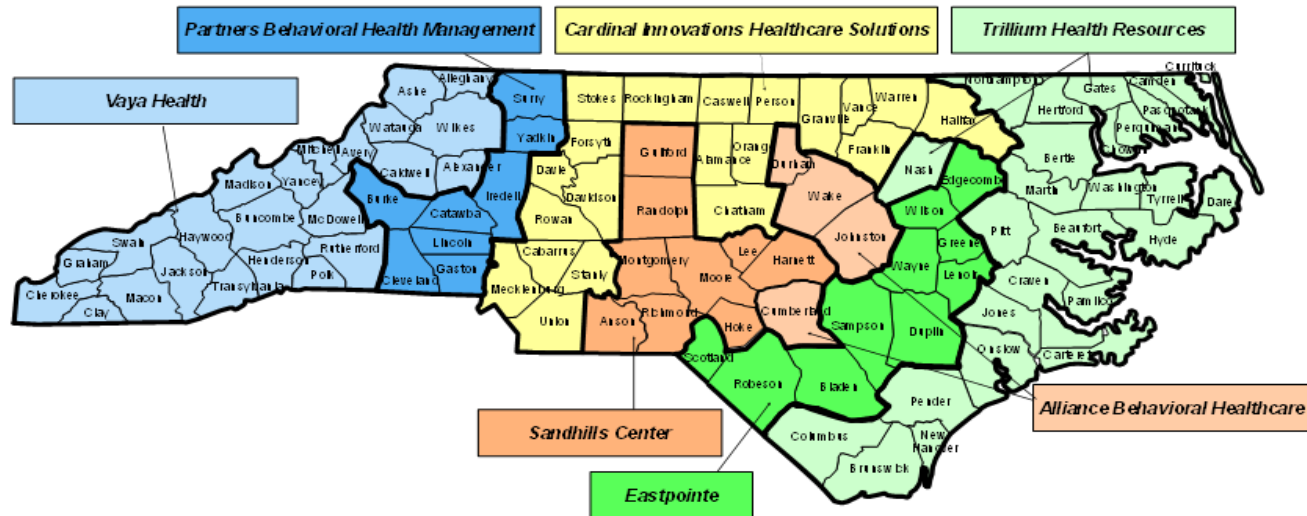


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
November 2018



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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

November 2018 Report

12/20/2018

## Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya
% of Community Inpatient Readmits assigned to Care Coord.	85%	N	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	
<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**

**% of Readmits assigned to Care Coordination - Alliance - (DMA)** - In November 2018, not meeting this performance standard was due to a transition to a new electronic care management system. This issue has been resolved and should not reoccur. **Number of Level 2 Critical Incident Reports Received - Alliance - (Combined)** - Noted in December 2018, the spike in level 2 incidents submissions that began in November 2018 and continued through December 2018 was related to one provider submitting multiple months of late incidents. **# of Complaints Resolved in 30 Days - Trillium - (DMA)** - Noted in December 2018, two grievances were resolved outside of 30 days due to damage and issues from Hurricane Florence delaying responses from providers.

**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		November 2018 Report								
Medicaid and State Combined		12/20/2018								
Monitoring Area	LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	STD DEV
	Standard	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		4,536	4,916	2,683	2,613	2,280	1,896	3,181	22,105	
# of Calls Abandoned		48	87	44	15	62	17	29	302	
% of calls Abandoned	<5%	1.1%	1.8%	1.6%	0.6%	2.7%	0.9%	0.9%	1.4%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	6.0	5.0	9.0	6.0	1.51
# of Calls Answered within 30 seconds		4,430	4,817	2,679	2,587	2,218	1,874	3,144	21,749	
% Answered within 30 seconds	95%	97.7%	98.0%	99.9%	99.0%	97.3%	98.8%	98.8%	98.4%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,472	3,348	555	1,370	1,769	1,119	1,369	13,002	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,436	3,270	548	1,323	1,627	1,119	1,353	12,676	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	99%	97%	92%	100%	99%	97%	2%
# of Persons waiting for residential services		-	330	7	102	39	0	57	535	
% of Persons waiting for residential services	o	0%	10%	1%	7%	2%	0%	4%	4%	4%
# of Persons waiting for ADVP		-	271	-	6	103	-	-	380	
% of Persons waiting for ADVP	o	0%	8%	0%	0%	6%	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%	0.1%	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		421	884	44	216	607	585	273	3,030	
% of Persons on Waitlist receiving B3 Services	o	12%	26%	8%	16%	34%	52%	20%	23%	14%
# of Persons on Waitlist receiving State Services		562	591	139	421	264	188	232	2,397	
% of Persons on Waitlist receiving State Services	o	16%	18%	25%	31%	15%	17%	17%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		819	1,315	183	526	871	672	387	4,773	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	39%	33%	38%	49%	60%	28%	37%	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,653	2,033	372	844	898	447	982	8,229	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	61%	67%	62%	51%	40%	72%	63%	12%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		356	289	51	169	174	222	346	1,607	
Number of Level 3 Critical Incident Reports received		26	57	12	20	26	26	33	200	
<b>Transitions to Community Living Initiative<sup>1</sup></b>										
Individuals in In-reach		1,106	1,807	655	687	565	979	780	6,579	
Number of individuals in Transition Planning process		64	94	47	27	12	39	6	289	
Number of Individuals Housed - Total		300	701	221	327	255	297	289	2,390	
<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%	1.0%	1.0%	2.0%	1.0%	3.0%	2.0%	2.0%	1%

<sup>1</sup>Please be aware that October 2018 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).
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**MCO Monthly Monitoring Report  
Medicaid Only**

**November 2018 Report**

12/20/2018

**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>
<b>Persons Served</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
Unduplicated Count of Medicaid Members		222,433	427,485	153,527	140,513	173,115	207,658	157,275	<b>1,482,006</b>	
# Persons Receiving MH Services		11,448	21,357	5,809	8,563	8,290	9,330	8,873	<b>73,670</b>	
% of Members Receiving MH Services	o	<b>5.1%</b>	<b>5.0%</b>	<b>3.8%</b>	<b>6.1%</b>	<b>4.8%</b>	<b>4.5%</b>	<b>5.6%</b>	<b>5.0%</b>	0.7%
# Persons Receiving SA Services		1,137	3,050	1,311	1,432	1,582	1,543	1,501	<b>11,556</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.9%</b>	<b>1.0%</b>	<b>0.9%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,550	6,566	1,318	2,343	1,939	2,856	2,123	<b>19,695</b>	
% of Members Receiving DD Services	o	<b>1.1%</b>	<b>1.5%</b>	<b>0.9%</b>	<b>1.7%</b>	<b>1.1%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.3%</b>	0.3%
Unduplicated # that received MH/DD/SA Services		14,781	28,518	7,714	11,468	11,811	12,235	12,130	<b>98,657</b>	
% of Members Receiving MH/DD/SA Services	o	<b>6.6%</b>	<b>6.7%</b>	<b>5.0%</b>	<b>8.2%</b>	<b>6.8%</b>	<b>5.9%</b>	<b>7.7%</b>	<b>6.7%</b>	1.0%
<b>Community Psychiatric Hospitalization</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
# of MH Admissions to Community Psychiatric Inpatient		124	434	143	80	110	226	192	<b>1,309</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.56	1.02	0.93	0.57	0.64	1.09	1.22	<b>0.88</b>	0.25
# of MH Admissions that were Readmissions within 30 days		18	16	27	8	10	31	31	<b>141</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>14.5%</b>	<b>3.7%</b>	<b>18.9%</b>	<b>10.0%</b>	<b>9.1%</b>	<b>13.7%</b>	<b>16.1%</b>	<b>10.8%</b>	4.7%
# of MH Inpatient Discharges		194	318	146	89	122	241	208	<b>1,318</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>10.8</b>	8.9	6.8	5.4	4.7	6.9	7.4	<b>7.7</b>	1.91
# of SA Admissions to Community Psychiatric Inpatient		1	35	9	5	22	8	15	<b>95</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.08	0.06	0.04	0.13	0.04	0.10	<b>0.06</b>	0.04
# of SA Admissions that were Readmissions within 30 days		0	1	0	1	3	0	2	<b>7</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>20%</b>	<b>14%</b>	<b>0%</b>	<b>13%</b>	<b>7%</b>	7.7%
# of SA Inpatient Discharges		2	24	7	5	25	7	15	<b>85</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	7.0	6.9	5.7	7.4	5.5	4.0	4.1	5.7	1.27
<b>Care Coordination</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
# of MH and SA Readmits assigned to a Care Coordinator		15	16	27	9	13	27	33	<b>140</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>83.3%</b>	<b>94.1%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>87.1%</b>	<b>100.0%</b>	<b>94.6%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
# of ED Admits for persons with MHDDSA diagnoses		294	1034	287	305	341	380	423	<b>3,064</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.32	2.28	1.83	2.07	2.00	1.75	2.62	2.1	0.38
# of ED Admits for persons who are active consumers		96	580	98	179	127	202	173	<b>1,455</b>	
% of ED Admits that were for active consumers	o	<b>33%</b>	<b>56%</b>	<b>34%</b>	<b>59%</b>	<b>37%</b>	<b>53%</b>	<b>41%</b>	<b>47%</b>	10.2%
# of ED Admits which were readmissions within 30 days		40	230	44	65	60	18	73	<b>530</b>	
% of ED Admissions Readmitted within 30 days	o	<b>14%</b>	<b>22%</b>	<b>15%</b>	<b>21%</b>	<b>18%</b>	<b>5%</b>	<b>17%</b>	<b>17.3%</b>	5.4%
<b>Authorization Requests</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
Total Number of Auth Requests Received		4,290	6,236	2,387	3,304	2,593	2,402	2,659	<b>23,871</b>	
# Standard Auth. Request Decisions		3,714	5,070	1,829	3,149	2,138	1,493	1,990	<b>19,383</b>	
# Standard Auth Requests Processed in 14 Days		3,710	5,050	1,829	3,138	2,138	1,493	1,990	<b>19,348</b>	
% Processed in 14 Days	95.0%	<b>99.9%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		576	1,166	558	155	455	909	669	<b>4,488</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		574	1,164	558	155	455	905	669	<b>4,480</b>	
% Processed in 3 Days	95.0%	<b>99.7%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.8%</b>	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.9%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>99.8%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

November 2018 Report

12/20/2018

**LME/MCO:**

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		68	212	99	169	33	8	46	635		
% of Total Auth Requests Denied for Clinical Reasons	o	1.6%	3.4%	4.1%	5.1%	1.3%	0.3%	1.7%	2.7%	1.6%	
# of Administrative Denials		32	1	23	39	-	44	18	157		
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	1.0%	1.2%	0.0%	1.8%	0.7%	0.7%	0.6%	
Total # of Auth Requests Denied		100	213	122	208	33	52	64	792		
% of Total Auth Requests Approved	o	97.7%	96.6%	94.9%	93.7%	98.7%	97.8%	97.6%	96.7%	1.7%	
Number of Consumer Authorization Appeals received		6	54	9	23	4	9	21	126		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	1.9	1.2	2.0	0.3	0.7	1.7	1.3	0.65	
Number of Authorizations overturned due to Consumer Appeals		-	21	1(partial)	-	1	1	3	26		
<b>Claims</b>		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15		
Total # Clean Claim Received during Month (detail lines)		111,016	212,729	60,417	78,883	59,270	102,931	105,315	730,561		
Rate of Claims Rcpt per Person Served	o	7.5	7.5	7.8	6.9	5.0	8.4	8.7	7.4	1.12	
# Paid		103,760	200,804	52,058	70,427	57,809	96,616	91,071	672,545		
# Denied		7,255	11,925	8,359	8,454	1,461	6,313	14,135	57,902		
# Pended or in Process		1	0	-	2	-	2	109	114		
Percent Denied	o	6.5%	5.6%	13.8%	10.7%	2.5%	6.1%	13.4%	7.9%	4.0%	
# Paid or Denied within 30 Days		109,747	212,710	59,167	78,883	59,270	102,929	102,525	725,231		
Percent Processed within 30 Days	90.0%	98.9%	100.0%	97.9%	100.0%	100.0%	100.0%	97.4%	99.5%	1.0%	
Avg # days for Processing (from Receipt to Payment )	o	8	8	9	9	9	7	9	8.4	0.75	
Number of Provider claim Appeals received		23	2	0	0	0	0	36	61		
Rate of Provider Claim appeals per 1,000 persons served	o	1.6	0.1	0.0	0.0	0.0	0.0	3.0	0.6	1.08	
Number of claim denials overturned due to Provider Appeals		23	0	0	0	0	0	4	27		
<b>Complaints/Grievances</b>		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18		
Total number of complaints received (1 month prior)		60	45	10	7	19	11	19	171		
Rate of Complaints per 1,000 Persons Served	o	3.11	1.39	1.00	0.53	1.41	0.64	1.27	1.7	0.80	
# Consumer complaints against provider		24	29	3	2	10	10	13	91		
% Consumer complaints against provider	o	40%	64%	30%	29%	53%	91%	68%	53%	21.0%	
# Consumer complaints against LME/MCO		3	16	2	4	6	1	4	36		
% Consumer complaints against LME/MCO	o	5%	36%	20%	57%	32%	9%	21%	21%	16.4%	
# Provider complaints against LME/MCO		1	0	-	1	-	-	2	4		
% Provider complaints against LME/MCO	o	2%	0%	0%	14%	0%	0%	11%	2%	5.6%	
# of Other Types of Complaints		32	0	5	-	3	-	-	40		
# of Complaints Resolved in 30 Days		59	45	10	7	19	11	19	170		
Percent of Complaints resolved in 30 days	90.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%		
<b>Program Integrity--Fraud, Waste and Abuse</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		8	24	10	4	5	10	5	66		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		33	50	10	62	5	3	113	276		
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	1	1		
Number of Cases Referred to DMA Program Integrity		1	0	0	0	1	0	0	2		
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**

**November 2018 Report**

12/20/2018

**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>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
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		2,541	3,476	1,404	1,708	1,903	2,361	2,193	<b>15,586</b>	
% of Uninsured Receiving MH Services	o	<b>1.5%</b>	<b>1.1%</b>	<b>1.7%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>1.7%</b>	<b>1.9%</b>	<b>1.5%</b>	0.24%
# Persons Receiving SA Services		1,029	2,094	669	1,230	772	1,831	1,351	<b>8,976</b>	
% of Uninsured Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.8%</b>	<b>1.3%</b>	<b>0.7%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>0.9%</b>	0.30%
# Persons Receiving DD Services		614	830	436	411	543	423	227	<b>3,484</b>	
% of Uninsured Receiving DD Services	o	<b>0.4%</b>	<b>0.3%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.3%</b>	<b>0.2%</b>	<b>0.3%</b>	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		4,102	6,045	2,311	3,131	3,218	3,907	3,673	<b>26,387</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.4%</b>	<b>1.9%</b>	<b>2.7%</b>	<b>3.3%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>3.2%</b>	<b>2.6%</b>	0.43%
<b>Community Psychiatric Hospitalization (1)</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
# of MH Admissions to Community Psychiatric Inpatient		95	306	35	78	99	171	138	<b>922</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.57	0.98	0.42	0.83	0.87	1.24	1.21	<b>0.90</b>	0.28
# of MH Admissions that were Readmissions within 30 days		4	12	1	9	6	9	24	<b>65</b>	
% of MH Admissions that were Readmissions within 30 days	o	4%	4%	3%	12%	6%	5%	<b>17%</b>	<b>7.0%</b>	4.87%
# of MH Inpatient Discharges		138	174	42	81	112	186	136	<b>869</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>8.0</b>	<b>7.3</b>	<b>6.0</b>	<b>5.5</b>	<b>3.1</b>	<b>6.8</b>	<b>6.3</b>	<b>6.4</b>	1.46
# of SA Admissions to Community Psychiatric Inpatient		11	45	7	18	23	26	29	<b>159</b>	
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.14	0.08	0.19	0.20	0.19	0.25	<b>0.16</b>	0.06
# of SA Admissions that were Readmissions within 30 days		1	2	0	2	0	1	2	<b>8</b>	
% of SA Admissions that were Readmissions within 30 days	o	9%	4%	0%	11%	0%	4%	7%	<b>5%</b>	4.0%
# of SA Inpatient Discharges		16	28	10	21	25	24	31	<b>155</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	<b>6.5</b>	<b>7.3</b>	<b>4.4</b>	<b>4.3</b>	<b>4.1</b>	<b>5.9</b>	<b>5.3</b>	<b>5.5</b>	1.13
<b>Authorizations</b>		Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	Nov-18	
Total Number of Auth Requests Received		1,119	2,422	592	1,863	1,161	625	792	<b>8,574</b>	
# Standard Auth. Request Decisions		831	1,492	403	1,605	746	214	245	<b>5,536</b>	
# Standard Auth Requests Processed in 14 Days		831	1,482	403	1,604	746	214	245	<b>5,525</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>99.3%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		288	930	189	258	415	411	547	<b>3,038</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		287	924	189	258	415	411	547	<b>3,031</b>	
% Processed in 3 Days	95.0%	<b>99.7%</b>	<b>99.4%</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>99.3%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		12	20	11	9	6	1	7	<b>66</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	0.8%	1.9%	0.5%	0.5%	0.2%	0.9%	<b>0.8%</b>	0.5%
# of Administrative Denials		-	5	10	13	-	8	2	<b>38</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.2%	1.7%	0.7%	0.0%	1.3%	0.3%	<b>0.4%</b>	0.6%
Total # of Auth Requests Denied		12	25	21	22	6	9	9	<b>104</b>	
% of Total Auth Requests Approved	o	99%	99%	96%	99%	99%	99%	99%	<b>99%</b>	0.9%
Number of Consumer Authorization Appeals received		-	1	-	3	-	-	-	<b>4</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.2	0.0	1.0	0.0	0.0	0.0	<b>0.2</b>	0.33
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	-	<b>1</b>	

**LME/MCO Monthly Monitoring Report** **November 2018 Report**  
**State/Federal Block Grant Only** 12/20/2018

LME/MCO:										
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
<b>Claims</b>		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>29,702</b>	<b>37,786</b>	<b>12,773</b>	<b>20,769</b>	<b>8,211</b>	<b>22,468</b>	<b>22,384</b>	154,093	
Rate of Claims Rcpt per Person Served	o	7.24	6.25	5.53	6.63	2.55	5.75	6.09	5.84	1.40
# Paid		27,010	34,124	11,612	18,557	8,066	20,343	17,555	137,267	
# Denied		2,692	3,662	1,161	2,212	145	2,125	4,828	16,825	
# Pended or in Process			0	-		-	-	1	1	
Percent Denied	o	9.1%	9.7%	9.1%	#VALUE!	1.8%	9.5%	21.6%	10.9%	#VALUE!
# Paid or Denied within 30 Days		29,281	37,786	12,773	20,769	8,211	22,468	21,457	152,745	
Percent Processed within 30 Days	90.0%	<b>98.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>95.9%</b>	<b>99.1%</b>	0.01
Avg # days for Processing (from Receipt to Payment )	o	9.0	8.4	10.8	8.6	9.0	7.1	8.5	8.8	1.01
<b>Complaints</b>		Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	Oct-18	<b>Oct-18</b>	
<b>Total number of complaints received (1 month prior)</b>		<b>8</b>	<b>12</b>	<b>2</b>	<b>2</b>	-	<b>3</b>	-	27	
Rate of Complaints per 1,000 Persons Served	o	1.33	1.59	0.78	0.55	-	0.59	-	1.02	0.56
# Consumer complaints against provider		2	10	-	1	-	1	-	14	
% Consumer complaints against provider	o	25%	83%	0%	50%		33%		52%	27.7%
# Consumer complaints against LME/MCO		-	0	-	1	-	-	-	1	
% Consumer complaints against LME/MCO	o	0%	0%	0%	50%		0%		4%	20.0%
# Provider complaints against LME/MCO		-	0	1	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%	50%	0%		0%		4%	20.0%
# of Other Types of Complaints		6	2	1	-	-	2	-	11	
<b># of Complaints Resolved in 30 Days</b>		<b>8</b>	<b>12</b>	<b>2</b>	<b>2</b>	-	<b>3</b>	-	27	
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>	-
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.