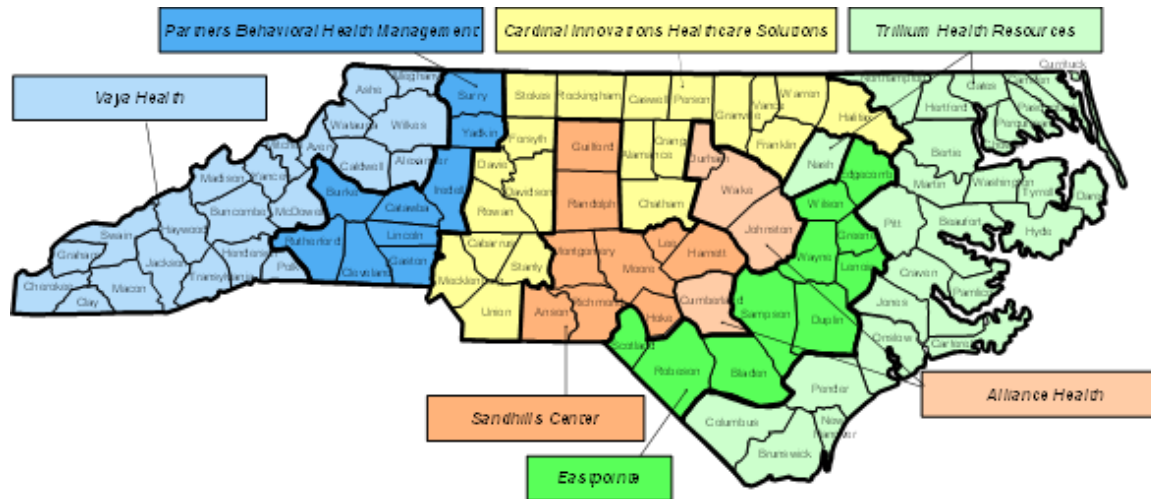


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
October 2019



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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

October 2019 Report

11/21/2019

## Meets Standards?

DMA Performance Measures	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	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
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.

Gray Shading indicates not applicable this report period.

#### EXPLANATIONS

**Vaya-Combined Sheet-Call Center-** Vaya has missing data from 10/14/2019 to 10/16/2019 for the Customer Services line. Vaya had a Shoretel phone upgrade, which was unsuccessful. It was noticed on the 16th that Brightmetrics, where Vaya pulls their call center data from, was blank for these three days. Our MIS department was notified immediately. MIS was able to retrieve the Access to Services line side of the data, but was unable to retrieve the Customer Services line of the data. The error was corrected by Vaya's MIS department as soon as Member Services notified them. For this reason, October stats for the Customer Services line is missing 3 days.

**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		October 2019 Report								11/21/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	STD DEV
<b>Call Center</b>											
Total Number of Calls (re: services for consumers)		4,961	5,313	2,973	3,354	2,577	2,041	2,899	24,118		
# of Calls Abandoned		38	91	103	13	49	39	30	363		
% of calls Abandoned	<5%	0.8%	1.7%	3.5%	0.4%	1.9%	1.9%	1.0%	1.5%		
Avg Speed to Answer Calls (seconds)	o	6.0	6.0	4.0	7.0	5.0	4.0	9.0	5.9	1.64	
# of Calls Answered within 30 seconds		4,891	5,211	2,955	3,341	2,529	1,987	2,860	23,774		
% Answered within 30 seconds	95%	98.6%	98.1%	99.4%	99.6%	98.1%	97.4%	98.7%	98.6%		
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,845	3,885	538	1,572	1,905	1,110	1,336	14,191		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,845	3,816	534	1,551	1,772	1,110	1,329	13,957		
% of Persons waiting who are on the Reg. of Unmet Needs	o	100%	98%	99%	99%	93%	100%	99%	98%	2%	
# of Persons waiting for residential services		-	240	4	89	39	0	57	429		
% of Persons waiting for residential services	o	0%	6%	1%	6%	2%	0%	4%	3%	2%	
# of Persons waiting for ADVP		-	292	-	1	94	-	-	387		
% of Persons waiting for ADVP	o	0%	8%	0%	0%	5%	0%	0%	3%	3%	
# of Persons waiting for vocational services		-	-	1	2	-	0	-	3		
% of Persons waiting for vocational services	o	0.0%	0.0%	0.2%	0.1%	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		474	942	48	236	645	608	271	3,224		
% of Persons on Waitlist receiving B3 Services	o	12%	24%	9%	15%	34%	55%	20%	23%	15%	
# of Persons on Waitlist receiving State Services		565	613	148	433	371	303	211	2,644		
% of Persons on Waitlist receiving State Services	o	15%	16%	28%	28%	19%	27%	16%	19%	6%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		842	1,391	196	556	1,016	740	367	5,108		
% of Persons on Waitlist receiving State and/or B3 Services	o	22%	36%	36%	35%	53%	67%	27%	36%	14%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		3,003	2,494	342	1,016	889	370	969	9,083		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	78%	64%	64%	65%	47%	33%	73%	64%	14%	
<b>Incidents</b>											
Number of Level 2 Critical Incident Reports received		212	416	194	159	152	246	238	1,617		
Number of Level 3 Critical Incident Reports received <sup>1</sup>		29	49	22	20	23	27	30	200		
<sup>1</sup> 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**

October 2019 Report

11/21/2019

**LME/MCO:**

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>
		Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		230,469	422,189	149,074	145,725	165,227	197,850	141,014	<b>1,451,548</b>	
# Persons Receiving MH Services		13,823	22,880	7,555	9,521	8,400	11,607	8,751	<b>82,537</b>	
% of Members Receiving MH Services	o	<b>6.0%</b>	<b>5.4%</b>	<b>5.1%</b>	<b>6.5%</b>	<b>5.1%</b>	<b>5.9%</b>	<b>6.2%</b>	<b>5.7%</b>	0.5%
# Persons Receiving SA Services		1,488	3,152	1,638	1,581	1,445	1,950	1,572	<b>12,826</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>0.9%</b>	0.2%
# Persons Receiving DD Services		3,376	6,739	1,581	2,384	1,987	3,220	1,938	<b>21,225</b>	
% of Members Receiving DD Services	o	<b>1.5%</b>	<b>1.6%</b>	<b>1.1%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.5%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,121	30,067	9,774	12,475	11,832	14,999	11,916	<b>108,184</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.4%</b>	<b>7.1%</b>	<b>6.6%</b>	<b>8.6%</b>	<b>7.2%</b>	<b>7.6%</b>	<b>8.5%</b>	<b>7.5%</b>	0.7%
<b>Community Psychiatric Hospitalization</b>		Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	
# of MH Admissions to Community Psychiatric Inpatient		139	448	151	138	144	274	213	<b>1,507</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.60	1.06	1.01	0.95	0.87	1.38	1.51	<b>1.04</b>	0.28
# of MH Admissions that were Readmissions within 30 days		17	28	19	15	15	45	40	<b>179</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>12.2%</b>	<b>6.3%</b>	<b>12.6%</b>	<b>10.9%</b>	<b>10.4%</b>	<b>16.4%</b>	<b>18.8%</b>	11.9%	3.8%
# of MH Inpatient Discharges		228	305	175	142	140	317	234	<b>1,541</b>	
MH Inpt Average Length of Stay (days)	o	11.4	8.1	7.6	7.4	4.6	7.9	7.7	<b>8.0</b>	1.83
# of SA Admissions to Community Psychiatric Inpatient		9	28	12	11	24	5	9	<b>98</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.04	0.07	0.08	0.08	0.15	0.03	0.06	<b>0.07</b>	0.04
# of SA Admissions that were Readmissions within 30 days		0	1	1	1	1	1	2	<b>7</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>4%</b>	<b>8%</b>	<b>9%</b>	<b>4%</b>	<b>20%</b>	<b>22%</b>	7%	7.8%
# of SA Inpatient Discharges		12	13	11	15	31	7	10	<b>99</b>	
SA Inpt Average Length of Stay (days)	o	11.7	4.7	8.3	4.8	6.4	10.0	4.1	<b>6.8</b>	2.71
<b>Care Coordination</b>		Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	
# of MH and SA Readmits assigned to a Care Coordinator		16	29	20	16	16	41	37	<b>175</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>94.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>89.1%</b>	<b>88.1%</b>	<b>94.1%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	Jul-19	
# of ED Admits for persons with MHDDSAs diagnoses		273	1099	284	344	346	344	336	<b>3,026</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.30	2.52	1.87	2.20	2.10	1.63	2.32	2.1	0.39
# of ED Admits for persons who are active consumers		102	616	94	189	121	183	129	<b>1,434</b>	
% of ED Admits that were for active consumers	o	<b>37%</b>	<b>56%</b>	<b>33%</b>	<b>55%</b>	<b>35%</b>	<b>53%</b>	<b>38%</b>	<b>47%</b>	9.5%
# of ED Admits which were readmissions within 30 days		44	313	41	60	58	30	51	<b>597</b>	
% of ED Admissions Readmitted within 30 days	o	<b>16%</b>	<b>28%</b>	<b>14%</b>	<b>17%</b>	<b>17%</b>	<b>9%</b>	<b>15%</b>	<b>19.7%</b>	5.5%
<b>Authorization Requests</b>		Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	
Total Number of Auth Requests Received		4,332	7,934	2,243	3,112	3,277	3,285	3,228	<b>27,411</b>	
# Standard Auth. Request Decisions		3,713	6,524	1,800	2,891	2,704	2,105	2,483	<b>22,220</b>	
# Standard Auth Requests Processed in 14 Days		3,713	6,510	1,800	2,891	2,704	2,105	2,483	<b>22,206</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>99.8%</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>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		619	1,410	443	221	573	1,180	745	<b>5,191</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		618	1,406	443	221	573	1,177	745	<b>5,183</b>	
% Processed in 3 Days	95.0%	<b>99.8%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>99.8%</b>	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

October 2019 Report

11/21/2019

**LME/MCO:**

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>
# of Auth Requests Denied for Clinical Reasons		52	459	65	174	56	38	54	898	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	5.8%	2.9%	5.6%	1.7%	1.2%	1.7%	3.3%	1.9%
# of Administrative Denials		40	3	17	42	-	42	7	151	
% of Total Auth Requests Denied for Admin Reasons	o	0.9%	0.0%	0.8%	1.3%	0.0%	1.3%	0.2%	0.6%	0.5%
Total # of Auth Requests Denied		92	462	82	216	56	80	61	1,049	
% of Total Auth Requests Approved	o	97.9%	94.2%	96.3%	93.1%	98.3%	97.6%	98.1%	96.2%	1.9%
Number of Consumer Authorization Appeals received		11	33	9	16	4	2	16	91	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.6	1.1	0.9	1.3	0.3	0.1	1.3	0.8	0.43
Number of Authorizations overturned due to Consumer Appeals		3	3	-	1	-	-	4	11	
<b>Claims</b>		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)		110,953	218,762	69,713	95,787	61,177	123,524	97,286	777,202	
Rate of Claims Rcpt per Person Served	o	6.5	7.3	7.1	7.7	5.2	8.2	8.2	7.2	0.99
# Paid		103,390	208,743	62,399	86,610	59,858	116,170	87,471	724,641	
# Denied		7,561	10,017	7,314	9,166	1,319	7,343	9,788	52,508	
# Pended or in Process		2	2	-	11	-	11	27	53	
Percent Denied	o	6.8%	4.6%	10.5%	9.6%	2.2%	5.9%	10.1%	6.8%	2.9%
# Paid or Denied within 30 Days		109,817	218,760	69,154	95,787	61,177	123,513	94,124	772,332	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	99.2%	100.0%	100.0%	100.0%	96.7%	99.7%	1.1%
Avg # days for Processing (from Receipt to Payment )	o	8	8	8	9	8	7	9	8.1	0.62
Number of Provider claim Appeals received		1	0	2	0	0	0	5	8	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.0	0.2	0.0	0.0	0.0	0.4	0.1	0.15
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	0	1	2	
<b>Complaints/Grievances</b>		Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	Sep-19	
Total number of complaints received (1 month prior)		25	36	10	12	16	15	36	150	
Rate of Complaints per 1,000 Persons Served	o	1.35	1.13	1.01	0.87	1.27	0.89	2.65	1.4	0.57
# Consumer complaints against provider		16	30	1	8	11	11	23	100	
% Consumer complaints against provider	o	64%	83%	10%	67%	69%	73%	64%	67%	21.9%
# Consumer complaints against LME/MCO		2	6	7	4	2	4	6	31	
% Consumer complaints against LME/MCO	o	8%	17%	70%	33%	13%	27%	17%	21%	19.5%
# Provider complaints against LME/MCO		1	0	-	-	-	-	3	4	
% Provider complaints against LME/MCO	o	4%	0%	0%	0%	0%	0%	8%	3%	3.0%
# of Other Types of Complaints		6	0	2	-	3	-	4	15	
# of Complaints Resolved in 30 Days		25	36	10	12	16	15	36	150	
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%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	8	12	9	0	8	9	48	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		33	23	9	56	17	2	147	287	
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	5	1	0	1	1	0	8	

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Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).