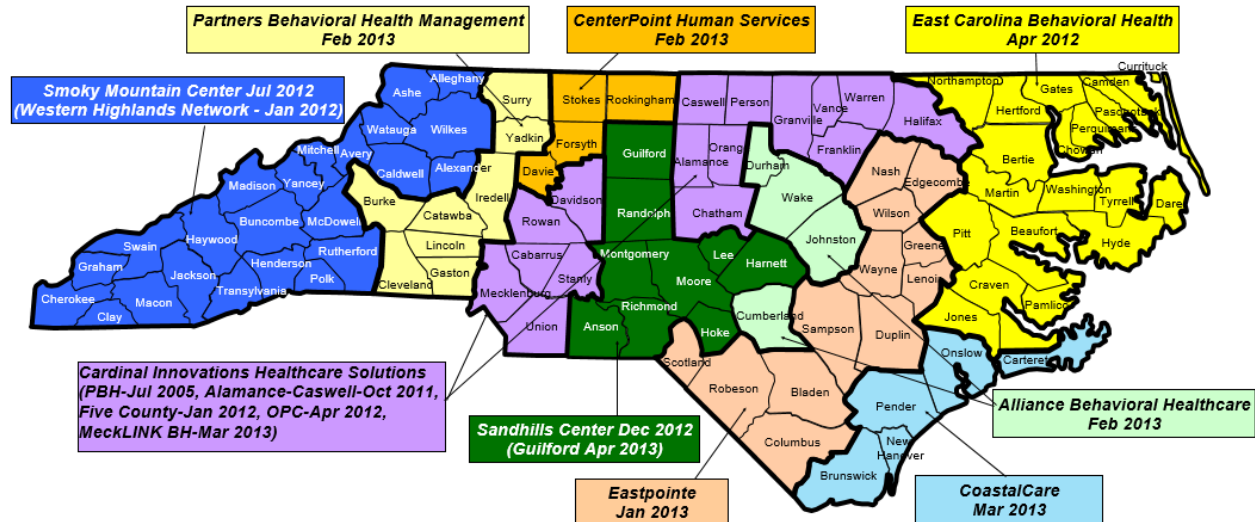


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
 Administrative Functions Monitoring Report
 July 2014**



Prepared by:

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NC DHHS LME/MCO Performance Summary

July 2014 Report

9/5/2014

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	
Total % of Auth Requests Processed in Required Timeframes	95%	Y	N	Y	Y	Y	Y	Y	Y	Y	
% Routine Auths Processed in 14 Days	95%	Y	N	Y	Y	Y	Y	Y	Y	Y	
% Expedited/Inpt Auths Processed in 3 Days	95%	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	
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
DMH Performance Measures											
Total % of Auth Requests Processed in Required Timeframes	95%	Y	N	Y	Y	Y	Y	Y	Y	Y	
% Routine Auths Processed in 14 Days	95%	Y	N	Y	Y	Y	Y	Y	Y	Y	
% Expedited/Inpt Auths Processed in 3 Days	95%	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	
% of Complaints resolved in 30 days	90%	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	
% Answered within 30 seconds	95%	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 (90.5%) and Overall Authorization (91.8%) Timeliness below 95% standard - fourth month in a row.

Cardinal - DMH - Routine (92.8%) and Overall Authorization (94.2%) Timeliness below 95% standard - first month.

Per Cardinal regarding DMH Auth. Timeliness: "Increase in clinical denials for the month, which required more extension to ensure complete information had been gathered. Still fully onboarding new staff and providers from the Mecklenburg expansion."

	Count	%
Number of Standards Not Met:	4	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

July 2014 Report

9/5/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014
% of calls Abandoned	<5%	2.0%	1.4%	3.6%	1.7%	1.9%	1.9%	3.5%	1.3%	1.5%	2.1%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	8.1	5.0	3.0	2.0	8.0	5.0	6.0	5.5
% Answered within 30 seconds	95%	99.6%	99.3%	99.0%	100.0%	97.8%	98.0%	99.5%	100.0%	95.2%	98.6%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,964	1,745	1,132	563	835	185	1,016	1,128	1,257	9,825
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	95%	100%	95%	100%	78%	96%	98%	72%	94%
% of Persons waiting for residential services	o	1%	4%	52%	2%	0%	8%	4%	1%	2%	8%
% of Persons waiting for ADVP	o	1%	5%	59%	0%	0%	1%	5%	1%	0%	8%
% of Persons waiting for vocational services	o	0%	0%	59%	0%	0%	1%	2%	0%	0%	7%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services	o	9%	30%	17%	4%	5%	16%	10%	6%	17%	14%
% of Persons on Waitlist receiving State Services	o	29%	10%	41%	42%	34%	35%	21%	15%	55%	29%
% of Persons on Waitlist receiving State and/or B3 Services	o	29%	36%	58%	43%	39%	41%	32%	21%	63%	39%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	71%	64%	42%	57%	61%	59%	68%	79%	37%	61%
Incidents											
Number of Level 3 Critical Incident Reports received *		13	27	4	8	4	4	17	5	30	112
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		202	417	113	72	90	445	238	212	404	2,193
Number of individuals in Transition Planning process		16	23	6	12	11	27	12	19	19	145
Number of Housing Slots filled		25	44	25	31	33	14	15	37	36	260
DOJ numbers are as of July 31, 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**

**July 2014 Report
LME/MCO:**

9/5/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Unduplicated Count of Medicaid Members		167,682	306,896	81,798	65,529	183,359	91,441	123,434	147,833	162,990	1,330,962	68,392
% of Members Receiving MH Services	o	8.1%	4.8%	3.8%	6.9%	4.0%	4.1%	4.8%	6.8%	4.6%	5.3%	1.5%
% of Members Receiving SA Services	o	0.6%	0.5%	0.2%	0.5%	0.4%	0.7%	1.0%	0.8%	0.8%	0.6%	0.2%
% of Members Receiving DD Services	o	1.9%	1.3%	1.3%	1.3%	0.4%	0.8%	1.5%	1.3%	1.2%	1.2%	0.4%
Unduplicated # that received MH/DD/SA Services		16,798	20,186	4,298	5,693	8,735	4,705	8,677	13,211	10,605	92,908	5,187
% of Members Receiving MH/DD/SA Services	o	10.0%	6.6%	5.3%	8.7%	4.8%	5.1%	7.0%	8.9%	6.5%	7.0%	1.8%
Community Psychiatric Hospitalization		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.95	1.15	0.93	0.53	0.58	1.29	1.34	0.28	1.07	0.92	0.34
% of MH Admissions that were Readmissions within 30 days	o	11%	5%	14%	6%	7%	14%	10%	5%	14%	9%	4%
MH Inpt Average Length of Stay (days)	o	5.5	9.7	6.0	6.1	6.5	8.0	6.4	4.2	8.8	6.8	1.6
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.03	0.10	0.06	0.01	0.01	0.08	0.09	0.04	0.04	0.03
% of SA Admissions that were Readmissions within 30 days	o	0%	30%	0%	0%	0%	0%	10%	0%	0%	7%	10%
SA Inpt Average Length of Stay (days)	o	3.6	7.2	6.0	3.0		6.0	4.8	3.7	4.0	4.8	1.4
% of Readmits assigned to Care Coordination	85%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	98.3%	2%
Emergency Dept Utilization (3 month lag)		Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	Apr 2014	
# of ED Admits for persons with MHDDSA diagnoses		121	944	158	93	303	231	270	91	405	2,616	
Rate of ED Admits per 1,000 Medicaid Members	o	0.71	3.17	1.94	1.42	1.66	2.70	2.05	0.63	2.43	1.97	0.81
# of ED Admits which were readmissions within 30 days		3	125	24	6	33	39	31	1	61	323	
% of ED Admits which were readmissions within 30 days	o	2.5%	13.2%	15.2%	6.5%	10.9%	16.9%	11.5%	1.1%	15.1%	12.3%	5%
Authorization Requests		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Total Number of Auth Requests Received		4,391	5,773	1,165	1,567	3,368	1,305	4,401	4,080	3,033	29,083	1,517
% Processed in 14 Days	95%	99.2%	90.5%	98.6%	99.9%	100.0%	99.7%	99.8%	100.0%	99.8%	97.9%	2.9%
% Processed in 3 Days	95%	99.1%	98.5%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	99.2%	99.4%	0.5%
Total % of Auth Requests Processed in Required Timeframes	95%	99.2%	91.8%	98.8%	99.8%	100.0%	99.8%	99.8%	100.0%	99.7%	98.1%	2.5%
% of Total Auth Requests Denied for Clinical Reasons	o	1.9%	2.6%	4.6%	3.4%	6.6%	2.4%	5.2%	3.3%	2.0%	3.5%	1.5%
% of Total Auth Requests Denied for Admin Reasons	o	3.7%	0.0%	7.8%	0.3%	0.0%	11.9%	0.6%	0.0%	2.9%	1.8%	4.0%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.5	1.1	3.7	2.8	1.5	0.2	3.9	1.1	0.9	1.6	1.2
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
Total # Received during Report Month		167,832	320,101	61,770	76,109	217,983	64,566	172,977	142,920	183,843	1,408,101	78,716
Rate of Claims Rcpt per Person Served		10.0	15.9	14.4	13.4	25.0	13.7	19.9	10.8	17.3	15.2	4.4
Percent Denied	o	8.1%	12.1%	6.1%	8.0%	31.9%	7.1%	11.1%	10.1%	13.1%	13.8%	7.4%
Percent Processed within 30 Days	90%	99.4%	99.9%	99.1%	100.0%	93.3%	94.8%	100.0%	96.8%	99.8%	98.2%	2.4%
Avg # days for Processing (from Receipt to Payment)		8.0	8.3	9.0	6.9	11.0	7.3	8.0	8.0	9.0	8.4	1.1
Rate of Provider Claim appeals per 1,000 persons served		3.1	0.3		0.4	0.1				0.9	0.8	1.1
Complaints/Grievances		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Total number of complaints received (1 month prior)		66	46	28	22	17	6	11	22	34	252	18
Rate of Complaints per 1,000 Persons Served	o	3.93	2.28	6.51	3.86	1.95	1.28	1.27	1.67	3.21	2.71	1.61
% Consumer complaints against provider		41%	76%	82%	36%	88%	50%	36%	91%	21%	56%	0.25
% Consumer complaints against LME/MCO		5%	24%	7%	5%	6%	0%	64%	9%	0%	11%	0.19
% Provider complaints against LME/MCO		2%	0%	4%	18%	0%	17%	0%	0%	3%	3%	0.07
Percent of Complaints resolved in 30 days	90%	98.5%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	97.1%	98.8%	0
Program Integrity--Fraud, Waste and Abuse		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		0	6	4	9	7	1	6	2	0	35	3.1

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

July 2014 Report
LME/MCO:

9/5/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Estimated number of Uninsured in Catchment Area		269,422	365,263	75,988	92,931	127,820	88,746	120,782	157,677	137,660	1,436,289	90,564
% of Uninsured Receiving MH Services	o	1.6%	0.8%	1.6%	1.2%	1.2%	1.7%	0.9%	2.0%	1.4%	1.3%	0.39%
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.4%	0.5%	0.5%	1.2%	0.5%	0.7%	0.6%	0.5%	0.25%
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.4%	0.5%	0.4%	0.2%	0.4%	0.5%	0.3%	0.35%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		6,177	4,942	1,814	1,966	2,670	2,273	2,024	4,986	3,181	30,033	1,523
% of Uninsured Receiving MH/DD/SA Services	o	2.3%	1.4%	2.4%	2.1%	2.1%	2.6%	1.7%	3.2%	2.3%	2.1%	0.49%
Community Psychiatric Hospitalization		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.68	0.52	1.32	0.30	0.81	0.75	1.84	0.63	0.55	0.74	0.44
% of MH Admissions that were Readmissions within 30 days	o	5%	3%	3%	4%	0%	1%	10%	2%	5%	4.6%	2.72%
MH Inpt Average Length of Stay (days)	o	4.2	8.9	4.9	4.3	8.9	6.6	5.0	3.7	6.7	5.9	1.86
Rate of SA Admissions per 1,000 Uninsured	o	0.09	0.08	0.38	0.02	0.01	0.17	0.16	0.46	0.08	0.14	0.15
% of SA Admissions that were Readmissions within 30 days	o	12%	4%	7%	0%	0%	7%	5%	3%	0%	5%	3.8%
SA Inpt Average Length of Stay (days)	o	4.1	7.3	5.7	3.7	9.0	6.0	4.8	4.7	5.0	5.6	1.58
Authorizations		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
Total Number of Auth Requests Received		1,611	1,453	715	503	793	225	975	1,452	768	8,495	444.80
% Processed in 14 Days	95%	99.9%	92.8%	100.0%	99.7%	100.0%	100.0%	99.9%	100.0%	99.6%	98.9%	0.02
% Processed in 3 Days	95%	99.8%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	0.01
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	94.2%	100.0%	99.8%	100.0%	100.0%	99.9%	100.0%	99.7%	98.9%	0.02
% of Total Auth Requests Denied for Clinical Reasons	o	1.7%	0.1%	1.1%	0.4%	0.8%	0.4%	2.1%	1.0%	2.1%	1.1%	0.7%
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	4.9%	0.0%	0.0%	23.1%	0.5%	0.0%	3.0%	1.4%	7.1%
Rate of Consumer Auth. Appeals per 1,000 persons svc		0.2		1.1	0.5	0.4		1.5	1.0	0.3	0.5	0.45
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
Total # Received during Report Month		35,622	53,252	15,930	11,483	31,931	20,334	31,684	34,944	44,269	279,449	12,611
Rate of Claims Rcpt per Person Served	o	5.77	5.77	5.77	5.77	5.77	5.77	5.77	5.77	5.77	9.30	0.00
Percent Denied	o	15.7%	49.7%	6.7%	15.9%	7.0%	10.2%	15.6%	31.3%	21.1%	23.1%	12.9%
Percent Processed within 30 Days	90%	99.3%	99.6%	98.5%	99.9%	100.0%	99.4%	100.0%	100.0%	98.8%	99.5%	0.01
Avg # days for Processing (from Receipt to Payment)	o	7	8.7	8.8	8.6	6.1	7.4	7.3	8.1	8.0	7.8	0.85
Complaints		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	
Total number of complaints received (1 month prior)		12	22	8	3	20	5	9	3	7	89	6.54
Rate of Complaints per 1,000 Persons Served	o	1.94	4.45	4.41	1.53	7.49	2.20	4.45	0.60	2.20	2.96	2.00
% Consumer complaints against provider		58%	32%	100%	67%	15%	80%	44%	100%	57%	47%	0.27
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	5%	0%	0%	0%	0%	1%	0.02
% Provider complaints against LME/MCO	o	0%	0%	0%	33%	5%	20%	0%	0%	0%	3%	0.11
Percent of Complaints resolved in 30 days	90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-

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.