

NC DHHS LME/MCO Performance Summary

October 2013 Report

12/19/2013

Meets Standards?

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

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

Cardinal - DMH - % of Complaints Resolved in 30 Days - 87% (13 out of 15); putting new procedures in place to improve timeliness.

Centerpoint - Combined - % of Calls Abandoned - 5.1% (211 of 4,129); they are correcting issue with new phone system.

Smoky Mountain - Combined - % of Calls Answered in 30 Seconds - 91.8%; volume doubled with consolidation with WHN.

	October		June	
	Count	%	Count	%
Number of Standards Not Met	3	2%	28	20%
Number of Standards Not Met for 2 or more Months (pinks)	0	0%	18	13%
Number of LME/MCOs with 2 or more Standards Not Met	0	0%	5	45%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

October 2013

12/19/2013

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	NC Total
Call Center												
Total Number of Calls (re: services for consumers)		7,603	4,312	4,129	2,154	8,305	1,159	3,491	5,629	3,196	6,636	46,614
# of Calls Abandoned		136	80	211	20	150	15	95	173	55	301	1,236
% of calls Abandoned	<5%	1.8%	1.9%	5.1%	0.9%	1.8%	1.3%	2.7%	3.1%	1.7%	4.5%	2.7%
Avg Speed to Answer Calls (seconds)		7.0	6.0	8.7	5.0	4.0	3.0	6.0	8.0	5.0	8.0	6.1
# of Calls Answered within 30 seconds		7,549	4,249	3,947	2,154	8,140	1,140	3,333	5,571	3,195	6,089	45,367
% Answered within 30 seconds	95%	99.3%	98.5%	95.6%	100.0%	98.0%	98.4%	95.5%	99.0%	100.0%	91.8%	97.3%
IDD Wait List												
* 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												
Incidents												
Number of Level 2 Critical Incident Reports received		259	139	54	98	70	40	102	152	110	102	1,126
Number of Level 3 Critical Incident Reports received		17	10	10	8	7	6	5	10	6	10	89
Department of Justice Settlement												
Individuals in In-reach		224	100	83	79	137	190	108	129	99	179	1,328
Number of individuals in Transition Planning process		23	10	19	14	22	27	11	8	19	26	179
Number of Housing Slots filled		14	9	14	20	21	11	13	11	22	28	163
<i>DOJ numbers are current as of 12/3/13.</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. Blue highlights indicate possible outliers.												

* Note: These items are new and complete reporting has not yet been developed by all LMEs.

MCO Monthly Monitoring Report
Medicaid Only

October 2013
 LME/MCO:

12/19/2013

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o												
Unduplicated Count of Medicaid Members		172,156	187,082	70,427	65,529	160,846	87,183	113,446	124,952	145,554	145,336	1,272,511	40,282
# Persons Receiving MH Services		12,123	8,933	2,994	4,020	7,640	3,515	6,298	7,076	3,370	5,933	61,902	2,752
% of Members Receiving MH Services	o	7.0%	4.8%	4.3%	6.1%	4.7%	4.0%	5.6%	5.7%	2.3%	4.1%	4.9%	1.3%
# Persons Receiving SA Services		967	1,367	309	259	673	1,066	516	1,214	361	1,137	7,869	391
% of Members Receiving SA Services	o	0.6%	0.7%	0.4%	0.4%	0.4%	1.2%	0.5%	1.0%	0.2%	0.8%	0.6%	0.3%
# Persons Receiving DD Services		2,335	2,452	972	721	633	811	1,838	1,979	553	1,559	13,853	695
% of Members Receiving DD Services	o	1.4%	1.3%	1.4%	1.1%	0.4%	0.9%	1.6%	1.6%	0.4%	1.1%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		14,779	12,053	4,134	4,894	8,814	5,317	8,204	10,469	4,284	8,476	81,424	3,388
% of Members Receiving MH/DD/SA Services	o	8.6%	6.4%	5.9%	7.5%	5.5%	6.1%	7.2%	8.4%	2.9%	5.8%	6.4%	1.5%
Community Psychiatric Hospitalization													
# of MH Admissions to Community Psychiatric Inpatient		130	192	74	36	161	89	120	172	182	162	1,318	49
Rate of MH Admissions per 1,000 Medicaid Members	o	0.76	1.03	1.05	0.55	1.00	1.02	1.06	1.38	1.25	1.11	1.04	0.22
# of MH Admissions that were Readmissions within 30 days		16	4	4	2	7	9	13	14	5	2	76	5
% of MH Admissions that were Readmissions within 30 days	o	12%	2%	5%	6%	4%	10%	11%	8%	3%	1%	6%	4%
# of MH Inpatient Discharges		123	115	68	41	137	84	120	130	161	152	1,131	36
MH Inpt Average Length of Stay (days)	o	5.0	7.0	6.3	12.9	20.9	4.0	8.0	5.8	5.1	8.4	8	5
# of SA Admissions to Community Psychiatric Inpatient		5	13	12	0	4	1	7	21	15	7	85	6
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.07	0.17	-	0.02	0.01	0.06	0.17	0.10	0.05	0.07	0.06
# of SA Admissions that were Readmissions within 30 days		0	0	0	0	0	0	0	2	0	0	2	1
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	0%	0%	0%	0%	0%	10%	0%	0%	2%	3%
# of SA Inpatient Discharges		5	10	12	0	3	1	7	19	15	7	79	6
SA Inpt Average Length of Stay (days)	o	2.0	3.9	6.3	-	3.3	3.0	6.0	4.7	3.8	5.6	3.9	1.8
# of MH and SA Readmits assigned to a Care Coordinator		15	4	4	2	7	9	13	16	5	2	77	5
% of Readmits assigned to Care Coordination	85%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	2%
Emergency Dept Utilization													
# of ED Admits for persons with MHDDSA diagnoses													
Rate of ED Admits per 1,000 Medicaid Members	o												
# of ED Admits which were readmissions within 30 days													
% of ED Admits which were readmissions within 30 days	o												
Authorization Requests													
Total Number of Auth Requests Received		4,827	3,952	1,612	1,895	3,492	1,277	3,918	5,279	4,583	5,711	36,546	1,490
# Standard Auth. Request Decisions		4,469	3,250	1,358	1,610	2,942	952	3,620	5,207	4,132	5,118	32,658	1,462
# Standard Auth Requests Processed in 14 Days		4,437	3,110	1,327	1,600	2,941	951	3,609	5,199	4,132	5,115	32,421	1,463
% Processed in 14 Days	95%	99.3%	95.7%	97.7%	99.4%	100.0%	99.9%	99.7%	99.8%	100.0%	99.9%	99.3%	1.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		358	702	254	285	550	325	298	72	451	593	3,888	177
# Expedited and Inpatient Auth Requests Processed in 3 Days		358	693	253	285	550	323	298	71	451	593	3,875	175
% Processed in 3 Days	95%	100.0%	98.7%	99.6%	100.0%	100.0%	99.4%	100.0%	98.6%	100.0%	100.0%	99.7%	0.5%
Total % of Auth Requests Processed in Required Timeframes	95%	99.3%	96.2%	98.0%	99.5%	100.0%	99.8%	99.7%	99.8%	100.0%	99.9%	99.3%	1.1%
# of Auth Requests Denied for Clinical Reasons		198	61	60	44	223	44	155	416	270	154	1,625	114
% of Total Auth Requests Denied for Clinical Reasons	o	4.1%	1.5%	3.7%	2.3%	6.4%	3.4%	4.0%	7.9%	5.9%	2.7%	4.4%	1.9%
# of Administrative Denials		107	575	128	26	-	95	417	440	596	942	3,326	295
% of Total Auth Requests Denied for Admin Reasons	o	2.2%	14.5%	7.9%	1.4%	0.0%	7.4%	10.6%	8.3%	13.0%	16.5%	9.1%	5.4%
Total # of Auth Requests Denied		305	636	188	70	223	139	572	856	866	1,096	4,951	342
% of Total Auth Requests Approved		93.7%	83.9%	88.3%	96.3%	93.6%	89.1%	85.4%	83.8%	81.1%	80.8%	86.5%	5.2%
Number of Consumer Authorization Appeals received		30	10	6	5	16	9	21	62	27	24	210	16
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	2.0	0.8	1.5	1.0	1.8	1.7	2.6	5.9	6.3	2.8	2.6	1.8
Number of Authorizations overturned due to Consumer Appeals		1	4	2	1	-	2	1	6	1	6	24	2

**MCO Monthly Monitoring Report
Medicaid Only**

October 2013
LME/MCO:

12/19/2013

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Claims													
Total # Received during Report Month		212,422	184,525	73,615	72,402	204,597	56,838	135,086	156,564	153,842	84,738	1,334,629	55,145
Rate of Claims Rcpt per Person Served		14.4	15.3	17.8	14.8	23.2	10.7	16.5	15.0	35.9	10.0	16.4	7.1
# Paid		191,194	157,321	68,798	63,137	151,164	49,334	108,131	135,746	111,767	76,692	1,113,284	44,566
# Denied		20,929	26,999	4,703	9,132	52,720	6,923	23,000	20,190	41,055	8,041	213,692	14,900
# Pended or in Process		299	205	114	133	713	581	3,955	628	1,020	5	7,653	1,106
Percent Denied	o	9.9%	14.6%	6.4%	12.6%	25.9%	12.3%	17.5%	12.9%	26.9%	9.5%	16.1%	6.4%
# Paid or Denied within 30 Days		212,123	181,095	73,501	72,143	203,884	56,257	128,899	155,936	149,509	84,301	1,317,648	54,684
Percent Processed within 30 Days	90%	99.9%	98.1%	99.8%	99.6%	99.7%	99.0%	95.4%	99.6%	97.2%	99.5%	98.7%	1.4%
Avg # days for Processing (from Receipt to Payment)		4	8.5	9	9	9	7.8	5	7	9	8	77	2
Number of Provider claim Appeals received		0	3	0	2	0	0	0	1	0	0	6	1
Rate of Provider Claim appeals per 1,000 persons served			0.2		0.4				0.1			0.1	0.1
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	0	0	0	1	1	0
Complaints/Grievances													
Total number of complaints received (1 month prior)		35	32	8	16	23	12	12	29	11	22	200	9
Rate of Complaints per 1,000 Persons Served	o	2.37	2.65	1.94	3.27	2.61	2.26	1.46	2.77	2.57	2.60	2.46	0.46
# Consumer complaints against provider		12	20	5	8	8	7	10	24	7	14	115	6
% Consumer complaints against provider		34%	63%	63%	50%	35%	58%	83%	83%	64%	64%	58%	0.16
# Consumer complaints against LME/MCO		-	12	2	1	6	3	2	3	1	6	36	3
% Consumer complaints against LME/MCO		0%	38%	25%	6%	26%	25%	17%	10%	9%	27%	18%	0.11
# Provider complaints against LME/MCO		1	-	1	-	1	-	-	2	2	-	7	1
% Provider complaints against LME/MCO		3%	0%	13%	0%	4%	0%	0%	7%	18%	0%	4%	0.06
# of Other Types of Complaints		22	-	-	7	8	2	-	-	1	2	42	7
# of Complaints Resolved in 30 Days		33	32	8	16	23	12	12	29	11	20	196	9
Percent of Complaints resolved in 30 days	90%	94%	100%	100%	100%	100%	100%	100%	100%	100%	91%	98%	0
Program Integrity--Fraud, Waste and Abuse													
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	3	5	6	1	4	13	11	5	7	57	4
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		3	1	1	1	0	0	10	10	3	4	33	4
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	1	0	1	0	2	0
Number of Cases Referred to DMA Program Integrity		0	0	1	1	1	0	5	2	2	0	12	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. Blue highlights indicate possible outliers.													
Medicaid Members is estimated at June level for highlighted LMEs.													

** Note: These items are new and data validity has not yet been established.

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

October 2013

12/19/2013

LME/MCO:													
Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o												
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	139,670	1,423,307	53,851
# Persons Receiving MH Services		3,520	2,884	1,835	1,091	1,600	1,081	590	1,577	1,103	1,569	16,850	844
% of Uninsured Receiving MH Services	o	1.3%	1.4%	2.4%	1.2%	1.3%	1.2%	0.4%	1.3%	0.7%	1.1%	1.2%	0.49%
# Persons Receiving SA Services		1,180	1,107	581	382	676	751	641	730	481	462	6,991	250
% of Uninsured Receiving SA Services	o	0.5%	0.5%	0.8%	0.4%	0.5%	0.8%	0.4%	0.6%	0.3%	0.3%	0.5%	0.17%
# Persons Receiving DD Services		1,003	772	458	402	393	307	475	636	337	360	5,143	212
% of Uninsured Receiving DD Services	o	0.4%	0.4%	0.6%	0.4%	0.3%	0.3%	0.3%	0.5%	0.2%	0.3%	0.4%	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		5,577	4,572	2,728	1,842	2,641	2,121	1,687	2,913	1,569	2,348	27,998	1,234
% of Uninsured Receiving MH/DD/SA Services	o	2.1%	2.2%	3.6%	2.0%	2.1%	2.4%	1.1%	2.4%	1.0%	1.7%	2.0%	0.69%
Community Psychiatric Hospitalization													
# of MH Admissions to Community Psychiatric Inpatient		180	179	87	23	182	67	25	138	175	114	1,170	60.46
Rate of MH Admissions per 1,000 Uninsured	o	0.69	0.86	1.14	0.25	1.42	0.75	0.17	1.14	1.11	0.82	0.82	0.38
# of MH Admissions that were Readmissions within 30 days		8	4	5	0	2	2	0	1	5	5	32	2.48
% of MH Admissions that were Readmissions within 30 days		4.4%	2.2%	5.7%	0.0%	1.1%	3.0%	0.0%	0.7%	2.9%	4.4%	2.7%	1.89%
# of MH Inpatient Discharges		164	93	66	24	59	55	25	84	176	116	862	49.79
MH Inpt Average Length of Stay (days)	o	4.0	6.0	5.5	5.1	3.7	6.5	8.0	5.8	2.6	7.1	5.4	1.55
# of SA Admissions to Community Psychiatric Inpatient		5	26	27	0	3	9	0	65	95	7	237	30.33
Rate of SA Admissions per 1,000 Uninsured	o	0.02	0.13	0.36	-	0.02	0.10	-	0.54	0.60	0.05	0.17	0.22
# of SA Admissions that were Readmissions within 30 days		0	1	1	0	0	1	0	1	2	0	6	0.66
% of SA Admissions that were Readmissions within 30 days	o	0.0%	3.8%	3.7%	-	0.0%	11.1%	-	1.5%	2.1%	0.0%	2.5%	3.5%
# of SA Inpatient Discharges		5	24	24	0	3	8	0	42	93	6	205	27.38
SA Inpt Average Length of Stay (days)	o	3.0	4.7	4.7	-	1.7	6.8	-	5.3	4.3	4.0	3.4	2.14
Authorizations													
Total Number of Auth Requests Received		1,835	1,278	1,291	673	905	290	1,291	1,023	867	993	10,446	395.26
# Standard Auth. Request Decisions		1,403	708	963	516	454	151	1,189	991	755	660	7,790	350.03
# Standard Auth Requests Processed in 14 Days		1,399	705	959	507	454	151	1,186	988	755	660	7,764	349.32
% Processed in 14 Days	95%	99.7%	99.6%	99.6%	98.3%	100.0%	100.0%	99.7%	99.7%	100.0%	100.0%	99.7%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		432	570	328	157	451	139	102	32	112	333	2,656	172.02
# Expedited and Inpatient Auth Requests Processed in 3 Days		429	569	327	156	450	132	102	32	112	331	2,640	171.92
% Processed in 3 Days	95%	99.3%	99.8%	99.7%	99.4%	99.8%	95.0%	100.0%	100.0%	100.0%	99.4%	99.4%	0.01
Total % of Auth Requests Processed in Required Timeframes	95%	99.6%	99.7%	99.6%	98.5%	99.9%	97.6%	99.8%	99.7%	100.0%	99.8%	99.6%	0.01
# of Auth Requests Denied for Clinical Reasons		23	2	4	8	26	8	6	62	14	17	170	16.82
% of Total Auth Requests Denied for Clinical Reasons	o	1.3%	0.2%	0.3%	1.2%	2.9%	2.8%	0.5%	6.1%	1.6%	1.7%	1.6%	1.7%
# of Administrative Denials		2	149	22	4	-	42	-	89	55	202	565	67.29
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	11.7%	1.7%	0.6%	0.0%	14.5%	0.0%	8.7%	6.3%	20.3%	5.4%	6.9%
Total # of Auth Requests Denied		25	151	26	12	26	50	6	151	69	219	735	69.97
% of Total Auth Requests Approved		99%	88%	98%	98%	97%	83%	100%	85%	92%	78%	93%	0.07
Number of Consumer Authorization Appeals received		7	-	3	2	1	-	3	11	-	3	30	3.35
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.3	-	1.1	1.1	0.4	-	1.8	3.8	-	1.3	1.1	1.00
Number of Authorizations overturned due to Consumer Appeals		5	-	-	-	-	-	-	2	-	3	10	1.73
Claims													
Total # Received during Report Month		51,644	51,106	18,230	22,219	26,383	26,226	30,669	42,050	24,772	27,243	320,542	11,308
Rate of Claims Rcpt per Person Served	o	9.26	11.18	6.68	12.06	9.99	12.36	18.18	14.44	15.79	11.60	11.45	3.15
# Paid		41,786	34,418	16,682	17,828	25,267	23,321	22,056	34,710	23,687	20,272	260,027	7,816
# Denied		9,857	16,662	1,535	4,344	1,093	2,674	8,116	7,340	1,085	6,962	59,668	4,666
# Pended or in Process		1	26	13	47	23	231	497	-	-	9	847	157.88
Percent Denied	o	19.1%	32.6%	8.4%	19.6%	4.1%	10.3%	26.9%	17.5%	4.4%	25.6%	18.7%	9.3%
# Paid or Denied within 30 Days		51,643	49,405	18,000	22,127	26,360	25,995	29,729	42,050	24,765	27,215	317,289	11,094
Percent Processed within 30 Days	90%	100.0%	96.7%	98.7%	99.6%	99.9%	99.1%	96.9%	100.0%	100.0%	99.9%	99.0%	0.01
Avg # days for Processing (from Receipt to Payment)	o	3.0	8.4	9.2	9.7	8.3	7.9	5.5	6.7	8.0	9.7	7.6	1.98

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

October 2013

12/19/2013

		LME/MCO:											
Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Complaints													
Total number of complaints received (1 month prior)		64	15	8	4	27	9	-	10	5	7	149	17.79
Rate of Complaints per 1,000 Persons Served	o	11.48	3.28	2.93	2.17	10.22	4.24	-	3.43	3.19	2.98	5.32	3.41
# Consumer complaints against provider		23	7	5	1	7	6	-	8	4	2	63	6.13
% Consumer complaints against provider		36%	47%	63%	25%	26%	67%		80%	80%	29%	42%	0.21
# Consumer complaints against LME/MCO		1	1	2	-	-	1	-	-	4	9	1.25	
% Consumer complaints against LME/MCO	o	2%	7%	25%	0%	0%	11%		0%	0%	57%	6%	0.18
# Provider complaints against LME/MCO		-	1	-	-	7	1	-	-	1	-	10	2.05
% Provider complaints against LME/MCO	o	0%	7%	0%	0%	26%	11%		0%	20%	0%	7%	0.09
# of Other Types of Complaints		40	6	1	3	13	1	-	2	1	67	12.12	
# of Complaints Resolved in 30 Days		60	13	8	4	27	9	-	10	5	7	143	16.70
Percent of Complaints resolved in 30 days	90%	94%	87%	100%	100%	100%	100%		100%	100%	100%	96%	0.04
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.					