

# NC DHHS LME/MCO Performance Summary

September 2013 Report

11/20/2013

## Meets Standards?

DMA Performance Measures	Standard	Meets Standards?											
		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	
% of Community Inpatient Readmits assigned to Care Coord.	85%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
<b>DMH Performance Measures</b>													
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
<b>Combined Performance Measures</b>													
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	Y	N	Y	Y	Y	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.

### EXPLANATIONS

Alliance - DMA - % of Complaints Resolved in 30 Days - 34 of 38, 89%, just below standard.
Cardinal - Combined - % of Calls Answered in 30 Seconds - 94.7% is just under the standard, and shows improvement.
Partners - DMH - % of Expedited/Inpt Auths Processed in 3 Days - 5 of 6, 83% (but #s seem low).
Sandhills - DMH - % of Complaints Resolved in 30 Days - 7 of 8, 88%, only month below standard.
Western Highlands - DMA - % of Inpatient Readmits Assigned to Care Coord - 2 of 6, 33%, ongoing issue.
Western Highlands - DMA - % of Expedited/Inpt Auths Processed in 3 Days - 94.1%, shows improvement over prior months.
Western Highlands - DMA - % of Complaints Resolved in 30 Days - 8 of 11, 73%, ongoing issue, usually in 80%.
Western Highlands - DMH - % of Complaints Resolved in 30 Days - 1 of 3, 33%, only month below standard.

**LME/MCO Monthly Monitoring Report**  
**Medicaid and State Combined**

September 2013

11/20/2013

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total
<b>Call Center</b>													
Total Number of Calls (re: services for consumers)		7,708	3,954	3,757	2,287	7,804	969	3,143	5,113	3,073	3,686	1,128	42,622
# of Calls Abandoned		141	60	143	20	133	8	58	160	37	68	10	838
% of calls Abandoned	<5%	1.8%	1.5%	3.8%	0.9%	1.7%	0.8%	1.8%	3.1%	1.2%	1.8%	0.9%	2.0%
Avg Speed to Answer Calls (seconds)		7.0	5.0	9.9	4.0	3.0	3.0	5.0	9.0	5.0	8.1	9.0	6.2
# of Calls Answered within 30 seconds		7,455	3,743	3,641	2,287	7,661	943	3,139	5,070	3,073	3,521	1,084	41,617
% Answered within 30 seconds	95%	96.7%	94.7%	96.9%	100.0%	98.2%	97.3%	99.9%	99.2%	100.0%	95.5%	96.1%	97.6%
<b>IDD Wait List</b>													
* Number of Persons on the IDD Waitlist (snapshot on 1st of Month)													-
* # of Persons waiting potentially elig. for Innovations Waiver													-
* % of Persons waiting potentially elig. for Innovations Waiver													
* # of Persons waiting for residential services													
* % of Persons waiting for residential services													
* # of Persons waiting for ADVP													
* % of Persons waiting for ADVP													
* # of Persons waiting for vocational services													
* % of Persons waiting for vocational services													
* Service Status of Persons on the Waiting List													
* # of Persons on Waitlist receiving B3 Services													-
* % of Persons on Waitlist receiving B3 Services													
* # of Persons on Waitlist receiving State Services													
* % of Persons on Waitlist receiving State Services													
* # of Persons on Waitlist receiving State and/or B3 services (undup)													
* % of Persons on Waitlist receiving State and/or B3 Services													
* # of Persons on Waitlist not receiving any LME/MCO funded svcs													-
* % of Persons on Waitlist not receiving any LME/MCO funded svcs													
<b>Incidents</b>													
Number of Level 2 Critical Incident Reports received		208	101	56	87	87	27	93	143	106	42	52	
Number of Level 3 Critical Incident Reports received		16	11	7	3	4	0	9	14	5	8	7	
<b>Department of Justice Settlement</b>													
Individuals in In-reach		196	96	58	80	138	167	108	93	78	306		1,320
Number of individuals in Transition Planning process		27	13	12	17	23	23	13	13	19	61		221
Number of Housing Slots filled		15	7	14	21	15	12	16	13	20	30		163
<i>DOJ numbers are current as of 10-23-13.</i>													
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.													

\* Note: These items are omitted because consistency in reporting has not yet been established between LMEs.

**MCO Monthly Monitoring Report  
Medicaid Only**

September 2013

11/20/2013

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	Statewide	STD DEV
<b>Persons Served</b>	o													
Unduplicated Count of Medicaid Members		178,304	187,082	70,427	65,529	164,088	87,183	111,650	127,175	145,554	74,946	69,149	1,281,087	44,310
# Persons Receiving MH Services		11,236	7,607	2,792	3,092	8,401	5,014	4,300	6,863	4,014	4,079	3,690	61,088	2,521
% of Members Receiving MH Services	o	6.3%	4.1%	4.0%	4.7%	5.1%	5.8%	3.9%	5.4%	2.8%	5.4%	5.3%	4.8%	1.0%
# Persons Receiving SA Services		986	1,228	294	253	664	1,396	432	1,190	463	699	541	8,146	380
% of Members Receiving SA Services	o	0.6%	0.7%	0.4%	0.4%	0.4%	1.6%	0.4%	0.9%	0.3%	0.9%	0.8%	0.6%	0.4%
# Persons Receiving DD Services		2,015	1,461	957	688	805	1,387	1,832	1,889	659	801	1,182	13,676	482
% of Members Receiving DD Services	o	1.1%	0.8%	1.4%	1.0%	0.5%	1.6%	1.6%	1.5%	0.5%	1.1%	1.7%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		13,698	9,797	3,812	3,959	9,563	7,582	6,253	9,597	5,136	5,491	5,296	80,184	2,924
% of Members Receiving MH/DD/SA Services	o	7.7%	5.2%	5.4%	6.0%	5.8%	8.7%	5.6%	7.5%	3.5%	7.3%	7.7%	6.3%	1.4%
<b>Community Psychiatric Hospitalization</b>														
# of MH Admissions to Community Psychiatric Inpatient		92	130	76	32	160	85	121	97	120	58	34	1,005	38
Rate of MH Admissions per 1,000 Medicaid Members	o	0.52	0.69	1.08	0.49	0.98	0.97	1.08	0.76	0.82	0.77	0.49	0.78	0.21
# of MH Admissions that were Readmissions within 30 days														
% of MH Admissions that were Readmissions within 30 days	o													
# of MH Inpatient Discharges														
MH Inpt Average Length of Stay (days)	o													
# of SA Admissions to Community Psychiatric Inpatient														
Rate of SA Admissions per 1,000 Medicaid Members	o													
# of SA Admissions that were Readmissions within 30 days														
% of SA Admissions that were Readmissions within 30 days	o													
# of SA Inpatient Discharges														
SA Inpt Average Length of Stay (days)	o													
# of MH and SA Readmits assigned to a Care Coordinator		8	5	8	1	5	17	20	13	1	3	2	83	6
% of Readmits assigned to Care Coordination	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	33%	95%	19%
<b>Emergency Dept Utilization</b>	source:	CCNC	tracking											
# of ED Admits for persons with MHDDSA diagnoses		501	63	124	124	12	303	Not Avail.	12	191	62	111		
Rate of ED Admits per 1,000 Medicaid Members		2.81	0.34	1.76	1.89	0.07	3.48	Not Avail.	0.09	1.31	0.83	1.61		
# of ED Admits which were readmissions within 30 days		Not Avail.	3	39	12	-	113	Not Avail.	-	4	11	5		
% of ED Admits which were readmissions within 30 days		Not Avail.	5%	31%	10%	0%	37%	Not Avail.	0%	2%	18%	5%		
<b>Authorization Requests</b>														
Total Number of Auth Requests Received		3,577	3,685	1,546	1,625	3,736	1,110	3,828	4,642	4,682	3,033	3,509	34,973	1,169
# Standard Auth. Request Decisions		3,306	3,135	1,308	1,358	3,184	810	3,596	4,580	4,296	2,822	3,475	31,870	1,174
# Standard Auth Requests Processed in 14 Days		3,306	3,036	1,266	1,351	3,184	808	3,560	4,566	4,294	2,820	3,451	31,642	1,174
% Processed in 14 Days	95%	100.0%	96.8%	96.8%	99.5%	100.0%	99.8%	99.0%	99.7%	100.0%	99.9%	99.3%	99.3%	1.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		271	550	238	267	552	300	232	62	386	211	34	3,103	158
# Expedited and Inpatient Auth Requests Processed in 3 Days		269	530	238	267	552	299	226	62	386	211	32	3,072	156
% Processed in 3 Days	95%	99.3%	96.4%	100.0%	100.0%	100.0%	99.7%	97.4%	100.0%	100.0%	100.0%	94.1%	99.0%	1.9%
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	96.8%	97.3%	99.6%	100.0%	99.7%	98.9%	99.7%	100.0%	99.9%	99.3%	99.3%	1.1%
# of Auth Requests Denied for Clinical Reasons		197	42	51	57	195	88	99	325	252	82	10	1,398	95
% of Total Auth Requests Denied for Clinical Reasons	o	5.5%	1.1%	3.3%	3.5%	5.2%	7.9%	2.6%	7.0%	5.4%	2.7%	0.3%	4.0%	2.3%
# of Administrative Denials		86	451	189	59	-	73	551	481	681	399	536	3,506	230
% of Total Auth Requests Denied for Admin Reasons	o	2.4%	12.2%	12.2%	3.6%	0.0%	6.6%	14.4%	10.4%	14.5%	13.2%	15.3%	10.0%	5.2%
Total # of Auth Requests Denied		283	493	240	116	195	161	650	806	933	481	546	4,904	260
% of Total Auth Requests Approved		92.1%	86.6%	84.5%	92.9%	94.8%	85.5%	83.0%	82.6%	80.1%	84.1%	84.4%	86.0%	4.5%
Number of Consumer Authorization Appeals received		24	4	3	4	14	6	16	36	30	16	1	154	11
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.8	0.4	0.8	1.0	1.5	0.8	2.6	3.8	5.8	2.9	0.2	1.9	1.6
Number of Authorizations overturned due to Consumer Appeals		-	1	2	3	1	-	1	3	-	-	-	11	1

**MCO Monthly Monitoring Report  
Medicaid Only**

**September 2013  
LME/MCO:**

11/20/2013

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	Statewide	STD DEV
<b>Claims</b>														
<b>Total # Received during Report Month</b>		172,808	155,767	66,844	73,654	203,004	51,109	139,438	156,564	138,743	95,176	72,918	1,326,025	48,216
Rate of Claims Rcpt per Person Served		12.6	15.9	17.5	18.6	21.2	6.7	22.3	16.3	27.0	17.3	13.8	16.5	5.1
# Paid		149,153	131,767	61,036	60,140	120,229	43,396	108,595	135,746	97,180	88,963	66,100	1,062,305	33,907
# Denied		22,983	23,779	5,628	13,315	82,773	7,234	27,507	20,190	41,563	6,025	6,818	257,815	21,613
# Pended or in Process		672	221	180	199	2	479	3,336	628	-	188	-	5,905	914
Percent Denied	0	13.4%	15.3%	8.4%	18.1%	40.8%	14.3%	20.2%	12.9%	30.0%	6.3%	9.4%	19.5%	9.7%
# Paid or Denied within 30 Days		172,136	148,889	66,509	71,194	203,002	50,628	134,374	155,936	136,427	94,430	72,902	1,306,427	47,788
Percent Processed within 30 Days	90%	99.6%	95.6%	99.5%	96.7%	100.0%	99.1%	96.4%	99.6%	98.3%	99.2%	100.0%	98.5%	1.5%
Avg # days for Processing (from Receipt to Payment )		10	9	8	10	7	10	5	7	10	9	8	93	2
Number of Provider claim Appeals received		0	12	0	29	0	0	0	1	0	1	0	43	9
Rate of Provider Claim appeals per 1,000 persons served			1.2		7.3				0.1		0.2		0.5	3.0
Number of claim denials overturned due to Provider Appeals		0	1	0	1	0	0	0	0	0	1	0	3	0
<b>Complaints/Grievances</b>														
<b>Total number of complaints received (1 month prior)</b>		<b>38</b>	<b>33</b>	<b>17</b>	<b>10</b>	<b>17</b>	<b>14</b>	<b>2</b>	<b>18</b>	<b>18</b>	<b>21</b>	<b>11</b>	<b>199</b>	<b>10</b>
Rate of Complaints per 1,000 Persons Served	0	2.77	3.37	4.46	2.53	1.78	1.85	0.32	1.88	3.50	3.82	2.08	2.48	1.11
# Consumer complaints against provider		9	21	9	5	11	9	2	14	12	19	8	119	5
% Consumer complaints against provider		24%	64%	53%	50%	65%	64%	100%	78%	67%	90%	73%	60%	0.19
# Consumer complaints against LME/MCO		1	8	3	0	2	3	-	3	1	1	1	23	2
% Consumer complaints against LME/MCO		3%	24%	18%	0%	12%	21%	0%	17%	6%	5%	9%	12%	0.08
# Provider complaints against LME/MCO		-	1	5	2	1	0		1	1	1	1	13	1
% Provider complaints against LME/MCO		0%	3%	29%	20%	6%	0%	0%	6%	6%	5%	9%	7%	0.09
# of Other Types of Complaints		28	3	-	3	3	2	-	-	4	-	1	44	8
# of Complaints Resolved in 30 Days		34	32	17	10	17	14	2	18	17	20	8	189	9
Percent of Complaints resolved in 30 days	90%	<b>89%</b>	<b>97%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>	<b>95%</b>	<b>73%</b>	<b>95%</b>	<b>0</b>
<b>Program Integrity--Fraud, Waste and Abuse</b>														
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	5	8	6	0	4	10	11	1	6	Not Avail.	56	3
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		1	1	2	2	2	1	2	9	1	8	Not Avail.	29	3
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	3	0	Not Avail.	3	1
Number of Cases Referred to DMA Program Integrity		1	0	0	0	0	1	2	0	1	0	Not Avail.	5	1
Yellow Highlights indicate the MCO did not meet the Standard														
Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.														
Medicaid Members is estimated at June level for highlighted LMEs.														

\* Note: These items are omitted because consistency in reporting has not yet been established between LMEs.

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

September 2013

LME/MCO:

11/20/2013

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	Statewide	STD DEV
<b>Persons Served</b>														
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	1,423,306	58,518.38
# Persons Receiving MH Services		2,835	2,304	1,782	706	1,706	1,236	310	1,548	799	1,136	750	15,112	718.61
% of Uninsured Receiving MH Services	o	1.1%	1.1%	2.3%	0.8%	1.3%	1.4%	0.2%	1.3%	0.5%	1.6%	1.1%	1.1%	0.54%
# Persons Receiving SA Services		1,004	865	575	298	682	937	869	723	246	321	300	6,820	273.33
% of Uninsured Receiving SA Services	o	0.4%	0.4%	0.8%	0.3%	0.5%	1.0%	0.6%	0.6%	0.2%	0.4%	0.4%	0.5%	0.22%
# Persons Receiving DD Services		767	727	468	397	559	287	451	648	264	317	149	5,034	190.75
% of Uninsured Receiving DD Services	o	0.3%	0.3%	0.6%	0.4%	0.4%	0.3%	0.3%	0.5%	0.2%	0.4%	0.2%	0.4%	0.13%
Unduplicated # Persons Receiving MH/DD/SA Services		4,508	3,750	2,712	1,392	2,872	2,446	1,613	2,791	970	1,743	1,189	25,986	1,057.62
% of Uninsured Receiving MH/DD/SA Services	o	1.7%	1.8%	3.6%	1.5%	2.2%	2.7%	1.1%	2.3%	0.6%	2.4%	1.7%	1.8%	0.77%
<b>Community Psychiatric Hospitalization</b>														
# of MH Admissions to Community Psychiatric Inpatient		81	100	102	55	162	71	18	57	165	58	22	891	46.47
Rate of MH Admissions per 1,000 Uninsured	o	0.31	0.48	1.34	0.59	1.27	0.79	0.12	0.47	1.05	0.81	0.32	0.63	0.38
# of MH Admissions that were Readmissions within 30 days														
% of MH Admissions that were Readmissions within 30 days	o													
# of MH Inpatient Discharges														
MH Inpt Average Length of Stay (days)	o													
# of SA Admissions to Community Psychiatric Inpatient														
Rate of SA Admissions per 1,000 Uninsured	o													
# of SA Admissions that were Readmissions within 30 days														
% of SA Admissions that were Readmissions within 30 days	o													
# of SA Inpatient Discharges														
SA Inpt Average Length of Stay (days)	o													
<b>Authorizations</b>														
Total Number of Auth Requests Received		1,389	1,323	840	547	924	242	1,602	845	855	539	1,171	10,277	389.46
# Standard Auth. Request Decisions		1,140	871	547	413	535	109	1,477	839	785	409	1,164	8,289	381.84
# Standard Auth Requests Processed in 14 Days		1,140	866	545	412	535	109	1,451	839	783	409	1,162	8,251	377.23
% Processed in 14 Days	95%	100%	99.4%	99.6%	99.8%	100.0%	100.0%	98.2%	100.0%	99.7%	100.0%	99.8%	99.5%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		249	452	293	134	389	133	125	6	70	130	7	1,988	140.57
# Expedited and Inpatient Auth Requests Processed in 3 Days		248	445	293	134	389	133	125	5	70	130	7	1,979	139.42
% Processed in 3 Days	95%	100%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	99.5%	0.05
Total % of Auth Requests Processed in Required Timeframes	95%	100%	99.1%	99.8%	99.8%	100.0%	100.0%	98.4%	99.9%	99.8%	100.0%	99.8%	99.5%	0.00
# of Auth Requests Denied for Clinical Reasons		9	1	2	15	8	5	9	42	2	4	1	98	11.25
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.1%	0.2%	2.7%	0.9%	2.1%	0.6%	5.0%	0.2%	0.7%	0.1%	1.0%	1.4%
# of Administrative Denials		1	134	67	8	-	35	187	82	47	75	204	840	67.91
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	10.1%	8.0%	1.5%	0.0%	14.5%	11.7%	9.7%	5.5%	13.9%	17.4%	8.2%	5.7%
Total # of Auth Requests Denied		10	135	69	23	8	40	196	124	49	79	205	938	67.25
% of Total Auth Requests Approved		99%	90%	92%	96%	99%	83%	88%	85%	94%	85%	82%	91%	0.06
Number of Consumer Authorization Appeals received		3	-	-	-	1	-	1	2	-	-	-	7	0.98
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.7				0.3		0.6	0.7				0.3	0.14
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	1	-	-	-	1	0.30
<b>Claims</b>														
Total # Received during Report Month		39,525	46,464	21,758	21,651	25,849	25,532	30,949	38,037	22,917	23,562	9,623	305,867	9,797.99
Rate of Claims Rcpt per Person Served	o	8.77	12.39	8.02	15.55	9.00	10.44	19.19	13.63	23.63	13.52	8.09	11.77	4.75
# Paid		28,857	31,714	19,257	16,706	25,125	22,668	20,970	30,668	22,077	17,049	5,868	240,959	7,058.19
# Denied		9,476	14,649	2,487	4,051	717	2,745	9,078	7,361	840	6,434	3,755	61,593	4,078.18
# Pended or in Process		1,192	101	14	894	7	119	901	8	79	-	-	3,315	443.16
Percent Denied	o	24.7%	31.6%	11.4%	19.5%	2.8%	10.8%	30.2%	19.4%	3.7%	27.4%	39.0%	20.4%	11.3%
# Paid or Denied within 30 Days		38,333	44,976	21,540	20,457	25,842	25,413	29,804	38,029	22,917	23,117	9,623	300,051	9,488.84
Percent Processed within 30 Days	90%	97.0%	96.8%	99.0%	94.5%	100.0%	99.5%	96.3%	100.0%	100.0%	98.1%	100.0%	98.1%	0.02
Avg # days for Processing (from Receipt to Payment)	o	12.0	9.0	10.4	11.1	7.9	9.9	5.4	6.6	13.0	8.5	8.0	9.3	2.19

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

**September 2013**  
**LME/MCO:**

11/20/2013

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Coastal Care</b>	<b>Eastpointe</b>	<b>ECBH</b>	<b>MeckLINK</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Western Highlands</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Complaints</b>														
<b>Total number of complaints received (1 month prior)</b>		<b>63</b>	<b>16</b>	<b>9</b>	<b>1</b>	<b>19</b>	<b>6</b>	<b>15</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>152</b>	16.45
Rate of Complaints per 1,000 Persons Served	o	13.98	4.27	3.32	0.72	6.62	2.45	9.30	2.51	8.25	2.87	2.52	5.85	3.78
# Consumer complaints against provider		20	8	7	1	5	3	10	4	5	4	2	69	5.01
% Consumer complaints against provider		32%	50%	78%	100%	26%	50%	67%	57%	63%	80%	67%	45%	0.20
# Consumer complaints against LME/MCO		2	2	2	-	3	2	3	-	-	-	-	14	1.20
% Consumer complaints against LME/MCO	o	3%	13%	22%	0%	16%	33%	20%	0%	0%	0%	0%	9%	0.11
# Provider complaints against LME/MCO		1	-	-	-	5	1	2	-	3	1	-	13	1.55
% Provider complaints against LME/MCO	o	2%	0%	0%	0%	26%	17%	13%	0%	38%	20%	0%	9%	0.13
# of Other Types of Complaints		40	6	-	-	6	-	-	3	-	-	1	56	11.70
<b># of Complaints Resolved in 30 Days</b>		<b>57</b>	<b>15</b>	<b>9</b>	<b>1</b>	<b>19</b>	<b>6</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>142</b>	14.98
Percent of Complaints resolved in 30 days	90%	<b>90%</b>	<b>94%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>	<b>100%</b>	<b>33%</b>	<b>93%</b>	0.19
<b>Yellow Highlights indicate the MCO did not meet the Standard</b>		<b>Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.</b>												

\* Note: These items are omitted because consistency in reporting has not yet been established between LMEs.