

NC DHHS LME/MCO Performance Summary

April 2016 Report

6/30/16/2016

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%	N	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

Alliance - 14 of 17 Community Inpatient Readmits were assigned to a Care Coordinator (82.4%). Per Alliance: Two of the three individuals who did not receive care coordination were out of the catchment area; this process is being refined. The third member is being addressed in the CQI Action Plan.

Note: Timing of report compilation allowed use of more current information (April data was taken from the April column of the May report submitted June 20, 2016).

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

April 2016 Report

6/30/16/2016

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)		5,495	5,156	2,656	4,902	3,356	2,931	4,538	2,268	31,302	
# of Calls Abandoned		137	69	52	103	77	57	94	42	631	
% of calls Abandoned	<5%	2.5%	1.3%	2.0%	2.1%	2.3%	1.9%	2.1%	1.9%	2.0%	
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	6.8	4.0	9.0	5.0	7.0	5.0	6.0	1.64
# of Calls Answered within 30 seconds		5,358	5,086	2,611	4,840	3,264	2,874	4441	2,226	30,700	
% Answered within 30 seconds	95%	97.5%	98.6%	98.3%	98.7%	97.3%	98.1%	97.9%	98.1%	98.1%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,407	2,058	1,306	753	1,033	1,418	1,301	806	11,082	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,353	1,981	1,305	753	1,026	1,222	1,108	703	10,451	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	99%	86%	85%	87%	94%	6%
# of Persons waiting for residential services		-	52	1	-	18	69	58	7	205	
% of Persons waiting for residential services	o	0%	3%	0%	0%	2%	5%	4%	1%	2%	2%
# of Persons waiting for ADVP		-	87	-	-	28	127	-	21	263	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	3%	9%	0%	3%	2%	3%
# of Persons waiting for vocational services		-	1	-	-	5	-	45	4	55	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	0%	0%	3%	0%	0%	1%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		290	592	226	68	86	333	260	98	1,953	
% of Persons on Waitlist receiving B3 Services	o	12%	29%	17%	9%	8%	23%	20%	12%	18%	7%
# of Persons on Waitlist receiving State Services		626	214	306	150	180	159	782	288	2,705	
% of Persons on Waitlist receiving State Services	o	26%	10%	23%	20%	17%	11%	60%	36%	24%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		666	743	460	218	225	492	845	318	3,967	
% of Persons on Waitlist receiving State and/or B3 Services	o	28%	36%	35%	29%	22%	35%	65%	39%	36%	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,741	1,315	846	535	808	926	456	488	7,115	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	72%	64%	65%	71%	78%	65%	35%	61%	64%	12%
Incidents											
Number of Level 2 Critical Incident Reports received		237	233	73	126	214	130	215	124	1,352	
Number of Level 3 Critical Incident Reports received *		13	27	3	6	12	9	17	10	97	
Transitions to Community Living Initiative											
# of in-reach staff FTEs in place during the month		6.0	6.0	4.0	5.0	5.5	7.0	10.0	4.0	47.5	
# of in-reach FTEs funded per the allocation		9.00	15.00	8.00	8.00	6.00	7.64	15.00	15.00	83.6	
Percent of funded in-reach positions that are filled	80.0%	67%	40%	50%	63%	92%	92%	67%	27%	57%	
# of transition coordinator FTEs in place during the month		8.0	16.0	4.0	7.0	8.0	8.3	13.0	15.0	79.3	
# of transition coordinator FTEs funded per the allocation		12	17	8	9	9	9	17	16	97.0	
Percent of funded transition coordinator positions that are filled	80.0%	67%	94%	50%	78%	89%	92%	76%	94%	82%	
Individuals in In-reach		405	955	304	507	366	413	623	612	4,185	
Number of individuals in Transition Planning process		88	48	9	20	48	19	39	41	312	
Number of Individuals Housed - Total		69	146	64	80	75	100	94	135	763	
Claim/Encounter Processing in NCTracks **											
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	10%	8%	4%	1%	14%	7%	9%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	6%	22%	9%	6%	1%	5%	5%	3%	8%	6%

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

** As of 06/21/16 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

April 2016 Report
LME/MCO:

6/30/16/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
Persons Served											
Unduplicated Count of Medicaid Members		215,733	355,311	80,792	193,193	147,312	173,845	157,693	178,007	1,501,886	
# Persons Receiving MH Services		15,103	19,931	3,686	9,652	9,808	9,202	12,181	13,242	92,805	
% of Members Receiving MH Services	o	7.0%	5.6%	4.6%	5.0%	6.7%	5.3%	7.7%	7.4%	6.2%	1.1%
# Persons Receiving SA Services		1,227	3,041	410	1,389	1,678	1,104	1,870	1,877	12,596	
% of Members Receiving SA Services	o	0.6%	0.9%	0.5%	0.7%	1.1%	0.6%	1.2%	1.1%	0.8%	0.2%
# Persons Receiving DD Services		3,040	5,165	1,100	1,931	2,217	2,053	1,999	3,025	20,530	
% of Members Receiving DD Services	o	1.4%	1.5%	1.4%	1.0%	1.5%	1.2%	1.3%	1.7%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		18,687	28,137	5,067	12,069	13,114	12,359	15,641	16,096	121,170	
% of Members Receiving MH/DD/SA Services	o	8.7%	7.9%	6.3%	6.2%	8.9%	7.1%	9.9%	9.0%	8.1%	1.3%
Community Psychiatric Hospitalization		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
# of MH Admissions to Community Psychiatric Inpatient		164	314	94	190	149	158	176	182	1,427	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.76	0.88	1.16	0.98	1.01	0.91	1.12	1.02	0.95	0.12
# of MH Admissions that were Readmissions within 30 days		17	30	13	30	17	21	26	28	182	
% of MH Admissions that were Readmissions within 30 days	o	10.4%	9.6%	13.8%	15.8%	11.4%	13.3%	14.8%	15.4%	12.8%	2.2%
# of MH Inpatient Discharges		193	319	66	195	81	146	174	176	1,350	
MH Inpt Average Length of Stay (days)	o	6.50	8.80	6.20	6.60	5.40	4.20	9.05	8.00	7.3	1.57
# of SA Admissions to Community Psychiatric Inpatient		2	41	7	10	8	31	10	7	116	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.12	0.09	0.05	0.05	0.18	0.06	0.04	0.08	0.05
# of SA Admissions that were Readmissions within 30 days		0	4	0	0	0	5	1	0	10	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	9.8%	0.0%	0.0%	0.0%	16.1%	10.0%	0.0%	9%	6.1%
# of SA Inpatient Discharges		2	41	5	9	6	28	9	7	107	
SA Inpt Average Length of Stay (days)	o	4.50	4.6	4.4	5.7	5.3	4.7	6.1	9.3	5.2	1.52
Care Coordination		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
# of MH and SA Readmits assigned to a Care Coordinator		14	32	13	30	17	26	27	28	187	
% of Readmits assigned to Care Coordination	85.0%	82.4%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	
Emergency Dept Utilization (3 month lag)		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
# of ED Admits for persons with MHDDSA diagnoses		284	762	151	267	212	227	351	282	2,536	
Rate of ED Admits per 1,000 Medicaid Members	o	1.35	2.11	1.86	1.37	1.41	1.21	2.20	1.61	1.7	0.35
# of ED Admits for persons who are active consumers		88	433	73	90	111	68	99	129	1,091	
% of ED Admits that were for active consumers	o	31.0%	56.8%	48.3%	33.7%	52.4%	30.0%	28.2%	45.7%	43%	10.6%
# of ED Admits which were readmissions within 30 days		49	126	27	42	14	26	42	24	350	
% of ED Admissions Readmitted within 30 days	o	17.3%	16.5%	17.9%	15.7%	6.6%	11.5%	12.0%	8.5%	13.8%	4.0%
Authorization Requests		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
Total Number of Auth Requests Received		3,416	4,794	1,237	2,128	4,055	2,981	2,983	3,297	24,891	
# Standard Auth. Request Decisions		2,944	3,962	1,047	1,482	3,863	2,520	2,351	2,449	20,618	
# Standard Auth Requests Processed in 14 Days		2,939	3,958	1,041	1,482	3,860	2,520	2,347	2,446	20,593	
% Processed in 14 Days	95.0%	99.8%	99.9%	99.4%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		472	832	190	646	192	461	632	848	4,273	
# Expedited and Inpatient Auth Requests Processed in 3 Days		472	828	190	646	192	461	631	847	4,267	
% Processed in 3 Days	95.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	99.9%	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.8%	99.5%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**April 2016 Report
LME/MCO:**

6/30/16/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		50	67	26	176	139	48	53	112	671	
% of Total Auth Requests Denied for Clinical Reasons	o	1.5%	1.4%	2.1%	8.3%	3.4%	1.6%	1.8%	3.4%	2.7%	2.2%
# of Administrative Denials		13	1	29	24	37	-	8	157	269	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	2.3%	1.1%	0.9%	0.0%	0.3%	4.8%	1.1%	1.5%
Total # of Auth Requests Denied		63	68	55	200	176	48	61	269	940	
% of Total Auth Requests Approved	o	98.2%	98.6%	95.6%	90.6%	95.7%	98.4%	98.0%	91.8%	96.2%	2.9%
Number of Consumer Authorization Appeals received		14	11	8	20	22	6	12	5	98	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	0.4	1.6	1.7	1.7	0.5	0.8	0.3	0.8	0.55
Number of Authorizations overturned due to Consumer Appeals		-	2	-	3	7	4	1	1	17	
Claims		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/16	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	
Total # Clean Claim Received during Month (detail lines)		98,869	335,449	33,280	53,698	67,426	50,779	80,980	73,416	793,897	
Rate of Claims Rcpt per Person Served	o	5.3	11.9	6.6	4.4	5.1	4.1	5.2	4.6	6.6	2.38
# Paid		92,158	286,161	31,129	48,111	59,347	48,794	71,868	69,278	706,846	
# Denied		6,707	49,007	2,146	5,587	8,079	1,985	8,935	4,113	86,559	
# Pended or in Process		4	281	5	-	-	-	177	25	492	
Percent Denied	o	6.8%	14.6%	6.4%	10.4%	12.0%	3.9%	11.1%	5.6%	10.9%	3.5%
# Paid or Denied within 30 Days		97,349	335,168	33,275	52,127	67,426	50,779	80,008	72,588	788,720	
Percent Processed within 30 Days	90.0%	98.5%	99.9%	100.0%	97.1%	100.0%	100.0%	98.8%	98.9%	99.2%	1.0%
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.4	9.0	8.0	9.0	8.7	9.1	7.0	8.5	0.68
Number of Provider claim Appeals received		6	36	0	1	0	0	7	0	50	
Rate of Provider Claim appeals per 1,000 persons served	o	0.3	1.3	-	0.1	-	-	0.4	-	0.4	0.46
Number of claim denials overturned due to Provider Appeals		0	1	0	0	0	0	4	0	5	
Complaints/Grievances		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Total number of complaints received (1 month prior)		68	47	12	4	17	15	49	15	227	
Rate of Complaints per 1,000 Persons Served	o	3.5	1.7	2.2	0.3	1.2	1.1	3.0	0.9	1.9	1.01
# Consumer complaints against provider		31	37	11	4	11	11	33	13	151	
% Consumer complaints against provider	o	45.6%	78.7%	91.7%	100.0%	64.7%	73.3%	67.3%	86.7%	67%	16.1%
# Consumer complaints against LME/MCO		1	10	1	-	3	-	6	1	22	
% Consumer complaints against LME/MCO	o	1.5%	21.3%	8.3%	0.0%	17.6%	0.0%	12.2%	6.7%	10%	7.6%
# Provider complaints against LME/MCO		-	-	-	-	-	-	-	1	1	
% Provider complaints against LME/MCO	o	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0%	2.2%
# of Other Types of Complaints		36	-	-	-	3	4	10	-	53	
# of Complaints Resolved in 30 Days		67	47	12	4	17	15	49	15	226	
Percent of Complaints resolved in 30 days	90.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	
Program Integrity--Fraud, Waste and Abuse		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	18	3	47	8	8	12	5	102	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		15	11	5	27	84	6	57	1	206	
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		1	1	0	1	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

April 2016 Report
LME/MCO:

6/30/16/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
Persons Served											
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		3,881	2,793	1,001	1,972	1,826	2,058	3,118	2,761	19,410	
% of Uninsured Receiving MH Services	o	1.6%	0.8%	1.3%	1.5%	1.4%	1.2%	1.9%	1.5%	1.3%	0.30%
# Persons Receiving SA Services		1,132	1,390	539	638	763	797	1,210	1,933	8,402	
% of Uninsured Receiving SA Services	o	0.5%	0.4%	0.7%	0.5%	0.6%	0.5%	0.7%	1.0%	0.6%	0.20%
# Persons Receiving DD Services		955	862	275	559	553	655	683	827	5,369	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,818	5,045	1,767	2,942	3,012	3,510	4,900	4,751	31,745	
% of Uninsured Receiving MH/DD/SA Services	o	2.4%	1.4%	2.3%	2.3%	2.2%	2.1%	2.9%	2.6%	2.2%	0.42%
Community Psychiatric Hospitalization (1)		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
# of MH Admissions to Community Psychiatric Inpatient		63	95	92	32	210	97	120	108	817	
Rate of MH Admissions per 1,000 Uninsured	o	0.26	0.26	1.21	0.25	1.55	0.57	0.72	0.59	0.55	0.45
# of MH Admissions that were Readmissions within 30 days		1	4	7	4	18	1	9	6	50	
% of MH Admissions that were Readmissions within 30 days	o	1.6%	4.2%	7.6%	12.5%	8.6%	1.0%	7.5%	5.6%	6.1%	3.56%
# of MH Inpatient Discharges		56	103	73	49	122	98	112	97	710	
MH Inpt Average Length of Stay (days)	o	5.5	6.9	5.5	5.4	4.4	2.8	6.5	6.6	5.4	1.25
# of SA Admissions to Community Psychiatric Inpatient		0	19	11	15	27	54	14	6	146	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.05	0.15	0.12	0.20	0.32	0.08	0.03	0.10	0.10
# of SA Admissions that were Readmissions within 30 days		0	2	1	2	2	1	1	0	9	
% of SA Admissions that were Readmissions within 30 days	o		10.5%	9.1%	13.3%	7.4%	1.9%	7.1%	0.0%	6%	4.4%
# of SA Inpatient Discharges		0	15	10	18	27	55	12	7	144	
SA Inpt Average Length of Stay (days)	o	-	5.8	4.6	4.9	4.0	3.8	6.1	6.1	4.5	1.87
Authorizations		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
Total Number of Auth Requests Received		951	1,473	483	306	1,106	1,024	646	595	6,584	
# Standard Auth. Request Decisions		823	845	298	271	1,076	655	378	355	4,701	
# Standard Auth Requests Processed in 14 Days		823	841	298	271	1,076	655	378	355	4,697	
% Processed in 14 Days	95.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		128	628	185	35	30	369	268	240	1,883	
# Expedited and Inpatient Auth Requests Processed in 3 Days		125	623	185	35	30	369	268	238	1,873	
% Processed in 3 Days	95.0%	97.7%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	99.5%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.7%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.8%	0.00
# of Auth Requests Denied for Clinical Reasons		4	13	4	24	12	6	6	9	78	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.9%	0.8%	7.8%	1.1%	0.6%	0.9%	1.5%	1.2%	2.3%
# of Administrative Denials		-	-	48	11	6	-	6	18	89	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	9.9%	3.6%	0.5%	0.0%	0.9%	3.0%	1.4%	3.2%
Total # of Auth Requests Denied		4	13	52	35	18	6	12	27	167	
% of Total Auth Requests Approved	o	99.6%	99.1%	89.2%	88.6%	98.4%	99.4%	98.1%	95.5%	97%	4.3%
Number of Consumer Authorization Appeals received		1	1	-	4	-	1	0	-	7	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.2	-	1.4	-	0.3	-	-	0.2	0.49
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	-	

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

April 2016 Report
LME/MCO:

6/30/16/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/16	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	
Claims											
Total # Clean Claim Received during Month (header)		23,332	55,987	7,972	11,645	26,730	6,755	20,050	18,952	171,423	
Rate of Claims Rcpt per Person Served	o	4.0	11.1	4.5	4.0	8.9	1.9	4.1	4.0	5.40	2.85
# Paid		20,528	43,475	6,885	10,248	23,639	6,520	17,971	17,907	147,173	
# Denied		2,804	12,512	1,087	1,397	3,091	235	2,040	1,045	24,211	
# Pended or in Process		0	-	-	-	-	-	39.0	-	39	
Percent Denied	o	12.0%	22.3%	13.6%	12.0%	11.6%	3.5%	10.2%	5.5%	14.1%	5.3%
# Paid or Denied within 30 Days		22,711	55,987	7,972	11,307	26,730	6,755	19,918	18,798	170,178	
Percent Processed within 30 Days	90.0%	97.3%	100.0%	100.0%	97.1%	100.0%	100.0%	99.3%	99.2%	99.3%	0.01
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.5	8.4	7.9	8.5	9.0	9.0	7.5	8.5	0.49
Complaints		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Total number of complaints received (1 month prior)		13	13	7	15	6	8	8	9	79	
Rate of Complaints per 1,000 Persons Served	o	2.1	2.4	3.7	4.8	1.9	2.1	1.5	1.9	2.49	1.05
# Consumer complaints against provider		3	5	5	4	2	7	7	2	35	
% Consumer complaints against provider	o	23%	38%	71%	27%	33%	88%	88%	22%	44%	26.7%
# Consumer complaints against LME/MCO		1	-	-	-	-	-	1	2	4	
% Consumer complaints against LME/MCO	o	8%	0%	0%	0%	0%	0%	13%	22%	5%	7.8%
# Provider complaints against LME/MCO		-	1	-	5	-	-	-	1	7	
% Provider complaints against LME/MCO	o	0%	8%	0%	33%	0%	0%	0%	11%	9%	10.9%
# of Other Types of Complaints		9	7	2	6	4	1	-	4	33	
# of Complaints Resolved in 30 Days		13	13	7	15	6	8	8	9	79	
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.									

(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.