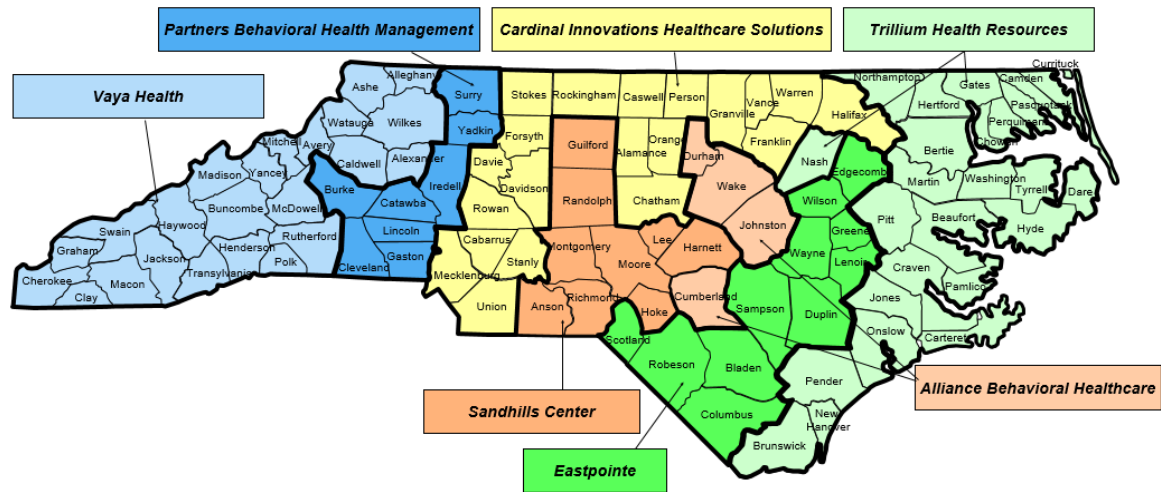


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

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



Prepared by:

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Version: 2/26/18



NC DHHS LME/MCO Performance Summary

October 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

October 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)		5,210	6,287	3,363	3,015	2,940	3,977	2,210	27,002	
# of Calls Abandoned		38	109	73	23	43	104	35	425	
% of calls Abandoned	<5%	0.7%	1.7%	2.2%	0.8%	1.5%	2.6%	1.6%	1.6%	
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		5,133	6,178	3,347	2,990	2,897	3863	2,157	26,565	
% Answered within 30 seconds	95%	98.5%	98.3%	99.5%	99.2%	98.5%	97.1%	97.6%	98.4%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,099	3,336	671	1,056	1,531	1,358	986	12,037	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,060	3,253	670	982	1,461	1,345	986	11,757	
% 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		-	175	1	1	11	58	-	246	
% of Persons waiting for residential services	o	0%	5%	0%	0%	1%	4%	0%	2%	2%
# of Persons waiting for ADVP		-	193	-	34	59	-	-	286	
% of Persons waiting for ADVP	o	0%	6%	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%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		406	792	53	97	402	231	241	2,222	
% of Persons on Waitlist receiving B3 Services	o	13%	24%	8%	9%	26%	17%	24%	18%	7%
# of Persons on Waitlist receiving State Services		719	556	165	156	161	369	203	2,329	
% of Persons on Waitlist receiving State Services	o	23%	17%	25%	15%	11%	27%	21%	19%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		804	1,209	218	207	563	463	399	3,863	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	36%	32%	20%	37%	34%	40%	32%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,295	2,127	453	849	968	895	587	8,174	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	64%	68%	80%	63%	66%	60%	68%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		196	463	74	188	187	298	113	1,519	
Number of Level 3 Critical Incident Reports received *		13	32	6	15	13	24	10	113	
Transitions to Community Living Initiative										
Individuals in In-reach		723	1293	812	584	572	657	752	5,393	
Number of individuals in Transition Planning process		78	84	15	30	23	17	14	261	
Number of Individuals Housed - Total		185	477	168	237	195	206	222	1,690	
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%	4.8%	5.2%	1.2%	4.1%	7.7%	4.5%	4.6%	4.7%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	5.9%	4.0%	1.4%	5.4%	4.7%	10.6%	3.1%	4.9%	3%

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

** DMH - As of 10/31/2017 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**

**October 2017 Report
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Oct 2017	Oct 2017	Oct 2017	Oct 2017	Oct 2017	Oct 2017	Oct 2017	Oct 2017	
Persons Served										
Unduplicated Count of Medicaid Members		220,137	432,432	171,436	141,702	170,145	160,332	197,016	1,493,200	
# Persons Receiving MH Services		13,532	20,340	7,558	8,182	7,510	10,186	10,615	77,923	
% of Members Receiving MH Services	o	6.1%	4.7%	4.4%	5.8%	4.4%	6.4%	5.4%	5.2%	0.8%
# Persons Receiving SA Services		1,153	3,164	1,509	1,488	1,281	1,547	1,542	11,684	
% of Members Receiving SA Services	o	0.5%	0.7%	0.9%	1.1%	0.8%	1.0%	0.8%	0.8%	0.2%
# Persons Receiving DD Services		3,004	6,071	1,607	2,009	1,592	1,919	2,724	18,926	
% of Members Receiving DD Services	o	1.4%	1.4%	0.9%	1.4%	0.9%	1.2%	1.4%	1.3%	0.2%
Unduplicated # that received MH/DD/SA Services		17,081	27,336	9,885	11,109	10,383	13,319	13,275	102,388	
% of Members Receiving MH/DD/SA Services	o	7.8%	6.3%	5.8%	7.8%	6.1%	8.3%	6.7%	6.9%	0.9%
Community Psychiatric Hospitalization		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	
# of MH Admissions to Community Psychiatric Inpatient		172	467	164	173	80	190	213	1,459	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.78	1.08	0.96	1.22	0.47	1.19	1.08	0.98	0.24
# of MH Admissions that were Readmissions within 30 days		11	21	12	19	10	15	30	118	
% of MH Admissions that were Readmissions within 30 days	o	6%	4%	7%	11%	13%	8%	14%	8.1%	3.2%
# of MH Inpatient Discharges		189	293	171	180	107	191	269	1,400	
MH Inpt Average Length of Stay (days)	o	6.4	8.5	6.6	4.2	4.0	9.3	7.9	7.1	1.90
# of SA Admissions to Community Psychiatric Inpatient		3	30	11	10	7	10	4	75	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.07	0.06	0.07	0.04	0.06	0.02	0.05	0.02
# of SA Admissions that were Readmissions within 30 days		1	3	3	1	2	0	0	10	
% of SA Admissions that were Readmissions within 30 days	o	33%	10%	27%	10%	29%	0%	0%	13%	12.9%
# of SA Inpatient Discharges		2	36	10	10	13	14	6	91	
SA Inpt Average Length of Stay (days)	o	4.5	6.4	3.9	3.6	3.9	7.0	3.5	5.3	1.32
Care Coordination		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	
# of MH and SA Readmits assigned to a Care Coordinator		12	23	15	20	12	15	28	125	
% of Readmits assigned to Care Coordination	85.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	93.3%	97.7%	
Emergency Dept Utilization (3 month lag)		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	
# of ED Admits for persons with MHDDSA diagnoses		302	1047	337	293	314	424	452	3,169	
Rate of ED Admits per 1,000 Medicaid Members	o	1.39	2.28	1.91	1.93	1.86	2.57	2.31	2.1	0.36
# of ED Admits for persons who are active consumers		105	580	96	167	98	165	236	1,447	
% of ED Admits that were for active consumers	o	35%	55%	28%	57%	31%	39%	52%	46%	11.1%
# of ED Admits which were readmissions within 30 days		53	239	38	44	39	78	35	526	
% of ED Admissions Readmitted within 30 days	o	18%	23%	11%	15%	12%	18%	8%	16.6%	4.7%
Authorization Requests		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	
Total Number of Auth Requests Received		3,395	7,068	2,186	3,866	2,385	2,945	3,167	25,012	
# Standard Auth. Request Decisions		2,939	5,813	1,704	3,617	1,808	2,426	2,101	20,408	
# Standard Auth Requests Processed in 14 Days		2,939	5,804	1,704	3,614	1,808	2,426	2,101	20,396	
% Processed in 14 Days	95.0%	100.0%	99.8%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		456	1,255	482	249	577	519	1,066	4,604	
# Expedited and Inpatient Auth Requests Processed in 3 Days		456	1,255	482	249	577	519	1,066	4,604	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

**October 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	224	135	251	104	99	96	936	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	3.2%	6.2%	6.5%	4.4%	3.4%	3.0%	3.7%	1.8%
# of Administrative Denials		13	0	35	42	2	9	90	191	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.6%	1.1%	0.1%	0.3%	2.8%	0.8%	1.0%
Total # of Auth Requests Denied		40	224	170	293	106	108	186	1,127	
% of Total Auth Requests Approved	o	98.8%	96.8%	92.2%	92.4%	95.6%	96.3%	94.1%	95.5%	2.2%
Number of Consumer Authorization Appeals received		6	35	4	38	15	28	28	154	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	1.3	0.4	3.4	1.4	2.1	2.1	1.5	1.00
Number of Authorizations overturned due to Consumer Appeals		1	5	-	4	-	5	-	15	
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15
Total # Clean Claim Received during Month (detail lines)		97,278	179,926	58,771	95,015	49,457	83,808	81,228	645,483	
Rate of Claims Rcpt per Person Served	o	5.7	6.6	5.9	8.6	4.8	6.3	6.1	6.3	1.07
# Paid		82,783	164,593	45,345	78,826	47,644	73,563	76,418	569,172	
# Denied		14,495	15,246	13,426	16,181	1,813	10,059	4,809	76,029	
# Pended or in Process			87	-	8	-	186	1	282	
Percent Denied	o	14.9%	8.5%	22.8%	17.0%	3.7%	12.0%	5.9%	11.8%	6.2%
# Paid or Denied within 30 Days		96,085	179,746	58,624	95,015	49,447	82,728	81,227	642,872	
Percent Processed within 30 Days	90.0%	98.8%	99.9%	99.7%	100.0%	100.0%	98.7%	100.0%	99.5%	0.6%
Avg # days for Processing (from Receipt to Payment)	o	8	8	7	9	9	9	7	8.1	0.76
Number of Provider claim Appeals received		2	3	0	0	0	24	0	29	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.1				1.8		0.3	0.80
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	5	0	5	
Complaints/Grievances		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17
Total number of complaints received (1 month prior)		55	41	6	17	17	28	39	203	
Rate of Complaints per 1,000 Persons Served	o	3.02	1.39	0.57	1.37	1.37	1.89	2.42	2.0	0.74
# Consumer complaints against provider		21	33	5	10	10	26	10	115	
% Consumer complaints against provider	o	38%	80%	83%	59%	59%	93%	26%	57%	22.9%
# Consumer complaints against LME/MCO		5	8	1	3	3	-	29	49	
% Consumer complaints against LME/MCO	o	9%	20%	17%	18%	18%	0%	74%	24%	22.2%
# Provider complaints against LME/MCO		2	0	-	1	-	1	-	4	
% Provider complaints against LME/MCO	o	4%	0%	0%	6%	0%	4%	0%	2%	2.3%
# of Other Types of Complaints		27	0	-	3	4	1	-	35	
# of Complaints Resolved in 30 Days		55	41	6	17	17	27	39	202	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	99.5%	
Program Integrity--Fraud, Waste and Abuse		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	26	13	11	1	7	8	70	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		22	22	13	32	19	73	3	184	
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		0	0	1	0	0	0	1	2	
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

October 2017 Report
LME/MCO:

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Oct-17	Oct 2017	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	
Persons Served										
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		3,350	3,623	1,614	1,730	1,777	3,040	2,522	17,656	
% of Uninsured Receiving MH Services	o	1.6%	1.1%	1.7%	1.8%	1.4%	2.6%	1.8%	1.6%	0.42%
# Persons Receiving SA Services		798	2,077	573	763	611	1,421	1,915	8,158	
% of Uninsured Receiving SA Services	o	0.4%	0.6%	0.6%	0.8%	0.5%	1.2%	1.4%	0.7%	0.35%
# Persons Receiving DD Services		748	910	458	432	480	637	305	3,970	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.5%	0.4%	0.4%	0.5%	0.2%	0.4%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		4,782	6,268	2,455	2,761	2,868	4,980	4,019	28,133	
% of Uninsured Receiving MH/DD/SA Services	o	2.3%	1.8%	2.6%	2.8%	2.3%	4.2%	2.9%	2.5%	0.69%
Community Psychiatric Hospitalization (1)										
# of MH Admissions to Community Psychiatric Inpatient		78	326	27	247	118	111	192	1,099	
Rate of MH Admissions per 1,000 Uninsured	o	0.37	0.96	0.28	2.51	0.94	0.93	1.41	0.98	0.69
# of MH Admissions that were Readmissions within 30 days		0	8	1	30	14	18	11	82	
% of MH Admissions that were Readmissions within 30 days	o	0%	2%	4%	12%	12%	16%	6%	7.5%	5.55%
# of MH Inpatient Discharges		76	162	39	244	125	121	194	961	
MH Inpt Average Length of Stay (days)	o	6.8	8.1	5.4	4.4	6.4	7.0	6.8	6.3	1.10
# of SA Admissions to Community Psychiatric Inpatient		0	41	2	19	54	21	47	184	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	0.02	0.19	0.43	0.18	0.34	0.16	0.15
# of SA Admissions that were Readmissions within 30 days		0	2	0	4	2	4	2	14	
% of SA Admissions that were Readmissions within 30 days	o		5%	0%	21%	4%	19%	4%	8%	8.1%
# of SA Inpatient Discharges		0	51	2	21	57	21	49	201	
SA Inpt Average Length of Stay (days)	o	-	7.4	4.5	4.4	4.0	4.1	6.1	5.4	2.12
Authorizations										
Total Number of Auth Requests Received		945	2,586	519	1,395	1,199	694	604	7,942	
# Standard Auth. Request Decisions		779	1,567	352	1,118	795	369	143	5,123	
# Standard Auth Requests Processed in 14 Days		779	1,567	352	1,118	795	369	143	5,123	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		166	1,019	167	277	404	325	461	2,819	
# Expedited and Inpatient Auth Requests Processed in 3 Days		166	1,018	167	277	404	325	461	2,818	
% Processed in 3 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		3	13	25	12	3	22	2	80	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.5%	4.8%	0.9%	0.3%	3.2%	0.3%	1.0%	1.7%
# of Administrative Denials		2	0	10	10	-	-	2	24	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	1.9%	0.7%	0.0%	0.0%	0.3%	0.3%	0.6%
Total # of Auth Requests Denied		5	13	35	22	3	22	4	104	
% of Total Auth Requests Approved	o	99%	99%	93%	98%	100%	97%	99%	99%	2.2%
Number of Consumer Authorization Appeals received		1	1	2	1	-	2	-	7	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.2	0.8	0.4	-	0.4	-	0.2	0.23
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	1	-	2	

LME/MCO Monthly Monitoring Report October 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
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	
Total # Clean Claim Received during Month (header)		22,476	30,142	12,403	19,792	6,849	22,541	19,667	133,870	
Rate of Claims Rcpt per Person Served	o	4.70	4.81	5.05	7.17	2.39	4.53	4.89	4.76	1.29
# Paid		17,748	25,732	10,040	16,576	6,691	18,332	18,407	113,526	
# Denied		4,728	4,409	2,363	3,216	158	4,001	1,260	20,135	
# Pended or in Process			1	-	-	-	208	-	209	
Percent Denied	o	21.0%	14.6%	19.1%	16.2%	2.3%	17.9%	6.4%	15.1%	6.4%
# Paid or Denied within 30 Days		21,885	30,140	12,403	19,792	6,849	21,886	19,667	132,622	
Percent Processed within 30 Days	90.0%	97.4%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	99.1%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.5	8.3	8.3	9.3	8.4	7.6	8.6	0.50
Complaints		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
Total number of complaints received (1 month prior)		8	4	3	5	4	9	4	37	
Rate of Complaints per 1,000 Persons Served	o	1.53	0.61	1.21	1.76	1.18	1.81	0.90	1.32	0.41
# Consumer complaints against provider		5	3	-	5	2	9	3	27	
% Consumer complaints against provider	o	63%	75%	0%	100%	50%	100%	75%	73%	31.8%
# Consumer complaints against LME/MCO		-	1		-	-	-	1	2	
% Consumer complaints against LME/MCO	o	0%	25%	0%	0%	0%	0%	25%	5%	11.3%
# Provider complaints against LME/MCO		-	0		-	-	-	-	-	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
# of Other Types of Complaints		3	0	3	-	2	-	-	8	
# of Complaints Resolved in 30 Days		8	4	3	5	4	9	4	37	
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.