



# NC DHHS LME/MCO Performance Summary

August 2014 Report

9/29/2014

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	Y	Y	Y	Y	Y	Y	Y	Y	
% Routine Auths Processed in 14 Days	95%	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	
% 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	
<b>DMH Performance Measures</b>											
Total % of Auth Requests Processed in Required Timeframes	95%	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	
% 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	
<b>Combined Performance Measures</b>											
% 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	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

Smoky - 93.5% of Calls Answered within 30 seconds - "On a few days in the month of August, multiple phone system technology issues resulted in an inability of staff to appropriately handle some calls (e.g. frequently and randomly unknowingly being "auto-released" from queue without agent's knowledge, calls not "rolling" as they should have, etc.). Customer Services and MIS are working together to do everything possible to both understand the Shoretel call handling and reporting issues and to acquire the accurate data to report. In addition, Smoky has identified a trend of an increase in evening calls and adjusted staffing patterns at the beginning of September to accommodate the increased evening call volume."

	Count	%
Number of Standards Not Met:	1	1%
Number of Standards Not Met for 2 or more Months (pinks):	0	0%
Number of LME/MCOs with 2 or more Standards Not Met:	0	0%

**LME/MCO Monthly Monitoring Report**  
**Medicaid and State Combined**

August 2014 Report

9/29/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
<b>Call Center</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014
% of calls Abandoned	<5%	1.1%	1.6%	2.8%	1.2%	2.2%	1.7%	3.1%	1.5%	3.2%	2.1%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	7.6	4.0	4.0	2.0	8.0	5.0	6.0	5.4
% Answered within 30 seconds	95%	99.6%	99.2%	98.4%	100.0%	97.9%	98.3%	96.2%	100.0%	93.5%	97.8%
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,946	1,733	1,143	578	832	185	1,015	1,134	1,258	9,824
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	96%	100%	94%	100%	78%	96%	98%	73%	94%
% of Persons waiting for residential services	o	1%	4%	52%	3%	0%	7%	3%	1%	2%	8%
% of Persons waiting for ADVP	o	1%	5%	56%	1%	0%	1%	5%	1%	0%	8%
% of Persons waiting for vocational services	o	0%	0%	56%	0%	0%	1%	2%	0%	1%	7%
<b>Service Status of Persons on the Waiting List</b>											
% of Persons on Waitlist receiving B3 Services	o	9%	30%	18%	4%	6%	18%	12%	7%	17%	14%
% of Persons on Waitlist receiving State Services	o	29%	11%	40%	42%	34%	36%	21%	15%	56%	29%
% of Persons on Waitlist receiving State and/or B3 Services	o	28%	36%	58%	43%	40%	43%	33%	21%	63%	40%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	72%	64%	42%	57%	60%	57%	67%	79%	37%	60%
<b>Incidents</b>											
Number of Level 3 Critical Incident Reports received *		14	28	3	14	6	3	9	2	26	105
<b>Department of Justice Settlement</b>		<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Coastal Care</b>	<b>Eastpointe</b>	<b>ECBH</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>NC TOTAL</b>
Individuals in In-reach		236	419	115	86	110	442	283	215	396	2,302
Number of individuals in Transition Planning process		18	27	5	18	17	32	16	23	20	176
Number of Individuals Housed - Currently		24	41	29	30	35	16	15	35	38	263
Number of Individuals Housed - Total		27	46	32	37	39	19	19	42	42	303
<i>DOJ numbers are as of 8/31/14.</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**

**August 2014 Report**  
**LME/MCO:**

9/29/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
<b>Persons Served</b>	o	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	
Unduplicated Count of Medicaid Members		172,208	323,412	82,134	65,529	183,366	92,015	128,117	152,547	163,609	1,362,937	72,597
% of Members Receiving MH Services	o	7.7%	4.4%	3.5%	6.5%	3.2%	4.4%	4.5%	5.9%	4.8%	4.9%	1.4%
% of Members Receiving SA Services	o	0.6%	0.5%	0.2%	0.6%	0.4%	0.8%	1.0%	0.7%	0.9%	0.6%	0.2%
% of Members Receiving DD Services	o	1.7%	1.2%	1.2%	1.3%	0.4%	0.9%	1.5%	1.1%	1.3%	1.2%	0.3%
Unduplicated # that received MH/DD/SA Services		16,287	19,882	4,027	5,445	7,105	4,970	8,552	11,814	11,182	89,264	5,099
% of Members Receiving MH/DD/SA Services	o	9.5%	6.1%	4.9%	8.3%	3.9%	5.4%	6.7%	7.7%	6.8%	6.5%	1.6%
<b>Community Psychiatric Hospitalization</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	1.04	0.96	0.79	0.98	0.75	1.01	1.41	0.29	1.04	0.91	0.28
% of MH Admissions that were Readmissions within 30 days	o	9%	5%	14%	8%	3%	10%	16%	2%	12%	9%	5%
MH Inpt Average Length of Stay (days)	o	5.4	10.8	6.2	5.4	5.6	10.1	5.8	4.4	9.2	7.0	2.2
Rate of SA Admissions per 1,000 Medicaid Members	o	0.04	0.03	0.11	0.02	0.05	0.02	0.08	0.09	0.05	0.05	0.03
% of SA Admissions that were Readmissions within 30 days	o	43%	11%	11%	0%	0%	0%	20%	0%	13%	11%	13%
SA Inpt Average Length of Stay (days)	o	3.0	7.2	6.1	4.0	3.8	4.0	4.2	3.8	5.1	4.6	1.2
% of Readmits assigned to Care Coordination	85%	95.0%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	4%
<b>Emergency Dept Utilization (3 month lag)</b>		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
# of ED Admits for persons with MHDDSA diagnoses		149	1,025	217	123	347	235	313	115	411	2,935	
Rate of ED Admits per 1,000 Medicaid Members	o	0.87	3.34	2.65	1.88	1.90	2.49	2.41	0.81	2.46	2.15	0.78
# of ED Admits which were readmissions within 30 days		8	186	51	11	32	33	41	2	54	418	
% of ED Admits which were readmissions within 30 days	o	5.4%	18.1%	23.5%	8.9%	9.2%	14.0%	13.1%	1.7%	13.1%	14.2%	6%
<b>Authorization Requests</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	
Total Number of Auth Requests Received		3,785	4,263	1,254	1,480	3,068	1,404	4,600	3,796	2,954	26,604	1,216
% Processed in 14 Days	95%	100.0%	100.0%	99.6%	99.7%	100.0%	99.8%	99.8%	100.0%	100.0%	99.9%	0.1%
% Processed in 3 Days	95%	100.0%	98.8%	99.4%	100.0%	100.0%	99.7%	100.0%	99.8%	100.0%	99.7%	0.4%
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.8%	99.6%	99.8%	100.0%	99.8%	99.8%	100.0%	100.0%	99.9%	0.1%
% of Total Auth Requests Denied for Clinical Reasons	o	1.9%	3.1%	3.2%	3.6%	7.1%	1.8%	5.5%	3.4%	1.8%	3.7%	1.7%
% of Total Auth Requests Denied for Admin Reasons	o	3.7%	0.1%	0.2%	0.1%	0.0%	13.0%	0.6%	0.0%	2.0%	1.6%	4.0%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.0	1.2	4.0	3.7	1.1	0.2	3.4	1.9	0.6	1.6	1.3
<b>Claims</b>		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	
<b>Total # Received during Report Month</b>		158,792	291,636	63,877	70,581	173,844	63,341	152,239	134,645	197,441	1,306,396	70,096
Rate of Claims Rcpt per Person Served		9.7	14.7	15.9	13.0	24.5	12.7	17.8	11.4	17.7	14.6	4.1
Percent Denied	o	8.9%	14.1%	8.1%	10.1%	26.2%	8.4%	9.6%	9.2%	12.9%	13.1%	5.4%
Percent Processed within 30 Days	90%	99.6%	99.9%	99.3%	100.0%	98.1%	96.7%	100.0%	99.2%	96.8%	98.9%	1.3%
Avg # days for Processing (from Receipt to Payment )		8.0	9.0	9.0	8.4	8.0	7.5	8.0	5.0	8.9	8.0	1.2
Rate of Provider Claim appeals per 1,000 persons served		1.5	0.1		0.2					0.7	0.4	0.6
<b>Complaints/Grievances</b>		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	
<b>Total number of complaints received (1 month prior)</b>		65	41	16	24	16	7	15	23	32	239	17
Rate of Complaints per 1,000 Persons Served	o	3.99	2.06	3.97	4.41	2.25	1.41	1.75	1.95	2.86	2.68	1.05
% Consumer complaints against provider		32%	78%	69%	33%	25%	71%	73%	87%	31%	51%	0.23
% Consumer complaints against LME/MCO		6%	17%	25%	8%	0%	29%	27%	13%	3%	11%	0.10
% Provider complaints against LME/MCO		2%	0%	0%	8%	6%	0%	0%	0%	0%	2%	0.03
Percent of Complaints resolved in 30 days	90%	98.5%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	0
<b>Program Integrity--Fraud, Waste and Abuse</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	3	4	5	1	2	5	1	8	34	2.1

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**

**August 2014 Report**  
**LME/MCO:**

9/29/2014

REVISED 10/3/14

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Coastal Care</b>	<b>Eastpointe</b>	<b>ECBH</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Statewide</b>	<b>STD DEV</b>	
<b>Persons Served</b>	o	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014		
Estimated number of Uninsured in Catchment Area		269,422	365,263	75,722	94,580	127,820	88,746	120,782	157,677	137,660	1,437,672	90,458	
% of Uninsured Receiving MH Services	o	1.4%	0.7%	1.6%	1.1%	0.9%	1.8%	0.9%	1.6%	1.9%	1.2%	0.41%	
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.4%	0.4%	0.5%	1.2%	0.5%	0.5%	0.7%	0.5%	0.26%	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.3%	0.5%	0.4%	0.2%	0.3%	0.4%	0.4%	0.34%	0.08%	
Unduplicated # Persons Receiving MH/DD/SA Services		5,657	4,465	1,801	1,836	2,269	2,335	2,058	3,921	3,977	28,319	1,311	
% of Uninsured Receiving MH/DD/SA Services	o	2.1%	1.2%	2.4%	1.9%	1.8%	2.6%	1.7%	2.5%	2.9%	2.0%	0.49%	
<b>Community Psychiatric Hospitalization</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014		
Rate of MH Admissions per 1,000 Uninsured	o	0.67	0.54	0.96	0.04	1.04	0.78	1.88	0.70	0.65	0.75	0.46	
% of MH Admissions that were Readmissions within 30 days	o	9%	2%	11%	0%	0%	1%	8%	0%	6%	4.9%	4.11%	
MH Inpt Average Length of Stay (days)	o	4.3	8.0	5.8	2.5	8.3	7.0	8.3	3.5	6.9	6.1	2.06	
Rate of SA Admissions per 1,000 Uninsured	o	0.09	0.05	0.34	0.02	-	0.14	0.18	0.55	0.05	0.14	0.17	
% of SA Admissions that were Readmissions within 30 days	o	4%	12%	8%	0%	0%	8%	5%	1%	14%	5%	4.8%	
SA Inpt Average Length of Stay (days)	o	3.8	6.8	5.1	1.5	3.0	6.3	4.5	4.8	3.6	4.4	1.54	
<b>Authorizations</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014		
Total Number of Auth Requests Received		1,561	1,441	647	416	786	367	957	1,397	718	8,290	422.21	
% Processed in 14 Days	95%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00	
% Processed in 3 Days	95%	100.0%	98.6%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	0.00	
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.4%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	0.2%	1.7%	0.7%	2.9%	0.0%	2.8%	1.2%	0.4%	1.2%	1.0%	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	0.2%	0.2%	0.0%	8.4%	0.3%	0.0%	1.7%	0.6%	2.6%	
Rate of Consumer Auth. Appeals per 1,000 persons svd				0.6				1.5	2.3		0.5	0.71	
<b>Claims</b>		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15		
<b>Total # Received during Report Month</b>		<b>37,014</b>	<b>62,464</b>	<b>15,527</b>	<b>14,464</b>	<b>29,248</b>	<b>22,098</b>	<b>25,860</b>	<b>39,965</b>	<b>50,332</b>	<b>296,972</b>	15,151	
Rate of Claims Rcpt per Person Served	o	6.54	13.99	8.62	7.88	12.89	9.46	12.57	10.19	12.66	10.49	2.45	
Percent Denied	o	10.5%	37.5%	4.4%	10.6%	3.8%	11.3%	8.5%	9.9%	22.8%	17.1%	10.0%	
Percent Processed within 30 Days	90%	99.4%	99.7%	99.1%	99.9%	100.0%	99.8%	100.0%	100.0%	99.4%	99.7%	0.00	
Avg # days for Processing (from Receipt to Payment )	o	9	9.3	7.8	10.2	6.5	7.5	7.4	6.6	10.2	8.3	1.36	
<b>Complaints</b>		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014		
<b>Total number of complaints received (1 month prior)</b>		<b>20</b>	<b>17</b>	<b>11</b>	<b>6</b>	<b>15</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>12</b>	<b>95</b>	5.60	
Rate of Complaints per 1,000 Persons Served	o	3.54	3.81	6.11	3.27	6.61	1.28	2.43	1.53	3.02	3.35	1.73	
% Consumer complaints against provider		50%	29%	82%	67%	13%	100%	60%	83%	17%	45%	0.29	
% Consumer complaints against LME/MCO	o	0%	0%	9%	0%	7%	0%	0%	0%	8%	3%	0.04	
% Provider complaints against LME/MCO	o	0%	6%	9%	0%	13%	0%	0%	0%	0%	4%	0.05	
Percent of Complaints resolved in 30 days	90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	98.9%	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 outli				