

NC DHHS LME/MCO Performance Summary

April 2014 Report

6/4/2014

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	N	Y	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	N	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%	N	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	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

Alliance - % of Complaints Resolved timely - DMA and DMH (88% each) found issue with data entry and have new staff person analyzing their complaint/incidence review process.

Cardinal - % of Auth Requests Reviewed Timely - DMA (Routine 90.2%, Expedited 94.2, Overall 91%) Due to 36% increase in volume due to MeckLINK merger, new staff training period, and new providers unclear on required information. Staff and providers needed training/technical assistance.

April

Count	%
4	3%
1	1%
0	0%

Number of Standards Not Met:

Number of Standards Not Met for 2 or more Months (pinks):

Number of LME/MCOs with 2 or more Standards Not Met:

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

April 2014 Report

6/4/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center		Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	
% of calls Abandoned	<5%	1.3%	2.2%	3.2%	1.1%	1.6%	0.9%	2.5%	1.1%	2.2%	1.9%
Avg Speed to Answer Calls (seconds)		7.0	6.0	9.5	4.0	3.0	2.0	8.0	5.0	6.0	5.6
% Answered within 30 seconds	95%	99.4%	99.0%	97.4%	100.0%	98.0%	98.8%	99.2%	100.0%	95.1%	98.4%
IDD Wait List		Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,907	2,040	915	537	791	174	1,034	1,256	1186	9,840
% of Persons waiting who are on the Reg. of Unmet Needs		99%	96%	100%	100%	100%	76%	96%	87%	73%	93%
% of Persons waiting for residential services		0%	2%	42%	2%	0%	10%	3%	1%	2%	5%
% of Persons waiting for ADVP		0%	2%	51%	0%	0%	1%	5%	1%	0%	6%
% of Persons waiting for vocational services		0%	0%	51%	0%	0%	1%	2%	0%	0%	5%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services		9%	unavailable	24%	5%	4%	13%	1%	4%	16%	7%
% of Persons on Waitlist receiving State Services		26%	unavailable	31%	47%	35%	34%	21%	16%	81%	28%
% of Persons on Waitlist receiving State and/or B3 Services		26%	unavailable	55%	47%	26%	41%	22%	19%	87%	31%
% of Persons on Waitlist not receiving any LME/MCO funded svcs		74%	unavailable	45%	53%	74%	59%	78%	81%	13%	49%
Incidents		Apr 2014	Apr 2014	Apr 2014		Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	
Number of Level 3 Critical Incident Reports received *		24	10	7	7	5	8	15	8	12	96
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		203	270	105	44	58	408	225	185	301	1,799
Number of individuals in Transition Planning process		16	21	10	15	11	23	8	19	18	141
Number of Housing Slots filled		24	38	26	28	31	14	12	29	36	238
<i>DOJ numbers are as of 6/3/14.</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

April 2014 Report
LME/MCO:

6/4/2014 Revised 07/10/14

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	Apr 2014	April 2014	April 2014	April 2014		
Unduplicated Count of Medicaid Members		169,299	297,635	72,378	65,529	182,536	85,609	117,863	145,554	161,926	1,298,329	67,849	
% of Members Receiving MH Services	o	7.4%	4.8%	4.5%	7.5%	4.0%	5.4%	6.2%	4.9%	5.7%	5.4%	1.2%	
% of Members Receiving SA Services	o	0.5%	0.7%	0.4%	0.5%	0.4%	0.8%	1.1%	0.4%	0.8%	0.6%	0.2%	
% of Members Receiving DD Services	o	1.7%	1.5%	1.0%	1.2%	0.4%	1.2%	1.7%	0.8%	1.3%	1.2%	0.4%	
Unduplicated # that received MH/DD/SA Services		15,578	19,698	4,303	5,891	8,413	5,791	10,226	8,757	12,432	91,089	4,739	
% of Members Receiving MH/DD/SA Services	o	9.2%	6.6%	5.9%	9.0%	4.6%	6.8%	8.7%	6.0%	7.7%	7.0%	1.5%	
Community Psychiatric Hospitalization		April 2014	April 2014	April 2014	Apr 2014	April 2014	Apr 2014	Apr 2014	April 2014	April 2014	April 2014		
Rate of MH Admissions per 1,000 Medicaid Members	o	0.86	1.26	0.88	0.35	0.87	1.09	1.06	0.76	1.07	0.99	0.25	
% of MH Admissions that were Readmissions within 30 days	o	15%	2%	6%	13%	0%	10%	10%	3%	10%	6%	5%	
MH Inpt Average Length of Stay (days)	o	5.2	7.7	6.6	4.7	5.8	8.2	7.6	4.6	8.6	6.5	1.4	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.00	0.10	0.03	0.04	0.01	0.14	0.09	0.07	0.05	0.04	
% of SA Admissions that were Readmissions within 30 days	o	25%	0%	14%	0%	0%	0%	18%	0%	0%	8%	9%	
SA Inpt Average Length of Stay (days)	o	4.3	6.4	4.8	7.5	5.0	2.7	4.1	3.7	5.1	4.8	1.4	
% of Readmits assigned to Care Coordination	85%	100.0%	87.5%	100.0%	100.0%		100.0%	100.0%	100.0%	94.1%	97.7%	4%	
Emergency Dept Utilization (3 month lag)		Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014	Jan 2014		
# of ED Admits for persons with MHDDSA diagnoses		103	356	125	58	176	173	251	74	380	1,696		
Rate of ED Admits per 1,000 Medicaid Members	o	0.54	1.79	1.63	0.89	0.98	1.79	1.85	0.51	2.32	1.31	0.61	
# of ED Admits which were readmissions within 30 days		6	50	19	4	29	20	28	10	50	216		
% of ED Admits which were readmissions within 30 days	o	6%	14%	15%	7%	16%	12%	21%	14%	13%	13%	4%	
Authorization Requests		Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014		
Total Number of Auth Requests Received		4,032	5,328	1,356	1,540	3,055	1,186	3,942	2,970	4,871	28,280	1,446	
% Processed in 14 Days	95%	99.3%	90.2%	95.5%	99.8%	100.0%	99.0%	99.8%	100.0%	100.0%	97.8%	3.1%	
% Processed in 3 Days	95%	99.6%	94.2%	100.0%	100.0%	100.0%	99.3%	100.0%	99.8%	98.8%	98.3%	1.8%	
Total % of Auth Requests Processed in Required Timeframes	95%	99.3%	91.0%	95.9%	99.8%	100.0%	99.1%	99.8%	99.9%	99.9%	97.9%	2.8%	
% of Total Auth Requests Denied for Clinical Reasons	o	1.8%	0.9%	3.4%	5.0%	7.7%	3.2%	5.4%	5.3%	1.1%	3.3%	2.1%	
% of Total Auth Requests Denied for Admin Reasons	o	3.0%	10.9%	7.5%	0.7%	0.0%	13.7%	6.1%	0.0%	9.1%	5.9%	4.7%	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.5	0.3	0.7	3.7	2.4	0.2	3.2	0.2	1.4	1.4	1.3	
Claims		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15		
Total # Received during Report Month		218,470	200,432	64,421	70,901	230,469	66,000	172,092	137,518	186,468	1,346,771	63,522	
Rate of Claims Rcpt per Person Served		14.0	10.2	15.0	12.0	27.4	11.4	16.8	15.7	15.0	14.8	4.7	
Percent Denied	o	7.8%	14.2%	8.7%	8.0%	20.5%	8.1%	12.8%	15.3%	10.6%	12.8%	4.1%	
Percent Processed within 30 Days	90%	99.7%	99.9%	99.0%	100.0%	100.0%	94.8%	99.9%	97.6%	96.6%	98.9%	1.8%	
Avg # days for Processing (from Receipt to Payment)		8	8	9	9	7	8	6	6	8	8	1	
Rate of Provider Claim appeals per 1,000 persons served			0.6		0.3					1.3	0.3	0.4	
Complaints/Grievances		March 2014	March 2014	March 2014	Mar-14	March 2014	March 2014	March 2014	March 2014	March 2014	March 2014		
Total number of complaints received (1 month prior)		68	33	25	26	21	13	19	15	33	253	16	
Rate of Complaints per 1,000 Persons Served	o	4.37	1.68	5.81	4.41	2.50	2.24	1.86	1.71	2.65	2.78	1.39	
% Consumer complaints against provider		29%	79%	60%	35%	57%	38%	89%	67%	27%	49%	0.21	
% Consumer complaints against LME/MCO		1%	18%	20%	12%	14%	31%	11%	13%	0%	10%	0.09	
% Provider complaints against LME/MCO		1%	3%	4%	4%	10%	8%	0%	7%	3%	4%	0.03	
Percent of Complaints resolved in 30 days	90%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	95.7%	0	
Program Integrity--Fraud, Waste and Abuse		Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	3	7	7	2	2	9	2	1	40	2.8	
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

April 2014 Report
LME/MCO:

6/4/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	
Estimated number of Uninsured in Catchment Area		261,408	356,762	75,988	92,931	127,820	89,823	121,228	157,677	139,670	1,423,307	87,182
% of Uninsured Receiving MH Services	o	1.3%	0.7%	1.6%	1.2%	1.2%	1.9%	1.2%	0.8%	1.7%	1.1%	0.38%
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.7%	0.5%	0.6%	1.2%	0.6%	0.2%	0.6%	0.5%	0.27%
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.4%	0.5%	0.4%	0.3%	0.5%	0.3%	0.4%	0.34%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		5,127	3,863	2,042	2,009	2,746	2,783	2,653	2,001	3,774	26,998	1,000
% of Uninsured Receiving MH/DD/SA Services	o	2.0%	1.1%	2.7%	2.2%	2.1%	3.1%	2.2%	1.3%	2.7%	1.9%	0.62%
Community Psychiatric Hospitalization		April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.58	0.44	1.08	0.09	0.97	0.83	1.66	0.65	0.72	0.71	0.42
% of MH Admissions that were Readmissions within 30 days	o	13%	3%	7%	0%	0%	5%	8%	2%	5%	5.8%	3.89%
MH Inpt Average Length of Stay (days)	o	4.0	6.4	6.2	2.3	6.1	6.2	6.0	3.8	6.3	5.3	1.41
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.03	0.30	-	0.01	0.24	0.13	0.39	0.02	0.11	0.14
% of SA Admissions that were Readmissions within 30 days	o	6%	9%	17%	0%	0%	0%	13%	3%	0%	6%	6.0%
SA Inpt Average Length of Stay (days)	o	4.1	5.3	5.7	-	3.8	6.4	3.9	4.4	4.0	4.2	1.71
Authorizations		April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	
Total Number of Auth Requests Received		1,430	895	939	482	978	255	937	1,166	1,024	8,106	327.75
% Processed in 14 Days	95%	99.8%	96.5%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	0.01
% Processed in 3 Days	95%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	99.7%	0.00
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	97.3%	100.0%	99.8%	100.0%	100.0%	100.0%	99.9%	100.0%	99.7%	0.01
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.1%	0.7%	0.6%	1.3%	3.5%	3.3%	0.9%	1.3%	1.2%	1.1%
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	7.9%	3.9%	0.6%	0.0%	9.0%	7.3%	0.0%	12.7%	4.1%	4.5%
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.2						0.8	1.0	1.1	0.3	0.34
Claims		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	
Total # Received during Report Month		43,953	48,450	18,601	19,837	29,140	23,065	35,854	35,186	49,572	303,658	11,232
Rate of Claims Rcpt per Person Served	o	8.57	12.54	9.11	9.87	10.61	8.29	13.51	17.58	13.14	11.25	2.85
Percent Denied	o	11.8%	40.3%	7.5%	8.1%	4.4%	9.3%	13.3%	33.1%	22.7%	19.4%	11.9%
Percent Processed within 30 Days	90%	99.7%	99.5%	98.1%	100.0%	100.0%	98.5%	100.0%	100.0%	97.7%	99.3%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.6	8.5	9.1	6.4	7.5	6.4	7.3	7.3	7.8	0.99
Complaints		March 2014	March 2014	March 2014	March 2014	March 2014	March 2014	March 2014	March 2014	March 2014	March 2014	
Total number of complaints received (1 month prior)		16	15	7	4	31	4	10	1	23	111	9.33
Rate of Complaints per 1,000 Persons Served	o	3.12	3.88	3.43	1.99	11.29	1.44	3.77	0.50	6.09	4.11	3.01
% Consumer complaints against provider		44%	40%	100%	50%	35%	75%	70%	0%	39%	47%	0.27
% Consumer complaints against LME/MCO	o	0%	13%	0%	25%	13%	0%	0%	0%	4%	7%	0.08
% Provider complaints against LME/MCO	o	6%	7%	0%	0%	6%	0%	0%	0%	13%	6%	0.04
Percent of Complaints resolved in 30 days	90%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.3%	96.4%	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.			