

NC DHHS LME/MCO Performance Summary

February 2014 Report

4/4/2014

DMA Performance Measures	Standard	Meets Standards?									
		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	
% of Community Inpatient Readmits assigned to Care Coord.	85%	N	Y	Y	Y	Y	Y	Y	Y	Y	
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% Routine Auths Processed in 14 Days	95%	Y	N	Y	Y	Y	Y	Y	Y	Y	
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% of Complaints resolved in 30 days	90%	Y	Y	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	Y	Y	
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% of Complaints resolved in 30 days	90%	N	Y	Y	Y	Y	Y	Y	Y	Y	
Combined Performance Measures											
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
% Answered within 30 seconds	95%	Y	Y	Y	Y	Y	Y	Y	Y	N	

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

Alliance - DMA - % of Inpatient Admits assigned CC: 66.7% (4/6); Alliance is now following up on the 2 consumers.

Alliance - DMH - % of Complaints Resolved in 30 Days: 84.7% (50/59) 9 were delayed for various reasons, including weather-related.

Cardinal - DMA - % of Routine Auth Requests processed in 14 days: 94.6%, just below the standard. High #s needed additional info from providers to process.

Smoky - % of Calls Answered in 30 Seconds: 93.5% Corrective action has been taken regarding several technology issues.

	February		January	
	Count	%	Count	%
Number of Standards Not Met:	4	3%	4	3%
Number of Standards Not Met for 2 or more Months (pinks):	0	0%	0	0%
Number of LME/MCOs with 2 or more Standards Not Met:	1	11%	2	20%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

February 2014 Report

4/4/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center											
% of calls Abandoned	<5%	1.3%	3.2%	2.6%	1.2%	2.1%	1.8%	3.1%	1.2%	2.9%	2.3%
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.3	4.0	4.0	2.0	8.0	5.0	8.0	5.9
% Answered within 30 seconds	95%	99.6%	98.6%	95.6%	99.9%	97.6%	97.5%	99.3%	100.0%	93.5%	97.7%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,874	1,015	912	498	781	177	1,032	1,219	1,184	8,692
% of Persons waiting who are on the Reg. of Unmet Needs		99%	88%	100%	100%	100%	81%	96%	89%	74%	92%
% of Persons waiting for residential services		1%	9%	42%	2%	0%	19%	4%	3%	unknown	7%
% of Persons waiting for ADVP		1%	4%	53%	0%	0%	0%	5%	2%	unknown	7%
% of Persons waiting for vocational services		0%	unknown	53%	0%	0%	1%	2%	5%	unknown	6%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services		1%	unknown	18%	7%	3%	15%	1%	0%	11%	5%
% of Persons on Waitlist receiving State Services		3%	unknown	30%	50%	33%	34%	21%	9%	38%	19%
% of Persons on Waitlist receiving State and/or B3 Services		4%	unknown	48%	50%	37%	43%	22%	9%	50%	24%
% of Persons on Waitlist not receiving any LME/MCO funded svcs		96%	unknown	52%	50%	63%	57%	78%	91%	50%	65%
Incidents						Feb 2014					
Number of Level 3 Critical Incident Reports received *		12	13	7	12	2	8	11	4	19	88
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Provider conduct internal investigation.											
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		254	204	170	119	161	289	247	145	213	1,802
Number of individuals in Transition Planning process		20	20	12	15	10	25	6	23	24	155
Number of Housing Slots filled		18	10	18	23	23	13	13	27	33	178
DOJ numbers are as of 2/26/14.											
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

February 2014 Report
LME/MCO:

4/4/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
Unduplicated Count of Medicaid Members		191,278	195,363	77,930	65,529	180,535	87,183	132,734	145,554	147,614	1,223,720	46,573
% of Members Receiving MH Services	o	6.1%	4.3%	3.9%	6.8%	4.4%	4.6%	4.4%	3.3%	5.4%	4.8%	1.0%
% of Members Receiving SA Services	o	0.5%	0.7%	0.2%	0.4%	0.4%	1.3%	0.8%	0.3%	0.8%	0.6%	0.3%
% of Members Receiving DD Services	o	1.4%	1.3%	1.3%	1.2%	0.3%	1.1%	1.4%	0.6%	1.4%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		14,624	11,757	4,065	5,338	9,049	5,944	8,616	6,164	10,935	76,492	3,266
% of Members Receiving MH/DD/SA Services	o	7.6%	6.0%	5.2%	8.1%	5.0%	6.8%	6.5%	4.2%	7.4%	6.3%	1.2%
Community Psychiatric Hospitalization		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.82	0.81	0.78	0.61	0.73	1.01	0.96	0.81	1.08	0.85	0.14
% of MH Admissions that were Readmissions within 30 days	o	4%	2%	7%	8%	8%	10%	10%	4%	8%	6%	3%
MH Inpt Average Length of Stay (days)	o	5.1	7.2	6.8	6.4	7.3	3.8	8.6	4.3	8.0	6.4	1.5
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.02	0.05	-	0.03	0.02	0.06	0.09	0.04	0.04	0.03
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	0%
SA Inpt Average Length of Stay (days)	o	4.0	3.9	3.5	-	5.0	4.0	3.9	3.5	5.0	3.6	1.4
% of Readmits assigned to Care Coordination	85%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	10%
Emergency Dept Utilization (3 month lag)		Nov 2013	Nov 2013	Nov 2013	Nov 2013	Nov 2013	Nov 2013	Nov 2013	Nov 2013	Nov 2013	Nov 2013	
# of ED Admits for persons with MHDDSA diagnoses		130	295	109	42	144	137	244	117	343	1,561	
Rate of ED Admits per 1,000 Medicaid Members	o	0.73	1.52	1.55	0.64	0.88	1.57	1.87	0.80	2.35	1.28	0.56
# of ED Admits which were readmissions within 30 days		9	39	16	2	30	23	36	14	47	216	
% of ED Admits which were readmissions within 30 days	o	7%	13%	15%	5%	21%	17%	15%	12%	14%	14%	5%
Authorization Requests		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
Total Number of Auth Requests Received		4,395	3,194	1,359	1,388	3,192	1,134	3,653	3,670	4,304	26,289	1,216
% Processed in 14 Days	95%	99.0%	94.6%	97.6%	99.4%	100.0%	100.0%	99.9%	100.0%	99.8%	99.0%	1.7%
% Processed in 3 Days	95%	99.6%	98.7%	100.0%	100.0%	100.0%	99.6%	100.0%	99.7%	99.3%	99.6%	0.4%
Total % of Auth Requests Processed in Required Timeframes	95%	99.0%	95.2%	97.9%	99.6%	100.0%	99.9%	99.9%	100.0%	99.7%	99.1%	1.5%
% of Total Auth Requests Denied for Clinical Reasons	o	2.6%	1.0%	2.9%	3.8%	7.4%	3.0%	5.5%	5.4%	1.1%	3.6%	2.0%
% of Total Auth Requests Denied for Admin Reasons	o	1.9%	12.9%	8.0%	0.1%	0.0%	16.0%	5.3%	11.4%	11.5%	7.2%	5.6%
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.8	0.2	0.7	4.5	1.8	0.3	4.3	1.6	1.1	1.7	1.5
Claims		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
Total # Received during Report Month		170,225	160,177	65,079	66,016	129,762	48,272	142,589	139,625	168,245	1,089,990	45,362
Rate of Claims Rcpt per Person Served		11.6	13.6	16.0	12.4	14.3	8.1	16.5	22.7	15.4	14.2	3.8
Percent Denied	o	5.7%	18.2%	9.0%	12.7%	13.9%	8.4%	12.8%	12.0%	12.7%	12.1%	3.4%
Percent Processed within 30 Days	90%	100.0%	100.0%	99.5%	99.7%	99.9%	96.2%	99.8%	95.7%	98.1%	98.9%	1.6%
Avg # days for Processing (from Receipt to Payment)		5	9	8	9	8	7	7	12	9	8	2
Rate of Provider Claim appeals per 1,000 persons served			0.5		0.4					0.5	0.2	0.1
Complaints/Grievances		Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	
Total number of complaints received (1 month prior)		31	31	12	23	17	12	15	18	32	191	8
Rate of Complaints per 1,000 Persons Served	o	2.12	2.64	2.95	4.31	1.88	2.02	1.74	2.92	2.93	2.50	0.75
% Consumer complaints against provider		26%	65%	67%	39%	53%	75%	80%	89%	19%	51%	0.23
% Consumer complaints against LME/MCO		10%	35%	33%	26%	6%	8%	20%	0%	0%	15%	0.13
% Provider complaints against LME/MCO		3%	0%	0%	4%	0%	17%	0%	6%	6%	4%	0.05
Percent of Complaints resolved in 30 days	90%	93.5%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	90.6%	96.9%	0
Program Integrity--Fraud, Waste and Abuse		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	3	6	3	0	1	6	0	5	30	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.

Peach highlight indicates an estimated number of Medicaid Members.

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

February 2014 Report
LME/MCO:

4/4/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014		
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	127,820	89,823	121,228	157,677	139,670	1,274,280	56,715	
% of Uninsured Receiving MH Services	o	1.1%	1.1%	2.3%	1.2%	1.3%	1.5%	1.0%	0.7%	1.5%	1.2%	0.42%	
% of Uninsured Receiving SA Services	o	0.4%	0.4%	0.4%	0.4%	0.5%	0.9%	0.5%	0.2%	0.5%	0.4%	0.18%	
% of Uninsured Receiving DD Services	o	0.39%	0.37%	0.50%	0.55%	0.45%	0.35%	0.43%	0.29%	0.43%	0.40%	0.07%	
Unduplicated # Persons Receiving MH/DD/SA Services		4,783	3,752	2,354	2,021	2,844	2,492	2,239	1,750	3,313	25,548	907	
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.8%	3.1%	2.2%	2.2%	2.8%	1.8%	1.11%	2.4%	2.0%	0.55%	
Community Psychiatric Hospitalization		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014		
Rate of MH Admissions per 1,000 Uninsured	o	0.65	0.70	1.25	0.34	0.88	0.83	1.26	0.88	0.62	0.79	0.28	
% of MH Admissions that were Readmissions within 30 days	o	4%	4%	6%	6%	0%	9%	7%	1%	2%	4.1%	2.86%	
MH Inpt Average Length of Stay (days)	o	4.0	6.1	5.5	3.7	6.4	6.8	5.5	3.1	5.9	5.2	1.23	
Rate of SA Admissions per 1,000 Uninsured	o	0.07	0.06	0.16	0.04	0.02	0.12	0.49	0.48	0.04	0.16	0.17	
% of SA Admissions that were Readmissions within 30 days	o	6%	0%	17%	0%	0%	0%	10%	3%	0%	6%	5.6%	
SA Inpt Average Length of Stay (days)	o	3.8	5.2	5.6	3.8	4.5	6.6	4.0	4.5	5.0	4.8	0.88	
Authorizations		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014		
Total Number of Auth Requests Received		1,568	898	978	515	849	237	878	765	1,100	7,788	348.11	
% Processed in 14 Days	95%	99.6%	97.7%	99.7%	99.8%	100.0%	100.0%	99.9%	100.0%	99.7%	99.6%	0.01	
% Processed in 3 Days	95%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	99.4%	0.01	
Total % of Auth Requests Processed in Required Timeframes	95%	99.7%	97.7%	99.8%	99.8%	100.0%	100.0%	99.9%	100.0%	99.5%	99.6%	0.01	
% of Total Auth Requests Denied for Clinical Reasons	o	0.6%	0.1%	0.4%	1.2%	2.6%	0.8%	4.3%	0.4%	0.9%	1.2%	1.3%	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	7.3%	4.2%	0.0%	0.0%	17.7%	7.9%	21.6%	12.9%	6.8%	7.5%	
Rate of Consumer Auth. Appeals per 1,000 persons svd					0.5			4.0	1.1	0.6	0.5	1.44	
Claims		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15		
Total # Received during Report Month		36,362	38,194	14,482	17,003	22,983	18,648	32,149	23,907	47,545	251,273	10,573	
Rate of Claims Rcpt per Person Served	o	7.60	10.18	6.15	8.41	8.08	7.48	14.36	13.66	14.35	9.84	3.06	
Percent Denied	o	8.5%	30.5%	9.3%	13.2%	9.3%	13.4%	14.9%	2.2%	29.8%	16.9%	9.0%	
Percent Processed within 30 Days	90%	99.7%	99.8%	98.0%	100.0%	100.0%	99.4%	100.0%	92.8%	96.0%	98.3%	0.02	
Avg # days for Processing (from Receipt to Payment)	o	1.0	8.9	7.8	9.8	6.2	7.5	6.7	7.9	9.9	7.3	2.53	
Complaints		Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14	Jan-14		
Total number of complaints received (1 month prior)		59	14	8	4	20	2	8	-	11	126	16.94	
Rate of Complaints per 1,000 Persons Served	o	12.34	3.73	3.40	1.98	7.03	0.80	3.57	-	3.32	4.93	3.50	
% Consumer complaints against provider		22%	71%	100%	75%	20%	50%	38%		64%	39%	0.26	
% Consumer complaints against LME/MCO	o	3%	7%	0%	0%	0%	0%	0%		0%	2%	0.02	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	5%	0%	0%		0%	1%	0.02	
Percent of Complaints resolved in 30 days	90%	84.7%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%		100.0%	92.1%	0.05	
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