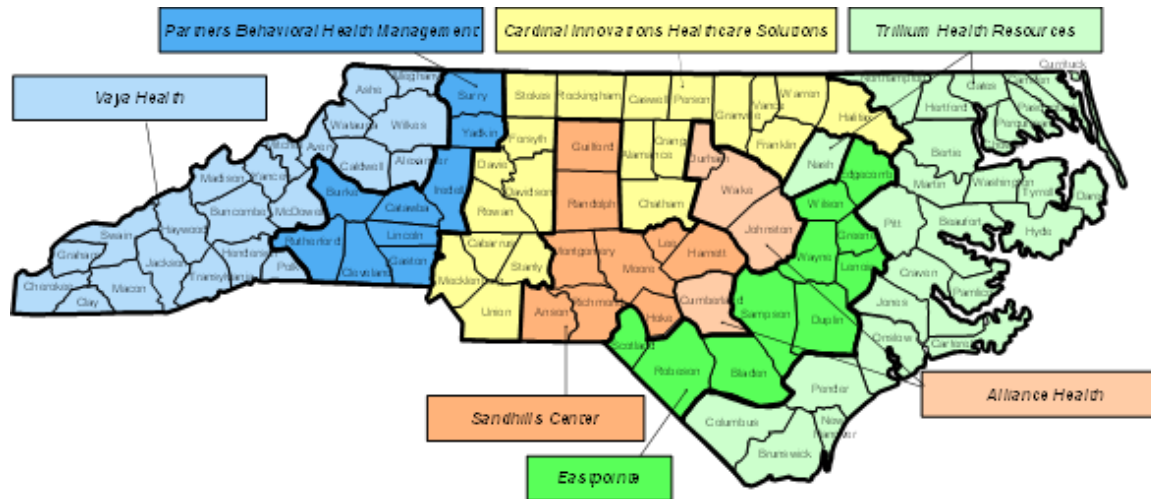


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
November 2019



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: 01/06/20



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

November 2019 Report

1/6/2020

## 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
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

***Number of Cases Referred to DMA Program Integrity - Partners*** - Noted in December 2019, a revision was made to the numbers for Jan-Nov 2019 due to an error found during the PI audit. ***Emergency Dept Utilization (3 month lag) - Partners*** - Noted in December 2019, a revision was made to the numbers for Nov 2019 due to an inaccurate count found during QM audit.

**Note:** When reviewing the data, please note that the highlighted outliers may be considered as a positive or negative indicator. The highlighted

LME/MCO Monthly Monitoring Report		November 2019 Report								1/6/2020	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	STD DEV
<b>Call Center</b>											
Total Number of Calls (re: services for consumers)		4,314	4,196	2,233	2,583	2,049	1,575	2,533	19,483		
# of Calls Abandoned		35	115	73	4	28	27	30	312		
% of calls Abandoned	<5%	0.8%	2.7%	3.3%	0.2%	1.4%	1.7%	1.2%	1.6%		
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	3.0	7.0	5.0	4.0	9.0	5.6	1.84	
# of Calls Answered within 30 seconds		4,242	4,077	2,223	2,576	2,021	1,525	2,501	19,165		
% Answered within 30 seconds	95%	98.3%	97.2%	99.6%	99.7%	98.6%	96.8%	98.7%	98.4%		
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,870	3,943	546	1,595	1,932	1,127	1,341	14,354		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,870	3,876	542	1,574	1,797	1,127	1,334	14,120		
% 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		-	220	4	90	39	0	57	410		
% of Persons waiting for residential services	o	0%	6%	1%	6%	2%	0%	4%	3%	2%	
# of Persons waiting for ADVP		-	284	-	-	96	-	-	380		
% of Persons waiting for ADVP	o	0%	7%	0%	0%	5%	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%	
<b>Service Status of Persons on the Waiting List</b>											
# of Persons on Waitlist receiving B3 Services		481	950	47	234	635	607	278	3,232		
% of Persons on Waitlist receiving B3 Services	o	12%	24%	9%	15%	33%	54%	21%	23%	14%	
# of Persons on Waitlist receiving State Services		571	618	139	441	378	310	210	2,667		
% of Persons on Waitlist receiving State Services	o	15%	16%	25%	28%	20%	28%	16%	19%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		853	1,401	186	563	1,013	747	378	5,141		
% of Persons on Waitlist receiving State and/or B3 Services	o	22%	36%	34%	35%	52%	66%	28%	36%	14%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		3,017	2,542	360	1,032	919	380	963	9,213		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	78%	64%	66%	65%	48%	34%	72%	64%	14%	
<b>Incidents</b>											
Number of Level 2 Critical Incident Reports received		221	327	148	138	160	206	321	1,521		
Number of Level 3 Critical Incident Reports received <sup>1</sup>		23	40	14	15	23	13	29	157		
<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**

November 2019 Report

1/6/2020

**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>
		Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		219,132	420,436	148,565	146,581	169,127	198,759	140,745	<b>1,443,345</b>	
# Persons Receiving MH Services		12,766	21,776	6,794	9,361	7,934	10,518	8,603	<b>77,752</b>	
% of Members Receiving MH Services	o	<b>5.8%</b>	<b>5.2%</b>	<b>4.6%</b>	<b>6.4%</b>	<b>4.7%</b>	<b>5.3%</b>	<b>6.1%</b>	<b>5.4%</b>	0.6%
# Persons Receiving SA Services		1,291	2,939	1,428	1,547	1,363	1,797	1,550	<b>11,915</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		3,224	6,639	1,384	2,359	1,927	3,058	1,977	<b>20,568</b>	
% of Members Receiving DD Services	o	<b>1.5%</b>	<b>1.6%</b>	<b>0.9%</b>	<b>1.6%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.4%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		15,964	28,894	8,799	12,318	11,224	13,791	11,820	<b>102,810</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.3%</b>	<b>6.9%</b>	<b>5.9%</b>	<b>8.4%</b>	<b>6.6%</b>	<b>6.9%</b>	<b>8.4%</b>	<b>7.1%</b>	0.8%
<b>Community Psychiatric Hospitalization</b>		Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	
# of MH Admissions to Community Psychiatric Inpatient		107	437	121	115	139	248	194	<b>1,361</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.49	1.04	0.81	0.78	0.82	1.25	1.38	<b>0.94</b>	0.28
# of MH Admissions that were Readmissions within 30 days		15	33	16	20	18	30	29	<b>161</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>14.0%</b>	<b>7.6%</b>	<b>13.2%</b>	<b>17.4%</b>	<b>12.9%</b>	<b>12.1%</b>	<b>14.9%</b>	<b>11.8%</b>	2.8%
# of MH Inpatient Discharges		161	310	141	143	161	298	187	<b>1,401</b>	
MH Inpt Average Length of Stay (days)	o	10.0	8.3	7.0	7.0	4.6	7.4	7.8	<b>7.5</b>	1.51
# of SA Admissions to Community Psychiatric Inpatient		6	46	4	12	23	3	13	<b>107</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.11	0.03	0.08	0.14	0.02	0.09	<b>0.07</b>	0.04
# of SA Admissions that were Readmissions within 30 days		1	4	0	2	6	0	1	<b>14</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>17%</b>	<b>9%</b>	<b>0%</b>	<b>17%</b>	<b>26%</b>	<b>0%</b>	<b>8%</b>	<b>13%</b>	8.9%
# of SA Inpatient Discharges		10	27	5	11	26	4	12	<b>95</b>	
SA Inpt Average Length of Stay (days)	o	11.2	5.8	3.8	2.7	6.7	5.8	6.5	<b>6.2</b>	2.49
<b>Care Coordination</b>		Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	
# of MH and SA Readmits assigned to a Care Coordinator		14	37	16	22	24	27	30	<b>170</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>87.5%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>100.0%</b>	<b>97.1%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	Aug-19	
# of ED Admits for persons with MHDDSAs diagnoses		281	1056	291	351	319	347	222	<b>2,867</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.28	2.42	1.92	2.25	2.01	1.64	1.53	2.0	0.38
# of ED Admits for persons who are active consumers		112	584	94	205	118	198	70	<b>1,381</b>	
% of ED Admits that were for active consumers	o	<b>40%</b>	<b>55%</b>	<b>32%</b>	<b>58%</b>	<b>37%</b>	<b>57%</b>	<b>32%</b>	<b>48%</b>	11.1%
# of ED Admits which were readmissions within 30 days		54	236	45	65	54	30	38	<b>522</b>	
% of ED Admissions Readmitted within 30 days	o	<b>19%</b>	<b>22%</b>	<b>15%</b>	<b>19%</b>	<b>17%</b>	<b>9%</b>	<b>17%</b>	<b>18.2%</b>	3.9%
<b>Authorization Requests</b>		Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	
Total Number of Auth Requests Received		4,388	7,018	1,909	2,963	2,672	2,950	2,488	<b>24,388</b>	
# Standard Auth. Request Decisions		3,858	5,563	1,584	2,759	2,092	1,937	1,871	<b>19,664</b>	
# Standard Auth Requests Processed in 14 Days		3,858	5,553	1,584	2,759	2,092	1,937	1,871	<b>19,654</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		530	1,455	325	204	580	1,013	617	<b>4,724</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		529	1,452	325	204	580	1,012	617	<b>4,719</b>	
% Processed in 3 Days	95.0%	<b>99.8%</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%
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>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

November 2019 Report

1/6/2020

LME/MCO:										
Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		47	350	36	132	51	86	48	750	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	5.0%	1.9%	4.5%	1.9%	2.9%	1.9%	3.1%	1.4%
# of Administrative Denials		56	0	21	49	-	31	19	176	
% of Total Auth Requests Denied for Admin Reasons	o	1.3%	0.0%	1.1%	1.7%	0.0%	1.1%	0.8%	0.7%	0.6%
Total # of Auth Requests Denied		103	350	57	181	51	117	67	926	
% of Total Auth Requests Approved	o	97.7%	95.0%	97.0%	93.9%	98.1%	96.0%	97.3%	96.2%	1.4%
Number of Consumer Authorization Appeals received		12	27	4	15	4	5	10	77	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.8	0.9	0.5	1.2	0.4	0.4	0.8	0.7	0.30
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	3	3	
<b>Claims</b>		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	
Total # Clean Claim Received during Month (detail lines)		95,015	194,945	59,920	81,858	55,985	110,492	90,442	688,657	
Rate of Claims Rcpt per Person Served	o	6.0	6.7	6.8	6.6	5.0	8.0	7.7	6.7	0.94
# Paid		87,195	183,320	53,467	73,637	55,075	103,356	80,985	637,035	
# Denied		7,819	11,623	6,453	8,217	910	7,136	9,372	51,530	
# Pended or in Process		1	2	-	4	-	-	85	92	
Percent Denied	o	8.2%	6.0%	10.8%	10.0%	1.6%	6.5%	10.4%	7.5%	3.0%
# Paid or Denied within 30 Days		93,987	194,937	59,297	81,858	55,985	110,492	86,154	682,710	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.0%	100.0%	100.0%	100.0%	95.3%	99.6%	1.6%
Avg # days for Processing (from Receipt to Payment )	o	8	7	9	9	9	7	9	8.2	0.94
Number of Provider claim Appeals received		195	3	0	0	0	0	9	207	
Rate of Provider Claim appeals per 1,000 persons served	o	12.2	0.1	0.0	0.0	0.0	0.0	0.8	2.0	4.23
Number of claim denials overturned due to Provider Appeals		1	1	0	0	0	0	6	8	
<b>Complaints/Grievances</b>		Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	Oct-19	
Total number of complaints received (1 month prior)		35	53	21	13	17	11	13	163	
Rate of Complaints per 1,000 Persons Served	o	1.84	1.60	1.95	0.88	1.29	0.59	0.92	1.6	0.48
# Consumer complaints against provider		22	33	12	10	14	9	8	108	
% Consumer complaints against provider	o	63%	62%	57%	77%	82%	82%	62%	66%	9.9%
# Consumer complaints against LME/MCO		4	20	2	3	1	2	3	35	
% Consumer complaints against LME/MCO	o	11%	38%	10%	23%	6%	18%	23%	21%	10.0%
# Provider complaints against LME/MCO		3	0	-	-	-	-	-	3	
% Provider complaints against LME/MCO	o	9%	0%	0%	0%	0%	0%	0%	2%	3.0%
# of Other Types of Complaints		6	0	7	-	2	-	2	17	
# of Complaints Resolved in 30 Days		35	53	21	13	17	11	13	163	
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>		Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	Nov-19	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		0	10	12	9	0	7	8	46	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	13	6	62	17	3	156	289	
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		6	3	0	0	1	1	0	11	

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).