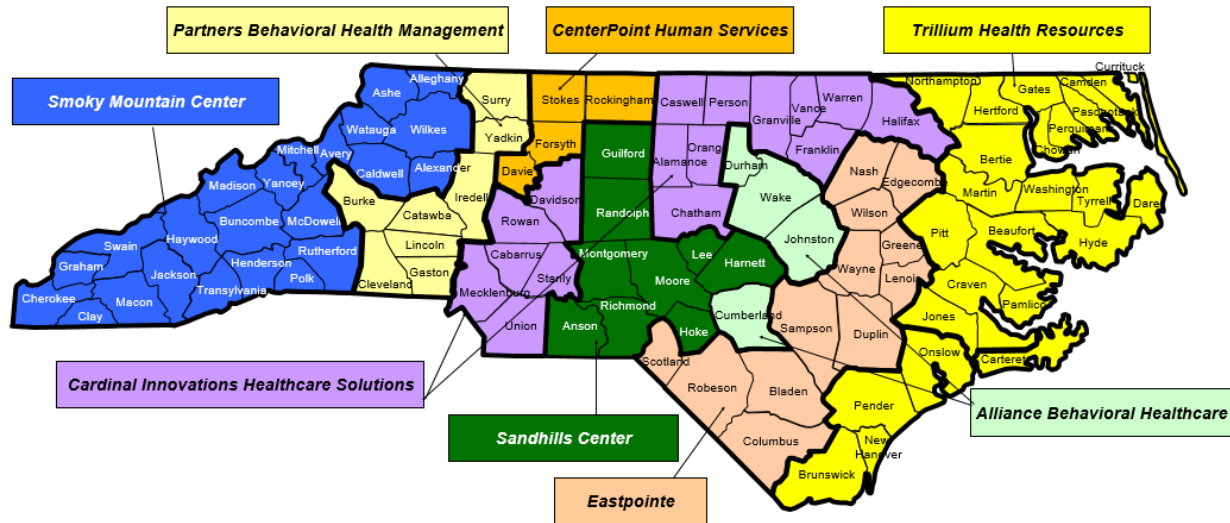


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations  
Administrative Functions Monitoring Report  
A Um2016



Prepared by:

Quality Management Section  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services  
North Carolina Department of Health and Human Services  
3004 Mail Services Center, Raleigh, NC 27699-3004  
(919) 733-0696  
[ContactDMHQuality@dhhs.nc.gov](mailto:ContactDMHQuality@dhhs.nc.gov)

Version: 1/1/2016



# NC DHHS LME/MCO Performance Summary

May 2016 Report

7/1/2016

## 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
<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

All Standards Met!

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

May 2016 Report

7/1/2016

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)		5,721	5,237	2,505	5,547	3,452	3,168	4,194	2,381	32,205	
# of Calls Abandoned		242	97	46	106	62	75	69	49	746	
% of calls Abandoned	<5%	4.2%	1.9%	1.8%	1.9%	1.8%	2.4%	1.6%	2.1%	2.3%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.6	4.0	8.0	5.0	7.0	5.0	5.7	1.33
# of Calls Answered within 30 seconds		5,479	5,140	2,382	5,470	3,355	3,093	4,121	2,332	31,372	
% Answered within 30 seconds	95%	95.8%	98.1%	95.1%	98.6%	97.2%	97.6%	98.3%	97.9%	97.4%	
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,446	2,067	1,316	747	1,057	1,421	1,331	722	11,107	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,394	1,987	1,315	747	1,202	1,218	1,119	722	10,704	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	114%	86%	84%	100%	96%	9%
# of Persons waiting for residential services		-	50	2	-	18	72	58	-	200	
% of Persons waiting for residential services	o	0%	2%	0%	0%	2%	5%	4%	0%	2%	2%
# of Persons waiting for ADVP		-	84	1	-	28	131	-	-	244	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	3%	9%	0%	0%	2%	3%
# of Persons waiting for vocational services		-	1	1	-	5	-	45	-	52	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	0%	0%	3%	0%	0%	1%
<b>Service Status of Persons on the Waiting List</b>											
# of Persons on Waitlist receiving B3 Services		286	595	222	73	100	321	166	94	1,857	
% of Persons on Waitlist receiving B3 Services	o	12%	29%	17%	10%	9%	23%	12%	13%	17%	6%
# of Persons on Waitlist receiving State Services		626	218	305	145	185	151	399	297	2,326	
% of Persons on Waitlist receiving State Services	o	26%	11%	23%	19%	18%	11%	30%	41%	21%	10%
# of Persons on Waitlist receiving State and/or B3 services (undup)		669	750	455	218	234	472	426	323	3,547	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	36%	35%	29%	22%	33%	32%	45%	32%	6%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,777	1,317	861	529	823	949	905	399	7,560	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	64%	65%	71%	78%	67%	68%	55%	68%	6%
<b>Incidents</b>											
Number of Level 2 Critical Incident Reports received		268	253	83	98	204	158	299	89	1,452	
Number of Level 3 Critical Incident Reports received *		11	14	6	8	16	12	25	12	104	
<b>Transitions to Community Living Initiative</b>											
# of in-reach staff FTEs in place during the month		6.0	7.0	4.0	5.0	6.5	7.0	11.0	5.0	51.5	
# 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%	47%	50%	63%	108%	92%	73%	33%	62%	
# of transition coordinator FTEs in place during the month		8.0	15.0	4.0	7.0	9.0	8.3	14.0	18.0	83.3	
# 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%	88%	50%	78%	100%	92%	82%	113%	86%	
Individuals in In-reach		410	988	304	520	379	460	636	552	4,249	
Number of individuals in Transition Planning process		87	60	11	26	56	21	43	40	344	
Number of Individuals Housed - Total		71	155	65	82	84	104	95	137	793	
<b>Claim/Encounter Processing in NCTracks **</b>											
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**

**May 2016 Report  
LME/MCO:**

7/1/2016

<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>
		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
<b>Persons Served</b>											
Unduplicated Count of Medicaid Members		216,541	345,481	81,340	191,398	142,335	172,534	155,529	177,799	<b>1,482,957</b>	
# Persons Receiving MH Services		13,776	18,265	3,062	8,024	8,307	7,876	10,666	12,522	<b>82,498</b>	
% of Members Receiving MH Services	o	<b>6.4%</b>	<b>5.3%</b>	<b>3.8%</b>	<b>4.2%</b>	<b>5.8%</b>	<b>4.6%</b>	<b>6.9%</b>	<b>7.0%</b>	<b>5.6%</b>	1.2%
# Persons Receiving SA Services		1,013	2,798	193	1,116	1,459	1,009	1,657	1,751	<b>10,996</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.8%</b>	<b>0.2%</b>	<b>0.6%</b>	<b>1.0%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>0.7%</b>	0.3%
# Persons Receiving DD Services		2,871	4,885	904	1,408	1,912	1,462	1,911	2,422	<b>17,775</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.4%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>1.3%</b>	<b>0.8%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.2%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,105	25,948	4,078	9,850	11,238	10,347	13,911	14,786	<b>107,263</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.9%</b>	<b>7.5%</b>	<b>5.0%</b>	<b>5.1%</b>	<b>7.9%</b>	<b>6.0%</b>	<b>8.9%</b>	<b>8.3%</b>	<b>7.2%</b>	1.4%
<b>Community Psychiatric Hospitalization</b>		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
# of MH Admissions to Community Psychiatric Inpatient		143	306	90	195	159	75	199	208	<b>1,375</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.66	0.89	1.11	1.02	1.12	<b>0.43</b>	1.28	1.17	<b>0.93</b>	0.27
# of MH Admissions that were Readmissions within 30 days		13	14	9	31	17	6	21	18	<b>129</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>9.1%</b>	<b>4.6%</b>	<b>10.0%</b>	<b>15.9%</b>	<b>10.7%</b>	<b>8.0%</b>	<b>10.6%</b>	<b>8.7%</b>	<b>9.4%</b>	3.0%
# of MH Inpatient Discharges		184	242	71	241	96	99	202	217	<b>1,352</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	6.40	9.20	5.90	7.45	4.90	<b>3.90</b>	8.51	8.30	<b>7.4</b>	1.74
# of SA Admissions to Community Psychiatric Inpatient		1	16	4	9	11	19	9	2	<b>71</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.05	0.05	0.05	0.08	<b>0.11</b>	0.06	0.01	<b>0.05</b>	0.03
# of SA Admissions that were Readmissions within 30 days		0	2	0	0	3	2	0	0	<b>7</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0.0%</b>	<b>12.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>27.3%</b>	<b>10.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>10%</b>	9.3%
# of SA Inpatient Discharges		1	19	3	10	7	24	11	2	<b>77</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	1.00	4.8	4.0	4.3	6.2	4.1	6.6	8.0	<b>4.9</b>	1.98
<b>Care Coordination</b>		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
# of MH and SA Readmits assigned to a Care Coordinator		13	15	9	31	20	8	21	18	<b>135</b>	
% of Readmits assigned to Care Coordination	85.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>99.3%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2015	Feb 2016	Feb 2016	
# of ED Admits for persons with MHDDSA diagnoses		272	720	162	294	273	273	335	287	<b>2,616</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	<b>1.28</b>	2.00	1.99	1.51	1.82	1.58	2.10	1.64	1.8	0.27
# of ED Admits for persons who are active consumers		77	389	83	85	156	70	118	145	<b>1,123</b>	
% of ED Admits that were for active consumers	o	<b>28.3%</b>	<b>54.0%</b>	<b>51.2%</b>	<b>28.9%</b>	<b>57.1%</b>	<b>25.6%</b>	<b>35.2%</b>	<b>50.5%</b>	<b>43%</b>	12.3%
# of ED Admits which were readmissions within 30 days		18	140	29	41	33	34	45	30	<b>370</b>	
% of ED Admissions Readmitted within 30 days	o	<b>6.6%</b>	<b>19.4%</b>	<b>17.9%</b>	<b>13.9%</b>	<b>12.1%</b>	<b>12.5%</b>	<b>13.4%</b>	<b>10.5%</b>	<b>14.1%</b>	3.8%
<b>Authorization Requests</b>		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
Total Number of Auth Requests Received		3,538	5,404	1,253	2,127	4,157	2,795	3,221	2,958	<b>25,453</b>	
# Standard Auth. Request Decisions		3,090	4,551	1,077	1,498	4,003	2,335	2555	1,987	<b>21,096</b>	
# Standard Auth Requests Processed in 14 Days		3,089	4,545	1,073	1,498	4,000	2,335	2554	1,984	<b>21,078</b>	
% Processed in 14 Days	95.0%	100.0%	99.9%	99.6%	100.0%	99.9%	100.0%	100.0%	99.8%	<b>99.9%</b>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		448	853	176	629	154	460	666	971	<b>4,357</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		444	850	176	629	153	460	666	966	<b>4,344</b>	
% Processed in 3 Days	95.0%	99.1%	99.6%	100.0%	100.0%	99.4%	100.0%	100.0%	99.5%	<b>99.7%</b>	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.8%	99.7%	100.0%	99.9%	100.0%	100.0%	99.7%	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**May 2016 Report  
LME/MCO:**

7/1/2016

<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>
# of Auth Requests Denied for Clinical Reasons		42	93	27	287	211	66	70	95	891	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	1.7%	2.2%	13.5%	5.1%	2.4%	2.2%	3.2%	3.5%	3.8%
# of Administrative Denials		16	2	30	50	33	-	10	9	150	
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	0.0%	2.4%	2.4%	0.8%	0.0%	0.3%	0.3%	0.6%	0.9%
Total # of Auth Requests Denied		58	95	57	337	244	66	80	104	1,041	
% of Total Auth Requests Approved	o	98.4%	98.2%	95.5%	84.2%	94.1%	97.6%	97.5%	96.5%	95.9%	4.4%
Number of Consumer Authorization Appeals received		23	5	6	13	29	6	7	3	92	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.3	0.2	1.5	1.3	2.6	0.6	0.5	0.2	0.9	0.76
Number of Authorizations overturned due to Consumer Appeals		-	-	-	5	4	4	1	1	11	
<b>Claims</b>		4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	
Total # Clean Claim Received during Month (detail lines)		96,488	117,709	31,777	52,882	75,437	53,120	83,938	77,935	589,286	
Rate of Claims Rcpt per Person Served	o	5.6	4.5	7.8	5.4	6.7	5.1	6.0	5.3	5.5	0.96
# Paid		88,546	110,990	29,557	46,660	67,189	51,103	69,884	72,407	536,336	
# Denied		7,941	6,719	2,220	6,218	8,244	2,017	13,889	5,441	52,689	
# Pended or in Process		1	-	-	4	4	-	165	87	261	
Percent Denied	o	8.2%	5.7%	7.0%	11.8%	10.9%	3.8%	16.6%	7.0%	8.9%	3.8%
# Paid or Denied within 30 Days		95,363	117,709	31,777	51,448	75,437	53,120	82,787	77,379	585,020	
Percent Processed within 30 Days	90.0%	98.8%	100.0%	100.0%	97.3%	100.0%	100.0%	98.6%	99.3%	99.3%	1.0%
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.0	9.0	9.0	9.0	8.9	7.4	7.0	8.3	0.75
Number of Provider claim Appeals received		5	4	0	3	0	0	7	0	19	
Rate of Provider Claim appeals per 1,000 persons served	o	0.3	0.2	-	0.3	0	0	0.5	0	0.2	0.17
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	3	0	3	
<b>Complaints/Grievances</b>		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
Total number of complaints received (1 month prior)		72	50	9	9	25	18	27	15	225	
Rate of Complaints per 1,000 Persons Served	o	3.9	1.8	1.8	0.7	1.9	1.5	1.7	0.9	2.1	0.88
# Consumer complaints against provider		23	44	5	4	21	14	24	12	147	
% Consumer complaints against provider	o	31.9%	88.0%	55.6%	44.4%	84.0%	77.8%	88.9%	80.0%	65%	20.4%
# Consumer complaints against LME/MCO		1	6	2	1	4	3	2	1	20	
% Consumer complaints against LME/MCO	o	1.4%	12.0%	22.2%	11.1%	16.0%	16.7%	7.4%	6.7%	9%	6.2%
# Provider complaints against LME/MCO		1	-	2	1	-	-	1	2	7	
% Provider complaints against LME/MCO	o	1.4%	0.0%	22.2%	11.1%	0.0%	0.0%	3.7%	13.3%	3%	7.7%
# of Other Types of Complaints		47	-	-	3	-	1	-	-	51	
# of Complaints Resolved in 30 Days		72	50	9	9	25	18	27	15	225	
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>Program Integrity--Fraud, Waste and Abuse</b>		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	13	1	8	9	13	8	6	61	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		15	17	13	20	75	7	59	3	209	
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	1	0	0	0	0	0	0	3	

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**

**May 2016 Report**  
**LME/MCO:**

7/1/2016

<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>
		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
<b>Persons Served</b>											
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	129,588	135,125	169,370	167,109	184,151	<b>1,472,489</b>	
# Persons Receiving MH Services		3,456	2,774	853	1,615	1,453	1,673	2,978	2,649	<b>17,451</b>	
% of Uninsured Receiving MH Services	o	<b>1.4%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>1.8%</b>	<b>1.4%</b>	<b>1.2%</b>	0.30%
# Persons Receiving SA Services		1,015	1,336	183	536	651	656	1,105	1,892	<b>7,374</b>	
% of Uninsured Receiving SA Services	o	<b>0.4%</b>	<b>0.4%</b>	<b>0.2%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>0.5%</b>	0.23%
# Persons Receiving DD Services		829	805	225	437	441	482	580	775	<b>4,574</b>	
% of Uninsured Receiving DD Services	o	<b>0.3%</b>	<b>0.2%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.3%</b>	0.05%
Unduplicated # Persons Receiving MH/DD/SA Services		5,168	4,915	1,215	2,415	2,449	2,811	4,568	4,550	<b>28,091</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.1%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>2.7%</b>	<b>2.5%</b>	<b>1.9%</b>	0.44%
<b>Community Psychiatric Hospitalization (1)</b>											
# of MH Admissions to Community Psychiatric Inpatient		55	177	95	42	187	68	127	118	<b>869</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.23	0.48	<b>1.25</b>	0.32	<b>1.38</b>	0.40	0.76	0.64	<b>0.59</b>	0.40
# of MH Admissions that were Readmissions within 30 days		4	8	10	4	11	1	7	10	<b>55</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>7.3%</b>	<b>4.5%</b>	<b>10.5%</b>	<b>9.5%</b>	<b>5.9%</b>	<b>1.5%</b>	<b>5.5%</b>	<b>8.5%</b>	<b>6.3%</b>	2.74%
# of MH Inpatient Discharges		63	88	79	58	139	84	133	118	<b>762</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>5.1</b>	<b>7.1</b>	<b>5.9</b>	<b>5.7</b>	<b>5.2</b>	<b>2.7</b>	<b>6.8</b>	<b>6.6</b>	<b>5.7</b>	1.31
# of SA Admissions to Community Psychiatric Inpatient		0	21	17	16	28	35	22	6	<b>145</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.06	<b>0.22</b>	0.12	0.21	0.21	0.13	0.03	<b>0.10</b>	0.08
# of SA Admissions that were Readmissions within 30 days		0	0	3	0	4	1	1	0	<b>9</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>0.0%</b>	<b>17.6%</b>	<b>0.0%</b>	<b>14.3%</b>	<b>2.9%</b>	<b>4.5%</b>	<b>0.0%</b>	<b>6%</b>	6.8%
# of SA Inpatient Discharges		0	19	15	21	27	44	23	6	<b>155</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	-	<b>5.6</b>	<b>5.8</b>	<b>4.6</b>	<b>4.5</b>	<b>3.3</b>	<b>5.5</b>	<b>4.1</b>	<b>4.6</b>	1.77
<b>Authorizations</b>											
Total Number of Auth Requests Received		907	1,484	547	262	1,010	1,030	687	552	<b>6,479</b>	
# Standard Auth. Request Decisions		743	855	314	230	984	664	388	272	<b>4,450</b>	
# Standard Auth Requests Processed in 14 Days		743	851	314	230	983	664	388	272	<b>4,445</b>	
% Processed in 14 Days	95.0%	100.0%	99.5%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	<b>99.9%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		164	629	233	32	26	366	299	280	<b>2,029</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		164	627	233	32	26	366	299	280	<b>2,027</b>	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>99.9%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.6%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	<b>99.9%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		4	9	1	11	7	4	8	6	<b>50</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.6%	0.2%	<b>4.2%</b>	0.7%	0.4%	1.2%	1.1%	<b>0.8%</b>	1.2%
# of Administrative Denials		2	-	36	5	7	-	5	1	<b>56</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	<b>6.6%</b>	1.9%	0.7%	0.0%	0.7%	0.2%	<b>0.9%</b>	2.1%
Total # of Auth Requests Denied		6	9	37	16	14	4	13	7	<b>106</b>	
% of Total Auth Requests Approved	o	99.3%	99.4%	<b>93.2%</b>	<b>93.9%</b>	98.6%	99.6%	98.1%	98.7%	<b>98%</b>	2.4%
Number of Consumer Authorization Appeals received		-	-	-	1	-	-	1	-	<b>2</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o				0.4			0.2		<b>0.1</b>	0.17
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	<b>-</b>	

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

**May 2016 Report**  
**LME/MCO:**

7/1/2016

<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>
		4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	
<b>Claims</b>											
<b>Total # Clean Claim Received during Month (header)</b>		<b>20,171</b>	<b>19,173</b>	<b>7,758</b>	<b>10,877</b>	<b>32,976</b>	<b>6,771</b>	<b>20,257</b>	<b>19,828</b>	137,811	
Rate of Claims Rcpt per Person Served	o	3.9	3.9	6.4	4.5	13.5	2.4	4.4	4.4	4.91	3.21
# Paid		17,830	17,108	6,618	9,657	26,325	6,581	17,530	18,962	120,611	
# Denied		2,341	2,065	1,140	1,220	6,651	190	2,711	861	17,179	
# Pended or in Process		0	-	-	-	-	-	16.0	5	21	
Percent Denied	o	11.6%	10.8%	14.7%	11.2%	20.2%	2.8%	13.4%	4.3%	12.5%	5.2%
# Paid or Denied within 30 Days		19,703	19,173	7,758	10,765	32,976	6,770	20,131	19,767	137,043	
Percent Processed within 30 Days	90.0%	97.7%	100.0%	100.0%	99.0%	100.0%	100.0%	99.4%	99.7%	99.4%	0.01
Avg # days for Processing (from Receipt to Payment )	o	7.0	8.4	9.1	7.8	9.8	7.9	7.2	7.5	8.2	0.90
<b>Complaints</b>		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
<b>Total number of complaints received (1 month prior)</b>		<b>9</b>	<b>8</b>	<b>8</b>	<b>15</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>4</b>	62	
Rate of Complaints per 1,000 Persons Served	o	1.5	1.6	4.5	5.1	3.3	0.6	1.2	0.8	2.21	1.63
# Consumer complaints against provider		-	4	6	4	5	2	5	3	29	
% Consumer complaints against provider	o	0%	50%	75%	27%	50%	100%	83%	75%	47%	30.5%
# Consumer complaints against LME/MCO		1	1	2	2	2	-	1	-	9	
% Consumer complaints against LME/MCO	o	11%	13%	25%	13%	20%	0%	17%	0%	15%	8.3%
# Provider complaints against LME/MCO		-	1	-	3	-	-	-	-	4	
% Provider complaints against LME/MCO	o	0%	13%	0%	20%	0%	0%	0%	0%	6%	7.3%
# of Other Types of Complaints		8	2	-	6	3	-	-	1	20	
# of Complaints Resolved in 30 Days		9	8	8	15	10	2	6	4	62	
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>											

(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.