

NC DHHS LME/MCO Performance Summary

July 2013 Report

8/27/2013

State and Medicaid	Standard	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Call Center													
% of calls Abandoned	<5%	1.4%	2.4%	3.7%	1.4%	1.9%	1.6%	4.3%	3.3%	2.9%	1.8%	1.3%	2.3%
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.4	5.0	4.0	4.0	11.0	8.0	5.0	7.8	8.0	
% Answered within 30 seconds	95%	99.0%	93.5%	97.2%	100.0%	96.8%	95.9%	98.0%	95.6%	100.0%	96.5%	97.3%	97.2%
ED Admits													
% of Overall ED Admits with MHDDSA Diagnosis, Jan-Mar 2013	3.3%	2.7%	2.9%	3.7%	2.8%	2.2%	3.1%	2.2%	3.1%	3.3%	3.2%	2.5%	2.9%
State	Standard	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Persons Served													
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	127,820	89,823	149,027	121,228	157,677	71,647	68,022	1,426,398
Unduplicated # Persons Receiving MH/DD/SA Services		4,413	3,909	2,404	1,583	2,625	1,562	1,329	2,864	1,492	2,421	1,196	25,798
% of Uninsured Receiving MH/DD/SA Services		1.7%	1.9%	3.2%	1.7%	2.1%	1.7%	0.9%	2.4%	0.9%	3.4%	1.8%	1.8%
Community Psychiatric Hospitalization													
Rate of Admissions per 1,000 Uninsured Population		0.73	0.86	0.78	0.81	1.20	0.87	0.19	1.47	1.57	0.73	0.38	0.89
# of Admissions that were Readmissions within 30 days		25	18	9	5	4	1	5	14	27	5	1	114
Authorizations													
Total Number of Auth Requests Received		2,114	1,444	1,135	1,134	1,069	501	2,319	1,021	1,024	410	1,944	14,115
Total % of Auth Requests Processed in Required Timeframes	95%	100%	99%	99%	99%	100%	99%	98%	100%	100%	99%	100%	99%
Number of Consumer Authorization Appeals received		8	-	-	-	5	1	1	1	-	-	-	16
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.8				1.9	0.6	0.8	0.3				
Claims													
Total # Received during Month		45,766	62,199	21,823	17,540	26,309	32,555	22,833	35,203	23,089	28,385	10,928	326,630
Rate of Claims Rcpt per Person Served		10.37	15.91	9.08	11.08	10.02	20.84	17.18	12.29	15.48	11.72	9.14	12.66
Percent Processed within 30 Days	90%	100%	100%	100%	100%	100%	100%	99%	100%	100%	91%	93%	99%
Avg # days for Processing (from Receipt to Payment)		10.0	8.9	10.8	9.5	6.3	9.9	6.6	6.4	17.0	8.0	8.0	
Complaints													
Total number of complaints received		15	18	16	1	15	15	-	25	4	14	-	123
Rate of Complaints per 1,000 Persons Served		3.4	4.6	6.7	0.6	5.7	9.6	0.0	8.7	2.7	5.8	0.0	4.77
SFYTD Percent of Complaints resolved in 30 days	90%	100%	100%	100%	100%	100%	100%	100%	96%	100%	93%	79%	
Medicaid	Standard	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Persons Served													
Unduplicated Count of Medicaid Members		166,598	187,082	70,427	65,660	162,590	84,714	111,650	125,584	145,554	74,946	65,598	1,319,976
Unduplicated # that received MH/DD/SA Services		13,282	9,643	2,829	5,101	8,935	5,667	6,316	9,618	8,445	5,168	5,127	84,861
% of Members Receiving MH/DD/SA Services		8.0%	5.2%	4.0%	7.8%	5.5%	6.7%	5.7%	7.7%	5.8%	6.9%	7.8%	6.4%
Community Psychiatric Hospitalization													
Rate of Admissions per 1,000 Medicaid Members		0.67	0.75	1.01	0.82	1.03	0.97	1.21	1.47	1.13	0.75	0.61	0.88
% of Readmits assigned to Care Coordination	85%	92%	100%	100%	100%	100%	93%	100%	94%	100%	90%	33%	
Authorization Requests													
Total Number of Auth Requests Received		5,318	3,705	1,567	1,946	3,406	1,392	3,717	4,987	5,662	2,296	5,620	35,711
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	96.4%	98.1%	98.0%	100.0%	99.4%	98.5%	99.5%	99.9%	100.0%	99.1%	98.5%
Rate of Consumer Auth. Appeals per 1,000 persons svd		2.5	0.5	2.8	2.7	2.5	1.6	3.2	5.6	2.1	3.9	0.4	2.1
Claims													
Total # Received during Month		204,017	168,430	74,271	58,698	163,863	48,922	136,952	172,556	141,349	72,488	93,382	1,294,930
Percent Denied		17.3%	25.9%	12.2%	11.2%	23.3%	19.7%	21.8%	18.6%	27.9%	15.7%	9.1%	16.8%
Percent Processed within 30 Days	90%	100.0%	98.6%	100.0%	99.1%	100.0%	98.0%	96.2%	99.7%	98.1%	99.4%	99.6%	98.3%
Avg # days for Processing (from Receipt to Payment)		9	8	8	10	8	10	6	6	10	9	8	
Rate of Provider Claim appeals per 1,000 persons served			0.7						0.3		0.4		
Complaints/Grievances													
Total number of complaints received		29	32	10	21	28	5	12	26	15	11	15	237
Rate of complaints per 1,000 persons served		2.2	3.3	3.5	4.1	3.1	0.9	1.9	2.7	1.8	2.1	2.9	2.8
SFYTD Percent of Complaints resolved in 30 days	90%	59%	100%	100%	100%	100%	92.5%	100%	96%	100%	90%	84.5%	
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Individuals in In-reach		130	76	29	48	116	85	74	90	49	155	28	880
Number of individuals in Transition Planning process		20	11	19	16	19	20	17	14	20	23	17	196
Number of Housing Slots filled		8	3	5	14	11	4	7	9	12	11	10	94

In-reach and Persons in Transition planning are as of 7/31/13 *Housing slots filled are as of 8/23/13* *Medicaid Members highlighted in orange based on June data*
 Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.

LME/MCO Monthly Monitoring Report State/Block Grant Only														July 2013		8/27/2013
LME/MCO:																
Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DEV		
Persons Served																
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	127,820	89,823	149,027	121,228	157,677	71,647	68,022	1,426,398	58,518		
# Persons Receiving MH Services		2,665	2,425	2,097	940	1,571	680	430	1,629	1,176	1,583	727	15,923	701		
% of Uninsured Receiving MH Services		1.0%	1.2%	2.8%	1.0%	1.2%	0.8%	0.3%	1.3%	0.7%	2.2%	1.1%	1.1%	0.7%		
# Persons Receiving SA Services		887	1,049	777	238	623	695	436	694	429	468	314	6,610	237		
% of Uninsured Receiving SA Services		0.3%	0.5%	1.0%	0.3%	0.5%	0.8%	0.3%	0.6%	0.3%	0.7%	0.5%	0.5%	0.2%		
# Persons Receiving DD Services		966	730	941	405	505	192	477	686	391	419	167	5,879	256		
% of Uninsured Receiving DD Services		0.4%	0.4%	1.2%	0.4%	0.4%	0.2%	0.3%	0.6%	0.2%	0.6%	0.2%	0.4%	0.3%		
Unduplicated # Persons Receiving MH/DD/SA Services		4,413	3,909	2,404	1,583	2,625	1,562	1,329	2,864	1,492	2,421	1196	25,798	1,016		
% of Uninsured Receiving MH/DD/SA Services	O	1.7%	1.9%	3.2%	1.7%	2.1%	1.7%	0.9%	2.4%	0.9%	3.4%	1.8%	1.8%	0.7%		
Community Psychiatric Hospitalization																
Number of Admissions to Community Psychiatric Inpatient		191	179	59	75	154	78	28	178	248	52	26	1,268	73		
Rate of Admissions per 1,000 Uninsured Population	O	0.73	0.86	0.78	0.81	1.20	0.87	0.19	1.47	1.57	0.73	0.38	0.89	0.40		
# of Admissions that were Readmissions within 30 days		25	18	9	5	4	1	5	14	27	5	1	114	9		
Authorizations																
Total Number of Auth Requests Received		2,114	1,444	1,135	1,134	1,069	501	2,319	1,021	1,024	410	1,944	14,115	590		
# Standard Auth. Request Decisions		1,913	1,418	1,128	986	617	449	2,073	1,020	964	408	1,941	12,917	566		
# Standard Auth Requests Processed in 14 Days		1,913	1,411	1,117	975	617	444	2,034	1,020	964	402	1,933	12,830	561		
% Processed in 14 Days	95%	100%	100%	99%	99%	100%	99%	98%	100%	100%	99%	100%	99%	1%		
# Auth Requests requiring Expedited Decisions		201	26	7	148	452	52	246	1	60	2	3	1,198	136		
# Expedited Auth Requests Processed in 3 Days		201	23	7	147	452	52	236	1	59	2	3	1,183	135		
% Processed in 3 Days	95%	100%	88%	100%	99%	100%	100%	96%	100%	98%	100%	100%	99%	3%		
Total % of Auth Requests Processed in Required Timeframes	95%	100%	99%	99%	99%	100%	99%	98%	100%	100%	99%	100%	99%	1%		
# of Auth Requests Denied for Clinical Reasons		23	2	11	12	36	2	29	14	3	3	8	143	11		
% of Total Auth Requests Denied for Clinical Reasons	O	1.1%	0.1%	1.0%	1.1%	3.4%	0.4%	1.3%	1.4%	0.3%	0.7%	0.4%	1.0%	0.8%		
# of Administrative Denials		4	170	44	73	-	45	493	75	89	50	114	1,157	131		
% of Total Auth Requests Denied for Admin Reasons	O	0.2%	11.8%	3.9%	6.4%	0.0%	9.0%	21.3%	7.3%	8.7%	12.2%	5.9%	8.2%	5.7%		
Total # of Auth Requests Denied		27	172	55	85	36	47	522	89	92	53	122	1,300	134		
% of Total Auth Requests Approved		99%	88%	95%	93%	97%	91%	77%	91%	91%	87%	94%	91%	5%		
Number of Consumer Authorization Appeals received		8	-	-	-	5	1	1	1	-	-	-	16	3		
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.8	-	-	-	1.9	0.6	0.8	0.3	-	-	-	-	0.6		
Number of Authorizations overturned due to Consumer Appeals		1	-	-	-	-	-	-	1	-	-	-	2	0		
Claims																
Total # Received during Month		45,766	62,199	21,823	17,540	26,309	32,555	22,833	35,203	23,089	28,385	10,928	326,630	13,548		
Rate of Claims Rcpt per Person Served	O	10.37	15.91	9.08	11.08	10.02	20.84	17.18	12.29	15.48	11.72	9.14	12.66	3.64		
# Paid		32,384	22,412	18,916	13,051	25,049	19,851	17,609	26,646	21,028	24,167	7,276	228,389	6,452		
# Denied		13,355	39,683	2,907	4,485	1,260	12,608	5,101	8,557	2,061	4,209	3,652	97,878	10,470		
# Pended or in Process		27	104	-	4	-	96	123	-	-	9	0	363	48		
Percent Denied	O	29.2%	63.9%	13.3%	25.6%	4.8%	38.8%	22.5%	24.3%	8.9%	14.8%	33.4%	30.0%	15.7%		
# Paid or Denied within 30 Days		45,739	62,095	21,823	17,486	26,309	32,459	22,681	35,203	23,089	25,739	10,179	322,802	13,670		
Percent Processed within 30 Days	90%	100%	100%	100%	100%	100%	100%	99%	100%	100%	91%	93%	99%	3%		
Avg # days for Processing (from Receipt to Payment)	O	10.0	8.9	10.8	9.5	6.3	9.9	6.6	6.4	17.0	8.0	8.0	-	2.9		
Complaints																
Total number of complaints received		15	18	16	1	15	15	-	25	4	14	-	123	8		
Rate of Complaints per 1,000 Persons Served	O	3.4	4.6	6.7	0.6	5.7	9.6	0.0	8.7	2.7	5.8	0.0	4.77	3.18		
# Consumer complaints against provider		14	12	15	1	8	9	-	24	4	14	-	101	7		
% Consumer complaints against provider		93%	67%	94%	100%	53%	60%	-	96%	100%	100%	-	82%	18%		
# Consumer complaints against LME/MCO		1	3	1	-	2	5	-	1	-	-	-	13	2		
% Consumer complaints against LME/MCO		7%	17%	6%	0%	13%	33%	-	4%	0%	0%	-	11%	10%		
# Provider complaints against LME/MCO		-	3	-	-	5	1	-	-	-	-	-	9	2		
% Provider complaints against LME/MCO		0%	17%	0%	0%	33%	7%	-	0%	0%	0%	-	7%	11%		
SFYTD Percent of Complaints resolved in 30 days	90%	100%	100%	100%	100%	100%	100%	100%	96%	100%	93%	79%	-	6%		

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, except where noted														July 2013		LME/MCO:		8/27/2013	
Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DEV					
Persons Served																			
Unduplicated Count of Medicaid Members		166,598	187,082	70,427	65,660	162,590	84,714	111,650	125,584	145,554	74,946	65,598	1,260,403	43,234					
Unduplicated # that received MH/DD/SA Services		13,282	9,643	2,829	5,101	8,935	5,667	6,316	9,618	8,445	5,168	5,127	80,131	2,834					
% of Members Receiving MH/DD/SA Services	O	8.0%	5.2%	4.0%	7.8%	5.5%	6.7%	5.7%	7.7%	5.8%	6.9%	7.8%	6.4%	1.3%					
Community Psychiatric Hospitalization																			
Number of Admissions to Community Psychiatric Inpatient		111	141	71	54	167	82	135	184	165	56	40	1,206	49					
Rate of Admissions per 1,000 Medicaid Members	O	0.67	0.75	1.01	0.82	1.03	0.97	1.21	1.47	1.13	0.75	0.61	0.96	0.25					
# of Admissions that were Readmissions within 30 days		15	10	5	4	8	15	43	17	16	10	6	149	10					
% of Readmits assigned to Care Coordination	85%	92%	100%	100%	100%	100%	93%	100%	94%	100%	90%	33%		19%					
Call Center (Medicaid and Non-Medicaid)																			
Total Number of Calls (re: services for consumers)		7,825	4,083	4,019	2,480	7,726	1,155	3,751	6,149	2,459	2,520	4,772	46,939	2,089					
# of Calls Abandoned		107	96	147	34	144	18	160	201	71	45	61	1,084	56					
% of calls Abandoned	<5%	1.4%	2.4%	3.7%	1.4%	1.9%	1.6%	4.3%	3.3%	2.9%	1.8%	1.3%	2.3%	1.0%					
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.4	5.0	4.0	4.0	11.0	8.0	5.0	7.8	8.0		2.3					
# of Calls Answered within 30 seconds		7,748	3,817	3,905	2,480	7,481	1,108	3,675	5,881	2,458	2,431	4,643	45,627	2,035					
% Answered within 30 seconds	95%	99.0%	93.5%	97.2%	100.0%	96.8%	95.9%	98.0%	95.6%	100.0%	96.5%	97.3%	97.2%	1.9%					
Authorization Requests																			
Total Number of Auth Requests Received		5,318	3,705	1,567	1,946	3,406	1,392	3,717	4,987	5,662	2,296	5,620	39,616	1,558					
# Standard Auth. Request Decisions		5,151	3,658	1,552	1,684	2,843	1,341	3,473	4,920	5,293	2,262	5,601	37,778	1,539					
# Standard Auth Requests Processed in 14 Days		5,148	3,525	1,522	1,647	2,843	1,333	3,429	4,893	5,285	2,262	5,554	37,441	1,537					
% Processed in 14 Days	95%	99.9%	96.4%	98.1%	97.8%	100.0%	99.4%	98.7%	99.5%	99.8%	100.0%	99.2%	99.1%	1.1%					
# Auth Requests requiring Expedited Decisions		167	47	15	262	563	51	244	67	369	34	19	1,838	169					
# Expedited Auth Requests Processed in 3 Days		167	47	15	260	562	50	233	67	369	34	15	1,819	168					
% Processed in 3 Days	95%	100.0%	100.0%	100.0%	99.2%	99.8%	98.0%	95.5%	100.0%	100.0%	100.0%	78.9%	99.0%	6.0%					
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	96.4%	98.1%	98.0%	100.0%	99.4%	98.5%	99.5%	99.9%	100.0%	99.1%	99.1%	1.1%					
# of Auth Requests Denied for Clinical Reasons		143	29	50	101	335	69	209	266	161	76	23	1,462	97					
% of Total Auth Requests Denied for Clinical Reasons	O	2.7%	0.8%	3.2%	5.2%	9.8%	5.0%	5.6%	5.3%	2.8%	3.3%	0.4%	3.7%	2.5%					
# of Administrative Denials		71	471	168	137	-	101	671	568	1,068	382	145	3,782	311					
% of Total Auth Requests Denied for Admin Reasons	O	1.3%	12.7%	10.7%	7.0%	0.0%	7.3%	18.1%	11.4%	18.9%	16.6%	2.6%	9.5%	6.3%					
Total # of Auth Requests Denied		214	500	218	238	335	170	880	834	1,229	458	168	5,244	338					
% of Total Auth Requests Approved		96.0%	86.5%	86.1%	87.8%	90.2%	87.8%	76.3%	83.3%	78.3%	80.1%	97.0%	86.8%	6.3%					
Number of Consumer Authorization Appeals received		33	5	8	14	22	9	20	54	18	20	2	205	14					
Rate of Consumer Auth. Appeals per 1,000 persons svd	O	2.5	0.5	2.8	2.7	2.5	1.6	3.2	5.6	2.1	3.9	0.4	2.6	1.4					
Number of Authorizations overturned due to Consumer Appeals		3	2	3	3	2	1	1	19	1	7	-	42	5					
Claims																			
Total # Received during Month		204,017	168,430	74,271	58,698	163,863	48,922	136,952	172,556	141,349	72,488	93,382	1,334,928	51,062					
Rate of Claims Rcpt per Person Served	O	15.4	17.5	26.3	11.5	18.3	8.6	21.7	17.9	16.7	14.0	18.2	16.7	4.5					
# Paid		167,707	123,035	65,171	52,095	125,607	38,473	103,768	139,838	101,278	61,132	84,781	1,062,885	38,476					
# Denied		35,048	42,990	9,062	6,601	38,256	9,457	29,008	31,996	39,245	11,352	8,522	261,537	13,960					
# Pended or in Process		1,262	2,405	38	2	-	992	4,176	722	826	4	79	10,506	1,242					
Percent Denied	O	17.3%	25.9%	12.2%	11.2%	23.3%	19.7%	21.8%	18.6%	27.9%	15.7%	9.1%	19.7%	5.8%					
# Paid or Denied within 30 Days		204,017	166,006	74,271	58,177	163,863	47,930	131,736	172,038	138,620	72,087	92,982	1,321,727	50,833					
Percent Processed within 30 Days	90%	100.0%	98.6%	100.0%	99.1%	100.0%	98.0%	96.2%	99.7%	98.1%	99.4%	99.6%	99.0%	1.1%					
Avg # days for Processing (from Receipt to Payment)		9	8	8	10	8	10	6	6	10	9	8		1					
Number of Provider claim Appeals received		0	7	0	0	0	0	0	3	0	2	0	12	2					
Rate of Provider Claim appeals per 1,000 persons served			0.7						0.3		0.4			0.2					
Number of claim denials overturned due to Provider Appeals		0	1	0	0	0	0	0	0	0	11	0	12	3					

MCO Monthly Monitoring Report Medicaid Only, except where noted														July 2013	
LME/MCO:														8/27/2013	
Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DEV	
Complaints/Grievances															
Total number of complaints received		29	32	10	21	28	5	12	26	15	11	15	204	9	
Rate of complaints per 1,000 persons served	0	2.2	3.3	3.5	4.1	3.1	0.9	1.9	2.7	1.8	2.1	2.9	2.5	0.9	
# Consumer complaints against provider		8	21	6	10	20	4	8	13	10	9	13	122	5	
% Consumer complaints against provider		28%	66%	60%	48%	71%	80%	67%	50%	67%	82%	87%	60%	16%	
# Consumer complaints against LME/MCO		0	9	4	3	6	1	3	1	0	2	0	29	3	
% Consumer complaints against LME/MCO		0%	28%	40%	14%	21%	20%	25%	4%	0%	18%	0%	14%	13%	
# Provider complaints against LME/MCO		0	2	0	8	2	0	2	0	5	0	2	21	2	
% Provider complaints against LME/MCO			6%	0%	38%	7%	0%	17%	0%	0%	0%		10%	12%	
SFYTD Percent of Complaints resolved in 30 days	90%	59%	100%	100%	100%	100%	92.5%	100%	96%	100%	90%	84.5%		12%	
Incidents (Medicaid and Non-Medicaid)															
Number of Level 2 Critical Incident Reports received		184	106	66	99	90	33	78	140	100	32	52	980	43	
Number of Level 3 Critical Incident Reports received		14	12	7	8	2	4	8	16	7	11	10	99	4	
Program Integrity--Fraud, Waste and Abuse															
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	1	9	12	12	2	24	5	1	4	1	74	7	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		6	2	0	0	6	0	8	14	4	11	1	51	5	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	1	0	0	0	0	0	1	0	
Number of Cases Referred to DMA Program Integrity		0	0	0	0	3	1	0	2	1	0	0	7	1	
MCO Implementation: Cardinal Innovations' original implementation date was July 2005. Alamance-Caswell was implemented on Oct 2011, Five County on Jan 2012, and Orange/Person/Chatham April 2012. The Sandhills Center impl. Guilford April 2013.															
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months. July Medicaid Members not available; used June #s.															