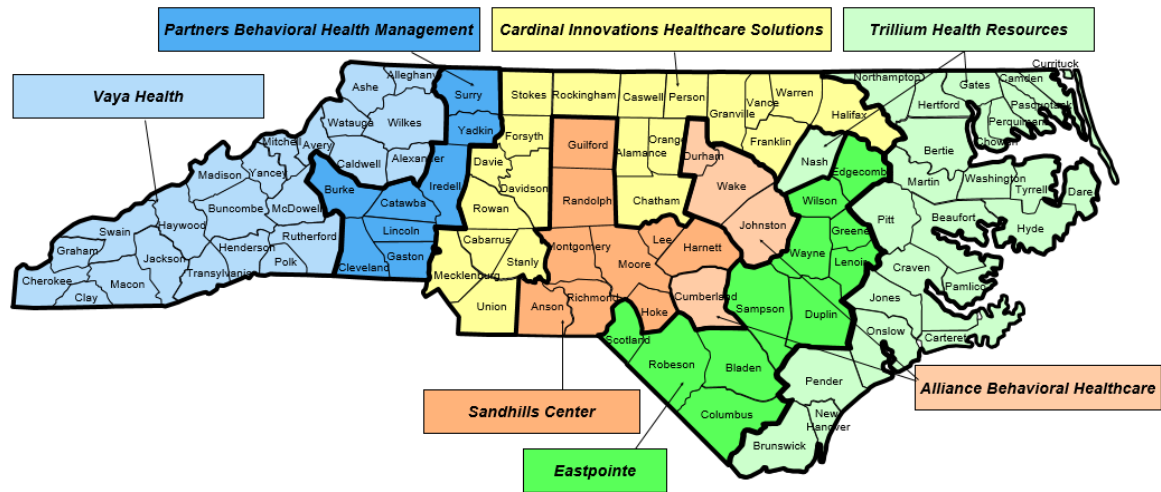


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations  
Administrative Functions Monitoring Report  
January 2018



Prepared by:

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Version: 2/26/18



# NC DHHS LME/MCO Performance Summary

January 2018 Report

2/28/2018

## 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	N	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	N	Y	Y	
% Answered within 30 seconds	95%	Y	Y	Y	Y	N	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

**DMA Care Coordination Measure - Vaya** - In December 2017, Vaya discontinued one method of identifying members who meet criteria for Care Coordination due to the manual, labor intensive method in which it was done in anticipation of a data driven mechanism that was in development. There were technical barriers that inhibited this process from being in production as soon as initially expected. This left the system to rely on the manual method, but without the same human resources as before. Due to the lack of the data driven process, this caused the numbers of members assigned to care coordination coming out of inpatient hospitals to fall below the benchmark. This data driven tool is now in production and is being used to identify these members and assign them to care coordination immediately. Vaya expects the members who are rapid readmissions assigned to care coordination to increase with the use of this tool.

**Call Center Measures - Sandhills** - In January 2018, due to the inclement weather a larger number of calls were abandoned. Please note, most of these calls were not actually abandoned, but rolled over to Cardinal Innovations Healthcare, our call (STR) rollover vendor. The number of calls answered, is lower due to the higher number of abandoned calls.

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

January 2018 Report

2/28/2018

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)		4,786	5,141	2,777	2,862	2,748	3,894	2,033	24,241	
# of Calls Abandoned		28	103	58	10	156	58	41	454	
% of calls Abandoned	<5%	0.6%	2.0%	2.1%	0.3%	5.7%	1.5%	2.0%	1.9%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	4.0	8.0	5.0	5.7	1.40
# of Calls Answered within 30 seconds		4,652	5,038	2,767	2,792	2,592	3825	1,981	23,647	
% Answered within 30 seconds	95%	97.2%	98.0%	99.6%	97.6%	94.3%	98.2%	97.4%	97.5%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,158	3,363	622	1,043	1,569	1,358	1,003	12,116	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,121	3,293	621	968	1,494	1,345	1,003	11,845	
% 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		-	206	1	69	14	58	-	348	
% of Persons waiting for residential services	o	0%	6%	0%	7%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP		-	208	-	27	61	-	-	296	
% of Persons waiting for ADVP	o	0%	6%	0%	3%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	-	-	3	-	0	-	3	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.3%	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		391	809	52	137	475	235	246	2,345	
% of Persons on Waitlist receiving B3 Services	o	12%	24%	8%	13%	30%	17%	25%	19%	7%
# of Persons on Waitlist receiving State Services		667	592	160	174	161	383	131	2,268	
% of Persons on Waitlist receiving State Services	o	21%	18%	26%	17%	10%	28%	13%	19%	6%
# of Persons on Waitlist receiving State and/or B3 services (undup)		759	1,251	212	257	636	483	344	3,942	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	37%	34%	25%	41%	36%	34%	33%	6%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,399	2,112	410	786	933	875	659	8,174	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	63%	66%	75%	59%	64%	66%	67%	6%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		157	350	75	179	143	251	90	1,245	
Number of Level 3 Critical Incident Reports received *		25	53	16	20	30	36	16	196	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		904	1,553	736	592	562	679	781	5,807	
Number of individuals in Transition Planning process		73	75	11	27	23	9	8	226	
Number of Individuals Housed - Total		219	524	176	252	208	227	244	1,850	
<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%	4.7%	5.2%	1.3%	4.1%	7.8%	4.6%	4.5%	4.7%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	3.5%	5.7%	1.3%	2.7%	4.2%	6.8%	2.9%	4.1%	2%

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

\*\* DMH - As of 1/3/2018 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**

**January 2018 Report  
LME/MCO:**

2/28/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Persons Served</b>		Jan 2018	Jan 2018	Jan 2018	Jan 2018	Jan 2018	Jan 2018	Jan 2018	Jan 2018	
Unduplicated Count of Medicaid Members		219,170	434,012	171,182	141,097	171,146	160,657	195,712	<b>1,492,976</b>	
# Persons Receiving MH Services		13,804	19,803	6,895	8,754	7,413	9,156	9,841	<b>75,666</b>	
% of Members Receiving MH Services	o	<b>6.3%</b>	<b>4.6%</b>	<b>4.0%</b>	<b>6.2%</b>	<b>4.3%</b>	<b>5.7%</b>	<b>5.0%</b>	<b>5.1%</b>	0.8%
# Persons Receiving SA Services		1,230	3,152	1,276	1,505	1,242	1,497	1,368	<b>11,270</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>0.9%</b>	<b>0.7%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		3,013	6,078	1,527	2,272	1,759	2,045	2,720	<b>19,414</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.4%</b>	<b>0.9%</b>	<b>1.6%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.4%</b>	<b>1.3%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,505	26,786	8,895	11,952	10,414	12,387	12,518	<b>100,457</b>	
% of Members Receiving MH/DD/SA Services	o	<b>8.0%</b>	<b>6.2%</b>	<b>5.2%</b>	<b>8.5%</b>	<b>6.1%</b>	<b>7.7%</b>	<b>6.4%</b>	<b>6.7%</b>	1.1%
<b>Community Psychiatric Hospitalization</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
# of MH Admissions to Community Psychiatric Inpatient		175	501	159	177	103	189	235	<b>1,539</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.80	1.15	0.93	1.25	0.60	1.18	1.20	<b>1.03</b>	0.23
# of MH Admissions that were Readmissions within 30 days		21	29	22	34	15	27	36	<b>184</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>12.0%</b>	<b>5.8%</b>	<b>13.8%</b>	<b>19.2%</b>	<b>14.6%</b>	<b>14.3%</b>	<b>15.3%</b>	<b>12.0%</b>	3.8%
# of MH Inpatient Discharges		180	369	163	164	124	168	273	<b>1,441</b>	
MH Inpt Average Length of Stay (days)	o	6.7	8.9	6.5	4.5	4.5	10.4	6.4	<b>7.2</b>	2.01
# of SA Admissions to Community Psychiatric Inpatient		8	33	7	16	25	11	4	<b>104</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.04	0.08	0.04	0.11	0.15	0.07	0.02	<b>0.07</b>	0.04
# of SA Admissions that were Readmissions within 30 days		2	4	0	3	3	2	0	<b>14</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>25%</b>	<b>12%</b>	<b>0%</b>	<b>19%</b>	<b>12%</b>	<b>18%</b>	<b>0%</b>	<b>13%</b>	8.8%
# of SA Inpatient Discharges		8	39	9	13	25	13	6	<b>113</b>	
SA Inpt Average Length of Stay (days)	o	7.0	5.4	5.0	4.5	3.6	7.2	3.5	<b>5.1</b>	1.38
<b>Care Coordination</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
# of MH and SA Readmits assigned to a Care Coordinator		21	30	22	37	18	24	35	<b>187</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>91.3%</b>	<b>90.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>82.8%</b>	<b>97.2%</b>	<b>94.4%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	
# of ED Admits for persons with MHDDSA diagnoses		329	1137	336	309	351	328	416	<b>3,206</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.49	2.48	1.93	2.06	2.06	2.01	2.11	2.1	0.27
# of ED Admits for persons who are active consumers		107	591	90	168	121	117	206	<b>1,400</b>	
% of ED Admits that were for active consumers	o	<b>33%</b>	<b>52%</b>	<b>27%</b>	<b>54%</b>	<b>34%</b>	<b>36%</b>	<b>50%</b>	<b>44%</b>	10.1%
# of ED Admits which were readmissions within 30 days		45	245	33	48	58	60	30	<b>519</b>	
% of ED Admissions Readmitted within 30 days	o	<b>14%</b>	<b>22%</b>	<b>10%</b>	<b>16%</b>	<b>17%</b>	<b>18%</b>	<b>7%</b>	<b>16.2%</b>	4.5%
<b>Authorization Requests</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
Total Number of Auth Requests Received		4,707	7,374	2,070	3,874	2,641	2,939	3,179	<b>26,784</b>	
# Standard Auth. Request Decisions		4,040	5,964	1,647	3,651	2,030	2,422	2,154	<b>21,908</b>	
# Standard Auth Requests Processed in 14 Days		4,023	5,955	1,646	3,637	2,030	2,422	2,154	<b>21,867</b>	
% Processed in 14 Days	95.0%	<b>99.6%</b>	<b>99.8%</b>	<b>99.9%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		667	1,410	423	223	611	517	1,025	<b>4,876</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		665	1,399	423	223	611	517	1,023	<b>4,861</b>	
% Processed in 3 Days	95.0%	<b>99.7%</b>	<b>99.2%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>99.7%</b>	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.6%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.8%</b>	0.2%

**MCO Monthly Monitoring Report  
Medicaid Only**

**January 2018 Report  
LME/MCO:**

2/28/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		57	153	91	187	75	39	207	809	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	2.1%	4.4%	4.8%	2.8%	1.3%	6.5%	3.0%	1.8%
# of Administrative Denials		40	0	32	49	-	18	94	233	
% of Total Auth Requests Denied for Admin Reasons	o	0.8%	0.0%	1.5%	1.3%	0.0%	0.6%	3.0%	0.9%	1.0%
Total # of Auth Requests Denied		97	153	123	236	75	57	301	1,042	
% of Total Auth Requests Approved	o	97.9%	97.9%	94.1%	93.9%	97.2%	98.1%	90.5%	96.1%	2.7%
Number of Consumer Authorization Appeals received		7	18	12	19	14	10	13	93	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	0.7	1.3	1.6	1.3	0.8	1.0	0.9	0.39
Number of Authorizations overturned due to Consumer Appeals		2	3	-	1	4	1	-	11	
<b>Claims</b>		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15
Total # Clean Claim Received during Month (detail lines)		87,316	160,357	47,806	86,755	42,889	83,885	73,831	582,839	
Rate of Claims Rcpt per Person Served	o	5.0	6.0	5.4	7.3	4.1	6.8	5.9	5.8	0.98
# Paid		78,435	145,563	42,625	76,701	41,527	72,970	68,063	525,884	
# Denied		8,881	14,794	5,181	10,051	1,362	10,794	5,766	56,829	
# Pended or in Process		-	0	-	3	-	121	2	126	
Percent Denied	o	10.2%	9.2%	10.8%	11.6%	3.2%	12.9%	7.8%	9.8%	2.9%
# Paid or Denied within 30 Days		85,914	160,346	46,786	86,755	42,889	81,696	73,829	578,215	
Percent Processed within 30 Days	90.0%	98.4%	100.0%	97.9%	100.0%	100.0%	97.4%	100.0%	98.9%	1.1%
Avg # days for Processing (from Receipt to Payment)	o	9	9	10	9	11	11	10	9.7	0.77
Number of Provider claim Appeals received		18	2	0	0	0	35	1	56	
Rate of Provider Claim appeals per 1,000 persons served	o	1.0	0.1				2.8	0.1	0.6	1.12
Number of claim denials overturned due to Provider Appeals		10	0	0	0	0	5	0	15	
<b>Complaints/Grievances</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17
Total number of complaints received (1 month prior)		44	25	6	17	13	17	12	134	
Rate of Complaints per 1,000 Persons Served	o	2.43	0.85	0.59	1.31	1.08	1.18	0.75	1.3	0.56
# Consumer complaints against provider		15	17	3	14	10	14	6	79	
% Consumer complaints against provider	o	34%	68%	50%	82%	77%	82%	50%	59%	17.5%
# Consumer complaints against LME/MCO		2	8	2	1	1	2	6	22	
% Consumer complaints against LME/MCO	o	5%	32%	33%	6%	8%	12%	50%	16%	16.4%
# Provider complaints against LME/MCO		1	0	-	2	-	1	-	4	
% Provider complaints against LME/MCO	o	2%	0%	0%	12%	0%	6%	0%	3%	4.2%
# of Other Types of Complaints		26	0	1		2	-	-	29	
# of Complaints Resolved in 30 Days		43	25	6	17	13	17	12	133	
Percent of Complaints resolved in 30 days	90.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	10	10	9	3	7	6	49	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		28	34	3	46	9	83	6	209	
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	8	0	1	1	0	12	
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**

**January 2018 Report**  
**LME/MCO:**

2/28/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Persons Served</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
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		3,372	3,165	1,452	1,731	1,717	2,055	2,369	<b>15,861</b>	
% of Uninsured Receiving MH Services	o	1.6%	0.9%	1.5%	1.8%	1.4%	1.7%	1.7%	1.4%	0.27%
# Persons Receiving SA Services		1,170	2,027	525	750	687	1,285	1,843	<b>8,287</b>	
% of Uninsured Receiving SA Services	o	0.6%	0.6%	0.6%	0.8%	0.6%	1.1%	1.3%	0.7%	0.29%
# Persons Receiving DD Services		750	942	433	467	545	362	282	<b>3,781</b>	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.5%	0.5%	0.4%	0.3%	0.2%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		5,164	5,865	2,210	2,789	2,949	3,635	3,779	<b>26,391</b>	
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	1.7%	2.3%	2.8%	2.4%	3.1%	2.8%	2.4%	0.40%
<b>Community Psychiatric Hospitalization (1)</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
# of MH Admissions to Community Psychiatric Inpatient		75	344	25	263	102	129	201	<b>1,139</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.36	1.01	0.26	2.67	0.82	1.09	1.47	1.01	0.75
# of MH Admissions that were Readmissions within 30 days		0	14	0	25	10	17	23	<b>89</b>	
% of MH Admissions that were Readmissions within 30 days	o	0%	4%	0%	10%	10%	13%	11%	7.8%	5.05%
# of MH Inpatient Discharges		75	213	31	260	111	133	219	<b>1,042</b>	
MH Inpt Average Length of Stay (days)	o	6.8	7.4	6.0	4.8	5.5	10.1	6.7	6.7	1.58
# of SA Admissions to Community Psychiatric Inpatient		0	34	1	30	49	12	35	<b>161</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.10	0.01	0.30	0.39	0.10	0.26	0.14	0.14
# of SA Admissions that were Readmissions within 30 days		0	1	0	3	0	2	1	<b>7</b>	
% of SA Admissions that were Readmissions within 30 days	o		3%	0%	10%	0%	17%	3%	4%	6.0%
# of SA Inpatient Discharges		0	32	1	39	52	21	34	<b>179</b>	
SA Inpt Average Length of Stay (days)	o	-	6.8	4.0	4.8	3.6	7.8	6.0	5.4	2.37
<b>Authorizations</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
Total Number of Auth Requests Received		1,208	2,619	484	1,750	1,152	794	686	<b>8,693</b>	
# Standard Auth. Request Decisions		933	1,624	315	1,402	762	483	193	<b>5,712</b>	
# Standard Auth Requests Processed in 14 Days		933	1,624	315	1,401	762	483	193	<b>5,711</b>	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		275	995	169	348	390	311	493	<b>2,981</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		275	993	169	348	390	311	493	<b>2,979</b>	
% Processed in 3 Days	95.0%	100.0%	99.8%	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%	99.9%	100.0%	100.0%	100.0%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		9	11	14	2	6	9	14	<b>65</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	0.4%	2.9%	0.1%	0.5%	1.1%	2.0%	0.7%	0.9%
# of Administrative Denials		-	0	5	28	-	1	6	<b>40</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	1.0%	1.6%	0.0%	0.1%	0.9%	0.5%	0.6%
Total # of Auth Requests Denied		9	11	19	30	6	10	20	<b>105</b>	
% of Total Auth Requests Approved	o	99%	100%	96%	98%	99%	99%	97%	99%	1.2%
Number of Consumer Authorization Appeals received		-	1	1		1	2	-	<b>5</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.2	0.5		0.3	0.6		0.2	0.14
Number of Authorizations overturned due to Consumer Appeals		-	0	-		-	-	-	-	

<b>LME/MCO Monthly Monitoring Report</b>		<b>January 2018 Report</b>								<b>2/28/2018</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>	
<b>Claims</b>		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15		
<b>Total # Clean Claim Received during Month (header)</b>		<b>21,180</b>	<b>27,129</b>	<b>8,952</b>	<b>14,768</b>	<b>6,759</b>	<b>21,126</b>	<b>16,437</b>	116,351		
Rate of Claims Rcpt per Person Served	o	4.10	4.63	4.05	5.30	2.29	5.81	4.35	4.41	1.03	
# Paid		18,299	25,316	8,202	13,149	6,542	17,642	14,441	103,591		
# Denied		2,881	1,813	750	1,619	217	3,482	1,996	12,758		
# Pended or in Process			0	-		-	2	-	2		
Percent Denied	o	13.6%	6.7%	8.4%	11.0%	3.2%	16.5%	12.1%	11.0%	4.1%	
# Paid or Denied within 30 Days		20,963	27,129	8,802	14,768	6,759	20,350	16,437	115,208		
Percent Processed within 30 Days	90.0%	99.0%	100.0%	98.3%	100.0%	100.0%	96.3%	100.0%	99.0%	0.01	
Avg # days for Processing (from Receipt to Payment )	o	9.0	9.4	11.2	8.7	11.4	11.2	10.1	10.2	1.06	
<b>Complaints</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17		
<b>Total number of complaints received (1 month prior)</b>		<b>8</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>6</b>	33		
Rate of Complaints per 1,000 Persons Served	o	1.54	0.16	1.83	1.69	0.59	1.39	1.39	1.25	0.57	
# Consumer complaints against provider		4	1	1		1	6	3	16		
% Consumer complaints against provider	o	50%	100%	20%		50%	100%	50%	48%	29.1%	
# Consumer complaints against LME/MCO		-	0	-		-	-	-	-		
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%	
# Provider complaints against LME/MCO		-	0	1		-	-	-	1		
% Provider complaints against LME/MCO	o	0%	0%	20%	0%	0%	0%	0%	3%	7.0%	
# of Other Types of Complaints		4	0	3	5	1	-	3	16		
# of Complaints Resolved in 30 Days		8	1	5	5	2	5	6	32		
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	97.0%	0.06	
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.