

NC DHHS LME/MCO Performance Summary

November 2013 Report

1/3/2014

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	N	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	N	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Combined Performance Measures												
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	Y	Y	Y	Y	Y	Y	N	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

Mecklink - DMA - % of Claims Processed within 30 days - just below standard at 89.9%. (Standard 90%)
Mecklink - DMH - % of Claims Processed within 30 days - below standard at 87.0%. (Standard 90%)
Mecklink - Combined - % of Calls Answered within 30 seconds - below standard at 92.3%. (Standard 95%)

	November		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

November 2013

1/3/2014

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)		5,916	3,632	3,109	1,726	6,497	904	2,734	4,460	2,655	5,349	36,982
# of Calls Abandoned		97	50	134	17	116	12	56	133	29	102	746
% of calls Abandoned	<5%	1.6%	1.4%	4.3%	1.0%	1.8%	1.3%	2.0%	3.0%	1.1%	1.9%	2.0%
Avg Speed to Answer Calls (seconds)		7.0	5.0	12.1	4.0	4.0	3.0	6.0	8.0	5.0	8.0	6.2
# of Calls Answered within 30 seconds		5,863	3,566	3,012	1,726	6,373	885	2,524	4,398	2,654	5,194	36,195
% Answered within 30 seconds	95%	99.1%	98.2%	96.9%	100.0%	98.1%	97.9%	92.3%	98.6%	100.0%	97.1%	97.9%
IDD Wait List												
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)												
# of Persons waiting potentially elig. for Innovations Waiver		1,916	1,126	902	515	764	151	1,213	1,030	1,207	1151	9,975
# of Persons waiting for residential services		1,817	902	899	515	764	149	1,073	993	1,083	863	9,058
% of Persons waiting potentially elig. for Innovations Waiver		95%	80%	100%	100%	100%	99%	88%	96%	90%	75%	91%
# of Persons waiting for residential services		Unknown	135	377	11	0	9	199	34	38		803
% of Persons waiting for residential services		Unknown	12%	42%	2%	0%	6%	16%	3%	3%	0%	8%
# of Persons waiting for ADVP		Unknown	89	428	-	0	0		44	29		590
% of Persons waiting for ADVP		Unknown	8%	47%	0%	0%	0%		4%	2%	0%	6%
# of Persons waiting for vocational services		Unknown	0	428	-	0	0	228	17	57		730
% of Persons waiting for vocational services		Unknown	0%	47%	0%	0%	0%	19%	2%	5%	0%	7%
Service Status of Persons on the Waiting List												
# of Persons on Waitlist receiving B3 Services		Unknown	0	126	27	20	16	0	9	0	116	314
% of Persons on Waitlist receiving B3 Services		Unknown	0%	14%	5%	3%	11%	0%	1%	0%	10%	3%
# of Persons on Waitlist receiving State Services		Unknown	1	576	251	259	67	Unknown	217	107	435	1,913
% of Persons on Waitlist receiving State Services		Unknown	0%	64%	49%	34%	44%	Unknown	21%	9%	38%	19%
# of Persons on Waitlist receiving State and/or B3 services (undup)		Unknown	1	602	260	279	76	Unknown	218	107	570	2,113
% of Persons on Waitlist receiving State and/or B3 Services		Unknown	0%	67%	50%	37%	50%	Unknown	21%	9%	50%	21%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		Unknown	1,125	300	255	485	75	Unknown	812	1,100	581	4,733
% of Persons on Waitlist not receiving any LME/MCO funded svcs		Unknown	100%	33%	50%	63%	50%	Unknown	79%	91%	50%	47%
Incidents												
Number of Level 2 Critical Incident Reports received		234	106	39	115	53	30	98	102	85	134	996
Number of Level 3 Critical Incident Reports received		11	12	9	4	7	1	1	8	11	17	81

Department of Justice Settlement	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach	241	116	105	88	143	268	113	184	103	191	1,552
Number of individuals in Transition Planning process	23	10	16	13	12	30	8	7	20	22	161
Number of Housing Slots filled	17	8	15	20	22	11	13	12	23	28	169

****DOJ numbers are current as of January 6, 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. Blue highlights indicate possible outliers.

* Note: These items are new and consistency in reporting has not yet been established between LMEs.

MCO Monthly Monitoring Report
Medicaid Only

November 2013

1/3/2014

LMEM/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served													
Unduplicated Count of Medicaid Members		177,719	187,082	70,427	65,529	163,795	87,183	113,446	125,718	145,554	144,138	1,280,591	41,125
# Persons Receiving MH Services		11,849	8,594	2,897	3,561	8,024	3,889	5,305	5,945	3,153	7,059	60,276	2,735
% of Members Receiving MH Services		6.7%	4.6%	4.1%	5.4%	4.9%	4.5%	4.7%	4.7%	2.2%	4.9%	4.7%	1.1%
# Persons Receiving SA Services		944	1,473	175	248	692	1,122	477	1,065	299	1,226	7,721	434
% of Members Receiving SA Services		0.5%	0.8%	0.2%	0.4%	0.4%	1.3%	0.4%	0.8%	0.2%	0.9%	0.6%	0.3%
# Persons Receiving DD Services		2,309	2,576	972	668	794	842	1,798	1,679	546	1,869	14,053	692
% of Members Receiving DD Services		1.3%	1.4%	1.4%	1.0%	0.5%	1.0%	1.6%	1.3%	0.4%	1.3%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		14,500	11,953	3,926	4,389	9,392	5,749	7,253	8,922	3,998	9,927	80,009	3,401
% of Members Receiving MH/DD/SA Services		8.2%	6.4%	5.6%	6.7%	5.7%	6.6%	6.4%	7.1%	2.7%	6.9%	6.2%	1.3%
Community Psychiatric Hospitalization													
# of MH Admissions to Community Psychiatric Inpatient		142	165	72	35	122	85	101	132	140	135	1,129	37
Rate of MH Admissions per 1,000 Medicaid Members		0.80	0.88	1.02	0.53	0.74	0.97	0.89	1.05	0.96	0.94	0.88	0.15
# of MH Admissions that were Readmissions within 30 days		22	9	4	1	17	9	13	14	6	25	120	7
% of MH Admissions that were Readmissions within 30 days		15%	5%	6%	3%	14%	11%	13%	11%	4%	19%	11%	5%
# of MH Inpatient Discharges		156	75	62	21	89	82	93	129	146	133	986	40
MH Inpt Average Length of Stay (days)		5.0	8.0	6.4	11.2	8.9	3.5	8.0		5.2	9.3	7	2
# of SA Admissions to Community Psychiatric Inpatient		4	10	9	0	1	2	11	9	8	11	65	4
Rate of SA Admissions per 1,000 Medicaid Members		0.02	0.05	0.13	-	0.01	0.02	0.10	0.07	0.05	0.08	0.05	0.04
# of SA Admissions that were Readmissions within 30 days		1	1	0	0	1	0	0	1	0	0	4	0
% of SA Admissions that were Readmissions within 30 days		25%	10%	0%	0%	100%	0%	0%	11%	0%	0%	6%	30%
# of SA Inpatient Discharges		4	7	6	0	3	2	11	10	7	11	61	4
SA Inpt Average Length of Stay (days)		3.8	5.9	5.8	-	3.3	5.0	6.0		3.7	6.7	4.5	1.9
# of MH and SA Readmits assigned to a Care Coordinator		21	10	4	0	18	9	13	15	6	25	121	7
% of Readmits assigned to Care Coordination	85%	91%	100%	100%		100%	100%	100%	100%	100%	100%	98%	3%
Emergency Dept Utilization													
# of ED Admits for persons with MHDDSA diagnoses		266	72	42	133	40	192	Unknown	67	161	153	1,126	
Rate of ED Admits per 1,000 Medicaid Members		1.50	0.38	0.60	2.03	0.24	2.20		0.53	1.11	1.06	0.88	0.7
# of ED Admits which were readmissions within 30 days		7	5	13	2	64	Unknown	1	4	13	109		
% of ED Admits which were readmissions within 30 days		-	0.04	0.07	0.20	0.01	0.73		0.01	0.03	0.09	0.09	0.2
Authorization Requests													
Total Number of Auth Requests Received		4,128	3,492	1,404	1,579	3,005	1,220	3,495	4,480	4,423	4,231	31,457	1,225
# Standard Auth. Request Decisions		3,764	2,833	1,152	1,273	2,465	933	3,231	4,277	4,006	3,771	27,705	1,197
# Standard Auth Requests Processed in 14 Days		3,760	2,783	1,144	1,269	2,465	933	3,223	4,267	4,005	3,765	27,614	1,196
% Processed in 14 Days	95%	99.9%	98.2%	99.3%	99.7%	100.0%	100.0%	99.8%	99.8%	100.0%	99.8%	99.7%	0.5%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		364	659	252	306	540	287	264	203	417	460	3,752	137
# Expedited and Inpatient Auth Requests Processed in 3 Days		364	648	250	306	540	279	263	203	417	455	3,725	135
% Processed in 3 Days	95%	100.0%	98.3%	99.2%	100.0%	100.0%	97.2%	99.6%	100.0%	100.0%	98.9%	99.3%	0.9%
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	98.3%	99.3%	99.7%	100.0%	99.3%	99.7%	99.8%	100.0%	99.7%	99.6%	0.5%
# of Auth Requests Denied for Clinical Reasons		148	41	47	46	199	12	107	293	262	133	1,288	92
% of Total Auth Requests Denied for Clinical Reasons		3.6%	1.2%	3.3%	2.9%	6.6%	1.0%	3.1%	6.5%	5.9%	3.1%	4.1%	1.9%
# of Administrative Denials		89	467	104	2	-	88	359	289	584	697	2,679	238
% of Total Auth Requests Denied for Admin Reasons		2.2%	13.4%	7.4%	0.1%	0.0%	7.2%	10.3%	6.5%	13.2%	16.5%	8.5%	5.4%
Total # of Auth Requests Denied		237	508	151	48	199	100	466	582	846	830	3,967	279
% of Total Auth Requests Approved		94.3%	85.5%	89.2%	97.0%	93.4%	91.8%	86.7%	87.0%	80.9%	80.4%	87.4%	5.3%
Number of Consumer Authorization Appeals received		25	4	7	13	31	1	13	42	30	22	188	13
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.7	0.3	1.8	3.0	3.3	0.2	1.8	4.7	7.5	2.2	2.3	2.1
Number of Authorizations overturned due to Consumer Appeals		1	2	1	1	2	-	-	6	1	4	18	2

**MCO Monthly Monitoring Report
Medicaid Only**

**November 2013
LME/MCO:**

1/3/2014

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		167,592	172,336	64,545	73,370	136,800	57,546	148,796	148,685	146,092	158,197	1,273,959	42,049
Rate of Claims Rcpt per Person Served		11.6	14.4	16.4	16.7	14.6	10.0	20.5	16.7	36.5	15.9	15.9	7.0
# Paid		149,582	144,698	58,543	64,380	115,040	48,671	105,318	129,878	117,034	140,320	1,073,464	35,499
# Denied		17,772	27,254	5,787	8,938	21,571	6,964	33,715	18,554	28,308	17,675	186,538	8,949
# Pended or in Process		238	384	215	52	189	1,911	9,763	253	750	202	13,957	2,836
Percent Denied		10.6%	15.8%	9.0%	12.2%	15.8%	12.5%	24.2%	12.5%	19.5%	11.2%	14.8%	4.4%
# Paid or Denied within 30 Days		167,354	170,807	64,157	73,311	136,611	55,635	133,706	148,432	133,755	151,365	1,235,133	40,727
Percent Processed within 30 Days	90%	99.9%	99.1%	99.4%	99.9%	99.9%	96.7%	89.9%	99.8%	91.6%	95.7%	97.0%	3.5%
Avg # days for Processing (from Receipt to Payment)		4	9.4	11	9	9	8	7.6	9	23	10	100	5
Number of Provider claim Appeals received		0	5	0	17	0	0	0	0	0	3	25	5
Rate of Provider Claim appeals per 1,000 persons served			0.4		3.9						0.3	0.3	1.7
Number of claim denials overturned due to Provider Appeals		0	1	0	0	0	0	0	0	0	1	2	0
Complaints/Grievances													
Total number of complaints received (1 month prior)		34	54	17	14	18	13	6	11	14	21	202	13
Rate of Complaints per 1,000 Persons Served		2.34	4.52	4.33	3.19	1.92	2.26	0.83	1.23	3.50	2.12	2.52	1.17
# Consumer complaints against provider		10	32	12	8	9	7	6	9	9	14	116	7
% Consumer complaints against provider		29%	59%	71%	0%	50%	54%	100%	82%	64%	67%	57%	0.26
# Consumer complaints against LME/MCO		4	18	3	1	3	6	0	1	2	6	44	5
% Consumer complaints against LME/MCO		12%	33%	18%	0%	17%	46%	0%	9%	14%	29%	22%	0.14
# Provider complaints against LME/MCO		0	0	1	1	1	0	0	1	0	0	4	0
% Provider complaints against LME/MCO		0%	0%	6%	0%	6%	0%	0%	9%	0%	0%	2%	0.03
# of Other Types of Complaints		20	4	1	4	5	0	0	0	3	1	38	6
# of Complaints Resolved in 30 Days		32	54	17	14	18	13	6	11	14	19	198	13
Percent of Complaints resolved in 30 days	90%	94%	100%	100%	100%	100%	100%	100%	100%	100%	90%	98%	0
Program Integrity--Fraud, Waste and Abuse													
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	2	6	5	0	3	8	4	2	3	38	2
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		1	1	2	0	2	0	10	10	3	6	35	4
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	0	0	0	0
Number of Cases Referred to DMA Program Integrity		0	1	0	2	0	1	3	0	0	0	7	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 consistency in reporting has not yet been established between LMEs.

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

November 2013

1/3/2014

	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		3,343	2,337	1,619	808	1,683	1,289	955	1,213	914	1,690	15,851	732
% of Uninsured Receiving MH Services	o	1.3%	1.1%	2.1%	0.9%	1.3%	1.4%	0.6%	1.0%	0.6%	1.2%	1.1%	0.42%
# Persons Receiving SA Services		1,121	938	365	347	730	948	639	623	326	611	6,648	260
% of Uninsured Receiving SA Services	o	0.4%	0.5%	0.5%	0.4%	0.6%	1.1%	0.4%	0.5%	0.2%	0.4%	0.5%	0.21%
# Persons Receiving DD Services		1,021	766	390	384	518	295	432	517	286	554	5,163	215
% of Uninsured Receiving DD Services	o	0.4%	0.4%	0.5%	0.4%	0.4%	0.3%	0.3%	0.4%	0.2%	0.4%	0.4%	0.08%
Unduplicated # Persons Receiving MH/DD/SA Services		5,360	3,857	2,280	1,517	2,888	2,516	2,006	2,297	1,425	2,809	26,955	1,111
% of Uninsured Receiving MH/DD/SA Services	o	2.1%	1.9%	3.0%	1.6%	2.3%	2.8%	1.3%	1.9%	0.9%	2.0%	1.9%	0.59%
Community Psychiatric Hospitalization													
# of MH Admissions to Community Psychiatric Inpatient		139	138	101	41	122	73	19	158	172	100	1,063	47.30
Rate of MH Admissions per 1,000 Uninsured	o	0.53	0.66	1.33	0.44	0.95	0.81	0.13	1.30	1.09	0.72	0.75	0.36
# of MH Admissions that were Readmissions within 30 days		19	2	8	2	16	1	2	1	7	6	64	6.09
% of MH Admissions that were Readmissions within 30 days	o	14%	1%	8%	5%	13%	1%	11%	1%	4%	6%	6.0%	4.56%
# of MH Inpatient Discharges		157	30	89	19	104	66	19	127	171	90	872	51.76
MH Inpt Average Length of Stay (days)	o	4.3	5.7	5.7	6.2	6.7	6.7	8.0	5.8	4.8	6.9	6.1	1.02
# of SA Admissions to Community Psychiatric Inpatient		8	17	24	0	0	11	0	48	82	9	199	24.90
Rate of SA Admissions per 1,000 Uninsured	o	0.03	0.08	0.32	-	0.00	0.12	0.00	0.40	0.52	0.06	0.14	0.18
# of SA Admissions that were Readmissions within 30 days		0	0	2	0	0	0	0	0	2	2	6	0.92
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	8%	0%	0%	0%	0%	0%	2%	22%	3.0%	6.8%
# of SA Inpatient Discharges		8	13	19	0	2	11	0	40	81	9	183	23.69
SA Inpt Average Length of Stay (days)	o	4.3	4.5	6.0	-	4.0	6.8	0.0	4.4	4.2	5.4	4.0	2.15
Authorizations													
Total Number of Auth Requests Received		1,524	1,056	1,072	506	922	236	1,084	967	643	824	8,834	338.72
# Standard Auth. Request Decisions		1,201	600	686	354	508	131	997	925	558	583	6,543	298.89
# Standard Auth Requests Processed in 14 Days		1,199	596	686	354	508	131	993	920	558	577	6,522	297.83
% Processed in 14 Days	95%	100%	99%	100%	100%	100%	100%	100%	99%	100%	99%	99.7%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		323	456	386	152	414	105	87	42	85	241	2,291	147.16
# Expedited and Inpatient Auth Requests Processed in 3 Days		322	453	382	152	414	105	86	42	84	236	2,276	146.37
% Processed in 3 Days	95%	100%	99%	99%	100%	100%	100%	99%	100%	99%	98%	99.3%	0.01
Total % of Auth Requests Processed in Required Timeframes	95%	100%	99%	100%	100%	100%	100%	100%	99%	100%	99%	99.6%	0.00
# of Auth Requests Denied for Clinical Reasons		20	2	6	12	16	3	9	28	13	15	124	7.55
% of Total Auth Requests Denied for Clinical Reasons	o	1.3%	0.2%	0.6%	2.4%	1.7%	1.3%	0.8%	2.9%	2.0%	1.8%	1.4%	0.8%
# of Administrative Denials		1	212	30	-	0	42	91	95	21	179	671	72.37
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	20.1%	2.8%	0.0%	0.0%	17.8%	8.4%	9.8%	3.3%	21.7%	7.6%	8.2%
Total # of Auth Requests Denied		21	214	36	12	16	45	100	123	34	194	795	71.19
% of Total Auth Requests Approved		99%	80%	97%	98%	98%	81%	91%	87%	95%	76%	91%	0.08
Number of Consumer Authorization Appeals received		7	0	2	1	0	0	0	11	3	7	31	3.70
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.3		0.9	0.7				4.8	2.1	2.5	1.2	1.39
Number of Authorizations overturned due to Consumer Appeals		0	0	1	-	0	0	0	5		2	8	1.59
Claims													
Total # Received during Report Month		44,473	47,550	16,606	17,965	25,791	22,754	31,545	31,909	31,209	42,251	312,053	10,271
Rate of Claims Rcpt per Person Served	o	8.30	12.33	7.28	11.84	8.93	9.04	15.73	13.89	21.90	15.04	11.58	4.21
# Paid		36,561	30,298	14,852	14,185	24,135	20,053	19,922	27,860	29,949	31,035	248,850	7,083
# Denied		7,810	17,216	1,745	3,779	1,646	2,514	9,876	4,049	1,260	11,208	61,103	5,015
# Pended or in Process		102	36	9	1	10	187	1,747	0	0	8	2,100	515.55
Percent Denied	o	17.6%	36.2%	10.5%	21.0%	6.4%	11.1%	33.1%	12.7%	4.0%	26.5%	19.7%	10.5%
# Paid or Denied within 30 Days		44,371	46,627	16,439	17,962	25,781	22,567	27,433	31,909	29,699	42,049	304,837	10,188
Percent Processed within 30 Days	90%	99.8%	98.1%	99.0%	100%	100.0%	99.2%	87.0%	100.0%	95.2%	99.5%	97.7%	0.04
Avg # days for Processing (from Receipt to Payment)	o	3.0	9.9	10.2	10.2	9.4	7.9	7.5	8.8	10.0	13.0	9.0	2.45

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

November 2013

1/3/2014

		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)		54	15	15	2	26	6	3	6	6	20	153	14.91
Rate of Complaints per 1,000 Persons Served	o	10.07	3.89	6.58	1.32	9.00	2.38	1.50	2.61	4.21	7.12	5.68	2.98
# Consumer complaints against provider		15	4	11	-	12	2	3	5	5	17	74	5.57
% Consumer complaints against provider		28%	27%	73%	0%	46%	33%	100%	83%	83%	85%	48%	0.32
# Consumer complaints against LME/MCO		0	3	1	-	1	2	0	0	0	2	9	1.04
% Consumer complaints against LME/MCO	o	0%	20%	7%	0%	4%	33%	0%	0%	0%	10%	6%	0.11
# Provider complaints against LME/MCO		2	3	2	-	5	0	0	1	1		14	1.57
% Provider complaints against LME/MCO	o	4%	20%	13%	0%	19%	0%	0%	17%	17%	0%	9%	0.08
# of Other Types of Complaints		37	5	1	2	8	2	0	0	0	1	56	10.74
# of Complaints Resolved in 30 Days		54	15	15	2	26	6	0	6	6	18	148	15.12
Percent of Complaints resolved in 30 days	90%	100%	100%	100%	100%	100%	100%		100%	100%	90%	97%	0.03
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.				