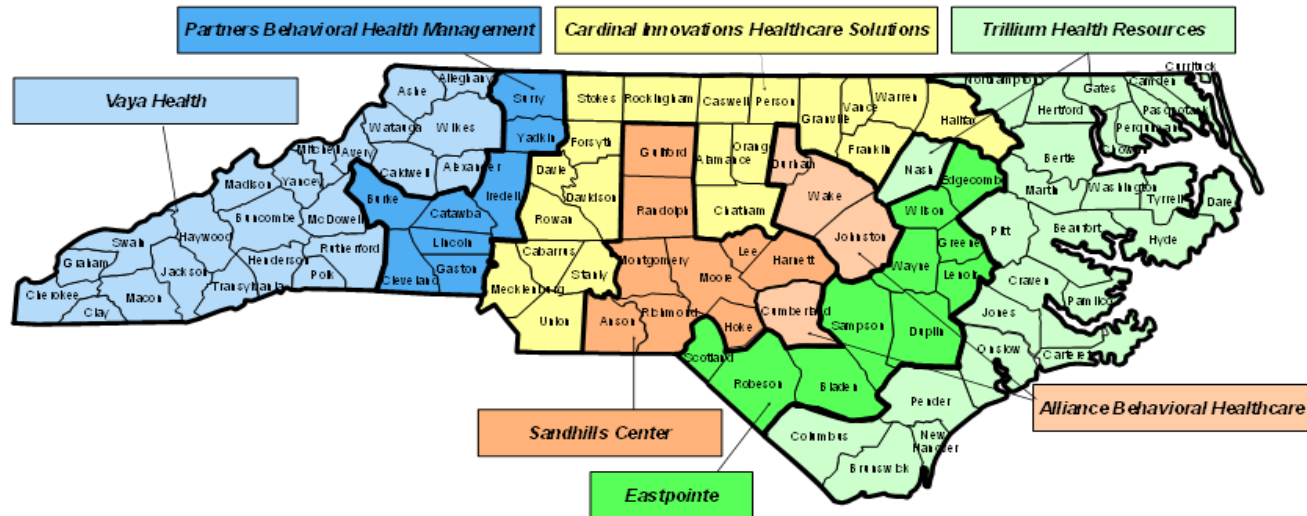


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
August 2018



Prepared by:

Quality Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse
Services North Carolina Department of Health and Human Services
3004 Mail Services Center, Raleigh, NC 27699-3004
(919) 733-0696
ContactDMHQuality@dhhs.nc.gov

Version: 10/1/18



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

August 2018 Report

10/1/2018

Meets Standards?

DMA Performance Measures	Standard	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 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

Community Psychiatric Hospitalization - Cardinal - In July 2018, there was an increase in the number of State-funded inpatient discharges. This can be attributed to an increase in approved claims from providers who had exhausted their State funding for the previous fiscal year. This increase represents a return to consistent volumes after several months of decreases due to claim denials for "Charges are covered under a capitation agreement/managed care plan." **Claims - Cardinal** - In August 2018, there was an increase in the number of denied claims. Four providers were largely responsible for this increase, and their denials were primarily associated with claims being submitted after timely filing, and billing zip code not matching provider NPI. These providers also had a large number of duplicate claim denials, though their resubmissions were largely due to a new system edit. Claims specialists have reached out to these providers to assist them with their billing errors and prevent future denials. **DMH Data Sheet - Vaya** - For August 2018, Vaya received a bulk mailing from the billing clearing house of 400 claims denials reconsiderations. By the end of the month, 194 had been processed, with the rest to be processed in September, 2018.

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

August 2018 Report

10/1/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		5,156	5,665	3,045	3,102	2,664	3,802	2,130	25,564	
# of Calls Abandoned		42	113	51	13	66	42	40	367	
% of calls Abandoned	<5%	0.8%	2.0%	1.7%	0.4%	2.5%	1.1%	1.9%	1.4%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	6.0	9.0	5.0	6.0	1.51
# of Calls Answered within 30 seconds		5,082	5,538	3,034	3,044	2,598	3,753	2,076	25,125	
% Answered within 30 seconds	95%	98.6%	97.8%	99.6%	98.1%	97.5%	98.7%	97.5%	98.3%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,361	3,288	541	1,275	1,694	1,395	1,068	12,622	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,128	3,220	531	1,218	1,567	1,380	1,068	12,112	
% of Persons waiting who are on the Reg. of Unmet Needs	o	93%	98%	98%	96%	93%	99%	100%	96%	3%
# of Persons waiting for residential services		-	284	10	97	32	58	-	481	
% of Persons waiting for residential services	o	0%	9%	2%	8%	2%	4%	0%	4%	3%
# of Persons waiting for ADVP		-	242	-	20	95	-	-	357	
% of Persons waiting for ADVP	o	0%	7%	0%	2%	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%	0.2%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		408	841	38	192	618	276	256	2,629	
% of Persons on Waitlist receiving B3 Services	o	12%	26%	7%	15%	36%	20%	24%	21%	9%
# of Persons on Waitlist receiving State Services		494	585	130	366	254	283	152	2,264	
% of Persons on Waitlist receiving State Services	o	15%	18%	24%	29%	15%	20%	14%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		767	1,269	168	465	872	428	350	4,319	
% of Persons on Waitlist receiving State and/or B3 Services	o	23%	39%	31%	36%	51%	31%	33%	34%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,594	2,019	373	810	822	967	718	8,303	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	77%	61%	69%	64%	49%	69%	67%	66%	8%
Incidents										
Number of Level 2 Critical Incident Reports received		195	331	81	169	154	232	123	1,285	
Number of Level 3 Critical Incident Reports received		45	64	7	12	35	33	20	216	
Transitions to Community Living Initiative¹										
Individuals in In-reach		1,092	1,761	660	653	572	747	933	6,418	
Number of individuals in Transition Planning process		56	74	25	21	13	14	12	215	
Number of Individuals Housed - Total		279	643	213	297	245	272	278	2,227	
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%	3.0%	2.0%	1.0%	2.0%	3.0%	2.0%	3.0%	2.0%	1%

¹ Please be aware that July 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.

**MCO Monthly Monitoring Report
Medicaid Only**

**August 2018 Report
LME/MCO:**

10/1/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
Persons Served		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
Unduplicated Count of Medicaid Members		222,918	430,782	155,089	141,141	170,513	158,189	195,958	1,474,590	
# Persons Receiving MH Services		13,910	20,343	6,518	7,444	8,181	8,704	10,137	75,237	
% of Members Receiving MH Services	o	6.2%	4.7%	4.2%	5.3%	4.8%	5.5%	5.2%	5.1%	0.6%
# Persons Receiving SA Services		1,263	3,333	1,446	1,412	1,475	1,756	1,675	12,360	
% of Members Receiving SA Services	o	0.6%	0.8%	0.9%	1.0%	0.9%	1.1%	0.9%	0.8%	0.2%
# Persons Receiving DD Services		3,121	6,351	1,480	2,133	1,807	2,022	2,852	19,766	
% of Members Receiving DD Services	o	1.4%	1.5%	1.0%	1.5%	1.1%	1.3%	1.5%	1.3%	0.2%
Unduplicated # that received MH/DD/SA Services		17,742	27,502	8,682	10,217	11,463	12,102	13,072	100,780	
% of Members Receiving MH/DD/SA Services	o	8.0%	6.4%	5.6%	7.2%	6.7%	7.7%	6.7%	6.8%	0.7%
Community Psychiatric Hospitalization		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
# of MH Admissions to Community Psychiatric Inpatient		179	427	158	174	109	212	249	1,508	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.80	0.99	1.02	1.23	0.64	1.34	1.27	1.02	0.24
# of MH Admissions that were Readmissions within 30 days		10	29	26	18	6	41	46	176	
% of MH Admissions that were Readmissions within 30 days	o	5.6%	6.8%	16.5%	10.3%	5.5%	19.3%	18.5%	11.7%	5.7%
# of MH Inpatient Discharges		232	346	154	184	147	210	273	1,546	
MH Inpt Average Length of Stay (days)	o	13.2	9.5	7.0	4.9	4.6	7.7	6.8	8.1	2.73
# of SA Admissions to Community Psychiatric Inpatient		7	36	6	6	27	22	5	109	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.08	0.04	0.04	0.16	0.14	0.03	0.07	0.05
# of SA Admissions that were Readmissions within 30 days		1	1	0	1	4	3	0	10	
% of SA Admissions that were Readmissions within 30 days	o	14%	3%	0%	17%	15%	14%	0%	9%	7.0%
# of SA Inpatient Discharges		9	25	8	8	33	20	6	109	
SA Inpt Average Length of Stay (days)	o	7.8	6.4	3.8	4.5	4.7	5.9	4.0	5.4	1.35
Care Coordination		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
# of MH and SA Readmits assigned to a Care Coordinator		11	29	26	19	10	43	44	182	
% of Readmits assigned to Care Coordination	85.0%	100.0%	96.7%	100.0%	100.0%	100.0%	97.7%	95.7%	97.8%	
Emergency Dept Utilization (3 month lag)		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
# of ED Admits for persons with MHDDSA diagnoses		332	1232	388	340	438	462	473	3,665	
Rate of ED Admits per 1,000 Medicaid Members	o	1.51	2.76	2.26	2.28	2.56	2.85	2.31	2.5	0.41
# of ED Admits for persons who are active consumers		123	695	116	175	136	159	271	1,675	
% of ED Admits that were for active consumers	o	37%	56%	30%	51%	31%	34%	57%	46%	11.2%
# of ED Admits which were readmissions within 30 days		37	253	58	73	59	75	42	597	
% of ED Admissions Readmitted within 30 days	o	11%	21%	15%	21%	13%	16%	9%	16.3%	4.3%
Authorization Requests		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
Total Number of Auth Requests Received		4,240	6,835	2,143	3,684	2,357	2,867	3,393	25,519	
# Standard Auth. Request Decisions		3,530	5,724	1,648	3,444	1,769	2,194	2,389	20,698	
# Standard Auth Requests Processed in 14 Days		3,526	5,721	1,647	3,420	1,769	2,193	2,389	20,665	
% Processed in 14 Days	95.0%	99.9%	99.9%	99.9%	99.3%	100.0%	100.0%	100.0%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		710	1,111	495	240	588	673	1,004	4,821	
# Expedited and Inpatient Auth Requests Processed in 3 Days		710	1,107	495	240	588	673	999	4,812	
% Processed in 3 Days	95.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.5%	99.8%	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	100.0%	99.3%	100.0%	100.0%	99.9%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**August 2018 Report
LME/MCO:**

10/1/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		71	221	114	229	39	75	17	766	
% of Total Auth Requests Denied for Clinical Reasons	o	1.7%	3.2%	5.3%	6.2%	1.7%	2.6%	0.5%	3.0%	1.9%
# of Administrative Denials		38	0	43	77	-	15	83	256	
% of Total Auth Requests Denied for Admin Reasons	o	0.9%	0.0%	2.0%	2.1%	0.0%	0.5%	2.4%	1.0%	1.0%
Total # of Auth Requests Denied		109	221	157	306	39	90	100	1,022	
% of Total Auth Requests Approved	o	97.4%	96.8%	92.7%	91.7%	98.3%	96.9%	97.1%	96.0%	2.4%
Number of Consumer Authorization Appeals received		9	10	3	32	11	12	20	97	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.4	0.3	3.1	1.0	1.0	1.5	1.0	0.91
Number of Authorizations overturned due to Consumer Appeals		2	0	-	-	3	1	2	8	
Claims		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	
Total # Clean Claim Received during Month (detail lines)		114,321	224,593	64,299	81,096	58,155	102,364	105,677	750,505	
Rate of Claims Rcpt per Person Served	o	6.4	8.2	7.4	7.9	5.1	8.5	8.1	7.4	1.12
# Paid		104,673	204,343	55,986	71,476	57,020	90,729	96,570	680,797	
# Denied		9,632	20,248	8,313	9,619	1,135	11,417	9,104	69,468	
# Pended or in Process		16	2	-	1	-	218	3	240	
Percent Denied	o	8.4%	9.0%	12.9%	11.9%	2.0%	11.2%	8.6%	9.3%	3.3%
# Paid or Denied within 30 Days		112,866	224,531	62,799	81,096	58,155	97,980	105,674	743,101	
Percent Processed within 30 Days	90.0%	98.7%	100.0%	97.7%	100.0%	100.0%	95.7%	100.0%	98.7%	1.5%
Avg # days for Processing (from Receipt to Payment)	o	7	8	8	9	8	8	7	7.9	0.62
Number of Provider claim Appeals received		113	0	1	0	0	418	0	532	
Rate of Provider Claim appeals per 1,000 persons served	o	6.4		0.1			34.5		5.3	14.97
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	9	0	10	
Complaints/Grievances		Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
Total number of complaints received (1 month prior)		58	42	6	10	12	32	17	177	
Rate of Complaints per 1,000 Persons Served	o	3.09	1.41	0.60	0.81	0.93	2.26	1.02	1.8	0.84
# Consumer complaints against provider		28	26	3	9	3	21	11	101	
% Consumer complaints against provider	o	48%	62%	50%	90%	25%	66%	65%	57%	18.5%
# Consumer complaints against LME/MCO		-	16	-	1	-	5	5	27	
% Consumer complaints against LME/MCO	o	0%	38%	0%	10%	0%	16%	29%	15%	14.2%
# Provider complaints against LME/MCO		-	0	1	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%	17%	0%	0%	0%	0%	1%	5.8%
# of Other Types of Complaints		30	0	2	-	9	6	1	48	
# of Complaints Resolved in 30 Days		56	42	6	10	12	32	17	175	
Percent of Complaints resolved in 30 days	90.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	
Program Integrity--Fraud, Waste and Abuse		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		12	18	15	17	3	6	12	83	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	38	9	54	12	93	5	243	
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	3	0	4	0	3	11	

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.

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

August 2018 Report
LME/MCO:

10/1/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
Persons Served		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	114,321	137,401	1,022,018	
# Persons Receiving MH Services		3,645	3,652	1,445	1,602	1,914	2,203	2,487	16,948	
% of Uninsured Receiving MH Services	o	2.2%	1.2%	1.7%	1.7%	1.7%	1.9%	1.8%	1.7%	0.28%
# Persons Receiving SA Services		1,362	2,492	633	1,044	913	1,370	1,852	9,666	
% of Uninsured Receiving SA Services	o	0.8%	0.8%	0.8%	1.1%	0.8%	1.2%	1.3%	0.9%	0.22%
# Persons Receiving DD Services		723	821	444	406	530	224	383	3,531	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.5%	0.4%	0.5%	0.2%	0.3%	0.3%	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		5,571	6,547	2,300	2,864	3,357	3,699	3,929	28,267	
% of Uninsured Receiving MH/DD/SA Services	o	3.3%	2.1%	2.7%	3.1%	3.0%	3.2%	2.9%	2.8%	0.37%
Community Psychiatric Hospitalization (1)		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
# of MH Admissions to Community Psychiatric Inpatient		161	341	10	169	121	144	222	1,168	
Rate of MH Admissions per 1,000 Uninsured	o	0.96	1.10	0.12	1.80	1.06	1.26	1.62	1.14	0.50
# of MH Admissions that were Readmissions within 30 days		18	11	1	20	8	9	20	87	
% of MH Admissions that were Readmissions within 30 days	o	11%	3%	10%	12%	7%	6%	9%	7.4%	2.85%
# of MH Inpatient Discharges		176	190	13	176	139	140	227	1,061	
MH Inpt Average Length of Stay (days)	o	8.3	6.6	6.0	6.9	2.7	6.5	6.8	6.4	1.60
# of SA Admissions to Community Psychiatric Inpatient		16	37	6	8	53	42	32	194	
Rate of SA Admissions per 1,000 Uninsured	o	0.10	0.12	0.07	0.09	0.47	0.37	0.23	0.19	0.14
# of SA Admissions that were Readmissions within 30 days		0	4	2	2	2	1	1	12	
% of SA Admissions that were Readmissions within 30 days	o	0%	11%	33%	25%	4%	2%	3%	6%	12.0%
# of SA Inpatient Discharges		16	44	8	22	53	36	30	209	
SA Inpt Average Length of Stay (days)	o	6.8	5.6	4.7	4.5	3.5	4.9	6.1	5.0	1.02
Authorizations		Aug-18	Aug 2018	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
Total Number of Auth Requests Received		1,206	2,587	530	1,907	1,165	770	691	8,856	
# Standard Auth. Request Decisions		950	1,616	315	1,574	755	320	172	5,702	
# Standard Auth Requests Processed in 14 Days		950	1,611	315	1,574	755	320	172	5,697	
% Processed in 14 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		256	971	215	333	410	450	519	3,154	
# Expedited and Inpatient Auth Requests Processed in 3 Days		256	970	215	333	410	450	518	3,152	
% Processed in 3 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	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		8	7	28	10	1	4	1	59	
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	0.3%	5.3%	0.5%	0.1%	0.5%	0.1%	0.7%	1.7%
# of Administrative Denials		-	7	11	11	-	6	5	40	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.3%	2.1%	0.6%	0.0%	0.8%	0.7%	0.5%	0.7%
Total # of Auth Requests Denied		8	14	39	21	1	10	6	99	
% of Total Auth Requests Approved	o	99%	99%	93%	99%	100%	99%	99%	99%	2.3%
Number of Consumer Authorization Appeals received		-	2	2	2	-	-	-	6	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	0.3	0.9	0.7	-	-	-	0.2	0.24
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

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

August 2018 Report
LME/MCO:

10/1/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
Claims		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	
Total # Clean Claim Received during Month (header)		31,086	39,026	12,309	19,846	8,782	25,357	21,768	158,174	
Rate of Claims Rcpt per Person Served	o	5.58	5.96	5.35	6.93	2.62	6.86	5.54	5.60	1.33
# Paid		28,192	33,307	10,426	16,327	8,717	20,272	19,045	136,286	
# Denied		2,894	5,718	1,883	3,519	65	5,085	2,723	21,887	
# Pended or in Process			1	-	-	-	-	-	1	
Percent Denied	o	9.3%	14.7%	15.3%	17.7%	0.7%	20.1%	12.5%	13.8%	5.9%
# Paid or Denied within 30 Days		30,697	39,024	12,309	19,846	8,782	23,603	21,768	156,029	
Percent Processed within 30 Days	90.0%	98.7%	100.0%	100.0%	100.0%	100.0%	93.1%	100.0%	98.6%	0.02
Avg # days for Processing (from Receipt to Payment)	o	7.0	8.1	8.0	8.8	7.8	9.2	7.6	8.1	0.69
Complaints		Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
Total number of complaints received (1 month prior)		11	15	4	1	-	4	5	40	
Rate of Complaints per 1,000 Persons Served	o	1.85	2.09	1.65	0.29	-	0.91	1.04	1.42	0.73
# Consumer complaints against provider		1	9	-	-	-	4	4	18	
% Consumer complaints against provider	o	9%	60%	0%	0%		100%	80%	45%	40.3%
# Consumer complaints against LME/MCO		-	3	1	-	-	-	-	4	
% Consumer complaints against LME/MCO	o	0%	20%	25%	0%		0%	0%	10%	10.7%
# Provider complaints against LME/MCO		-	1	-	1	-	-	-	2	
% Provider complaints against LME/MCO	o	0%	7%	0%	100%		0%	0%	5%	36.9%
# of Other Types of Complaints		10	2	3	-	-	-	1	16	
# of Complaints Resolved in 30 Days		11	15	4	1	-	4	5	40	
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) Community Psychiatric Hospitalization includes 3-Way Contract funded beds, which are not distributed evenly across LME-MCO catchment areas, and may impact utilization rates.