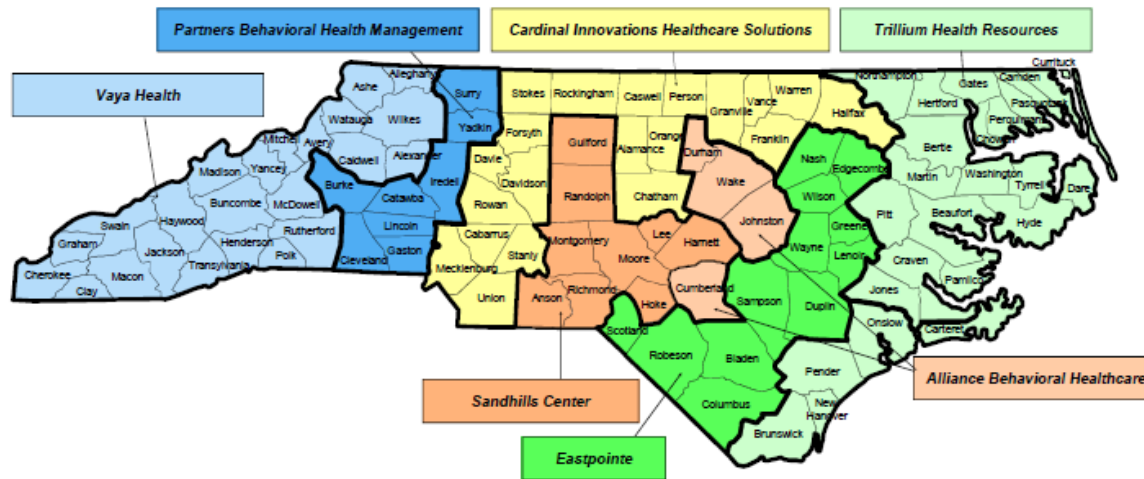


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
October 2016



Prepared by:

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Version: 12/13/2016



NC DHHS LME/MCO Performance Summary

October 2016 Report

12/13/2016

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Yaya (Smoky)	Trillium
% of Community Inpatient Readmits assigned to Care Coord.	85%	Y	Y	Y	Y	Y	Y	Y
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	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
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	N	Y	Y	Y
Combined Performance Measures								
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	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

Partners DMH Complaints Resolved in 30 Days was 10 of 12 complaints, 83%.

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

October 2016 Report

12/13/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		5,198	7,297	3,757	2,984	2,861	4,283	2,236	28,616	
# of Calls Abandoned		164	111	158	32	60	99	38	662	
% of calls Abandoned	<5%	3.2%	1.5%	4.2%	1.1%	2.1%	2.3%	1.7%	2.3%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	8.0	8.0	5.0	7.0	5.0	6.4	1.29
# of Calls Answered within 30 seconds		5,034	7,175	3,547	2,923	2,801	4182	2,198	27,860	
% Answered within 30 seconds	95%	96.8%	98.3%	94.4%	98.0%	97.9%	97.6%	98.3%	97.4%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,635	3,395	762	1,080	1,529	1,428	830	11,659	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,589	3,324	762	1,073	1,301	1,227	830	11,106	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	99%	85%	86%	100%	95%	6%
# of Persons waiting for residential services		-	53	-	18	85	41	-	197	
% of Persons waiting for residential services	o	0%	2%	0%	2%	6%	3%	0%	2%	2%
# of Persons waiting for ADVP		-	75	-	28	143	-	-	246	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	9%	0%	0%	2%	3%
# of Persons waiting for vocational services		-	1	-	5	-	0	-	6	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		305	769	78	97	335	212	134	1,930	
% of Persons on Waitlist receiving B3 Services	o	12%	23%	10%	9%	22%	15%	16%	17%	5%
# of Persons on Waitlist receiving State Services		678	498	220	165	154	431	348	2,494	
% of Persons on Waitlist receiving State Services	o	26%	15%	29%	15%	10%	30%	42%	21%	10%
# of Persons on Waitlist receiving State and/or B3 services (undup)		703	1,139	298	215	489	473	388	3,705	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	34%	39%	20%	32%	33%	47%	32%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,932	2,256	464	865	1,040	955	442	7,954	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	66%	61%	80%	68%	67%	53%	68%	8%
Incidents										
Number of Level 2 Critical Incident Reports received		194	359	73	186	154	175	104	1,245	
Number of Level 3 Critical Incident Reports received *		10	27	9	8	8	18	17	97	
Transitions to Community Living Initiative										
# of in-reach staff FTEs in place during the month		8.0	17.0	6.0	8.0	7.0	10.0	8.0	64.0	
# of in-reach FTEs funded per the allocation		9.00	23.00	8.00	6.00	7.64	15.00	15.00	83.6	
Percent of funded in-reach positions that are filled	80.0%	89%	74%	75%	133%	92%	67%	53%	77%	
# of transition coordinator FTEs in place during the month		9.0	30.0	9.0	11.0	8.0	14.0	18.0	99.0	
# of transition coordinator FTEs funded per the allocation		12	25	9	9	9	17	16	97.0	
Percent of funded transition coordinator positions that are filled	80.0%	75%	120%	100%	122%	89%	82%	113%	102%	
Individuals in In-reach		481	1478	608	425	492	671	598	4,753	
Number of individuals in Transition Planning process		81	67	17	49	30	36	19	299	
Number of Individuals Housed - Total		102	267	102	144	125	128	156	1,024	
Claim/Encounter Processing in NCTracks **										
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	10%	4%	1%	14%	7%	8%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16	<10%	1%	11%	5%	1%	3%	6%	3%	4%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<10%	7%	31%	8%	2%	6%	8%	5%	13%	9%

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

** As of 11/01/16 checkwrite; FY17 excludes inpatient due to 8371 issue.

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**

**October 2016 Report
LME/MCO:**

12/13/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
Unduplicated Count of Medicaid Members		217,455	434,287	192,649	142,697	173,779	162,955	178,546	1,502,368	
# Persons Receiving MH Services		12,553	21,119	6,891	8,658	7,977	10,182	10,190	77,570	
% of Members Receiving MH Services	o	5.8%	4.9%	3.6%	6.1%	4.6%	6.2%	5.7%	5.2%	0.9%
# Persons Receiving SA Services		982	2,860	1,080	1,603	1,201	1,764	1,497	10,987	
% of Members Receiving SA Services	o	0.5%	0.7%	0.6%	1.1%	0.7%	1.1%	0.8%	0.7%	0.2%
# Persons Receiving DD Services		2,700	5,848	1,499	2,203	1,660	1,885	2,037	17,832	
% of Members Receiving DD Services	o	1.2%	1.3%	0.8%	1.5%	1.0%	1.2%	1.1%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		15,761	29,827	8,943	11,970	10,838	13,493	12,231	103,063	
% of Members Receiving MH/DD/SA Services	o	7.2%	6.9%	4.6%	8.4%	6.2%	8.3%	6.9%	6.9%	1.2%
Community Psychiatric Hospitalization		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
# of MH Admissions to Community Psychiatric Inpatient		134	429	144	166	137	186	197	1,393	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.62	0.99	0.75	1.16	0.79	1.14	1.10	0.93	0.20
# of MH Admissions that were Readmissions within 30 days		11	14	24	26	10	26	29	140	
% of MH Admissions that were Readmissions within 30 days	o	8.2%	3.3%	16.7%	15.7%	7.3%	14.0%	14.7%	10.1%	4.7%
# of MH Inpatient Discharges		158	254	170	141	158	201	250	1,332	
MH Inpt Average Length of Stay (days)	o	6.50	7.60	6.90	4.20	4.00	9.31	8.40	7.0	1.86
# of SA Admissions to Community Psychiatric Inpatient		2	25	6	9	17	12	7	78	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.06	0.03	0.06	0.10	0.07	0.04	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		0	0	1	2	2	0	0	5	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	0.0%	16.7%	22.2%	11.8%	0.0%	0.0%	6%	8.8%
# of SA Inpatient Discharges		2	14	7	7	18	12	10	70	
SA Inpt Average Length of Stay (days)	o	5.0	5.4	5.7	5.1	3.7	4.9	5.7	4.9	0.63
Care Coordination		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
# of MH and SA Readmits assigned to a Care Coordinator		10	13	25	28	12	26	27	141	
% of Readmits assigned to Care Coordination	85.0%	90.9%	92.9%	100.0%	100.0%	100.0%	100.0%	93.1%	97.2%	
Emergency Dept Utilization (3 month lag)		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
# of ED Admits for persons with MHDDSA diagnoses		218	976	268	319	346	350	380	2,857	
Rate of ED Admits per 1,000 Medicaid Members	o	1.04	2.17	1.38	2.11	2.03	2.10	2.16	1.9	0.42
# of ED Admits for persons who are active consumers		67	485	81	170	121	118	207	1,249	
% of ED Admits that were for active consumers	o	30.7%	49.7%	30.2%	53.3%	35.0%	33.7%	54.5%	44%	10.1%
# of ED Admits which were readmissions within 30 days		30	176	30	49	49	53	55	442	
% of ED Admissions Readmitted within 30 days	o	13.8%	18.0%	11.2%	15.4%	14.2%	15.1%	14.5%	15.5%	1.9%
Authorization Requests		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
Total Number of Auth Requests Received		3,045	5,645	1,721	4,147	2,433	3,179	2,786	22,956	
# Standard Auth. Request Decisions		2,630	4,523	1,263	3,971	1,931	2,503	1,776	18,597	
# Standard Auth Requests Processed in 14 Days		2,619	4,517	1,263	3,946	1,931	2,503	1,776	18,555	
% Processed in 14 Days	95.0%	99.6%	99.9%	100.0%	99.4%	100.0%	100.0%	100.0%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		415	1,122	458	176	502	676	1,010	4,359	
# Expedited and Inpatient Auth Requests Processed in 3 Days		414	1,119	458	176	502	675	1,008	4,352	
% Processed in 3 Days	95.0%	99.8%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	99.8%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.6%	99.8%	100.0%	99.4%	100.0%	100.0%	99.9%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**October 2016 Report
LME/MCO:**

12/13/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		38	254	117	226	78	90	94	897	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	4.5%	6.8%	5.4%	3.2%	2.8%	3.4%	3.9%	1.7%
# of Administrative Denials		8	-	18	37	1	15	16	95	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	1.0%	0.9%	0.0%	0.5%	0.6%	0.4%	0.4%
Total # of Auth Requests Denied		46	254	135	263	79	105	110	992	
% of Total Auth Requests Approved	o	98.5%	95.5%	92.2%	93.7%	96.8%	96.7%	96.1%	95.7%	2.0%
Number of Consumer Authorization Appeals received		9	25	8	10	15	11	2	80	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.6	0.8	0.9	0.8	1.4	0.8	0.2	0.8	0.34
Number of Authorizations overturned due to Consumer Appeals		-	2	-	2	5	2	1	12	
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	
Total # Clean Claim Received during Month (detail lines)		93,600	152,114	52,722	70,306	53,118	72,972	76,602	571,434	
Rate of Claims Rcpt per Person Served	o	5.9	5.1	5.9	5.9	4.9	5.4	6.3	5.5	0.46
# Paid		87,335	143,524	46,631	61,999	51,936	65,241	72,622	529,288	
# Denied		6,265	8,581	6,091	8,300	1,182	7,665	3,894	41,978	
# Pended or in Process		-	9	-	7	-	66	86	168	
Percent Denied	o	6.7%	5.6%	11.6%	11.8%	2.2%	10.5%	5.1%	7.3%	3.4%
# Paid or Denied within 30 Days		92,539	152,105	52,639	70,306	53,118	72,134	75,934	568,775	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.8%	100.0%	100.0%	98.9%	99.1%	99.6%	0.5%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.3	8.0	9.0	9.0	9.8	7.2	8.5	0.79
Number of Provider claim Appeals received		0	6	2	0	0	14	0	22	
Rate of Provider Claim appeals per 1,000 persons served	o		0.2	0.2			1.0		0.2	0.39
Number of claim denials overturned due to Provider Appeals		0	2	1	0	0	6	0	9	
Complaints/Grievances		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Total number of complaints received (1 month prior)		66	45	6	24	20	63	25	249	
Rate of Complaints per 1,000 Persons Served	o	3.6	1.4	0.5	1.9	1.6	4.2	1.6	2.4	1.22
# Consumer complaints against provider		19	28	4	14	7	48	13	133	
% Consumer complaints against provider	o	28.8%	62.2%	66.7%	58.3%	35.0%	76.2%	52.0%	53%	15.8%
# Consumer complaints against LME/MCO		15	17	-	7	6	13	12	70	
% Consumer complaints against LME/MCO	o	22.7%	37.8%	0.0%	29.2%	30.0%	20.6%	48.0%	28%	13.9%
# Provider complaints against LME/MCO		2	-	-	-	2	-	-	4	
% Provider complaints against LME/MCO	o	3.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	2%	3.5%
# of Other Types of Complaints		30	-	2	3	5	2	-	42	
# of Complaints Resolved in 30 Days		66	45	6	24	20	63	25	249	
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%	
Program Integrity--Fraud, Waste and Abuse		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	12	11	8	3	2	3	41	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		19	25	11	69	19	67	4	214	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		2	0	12	0	1	0	3	18	

Yellow Highlights indicate the MCO did not meet the Standard

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

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

October 2016 Report
LME/MCO:

12/13/2016

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
Estimated number of Uninsured in Catchment Area		206,004	377,685	120,709	115,775	140,186	138,416	150,077	1,248,852	
# Persons Receiving MH Services		3,329	3,844	1,545	1,521	2,057	2,966	2,273	17,535	
% of Uninsured Receiving MH Services	o	1.6%	1.0%	1.3%	1.3%	1.5%	2.1%	1.5%	1.4%	0.33%
# Persons Receiving SA Services		792	1,867	517	693	809	1,104	1,665	7,447	
% of Uninsured Receiving SA Services	o	0.4%	0.5%	0.4%	0.6%	0.6%	0.8%	1.1%	0.6%	0.23%
# Persons Receiving DD Services		784	960	529	546	562	606	712	4,699	
% of Uninsured Receiving DD Services	o	0.38%	0.25%	0.44%	0.47%	0.40%	0.44%	0.47%	0.4%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		4,805	6,671	2,392	2,648	3,428	4,586	3,996	28,526	
% of Uninsured Receiving MH/DD/SA Services	o	2.3%	1.8%	2.0%	2.3%	2.4%	3.3%	2.7%	2.3%	0.46%
Community Psychiatric Hospitalization (1)		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
# of MH Admissions to Community Psychiatric Inpatient		56	286	36	232	119	186	115	1,030	
Rate of MH Admissions per 1,000 Uninsured	o	0.27	0.76	0.30	2.00	0.85	1.34	0.77	0.82	0.56
# of MH Admissions that were Readmissions within 30 days		5	12	6	21	1	26	14	85	
% of MH Admissions that were Readmissions within 30 days	o	8.9%	4.2%	16.7%	9.1%	0.8%	14.0%	12.2%	8.3%	5.10%
# of MH Inpatient Discharges		57	117	44	194	123	201	117	853	
MH Inpt Average Length of Stay (days)	o	5.8	7.1	6.7	5.0	2.7	9.3	7.5	6.5	1.94
# of SA Admissions to Community Psychiatric Inpatient		0	24	23	22	56	12	10	147	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.06	0.19	0.19	0.40	0.09	0.07	0.12	0.12
# of SA Admissions that were Readmissions within 30 days		0	6	1	2	1	0	0	10	
% of SA Admissions that were Readmissions within 30 days	o		25.0%	4.3%	9.1%	1.8%	0.0%	0.0%	7%	8.8%
# of SA Inpatient Discharges		0	26	28	22	55	12	10	153	
SA Inpt Average Length of Stay (days)	o	-	6.5	4.8	3.9	3.5	4.9	5.7	4.6	1.95
Authorizations		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
Total Number of Auth Requests Received		816	2,434	507	1,057	1,083	743	482	7,122	
# Standard Auth. Request Decisions		708	1,588	336	1,008	737	438	163	4,978	
# Standard Auth Requests Processed in 14 Days		708	1,588	336	1,008	737	437	163	4,977	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		108	846	171	49	346	305	319	2,144	
# Expedited and Inpatient Auth Requests Processed in 3 Days		108	843	171	49	346	305	319	2,141	
% Processed in 3 Days	95.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		5	8	32	14	11	10	7	87	
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.3%	6.3%	1.3%	1.0%	1.3%	1.5%	1.2%	1.9%
# of Administrative Denials		-	-	1	3	-	8	3	15	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.2%	0.3%	0.0%	1.1%	0.6%	0.2%	0.4%
Total # of Auth Requests Denied		5	8	33	17	11	18	10	102	
% of Total Auth Requests Approved	o	99.4%	99.7%	93.5%	98.4%	99.0%	97.6%	97.9%	99%	1.9%
Number of Consumer Authorization Appeals received		-	1	1	1	-	0	-	3	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.1	0.4	0.4				0.1	0.12
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	

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

October 2016 Report
LME/MCO:

12/13/2016

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	
Total # Clean Claim Received during Month (header)		18,679	25,825	11,682	28,322	7,465	17,098	21,223	130,294	
Rate of Claims Rcpt per Person Served	o	3.9	3.9	4.9	10.7	2.2	3.7	5.3	4.57	2.52
# Paid		16,413	24,112	10,670	25,685	7,262	15,955	20,100	120,197	
# Denied		2,266	1,713	1,012	2,637	203	1,137	1,121	10,089	
# Pended or in Process				-	-	-	6.0	2	8	
Percent Denied	o	12.1%	6.6%	8.7%	9.3%	2.7%	6.7%	5.3%	7.7%	2.8%
# Paid or Denied within 30 Days		18,494	25,825	11,681	28,322	7,465	17,036	21,150	129,973	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	100.0%	100.0%	100.0%	99.6%	99.7%	99.8%	0.00
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.2	8.3	8.6	8.1	9.7	7.6	8.5	0.60
Complaints		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Total number of complaints received (1 month prior)		16	2	21	12	5	11	4	71	
Rate of Complaints per 1,000 Persons Served	o	2.7	0.3	8.0	4.2	1.3	2.3	0.9	2.49	2.45
# Consumer complaints against provider		4	2	6	6	1	11	3	33	
% Consumer complaints against provider	o	25%	100%	29%	50%	20%	100%	75%	46%	32.2%
# Consumer complaints against LME/MCO		3	-	2	-	1	-	1	7	
% Consumer complaints against LME/MCO	o	19%	0%	10%	0%	20%	0%	25%	10%	10.0%
# Provider complaints against LME/MCO		-	-	3	1	-	-	-	4	
% Provider complaints against LME/MCO	o	0%	0%	14%	8%	0%	0%	0%	6%	5.4%
# of Other Types of Complaints		9	-	10	5	3	-	-	27	
# of Complaints Resolved in 30 Days		16	2	21	10	5	11	4	69	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	97.2%	0.06
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.