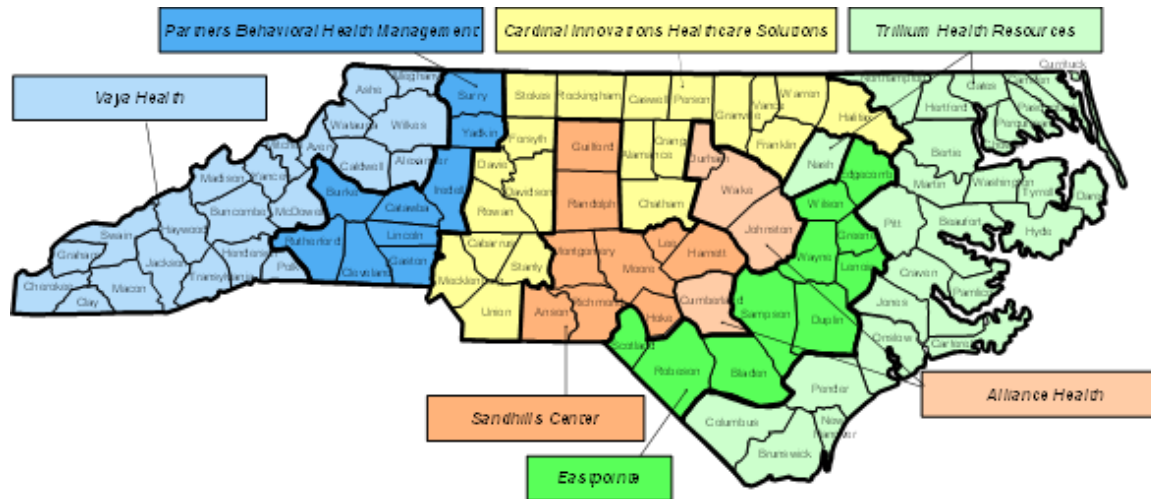


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, And  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
August 2019



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Version: 10/11/19



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

August 2019 Report

10/11/2019

## Meets Standards?

| DMA Performance Measures                                  | Standard | Meets Standards? |          |            |          |           |      |          |
|---|----------|------------------|----------|------------|----------|-----------|------|----------|
|   |          | 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        |
| <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        |
| <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 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**

***Program Integrity--Fraud, Waste and Abuse - Eastpointe*** - Noted in August 2019, a Number of Cases Referred to DMA Program Integrity--31 (there were 4 separate providers who had a total of 31 case between them.)

**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                                   |          | August 2019 Report |          |          |            |          |           |          |        | 10/11/2019 |         |
|---|----------|--------------------|----------|----------|------------|----------|-----------|----------|--------|------------|---------|
| Medicaid and State Combined   |          | LME-MCO:           | Alliance | Cardinal | Eastpointe | Partners | Sandhills | Trillium | Vaya   | NC Total   |         |
| Monitoring Area   | Standard | Aug-19             | Aug-19   | Aug-19   | Aug-19     | Aug-19   | Aug-19    | Aug-19   | Aug-19 | Aug-19     | STD DEV |
| <b>Call Center</b>  |          |                    |          |          |            |          |           |          |        |            |         |
| Total Number of Calls (re: services for consumers)                  |          | 4,917              | 4,857    | 2,935    | 3,010      | 2,559    | 2,016     | 2,988    | 23,282 |            |         |
| # of Calls Abandoned  |          | 61                 | 94       | 97       | 10         | 49       | 38        | 28       | 377    |            |         |
| % of calls Abandoned  | <5%      | 1.2%               | 1.9%     | 3.3%     | 0.3%       | 1.9%     | 1.9%      | 0.9%     | 1.6%   |            |         |
| Avg Speed to Answer Calls (seconds)                                 | o        | 6.0                | 5.0      | 4.0      | 7.0        | 5.0      | 4.0       | 9.0      | 5.7    | 1.67       |         |
| # of Calls Answered within 30 seconds                               |          | 4,833              | 4,757    | 2,931    | 2,955      | 2,510    | 1,968     | 2,951    | 22,905 |            |         |
| % Answered within 30 seconds  | 95%      | 98.3%              | 97.9%    | 99.9%    | 98.2%      | 98.1%    | 97.6%     | 98.8%    | 98.4%  |            |         |
| <b>IDD Wait List</b>  |          |                    |          |          |            |          |           |          |        |            |         |
| Number of Persons on the IDD Waitlist (snapshot on 1st of Month)    |          | 3,786              | 3,817    | 530      | 1,543      | 1,882    | 1,083     | 1,341    | 13,982 |            |         |
| # of Persons on Registry of Unmet Needs for Innovations Waiver      |          | 3,786              | 3,736    | 528      | 1,523      | 1,753    | 1,083     | 1,324    | 13,733 |            |         |
| % of Persons waiting who are on the Reg. of Unmet Needs             | o        | 100%               | 98%      | 100%     | 99%        | 93%      | 100%      | 99%      | 98%    | 2%         |         |
| # of Persons waiting for residential services                       |          | -                  | 341      | 2        | 88         | 39       | 0         | 55       | 525    |            |         |
| % of Persons waiting for residential services                       | o        | 0%                 | 9%       | 0%       | 6%         | 2%       | 0%        | 4%       | 4%     | 3%         |         |
| # of Persons waiting for ADVP                                       |          | -                  | 309      | -        | 1          | 90       | -         | -        | 400    |            |         |
| % of Persons waiting for ADVP                                       | o        | 0%                 | 8%       | 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                      |          | 461                | 955      | 44       | 218        | 624      | 704       | 264      | 3,270  |            |         |
| % of Persons on Waitlist receiving B3 Services                      | o        | 12%                | 25%      | 8%       | 14%        | 33%      | 65%       | 20%      | 23%    | 18%        |         |
| # of Persons on Waitlist receiving State Services                   |          | 562                | 625      | 137      | 426        | 362      | 311       | 217      | 2,640  |            |         |
| % of Persons on Waitlist receiving State Services                   | o        | 15%                | 16%      | 26%      | 28%        | 19%      | 29%       | 16%      | 19%    | 6%         |         |
| # of Persons on Waitlist receiving State and/or B3 services (undup) |          | 828                | 1,412    | 181      | 539        | 986      | 803       | 365      | 5,114  |            |         |
| % of Persons on Waitlist receiving State and/or B3 Services         | o        | 22%                | 37%      | 34%      | 35%        | 52%      | 74%       | 27%      | 37%    | 16%        |         |
| # of Persons on Waitlist not receiving any LME/MCO funded svcs      |          | 2,958              | 2,405    | 349      | 1,004      | 896      | 280       | 976      | 8,868  |            |         |
| % of Persons on Waitlist not receiving any LME/MCO funded svcs      | o        | 78%                | 63%      | 66%      | 65%        | 48%      | 26%       | 73%      | 63%    | 16%        |         |
| <b>Incidents</b>  |          |                    |          |          |            |          |           |          |        |            |         |
| Number of Level 2 Critical Incident Reports received                |          | 242                | 381      | 135      | 131        | 157      | 129       | 268      | 1,443  |            |         |
| Number of Level 3 Critical Incident Reports received <sup>1</sup>   |          | 26                 | 51       | 14       | 18         | 29       | 28        | 39       | 205    |            |         |
| <b>Transitions to Community Living Initiative<sup>2</sup></b>       |          |                    |          |          |            |          |           |          |        |            |         |
| Individuals in In-reach   |          | 1,150              | 1,773    | 563      | 726        | 552      | 947       | 670      | 6,381  |            |         |
| Number of individuals in Transition Planning process                |          | 60                 | 115      | 56       | 22         | 11       | 27        | 37       | 328    |            |         |
| Number of Individuals Housed - Total                                |          | 293                | 620      | 178      | 263        | 233      | 290       | 256      | 2,133  |            |         |
| <b>Claim/Encounter Processing in NCTracks<sup>3</sup></b>           |          |                    |          |          |            |          |           |          |        |            |         |
| DMH- % of Claims \$ Value Denied by Date of Service FY18            | <5%      | 1%                 | 4%       | 1%       | 1%         | 2%       | 3%        | 1%       | 2%     | 1%         |         |
| DMH- % of Claims \$ Value Denied by Date of Service FY19            | <5%      | 1%                 | 1%       | 0%       | 1%         | 1%       | 1%        | 1%       | 1%     | 0%         |         |
| DMH- % of Claims \$ Value Denied by Date of Service FY20 YTD        | <5%      | 1%                 | 4%       | 1%       | 1%         | 2%       | 3%        | 1%       | 2%     | 1%         |         |

<sup>1</sup> All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.

<sup>2</sup> Please be aware that July 2019 data is used in this section.

<sup>3</sup> As of most recent checkwrite dated 9/17/2019. Due to rounding, percents less than 1% are shown as 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).

**MCO Monthly Monitoring Report  
Medicaid Only**

**August 2019 Report**

10/11/2019

**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> |
|---|-----------------|-----------------|-----------------|-------------------|-----------------|------------------|-----------------|---------------|------------------|----------------|
|   |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| <b>Persons Served</b>   |                 |                 |                 |                   |                 |                  |                 |               |                  |                |
| Unduplicated Count of Medicaid Members                                |                 | 219,903         | 422,694         | 149,519           | 147,389         | 158,659          | 200,149         | 142,150       | <b>1,440,463</b> |                |
| # Persons Receiving MH Services                                       |                 | 13,224          | 20,745          | 6,244             | 8,851           | 8,210            | 10,114          | 8,014         | <b>75,402</b>    |                |
| % of Members Receiving MH Services                                    | o               | <b>6.0%</b>     | <b>4.9%</b>     | <b>4.2%</b>       | <b>6.0%</b>     | <b>5.2%</b>      | <b>5.1%</b>     | <b>5.6%</b>   | <b>5.2%</b>      | 0.6%           |
| # Persons Receiving SA Services                                       |                 | 1,541           | 3,061           | 1,612             | 1,543           | 1,547            | 1,840           | 1,677         | <b>12,821</b>    |                |
| % of Members Receiving SA Services                                    | o               | <b>0.7%</b>     | <b>0.7%</b>     | <b>1.1%</b>       | <b>1.0%</b>     | <b>1.0%</b>      | <b>0.9%</b>     | <b>1.2%</b>   | <b>0.9%</b>      | 0.2%           |
| # Persons Receiving DD Services                                       |                 | 3,467           | 6,478           | 1,517             | 2,476           | 1,990            | 3,030           | 1,990         | <b>20,948</b>    |                |
| % of Members Receiving DD Services                                    | o               | <b>1.6%</b>     | <b>1.5%</b>     | <b>1.0%</b>       | <b>1.7%</b>     | <b>1.3%</b>      | <b>1.5%</b>     | <b>1.4%</b>   | <b>1.5%</b>      | 0.2%           |
| Unduplicated # that received MH/DD/SA Services                        |                 | 16,727          | 27,708          | 8,512             | 11,873          | 11,747           | 13,387          | 11,315        | <b>101,269</b>   |                |
| % of Members Receiving MH/DD/SA Services                              | o               | <b>7.6%</b>     | <b>6.6%</b>     | <b>5.7%</b>       | <b>8.1%</b>     | <b>7.4%</b>      | <b>6.7%</b>     | <b>8.0%</b>   | <b>7.0%</b>      | 0.8%           |
| <b>Community Psychiatric Hospitalization</b>                          |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| # of MH Admissions to Community Psychiatric Inpatient                 |                 | 150             | 442             | 133               | 139             | 126              | 224             | 196           | <b>1,410</b>     |                |
| Rate of MH Admissions per 1,000 Medicaid Members                      | o               | 0.68            | 1.05            | 0.89              | 0.94            | 0.79             | 1.12            | <b>1.38</b>   | <b>0.98</b>      | 0.21           |
| # of MH Admissions that were Readmissions within 30 days              |                 | 18              | 24              | 23                | 21              | 15               | 36              | 30            | <b>167</b>       |                |
| % of MH Admissions that were Readmissions within 30 days              | o               | <b>12.0%</b>    | <b>5.4%</b>     | <b>17.3%</b>      | <b>15.1%</b>    | <b>11.9%</b>     | <b>16.1%</b>    | <b>15.3%</b>  | <b>11.8%</b>     | 3.7%           |
| # of MH Inpatient Discharges  |                 | 203             | 281             | 138               | 119             | 119              | 267             | 206           | <b>1,333</b>     |                |
| MH Inpt Average Length of Stay (days)                                 | o               | <b>11.9</b>     | 8.9             | 7.8               | 8.3             | <b>4.4</b>       | 7.2             | 7.9           | <b>8.3</b>       | 2.06           |
| # of SA Admissions to Community Psychiatric Inpatient                 |                 | 10              | 42              | 8                 | 18              | 28               | 7               | 12            | <b>125</b>       |                |
| Rate of SA Admissions per 1,000 Medicaid Members                      | o               | 0.05            | 0.10            | 0.05              | 0.12            | <b>0.18</b>      | 0.03            | 0.08          | <b>0.09</b>      | 0.05           |
| # of SA Admissions that were Readmissions within 30 days              |                 | 1               | 1               | 1                 | 2               | 6                | 0               | 1             | <b>12</b>        |                |
| % of SA Admissions that were Readmissions within 30 days              | o               | <b>10%</b>      | <b>2%</b>       | <b>13%</b>        | <b>11%</b>      | <b>21%</b>       | <b>0%</b>       | <b>8%</b>     | <b>10%</b>       | 6.5%           |
| # of SA Inpatient Discharges  |                 | 12              | 26              | 9                 | 17              | 34               | 8               | 12            | <b>118</b>       |                |
| SA Inpt Average Length of Stay (days)                                 | o               | <b>8.0</b>      | 5.0             | 4.6               | 5.3             | 5.3              | 3.1             | 3.4           | <b>5.1</b>       | 1.48           |
| <b>Care Coordination</b>  |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| # of MH and SA Readmits assigned to a Care Coordinator                |                 | 18              | 25              | 24                | 23              | 21               | 33              | 30            | <b>174</b>       |                |
| % of Readmits assigned to Care Coordination                           | 85.0%           | <b>94.7%</b>    | <b>100.0%</b>   | <b>100.0%</b>     | <b>100.0%</b>   | <b>100.0%</b>    | <b>91.7%</b>    | <b>96.8%</b>  | <b>97.2%</b>     |                |
| <b>Emergency Dept Utilization (3 month lag)</b>                       |                 | May-19          | May-19          | May-19            | May-19          | May-19           | May-19          | May-19        | May-19           |                |
| # of ED Admits for persons with MHDDSAs diagnoses                     |                 | 306             | 1139            | 314               | 362             | 348              | 395             | 244           | <b>3,108</b>     |                |
| Rate of ED Admits per 1,000 Medicaid Members                          | o               | 1.39            | 2.61            | 2.05              | 2.51            | 2.10             | 1.86            | 1.55          | 2.2              | 0.42           |
| # of ED Admits for persons who are active consumers                   |                 | 101             | 662             | 86                | 212             | 115              | 211             | 85            | <b>1,472</b>     |                |
| % of ED Admits that were for active consumers                         | o               | <b>33%</b>      | <b>58%</b>      | <b>27%</b>        | <b>59%</b>      | <b>33%</b>       | <b>53%</b>      | <b>35%</b>    | <b>47%</b>       | 12.5%          |
| # of ED Admits which were readmissions within 30 days                 |                 | 43              | 248             | 35                | 102             | 56               | 40              | 36            | <b>560</b>       |                |
| % of ED Admissions Readmitted within 30 days                          | o               | <b>14%</b>      | <b>22%</b>      | <b>11%</b>        | <b>28%</b>      | <b>16%</b>       | <b>10%</b>      | <b>15%</b>    | <b>18.0%</b>     | 5.9%           |
| <b>Authorization Requests</b>   |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| Total Number of Auth Requests Received                                |                 | 4,046           | 7,278           | 2,143             | 2,965           | 2,646            | 2,507           | 2,902         | <b>24,487</b>    |                |
| # Standard Auth. Request Decisions                                    |                 | 3,402           | 5,883           | 1,741             | 2,798           | 2,125            | 1,583           | 2,288         | <b>19,820</b>    |                |
| # Standard Auth Requests Processed in 14 Days                         |                 | 3,396           | 5,883           | 1,741             | 2,797           | 2,124            | 1,583           | 2,287         | <b>19,811</b>    |                |
| % Processed in 14 Days  | 95.0%           | <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>100.0%</b> | <b>100.0%</b>    | 0.1%           |
| # Auth Requests requiring Expedited Decisions, inclusive of Inpatient |                 | 644             | 1,395           | 402               | 167             | 521              | 924             | 614           | <b>4,667</b>     |                |
| # Expedited and Inpatient Auth Requests Processed in 3 Days           |                 | 644             | 1,389           | 401               | 167             | 521              | 924             | 614           | <b>4,660</b>     |                |
| % Processed in 3 Days   | 95.0%           | <b>100.0%</b>   | <b>99.6%</b>    | <b>99.8%</b>      | <b>100.0%</b>   | <b>100.0%</b>    | <b>100.0%</b>   | <b>100.0%</b> | <b>99.9%</b>     | 0.2%           |
| Total % of Auth Requests Processed in Required Timeframes             | 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>99.9%</b>     | 0.0%           |

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|---|-----------------|-----------------|-----------------|-------------------|-----------------|------------------|-----------------|-------------|------------------|----------------|
| # of Auth Requests Denied for Clinical Reasons  |                 | 48              | 454             | 73                | 125             | 29               | 67              | 36          | 832              |                |
| % of Total Auth Requests Denied for Clinical Reasons  | o               | 1.2%            | 6.2%            | 3.4%              | 4.2%            | 1.1%             | 2.7%            | 1.2%        | 3.4%             | 1.8%           |
| # of Administrative Denials   |                 | 54              | 0               | 15                | 42              | -                | 21              | 10          | 142              |                |
| % of Total Auth Requests Denied for Admin Reasons   | o               | 1.3%            | 0.0%            | 0.7%              | 1.4%            | 0.0%             | 0.8%            | 0.3%        | 0.6%             | 0.5%           |
| Total # of Auth Requests Denied   |                 | 102             | 454             | 88                | 167             | 29               | 88              | 46          | 974              |                |
| % of Total Auth Requests Approved   | o               | 97.5%           | 93.8%           | 95.9%             | 94.4%           | 98.9%            | 96.5%           | 98.4%       | 96.0%            | 1.8%           |
| Number of Consumer Authorization Appeals received   |                 | 14              | 31              | 15                | 22              | 5                | 4               | 15          | 106              |                |
| Rate of Consumer Auth. Appeals per 1,000 persons svd  | o               | 0.8             | 1.1             | 1.8               | 1.9             | 0.4              | 0.3             | 1.3         | 1.0              | 0.56           |
| Number of Authorizations overturned due to Consumer Appeals   |                 | 1               | 3               | ed 1 (partial)    | 2               | -                | -               | 3           | 9                |                |
| <b>Claims</b>   |                 | 7/16 - 8/15     | 7/16 - 8/15     | 7/16 - 8/15       | 7/16 - 8/15     | 7/16 - 8/15      | 7/16 - 8/15     | 7/16 - 8/15 | 7/16 - 8/15      |                |
| Total # Clean Claim Received during Month (detail lines)  |                 | 114,473         | 219,929         | 69,397            | 94,021          | 65,197           | 103,707         | 100,719     | 767,443          |                |
| Rate of Claims Rcpt per Person Served   | o               | 6.8             | 7.9             | 8.2               | 7.9             | 5.6              | 7.7             | 8.9         | 7.6              | 1.00           |
| # Paid  |                 | 106,374         | 204,237         | 61,330            | 81,768          | 64,148           | 98,007          | 87,586      | 703,450          |                |
| # Denied  |                 | 8,091           | 15,639          | 8,066             | 12,252          | 1,049            | 5,700           | 12,592      | 63,389           |                |
| # Pended or in Process  |                 | 8               | 53              | 1                 | 1               | -                | -               | 541         | 604              |                |
| Percent Denied  | o               | 7.1%            | 7.1%            | 11.6%             | 13.0%           | 1.6%             | 5.5%            | 12.6%       | 8.3%             | 3.9%           |
| # Paid or Denied within 30 Days   |                 | 113,282         | 219,819         | 68,945            | 94,021          | 65,197           | 103,707         | 96,801      | 761,772          |                |
| Percent Processed within 30 Days  | 90.0%           | 99.0%           | 99.9%           | 99.3%             | 100.0%          | 100.0%           | 100.0%          | 96.1%       | 99.7%            | 1.3%           |
| Avg # days for Processing (from Receipt to Payment )  | o               | 8               | 8               | 8                 | 9               | 8                | 7               | 8           | 7.9              | 0.56           |
| Number of Provider claim Appeals received   |                 | 2               | 4               | 3                 | 0               | 0                | 0               | 4           | 13               |                |
| Rate of Provider Claim appeals per 1,000 persons served   | o               | 0.1             | 0.1             | 0.4               | 0.0             | 0.0              | 0.0             | 0.4         | 0.1              | 0.15           |
| Number of claim denials overturned due to Provider Appeals  |                 | 2               | 0               | 0                 | 0               | 0                | 0               | 2           | 4                |                |
| <b>Complaints/Grievances</b>  |                 | Jul-19          | Jul-19          | Jul-19            | Jul-19          | Jul-19           | Jul-19          | Jul-19      | Jul-19           |                |
| Total number of complaints received (1 month prior)   |                 | 30              | 30              | 11                | 8               | 17               | 13              | 31          | 140              |                |
| Rate of Complaints per 1,000 Persons Served   | o               | 1.62            | 0.97            | 1.10              | 0.60            | 1.32             | 0.78            | 2.38        | 1.4              | 0.56           |
| # Consumer complaints against provider  |                 | 17              | 21              | 9                 | 5               | 10               | 10              | 27          | 99               |                |
| % Consumer complaints against provider  | o               | 57%             | 70%             | 82%               | 63%             | 59%              | 77%             | 87%         | 71%              | 10.9%          |
| # Consumer complaints against LME/MCO   |                 | 3               | 9               | 1                 | 2               | 2                | 3               | 3           | 23               |                |
| % Consumer complaints against LME/MCO   | o               | 10%             | 30%             | 9%                | 25%             | 12%              | 23%             | 10%         | 16%              | 8.1%           |
| # Provider complaints against LME/MCO   |                 | -               | 0               | -                 | 1               | 1                | -               | -           | 2                |                |
| % Provider complaints against LME/MCO   | o               | 0%              | 0%              | 0%                | 13%             | 6%               | 0%              | 0%          | 1%               | 4.5%           |
| # of Other Types of Complaints  |                 | 10              | 0               | 1                 | -               | 4                | -               | 1           | 16               |                |
| # of Complaints Resolved in 30 Days   |                 | 30              | 30              | 11                | 8               | 17               | 13              | 31          | 140              |                |
| 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>  |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19      | Aug-19           |                |
| Number of Provider fraud and abuse cases under investigation by LME/MCO-New                         |                 | 7               | 19              | 14                | 9               | 1                | 8               | 5           | 63               |                |
| Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month |                 | 26              | 70              | 6                 | 59              | 14               | 1               | 135         | 311              |                |
| 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   |                 | 1               | 0               | 31                | 0               | 2                | 1               | 0           | 35               |                |

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**

**August 2019 Report**

10/11/2019

**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>   |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| Estimated number of Uninsured in Catchment Area                       |                 | 180,812         | 326,136         | 84,395            | 102,790         | 118,206          | 137,942         | 114,664       | <b>1,064,945</b> |                |
| # Persons Receiving MH Services                                       |                 | 3,498           | 3,474           | 1,546             | 1,701           | 2,052            | 2,983           | 2,136         | <b>17,390</b>    |                |
| % of Uninsured Receiving MH Services                                  | o               | <b>1.9%</b>     | <b>1.1%</b>     | <b>1.8%</b>       | <b>1.7%</b>     | <b>1.7%</b>      | <b>2.2%</b>     | <b>1.9%</b>   | <b>1.6%</b>      | 0.32%          |
| # Persons Receiving SA Services                                       |                 | 1,612           | 2,355           | 1,000             | 1,472           | 955              | 2,382           | 2,134         | <b>11,910</b>    |                |
| % of Uninsured Receiving SA Services                                  | o               | <b>0.9%</b>     | <b>0.7%</b>     | <b>1.2%</b>       | <b>1.4%</b>     | <b>0.8%</b>      | <b>1.7%</b>     | <b>1.9%</b>   | <b>1.1%</b>      | 0.42%          |
| # Persons Receiving DD Services                                       |                 | 787             | 810             | 426               | 425             | 523              | 568             | 200           | <b>3,739</b>     |                |
| % of Uninsured Receiving DD Services                                  | o               | <b>0.4%</b>     | <b>0.2%</b>     | <b>0.5%</b>       | <b>0.4%</b>     | <b>0.4%</b>      | <b>0.4%</b>     | <b>0.2%</b>   | <b>0.4%</b>      | 0.11%          |
| Unduplicated # Persons Receiving MH/DD/SA Services                    |                 | 5,581           | 6,177           | 2,734             | 3,358           | 3,530            | 4,966           | 4,376         | <b>30,722</b>    |                |
| % of Uninsured Receiving MH/DD/SA Services                            | o               | <b>3.1%</b>     | <b>1.9%</b>     | <b>3.2%</b>       | <b>3.3%</b>     | <b>3.0%</b>      | <b>3.6%</b>     | <b>3.8%</b>   | <b>2.9%</b>      | 0.57%          |
| <b>Community Psychiatric Hospitalization (1)</b>                      |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| # of MH Admissions to Community Psychiatric Inpatient                 |                 | 123             | 344             | 27                | 79              | 117              | 206             | 172           | <b>1,068</b>     |                |
| Rate of MH Admissions per 1,000 Uninsured                             | o               | 0.68            | 1.05            | <b>0.32</b>       | 0.77            | 0.99             | 1.49            | 1.50          | <b>1.00</b>      | 0.40           |
| # of MH Admissions that were Readmissions within 30 days              |                 | 6               | 1               | 3                 | 6               | 3                | 17              | 30            | <b>66</b>        |                |
| % of MH Admissions that were Readmissions within 30 days              | o               | <b>5%</b>       | <b>0%</b>       | <b>11%</b>        | <b>8%</b>       | <b>3%</b>        | <b>8%</b>       | <b>17%</b>    | <b>6.2%</b>      | 5.29%          |
| # of MH Inpatient Discharges  |                 | 145             | 195             | 33                | 99              | 119              | 228             | 152           | <b>971</b>       |                |
| <b>MH Inpt Average Length of Stay (days)</b>                          | o               | <b>9.0</b>      | <b>6.5</b>      | <b>5.5</b>        | <b>5.7</b>      | <b>2.9</b>       | <b>6.9</b>      | <b>6.5</b>    | <b>6.4</b>       | 1.70           |
| # of SA Admissions to Community Psychiatric Inpatient                 |                 | 20              | 66              | 4                 | 19              | 35               | 23              | 33            | <b>200</b>       |                |
| Rate of SA Admissions per 1,000 Uninsured                             | o               | 0.11            | 0.20            | <b>0.05</b>       | 0.18            | 0.30             | 0.17            | 0.29          | <b>0.19</b>      | 0.08           |
| # of SA Admissions that were Readmissions within 30 days              |                 | 0               | 7               | 0                 | 1               | 1                | 3               | 8             | <b>20</b>        |                |
| % of SA Admissions that were Readmissions within 30 days              | o               | <b>0%</b>       | <b>11%</b>      | <b>0%</b>         | <b>5%</b>       | <b>3%</b>        | <b>13%</b>      | <b>24%</b>    | <b>10%</b>       | 8.1%           |
| # of SA Inpatient Discharges  |                 | 24              | 61              | 5                 | 18              | 38               | 25              | 36            | <b>207</b>       |                |
| <b>SA Inpt Average Length of Stay (days)</b>                          | o               | <b>4.9</b>      | <b>5.5</b>      | <b>4.5</b>        | <b>4.8</b>      | <b>4.6</b>       | <b>2.8</b>      | <b>5.2</b>    | <b>4.8</b>       | 0.82           |
| <b>Authorizations</b>   |                 | Aug-19          | Aug-19          | Aug-19            | Aug-19          | Aug-19           | Aug-19          | Aug-19        | Aug-19           |                |
| Total Number of Auth Requests Received                                |                 | 1,169           | 2,625           | 510               | 1,471           | 1,198            | 718             | 964           | <b>8,655</b>     |                |
| # Standard Auth. Request Decisions                                    |                 | 868             | 1,542           | 395               | 1,267           | 776              | 210             | 319           | <b>5,377</b>     |                |
| # Standard Auth Requests Processed in 14 Days                         |                 | 865             | 1,541           | 395               | 1,267           | 776              | 210             | 319           | <b>5,373</b>     |                |
| % Processed in 14 Days  | 95.0%           | <b>99.7%</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>99.9%</b>     | 0.00           |
| # Auth Requests requiring Expedited Decisions, inclusive of Inpatient |                 | 301             | 1,083           | 115               | 204             | 422              | 508             | 645           | <b>3,278</b>     |                |
| # Expedited and Inpatient Auth Requests Processed in 3 Days           |                 | 301             | 1,075           | 115               | 204             | 422              | 508             | 645           | <b>3,270</b>     |                |
| % Processed in 3 Days   | 95.0%           | <b>100.0%</b>   | <b>99.3%</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>99.7%</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                        |                 | 4               | 46              | 11                | 4               | 5                | 5               | 3             | <b>78</b>        |                |
| % of Total Auth Requests Denied for Clinical Reasons                  | o               | 0.3%            | 1.8%            | <b>2.2%</b>       | 0.3%            | 0.4%             | 0.7%            | 0.3%          | <b>0.9%</b>      | 0.7%           |
| # of Administrative Denials   |                 | -               | 5               | 5                 | 5               | -                | 1               | 2             | <b>18</b>        |                |
| % of Total Auth Requests Denied for Admin Reasons                     | o               | 0.0%            | 0.2%            | <b>1.0%</b>       | 0.3%            | 0.0%             | 0.1%            | 0.2%          | <b>0.2%</b>      | 0.3%           |
| Total # of Auth Requests Denied                                       |                 | 4               | 51              | 16                | 9               | 5                | 6               | 5             | <b>96</b>        |                |
| % of Total Auth Requests Approved                                     | o               | 100%            | 98%             | <b>97%</b>        | 99%             | 100%             | 99%             | 99%           | <b>99%</b>       | 1.0%           |
| Number of Consumer Authorization Appeals received                     |                 | 1               | 3               | 1                 | -               | -                | 9               | -             | <b>14</b>        |                |
| Rate of Consumer Auth. Appeals per 1,000 persons svd                  | o               | 0.2             | 0.5             | 0.4               | 0.0             | 0.0              | <b>1.8</b>      | 0.0           | <b>0.5</b>       | 0.60           |
| Number of Authorizations overturned due to Consumer Appeals           |                 | -               | 0               | -                 | -               | -                | -               | -             | <b>-</b>         |                |

**LME/MCO Monthly Monitoring Report** **August 2019 Report**  
**State/Federal Block Grant Only** 10/11/2019

**LME/MCO:**

| Monitoring Areas   | Standard | Alliance   | Cardinal      | Eastpointe    | Partners      | Sandhills   | Trillium      | Vaya          | Statewide     | STD DEV |
|--|----------|--|---------------|---------------|---------------|---|---------------|---------------|---------------|---------|
| <b>Claims</b>  |          | 7/16 - 8/15  | 7/16 - 8/15   | 7/16 - 8/15   | 7/16 - 8/15   | 7/16 - 8/15   | 7/16 - 8/15   | 7/16 - 8/15   | 7/16 - 8/15   |         |
| <b>Total # Clean Claim Received during Month (header)</b>    |          | <b>31,448</b>  | <b>38,275</b> | <b>17,345</b> | <b>28,034</b> | <b>11,794</b>   | <b>32,256</b> | <b>32,180</b> | 191,332       |         |
| Rate of Claims Rcpt per Person Served                        | o        | <b>5.63</b>  | <b>6.20</b>   | <b>6.34</b>   | <b>8.35</b>   | 3.34  | <b>6.50</b>   | <b>7.35</b>   | 6.23          | 1.44    |
| # Paid   |          | 29,363   | 34,363        | 15,409        | 24,389        | 11,568  | 30,455        | 27,366        | 172,913       |         |
| # Denied   |          | 2,085  | 3,912         | 1,936         | 3,645         | 226   | 1,801         | 4,812         | 18,417        |         |
| # Pended or in Process                                       |          | -  | 0             | -             | -             | -   | -             | 2             | 2             |         |
| Percent Denied   | o        | 6.6%   | 10.2%         | 11.2%         | 13.0%         | 1.9%  | 5.6%          | 15.0%         | 9.6%          | 4.2%    |
| # Paid or Denied within 30 Days                              |          | 31,039   | 38,275        | 17,288        | 28,034        | 11,794  | 32,256        | 31,499        | 190,185       |         |
| Percent Processed within 30 Days                             | 90.0%    | <b>98.7%</b>   | <b>100.0%</b> | <b>99.7%</b>  | <b>100.0%</b> | <b>100.0%</b>   | <b>100.0%</b> | <b>97.9%</b>  | <b>99.4%</b>  | 0.01    |
| Avg # days for Processing (from Receipt to Payment )         | o        | 8.0  | 7.8           | 8.6           | 8.8           | 8.6   | 7.1           | 8.5           | 8.2           | 0.55    |
| <b>Complaints</b>  |          | Jul-19   | Jul-19        | Jul-19        | Jul-19        | Jul-19  | Jul-19        | Jul-19        | Jul-19        |         |
| <b>Total number of complaints received (1 month prior)</b>   |          | <b>2</b>   | <b>4</b>      | <b>2</b>      | -             | <b>1</b>  | <b>10</b>     | <b>3</b>      | <b>22</b>     |         |
| Rate of Complaints per 1,000 Persons Served                  | o        | 0.32   | 0.56          | 0.69          | -             | 0.27  | 1.68          | 0.60          | 0.72          | 0.49    |
| # Consumer complaints against provider                       |          | 1  | 1             | -             | -             | 1   | 7             | 1             | 11            |         |
| % Consumer complaints against provider                       | o        | 50%  | 25%           | 0%            | 100%          | 70%   | 33%           | 50%           | 32.2%         |         |
| # Consumer complaints against LME/MCO                        |          | -  | 2             | -             | -             | -   | -             | -             | 2             |         |
| % Consumer complaints against LME/MCO                        | o        | 0%   | 50%           | 0%            | 0%            | 0%  | 0%            | 0%            | 9%            | 18.6%   |
| # Provider complaints against LME/MCO                        |          | -  | 0             | -             | -             | -   | -             | 1             | 1             |         |
| % Provider complaints against LME/MCO                        | o        | 0%   | 0%            | 0%            | 0%            | 0%  | 33%           | 5%            | 12.4%         |         |
| # of Other Types of Complaints                               |          | 1  | 1             | 2             | -             | -   | 3             | 1             | 8             |         |
| <b># of Complaints Resolved in 30 Days</b>                   |          | <b>2</b>   | <b>4</b>      | <b>2</b>      | -             | <b>1</b>  | <b>10</b>     | <b>3</b>      | <b>22</b>     |         |
| 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> | -       |
| 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.**