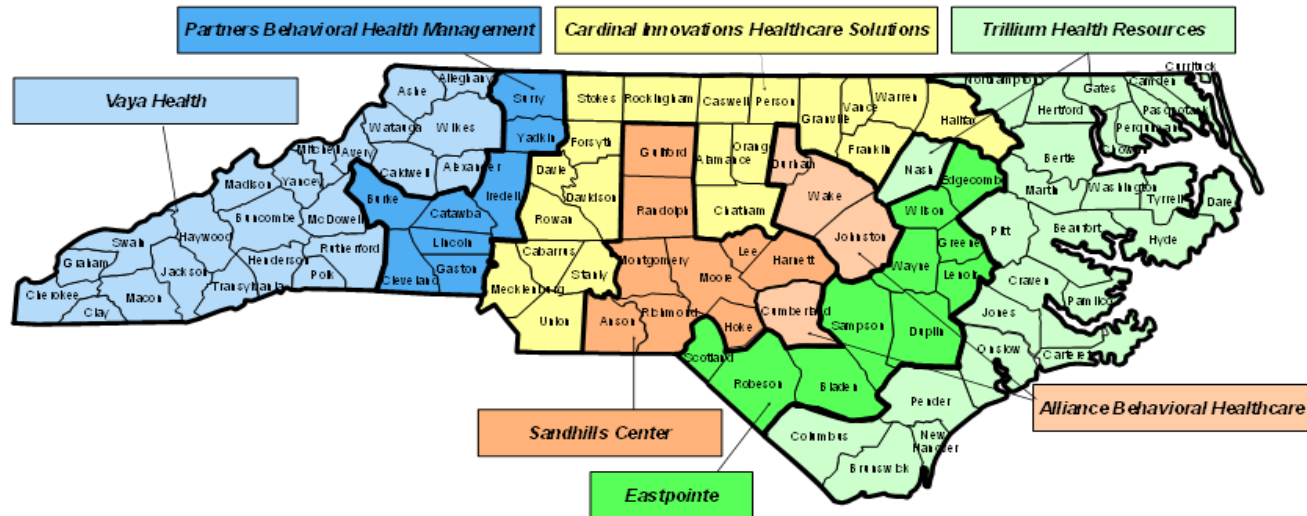


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, And
Substance Abuse Services**

**Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring**

**Report
October 2018**



Prepared by:

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**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

October 2018 Report

10/31/2018

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
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

Complaints/Grievances - Cardinal - (DMA) - Noted in November 2018, there was an increase in the number of Complaints received in August of 2018, with the largest increase under the category of "Conflict with Provider." However, there wasn't a single provider (or any other trend) to which this increase can be attributed. **Total Number of Calls - Cardinal - (Combined)** - Noted in November 2018, there was an increase in call volume in October of 2018, which is typical due to the annual mailers that are sent to members at the end of September every year. These mailers tend to increase call volume from members who have questions, who want to request member handbooks, or who want to request services. **Program Integrity--Fraud, Waste and Abuse - Eastpointe - (DMA)** - In November 2018, there were three separate providers. **% of Persons on Waitlist receiving B3 Services - Trillium - (Combined)** - Noted in November 2018, persons on the Waitlist receiving B3 Services increased in the month of October because of additional approved authorizations due to Hurricane Florence. In Accordance with JC307, Trillium Health Resources implemented the flexibility for members affected by the storm. The flexibility of no prior approval needed for all services between Sept 14th and December 29th allowed members to access any and all needed benefits. This open door to benefit access services is the reason why growth has occurred in so many of our benefits. Our LME- MCO was very affected and continues to be affected by Hurricane Florence.

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

October 2018 Report

10/31/2018

LME-MCO:		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		5,252	6,432	2,938	3,028	2,703	2,157	3,503	26,013	
# of Calls Abandoned		59	119	61	12	72	25	45	393	
% of calls Abandoned	<5%	1.1%	1.9%	2.1%	0.4%	2.7%	1.2%	1.3%	1.5%	
Avg Speed to Answer Calls (seconds)	o	6.0	4.0	4.0	6.0	6.0	5.0	9.0	5.7	1.58
# of Calls Answered within 30 seconds		5,155	6,299	2,932	3,001	2,630	2,128	3,453	25,598	
% Answered within 30 seconds	95%	98.2%	97.9%	99.8%	99.1%	97.3%	98.7%	98.6%	98.4%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,452	3,327	554	1,325	1,736	1,090	1,369	12,853	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,418	3,254	544	1,277	1,602	1,090	1,353	12,538	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	98%	96%	92%	100%	99%	98%	2%
# of Persons waiting for residential services		-	318	10	100	35	0	57	520	
% of Persons waiting for residential services	o	0%	10%	2%	8%	2%	0%	4%	4%	3%
# of Persons waiting for ADVP		-	258	-	6	99	-	-	363	
% of Persons waiting for ADVP	o	0%	8%	0%	0%	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		422	882	43	219	604	576	280	3,026	
% of Persons on Waitlist receiving B3 Services	o	12%	27%	8%	17%	35%	53%	20%	24%	14%
# of Persons on Waitlist receiving State Services		555	577	145	415	254	179	241	2,366	
% of Persons on Waitlist receiving State Services	o	16%	17%	26%	31%	15%	16%	18%	18%	6%
# of Persons on Waitlist receiving State and/or B3 services (undup)		812	1,298	188	519	858	663	401	4,739	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	39%	34%	39%	49%	61%	29%	37%	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,640	2,029	366	806	878	427	968	8,114	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	61%	66%	61%	51%	39%	71%	63%	12%
Incidents										
Number of Level 2 Critical Incident Reports received		202	344	60	200	157	207	300	1,470	
Number of Level 3 Critical Incident Reports received		35	50	23	21	18	29	37	213	
Transitions to Community Living Initiative¹										
Individuals in In-reach		1,100	1,785	661	674	569	950	748	6,487	
Number of individuals in Transition Planning process		66	71	31	18	7	21	8	222	
Number of Individuals Housed - Total		290	679	218	317	250	290	284	2,328	
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%	2.0%	1.0%	1.0%	2.0%	2.0%	4.0%	1.0%	2.0%	1%

¹ Please be aware that September 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 (>1.5 Std Dev above or below the LME/MCO Avg).

**MCO Monthly Monitoring Report
Medicaid Only**

October 2018 Report

10/31/2018

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
Unduplicated Count of Medicaid Members		218,402	426,265	153,122	139,394	171,785	203,739	155,597	1,468,304	
# Persons Receiving MH Services		10,790	21,999	6,897	8,977	8,720	9,393	9,856	76,632	
% of Members Receiving MH Services	o	4.9%	5.2%	4.5%	6.4%	5.1%	4.6%	6.3%	5.2%	0.7%
# Persons Receiving SA Services		1,011	3,216	1,415	1,522	1,569	1,499	1,649	11,881	
% of Members Receiving SA Services	o	0.5%	0.8%	0.9%	1.1%	0.9%	0.7%	1.1%	0.8%	0.2%
# Persons Receiving DD Services		2,426	6,472	1,516	2,389	1,907	2,734	2,183	19,627	
% of Members Receiving DD Services	o	1.1%	1.5%	1.0%	1.7%	1.1%	1.3%	1.4%	1.3%	0.2%
Unduplicated # that received MH/DD/SA Services		13,939	29,152	9,022	11,968	12,196	12,229	13,284	101,790	
% of Members Receiving MH/DD/SA Services	o	6.4%	6.8%	5.9%	8.6%	7.1%	6.0%	8.5%	6.9%	1.0%
Community Psychiatric Hospitalization		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
# of MH Admissions to Community Psychiatric Inpatient		118	429	153	80	138	228	227	1,373	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.54	1.01	1.00	0.57	0.80	1.12	1.46	0.94	0.30
# of MH Admissions that were Readmissions within 30 days		12	19	18	10	11	27	38	135	
% of MH Admissions that were Readmissions within 30 days	o	10.2%	4.4%	11.8%	12.5%	8.0%	11.8%	16.7%	9.8%	3.6%
# of MH Inpatient Discharges		184	361	170	121	163	269	235	1,503	
MH Inpt Average Length of Stay (days)	o	12.3	8.6	7.4	7.5	5.7	7.4	8.5	8.3	1.89
# of SA Admissions to Community Psychiatric Inpatient		1	32	6	6	25	8	23	101	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.08	0.04	0.04	0.15	0.04	0.15	0.07	0.05
# of SA Admissions that were Readmissions within 30 days		0	1	0	0	3	0	4	8	
% of SA Admissions that were Readmissions within 30 days	o	0%	3%	0%	0%	12%	0%	17%	8%	6.6%
# of SA Inpatient Discharges		1	13	9	7	23	8	27	88	
SA Inpt Average Length of Stay (days)	o	1.0	5.0	6.2	7.4	4.8	5.9	6.0	5.6	1.88
Care Coordination		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
# of MH and SA Readmits assigned to a Care Coordinator		12	20	18	10	14	25	40	139	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.6%	95.2%	97.2%	
Emergency Dept Utilization (3 month lag)		Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
# of ED Admits for persons with MHDDSA diagnoses		315	1081	307	318	385	444	396	3,246	
Rate of ED Admits per 1,000 Medicaid Members	o	1.46	2.39	1.94	2.20	2.23	2.09	2.46	2.2	0.31
# of ED Admits for persons who are active consumers		111	604	108	150	136	234	124	1,467	
% of ED Admits that were for active consumers	o	35%	56%	35%	47%	35%	53%	31%	45%	9.1%
# of ED Admits which were readmissions within 30 days		46	245	56	58	66	33	62	566	
% of ED Admissions Readmitted within 30 days	o	15%	23%	18%	18%	17%	7%	16%	17.4%	4.3%
Authorization Requests		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
Total Number of Auth Requests Received		4,673	6,789	2,283	3,430	2,685	3,435	3,342	26,637	
# Standard Auth. Request Decisions		3,993	5,604	1,792	3,211	2,126	2,384	2,475	21,585	
# Standard Auth Requests Processed in 14 Days		3,988	5,599	1,792	3,198	2,126	2,383	2,474	21,560	
% Processed in 14 Days	95.0%	99.9%	99.9%	100.0%	99.6%	100.0%	100.0%	100.0%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		680	1,185	491	219	559	1,051	867	5,052	
# Expedited and Inpatient Auth Requests Processed in 3 Days		677	1,175	491	219	559	1,050	867	5,038	
% Processed in 3 Days	95.0%	99.6%	99.2%	100.0%	100.0%	100.0%	99.9%	100.0%	99.7%	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.8%	100.0%	99.6%	100.0%	99.9%	100.0%	99.9%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

October 2018 Report

10/31/2018

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		77	235	114	210	52	56	84	828		
% of Total Auth Requests Denied for Clinical Reasons	o	1.6%	3.5%	5.0%	6.1%	1.9%	1.6%	2.5%	3.1%	1.6%	
# of Administrative Denials		21	3	31	45	-	19	15	134		
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.4%	1.3%	0.0%	0.6%	0.4%	0.5%	0.5%	
Total # of Auth Requests Denied		98	238	145	255	52	75	99	962		
% of Total Auth Requests Approved	o	97.9%	96.5%	93.6%	92.6%	98.1%	97.8%	97.0%	96.4%	2.1%	
Number of Consumer Authorization Appeals received		24	15	8	40	4	3	19	113		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.7	0.5	0.9	3.3	0.3	0.2	1.4	1.1	1.01	
Number of Authorizations overturned due to Consumer Appeals		2	4	-	-	1	-	6	13		
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	
Total # Clean Claim Received during Month (detail lines)		98,927	182,823	44,682	96,918	52,311	70,175	90,846	636,682		
Rate of Claims Rcpt per Person Served	o	7.1	6.3	5.0	8.1	4.3	5.7	6.8	6.3	1.21	
# Paid		92,591	170,895	39,377	84,985	51,018	65,206	81,471	585,543		
# Denied		6,324	11,928	5,304	11,925	1,293	4,965	9,141	50,880		
# Pended or in Process		12	0	1	8	-	4	234	259		
Percent Denied	o	6.4%	6.5%	11.9%	12.3%	2.5%	7.1%	10.1%	8.0%	3.3%	
# Paid or Denied within 30 Days		97,684	182,823	44,455	96,918	52,311	70,171	88,080	632,442		
Percent Processed within 30 Days	90.0%	98.7%	100.0%	99.5%	100.0%	100.0%	100.0%	97.0%	99.7%	1.1%	
Avg # days for Processing (from Receipt to Payment)	o	7	8	9	9	9	7	9	8.3	0.80	
Number of Provider claim Appeals received		99	1	0	0	0	0	317	417		
Rate of Provider Claim appeals per 1,000 persons served	o	7.1	0.0	0.0	0.0	0.0	0.0	23.9	4.1	8.30	
Number of claim denials overturned due to Provider Appeals		52	0	0	0	0	0	124	176		
Complaints/Grievances		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Total number of complaints received (1 month prior)		44	39	2	7	19	12	22	145		
Rate of Complaints per 1,000 Persons Served	o	2.49	1.29	0.23	0.56	1.57	0.83	1.51	1.4	0.69	
# Consumer complaints against provider		24	34	1	5	10	10	19	103		
% Consumer complaints against provider	o	55%	87%	50%	71%	53%	83%	86%	71%	15.5%	
# Consumer complaints against LME/MCO		-	5	1	2	4	2	2	16		
% Consumer complaints against LME/MCO	o	0%	13%	50%	29%	21%	17%	9%	11%	14.9%	
# Provider complaints against LME/MCO		-	0	-	-	1	-	1	2		
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	5%	0%	5%	1%	2.2%	
# of Other Types of Complaints		20	0	-	-	4	-	-	24		
# of Complaints Resolved in 30 Days		42	39	2	7	19	11	22	142		
Percent of Complaints resolved in 30 days	90.0%	95.5%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	97.9%		
Program Integrity--Fraud, Waste and Abuse		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	15	10	6	2	6	5	50		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		37	43	2	63	3	3	119	270		
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	2	19	1	1	5	2	32		
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

October 2018 Report

10/31/2018

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
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		2,481	3,892	1,536	1,923	1,894	2,576	2,465	16,767	
% of Uninsured Receiving MH Services	o	1.5%	1.3%	1.8%	2.1%	1.7%	1.9%	2.2%	1.6%	0.29%
# Persons Receiving SA Services		1,062	2,538	676	1,263	769	1,840	1,542	9,690	
% of Uninsured Receiving SA Services	o	0.6%	0.8%	0.8%	1.3%	0.7%	1.3%	1.3%	0.9%	0.31%
# Persons Receiving DD Services		598	868	467	443	556	383	218	3,533	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.6%	0.5%	0.5%	0.3%	0.2%	0.3%	0.12%
Unduplicated # Persons Receiving MH/DD/SA Services		4,070	6,905	2,455	3,380	3,219	3,973	4,112	28,114	
% of Uninsured Receiving MH/DD/SA Services	o	2.4%	2.2%	2.9%	3.6%	2.8%	2.9%	3.6%	2.8%	0.49%
Community Psychiatric Hospitalization (1)		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
# of MH Admissions to Community Psychiatric Inpatient		87	303	43	49	105	198	154	939	
Rate of MH Admissions per 1,000 Uninsured	o	0.52	0.97	0.51	0.52	0.92	1.44	1.35	0.92	0.37
# of MH Admissions that were Readmissions within 30 days		11	14	2	7	3	17	37	91	
% of MH Admissions that were Readmissions within 30 days	o	13%	5%	5%	14%	3%	9%	24%	9.7%	6.89%
# of MH Inpatient Discharges		147	197	54	66	107	203	162	936	
MH Inpt Average Length of Stay (days)	o	9.7	6.6	5.8	5.9	3.0	6.9	5.9	6.5	1.83
# of SA Admissions to Community Psychiatric Inpatient		11	40	7	3	40	37	39	177	
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.13	0.08	0.03	0.35	0.27	0.34	0.17	0.13
# of SA Admissions that were Readmissions within 30 days		2	2	2	0	3	1	5	15	
% of SA Admissions that were Readmissions within 30 days	o	18%	5%	29%	0%	8%	3%	13%	8%	9.3%
# of SA Inpatient Discharges		16	26	9	6	41	38	42	178	
SA Inpt Average Length of Stay (days)	o	9.6	8.2	4.9	4.5	4.4	6.1	4.4	5.8	1.94
Authorizations		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
Total Number of Auth Requests Received		1,213	2,770	602	2,225	1,215	739	922	9,686	
# Standard Auth. Request Decisions		888	1,813	395	1,956	820	248	298	6,418	
# Standard Auth Requests Processed in 14 Days		888	1,811	395	1,955	820	248	298	6,415	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		325	957	207	269	395	491	624	3,268	
# Expedited and Inpatient Auth Requests Processed in 3 Days		325	954	207	269	395	491	624	3,265	
% 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%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		7	26	21	7	5	6	11	83	
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.9%	3.5%	0.3%	0.4%	0.8%	1.2%	0.9%	1.0%
# of Administrative Denials		-	2	7	15	-	3	3	30	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.1%	1.2%	0.7%	0.0%	0.4%	0.3%	0.3%	0.4%
Total # of Auth Requests Denied		7	28	28	22	5	9	14	113	
% of Total Auth Requests Approved	o	99%	99%	95%	99%	100%	99%	98%	99%	1.3%
Number of Consumer Authorization Appeals received		1	1	-	-	-	-	-	2	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.1	0.0	0.0	0.0	0.0	0.0	0.1	0.09
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

LME/MCO Monthly Monitoring Report **October 2018 Report**
State/Federal Block Grant Only 10/31/2018

LME/MCO:										
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	
Total # Clean Claim Received during Month (header)		26,525	31,940	8,495	25,914	7,314	18,328	21,596	140,112	
Rate of Claims Rcpt per Person Served	o	6.52	4.63	3.46	7.67	2.27	4.61	5.25	4.98	1.67
# Paid		24,643	28,523	7,833	22,968	7,208	16,494	17,728	125,397	
# Denied		1,882	3,417	662	2,946	106	1,834	3,868	14,715	
# Pended or in Process			0	-	-	-	-	-	-	
Percent Denied	o	7.1%	10.7%	7.8%	11.4%	1.4%	10.0%	17.9%	10.5%	4.6%
# Paid or Denied within 30 Days		26,190	31,940	8,361	25,914	7,314	18,328	20,854	138,901	
Percent Processed within 30 Days	90.0%	98.7%	100.0%	98.4%	100.0%	100.0%	100.0%	96.6%	99.1%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.4	9.0	8.5	8.7	7.6	9.2	8.5	0.51
Complaints		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Total number of complaints received (1 month prior)		9	8	3	2	1	-	10	33	
Rate of Complaints per 1,000 Persons Served	o	1.61	1.15	1.38	0.59	0.29	-	2.34	1.17	0.75
# Consumer complaints against provider		4	7	-	2	1	-	10	24	
% Consumer complaints against provider	o	44%	88%	0%	100%	100%	-	100%	73%	37.7%
# 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		-	1	1	-	-	-	-	2	
% Provider complaints against LME/MCO	o	0%	13%	33%	0%	0%	-	0%	6%	12.4%
# of Other Types of Complaints		5	0	2	-	-	-	-	7	
# of Complaints Resolved in 30 Days		9	8	3	2	1	-	10	33	
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.