

NC DHHS LME/MCO Performance Summary

March 2014 Report

5/7/2014

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?									
		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	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%	N	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
% 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	Y
Combined Performance Measures											
% 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

Alliance - DMA - % of Complaints Resolved in 30 Days: 87% (47/54) - "several required lengthy data gathering that took longer than 30 days"

Smoky - % of Calls Answered in 30 Seconds: 93.1% Similar to last month, when they indicated technology issues.

	March		January	
	Count	%	Count	%
Number of Standards Not Met:	2	2%	4	3%
Number of Standards Not Met for 2 or more Months (pinks):	0	0%	0	0%
Number of LME/MCOs with 2 or more Standards Not Met:	0	0%	2	20%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

March 2014 Report

5/7/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center											
% of calls Abandoned	<5%	1.0%	2.6%	2.0%	1.6%	1.8%	1.4%	2.9%	1.3%	3.1%	2.1%
Avg Speed to Answer Calls (seconds)		7.0	5.0	9.2	5.0	4.0	2.0	8.0	5.0	7.0	5.8
% Answered within 30 seconds	95%	99.8%	98.5%	96.9%	100.0%	98.0%	98.4%	98.9%	99.8%	93.1%	97.8%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,902	1,010	906	534	784	177	1,032	1,237	1186	8,768
% of Persons waiting who are on the Reg. of Unmet Needs		99%	82%	100%	100%	100%	81%	96%	88%	74%	92%
% of Persons waiting for residential services		1%	10%	42%	2%	0%	19%	4%	4%	2%	7%
% of Persons waiting for ADVP		1%	7%	49%	0%	0%	0%	5%	3%	0%	7%
% of Persons waiting for vocational services		0%		49%	0%	0%	1%	2%	5%	0%	6%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services		1%		19%	6%	3%	19%	1%	1%	16%	6%
% of Persons on Waitlist receiving State Services		5%		31%	46%	35%	48%	21%	17%	81%	27%
% of Persons on Waitlist receiving State and/or B3 Services		5%		49%	47%	38%	53%	22%	17%	87%	30%
% of Persons on Waitlist not receiving any LME/MCO funded svcs		95%		51%	53%	62%	47%	78%	83%	13%	58%
Incidents											
Number of Level 3 Critical Incident Reports received *		10	14	9	12	6	2	12	8	12	85
Department of Justice Settlement											
Individuals in In-reach											-
Number of individuals in Transition Planning process											-
Number of Housing Slots filled		22	16	17	25	26	15	14	30	34	215
<i>DOJ numbers are as of 4/1/14 (MeckLINK has 16 persons housed, and these are included in the total).</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

March 2014 Report
LME/MCO:

5/7/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Unduplicated Count of Medicaid Members		190,355	194,193	78,258	65,529	182,069	93,856	133,637	145,554	160,617	1,244,068	46,185
% of Members Receiving MH Services	o	6.7%	4.7%	4.1%	7.2%	4.9%	4.4%	5.0%	3.8%	5.2%	5.1%	1.1%
% of Members Receiving SA Services	o	0.5%	0.8%	0.3%	0.5%	0.4%	1.2%	0.9%	0.4%	0.8%	0.6%	0.3%
% of Members Receiving DD Services	o	1.5%	1.4%	1.3%	1.3%	0.3%	0.9%	1.4%	0.6%	1.2%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		15,670	12,534	4,265	5,736	10,036	6,024	9,392	6,998	11,296	81,951	3,485
% of Members Receiving MH/DD/SA Services	o	8.2%	6.5%	5.4%	8.8%	5.5%	6.4%	7.0%	4.8%	7.0%	6.6%	1.2%
Community Psychiatric Hospitalization		Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.71	0.97	0.81	0.58	0.77	1.05	1.00	0.77	1.00	0.86	0.15
% of MH Admissions that were Readmissions within 30 days	o	16%	6%	10%	13%	5%	11%	15%	4%	12%	10%	4%
MH Inpt Average Length of Stay (days)	o	5.2	9.5	6.1	6.6	5.7	7.4	10.8	4.0	8.8	7.1	2.1
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.03	0.05	-	0.03	0.07	0.10	0.06	0.10	0.05	0.03
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	0%	-	0%	14%	8%	0%	0%	3%	5%
SA Inpt Average Length of Stay (days)	o	3.5	4.2	4.0	-	4.3	5.5	4.0	3.7	4.0	3.7	1.4
% of Readmits assigned to Care Coordination	85%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0%
Emergency Dept Utilization (3 month lag)		Dec 2013	Dec 2013	Dec 2013	Dec 2013	Dec 2013	Dec 2013	Dec 2013	Dec 2013	Dec 2013	Dec 2013	
# of ED Admits for persons with MHDDSA diagnoses		91	319	88	40	173	182	226	88	343	1,550	
Rate of ED Admits per 1,000 Medicaid Members	o	0.51	1.78	1.25	0.61	1.05	1.98	1.62	0.60	2.32	1.25	0.62
# of ED Admits which were readmissions within 30 days		10	42	12	2	19	19	22	11	43	180	
% of ED Admits which were readmissions within 30 days	o	11.0%	13.2%	13.6%	5.0%	11.0%	10.4%	9.7%	12.5%	12.5%	11.6%	2%
Authorization Requests		Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Total Number of Auth Requests Received		4,375	3,393	1,303	1,584	2,975	1,132	3,791	4,190	5,055	27,798	1,359
% Processed in 14 Days	95%	99.3%	96.5%	97.9%	99.7%	100.0%	99.3%	99.9%	100.0%	99.9%	99.3%	1.1%
% Processed in 3 Days	95%	100.0%	98.5%	100.0%	100.0%	100.0%	99.3%	99.4%	100.0%	99.5%	99.6%	0.5%
Total % of Auth Requests Processed in Required Timeframes	95%	99.4%	96.8%	98.2%	99.7%	100.0%	99.3%	99.9%	100.0%	99.9%	99.3%	1.0%
% of Total Auth Requests Denied for Clinical Reasons	o	2.3%	0.9%	2.4%	4.0%	9.4%	3.6%	7.3%	4.8%	1.2%	3.9%	2.7%
% of Total Auth Requests Denied for Admin Reasons	o	1.5%	12.0%	4.8%	0.3%	0.0%	12.6%	5.9%	12.0%	12.9%	7.4%	5.2%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.9	0.1	1.2	2.8	1.9	0.2	4.4	2.1	1.1	1.7	1.3
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Total # Received during Report Month		217,304	169,362	59,464	65,298	151,269	54,702	165,807	138,778	169,785	1,191,769	55,121
Rate of Claims Rcpt per Person Served		13.9	13.5	13.9	11.4	15.1	9.1	17.7	19.8	15.0	14.5	3.0
Percent Denied	o	9.3%	14.9%	8.6%	8.1%	19.6%	8.7%	12.7%	18.4%	10.1%	12.9%	4.2%
Percent Processed within 30 Days	90%	99.9%	99.9%	99.2%	99.9%	100.0%	97.1%	100.0%	97.8%	99.0%	99.4%	1.0%
Avg # days for Processing (from Receipt to Payment)		6	9	8	9.1	9	8	6	9	9.3	8	1
Rate of Provider Claim appeals per 1,000 persons served			0.3		0.2					0.6	0.1	0.2
Complaints/Grievances		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
Total number of complaints received (1 month prior)		54	42	23	17	14	12	20	22	32	236	13
Rate of Complaints per 1,000 Persons Served	o	3.45	3.35	5.39	2.96	1.39	1.99	2.13	3.14	2.83	2.88	1.08
% Consumer complaints against provider		43%	57%	78%	47%	43%	75%	80%	86%	22%	55%	0.21
% Consumer complaints against LME/MCO		4%	43%	9%	12%	21%	8%	20%	9%	6%	15%	0.11
% Provider complaints against LME/MCO		2%	0%	4%	6%	14%	17%	0%	5%	0%	3%	0.06
Percent of Complaints resolved in 30 days	90%	87.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	96.2%	0
Program Integrity--Fraud, Waste and Abuse		Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	3	5	9	1	5	12	1	13	52	4.3
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 outlier			
Peach highlight indicates an estimated number of Medicaid Members.												

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

March 2014 Report
LME/MCO:

5/7/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	127,820	89,823	121,228	157,677	139,670	1,274,280	56,715
% of Uninsured Receiving MH Services	o	1.4%	1.1%	2.0%	1.3%	1.4%	1.5%	1.3%	0.7%	1.5%	1.3%	0.33%
% of Uninsured Receiving SA Services	o	0.4%	0.5%	0.6%	0.5%	0.5%	0.9%	0.7%	0.3%	0.5%	0.5%	0.16%
% of Uninsured Receiving DD Services	o	0.4%	0.4%	0.5%	0.5%	0.4%	0.3%	0.5%	0.2%	0.4%	0.38%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		5,595	3,862	2,345	2,102	2,926	2,452	2,724	1,438	3,381	26,825	1,139
% of Uninsured Receiving MH/DD/SA Services	o	2.1%	1.9%	3.1%	2.3%	2.3%	2.7%	2.2%	0.9%	2.4%	2.1%	0.57%
Community Psychiatric Hospitalization		Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.67	0.72	1.37	0.43	0.88	0.73	1.11	0.91	0.62	0.79	0.26
% of MH Admissions that were Readmissions within 30 days	o	14%	1%	11%	3%	1%	3%	5%	1%	9%	5.7%	4.45%
MH Inpt Average Length of Stay (days)	o	4.1	6.6	6.3	4.8	6.1	6.5	5.9	3.6	6.2	5.6	1.05
Rate of SA Admissions per 1,000 Uninsured	o	0.05	0.04	0.26	0.01	0.01	0.08	0.59	0.47	0.03	0.16	0.21
% of SA Admissions that were Readmissions within 30 days	o	21%	11%	5%	0%	0%	0%	4%	3%	0%	5%	6.8%
SA Inpt Average Length of Stay (days)	o	4.1	6.0	6.3	2.5	3.3	5.1	5.0	4.5	4.8	4.6	1.14
Authorizations		Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
Total Number of Auth Requests Received		1,662	1,159	986	583	963	170	1,072	1,102	1,003	8,700	384.92
% Processed in 14 Days	95%	99.5%	98.3%	100.0%	99.1%	100.0%	98.8%	100.0%	100.0%	100.0%	99.6%	0.01
% Processed in 3 Days	95%	96.6%	98.4%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	0.01
Total % of Auth Requests Processed in Required Timeframes	95%	98.6%	98.4%	99.9%	99.3%	100.0%	99.4%	100.0%	100.0%	100.0%	99.4%	0.01
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	1.3%	0.9%	1.0%	2.4%	0.6%	5.8%	0.1%	1.9%	1.6%	1.6%
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	7.0%	5.3%	0.2%	0.0%	12.4%	7.6%	5.6%	10.4%	4.6%	4.3%
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.2		0.9	0.5	0.3		2.2	0.7	0.9	0.6	0.62
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Total # Received during Report Month		43,916	40,549	20,225	14,919	23,187	18,833	35,651	29,064	63,648	289,992	14,605
Rate of Claims Rcpt per Person Served	o	7.85	10.50	8.62	7.10	7.92	7.68	13.09	20.21	18.83	10.81	4.73
Percent Denied	o	12.4%	31.6%	33.5%	13.2%	7.8%	9.2%	13.4%	5.4%	38.3%	21.1%	11.8%
Percent Processed within 30 Days	90%	100.0%	99.8%	98.6%	100.0%	100.0%	99.6%	100.0%	99.5%	97.5%	99.3%	0.01
Avg # days for Processing (from Receipt to Payment)	o	1.0	8.9	8.1	8.9	6.2	7.5	6.6	5.1	9	6.8	2.45
Complaints		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
Total number of complaints received (1 month prior)		23	13	3	9	14	2	9	4	16	93	6.50
Rate of Complaints per 1,000 Persons Served	o	4.11	3.37	1.28	4.28	4.78	0.82	3.30	2.78	4.73	3.47	1.35
% Consumer complaints against provider		39%	31%	67%	44%	29%	50%	33%	100%	25%	38%	0.22
% Consumer complaints against LME/MCO	o	0%	15%	33%	22%	0%	0%	0%	0%	0%	5%	0.12
% Provider complaints against LME/MCO	o	0%	8%	0%	0%	7%	0%	0%	0%	6%	3%	0.03
Percent of Complaints resolved in 30 days	90%	91.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	96.8%	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.