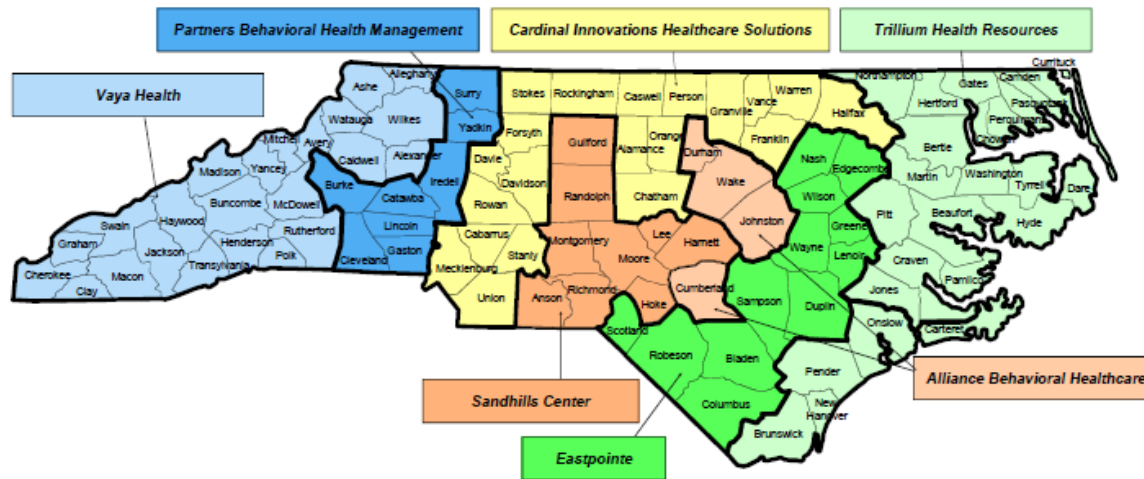


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

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



Prepared by:

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NC DHHS LME/MCO Performance Summary

December 2016 Report

2/22/2017

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (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	Y	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

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

December 2016 Report

2/22/2017

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)		4,549	5,770	3,443	2,909	2,554	3,636	2,121	24,982	
# of Calls Abandoned		169	106	65	25	69	77	45	556	
% of calls Abandoned	<5%	3.7%	1.8%	1.9%	0.9%	2.7%	2.1%	2.1%	2.2%	
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	4.0	6.0	5.0	7.0	4.0	5.3	1.28
# of Calls Answered within 30 seconds		4,380	5,664	3,423	2,882	2,485	3555	2,075	24,464	
% Answered within 30 seconds	95%	96.3%	98.2%	99.4%	99.1%	97.3%	97.8%	97.8%	97.9%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,695	3,438	761	1,000	1,382	1,424	842	11,542	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,651	3,376	761	991	1,326	1,229	842	11,176	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	99%	96%	86%	100%	97%	4%
# of Persons waiting for residential services		-	55	-	18	5	49	-	127	
% of Persons waiting for residential services	o	0%	2%	0%	2%	0%	3%	0%	1%	1%
# of Persons waiting for ADVP		-	67	-	27	51	-	-	145	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	4%	0%	0%	1%	1%
# 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		312	771	80	96	348	209	128	1,944	
% of Persons on Waitlist receiving B3 Services	o	12%	22%	11%	10%	25%	15%	15%	17%	6%
# of Persons on Waitlist receiving State Services		670	515	181	177	152	436	344	2,475	
% of Persons on Waitlist receiving State Services	o	25%	15%	24%	18%	11%	31%	41%	21%	9%
# of Persons on Waitlist receiving State and/or B3 services (undup)		705	1,155	261	226	500	485	385	3,717	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	34%	34%	23%	36%	34%	46%	32%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,990	2,283	500	774	882	939	457	7,825	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	66%	66%	77%	64%	66%	54%	68%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		186	314	80	159	123	158	97	1,117	
Number of Level 3 Critical Incident Reports received *		18	18	6	20	12	15	8	97	
Transitions to Community Living Initiative										
Individuals in In-reach		503	1496	623	413	492	675	683	4,885	
Number of individuals in Transition Planning process		78	68	10	40	17	28	14	255	
Number of Individuals Housed - Total		113	294	109	155	144	144	166	1,125	
Claim/Encounter Processing in NCTracks **										
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	9.6%	4%	1%	14%	7%	8%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16	<10%	1%	11%	3%	1%	6%	6%	3%	5%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<10%	12%	23%	3%	2%	7%	8%	5%	11%	7%

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

** As of 01/17/2017 checkwrite; FY17 excludes inpatient due to 837I issue.

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

**MCO Monthly Monitoring Report
Medicaid Only**

**December 2016 Report
LME/MCO:**

2/22/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
Unduplicated Count of Medicaid Members		220,771	425,851	193,688	144,182	177,037	161,921	181,372	1,504,822	
# Persons Receiving MH Services		13,736	19,843	7,723	8,623	7,714	9,821	9,854	77,314	
% of Members Receiving MH Services	o	6.2%	4.7%	4.0%	6.0%	4.4%	6.1%	5.4%	5.1%	0.8%
# Persons Receiving SA Services		1,209	2,708	1,211	1,492	1,155	1,615	1,324	10,714	
% of Members Receiving SA Services	o	0.5%	0.6%	0.6%	1.0%	0.7%	1.0%	0.7%	0.7%	0.2%
# Persons Receiving DD Services		2,888	5,993	1,678	2,163	1,520	1,778	2,091	18,111	
% of Members Receiving DD Services	o	1.3%	1.4%	0.9%	1.5%	0.9%	1.1%	1.2%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		17,255	28,544	9,915	11,766	10,389	12,914	11,921	102,704	
% of Members Receiving MH/DD/SA Services	o	7.8%	6.7%	5.1%	8.2%	5.9%	8.0%	6.6%	6.8%	1.1%
Community Psychiatric Hospitalization		42705	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
# of MH Admissions to Community Psychiatric Inpatient		157	335	161	158	106	184	174	1,275	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.71	0.79	0.83	1.10	0.60	1.14	0.96	0.85	0.18
# of MH Admissions that were Readmissions within 30 days		9	22	22	19	11	29	25	137	
% of MH Admissions that were Readmissions within 30 days	o	5.7%	6.6%	13.7%	12.0%	10.4%	15.8%	14.4%	10.7%	3.6%
# of MH Inpatient Discharges		182	254	166	158	132	180	224	1,296	
MH Inpt Average Length of Stay (days)	o	6.40	8.60	6.50	5.30	3.60	8.62	7.88	7.0	1.71
# of SA Admissions to Community Psychiatric Inpatient		4	23	14	10	11	12	12	86	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.05	0.07	0.07	0.06	0.07	0.07	0.06	0.02
# of SA Admissions that were Readmissions within 30 days		0	1	2	2	5	1	0	11	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	4.3%	14.3%	20.0%	45.5%	8.3%	0.0%	13%	14.8%
# of SA Inpatient Discharges		3	28	13	12	12	10	10	88	
SA Inpt Average Length of Stay (days)	o	3.3	6.0	3.9	5.0	3.1	5.6	5.3	4.9	1.07
Care Coordination		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
# of MH and SA Readmits assigned to a Care Coordinator		9	23	24	21	16	30	25	148	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Emergency Dept Utilization (3 month lag)		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
# of ED Admits for persons with MHDDSA diagnoses		285	1,029	335	317	335	296	401	2,998	
Rate of ED Admits per 1,000 Medicaid Members	o	1.30	2.26	1.72	2.10	1.92	1.78	2.25	2.0	0.32
# of ED Admits for persons who are active consumers		97	540	95	175	94	101	211	1,313	
% of ED Admits that were for active consumers	o	34.0%	52.5%	28.4%	55.2%	28.1%	34.1%	52.6%	44%	11.3%
# of ED Admits which were readmissions within 30 days		48	177	46	42	48	43	54	458	
% of ED Admissions Readmitted within 30 days	o	16.8%	17.2%	13.7%	13.2%	14.3%	14.5%	13.5%	15.3%	1.5%
Authorization Requests		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
Total Number of Auth Requests Received		3,355	6,142	2,078	3,705	2,684	3,212	2,697	23,873	
# Standard Auth. Request Decisions		2,898	5,132	1,573	3,503	2,194	2373	1,792	19,465	
# Standard Auth Requests Processed in 14 Days		2,888	5,124	1,573	3,480	2,194	2373	1,791	19,423	
% Processed in 14 Days	95.0%	99.7%	99.8%	100.0%	99.3%	100.0%	100.0%	99.9%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		457	1,010	505	202	490	839	905	4,408	
# Expedited and Inpatient Auth Requests Processed in 3 Days		456	1,008	504	202	490	839	903	4,402	
% Processed in 3 Days	95.0%	99.8%	99.8%	99.8%	100.0%	100.0%	100.0%	99.8%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.7%	99.8%	100.0%	99.4%	100.0%	100.0%	99.9%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**December 2016 Report
LME/MCO:**

2/22/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		52	274	210	199	80	68	110	993	
% of Total Auth Requests Denied for Clinical Reasons	o	1.5%	4.5%	10.1%	5.4%	3.0%	2.1%	4.1%	4.2%	2.6%
# of Administrative Denials		10	1	35	38	-	25	31	140	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	1.7%	1.0%	0.0%	0.8%	1.1%	0.6%	0.6%
Total # of Auth Requests Denied		62	275	245	237	80	93	141	1,133	
% of Total Auth Requests Approved	o	98.2%	95.5%	88.2%	93.6%	97.0%	97.1%	94.8%	95.3%	3.1%
Number of Consumer Authorization Appeals received		12	31	17	46	22	9	13	150	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.1	1.7	3.9	2.1	0.7	1.1	1.5	1.05
Number of Authorizations overturned due to Consumer Appeals		-	6	-	3	2	4	2	17	
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	
Total # Clean Claim Received during Month (detail lines)		98,868	162,343	55,065	75,921	54,798	77,088	81,466	605,549	
Rate of Claims Rcpt per Person Served	o	5.4	5.7	5.6	6.5	5.3	6.0	6.8	5.9	0.54
# Paid		89,571	150,143	49,341	66,991	53,241	70,243	76,634	556,164	
# Denied		9,035	12,185	5,724	8,929	1,557	6,795	4,603	48,828	
# Pended or in Process			15	-	1	-	50	229	295	
Percent Denied	o	9.1%	7.5%	10.4%	11.8%	2.8%	8.8%	5.7%	8.1%	2.8%
# Paid or Denied within 30 Days		96,528	162,328	55,012	75,921	54,798	76,416	80,669	601,672	
Percent Processed within 30 Days	90.0%	97.6%	100.0%	99.9%	100.0%	100.0%	99.1%	99.0%	99.4%	0.9%
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.4	7.0	11.0	9.3	9.1	6.8	8.7	1.33
Number of Provider claim Appeals received		9	2	0	0	0	21	1	33	
Rate of Provider Claim appeals per 1,000 persons served	o	0.5	0.1				1.6	0.1	0.3	0.63
Number of claim denials overturned due to Provider Appeals		4	0	0	0	0	4	0	8	
Complaints/Grievances		Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	
Total number of complaints received (1 month prior)		63	43	8	14	21	34	21	204	
Rate of Complaints per 1,000 Persons Served	o	3.4	1.3	0.7	1.0	1.7	2.2	1.3	2.0	0.84
# Consumer complaints against provider		23	27	5	10	14	31	16	126	
% Consumer complaints against provider	o	36.5%	62.8%	62.5%	71.4%	66.7%	91.2%	76.2%	62%	15.4%
# Consumer complaints against LME/MCO		11	16	1	2	6	2	5	43	
% Consumer complaints against LME/MCO	o	17.5%	37.2%	12.5%	14.3%	28.6%	5.9%	23.8%	21%	9.8%
# Provider complaints against LME/MCO		-	-	-	-	1	-	-	1	
% Provider complaints against LME/MCO	o	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0%	1.7%
# of Other Types of Complaints		29	-	2	2	-	1	-	34	
# of Complaints Resolved in 30 Days		57	43	8	14	21	34	21	198	
Percent of Complaints resolved in 30 days	90.0%	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	
Program Integrity--Fraud, Waste and Abuse		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	17	10	13	1	9	9	65	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	20	9	75	17	63	2	202	
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		1	0	2	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 consecu Blue highlights indicate possible outliers.										

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

December 2016 Report
LME/MCO:

2/22/2017

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
Estimated number of Uninsured in Catchment Area		206,004	377,365	120,709	115,775	140,186	138,416	150,077	1,248,532	
# Persons Receiving MH Services		3,552	3,281	1,668	1,690	1,829	2,714	2,050	16,784	
% of Uninsured Receiving MH Services	o	1.7%	0.9%	1.4%	1.5%	1.3%	2.0%	1.4%	1.3%	0.32%
# Persons Receiving SA Services		993	1,560	555	699	664	1,066	1,558	7,095	
% of Uninsured Receiving SA Services	o	0.5%	0.4%	0.5%	0.6%	0.5%	0.8%	1.0%	0.6%	0.21%
# Persons Receiving DD Services		786	1,010	554	509	480	497	677	4,513	
% of Uninsured Receiving DD Services	o	0.38%	0.27%	0.46%	0.44%	0.34%	0.36%	0.45%	0.4%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,215	5,851	2,532	2,714	2,973	4,191	3,720	27,196	
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	1.6%	2.1%	2.3%	2.1%	3.0%	2.5%	2.2%	0.42%
Community Psychiatric Hospitalization (1)		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
# of MH Admissions to Community Psychiatric Inpatient		74	338	54	210	91	102	133	1,002	
Rate of MH Admissions per 1,000 Uninsured	o	0.36	0.90	0.45	1.81	0.65	0.74	0.89	0.80	0.44
# of MH Admissions that were Readmissions within 30 days		0	16	4	11	1	7	6	45	
% of MH Admissions that were Readmissions within 30 days	o	0.0%	4.7%	7.4%	5.2%	1.1%	6.9%	4.5%	4.5%	2.57%
# of MH Inpatient Discharges		69	173	67	211	109	109	134	872	
MH Inpt Average Length of Stay (days)	o	5.9	6.6	5.9	5.5	2.9	8.2	6.9	6.0	1.50
# of SA Admissions to Community Psychiatric Inpatient		1	22	16	47	51	21	6	164	
Rate of SA Admissions per 1,000 Uninsured	o	0.00	0.06	0.13	0.41	0.36	0.15	0.04	0.13	0.15
# of SA Admissions that were Readmissions within 30 days		0	2	3	5	1	3	0	14	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	9.1%	18.8%	10.6%	2.0%	14.3%	0.0%	9%	6.8%
# of SA Inpatient Discharges		0	24	20	50	61	20	9	184	
SA Inpt Average Length of Stay (days)	o	-	5.3	5.8	4.9	3.6	5.7	5.7	4.7	1.94
Authorizations		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
Total Number of Auth Requests Received		915	2,388	498	1,041	1,395	762	561	7,560	
# Standard Auth. Request Decisions		781	1,545	314	979	969	487	243	5,318	
# Standard Auth Requests Processed in 14 Days		781	1,540	314	979	969	487	243	5,313	
% Processed in 14 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		134	843	184	62	426	275	318	2,242	
# Expedited and Inpatient Auth Requests Processed in 3 Days		134	842	184	62	425	271	316	2,234	
% Processed in 3 Days	95.0%	100.0%	99.9%	100.0%	100.0%	99.8%	98.5%	99.4%	99.6%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.7%	100.0%	100.0%	99.9%	99.5%	99.6%	99.8%	0.00
# of Auth Requests Denied for Clinical Reasons		1	12	33	6	7	17	14	90	
% of Total Auth Requests Denied for Clinical Reasons	o	0.1%	0.5%	6.6%	0.6%	0.5%	2.2%	2.5%	1.2%	2.1%
# of Administrative Denials		1	-	3	7	-	4	6	21	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.6%	0.7%	0.0%	0.5%	1.1%	0.3%	0.4%
Total # of Auth Requests Denied		2	12	36	13	7	21	20	111	
% of Total Auth Requests Approved	o	99.8%	99.5%	92.8%	98.8%	99.5%	97.2%	96.4%	99%	2.3%
Number of Consumer Authorization Appeals received		1	-	-	1	-	1	-	3	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	-	-	0.4	-	0.2	-	0.1	0.07
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	1	-	1	

LME/MCO Monthly Monitoring Report		December 2016 Report									2/22/2017
State/Federal Block Grant Only		LME/MCO:									
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV	
		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	
Claims											
Total # Clean Claim Received during Month (header)		19,774	24,648	11,354	30,894	6,603	18,502	20,589	132,364		
Rate of Claims Rcpt per Person Served	o	3.5	4.2	4.5	11.4	2.2	4.4	5.5	4.87	2.73	
# Paid		17,560	22,948	10,229	27,680	6,466	16,306	19,904	121,093		
# Denied		2,214	1,700	1,125	3,214	137	2,193	679	11,262		
# Pended or in Process		0	-	-	-	-	3.0	6	9		
Percent Denied	o	11.2%	6.9%	9.9%	10.4%	2.1%	11.9%	3.3%	8.5%	3.6%	
# Paid or Denied within 30 Days		19,456	24,648	11,354	30,894	6,603	18,503	20,524	131,982		
Percent Processed within 30 Days	90.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	10.0	8.6	8.5	10.1	9.1	9.3	7.3	9.3	0.91	
Complaints		Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016		
Total number of complaints received (1 month prior)		11	7	5	2	3	3	2	33		
Rate of Complaints per 1,000 Persons Served	o	1.9	1.0	1.8	0.6	0.8	0.6	0.4	1.21	0.55	
# Consumer complaints against provider		5	6	2	1	2	3	1	20		
% Consumer complaints against provider	o	45%	86%	40%	50%	67%	100%	50%	61%	20.9%	
# Consumer complaints against LME/MCO		-	-	-	-	1	-	-	1		
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	33%	0%	0%	3%	11.7%	
# Provider complaints against LME/MCO		-	1	-	-	-	-	1	2		
% Provider complaints against LME/MCO	o	0%	14%	0%	0%	0%	0%	50%	6%	17.4%	
# of Other Types of Complaints		6	-	3	1	-	-	-	10		
# of Complaints Resolved in 30 Days		11	7	5	2	3	3	2	33		
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%	-	
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 conse 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.