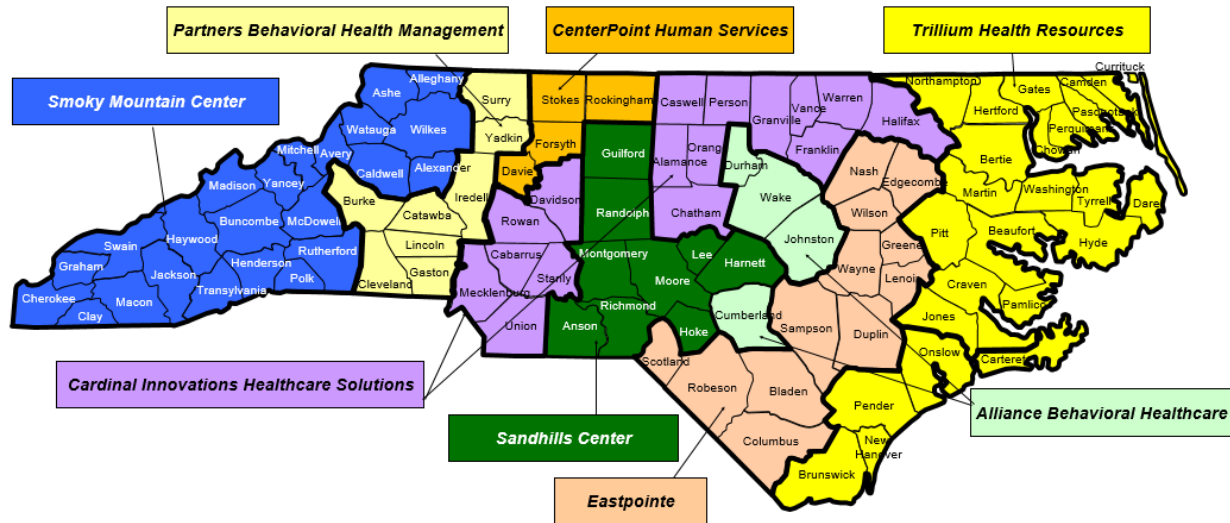


**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services**

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



Prepared by:

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# NC DHHS LME/MCO Performance Summary

July 2015 Report

9/3/2015

## Meets Standards?

DMA Performance Measures	Standard	Meets Standards?							
		Alliance	Cardinal	CenterPoint	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium
% of Community Inpatient Readmits assigned to Care Coord.	85%	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
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	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
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	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
% Answered within 30 seconds	95%	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

Count	%
0	0%
0	0%
0	0%

Number of Standards Not Met:

Number of Standards Not Met for 2 or more Months (pinks):

Number of LME/MCOs with 2 or more Standards Not Met:

**LME/MCO Monthly Monitoring Report**  
**Medicaid and State Combined**

July 2015 Report

9/3/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
<b>Call Center</b>											
Total Number of Calls (re: services for consumers)		5,969	5,209	3,443	5,465	3,781	2574	5,046	3,418	34,905	
# of Calls Abandoned		92	87	91	151	89	37	108	92	747	
% of calls Abandoned	<5%	1.5%	1.7%	2.6%	2.8%	2.4%	1.4%	2.1%	2.7%	2.1%	
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	4.5	3.0	8.0	5.0	7.0	5.0	5.4	1.61
# of Calls Answered within 30 seconds		5,877	5,116	3,311	5,381	3,620	2,537	4,930	3,326	34,098	
% Answered within 30 seconds	95%	98.5%	98.2%	96.2%	98.5%	95.7%	98.6%	97.7%	97.3%	97.7%	
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,041	1,857	1,210	815	928	1,213	1,284	693	10,041	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,019	1,788	1,209	815	888	1,128	1,002	616	9,465	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	96%	100%	100%	96%	93%	78%	89%	94%	7%
# of Persons waiting for residential services		-	54	641	-	24	27	45	17	808	
% of Persons waiting for residential services	o	0%	3%	53%	0%	3%	2%	4%	2%	8%	17%
# of Persons waiting for ADVP		15	80	756	-	-	52	-	3	906	
% of Persons waiting for ADVP	o	1%	4%	62%	0%	0%	4%	0%	0%	9%	20%
# of Persons waiting for vocational services		-	2	756	-	19	6	25	3	811	
% of Persons waiting for vocational services	o	0%	0%	62%	0%	2%	0%	2%	0%	8%	20%
<b>Service Status of Persons on the Waiting List</b>											
# of Persons on Waitlist receiving B3 Services		282	562	231	47	94	271	243	49	1,779	
% of Persons on Waitlist receiving B3 Services	o	14%	30%	19%	6%	10%	22%	19%	7%	18%	8%
# of Persons on Waitlist receiving State Services		653	200	395	225	287	158	765	313	2,996	
% of Persons on Waitlist receiving State Services	o	32%	11%	33%	28%	31%	13%	60%	45%	30%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		682	695	626	272	381	429	830	233	4,148	
% of Persons on Waitlist receiving State and/or B3 Services	o	33%	37%	52%	33%	41%	35%	65%	34%	41%	11%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,359	1,162	584	543	547	784	454	460	5,893	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	67%	63%	48%	67%	59%	65%	35%	66%	59%	11%
<b>Incidents</b>											
Number of Level 2 Critical Incident Reports received		180	194	53	82	142	133	163	110	1,057	
Number of Level 3 Critical Incident Reports received *		14	13	5	8	14	13	19	21	107	
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Provider conduct internal investigation.											
<b>Department of Justice Settlement</b>											
Individuals in In-reach		359	746	197	274	369	295	588	594	3,422	
Number of individuals in Transition Planning process		50	44	14	18	31	23	24	40	244	
Number of Individuals Housed - Total		49	89	46	62	43	72	69	109	539	

DOJ In Reach numbers are as of 7/31/15.

Yellow Highlights indicate the MCO did not meet the Standard

Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive m Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**July 2015 Report  
LME/MCO:**

9/3/2015

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
<b>Persons Served</b>											
Unduplicated Count of Medicaid Members		208,997	350,723	76,167	191,060	136,017	169,448	155,037	171,677	1,459,126	
# Persons Receiving MH Services		12,257	14,446	3,099	6,672	7,015	7,273	7,892	7,853	66,507	
% of Members Receiving MH Services	o	5.9%	4.1%	4.1%	3.5%	5.2%	4.3%	5.1%	4.6%	4.6%	0.7%
# Persons Receiving SA Services		1,016	1,520	201	932	1,402	784	1,393	1,221	8,469	
% of Members Receiving SA Services	o	0.5%	0.4%	0.3%	0.5%	1.0%	0.5%	0.9%	0.7%	0.6%	0.2%
# Persons Receiving DD Services		2,861	3,911	1,036	1,101	1,705	1,334	1,804	1,493	15,245	
% of Members Receiving DD Services	o	1.4%	1.1%	1.4%	0.6%	1.3%	0.8%	1.2%	0.9%	1.0%	0.3%
Unduplicated # that received MH/DD/SA Services		15,508	19,877	4,234	8,132	9,701	9,391	10,820	9,559	87,222	
% of Members Receiving MH/DD/SA Services	o	7.4%	5.7%	5.6%	4.3%	7.1%	5.5%	7.0%	5.6%	6.0%	1.0%
<b>Community Psychiatric Hospitalization</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
# of MH Admissions to Community Psychiatric Inpatient		161	367	98	184	167	146	183	191	1,497	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.77	1.05	1.29	0.96	1.23	0.86	1.18	1.11	1.03	0.17
# of MH Admissions that were Readmissions within 30 days		18	21	12	8	15	15	30	25	144	
% of MH Admissions that were Readmissions within 30 days	o	11.2%	5.7%	12.2%	4.3%	9.0%	10.3%	16.4%	13.1%	9.6%	3.7%
# of MH Inpatient Discharges		177	282	64	155	101	152	185	188	1,304	
MH Inpt Average Length of Stay (days)	o	6.2	8.1	5.4	6.0	5.9	5.0	9.4	8.3	7.1	1.48
# of SA Admissions to Community Psychiatric Inpatient		0	15	6	8	15	24	14	7	89	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.0	0.1	0.0	0.1	0.1	0.1	0.0	0.06	0.04
# of SA Admissions that were Readmissions within 30 days		0	3	2	0	2	5	3	0	15	
% of SA Admissions that were Readmissions within 30 days	o	-	20.0%	33.3%	0.0%	13.3%	20.8%	21.4%	0.0%	17%	11.3%
# of SA Inpatient Discharges		0	29	6	9	14	24	16	9	107	
SA Inpt Average Length of Stay (days)	o	-	4.7	4.8	4.8	3.8	4.0	6.3	6.4	4.8	1.87
<b>Care Coordination</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
# of MH and SA Readmits assigned to a Care Coordinator		17	24	14	8	16	20	33	25	157	
% of Readmits assigned to Care Coordination	85.0%	94.4%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	98.7%	
<b>Emergency Dept Utilization (3 month lag)</b>		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
# of ED Admits for persons with MHDDSA diagnoses			615	239	354	192		469		1,869	
Rate of ED Admits per 1,000 Medicaid Members	o	-	1.7	2.6	1.9	1.3	-	2.9	-	1.28	1.11
# of ED Admits for persons who are active consumers	o	-	0	13	8	9	-	25	-	974	
% of ED Admits that were for active consumers	o	-	38.7%	54.4%	22.1%	55.2%	-	49.9%	-	52%	14.9%
# of ED Admits which were readmissions within 30 days			84	56	129	18		71		358	
% of ED Admissions Readmitted within 30 days	o		13.7%	23.4%	36.4%	9.4%		15.1%		19%	9.6%
<b>Authorization Requests</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
Total Number of Auth Requests Received		3,748	4,808	1,278	2,553	4,318	3,047	3,549	3,140	26,441	
# Standard Auth. Request Decisions		3,299	3,856	1,063	1,942	4,122	2,494	2,815	2,232	21,823	
# Standard Auth Requests Processed in 14 Days		3,296	3,854	1,049	1,935	4,121	2,494	2,814	2,229	21,792	
% Processed in 14 Days	95.0%	99.9%	99.9%	98.7%	99.6%	100.0%	100.0%	100.0%	99.9%	99.9%	0.4%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		449	952	215	611	196	553	734	908	4,618	
# Expedited and Inpatient Auth Requests Processed in 3 Days		449	948	215	597	196	553	734	905	4,597	
% Processed in 3 Days	95.0%	100.0%	99.6%	100.0%	97.7%	100.0%	100.0%	100.0%	99.7%	99.5%	0.8%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	98.9%	99.2%	100.0%	100.0%	100.0%	99.8%	99.8%	0.4%
# of Auth Requests Denied for Clinical Reasons		76	221	28	240	174	118	77	107	1,041	
% of Total Auth Requests Denied for Clinical Reasons	o	2.0%	4.6%	2.2%	9.4%	4.0%	3.9%	2.2%	3.4%	3.9%	2.2%
# of Administrative Denials		77		14	-	30	-	25	565	711	
% of Total Auth Requests Denied for Admin Reasons	o	2.1%	0.0%	1.1%	0.0%	0.7%	0.0%	0.7%	18.0%	2.7%	5.8%
Total # of Auth Requests Denied		153	221	42	240	204	118	102	672	1,752	
% of Total Auth Requests Approved	o	95.9%	95.4%	96.7%	90.6%	95.3%	96.1%	97.1%	78.6%	93.4%	5.8%
Number of Consumer Authorization Appeals received		22	26	6	23	22	17	9	4	129	

**MCO Monthly Monitoring Report  
Medicaid Only**

**July 2015 Report  
LME/MCO:**

9/3/2015

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.4	1.3	1.4	2.8	2.3	1.8	0.8	0.4	1.5	0.72
Number of Authorizations overturned due to Consumer Appeals		5	2	1	-	6	7	5	-	26	
<b>Claims</b>		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
Total # Clean Claim Received during Month (detail lines)		102,208	344,743	69,984	162,945	163,272	140,617	213,768	99,818	1,297,355	
Rate of Claims Rcpt per Person Served	o	6.6	17.3	16.5	20.0	16.8	15.0	19.8	10.4	14.9	4.33
# Paid		91,633	285,492	65,901	129,040	138,893	136,325	191,479	90,320	1,129,083	
# Denied		10,574	59,242	3,951	33,884	24,379	4,292	22,193	8,946	167,461	
# Pended or in Process		1	9	132	21	-	-	96	552	811	
Percent Denied	o	10.3%	17.2%	5.7%	20.8%	14.9%	3.1%	10.4%	9.0%	12.9%	5.5%
# Paid or Denied within 30 Days		100,800	344,734	69,852	161,800	163,272	140,596	205,424	99,269	1,285,747	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	99.8%	99.3%	100.0%	100.0%	96.1%	99.4%	99.1%	1.3%
Avg # days for Processing (from Receipt to Payment )	o	10.0	8.0	10.7	7.0	9.0	10.0	9.5	7.0	8.9	1.33
Number of Provider claim Appeals received		2	21	0	2	0	0	7	1	33	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	1.1	-	0.2	-	-	0.6	0.1	0.4	0.36
Number of claim denials overturned due to Provider Appeals		0	2	0	0	0	0	6	0	8	
<b>Complaints/Grievances</b>		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
Total number of complaints received (1 month prior)		51	75	25	8	15	15	32	21	242	
Rate of Complaints per 1,000 Persons Served	o	2.9	3.2	4.8	0.9	1.2	1.2	2.2	2.2	2.8	1.20
# Consumer complaints against provider		25	49	17	4	11	13	27	15	161	
% Consumer complaints against provider	o	49.0%	65.3%	68.0%	50.0%	73.3%	86.7%	84.4%	71.4%	67%	13.0%
# Consumer complaints against LME/MCO		4	25	7	1	4	2	2	1	46	
% Consumer complaints against LME/MCO	o	7.8%	33.3%	28.0%	12.5%	26.7%	13.3%	6.3%	4.8%	19%	10.4%
# Provider complaints against LME/MCO		-	-	1	3	-	-	1	-	5	
% Provider complaints against LME/MCO	o	0.0%	0.0%	4.0%	37.5%	0.0%	0.0%	3.1%	0.0%	2%	12.2%
# of Other Types of Complaints		22	1	-	-	-	-	2	5	30	
# of Complaints Resolved in 30 Days		51	75	25	8	15	14	32	21	241	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	17	10	4	20	12	12	4	85	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		6	17	9	10	49	6	65	3	165	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		2	0	0	0	0	0	0	1	3	

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

**July 2015 Report**  
**LME/MCO:**

9/3/2015

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Persons Served</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
Estimated number of Uninsured in Catchment Area		242,665	365,263	75,722	127,820	120,782	169,370	167,109	184,151	<b>1,452,882</b>	
# Persons Receiving MH Services		3,561	2,281	1,151	1,393	1,410	1,715	1,920	1,485	<b>14,916</b>	
% of Uninsured Receiving MH Services	o	<b>1.5%</b>	<b>0.6%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>1.0%</b>	0.28%
# Persons Receiving SA Services		1,046	1,005	250	473	597	595	640	1,182	<b>5,788</b>	
% of Uninsured Receiving SA Services	o	<b>0.4%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.6%</b>	<b>0.4%</b>	0.11%
# Persons Receiving DD Services		872	725	270	304	463	445	459	410	<b>3,948</b>	
% of Uninsured Receiving DD Services	o	<b>0.4%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.2%</b>	<b>0.3%</b>	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		5,353	4,011	1,608	1,989	2,400	2,755	2,951	2,605	<b>23,672</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.2%</b>	<b>1.1%</b>	<b>2.1%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>1.6%</b>	<b>1.8%</b>	<b>1.4%</b>	<b>1.6%</b>	0.35%
<b>Community Psychiatric Hospitalization</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
# of MH Admissions to Community Psychiatric Inpatient		90	183	70	38	220	51	104	40	<b>796</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.37	0.50	0.92	0.30	<b>1.82</b>	0.30	0.62	0.22	<b>0.55</b>	0.50
# of MH Admissions that were Readmissions within 30 days		3	3	13	1	10	1	8	1	<b>40</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>3.3%</b>	<b>1.6%</b>	<b>18.6%</b>	<b>2.6%</b>	<b>4.5%</b>	<b>2.0%</b>	<b>7.7%</b>	<b>2.5%</b>	<b>5.0%</b>	5.31%
# of MH Inpatient Discharges		96	86	51	47	88	59	100	34	<b>561</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>5.2</b>	<b>6.8</b>	<b>5.8</b>	<b>6.0</b>	<b>4.7</b>	<b>4.2</b>	<b>8.5</b>	<b>7.1</b>	<b>6.1</b>	1.31
# of SA Admissions to Community Psychiatric Inpatient		2	9	32	14	38	34	10	14	<b>153</b>	
Rate of SA Admissions per 1,000 Uninsured	o	0.01	0.02	<b>0.42</b>	0.11	<b>0.31</b>	0.20	0.06	0.08	<b>0.11</b>	0.14
# of SA Admissions that were Readmissions within 30 days		0	0	3	1	1	1	0	0	<b>6</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0.0%</b>	<b>0.0%</b>	<b>9.4%</b>	<b>7.1%</b>	<b>2.6%</b>	<b>2.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>4%</b>	3.4%
# of SA Inpatient Discharges		1	14	26	17	24	39	10	14	<b>145</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	<b>1.0</b>	<b>6.7</b>	<b>5.6</b>	<b>5.0</b>	<b>4.2</b>	<b>4.1</b>	<b>4.5</b>	<b>5.8</b>	<b>4.9</b>	1.60
<b>Authorizations</b>		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
Total Number of Auth Requests Received		1,134	1,219	654	532	921	1,298	776	539	<b>7,073</b>	
# Standard Auth. Request Decisions		869	662	450	478	872	792	472	290	<b>4,885</b>	
# Standard Auth Requests Processed in 14 Days		869	661	450	473	871	792	471	289	<b>4,876</b>	
% Processed in 14 Days	95.0%	100.0%	99.8%	100.0%	99.0%	99.9%	100.0%	99.8%	99.7%	<b>99.8%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		265	557	204	54	49	506	304	249	<b>2,188</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		265	556	204	53	49	506	304	247	<b>2,184</b>	
% Processed in 3 Days	95.0%	100.0%	99.8%	100.0%	98.1%	100.0%	100.0%	100.0%	99.2%	<b>99.8%</b>	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	98.9%	99.9%	100.0%	99.9%	99.4%	<b>99.8%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		10	1	10	66	20	6	5	-	<b>118</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.9%	0.1%	1.5%	<b>12.4%</b>	2.2%	0.5%	0.6%	0.0%	<b>1.7%</b>	3.9%
# of Administrative Denials		1	-	45	-	9	-	3	117	<b>175</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	6.9%	0.0%	1.0%	0.0%	0.4%	<b>21.7%</b>	<b>2.5%</b>	7.1%
Total # of Auth Requests Denied		11	1	55	66	29	6	8	117	<b>293</b>	
% of Total Auth Requests Approved	o	99.0%	99.9%	91.6%	87.6%	96.9%	99.5%	99.0%	<b>78.3%</b>	<b>96%</b>	7.2%
Number of Consumer Authorization Appeals received		-	-	1	7	3	1	3	-	<b>15</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	-	0.6	<b>3.5</b>	1.3	0.4	1.0	-	<b>0.6</b>	1.11
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	2	-	-	-	<b>2</b>	
<b>Claims</b>		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>20,860</b>	<b>46,875</b>	<b>19,485</b>	<b>24,436</b>	<b>29,184</b>	<b>29,522</b>	<b>38,096</b>	<b>27,344</b>	235,802	
Rate of Claims Rcpt per Person Served	o	<b>3.9</b>	11.7	12.1	<b>12.3</b>	<b>12.2</b>	<b>10.7</b>	<b>12.9</b>	<b>10.5</b>	9.96	2.71
# Paid		17,952	41,519	18,900	17,334	25,520	28,414	32,565	21,173	203,377	
# Denied		2,908	5,356	585	7,102	3,664	1,108	5,531	5,943	32,197	
# Pended or in Process		0	-	-	-	-	-	-	228	228	
Percent Denied	o	13.9%	11.4%	3.0%	<b>29.1%</b>	12.6%	3.8%	14.5%	21.9%	13.7%	8.1%
# Paid or Denied within 30 Days		20,154	46,875	19,485	24,332	29,184	29,508	37,588	27,116	234,242	

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

**July 2015 Report**  
**LME/MCO:**

9/3/2015

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
Percent Processed within 30 Days	90.0%	96.6%	100.0%	100.0%	99.6%	100.0%	100.0%	98.7%	99.2%	99.3%	0.01
Avg # days for Processing (from Receipt to Payment )	o	10.0	8.5	13.7	5.0	8.4	10.4	9.2	7.6	9.3	2.34
<b>Complaints</b>		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
<b>Total number of complaints received (1 month prior)</b>		20	16	10	22	13	5	8	9	103	
Rate of Complaints per 1,000 Persons Served	o	3.3	3.3	4.7	9.8	4.5	1.3	1.7	3.5	4.35	2.47
# Consumer complaints against provider		5	7	10	5	4	4	6	4	45	
% Consumer complaints against provider	o	25%	44%	100%	23%	31%	80%	75%	44%	44%	26.9%
# Consumer complaints against LME/MCO		-	2	-	2	-	-	-	-	4	
% Consumer complaints against LME/MCO	o	0%	13%	0%	9%	0%	0%	0%	0%	4%	4.8%
# Provider complaints against LME/MCO		-	-	-	6	-	-	1	-	7	
% Provider complaints against LME/MCO	o	0%	0%	0%	27%	0%	0%	13%	0%	7%	9.4%
# of Other Types of Complaints		15	7	-	9	9	1	1	5	47	
<b># of Complaints Resolved in 30 Days</b>		20	16	10	22	13	5	8	9	103	
Percent of Complaints resolved in 30 days	90.0%	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>											