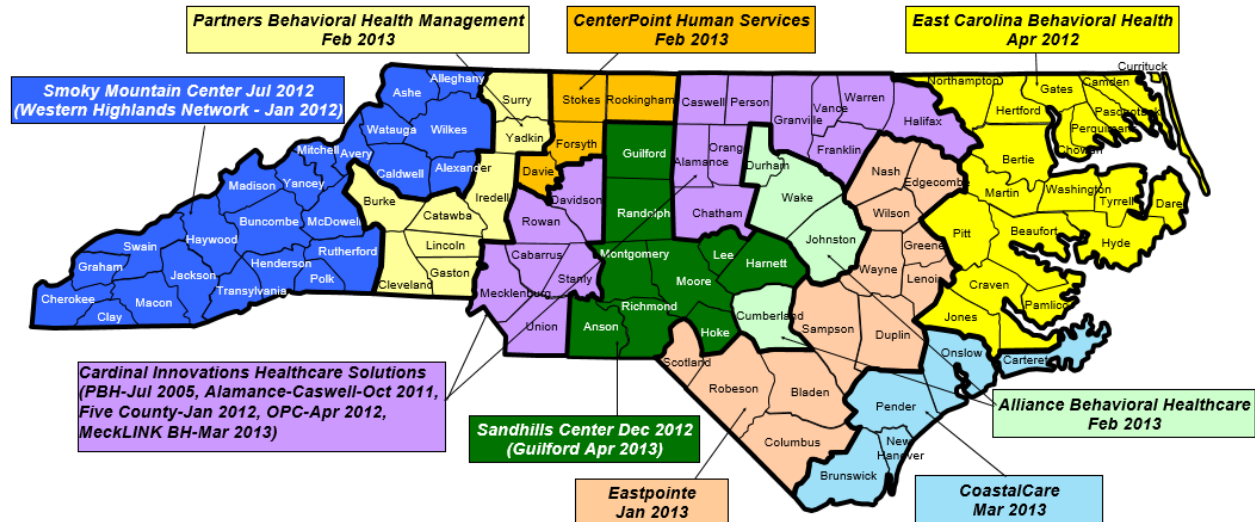


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
 Administrative Functions Monitoring Report
 : YVfi Ufm2015**



Prepared by:

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Version: I / i / 2015



NC DHHS LME/MCO Performance Summary

February 2015 Report

4/7/2015

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	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	Y
% Routine Auths Processed in 14 Days	95%	Y	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	Y
% of Claims Processed within 30 Days	90%	Y	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	Y
DMH Performance Measures											
Total % of Auth Requests Processed in Required Timeframes	95%	Y	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	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	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	Y
% of Complaints resolved in 30 days	90%	Y	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	Y
% Answered within 30 seconds	95%	Y	Y	Y	Y	N	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

Eastpointe - % of Calls answered within 30 seconds: 93%, below 95% standard. EP explained this as due to the Feb snow/ice, and forwarding calls to emergency call center. They have a QIP addressing this issue.

	Count	%
Number of Standards Not Met:	1%	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

February 2015 Report

4/7/2015

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)		4,580	5,149	2,920	2,284	6,351	1,123	3,503	2,489	3,929	32,328
# of Calls Abandoned		54	103	76	38	251	18	66	21	88	715
% of calls Abandoned	<5%	1.2%	2.0%	2.6%	1.7%	4.0%	1.6%	1.9%	0.8%	2.2%	2.2%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	7.2	5.0	6.0	3.0	8.0	5.0	7.0	5.9
# of Calls Answered within 30 seconds		4,526	5,042	2,841	2,246	5,907	1,105	3,417	2,466	3,835	31,385
% Answered within 30 seconds	95%	98.8%	97.9%	97.3%	98.3%	93.0%	98.4%	97.5%	99.1%	97.6%	97.1%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,990	1,760	1,174	605	854	214	921	1,140	1,323	9,981
# of Persons on Registry of Unmet Needs for Innovations Waiver		1,956	1,697	1,173	579	854	163	879	1,099	948	9,348
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	96%	100%	76%	95%	96%	72%	94%
# of Persons waiting for residential services		17	52	617	16	-	16	37	14	32	801
% of Persons waiting for residential services	o	1%	3%	53%	3%	0%	7%	4%	1%	2%	8%
# of Persons waiting for ADVP		13	73	722	-	-	3	55	21	-	887
% of Persons waiting for ADVP	o	1%	4%	61%	0%	0%	1%	6%	2%	0%	9%
# of Persons waiting for vocational services		-	1	722	-	-	-	19	6	16	764
% of Persons waiting for vocational services	o	0%	0%	61%	0%	0%	0%	2%	1%	1%	8%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		247	513	207	23	71	29	122	110	263	1,585
% of Persons on Waitlist receiving B3 Services	o	12%	29%	18%	4%	8%	14%	13%	10%	20%	16%
# of Persons on Waitlist receiving State Services		581	173	444	227	277	78		158	805	2,743
% of Persons on Waitlist receiving State Services	o	29%	10%	38%	38%	32%	36%	0%	14%	61%	27%
# of Persons on Waitlist receiving State and/or B3 services (undup)		634	632	651	231	348	88	339	268	849	4,040
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	36%	55%	38%	41%	41%	37%	24%	64%	40%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,356	1,128	523	374	506	126	582	872	474	5,941
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	64%	45%	62%	59%	59%	63%	76%	36%	60%
Incidents											
Number of Level 2 Critical Incident Reports received		191	195	37	81	90	35	149	149	166	1,093
Number of Level 3 Critical Incident Reports received *		10	13	2	5	6	6	7	5	29	83
* 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		336	526	171	140	172	419	317	253	493	2,827
Number of individuals in Transition Planning process		45	37	10	31	20	19	14	24	21	221
Number of Individuals Housed - Total		36	69	37	54	54	28	32	60	56	426
DOJ numbers are as of 2/28/15											
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**

**February 2015 Report
LME/MCO:**

4/7/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
Persons Served	o											
Unduplicated Count of Medicaid Members		212,388	355,228	81,083	78,872	187,937	159,415	128,299	168,779	164,258	1,536,259	77,832
# Persons Receiving MH Services		12,332	14,689	2,995	4,756	6,399	3,890	6,868	6,619	8,538	67,086	3,641
% of Members Receiving MH Services	o	5.8%	4.1%	3.7%	6.0%	3.4%	2.4%	5.4%	3.9%	5.2%	4.4%	1.1%
# Persons Receiving SA Services		944	1,440	300	364	803	639	1,397	653	1,445	7,985	425
% of Members Receiving SA Services	o	0.4%	0.4%	0.4%	0.5%	0.4%	0.4%	1.1%	0.4%	0.9%	0.5%	0.2%
# Persons Receiving DD Services		2,929	4,103	1,006	789	998	626	1,950	1,256	2,031	15,688	1,085
% of Members Receiving DD Services	o	1.4%	1.2%	1.2%	1.0%	0.5%	0.4%	1.5%	0.7%	1.2%	1.0%	0.4%
Unduplicated # that received MH/DD/SA Services		15,605	20,232	4,206	5,909	8,084	4,698	9,827	8,528	11,797	88,886	4,983
% of Members Receiving MH/DD/SA Services	o	7.3%	5.7%	5.2%	7.5%	4.3%	2.9%	7.7%	5.1%	7.2%	5.8%	1.6%
Community Psychiatric Hospitalization		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
# of MH Admissions to Community Psychiatric Inpatient		133	286	66	38	125	79	148	41	152	1,068	72
Rate of MH Admissions per 1,000 Medicaid Members	o	0.63	0.81	0.81	0.48	0.67	0.50	1.15	0.24	0.93	0.70	0.25
# of MH Admissions that were Readmissions within 30 days		11	15	4	1	8	12	19	4	13	87	6
% of MH Admissions that were Readmissions within 30 days	o	8%	5%	6%	3%	6%	15%	13%	10%	9%	8%	4%
# of MH Inpatient Discharges		173	250	47	63	128	76	84	76	158	1,055	62
MH Inpt Average Length of Stay (days)	o	5.7	10.1	6.3	3.9	7.8	9.9	5.1	4.1	9.1	7.6	2.3
# of SA Admissions to Community Psychiatric Inpatient		3	15	11	1	8	5	11	7	12	73	4
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.04	0.14	0.01	0.04	0.03	0.09	0.04	0.07	0.05	0.04
# of SA Admissions that were Readmissions within 30 days		0	1	2	0	1	0	2	0	1	7	1
% of SA Admissions that were Readmissions within 30 days	o	0%	7%	18%	0%	13%	0%	18%	0%	8%	10%	7%
# of SA Inpatient Discharges		3	21	5	1	7	5	10	10	10	72	6
SA Inpt Average Length of Stay (days)	o	3.7	5.5	3.2	3.0	5.7	6.2	4.0	3.9	4.2	4.7	1.1
# of MH and SA Readmits assigned to a Care Coordinator		10	15	6	1	9	12	21	4	14	92	6
% of Readmits assigned to Care Coordination	85%	90.9%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	3%
Emergency Dept Utilization (3 month lag)		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	
# of ED Admits for persons with MHDDSA diagnoses		176	631	196	163	370	245	342	163	395	2,681	
Rate of ED Admits per 1,000 Medicaid Members	o	0.90	1.76	2.44	2.13	2.00	2.52	2.33	1.01	2.36	1.75	0.57
# of ED Admits for persons who are active consumers		90	424	109	41	159	101	169	22	222	1,337	
% of ED Admits that were for active consumers	o	51%	67%	56%	25%	43%	41%	49%	13%	56%	50%	0.16
# of ED Admits which were readmissions within 30 days		7	77	43	32	64	38	49	4	70	384	
% of ED Admits which were readmissions within 30 days	o	4%	12%	22%	20%	17%	16%	14%	2%	18%	14.3%	6%
Authorization Requests		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
Total Number of Auth Requests Received		2,958	4,221	1,144	1,542	2,481	1,246	3,573	2,605	2,623	22,393	982
# Standard Auth. Request Decisions		2,420	3,466	994	1,205	1,932	967	3,400	2,109	2,048	18,541	881
# Standard Auth Requests Processed in 14 Days		2,420	3,464	979	1,205	1,932	966	3,397	2,109	2,041	18,513	882
% Processed in 14 Days	95%	100.0%	99.9%	98.5%	100.0%	100.0%	99.9%	99.9%	100.0%	99.7%	99.8%	0.5%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		538	755	150	337	549	279	173	496	575	3,852	192
# Expedited and Inpatient Auth Requests Processed in 3 Days		538	749	149	337	546	279	173	496	574	3,841	191
% Processed in 3 Days	95%	100.0%	99.2%	99.3%	100.0%	99.5%	100.0%	100.0%	100.0%	99.8%	99.7%	0.3%
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.8%	98.6%	100.0%	99.9%	99.9%	99.9%	100.0%	99.7%	99.8%	0.4%
# of Auth Requests Denied for Clinical Reasons		55	119	51	41	221	55	223	98	70	933	67
% of Total Auth Requests Denied for Clinical Reasons	o	1.9%	2.8%	4.5%	2.7%	8.9%	4.4%	6.2%	3.8%	2.7%	4.2%	2.1%
# of Administrative Denials		65	-	10	11	-	227	34	-	83	430	70
% of Total Auth Requests Denied for Admin Reasons	o	2%	0%	1%	1%	0%	18%	1%	0%	3%	1.9%	5.5%
Total # of Auth Requests Denied		120	119	61	52	221	282	257	98	153	1,363	79

**MCO Monthly Monitoring Report
Medicaid Only**

**February 2015 Report
LME/MCO:**

4/7/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
% of Total Auth Requests Approved		95.9%	97.2%	94.7%	96.6%	91.1%	77.4%	92.8%	96.2%	94.2%	93.9%	5.8%
Number of Consumer Authorization Appeals received		17	14	12	7	21	2	27	8	11	119	7
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.1	0.7	2.9	1.2	2.6	0.4	2.7	0.9	0.9	1.3	0.9
Number of Authorizations overturned due to Consumer Appeals		1	1	4	-	5	-	4	3	2	20	2
Claims		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
Total # Received during Report Month		154,531	325,145	66,672	83,408	151,865	70,968	153,465	122,280	184,240	1,312,568	74,626
Rate of Claims Rcpt per Person Served		9.9	16.1	15.9	14.1	18.8	15.1	15.6	14.3	15.6	14.8	2.2
# Paid		142,935	272,891	61,497	76,518	121,265	59,669	136,303	117,787	166,938	1,155,803	62,086
# Denied		11,596	52,208	5,175	6,886	30,595	7,532	17,162	4,493	17,008	152,655	14,689
# Pended or in Process		-	40	-	4	5	3,767	-	-	294	4,110	1,174
Percent Denied	o	7.5%	16.1%	7.8%	8.3%	20.1%	11.2%	11.2%	3.7%	9.2%	11.7%	4.6%
# Paid or Denied within 30 Days		153,349	325,099	66,071	83,383	148,583	67,201	153,465	122,146	182,304	1,301,601	74,968
Percent Processed within 30 Days	90%	99.2%	100.0%	99.1%	100.0%	97.8%	94.7%	100.0%	99.9%	98.9%	99.2%	1.6%
Avg # days for Processing (from Receipt to Payment)		9.0	8.6	9.0	7.1	10.0	7.3	9.0	8.0	10.6	8.7	1.1
Number of Provider claim Appeals received		2	8	0	5	6	0	0	0	5	26	3
Rate of Provider Claim appeals per 1,000 persons served		0.1	0.4		0.8	0.7				0.4	0.3	0.3
Number of claim denials overturned due to Provider Appeals		2	0	0	2	0	0	0	0	2	6	1
Complaints/Grievances		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
Total number of complaints received (1 month prior)		43	60	15	20	16	14	13	14	24	219	15
Rate of Complaints per 1,000 Persons Served	o	2.76	2.97	3.57	3.38	1.98	2.98	1.32	1.64	2.03	2.46	0.75
# Consumer complaints against provider		13	45	9	11	8	9	11	10	22	138	11
% Consumer complaints against provider		30%	75%	60%	55%	50%	64%	85%	71%	92%	63%	0.18
# Consumer complaints against LME/MCO		4	11	4	1	4	3	2	1	2	32	3
% Consumer complaints against LME/MCO		9%	18%	27%	5%	25%	21%	15%	7%	8%	15%	0.08
# Provider complaints against LME/MCO		1	-	2	1	-	2	-	-	-	6	1
% Provider complaints against LME/MCO		2%	0%	13%	5%	0%	14%	0%	0%	0%	3%	0.06
# of Other Types of Complaints		25	4	-	7	4	-	-	3	-	43	8
# of Complaints Resolved in 30 Days		43	60	15	20	16	14	13	14	24	219	15
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%	-
Program Integrity--Fraud, Waste and Abuse		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	9	7	7	7	3	13	2	5	57	3.2
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		3	15	9	8	5	1	25	8	77	151	22.3
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		1	0	0	0	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

February 2015 Report
LME/MCO:

4/7/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
Persons Served	o											
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		3,247	2,377	682	869	1,313	1,396	1,172	1,299	2,381	14,736	795
% of Uninsured Receiving MH Services	o	1.2%	0.7%	0.9%	0.9%	1.0%	1.6%	1.0%	0.8%	1.7%	1.0%	0.33%
# Persons Receiving SA Services		798	1,062	161	382	565	938	613	462	894	5,875	277
% of Uninsured Receiving SA Services	o	0.3%	0.3%	0.2%	0.4%	0.4%	1.1%	0.5%	0.3%	0.6%	0.4%	0.25%
# Persons Receiving DD Services		873	825	234	361	514	170	490	398	625	4,490	229
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.4%	0.2%	0.4%	0.3%	0.5%	0.31%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		4,828	4,264	1,053	1,612	2,350	2,031	2,211	2,159	3,811	24,319	1,211
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.2%	1.4%	1.7%	1.8%	2.3%	1.8%	1.4%	2.8%	1.7%	0.46%
Community Psychiatric Hospitalization		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
# of MH Admissions to Community Psychiatric Inpatient		151	129	66	17	110	42	213	82	86	896	56.01
Rate of MH Admissions per 1,000 Uninsured	o	0.56	0.35	0.87	0.18	0.86	0.47	1.76	0.52	0.62	0.62	0.43
# of MH Admissions that were Readmissions within 30 days		15	4	6	2	0	1	11	2	6	47	4.69
% of MH Admissions that were Readmissions within 30 days	o	10%	3%	9%	12%	0%	2%	5%	2%	7%	5.2%	3.79%
# of MH Inpatient Discharges		175	87	37	27	89	32	125	80	86	738	44.90
MH Inpt Average Length of Stay (days)	o	4.4	6.6	5.5	4.7	4.9	6.6	4.6	3.6	7.6	5.2	1.22
# of SA Admissions to Community Psychiatric Inpatient		8	17	23	5	2	5	14	78	15	167	21.97
Rate of SA Admissions per 1,000 Uninsured	o	0.03	0.05	0.30	0.05	0.02	0.06	0.12	0.49	0.11	0.12	0.15
# of SA Admissions that were Readmissions within 30 days		2	1	1	0	0	0	2	0	4	10	1.29
% of SA Admissions that were Readmissions within 30 days	o	25%	6%	4%	0%	0%	0%	14%	0%	27%	6%	10.3%
# of SA Inpatient Discharges		9	22	14	6	7	4	12	70	12	156	19.28
SA Inpt Average Length of Stay (days)	o	3.9	5.2	3.8	5.3	4.9	6.0	4.3	4.5	4.6	4.6	0.67
Authorizations		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
Total Number of Auth Requests Received		1,160	1,100	524	702	543	209	658	1,054	626	6,576	296.72
# Standard Auth. Request Decisions		684	589	327	516	315	129	601	709	397	4,267	183.27
# Standard Auth Requests Processed in 14 Days		684	583	327	516	315	129	601	709	396	4,260	182.91
% Processed in 14 Days	95%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.8%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		476	511	197	186	228	80	57	345	229	2,309	149.75
# Expedited and Inpatient Auth Requests Processed in 3 Days		476	509	197	186	228	80	57	345	229	2,307	149.37
% Processed in 3 Days	95%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		8	2	8	2	33	5	22	8	3	91	9.93
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	0.2%	1.5%	0.3%	6.1%	2.4%	3.3%	0.8%	0.5%	1.4%	1.8%
# of Administrative Denials		-	-	-	2	-	23	2	-	25	52	9.78
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.0%	0.3%	0.0%	11.0%	0.3%	0.0%	4.0%	0.8%	3.5%
Total # of Auth Requests Denied		8	2	8	4	33	28	24	8	28	143	11.42
% of Total Auth Requests Approved		99%	100%	98%	99%	94%	87%	96%	99%	96%	98%	0.04
Number of Consumer Authorization Appeals received		1	-	1	-	2	-	-	-	2	6	0.82
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.2	-	0.9	-	0.9	-	-	-	0.5	0.2	0.29
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	1	-	-	-	1	2	0.42
Claims		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
Total # Received during Report Month		33,452	59,364	25,702	13,274	25,764	22,511	29,789	32,661	43,148	285,665	12,468
Rate of Claims Rcpt per Person Served	o	6.93	13.92	24.41	8.23	10.96	11.08	13.47	15.13	11.32	11.75	4.78
# Paid		30,608	47,941	24,389	12,748	24,620	18,799	27,623	31,567	38,337	256,632	9,795
# Denied		2,844	11,423	1,313	526	1,144	2,935	2,166	1,094	4,730	28,175	3,172
# Pended or in Process		0	-	-	-	-	777	-	-	81	858	242.33
Percent Denied	o	8.5%	19.2%	5.1%	4.0%	4.4%	13.5%	7.3%	3.3%	11.0%	9.9%	5.0%
# Paid or Denied within 30 Days		33,184	59,364	25,496	13,272	25,680	21,734	29,789	32,635	42,074	283,228	12,440
Percent Processed within 30 Days	90%	99.2%	100.0%	99.2%	100.0%	99.7%	96.5%	100.0%	99.9%	97.5%	99.1%	0.01

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

February 2015 Report
LME/MCO:

4/7/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Avg # days for Processing (from Receipt to Payment)	o	9.4	8.8	8.0	9.0	6.6	8.1	9.0	5.9	10.7	8.4	1.37
Complaints		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
Total number of complaints received (1 month prior)		12	22	7	1	13	1	6	8	9	79	6.11
Rate of Complaints per 1,000 Persons Served	o	2.49	5.16	6.65	0.62	5.53	0.49	2.71	3.71	2.36	3.25	2.02
# Consumer complaints against provider		2	4	6	1	4	-	1	7	9	34	2.90
% Consumer complaints against provider		17%	18%	86%	100%	31%	0%	17%	88%	100%	43%	0.39
# Consumer complaints against LME/MCO		1	2	-	-	2	-	-	1	-	6	0.82
% Consumer complaints against LME/MCO	o	8%	9%	0%	0%	15%	0%	0%	13%	0%	8%	0.06
# Provider complaints against LME/MCO		-	2	1	-	-	-	-	-	-	3	0.67
% Provider complaints against LME/MCO	o	0%	9%	14%	0%	0%	0%	0%	0%	0%	4%	0.05
# of Other Types of Complaints		9	14	-	-	7	1	5	-	-	36	4.81
# of Complaints Resolved in 30 Days		12	22	7	1	13	1	6	8	9	79	6.11
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.				