

NC DHHS LME/MCO Performance Summary

December 2015 Report

2/29/2016

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?							
		Alliance	Cardinal	Center Point	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	N
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

Trillium - DMH - % of Complaints Resolved within 30 Days was 87.5%, 7 of 8 complaints. No explanation was provided.

	Count	%
Number of Standards Not Met:	1	1%
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

December 2015 Report

2/29/2016

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)		5,249	4,855	3,000	4,590	3,081	2720	4,233	2,049	29,777	
# of Calls Abandoned		81	75	50	115	72	59	76	53	581	
% of calls Abandoned	<5%	1.5%	1.5%	1.7%	2.5%	2.3%	2.2%	1.8%	2.6%	2.0%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	5.1	4.0	9.0	6.0	7.0	5.0	6.0	1.49
# of Calls Answered within 30 seconds		5,168	4,780	2,945	4,509	2,982	2,661	4152	1,996	29,193	
% Answered within 30 seconds	95%	98.5%	98.5%	98.2%	98.2%	96.8%	97.8%	98.1%	97.4%	98.0%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,222	1,940	1,268	774	958	1,318	1,260	846	10,586	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,177	1,865	1,267	774	919	1,195	1,072	669	9,938	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	96%	91%	85%	79%	94%	7%
# of Persons waiting for residential services		-	56	-	-	28	47	67	27	225	
% of Persons waiting for residential services	o	0%	3%	0%	0%	3%	4%	5%	3%	2%	2%
# of Persons waiting for ADVP		14	82	-	-	6	76	-	44	222	
% of Persons waiting for ADVP	o	1%	4%	0%	0%	1%	6%	0%	5%	2%	2%
# of Persons waiting for vocational services		-	1	-	-	20	-	37	7	65	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	2%	0%	3%	1%	1%	1%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		279	574	236	66	110	269	246	80	1,860	
% of Persons on Waitlist receiving B3 Services	o	13%	30%	19%	9%	11%	20%	20%	9%	18%	7%
# of Persons on Waitlist receiving State Services		644	202	323	231	241	158	770	328	2,897	
% of Persons on Waitlist receiving State Services	o	29%	10%	25%	30%	25%	12%	61%	39%	27%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		692	714	486	297	252	427	833	344	4,045	
% of Persons on Waitlist receiving State and/or B3 Services	o	31%	37%	38%	38%	26%	32%	66%	41%	38%	11%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,530	1,226	782	477	706	891	427	502	6,541	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	69%	63%	62%	62%	74%	68%	34%	59%	62%	11%
Incidents											
Number of Level 2 Critical Incident Reports received		198	235	32	137	138	100	165	98	1,103	
Number of Level 3 Critical Incident Reports received *		9	11	7	12	11	5	15	13	83	
Transitions to Community Living Initiative											
Individuals in In-reach		462	853	225	391	355	326	636	595	3,843	
Number of individuals in Transition Planning process		68	40	15	23	38	18	28	41	271	
Number of Individuals Housed - Total		57	119	56	70	56	86	84	121	649	
Claim/Encounter Processing in NCTracks **											
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	3%	14%	9%	7%	2%	25%	9%	9%	10%	7%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	7%	31%	16%	37%	4%	27%	8%	4%	15%	12%

* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.

** As of 1/21/16 checkwrite.

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

December 2015 Report
LME/MCO:

2/29/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Persons Served											
Unduplicated Count of Medicaid Members		211,215	339,012	80,453	190,683	140,560	184,903	154,601	172,062	1,473,489	
# Persons Receiving MH Services		13,063	14,874	2,794	8,721	7,428	7,588	9,419	8,900	72,787	
% of Members Receiving MH Services	o	6.2%	4.4%	3.5%	4.6%	5.3%	4.1%	6.1%	5.2%	4.9%	0.9%
# Persons Receiving SA Services		1,090	1,590	128	1,095	1,245	675	1,404	1,423	8,650	
% of Members Receiving SA Services	o	0.5%	0.5%	0.2%	0.6%	0.9%	0.4%	0.9%	0.8%	0.6%	0.3%
# Persons Receiving DD Services		2,693	3,955	882	1,588	1,817	1,495	1,827	1,736	15,993	
% of Members Receiving DD Services	o	1.3%	1.2%	1.1%	0.8%	1.3%	0.8%	1.2%	1.0%	1.1%	0.2%
Unduplicated # that received MH/DD/SA Services		16,350	20,419	3,754	9,983	10,124	9,758	12,367	10,946	93,701	
% of Members Receiving MH/DD/SA Services	o	7.7%	6.0%	4.7%	5.2%	7.2%	5.3%	8.0%	6.4%	6.4%	1.2%
Community Psychiatric Hospitalization		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
# of MH Admissions to Community Psychiatric Inpatient		139	314	68	143	112	111	183	174	1,244	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.66	0.93	0.85	0.75	0.80	0.60	1.18	1.01	0.84	0.18
# of MH Admissions that were Readmissions within 30 days		6	26	7	9	12	6	17	11	94	
% of MH Admissions that were Readmissions within 30 days	o	4.3%	8.3%	10.3%	6.3%	10.7%	5.4%	9.3%	6.3%	7.6%	2.2%
# of MH Inpatient Discharges		162	263	49	128	38	126	179	167	1,112	
MH Inpt Average Length of Stay (days)	o	6.30	8.80	6.70	6.50	5.20	3.80	9.21	10.80	7.8	2.14
# of SA Admissions to Community Psychiatric Inpatient		0	19	2	11	13	13	2	5	65	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.06	0.02	0.06	0.09	0.07	0.01	0.03	0.04	0.03
# of SA Admissions that were Readmissions within 30 days		0	0	0	0	0	3	0	0	3	
% of SA Admissions that were Readmissions within 30 days	o		0.0%	0.0%	0.0%	0.0%	23.1%	0.0%	0.0%	5%	8.1%
# of SA Inpatient Discharges		0	22	1	9	9	14	4	6	65	
SA Inpt Average Length of Stay (days)	o	-	4.8	4.0	5.9	4.2	3.3	5.8	5.6	4.7	1.80
Care Coordination		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
# of MH and SA Readmits assigned to a Care Coordinator		6	25	7	9	12	9	17	11	96	
% of Readmits assigned to Care Coordination	85.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	
Emergency Dept Utilization (3 month lag)		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
# of ED Admits for persons with MHDDSA diagnoses		294	773	111	383	287	347	360	373	2,928	
Rate of ED Admits per 1,000 Medicaid Members	o	1.43	2.17	1.45	1.99	1.93	2.05	2.27	2.02	2.0	0.29
# of ED Admits for persons who are active consumers		91	401	63	137	142	104	104	166	1,208	
% of ED Admits that were for active consumers	o	31.0%	51.9%	56.8%	35.8%	49.5%	30.0%	28.9%	44.5%	41%	10.3%
# of ED Admits which were readmissions within 30 days		32	142	16	88	38	58	37	60	471	
% of ED Admissions Readmitted within 30 days	o	10.9%	18.4%	14.4%	23.0%	13.2%	16.7%	10.3%	16.1%	16.1%	3.9%
Authorization Requests		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Total Number of Auth Requests Received		3,599	5,161	1,273	2,362	4,920	3,033	3,258	3,017	26,623	
# Standard Auth. Request Decisions		3,187	4,335	1,105	1,840	4,735	2,537	2,674	2,153	22,566	
# Standard Auth Requests Processed in 14 Days		3,182	4,329	1,099	1,826	4,735	2,537	2,673	2,147	22,528	
% Processed in 14 Days	95.0%	99.8%	99.9%	99.5%	99.2%	100.0%	100.0%	100.0%	99.7%	99.8%	0.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		412	826	168	522	185	496	584	864	4,057	
# Expedited and Inpatient Auth Requests Processed in 3 Days		412	824	168	514	185	496	581	858	4,038	
% Processed in 3 Days	95.0%	100.0%	99.8%	100.0%	98.5%	100.0%	100.0%	99.5%	99.3%	99.5%	0.5%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.8%	99.5%	99.1%	100.0%	100.0%	99.9%	99.6%	99.8%	0.3%

**MCO Monthly Monitoring Report
Medicaid Only**

**December 2015 Report
LME/MCO:**

2/29/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		37	81	45	237	276	115	78	99	968	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	1.6%	3.5%	10.0%	5.6%	3.8%	2.4%	3.3%	3.6%	2.7%
# of Administrative Denials		11	-	71	-	31	-	12	470	595	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	5.6%	0.0%	0.6%	0.0%	0.4%	15.6%	2.2%	5.1%
Total # of Auth Requests Denied		48	81	116	237	307	115	90	569	1,563	
% of Total Auth Requests Approved	o	98.7%	98.4%	90.9%	90.0%	93.8%	96.2%	97.2%	81.1%	94.1%	5.5%
Number of Consumer Authorization Appeals received		12	10	9	15	20	13	9	14	102	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	0.5	2.4	1.5	2.0	1.3	0.7	1.3	1.1	0.61
Number of Authorizations overturned due to Consumer Appeals		2	3	-	1	3	3	6	-	18	
Claims		11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	
Total # Clean Claim Received during Month (detail lines)		102,600	347,821	75,429	69,426	67,662	55,460	81,488	81,138	881,024	
Rate of Claims Rcpt per Person Served	o	6.3	17.0	20.1	7.0	6.7	5.7	6.6	7.4	9.4	5.26
# Paid		94,389	303,397	67,580	61,465	60,513	53,528	67,613	76,036	784,521	
# Denied		8,197	44,264	7,801	7,961	7,146	1,932	13,802	5,080	96,183	
# Pended or in Process		14	160	48	-	3	-	73	22	320	
Percent Denied	o	8.0%	12.7%	10.3%	11.5%	10.6%	3.5%	17.0%	6.3%	10.9%	3.9%
# Paid or Denied within 30 Days		101,206	347,661	75,381	68,078	67,662	55,454	78,915	80,337	874,694	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	99.9%	98.1%	100.0%	100.0%	96.8%	99.0%	99.1%	1.2%
Avg # days for Processing (from Receipt to Payment)	o	8.0	7.9	9.0	10.0	10.0	8.6	8.5	7.0	8.6	0.97
Number of Provider claim Appeals received		8	48	0	1	0	0	8	0	65	
Rate of Provider Claim appeals per 1,000 persons served	o	0.5	2.4	-	0.1	0	0	0.6	0	0.7	0.85
Number of claim denials overturned due to Provider Appeals		1	1	0	0	0	0	4	0	6	
Complaints/Grievances		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
Total number of complaints received (1 month prior)		36	51	9	10	12	16	26	9	169	
Rate of Complaints per 1,000 Persons Served	o	2.1	2.3	2.0	1.0	1.0	1.4	1.8	0.7	1.8	0.56
# Consumer complaints against provider		11	45	9	6	4	11	19	7	112	
% Consumer complaints against provider	o	30.6%	88.2%	100.0%	60.0%	33.3%	68.8%	73.1%	77.8%	66%	22.9%
# Consumer complaints against LME/MCO		3	6	-	2	-	2	6	-	19	
% Consumer complaints against LME/MCO	o	8.3%	11.8%	0.0%	20.0%	0.0%	12.5%	23.1%	0.0%	11%	8.5%
# Provider complaints against LME/MCO		-	-	-	-	1	-	1	2	4	
% Provider complaints against LME/MCO	o	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	3.8%	22.2%	2%	7.3%
# of Other Types of Complaints		22	-	-	2	7	3	-	-	34	
# of Complaints Resolved in 30 Days		34	51	9	10	12	16	26	9	167	
Percent of Complaints resolved in 30 days	90.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	
Program Integrity--Fraud, Waste and Abuse		Dec 2015	Dec 2015	42339	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	12	4	28	9	6	16	6	82	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		17	15	7	13	80	5	78	3	218	
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	2	0	2	0	0	0	1	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.

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

December 2015 Report
LME/MCO:

2/29/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	129,588	135,125	169,370	167,109	184,151	1,472,489	
# Persons Receiving MH Services		3,729	2,274	852	1,834	1,594	1,839	2,487	2,280	16,889	
% of Uninsured Receiving MH Services	o	1.5%	0.6%	1.1%	1.4%	1.2%	1.1%	1.5%	1.2%	1.1%	0.27%
# Persons Receiving SA Services		968	1,050	198	565	603	603	924	1,710	6,621	
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.3%	0.4%	0.4%	0.4%	0.6%	0.9%	0.4%	0.20%
# Persons Receiving DD Services		853	839	184	626	490	511	547	662	4,712	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.2%	0.5%	0.4%	0.3%	0.3%	0.4%	0.3%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		5,430	4,163	1,211	2,573	2,619	2,953	3,875	4,072	26,896	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.1%	1.6%	2.0%	1.9%	1.7%	2.3%	2.2%	1.8%	0.37%
Community Psychiatric Hospitalization (1)		Dec 2015	Nov 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
# of MH Admissions to Community Psychiatric Inpatient		75	189	104	46	190	40	121	84	849	
Rate of MH Admissions per 1,000 Uninsured	o	0.31	0.51	1.37	0.35	1.41	0.24	0.72	0.46	0.58	0.44
# of MH Admissions that were Readmissions within 30 days		1	4	7	1	20	1	6	3	43	
% of MH Admissions that were Readmissions within 30 days	o	1.3%	2.1%	6.7%	2.2%	10.5%	2.5%	5.0%	3.6%	5.1%	2.89%
# of MH Inpatient Discharges		77	97	70	47	66	50	114	84	605	
MH Inpt Average Length of Stay (days)	o	5.2	7.0	5.8	5.8	4.5	4.8	6.8	6.9	6.0	0.92
# of SA Admissions to Community Psychiatric Inpatient		2	6	13	9	17	23	16	10	96	
Rate of SA Admissions per 1,000 Uninsured	o	0.01	0.02	0.17	0.07	0.13	0.14	0.10	0.05	0.07	0.05
# of SA Admissions that were Readmissions within 30 days		0	1	2	0	2	1	4	0	10	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	16.7%	15.4%	0.0%	11.8%	4.3%	25.0%	0.0%	10%	8.9%
# of SA Inpatient Discharges		1	8	11	9	15	25	13	10	92	
SA Inpt Average Length of Stay (days)	o	5.0	6.3	4.8	3.8	4.0	4.1	5.6	7.0	4.9	1.08
Authorizations		Dec 2015	Nov 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Total Number of Auth Requests Received		981	1,225	649	499	1,034	1,382	719	455	6,944	
# Standard Auth. Request Decisions		824	687	414	425	997	1,018	426	233	5,024	
# Standard Auth Requests Processed in 14 Days		824	687	414	422	996	1,018	426	233	5,020	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	99.3%	99.9%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		157	538	235	74	37	364	293	222	1,920	
# Expedited and Inpatient Auth Requests Processed in 3 Days		157	538	235	72	37	364	292	221	1,916	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	99.7%	99.5%	99.8%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	100.0%	100.0%	99.0%	99.9%	100.0%	99.9%	99.8%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		5	1	9	48	19	21	4	9	116	
% of Total Auth Requests Denied for Clinical Reasons	o	0.5%	0.1%	1.4%	9.6%	1.8%	1.5%	0.6%	2.0%	1.7%	2.9%
# of Administrative Denials		-	-	54	-	7	-	2	61	124	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	8.3%	0.0%	0.7%	0.0%	0.3%	13.4%	1.8%	4.8%
Total # of Auth Requests Denied		5	1	63	48	26	21	6	70	240	
% of Total Auth Requests Approved	o	99.5%	99.9%	90.3%	90.4%	97.5%	98.5%	99.2%	84.6%	97%	5.4%
Number of Consumer Authorization Appeals received		1	-	-	5	2	2	1	-	11	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	-	-	1.9	0.8	0.7	0.3	-	0.4	0.64
Number of Authorizations overturned due to Consumer Appeals		-	-	-	1	-	-	-	-	1	

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2/29/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Claims		11/16 - 12/15	10/16 - 11/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	
Total # Clean Claim Received during Month (header)		22,049	52,166	20,870	14,883	31,000	6,926	18,771	26,122	192,787	
Rate of Claims Rcpt per Person Served	o	4.1	12.5	17.2	5.8	11.8	2.3	4.8	6.4	7.17	4.81
# Paid		19,410	45,121	19,059	12,802	27,814	6,678	16,238	23,645	170,767	
# Denied		2,639	7,045	1,811	2,081	3,186	248	2,497	2,468	21,975	
# Pended or in Process		0			-	-	-	36.0	9	45	
Percent Denied	o	12.0%	13.5%	8.7%	14.0%	10.3%	3.6%	13.3%	9.5%	11.4%	3.2%
# Paid or Denied within 30 Days		21,870	52,166	20,870	14,860	31,000	6,926	18,351	25,950	191,993	
Percent Processed within 30 Days	90.0%	99.2%	100.0%	100.0%	99.8%	100.0%	100.0%	97.8%	99.3%	99.6%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.5	7.9	9.8	10.4	9.6	8.4	7.5	9.1	0.94
Complaints		Nov 2015	Oct 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
Total number of complaints received (1 month prior)		16	15	4	14	8	5	5	8	75	
Rate of Complaints per 1,000 Persons Served	o	2.8	2.9	2.3	5.3	2.6	1.5	1.2	1.7	2.79	1.19
# Consumer complaints against provider		8	10	3	5	3	1	5	-	35	
% Consumer complaints against provider	o	50%	67%	75%	36%	38%	20%	100%	0%	47%	29.9%
# Consumer complaints against LME/MCO		2	-	1	-	-	-	-	-	3	
% Consumer complaints against LME/MCO	o	13%	0%	25%	0%	0%	0%	0%	0%	4%	8.7%
# Provider complaints against LME/MCO		-	-	-	2	-	-	-	5	7	
% Provider complaints against LME/MCO	o	0%	0%	0%	14%	0%	0%	0%	63%	9%	20.5%
# of Other Types of Complaints		6	5	-	7	5	4	-	3	30	
# of Complaints Resolved in 30 Days		16	15	4	14	8	5	5	7	74	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	98.7%	-
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.											

(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.