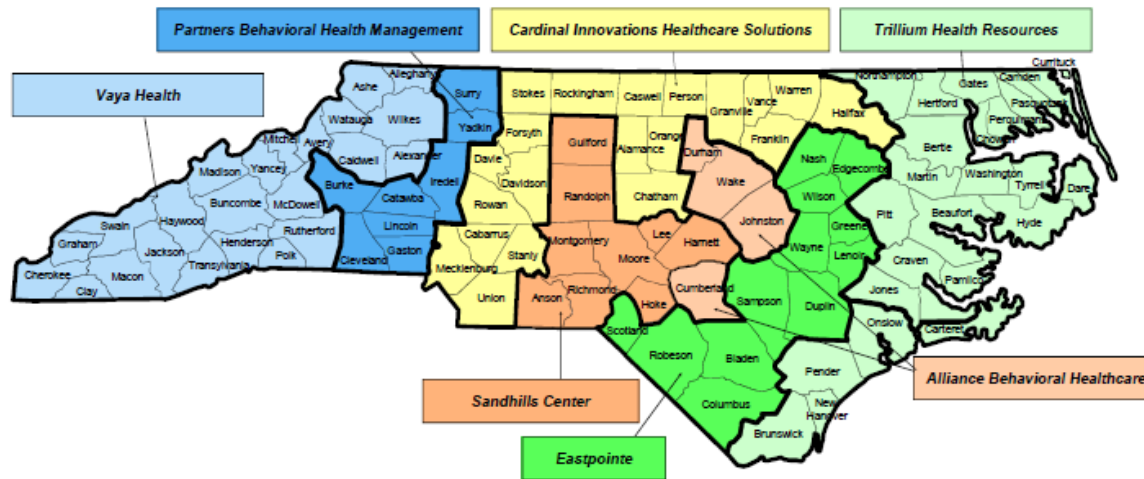


**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations  
Administrative Functions Monitoring Report  
: Yvfi Ufm201+**



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: I / 2017



## NC DHHS LME/MCO Performance Summary

February 2017 Report

4/7/2017

### 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%	N	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
% 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
<b>Combined Performance Measures</b>								
% 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

Alliance resolved 54 of 68 Medicaid complaints within 30 days (88.3%); no explanation was provided.

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

February 2017 Report

4/7/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		5,653	5,653	3,856	2,839	2,680	3,951	2,093	26,725	
# of Calls Abandoned		74	181	66	24	61	108	45	559	
% of calls Abandoned	<5%	1.3%	3.2%	1.7%	0.8%	2.3%	2.7%	2.2%	2.1%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.0	6.0	6.0	8.0	5.0	5.9	1.25
# of Calls Answered within 30 seconds		5,579	5,472	3,817	2,814	2,619	3844	2,043	26,188	
% Answered within 30 seconds	95%	98.7%	96.8%	99.0%	99.1%	97.7%	97.3%	97.6%	98.0%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,779	3,367	756	976	1,403	1,288	875	11,444	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,737	3,306	756	962	1,346	1,271	875	11,253	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	99%	96%	99%	100%	98%	1%
# of Persons waiting for residential services		-	51	-	18	6	53	-	128	
% of Persons waiting for residential services	o	0%	2%	0%	2%	0%	4%	0%	1%	1%
# of Persons waiting for ADVP		-	66	-	27	51	-	-	144	
% 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%
<b>Service Status of Persons on the Waiting List</b>										
# of Persons on Waitlist receiving B3 Services		315	774	53	96	364	230	135	1,967	
% of Persons on Waitlist receiving B3 Services	o	11%	23%	7%	10%	26%	18%	15%	17%	6%
# of Persons on Waitlist receiving State Services		673	540	189	153	160	430	350	2,495	
% of Persons on Waitlist receiving State Services	o	24%	16%	25%	16%	11%	33%	40%	22%	10%
# of Persons on Waitlist receiving State and/or B3 services (undup)		698	1,178	242	207	524	499	395	3,743	
% of Persons on Waitlist receiving State and/or B3 Services	o	25%	35%	32%	21%	37%	39%	45%	33%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,081	2,189	514	769	879	789	480	7,701	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	75%	65%	68%	79%	63%	61%	55%	67%	8%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		224	414	74	114	143	225	125	1,319	
Number of Level 3 Critical Incident Reports received *		16	21	7	17	11	29	6	107	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		532	1377	631	477	509	670	685	4,881	
Number of individuals in Transition Planning process		79	80	11	36	20	31	10	267	
Number of Individuals Housed - Total		124	327	116	170	154	156	178	1,225	
<b>Claim/Encounter Processing in NCTracks **</b>										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1%	11%	3%	1%	7%	7%	3%	5%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<5%	10%	22%	4%	11%	9%	10%	15%	13%	5%

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

\*\* DMH - As of 03/07/2017 checkwrite; FY17 now includes inpatient claims.

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**

**February 2017 Report  
LME/MCO:**

4/7/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		224,373	436,686	192,692	144,532	165,120	163,010	181,443	<b>1,507,856</b>	
# Persons Receiving MH Services		14,311	20,909	7,457	8,498	7,433	11,378	11,138	<b>81,124</b>	
% of Members Receiving MH Services	o	<b>6.4%</b>	<b>4.8%</b>	<b>3.9%</b>	<b>5.9%</b>	<b>4.5%</b>	<b>7.0%</b>	<b>6.1%</b>	<b>5.4%</b>	1.0%
# Persons Receiving SA Services		1,194	2,913	1,110	1,541	1,168	1,786	1,514	<b>11,226</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>0.7%</b>	0.2%
# Persons Receiving DD Services		2,959	6,036	1,548	2,157	1,469	1,966	2,228	<b>18,363</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>1.5%</b>	<b>0.9%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.2%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,866	27,826	9,454	11,733	10,070	14,729	13,278	<b>104,956</b>	
% of Members Receiving MH/DD/SA Services	o	<b>8.0%</b>	<b>6.4%</b>	<b>4.9%</b>	<b>8.1%</b>	<b>6.1%</b>	<b>9.0%</b>	<b>7.3%</b>	<b>7.0%</b>	1.3%
<b>Community Psychiatric Hospitalization</b>		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
# of MH Admissions to Community Psychiatric Inpatient		153	412	154	161	97	205	212	<b>1,394</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.68	0.94	0.80	1.11	0.59	1.26	1.17	<b>0.92</b>	0.24
# of MH Admissions that were Readmissions within 30 days		7	22	23	20	10	24	35	<b>141</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>4.6%</b>	<b>5.3%</b>	<b>14.9%</b>	<b>12.4%</b>	<b>10.3%</b>	<b>11.7%</b>	<b>16.5%</b>	<b>10.1%</b>	4.2%
# of MH Inpatient Discharges		165	306	159	168	130	200	267	<b>1,395</b>	
MH Inpt Average Length of Stay (days)	o	6.40	10.30	5.90	<b>3.80</b>	3.90	9.42	7.60	<b>7.3</b>	2.33
# of SA Admissions to Community Psychiatric Inpatient		0	26	12	10	15	15	8	<b>86</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.06	0.06	0.07	0.09	0.09	0.04	<b>0.06</b>	0.03
# of SA Admissions that were Readmissions within 30 days		0	0	3	3	0	4	0	<b>10</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>0.0%</b>	<b>25.0%</b>	<b>30.0%</b>	<b>0.0%</b>	<b>26.7%</b>	<b>0.0%</b>	<b>12%</b>	13.7%
# of SA Inpatient Discharges		1	33	25	12	20	14	10	<b>115</b>	
SA Inpt Average Length of Stay (days)	o	<b>2.0</b>	4.5	3.3	4.7	4.0	6.1	5.4	<b>4.4</b>	1.25
<b>Care Coordination</b>		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
# of MH and SA Readmits assigned to a Care Coordinator		6	20	26	23	10	28	35	<b>148</b>	
% of Readmits assigned to Care Coordination	85.0%	85.7%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>98.0%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	
# of ED Admits for persons with MHDDSA diagnoses		235	937	335	266	340	283	329	<b>2,725</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	<b>1.07</b>	2.05	1.72	1.77	1.93	1.70	1.84	<b>1.8</b>	0.29
# of ED Admits for persons who are active consumers		77	501	117	142	102	83	158	<b>1,180</b>	
% of ED Admits that were for active consumers	o	<b>32.8%</b>	<b>53.5%</b>	<b>34.9%</b>	<b>53.4%</b>	<b>30.0%</b>	<b>29.3%</b>	<b>48.0%</b>	<b>43%</b>	10.1%
# of ED Admits which were readmissions within 30 days		36	158	56	22	58	35	20	<b>385</b>	
% of ED Admissions Readmitted within 30 days	o	<b>15.3%</b>	<b>16.9%</b>	<b>16.7%</b>	<b>8.3%</b>	<b>17.1%</b>	<b>12.4%</b>	<b>6.1%</b>	<b>14.1%</b>	4.2%
<b>Authorization Requests</b>		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
Total Number of Auth Requests Received		2,842	5,714	2,132	3,572	2,461	2,988	3,069	<b>22,778</b>	
# Standard Auth. Request Decisions		2,448	4,656	1,627	3,410	1,944	2,244	2,077	<b>18,406</b>	
# Standard Auth Requests Processed in 14 Days		2,448	4,636	1,626	3,347	1,944	2,244	2,077	<b>18,322</b>	
% Processed in 14 Days	95.0%	100.0%	99.6%	99.9%	98.2%	100.0%	100.0%	100.0%	<b>99.5%</b>	0.7%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		394	1,058	505	162	517	744	992	<b>4,372</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		394	1,056	505	162	517	744	992	<b>4,370</b>	
% Processed in 3 Days	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.6%	100.0%	98.2%	100.0%	100.0%	100.0%	<b>99.6%</b>	0.6%

**MCO Monthly Monitoring Report  
Medicaid Only**

**February 2017 Report  
LME/MCO:**

4/7/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		35	181	146	215	64	102	103	846	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	3.2%	6.8%	6.0%	2.6%	3.4%	3.4%	3.7%	1.8%
# of Administrative Denials		8	1	23	39	-	16	18	105	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	1.1%	1.1%	0.0%	0.5%	0.6%	0.5%	0.4%
Total # of Auth Requests Denied		43	182	169	254	64	118	121	951	
% of Total Auth Requests Approved	o	98.5%	96.8%	92.1%	92.9%	97.4%	96.1%	96.1%	95.8%	2.2%
Number of Consumer Authorization Appeals received		14	27	13	27	13	22	16	132	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.8	1.0	1.4	2.3	1.3	1.5	1.2	1.3	0.45
Number of Authorizations overturned due to Consumer Appeals		-	2	1 (partial)	2	6	4	1	15	
<b>Claims</b>		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15
Total # Clean Claim Received during Month (detail lines)		109,837	199,280	59,520	77,871	58,523	98,452	83,113	686,596	
Rate of Claims Rcpt per Person Served	o	6.1	7.2	6.3	6.6	5.8	6.7	6.3	6.5	0.41
# Paid		100,965	179,154	53,687	68,666	56,540	89,881	78,920	627,813	
# Denied		8,872	20,109	5,831	9,198	1,983	8,541	4,188	58,722	
# Pended or in Process		-	17	2	7	-	30	5	61	
Percent Denied	o	8.1%	10.1%	9.8%	11.8%	3.4%	8.7%	5.0%	8.6%	2.7%
# Paid or Denied within 30 Days		108,578	199,263	59,517	77,871	58,521	97,507	83,106	684,363	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	99.6%	0.5%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.0	8.0	9.0	8.5	8.6	7.3	8.2	0.50
Number of Provider claim Appeals received		40	2	0	0	0	10	1	53	
Rate of Provider Claim appeals per 1,000 persons served	o	2.2	0.1				0.7	0.1	0.5	0.89
Number of claim denials overturned due to Provider Appeals		38	0	0	0	0	4	0	42	
<b>Complaints/Grievances</b>		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017
Total number of complaints received (1 month prior)		77	38	9	24	29	30	21	228	
Rate of Complaints per 1,000 Persons Served	o	4.1	1.2	0.8	2.0	2.3	1.9	1.3	2.2	1.00
# Consumer complaints against provider		17	27	9	12	11	24	13	113	
% Consumer complaints against provider	o	22.1%	71.1%	100.0%	50.0%	37.9%	80.0%	61.9%	50%	24.3%
# Consumer complaints against LME/MCO		5	11	-	10	12	5	8	51	
% Consumer complaints against LME/MCO	o	6.5%	28.9%	0.0%	41.7%	41.4%	16.7%	38.1%	22%	15.9%
# Provider complaints against LME/MCO		1	-	-	-	1	1	-	3	
% Provider complaints against LME/MCO	o	1.3%	0.0%	0.0%	0.0%	3.4%	3.3%	0.0%	1%	1.5%
# of Other Types of Complaints		54	-	-	2	5	-	-	61	
# of Complaints Resolved in 30 Days		68	38	9	24	29	28	21	217	
Percent of Complaints resolved in 30 days	90.0%	88.3%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	95.2%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	18	15	21	1	2	9	68	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		19	23	11	68	16	64	4	205	
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	15	2	1	1	0	21	
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 consec Blue highlights indicate possible outliers.								

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

**February 2017 Report**  
**LME/MCO:**

4/7/2017

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
<b>Persons Served</b>										
Estimated number of Uninsured in Catchment Area		206,004	377,365	120,709	115,775	140,186	138,416	150,077	<b>1,248,532</b>	
# Persons Receiving MH Services		3,608	3,614	1,457	1,827	1,736	3,039	2,549	<b>17,830</b>	
% of Uninsured Receiving MH Services	o	<b>1.8%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>2.2%</b>	<b>1.7%</b>	<b>1.4%</b>	0.39%
# Persons Receiving SA Services		1,062	2,014	554	730	380	1,137	1,841	<b>7,718</b>	
% of Uninsured Receiving SA Services	o	<b>0.5%</b>	<b>0.5%</b>	<b>0.5%</b>	<b>0.6%</b>	<b>0.3%</b>	<b>0.8%</b>	<b>1.2%</b>	<b>0.6%</b>	0.29%
# Persons Receiving DD Services		806	969	514	484	440	612	727	<b>4,552</b>	
% of Uninsured Receiving DD Services	o	<b>0.39%</b>	<b>0.26%</b>	<b>0.43%</b>	<b>0.42%</b>	<b>0.31%</b>	<b>0.44%</b>	<b>0.48%</b>	<b>0.4%</b>	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		5,345	6,290	2,305	2,890	2,556	4,696	4,390	<b>28,472</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.6%</b>	<b>1.7%</b>	<b>1.9%</b>	<b>2.5%</b>	<b>1.8%</b>	<b>3.4%</b>	<b>2.9%</b>	<b>2.3%</b>	0.59%
<b>Community Psychiatric Hospitalization (1)</b>		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
# of MH Admissions to Community Psychiatric Inpatient		61	301	25	218	69	89	123	<b>886</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.30	0.80	0.21	<b>1.88</b>	0.49	0.64	0.82	<b>0.71</b>	0.52
# of MH Admissions that were Readmissions within 30 days		4	5	1	19	1	6	8	<b>44</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>6.6%</b>	<b>1.7%</b>	<b>4.0%</b>	<b>8.7%</b>	<b>1.4%</b>	<b>6.7%</b>	<b>6.5%</b>	<b>5.0%</b>	2.57%
# of MH Inpatient Discharges		61	141	35	221	93	95	139	<b>785</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>5.9</b>	<b>6.8</b>	<b>5.6</b>	<b>5.0</b>	<b>3.0</b>	<b>8.2</b>	<b>7.5</b>	<b>6.0</b>	1.61
# of SA Admissions to Community Psychiatric Inpatient		0	37	17	22	33	18	10	<b>137</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.10	0.14	0.19	<b>0.24</b>	0.13	0.07	<b>0.11</b>	0.07
# of SA Admissions that were Readmissions within 30 days		0	4	0	4	1	0	1	<b>10</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>10.8%</b>	<b>0.0%</b>	<b>18.2%</b>	<b>3.0%</b>	<b>0.0%</b>	<b>10.0%</b>	<b>7%</b>	6.6%
# of SA Inpatient Discharges		0	44	24	25	43	20	11	<b>167</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	-	<b>6.0</b>	<b>4.9</b>	<b>4.4</b>	<b>3.3</b>	<b>5.1</b>	<b>7.1</b>	<b>4.9</b>	2.11
<b>Authorizations</b>		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
Total Number of Auth Requests Received		849	2,160	468	1,123	1,019	650	615	<b>6,884</b>	
# Standard Auth. Request Decisions		710	1,289	263	873	668	399	254	<b>4,456</b>	
# Standard Auth Requests Processed in 14 Days		710	1,288	263	873	668	399	254	<b>4,455</b>	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		139	871	205	250	351	251	361	<b>2,428</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		139	867	205	250	351	251	361	<b>2,424</b>	
% Processed in 3 Days	95.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>99.8%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>99.9%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		6	10	19	10	5	9	13	<b>72</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	<b>0.7%</b>	<b>0.5%</b>	<b>4.1%</b>	<b>0.9%</b>	<b>0.5%</b>	<b>1.4%</b>	<b>2.1%</b>	<b>1.0%</b>	1.2%
# of Administrative Denials		2	-	6	8	-	0	3	<b>19</b>	
% of Total Auth Requests Denied for Admin Reasons	o	<b>0.2%</b>	<b>0.0%</b>	<b>1.3%</b>	<b>0.7%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.5%</b>	<b>0.3%</b>	0.4%
Total # of Auth Requests Denied		8	10	25	18	5	9	16	<b>91</b>	
% of Total Auth Requests Approved	o	<b>99.1%</b>	<b>99.5%</b>	<b>94.7%</b>	<b>98.4%</b>	<b>99.5%</b>	<b>98.6%</b>	<b>97.4%</b>	<b>99%</b>	1.6%
Number of Consumer Authorization Appeals received		4	-	1	2	3	1	-	<b>11</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	-	0.4	0.7	1.2	0.2	-	<b>0.4</b>	0.32
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	1	-	<b>1</b>	

<b>LME/MCO Monthly Monitoring Report</b>		<b>February 2017 Report</b>								<b>4/7/2017</b>
<b>State/Federal Block Grant Only</b>		<b>LME/MCO:</b>								
<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
<b>Claims</b>										
<b>Total # Clean Claim Received during Month (header)</b>		<b>22,014</b>	<b>29,641</b>	<b>12,274</b>	<b>33,069</b>	<b>7,702</b>	<b>22,166</b>	<b>23,455</b>	150,321	
Rate of Claims Rcpt per Person Served	o	4.1	4.7	5.3	11.4	3.0	4.7	5.3	5.28	2.53
# Paid		19,929	27,372	11,307	28,407	7,545	20,299	22,508	137,367	
# Denied		2,085	2,268	967	4,662	157	1,867	947	12,953	
# Pended or in Process			1	-	-	-	-	-	1	
Percent Denied	o	9.5%	7.7%	7.9%	14.1%	2.0%	8.4%	4.0%	8.6%	3.6%
# Paid or Denied within 30 Days		21,849	29,640	12,274	33,069	7,702	22,073	23,455	150,062	
Percent Processed within 30 Days	90.0%	99.3%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	99.8%	0.00
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.4	8.4	8.6	8.7	9.0	7.3	8.5	0.52
<b>Complaints</b>		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
<b>Total number of complaints received (1 month prior)</b>		<b>10</b>	<b>14</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>6</b>	49	
Rate of Complaints per 1,000 Persons Served	o	1.7	2.0	1.5	1.7	0.9	1.4	1.3	1.72	0.36
# Consumer complaints against provider		6	9	-	2	1	6	3	27	
% Consumer complaints against provider	o	60%	64%	0%	40%	33%	86%	50%	55%	25.1%
# Consumer complaints against LME/MCO		1	3	-	-	-	1	1	6	
% Consumer complaints against LME/MCO	o	10%	21%	0%	0%	0%	14%	17%	12%	8.3%
# Provider complaints against LME/MCO		-	-	1	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%	25%	0%	0%	0%	0%	2%	8.7%
# of Other Types of Complaints		3	2	3	3	2	-	2	15	
# of Complaints Resolved in 30 Days		10	14	4	5	3	7	6	49	
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.