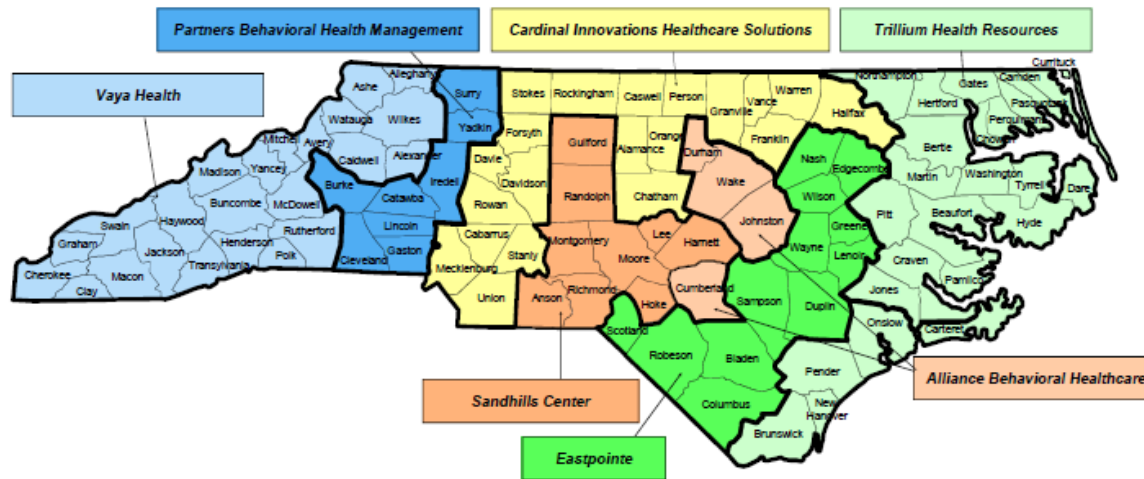


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
March 2017



Prepared by:

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NC DHHS LME/MCO Performance Summary

March 2017 Report

5/2/2017

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
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

Alliance resolved 49 of 55 Medicaid complaints within 30 days (89.1%); they explained that two providers named in four grievances were significantly slow in responding.

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

March 2017 Report

5/2/2017

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)		5,274	6,195	3,889	3,415	3,003	3,811	2,296	27,883	
# of Calls Abandoned		65	181	62	17	55	99	48	527	
% of calls Abandoned	<5%	1.2%	2.9%	1.6%	0.5%	1.8%	2.6%	2.1%	1.9%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.0	6.0	5.0	8.0	4.0	5.6	1.40
# of Calls Answered within 30 seconds		5,209	6,014	3,869	3,366	2,948	3,711	2,241	27,358	
% Answered within 30 seconds	95%	98.8%	97.1%	99.5%	98.6%	98.2%	97.4%	97.6%	98.1%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,818	3,418	752	960	1,430	1,317	871	11,566	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,785	3,360	752	939	1,371	1,303	871	11,381	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	98%	96%	99%	100%	98%	1%
# of Persons waiting for residential services		-	59	-	17	6	52	-	134	
% of Persons waiting for residential services	o	0%	2%	0%	2%	0%	4%	0%	1%	1%
# of Persons waiting for ADVP		-	70	-	29	53	-	-	152	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	4%	0%	0%	1%	2%
# of Persons waiting for vocational services		-	-	-	5	-	0	-	5	
% 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		327	799	56	83	380	229	147	2,021	
% of Persons on Waitlist receiving B3 Services	o	12%	23%	7%	9%	27%	17%	17%	17%	7%
# of Persons on Waitlist receiving State Services		696	554	171	146	160	418	343	2,488	
% of Persons on Waitlist receiving State Services	o	25%	16%	23%	15%	11%	32%	39%	22%	9%
# of Persons on Waitlist receiving State and/or B3 services (undup)		729	1,299	227	190	540	493	395	3,873	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	38%	30%	20%	38%	37%	45%	33%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,089	2,119	525	770	890	824	476	7,693	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	62%	70%	80%	62%	63%	55%	67%	8%
Incidents										
Number of Level 2 Critical Incident Reports received		242	409	112	156	127	260	139	1,445	
Number of Level 3 Critical Incident Reports received *		21	32	6	19	12	32	11	133	
Transitions to Community Living Initiative										
Individuals in In-reach		560	1405	649	503	541	698	679	5,035	
Number of individuals in Transition Planning process		79	74	12	42	13	31	9	260	
Number of Individuals Housed - Total		132	355	122	181	161	159	186	1,296	
Claim/Encounter Processing in NCTracks **										
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%	6%	20%	3%	6%	8%	11%	5%	10%	5%

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

** DMH - As of 04/25/2017 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**

**March 2017 Report
LME/MCO:**

5/2/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
Persons Served										
Unduplicated Count of Medicaid Members		223,093	440,241	192,920	144,480	175,594	163,105	181,849	1,521,282	
# Persons Receiving MH Services		14,880	21,576	8,087	9,263	8,338	11,524	10,788	84,456	
% of Members Receiving MH Services	o	6.7%	4.9%	4.2%	6.4%	4.7%	7.1%	5.9%	5.6%	1.0%
# Persons Receiving SA Services		1,275	3,024	1,280	1,622	1,233	1,703	1,432	11,569	
% of Members Receiving SA Services	o	0.6%	0.7%	0.7%	1.1%	0.7%	1.0%	0.8%	0.8%	0.2%
# Persons Receiving DD Services		3,075	5,984	1,579	2,176	1,572	1,899	2,252	18,537	
% of Members Receiving DD Services	o	1.4%	1.4%	0.8%	1.5%	0.9%	1.2%	1.2%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		18,577	28,354	10,180	12,488	11,143	14,729	12,924	108,395	
% of Members Receiving MH/DD/SA Services	o	8.3%	6.4%	5.3%	8.6%	6.3%	9.0%	7.1%	7.1%	1.3%
Community Psychiatric Hospitalization		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
# of MH Admissions to Community Psychiatric Inpatient		155	462	169	122	119	230	210	1,467	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.69	1.05	0.88	0.84	0.68	1.41	1.15	0.96	0.24
# of MH Admissions that were Readmissions within 30 days		13	29	23	13	10	39	41	168	
% of MH Admissions that were Readmissions within 30 days	o	8.4%	6.3%	13.6%	10.7%	8.4%	17.0%	19.5%	11.5%	4.5%
# of MH Inpatient Discharges		179	318	173	135	156	243	275	1,479	
MH Inpt Average Length of Stay (days)	o	6.40	7.90	6.00	5.60	3.90	9.50	7.59	7.1	1.68
# of SA Admissions to Community Psychiatric Inpatient		1	29	14	13	23	12	9	101	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.07	0.07	0.09	0.13	0.07	0.05	0.07	0.04
# of SA Admissions that were Readmissions within 30 days		0	3	4	0	5	1	1	14	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	10.3%	28.6%	0.0%	21.7%	8.3%	11.1%	14%	9.8%
# of SA Inpatient Discharges		1	37	15	13	27	14	10	117	
SA Inpt Average Length of Stay (days)	o	3.0	4.4	3.9	4.2	4.3	6.7	5.6	4.7	1.12
Care Coordination		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
# of MH and SA Readmits assigned to a Care Coordinator		13	32	27	13	15	40	42	182	
% 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)		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
# of ED Admits for persons with MHDDSA diagnoses		268	936	332	253	309	288	355	2,741	
Rate of ED Admits per 1,000 Medicaid Members	o	1.21	2.05	1.70	1.66	1.75	1.73	1.96	1.8	0.25
# of ED Admits for persons who are active consumers		74	491	106	132	91	113	173	1,180	
% of ED Admits that were for active consumers	o	27.6%	52.5%	31.9%	52.2%	29.4%	39.2%	48.7%	43%	10.1%
# of ED Admits which were readmissions within 30 days		37	135	44	23	43	46	21	349	
% of ED Admissions Readmitted within 30 days	o	13.8%	14.4%	13.3%	9.1%	13.9%	16.0%	5.9%	12.7%	3.3%
Authorization Requests		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
Total Number of Auth Requests Received		3,698	6,367	2,685	4,863	3,159	3,806	3,159	27,737	
# Standard Auth. Request Decisions		3,267	5,171	2,140	4,648	2,568	2,985	2,127	22,906	
# Standard Auth Requests Processed in 14 Days		3,258	5,165	2,139	4,576	2,568	2,984	2,126	22,816	
% Processed in 14 Days	95.0%	99.7%	99.9%	100.0%	98.5%	100.0%	100.0%	100.0%	99.6%	0.5%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		431	1,196	545	215	591	821	1,032	4,831	
# Expedited and Inpatient Auth Requests Processed in 3 Days		431	1,194	544	215	591	821	1,030	4,826	
% Processed in 3 Days	95.0%	100.0%	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%	99.8%	99.9%	99.9%	98.5%	100.0%	100.0%	99.9%	99.7%	0.5%

**MCO Monthly Monitoring Report
Medicaid Only**

**March 2017 Report
LME/MCO:**

5/2/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		46	218	161	241	70	83	85	904	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	3.4%	6.0%	5.0%	2.2%	2.2%	2.7%	3.3%	1.6%
# of Administrative Denials		22	-	51	37	1	13	29	153	
% of Total Auth Requests Denied for Admin Reasons	o	0.6%	0.0%	1.9%	0.8%	0.0%	0.3%	0.9%	0.6%	0.6%
Total # of Auth Requests Denied		68	218	212	278	71	96	114	1,057	
% of Total Auth Requests Approved	o	98.2%	96.6%	92.1%	94.3%	97.8%	97.5%	96.4%	96.2%	2.0%
Number of Consumer Authorization Appeals received		24	18	14	25	13	40	12	146	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.3	0.6	1.4	2.0	1.2	2.7	0.9	1.3	0.65
Number of Authorizations overturned due to Consumer Appeals		1	-	2(partial)	1	9	7	1	19	
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15
Total # Clean Claim Received during Month (detail lines)		94,394	173,771	53,671	84,580	55,478	93,382	78,074	633,350	
Rate of Claims Rcpt per Person Served	o	5.1	6.1	5.3	6.8	5.0	6.3	6.0	5.8	0.64
# Paid		88,132	163,872	47,714	74,853	53,535	84,227	73,626	585,959	
# Denied		6,262	9,878	5,957	9,723	1,943	9,120	4,443	47,326	
# Pended or in Process			21	-	4	-	35	5	65	
Percent Denied	o	6.6%	5.7%	11.1%	11.5%	3.5%	9.8%	5.7%	7.5%	2.9%
# Paid or Denied within 30 Days		93,331	173,750	53,488	84,580	55,478	92,652	78,067	631,346	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.7%	100.0%	100.0%	99.2%	100.0%	99.6%	0.4%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.1	7.4	8.7	8.4	8.0	7.1	7.9	0.52
Number of Provider claim Appeals received		13	7	0	0	0	21	0	41	
Rate of Provider Claim appeals per 1,000 persons served	o	0.7	0.2				1.4		0.4	0.49
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	9	0	10	
Complaints/Grievances		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017
Total number of complaints received (1 month prior)		55	45	12	12	29	35	17	205	
Rate of Complaints per 1,000 Persons Served	o	2.9	1.4	1.0	0.9	2.3	2.1	1.1	1.9	0.71
# Consumer complaints against provider		20	31	9	6	15	28	13	122	
% Consumer complaints against provider	o	36.4%	68.9%	75.0%	50.0%	51.7%	80.0%	76.5%	60%	15.4%
# Consumer complaints against LME/MCO		5	14	2	5	7	6	3	42	
% Consumer complaints against LME/MCO	o	9.1%	31.1%	16.7%	41.7%	24.1%	17.1%	17.6%	20%	10.1%
# Provider complaints against LME/MCO		1	-	-	-	2	-	-	3	
% Provider complaints against LME/MCO	o	1.8%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	1%	2.4%
# of Other Types of Complaints		29	-	1	1	5	1	1	38	
# of Complaints Resolved in 30 Days		49	44	12	12	29	35	17	198	
Percent of Complaints resolved in 30 days	90.0%	89.1%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	
Program Integrity--Fraud, Waste and Abuse		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	14	10	7	5	6	8	56	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		15	22	14	57	18	68	3	197	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		1	0	0	0	0	0	0	1	
Number of Cases Referred to DMA Program Integrity		3	1	0	0	0	0	1	5	
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

March 2017 Report
LME/MCO:

5/2/2017

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
Persons Served										
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		3,775	3,588	1,590	1,730	2,039	3,096	2,392	18,210	
% of Uninsured Receiving MH Services	o	1.8%	1.0%	1.3%	1.5%	1.5%	2.2%	1.6%	1.5%	0.37%
# Persons Receiving SA Services		1,134	1,981	568	724	768	1,217	1,778	8,170	
% of Uninsured Receiving SA Services	o	0.6%	0.5%	0.5%	0.6%	0.5%	0.9%	1.2%	0.7%	0.24%
# Persons Receiving DD Services		821	933	509	477	485	581	674	4,480	
% of Uninsured Receiving DD Services	o	0.40%	0.25%	0.42%	0.41%	0.35%	0.42%	0.45%	0.4%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,587	6,151	2,434	2,801	3,292	4,793	4,174	29,232	
% of Uninsured Receiving MH/DD/SA Services	o	2.7%	1.6%	2.0%	2.4%	2.3%	3.5%	2.8%	2.3%	0.54%
Community Psychiatric Hospitalization (1)		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
# of MH Admissions to Community Psychiatric Inpatient		75	348	34	212	74	116	147	1,006	
Rate of MH Admissions per 1,000 Uninsured	o	0.36	0.92	0.28	1.83	0.53	0.84	0.98	0.81	0.48
# of MH Admissions that were Readmissions within 30 days		5	7	4	20	1	7	14	58	
% of MH Admissions that were Readmissions within 30 days	o	6.7%	2.0%	11.8%	9.4%	1.4%	6.0%	9.5%	5.8%	3.63%
# of MH Inpatient Discharges		67	180	42	210	92	133	160	884	
MH Inpt Average Length of Stay (days)	o	6.3	6.7	6.1	5.3	3.0	7.8	6.9	6.1	1.42
# of SA Admissions to Community Psychiatric Inpatient		0	45	16	20	48	23	6	158	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	0.13	0.17	0.34	0.17	0.04	0.13	0.10
# of SA Admissions that were Readmissions within 30 days		0	5	1	3	0	3	0	12	
% of SA Admissions that were Readmissions within 30 days	o		11.1%	6.3%	15.0%	0.0%	13.0%	0.0%	8%	6.0%
# of SA Inpatient Discharges		0	49	21	24	53	24	7	178	
SA Inpt Average Length of Stay (days)	o	-	5.6	6.3	4.1	3.1	4.8	7.1	4.7	2.19
Authorizations		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
Total Number of Auth Requests Received		961	2,718	515	1,330	1,462	770	714	8,470	
# Standard Auth. Request Decisions		838	1,766	262	1,072	1,101	453	311	5,803	
# Standard Auth Requests Processed in 14 Days		838	1,765	262	1,072	1,101	453	310	5,801	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		123	952	253	258	361	317	403	2,667	
# Expedited and Inpatient Auth Requests Processed in 3 Days		123	949	253	258	361	317	403	2,664	
% Processed in 3 Days	95.0%	100.0%	99.7%	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%	100.0%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		8	9	15	13	3	9	13	70	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	0.3%	2.9%	1.0%	0.2%	1.2%	1.8%	0.8%	0.9%
# of Administrative Denials		3	-	1	10	-	2	12	28	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	0.2%	0.8%	0.0%	0.3%	1.7%	0.3%	0.6%
Total # of Auth Requests Denied		11	9	16	23	3	11	25	98	
% of Total Auth Requests Approved	o	98.9%	99.7%	96.9%	98.3%	99.8%	98.6%	96.5%	99%	1.2%
Number of Consumer Authorization Appeals received		-	1	2	-	2	2	1	8	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.2	0.8		0.6	0.4	0.2	0.3	0.24
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	-	1	

LME/MCO Monthly Monitoring Report		March 2017 Report								5/2/2017
State/Federal Block Grant Only		LME/MCO:								
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Total # Clean Claim Received during Month (header)		20,536	26,963	10,643	30,109	6,692	19,100	21,612	135,655	
Rate of Claims Rcpt per Person Served	o	3.7	4.4	4.4	10.7	2.0	4.0	5.2	4.64	2.55
# Paid		18,696	25,276	9,841	25,595	6,538	17,534	20,681	124,161	
# Denied		1,840	1,672	802	4,514	154	1,561	931	11,474	
# Pended or in Process			15	-	-	-	5.0	-	20	
Percent Denied	o	9.0%	6.2%	7.5%	15.0%	2.3%	8.2%	4.3%	8.5%	3.7%
# Paid or Denied within 30 Days		20,325	26,948	10,643	30,109	6,691	19,000	21,612	135,328	
Percent Processed within 30 Days	90.0%	99.0%	99.9%	100.0%	100.0%	100.0%	99.5%	100.0%	99.8%	0.00
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.7	8.5	8.4	8.7	8.6	7.5	8.5	0.41
Complaints		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
Total number of complaints received (1 month prior)		9	6	9	5	4	5	8	46	
Rate of Complaints per 1,000 Persons Served	o	1.6	0.9	3.4	1.6	1.1	1.0	1.6	1.57	0.78
# Consumer complaints against provider		2	3	-	3	1	4	5	18	
% Consumer complaints against provider	o	22%	50%	0%	60%	25%	80%	63%	39%	25.9%
# Consumer complaints against LME/MCO		1	1	-	-	1	-	1	4	
% Consumer complaints against LME/MCO	o	11%	17%	0%	0%	25%	0%	13%	9%	9.1%
# Provider complaints against LME/MCO		1	-	-	-	-	-	-	1	
% Provider complaints against LME/MCO	o	11%	0%	0%	0%	0%	0%	0%	2%	3.9%
# of Other Types of Complaints		5	2	9	2	2	1	2	23	
# of Complaints Resolved in 30 Days		9	6	9	5	4	5	8	46	
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.