

NC DHHS LME/MCO Performance Summary

March 2015 Report

5/1/2015

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	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	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

All standards met!

	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

March 2015 Report

5/1/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center											
% of calls Abandoned	<5%	1.1%	1.4%	2.3%	1.0%	1.9%	1.5%	2.2%	1.0%	1.9%	1.7%
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	5.3	5.0	4.0	5.3	8.0	5.0	7.0	5.6
% Answered within 30 seconds	95%	98.9%	98.6%	97.4%	99.0%	97.0%	97.6%	99.3%	98.9%	97.7%	98.2%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,007	1,765	1,181	613	848	224	917	1,157	1,330	10,042
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	97%	100%	72%	96%	96%	72%	94%
% of Persons waiting for residential services	o	1%	3%	52%	4%	0%	8%	4%	1%	3%	8%
% of Persons waiting for ADVP	o	1%	4%	61%	0%	0%	1%	6%	3%	0%	9%
% of Persons waiting for vocational services	o	0%	0%	61%	0%	0%	0%	2%	0%	2%	8%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services	o	12%	30%	16%	5%	8%	13%	29%	11%	20%	17%
% of Persons on Waitlist receiving State Services	o	29%	10%	35%	39%	32%	33%	19%	14%	61%	29%
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	36%	51%	39%	40%	38%	48%	25%	64%	41%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	64%	49%	61%	60%	63%	52%	75%	36%	59%
Incidents											
Number of Level 3 Critical Incident Reports received *		23	17	5	7	5	8	14	5	31	115
Department of Justice Settlement											
Individuals in In-reach		350	561	178	144	193	430	332	259	512	2,959
Number of individuals in Transition Planning process		41	30	9	34	19	16	14	22	22	207
Number of Individuals Housed - Total		40	73	39	57	57	31	33	63	58	451
DOJ numbers are as of 3/31/15											
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**

**March 2015 Report
LME/MCO:**

5/1/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
Persons Served	o											
Unduplicated Count of Medicaid Members		216,036	357,275	80,809	81,217	189,143	89,213	139,837	171,934	164,743	1,490,207	82,116
% of Members Receiving MH Services	o	5.9%	5.0%	3.8%	6.8%	4.0%	5.2%	5.4%	4.5%	6.1%	5.2%	0.9%
% of Members Receiving SA Services	o	0.4%	0.5%	0.2%	0.5%	0.5%	0.8%	1.1%	0.4%	1.0%	0.6%	0.3%
% of Members Receiving DD Services	o	1.2%	1.2%	1.1%	1.1%	0.6%	0.8%	1.3%	0.8%	1.3%	1.1%	0.2%
Unduplicated # that received MH/DD/SA Services		15,663	23,932	4,055	6,830	9,414	5,520	10,452	9,832	13,439	99,137	5,723
% of Members Receiving MH/DD/SA Services	o	7.3%	6.7%	5.0%	8.4%	5.0%	6.2%	7.5%	5.7%	8.2%	6.7%	1.2%
Community Psychiatric Hospitalization		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.81	0.95	1.23	0.62	0.79	1.03	1.38	0.35	1.21	0.91	0.31
% of MH Admissions that were Readmissions within 30 days	o	10%	4%	11%	10%	0%	13%	13%	11%	11%	8%	4%
MH Inpt Average Length of Stay (days)	o	5.8	8.6	5.7	6.2	7.3	9.3	5.1	4.0	8.5	7.0	1.7
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.05	0.04	0.02	0.03	0.04	0.04	0.06	0.03	0.04	0.01
% of SA Admissions that were Readmissions within 30 days	o	0%	26%	0%	0%	0%	0%	0%	10%	0%	10%	8%
SA Inpt Average Length of Stay (days)	o	4.0	4.5	5.4	4.0	5.2	6.8	4.6	4.0	7.0	4.8	1.1
% of Readmits assigned to Care Coordination	85%	94.1%	88.9%	100.0%	100.0%		100.0%	96.0%	100.0%	100.0%	96.6%	4%
Emergency Dept Utilization (3 month lag)		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	
# of ED Admits for persons with MHDDSA diagnoses		278	659	153	165	347	242	236	284	376	2,740	
Rate of ED Admits per 1,000 Medicaid Members	o	1.46	1.82	1.83	2.29	1.86	2.72	1.72	1.85	2.24	1.84	0.35
# of ED Admits which were readmissions within 30 days		12	96	27	33	54	50	31	51	52	406	
% of ED Admits which were readmissions within 30 days	o	4%	15%	18%	20%	16%	21%	13%	18%	14%	14.8%	5%
Authorization Requests		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
Total Number of Auth Requests Received		3,834	4,644	1,263	1,660	3,264	1,271	4,269	3,462	3,420	27,087	1,214
% Processed in 14 Days	95%	99.9%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	0.6%
% Processed in 3 Days	95%	100.0%	99.2%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.7%	99.8%	0.3%
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	99.8%	98.4%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	0.5%
% of Total Auth Requests Denied for Clinical Reasons	o	2.0%	3.1%	5.1%	3.1%	8.7%	4.8%	4.1%	3.3%	1.9%	3.8%	2.0%
% of Total Auth Requests Denied for Admin Reasons	o	2%	0%	1%	0%	0%	18%	1%	0%	1%	1.4%	5.4%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.9	0.4	3.0	1.8	1.5	0.7	3.5	2.4	0.5	1.4	1.1
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Total # Received during Report Month		138,405	284,037	59,069	72,395	127,850	56,410	174,803	112,603	167,719	1,193,019	67,692
Rate of Claims Rcpt per Person Served		8.8	11.9	14.6	10.6	13.6	10.2	16.7	11.5	12.5	12.0	2.3
Percent Denied	o	6.5%	13.4%	5.8%	7.8%	14.0%	7.5%	10.0%	3.5%	9.5%	9.7%	3.2%
Percent Processed within 30 Days	90%	99.3%	99.9%	99.3%	100.0%	99.1%	96.5%	100.0%	99.8%	99.2%	99.5%	1.0%
Avg # days for Processing (from Receipt to Payment)		9.0	8.3	9.0	8.2	9.0	7.3	9.0	9.6	9.0	8.7	0.6
Rate of Provider Claim appeals per 1,000 persons served			0.5			0.1	0.2			0.8	0.2	0.3
Complaints/Grievances		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
Total number of complaints received (1 month prior)		44	55	16	23	10	4	18	25	22	217	15
Rate of Complaints per 1,000 Persons Served	o	2.81	2.30	3.95	3.37	1.06	0.72	1.72	2.54	1.64	2.19	1.00
% Consumer complaints against provider		32%	73%	63%	30%	60%	50%	89%	48%	82%	58%	0.19
% Consumer complaints against LME/MCO		5%	22%	13%	17%	20%	25%	11%	8%	14%	14%	0.06
% Provider complaints against LME/MCO		5%	4%	13%	0%	0%	0%	0%	24%	5%	6%	0.08
Percent of Complaints resolved in 30 days	90%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	99.5%	0
Program Integrity--Fraud, Waste and Abuse		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	11	9	4	9	4	9	6	11	68	2.7

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

March 2015 Report
LME/MCO:

5/1/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 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	
% of Uninsured Receiving MH Services	o	1.2%	0.8%	1.3%	1.2%	1.1%	1.8%	0.9%	1.0%	2.0%	1.2%	0.38%	
% of Uninsured Receiving SA Services	o	0.3%	0.4%	0.4%	0.7%	0.5%	1.2%	0.6%	0.3%	0.8%	0.5%	0.27%	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.4%	0.3%	0.4%	0.3%	0.5%	0.31%	0.08%	
Unduplicated # Persons Receiving MH/DD/SA Services		4,938	4,989	1,451	2,172	2,387	2,308	2,175	2,522	4,357	27,299	1,265	
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.4%	1.9%	2.3%	1.9%	2.6%	1.8%	1.6%	3.2%	1.9%	0.52%	
Community Psychiatric Hospitalization		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015		
Rate of MH Admissions per 1,000 Uninsured	o	0.65	0.45	0.96	0.36	0.80	0.63	1.99	0.11	0.68	0.66	0.50	
% of MH Admissions that were Readmissions within 30 days	o	10%	2%	8%	6%	6%	5%	6%	6%	9%	6.4%	2.27%	
MH Inpt Average Length of Stay (days)	o	4.4	7.9	5.4	4.4	6.4	7.2	4.8	4.0	7.5	5.6	1.41	
Rate of SA Admissions per 1,000 Uninsured	o	0.05	0.04	0.05	0.02	0.36	0.05	0.20	0.05	0.02	0.08	0.11	
% of SA Admissions that were Readmissions within 30 days	o	8%	21%	0%	0%	11%	0%	0%	0%	33%	8%	11.3%	
SA Inpt Average Length of Stay (days)	o	4.1	6.5	5.8	3.3	6.6	7.8	4.2	5.0	6.1	5.7	1.35	
Authorizations		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015		
Total Number of Auth Requests Received		1,417	1,488	605	670	653	219	967	1,489	842	8,350	424.99	
% Processed in 14 Days	95%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	0.00	
% Processed in 3 Days	95%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00	
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	99.7%	100.0%	100.0%	99.8%	100.0%	99.8%	100.0%	100.0%	99.9%	0.00	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.3%	1.3%	0.3%	8.3%	2.3%	1.7%	0.5%	0.4%	1.2%	2.4%	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.0%	0.3%	0.0%	14.2%	0.2%	0.0%	1.7%	0.6%	4.4%	
Rate of Consumer Auth. Appeals per 1,000 persons svd				0.7		2.1	0.4	0.5		0.5		0.4	
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15		
Total # Received during Report Month		28,065	47,508	13,503	12,952	22,797	21,230	31,172	27,182	40,403	244,812	10,796	
Rate of Claims Rcpt per Person Served	o	5.68	9.52	9.31	5.96	9.55	9.20	14.33	10.78	9.27	8.97	2.40	
Percent Denied	o	7.1%	17.9%	4.5%	3.8%	4.0%	10.2%	9.3%	3.0%	9.0%	9.0%	4.4%	
Percent Processed within 30 Days	90%	99.5%	100.0%	99.6%	100.0%	99.6%	96.7%	100.0%	100.0%	99.5%	99.5%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.3	8.3	9.0	7.1	7.6	8.0	4.6	9.6	7.9	1.38	
Complaints		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015		
Total number of complaints received (1 month prior)		9	18	4	3	13	1	7	4	4	63	5.16	
Rate of Complaints per 1,000 Persons Served	o	1.82	3.61	2.76	1.38	5.45	0.43	3.22	1.59	0.92	2.31	1.48	
% Consumer complaints against provider		33%	39%	75%	67%	0%	0%	71%	75%	25%	38%	0.29	
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	25%	2%	0.08	
% Provider complaints against LME/MCO	o	22%	11%	25%	0%	15%	100%	0%	0%	0%	13%	0.30	
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.			