

# NC DHHS LME/MCO Performance Summary

December 2013 Report

Rev. 03-21-14

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
Total % of Auth Requests Processed in Required Timeframes	95%	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
% Expedited/Inpt Auths Processed in 3 Days	95%	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
% of Complaints resolved in 30 days	90%	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
% Routine Auths Processed in 14 Days	95%	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
% of Claims Processed within 30 Days	90%	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
<b>Combined Performance Measures</b>											
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	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

Sandhills - DMH % of Expedited Authorizations Processed in 3 Days - 94.6% -just below standard.
Smoky - DMH % of Complaints Resolved in 30 Days - 58.3% (7/12) - Significantly Below standard.
Smoky - DMA % of Complaints Resolved in 30 Days - 85% (17/20) - Somewhat Below standard.
Smoky - % of Calls Answered within 30 seconds - 94.6% - just below standard. "Correction underway"

	December		June	
	Count	%	Count	%
Number of Standards Not Met	4	3%	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	1	10%	5	45%

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

December 2013

Rev. 03-21-14

<b>Monitoring Area</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>NC Total</b>
<b>Call Center</b>												
% of calls Abandoned	<5%	1.3%	2.1%	2.4%	1.0%	1.5%	0.9%	3.8%	2.9%	1.2%	2.1%	1.9%
Avg Speed to Answer Calls (seconds)		7.0	5.0	7.2	4.0	3.0	2.0	6.0	8.0	5.0	7.0	5.4
% Answered within 30 seconds	95%	99.8%	98.6%	97.2%	100.0%	98.2%	98.9%	96.2%	99.0%	100.0%	94.6%	98.0%
<b>IDD Wait List</b>												
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,915	1,324	886	506	769	153	1,222	1,021	1,212	1,169	10,177
% of Persons waiting who are on the Reg. of Unmet Needs		95%	83%	100%	100%	100%	90%	88%	96%	90%	75%	91%
% of Persons waiting for residential services		3%	10%	38%	2%	0%	10%	16%	4%	3%		8%
% of Persons waiting for ADVP		2%	7%	46%	0%	0%	1%		5%	2%		6%
% of Persons waiting for vocational services		0%	0%	46%	0%	0%	1%	19%	2%	5%		7%
<b>Service Status of Persons on the Waiting List</b>												
% of Persons on Waitlist receiving B3 Services		7%	0%	17%	5%	3%	12%		0%	0%	10%	5%
% of Persons on Waitlist receiving State Services		30%	0%	63%	49%	33%	47%		21%	9%	37%	24%
% of Persons on Waitlist receiving State and/or B3 Services		37%	0%	80%	50%	36%	48%		21%	9%	49%	29%
% of Persons on Waitlist not receiving any LME/MCO funded svcs		63%	100%	20%	50%	64%	52%		79%	91%	51%	59%
<b>Incidents</b>												
Number of Level 3 Critical Incident Reports received		17	17	8	10	26	6	5	12	12	8	121
<b>Department of Justice Settlement</b>												
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	30	13	12	8	7	20	22	161
Number of Housing Slots filled		15	9	14	21	22	12	14	13	22	28	170
<i>DOJ numbers are current as of 1/6/14 .</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.												

**MCO Monthly Monitoring Report  
Medicaid Only**

**December 2013  
LME/MCO:**

Rev. 03-21-14

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
<b>Persons Served</b>	o												
Unduplicated Count of Medicaid Members		177,390	187,082	70,427	65,529	164,760	87,183	115,527	125,243	145,554	143,973	1,282,668	41,098
% of Members Receiving MH Services	o	7.5%	4.3%	3.5%	5.9%	4.5%	4.1%	4.8%	5.0%	2.4%	5.1%	4.8%	1.3%
% of Members Receiving SA Services	o	0.4%	0.7%	0.2%	0.4%	0.4%	1.2%	0.4%	0.9%	0.2%	0.8%	0.6%	0.3%
% of Members Receiving DD Services	o	1.4%	1.4%	1.1%	1.0%	0.3%	1.0%	1.7%	1.5%	0.4%	1.2%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		13,079	11,172	3,276	4,663	8,283	5,418	7,551	8,925	4,422	10,008	76,797	3,048
% of Members Receiving MH/DD/SA Services	o	7.4%	6.0%	4.7%	7.1%	5.0%	6.2%	6.5%	7.1%	3.0%	7.0%	6.0%	1.3%
<b>Community Psychiatric Hospitalization</b>													
Rate of MH Admissions per 1,000 Medicaid Members	o	0.87	0.83	0.84	0.44	0.78	0.99	0.99	1.01	0.91	0.89	0.87	0.15
% of MH Admissions that were Readmissions within 30 days	o	6%	10%	12%	3%	6%	10%	11%	6%	3%	11%	8%	3%
MH Inpt Average Length of Stay (days)	o	5.9	8.3	5.9	4.8	7.5	3.8	8.0	5.9	4.4	7.9	6	2
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.02	0.04	0.02	0.02	0.01	0.11	0.10	0.11	0.09	0.05	0.04
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	33%	0%	0%	0%	0%	8%	0%	0%	3%	10%
SA Inpt Average Length of Stay (days)	o	5.6	5.6	3.7	6.0	5.0	5.0	5.0	4.7	3.9	5.8	5.0	0.7
% of Readmits assigned to Care Coordination	85%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	3%
<b>Emergency Dept Utilization (3 month lag)</b>													
# of ED Admits for persons with MHDDSA diagnoses		266	227	87	44	158	140	3	101	126	165	1,317	
Rate of ED Admits per 1,000 Medicaid Members	o	1.49	1.21	1.24	0.67	0.96	1.61	0.03	0.76	0.87	1.12	1.03	0.4
# of ED Admits which were readmissions within 30 days		unavailable	30	20	1	16	27	-	19	3	30	146	
% of ED Admits which were readmissions within 30 days	o	unavailable	13%	23%	2%	10%	19%	0%	19%	2%	18%	11%	0.1
<b>Authorization Requests</b>													
Total Number of Auth Requests Received		4,602	4,030	1,267	1,423	3,211	1,385	4,659	4,922	4,411	5,424	35,334	1,524
% Processed in 14 Days	95%	99.3%	95.1%	98.2%	99.2%	100.0%	100.0%	98.7%	99.6%	100.0%	99.8%	99.0%	1.4%
% Processed in 3 Days	95%	98.5%	97.8%	100.0%	99.6%	100.0%	100.0%	99.2%	99.5%	99.1%	100.0%	99.3%	0.7%
Total % of Auth Requests Processed in Required Timeframes	95%	99.3%	95.5%	98.5%	99.3%	100.0%	100.0%	98.7%	99.6%	99.9%	99.8%	99.0%	1.3%
% of Total Auth Requests Denied for Clinical Reasons	o	3.2%	0.4%	4.7%	3.5%	4.7%	1.0%	2.1%	5.5%	4.2%	1.3%	3.0%	1.7%
% of Total Auth Requests Denied for Admin Reasons	o	2.0%	13.9%	7.9%	0.4%	0.0%	6.3%	11.4%	5.4%	15.2%	11.5%	8.3%	5.2%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	2.1	0.1	2.7	4.7	1.7	0.4	0.9	6.4	6.3	1.7	2.4	2.2
<b>Claims</b>													
<b>Total # Received during Report Month</b>		194,647	169,024	62,258	63,806	167,551	56,824	139,728	156,187	111,592	164,175	1,285,792	48,687
Rate of Claims Rcpt per Person Served		14.9	15.1	19.0	13.7	20.2	10.5	18.5	17.5	25.2	16.4	16.7	3.8
Percent Denied	o	4.7%	19.2%	7.4%	12.1%	17.8%	15.6%	24.1%	11.2%	18.2%	9.5%	13.9%	5.7%
Percent Processed within 30 Days	90%	99.8%	99.2%	99.5%	99.8%	99.9%	96.1%	94.9%	99.9%	92.2%	99.9%	98.4%	2.6%
Avg # days for Processing (from Receipt to Payment)		5	10	9	9	7	7.3	8	7	12	11	86	2
Rate of Provider Claim appeals per 1,000 persons served			0.2		18.9						0.5	1.2	8.7
<b>Complaints/Grievances</b>													
<b>Total number of complaints received (1 month prior)</b>		28	32	17	15	10	11	11	16	24	20	184	7
Rate of Complaints per 1,000 Persons Served	o	2.14	2.86	5.19	3.22	1.21	2.03	1.46	1.79	5.43	2.00	2.40	1.41
% Consumer complaints against provider		39%	78%	71%	47%	30%	91%	82%	88%	63%	20%	60%	0.24
% Consumer complaints against LME/MCO		7%	16%	18%	13%	30%	9%	9%	6%	17%	5%	13%	0.07
% Provider complaints against LME/MCO		4%	6%	6%	13%	0%	0%	9%	6%	0%	0%	4%	0.04
Percent of Complaints resolved in 30 days	90%	100%	100%	100%	100%	100%	100%	91%	100%	100%	85%	98%	0
<b>Program Integrity--Fraud, Waste and Abuse</b>													
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	3	2	7	0	0	4	6	2	2	30	2
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**

December 2013

Rev. 03-21-14

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
<b>Persons Served</b>	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
% of Uninsured Receiving MH Services	o	0.9%	1.0%	1.8%	0.9%	1.2%	1.2%	0.6%	0.9%	0.7%	1.3%	1.0%	0.32%
% of Uninsured Receiving SA Services	o	0.2%	0.4%	0.4%	0.4%	0.5%	0.8%	0.5%	0.5%	0.2%	0.4%	0.4%	0.16%
% of Uninsured Receiving DD Services	o	0.3%	0.4%	0.4%	0.5%	0.3%	0.3%	0.3%	0.4%	0.2%	0.3%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		3,653	3,490	1,924	1,616	2,490	2,084	1,986	2,146	1,505	2,732	23,626	696
% of Uninsured Receiving MH/DD/SA Services	o	1.4%	1.7%	2.5%	1.7%	1.9%	2.3%	1.3%	1.8%	1.0%	2.0%	1.7%	0.44%
<b>Community Psychiatric Hospitalization</b>													
Rate of MH Admissions per 1,000 Uninsured	o	0.77	0.69	1.16	0.45	0.94	0.80	0.15	1.44	1.08	0.69	0.79	0.35
% of MH Admissions that were Readmissions within 30 days	o	5%	1%	6%	10%	0%	3%	0%	4%	3%	1%	3.2%	2.81%
MH Inpt Average Length of Stay (days)	o	4.3	7.0	5.8	4.3	6.5	6.8	8.0	5.4	2.6	7.0	5.8	1.56
Rate of SA Admissions per 1,000 Uninsured	o	0.03	0.09	0.16	-	-	0.09	-	0.40	0.47	0.07	0.13	0.16
% of SA Admissions that were Readmissions within 30 days	o	0%	5%	8%	-	-	0%	-	8%	3%	0%	4%	3.5%
SA Inpt Average Length of Stay (days)	o	3.7	5.2	4.4	-	2.0	7.0	-	4.9	4.6	3.9	3.6	2.15
<b>Authorizations</b>													
Total Number of Auth Requests Received		1,861	1,796	873	475	1,203	228	2,396	1,143	1,000	909	11,884	626.62
% Processed in 14 Days	95%	99.9%	98.6%	99.2%	98.6%	100.0%	100.0%	99.1%	99.6%	100.0%	99.8%	99.4%	0.01
% Processed in 3 Days	95%	99.2%	98.4%	99.7%	100.0%	100.0%	100.0%	97.1%	100.0%	94.6%	100.0%	99.2%	0.02
Total % of Auth Requests Processed in Required Timeframes	95%	99.7%	98.5%	99.4%	98.9%	100.0%	100.0%	99.0%	99.7%	99.6%	99.9%	99.4%	0.00
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	0.3%	0.9%	0.8%	2.1%	0.9%	0.5%	6.1%	0.2%	0.8%	1.3%	1.7%
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	13.6%	2.2%	0.2%	0.0%	21.5%	10.6%	9.4%	5.8%	16.9%	7.5%	7.3%
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.6		0.5	0.6		0.5		7.0			1.0	2.51
<b>Claims</b>													
<b>Total # Received during Report Month</b>		<b>43,510</b>	<b>43,323</b>	<b>16,856</b>	<b>18,067</b>	<b>25,615</b>	<b>18,133</b>	<b>27,344</b>	<b>36,823</b>	<b>26,845</b>	<b>34,600</b>	<b>291,116</b>	9,550
Rate of Claims Rcpt per Person Served	o	11.91	12.41	8.76	11.18	10.29	8.70	13.77	17.16	17.84	12.66	12.32	2.95
Percent Denied	o	16.4%	39.2%	12.9%	20.9%	9.2%	8.0%	34.8%	13.8%	4.3%	16.3%	19.0%	10.7%
Percent Processed within 30 Days	90%	99.7%	97.4%	97.9%	98.1%	100.0%	99.4%	93.0%	100.0%	100.0%	100.0%	98.6%	0.02
Avg # days for Processing (from Receipt to Payment )	o	3.0	11.2	8.3	9.3	5.3	7.5	9.1	6.3	9.6	10.6	8.0	2.41
<b>Complaints</b>													
<b>Total number of complaints received (1 month prior)</b>		<b>42</b>	<b>11</b>	<b>15</b>	<b>-</b>	<b>18</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>12</b>	<b>111</b>	12.04
Rate of Complaints per 1,000 Persons Served	o	11.50	3.15	7.80	-	7.23	0.48	0.50	4.66	0.66	4.39	4.70	3.66
% Consumer complaints against provider		36%	55%	73%		6%	100%	0%	40%	100%	8%	36%	0.36
% Consumer complaints against LME/MCO	o	0%	9%	7%		0%	0%	100%	0%	0%	0%	3%	0.31
% Provider complaints against LME/MCO	o	0%	18%	13%		28%	0%	0%	0%	0%	25%	11%	0.11
Percent of Complaints resolved in 30 days	90%	97.6%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	58.3%	94.6%	0.13
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.	