

NC DHHS LME/MCO Performance Summary

June 2014 Report

8/7/2014

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	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
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	N
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

Cardinal - DMA - Routine (92.7%) and Overall Authorization (93.4%) Timeliness below 95% standard - third month in a row.

Per Cardinal: "Target of 95% of auths processed within 14 days was not met for June. We are still in the process of transitioning the Mecklenburg providers and these providers learning the clinical expectations. More requests are between returned and extended to allow providers time to give additional information to support their requests for services. New staff is still in the process of fully becoming acclimated to the Cardinal Innovations UM processes."

Smoky - DMH - Complaint Resolutions Timeliness - 89.5% below standard 90%. 17 of 19 resolved within 30 days.

	Count	%
Number of Standards Not Met:	3	3%
Number of Standards Not Met for 2 or more Months (pinks):	2	2%
Number of LME/MCOs with 2 or more Standards Not Met:	1	11%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

June 2014 Report

8/7/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
% of calls Abandoned	<5%	0.9%	1.8%	2.8%	1.6%	2.1%	1.7%	2.4%	1.3%	2.7%	1.9%
Avg Speed to Answer Calls (seconds)	o	7.0	6.0	8.4	4.0	4.0	2.0	8.0	5.0	7.0	5.7
% Answered within 30 seconds	95%	99.9%	99.5%	99.1%	100.0%	97.0%	98.1%	99.4%	100.0%	95.0%	98.5%
IDD Wait List		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,928	1,837	1,136	506	823	181	996	1,126	1,242	9,775
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	92%	100%	94%	100%	78%	96%	97%	73%	93%
% of Persons waiting for residential services	o	1%	4%	51%	2%	0%	9%	4%	1%	2%	8%
% of Persons waiting for ADVP	o	1%	3%	58%	0%	0%	1%	5%	1%	0%	8%
% of Persons waiting for vocational services	o	0%	0%	58%	0%	0%	1%	2%	1%	0%	7%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services	o	10%	24%	17%	4%	4%	17%	7%	5%	16%	13%
% of Persons on Waitlist receiving State Services	o	28%	6%	40%	47%	37%	35%	22%	16%	55%	29%
% of Persons on Waitlist receiving State and/or B3 Services	o	23%	30%	58%	47%	41%	43%	28%	21%	60%	37%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	77%	70%	42%	53%	59%	57%	72%	79%	40%	63%
Incidents		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Number of Level 3 Critical Incident Reports received *		11	14	2	16	3	1	8	4	13	72
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		203	339	106	69	78	439	239	203	379	2,055
Number of individuals in Transition Planning process		16	29	12	10	11	26	12	19	17	152
Number of Housing Slots filled		24	39	26	31	31	14	14	36	39	254
DOJ numbers are as of June 30, 2014.											
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**

**June 2014 Report
LME/MCO:**

8/7/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Unduplicated Count of Medicaid Members		168,359	308,106	81,103	65,529	183,147	90,092	121,065	143,044	159,399	1,319,844	68,942
% of Members Receiving MH Services	o	8.0%	4.6%	3.3%	7.3%	4.7%	4.5%	5.5%	4.2%	4.9%	5.2%	1.4%
% of Members Receiving SA Services	o	0.6%	0.7%	0.4%	0.4%	0.3%	0.8%	1.1%	0.4%	0.8%	0.6%	0.3%
% of Members Receiving DD Services	o	1.8%	1.4%	0.9%	1.3%	0.7%	1.0%	1.6%	0.8%	1.3%	1.2%	0.4%
Unduplicated # that received MH/DD/SA Services		16,621	19,734	3,980	5,855	10,215	5,150	9,612	7,700	10,979	89,846	4,966
% of Members Receiving MH/DD/SA Services	o	9.9%	6.4%	4.9%	8.9%	5.6%	5.7%	7.9%	5.4%	6.9%	6.8%	1.6%
Community Psychiatric Hospitalization		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.83	1.09	0.80	0.49	0.79	1.03	1.16	0.86	1.11	0.95	0.20
% of MH Admissions that were Readmissions within 30 days	o	17%	5%	11%	9%	1%	11%	9%	2%	13%	8%	5%
MH Inpt Average Length of Stay (days)	o	5.4	10.2	5.3	4.0	5.2	8.0	7.0	4.5	7.7	6.4	1.9
Rate of SA Admissions per 1,000 Medicaid Members	o	0.04	0.05	0.15	0.06	0.07	0.10	0.11	0.15	0.07	0.08	0.04
% of SA Admissions that were Readmissions within 30 days	o	0%	13%	8%	0%	0%	0%	23%	0%	0%	6%	8%
SA Inpt Average Length of Stay (days)	o	3.0	6.7	4.6	3.0	3.5	2.7	4.4	3.9	8.9	4.5	1.9
% of Readmits assigned to Care Coordination	85%	87.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	91.3%	94.4%	5%
Emergency Dept Utilization (3 month lag)		Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	Mar 2014	
# of ED Admits for persons with MHDDSA diagnoses		105	422	142	82	297	208	341	119	428	2,144	
Rate of ED Admits per 1,000 Medicaid Members	o	0.62	2.17	1.74	1.25	1.62	2.22	2.50	0.82	2.69	1.62	0.69
# of ED Admits which were readmissions within 30 days		4	61	34	5	35	36	40	2	73	290	
% of ED Admits which were readmissions within 30 days	o	3.8%	14.5%	23.9%	6.1%	11.8%	17.3%	11.7%	1.7%	17.1%	13.5%	7%
Authorization Requests		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Total Number of Auth Requests Received		4,519	7,128	1,156	1,449	2,916	1,251	4,673	3,980	3,937	31,009	1,858
% Processed in 14 Days	95%	99.9%	92.7%	96.5%	99.9%	100.0%	100.0%	99.8%	100.0%	100.0%	98.2%	2.4%
% Processed in 3 Days	95%	100.0%	97.6%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	99.8%	99.3%	0.8%
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	93.4%	96.9%	99.9%	100.0%	99.7%	99.8%	100.0%	100.0%	98.3%	2.1%
% of Total Auth Requests Denied for Clinical Reasons	o	1.7%	1.3%	4.8%	3.2%	8.5%	2.0%	5.2%	3.3%	1.6%	3.2%	2.2%
% of Total Auth Requests Denied for Admin Reasons	o	2.2%	1.5%	0.5%	0.0%	0.0%	15.7%	0.2%	0.0%	25.9%	4.6%	8.7%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.3	0.4	1.5	3.4	2.4	0.6	3.1	4.4	0.5	1.7	1.4
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	
Total # Received during Report Month		200,656	292,089	63,949	71,650	190,374	61,271	155,889	129,256	174,450	1,339,584	72,151
Rate of Claims Rcpt per Person Served		12.1	14.8	16.1	12.2	18.6	11.9	16.2	16.8	15.9	14.9	2.3
Percent Denied	o	8.9%	14.0%	6.6%	7.0%	29.3%	6.9%	9.8%	7.9%	7.2%	12.4%	6.9%
Percent Processed within 30 Days	90%	99.5%	100.0%	99.4%	100.0%	97.8%	96.2%	100.0%	97.1%	98.1%	98.9%	1.3%
Avg # days for Processing (from Receipt to Payment)		8.0	8.9	8.0	8.9	7.0	7.8	6.0	9.0	10.0	8.2	1.1
Rate of Provider Claim appeals per 1,000 persons served					0.2					1.6	0.2	0.7
Complaints/Grievances		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Total number of complaints received (1 month prior)		75	51	24	26	20	13	20	19	27	275	19
Rate of Complaints per 1,000 Persons Served	o	4.51	2.58	6.03	4.44	1.96	2.52	2.08	2.47	2.46	3.06	1.33
% Consumer complaints against provider		19%	75%	75%	50%	40%	69%	95%	68%	30%	51%	0.23
% Consumer complaints against LME/MCO		8%	25%	13%	15%	30%	8%	5%	16%	4%	14%	0.09
% Provider complaints against LME/MCO		7%	0%	4%	8%	0%	0%	0%	11%	0%	4%	0.04
Percent of Complaints resolved in 30 days	90%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.6%	97.5%	0
Program Integrity--Fraud, Waste and Abuse		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		8	2	5	11	15	5	10	1	19	76	5.6

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

Peach highlight indicates an estimated number of Medicaid Members.

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

June 2014 Report
LME/MCO:

8/7/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 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	1.4%	0.6%	2.2%	1.0%	1.4%	1.8%	1.1%	1.0%	1.5%	1.2%	0.45%
% of Uninsured Receiving SA Services	o	0.4%	0.2%	0.8%	0.4%	0.4%	1.2%	0.6%	0.4%	0.5%	0.5%	0.28%
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.6%	0.5%	0.4%	0.2%	0.5%	0.2%	0.4%	0.33%	0.14%
Unduplicated # Persons Receiving MH/DD/SA Services		5,707	3,485	2,594	1,728	2,776	2,360	2,450	2,402	3,296	26,798	1,083
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.0%	3.4%	1.9%	2.2%	2.6%	2.0%	1.5%	2.4%	1.9%	0.64%
Community Psychiatric Hospitalization		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.73	0.47	1.05	0.18	0.73	0.50	1.62	0.78	0.81	0.72	0.38
% of MH Admissions that were Readmissions within 30 days	o	13%	2%	9%	6%	0%	0%	12%	2%	12%	7.3%	4.99%
MH Inpt Average Length of Stay (days)	o	4.3	9.1	5.6	3.5	7.1	7.1	5.8	3.5	5.7	5.7	1.73
Rate of SA Admissions per 1,000 Uninsured	o	0.08	0.04	0.43	-	-	0.20	0.10	0.62	0.06	0.14	0.20
% of SA Admissions that were Readmissions within 30 days	o	5%	23%	15%			6%	25%	1%	0%	7%	9.6%
SA Inpt Average Length of Stay (days)	o	3.8	7.0	5.6	-	6.0	6.1	4.8	5.0	4.9	4.8	1.90
Authorizations		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Total Number of Auth Requests Received		1,583	1,805	644	995	1,623	234	985	1,466	932	10,267	486.85
% Processed in 14 Days	95%	100.0%	97.3%	99.8%	99.9%	100.0%	100.0%	99.6%	100.0%	100.0%	99.5%	0.01
% Processed in 3 Days	95%	99.6%	99.6%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	97.9%	99.8%	99.9%	99.9%	100.0%	99.6%	100.0%	100.0%	99.5%	0.01
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	0.1%	2.2%	0.6%	1.3%	0.0%	3.2%	0.5%	1.4%	1.1%	1.0%
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	1.7%	0.3%	0.0%	0.0%	29.9%	0.0%	0.0%	14.3%	2.4%	9.8%
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.4	1.5	1.2				1.2	0.8	0.3	0.4	0.39
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	
Total # Received during Report Month		41,902	50,107	20,123	11,740	34,490	21,181	31,958	26,270	46,022	283,793	12,148
Rate of Claims Rcpt per Person Served	o	7.34	14.38	7.76	6.79	12.42	8.98	13.04	10.94	13.96	10.59	2.80
Percent Denied	o	14.7%	50.0%	6.1%	6.8%	17.7%	7.7%	10.5%	15.8%	19.6%	20.3%	12.7%
Percent Processed within 30 Days	90%	99.5%	99.8%	99.2%	99.9%	100.0%	99.3%	100.0%	92.7%	99.2%	99.0%	0.02
Avg # days for Processing (from Receipt to Payment)	o	8	9.0	8.4	8.9	6.6	7.8	5.9	8.0	10.1	8.1	1.18
Complaints		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Total number of complaints received (1 month prior)		21	20	10	4	23	4	12	3	19	116	7.61
Rate of Complaints per 1,000 Persons Served	o	3.68	5.74	3.86	2.31	8.29	1.69	4.90	1.25	5.76	4.33	2.13
% Consumer complaints against provider		48%	25%	80%	50%	35%	50%	50%	67%	53%	46%	0.15
% Consumer complaints against LME/MCO	o	5%	10%	20%	0%	0%	0%	0%	33%	5%	6%	0.11
% Provider complaints against LME/MCO	o	5%	0%	0%	25%	9%	0%	0%	0%	0%	3%	0.08
Percent of Complaints resolved in 30 days	90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	89.5%	98.3%	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.			