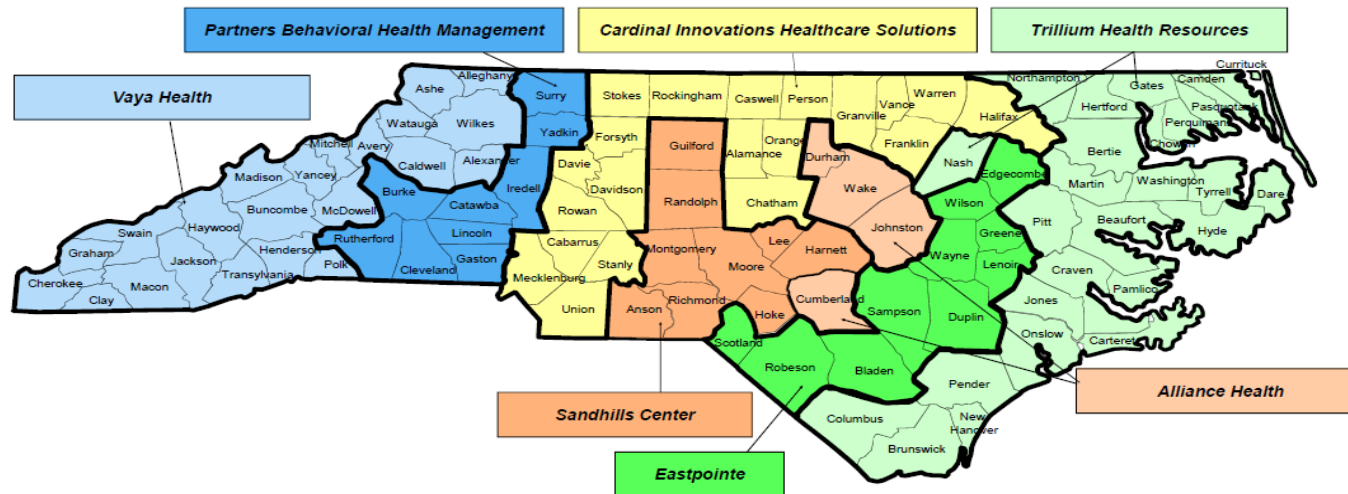


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
January 2019



Prepared by:

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

January 2019 Report

3/5/2019

Meets Standards?

DMA Performance Measures	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya
% 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
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 Shading indicates the MCO did not meet the Standard for one or two consecutive months.

Pink Shading indicates the MCO did not meet the Standard for 3 or more consecutive months.

Gray Shading indicates not applicable this report period.

EXPLANATIONS

Note: When reviewing the data, please note that the highlighted outliers may be considered as a positive or negative indicator. The highlighted outlier indicates a value that is numerically distant from the other data points in the set of data.

LME/MCO Monthly Monitoring Report		January 2019 Report								3/5/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		5,411	5,828	2,880	2,821	3,065	2,415	3,498	25,918		
# of Calls Abandoned		46	159	55	9	86	44	22	421		
% of calls Abandoned	<5%	0.9%	2.7%	1.9%	0.3%	2.8%	1.8%	0.6%	1.6%		
Avg Speed to Answer Calls (seconds)	o	6.0	7.0	4.0	6.0	6.0	5.0	9.0	6.1	1.46	
# of Calls Answered within 30 seconds		5,323	5,650	2,876	2,800	2,979	2,356	3,466	25,450		
% Answered within 30 seconds	95%	98.4%	96.9%	99.9%	99.3%	97.2%	97.6%	99.1%	98.2%		
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,558	3,406	556	1,390	1,817	1,126	1,376	13,229		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,525	3,317	551	1,347	1,661	1,126	1,360	12,887		
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	97%	99%	97%	91%	100%	99%	97%	3%	
# of Persons waiting for residential services		-	348	5	105	46	0	57	561		
% of Persons waiting for residential services	o	0%	10%	1%	8%	3%	0%	4%	4%	4%	
# of Persons waiting for ADVP		-	292	-	2	110	-	-	404		
% of Persons waiting for ADVP	o	0%	9%	0%	0%	6%	0%	0%	3%	3%	
# of Persons waiting for vocational services		-	-	-	2	-	0	-	2		
% 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	890	40	223	625	583	268	3,029		
% of Persons on Waitlist receiving B3 Services	o	11%	26%	7%	16%	34%	52%	19%	23%	14%	
# of Persons on Waitlist receiving State Services		535	601	138	411	264	210	229	2,388		
% of Persons on Waitlist receiving State Services	o	15%	18%	25%	30%	15%	19%	17%	18%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		786	1,342	178	532	889	678	371	4,776		
% of Persons on Waitlist receiving State and/or B3 Services	o	22%	39%	32%	38%	49%	60%	27%	36%	12%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,772	2,064	378	858	928	448	1,005	8,453		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	78%	61%	68%	62%	51%	40%	73%	64%	12%	
Incidents											
Number of Level 2 Critical Incident Reports received		276	352	81	193	111	227	316	1,556		
Number of Level 3 Critical Incident Reports received		42	48	11	18	23	25		167		
Transitions to Community Living Initiative¹											
Individuals in In-reach		1,061	1,802	636	683	552	979	745	6,458		
Number of individuals in Transition Planning process		49	86	45	20	14	54	12	280		
Number of Individuals Housed - Total		326	735	231	344	269	324	289	2,518		
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%	4.7%	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	<5%	2.0%	4.0%	1.0%	1.0%	3.0%	2.0%	4.0%	3.0%	1%	
DMH- % of Claims \$ Value Denied by Date of Service FY19 YTD	<5%	4.0%	1.0%	1.0%	2.0%	2.0%	3.0%	2.0%	2.0%	1%	
¹ Please be aware that December 2018 data is used in this section.											
Note: All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.											
Yellow Highlights indicate the MCO did not meet the Standard			Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.				Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).				

**MCO Monthly Monitoring Report
Medicaid Only**

January 2019 Report

3/5/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
Unduplicated Count of Medicaid Members		217,994	425,520	152,268	137,608	168,768	203,740	156,325	1,462,223	
# Persons Receiving MH Services		12,570	22,968	6,535	8,430	8,536	10,794	9,980	79,813	
% of Members Receiving MH Services	o	5.8%	5.4%	4.3%	6.1%	5.1%	5.3%	6.4%	5.5%	0.6%
# Persons Receiving SA Services		1,148	3,249	1,369	1,354	1,508	1,699	1,545	11,872	
% of Members Receiving SA Services	o	0.5%	0.8%	0.9%	1.0%	0.9%	0.8%	1.0%	0.8%	0.1%
# Persons Receiving DD Services		2,829	6,461	1,508	2,132	1,927	2,926	2,183	19,966	
% of Members Receiving DD Services	o	1.3%	1.5%	1.0%	1.5%	1.1%	1.4%	1.4%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		16,129	30,067	8,595	11,077	11,971	13,744	13,282	104,865	
% of Members Receiving MH/DD/SA Services	o	7.4%	7.1%	5.6%	8.0%	7.1%	6.7%	8.5%	7.2%	0.9%
Community Psychiatric Hospitalization		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
# of MH Admissions to Community Psychiatric Inpatient		120	470	136	133	122	277	200	1,458	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.55	1.10	0.89	0.97	0.72	1.36	1.28	1.00	0.27
# of MH Admissions that were Readmissions within 30 days		16	38	17	18	9	42	30	170	
% of MH Admissions that were Readmissions within 30 days	o	13.3%	8.1%	12.5%	13.5%	7.4%	15.2%	15.0%	11.7%	2.9%
# of MH Inpatient Discharges		172	362	143	137	127	296	209	1,446	
MH Inpt Average Length of Stay (days)	o	12.3	8.9	7.2	7.5	4.6	6.4	7.2	7.9	2.21
# of SA Admissions to Community Psychiatric Inpatient		3	37	13	13	14	6	18	104	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.09	0.09	0.09	0.08	0.03	0.12	0.07	0.03
# of SA Admissions that were Readmissions within 30 days		0	1	1	4	2	0	3	11	
% of SA Admissions that were Readmissions within 30 days	o	0%	3%	8%	31%	14%	0%	17%	11%	10.4%
# of SA Inpatient Discharges		5	30	14	13	18	5	20	105	
SA Inpt Average Length of Stay (days)	o	8.4	5.2	5.5	5.3	5.6	4.8	5.2	5.5	1.12
Care Coordination		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
# of MH and SA Readmits assigned to a Care Coordinator		15	38	18	22	11	37	33	174	
% of Readmits assigned to Care Coordination	85.0%	93.8%	97.4%	100.0%	100.0%	100.0%	88.1%	100.0%	96.1%	
Emergency Dept Utilization (3 month lag)		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	
# of ED Admits for persons with MHDDSA diagnoses		297	1104	269	347	335	408	432	3,192	
Rate of ED Admits per 1,000 Medicaid Members	o	1.36	2.46	1.72	2.37	1.95	1.88	2.69	2.2	0.43
# of ED Admits for persons who are active consumers		92	606	90	183	125	199	167	1,462	
% of ED Admits that were for active consumers	o	31%	55%	33%	53%	37%	49%	39%	46%	8.9%
# of ED Admits which were readmissions within 30 days		35	250	43	79	65	35	80	587	
% of ED Admissions Readmitted within 30 days	o	12%	23%	16%	23%	19%	9%	19%	18.4%	5.0%
Authorization Requests		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
Total Number of Auth Requests Received		4,664	8,122	2,114	3,733	3,052	3,222	2,873	27,780	
# Standard Auth. Request Decisions		4,102	6,816	1,638	3,477	2,560	2,145	2,224	22,962	
# Standard Auth Requests Processed in 14 Days		4,101	6,810	1,638	3,475	2,560	2,145	2,224	22,953	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	0.0%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		562	1,306	476	256	492	1,077	649	4,818	
# Expedited and Inpatient Auth Requests Processed in 3 Days		562	1,301	476	256	492	1,074	648	4,809	
% Processed in 3 Days	95.0%	100.0%	99.6%	100.0%	100.0%	100.0%	99.7%	99.8%	99.8%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	99.9%	100.0%	99.9%	0.0%

**MCO Monthly Monitoring Report
Medicaid Only**

January 2019 Report

3/5/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		57	267	84	155	60	9	48	680		
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	3.3%	4.0%	4.2%	2.0%	0.3%	1.7%	2.4%	1.4%	
# of Administrative Denials		48	1	18	47	-	66	21	201		
% of Total Auth Requests Denied for Admin Reasons	o	1.0%	0.0%	0.9%	1.3%	0.0%	2.0%	0.7%	0.7%	0.7%	
Total # of Auth Requests Denied		105	268	102	202	60	75	69	881		
% of Total Auth Requests Approved	o	97.7%	96.7%	95.2%	94.6%	98.0%	97.7%	97.6%	96.8%	1.3%	
Number of Consumer Authorization Appeals received		11	34	8	15	4	4	14	90		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.1	0.9	1.4	0.3	0.3	1.1	0.9	0.37	
Number of Authorizations overturned due to Consumer Appeals		1	2	-	-	1	-	2	6		
Claims		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)		105,746	197,905	55,900	84,503	49,261	92,593	90,622	676,530		
Rate of Claims Rcpt per Person Served	o	6.6	6.6	6.5	7.6	4.1	6.7	6.8	6.5	1.01	
# Paid		96,568	185,575	48,825	75,065	47,577	84,500	80,012	618,122		
# Denied		9,178	12,326	7,074	9,432	1,684	8,082	10,482	58,258		
# Pended or in Process		-	4	1	6	-	11	128	150		
Percent Denied	o	8.7%	6.2%	12.7%	11.2%	3.4%	8.7%	11.6%	8.6%	3.0%	
# Paid or Denied within 30 Days		104,609	197,894	55,572	84,503	49,261	92,582	88,014	672,435		
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.4%	100.0%	100.0%	100.0%	97.1%	99.7%	1.0%	
Avg # days for Processing (from Receipt to Payment)	o	9	9	11	9	11	10	11	9.9	0.95	
Number of Provider claim Appeals received		3	1	0	0	0	0	36	40		
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.0	0.0	0.0	0.0	0.0	2.7	0.4	0.94	
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	1	1		
Complaints/Grievances		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Total number of complaints received (1 month prior)		32	35	7	9	11	7	15	116		
Rate of Complaints per 1,000 Persons Served	o	1.91	1.17	0.78	0.74	0.93	0.44	1.10	1.1	0.43	
# Consumer complaints against provider		12	24	3	6	9	5	11	70		
% Consumer complaints against provider	o	38%	69%	43%	67%	82%	71%	73%	60%	15.3%	
# Consumer complaints against LME/MCO		-	11	2	2	1	2	3	21		
% Consumer complaints against LME/MCO	o	0%	31%	29%	22%	9%	29%	20%	18%	10.7%	
# Provider complaints against LME/MCO		1	0	1	1	1	-	-	4		
% Provider complaints against LME/MCO	o	3%	0%	14%	11%	9%	0%	0%	3%	5.6%	
# of Other Types of Complaints		19	0	1	-	-	-	1	21		
# of Complaints Resolved in 30 Days		31	33	7	9	11	7	15	113		
Percent of Complaints resolved in 30 days	90.0%	96.9%	94.3%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%		
Program Integrity--Fraud, Waste and Abuse		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	29	7	6	11	5	4	67		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	48	2	57	8	4	107	258		
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	3	0	0	0	1	0	4		
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.					Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).				

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

January 2019 Report

3/5/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
Persons Served		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	137,401	114,321	1,022,018	
# Persons Receiving MH Services		2,596	3,517	1,369	1,647	1,911	2,829	2,433	16,302	
% of Uninsured Receiving MH Services	o	1.5%	1.1%	1.6%	1.8%	1.7%	2.1%	2.1%	1.6%	0.31%
# Persons Receiving SA Services		1,138	2,162	760	1,204	790	2,126	1,696	9,876	
% of Uninsured Receiving SA Services	o	0.7%	0.7%	0.9%	1.3%	0.7%	1.5%	1.5%	1.0%	0.36%
# Persons Receiving DD Services		599	820	467	400	546	419	222	3,473	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.6%	0.4%	0.5%	0.3%	0.2%	0.3%	0.12%
Unduplicated # Persons Receiving MH/DD/SA Services		4,238	6,131	2,404	3,046	3,247	4,524	4,220	27,810	
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	2.0%	2.9%	3.3%	2.9%	3.3%	3.7%	2.7%	0.52%
Community Psychiatric Hospitalization (1)		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
# of MH Admissions to Community Psychiatric Inpatient		109	323	24	55	98	202	145	956	
Rate of MH Admissions per 1,000 Uninsured	o	0.65	1.04	0.29	0.59	0.86	1.47	1.27	0.94	0.38
# of MH Admissions that were Readmissions within 30 days		13	7	0	4	7	15	23	69	
% of MH Admissions that were Readmissions within 30 days	o	12%	2%	0%	7%	7%	7%	16%	7.2%	4.99%
# of MH Inpatient Discharges		142	201	0	62	116	208	146	875	
MH Inpt Average Length of Stay (days)	o	8.6	6.3	-	6.4	3.4	6.7	6.4	6.4	2.62
# of SA Admissions to Community Psychiatric Inpatient		23	36	-	3	12	24	27	125	
Rate of SA Admissions per 1,000 Uninsured	o	0.14	0.12	-	0.03	0.11	0.17	0.24	0.12	0.07
# of SA Admissions that were Readmissions within 30 days		4	1	4	0	0	0	4	13	
% of SA Admissions that were Readmissions within 30 days	o	17%	3%	-	0%	0%	0%	15%	10%	7.4%
# of SA Inpatient Discharges		27	41	0	5	12	29	30	144	
SA Inpt Average Length of Stay (days)	o	7.3	5.7	-	5.2	5.0	6.0	5.5	5.9	2.14
Authorizations		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	
Total Number of Auth Requests Received		1,038	2,811	715	2,256	1,273	836	864	9,793	
# Standard Auth. Request Decisions		756	1,837	501	2,077	857	330	284	6,642	
# Standard Auth Requests Processed in 14 Days		756	1,836	501	2,077	857	330	283	6,640	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		282	974	214	179	416	506	580	3,151	
# Expedited and Inpatient Auth Requests Processed in 3 Days		282	971	214	179	416	504	580	3,146	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.6%	100.0%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.8%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		6	11	22	13	2	2	7	63	
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.4%	3.1%	0.6%	0.2%	0.2%	0.8%	0.6%	0.9%
# of Administrative Denials		1	8	14	8	-	7	-	38	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.3%	2.0%	0.4%	0.0%	0.8%	0.0%	0.4%	0.7%
Total # of Auth Requests Denied		7	19	36	21	2	9	7	101	
% of Total Auth Requests Approved	o	99%	99%	95%	99%	100%	99%	99%	99%	1.5%
Number of Consumer Authorization Appeals received		-	1	1	1	-	2	-	5	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.2	0.4	0.3	0.0	0.4	0.0	0.2	0.19
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	-	1	

LME/MCO Monthly Monitoring Report **January 2019 Report**
State/Federal Block Grant Only 3/5/2019

LME/MCO:										
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Claims		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 (header)		27,205	32,014	13,683	21,253	6,352	26,910	17,789	145,206	
Rate of Claims Rcpt per Person Served	o	6.42	5.22	5.69	6.98	1.96	5.95	4.22	5.22	1.56
# Paid		25,162	28,368	10,811	19,678	6,222	23,878	14,428	128,547	
# Denied		2,043	3,646	2,872	1,575	130	3,032	3,361	16,659	
# Pended or in Process			0	-	-	-	-	-	-	
Percent Denied	o	7.5%	11.4%	21.0%	7.4%	2.0%	11.3%	18.9%	11.5%	6.2%
# Paid or Denied within 30 Days		26,914	32,014	13,509	21,253	6,351	26,910	17,617	144,568	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	98.7%	100.0%	100.0%	100.0%	99.0%	99.6%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	9.3	11.2	8.9	10.7	10.2	11.0	9.9	0.90
Complaints		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
Total number of complaints received (1 month prior)		6	5	2	-	1	4	2	20	
Rate of Complaints per 1,000 Persons Served	o	1.29	0.80	0.83	-	0.31	0.82	0.47	0.72	0.39
# Consumer complaints against provider		2	4	-	-	1	2	2	11	
% Consumer complaints against provider	o	33%	80%	0%	-	100%	50%	100%	55%	36.5%
# Consumer complaints against LME/MCO		-	1	-	-	-	-	-	1	
% Consumer complaints against LME/MCO	o	0%	20%	0%	-	0%	0%	0%	5%	7.5%
# Provider complaints against LME/MCO		-	0	-	-	-	-	-	-	
% Provider complaints against LME/MCO	o	0%	0%	0%	-	0%	0%	0%	0%	0.0%
# of Other Types of Complaints		4	0	2	-	-	2	-	8	
# of Complaints Resolved in 30 Days		6	5	2	-	1	4	2	20	
Percent of Complaints resolved in 30 days	90.0%	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 consecutive months.				Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).				

(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.