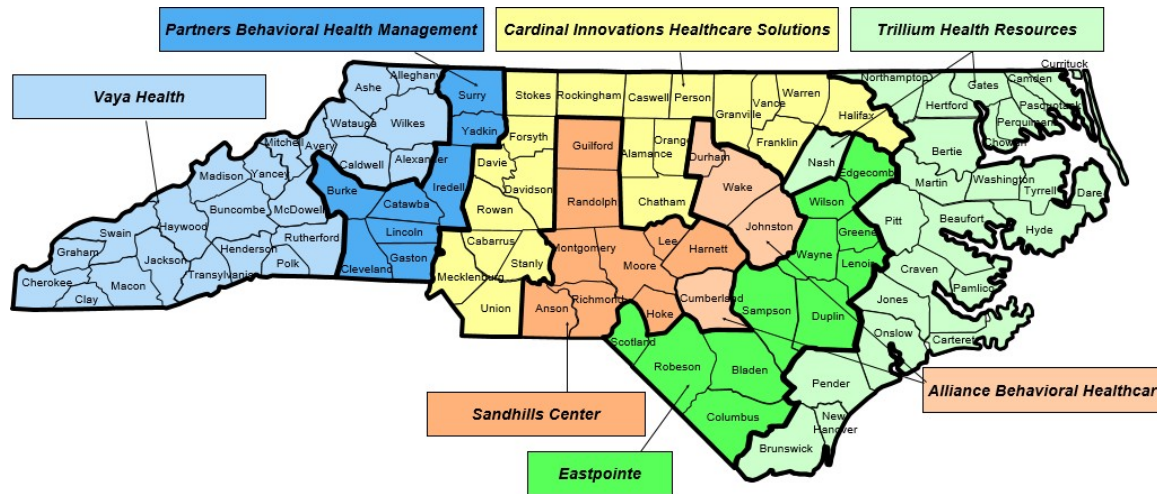


# North Carolina Department of Health and Human Services Division of Mental Health, Developmental Disabilities, And Substance Abuse Services

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



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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

April 2018 Report

5/24/2018

## 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

**Complaints/Grievances - Cardinal** - In April 2018, there was one grievance that was not resolved within 30 days. Due to a lack of follow-up from the provider, a 14 calendar day extension was granted to allow more time to resolve the grievance. **Care Coordination - Cardinal** - In April 2018, 2 members were missed for Care Coordination; one because we did not receive a TAR, and one because the member was discharged to seek medical attention and was readmitted after care. In the latter case, this type of occurrence is now being considered as a CCD trigger starting May 2018.

**Total # of IRIS Incidents - Partners** - In March 2018, Level 2 incidents and level 3 incidents increased due to uncombined database entry. **% of Readmits Assigned to Care Coordination - Trillium** - In December 2017, three members who had Inpatient readmissions were not linked. Two members had retro medicaid. In March 2018, two members who had Inpatient readmissions were not linked; both had retro medicaid. **Unduplicated Count of Medicaid Members - Trillium** - Unduplicated count of Medicaid eligibles increased (relative to previous reports) due to improvements to reporting software and internal process changes yielding a more accurate count, particularly for retro eligibles. Figures have been updated retroactively to January 2017.

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

April 2018 Report

5/24/2018

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)		4,700	5,305	3,014	2,947	2,636	3,371	1,944	23,917	
# of Calls Abandoned		48	112	66	62	68	56	39	451	
% of calls Abandoned	<5%	1.0%	2.1%	2.2%	2.1%	2.6%	1.7%	2.0%	1.9%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	8.0	5.0	5.7	1.28
# of Calls Answered within 30 seconds		4,599	5,183	2,992	2,909	2,568	3306	1,885	23,442	
% Answered within 30 seconds	95%	97.9%	97.7%	99.3%	98.7%	97.4%	98.1%	97.0%	98.0%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,253	3,374	622	1,005	1,621	1,362	1,029	12,266	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,185	3,313	614	921	1,527	1,347	1,029	11,936	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	99%	92%	94%	99%	100%	97%	3%
# of Persons waiting for residential services		-	226	8	87	19	58	-	398	
% of Persons waiting for residential services	o	0%	7%	1%	9%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP		-	213	-	22	75	-	-	310	
% of Persons waiting for ADVP	o	0%	6%	0%	2%	5%	0%	0%	3%	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		417	806	56	145	521	243	251	2,439	
% of Persons on Waitlist receiving B3 Services	o	13%	24%	9%	14%	32%	18%	24%	20%	7%
# of Persons on Waitlist receiving State Services		701	579	146	171	163	324	125	2,209	
% of Persons on Waitlist receiving State Services	o	22%	17%	23%	17%	10%	24%	12%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		787	1,237	202	257	684	443	345	3,955	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	37%	32%	26%	42%	33%	34%	32%	6%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,466	2,137	420	748	937	919	684	8,311	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	63%	68%	74%	58%	67%	66%	68%	6%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		185	425	72	197	120	249	104	1,352	
Number of Level 3 Critical Incident Reports received *		27	54	18	18	25	30	25	197	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		1,004	1,633	700	617	543	721	839	6,057	
Number of individuals in Transition Planning process		68	56	18	19	23	20	8	212	
Number of Individuals Housed - Total		251	584	191	273	229	249	258	2,035	
<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%	2.9%	5.36%	1.1%	2.4%	3.1%	3.7%	2.7%	3.4%	3%

\* 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 Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**April 2018 Report  
LME/MCO:**

5/24/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Apr 2018	Apr 2018	Apr 2018	Apr 2018	Apr 2018	Apr 2018	Apr 2018	Apr 2018	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		221,772	435,778	170,661	142,108	174,719	159,109	196,990	<b>1,501,137</b>	
# Persons Receiving MH Services		13,961	22,250	7,632	8,262	7,629	10,495	10,237	<b>80,466</b>	
% of Members Receiving MH Services	o	<b>6.3%</b>	<b>5.1%</b>	<b>4.5%</b>	<b>5.8%</b>	<b>4.4%</b>	<b>6.6%</b>	<b>5.2%</b>	<b>5.4%</b>	0.8%
# Persons Receiving SA Services		1,227	3,267	1,276	1,487	1,191	1,494	1,502	<b>11,444</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>0.7%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,970	6,388	1,511	2,085	1,735	2,095	2,773	<b>19,557</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.5%</b>	<b>0.9%</b>	<b>1.5%</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		17,675	29,444	9,550	11,247	10,555	13,742	13,031	<b>105,244</b>	
% of Members Receiving MH/DD/SA Services	o	<b>8.0%</b>	<b>6.8%</b>	<b>5.6%</b>	<b>7.9%</b>	<b>6.0%</b>	<b>8.6%</b>	<b>6.6%</b>	<b>7.0%</b>	1.0%
<b>Community Psychiatric Hospitalization</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
# of MH Admissions to Community Psychiatric Inpatient		197	472	157	163	89	219	219	<b>1,516</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.89	1.08	0.92	1.15	0.51	1.38	1.11	<b>1.01</b>	0.25
# of MH Admissions that were Readmissions within 30 days		22	25	14	23	7	31	22	<b>144</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>11.2%</b>	<b>5.3%</b>	<b>8.9%</b>	<b>14.1%</b>	<b>7.9%</b>	<b>14.2%</b>	<b>10.0%</b>	<b>9.5%</b>	3.0%
# of MH Inpatient Discharges		236	378	178	173	123	243	215	<b>1,546</b>	
MH Inpt Average Length of Stay (days)	o	6.4	9.1	7.2	5.1	4.4	10.2	6.7	<b>7.5</b>	1.91
# of SA Admissions to Community Psychiatric Inpatient		7	28	5	4	17	11	5	<b>77</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.06	0.03	0.03	0.10	0.07	0.03	<b>0.05</b>	0.03
# of SA Admissions that were Readmissions within 30 days		0	2	1	1	2	2	0	<b>8</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>7%</b>	<b>20%</b>	<b>25%</b>	<b>12%</b>	<b>18%</b>	<b>0%</b>	<b>10%</b>	9.1%
# of SA Inpatient Discharges		7	38	8	8	20	7	4	<b>92</b>	
SA Inpt Average Length of Stay (days)	o	6.6	5.1	5.6	3.7	5.6	9.3	7.3	<b>5.7</b>	1.65
<b>Care Coordination</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
# of MH and SA Readmits assigned to a Care Coordinator		21	25	15	24	9	33	22	<b>149</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>95.5%</b>	<b>92.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>98.0%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	Jan-18	
# of ED Admits for persons with MHDDSA diagnoses		291	1025	307	296	305	337	360	<b>2,921</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.33	2.23	1.77	1.97	1.78	2.06	1.74	<b>1.9</b>	0.27
# of ED Admits for persons who are active consumers		95	525	90	159	81	111	188	<b>1,249</b>	
% of ED Admits that were for active consumers	o	<b>33%</b>	<b>51%</b>	<b>29%</b>	<b>54%</b>	<b>27%</b>	<b>33%</b>	<b>52%</b>	<b>43%</b>	11.1%
# of ED Admits which were readmissions within 30 days		27	202	39	39	36	46	27	<b>416</b>	
% of ED Admissions Readmitted within 30 days	o	<b>9%</b>	<b>20%</b>	<b>13%</b>	<b>13%</b>	<b>12%</b>	<b>14%</b>	<b>8%</b>	<b>14.2%</b>	3.6%
<b>Authorization Requests</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
Total Number of Auth Requests Received		4,586	7,494	1,964	3,666	2,585	2,959	3,245	<b>26,499</b>	
# Standard Auth. Request Decisions		3,911	6,215	1,532	3,438	2,062	2,401	2,373	<b>21,932</b>	
# Standard Auth Requests Processed in 14 Days		3,904	6,213	1,532	3,427	2,062	2,400	2,372	<b>21,910</b>	
% Processed in 14 Days	95.0%	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.7%</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		675	1,279	432	228	523	558	872	<b>4,567</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		673	1,275	432	226	522	556	870	<b>4,554</b>	
% Processed in 3 Days	95.0%	<b>99.7%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>99.1%</b>	<b>99.8%</b>	<b>99.6%</b>	<b>99.8%</b>	<b>99.7%</b>	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.8%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**April 2018 Report  
LME/MCO:**

5/24/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		67	154	76	203	52	68	46	666	
% of Total Auth Requests Denied for Clinical Reasons	o	1.5%	2.1%	3.9%	5.5%	2.0%	2.3%	1.4%	2.5%	1.4%
# of Administrative Denials		34	0	27	44	-	24	103	232	
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	1.4%	1.2%	0.0%	0.8%	3.2%	0.9%	1.0%
Total # of Auth Requests Denied		101	154	103	247	52	92	149	898	
% of Total Auth Requests Approved	o	97.8%	97.9%	94.8%	93.3%	98.0%	96.9%	95.4%	96.6%	1.7%
Number of Consumer Authorization Appeals received		15	23	10	34	7	21	14	124	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.8	0.8	1.0	3.0	0.7	1.5	1.1	1.2	0.76
Number of Authorizations overturned due to Consumer Appeals		-	4	1 (partial)	2	3	4	2	15	
<b>Claims</b>		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15
Total # Clean Claim Received during Month (detail lines)		94,326	173,135	53,673	92,269	50,599	92,907	82,260	639,169	
Rate of Claims Rcpt per Person Served	o	5.3	5.9	5.6	8.2	4.8	6.8	6.3	6.1	1.03
# Paid		87,992	161,431	48,320	80,091	49,329	80,096	77,684	584,943	
# Denied		6,334	11,694	5,351	12,177	1,270	12,685	4,568	54,079	
# Pended or in Process			10	2	1	-	126	8	147	
Percent Denied	o	6.7%	6.8%	10.0%	13.2%	2.5%	13.7%	5.6%	8.5%	3.8%
# Paid or Denied within 30 Days		93,357	173,119	53,546	92,269	50,599	89,824	82,252	634,966	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	99.8%	100.0%	100.0%	96.7%	100.0%	99.2%	1.2%
Avg # days for Processing (from Receipt to Payment)	o	8	8	9	9	9	9	7	8.5	0.69
Number of Provider claim Appeals received		41	3	0	0	0	36	1	81	
Rate of Provider Claim appeals per 1,000 persons served	o	2.3	0.1				2.6	0.1	0.8	1.19
Number of claim denials overturned due to Provider Appeals		18	0	0	0	0	0	0	18	
<b>Complaints/Grievances</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18
Total number of complaints received (1 month prior)		50	42	15	10	14	39	20	190	
Rate of Complaints per 1,000 Persons Served	o	2.55	1.29	1.32	0.71	1.07	2.43	1.14	1.8	0.65
# Consumer complaints against provider		17	33	9	7	5	28	18	117	
% Consumer complaints against provider	o	34%	79%	60%	70%	36%	72%	90%	62%	19.6%
# Consumer complaints against LME/MCO		3	9	3	2	2	5	2	26	
% Consumer complaints against LME/MCO	o	6%	21%	20%	20%	14%	13%	10%	14%	5.4%
# Provider complaints against LME/MCO		-	0	-	1	1	1	-	3	
% Provider complaints against LME/MCO	o	0%	0%	0%	10%	7%	3%	0%	2%	3.8%
# of Other Types of Complaints		30	0	3	-	6	5	-	44	
# of Complaints Resolved in 30 Days		50	41	15	10	14	39	20	189	
Percent of Complaints resolved in 30 days	90.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		8	23	18	33	3	4	2	91	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		33	36	10	56	10	92	6	243	
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	1	0	0	1	1	2	7	
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**

**April 2018 Report**  
**LME/MCO:**

5/24/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Apr-18	Apr 2018	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
<b>Persons Served</b>									<b>Apr-18</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		2,878	3,648	1,613	1,479	1,586	2,364	2,504	<b>16,072</b>	
% of Uninsured Receiving MH Services	o	1.4%	1.1%	1.7%	1.5%	1.3%	2.0%	1.8%	1.4%	0.30%
# Persons Receiving SA Services		1,231	2,404	605	790	649	1,259	1,875	<b>8,813</b>	
% of Uninsured Receiving SA Services	o	0.6%	0.7%	0.6%	0.8%	0.5%	1.1%	1.4%	0.8%	0.28%
# Persons Receiving DD Services		705	929	482	401	516	332	298	<b>3,663</b>	
% of Uninsured Receiving DD Services	o	0.3%	0.3%	0.5%	0.4%	0.4%	0.3%	0.2%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		4,707	6,630	2,477	2,523	2,751	3,879	3,943	<b>26,910</b>	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	2.0%	2.6%	2.6%	2.2%	3.3%	2.9%	2.4%	0.41%
<b>Community Psychiatric Hospitalization (1)</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
# of MH Admissions to Community Psychiatric Inpatient		80	307	25	95	73	90	186	<b>856</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.38	0.90	0.26	0.96	0.58	0.76	1.36	0.76	0.35
# of MH Admissions that were Readmissions within 30 days		4	7	0	7	5	5	12	<b>40</b>	
% of MH Admissions that were Readmissions within 30 days	o	5%	2%	0%	7%	7%	6%	6%	4.7%	2.49%
# of MH Inpatient Discharges		80	110	34	109	83	92	190	<b>698</b>	
MH Inpt Average Length of Stay (days)	o	6.9	7.1	6.3	5.4	6.3	8.2	7.1	6.8	0.81
# of SA Admissions to Community Psychiatric Inpatient		0	43	7	26	53	24	14	<b>167</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.13	0.07	0.26	0.42	0.20	0.10	0.15	0.13
# of SA Admissions that were Readmissions within 30 days		0	0	0	5	2	2	0	<b>9</b>	
% of SA Admissions that were Readmissions within 30 days	o	0	0%	0%	19%	4%	8%	0%	5%	7.0%
# of SA Inpatient Discharges		0	11	8	40	56	24	16	<b>155</b>	
SA Inpt Average Length of Stay (days)	o	-	6.2	4.0	4.8	4.1	7.5	5.9	5.1	2.22
<b>Authorizations</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
Total Number of Auth Requests Received		1,327	2,488	446	1,656	1,106	454	759	<b>8,236</b>	
# Standard Auth. Request Decisions		1,105	1,551	256	1,357	691	270	317	<b>5,547</b>	
# Standard Auth Requests Processed in 14 Days		1,104	1,546	256	1,357	691	270	317	<b>5,541</b>	
% Processed in 14 Days	95.0%	99.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		222	937	190	299	415	184	442	<b>2,689</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		222	935	190	299	415	184	442	<b>2,687</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%	99.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		8	11	16	7	8	4	4	<b>58</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.4%	3.6%	0.4%	0.7%	0.9%	0.5%	0.7%	1.1%
# of Administrative Denials		-	0	3	12	-	-	6	<b>21</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.7%	0.7%	0.0%	0.0%	0.8%	0.3%	0.4%
Total # of Auth Requests Denied		8	11	19	19	8	4	10	<b>79</b>	
% of Total Auth Requests Approved	o	99%	100%	96%	99%	99%	99%	99%	99%	1.2%
Number of Consumer Authorization Appeals received		-	1	3	2	-	1	1	<b>8</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	0.2	1.2	0.8	-	0.3	0.3	0.3	0.41
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

<b>LME/MCO Monthly Monitoring Report</b>		<b>April 2018 Report</b>								<b>5/24/2018</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>		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15		
<b>Total # Clean Claim Received during Month (header)</b>		<b>27,698</b>	<b>29,893</b>	<b>12,280</b>	<b>17,095</b>	<b>7,774</b>	<b>22,170</b>	<b>20,784</b>	137,694		
Rate of Claims Rcpt per Person Served	o	5.88	4.51	4.96	6.78	2.83	5.72	5.27	5.12	1.16	
# Paid		25,292	27,699	11,458	15,018	7,614	17,825	19,039	123,945		
# Denied		2,406	2,194	822	2,077	160	4,339	1,745	13,743		
# Pended or in Process			0	-	-	-	6	-	6		
Percent Denied	o	8.7%	7.3%	6.7%	12.1%	2.1%	19.6%	8.4%	10.0%	5.0%	
# Paid or Denied within 30 Days		27,324	29,893	12,280	17,095	7,774	20,751	20,784	135,901		
Percent Processed within 30 Days	90.0%	98.6%	100.0%	100.0%	100.0%	100.0%	93.6%	100.0%	98.7%	0.02	
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.6	8.2	8.3	9.3	8.7	7.3	8.5	0.59	
<b>Complaints</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
<b>Total number of complaints received (1 month prior)</b>		<b>7</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>11</b>	42		
Rate of Complaints per 1,000 Persons Served	o	1.23	1.28	0.78	1.19	0.83	1.52	2.27	1.56	0.46	
# Consumer complaints against provider		4	6	1	3	2	6	6	28		
% Consumer complaints against provider	o	57%	67%	50%	100%	67%	86%	55%	67%	16.7%	
# Consumer complaints against LME/MCO		-	1	1	-	-	-	1	3		
% Consumer complaints against LME/MCO	o	0%	11%	50%	0%	0%	0%	9%	7%	16.9%	
# Provider complaints against LME/MCO		-	2	-	-	-	-	-	2		
% Provider complaints against LME/MCO	o	0%	22%	0%	0%	0%	0%	0%	5%	7.8%	
# of Other Types of Complaints		3	0	-	-	1	1	4	9		
# of Complaints Resolved in 30 Days		7	9	2	3	3	7	11	42		
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.