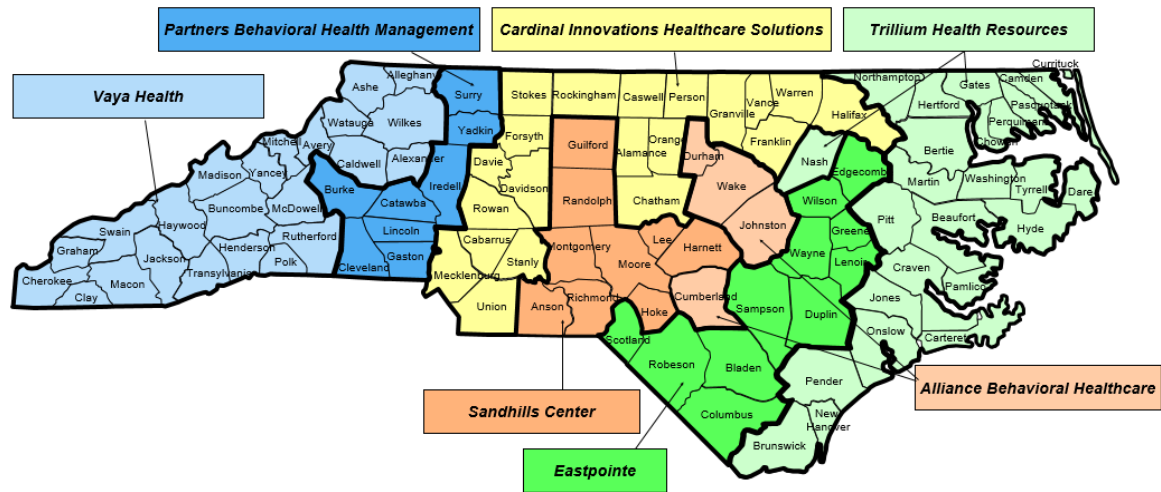


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

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



Prepared by:

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Version: 2/26/18



# NC DHHS LME/MCO Performance Summary

August 2017 Report

2/26/2018 rev.

## 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
<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

All Standards met.

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

**August 2017 Report**

2/26/2018 rev.

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)		5,056	5,732	3,607	3,187	2,985	4,153	2,431	27,151	
# of Calls Abandoned		49	141	68	30	55	155	56	554	
% of calls Abandoned	<5%	1.0%	2.5%	1.9%	0.9%	1.8%	3.7%	2.3%	2.0%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	6.0	6.0	8.0	5.0	5.8	1.16
# of Calls Answered within 30 seconds		4,979	5,591	3,590	3,143	2,930	3986	2,351	26,570	
% Answered within 30 seconds	95%	98.5%	97.5%	99.5%	98.6%	98.2%	96.0%	96.7%	97.9%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,031	3,325	683	1,033	1,483	1,463	975	11,993	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,993	3,261	682	972	1,414	1,450	975	11,747	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	94%	95%	99%	100%	98%	2%
# of Persons waiting for residential services		-	125	1	4	11	56	-	197	
% of Persons waiting for residential services	o	0%	4%	0%	0%	1%	4%	0%	2%	2%
# of Persons waiting for ADVP		-	163	-	35	58	-	-	256	
% of Persons waiting for ADVP	o	0%	5%	0%	3%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	-	-	1	-	0	-	1	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	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		390	779	52	97	399	221	231	2,169	
% of Persons on Waitlist receiving B3 Services	o	13%	23%	8%	9%	27%	15%	24%	18%	7%
# of Persons on Waitlist receiving State Services		721	552	164	151	161	399	315	2,463	
% of Persons on Waitlist receiving State Services	o	24%	17%	24%	15%	11%	27%	32%	21%	7%
# of Persons on Waitlist receiving State and/or B3 services (undup)		805	1,192	216	201	560	475	397	3,846	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	36%	32%	19%	38%	32%	41%	32%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,226	2,133	467	832	923	988	578	8,147	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	64%	68%	81%	62%	68%	59%	68%	7%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		244	435	87	148	1	217	110	1,242	
Number of Level 3 Critical Incident Reports received *		10	32	8	16	0	24	19	109	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		616	1301	822	547	577	623	748	5,234	
Number of individuals in Transition Planning process		79	66	12	34	22	15	12	240	
Number of Individuals Housed - Total		166	443	154	221	182	189	207	1,562	
<b>Claim/Encounter Processing in NCTracks **</b>										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1.5%	11.0%	3.9%	0.8%	9.4%	6.1%	3.5%	5.3%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY17	<5%	4.2%	15.4%	2.5%	4.5%	8.6%	6.6%	4.9%	7.6%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	7.6%	10.8%	1.9%	11.9%	4.8%	9.4%	4.7%	8.1%	3%

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

\*\* DMH - As of 08/29/2017 checkwrite.

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**

**August 2017 Report  
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Aug 2017	Aug-17	Aug 2017	Aug 2017	Aug 2017	Aug 2017	Aug 2017	Aug 2017	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		220,761	435,729	178,516	141,463	161,862	160,987	196,574	<b>1,495,892</b>	
# Persons Receiving MH Services		12,603	19,099	6,387	6,966	7,907	8,285	10,676	<b>71,923</b>	
% of Members Receiving MH Services	o	<b>5.7%</b>	<b>4.4%</b>	<b>3.6%</b>	<b>4.9%</b>	<b>4.9%</b>	<b>5.1%</b>	<b>5.4%</b>	<b>4.8%</b>	0.7%
# Persons Receiving SA Services		1,015	3,106	1,260	1,473	1,262	1,482	1,563	<b>11,161</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>0.7%</b>	0.2%
# Persons Receiving DD Services		2,834	6,070	1,362	2,079	1,760	1,787	2,528	<b>18,420</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.2%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		15,940	26,091	8,325	10,070	10,929	11,275	13,135	<b>95,765</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.2%</b>	<b>6.0%</b>	<b>4.7%</b>	<b>7.1%</b>	<b>6.8%</b>	<b>7.0%</b>	<b>6.7%</b>	<b>6.4%</b>	0.8%
<b>Community Psychiatric Hospitalization</b>		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
# of MH Admissions to Community Psychiatric Inpatient		168	452	135	181	80	202	199	<b>1,417</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.76	1.04	0.76	1.28	0.49	1.25	1.01	<b>0.95</b>	0.27
# of MH Admissions that were Readmissions within 30 days		18	23	17	27	9	20	26	<b>140</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>11%</b>	<b>5%</b>	<b>13%</b>	<b>15%</b>	<b>11%</b>	<b>10%</b>	<b>13%</b>	<b>9.9%</b>	2.9%
# of MH Inpatient Discharges		183	307	136	178	103	208	260	<b>1,375</b>	
MH Inpt Average Length of Stay (days)	o	6.6	9.4	6.2	5.0	4.3	10.2	8.0	<b>7.6</b>	2.04
# of SA Admissions to Community Psychiatric Inpatient		2	29	11	11	21	17	6	<b>97</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.07	0.06	0.08	0.13	0.11	0.03	<b>0.06</b>	0.04
# of SA Admissions that were Readmissions within 30 days		1	0	3	2	2	5	0	<b>13</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>50%</b>	<b>0%</b>	<b>27%</b>	<b>18%</b>	<b>10%</b>	<b>29%</b>	<b>0%</b>	<b>13%</b>	16.7%
# of SA Inpatient Discharges		2	30	13	15	25	14	3	<b>102</b>	
SA Inpt Average Length of Stay (days)	o	7.0	5.2	4.5	4.7	3.3	7.6	3.7	<b>4.9</b>	1.49
<b>Care Coordination</b>		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
# of MH and SA Readmits assigned to a Care Coordinator		18	22	20	29	11	25	24	<b>149</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>94.7%</b>	<b>95.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>92.3%</b>	<b>97.4%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		May-17	May-17	May-17	May-17	May-17	May-17	May-17	May-17	
# of ED Admits for persons with MHDDSA diagnoses		386	1222	410	340	378	419	441	<b>3,596</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.75	2.72	2.11	2.24	2.14	2.53	2.45	2.4	0.30
# of ED Admits for persons who are active consumers		107.00	669.00	110.00	183.00	111.00	130.00	248.00	<b>1,558</b>	
% of ED Admits that were for active consumers	o	<b>28%</b>	<b>55%</b>	<b>27%</b>	<b>54%</b>	<b>29%</b>	<b>31%</b>	<b>56%</b>	<b>43%</b>	13.0%
# of ED Admits which were readmissions within 30 days		52	252	53	42	59	65	36	<b>559</b>	
% of ED Admissions Readmitted within 30 days	o	<b>13%</b>	<b>21%</b>	<b>13%</b>	<b>12%</b>	<b>16%</b>	<b>16%</b>	<b>8%</b>	<b>15.5%</b>	3.5%
<b>Authorization Requests</b>		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
Total Number of Auth Requests Received		3,123	6,353	2,027	3,756	2,165	2,891	3,296	<b>23,611</b>	
# Standard Auth. Request Decisions		2,611	5,121	1,667	3,505	1,713	2,315	2,268	<b>19,200</b>	
# Standard Auth Requests Processed in 14 Days		2,610	5,116	1,666	3,492	1,713	2,315	2,267	<b>19,179</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		512	1,232	360	251	452	576	1,028	<b>4,411</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		512	1,231	360	250	452	575	1,024	<b>4,404</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>99.6%</b>	<b>99.8%</b>	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**August 2017 Report  
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		27	245	148	227	87	54	204	992	
% of Total Auth Requests Denied for Clinical Reasons	o	0.9%	3.9%	7.3%	6.0%	4.0%	1.9%	6.2%	4.2%	2.2%
# of Administrative Denials		13	2	26	50	2	7	135	235	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.3%	1.3%	0.1%	0.2%	4.1%	1.0%	1.3%
Total # of Auth Requests Denied		40	247	174	277	89	61	339	1,227	
% of Total Auth Requests Approved	o	98.7%	96.1%	91.4%	92.6%	95.9%	97.9%	89.7%	94.8%	3.2%
Number of Consumer Authorization Appeals received		14	20	11	34	11	20	42	152	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.9	0.8	1.3	3.4	1.0	1.8	3.2	1.6	1.01
Number of Authorizations overturned due to Consumer Appeals		-	2	-	2	2	5	1	12	
<b>Claims</b>		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15
Total # Clean Claim Received during Month (detail lines)		105,752	186,789	65,352	86,227	55,226	93,282	88,881	681,509	
Rate of Claims Rcpt per Person Served	o	6.6	7.2	7.9	8.6	5.1	8.3	6.8	7.1	1.11
# Paid		91,493	173,663	52,563	68,599	51,297	82,821	84,523	604,959	
# Denied		14,254	12,818	12,788	17,619	3,929	10,458	4,358	76,224	
# Pended or in Process		5	308	1	9	-	3	-	326	
Percent Denied	o	13.5%	6.9%	19.6%	20.4%	7.1%	11.2%	4.9%	11.2%	5.8%
# Paid or Denied within 30 Days		103,513	186,472	64,948	86,227	55,224	91,346	88,880	676,610	
Percent Processed within 30 Days	90.0%	97.9%	99.8%	99.4%	100.0%	100.0%	97.9%	100.0%	99.2%	0.9%
Avg # days for Processing (from Receipt to Payment)	o	8	8	6	10	9	9	7	8.2	1.11
Number of Provider claim Appeals received		1	2	1	0	0	46	0	50	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.1	0.1			4.1		0.5	1.73
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	4	0	5	
<b>Complaints/Grievances</b>		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17
Total number of complaints received (1 month prior)		45	42	10	12	22	33	22	186	
Rate of Complaints per 1,000 Persons Served	o	2.59	1.49	0.98	1.00	1.80	2.40	1.41	1.9	0.59
# Consumer complaints against provider		20	32	3	7	15	27	13	117	
% Consumer complaints against provider	o	44%	76%	30%	58%	68%	82%	59%	63%	16.7%
# Consumer complaints against LME/MCO		10	10	2	5	4	3	9	43	
% Consumer complaints against LME/MCO	o	22%	24%	20%	42%	18%	9%	41%	23%	11.1%
# Provider complaints against LME/MCO		-	0	-	-	-	1	-	1	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	3%	0%	1%	1.1%
# of Other Types of Complaints		15	0	5	-	3	2	-	25	
# of Complaints Resolved in 30 Days		45	42	10	12	22	33	22	186	
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%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		9	28	6	3	2	12	7	67	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		21	23	9	36	22	70	3	184	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	1	0	0	1	
Number of Cases Referred to DMA Program Integrity		2	0	0	1	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**

**August 2017 Report**  
**LME/MCO:**

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
<b>Persons Served</b>										
Estimated number of Uninsured in Catchment Area		209,297	339,551	94,973	98,517	124,871	118,725	136,590	<b>1,122,524</b>	
# Persons Receiving MH Services		3,132	3,472	1,399	1,372	1,944	3,324	2,465	<b>17,108</b>	
% of Uninsured Receiving MH Services	o	<b>1.5%</b>	<b>1.0%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.6%</b>	<b>2.8%</b>	<b>1.8%</b>	<b>1.5%</b>	0.52%
# Persons Receiving SA Services		782	1,975	516	869	782	1,383	1,777	<b>8,084</b>	
% of Uninsured Receiving SA Services	o	<b>0.4%</b>	<b>0.6%</b>	<b>0.5%</b>	<b>0.9%</b>	<b>0.6%</b>	<b>1.2%</b>	<b>1.3%</b>	<b>0.7%</b>	0.32%
# Persons Receiving DD Services		701	796	297	419	480	648	489	<b>3,830</b>	
% of Uninsured Receiving DD Services	o	<b>0.3%</b>	<b>0.2%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.3%</b>	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		4,500	5,904	2,027	2,571	3,206	5,234	4,046	<b>27,488</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.6%</b>	<b>2.6%</b>	<b>4.4%</b>	<b>3.0%</b>	<b>2.4%</b>	0.81%
<b>Community Psychiatric Hospitalization (1)</b>		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
# of MH Admissions to Community Psychiatric Inpatient		96	359	38	233	113	97	172	<b>1,108</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.46	1.06	0.40	<b>2.37</b>	0.90	0.82	1.26	<b>0.99</b>	0.61
# of MH Admissions that were Readmissions within 30 days		6	7	5	22	7	11	13	<b>71</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>6%</b>	<b>2%</b>	<b>13%</b>	<b>9%</b>	<b>6%</b>	<b>11%</b>	<b>8%</b>	<b>6.4%</b>	3.44%
# of MH Inpatient Discharges		80	167	55	232	120	96	190	<b>940</b>	
MH Inpt Average Length of Stay (days)	o	<b>6.6</b>	<b>6.9</b>	<b>5.8</b>	<b>5.2</b>	<b>5.9</b>	<b>6.9</b>	<b>7.2</b>	<b>6.3</b>	0.68
# of SA Admissions to Community Psychiatric Inpatient		0	49	21	37	64	18	4	<b>193</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.14	0.22	0.38	<b>0.51</b>	0.15	0.03	<b>0.17</b>	0.17
# of SA Admissions that were Readmissions within 30 days		0	4	5	4	2	5	0	<b>20</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>8%</b>	<b>24%</b>	<b>11%</b>	<b>3%</b>	<b>28%</b>	<b>0%</b>	<b>10%</b>	10.2%
# of SA Inpatient Discharges		0	56	32	45	68	20	1	<b>222</b>	
SA Inpt Average Length of Stay (days)	o	-	<b>6.0</b>	<b>5.6</b>	<b>3.7</b>	<b>3.5</b>	<b>3.6</b>	<b>6.0</b>	<b>4.5</b>	1.96
<b>Authorizations</b>		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
Total Number of Auth Requests Received		934	2,492	510	1,855	1,093	798	636	<b>8,318</b>	
# Standard Auth. Request Decisions		772	1,390	226	1,562	702	467	182	<b>5,301</b>	
# Standard Auth Requests Processed in 14 Days		772	1,390	226	1,562	702	467	181	<b>5,300</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>100.0%</b>	-
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		162	1,102	284	293	391	331	454	<b>3,017</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		162	1,101	284	293	391	331	454	<b>3,016</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>100.0%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		3	8	32	6	9	5	25	<b>88</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.3%	<b>6.3%</b>	0.3%	0.8%	0.6%	3.9%	<b>1.1%</b>	2.2%
# of Administrative Denials		-	0	9	13	-	5	12	<b>39</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	<b>1.8%</b>	0.7%	0.0%	0.6%	<b>1.9%</b>	<b>0.5%</b>	0.8%
Total # of Auth Requests Denied		3	8	41	19	9	10	37	<b>127</b>	
% of Total Auth Requests Approved	o	100%	100%	<b>92%</b>	99%	99%	99%	94%	<b>98%</b>	2.9%
Number of Consumer Authorization Appeals received		1	0	1	-	-	3	-	<b>5</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2		0.5			0.6		<b>0.2</b>	0.15
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	2	-	<b>2</b>	

**LME/MCO Monthly Monitoring Report** August 2017 Report  
 State/Federal Block Grant Only LME/MCO: 2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Claims</b>		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>21,200</b>	<b>29,027</b>	<b>14,524</b>	<b>20,650</b>	<b>7,478</b>	<b>26,222</b>	<b>24,881</b>	143,982	
Rate of Claims Rcpt per Person Served	o	4.71	4.92	7.17	8.03	2.33	5.01	6.15	5.24	1.73
# Paid		18,341	24,066	12,562	16,734	7,071	20,389	23,270	122,433	
# Denied		2,859	4,960	1,962	3,916	407	5,833	1,611	21,548	
# Pended or in Process			1	-		-	-	-	1	
Percent Denied	o	13.5%	17.1%	13.5%	19.0%	5.4%	22.2%	6.5%	15.0%	5.8%
# Paid or Denied within 30 Days		20,798	29,026	14,524	20,650	7,478	25,172	24,881	142,529	
Percent Processed within 30 Days	90.0%	98.1%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	99.0%	0.02
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.4	6.9	9.1	8.7	9.9	7.8	8.5	0.90
<b>Complaints</b>		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	
<b>Total number of complaints received (1 month prior)</b>		<b>10</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>9</b>	44	
Rate of Complaints per 1,000 Persons Served	o	1.90	0.78	1.17	2.07	0.87	1.63	1.93	1.60	0.49
# Consumer complaints against provider		6	3	-	3	2	7	6	27	
% Consumer complaints against provider	o	60%	60%	0%	50%	67%	88%	67%	61%	25.1%
# Consumer complaints against LME/MCO		-	0	-	1	1	-	-	2	
% Consumer complaints against LME/MCO	o	0%	0%	0%	17%	33%	0%	0%	5%	12.1%
# Provider complaints against LME/MCO		-	1	1	2	-	-	-	4	
% Provider complaints against LME/MCO	o	0%	20%	33%	33%	0%	0%	0%	9%	14.9%
# of Other Types of Complaints		4	1	2	-	-	1	3	11	
# of Complaints Resolved in 30 Days		10	5	3	6	3	8	9	44	
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.
- (2) Sandhills Community Psychiatric Hospitalization data revised. Vaya (Smoky) persons served; complaints and care coordination monthly data revised.