

NC DHHS LME/MCO Performance Summary

January 2014 Report

revised 03-24-14

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	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	N
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	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
Combined Performance Measures												
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	N	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

Smoky - DMA - % of Complaints Resolved in 30 Days - 88.5%. One request for reconsideration dropped Smoky's % below standard.
Smoky - DMH - % of Complaints Resolved in 30 Days - 87.5%. Staff leave resulted in one delayed response, causing % to be below standard.
MeckLINK - % of Calls Abandoned - 6.8%. Resulted from staffing issues due to the Cardinal transition.
MeckLINK - % of Calls Answered within 30 Seconds - 92.9%. Resulted from staffing issues due to the Cardinal transition.

	January		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	2	20%	5	45%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

January 2014 Report

revised 03-24-14

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	NC Total
Call Center												
% of calls Abandoned	<5%	1.2%	2.2%	3.2%	1.1%	1.7%	1.3%	6.8%	3.0%	1.1%	2.5%	2.3%
Avg Speed to Answer Calls (seconds)		7.0	5.0	9.7	4.0	3.0	2.0	6.0	8.0	4.0	8.0	5.7
% Answered within 30 seconds	95%	97.5%	98.7%	96.1%	100.0%	98.5%	98.2%	92.9%	99.1%	100.0%	99.4%	98.1%
IDD Wait List												
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,935	1,328	927	500	778	176	1,229	1,027	1,216	1,165	10,281
% of Persons waiting who are on the Reg. of Unmet Needs		95%	83%	100%	100%	100%	81%	89%	96%	90%	74%	91%
% of Persons waiting for residential services		4%	10%	41%	2%	unavailable	19%	17%	4%	3%	unavailable	9%
% of Persons waiting for ADVP		3%	7%	53%	0%	unavailable	0%		5%	2%	unavailable	7%
% of Persons waiting for vocational services		0%	0%	53%	0%	unavailable	1%	19%	2%	5%	unavailable	8%
Service Status of Persons on the Waiting List												
% of Persons on Waitlist receiving B3 Services		7%	unavailable	16%	7%	3%	14%	unavailable	1%	0%	10%	5%
% of Persons on Waitlist receiving State Services		29%	unavailable	60%	49%	33%	39%	unavailable	21%	9%	38%	24%
% of Persons on Waitlist receiving State and/or B3 Services		36%	unavailable	70%	50%	36%	43%	unavailable	22%	9%	50%	28%
% of Persons on Waitlist not receiving any LME/MCO funded svcs		64%	unavailable	30%	50%	64%	57%	unavailable	78%	91%	50%	47%
Incidents												
Number of Level 3 Critical Incident Reports received *		23	10	9	5	5	6	10	15	7	13	103
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Provider conduct internal investigation.												
Department of Justice Settlement												
Individuals in In-reach		254	204	170	119	161	289	141	247	145	213	1,943
Number of individuals in Transition Planning process		20	20	12	15	10	25	11	6	23	24	166
Number of Housing Slots filled		18	10	18	23	23	13	16	13	27	33	194
DOJ numbers are as of 2/26/14.												
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**

**January 2014 Report
LME/MCO:**

revised 03-24-14

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
Unduplicated Count of Medicaid Members		192,040	187,082	76,869	65,529	179,195	87,183	116,419	132,913	145,554	150,368	1,333,152	43,681
% of Members Receiving MH Services	o	5.8%	4.6%	3.9%	6.4%	4.6%	4.7%	5.2%	5.0%	3.0%	5.1%	4.8%	0.9%
% of Members Receiving SA Services	o	0.4%	0.7%	0.3%	0.4%	0.4%	1.3%	0.4%	0.9%	0.3%	0.8%	0.6%	0.3%
% of Members Receiving DD Services	o	1.4%	1.4%	1.3%	1.1%	0.4%	1.0%	1.7%	1.5%	0.5%	1.3%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		13,982	11,564	4,158	5,131	9,573	6,038	8,105	9,365	5,595	10,626	84,137	3,011
% of Members Receiving MH/DD/SA Services	o	7.3%	6.2%	5.4%	7.8%	5.3%	6.9%	7.0%	7.0%	3.8%	7.1%	6.3%	1.1%
Community Psychiatric Hospitalization		Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.86	1.01	1.21	0.40	0.76	0.95	1.02	1.10	1.02	1.08	0.95	0.22
% of MH Admissions that were Readmissions within 30 days	o	4%	4%	12%	12%	4%	8%	21%	6%	3%	12%	8%	5%
MH Inpt Average Length of Stay (days)	o	5.4	7.7	6.1	6.0	9.8	3.7	8.0	7.7	4.6	8.9	7	2
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.06	0.09	-	0.03	0.01	0.13	0.05	0.08	0.10	0.06	0.04
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	0%	-	0%	0%	7%	0%	0%	0%	1%	2%
SA Inpt Average Length of Stay (days)	o	9.6	5.0	5.3	-	4.0	4.0	5.0	5.3	3.6	5.2	4.7	2.2
% of Readmits assigned to Care Coordination	85%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	4%
Emergency Dept Utilization (3 month lag)		Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	Oct 2013	
# of ED Admits for persons with MHDDSA diagnoses		113	222	110	43	132	179	unavailable	65	194	308	1,366	
Rate of ED Admits per 1,000 Medicaid Members	o	0.66	1.19	1.56	0.66	0.82	2.05	unavailable	0.49	1.33	2.08	1.02	0.57
# of ED Admits which were readmissions within 30 days		11	31	14	4	20	29	unavailable	4	4	33	150	
% of ED Admits which were readmissions within 30 days	o	10%	14%	13%	9%	15%	16%	unavailable	6%	2%	11%	11%	4%
Authorization Requests		Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
Total Number of Auth Requests Received		4,791	3,400	1,304	1,509	2,740	1,299	5,195	3,979	4,598	6,423	35,238	1,695
% Processed in 14 Days	95%	99.7%	96.3%	97.5%	99.0%	100.0%	99.9%	99.7%	99.8%	100.0%	100.0%	99.4%	1.2%
% Processed in 3 Days	95%	99.8%	97.5%	100.0%	99.7%	100.0%	100.0%	99.6%	99.3%	100.0%	98.1%	99.2%	0.8%
Total % of Auth Requests Processed in Required Timeframes	95%	99.7%	96.5%	97.9%	99.1%	100.0%	99.9%	99.7%	99.7%	100.0%	99.8%	99.4%	1.1%
% of Total Auth Requests Denied for Clinical Reasons	o	2.6%	0.6%	2.6%	3.4%	5.2%	1.7%	1.7%	7.1%	3.8%	5.2%	2.9%	1.9%
% of Total Auth Requests Denied for Admin Reasons	o	2.5%	12.6%	12.7%	0.5%	0.0%	4.2%	12.0%	5.3%	14.6%	10.8%	8.5%	5.3%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.9	0.4	2.6	5.1	0.6	0.3	1.9	4.2	2.7	1.5	1.9	1.5
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Total # Received during Report Month		117,824	196,543	68,681	69,315	146,117	57,135	139,425	165,532	150,493	159,455	1,270,520	44,878
Rate of Claims Rcpt per Person Served		8.4	17.0	16.5	13.5	15.3	9.5	17.2	17.7	26.9	15.0	15.1	4.8
Percent Denied	o	9.7%	21.8%	9.0%	12.1%	12.8%	9.0%	14.6%	12.4%	12.0%	7.7%	12.9%	3.8%
Percent Processed within 30 Days	90%	99.7%	100.0%	99.5%	99.9%	100.0%	96.6%	97.5%	99.9%	93.7%	100.0%	98.7%	2.0%
Avg # days for Processing (from Receipt to Payment)		5	10	9	9	9	7.0	6	7	14	10	80	2
Rate of Provider Claim appeals per 1,000 persons served		0.1	0.3		0.6	0.2					0.6	0.2	0.2
Complaints/Grievances		Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	
Total number of complaints received (1 month prior)		19	21	14	11	10	11	13	15	9	26	149	5
Rate of Complaints per 1,000 Persons Served	o	1.36	1.82	3.37	2.14	1.04	1.82	1.60	1.60	1.61	2.45	1.77	0.62
% Consumer complaints against provider		42%	81%	71%	45%	30%	55%	85%	80%	67%	31%	58%	0.20
% Consumer complaints against LME/MCO		0%	19%	21%	27%	30%	36%	8%	20%	0%	4%	15%	0.12
% Provider complaints against LME/MCO		0%	0%	0%	0%	0%	9%	8%	0%	22%	0%	3%	0.07
Percent of Complaints resolved in 30 days	90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	88.5%	97%	0
Program Integrity--Fraud, Waste and Abuse		Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		8	3	0	4	3	4	3	9	1	7	42	3
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 for most LMEs.													

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

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

January 2014 Report
LME/MCO:

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Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
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	1.1%	1.2%	2.1%	1.1%	1.2%	1.7%	0.4%	1.1%	0.9%	1.3%	1.1%	0.42%
% of Uninsured Receiving SA Services	o	0.3%	0.5%	0.7%	0.4%	0.4%	0.9%	0.4%	0.6%	0.3%	0.4%	0.5%	0.19%
% of Uninsured Receiving DD Services	o	0.4%	0.4%	0.5%	0.5%	0.3%	0.4%	0.3%	0.5%	0.3%	0.4%	0.4%	0.08%
Unduplicated # Persons Receiving MH/DD/SA Services		4,429	3,973	2,438	1,872	2,473	2,643	1,576	2,506	2,110	2,992	27,012	846
% of Uninsured Receiving MH/DD/SA Services	o	1.7%	1.9%	3.2%	2.0%	1.9%	2.9%	1.1%	2.1%	1.3%	2.1%	1.9%	0.62%
Community Psychiatric Hospitalization		Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.73	0.74	1.29	0.45	0.94	0.82	0.13	1.38	1.03	0.66	0.79	0.35
% of MH Admissions that were Readmissions within 30 days	o	8%	0%	10%	5%	3%	4%	5%	4%	1%	5%	4.1%	2.92%
MH Inpt Average Length of Stay (days)	o	4.2	6.7	5.1	5.0	6.8	6.8	8.0	6.1	4.0	6.6	5.9	1.23
Rate of SA Admissions per 1,000 Uninsured		0.05	0.08	0.17	0.01	0.02	0.16	-	0.46	0.59	0.05	0.15	0.19
% of SA Admissions that were Readmissions within 30 days	o	21%	6%	15%	0%	0%	0%		2%	1%	0%	4%	7.5%
SA Inpt Average Length of Stay (days)	o	4.0	5.8	4.8	7.0	6.5	7.0	-	4.5	4.4	4.4	4.8	1.94
Authorizations		Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	
Total Number of Auth Requests Received		1,761	1,080	996	510	1,215	277	1,741	937	897	890	10,304	442.84
% Processed in 14 Days	95%	99.8%	96.1%	99.7%	100.0%	100.0%	100.0%	99.3%	100.0%	99.5%	99.7%	99.4%	0.01
% Processed in 3 Days	95%	98.9%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	98.6%	0.02
Total % of Auth Requests Processed in Required Timeframes	95%	99.5%	95.4%	99.8%	100.0%	100.0%	100.0%	99.4%	100.0%	99.6%	99.7%	99.2%	0.01
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.2%	1.1%	1.0%	1.6%	0.4%	0.7%	5.7%	2.2%	0.3%	1.3%	1.5%
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	13.2%	3.5%	0.4%	0.0%	9.0%	9.2%	7.2%	5.8%	14.5%	5.9%	5.0%
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.1		1.2	0.5	0.4		1.9	4.8	1.4		1.0	1.37
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Total # Received during Report Month		36,304	40,242	16,870	22,330	26,466	25,020	28,740	34,981	30,920	37,724	299,597	7,071
Rate of Claims Rcpt per Person Served	o	8.20	10.13	6.92	11.93	10.70	9.47	18.24	13.96	14.65	12.61	11.09	3.18
Percent Denied	o	14.1%	39.7%	9.3%	24.2%	7.3%	16.1%	20.5%	14.6%	4.2%	24.9%	18.6%	9.8%
Percent Processed within 30 Days	90%	99.8%	99.8%	99.1%	100.0%	100.0%	99.7%	98.9%	100.0%	93.7%	99.6%	99.1%	0.02
Avg # days for Processing (from Receipt to Payment)	o	2.0	9.9	8.4	8.6	7.0	6.9	5.3	6.8	7.7	10.4	7.9	1.53
Complaints		Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	Dec-13	
Total number of complaints received (1 month prior)		55	15	9	2	19	4	-	8	2	8	122	15.35
Rate of Complaints per 1,000 Persons Served	o	12.42	3.78	3.69	1.07	7.68	1.51	-	3.19	0.95	2.67	4.52	3.55
% Consumer complaints against provider		31%	27%	67%	100%	5%	50%		38%	100%	38%	33%	0.31
% Consumer complaints against LME/MCO	o	5%	27%	11%	0%	0%	0%		0%	0%	13%	7%	0.09
% Provider complaints against LME/MCO	o	5%	13%	0%	0%	26%	0%		0%	0%	0%	8%	0.09
Percent of Complaints resolved in 30 days	90%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	87.5%	97.5%	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.