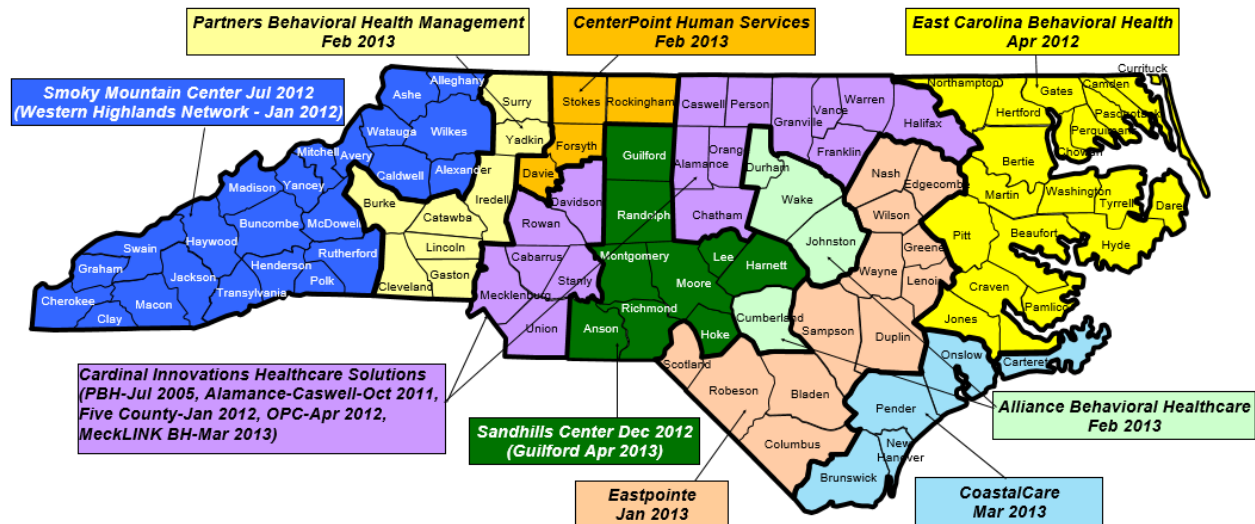


**North Carolina Department of Health and Human Services  
 Division of Mental Health, Developmental Disabilities,  
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations  
 Administrative Functions Monitoring Report  
 5 df] 2015**



Prepared by:

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Version: 1 2015



# NC DHHS LME/MCO Performance Summary

April 2015 Report

6/3/2015

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
<b>DMH Performance Measures</b>											
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
<b>Combined Performance Measures</b>											
% 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**

April 2015 Report

6/3/2015

<b>Monitoring Area</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>NC Total</b>
<b>Call Center</b>											
% of calls Abandoned	<5%	1.3%	1.8%	2.5%	1.5%	2.0%	1.6%	2.4%	1.7%	3.0%	2.0%
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	5.4	5.0	5.0	3.0	8.0	5.0	6.0	5.4
% Answered within 30 seconds	95%	98.7%	98.4%	97.0%	98.5%	96.9%	98.2%	97.0%	98.3%	96.9%	97.7%
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,049	1,795	1,209	607	835	232	915	1,170	1,333	10,145
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	98%	100%	71%	96%	95%	72%	94%
% of Persons waiting for residential services	o	1%	3%	53%	4%	0%	7%	3%	1%	3%	8%
% of Persons waiting for ADVP	o	1%	4%	62%	0%	0%	1%	6%	3%	0%	9%
% of Persons waiting for vocational services	o	0%	0%	62%	0%	0%	0%	2%	1%	2%	8%
<b>Service Status of Persons on the Waiting List</b>											
% of Persons on Waitlist receiving B3 Services	o	13%	30%	16%	5%	9%	13%	11%	12%	20%	16%
% of Persons on Waitlist receiving State Services	o	29%	10%	33%	40%	29%	32%	22%	13%	60%	29%
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	36%	50%	40%	38%	37%	33%	25%	64%	39%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	64%	50%	60%	62%	63%	67%	75%	36%	61%
<b>Incidents</b>											
Number of Level 3 Critical Incident Reports received *		20	19	2	12	11	3	16	10	29	122
<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		367	598	188	154	208	423	342	271	520	3,071
Number of individuals in Transition Planning process		47	32	10	33	19	18	16	22	25	222
Number of Individuals Housed - Total		41	79	41	59	58	32	38	65	60	473
<i>DOJ numbers are as of 4/30/15</i>											
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**

**April 2015 Report  
LME/MCO:**

6/3/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
<b>Persons Served</b>	o											
Unduplicated Count of Medicaid Members		220,113	357,583	92,628	84,129	188,180	101,227	140,835	177,658	163,592	1,525,945	79,629
% of Members Receiving MH Services	o	6.0%	4.8%	3.2%	6.3%	3.1%	3.7%	5.7%	4.1%	5.7%	4.8%	1.2%
% of Members Receiving SA Services	o	0.5%	0.5%	0.3%	0.6%	0.4%	0.7%	1.1%	0.4%	1.0%	0.6%	0.3%
% of Members Receiving DD Services	o	1.4%	1.2%	1.0%	1.1%	0.4%	0.7%	1.4%	0.7%	1.3%	1.1%	0.3%
Unduplicated # that received MH/DD/SA Services		16,626	22,956	4,016	6,821	7,244	4,733	11,056	9,248	12,803	95,503	5,766
% of Members Receiving MH/DD/SA Services	o	7.6%	6.4%	4.3%	8.1%	3.8%	4.7%	7.9%	5.2%	7.8%	6.3%	1.6%
<b>Community Psychiatric Hospitalization</b>		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.72	1.10	1.00	0.44	0.67	0.81	1.22	0.27	1.30	0.87	0.33
% of MH Admissions that were Readmissions within 30 days	o	8%	4%	15%	11%	12%	16%	14%	19%	14%	10%	4%
MH Inpt Average Length of Stay (days)	o	5.9	9.1	6.1	5.5	7.4	10.4	5.7	4.2	7.9	7.4	1.8
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.04	0.11	0.07	0.02	0.09	0.05	0.08	0.07	0.05	0.03
% of SA Admissions that were Readmissions within 30 days	o	0%	13%	0%	0%	0%	0%	0%	21%	0%	6%	7%
SA Inpt Average Length of Stay (days)	o	3.0	5.0	6.0	4.2	6.8	6.5	3.3	3.9	5.6	4.9	1.3
% of Readmits assigned to Care Coordination	85%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0%
<b>Emergency Dept Utilization (3 month lag)</b>		Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	Jan 2015	
# of ED Admits for persons with MHDDSA diagnoses		283	686	187	222	411	266	222	324	406	3,007	
Rate of ED Admits per 1,000 Medicaid Members	o	1.56	1.87	2.39	3.46	2.19	3.36	1.46	2.26	2.42	1.97	0.66
# of ED Admits which were readmissions within 30 days		53	111	24	21	73	40	26	49	49	446	
% of ED Admits which were readmissions within 30 days	o	19%	16%	13%	9%	18%	15%	12%	15%	12%	14.8%	3%
<b>Authorization Requests</b>		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Total Number of Auth Requests Received		3,390	4,445	1,261	1,442	2,838	1,469	4,516	3,297	3,430	26,088	1,180
% Processed in 14 Days	95%	99.9%	99.9%	96.5%	99.6%	100.0%	99.8%	99.8%	100.0%	99.9%	99.7%	1.1%
% Processed in 3 Days	95%	99.8%	99.8%	99.5%	100.0%	100.0%	97.8%	100.0%	99.8%	99.7%	99.7%	0.7%
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	99.9%	96.9%	99.7%	100.0%	99.4%	99.8%	99.9%	99.9%	99.7%	0.9%
% of Total Auth Requests Denied for Clinical Reasons	o	4.3%	3.9%	2.7%	2.7%	10.7%	4.2%	4.3%	2.8%	2.3%	4.3%	2.4%
% of Total Auth Requests Denied for Admin Reasons	o	2%	0%	0%	0%	0%	19%	1%	0%	1%	1.6%	5.7%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.2	0.7	5.7	1.3	5.4	0.4	1.9	2.6	0.5	1.7	1.9
<b>Claims</b>		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	
<b>Total # Received during Report Month</b>		107,950	346,004	73,367	40,851	183,963	68,970	150,070	112,603	198,203	1,281,981	87,496
Rate of Claims Rcpt per Person Served		6.5	15.1	18.3	6.0	25.4	14.6	13.6	12.2	15.5	13.4	5.5
Percent Denied	o	7.0%	13.0%	7.4%	5.6%	20.5%	8.8%	11.8%	3.5%	8.3%	11.1%	4.8%
Percent Processed within 30 Days	90%	98.7%	100.0%	99.4%	99.9%	98.2%	99.7%	100.0%	99.8%	99.0%	99.4%	0.6%
Avg # days for Processing (from Receipt to Payment )		9.0	8.3	9.0	8.9	10.0	7.3	9.0	10.2	8.4	8.9	0.8
Rate of Provider Claim appeals per 1,000 persons served		0.4	0.9		0.6	0.6				1.2	0.5	0.3
<b>Complaints/Grievances</b>		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
<b>Total number of complaints received (1 month prior)</b>		61	46	16	23	14	8	12	24	32	236	16
Rate of Complaints per 1,000 Persons Served	o	3.67	2.00	3.98	3.37	1.93	1.69	1.09	2.60	2.50	2.47	0.92
% Consumer complaints against provider		51%	70%	63%	30%	36%	63%	100%	50%	78%	59%	0.20
% Consumer complaints against LME/MCO		5%	28%	13%	22%	29%	13%	0%	13%	16%	15%	0.09
% Provider complaints against LME/MCO		3%	0%	13%	4%	21%	0%	0%	8%	0%	4%	0.07
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%	-
<b>Program Integrity--Fraud, Waste and Abuse</b>		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	5	16	5	101	2	10	4	11	158	29.8

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**

**April 2015 Report**  
**LME/MCO:**

6/3/2015

<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	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 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	1.3%	0.7%	1.1%	1.1%	0.9%	1.3%	1.1%	1.0%	1.8%	1.1%	0.29%
% of Uninsured Receiving SA Services	o	0.3%	0.3%	0.3%	0.6%	0.4%	1.0%	0.6%	0.3%	0.7%	0.4%	0.24%
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.2%	0.3%	0.4%	0.3%	0.4%	0.30%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		5,134	4,668	1,242	1,972	1,932	1,900	2,465	2,533	3,919	25,765	1,292
% of Uninsured Receiving MH/DD/SA Services	o	1.9%	1.3%	1.6%	2.1%	1.5%	2.1%	2.0%	1.6%	2.8%	1.8%	0.43%
<b>Community Psychiatric Hospitalization</b>		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Rate of MH Admissions per 1,000 Uninsured	o	0.44	0.52	0.88	0.26	0.74	0.46	1.61	0.11	0.96	0.61	0.42
% of MH Admissions that were Readmissions within 30 days	o	8%	3%	4%	20%	10%	2%	3%	6%	8%	5.7%	5.24%
MH Inpt Average Length of Stay (days)	o	4.5	6.9	5.8	2.9	6.9	6.1	4.7	3.9	7.4	5.7	1.45
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.02	0.28	0.06	0.20	0.11	0.15	0.11	0.07	0.09	0.07
% of SA Admissions that were Readmissions within 30 days	o	10%	13%	10%	0%	12%	0%	6%	0%	20%	8%	6.5%
SA Inpt Average Length of Stay (days)	o	3.9	6.1	5.5	4.2	6.6	6.2	4.0	4.6	4.3	5.1	1.00
<b>Authorizations</b>		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Total Number of Auth Requests Received		1,157	1,194	645	697	557	254	945	1,226	835	7,510	310.47
% Processed in 14 Days	95%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
% Processed in 3 Days	95%	100.0%	99.4%	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%	99.7%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
% of Total Auth Requests Denied for Clinical Reasons	o	0.9%	0.3%	1.4%	1.3%	10.2%	1.6%	1.5%	0.2%	0.1%	1.5%	3.0%
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.0%	0.6%	0.0%	14.2%	0.4%	0.0%	0.5%	0.6%	4.4%
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.2				0.5		0.8	1.2	0.5	0.3	0.33
<b>Claims</b>		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	
<b>Total # Received during Report Month</b>		23,942	60,245	22,806	14,996	29,248	24,519	26,935	31,630	39,371	273,692	12,280
Rate of Claims Rcpt per Person Served	o	4.66	12.91	18.36	7.60	15.14	12.90	10.93	12.49	10.05	10.62	3.79
Percent Denied	o	7.9%	16.2%	6.8%	19.0%	3.8%	15.1%	14.5%	3.4%	8.3%	10.6%	5.4%
Percent Processed within 30 Days	90%	99.2%	99.2%	99.4%	100.0%	100.0%	97.9%	100.0%	100.0%	98.0%	99.2%	0.01
Avg # days for Processing (from Receipt to Payment )	o	9.0	8.3	8.2	8.7	6.5	8.0	8.6	9.7	8.7	8.4	0.82
<b>Complaints</b>		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
<b>Total number of complaints received (1 month prior)</b>		12	27	4	4	16	2	6	3	4	78	7.82
Rate of Complaints per 1,000 Persons Served	o	2.34	5.78	3.22	2.03	8.28	1.05	2.43	1.18	1.02	3.03	2.32
% Consumer complaints against provider		33%	22%	50%	50%	13%	50%	67%	67%	100%	35%	0.25
% Consumer complaints against LME/MCO	o	8%	4%	0%	25%	0%	0%	0%	0%	0%	4%	0.08
% Provider complaints against LME/MCO	o	0%	26%	0%	0%	31%	50%	0%	0%	0%	17%	0.18
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%	-
<b>Yellow Highlights indicate the MCO did not meet the Standard</b>		<b>Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.</b>								<b>Blue highlights indicate possible outliers.</b>		