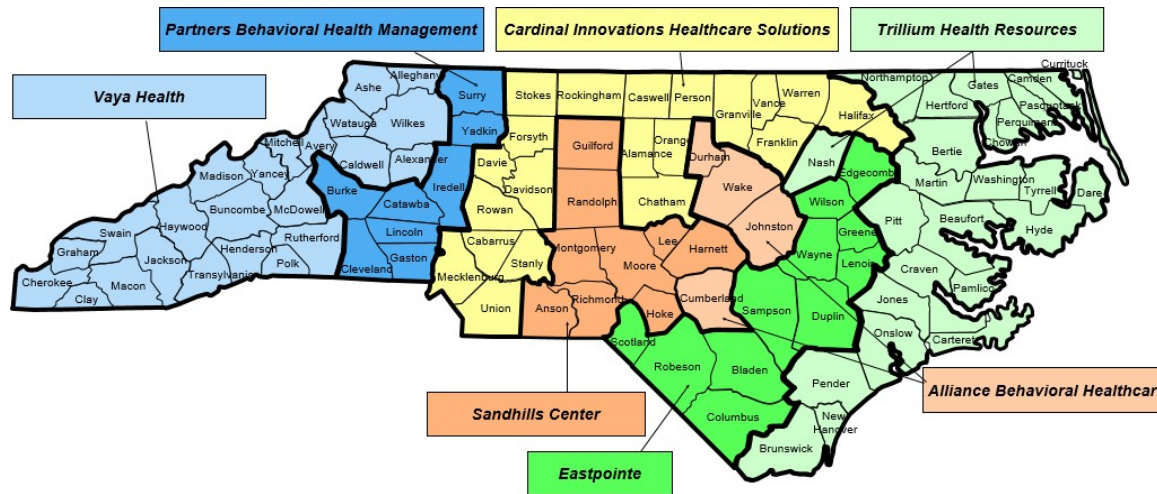


**North Carolina Department of Health and Human  
Services Division of Mental Health, Developmental  
Disabilities, And Substance Abuse Services**

**Local Management Entities/Managed Care  
Organizations Administrative Functions Monitoring  
Report  
May 2018**



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Version: 7/3/18



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

May 2018 Report

7/3/2018

## Meets Standards?

DMA Performance Measures	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	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	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.

### EXPLANATIONS

**Community Psychiatric Hospitalization - Partners** - In June 2018, rows 16-27, (February 2018) were updated with claims for both DMA and DMH. **IDD Wait List - Sandhills** - In June 2018, the increase in the number of persons on waitlist receiving state services is due to the inclusion of 1/12th contracts which we began tracking May 2018 for the combined sheet. **% of Readmits Assigned to Care Coordination - Trillium** - In June 2018, two members who had Inpatient readmissions in January 2018 and two members who had Inpatient readmissions in May 2018 (one of which had 3 readmits in the month) were not linked. **Community Psychiatric Hospitalization - Vaya** - In June 2018, Vaya has recently automated the process for pulling data for this section, thereby creating more accurate reporting. This has lead to higher numbers for most of the measures in this DMA section.

**LME/MCO Monthly Monitoring Report**  
**Medicaid and State Combined**

May 2018 Report

7/3/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		4,926	5,753	3,230	3,629	2,730	3,666	1,904	25,838	
# of Calls Abandoned		47	123	64	29	72	51	42	428	
% of calls Abandoned	<5%	1.0%	2.1%	2.0%	0.8%	2.6%	1.4%	2.2%	1.7%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	6.0	8.0	5.0	5.9	1.25
# of Calls Answered within 30 seconds		4,847	5,614	3,217	3,494	2,658	3605	1,850	25,285	
% Answered within 30 seconds	95%	98.4%	97.6%	99.6%	96.3%	97.4%	98.3%	97.2%	97.9%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,291	3,390	623	1,031	1,632	1,363	1,019	12,349	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,203	3,331	616	939	1,534	1,348	1,019	11,990	
% of Persons waiting who are on the Reg. of Unmet Needs	o	97%	98%	99%	91%	94%	99%	100%	97%	3%
# of Persons waiting for residential services		-	240	7	92	21	58	-	418	
% of Persons waiting for residential services	o	0%	7%	1%	9%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP		-	222	-	22	77	-	-	321	
% of Persons waiting for ADVP	o	0%	7%	0%	2%	5%	0%	0%	3%	3%
# of Persons waiting for vocational services		-	1	-	2	-	0	-	3	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.2%	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		412	821	52	144	528	250	242	2,449	
% of Persons on Waitlist receiving B3 Services	o	13%	24%	8%	14%	32%	18%	24%	20%	8%
# of Persons on Waitlist receiving State Services		724	581	145	166	252	312	122	2,302	
% of Persons on Waitlist receiving State Services	o	22%	17%	23%	16%	15%	23%	12%	19%	4%
# of Persons on Waitlist receiving State and/or B3 services (undup)		795	1,256	197	254	780	444	332	4,058	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	37%	32%	25%	48%	33%	33%	33%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,496	2,134	426	777	852	919	687	8,291	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	63%	68%	75%	52%	67%	67%	67%	7%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		230	408	94	235	124	333	160	1,584	
Number of Level 3 Critical Incident Reports received *		31	53	9	23	22	13	37	188	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		1,019	1,659	699	642	565	718	840	6,142	
Number of individuals in Transition Planning process		58	62	20	22	19	17	14	212	
Number of Individuals Housed - Total		260	604	196	283	234	261	266	2,104	
<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 YTD	<5%	1.8%	4.2%	0.8%	1.4%	2.6%	1.7%	3.8%	2.7%	3%

\* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.  
 \*\* DMH - As of 1/3/2018 checkwrite.  
 Yellow Highlights indicate the MCO did not meet the Standard      Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive      Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**May 2018 Report  
LME/MCO:**

7/3/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		May 2018	May 2018	May 2018	May 2018	May 2018	May 2018	May 2018	May 2018	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		220,565	433,586	170,227	141,544	171,141	159,122	202,439	<b>1,498,624</b>	
# Persons Receiving MH Services		13,497	21,859	7,821	8,764	8,322	10,399	11,083	<b>81,745</b>	
% of Members Receiving MH Services	o	<b>6.1%</b>	<b>5.0%</b>	<b>4.6%</b>	<b>6.2%</b>	<b>4.9%</b>	<b>6.5%</b>	<b>5.5%</b>	<b>5.5%</b>	0.7%
# Persons Receiving SA Services		1,214	3,225	1,384	1,589	1,450	1,786	1,571	<b>12,219</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,834	6,341	1,604	2,130	1,865	2,133	2,816	<b>19,723</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.5%</b>	<b>0.9%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.4%</b>	<b>1.3%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,081	28,881	9,918	11,822	11,637	13,964	13,868	<b>107,171</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.7%</b>	<b>6.7%</b>	<b>5.8%</b>	<b>8.4%</b>	<b>6.8%</b>	<b>8.8%</b>	<b>6.9%</b>	<b>7.2%</b>	1.0%
<b>Community Psychiatric Hospitalization</b>		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
# of MH Admissions to Community Psychiatric Inpatient		236	513	139	210	139	257	250	<b>1,744</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	1.07	1.18	0.82	1.48	0.81	<b>1.62</b>	1.23	<b>1.16</b>	0.28
# of MH Admissions that were Readmissions within 30 days		20	26	25	26	16	35	34	<b>182</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8.5%</b>	<b>5.1%</b>	<b>18.0%</b>	<b>12.4%</b>	<b>11.5%</b>	<b>13.6%</b>	<b>13.6%</b>	<b>10.4%</b>	3.8%
# of MH Inpatient Discharges		256	379	164	201	162	259	246	<b>1,667</b>	
MH Inpt Average Length of Stay (days)	o	6.7	8.8	7.2	4.3	4.4	8.0	6.7	<b>6.9</b>	1.57
# of SA Admissions to Community Psychiatric Inpatient		7	26	17	17	26	31	7	<b>131</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.06	0.10	0.12	0.15	<b>0.19</b>	0.03	<b>0.09</b>	0.06
# of SA Admissions that were Readmissions within 30 days		0	2	3	4	4	4	1	<b>18</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>8%</b>	<b>18%</b>	<b>24%</b>	<b>15%</b>	<b>13%</b>	<b>14%</b>	<b>14%</b>	6.9%
# of SA Inpatient Discharges		5	35	19	21	30	27	10	<b>147</b>	
SA Inpt Average Length of Stay (days)	o	6.0	5.3	4.5	3.0	4.9	5.8	7.6	<b>5.1</b>	1.32
<b>Care Coordination</b>		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
# of MH and SA Readmits assigned to a Care Coordinator		19	27	28	30	20	37	31	<b>192</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>95.0%</b>	<b>96.4%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>94.9%</b>	<b>88.6%</b>	<b>96.0%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	
# of ED Admits for persons with MHDDSA diagnoses		299	1108	317	277	366	348	409	<b>3,124</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	<b>1.33</b>	2.41	1.82	1.85	2.12	2.13	1.96	2.1	0.31
# of ED Admits for persons who are active consumers		81	612	81	126	118	122	213	<b>1,353</b>	
% of ED Admits that were for active consumers	o	<b>27%</b>	<b>55%</b>	<b>26%</b>	<b>45%</b>	<b>32%</b>	<b>35%</b>	<b>52%</b>	<b>43%</b>	11.1%
# of ED Admits which were readmissions within 30 days		28	218	44	33	45	50	31	<b>449</b>	
% of ED Admissions Readmitted within 30 days	o	<b>9%</b>	<b>20%</b>	<b>14%</b>	<b>12%</b>	<b>12%</b>	<b>14%</b>	<b>8%</b>	<b>14.4%</b>	3.6%
<b>Authorization Requests</b>		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
Total Number of Auth Requests Received		4,766	7,066	2,351	4,657	2,835	3,114	3,564	<b>28,353</b>	
# Standard Auth. Request Decisions		4,048	5,755	1,911	4,420	2,205	2,493	2,568	<b>23,400</b>	
# Standard Auth Requests Processed in 14 Days		4,043	5,752	1,907	4,393	2,205	2,491	2,568	<b>23,359</b>	
% Processed in 14 Days	95.0%	<b>99.9%</b>	<b>99.9%</b>	<b>99.8%</b>	<b>99.4%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.8%</b>	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		718	1,311	440	237	630	621	996	<b>4,953</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		713	1,304	440	237	630	621	994	<b>4,939</b>	
% Processed in 3 Days	95.0%	<b>99.3%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>99.7%</b>	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.8%</b>	<b>99.9%</b>	<b>99.8%</b>	<b>99.4%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.9%</b>	<b>99.8%</b>	0.2%

**MCO Monthly Monitoring Report  
Medicaid Only**

**May 2018 Report  
LME/MCO:**

7/3/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		47	171	90	245	53	68	15	689	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	2.4%	3.8%	5.3%	1.9%	2.2%	0.4%	2.4%	1.5%
# of Administrative Denials		37	0	36	34	-	23	100	230	
% of Total Auth Requests Denied for Admin Reasons	o	0.8%	0.0%	1.5%	0.7%	0.0%	0.7%	2.8%	0.8%	0.9%
Total # of Auth Requests Denied		84	171	126	279	53	91	115	919	
% of Total Auth Requests Approved	o	98.2%	97.6%	94.6%	94.0%	98.1%	97.1%	96.8%	96.8%	1.5%
Number of Consumer Authorization Appeals received		12	16	9	42	6	14	15	114	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	0.6	0.9	3.6	0.5	1.0	1.1	1.1	0.99
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	2	2	-	5	
<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)		114,122	216,566	65,253	95,340	54,451	110,777	102,675	759,184	
Rate of Claims Rcpt per Person Served	o	6.7	7.5	6.6	8.1	4.7	7.9	7.4	7.1	1.07
# Paid		103,552	201,245	58,204	82,068	52,813	97,344	96,624	691,850	
# Denied		10,569	15,293	7,049	13,269	1,638	13,237	6,050	67,105	
# Pended or in Process		1	28	-	3	-	196	1	229	
Percent Denied	o	9.3%	7.1%	10.8%	13.9%	3.0%	12.0%	5.9%	8.8%	3.5%
# Paid or Denied within 30 Days		111,806	216,535	64,684	95,340	54,438	107,431	102,675	752,909	
Percent Processed within 30 Days	90.0%	98.0%	100.0%	99.1%	100.0%	100.0%	97.0%	100.0%	99.0%	1.2%
Avg # days for Processing (from Receipt to Payment)	o	8	8	9	9	8	8	7	8.1	0.62
Number of Provider claim Appeals received		2	2	1	0	0	12	0	17	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.1	0.1			0.9		0.2	0.33
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	2	0	3	
<b>Complaints/Grievances</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18
Total number of complaints received (1 month prior)		73	42	12	6	27	26	14	200	
Rate of Complaints per 1,000 Persons Served	o	3.76	1.29	1.08	0.43	2.06	1.62	0.80	1.9	1.02
# Consumer complaints against provider		26	26	9	3	2	16	9	91	
% Consumer complaints against provider	o	36%	62%	75%	50%	7%	62%	64%	46%	21.1%
# Consumer complaints against LME/MCO		7	16	1	3	2	6	4	39	
% Consumer complaints against LME/MCO	o	10%	38%	8%	50%	7%	23%	29%	20%	15.2%
# Provider complaints against LME/MCO		-	0	-	-	1	3	-	4	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	4%	12%	0%	2%	4.0%
# of Other Types of Complaints		40	0	2	-	22	1	1	66	
# of Complaints Resolved in 30 Days		73	42	12	6	27	26	14	200	
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>		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	17	13	6	8	6	12	66	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		32	46	15	78	6	89	2	268	
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	2	0	0	0	1	3	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecu Blue highlights indicate possible outliers.										

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

**May 2018 Report**  
**LME/MCO:**

7/3/2018

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		May-18	May 2018	May-18	May-18	May-18	May-18	May-18	May-18	
<b>Persons Served</b>		May-18	May 2018	May-18	May-18	May-18	May-18	May-18	May-18	
Estimated number of Uninsured in Catchment Area		209,297	339,551	94,973	98,517	124,871	118,725	136,590	<b>1,122,524</b>	
# Persons Receiving MH Services		2,831	3,437	1,562	1,233	1,834	2,348	2,465	<b>15,710</b>	
% of Uninsured Receiving MH Services	o	1.4%	1.0%	1.6%	1.3%	1.5%	2.0%	1.8%	1.4%	0.31%
# Persons Receiving SA Services		1,305	2,251	643	850	811	1,328	1,979	<b>9,167</b>	
% of Uninsured Receiving SA Services	o	0.6%	0.7%	0.7%	0.9%	0.6%	1.1%	1.4%	0.8%	0.29%
# Persons Receiving DD Services		625	893	498	391	557	297	304	<b>3,565</b>	
% of Uninsured Receiving DD Services	o	0.3%	0.3%	0.5%	0.4%	0.4%	0.3%	0.2%	0.3%	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		4,661	6,263	2,470	2,338	3,202	3,889	4,037	<b>26,860</b>	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.8%	2.6%	2.4%	2.6%	3.3%	3.0%	2.4%	0.44%
<b>Community Psychiatric Hospitalization (1)</b>		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
# of MH Admissions to Community Psychiatric Inpatient		102	314	8	282	103	40	217	<b>1,066</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.49	0.92	0.08	2.86	0.82	0.34	1.59	<b>0.95</b>	0.88
# of MH Admissions that were Readmissions within 30 days		2	1	0	31	5	1	16	<b>56</b>	
% of MH Admissions that were Readmissions within 30 days	o	2%	0%	0%	11%	5%	3%	7%	5.3%	3.72%
# of MH Inpatient Discharges		94	55	18	283	124	57	202	<b>833</b>	
MH Inpt Average Length of Stay (days)	o	6.8	6.3	5.9	5.2	3.2	6.8	6.9	5.7	1.23
# of SA Admissions to Community Psychiatric Inpatient		0	41	2	10	47	10	25	<b>135</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	0.02	0.10	0.38	0.08	0.18	<b>0.12</b>	0.12
# of SA Admissions that were Readmissions within 30 days		0	0	0	1	0	3	0	<b>4</b>	
% of SA Admissions that were Readmissions within 30 days	o	0	0%	0%	10%	0%	30%	0%	3%	11.1%
# of SA Inpatient Discharges		0	13	4	16	52	14	22	<b>121</b>	
SA Inpt Average Length of Stay (days)	o	-	5.6	5.5	4.5	3.3	5.8	7.8	4.9	2.27
<b>Authorizations</b>		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
Total Number of Auth Requests Received		1,201	2,729	525	2,273	1,259	507	790	<b>9,284</b>	
# Standard Auth. Request Decisions		962	1,838	305	1,962	773	364	283	<b>6,487</b>	
# Standard Auth Requests Processed in 14 Days		962	1,836	304	1,962	773	364	282	<b>6,483</b>	
% Processed in 14 Days	95.0%	100.0%	99.9%	99.7%	100.0%	100.0%	100.0%	99.6%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		239	891	220	311	486	143	507	<b>2,797</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		238	890	220	311	486	143	506	<b>2,794</b>	
% Processed in 3 Days	95.0%	99.6%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.7%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		12	15	21	17	7	10	1	<b>83</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	0.5%	4.0%	0.7%	0.6%	2.0%	0.1%	0.9%	1.2%
# of Administrative Denials		-	5	9	25	-	5	7	<b>51</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.2%	1.7%	1.1%	0.0%	1.0%	0.9%	0.5%	0.6%
Total # of Auth Requests Denied		12	20	30	42	7	15	8	<b>134</b>	
% of Total Auth Requests Approved	o	99%	99%	94%	98%	99%	97%	99%	99%	1.7%
Number of Consumer Authorization Appeals received		-	3	-	8	-	3	1	<b>15</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	0.5	-	3.4	-	0.8	0.2	<b>0.6</b>	1.28
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	<b>-</b>	

<b>LME/MCO Monthly Monitoring Report</b>		<b>May 2018 Report</b>								<b>7/3/2018</b>
<b>State/Federal Block Grant Only</b>		<b>LME/MCO:</b>								
<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
<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>29,970</b>	<b>39,387</b>	<b>13,761</b>	<b>25,257</b>	<b>7,584</b>	<b>27,455</b>	<b>23,307</b>	166,721	
Rate of Claims Rcpt per Person Served	o	6.43	6.29	5.57	10.80	2.37	7.06	5.77	6.21	2.30
# Paid		27,259	35,994	12,303	17,954	7,377	22,814	21,689	145,390	
# Denied		2,711	3,384	1,458	7,303	207	4,639	1,618	21,320	
# Pended or in Process			9	-	-	-	2	-	11	
Percent Denied	o	9.0%	8.6%	10.6%	28.9%	2.7%	16.9%	6.9%	12.8%	8.0%
# Paid or Denied within 30 Days		29,433	39,378	13,761	25,257	7,584	25,642	23,307	164,362	
Percent Processed within 30 Days	90.0%	98.2%	100.0%	100.0%	100.0%	100.0%	93.4%	100.0%	98.6%	0.02
Avg # days for Processing (from Receipt to Payment )	o	9.0	7.9	7.9	8.7	8.6	7.9	7.6	8.3	0.49
<b>Complaints</b>		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
<b>Total number of complaints received (1 month prior)</b>		<b>7</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>5</b>	39	
Rate of Complaints per 1,000 Persons Served	o	1.21	1.43	1.52	0.86	1.65	1.13	1.05	1.45	0.26
# Consumer complaints against provider		2	5	-	2	-	4	3	16	
% Consumer complaints against provider	o	29%	50%	0%	100%	0%	80%	60%	41%	35.5%
# Consumer complaints against LME/MCO		-	0	-	-	2	1	-	3	
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	33%	20%	0%	8%	12.6%
# Provider complaints against LME/MCO		-	2	3	-	-	-	-	5	
% Provider complaints against LME/MCO	o	0%	20%	75%	0%	0%	0%	0%	13%	26.0%
# of Other Types of Complaints		5	3	1	-	4	-	2	15	
# of Complaints Resolved in 30 Days		7	10	4	2	6	5	5	39	
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 conse Blue highlights indicate possible outliers.								

(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.