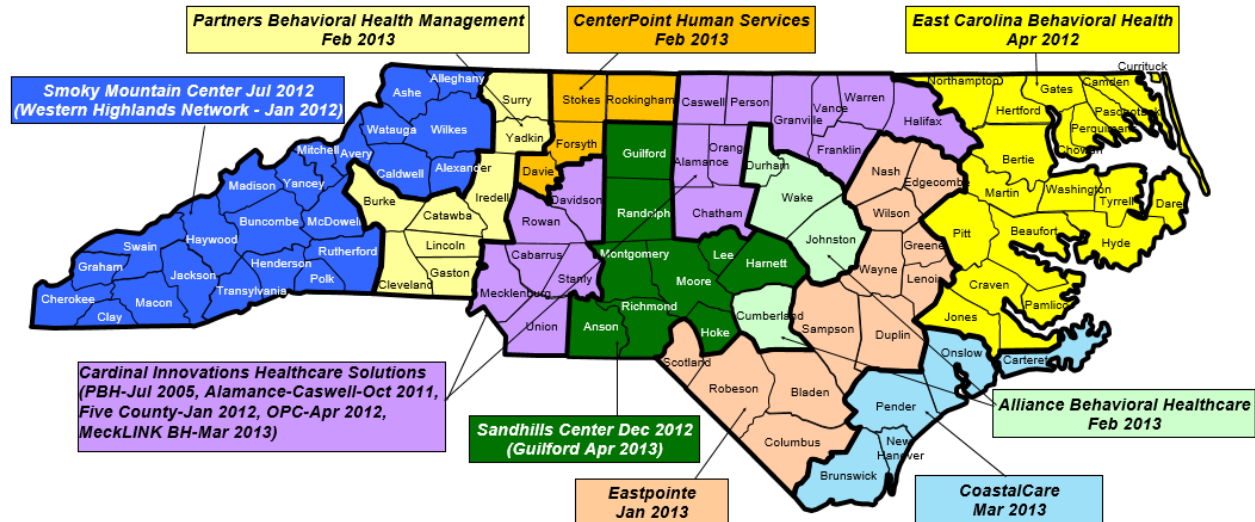


**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services**

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



Prepared by:

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# NC DHHS LME/MCO Performance Summary

September 2014 Report

11/6/2014

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	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

First month that ALL standards were met by all LME-MCOs!

	<b>Count</b>	<b>%</b>
Number of Standards Not Met:	0	0%
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**

September 2014 Report

11/6/2014 rev11/17/14

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
<b>Call Center</b>		Sept 2014	Sept 2014	Sept 2014	Sept 2014	Sept 2014	Sept 2014	Sept 2014	Sept 2014	Sept 2014	Sept 2014
% of calls Abandoned	<5%	1.1%	1.6%	3.3%	1.4%	2.1%	2.2%	2.4%	1.0%	4.2%	2.1%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	6.7	4.0	5.0	2.0	8.0	5.0	6.0	5.4
% Answered within 30 seconds	95%	99.9%	99.4%	95.1%	100.0%	96.5%	97.8%	97.5%	100.0%	95.4%	97.9%
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,965	1,717	1,138	591	831	191	1,010	1,127	1,279	9,849
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	96%	100%	94%	100%	78%	96%	98%	72%	94%
% of Persons waiting for residential services	o	1%	3%	52%	4%	0%	7%	3%	1%	2%	8%
% of Persons waiting for ADVP	o	1%	5%	61%	1%	0%	1%	5%	1%	0%	9%
% of Persons waiting for vocational services	o	0%	0%	61%	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	11%	30%	17%	5%	6%	21%	13%	7%	18%	15%
% of Persons on Waitlist receiving State Services	o	29%	10%	41%	41%	35%	38%	21%	14%	61%	30%
% of Persons on Waitlist receiving State and/or B3 Services	o	29%	37%	58%	42%	41%	46%	35%	21%	64%	40%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	71%	63%	42%	58%	59%	54%	65%	79%	36%	60%
<b>Incidents</b>											
Number of Level 3 Critical Incident Reports received *		10	20	3	9	10	0	17	4	25	98
<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		249	441	119	100	123	450	280	227	410	2,399
Number of individuals in Transition Planning process		23	32	2	22	17	23	18	20	27	184
Number of Individuals Housed - Currently		25	44	30	31	36	17	16	37	37	273
Number of Individuals Housed - Total		28	49	33	40	40	20	20	45	42	317
<b>DOJ numbers are as of 9/30/14.</b>											
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**

**September 2014 Report  
LME/MCO:**

11/6/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
<b>Persons Served</b>	o	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Unduplicated Count of Medicaid Members		184,618	325,106	80,399	65,529	182,401	112,423	131,524	156,894	162,748	1,401,642	71,924	
% of Members Receiving MH Services	o	7.8%	4.5%	3.8%	7.9%	3.5%	3.9%	5.1%	5.2%	5.4%	5.1%	1.5%	
% of Members Receiving SA Services	o	0.6%	0.5%	0.2%	0.7%	0.4%	0.6%	1.0%	0.5%	0.9%	0.6%	0.2%	
% of Members Receiving DD Services	o	1.7%	1.2%	1.3%	1.3%	0.4%	0.7%	1.4%	1.0%	1.3%	1.1%	0.4%	
Unduplicated # that received MH/DD/SA Services		17,631	20,339	4,236	6,481	7,633	5,311	9,423	10,493	12,110	93,657	5,184	
% of Members Receiving MH/DD/SA Services	o	9.5%	6.3%	5.3%	9.9%	4.2%	4.7%	7.2%	6.7%	7.4%	512.4%	1.9%	
<b>Community Psychiatric Hospitalization</b>		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Rate of MH Admissions per 1,000 Medicaid Members	o	1.00	0.99	1.03	0.78	0.84	0.92	1.20	0.58	1.09	0.95	0.17	
% of MH Admissions that were Readmissions within 30 days	o	11%	4%	11%	2%	1%	13%	13%	0%	12%	8%	5%	
MH Inpt Average Length of Stay (days)	o	5.3	8.1	5.7	5.8	5.5	8.9	5.4	4.1	8.6	6.7	1.6	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.06	0.02	0.09	0.03	0.02	0.04	0.08	0.08	0.06	0.05	0.03	
% of SA Admissions that were Readmissions within 30 days	o	0%	33%	29%	0%	0%	0%	0%	0%	10%	7%	13%	
SA Inpt Average Length of Stay (days)	o	3.6	8.2	5.8	2.3	2.5	5.3	3.7	3.8	5.1	5.1	1.7	
% of Readmits assigned to Care Coordination	85%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	100.0%	99.1%	2%	
<b>Emergency Dept Utilization (3 month lag)</b>		June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014	June 2014		
# of ED Admits for persons with MHDDSA diagnoses		197	941	226	177	321	223	333	97	407	2,922		
Rate of ED Admits per 1,000 Medicaid Members	o	1.17	3.05	2.79	2.70	1.75	2.48	2.53	0.68	2.48	2.08	0.76	
# of ED Admits which were readmissions within 30 days		12	166	47	29	16	25	50	1	60	406		
% of ED Admits which were readmissions within 30 days	o	6.1%	17.6%	20.8%	16.4%	5.0%	11.2%	15.0%	1.0%	14.7%	13.9%	6%	
<b>Authorization Requests</b>		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Total Number of Auth Requests Received		3,877	5,998	1,260	1,466	3,211	1,447	4,887	4,325	2,928	29,399	1,573	
% Processed in 14 Days	95%	99.6%	99.9%	98.1%	98.5%	100.0%	99.9%	99.1%	100.0%	99.7%	99.6%	0.7%	
% Processed in 3 Days	95%	99.8%	98.4%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.8%	99.6%	0.5%	
Total % of Auth Requests Processed in Required Timeframes	95%	99.7%	99.7%	98.3%	98.9%	100.0%	99.7%	99.1%	100.0%	99.8%	99.6%	0.5%	
% of Total Auth Requests Denied for Clinical Reasons	o	2.0%	2.3%	5.2%	4.9%	9.9%	1.5%	4.8%	2.6%	3.2%	3.9%	2.5%	
% of Total Auth Requests Denied for Admin Reasons	o	3.8%	0.1%	0.1%	0.4%	0.0%	14.4%	0.5%	0.0%	2.4%	1.6%	4.4%	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.3	2.4	1.5	2.5	4.6	1.7	0.4	1.5	1.2		
<b>Claims</b>		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15		
<b>Total # Received during Report Month</b>		160,964	291,742	58,551	65,160	165,718	60,001	174,779	129,232	167,241	1,273,388	70,560	
Rate of Claims Rcpt per Person Served		9.1	14.3	13.8	10.1	21.7	11.3	18.5	12.3	13.8	13.6	3.8	
Percent Denied	o	7.6%	12.8%	5.7%	8.4%	26.3%	7.4%	10.8%	6.0%	8.2%	11.5%	6.0%	
Percent Processed within 30 Days	90%	99.4%	99.9%	99.4%	100.0%	97.7%	97.1%	100.0%	99.3%	99.4%	99.3%	1.0%	
Avg # days for Processing (from Receipt to Payment )		9.0	8.6	9.0	8.7	9.0	7.8	8.0	5.0	9.1	8.2	1.2	
Rate of Provider Claim appeals per 1,000 persons served		0.6	0.2	0.3	0.3	0.7	0.3	0.7	0.3	0.3	0.2		
<b>Complaints/Grievances</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014		
<b>Total number of complaints received (1 month prior)</b>		64	54	18	18	17	4	14	23	37	249	19	
Rate of Complaints per 1,000 Persons Served	o	3.63	2.65	4.25	2.78	2.23	0.75	1.49	2.19	3.06	2.66	1.00	
% Consumer complaints against provider		30%	83%	89%	56%	65%	75%	93%	91%	14%	57%	0.27	
% Consumer complaints against LME/MCO		11%	17%	0%	0%	6%	0%	7%	4%	0%	8%	0.06	
% Provider complaints against LME/MCO		2%	0%	0%	6%	6%	0%	0%	0%	5%	2%	0.03	
Percent of Complaints resolved in 30 days	90%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.6%	97.6%	0	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	1	11	6	9	4	2	6	0	41	3.5	
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**

**September 2014 Report**  
**LME/MCO:**

11/6/2014

<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	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 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	1.5%	0.8%	1.6%	1.3%	1.1%	1.6%	0.9%	1.4%	1.9%	1.3%	0.35%	
% of Uninsured Receiving SA Services	o	0.5%	0.4%	0.3%	0.6%	0.5%	1.2%	0.6%	0.5%	0.8%	0.5%	0.25%	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.4%	0.4%	0.3%	0.3%	0.4%	0.4%	0.5%	0.34%	0.07%	
Unduplicated # Persons Receiving MH/DD/SA Services		6,146	5,045	1,755	2,169	2,389	2,283	2,135	3,588	4,281	29,791	1,456	
% of Uninsured Receiving MH/DD/SA Services	o	2.3%	1.4%	2.3%	2.3%	1.9%	2.6%	1.8%	2.3%	3.1%	2.1%	0.47%	
<b>Community Psychiatric Hospitalization</b>		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Rate of MH Admissions per 1,000 Uninsured	o	0.60	0.49	1.16	0.35	0.69	0.48	1.81	0.87	0.66	0.72	0.43	
% of MH Admissions that were Readmissions within 30 days	o	7%	1%	14%	9%	0%	0%	6%	1%	5%	4.6%	4.49%	
MH Inpt Average Length of Stay (days)	o	4.3	8.8	5.6	4.8	7.3	7.2	5.1	3.6	7.5	5.6	1.64	
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.04	0.30	0.02	-	0.19	0.22	0.54	0.03	0.13	0.17	
% of SA Admissions that were Readmissions within 30 days	o	11%	0%	17%	0%	-	0%	19%	1%	0%	6%	7.7%	
SA Inpt Average Length of Stay (days)	o	3.9	8.1	5.6	6.0	10.0	7.1	4.0	4.6	6.0	5.2	1.88	
<b>Authorizations</b>		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Total Number of Auth Requests Received		1,622	1,623	623	419	1,037	305	1,123	1,732	899	9,383	503.76	
% Processed in 14 Days	95%	100.0%	99.8%	99.1%	99.6%	100.0%	100.0%	99.5%	100.0%	100.0%	99.8%	0.00	
% Processed in 3 Days	95%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	0.00	
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.6%	99.5%	99.8%	100.0%	100.0%	99.6%	100.0%	100.0%	99.8%	0.00	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	0.0%	2.1%	1.2%	5.3%	0.0%	1.9%	0.4%	0.4%	1.3%	1.6%	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.1%	0.2%	0.7%	0.0%	15.4%	0.4%	0.0%	1.2%	0.8%	4.7%	
Rate of Consumer Auth. Appeals per 1,000 persons svd								1.9	0.3		0.2	0.80	
<b>Claims</b>		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15		
<b>Total # Received during Report Month</b>		<b>32,638</b>	<b>64,169</b>	<b>11,245</b>	<b>14,084</b>	<b>27,899</b>	<b>21,651</b>	<b>34,733</b>	<b>38,778</b>	<b>43,583</b>	<b>288,780</b>	15,270	
Rate of Claims Rcpt per Person Served	o	5.31	12.72	6.41	6.49	11.68	9.48	16.27	10.81	10.18	9.69	3.29	
Percent Denied	o	6.8%	32.9%	9.3%	6.6%	3.1%	15.1%	9.8%	8.3%	13.5%	14.5%	8.2%	
Percent Processed within 30 Days	90%	99.7%	99.0%	99.2%	99.8%	99.6%	99.5%	100.0%	99.1%	99.3%	99.4%	0.00	
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.8	8.3	10.0	6.5	8.2	7.8	6.3	9.3	8.2	1.16	
<b>Complaints</b>		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014		
<b>Total number of complaints received (1 month prior)</b>		<b>11</b>	<b>25</b>	<b>13</b>	<b>3</b>	<b>19</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>31</b>	<b>115</b>	9.74	
Rate of Complaints per 1,000 Persons Served	o	1.79	4.96	7.41	1.38	7.95	0.88	3.75	0.84	7.24	3.86	2.79	
% Consumer complaints against provider		45%	20%	100%	67%	37%	50%	63%	100%	13%	39%	0.29	
% Consumer complaints against LME/MCO	o	0%	8%	0%	0%	0%	0%	0%	0%	3%	3%	0.03	
% Provider complaints against LME/MCO	o	9%	12%	0%	0%	0%	50%	0%	0%	6%	6%	0.15	
Percent of Complaints resolved in 30 days	90%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	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.			