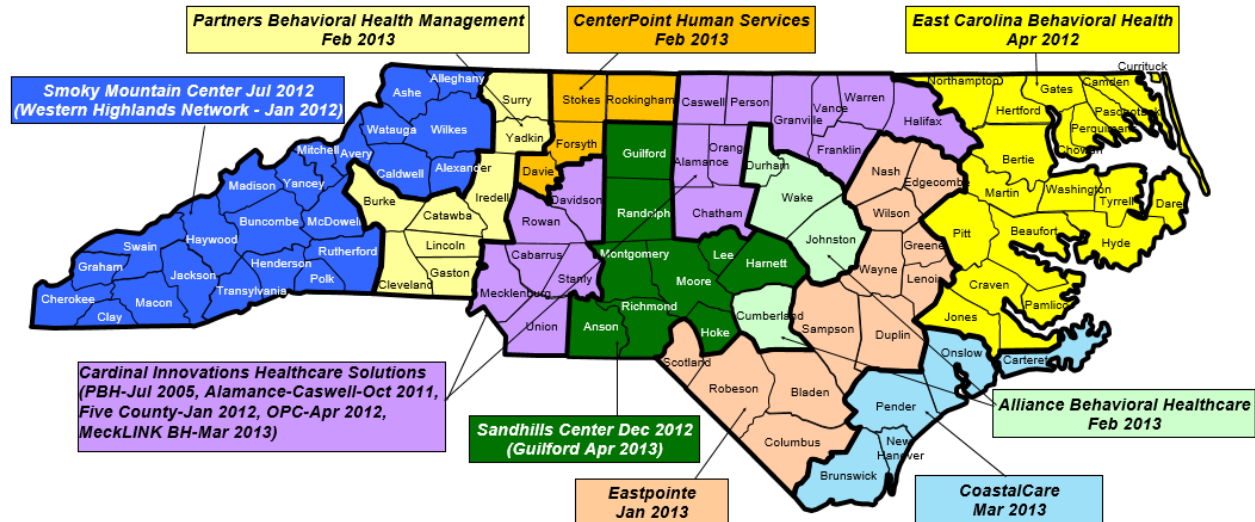


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

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



Prepared by:

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Version: F0101



NC DHHS LME/MCO Performance Summary

November 2014 Report

1/6/2015

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	
DMH Performance Measures											
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	
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

Third month in a row that ALL standards were met by all LME-MCOs.

	Count	%
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

November 2014 Report

1/6/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center		Nov 2014									
% of calls Abandoned	<5%	1.0%	1.6%	1.5%	1.5%	2.6%	1.4%	2.8%	0.8%	2.2%	1.9%
Avg Speed to Answer Calls (seconds)	0	7.0	5.0	7.2	4.0	5.0	2.0	8.0	5.0	7.0	5.6
% Answered within 30 seconds	95%	99.7%	99.4%	98.3%	100.0%	95.4%	98.6%	96.2%	99.9%	97.8%	98.0%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,963	1,708	1,158	599	842	206	964	1,124	1,242	9,806
% of Persons waiting who are on the Reg. of Unmet Needs	0	98%	96%	100%	94%	100%	77%	96%	97%	75%	94%
% of Persons waiting for residential services	0	1%	3%	52%	3%	0%	7%	3%	1%	2%	8%
% of Persons waiting for ADVP	0	1%	4%	61%	1%	0%	1%	6%	1%	0%	9%
% of Persons waiting for vocational services	0	0%	0%	61%	0%	0%	0%	2%	0%	1%	8%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services	0	12%	30%	19%	5%	6%	19%	12%	8%	19%	16%
% of Persons on Waitlist receiving State Services	0	30%	10%	42%	41%	34%	37%	23%	14%	63%	31%
% of Persons on Waitlist receiving State and/or B3 Services	0	31%	36%	61%	42%	40%	45%	34%	22%	66%	41%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	0	69%	64%	39%	58%	60%	55%	66%	78%	34%	59%
Incidents											
Number of Level 3 Critical Incident Reports received *		12	25	3	7	5	3	9	10	19	93
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		282	467	159	128	136	425	302	270	430	2,599
Number of individuals in Transition Planning process		36	36	5	30	24	18	20	20	28	217
Number of Individuals Housed - Currently		25	53	30	38	37	18	19	43	39	302
Number of Individuals Housed - Total		28	58	33	45	44	23	25	51	45	352
DOJ numbers are as of 11/30/14.											
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

November 2014 Report
LME/MCO:

1/6/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Unduplicated Count of Medicaid Members		195,983	340,113	80,367	70,268	185,397	97,083	131,798	162,169	163,777	1,426,955	77,120	
% of Members Receiving MH Services		6.3%	4.5%	4.4%	6.8%	3.1%	3.9%	4.8%	4.0%	4.9%	4.7%	1.1%	
% of Members Receiving SA Services		0.5%	0.5%	0.3%	0.5%	0.3%	0.7%	1.0%	0.3%	0.9%	0.5%	0.2%	
% of Members Receiving DD Services		1.4%	1.2%	1.0%	1.2%	0.5%	0.7%	1.3%	0.8%	1.3%	1.1%	0.3%	
Unduplicated # that received MH/DD/SA Services		15,646	21,117	4,436	5,968	7,164	4,560	9,111	8,223	11,265	87,490	5,219	
% of Members Receiving MH/DD/SA Services		8.0%	6.2%	5.5%	8.5%	3.9%	4.7%	6.9%	5.1%	6.9%	6.1%	1.4%	
Community Psychiatric Hospitalization		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Rate of MH Admissions per 1,000 Medicaid Members		0.80	0.90	1.14	0.80	0.74	1.00	1.02	0.28	0.98	0.83	0.24	
% of MH Admissions that were Readmissions within 30 days		10%	7%	12%	16%	7%	7%	16%	2%	17%	10%	5%	
MH Inpt Average Length of Stay (days)		5.9	8.8	5.4	7.7	8.0	9.7	4.3	4.0	9.9	7.7	2.1	
Rate of SA Admissions per 1,000 Medicaid Members		0.02	0.01	0.07	0.01	0.01	0.09	0.02	0.02	0.05	0.03	0.03	
% of SA Admissions that were Readmissions within 30 days		25%	40%	50%	0%	0%	11%	33%	0%	13%	21%	18%	
SA Inpt Average Length of Stay (days)		3.0	7.3	5.8	2.0	4.5	7.3	5.0	3.9	6.4	5.8	1.8	
% of Readmits assigned to Care Coordination	85%	88.2%	86.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	95.4%	5%	
Emergency Dept Utilization (3 month lag)		Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014	Aug 2014		
# of ED Admits for persons with MHDDSA diagnoses		228	647	205	162	329	219	409	81	440	2,720		
Rate of ED Admits per 1,000 Medicaid Members		1.32	1.96	2.50	2.26	1.79	2.38	3.01	0.53	2.66	1.91	0.71	
# of ED Admits which were readmissions within 30 days		8	93	32	12	51	26	58	-	63	343		
% of ED Admits which were readmissions within 30 days		4%	14%	16%	7%	16%	12%	14%		14%	12.6%	4%	
Authorization Requests		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Total Number of Auth Requests Received		3,386	5,193	1,128	1,515	2,644	1,187	4,528	3,486	2,584	25,651	1,359	
% Processed in 14 Days	95%	99.4%	99.9%	98.1%	99.7%	100.0%	100.0%	99.2%	100.0%	99.8%	99.6%	0.6%	
% Processed in 3 Days	95%	100.0%	99.7%	100.0%	100.0%	100.0%	99.4%	99.6%	100.0%	100.0%	99.9%	0.2%	
Total % of Auth Requests Processed in Required Timeframes	95%	99.5%	99.9%	98.4%	99.8%	100.0%	99.8%	99.2%	100.0%	99.9%	99.7%	0.5%	
% of Total Auth Requests Denied for Clinical Reasons		2.2%	2.5%	4.7%	4.4%	13.6%	5.8%	3.6%	3.8%	4.2%	4.5%	3.2%	
% of Total Auth Requests Denied for Admin Reasons		2.6%	0.0%	0.1%	0.5%	0.0%	15.4%	0.7%	0.0%	2.8%	1.5%	4.7%	
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.2	0.8	1.6	2.7	3.8	0.2	1.5	1.3	0.9	1.4	1.0	
Claims		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15		
Total # Received during Report Month		163,428	311,106	66,016	75,172	155,379	58,434	148,749	135,882	175,448	1,289,614	72,759	
Rate of Claims Rcpt per Person Served		10.4	14.7	14.9	12.6	21.7	12.8	16.3	16.5	15.6	14.7	3.0	
Percent Denied		6.7%	15.5%	7.3%	8.1%	10.4%	7.7%	9.2%	3.3%	3.0%	8.9%	3.6%	
Percent Processed within 30 Days	90%	99.5%	99.8%	99.5%	100.0%	98.7%	94.1%	100.0%	99.5%	96.8%	99.0%	1.9%	
Avg # days for Processing (from Receipt to Payment)		8.0	8.5	10.0	8.8	8.1	7.7	11.0	10.0	9.2	9.0	1.0	
Rate of Provider Claim appeals per 1,000 persons served		2.0	0.4			0.6				1.2	0.7	0.6	
Complaints/Grievances		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Total number of complaints received (1 month prior)		86	61	18	34	14	16	37	17	33	316	23	
Rate of Complaints per 1,000 Persons Served		5.50	2.89	4.06	5.70	1.95	3.51	4.06	2.07	2.93	3.61	1.27	
% Consumer complaints against provider		34%	84%	61%	47%	57%	50%	84%	76%	30%	56%	0.19	
% Consumer complaints against LME/MCO		5%	13%	11%	3%	7%	19%	16%	0%	6%	9%	0.06	
% Provider complaints against LME/MCO		2%	0%	17%	24%	0%	19%	0%	24%	0%	6%	0.10	
Percent of Complaints resolved in 30 days	90%	96.5%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	97.0%	98.4%	0	
Program Integrity--Fraud, Waste and Abuse		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	8	2		11	3	5	2	18	53	5.2	
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

November 2014 Report
LME/MCO:

1/6/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 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	1.2%	0.7%	1.8%	1.1%	0.9%	1.5%	0.9%	1.1%	2.0%	1.1%	0.41%	
% of Uninsured Receiving SA Services	o	0.4%	0.4%	0.6%	0.5%	0.4%	1.1%	0.5%	0.3%	0.8%	0.5%	0.24%	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.3%	0.2%	0.3%	0.2%	0.4%	0.30%	0.08%	
Unduplicated # Persons Receiving MH/DD/SA Services		5,021	4,725	2,132	1,930	2,071	1,995	2,056	2,587	4,260	26,777	1,224	
% of Uninsured Receiving MH/DD/SA Services	o	1.9%	1.3%	2.8%	2.0%	1.6%	2.2%	1.7%	1.6%	3.1%	1.9%	0.56%	
Community Psychiatric Hospitalization		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Rate of MH Admissions per 1,000 Uninsured	o	0.68	0.41	1.24	0.36	0.77	0.62	1.94	0.14	0.65	0.67	0.51	
% of MH Admissions that were Readmissions within 30 days	o	4%	4%	11%	12%	0%	5%	6%	5%	2%	4.9%	3.51%	
MH Inpt Average Length of Stay (days)	o	4.3	6.8	5.5	5.3	6.8	6.4	3.9	3.6	8.2	5.5	1.45	
Rate of SA Admissions per 1,000 Uninsured	o	0.03	0.03	0.30	0.01	-	0.14	0.22	0.03	0.03	0.06	0.10	
% of SA Admissions that were Readmissions within 30 days	o	0%	8%	13%	0%	-	8%	4%	0%	0%	6%	4.8%	
SA Inpt Average Length of Stay (days)	o	4.0	5.5	5.4	8.0	4.0	5.9	2.7	4.7	6.8	4.7	1.51	
Authorizations		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Total Number of Auth Requests Received		1,335	1,204	489	505	716	273	1,000	960	780	7,262	330.58	
% Processed in 14 Days	95%	100.0%	100.0%	99.7%	100.0%	100.0%	98.7%	99.6%	100.0%	99.8%	99.8%	0.00	
% Processed in 3 Days	95%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	99.8%	0.01	
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.7%	99.8%	100.0%	100.0%	99.3%	99.5%	100.0%	99.9%	99.8%	0.00	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	0.1%	2.9%	0.0%	8.5%	1.1%	1.0%	0.4%	0.3%	1.5%	2.5%	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.2%	0.8%	0.0%	19.8%	0.4%	0.0%	3.2%	1.2%	6.1%	
Rate of Consumer Auth. Appeals per 1,000 persons svd				0.9	0.5			1.5	0.4		0.3	0.42	
Claims		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15		
Total # Received during Report Month		32,335	64,065	16,090	17,709	27,908	21,629	26,390	29,318	44,197	279,641	14,101	
Rate of Claims Rcpt per Person Served	o	6.44	13.56	7.55	9.18	13.48	10.84	12.84	11.33	10.37	10.44	2.39	
Percent Denied	o	8.1%	25.5%	5.3%	19.1%	3.7%	16.7%	10.6%	8.8%	16.4%	14.5%	6.7%	
Percent Processed within 30 Days	90%	99.6%	99.6%	99.3%	100.0%	99.6%	99.4%	100.0%	100.0%	98.3%	99.5%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	10.0	8.6	8.2	9.6	6.2	7.7	9.8	9.2	9.6	8.8	1.17	
Complaints		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Total number of complaints received (1 month prior)		26	17	8	4	38	2	11	1	13	120	11.47	
Rate of Complaints per 1,000 Persons Served	o	5.18	3.60	3.75	2.07	18.35	1.00	5.35	0.39	3.05	4.48	5.07	
% Consumer complaints against provider		38%	35%	100%	100%	18%	50%	45%	0%	31%	38%	0.32	
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	8%	0%	0%	0%	8%	3%	0.03	
% Provider complaints against LME/MCO	o	4%	0%	0%	0%	29%	0%	0%	100%	0%	11%	0.31	
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.				