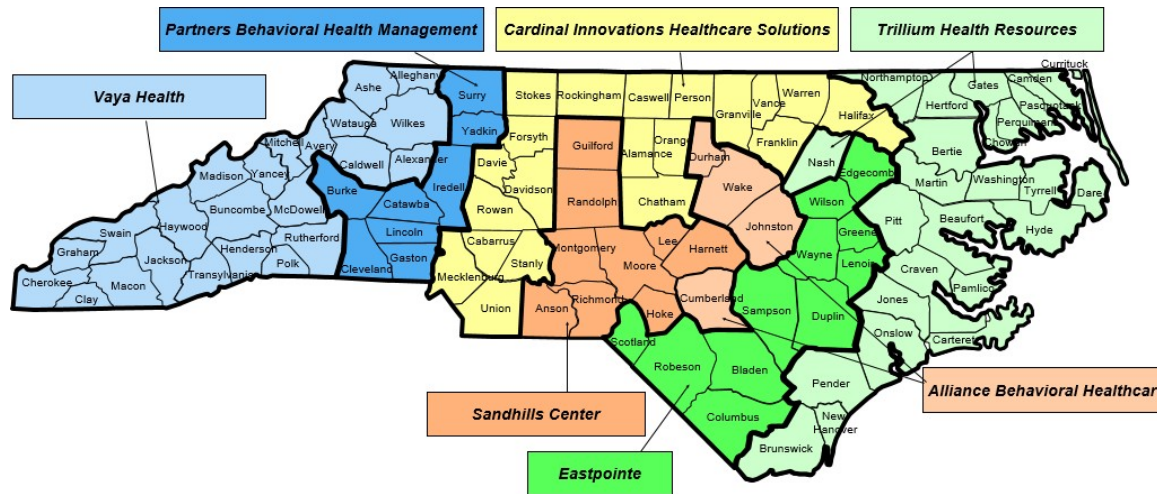


**North Carolina Department of Health and Human  
Services Division of Mental Health, Developmental  
Disabilities, And Substance Abuse Services**

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



Prepared by:

Quality Management Section  
Division of Mental Health, Developmental Disabilities, and Substance Abuse  
Services North Carolina Department of Health and Human Services  
3004 Mail Services Center, Raleigh, NC 27699-3004  
(919) 733-0696  
[ContactDMHQuality@dhhs.nc.gov](mailto:ContactDMHQuality@dhhs.nc.gov)

Version: 4/4/18



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

February 2018 Report

3/27/2018

## Meets Standards?

DMA Performance Measures	Standard	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

**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**

February 2018 Report

3/27/2018

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)		4,749	4,806	2,781	2,873	2,544	3,417	1,894	23,064	
# of Calls Abandoned		37	110	58	27	60	105	33	430	
% of calls Abandoned	<5%	0.8%	2.3%	2.1%	0.9%	2.4%	3.1%	1.7%	1.9%	
Avg Speed to Answer Calls (seconds)	o	5.0	5.0	4.0	7.0	6.0	8.0	5.0	5.7	1.28
# of Calls Answered within 30 seconds		4,672	4,688	2,772	2,846	2,484	3304	1,853	22,619	
% Answered within 30 seconds	95%	98.4%	97.5%	99.7%	99.1%	97.6%	96.7%	97.8%	98.1%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,177	3,371	616	1,025	1,589	1,351	986	12,115	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,140	3,306	611	942	1,502	1,337	986	11,824	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	99%	92%	95%	99%	100%	98%	3%
# of Persons waiting for residential services		-	207	5	76	17	58	-	363	
% of Persons waiting for residential services	o	0%	6%	1%	7%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP		-	201	-	26	70	-	-	297	
% of Persons waiting for ADVP	o	0%	6%	0%	3%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	-	-	4	-	0	-	4	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.4%	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		387	792	53	138	469	238	250	2,327	
% of Persons on Waitlist receiving B3 Services	o	12%	23%	9%	13%	30%	18%	25%	19%	7%
# of Persons on Waitlist receiving State Services		682	579	160	169	161	330	132	2,213	
% of Persons on Waitlist receiving State Services	o	21%	17%	26%	16%	10%	24%	13%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		771	1,224	213	255	630	428	349	3,870	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	36%	35%	25%	40%	32%	35%	32%	5%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,406	2,147	403	770	959	923	637	8,245	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	64%	65%	75%	60%	68%	65%	68%	5%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		208	352	71	199	119	279	129	1,357	
Number of Level 3 Critical Incident Reports received *		24	55	14	16	14	14	22	159	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		948	1,589	702	596	553	686	796	5,870	
Number of individuals in Transition Planning process		65	75	18	27	24	12	8	229	
Number of Individuals Housed - Total		228	543	179	259	215	233	251	1,908	
<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%	2.3%	6.5%	1.2%	2.1%	3.9%	4.4%	3.6%	3.9%	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 m Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**February 2018 Report  
LME/MCO:**

3/27/2018

<b>Monitoring Area</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>
		Feb 2018	Feb 2018	Feb 2018	Feb 2018	Feb 2018	Feb 2018	Feb 2018	Feb 2018	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		224,695	436,642	171,595	142,772	172,604	160,005	198,216	<b>1,506,529</b>	
# Persons Receiving MH Services		13,249	20,810	7,468	8,454	7,797	10,017	10,833	<b>78,628</b>	
% of Members Receiving MH Services	o	<b>5.9%</b>	<b>4.8%</b>	<b>4.4%</b>	<b>5.9%</b>	<b>4.5%</b>	<b>6.3%</b>	<b>5.5%</b>	<b>5.2%</b>	0.7%
# Persons Receiving SA Services		1,233	3,170	1,369	1,454	1,274	1,744	1,546	<b>11,790</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.8%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,933	6,370	1,895	2,296	1,877	2,016	2,787	<b>20,174</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>1.6%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.4%</b>	<b>1.3%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		16,899	28,029	9,905	11,663	10,948	13,443	13,543	<b>104,430</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.5%</b>	<b>6.4%</b>	<b>5.8%</b>	<b>8.2%</b>	<b>6.3%</b>	<b>8.4%</b>	<b>6.8%</b>	<b>6.9%</b>	0.9%
<b>Community Psychiatric Hospitalization</b>										
# of MH Admissions to Community Psychiatric Inpatient		179	403	137	139	124	190	245	<b>1,417</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.80	0.92	0.80	0.97	0.72	1.19	<b>1.24</b>	<b>0.94</b>	0.19
# of MH Admissions that were Readmissions within 30 days		15	26	16	24	13	25	35	<b>154</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8.4%</b>	<b>6.5%</b>	<b>11.7%</b>	<b>17.3%</b>	<b>10.5%</b>	<b>13.2%</b>	<b>14.3%</b>	<b>10.9%</b>	3.4%
# of MH Inpatient Discharges		196	357	158	146	144	200	253	<b>1,454</b>	
MH Inpt Average Length of Stay (days)	o	6.6	9.7	7.2	4.0	5.2	11.2	6.1	<b>7.6</b>	2.33
# of SA Admissions to Community Psychiatric Inpatient		7	43	10	9	17	7	6	<b>99</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.10	0.06	0.06	0.10	0.04	0.03	<b>0.07</b>	0.03
# of SA Admissions that were Readmissions within 30 days		0	1	1	1	1	1	0	<b>5</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>2%</b>	<b>10%</b>	<b>11%</b>	<b>6%</b>	<b>14%</b>	<b>0%</b>	<b>5%</b>	5.3%
# of SA Inpatient Discharges		8	37	10	9	18	6	5	<b>93</b>	
SA Inpt Average Length of Stay (days)	o	6.4	4.6	5.5	3.7	4.7	7.7	6.0	<b>5.1</b>	1.23
<b>Care Coordination</b>										
# of MH and SA Readmits assigned to a Care Coordinator		14	27	17	25	14	25	33	<b>155</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>93.3%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>96.2%</b>	<b>94.3%</b>	<b>97.5%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>										
# of ED Admits for persons with MHDDSA diagnoses		288	1030	295	237	347	313	343	<b>2,853</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	<b>1.29</b>	2.25	1.69	1.58	2.02	1.91	1.72	1.9	0.29
# of ED Admits for persons who are active consumers		85	549	83	127	119	107	187	<b>1,257</b>	
% of ED Admits that were for active consumers	o	<b>30%</b>	<b>53%</b>	<b>28%</b>	<b>54%</b>	<b>34%</b>	<b>34%</b>	<b>55%</b>	<b>44%</b>	11.2%
# of ED Admits which were readmissions within 30 days		38	201	42	23	55	38	17	<b>414</b>	
% of ED Admissions Readmitted within 30 days	o	<b>13%</b>	<b>20%</b>	<b>14%</b>	<b>10%</b>	<b>16%</b>	<b>12%</b>	<b>5%</b>	<b>14.5%</b>	4.3%
<b>Authorization Requests</b>										
Total Number of Auth Requests Received		4,114	7,366	2,009	4,069	2,586	2,691	3,292	<b>26,127</b>	
# Standard Auth. Request Decisions		3,507	6,211	1,587	3,884	1,965	2,162	2,305	<b>21,621</b>	
# Standard Auth Requests Processed in 14 Days		3,481	6,207	1,587	3,884	1,965	2,162	2,305	<b>21,591</b>	
% Processed in 14 Days	95.0%	<b>99.3%</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>99.9%</b>	0.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		607	1,155	422	185	621	529	987	<b>4,506</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		604	1,149	422	184	621	529	978	<b>4,487</b>	
% Processed in 3 Days	95.0%	<b>99.5%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.1%</b>	<b>99.6%</b>	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.3%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>99.8%</b>	0.3%

**MCO Monthly Monitoring Report  
Medicaid Only**

**February 2018 Report  
LME/MCO:**

3/27/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		54	169	104	214	74	41	281	937	
% of Total Auth Requests Denied for Clinical Reasons	o	1.3%	2.3%	5.2%	5.3%	2.9%	1.5%	8.5%	3.6%	2.4%
# of Administrative Denials		27	0	22	33	-	17	91	190	
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	1.1%	0.8%	0.0%	0.6%	2.8%	0.7%	0.9%
Total # of Auth Requests Denied		81	169	126	247	74	58	372	1,127	
% of Total Auth Requests Approved	o	98.0%	97.7%	93.7%	93.9%	97.1%	97.8%	88.7%	95.7%	3.2%
Number of Consumer Authorization Appeals received		10	30	12	22	8	11	20	113	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.6	1.1	1.2	1.9	0.7	0.8	1.5	1.1	0.42
Number of Authorizations overturned due to Consumer Appeals		1	2	-	-	2	2	2	9	
<b>Claims</b>		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
Total # Clean Claim Received during Month (detail lines)		106,102	195,048	61,584	81,615	53,035	94,780	97,143	689,307	
Rate of Claims Rcpt per Person Served	o	6.3	7.0	6.2	7.0	4.8	7.1	7.2	6.6	0.76
# Paid		97,158	181,202	54,718	70,558	51,407	82,438	91,434	628,915	
# Denied		8,944	13,846	6,865	11,052	1,628	11,841	5,708	59,884	
# Pended or in Process			0	1	5	-	501	1	508	
Percent Denied	o	8.4%	7.1%	11.1%	13.5%	3.1%	12.6%	5.9%	8.7%	3.5%
# Paid or Denied within 30 Days		104,977	195,048	61,214	81,615	53,035	89,606	97,142	682,637	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.4%	100.0%	100.0%	94.5%	100.0%	98.8%	2.0%
Avg # days for Processing (from Receipt to Payment )	o	7	8	9	9	9	8	7	8.0	0.81
Number of Provider claim Appeals received		4	2	5	0	0	22	1	34	
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.1	0.5			1.6	0.1	0.3	0.59
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	5	0	6	
<b>Complaints/Grievances</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
Total number of complaints received (1 month prior)		60	42	4	13	28	30	17	194	
Rate of Complaints per 1,000 Persons Served	o	3.23	1.40	0.38	1.00	2.26	2.00	1.04	1.9	0.88
# Consumer complaints against provider		24	30	3	11	14	17	11	110	
% Consumer complaints against provider	o	40%	71%	75%	85%	50%	57%	65%	57%	14.3%
# Consumer complaints against LME/MCO		5	12	-	-	7	10	5	39	
% Consumer complaints against LME/MCO	o	8%	29%	0%	0%	25%	33%	29%	20%	13.5%
# Provider complaints against LME/MCO		-	0	1	-	2	2	-	5	
% Provider complaints against LME/MCO	o	0%	0%	25%	0%	7%	7%	0%	3%	8.5%
# of Other Types of Complaints		31	0	-	2	5	1	1	40	
# of Complaints Resolved in 30 Days		60	42	4	13	28	29	17	193	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.7%	100.0%	99.5%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	9	10	19	8	3	8	63	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		26	29	9	49	6	85	7	211	
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	0	1	1	0	6	10	

Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecut Blue highlights indicate possible outliers.

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

**February 2018 Report**  
**LME/MCO:**

3/27/2018

<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>
		Feb-18	Feb 2018	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	
<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		3,206	3,376	1,568	1,603	1,807	2,308	2,520	<b>16,388</b>	
% of Uninsured Receiving MH Services	o	1.5%	1.0%	1.7%	1.6%	1.4%	1.9%	1.8%	1.5%	0.29%
# Persons Receiving SA Services		1,162	2,108	586	751	692	1,315	1,862	<b>8,476</b>	
% of Uninsured Receiving SA Services	o	0.6%	0.6%	0.6%	0.8%	0.6%	1.1%	1.4%	0.8%	0.29%
# Persons Receiving DD Services		695	930	502	461	546	370	296	<b>3,800</b>	
% of Uninsured Receiving DD Services	o	0.3%	0.3%	0.5%	0.5%	0.4%	0.3%	0.2%	0.3%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		4,941	6,131	2,417	2,664	3,045	3,925	3,975	<b>27,098</b>	
% of Uninsured Receiving MH/DD/SA Services	o	2.4%	1.8%	2.5%	2.7%	2.4%	3.3%	2.9%	2.4%	0.43%
<b>Community Psychiatric Hospitalization (1)</b>		Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	
# of MH Admissions to Community Psychiatric Inpatient		91	275	32	207	95	103	180	<b>983</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.43	0.81	0.34	2.10	0.76	0.87	1.32	0.88	0.56
# of MH Admissions that were Readmissions within 30 days		2	10	0	36	12	10	16	<b>86</b>	
% of MH Admissions that were Readmissions within 30 days	o	2%	4%	0%	17%	13%	10%	9%	8.7%	5.73%
# of MH Inpatient Discharges		88	155	46	190	78	110	199	<b>866</b>	
MH Inpt Average Length of Stay (days)	o	6.8	7.5	6.3	4.5	5.4	9.4	6.4	6.5	1.45
# of SA Admissions to Community Psychiatric Inpatient		0	37	1	18	41	21	26	<b>144</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.11	0.01	0.18	0.33	0.18	0.19	0.13	0.11
# of SA Admissions that were Readmissions within 30 days		0	0	0	3	2	3	1	<b>9</b>	
% of SA Admissions that were Readmissions within 30 days	o		0%	0%	17%	5%	14%	4%	6%	6.6%
# of SA Inpatient Discharges		0	27	1	27	40	19	29	<b>143</b>	
SA Inpt Average Length of Stay (days)	o	-	7.9	3.0	4.5	3.5	6.2	6.1	5.4	2.40
<b>Authorizations</b>		Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	
Total Number of Auth Requests Received		1,261	2,365	431	1,840	1,060	617	634	<b>8,208</b>	
# Standard Auth. Request Decisions		992	1,522	271	1,587	749	381	207	<b>5,709</b>	
# Standard Auth Requests Processed in 14 Days		991	1,522	271	1,587	749	381	207	<b>5,708</b>	
% Processed in 14 Days	95.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		269	843	160	253	311	236	427	<b>2,499</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		269	843	160	253	310	236	427	<b>2,498</b>	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		5	4	18	7	8	3	25	<b>70</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.2%	4.2%	0.4%	0.8%	0.5%	3.9%	0.9%	1.6%
# of Administrative Denials		-	1	5	5	-	-	5	<b>16</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	1.2%	0.3%	0.0%	0.0%	0.8%	0.2%	0.4%
Total # of Auth Requests Denied		5	5	23	12	8	3	30	<b>86</b>	
% of Total Auth Requests Approved	o	100%	100%	95%	99%	99%	100%	95%	99%	2.1%
Number of Consumer Authorization Appeals received		-	0	1		1	1	-	<b>3</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o			0.4		0.3	0.3		0.1	0.06
Number of Authorizations overturned due to Consumer Appeals		-	0	-		-	-	-	-	

**LME/MCO Monthly Monitoring Report** February 2018 Report  
**State/Federal Block Grant Only** LME/MCO: 3/27/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Claims</b>		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>30,193</b>	<b>34,023</b>	<b>12,741</b>	<b>15,026</b>	<b>7,706</b>	<b>24,192</b>	<b>23,388</b>	147,269	
Rate of Claims Rcpt per Person Served	o	6.11	5.55	5.27	5.64	2.53	6.16	5.88	5.43	1.17
# Paid		27,598	31,104	11,738	13,213	7,557	19,326	21,952	132,488	
# Denied		2,595	2,919	1,003	1,813	149	4,861	1,436	14,776	
# Pended or in Process			0	-	-	-	5	-	5	
Percent Denied	o	8.6%	8.6%	7.9%	12.1%	1.9%	20.1%	6.1%	10.0%	5.2%
# Paid or Denied within 30 Days		29,444	34,023	12,741	15,026	7,705	22,816	23,388	145,143	
Percent Processed within 30 Days	90.0%	97.5%	100.0%	100.0%	100.0%	100.0%	94.3%	100.0%	98.6%	0.02
Avg # days for Processing (from Receipt to Payment )	o	7.0	8.4	7.0	8.5	9.8	8.1	7.5	8.1	0.91
<b>Complaints</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18
<b>Total number of complaints received (1 month prior)</b>		<b>10</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>5</b>	40	
Rate of Complaints per 1,000 Persons Served	o	1.79	1.03	1.62	1.32	0.57	1.73	1.10	1.48	0.41
# Consumer complaints against provider		4	5	1	1	1	4	4	20	
% Consumer complaints against provider	o	40%	71%	25%	25%	50%	50%	80%	50%	19.6%
# Consumer complaints against LME/MCO		1	1	-	-	-	2	-	4	
% Consumer complaints against LME/MCO	o	10%	14%	0%	0%	0%	25%	0%	10%	9.1%
# Provider complaints against LME/MCO		1	0	1	2	-	1	1	6	
% Provider complaints against LME/MCO	o	10%	0%	25%	50%	0%	13%	20%	15%	16.1%
# of Other Types of Complaints		4	1	2	1	1	1	-	10	
<b># of Complaints Resolved in 30 Days</b>		<b>10</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>5</b>	40	
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 conser; 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.