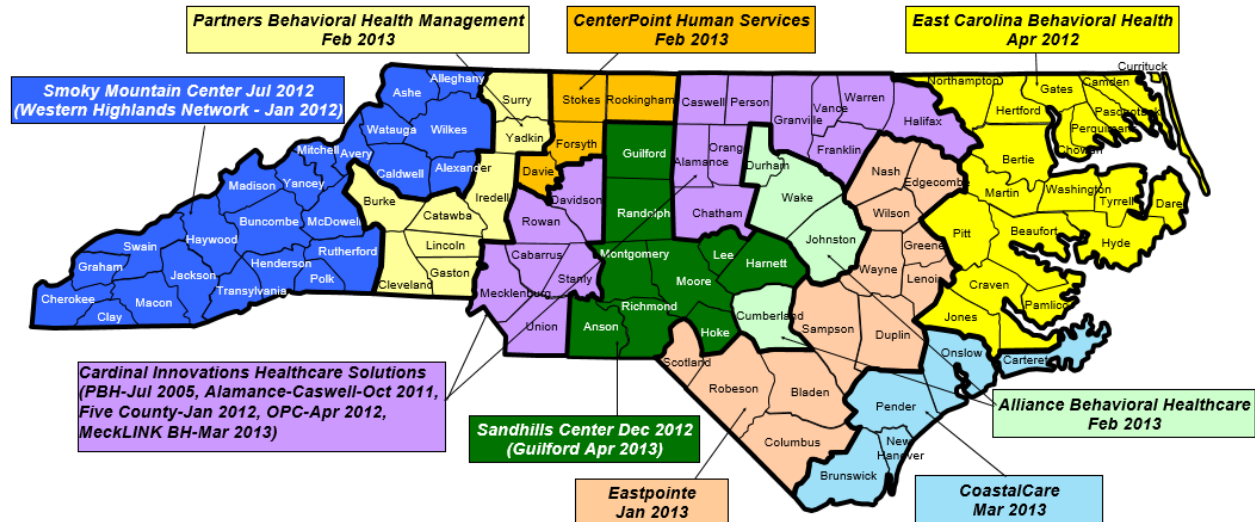


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
 Administrative Functions Monitoring Report
 January 2015**



Prepared by:

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NC DHHS LME/MCO Performance Summary

January 2015 Report

3/5/2015

Meets Standards?

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	N	N	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

CoastalCare - 6 of 8 readmissions (75%) were reported as assigned to Care Coordination. However, CoastalCare plans to revise their numbers. They report: "we reviewed those numbers and it was one consumer (with multiple readmits) who was showing up in our reporting having only medical issues. When I submit the report for this month, we will be at 100% for both Dec & Jan as I have excluded this consumer from the count."

Eastpointe - 0 of 3 readmissions (0%) were assigned to Care Coordination. Low number of readmissions may be erroneous data, and it affects this measure. Eastpointe is researching.

	Count	%
Number of Standards Not Met:	2%	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

January 2015 Report

3/5/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center											
Total Number of Calls (re: services for consumers)		5,548	5,917	3,256	2,344	7,674	1,258	4,196	3,003	4,785	37,981
# of Calls Abandoned		55	137	68	31	195	35	92	35	108	756
% of calls Abandoned	<5%	1.0%	2.3%	2.1%	1.3%	2.5%	2.8%	2.2%	1.2%	2.3%	2.0%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.9	5.0	5.0	2.0	7.0	5.0	6.0	5.2
# of Calls Answered within 30 seconds		5,493	5,777	3,172	2,313	7,325	1,214	4,086	2,966	4,666	37,012
% Answered within 30 seconds	95%	99.0%	97.6%	97.4%	98.7%	95.5%	96.5%	97.4%	98.8%	97.5%	97.4%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,968	1,751	1,168	597	866	209	927	1,131	1,333	9,950
# of Persons on Registry of Unmet Needs for Innovations Waiver		1,935	1,688	1,167	568	866	162	887	1,098	940	9,311
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	95%	100%	78%	96%	97%	71%	94%
# of Persons waiting for residential services		17	51	615	15	-	14	35	13	32	792
% of Persons waiting for residential services	o	1%	3%	53%	3%	0%	7%	4%	1%	2%	8%
# of Persons waiting for ADVP		14	73	716	-	-	2	55	16	-	876
% of Persons waiting for ADVP	o	1%	4%	61%	0%	0%	1%	6%	1%	0%	9%
# of Persons waiting for vocational services		-	1	716	-	-	-	19	4	14	754
% of Persons waiting for vocational services	o	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		247	512	232	22	67	32	127	99	263	1,601
% of Persons on Waitlist receiving B3 Services	o	13%	29%	20%	4%	8%	15%	14%	9%	20%	16%
# of Persons on Waitlist receiving State Services		584	176	493	233	285	74	217	159	805	3,026
% of Persons on Waitlist receiving State Services	o	30%	10%	42%	39%	33%	35%	23%	14%	60%	30%
# of Persons on Waitlist receiving State and/or B3 services (undup)		623	630	725	237	352	83	344	258	849	4,101
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	36%	62%	40%	41%	40%	37%	23%	64%	41%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,345	1,121	443	360	514	126	583	873	484	5,849
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	64%	38%	60%	59%	60%	63%	77%	36%	59%
Incidents											
Number of Level 2 Critical Incident Reports received		218	220	65	77	86	43	105	153	178	1,145
Number of Level 3 Critical Incident Reports received *		17	18	13	9	5	9	18	10	13	112
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Provider conduct internal investigation.											
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		342	510	171	144	164	426	317	257	482	2,813
Number of individuals in Transition Planning process		46	43	10	31	22	17	12	18	24	223
Number of Individuals Housed - Total		30	66	34	51	51	28	31	59	53	403
DOJ numbers are as of 1/31/15											
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**

**January 2015 Report
LME/MCO:**

3/5/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
Unduplicated Count of Medicaid Members		181,700	348,759	78,113	64,098	187,389	79,068	107,550	143,128	164,518	1,354,323	82,694
# Persons Receiving MH Services		12,538	16,422	2,735	4,901	6,796	4,367	6,487	7,059	9,037	70,342	4,048
% of Members Receiving MH Services	o	6.9%	4.7%	3.5%	7.6%	3.6%	5.5%	6.0%	4.9%	5.5%	5.2%	1.3%
# Persons Receiving SA Services		1,013	1,626	165	348	746	742	1,346	610	1,505	8,101	481
% of Members Receiving SA Services	o	0.6%	0.5%	0.2%	0.5%	0.4%	0.9%	1.3%	0.4%	0.9%	0.6%	0.3%
# Persons Receiving DD Services		2,926	4,190	923	792	989	674	1,806	1,332	2,112	15,744	1,105
% of Members Receiving DD Services	o	1.6%	1.2%	1.2%	1.2%	0.5%	0.9%	1.7%	0.9%	1.3%	1.2%	0.3%
Unduplicated # that received MH/DD/SA Services		15,768	22,238	3,606	6,041	8,427	5,245	9,252	9,001	12,384	91,962	5,492
% of Members Receiving MH/DD/SA Services	o	8.7%	6.4%	4.6%	9.4%	4.5%	6.6%	8.6%	6.3%	7.5%	6.8%	1.6%
Community Psychiatric Hospitalization		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
# of MH Admissions to Community Psychiatric Inpatient		191	298	74	82	148	92	200	53	178	1,316	74
Rate of MH Admissions per 1,000 Medicaid Members	o	1.05	0.85	0.95	1.28	0.79	1.16	1.86	0.37	1.08	0.97	0.38
# of MH Admissions that were Readmissions within 30 days		18	17	6	8	0	8	21	3	30	111	9
% of MH Admissions that were Readmissions within 30 days	o	9%	6%	8%	10%	0%	9%	11%	6%	17%	8%	4%
# of MH Inpatient Discharges		193	234	64	108	145	74	132	81	182	1,213	56
MH Inpt Average Length of Stay (days)	o	5.7	9.4	6.0	5.5	5.7	10.6	5.6	4.1	9.4	7.1	2.1
# of SA Admissions to Community Psychiatric Inpatient		1	23	5	2	3	3	11	8	11	67	7
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.07	0.06	0.03	0.02	0.04	0.10	0.06	0.07	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		1	1	0	0	3	1	3	2	1	12	1
% of SA Admissions that were Readmissions within 30 days	o	100%	4%	0%	0%	100%	33%	27%	25%	9%	18%	37%
# of SA Inpatient Discharges		1	23	5	3	3	2	11	8	11	67	7
SA Inpt Average Length of Stay (days)	o	3.0	5.5	5.0	1.3	6.3	7.5	4.5	4.0	5.5	5.0	1.7
# of MH and SA Readmits assigned to a Care Coordinator		18	18	6	6	0	9	24	5	30	116	9
% of Readmits assigned to Care Coordination	85%	94.7%	100.0%	100.0%	75.0%	0.0%	100.0%	100.0%	100.0%	96.8%	94.3%	31%
Emergency Dept Utilization (3 month lag)		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	
# of ED Admits for persons with MHDDSA diagnoses		227	725	218	178	384	260	414	150	506	3,062	
Rate of ED Admits per 1,000 Medicaid Members	o	1.19	2.04	2.63	2.42	2.08	2.68	2.90	0.95	3.03	2.26	0.69
# of ED Admits for persons who are active consumers		144	495	106	41	154	99	197	23	272	1,531	
% of ED Admits that were for active consumers	o	63%	68%	49%	23%	40%	38%	48%	15%	54%	50%	0.16
# of ED Admits which were readmissions within 30 days		15	105	38	18	55	33	66	4	83	417	
% of ED Admits which were readmissions within 30 days	o	7%	14%	17%	10%	14%	13%	16%	3%	16%	13.6%	5%
Authorization Requests		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
Total Number of Auth Requests Received		3,698	5,150	1,285	1,606	2,871	1,258	3,908	3,124	3,334	26,234	1,244
# Standard Auth. Request Decisions		3,158	4,337	1,109	1,141	2,285	950	3,694	2,564	2,681	21,919	1,129
# Standard Auth Requests Processed in 14 Days		3,141	4,334	1,101	1,138	2,285	950	3,689	2,564	2,675	21,877	1,127
% Processed in 14 Days	95%	99.5%	99.9%	99.3%	99.7%	100.0%	100.0%	99.9%	100.0%	99.8%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		540	813	176	465	586	308	214	560	653	4,315	199
# Expedited and Inpatient Auth Requests Processed in 3 Days		539	804	176	465	586	307	214	560	646	4,297	196
% Processed in 3 Days	95%	99.8%	98.9%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	98.9%	99.6%	0.4%
Total % of Auth Requests Processed in Required Timeframes	95%	99.5%	99.8%	99.4%	99.8%	100.0%	99.9%	99.9%	100.0%	99.6%	99.8%	0.2%
# of Auth Requests Denied for Clinical Reasons		40	105	43	32	287	49	193	77	121	947	81
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	2.0%	3.3%	2.0%	10.0%	3.9%	4.9%	2.5%	3.6%	3.6%	2.5%
# of Administrative Denials		75	-	-	8	-	276	20	-	74	453	85
% of Total Auth Requests Denied for Admin Reasons	o	2.0%	0.0%	0.0%	0.5%	0.0%	21.9%	0.5%	0.0%	2.2%	1.7%	6.7%
Total # of Auth Requests Denied		115	105	43	40	287	325	213	77	195	1,400	98
% of Total Auth Requests Approved		96.9%	98.0%	96.7%	97.5%	90.0%	74.2%	94.5%	97.5%	94.2%	94.7%	7.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**January 2015 Report
LME/MCO:**

3/5/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Number of Consumer Authorization Appeals received		7	11	11	13	28	1	29	15	13	128	9
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	0.5	3.1	2.2	3.3	0.2	3.1	1.7	1.0	1.4	1.2
Number of Authorizations overturned due to Consumer Appeals		4	2	4	-	2	-	2	5	3	22	2
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Total # Received during Report Month		150,089	311,595	63,479	67,045	151,134	56,953	160,988	128,826	172,363	1,262,472	74,055
Rate of Claims Rcpt per Person Served		9.5	14.0	17.6	11.1	17.9	10.9	17.4	14.3	13.9	13.7	3.0
# Paid		139,905	271,609	59,364	61,640	123,541	51,630	140,666	123,720	160,120	1,132,195	64,030
# Denied		10,158	39,899	4,115	5,405	27,465	4,469	20,322	5,106	12,243	129,182	11,786
# Pended or in Process		26	87	-	-	128	854	-	-	-	1,095	263
Percent Denied	o	6.8%	12.8%	6.5%	8.1%	18.2%	8.0%	12.6%	4.0%	7.1%	10.2%	4.1%
# Paid or Denied within 30 Days		149,092	311,508	62,209	67,040	141,856	56,099	160,988	128,822	171,050	1,248,664	74,110
Percent Processed within 30 Days	90%	99.3%	100.0%	98.0%	100.0%	93.9%	98.5%	100.0%	100.0%	99.2%	98.9%	1.9%
Avg # days for Processing (from Receipt to Payment)		9.0	8.4	10.0	9.0	13.0	7.6	9.0	10.0	9.6	9.5	1.4
Number of Provider claim Appeals received		11	1	0	0	3	0	0	0	9	24	4
Rate of Provider Claim appeals per 1,000 persons served		0.7	0.0			0.4				0.7	0.3	0.3
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	0	0	3	3	1
Complaints/Grievances		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	
Total number of complaints received (1 month prior)		47	45	10	19	17	13	15	18	22	206	13
Rate of Complaints per 1,000 Persons Served	o	2.98	2.02	2.77	3.15	2.02	2.48	1.62	2.00	1.78	2.24	0.52
# Consumer complaints against provider		15	40	8	9	13	6	10	15	19	135	10
% Consumer complaints against provider		32%	89%	80%	47%	76%	46%	67%	83%	86%	66%	0.20
# Consumer complaints against LME/MCO		2	4	1	1	4	3	5	-	3	23	2
% Consumer complaints against LME/MCO		4%	9%	10%	5%	24%	23%	33%	0%	14%	11%	0.10
# Provider complaints against LME/MCO		-	-	1	2	-	2	-	1	-	6	1
% Provider complaints against LME/MCO		0%	0%	10%	11%	0%	15%	0%	6%	0%	3%	0.06
# of Other Types of Complaints		30	1	-	7	-	2	-	2	-	42	9
# of Complaints Resolved in 30 Days		45	45	10	19	17	13	15	18	22	204	12
Percent of Complaints resolved in 30 days	90%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	0
Program Integrity--Fraud, Waste and Abuse		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	8	12	11	3	1	12	3	21	72	6.3
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		2	7	9	5	6	1	16	10	64	120	18.4
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	0	0	-
Number of Cases Referred to DMA Program Integrity		0	0	0	1	0	0	0	0	0	1	0.3

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

January 2015 Report
LME/MCO:

3/5/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
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
# Persons Receiving MH Services		3,133	2,854	1,019	1,019	1,278	1,546	1,026	1,237	2,608	15,720	816
% of Uninsured Receiving MH Services	o	1.2%	0.8%	1.3%	1.1%	1.0%	1.7%	0.8%	0.8%	1.9%	1.1%	0.38%
# Persons Receiving SA Services		906	1,226	495	360	566	985	586	457	952	6,533	280
% of Uninsured Receiving SA Services	o	0.3%	0.3%	0.7%	0.4%	0.4%	1.1%	0.5%	0.3%	0.7%	0.5%	0.25%
# Persons Receiving DD Services		807	848	272	369	432	262	452	456	581	4,479	199
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.4%	0.4%	0.3%	0.3%	0.4%	0.3%	0.4%	0.31%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		4,739	4,928	1,618	1,748	2,244	2,311	2,008	2,150	4,031	25,777	1,241
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.3%	2.1%	1.8%	1.8%	2.6%	1.7%	1.4%	2.9%	1.8%	0.50%
Community Psychiatric Hospitalization		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
# of MH Admissions to Community Psychiatric Inpatient		190	196	97	35	118	48	188	108	91	1,071	56.98
Rate of MH Admissions per 1,000 Uninsured	o	0.71	0.54	1.28	0.37	0.92	0.54	1.56	0.68	0.66	0.74	0.36
# of MH Admissions that were Readmissions within 30 days		12	4	8	3	0	3	13	1	4	48	4.37
% of MH Admissions that were Readmissions within 30 days	o	6%	2%	8%	9%	0%	6%	7%	1%	4%	4.5%	3.00%
# of MH Inpatient Discharges		203	101	85	42	115	45	130	87	86	894	45.59
MH Inpt Average Length of Stay (days)	o	4.4	6.3	5.2	4.3	6.0	7.7	5.7	3.7	7.8	5.5	1.36
# of SA Admissions to Community Psychiatric Inpatient		15	12	16	3	3	10	21	97	10	187	27.50
Rate of SA Admissions per 1,000 Uninsured	o	0.06	0.03	0.21	0.03	0.02	0.11	0.17	0.62	0.07	0.13	0.18
# of SA Admissions that were Readmissions within 30 days		0	1	1	0	0	2	0	1	0	5	0.68
% of SA Admissions that were Readmissions within 30 days	o	0%	8%	6%	0%	0%	20%	0%	1%	0%	3%	6.4%
# of SA Inpatient Discharges		15	19	15	3	2	12	19	78	10	173	21.57
SA Inpt Average Length of Stay (days)	o	4.1	6.3	4.8	4.7	6.0	6.8	4.6	4.6	5.5	5.0	0.87
Authorizations		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
Total Number of Auth Requests Received		1,593	1,325	632	647	673	239	730	1,148	758	7,745	391.82
# Standard Auth. Request Decisions		1,042	698	399	440	421	125	700	762	518	5,105	249.87
# Standard Auth Requests Processed in 14 Days		1,042	698	399	440	421	125	699	762	517	5,103	249.84
% Processed in 14 Days	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		551	627	233	207	252	114	30	386	240	2,640	183.63
# Expedited and Inpatient Auth Requests Processed in 3 Days		551	622	233	207	252	114	30	385	239	2,633	182.60
% Processed in 3 Days	95%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.6%	99.7%	0.00
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	99.7%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		8	-	8	1	52	6	15	4	3	97	15.18
% of Total Auth Requests Denied for Clinical Reasons	o	0.5%	0.0%	1.3%	0.2%	7.7%	2.5%	2.1%	0.3%	0.4%	1.3%	2.3%
# of Administrative Denials		-	-	-	4	-	53	6	-	27	90	17.29
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.0%	0.6%	0.0%	22.2%	0.8%	0.0%	3.6%	1.2%	6.9%
Total # of Auth Requests Denied		8	-	8	5	52	59	21	4	30	187	20.57
% of Total Auth Requests Approved		99%	100%	99%	99%	92%	75%	97%	100%	96%	98%	0.07
Number of Consumer Authorization Appeals received		1	-	-	-	1	1	2	1	-	6	0.67
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.2	-	-	-	0.4	0.4	1.0	0.5	-	0.2	0.26
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	-	0	-
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Total # Received during Report Month		30,647	51,336	13,126	13,369	26,993	21,608	27,587	32,199	44,857	261,722	12,112
Rate of Claims Rcpt per Person Served	o	6.47	10.42	8.11	7.65	12.03	9.35	13.74	14.98	11.13	10.15	2.68
# Paid		27,499	42,974	11,935	12,989	25,533	18,459	24,422	31,101	40,277	235,189	10,256
# Denied		3,148	8,362	1,191	380	1,398	2,613	3,165	1,098	4,572	25,927	2,300
# Pended or in Process		0	-	-	-	62	536	-	-	8	606	166.80
Percent Denied	o	10.3%	16.3%	9.1%	2.8%	5.2%	12.4%	11.5%	3.4%	10.2%	9.9%	4.2%
# Paid or Denied within 30 Days		30,231	51,336	12,929	13,367	26,861	21,072	27,585	32,165	44,101	259,647	12,066
Percent Processed within 30 Days	90%	98.6%	100.0%	98.5%	100.0%	99.5%	97.5%	100.0%	99.9%	98.3%	99.2%	0.01
Avg # days for Processing (from Receipt to Payment)	o	10.0	8.4	9.2	9.9	7.6	8.1	8.7	9.3	10.0	9.0	0.84
Complaints		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	

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

January 2015 Report
LME/MCO:

3/5/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Total number of complaints received (1 month prior)		15	12	8	5	23	-	10	3	13	89	6.54
Rate of Complaints per 1,000 Persons Served	o	3.17	2.44	4.94	2.86	10.25	-	4.98	1.40	3.23	3.45	2.75
# Consumer complaints against provider		3	5	7	2	5	-	1	3	9	35	2.73
% Consumer complaints against provider		20%	42%	88%	40%	22%		10%	100%	69%	39%	0.31
# Consumer complaints against LME/MCO		-	2	1	1	2	-	1	-	1	8	0.74
% Consumer complaints against LME/MCO	o	0%	17%	13%	20%	9%		10%	0%	8%	9%	0.07
# Provider complaints against LME/MCO		2	1	-	-	7	-	-	-	3	13	2.22
% Provider complaints against LME/MCO	o	13%	8%	0%	0%	30%		0%	0%	23%	15%	0.11
# of Other Types of Complaints		10	4	-	2	9	-	8	-	-	33	4.00
# of Complaints Resolved in 30 Days		14	12	8	5	23	-	10	3	13	88	6.46
Percent of Complaints resolved in 30 days	90%	93.3%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	98.9%	0.02
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.					