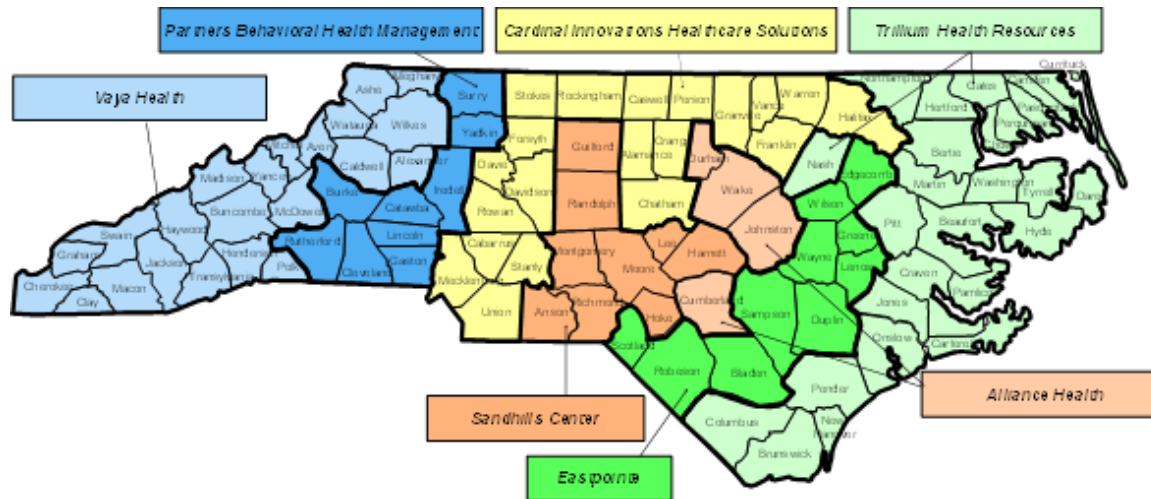


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
September 2019



Prepared by:

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Version: 10/30/19



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

September 2019 Report

10/30/2019

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

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		September 2019 Report								
Medicaid and State Combined		10/30/2019								
LME-MCO:		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		4,500	4,710	2,724	2,737	2,461	1,851	2,877	21,860	
# of Calls Abandoned		41	70	89	4	45	49	21	319	
% of calls Abandoned	<5%	0.9%	1.5%	3.3%	0.1%	1.8%	2.6%	0.7%	1.5%	
Avg Speed to Answer Calls (seconds)	o	6.0	8.0	3.0	7.0	5.0	4.0	9.0	6.0	2.00
# of Calls Answered within 30 seconds		4,439	4,628	2,723	2,703	2,416	1,774	2,850	21,533	
% Answered within 30 seconds	95%	98.6%	98.3%	100.0%	98.8%	98.2%	95.8%	99.1%	98.5%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,800	3,844	537	1,546	1,892	1,096	1,322	14,037	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,800	3,762	535	1,524	1,763	1,096	1,305	13,785	
% 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		-	322	2	86	39	0	55	504	
% of Persons waiting for residential services	o	0%	8%	0%	6%	2%	0%	4%	4%	3%
# of Persons waiting for ADVP		-	304	-	1	90	-	-	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		443	954	46	222	663	717	274	3,319	
% of Persons on Waitlist receiving B3 Services	o	12%	25%	9%	14%	35%	65%	21%	24%	18%
# of Persons on Waitlist receiving State Services		558	622	143	431	376	324	220	2,674	
% of Persons on Waitlist receiving State Services	o	15%	16%	27%	28%	20%	30%	17%	19%	6%
# of Persons on Waitlist receiving State and/or B3 services (undup)		817	1,403	189	545	1,039	818	369	5,180	
% of Persons on Waitlist receiving State and/or B3 Services	o	22%	36%	35%	35%	55%	75%	28%	37%	17%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,983	2,441	348	1,001	853	278	953	8,857	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	79%	64%	65%	65%	45%	25%	72%	63%	17%
Incidents										
Number of Level 2 Critical Incident Reports received		232	392	147	100	163	225	248	1,507	
Number of Level 3 Critical Incident Reports received ¹		27	53	11	20	38	19	21	189	
Transitions to Community Living Initiative²										
Individuals in In-reach		1,151	1,754	527	729	500	934	684	6,279	
Number of individuals in Transition Planning process		65	118	61	25	19	31	31	350	
Number of Individuals Housed - Total		428	903	293	406	336	432	388	3,186	
Claim/Encounter Processing in NCTracks³										
DMH- % of Claims \$ Value Denied by Date of Service FY18	<5%	1%	4%	4%	4%	2%	3%	1%	2%	1%
DMH- % of Claims \$ Value Denied by Date of Service FY19	<5%	1%	1%	0%	1%	1%	1%	0%	1%	0%
DMH- % of Claims \$ Value Denied by Date of Service FY20 YTD	<5%	4%	1%	0%	1%	1%	0%	1%	1%	1%

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

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

³ As of most recent checkwrite dated 10/2/2019. 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**

September 2019 Report

10/30/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
Persons Served										
Unduplicated Count of Medicaid Members		213,020	421,073	149,415	146,376	166,443	199,347	141,795	1,437,469	
# Persons Receiving MH Services		13,347	21,538	6,547	8,966	7,896	9,343	8,544	76,181	
% of Members Receiving MH Services	o	6.3%	5.1%	4.4%	6.1%	4.7%	4.7%	6.0%	5.3%	0.7%
# Persons Receiving SA Services		1,541	3,070	1,540	1,545	1,456	1,722	1,675	12,549	
% of Members Receiving SA Services	o	0.7%	0.7%	1.0%	1.1%	0.9%	0.9%	1.2%	0.9%	0.2%
# Persons Receiving DD Services		3,311	6,616	1,533	2,337	1,974	3,011	1,990	20,772	
% of Members Receiving DD Services	o	1.6%	1.6%	1.0%	1.6%	1.2%	1.5%	1.4%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		16,690	28,684	8,747	11,934	11,326	12,586	11,854	101,821	
% of Members Receiving MH/DD/SA Services	o	7.8%	6.8%	5.9%	8.2%	6.8%	6.3%	8.4%	7.1%	0.9%
Community Psychiatric Hospitalization		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
# of MH Admissions to Community Psychiatric Inpatient		151	439	151	136	124	229	211	1,441	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.71	1.04	1.01	0.93	0.74	1.15	1.49	1.00	0.24
# of MH Admissions that were Readmissions within 30 days		15	15	21	18	14	26	30	139	
% of MH Admissions that were Readmissions within 30 days	o	9.9%	3.4%	13.9%	13.2%	11.3%	11.4%	14.2%	9.6%	3.4%
# of MH Inpatient Discharges		187	301	150	113	148	250	222	1,371	
MH Inpt Average Length of Stay (days)	o	11.3	8.6	6.8	7.8	4.9	2.9	7.8	7.1	2.48
# of SA Admissions to Community Psychiatric Inpatient		2	34	7	13	21	8	19	104	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.08	0.05	0.09	0.13	0.04	0.13	0.07	0.04
# of SA Admissions that were Readmissions within 30 days		0	2	3	1	2	0	3	11	
% of SA Admissions that were Readmissions within 30 days	o	0%	6%	43%	8%	10%	0%	16%	11%	13.7%
# of SA Inpatient Discharges		4	18	4	13	25	8	20	92	
SA Inpt Average Length of Stay (days)	o	9.5	6.4	4.4	4.9	6.0	2.5	4.8	5.4	2.00
Care Coordination		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
# of MH and SA Readmits assigned to a Care Coordinator		15	16	24	19	16	25	29	144	
% of Readmits assigned to Care Coordination	85.0%	100.0%	94.1%	100.0%	100.0%	100.0%	96.2%	87.9%	96.0%	
Emergency Dept Utilization (3 month lag)		Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	Jun-19	
# of ED Admits for persons with MHDDSAs diagnoses		296	1024	289	326	279	377	333	2,924	
Rate of ED Admits per 1,000 Medicaid Members	o	1.37	2.38	1.90	2.28	1.66	1.78	2.12	2.0	0.33
# of ED Admits for persons who are active consumers		111	584	105	190	103	204	118	1,415	
% of ED Admits that were for active consumers	o	38%	57%	36%	58%	37%	54%	35%	48%	9.9%
# of ED Admits which were readmissions within 30 days		40	242	59	62	39	37	55	534	
% of ED Admissions Readmitted within 30 days	o	14%	24%	20%	19%	14%	10%	17%	18.3%	4.3%
Authorization Requests		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
Total Number of Auth Requests Received		3,852	7,456	1,895	2,934	2,726	2,631	2,709	24,203	
# Standard Auth. Request Decisions		3,251	6,007	1,529	2,745	2,211	1,594	2,031	19,368	
# Standard Auth Requests Processed in 14 Days		3,246	5,999	1,529	2,745	2,211	1,594	2,031	19,355	
% Processed in 14 Days	95.0%	99.8%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		601	1,449	366	189	515	1,037	678	4,835	
# Expedited and Inpatient Auth Requests Processed in 3 Days		600	1,400	366	189	515	1,037	678	4,785	
% Processed in 3 Days	95.0%	99.8%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	1.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	0.3%

**MCO Monthly Monitoring Report
Medicaid Only**

September 2019 Report

10/30/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		60	358	57	137	38	66	35	751	
% of Total Auth Requests Denied for Clinical Reasons	o	1.6%	4.8%	3.0%	4.7%	1.4%	2.5%	1.3%	3.1%	1.4%
# of Administrative Denials		32	6	7	68	-	27	10	150	
% of Total Auth Requests Denied for Admin Reasons	o	0.8%	0.1%	0.4%	2.3%	0.0%	1.0%	0.4%	0.6%	0.7%
Total # of Auth Requests Denied		92	364	64	205	38	93	45	901	
% of Total Auth Requests Approved	o	97.6%	95.1%	96.6%	93.0%	98.6%	96.5%	98.3%	96.3%	1.8%
Number of Consumer Authorization Appeals received		7	33	7	8	4	2	13	74	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	1.2	0.8	0.7	0.4	0.2	1.1	0.7	0.35
Number of Authorizations overturned due to Consumer Appeals		2	4	1 (partial)	-	1	-	4	11	
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	
Total # Clean Claim Received during Month (detail lines)		93,431	181,042	55,988	89,893	54,473	97,264	86,272	658,363	
Rate of Claims Rcpt per Person Served	o	5.6	6.3	6.4	7.5	4.8	7.7	7.3	6.5	0.99
# Paid		87,100	171,825	48,139	82,786	53,411	87,765	73,840	604,866	
# Denied		6,323	9,215	7,849	7,102	1,062	9,499	12,398	53,448	
# Pended or in Process		8	2	-	5	-	-	34	49	
Percent Denied	o	6.8%	5.1%	14.0%	7.9%	1.9%	9.8%	14.4%	8.1%	4.2%
# Paid or Denied within 30 Days		92,318	181,034	55,051	89,892	54,473	97,264	83,747	653,779	
Percent Processed within 30 Days	90.0%	98.8%	100.0%	98.3%	100.0%	100.0%	100.0%	97.1%	99.5%	1.1%
Avg # days for Processing (from Receipt to Payment)	o	8	7	9	9	9	7	9	8.3	0.91
Number of Provider claim Appeals received		0	3	0	0	0	0	7	10	
Rate of Provider Claim appeals per 1,000 persons served	o	0.0	0.1	0.0	0.0	0.0	0.0	0.6	0.1	0.20
Number of claim denials overturned due to Provider Appeals		0	1	0	0	0	0	2	3	
Complaints/Grievances		Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	
Total number of complaints received (1 month prior)		31	42	17	12	17	9	26	154	
Rate of Complaints per 1,000 Persons Served	o	1.69	1.34	1.71	0.88	1.33	0.53	1.96	1.5	0.46
# Consumer complaints against provider		19	36	6	10	15	7	17	110	
% Consumer complaints against provider	o	61%	86%	35%	83%	88%	78%	65%	71%	17.4%
# Consumer complaints against LME/MCO		5	6	2	1	2	-	4	20	
% Consumer complaints against LME/MCO	o	16%	14%	12%	8%	12%	0%	15%	13%	5.1%
# Provider complaints against LME/MCO		-	0	3	1	-	-	2	6	
% Provider complaints against LME/MCO	o	0%	0%	18%	8%	0%	0%	8%	4%	6.3%
# of Other Types of Complaints		7	0	6	-	-	2	3	18	
# of Complaints Resolved in 30 Days		31	42	17	12	17	9	26	154	
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		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	7	24	9	4	6	10	65	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		31	50	5	62	15	2	139	304	
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		1	1	20	0	1	1	0	24	

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

September 2019 Report

10/30/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-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		3,410	3,577	1,607	1,516	1,999	2,503	2,348	16,960	
% of Uninsured Receiving MH Services	o	1.9%	1.1%	1.9%	1.5%	1.7%	1.8%	2.0%	1.6%	0.30%
# Persons Receiving SA Services		1,611	2,493	1,029	1,415	879	2,181	2,155	11,763	
% of Uninsured Receiving SA Services	o	0.9%	0.8%	1.2%	1.4%	0.7%	1.6%	1.9%	1.1%	0.40%
# Persons Receiving DD Services		787	825	444	397	545	540	195	3,733	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.5%	0.4%	0.5%	0.4%	0.2%	0.4%	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		5,508	6,421	2,830	3,136	3,423	4,417	4,590	30,325	
% of Uninsured Receiving MH/DD/SA Services	o	3.0%	2.0%	3.4%	3.1%	2.9%	3.2%	4.0%	2.8%	0.56%
Community Psychiatric Hospitalization (1)		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
# of MH Admissions to Community Psychiatric Inpatient		116	345	63	93	146	161	148	1,072	
Rate of MH Admissions per 1,000 Uninsured	o	0.64	1.06	0.75	0.90	1.24	1.17	1.29	1.01	0.23
# of MH Admissions that were Readmissions within 30 days		17	14	3	6	13	15	32	100	
% of MH Admissions that were Readmissions within 30 days	o	15%	4%	5%	6%	9%	9%	22%	9.3%	5.78%
# of MH Inpatient Discharges		133	208	74	59	150	183	183	990	
MH Inpt Average Length of Stay (days)	o	7.9	6.3	5.6	6.6	3.0	7.5	6.1	6.2	1.48
# of SA Admissions to Community Psychiatric Inpatient		13	43	6	20	49	17	39	187	
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.13	0.07	0.19	0.41	0.12	0.34	0.18	0.12
# of SA Admissions that were Readmissions within 30 days		2	2	0	1	0	2	10	17	
% of SA Admissions that were Readmissions within 30 days	o	15%	5%	0%	5%	0%	12%	26%	9%	8.6%
# of SA Inpatient Discharges		17	47	7	12	49	18	41	191	
SA Inpt Average Length of Stay (days)	o	5.2	5.0	3.8	4.9	4.0	5.2	3.8	4.5	0.61
Authorizations		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
Total Number of Auth Requests Received		1,124	2,584	696	1,419	1,446	677	772	8,718	
# Standard Auth. Request Decisions		833	1,596	528	1,188	1,014	229	201	5,589	
# Standard Auth Requests Processed in 14 Days		831	1,594	528	1,188	1,014	229	201	5,585	
% Processed in 14 Days	95.0%	99.8%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		291	988	168	231	432	448	571	3,129	
# Expedited and Inpatient Auth Requests Processed in 3 Days		291	962	168	231	432	445	571	3,100	
% Processed in 3 Days	95.0%	100.0%	97.4%	100.0%	100.0%	100.0%	99.3%	100.0%	99.1%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	98.9%	100.0%	100.0%	100.0%	99.6%	100.0%	99.6%	0.00
# of Auth Requests Denied for Clinical Reasons		10	42	12	6	3	5	-	78	
% of Total Auth Requests Denied for Clinical Reasons	o	0.9%	1.6%	1.7%	0.4%	0.2%	0.7%	0.0%	0.9%	0.6%
# of Administrative Denials		-	2	20	12	-	9	-	43	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.1%	2.9%	0.8%	0.0%	1.3%	0.0%	0.5%	1.0%
Total # of Auth Requests Denied		10	44	32	18	3	14	-	121	
% of Total Auth Requests Approved	o	99%	98%	95%	99%	100%	98%	100%	99%	1.4%
Number of Consumer Authorization Appeals received		-	1	2	-	-	-	-	3	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.2	0.7	0.0	0.0	0.0	0.0	0.1	0.24
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

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

September 2019 Report

10/30/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15		
Total # Clean Claim Received during Month (header)		26,825	32,643	14,706	25,024	8,732	31,841	26,022	165,793		
Rate of Claims Rcpt per Person Served	o	4.87	5.08	5.20	7.98	2.55	7.21	5.67	5.47	1.62	
# Paid		24,741	30,202	12,863	23,020	8,607	27,375	21,743	148,551		
# Denied		2,084	2,441	1,843	2,004	125	4,466	4,279	17,242		
# Pended or in Process		-	0	-	-	-	-	-	-		
Percent Denied	o	7.8%	7.5%	12.5%	8.0%	1.4%	14.0%	16.4%	10.4%	4.7%	
# Paid or Denied within 30 Days		26,638	32,470	14,628	25,024	8,732	31,841	25,206	164,539		
Percent Processed within 30 Days	90.0%	99.3%	99.5%	99.5%	100.0%	100.0%	100.0%	96.9%	99.2%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	7.0	7.3	8.5	8.5	8.9	7.0	8.2	7.9	0.75	
Complaints		Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19		
Total number of complaints received (1 month prior)		4	4	4	-	2	5	6	25		
Rate of Complaints per 1,000 Persons Served	o	0.64	0.57	1.35	-	0.54	0.83	1.20	0.82	0.42	
# Consumer complaints against provider		1	4	1	-	1	4	5	16		
% Consumer complaints against provider	o	25%	100%	25%	-	50%	80%	83%	64%	29.1%	
# Consumer complaints against LME/MCO		1	0	-	-	-	1	-	2		
% Consumer complaints against LME/MCO	o	25%	0%	0%	-	0%	20%	0%	8%	10.7%	
# Provider complaints against LME/MCO		-	0	2	-	-	-	-	2		
% Provider complaints against LME/MCO	o	0%	0%	50%	-	0%	0%	0%	8%	18.6%	
# of Other Types of Complaints		2	0	1	-	1	-	1	5		
# of Complaints Resolved in 30 Days		4	4	4	-	2	5	6	25		
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.