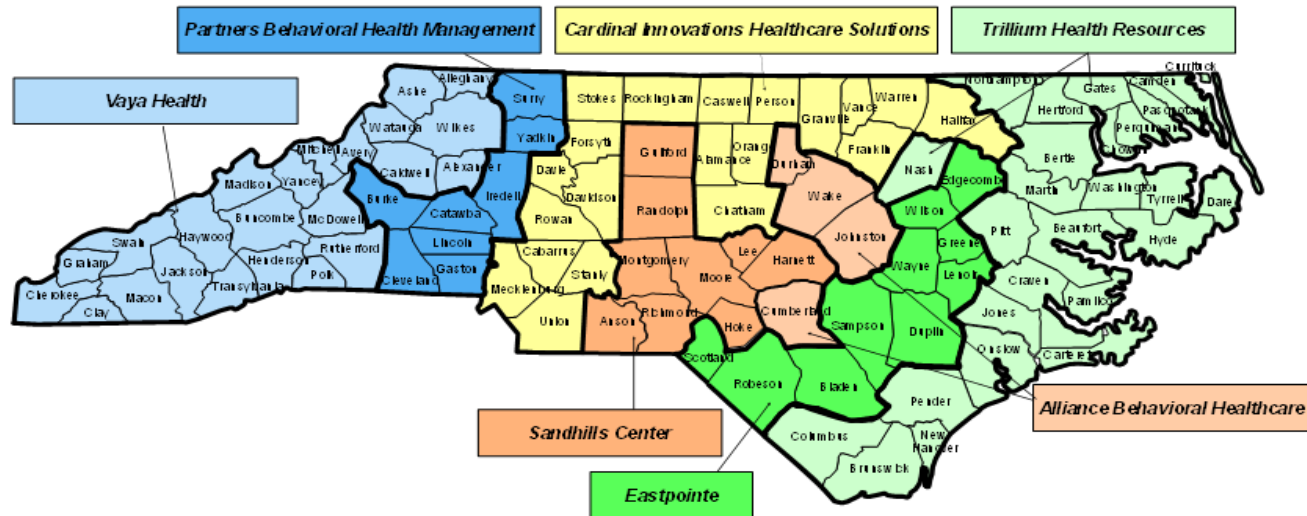


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
May 2019



Prepared by:

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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

May 2019 Report

6/20/2019

## 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%	Y	Y	Y	Y	Y	Y	Y
<b>DMH Performance Measures</b>								
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
<b>Combined Performance Measures</b>								
% 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		May 2019 Report								6/20/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	STD DEV
<b>Call Center</b>											
Total Number of Calls (re: services for consumers)		5,264	5,149	3,227	2,891	2,541	2,039	3,387	24,498		
# of Calls Abandoned		96	114	53	6	55	29	32	385		
% of calls Abandoned	<5%	1.8%	2.2%	1.6%	0.2%	2.2%	1.4%	0.9%	1.6%		
Avg Speed to Answer Calls (seconds)	o	5.0	5.0	4.0	6.0	5.0	4.0	9.0	5.4	1.59	
# of Calls Answered within 30 seconds		5,203	5,029	3,225	2,883	2,486	1,994	3,339	24,159		
% Answered within 30 seconds	95%	98.8%	97.7%	99.9%	99.7%	97.8%	97.8%	98.6%	98.6%		
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,708	3,666	551	1,457	1,822	1,136	1,408	13,748		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,708	3,585	549	1,431	1,702	1,136	1,390	13,501		
% of Persons waiting who are on the Reg. of Unmet Needs	o	100%	98%	100%	98%	93%	100%	99%	98%	2%	
# of Persons waiting for residential services		-	352	2	88	38	0	57	537		
% of Persons waiting for residential services	o	0%	10%	0%	6%	2%	0%	4%	4%	3%	
# of Persons waiting for ADVP		-	312	-	1	82	-	-	395		
% of Persons waiting for ADVP	o	0%	9%	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		433	947	43	223	510	648	251	3,055		
% of Persons on Waitlist receiving B3 Services	o	12%	26%	8%	15%	28%	57%	18%	22%	15%	
# of Persons on Waitlist receiving State Services		533	618	133	432	319	256	222	2,513		
% of Persons on Waitlist receiving State Services	o	14%	17%	24%	30%	18%	23%	16%	18%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		786	1,394	176	543	829	745	360	4,833		
% of Persons on Waitlist receiving State and/or B3 Services	o	21%	38%	32%	37%	45%	66%	26%	35%	14%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,922	2,272	375	914	993	391	1,048	8,915		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	79%	62%	68%	63%	55%	34%	74%	65%	14%	
<b>Incidents</b>											
Number of Level 2 Critical Incident Reports received		230	458	200	198	180	170	335	1,771		
Number of Level 3 Critical Incident Reports received		27	60	9	30	21	27	44	218		
<b>Transitions to Community Living Initiative<sup>1</sup></b>											
Individuals in In-reach		1,060	1,783	609	654	558	980	709	6,353		
Number of individuals in Transition Planning process		54	126	46	22	15	30	22	315		
Number of Individuals Housed - Total		383	815	258	366	300	385	323	2,830		
<b>Claim/Encounter Processing in NCTracks</b>											
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%	0.0%	0.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1%	
<sup>1</sup> Please be aware that April 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**

May 2019 Report

6/20/2019

**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>
		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		220,927	420,858	149,542	137,553	166,081	201,334	154,035	<b>1,450,330</b>	
# Persons Receiving MH Services		12,591	23,623	5,185	9,253	8,649	10,888	9,591	<b>79,780</b>	
% of Members Receiving MH Services	o	<b>5.7%</b>	<b>5.6%</b>	<b>3.5%</b>	<b>6.7%</b>	<b>5.2%</b>	<b>5.4%</b>	<b>6.2%</b>	<b>5.5%</b>	0.9%
# Persons Receiving SA Services		1,405	3,073	1,097	1,385	1,557	1,692	1,695	<b>11,904</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		3,041	6,624	1,230	2,149	1,920	2,932	2,152	<b>20,048</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.6%</b>	<b>0.8%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.4%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		15,824	30,740	6,905	11,883	12,126	13,868	13,076	<b>104,422</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.2%</b>	<b>7.3%</b>	<b>4.6%</b>	<b>8.6%</b>	<b>7.3%</b>	<b>6.9%</b>	<b>8.5%</b>	<b>7.2%</b>	1.2%
<b>Community Psychiatric Hospitalization</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19
# of MH Admissions to Community Psychiatric Inpatient		138	453	124	110	147	242	214	<b>1,428</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.62	1.08	0.83	0.80	0.89	1.20	<b>1.39</b>	<b>0.98</b>	0.24
# of MH Admissions that were Readmissions within 30 days		12	26	21	12	15	35	18	<b>139</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8.7%</b>	<b>5.7%</b>	<b>16.9%</b>	<b>10.9%</b>	<b>10.2%</b>	<b>14.5%</b>	<b>8.4%</b>	<b>9.7%</b>	3.5%
# of MH Inpatient Discharges		191	366	124	124	142	300	223	<b>1,470</b>	
MH Inpt Average Length of Stay (days)	o	<b>11.0</b>	9.6	7.1	8.0	<b>4.3</b>	7.8	8.2	<b>8.3</b>	1.93
# of SA Admissions to Community Psychiatric Inpatient		6	37	12	9	19	10	20	<b>113</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.09	0.08	0.07	0.11	0.05	<b>0.13</b>	<b>0.08</b>	0.03
# of SA Admissions that were Readmissions within 30 days		3	2	1	1	2	1	2	<b>12</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>50%</b>	<b>5%</b>	<b>8%</b>	<b>11%</b>	<b>11%</b>	<b>10%</b>	<b>10%</b>	<b>11%</b>	14.4%
# of SA Inpatient Discharges		6	28	12	11	22	10	21	<b>110</b>	
SA Inpt Average Length of Stay (days)	o	<b>9.5</b>	6.4	5.9	4.8	6.2	6.3	5.8	<b>6.2</b>	1.35
<b>Care Coordination</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19
# of MH and SA Readmits assigned to a Care Coordinator		15	27	22	13	17	34	19	<b>147</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>100.0%</b>	<b>96.4%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>94.4%</b>	<b>95.0%</b>	<b>97.4%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19	Feb-19
# of ED Admits for persons with MHDDSA diagnoses		310	1016	210	280	302	351	217	<b>2,686</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.40	<b>2.28</b>	1.36	1.92	1.83	1.64	1.37	1.9	0.32
# of ED Admits for persons who are active consumers		106	573	70	138	98	175	64	<b>1,224</b>	
% of ED Admits that were for active consumers	o	<b>34%</b>	<b>56%</b>	<b>33%</b>	<b>49%</b>	<b>32%</b>	<b>50%</b>	<b>29%</b>	<b>46%</b>	10.0%
# of ED Admits which were readmissions within 30 days		44	213	33	36	39	21	31	<b>417</b>	
% of ED Admissions Readmitted within 30 days	o	<b>14%</b>	<b>21%</b>	<b>16%</b>	<b>13%</b>	<b>13%</b>	<b>6%</b>	<b>14%</b>	<b>15.5%</b>	4.1%
<b>Authorization Requests</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19
Total Number of Auth Requests Received		4,980	8,037	2,226	3,962	3,457	3,159	3,122	<b>28,943</b>	
# Standard Auth. Request Decisions		4,342	6,782	1,822	3,738	2,951	2,042	2,306	<b>23,983</b>	
# Standard Auth Requests Processed in 14 Days		4,336	6,776	1,822	3,738	2,951	2,041	2,303	<b>23,967</b>	
% Processed in 14 Days	95.0%	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		638	1,255	404	224	506	1,117	816	<b>4,960</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		638	1,245	404	224	506	1,116	816	<b>4,949</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.2%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.8%</b>	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.9%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

May 2019 Report

6/20/2019

LME/MCO:										
Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		54	223	132	148	42	45	42	686	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	2.8%	5.9%	3.7%	1.2%	1.4%	1.3%	2.4%	1.7%
# of Administrative Denials		40	1	15	34	-	29	12	131	
% of Total Auth Requests Denied for Admin Reasons	o	0.8%	0.0%	0.7%	0.9%	0.0%	0.9%	0.4%	0.5%	0.4%
Total # of Auth Requests Denied		94	224	147	182	42	74	54	817	
% of Total Auth Requests Approved	o	98.1%	97.2%	93.4%	95.4%	98.8%	97.7%	98.3%	97.2%	1.8%
Number of Consumer Authorization Appeals received		13	29	14	25	4	9	8	102	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.8	0.9	2.0	2.1	0.3	0.6	0.6	1.0	0.65
Number of Authorizations overturned due to Consumer Appeals		1	8	-	-	2	6	10	27	
<b>Claims</b>		4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15
Total # Clean Claim Received during Month (detail lines)		116,913	224,107	61,769	95,887	58,161	101,499	105,449	763,785	
Rate of Claims Rcpt per Person Served	o	7.4	7.3	8.9	8.1	4.8	7.3	8.1	7.3	1.20
# Paid		108,108	209,496	54,488	85,580	56,579	95,570	94,450	704,271	
# Denied		8,805	14,607	7,281	10,302	1,582	5,929	10,900	59,406	
# Pended or in Process			4	-	5	-	-	99	108	
Percent Denied	o	7.5%	6.5%	11.8%	10.7%	2.7%	5.8%	10.3%	7.8%	3.0%
# Paid or Denied within 30 Days		115,359	224,097	61,041	95,887	58,160	101,499	100,488	756,531	
Percent Processed within 30 Days	90.0%	98.7%	100.0%	98.8%	100.0%	100.0%	100.0%	95.3%	99.6%	1.6%
Avg # days for Processing (from Receipt to Payment )	o	8	8	8	9	8	7	9	8.1	0.67
Number of Provider claim Appeals received		3	0	0	0	0	0	53	56	
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.0	0.0	0.0	0.0	0.0	4.1	0.5	1.41
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	0	2	3	
<b>Complaints/Grievances</b>		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19
Total number of complaints received (1 month prior)		30	35	12	10	17	5	25	133	
Rate of Complaints per 1,000 Persons Served	o	1.56	1.04	1.20	0.73	1.28	0.28	1.68	1.3	0.45
# Consumer complaints against provider		18	23	5	6	12	4	16	84	
% Consumer complaints against provider	o	60%	66%	42%	60%	71%	80%	64%	63%	11.0%
# Consumer complaints against LME/MCO		3	11	2	4	3	-	5	28	
% Consumer complaints against LME/MCO	o	10%	31%	17%	40%	18%	0%	20%	21%	12.3%
# Provider complaints against LME/MCO		-	1	1	-	-	-	1	2	
% Provider complaints against LME/MCO	o	0%	3%	8%	0%	0%	0%	4%	2%	3.0%
# of Other Types of Complaints		9	0	4	-	2	1	3	19	
# of Complaints Resolved in 30 Days		28	35	12	10	17	5	25	132	
Percent of Complaints resolved in 30 days	90.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	16	13	4	1	4	6	50	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		30	67	6	60	19	5	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		0	0	8	0	0	0	0	8	

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).
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**LME/MCO Monthly Monitoring Report**  
**State/Federal Block Grant Only**

**May 2019 Report**

6/20/2019

**LME/MCO:**

<b>Monitoring Areas</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>
<b>Persons Served</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	137,401	114,321	<b>1,022,018</b>	
# Persons Receiving MH Services		2,848	3,511	1,090	1,424	2,111	2,798	2,366	<b>16,148</b>	
% of Uninsured Receiving MH Services	o	<b>1.7%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.0%</b>	<b>2.1%</b>	<b>1.6%</b>	0.33%
# Persons Receiving SA Services		1,477	2,418	698	1,294	905	2,212	1,890	<b>10,894</b>	
% of Uninsured Receiving SA Services	o	<b>0.9%</b>	<b>0.8%</b>	<b>0.8%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>1.6%</b>	<b>1.7%</b>	<b>1.1%</b>	0.37%
# Persons Receiving DD Services		685	808	252	361	548	500	216	<b>3,370</b>	
% of Uninsured Receiving DD Services	o	<b>0.4%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.2%</b>	<b>0.3%</b>	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		4,747	6,297	1,897	2,906	3,564	4,586	4,350	<b>28,347</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.8%</b>	<b>2.0%</b>	<b>2.3%</b>	<b>3.1%</b>	<b>3.1%</b>	<b>3.3%</b>	<b>3.8%</b>	<b>2.8%</b>	0.57%
<b>Community Psychiatric Hospitalization (1)</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	
# of MH Admissions to Community Psychiatric Inpatient		57	332	8	48	114	176	56	<b>791</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.34	1.07	0.10	0.51	1.00	1.28	0.49	<b>0.77</b>	0.40
# of MH Admissions that were Readmissions within 30 days		8	2	0	3	11	20	5	<b>49</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>14%</b>	<b>1%</b>	<b>0%</b>	<b>6%</b>	<b>10%</b>	<b>11%</b>	<b>9%</b>	<b>6.2%</b>	4.92%
# of MH Inpatient Discharges		70	97	8	54	120	186	61	<b>596</b>	
MH Inpt Average Length of Stay (days)	o	<b>6.8</b>	<b>8.7</b>	<b>3.9</b>	<b>5.6</b>	<b>2.5</b>	<b>7.5</b>	<b>5.7</b>	<b>6.2</b>	1.96
# of SA Admissions to Community Psychiatric Inpatient		15	46	-	23	20	17	43	<b>164</b>	
Rate of SA Admissions per 1,000 Uninsured	o	0.09	0.15	-	0.25	0.18	0.12	<b>0.38</b>	<b>0.16</b>	0.11
# of SA Admissions that were Readmissions within 30 days		1	1	0	1	0	0	4	<b>7</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>7%</b>	<b>2%</b>		<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>9%</b>	<b>4%</b>	3.4%
# of SA Inpatient Discharges		16	36	0	22	20	11	41	<b>146</b>	
SA Inpt Average Length of Stay (days)	o	<b>5.6</b>	<b>5.8</b>	<b>-</b>	<b>4.4</b>	<b>3.8</b>	<b>5.8</b>	<b>4.0</b>	<b>4.8</b>	1.89
<b>Authorizations</b>		May-19	May-19	May-19	May-19	May-19	May-19	May-19	May-19	
Total Number of Auth Requests Received		1,261	2,758	645	2,314	1,409	923	749	<b>10,059</b>	
# Standard Auth. Request Decisions		968	1,785	503	2,106	924	330	307	<b>6,923</b>	
# Standard Auth Requests Processed in 14 Days		967	1,783	503	2,106	924	330	307	<b>6,920</b>	
% Processed in 14 Days	95.0%	<b>99.9%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		293	973	142	208	485	593	442	<b>3,136</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		293	968	142	208	485	593	442	<b>3,131</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.9%</b>	<b>99.7%</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>	0.00
# of Auth Requests Denied for Clinical Reasons		5	36	15	6	6	6	3	<b>77</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	1.3%	<b>2.3%</b>	0.3%	0.4%	0.7%	0.4%	<b>0.8%</b>	0.7%
# of Administrative Denials		-	3	5	12	-	6	3	<b>29</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.1%	0.8%	0.5%	0.0%	0.7%	0.4%	<b>0.3%</b>	0.3%
Total # of Auth Requests Denied		5	39	20	18	6	12	6	<b>106</b>	
% of Total Auth Requests Approved	o	100%	99%	<b>97%</b>	99%	100%	99%	99%	<b>99%</b>	0.9%
Number of Consumer Authorization Appeals received		-	4	1	-	1	-	2	<b>8</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.6	0.5	0.0	0.3	0.0	0.5	<b>0.3</b>	0.25
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	2	<b>2</b>	

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

May 2019 Report

6/20/2019

**LME/MCO:**

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
<b>Claims</b>		4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15		
<b>Total # Clean Claim Received during Month (header)</b>		<b>30,047</b>	<b>32,758</b>	<b>12,974</b>	<b>26,295</b>	<b>7,250</b>	<b>29,878</b>	<b>24,978</b>	164,180		
Rate of Claims Rcpt per Person Served	o	<b>6.33</b>	<b>5.20</b>	<b>6.84</b>	<b>9.05</b>	<b>2.03</b>	<b>6.52</b>	<b>5.74</b>	5.79	1.96	
# Paid		27,028	29,585	11,628	23,720	7,149	27,523	19,948	146,581		
# Denied		3,019	3,173	1,346	2,575	101	2,355	5,029	17,598		
# Pended or in Process			0	-	-	-	-	1	1		
Percent Denied	o	10.0%	9.7%	10.4%	9.8%	1.4%	7.9%	20.1%	10.7%	5.1%	
# Paid or Denied within 30 Days		29,715	32,758	12,962	26,295	7,249	29,878	24,065	162,922		
Percent Processed within 30 Days	90.0%	<b>98.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>96.3%</b>	<b>99.2%</b>	0.01	
Avg # days for Processing (from Receipt to Payment )	o	7.0	8.3	8.3	9.1	9.2	7.3	10.0	8.2	0.99	
<b>Complaints</b>		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19		
<b>Total number of complaints received (1 month prior)</b>		<b>3</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>2</b>	29		
Rate of Complaints per 1,000 Persons Served	o	0.51	0.86	1.51	0.29	0.82	<b>1.81</b>	0.41	1.02	0.53	
# Consumer complaints against provider		1	4	-	1	1	4	2	13		
% Consumer complaints against provider	o	33%	67%	0%	100%	33%	40%	100%	45%	34.5%	
# Consumer complaints against LME/MCO		-	0	-	-	1	2	-	3		
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	33%	20%	0%	10%	12.6%	
# Provider complaints against LME/MCO		-	1	1	-	-	-	-	2		
% Provider complaints against LME/MCO	o	0%	17%	25%	0%	0%	0%	0%	7%	9.7%	
# of Other Types of Complaints		2	1	3	-	1	4	-	11		
<b># of Complaints Resolved in 30 Days</b>		<b>3</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>2</b>	29		
Percent of Complaints resolved in 30 days	90.0%	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	-	
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.