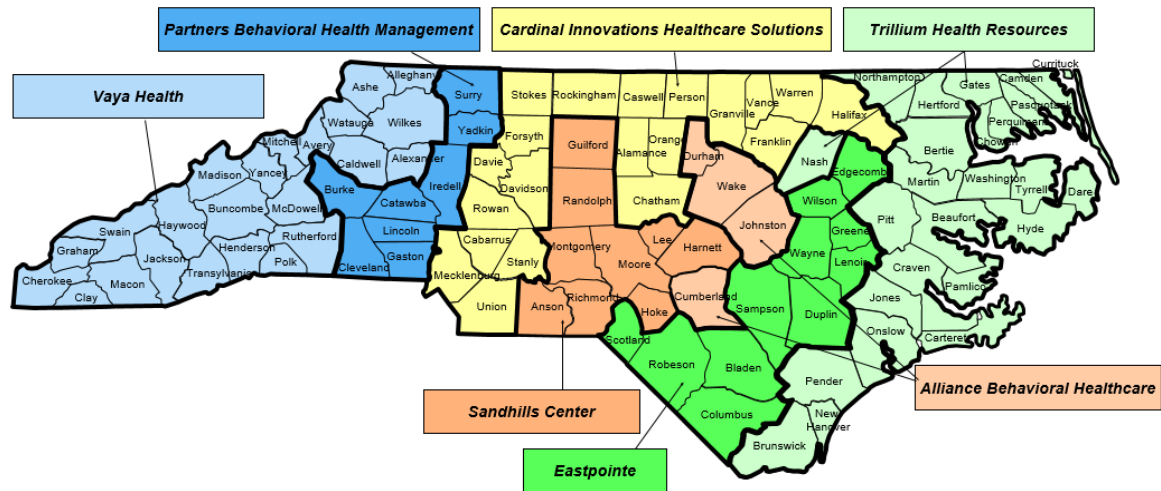


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

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



Prepared by:

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Version: 2/26/18



NC DHHS LME/MCO Performance Summary

September 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
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

All Standards met.

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

September 2017 Report

2/26/2018 rev.

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)		4,790	5,257	3,135	2,871	2,723	3,936	2,176	24,888	
# of Calls Abandoned		31	139	59	28	43	128	33	461	
% of calls Abandoned	<5%	0.6%	2.6%	1.9%	1.0%	1.6%	3.3%	1.5%	1.9%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	6.0	5.0	8.0	5.0	5.7	1.18
# of Calls Answered within 30 seconds		4,728	5,118	3,125	2,782	2,680	3796	2,119	24,348	
% Answered within 30 seconds	95%	98.7%	97.4%	99.7%	96.9%	98.4%	96.4%	97.4%	97.8%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,074	3,338	682	1,046	1,482	1,344	978	11,944	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,036	3,261	682	977	1,414	1,332	978	11,680	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	93%	95%	99%	100%	98%	2%
# of Persons waiting for residential services		-	150	-	4	10	58	-	222	
% of Persons waiting for residential services	o	0%	4%	0%	0%	1%	4%	0%	2%	2%
# of Persons waiting for ADVP		26	182	-	34	58	-	-	300	
% of Persons waiting for ADVP	o	1%	5%	0%	3%	4%	0%	0%	3%	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%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		400	793	52	76	402	221	237	2,181	
% of Persons on Waitlist receiving B3 Services	o	13%	24%	8%	7%	27%	16%	24%	18%	8%
# of Persons on Waitlist receiving State Services		707	556	168	156	161	397	304	2,449	
% of Persons on Waitlist receiving State Services	o	23%	17%	25%	15%	11%	30%	31%	21%	7%
# of Persons on Waitlist receiving State and/or B3 services (undup)		800	1,207	220	211	563	475	402	3,878	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	36%	32%	20%	38%	35%	41%	32%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,274	2,131	462	835	919	869	576	8,066	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	64%	68%	80%	62%	65%	59%	68%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		197	431	68	179	118	253	131	1,377	
Number of Level 3 Critical Incident Reports received *		6	27	6	15	12	27	13	106	
Transitions to Community Living Initiative										
Individuals in In-reach		653	1259	798	556	580	646	734	5,226	
Number of individuals in Transition Planning process		80	76	15	28	26	20	14	259	
Number of Individuals Housed - Total		174	459	158	229	190	197	211	1,618	
Claim/Encounter Processing in NCTracks **										
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%	5.0%	8.7%	2.0%	4.2%	8.4%	5.7%	4.6%	5.9%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	6.0%	6.2%	1.4%	5.8%	4.5%	7.2%	4.5%	5.3%	2%

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

** DMH - As of 10/03/2017 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**

**September 2017 Report
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Sep 2017	Sep 2017	Sep 2017	Sep 2017	Sep 2017	Sep 2017	Sep 2017	Sep 2017	
Persons Served										
Unduplicated Count of Medicaid Members		222,341	438,049	172,184	142,867	167,382	160,126	197,898	1,500,847	
# Persons Receiving MH Services		10,723	18,768	7,126	7,435	7,461	8,831	9,547	69,891	
% of Members Receiving MH Services	o	4.8%	4.3%	4.1%	5.2%	4.5%	5.5%	4.8%	4.7%	0.5%
# Persons Receiving SA Services		971	3,036	1,450	1,389	1,201	1,702	1,370	11,119	
% of Members Receiving SA Services	o	0.4%	0.7%	0.8%	1.0%	0.7%	1.1%	0.7%	0.7%	0.2%
# Persons Receiving DD Services		2,433	6,008	1,565	1,978	1,650	1,742	2,543	17,919	
% of Members Receiving DD Services	o	1.1%	1.4%	0.9%	1.4%	1.0%	1.1%	1.3%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		13,772	25,685	9,409	10,322	10,312	11,983	12,027	93,510	
% of Members Receiving MH/DD/SA Services	o	6.2%	5.9%	5.5%	7.2%	6.2%	7.5%	6.1%	6.2%	0.7%
Community Psychiatric Hospitalization		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
# of MH Admissions to Community Psychiatric Inpatient		173	446	124	147	97	181	197	1,365	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.78	1.02	0.72	1.03	0.58	1.13	1.00	0.91	0.19
# of MH Admissions that were Readmissions within 30 days		16	27	13	12	12	26	22	128	
% of MH Admissions that were Readmissions within 30 days	o	9%	6%	10%	8%	12%	14%	11%	9.4%	2.5%
# of MH Inpatient Discharges		211	350	126	144	118	168	253	1,370	
MH Inpt Average Length of Stay (days)	o	6.3	9.0	7.0	4.3	4.2	10.4	7.3	7.4	2.11
# of SA Admissions to Community Psychiatric Inpatient		2	33	8	4	20	9	5	81	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.08	0.05	0.03	0.12	0.06	0.03	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		0	2	2	0	2	0	0	6	
% of SA Admissions that were Readmissions within 30 days	o	0%	6%	25%	0%	10%	0%	0%	7%	8.6%
# of SA Inpatient Discharges		2	30	8	4	24	9	8	85	
SA Inpt Average Length of Stay (days)	o	7.0	4.2	3.4	4.3	4.5	9.0	5.3	4.9	1.81
Care Coordination		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
# of MH and SA Readmits assigned to a Care Coordinator		15	27	15	12	14	26	19	128	
% of Readmits assigned to Care Coordination	85.0%	93.8%	93.1%	100.0%	100.0%	100.0%	100.0%	86.4%	95.5%	
Emergency Dept Utilization (3 month lag)		Jun-16	Jun 2017	Jun-17	Jun-16	Jun-17	Jun-17	Jun-16	Jun-16	
# of ED Admits for persons with MHDDSA diagnoses		311	1045	365	284	338	387	376	3,106	
Rate of ED Admits per 1,000 Medicaid Members	o	1.38	2.39	1.90	1.87	2.03	2.34	2.06	2.1	0.31
# of ED Admits for persons who are active consumers		89.00	560.00	116.00	161.00	106.00	144.00	196.00	1,372	
% of ED Admits that were for active consumers	o	29%	54%	32%	57%	31%	37%	52%	44%	11.2%
# of ED Admits which were readmissions within 30 days		40	233	53	39	41	68	31	505	
% of ED Admissions Readmitted within 30 days	o	13%	22%	15%	14%	12%	18%	8%	16.3%	4.1%
Authorization Requests		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
Total Number of Auth Requests Received		3,074	6,156	1,657	3,455	2,275	2,655	2,818	22,090	
# Standard Auth. Request Decisions		2,648	5,062	1,312	3,242	1,714	2,152	1,817	17,947	
# Standard Auth Requests Processed in 14 Days		2,648	5,057	1,312	3,240	1,714	2,152	1,813	17,936	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.8%	99.9%	0.0%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		426	1,094	345	213	561	503	1,001	4,143	
# Expedited and Inpatient Auth Requests Processed in 3 Days		424	1,092	345	213	561	501	999	4,135	
% Processed in 3 Days	95.0%	99.5%	99.8%	100.0%	100.0%	100.0%	99.6%	99.8%	99.8%	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	100.0%	99.9%	100.0%	99.9%	99.8%	99.9%	0.0%

**MCO Monthly Monitoring Report
Medicaid Only**

**September 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		24	241	140	253	70	42	137	907	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	3.9%	8.4%	7.3%	3.1%	1.6%	4.9%	4.1%	2.6%
# of Administrative Denials		8	0	18	40	1	14	70	151	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	1.1%	1.2%	0.0%	0.5%	2.5%	0.7%	0.8%
Total # of Auth Requests Denied		32	241	158	293	71	56	207	1,058	
% of Total Auth Requests Approved	o	99.0%	96.1%	90.5%	91.5%	96.9%	97.9%	92.7%	95.2%	3.1%
Number of Consumer Authorization Appeals received		10	48	10	21	13	20	43	165	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.9	1.1	2.0	1.3	1.7	3.6	1.8	0.86
Number of Authorizations overturned due to Consumer Appeals		1	7	1	2	3	6	-	20	
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15
Total # Clean Claim Received during Month (detail lines)		101,914	168,841	58,726	89,238	50,808	78,419	79,807	627,753	
Rate of Claims Rcpt per Person Served	o	7.4	6.6	6.2	8.6	4.9	6.5	6.6	6.7	1.05
# Paid		84,546	155,639	47,742	71,133	48,458	71,952	73,811	553,281	
# Denied		17,367	13,128	10,983	18,099	2,350	6,435	5,996	74,358	
# Pended or in Process		1	74	1	6	-	32	-	114	
Percent Denied	o	17.0%	7.8%	18.7%	20.3%	4.6%	8.2%	7.5%	11.8%	5.9%
# Paid or Denied within 30 Days		100,439	168,757	58,726	89,238	50,807	71,938	79,807	619,712	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	98.4%	3.0%
Avg # days for Processing (from Receipt to Payment)	o	8	8	7	8	9	9	7	8.1	0.79
Number of Provider claim Appeals received		10	2	0	0	0	22	0	34	
Rate of Provider Claim appeals per 1,000 persons served	o	0.7	0.1				1.8		0.4	0.73
Number of claim denials overturned due to Provider Appeals		1	1	0	0	0	6	0	8	
Complaints/Grievances		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17
Total number of complaints received (1 month prior)		62	56	5	10	18	49	31	231	
Rate of Complaints per 1,000 Persons Served	o	3.42	1.86	0.46	0.81	1.42	3.42	1.89	2.5	1.08
# Consumer complaints against provider		26	45	3	9	13	39	13	148	
% Consumer complaints against provider	o	42%	80%	60%	90%	72%	80%	42%	64%	17.7%
# Consumer complaints against LME/MCO		7	11	2	1	3	3	18	45	
% Consumer complaints against LME/MCO	o	11%	20%	40%	10%	17%	6%	58%	19%	17.6%
# Provider complaints against LME/MCO		-	0	-	-	-	3	-	3	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	6%	0%	1%	2.1%
# of Other Types of Complaints		29	0	-		2	4	-	35	
# of Complaints Resolved in 30 Days		62	56	5	10	18	49	31	231	
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		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	6	14	6	3	4	49	84	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		24	27	6	34	14	71	4	180	
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	7	0	1	2	0	11	
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

September 2017 Report
LME/MCO:

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Sep-17	Sep 2017	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
Persons Served		Sep-17	Sep 2017	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
Estimated number of Uninsured in Catchment Area		209,297	339,551	94,973	98,517	124,871	118,725	136,590	1,122,524	
# Persons Receiving MH Services		2,553	3,206	1,449	1,494	1,822	3,005	2,059	15,588	
% of Uninsured Receiving MH Services	o	1.2%	0.9%	1.5%	1.5%	1.5%	2.5%	1.5%	1.4%	0.45%
# Persons Receiving SA Services		629	1,842	492	693	680	1,428	1,565	7,329	
% of Uninsured Receiving SA Services	o	0.3%	0.5%	0.5%	0.7%	0.5%	1.2%	1.1%	0.7%	0.31%
# Persons Receiving DD Services		617	839	496	420	455	631	293	3,751	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.5%	0.4%	0.4%	0.5%	0.2%	0.3%	0.12%
Unduplicated # Persons Receiving MH/DD/SA Services		3,746	5,605	2,261	2,508	2,957	4,963	3,363	25,403	
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.7%	2.4%	2.5%	2.4%	4.2%	2.5%	2.3%	0.76%
Community Psychiatric Hospitalization (1)		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
# of MH Admissions to Community Psychiatric Inpatient		91	311	26	213	123	92	160	1,016	
Rate of MH Admissions per 1,000 Uninsured	o	0.43	0.92	0.27	2.16	0.99	0.77	1.17	0.91	0.57
# of MH Admissions that were Readmissions within 30 days		3	6	0	15	10	18	11	63	
% of MH Admissions that were Readmissions within 30 days	o	3%	2%	0%	7%	8%	20%	7%	6.2%	5.94%
# of MH Inpatient Discharges		91	155	36	193	118	85	179	857	
MH Inpt Average Length of Stay (days)	o	6.4	5.8	5.8	4.2	6.2	7.0	7.2	6.0	0.92
# of SA Admissions to Community Psychiatric Inpatient		0	40	5	17	50	33	31	176	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	0.05	0.17	0.40	0.28	0.23	0.16	0.13
# of SA Admissions that were Readmissions within 30 days		0	1	1	0	3	9	1	15	
% of SA Admissions that were Readmissions within 30 days	o		3%	20%	0%	6%	27%	3%	9%	10.1%
# of SA Inpatient Discharges		0	46	7	21	45	30	23	172	
SA Inpt Average Length of Stay (days)	o	-	7.0	4.0	4.2	3.8	3.9	5.5	4.9	1.98
Authorizations		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
Total Number of Auth Requests Received		879	2,497	353	1,678	1,169	608	577	7,761	
# Standard Auth. Request Decisions		704	1,518	176	1,398	788	338	139	5,061	
# Standard Auth Requests Processed in 14 Days		704	1,517	176	1,397	788	338	139	5,059	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		175	979	177	280	381	270	438	2,700	
# Expedited and Inpatient Auth Requests Processed in 3 Days		175	976	177	280	381	269	437	2,695	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.6%	99.8%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	99.9%	100.0%	99.8%	99.8%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		-	6	17	5	9	6	13	56	
% of Total Auth Requests Denied for Clinical Reasons	o	0.0%	0.2%	4.8%	0.3%	0.8%	1.0%	2.3%	0.7%	1.6%
# of Administrative Denials		1	1	1	15	1	2	11	32	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.3%	0.9%	0.1%	0.3%	1.9%	0.4%	0.6%
Total # of Auth Requests Denied		1	7	18	20	10	8	24	88	
% of Total Auth Requests Approved	o	100%	100%	95%	99%	99%	99%	96%	99%	1.8%
Number of Consumer Authorization Appeals received		-	0	2	-	-	1	-	3	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	0	0.9	0.0	-	0.2	-	0.1	0.38
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	1	-	1	

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

September 2017 Report
LME/MCO:

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	
Total # Clean Claim Received during Month (header)		24,282	29,662	12,187	19,665	7,458	19,260	20,156	132,670	
Rate of Claims Rcpt per Person Served	o	6.48	5.29	5.39	7.84	2.52	3.88	5.99	5.22	1.61
# Paid		17,370	26,949	9,013	13,031	7,104	17,188	18,635	109,290	
# Denied		6,912	2,710	3,174	6,634	354	2,072	1,521	23,377	
# Pended or in Process		-	3	-	-	-	-	-	3	
Percent Denied	o	28.5%	9.1%	26.0%	33.7%	4.7%	10.8%	7.5%	17.6%	10.9%
# Paid or Denied within 30 Days		23,879	29,659	12,187	19,665	7,457	19,129	20,156	132,132	
Percent Processed within 30 Days	90.0%	98.3%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	99.6%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.6	8.0	8.9	9.5	9.3	7.5	8.9	0.67
Complaints		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
Total number of complaints received (1 month prior)		13	8	-	5	3	11	2	42	
Rate of Complaints per 1,000 Persons Served	o	2.40	1.18	-	1.55	0.81	2.10	0.40	1.65	0.81
# Consumer complaints against provider		6	6	-	1	3	9	-	25	
% Consumer complaints against provider	o	46%	75%	-	20%	100%	82%	0%	60%	35.3%
# Consumer complaints against LME/MCO		-	0	-	1	-	1	2	4	
% Consumer complaints against LME/MCO	o	0%	0%	-	20%	0%	9%	100%	10%	35.8%
# Provider complaints against LME/MCO		-	1	-	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	13%	-	0%	0%	0%	0%	2%	4.7%
# of Other Types of Complaints		7	1	-	3	-	1	-	12	
# of Complaints Resolved in 30 Days		13	8	-	5	3	10	2	41	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	-	100.0%	100.0%	90.9%	100.0%	97.6%	0.04
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.