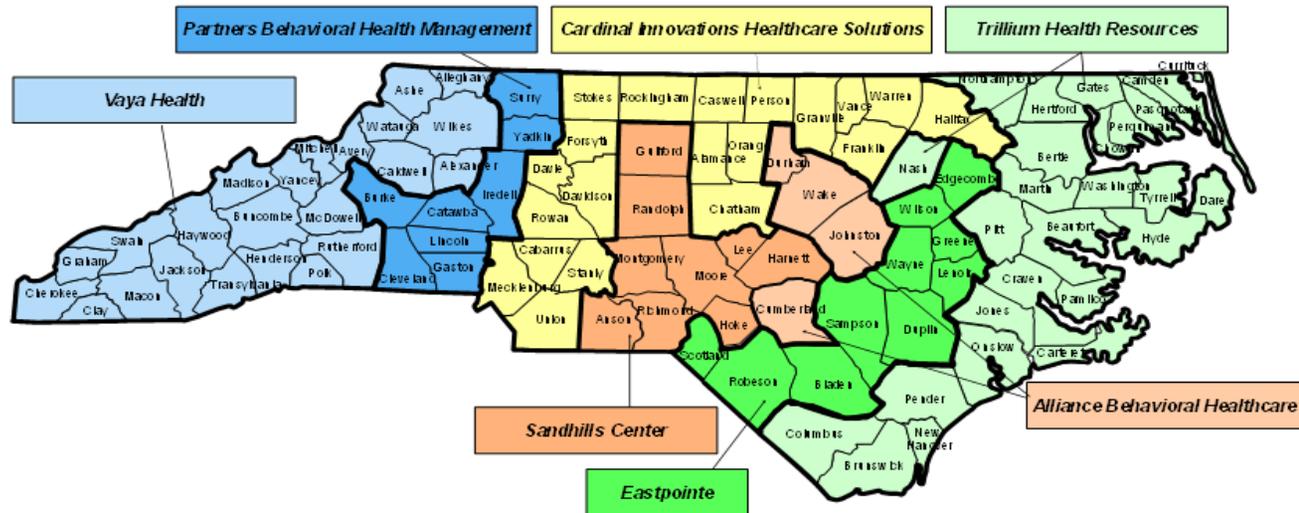# North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, And Substance Abuse Services

Local Management Entities/Managed Care Organizations Administrative Functions Monitoring

Report
February 2019

Prepared by:

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NC DHHS LME/MCO Performance Summary

February 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	Y
Combined Performance Measures								
% of calls Abandoned	<5%	Y	N	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	Y	N	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

Call Center - Cardinal - In February of 2019, the Call Center exceeded the 5% standard of calls abandoned, and fell below the 95% standard for calls answered within 30 seconds. Much of this can be attributed to a phone system enhancement called "Whisper Tone," which was implemented in January 2019. This was designed to increase accurate documentation and to assist with increasing the accuracy of answer scripts for vendor calls. However, as a result of this enhancement, the time a call remained in queue increased, which also increased instances of abandoned calls before an agent could answer. Whisper Tone was disabled as of 02/19/2019. In addition to the Whisper Tone issues, the Call Center experienced a Level 3 phone outage in February that lasted from 11:07a – 11:23a, during which time 52 calls abandoned. Once the phones were restored, the Call Center identified the missed callers and followed up with each individual. ***Sandhills - IDD Wait List -*** There were some members duplicated in the count for Registry of Unmet Needs and other services waiting. New numbers reflect unduplicated count for members waiting for services.

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
Medicaid and State Combined

February 2019 Report

3/5/2019

Monitoring Area	Standard	Alliance Feb-19	Cardinal Feb-19	Eastpointe Feb-19	Partners Feb-19	Sandhills Feb-19	Trillium Feb-19	Vaya Feb-19	NC Total Feb-19	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		4,810	5,116	2,470	2,625	2,538	1,926	3,238	**22,723**	
# of Calls Abandoned		73	261	56	11	112	31	13	**557**	
% of calls Abandoned	<5%	**1.5%**	**5.1%**	**2.3%**	**0.4%**	**4.4%**	**1.6%**	**0.4%**	**2.5%**	
Avg Speed to Answer Calls (seconds)	o	6.0	13.0	3.0	7.0	5.0	4.0	9.0	**6.7**	3.15
# of Calls Answered within 30 seconds		4,763	4,841	2,469	2,607	2,426	1880	3,202	**22,188**	
% Answered within 30 seconds	95%	**99.0%**	**94.6%**	**100.0%**	**99.3%**	**95.6%**	**97.6%**	**98.9%**	**97.6%**	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,605	3,495	558	1,400	1,778	1,137	1,392	**13,365**	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,575	3,411	553	1,359	1,669	1,137	1,376	**13,080**	
% of Persons waiting who are on the Reg. of Unmet Needs	o	**99%**	**98%**	**99%**	**97%**	**94%**	**100%**	**99%**	**98%**	2%
# of Persons waiting for residential services		-	364	5	106	32	0	57	**564**	
% of Persons waiting for residential services	o	**0%**	**10%**	**1%**	**8%**	**2%**	**0%**	**4%**	**4%**	4%
# of Persons waiting for ADVP		-	302	-	2	77	-	-	**381**	
% of Persons waiting for ADVP	o	**0%**	**9%**	**0%**	**0%**	**4%**	**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		385	900	44	218	595	602	268	**3,012**	
% of Persons on Waitlist receiving B3 Services	o	**11%**	**26%**	**8%**	**16%**	**33%**	**53%**	**19%**	**23%**	14%
# of Persons on Waitlist receiving State Services		531	607	144	425	279	217	231	**2,434**	
% of Persons on Waitlist receiving State Services	o	**15%**	**17%**	**26%**	**30%**	**16%**	**19%**	**17%**	**18%**	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		763	1,356	188	531	874	698	378	**4,788**	
% of Persons on Waitlist receiving State and/or B3 Services	o	**21%**	**39%**	**34%**	**38%**	**49%**	**61%**	**27%**	**36%**	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,842	2,139	370	869	904	439	1,014	**8,577**	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	**79%**	**61%**	**66%**	**62%**	**51%**	**39%**	**73%**	**64%**	12%
Incidents										
Number of Level 2 Critical Incident Reports received		283	340	74	169	177	208	256	**1,507**	
Number of Level 3 Critical Incident Reports received		24	52	16	20	27	22	41	**202**	
Transitions to Community Living Initiative[1]										
Individuals in In-reach		1,061	1,802	636	683	552	979	745	**6,458**	
Number of individuals in Transition Planning process		75	115	47	25	22	55	21	**360**	
Number of Individuals Housed - Total		336	760	242	350	276	331	296	**2,591**	
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%	**3.0%**	**1.0%**	**1.0%**	**1.0%**	**1.0%**	**3.0%**	**2.0%**	**2.0%**	1%

[1] Please be aware that January 2019 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

February 2019 Report

3/5/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
Unduplicated Count of Medicaid Members		221,981	426,061	152,376	137,497	164,917	202,693	155,616	**1,461,141**	
# Persons Receiving MH Services		9,426	22,403	6,199	8,748	8,427	10,152	9,239	**74,594**	
% of Members Receiving MH Services	o	**4.2%**	**5.3%**	**4.1%**	**6.4%**	**5.1%**	**5.0%**	**5.9%**	**5.1%**	0.8%
# Persons Receiving SA Services		925	3,058	1,360	1,337	1,479	1,537	1,625	**11,321**	
% of Members Receiving SA Services	o	**0.4%**	**0.7%**	**0.9%**	**1.0%**	**0.9%**	**0.8%**	**1.0%**	**0.8%**	0.2%
# Persons Receiving DD Services		2,307	6,460	1,785	2,240	1,938	2,900	2,167	**19,797**	
% of Members Receiving DD Services	o	**1.0%**	**1.5%**	**1.2%**	**1.6%**	**1.2%**	**1.4%**	**1.4%**	**1.4%**	0.2%
Unduplicated # that received MH/DD/SA Services		12,440	29,446	8,532	11,489	11,844	13,048	12,687	**99,486**	
% of Members Receiving MH/DD/SA Services	o	**5.6%**	**6.9%**	**5.6%**	**8.4%**	**7.2%**	**6.4%**	**8.2%**	**6.8%**	1.0%
Community Psychiatric Hospitalization		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
# of MH Admissions to Community Psychiatric Inpatient		148	385	125	92	110	217	212	**1,289**	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.67	0.90	0.82	0.67	0.67	1.07	1.36	**0.88**	0.24
# of MH Admissions that were Readmissions within 30 days		17	27	20	29	9	27	34	**163**	
% of MH Admissions that were Readmissions within 30 days	o	**11.5%**	**7.0%**	**16.0%**	**31.5%**	**8.2%**	**12.4%**	**16.0%**	**12.6%**	7.6%
# of MH Inpatient Discharges		221	338	128	92	125	260	215	**1,379**	
MH Inpt Average Length of Stay (days)	o	11.6	9.8	7.5	7.5	4.5	7.0	7.7	**8.4**	2.07
# of SA Admissions to Community Psychiatric Inpatient		3	32	5	10	24	8	13	**95**	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.08	0.03	0.07	0.15	0.04	0.08	**0.07**	0.04
# of SA Admissions that were Readmissions within 30 days		1	4	1	1	2	1	5	**15**	
% of SA Admissions that were Readmissions within 30 days	o	**33%**	**13%**	**20%**	**10%**	**8%**	**13%**	**38%**	**16%**	11.1%
# of SA Inpatient Discharges		3	29	4	12	29	10	13	**100**	
SA Inpt Average Length of Stay (days)	o	5.0	5.7	3.8	4.2	4.9	5.4	5.3	**5.1**	0.63
Care Coordination		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
# of MH and SA Readmits assigned to a Care Coordinator		18	31	21	30	11	24	39	**174**	
% of Readmits assigned to Care Coordination	85.0%	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**85.7%**	**100.0%**	**97.8%**	
Emergency Dept Utilization (3 month lag)		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	**Nov-18**	
# of ED Admits for persons with MHDDSA diagnoses		309	1053	245	267	317	371	378	**2,940**	
Rate of ED Admits per 1,000 Medicaid Members	o	1.39	2.35	1.57	1.84	1.83	1.73	2.36	**2.0**	0.34
# of ED Admits for persons who are active consumers		103	594	76	141	99	195	147	**1,355**	
% of ED Admits that were for active consumers	o	**33%**	**56%**	**31%**	**53%**	**31%**	**53%**	**39%**	**46%**	10.4%
# of ED Admits which were readmissions within 30 days		45	272	36	48	51	28	58	**538**	
% of ED Admissions Readmitted within 30 days	o	**15%**	**26%**	**15%**	**18%**	**16%**	**8%**	**15%**	**18.3%**	5.0%
Authorization Requests		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
Total Number of Auth Requests Received		3,990	7,127	1,886	3,388	3,020	3,025	2,762	**25,198**	
# Standard Auth. Request Decisions		3,363	6,024	1,544	3,203	2,525	2,079	2,064	**20,802**	
# Standard Auth Requests Processed in 14 Days		3,360	6,016	1,544	3,201	2,525	2,079	2,064	**20,789**	
% Processed in 14 Days	95.0%	**99.9%**	**99.9%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		627	1,103	342	185	495	946	698	**4,396**	
# Expedited and Inpatient Auth Requests Processed in 3 Days		627	1,087	342	185	495	946	698	**4,380**	
% Processed in 3 Days	95.0%	**100.0%**	**98.5%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.6%**	0.5%
Total % of Auth Requests Processed in Required Timeframes	95.0%	**99.9%**	**99.7%**	**100.0%**	**99.9%**	**100.0%**	**100.0%**	**100.0%**	**99.9%**	0.1%

MCO Monthly Monitoring Report
Medicaid Only

February 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		63	227	85	183	27	16	68	**669**	
% of Total Auth Requests Denied for Clinical Reasons	o	**1.6%**	**3.2%**	**4.5%**	**5.4%**	**0.9%**	**0.5%**	**2.5%**	**2.7%**	1.7%
# of Administrative Denials		42	0	4	34	1	54	11	**146**	
% of Total Auth Requests Denied for Admin Reasons	o	**1.1%**	**0.0%**	**0.2%**	**1.0%**	**0.0%**	**1.8%**	**0.4%**	**0.6%**	0.6%
Total # of Auth Requests Denied		105	227	89	217	28	70	79	**815**	
% of Total Auth Requests Approved	o	**97.4%**	**96.8%**	**95.3%**	**93.6%**	**99.1%**	**97.7%**	**97.1%**	**96.8%**	1.6%
Number of Consumer Authorization Appeals received		11	37	7	19	9	6	16	**105**	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.9	1.3	0.8	1.7	0.8	0.5	1.3	**1.1**	0.37
Number of Authorizations overturned due to Consumer Appeals		-	7	-		2	-	2	**11**	
Claims		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)		102,006	191,604	56,338	83,393	54,375	95,452	94,438	**677,606**	
Rate of Claims Rcpt per Person Served	o	8.2	6.5	6.6	7.3	4.6	7.3	7.4	**6.8**	1.06
# Paid		95,254	179,820	47,912	74,956	53,142	86,467	84,395	**621,946**	
# Denied		6,752	11,782	8,425	8,432	1,233	8,983	9,871	**55,478**	
# Pended or in Process			2	1	5	-	2	172	**182**	
Percent Denied	o	**6.6%**	**6.1%**	**15.0%**	**10.1%**	**2.3%**	**9.4%**	**10.5%**	**8.2%**	3.7%
# Paid or Denied within 30 Days		100,863	191,596	55,957	83,393	54,375	95,450	90,416	**672,050**	
Percent Processed within 30 Days	90.0%	**98.9%**	**100.0%**	**99.3%**	**100.0%**	**100.0%**	**100.0%**	**95.7%**	**99.7%**	1.4%
Avg # days for Processing (from Receipt to Payment)	o	8	8	9	9	9	7	9	**8.4**	0.73
Number of Provider claim Appeals received		1	0	0	0	0	0	42	**43**	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.0	0.0	0.0	0.0	0.0	3.3	**0.4**	1.15
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	0	**0**	
Complaints/Grievances		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	**Jan-19**	
Total number of complaints received (1 month prior)		**68**	**50**	**13**	**9**	**26**	**10**	**22**	**198**	
Rate of Complaints per 1,000 Persons Served	o	3.82	1.51	1.30	0.66	1.94	0.57	1.46	**2.0**	1.01
# Consumer complaints against provider		23	33	6	6	19	6	11	**104**	
% Consumer complaints against provider	o	**34%**	**66%**	**46%**	**67%**	**73%**	**60%**	**50%**	**53%**	12.8%
# Consumer complaints against LME/MCO		3	16	2	2	2	4	7	**36**	
% Consumer complaints against LME/MCO	o	**4%**	**32%**	**15%**	**22%**	**8%**	**40%**	**32%**	**18%**	12.4%
# Provider complaints against LME/MCO		1	0	1	1	2	-	1	**6**	
% Provider complaints against LME/MCO	o	**1%**	**0%**	**8%**	**11%**	**8%**	**0%**	**5%**	**3%**	4.0%
# of Other Types of Complaints		41	1	4	-	3	-	3	**52**	
# of Complaints Resolved in 30 Days		68	49	13	9	26	10	22	**197**	
Percent of Complaints resolved in 30 days	90.0%	**100.0%**	**98.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**99.5%**	
Program Integrity--Fraud, Waste and Abuse		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	23	6	5	9	7	3	**58**	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	58	7	58	11	1	112	**279**	
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		3	3	7	3	1	1	0	**18**	

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

February 2019 Report

3/5/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-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		1,948	3,181	1,347	1,579	1,977	2,654	2,184	**14,870**	
% of Uninsured Receiving MH Services	o	**1.2%**	**1.0%**	**1.6%**	**1.7%**	**1.7%**	**1.9%**	**1.9%**	**1.5%**	0.33%
# Persons Receiving SA Services		904	1,979	757	1,181	773	2,049	1,624	**9,267**	
% of Uninsured Receiving SA Services	o	**0.5%**	**0.6%**	**0.9%**	**1.3%**	**0.7%**	**1.5%**	**1.4%**	**0.9%**	0.37%
# Persons Receiving DD Services		509	795	468	411	523	468	232	**3,406**	
% of Uninsured Receiving DD Services	o	**0.3%**	**0.3%**	**0.6%**	**0.4%**	**0.5%**	**0.3%**	**0.2%**	**0.3%**	0.12%
Unduplicated # Persons Receiving MH/DD/SA Services		3,319	5,619	2,387	2,973	3,273	4,367	3,940	**25,878**	
% of Uninsured Receiving MH/DD/SA Services	o	**2.0%**	**1.8%**	**2.8%**	**3.2%**	**2.9%**	**3.2%**	**3.4%**	**2.5%**	0.58%
Community Psychiatric Hospitalization (1)		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
# of MH Admissions to Community Psychiatric Inpatient		63	256	1	56	110	173	118	**777**	
Rate of MH Admissions per 1,000 Uninsured	o	0.38	0.82	0.01	0.60	0.97	1.26	1.03	**0.76**	0.40
# of MH Admissions that were Readmissions within 30 days		2	13	1	5	5	14	15	**55**	
% of MH Admissions that were Readmissions within 30 days	o	**3%**	**5%**	**100%**	**9%**	**5%**	**8%**	**13%**	**7.1%**	32.65%
# of MH Inpatient Discharges		97	135	26	33	127	182	125	**725**	
MH Inpt Average Length of Stay (days)	o	**8.4**	**6.8**	**6.2**	**6.0**	**3.5**	**6.9**	**5.8**	**6.2**	1.38
# of SA Admissions to Community Psychiatric Inpatient		12	21	2	8	10	20	28	**101**	
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.07	0.02	0.09	0.09	0.15	0.24	**0.10**	0.07
# of SA Admissions that were Readmissions within 30 days		1	0	0	0	1	0	3	**5**	
% of SA Admissions that were Readmissions within 30 days	o	**8%**	**0%**	**0%**	**0%**	**10%**	**0%**	**11%**	**5%**	4.8%
# of SA Inpatient Discharges		17	32	3	3	10	18	24	**107**	
SA Inpt Average Length of Stay (days)	o	**6.7**	**6.1**	**1.5**	**6.7**	**4.8**	**6.2**	**5.2**	**5.8**	1.69
Authorizations		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	**Feb-19**	
Total Number of Auth Requests Received		1,154	2,370	487	1,947	1,053	681	693	**8,385**	
# Standard Auth. Request Decisions		817	1,556	330	1,764	676	283	269	**5,695**	
# Standard Auth Requests Processed in 14 Days		817	1,555	330	1,739	676	283	269	**5,669**	
% Processed in 14 Days	95.0%	**100.0%**	**99.9%**	**100.0%**	**98.6%**	**100.0%**	**100.0%**	**100.0%**	**99.5%**	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		337	814	157	183	377	398	424	**2,690**	
# Expedited and Inpatient Auth Requests Processed in 3 Days		337	810	157	183	377	397	424	**2,685**	
% Processed in 3 Days	95.0%	**100.0%**	**99.5%**	**100.0%**	**100.0%**	**100.0%**	**99.7%**	**100.0%**	**99.8%**	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	**100.0%**	**99.8%**	**100.0%**	**98.7%**	**100.0%**	**99.9%**	**100.0%**	**99.6%**	0.00
# of Auth Requests Denied for Clinical Reasons		6	12	19	12	10	1	15	**75**	
% of Total Auth Requests Denied for Clinical Reasons	o	**0.5%**	**0.5%**	**3.9%**	**0.6%**	**0.9%**	**0.1%**	**2.2%**	**0.9%**	1.2%
# of Administrative Denials		-	1	4	6	-	15	2	**28**	
% of Total Auth Requests Denied for Admin Reasons	o	**0.0%**	**0.0%**	**0.8%**	**0.3%**	**0.0%**	**2.2%**	**0.3%**	**0.3%**	0.7%
Total # of Auth Requests Denied		6	13	23	18	10	16	17	**103**	
% of Total Auth Requests Approved	o	99%	99%	95%	99%	99%	98%	98%	**99%**	1.4%
Number of Consumer Authorization Appeals received		-	1	-	-	1	1	-	**3**	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.2	0.0	0.0	0.3	0.2	0.0	**0.1**	0.12
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	**-**	

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

February 2019 Report

3/5/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Claims		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 (header)		**28,324**	**29,430**	**13,392**	**23,182**	**7,045**	**29,706**	**25,783**	156,862	
Rate of Claims Rcpt per Person Served	o	**8.53**	**5.24**	**5.61**	**7.80**	**2.15**	**6.80**	**6.54**	6.06	1.93
# Paid		25,997	26,161	11,994	21,230	6,882	26,285	21,999	140,548	
# Denied		2,327	3,267	1,398	1,952	163	3,421	3,782	16,310	
# Pended or in Process			2	-	-	-	-	2	4	
Percent Denied	o	8.2%	11.1%	10.4%	8.4%	2.3%	11.5%	14.7%	10.4%	3.6%
# Paid or Denied within 30 Days		27,892	29,428	13,392	23,182	7,045	29,706	24,575	155,220	
Percent Processed within 30 Days	90.0%	**98.5%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**95.3%**	**99.0%**	0.02
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.3	8.3	8.4	9.1	7.5	8.7	8.3	0.47
Complaints		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	**Jan-19**	
Total number of complaints received (1 month prior)		**2**	**13**	**2**	**2**	**1**	**8**	**6**	34	
Rate of Complaints per 1,000 Persons Served	o	0.39	1.93	0.78	0.56	0.28	1.48	1.27	1.31	0.57
# Consumer complaints against provider		1	4	-	1	1	3	4	14	
% Consumer complaints against provider	o	50%	31%	0%	50%	100%	38%	67%	41%	28.7%
# Consumer complaints against LME/MCO		-	6	-	1	-	-	2	9	
% Consumer complaints against LME/MCO	o	0%	46%	0%	50%	0%	0%	33%	26%	21.9%
# Provider complaints against LME/MCO		-	3	1	-	-	-	-	4	
% Provider complaints against LME/MCO	o	0%	23%	50%	0%	0%	0%	0%	12%	18.0%
# of Other Types of Complaints		1	0	1	-	-	5	-	7	
# of Complaints Resolved in 30 Days		2	13	2	2	1	8	6	34	
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 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 utilzation rates.