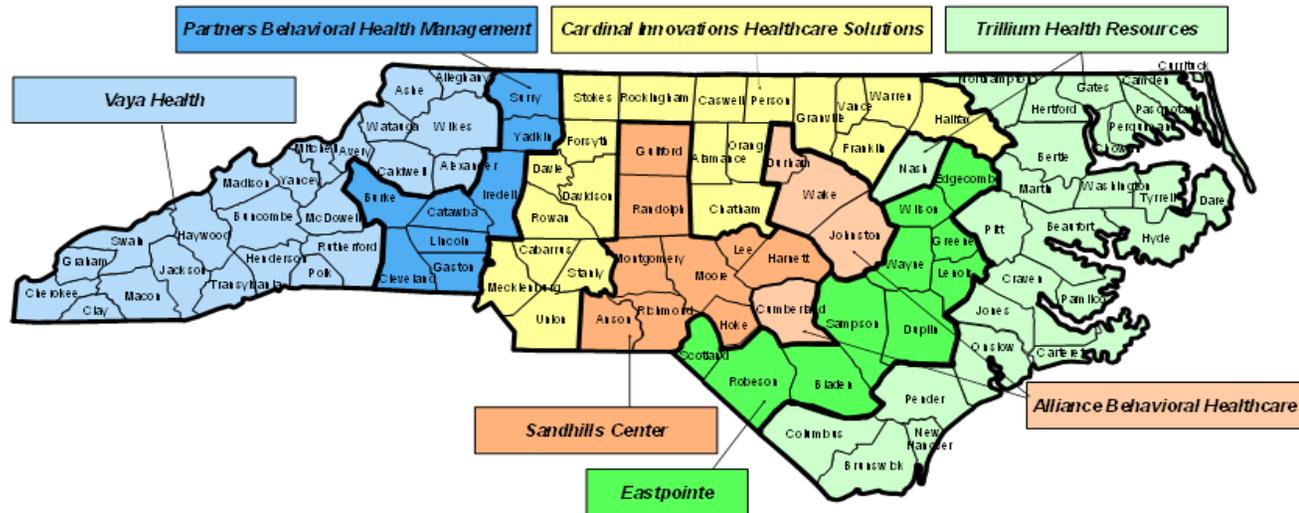


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, And
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
March 2019



Prepared by:

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

March 2019 Report

5/2/2019

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		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%	N	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	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

DMA Data Sheet - Alliance - In April 2019, A staff vchange resulted in a temporary decrease in the number of complaints resolved within 30 days for March's data.

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		March 2019 Report								5/2/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		4,998	5,151	2,740	2,821	2,521	2,041	3,162	23,434		
# of Calls Abandoned		77	120	53	8	97	31	8	394		
% of calls Abandoned	<5%	1.5%	2.3%	1.9%	0.3%	3.8%	1.5%	0.3%	1.7%		
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	5.0	9.0	5.9	1.55	
# of Calls Answered within 30 seconds		4,939	5,017	2,738	2,807	2,424	1,996	3,139	23,060		
% Answered within 30 seconds	95%	98.8%	97.4%	99.9%	99.5%	96.2%	97.8%	99.3%	98.4%		
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,668	3,545	555	1,422	1,798	1,159	1,397	13,544		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,652	3,462	551	1,388	1,687	1,159	1,381	13,280		
% of Persons waiting who are on the Reg. of Unmet Needs	o	100%	98%	99%	98%	94%	100%	99%	98%	2%	
# of Persons waiting for residential services		-	370	4	105	34	0	57	570		
% of Persons waiting for residential services	o	0%	10%	1%	7%	2%	0%	4%	4%	4%	
# of Persons waiting for ADVP		-	308	-	2	77	-	-	387		
% 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		418	911	44	219	563	622	259	3,036		
% of Persons on Waitlist receiving B3 Services	o	11%	26%	8%	15%	31%	54%	19%	22%	14%	
# of Persons on Waitlist receiving State Services		518	605	136	429	289	235	229	2,441		
% of Persons on Waitlist receiving State Services	o	14%	17%	25%	30%	16%	20%	16%	18%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		779	1,360	180	535	852	714	369	4,789		
% of Persons on Waitlist receiving State and/or B3 Services	o	21%	38%	32%	38%	47%	62%	26%	35%	12%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,889	2,185	375	887	946	445	1,028	8,755		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	79%	62%	68%	62%	53%	38%	74%	65%	12%	
Incidents											
Number of Level 2 Critical Incident Reports received		240	354	108	144	176	185	342	1,549		
Number of Level 3 Critical Incident Reports received		35	60	12	10	24	29	36	206		
Transitions to Community Living Initiative¹											
Individuals in In-reach		1,075	1,790	634	691	553	980	733	6,456		
Number of individuals in Transition Planning process		75	115	47	25	22	55	21	360		
Number of Individuals Housed - Total		350	780	251	358	286	351	301	2,677		
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%	2.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1.0%	0%	
¹ Please be aware that February 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**

March 2019 Report

5/2/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
Persons Served										
Unduplicated Count of Medicaid Members		220,571	423,724	150,858	137,714	168,346	202,705	154,553	1,458,471	
# Persons Receiving MH Services		14,334	23,180	5,546	9,428	8,571	10,486	9,533	81,078	
% of Members Receiving MH Services	o	6.5%	5.5%	3.7%	6.8%	5.1%	5.2%	6.2%	5.6%	1.0%
# Persons Receiving SA Services		1,353	3,117	1,140	1,442	1,518	1,553	1,676	11,799	
% of Members Receiving SA Services	o	0.6%	0.7%	0.8%	1.0%	0.9%	0.8%	1.1%	0.8%	0.2%
# Persons Receiving DD Services		3,168	6,657	1,330	2,325	2,022	2,963	2,199	20,664	
% of Members Receiving DD Services	o	1.4%	1.6%	0.9%	1.7%	1.2%	1.5%	1.4%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		17,140	30,371	7,349	12,242	12,111	13,427	13,055	105,695	
% of Members Receiving MH/DD/SA Services	o	7.8%	7.2%	4.9%	8.9%	7.2%	6.6%	8.4%	7.2%	1.2%
Community Psychiatric Hospitalization		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
# of MH Admissions to Community Psychiatric Inpatient		139	439	129	127	126	221	192	1,373	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.63	1.04	0.86	0.92	0.75	1.09	1.24	0.94	0.19
# of MH Admissions that were Readmissions within 30 days		13	34	12	8	12	27	25	131	
% of MH Admissions that were Readmissions within 30 days	o	9.4%	7.7%	9.3%	6.3%	9.5%	12.2%	13.0%	9.5%	2.2%
# of MH Inpatient Discharges		199	356	148	135	143	245	204	1,430	
MH Inpt Average Length of Stay (days)	o	12.3	8.6	7.3	6.8	4.7	7.2	8.2	8.1	2.14
# of SA Admissions to Community Psychiatric Inpatient		1	35	13	14	19	6	8	96	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.08	0.09	0.10	0.11	0.03	0.05	0.07	0.04
# of SA Admissions that were Readmissions within 30 days		0	4	3	1	2	0	1	11	
% of SA Admissions that were Readmissions within 30 days	o	0%	11%	23%	7%	11%	0%	13%	11%	7.4%
# of SA Inpatient Discharges		4	41	14	15	20	7	9	110	
SA Inpt Average Length of Stay (days)	o	7.3	5.3	6.2	5.5	5.3	3.6	4.4	5.3	1.11
Care Coordination		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
# of MH and SA Readmits assigned to a Care Coordinator		13	38	15	9	14	24	26	139	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	97.9%	
Emergency Dept Utilization (3 month lag)		Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	Dec-18	
# of ED Admits for persons with MHDDSAs diagnoses		310	952	253	247	288	340	384	2,774	
Rate of ED Admits per 1,000 Medicaid Members	o	1.39	2.13	1.63	1.69	1.66	1.58	2.41	1.9	0.33
# of ED Admits for persons who are active consumers		104	547	88	145	97	169	158	1,308	
% of ED Admits that were for active consumers	o	34%	57%	35%	59%	34%	50%	41%	47%	10.3%
# of ED Admits which were readmissions within 30 days		42	232	37	54	47	27	79	518	
% of ED Admissions Readmitted within 30 days	o	14%	24%	15%	22%	16%	8%	21%	18.7%	5.2%
Authorization Requests		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
Total Number of Auth Requests Received		4,174	7,727	2,136	3,731	3,113	2,905	2,696	26,482	
# Standard Auth. Request Decisions		3,557	6,598	1,771	3,569	2,593	2,006	2,030	22,124	
# Standard Auth Requests Processed in 14 Days		3,555	6,581	1,771	3,569	2,593	2,006	2,030	22,105	
% Processed in 14 Days	95.0%	99.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		617	1,129	365	162	520	899	666	4,358	
# Expedited and Inpatient Auth Requests Processed in 3 Days		615	1,118	365	162	520	899	666	4,345	
% Processed in 3 Days	95.0%	99.7%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

March 2019 Report

5/2/2019

LME/MCO:											
Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		63	242	109	174	45	51	74	758		
% of Total Auth Requests Denied for Clinical Reasons	o	1.5%	3.1%	5.1%	4.7%	1.4%	1.8%	2.7%	2.9%	1.4%	
# of Administrative Denials		41	0	15	44	1	60	12	173		
% of Total Auth Requests Denied for Admin Reasons	o	1.0%	0.0%	0.7%	1.2%	0.0%	2.1%	0.4%	0.7%	0.7%	
Total # of Auth Requests Denied		104	242	124	218	46	111	86	931		
% of Total Auth Requests Approved	o	97.5%	96.9%	94.2%	94.2%	98.5%	96.2%	96.8%	96.5%	1.5%	
Number of Consumer Authorization Appeals received		31	35	10	49	2	9	18	154		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.8	1.2	1.4	4.0	0.2	0.7	1.4	1.5	1.13	
Number of Authorizations overturned due to Consumer Appeals		1	2	1(partial)	1	2	-	-	6		
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Total # Clean Claim Received during Month (detail lines)		100,944	190,705	51,958	85,685	52,796	89,826	92,012	663,926		
Rate of Claims Rcpt per Person Served	o	5.9	6.3	7.1	7.0	4.4	6.7	7.0	6.3	0.90	
# Paid		94,493	179,198	45,291	78,189	51,499	83,129	83,070	614,869		
# Denied		6,442	11,499	6,666	7,492	1,297	6,696	8,806	48,898		
# Pended or in Process		9	8	1	4	-	1	136	159		
Percent Denied	o	6.4%	6.0%	12.8%	8.7%	2.5%	7.5%	9.6%	7.4%	3.0%	
# Paid or Denied within 30 Days		99,623	190,697	51,471	85,685	52,796	89,825	90,488	660,585		
Percent Processed within 30 Days	90.0%	98.7%	100.0%	99.1%	100.0%	100.0%	100.0%	98.3%	99.6%	0.7%	
Avg # days for Processing (from Receipt to Payment)	o	8	7	9	9	8	7	8	8.0	0.63	
Number of Provider claim Appeals received		1	0	0	0	0	0	14	15		
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.0	0.0	0.0	0.0	0.0	1.1	0.1	0.37	
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	0	0		
Complaints/Grievances		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	
Total number of complaints received (1 month prior)		63	48	8	8	28	13	28	196		
Rate of Complaints per 1,000 Persons Served	o	3.25	1.45	0.87	0.58	2.11	0.76	1.89	1.9	0.88	
# Consumer complaints against provider		29	35	-	4	22	13	20	123		
% Consumer complaints against provider	o	46%	73%	0%	50%	79%	100%	71%	63%	29.6%	
# Consumer complaints against LME/MCO		3	13	3	3	1	-	4	27		
% Consumer complaints against LME/MCO	o	5%	27%	38%	38%	4%	0%	14%	14%	14.9%	
# Provider complaints against LME/MCO		2	0	-	1	-	-	2	5		
% Provider complaints against LME/MCO	o	3%	0%	0%	13%	0%	0%	7%	3%	4.5%	
# of Other Types of Complaints		29	0	5	-	5	-	2	41		
# of Complaints Resolved in 30 Days		54	48	8	8	28	13	28	187		
Percent of Complaints resolved in 30 days	90.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.4%		
Program Integrity--Fraud, Waste and Abuse		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	11	7	5	0	8	7	44		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		29	74	5	58	20	1	111	298		
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	7	16	0	0	3	1	30		
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

March 2019 Report

5/2/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-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		3,229	3,592	1,237	1,872	2,112	2,598	2,575	17,215	
% of Uninsured Receiving MH Services	o	1.9%	1.2%	1.5%	2.0%	1.9%	1.9%	2.3%	1.7%	0.34%
# Persons Receiving SA Services		1,421	2,077	703	1,355	892	2,018	1,813	10,279	
% of Uninsured Receiving SA Services	o	0.8%	0.7%	0.8%	1.4%	0.8%	1.5%	1.6%	1.0%	0.36%
# Persons Receiving DD Services		667	811	270	415	554	490	232	3,439	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.3%	0.4%	0.5%	0.4%	0.2%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		5,032	6,091	2,034	3,375	3,558	4,317	4,499	28,906	
% of Uninsured Receiving MH/DD/SA Services	o	3.0%	2.0%	2.4%	3.6%	3.1%	3.1%	3.9%	2.8%	0.62%
Community Psychiatric Hospitalization (1)		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
# of MH Admissions to Community Psychiatric Inpatient		88	276	20	49	135	204	132	904	
Rate of MH Admissions per 1,000 Uninsured	o	0.53	0.89	0.24	0.52	1.19	1.48	1.15	0.88	0.41
# of MH Admissions that were Readmissions within 30 days		8	6	2	2	13	17	19	67	
% of MH Admissions that were Readmissions within 30 days	o	9%	2%	10%	4%	10%	8%	14%	7.4%	3.74%
# of MH Inpatient Discharges		126	120	32	88	131	211	139	847	
MH Inpt Average Length of Stay (days)	o	8.4	7.8	5.5	6.2	3.2	6.9	6.1	6.4	1.57
# of SA Admissions to Community Psychiatric Inpatient		13	37	3	21	17	25	42	158	
Rate of SA Admissions per 1,000 Uninsured	o	0.08	0.12	0.04	0.22	0.15	0.18	0.37	0.15	0.10
# of SA Admissions that were Readmissions within 30 days		2	1	0	0	1	1	6	11	
% of SA Admissions that were Readmissions within 30 days	o	15%	3%	0%	0%	6%	4%	14%	7%	5.9%
# of SA Inpatient Discharges		19	26	3	30	18	28	41	165	
SA Inpt Average Length of Stay (days)	o	7.3	7.2	4.0	4.1	4.1	6.1	5.2	5.6	1.36
Authorizations		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	
Total Number of Auth Requests Received		1,270	2,567	612	2,179	1,564	737	767	9,696	
# Standard Auth. Request Decisions		955	1,763	418	2,030	1,146	268	235	6,815	
# Standard Auth Requests Processed in 14 Days		955	1,763	418	2,030	1,146	268	235	6,815	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		315	804	194	149	418	469	532	2,881	
# Expedited and Inpatient Auth Requests Processed in 3 Days		315	804	194	149	418	469	532	2,881	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
# of Auth Requests Denied for Clinical Reasons		7	16	26	12	3	8	6	78	
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.6%	4.2%	0.6%	0.2%	1.1%	0.8%	0.8%	1.3%
# of Administrative Denials		-	6	7	8	-	9	9	39	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.2%	1.1%	0.4%	0.0%	1.2%	1.2%	0.4%	0.5%
Total # of Auth Requests Denied		7	22	33	20	3	17	15	117	
% of Total Auth Requests Approved	o	99%	99%	95%	99%	100%	98%	98%	99%	1.6%
Number of Consumer Authorization Appeals received		-	0	-	-	2	-	4	6	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.0	0.0	0.0	0.6	0.0	0.9	0.2	0.34
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

LME/MCO Monthly Monitoring Report											March 2019 Report		5/2/2019
State/Federal Block Grant Only											LME/MCO:		
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV			
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15			
Total # Clean Claim Received during Month (header)		25,669	27,078	11,027	24,416	6,566	26,809	23,395	144,960				
Rate of Claims Rcpt per Person Served	o	5.10	4.45	5.42	7.23	1.85	6.21	5.20	5.01	1.55			
# Paid		23,832	24,664	9,754	22,255	6,510	24,788	20,379	132,182				
# Denied		1,837	2,414	1,273	2,161	56	2,021	2,987	12,749				
# Pended or in Process			0	-	-	-	-	29	29				
Percent Denied	o	7.2%	8.9%	11.5%	8.9%	0.9%	7.5%	12.8%	8.8%	3.6%			
# Paid or Denied within 30 Days		25,298	27,078	11,027	24,416	6,566	26,809	22,218	143,412				
Percent Processed within 30 Days	90.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	98.9%	0.02			
Avg # days for Processing (from Receipt to Payment)	o	8.0	7.8	8.0	8.3	8.0	7.5	8.1	7.9	0.24			
Complaints		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19			
Total number of complaints received (1 month prior)		2	8	6	2	1	1	5	25				
Rate of Complaints per 1,000 Persons Served	o	0.34	1.19	2.38	0.56	0.28	0.19	1.08	0.86	0.72			
# Consumer complaints against provider		2	6	1	2	1	-	2	14				
% Consumer complaints against provider	o	100%	75%	17%	100%	100%	0%	40%	56%	39.4%			
# Consumer complaints against LME/MCO		-	1	1	-	-	-	1	3				
% Consumer complaints against LME/MCO	o	0%	13%	17%	0%	0%	0%	20%	12%	8.4%			
# Provider complaints against LME/MCO		-	0	1	-	-	-	-	1				
% Provider complaints against LME/MCO	o	0%	0%	17%	0%	0%	0%	0%	4%	5.8%			
# of Other Types of Complaints		-	1	3	-	-	1	2	7				
# of Complaints Resolved in 30 Days		2	8	6	2	1	1	5	25				
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 utilization rates.