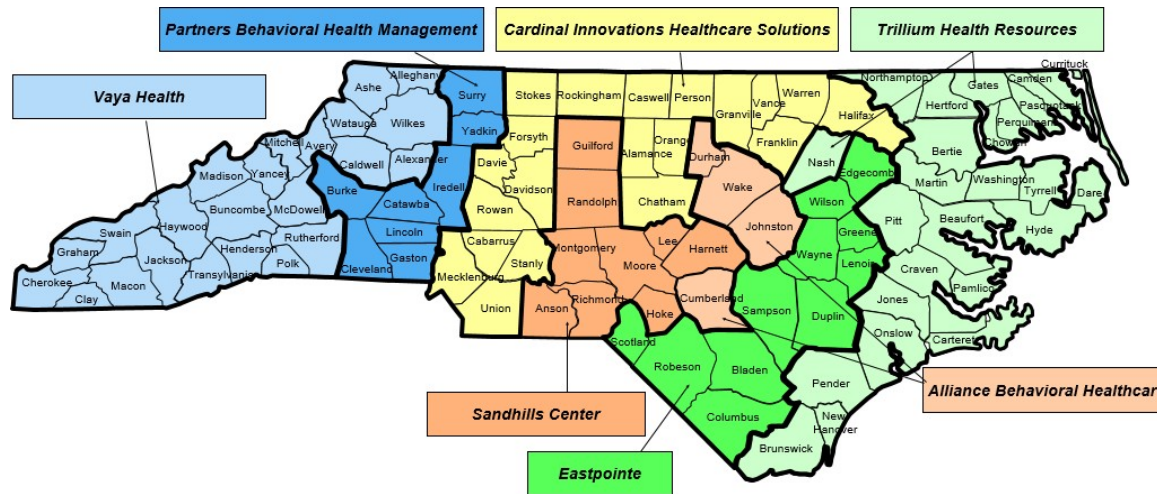


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, And
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
June 2018



Prepared by:

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

June 2018 Report

8/2/2018

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
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 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

Claims - Cardinal - In July 2018, there was an increase in the number of denied claims in the month of June, mostly due to an increase in claims denied due to the billing provider's NPI and billing 9 digit zip code combination not being found in CI. The Claims Specialists have been working closely with providers who have been receiving these denials, and the number of claims denied for this reason is expected to go down in subsequent months. **% of Readmits assigned to Care Coordination - Trillium** - In July 2018, one member in DMA who had an inpatient readmission in June 2018 was not linked. This member has Medicare insurance. **Community Psychiatric Hospitalization - Vaya** - In July 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

June 2018 Report

8/2/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		5,031	5,509	3,191	3,091	2,612	3,627	2,040	25,101	
# of Calls Abandoned		43	124	72	29	75	95	39	477	
% of calls Abandoned	<5%	0.9%	2.3%	2.3%	0.9%	2.9%	2.6%	1.9%	1.9%	
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		4,942	5,367	3,151	3,041	2,537	3527	1,986	24,551	
% Answered within 30 seconds	95%	98.2%	97.4%	98.7%	98.4%	97.1%	97.2%	97.4%	97.8%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,351	3,361	622	1,029	1,647	1,365	993	12,368	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,202	3,299	613	955	1,547	1,350	993	11,959	
% of Persons waiting who are on the Reg. of Unmet Needs	o	96%	98%	99%	93%	94%	99%	100%	97%	3%
# of Persons waiting for residential services		-	254	9	93	21	58	-	435	
% of Persons waiting for residential services	o	0%	8%	1%	9%	1%	4%	0%	4%	3%
# of Persons waiting for ADVP		-	232	-	20	79	-	-	331	
% of Persons waiting for ADVP	o	0%	7%	0%	2%	5%	0%	0%	3%	3%
# of Persons waiting for vocational services		-	1	-	2	-	-	-	3	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		408	821	54	149	558	250	249	2,489	
% of Persons on Waitlist receiving B3 Services	o	12%	24%	9%	14%	34%	18%	25%	20%	8%
# of Persons on Waitlist receiving State Services		755	576	148	167	253	299	132	2,330	
% of Persons on Waitlist receiving State Services	o	23%	17%	24%	16%	15%	22%	13%	19%	4%
# of Persons on Waitlist receiving State and/or B3 services (undup)		803	1,252	202	259	811	429	342	4,098	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	37%	32%	25%	49%	31%	34%	33%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,548	2,109	420	770	836	936	651	8,270	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	63%	68%	75%	51%	69%	66%	67%	8%
Incidents										
Number of Level 2 Critical Incident Reports received		165	338	70	152	159	226	120	1,230	
Number of Level 3 Critical Incident Reports received *		24	47	14	17	29	24	21	176	
Transitions to Community Living Initiative										
Individuals in In-reach		1,059	1,661	659	633	577	731	904	6,224	
Number of individuals in Transition Planning process		60	54	14	27	19	13	10	197	
Number of Individuals Housed - Total		271	623	208	286	241	266	273	2,168	
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 YTD	<5%	2.0%	4.0%	1.0%	1.0%	3.0%	2.0%	4.0%	3.0%	1%
* 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 months.				Blue highlights indicate possible outliers.				

**MCO Monthly Monitoring Report
Medicaid Only**

**June 2018 Report
LME/MCO:**

8/2/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Jun 2018	Jun 2018	Jun 2018	Jun 2018	Jun 2018	Jun 2018	Jun 2018	Jun 2018	
Unduplicated Count of Medicaid Members		222,528	433,883	168,614	141,839	172,040	158,111	197,031	1,494,046	
# Persons Receiving MH Services		13,335	19,715	7,540	7,914	7,933	8,772	10,108	75,317	
% of Members Receiving MH Services	o	6.0%	4.5%	4.5%	5.6%	4.6%	5.5%	5.1%	5.0%	0.6%
# Persons Receiving SA Services		1,242	3,117	1,289	1,511	1,409	1,694	1,423	11,685	
% of Members Receiving SA Services	o	0.6%	0.7%	0.8%	1.1%	0.8%	1.1%	0.7%	0.8%	0.2%
# Persons Receiving DD Services		3,077	6,141	1,936	2,242	1,875	2,099	3,087	20,457	
% of Members Receiving DD Services	o	1.4%	1.4%	1.1%	1.6%	1.1%	1.3%	1.6%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		17,164	26,717	9,925	11,049	11,217	12,229	13,129	101,430	
% of Members Receiving MH/DD/SA Services	o	7.7%	6.2%	5.9%	7.8%	6.5%	7.7%	6.7%	6.8%	0.7%
Community Psychiatric Hospitalization		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
# of MH Admissions to Community Psychiatric Inpatient		203	458	149	151	108	196	277	1,542	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.91	1.06	0.88	1.06	0.63	1.24	1.41	1.03	0.23
# of MH Admissions that were Readmissions within 30 days		25	31	30	29	12	33	46	206	
% of MH Admissions that were Readmissions within 30 days	o	12.3%	6.8%	20.1%	19.2%	11.1%	16.8%	16.6%	13.4%	4.5%
# of MH Inpatient Discharges		229	373	150	148	124	215	291	1,530	
MH Inpt Average Length of Stay (days)	o	6.4	9.7	7.0	4.9	3.6	8.2	6.5	7.2	1.86
# of SA Admissions to Community Psychiatric Inpatient		8	26	10	12	23	23	3	105	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.04	0.06	0.06	0.08	0.13	0.15	0.02	0.07	0.04
# of SA Admissions that were Readmissions within 30 days		1	5	1	1	6	4	0	18	
% of SA Admissions that were Readmissions within 30 days	o	13%	19%	10%	8%	26%	17%	0%	17%	7.8%
# of SA Inpatient Discharges		8	28	11	14	25	30	5	121	
SA Inpt Average Length of Stay (days)	o	6.6	5.8	4.8	3.0	4.3	6.0	4.8	5.1	1.12
Care Coordination		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
# of MH and SA Readmits assigned to a Care Coordinator		26	36	31	30	18	37	45	223	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	99.6%	
Emergency Dept Utilization (3 month lag)		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
# of ED Admits for persons with MHDDSA diagnoses		350	1230	366	291	408	377	448	3,470	
Rate of ED Admits per 1,000 Medicaid Members	o	1.57	2.68	2.11	1.94	2.34	2.31	2.16	2.3	0.32
# of ED Admits for persons who are active consumers		93	642	100	149	137	116	249	1,486	
% of ED Admits that were for active consumers	o	27%	52%	27%	51%	34%	31%	56%	43%	11.9%
# of ED Admits which were readmissions within 30 days		46	281	53	69	67	48	36	600	
% of ED Admissions Readmitted within 30 days	o	13%	23%	14%	24%	16%	13%	8%	17.3%	5.2%
Authorization Requests		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
Total Number of Auth Requests Received		4,864	6,760	2,410	3,733	2,456	2,861	3,169	26,253	
# Standard Auth. Request Decisions		4,142	5,554	1,925	3,337	1,909	2,323	2,122	21,312	
# Standard Auth Requests Processed in 14 Days		4,108	5,545	1,925	3,306	1,909	2,321	2,122	21,236	
% Processed in 14 Days	95.0%	99.2%	99.8%	100.0%	99.1%	100.0%	99.9%	100.0%	99.6%	0.4%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		722	1,206	485	396	547	538	1,047	4,941	
# Expedited and Inpatient Auth Requests Processed in 3 Days		721	1,195	485	396	547	538	1,045	4,927	
% Processed in 3 Days	95.0%	99.9%	99.1%	100.0%	100.0%	100.0%	100.0%	99.8%	99.7%	0.3%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.3%	99.7%	100.0%	99.2%	100.0%	99.9%	99.9%	99.7%	0.3%

**MCO Monthly Monitoring Report
Medicaid Only**

**June 2018 Report
LME/MCO:**

8/2/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		60	203	135	216	37	42	12	705	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	3.0%	5.6%	5.8%	1.5%	1.5%	0.4%	2.7%	2.0%
# of Administrative Denials		40	0	31	20	-	26	144	261	
% of Total Auth Requests Denied for Admin Reasons	o	0.8%	0.0%	1.3%	0.5%	0.0%	0.9%	4.5%	1.0%	1.5%
Total # of Auth Requests Denied		100	203	166	236	37	68	156	966	
% of Total Auth Requests Approved	o	97.9%	97.0%	93.1%	93.7%	98.5%	97.6%	95.1%	96.3%	2.0%
Number of Consumer Authorization Appeals received		10	24	9	34	10	10	13	110	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.6	0.9	0.9	3.1	0.9	0.8	1.0	1.1	0.79
Number of Authorizations overturned due to Consumer Appeals		-	4	-	1	2	4	1	12	
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15
Total # Clean Claim Received during Month (detail lines)		96,333	191,547	57,355	92,075	52,195	96,199	88,710	674,414	
Rate of Claims Rcpt per Person Served	o	5.6	7.2	5.8	8.3	4.7	7.9	6.8	6.6	1.22
# Paid		87,687	163,359	50,610	75,947	50,756	81,988	83,171	593,518	
# Denied		8,645	28,187	6,742	16,122	1,439	14,081	5,539	80,755	
# Pended or in Process		1	1	3	6	-	130	-	141	
Percent Denied	o	9.0%	14.7%	11.8%	17.5%	2.8%	14.7%	6.2%	12.0%	4.9%
# Paid or Denied within 30 Days		95,194	191,539	56,790	92,075	52,195	92,645	88,710	669,148	
Percent Processed within 30 Days	90.0%	98.8%	100.0%	99.0%	100.0%	100.0%	96.3%	100.0%	99.0%	1.3%
Avg # days for Processing (from Receipt to Payment)	o	8	8	9	9	9	9	7	8.5	0.66
Number of Provider claim Appeals received		16	0	0	0	0	10	0	26	
Rate of Provider Claim appeals per 1,000 persons served	o	0.9					0.8		0.3	0.06
Number of claim denials overturned due to Provider Appeals		42	0	0	0	0	2	0	44	
Complaints/Grievances		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18
Total number of complaints received (1 month prior)		66	67	12	11	29	34	23	242	
Rate of Complaints per 1,000 Persons Served	o	3.37	2.06	1.05	0.79	2.17	2.13	1.31	2.4	0.81
# Consumer complaints against provider		24	34	7	5	3	27	17	117	
% Consumer complaints against provider	o	36%	51%	58%	45%	10%	79%	74%	48%	21.7%
# Consumer complaints against LME/MCO		1	33	2	6	2	4	4	52	
% Consumer complaints against LME/MCO	o	2%	49%	17%	55%	7%	12%	17%	21%	19.3%
# Provider complaints against LME/MCO		-	0	1	-	3	2	-	6	
% Provider complaints against LME/MCO	o	0%	0%	8%	0%	10%	6%	0%	2%	4.2%
# of Other Types of Complaints		41	0	2	-	21	1	2	67	
# of Complaints Resolved in 30 Days		64	67	12	11	29	34	23	240	
Percent of Complaints resolved in 30 days	90.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	
Program Integrity--Fraud, Waste and Abuse		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	25	8	9	8	6	10	71	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		29	30	14	57	7	95	7	239	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	1	0	0	0	1	
Number of Cases Referred to DMA Program Integrity		1	1	0	0	0	0	2	4	

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.

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

June 2018 Report
LME/MCO:

8/2/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Jun-18	Jun 2018	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
Estimated number of Uninsured in Catchment Area		209,297	339,551	94,973	98,517	124,871	118,725	136,590	1,122,524	
# Persons Receiving MH Services		3,087	3,056	1,573	1,144	1,810	2,088	2,326	15,084	
% of Uninsured Receiving MH Services	o	1.5%	0.9%	1.7%	1.2%	1.4%	1.8%	1.7%	1.3%	0.29%
# Persons Receiving SA Services		1,361	1,901	600	874	843	1,329	1,888	8,796	
% of Uninsured Receiving SA Services	o	0.7%	0.6%	0.6%	0.9%	0.7%	1.1%	1.4%	0.8%	0.28%
# Persons Receiving DD Services		681	813	496	390	490	274	324	3,468	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.5%	0.4%	0.4%	0.2%	0.2%	0.3%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		5,021	5,505	2,457	2,280	3,143	3,598	3,863	25,867	
% of Uninsured Receiving MH/DD/SA Services	o	2.4%	1.6%	2.6%	2.3%	2.5%	3.0%	2.8%	2.3%	0.42%
Community Psychiatric Hospitalization (1)		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
# of MH Admissions to Community Psychiatric Inpatient		108	286	2	278	98	10	203	985	
Rate of MH Admissions per 1,000 Uninsured	o	0.52	0.84	0.02	2.82	0.78	0.08	1.49	0.88	0.90
# of MH Admissions that were Readmissions within 30 days		5	1	0	29	5	2	24	66	
% of MH Admissions that were Readmissions within 30 days	o	5%	0%	0%	10%	5%	20%	12%	6.7%	6.60%
# of MH Inpatient Discharges		97	43	3	265	113	11	202	734	
MH Inpt Average Length of Stay (days)	o	6.7	7.5	7.0	5.4	2.8	8.0	7.5	5.9	1.67
# of SA Admissions to Community Psychiatric Inpatient		0	29	3	9	62	0	28	131	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.09	0.03	0.09	0.50	-	0.20	0.12	0.16
# of SA Admissions that were Readmissions within 30 days		0	1	0	3	4	0	0	8	
% of SA Admissions that were Readmissions within 30 days	o	0	3%	0%	33%	6%	0%	0%	6%	12.6%
# of SA Inpatient Discharges		0	10	4	11	69	0	28	122	
SA Inpt Average Length of Stay (days)	o	-	7.3	4.3	4.2	3.9	-	5.8	4.7	2.55
Authorizations		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
Total Number of Auth Requests Received		1,269	2,508	1,052	1,827	1,394	606	711	9,367	
# Standard Auth. Request Decisions		1,030	1,589	886	1,736	899	582	193	6,915	
# Standard Auth Requests Processed in 14 Days		1,029	1,586	886	1,736	899	582	193	6,911	
% Processed in 14 Days	95.0%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		239	919	166	91	495	24	518	2,452	
# Expedited and Inpatient Auth Requests Processed in 3 Days		239	916	166	91	495	24	517	2,448	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.8%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		6	5	33	16	5	6	1	72	
% of Total Auth Requests Denied for Clinical Reasons	o	0.5%	0.2%	3.1%	0.9%	0.4%	1.0%	0.1%	0.8%	1.0%
# of Administrative Denials		-	17	20	9	-	62	8	116	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.7%	1.9%	0.5%	0.0%	10.2%	1.1%	1.2%	3.4%
Total # of Auth Requests Denied		6	22	53	25	5	68	9	188	
% of Total Auth Requests Approved	o	100%	99%	95%	99%	100%	89%	99%	98%	3.7%
Number of Consumer Authorization Appeals received		-	2	1	-	-	1	-	4	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	0.4	0.4	-	-	0.3	-	0.2	0.05
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

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

June 2018 Report
LME/MCO:

8/2/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV	
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15		
Total # Clean Claim Received during Month (header)		27,521	33,027	11,303	20,380	7,255	23,995	22,704	146,185		
Rate of Claims Rcpt per Person Served	o	5.48	6.00	4.60	8.94	2.31	6.67	5.88	5.65	1.86	
# Paid		23,942	24,990	10,288	16,764	7,108	17,821	20,897	121,810		
# Denied		3,579	8,035	1,015	3,616	147	6,167	1,807	24,366		
# Pended or in Process			2	-	-	-	7	-	9		
Percent Denied	o	13.0%	24.3%	9.0%	17.7%	2.0%	25.7%	8.0%	16.7%	8.1%	
# Paid or Denied within 30 Days		26,945	33,025	11,302	20,380	7,253	21,788	22,704	143,397		
Percent Processed within 30 Days	90.0%	97.9%	100.0%	100.0%	100.0%	100.0%	90.8%	100.0%	98.1%	0.03	
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.9	8.0	8.4	9.1	8.9	7.4	8.5	0.57	
Complaints		May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	May-18	
Total number of complaints received (1 month prior)		5	9	1	2	-	1	3	21		
Rate of Complaints per 1,000 Persons Served	o	0.85	1.27	0.37	0.88	-	0.22	0.62	0.81	0.40	
# Consumer complaints against provider		-	6	-	1	-	-	1	8		
% Consumer complaints against provider	o	0%	67%	0%	50%		0%	33%	38%	26.8%	
# Consumer complaints against LME/MCO		-	3	1	1	-	-	1	6		
% Consumer complaints against LME/MCO	o	0%	33%	100%	50%		0%	33%	29%	33.9%	
# Provider complaints against LME/MCO		1	0	-	-	-	-	-	1		
% Provider complaints against LME/MCO	o	20%	0%	0%	0%		0%	0%	5%	7.5%	
# of Other Types of Complaints		4	0	-	-	-	1	1	6		
# of Complaints Resolved in 30 Days		5	9	1	2	-	1	3	21		
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) Community Psychiatric Hospitalization includes 3-Way Contract funded beds, which are not distributed evenly across LME-MCO catchment areas, and may impact utilization rates.