicate the MCO did not meet the Standard

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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

July 2020 Report

8/22/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	
Estimated number of Uninsured in Catchment Area		180,812	326,136	84,395	102,790	118,206	137,942	114,664	1,064,945	
# Persons Receiving MH Services		3,422	3,684	1,356	1,734	2,033	2,916	2,235	17,380	
% of Uninsured Receiving MH Services	o	1.9%	1.1%	1.6%	1.7%	1.7%	2.1%	1.9%	1.6%	0.29%
# Persons Receiving SA Services		1,491	2,500	903	1,426	948	2,346	2,189	11,803	
% of Uninsured Receiving SA Services	o	0.8%	0.8%	1.1%	1.4%	0.8%	1.7%	1.9%	1.1%	0.43%
# Persons Receiving DD Services		777	833	277	403	530	579	193	3,592	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.3%	0.4%	0.4%	0.4%	0.2%	0.3%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		5,356	6,551	2,325	3,318	3,511	4,887	4,473	30,421	
% of Uninsured Receiving MH/DD/SA Services	o	3.0%	2.0%	2.8%	3.2%	3.0%	3.5%	3.9%	2.9%	0.56%
Community Psychiatric Hospitalization (1)		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	
# of MH Admissions to Community Psychiatric Inpatient		92	336	39	76	106	208	178	1,035	
Rate of MH Admissions per 1,000 Uninsured	o	0.51	1.03	0.46	0.74	0.90	1.51	1.55	0.97	0.41
# of MH Admissions that were Readmissions within 30 days		2	5	2	5	8	13	20	55	
% of MH Admissions that were Readmissions within 30 days	o	2%	1%	5%	7%	8%	6%	11%	5.3%	3.06%
# of MH Inpatient Discharges		108	185	55	107	110	196	155	916	
MH Inpt Average Length of Stay (days)	o	7.9	6.0	5.7	5.0	3.0	6.8	5.9	5.9	1.41
# of SA Admissions to Community Psychiatric Inpatient		31	54	8	18	24	22	54	211	
Rate of SA Admissions per 1,000 Uninsured	o	0.17	0.17	0.09	0.18	0.20	0.16	0.47	0.20	0.11
# of SA Admissions that were Readmissions within 30 days		2	3	0	1	0	2	10	18	
% of SA Admissions that were Readmissions within 30 days	o	6%	6%	0%	6%	0%	9%	19%	9%	5.8%
# of SA Inpatient Discharges		33	48	9	21	21	21	51	204	
SA Inpt Average Length of Stay (days)	o	5.7	5.4	3.9	4.3	5.2	5.9	4.2	5.0	0.73
Authorizations		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	
Total Number of Auth Requests Received		1,198	2,835	1,075	3,410	1,375	758	1,001	11,652	
# Standard Auth. Request Decisions		825	1,703	881	3,199	959	212	351	8,130	
# Standard Auth Requests Processed in 14 Days		825	1,699	881	3,199	959	212	350	8,125	
% Processed in 14 Days	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.7%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		373	1,132	194	211	416	546	650	3,522	
# Expedited and Inpatient Auth Requests Processed in 3 Days		373	1,129	194	211	416	546	650	3,519	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		4	34	52	8	6	9	3	116	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	1.2%	4.8%	0.2%	0.4%	1.2%	0.3%	1.0%	1.5%
# of Administrative Denials		-	2	13	9	-	1	22	47	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.1%	1.2%	0.3%	0.0%	0.1%	2.2%	0.4%	0.8%
Total # of Auth Requests Denied		4	36	65	17	6	10	25	163	
% of Total Auth Requests Approved	o	100%	99%	94%	100%	100%	99%	98%	99%	1.9%
Number of Consumer Authorization Appeals received		-	1	6	17	-	-	1	25	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.2	2.6	5.1	0.0	0.0	0.2	0.8	1.84
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	-	1	

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

July 2020 Report

8/22/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15		
Total # Clean Claim Received during Month (header)		29,957	31,078	14,324	28,395	10,241	28,397	34,089	176,481		
Rate of Claims Rcpt per Person Served	o	5.59	4.74	6.16	8.56	2.92	5.81	7.62	5.80	1.71	
# Paid		28,208	27,077	11,829	26,426	10,119	26,790	28,923	159,372		
# Denied		1,749	4,001	2,495	1,969	122	1,607	5,166	17,109		
# Pended or in Process		-	0	-	-	-	-	-	-		
Percent Denied	o	5.8%	12.9%	17.4%	6.9%	1.2%	5.7%	15.2%	9.7%	5.5%	
# Paid or Denied within 30 Days		29,589	31,078	14,055	28,395	10,241	28,397	31,181	172,936		
Percent Processed within 30 Days	90.0%	98.8%	100.0%	98.1%	100.0%	100.0%	100.0%	91.5%	98.0%	0.03	
Avg # days for Processing (from Receipt to Payment)	o	8.0	6.3	8.3	8.0	8.7	6.9	8.6	7.7	0.84	
Complaints		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19		
Total number of complaints received (1 month prior)		5	8	3	-	3	5	5	29		
Rate of Complaints per 1,000 Persons Served	o	0.87	1.24	1.16	-	0.85	0.89	0.99	0.95	0.38	
# Consumer complaints against provider		3	5	1	-	3	2	2	16		
% Consumer complaints against provider	o	60%	63%	33%	-	100%	40%	40%	55%	22.4%	
# Consumer complaints against LME/MCO		-	0	-	-	-	-	-	-		
% Consumer complaints against LME/MCO	o	0%	0%	0%	-	0%	0%	0%	0%	0.0%	
# Provider complaints against LME/MCO		-	0	1	-	-	-	-	1		
% Provider complaints against LME/MCO	o	0%	0%	33%	-	0%	0%	0%	3%	12.4%	
# of Other Types of Complaints		2	3	1	-	-	3	3	12		
# of Complaints Resolved in 30 Days		5	8	3	-	3	5	5	29		
Percent of Complaints resolved in 30 days	90.0%	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.