	NC	DHHS			erform 3 Report	ance Sı	ummar	у					8/27/2013
State and Medicaid	Standard	Alliance	Cardinal	Center- Point	Coastal- Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky	Western Highlands	NC TOTAL
Call Center				Point	Lare						WOUTLatt	HIGHIANOS	
% of calls Abandoned	<5%	1.4%	2.4%	3.7%	1.4%	1.9%	1.6%	4.3%	3.3%	2.9%	1.8%	1.3%	2.3%
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.4	5.0	4.0	4.0	11.0	8.0	5.0	7.8	8.0	
% Answered within 30 seconds	95%	99.0%	93.5%	97.2%	100.0%	96.8%	95.9%	98.0%	95.6%	100.0%	96.5%	97.3%	97.2%
ED Admits													
% of Overall ED Admits with MHDDSA Diagnosis, Jan-Mar 2013	3.3%	2.7%	2.9%	3.7%	2.8%	2.2%	3.1%	2.2%	3.1%	3.3%	3.2%	2.5%	2.9%
State	Standard	Alliance	Cardinal	Center- Point	Coastal- Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Persons Served													
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	127,820	89,823	149,027	121,228	157,677	71,647	68,022	1,426,398
Unduplicated # Persons Receiving MH/DD/SA Services		4,413	3,909	2,404	1,583	2,625	1,562	1,329	2,864	1,492	2,421	1196	25,798
% of Uninsured Receiving MH/DD/SA Services		1.7%	1.9%	3.2%	1.7%	2.1%	1.7%	0.9%	2.4%	0.9%	3.4%	1.8%	1.8%
Community Psychiatric Hospitalization Rate of Admissions per 1,000 Uninsured Population		0.73	0.86	0.78	0.81	1.20	0.87	0.19	1.47	1.57	0.73	0.38	0.89
# of Admissions that were Readmissions within 30 days		25	18	9	5	4	1	5	14	27	5	1	114
Authorizations													
Total Number of Auth Requests Received		2,114	1,444	1,135	1,134	1,069	501	2,319	1,021	1,024	410	1,944	14,115
Total % of Auth Requests Processed in Required Timeframes	95%	100%	99%	99%	99%	100%	99%	98%	100%	100%	99%	100%	99%
Number of Consumer Authorization Appeals received		8	-	-	-	5	1	1	1		-	-	16
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.8				1.9	0.6	0.8	0.3				
Claims													
Total # Received during Month		45,766	62,199	21,823	17,540	26,309	32,555	22,833	35,203	23,089	28,385	10,928	326,630
Rate of Claims Rcpt per Person Served		10.37	15.91	9.08	11.08	10.02	20.84	17.18	12.29	15.48	11.72	9.14	12.66
Percent Processed within 30 Days	90%	100%	100%	100%	100%	100%	100%	99%	100%	100%	91%	93%	99%
Avg # days for Processing (from Receipt to Payment)		10.0	8.9	10.8	9.5	6.3	9.9	6.6	6.4	17.0	8.0	8.0	
Complaints													
Total number of complaints received		15	18	16	1	15	15	-	25	4	14	-	123
Rate of Complaints per 1,000 Persons Served		3.4	4.6	6.7	0.6	5.7	9.6	0.0	8.7	2.7	5.8	0.0	4.77
SFYTD Percent of Complaints resolved in 30 days	90%	100%	100%	100%	100%	100%	100%	100%	96%	100%	93%	79%	
				_	_								
Medicaid	Standard	Alliance	Cardinal	Center- Point	Coastal- Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Persons Served													
Unduplicated Count of Medicaid Members		166,598	187,082	70,427	65,660	162,590	84,714	111,650	125,584	145,554	74,946	65,598	1,319,976
Unduplicated # that received MH/DD/SA Services		13,282	9,643	2,829	5,101	8,935	5,667	6,316	9,618	8,445	5,168	5,127	84,861
% of Members Receiving MH/DD/SA Services		8.0%	5.2%	4.0%	7.8%	5.5%	6.7%	5.7%	7.7%	5.8%	6.9%	7.8%	6.4%
Community Psychiatric Hospitalization													
Rate of Admissions per 1,000 Medicaid Members		0.67	0.75	1.01							0.75		0.88
% of Readmits assigned to Care Coordination	85%				0.82	1.03	0.97	1.21	1.47	1.13		0.61	0.00
	0070	92%	100%	100%	0.82	1.03 100%	0.97 93%	1.21	1.47 94%	1.13 100%	90%	0.61 33%	0.00
Authorization Requests	0070		100%	100%	100%	100%	93%	100%	94%	100%	90%	33%	
Authorization Requests Total Number of Auth Requests Received		5,318	100% 3,705	100% 1,567	100% 1,946	100% 3,406	93% 1,392	100% 3,717	94% 4,987	100% 5,662	90% 2,296	33% 5,620	35,711
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes	95%	5,318 99.9%	100% 3,705 96.4%	100% 1,567 98.1%	100% 1,946 98.0%	100% 3,406 100.0%	93% 1,392 99.4%	100% 3,717 98.5%	94% 4,987 99.5%	100% 5,662 99.9%	90% 2,296 100.0%	33% 5,620 99.1%	35,711 98.5%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd		5,318	100% 3,705	100%	100% 1,946 98.0%	100% 3,406	93% 1,392	100% 3,717	94% 4,987	100% 5,662 99.9%	90% 2,296	33% 5,620	35,711
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims		5,318 99.9% 2.5	100% 3,705 96.4% 0.5	100% 1,567 98.1% 2.8	100% 1,946 98.0% 2.7	100% 3,406 100.0% 2.5	93% 1,392 99.4% 1.6	100% 3,717 98.5% 3.2	94% 4,987 99.5% 5.6	100% 5,662 99.9% 2.1	90% 2,296 100.0% 3.9	33% 5,620 99.1% 0.4	35,711 98.5% 2.1
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month		5,318 99.9% 2.5 204,017	100% 3,705 96.4% 0.5 168,430	100% 1,567 98.1% 2.8 74,271	100% 1,946 98.0% 2.7 58,698	100% 3,406 100.0% 2.5 163,863	93% 1,392 99.4% 1.6 48,922	100% 3,717 98.5% 3.2 136,952	94% 4,987 99.5% 5.6 172,556	100% 5,662 99.9% 2.1 141,349	90% 2,296 100.0% 3.9 72,488	33% 5,620 99.1% 0.4 93,382	35,711 98.5% 2.1 1,294,930
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied	95%	5,318 99.9% 2.5 204,017 17.3%	100% 3,705 96.4% 0.5 168,430 25.9%	100% 1,567 98.1% 2.8 74,271 12.2%	100% 1,946 98.0% 2.7 58,698 11.2%	100% 3,406 100.0% 2.5 163,863 23.3%	93% 1,392 99.4% 1.6 48,922 19.7%	100% 3,717 98.5% 3.2 136,952 21.8%	94% 4,987 99.5% 5.6 172,556 18.6%	100% 5,662 99.9% 2.1 141,349 27.9%	90% 2,296 100.0% 3.9 72,488 15.7%	33% 5,620 99.1% 0.4 93,382 9.1%	35,711 98.5% 2.1 1,294,930 16.8%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days		5,318 99.9% 2.5 204,017 17.3% 100.0%	100% 3,705 96.4% 0.5 168,430 25.9% 98.6%	100% 1,567 98.1% 2.8 74,271 12.2% 100.0%	100% 1,946 98.0% 2.7 58,698 11.2% 99.1%	100% 3,406 100.0% 2.5 163,863 23.3% 100.0%	93% 1,392 99.4% 1.6 48,922 19.7% 98.0%	100% 3,717 98.5% 3.2 136,952 21.8% 96.2%	94% 4,987 99.5% 5.6 172,556 18.6% 99.7%	100% 5,662 99.9% 2.1 141,349 27.9% 98.1%	90% 2,296 100.0% 3.9 72,488 15.7% 99.4%	33% 5,620 99.1% 0.4 93,382 9.1% 99.6%	35,711 98.5% 2.1 1,294,930
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment)	95%	5,318 99.9% 2.5 204,017 17.3%	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8	100% 1,567 98.1% 2.8 74,271 12.2%	100% 1,946 98.0% 2.7 58,698 11.2%	100% 3,406 100.0% 2.5 163,863 23.3%	93% 1,392 99.4% 1.6 48,922 19.7%	100% 3,717 98.5% 3.2 136,952 21.8%	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9	33% 5,620 99.1% 0.4 93,382 9.1%	35,711 98.5% 2.1 1,294,930 16.8%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served	95%	5,318 99.9% 2.5 204,017 17.3% 100.0%	100% 3,705 96.4% 0.5 168,430 25.9% 98.6%	100% 1,567 98.1% 2.8 74,271 12.2% 100.0%	100% 1,946 98.0% 2.7 58,698 11.2% 99.1%	100% 3,406 100.0% 2.5 163,863 23.3% 100.0%	93% 1,392 99.4% 1.6 48,922 19.7% 98.0%	100% 3,717 98.5% 3.2 136,952 21.8% 96.2%	94% 4,987 99.5% 5.6 172,556 18.6% 99.7%	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10	90% 2,296 100.0% 3.9 72,488 15.7% 99.4%	33% 5,620 99.1% 0.4 93,382 9.1% 99.6%	35,711 98.5% 2.1 1,294,930 16.8%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 8	35,711 98.5% 2.1 1,294,930 16.8% 98.3%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 29	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100.0%	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 21	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 28	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 5	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 12	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 11	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 8 8 15	35,711 98.5% 2.1 1,294,930 16.8% 98.3%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received Rate of complaints per 1,000 persons served	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 20 2.2	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100.35	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 20 21 4.1	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 228 3.1	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 5 0.9	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 6 12 12	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 0.3 26 2.7	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10 15 1.8	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 0.4 11 2.1	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 8 8 15 2.9	35,711 98.5% 2.1 1,294,930 16.8% 98.3%
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 29	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3 100%	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100.35 100%	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 20 21 4.1	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 28 3.1 100%	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 5 0.9 92.5%	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 6 12 12 1.9 100%	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26 2.7 96%	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10 15 1.8 100%	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 0.4 11 2.1 90%	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 8 8 15 2.9 84.5%	35,711 98.5% 2.1 1,294,930 16.8% 98.3% 237 2.8
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received Rate of complaints per 1,000 persons served SFYTD Percent of Complaints resolved in 30 days Department of Justice Settlement	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 20 2.2 59% Alliance	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3 100% Cardinal	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100.3.5 100% Center- Point	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 21 4.1 100% Coastal- Care	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 28 3.1 100% Eastpointe	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 5 0.9 92.5% ECBH	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 6 12 1.9 100% MeckLINK	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26 2.7 96% Partners	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 15 1.8 100% Sandhills	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 99.4% 9 0.4 11 2.1 90% Smoky Mountain	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 8 8 15 2.9 84.5% Western Highlands	35,711 98.5% 2.1 1,294,930 16.8% 98.3% 237 2.8 NC TOTAL
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received Rate of complaints per 1,000 persons served SFYTD Percent of Complaints resolved in 30 days Department of Justice Settlement Individuals in In-reach	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 2.2 59% Alliance 130	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3 100% Cardinal 76	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100% Center- Point 29	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 21 4.1 100% Coastal- Care 48	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 28 3.1 100% Eastpointe 116	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 5 0.9 92.5% ECBH 85	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 12 1.9 100% MeckLINK 74	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26 2.7 96% Partners 90	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10 15 1.8 100% Sandhills 49	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 9 0.4 11 2.1 90% Smoky Mountain 155	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 8 8 15 2.9 84.5% Western Highlands 28	35,711 98.5% 2.1 1,294,930 16.8% 98.3% 98.3% 237 2.8 NC TOTAL 880
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Complaints/Grievances Total number of complaints received Rate of complaints per 1,000 persons served SFYTD Percent of Complaints resolved in 30 days Department of Justice Settlement Individuals in In-reach Number of individuals in Transition Planning process	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 2.2 59% Alliance 130 20	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3 100% Cardinal 76 11	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100.0% 8 100% Center- Point 29 19	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 10 21 4.1 100% Coastal- Care 48 16	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 3.1 100% Eastpointe 116 19	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 5 0.9 92.5% ECBH 85 20	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 12 1.9 100% MeckLINK 74 17	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26 2.7 96% Partners 90 14	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10 10 5 1.8 100% Sandhills 49 20	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 9 0.4 11 2.1 90% Smoky Mountain 155 23	33% 5,620 99.1% 0.4 93,382 93,393 94,593 94,	35,711 98.5% 2.1 1,294,930 16.8% 98.3% 98.3% 237 2.8 NC TOTAL 880 196
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received Rate of complaints per 1,000 persons served SFYTD Percent of Complaints resolved in 30 days Department of Justice Settlement Individuals in In-reach Number of individuals in Transition Planning process Number of Housing Slots filled	95%	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 2.2 59% Alliance 130	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3 100% Cardinal 76 111 3	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100.0% Center- Point 29 19 5	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 10 10 21 4.1 100% Coastal- Care 48 16 14	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 28 3.1 100% Eastpointe 116 19 11	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 10 10 5 0.9 92.5% ECBH 85 20 4	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 12 1.9 100% MeckLINK 74 17	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26 2.7 96% Partners 90 14 90	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10 15 1.8 100% Sandhills 49 20 12	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 9 0.4 11 2.1 90% Smoky Mountain 155 23 11	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 99.6% 8 8 15 2.9 84.5% Western Highlands 28 17 10	35,711 98.5% 2.1 1,294,930 16.8% 98.3% 98.3% 237 2.8 0 237 2.8 NC TOTAL 880 196 94
Authorization Requests Total Number of Auth Requests Received Total % of Auth Requests Processed in Required Timeframes Rate of Consumer Auth. Appeals per 1,000 persons svd Claims Total # Received during Month Percent Denied Percent Processed within 30 Days Avg # days for Processing (from Receipt to Payment) Rate of Provider Claim appeals per 1,000 persons served Complaints/Grievances Total number of complaints received Rate of complaints per 1,000 persons served SFYTD Percent of Complaints resolved in 30 days Department of Justice Settlement Individuals in In-reach Number of individuals in Transition Planning process	95% 90% 90% 3	5,318 99.9% 2.5 204,017 17.3% 100.0% 9 2.2 59% Alliance 130 20 8	100% 3,705 96.4% 0.5 168,430 25.9% 98.6% 8 0.7 32 3.3 100% Cardinal 76 11 3	100% 1,567 98.1% 2.8 74,271 12.2% 100.0% 8 100 3.5 100% Center- Point 29 19 5 <i>Housing</i> 3	100% 1,946 98.0% 2.7 58,698 11.2% 99.1% 99.1% 10 21 4.1 100% Coastal- Care 48 16 14 slots filled	100% 3,406 100.0% 2.5 163,863 23.3% 100.0% 8 3.1 100% Eastpointe 116 19	93% 1,392 99.4% 1.6 48,922 19.7% 98.0% 98.0% 10 10 5 0.9 92.5% ECBH 85 20 4 3/13	100% 3,717 98.5% 3.2 136,952 21.8% 96.2% 6 6 12 1.9 100% MeckLINK 74 17 77	94% 4,987 99.5% 5.6 172,556 18.6% 99.7% 6 0.3 26 2.7 96% Partners 90 14 9 90	100% 5,662 99.9% 2.1 141,349 27.9% 98.1% 10 10 10 5 8.1% Sandhills 49 20	90% 2,296 100.0% 3.9 72,488 15.7% 99.4% 9 0.4 9 0.4 11 2.1 90% Smoky Mountain 155 23 11	33% 5,620 99.1% 0.4 93,382 9.1% 99.6% 99.6% 8 8 15 2.9 84.5% Western Highlands 28 17 10	35,711 98.5% 2.1 1,294,930 16.8% 98.3% 98.3% 237 2.8 0 237 2.8 NC TOTAL 880 196 94

LME/MCO Monthly Monitoring Report			July 2013											
State/Block Grant Only		LME/MCO:										8/27/2013	j	
Monitoring Areas	Standard	Alliance	Cardinal	Center- Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DE
Persons Served												inginanao		
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	127,820	89,823	149,027	121,228	157,677	71,647	68,022	1,426,398	58,51
# Persons Receiving MH Services		2,665	2,425	2,097	940	1,571	680	430	1,629	1,176	1,583	727	15,923	70
% of Uninsured Receiving MH Services		1.0%	1.2%	2.8%	1.0%	1.2%	0.8%	0.3%	1.3%	0.7%	2.2%	1.1%	1.1%	0.7
# Persons Receiving SA Services		887	1,049	777	238	623	695	436	694	429	468	314	6,610	23
% of Uninsured Receiving SA Services		0.3%	0.5%	1.0%	0.3%	0.5%	0.8%	0.3%	0.6%	0.3%	0.7%	0.5%	0.5%	0.2
# Persons Receiving DD Services		966	730	941	405	505	192	477	686	391	419	167	5,879	25
% of Uninsured Receiving DD Services		0.4%	0.4%	1.2%	0.4%	0.4%	0.2%	0.3%	0.6%	0.2%	0.6%	0.2%	0.4%	0.3
Unduplicated # Persons Receiving MH/DD/SA Services		4,413	3,909	2,404	1,583	2,625	1,562	1,329	2,864	1,492	2,421	1196	25,798	1,01
% of Uninsured Receiving MH/DD/SA Services	0	1.7%	1.9%	3.2%	1.7%	2.1%	1.7%	0.9%	2.4%	0.9%	3.4%	1.8%	1.8%	0.7
Community Psychiatric Hospitalization	-				,•	,•	,•							
Number of Admissions to Community Psychiatric Inpatient		191	179	59	75	154	78	28	178	248	52	26	1,268	7
Rate of Admissions per 1,000 Uninsured Population	0	0.73	0.86	0.78	0.81	1.20	0.87	0.19	1.47	1.57	0.73	0.38	0.89	
# of Admissions that were Readmissions within 30 days		25	18	9	5	4	1	5	14	27	5	1	114	
Authorizations														
Total Number of Auth Requests Received		2,114	1,444	1,135	1,134	1,069	501	2,319	1,021	1,024	410	1,944	14,115	59
# Standard Auth. Request Decisions		1,913	1,418	1,128	986	617	449	2,073	1,020	964	408	1,941	12,917	56
# Standard Auth Requests Processed in 14 Days		1,913	1,411	1,117	975	617	444	2,034	1,020	964	402	1,933	12,830	56
% Processed in 14 Days	95%	100%	100%	99%	99%	100%	99%	98%	100%	100%	99%	100%	99%	1
# Auth Requests requiring Expedited Decisions		201	26	7	148	452	52	246	1	60	2	3	1,198	13
# Expedited Auth Requests Processed in 3 Days		201	23	7	147	452	52	236	1	59	2	3	1,183	13
% Processed in 3 Days	95%	100%	88%	100%	99%	100%	100%	96%	100%	98%	100%	100%	99%	3
Total % of Auth Requests Processed in Required Timeframes	95%	100%	99%	99%	99%	100%	99%	98%	100%	100%	99%	100%	99%	1
# of Auth Requests Denied for Clinical Reasons		23	2	11	12	36	2	29	14	3	3	8	143	1
% of Total Auth Requests Denied for Clinical Reasons	0	1.1%	0.1%	1.0%	1.1%	3.4%	0.4%	1.3%	1.4%	0.3%	0.7%	0.4%	1.0%	0.8
# of Administrative Denials	-	4	170	44	73	-	45	493	75	89	50	114	1,157	13
% of Total Auth Requests Denied for Admin Reasons	0	0.2%	11.8%	3.9%	6.4%	0.0%	9.0%	21.3%	7.3%	8.7%	12.2%	5.9%	8.2%	5.7
Total # of Auth Requests Denied	-	27	172	55	85	36	47	522	89	92	53	122	1.300	13
% of Total Auth Requests Approved		99%	88%	95%	93%	97%	91%	77%	91%	91%	87%	94%	91%	5
Number of Consumer Authorization Appeals received		8	-	-	-	5	1	1	1	0170	-	-	16	
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.8				1.9	0.6	0.8	0.3					0
Number of Authorizations overturned due to Consumer Appeals		1	-	-	-	-	-	-	1		-		2	N -
Claims									-					
Total # Received during Month		45,766	62,199	21,823	17,540	26,309	32,555	22,833	35,203	23,089	28,385	10,928	326,630	13,54
Rate of Claims Rcpt per Person Served	0	10.37	15.91	9.08	11.08	10.02	20.84		12.29	15.48	11.72	9.14	12.66	3.6
# Paid		32,384	22,412	18,916	13,051	25,049	19,851	17,609	26,646	21,028	24,167	7,276	228,389	6,45
# Denied		13,355	39,683	2,907	4,485	1,260	12,608	5,101	8,557	2,061	4,209	3,652	97,878	10,47
# Pended or in Process		27	104	-	4	-	96	123	-	,	9	0	363	4
Percent Denied	0	29.2%	63.9%	13.3%	25.6%	4.8%	38.8%	22.5%	24.3%	8.9%	14.8%	33.4%	30.0%	15.7
# Paid or Denied within 30 Days		45,739	62,095	21,823	17,486	26,309	32,459	22,681	35,203	23,089	25,739	10,179	322,802	13,67
Percent Processed within 30 Days	90%	100%	100%	100%	100%	100%	100%	99%	100%	100%	91%	93%	99%	3
Avg # days for Processing (from Receipt to Payment)	0	10.0	8.9	10.8	9.5	6.3	9.9	6.6	6.4	17.0	8.0	8.0		2.
Complaints	-													
Total number of complaints received		15	18	16	1	15	15	-	25	4	14	-	123	
Rate of Complaints per 1,000 Persons Served	0	3.4	4.6	6.7	0.6	5.7	9.6	0.0	8.7	2.7	5.8	0.0	4.77	3.1
# Consumer complaints against provider		14	12	15	1	8	9	-	24	4	14		101	
% Consumer complaints against provider		93%	67%	94%	100%	53%	60%	1	96%	100%	100%		82%	18
# Consumer complaints against LME/MCO		1	3	1	-	2	5	-	1	-	-		13	
% Consumer complaints against LME/MCO		7%	17%	6%	0%	13%	33%	1	4%	0%	0%		11%	
# Provider complaints against LME/MCO		- 1	3	-	-	5	1	-	-	270	-		9	/ 10
% Provider complaints against LME/MCO		0%	17%	0%	0%	33%	7%		0%	0%	0%		7%	
SFYTD Percent of Complaints resolved in 30 days	90%	100%	100%	100%	100%	100%	100%	100%	96%	100%	93%	79%	170	6
Yellow Highlights indicate the MCO did not meet the Standard	0070		ts indicate the M						5078	10070		phts indicate p		38

DMA July All LMEs

MCO Monthly Monitoring Report Medicaid Only, except where noted		LME/MCO:	July 2013										8/27/2013	
Monitoring Area	Standard	Alliance	Cardinal	Center- Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DEV
Persons Served														
Unduplicated Count of Medicaid Members		166,598	187,082	70,427	65,660	162,590	84,714	111,650	125,584	145,554	74,946	65,598	1,260,403	43,234
Unduplicated # that received MH/DD/SA Services		13,282	9,643	2,829	5,101	8,935	5,667	6,316	9,618	8,445	5,168	5,127	80,131	2,834
% of Members Receiving MH/DD/SA Services	0	8.0%	5.2%	4.0%	7.8%	5.5%	6.7%	5.7%	7.7%	5.8%	6.9%	7.8%	6.4%	1.3%
Community Psychiatric Hospitalization														
Number of Admissions to Community Psychiatric Inpatient		111	141	71	54	167	82	135	184	165	56	40	1,206	49
Rate of Admissions per 1,000 Medicaid Members	0	0.67	0.75	1.01	0.82	1.03	0.97	1.21	1.47	1.13	0.75	0.61	0.96	0.25
# of Admissions that were Readmissions within 30 days		15	10	5	4	8	15	43	17	16	10	6	149	10
% of Readmits assigned to Care Coordination	85%	92%	100%	100%	100%	100%	93%	100%	94%	100%	90%	33%		19%
Call Center (Medicaid and Non-Medicaid)														
Total Number of Calls (re: services for consumers)		7,825	4,083	4,019	2,480	7,726	1,155	3,751	6,149	2,459	2,520	4.772	46.939	2.089
# of Calls Abandoned		107	96	147	34		18	160	201	71	45	,		1
% of calls Abandoned	<5%	1.4%	2.4%	3.7%	1.4%	1.9%	1.6%	4.3%	3.3%	2.9%	1.8%	1.3%	2.3%	1.0%
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.4	5.0		4.0	11.0	8.0	5.0	7.8	8.0		2.3
# of Calls Answered within 30 seconds		7,748	3,817	3,905	2480	7,481	1,108	3,675	5,881	2,458	2,431	4,643	45,627	2,035
% Answered within 30 seconds	95%	99.0%	93.5%	97.2%	100.0%	96.8%	95.9%	98.0%	95.6%	100.0%	96.5%	97.3%	97.2%	
Authorization Requests	0070	001070		011270								0.1070	011270	
Total Number of Auth Requests Received		5,318	3,705	1,567	1,946	3,406	1,392	3,717	4,987	5,662	2,296	5,620	39,616	1,558
# Standard Auth. Request Decisions		5,151	3,658	1,552	1,684	2,843	1.341	3,473	4,920	5,293	2,262	5,601	37.778	
# Standard Auth Requests Processed in 14 Days		5,148	3,525	1,522	1,647	2,843	1,333	3,429	4,893	5,285	2,262	5,554	37.441	,
% Processed in 14 Days	95%	99.9%	96.4%	98.1%	97.8%	100.0%	99.4%	98.7%	99.5%	99.8%	100.0%	99.2%	99.1%	1.1%
# Auth Requests requiring Expedited Decisions	0070	167	47	15	262	563	51	244	67	369	34	19	1.838	
# Expedited Auth Requests Processed in 3 Days		167	47	15	260	562	50	233	67	369	34	15	1,819	
% Processed in 3 Days	95%	100.0%	100.0%	100.0%	99.2%	99.8%	98.0%	95.5%	100.0%	100.0%	100.0%	78.9%	99.0%	6.0%
Total % of Auth Reguests Processed in Required Timeframes	95%	99.9%	96.4%	98.1%	98.0%	100.0%	99.4%	98.5%	99.5%	99.9%	100.0%	99.1%		
# of Auth Requests Denied for Clinical Reasons	9370	143	30.4 //	50.1%	101	335	33.4 // 69	209	266	161	76	23	1.462	
% of Total Auth Requests Denied for Clinical Reasons	0	2.7%	0.8%	3.2%	5.2%	9.8%	5.0%	5.6%	5.3%	2.8%	3.3%	0.4%	3.7%	2.5%
# of Administrative Denials		71	471	168	137	9.0 <i>7</i> 0	101	671	568	1,068	382	145	3,782	
% of Total Auth Requests Denied for Admin Reasons	0	1.3%	12.7%	10.7%	7.0%	0.0%	7.3%	18.1%	11.4%	1,008	16.6%	2.6%	9.5%	6.3%
	0	214	500	218	238	335	170	880	834	1,229	458	2.0%	5,244	338
Total # of Auth Requests Denied % of Total Auth Requests Approved		96.0%	500 86.5%	218 86.1%	238	90.2%	87.8%	76.3%	83.3%	78.3%	458 80.1%	97.0%	5,244 86.8%	6.3%
									<u>83.3%</u> 54			97.0%	205	
Number of Consumer Authorization Appeals received Rate of Consumer Auth. Appeals per 1,000 persons svd	0	33 2.5	5 0.5	8 2.8	<u>14</u> 2.7	22 2.5	<u>9</u> 1.6	20 3.2	5.6	18 2.1	20 3.9	0.4		
Number of Authorizations overturned due to Consumer Appeals	0	2.5	0.5	2.8	3	2.5	1.0	3.2	<u> </u>	2.1	3.9	0.4	42	
Claims		3	2	3	3	2	1	1	19	1	/	-	42	5
Total # Received during Month		204.017	168,430	74,271	58,698	163,863	48,922	136,952	172,556	141,349	72,488	93,382	1,334,928	51,062
Rate of Claims Rcpt per Person Served	0	15.4	17.5	26.3	11.5	18.3	40,922	21.7	172,330	141,349	14.0	18.2	1,334,928	4.5
# Paid	0	167,707	123,035	65,171	52,095	125,607	38,473	103,768	139,838	101,278	61,132	84,781	1,062,885	-
# Denied		35,048	42,990	9,062	6,601	38,256	9,457	29,008	31,996	39,245	11,352	8,522	261,537	,
# Pended or in Process	-	1.262	42,990	9,062	2	- 30,230	9,457	4,176	722	39,245 826	4	0,522 79	10.506	,
	0	,	,	38 12.2%		23.3%		4,176	18.6%		-	9.1%	-,	,
Percent Denied # Paid or Denied within 30 Days	0	17.3% 204.017	25.9% 166,006	12.2% 74,271	<u>11.2%</u> 58.177	23.3%	<u>19.7%</u> 47.930	131,736		27.9% 138.620	15.7% 72,087	9.1%	19.7% 1,321,727	5.8% 50,833
	000/	- /-			,		1	,		/				
Percent Processed within 30 Days	90%	100.0%	98.6%	100.0%	99.1%		98.0%	96.2%	99.7%	98.1%	99.4%	99.6%		1.1%
Avg # days for Processing (from Receipt to Payment)		9	8	8	10	8	10	6	6	10	9	8		1
Number of Provider claim Appeals received		0	1	0	0	0	0	0	3	0	2	0	12	
Rate of Provider Claim appeals per 1,000 persons served			0.7	-				-	0.3		0.4			0.2
Number of claim denials overturned due to Provider Appeals		0	1	0	0	0	0	0	0	0	11	0	12	3

DMA July All LMEs

Monitoring Area	Standard	Alliance	Cardinal	Center-		Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky	Western		STD DE
				Point	Care						Mountain	Highlands		
Complaints/Grievances														
Total number of complaints received		29	32	10	21	28	5	12	26	15	11	15	204	
Rate of complaints per 1,000 persons served	0	2.2	3.3	3.5	4.1	3.1	0.9	1.9	2.7	1.8	2.1	2.9	2.5	0.
# Consumer complaints against provider		8	21	6	10	20	4	8	13	10	9	13	122	
% Consumer complaints against provider		28%	66%	60%	48%	71%	80%	67%	50%	67%	82%	87%	60%	169
# Consumer complaints against LME/MCO		0	9	4	3	6	1	3	1	0	2	0	29	
% Consumer complaints against LME/MCO		0%	28%	40%	14%	21%	20%	25%	4%	0%	18%	0%	14%	139
# Provider complaints against LME/MCO		0	2	0	8	2	0	2	0	5	0	2	21	
% Provider complaints against LME/MCO			6%	0%	38%	7%	0%	17%	0%		0%		10%	12%
SFYTD Percent of Complaints resolved in 30 days	90%	59%	100%	100%	100%	100%	92.5%	100%	96%	100%	90%	84.5%		129
Incidents (Medicaid and Non-Medicaid)														
Number of Level 2 Critical Incident Reports received		184	106	66	99	90	33	78	140	100	32	52	980	4
Number of Level 3 Critical Incident Reports received		14	12	7	8	2	4	8	16	7	11	10	99	
Program IntegrityFraud, Waste and Abuse														
Number of Provider fraud and abuse cases under investigation		1	1	٥	12	12	2	24	5	1	1	1		
by LME/MCO-New		+	'	5	12	12	2	24	5		+	1	74	
Number of Provider fraud and abuse cases under investigation		6	2	0	0	6	0	8	14	4	11	1		
by LME/MCO-Ongoing from previous month		Ů	2	0	0	Ŭ	0	Ŭ	14	-			51	
Number of Enrollee fraud and abuse cases investigated by		0	0	0	0	0	1	0	0	0	0	0		
LME/MCO		, , , , , , , , , , , , , , , , , , ,	Ĵ	5	<u> </u>	Ű	•	Ĵ	Ű	•		Ű	1	L
Number of Cases Referred to DMA Program Integrity		0 as July 2005.	0	0	0	3	1	0	2	1	0	0	7	1