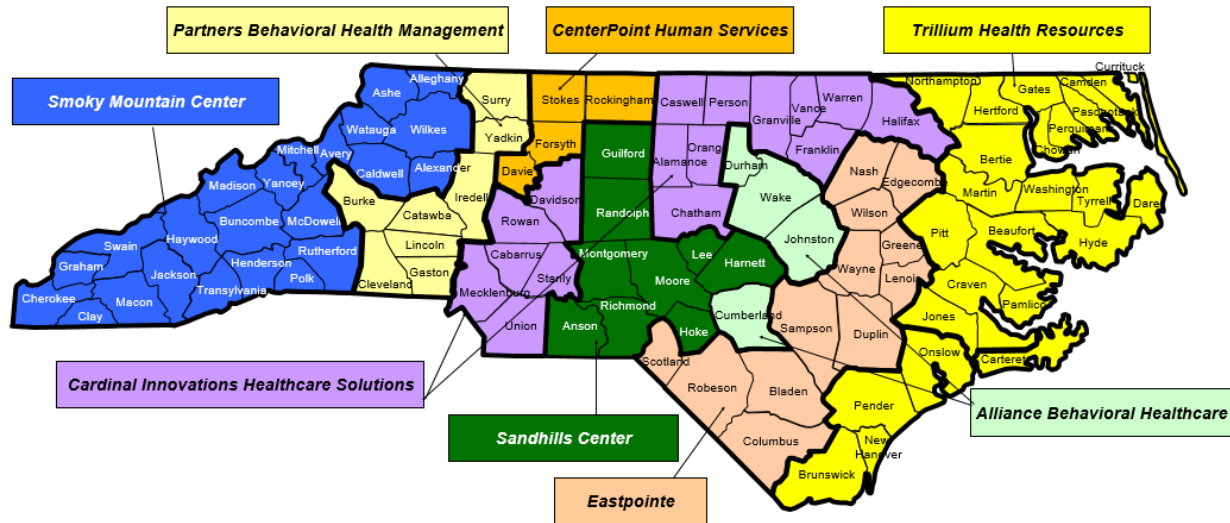


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

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



Prepared by:

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Version: 11/13/2015



NC DHHS LME/MCO Performance Summary

September 2015 Report

11/13/2015

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
DMH Performance Measures									
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
Combined Performance Measures									
% 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

All LME-MCOs met all standards this month.

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

September 2015 Report

11/13/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		5,859	5,497	3,675	5,157	3,728	2915	4,977	2,890	34,698	
# of Calls Abandoned		70	100	68	109	89	75	104	40	655	
% of calls Abandoned	<5%	1.2%	1.8%	1.9%	2.1%	2.4%	2.6%	2.1%	1.4%	1.9%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.4	4.0	8.0	5.0	6.0	4.0	5.4	1.37
# of Calls Answered within 30 seconds		5,789	5,397	3,560	5,059	3,590	2,840	4867	2,850	33,952	
% Answered within 30 seconds	95%	98.8%	98.2%	96.9%	98.1%	96.3%	97.4%	97.8%	98.6%	97.9%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,121	1,891	1,247	788	926	1,251	1,243	756	10,223	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,085	1,821	1,246	788	885	1,151	1,062	628	9,666	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	96%	92%	85%	83%	95%	6%
# of Persons waiting for residential services		-	55	2	-	26	29	56	22	190	
% of Persons waiting for residential services	o	0%	3%	0%	0%	3%	2%	5%	3%	2%	2%
# of Persons waiting for ADVP		-	80	-	-	5	63	-	22	170	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	1%	5%	0%	3%	2%	2%
# of Persons waiting for vocational services		-	2	3	-	18	8	29	5	65	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	2%	1%	2%	1%	1%	1%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		288	572	229	61	102	295	240	67	1,854	
% of Persons on Waitlist receiving B3 Services	o	14%	30%	18%	8%	11%	24%	19%	9%	18%	7%
# of Persons on Waitlist receiving State Services		657	206	340	247	230	158	765	310	2,913	
% of Persons on Waitlist receiving State Services	o	31%	11%	27%	31%	25%	13%	62%	41%	28%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		696	709	495	308	332	453	830	332	4,155	
% of Persons on Waitlist receiving State and/or B3 Services	o	33%	37%	40%	39%	36%	36%	67%	44%	41%	10%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,425	1,182	752	480	594	798	413	424	6,068	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	67%	63%	60%	61%	64%	64%	33%	56%	59%	10%
Incidents											
Number of Level 2 Critical Incident Reports received		171	231	58	80	150	109	189	108	1,096	
Number of Level 3 Critical Incident Reports received *		13	12	4	6	18	9	17	10	89	
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Provider conduct internal investigation.											
Department of Justice Settlement											
Individuals in In-reach		480	812	231	325	354	309	613	598	3,722	
Number of individuals in Transition Planning process		49	46	14	16	38	23	35	34	255	
Number of Individuals Housed - Total		53	99	50	66	49	76	71	116	580	
Claim/Encounter Processing in NCTracks											
DMH- % of Claims \$ Value Denied by Date of Service FY15 YTD	<10%	6%	32%	10%	7%	3%	28%	13%	12%	15%	10%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	20%	38%	28%	43%	5%	31%	18%	11%	23%	12%

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**

**September 2015 Report
LME/MCO:**

11/13/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
Unduplicated Count of Medicaid Members		205,456	344,400	76,290	189,440	136,743	169,415	155,164	170,131	1,447,039	
# Persons Receiving MH Services		11,183	15,421	2,706	8,259	7,409	7,173	9,173	9,474	70,798	
% of Members Receiving MH Services	o	5.4%	4.5%	3.5%	4.4%	5.4%	4.2%	5.9%	5.6%	4.9%	0.8%
# Persons Receiving SA Services		851	1,630	229	1,125	1,423	783	1,377	1,440	8,858	
% of Members Receiving SA Services	o	0.4%	0.5%	0.3%	0.6%	1.0%	0.5%	0.9%	0.8%	0.6%	0.2%
# Persons Receiving DD Services		2,388	3,892	881	1,143	1,765	1,306	1,809	1,637	14,821	
% of Members Receiving DD Services	o	1.2%	1.1%	1.2%	0.6%	1.3%	0.8%	1.2%	1.0%	1.0%	0.2%
Unduplicated # that received MH/DD/SA Services		13,905	20,943	3,735	10,108	10,163	9,262	12,069	11,302	91,487	
% of Members Receiving MH/DD/SA Services	o	6.8%	6.1%	4.9%	5.3%	7.4%	5.5%	7.8%	6.6%	6.3%	1.0%
Community Psychiatric Hospitalization		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
# of MH Admissions to Community Psychiatric Inpatient		142	336	85	103	175	66	185	173	1,265	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.69	0.98	1.11	0.54	1.28	0.39	1.19	1.02	0.87	0.30
# of MH Admissions that were Readmissions within 30 days		14	19	8	6	21	6	23	17	114	
% of MH Admissions that were Readmissions within 30 days	o	9.9%	5.7%	9.4%	5.8%	12.0%	9.1%	12.4%	9.8%	9.0%	2.3%
# of MH Inpatient Discharges		161	266	60	138	77	92	164	196	1,154	
MH Inpt Average Length of Stay (days)	o	6.40	9.10	6.10	6.00	5.80	4.70	10.59	11.15	8.2	2.28
# of SA Admissions to Community Psychiatric Inpatient		2	24	6	9	14	12	8	4	79	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.07	0.08	0.05	0.10	0.07	0.05	0.02	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		0	0	0	0	3	1	1	1	6	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	0.0%	0.0%	0.0%	21.4%	8.3%	12.5%	25.0%	8%	9.6%
# of SA Inpatient Discharges		2	31	6	9	8	14	8	4	82	
SA Inpt Average Length of Stay (days)	o	4.5	5.2	4.7	4.0	5.5	4.0	6.6	5.3	5.0	0.82
Care Coordination		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
# of MH and SA Readmits assigned to a Care Coordinator		13	19	8	6	24	7	24	18	119	
% of Readmits assigned to Care Coordination	85.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	
Emergency Dept Utilization (3 month lag)		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
# of ED Admits for persons with MHDDSA diagnoses		278	738	141	378	228	293	362	341	2,759	
Rate of ED Admits per 1,000 Medicaid Members	o	1.4	2.1	1.8	2.0	1.7	1.7	2.3	2.0	1.9	0.28
# of ED Admits for persons who are active consumers											
% of ED Admits that were for active consumers	o										
# of ED Admits which were readmissions within 30 days		29	129	24	71	19	45	47	49	413	
% of ED Admissions Readmitted within 30 days	o	10.4%	17.5%	17.0%	18.8%	8.3%	15.4%	13.0%	14.4%	15.0%	3.4%
Authorization Requests		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
Total Number of Auth Requests Received		3,139	3,539	1,287	2,472	4,505	2,828	3,440	2,804	24,014	
# Standard Auth. Request Decisions		2,705	2,881	1,089	2,013	4,281	2,352	2,704	1,892	19,917	
# Standard Auth Requests Processed in 14 Days		2,698	2,879	1,086	2,012	4,280	2,352	2,700	1,889	19,896	
% Processed in 14 Days	95.0%	99.7%	99.9%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		434	658	198	459	224	476	736	912	4,097	
# Expedited and Inpatient Auth Requests Processed in 3 Days		434	658	197	446	224	476	733	903	4,071	
% Processed in 3 Days	95.0%	100.0%	100.0%	99.5%	97.2%	100.0%	100.0%	99.6%	99.0%	99.4%	1.0%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.9%	99.7%	99.4%	100.0%	100.0%	99.8%	99.6%	99.8%	0.2%

Method Under Revision

**MCO Monthly Monitoring Report
Medicaid Only**

**September 2015 Report
LME/MCO:**

11/13/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		48	153	38	247	219	110	77	105	997	
% of Total Auth Requests Denied for Clinical Reasons	o	1.5%	4.3%	3.0%	10.0%	4.9%	3.9%	2.2%	3.7%	4.2%	2.4%
# of Administrative Denials		91	-	16	-	55	-	6	330	498	
% of Total Auth Requests Denied for Admin Reasons	o	2.9%	0.0%	1.2%	0.0%	1.2%	0.0%	0.2%	11.8%	2.1%	3.8%
Total # of Auth Requests Denied		139	153	54	247	274	110	83	435	1,495	
% of Total Auth Requests Approved	o	95.6%	95.7%	95.8%	90.0%	93.9%	96.1%	97.6%	84.5%	93.8%	4.1%
Number of Consumer Authorization Appeals received		18	35	1	15	22	16	22	8	137	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.3	1.7	0.3	1.5	2.2	1.7	1.8	0.7	1.5	0.58
Number of Authorizations overturned due to Consumer Appeals		2	3	1	3	3	8	5	1	26	
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15
Total # Clean Claim Received during Month (detail lines)		97,623	357,457	70,150	159,608	74,964	51,900	88,664	138,758	1,039,124	
Rate of Claims Rcpt per Person Served	o	7.0	17.1	18.8	15.8	7.4	5.6	7.3	12.3	11.4	4.90
# Paid		90,240	311,971	63,416	142,410	68,310	50,131	75,373	124,635	926,486	
# Denied		7,383	45,473	6,734	17,197	6,262	1,769	13,284	12,889	110,991	
# Pended or in Process		-	13	-	1	392	-	7	1,234	1,647	
Percent Denied	o	7.6%	12.7%	9.6%	10.8%	8.4%	3.4%	15.0%	9.4%	10.7%	3.2%
# Paid or Denied within 30 Days		96,508	357,444	70,023	158,718	74,965	51,893	86,359	137,527	1,033,437	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.8%	99.4%	100.0%	100.0%	97.4%	99.1%	99.4%	0.9%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.3	9.0	6.0	9.0	8.7	8.9	7.0	8.1	1.01
Number of Provider claim Appeals received		23	19	0	4	0	0	14	0	60	
Rate of Provider Claim appeals per 1,000 persons served	o	1.7	0.9	-	0.4	-	-	1.2	-	0.7	0.58
Number of claim denials overturned due to Provider Appeals		21	0	0	0	0	0	5	0	26	
Complaints/Grievances		Aug 2015	Aug 2015	Aug 2015	Aug-15	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015
Total number of complaints received (1 month prior)		60	46	13	11	16	15	28	28	217	
Rate of Complaints per 1,000 Persons Served	o	3.5	2.0	2.8	1.0	1.3	1.3	2.1	2.0	2.4	0.79
# Consumer complaints against provider		24	36	11	7	11	9	17	15	130	
% Consumer complaints against provider	o	40.0%	78.3%	84.6%	63.6%	68.8%	60.0%	60.7%	53.6%	60%	13.0%
# Consumer complaints against LME/MCO		1	10	2	-	5	2	6	13	39	
% Consumer complaints against LME/MCO	o	1.7%	21.7%	15.4%	0.0%	31.3%	13.3%	21.4%	46.4%	18%	14.2%
# Provider complaints against LME/MCO		3	-	-	-	-	1	-	-	4	
% Provider complaints against LME/MCO	o	5.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	2%	2.6%
# of Other Types of Complaints		32	-	-	4	-	3	5	-	44	
# of Complaints Resolved in 30 Days		60	46	13	11	16	15	27	28	216	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	99.5%	
Program Integrity--Fraud, Waste and Abuse		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	8	5	34	18	3	4	4	80	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		14	22	4	36	65	9	84	6	240	
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		0	0	0	3	0	1	0	0	4	

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.

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

September 2015 Report
LME/MCO:

11/13/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
Persons Served											
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	127,820	135,125	169,370	167,109	184,151	1,470,721	
# Persons Receiving MH Services		2,899	2,474	837	1,686	1,359	2,064	2,579	2,265	16,163	
% of Uninsured Receiving MH Services	o	1.2%	0.7%	1.1%	1.3%	1.0%	1.2%	1.5%	1.2%	1.1%	0.24%
# Persons Receiving SA Services		787	1,129	428	559	675	687	908	1,687	6,860	
% of Uninsured Receiving SA Services	o	0.3%	0.3%	0.6%	0.4%	0.5%	0.4%	0.5%	0.9%	0.5%	0.18%
# Persons Receiving DD Services		723	706	188	597	456	544	548	615	4,377	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.2%	0.5%	0.3%	0.3%	0.3%	0.3%	0.3%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		4,303	4,309	1,412	2,660	2,413	3,295	3,928	3,979	26,299	
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.2%	1.9%	2.1%	1.8%	1.9%	2.4%	2.2%	1.8%	0.33%
Community Psychiatric Hospitalization (1)		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
# of MH Admissions to Community Psychiatric Inpatient		85	162	89	20	221	24	97	47	745	
Rate of MH Admissions per 1,000 Uninsured	o	0.35	0.44	1.18	0.16	1.64	0.14	0.58	0.26	0.51	0.50
# of MH Admissions that were Readmissions within 30 days		2	4	4	1	13	0	12	3	39	
% of MH Admissions that were Readmissions within 30 days	o	2.4%	2.5%	4.5%	5.0%	5.9%	0.0%	12.4%	6.4%	5.2%	3.46%
# of MH Inpatient Discharges		92	70	58	20	113	32	90	44	519	
MH Inpt Average Length of Stay (days)	o	5.3	7.6	5.9	2.4	5.2	4.3	6.9	7.6	5.9	1.65
# of SA Admissions to Community Psychiatric Inpatient		2	5	10	2	10	6	14	8	57	
Rate of SA Admissions per 1,000 Uninsured	o	0.01	0.01	0.13	0.02	0.07	0.04	0.08	0.04	0.04	0.04
# of SA Admissions that were Readmissions within 30 days		0	0	2	1	1	0	4	0	8	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	0.0%	20.0%	50.0%	10.0%	0.0%	28.6%	0.0%	14%	17.1%
# of SA Inpatient Discharges		1	4	18	8	6	8	14	9	68	
SA Inpt Average Length of Stay (days)	o	5.0	6.5	5.7	2.0	5.3	4.2	5.7	7.3	5.3	1.50
(1) Community Psychiatric Hospitalization includes 3-Way Contract funded beds, which are not distributed evenly across LME-MCO catchment areas, and may impact utilization rates.											
Authorizations		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
Total Number of Auth Requests Received		916	1,029	534	454	945	1,240	684	494	6,296	
# Standard Auth. Request Decisions		748	705	335	377	902	942	435	270	4,714	
# Standard Auth Requests Processed in 14 Days		748	702	335	375	902	942	435	270	4,709	
% Processed in 14 Days	95.0%	100.0%	99.6%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		168	324	199	77	43	298	249	224	1,582	
# Expedited and Inpatient Auth Requests Processed in 3 Days		168	320	199	74	43	298	249	222	1,573	
% Processed in 3 Days	95.0%	100.0%	98.8%	100.0%	96.1%	100.0%	100.0%	100.0%	99.1%	99.4%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	99.6%	99.8%	0.00
# of Auth Requests Denied for Clinical Reasons		9	6	5	64	20	6	4	6	120	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	0.6%	0.9%	14.1%	2.1%	0.5%	0.6%	1.2%	1.9%	4.4%
# of Administrative Denials		2	-	33	-	9	-	0	92	136	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	6.2%	0.0%	1.0%	0.0%	0.0%	18.6%	2.2%	6.1%
Total # of Auth Requests Denied		11	6	38	64	29	6	4	98	256	
% of Total Auth Requests Approved	o	98.8%	99.4%	92.9%	85.9%	96.9%	99.5%	99.4%	80.2%	96%	6.9%
Number of Consumer Authorization Appeals received		-	-	-	1	5	-	0	-	6	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o				0.4	2.1				0.2	0.85
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	1	-	1	

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

September 2015 Report
LME/MCO:

11/13/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	
Total # Clean Claim Received during Month (header)		23,349	58,206	19,813	34,529	31,544	4,407	23,161	45,797	240,806	
Rate of Claims Rcpt per Person Served	o	5.4	13.5	14.0	13.0	13.1	1.3	5.9	11.5	9.16	4.49
# Paid		19,760	51,944	18,793	27,178	29,077	4,200	19,564	40,540	211,056	
# Denied		3,589	6,262	1,020	7,351	2,467	207	3,597	4,950	29,443	
# Pended or in Process		0	-	-	-	-	-	-	307	307	
Percent Denied	o	15.4%	10.8%	5.1%	21.3%	7.8%	4.7%	15.5%	10.9%	12.2%	5.3%
# Paid or Denied within 30 Days		23,114	58,206	19,780	33,695	31,544	4,395	22,698	45,490	238,922	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	99.8%	97.6%	100.0%	99.7%	98.0%	99.3%	99.2%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.4	7.8	5.0	8.9	9.8	8.8	7.0	8.2	1.40
Complaints		Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	
Total number of complaints received (1 month prior)		14	14	6	17	5	1	6	13	76	
Rate of Complaints per 1,000 Persons Served	o	2.3	2.8	3.1	5.5	1.6	0.3	1.3	2.8	2.89	1.45
# Consumer complaints against provider		2	7	3	2	1	1	4	7	27	
% Consumer complaints against provider	o	14%	50%	50%	12%	20%	100%	67%	54%	36%	28.0%
# Consumer complaints against LME/MCO		-	1	3	2	1	-	1	1	9	
% Consumer complaints against LME/MCO	o	0%	7%	50%	12%	20%	0%	17%	8%	12%	15.1%
# Provider complaints against LME/MCO		1	1		5	-	-	-	3	10	
% Provider complaints against LME/MCO	o	7%	7%	0%	29%	0%	0%	0%	23%	13%	10.9%
# of Other Types of Complaints		11	5	-	8	3	-	1	2	30	
# of Complaints Resolved in 30 Days		14	14	6	17	5	1	6	13	76	
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%	-

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.

Notes Regarding Data

LME	Data Sheet	Item	Date Noted	Note
Cardinal	DMA Data Sheet	Emergency Dept. Utilization	10/15/2015	Emergency Dept. Utilization data was updated from October 2014 through May 2015. The report used to gather this data was updated to more accurately reflect "active ED consumers."
Cardinal	DMA & DMH	Clean Claims	10/16/2015	Clean claims are reported at the detail level, not master level.
Cardinal	DMA & DMH	Routine and Expedited Auth decreases	10/20/2015	For expedited- One reason might be that as Acute Care Managers / Access Clinicians staff them with the MD, the MD is giving longer (7 days) on reauths, instead of 3 or 4. One clinician reported that there are times MD will instruct to authorize up to 14 days for some of them based on clinical presentation, which would cut down up to 3-4 new re-auth TARs coming in. For Routine we do not have a specific reason this would have changed. Christine Beck
Centerpoint	DMA Data Sheet	Program Integrity - Fraud, Waste and Abuse	10/20/2015	The FAMS cases being investigated are taking more time/resources. Additionally the MCO has provided new procedures/training around RADSE so less cases are coming in for those investigations.
Partners	DMA Data Sheet	Claims Rows 66-78	10/16/2015	Starting with September 2015 report the claims data is reported at the header level. Also included is the count of pended claims. This data will continue to be reported in this format going forward.
Sandhills	DMH Data Sheet	Total # Clean Claim Received during Month	10/13/2015	Data was previously pulled by detail lines. For Sept 2015 claims were pulled by header lines per CB J137
Sandhills	DMA Data Sheet	Total # Clean Claim Received during Month	10/13/2015	Data was previously pulled by detail lines. For Sept 2015 claims were pulled by header lines per CB J137
Trillium	DMA & DMH	Claims	10/20/2015	September Submission: The Claims section was reported by claim detail lines for this submission. There is currently a report to pull by header lines being built. We aim to report by header lines by next submission (and re-run previous months).