

NC DHHS LME/MCO Performance Summary

May 2014 Report

6/27/2014

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%	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Total % of Auth Requests Processed in Required Timeframes	95%	Y	N	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%	Y	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	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

Cardinal - DMA - Authorization Timeliness - second month below standard. Cardinal attributes to merger with MeckLINK; is providing technical assistance to providers on submission of Treatment Authorization Requests.

	May	
	Count	%
Number of Standards Not Met:	2	2%
Number of Standards Not Met for 2 or more Months (pinks):	0	0%
Number of LME/MCOs with 2 or more Standards Not Met:	1	11%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

May 2014 Report

6/27/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
% of calls Abandoned	<5%	1.4%	1.9%	3.5%	1.2%	1.7%	0.9%	2.4%	1.5%	1.8%	1.8%
Avg Speed to Answer Calls (seconds)		7.0	6.0	8.9	4.0	4.0	2.0	9.0	5.0	7.0	5.9
% Answered within 30 seconds	95%	99.5%	98.6%	98.4%	100.0%	98.0%	98.8%	98.8%	99.9%	95.1%	98.4%
IDD Wait List		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,910	1,856	1,097	507	803	177	1,009	1,112	1,241	9,712
% of Persons waiting who are on the Reg. of Unmet Needs		99%	96%	100%	96%	100%	77%	96%	99%	72%	94%
% of Persons waiting for residential services		0%	3%	51%	3%	0%	10%	4%	0%	2%	7%
% of Persons waiting for ADVP		1%	1%	60%	0%	0%	1%	5%	1%	0%	8%
% of Persons waiting for vocational services		0%		60%	0%	0%	1%	2%	0%	0%	7%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services		9%		17%	5%	4%	14%	1%	4%	15%	7%
% of Persons on Waitlist receiving State Services		26%		45%	48%	36%	34%	22%	18%	77%	31%
% of Persons on Waitlist receiving State and/or B3 Services		25%		63%	48%	40%	41%	22%	23%	83%	34%
% of Persons on Waitlist not receiving any LME/MCO funded svcs		75%		37%	52%	60%	59%	78%	77%	17%	47%
Incidents		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Number of Level 3 Critical Incident Reports received *		17	20	6	12	10	0	11	15	19	110
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		202	274	104	46	60	426	229	184	342	1,867
Number of individuals in Transition Planning process		16	29	12	14	11	23	13	21	18	157
Number of Housing Slots filled		24	37	25	29	31	14	12	29	36	237
DOJ numbers are for the month of May 2014											
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

May 2014 Report
LME/MCO:

6/27/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Unduplicated Count of Medicaid Members		171,927	306,755	80,966	65,529	182,538	94,288	121,928	142,375	158,578	1,324,884	68,285
% of Members Receiving MH Services	o	7.6%	4.6%	3.1%	7.3%	3.5%	4.9%	5.3%	4.4%	5.7%	5.1%	1.4%
% of Members Receiving SA Services	o	0.5%	0.7%	0.2%	0.4%	0.4%	0.7%	1.0%	0.3%	0.9%	0.6%	0.3%
% of Members Receiving DD Services	o	1.7%	1.4%	0.8%	1.2%	0.3%	0.9%	1.5%	0.7%	1.3%	1.1%	0.4%
Unduplicated # that received MH/DD/SA Services		16,050	19,670	3,231	5,866	7,617	5,609	9,101	7,723	12,282	87,149	5,036
% of Members Receiving MH/DD/SA Services	o	9.3%	6.4%	4.0%	9.0%	4.2%	5.9%	7.5%	5.4%	7.7%	6.6%	1.8%
Community Psychiatric Hospitalization		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Rate of MH Admissions per 1,000 Medicaid Members	o	1.14	1.08	0.93	0.82	0.95	1.22	1.19	0.61	1.19	1.03	0.19
% of MH Admissions that were Readmissions within 30 days	o	11%	0%	9%	6%	3%	12%	14%	2%	11%	7%	5%
MH Inpt Average Length of Stay (days)	o	5.5	12.7	5.8	5.8	5.7	8.0	6.6	4.1	8.2	6.9	2.4
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.02	0.04	0.03	0.07	0.05	0.08	0.05	0.08	0.05	0.02
% of SA Admissions that were Readmissions within 30 days	o	40%	14%	0%	0%	0%	0%	0%	0%	0%	5%	13%
SA Inpt Average Length of Stay (days)	o	3.8	6.5	4.3	4.3	1.9	6.5	4.0	3.6	6.5	4.6	1.5
% of Readmits assigned to Care Coordination	85%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	1%
Emergency Dept Utilization (3 month lag)		Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	Feb 2014	
# of ED Admits for persons with MHDDSA diagnoses		86	364	120	70	207	200	206	122	338	1,713	
Rate of ED Admits per 1,000 Medicaid Members	o	0.45	1.87	1.54	1.07	1.15	2.09	1.51	0.84	2.04	1.29	0.53
# of ED Admits which were readmissions within 30 days		8	48	17	15	23	32	17	9	51	220	
% of ED Admits which were readmissions within 30 days	o	9.3%	13.2%	14.2%	21.4%	11.1%	16.0%	8.3%	7.4%	15.1%	12.8%	4%
Authorization Requests		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Total Number of Auth Requests Received		4,271	5,622	1,347	1,575	3,501	1,267	4,286	3,967	4,592	30,428	1,503
% Processed in 14 Days	95%	99.4%	90.0%	97.2%	99.4%	100.0%	99.8%	99.8%	100.0%	99.9%	97.9%	3.1%
% Processed in 3 Days	95%	99.6%	97.3%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.3%	0.8%
Total % of Auth Requests Processed in Required Timeframes	95%	99.5%	91.3%	97.5%	99.6%	99.9%	99.8%	99.8%	100.0%	99.9%	98.1%	2.7%
% of Total Auth Requests Denied for Clinical Reasons	o	1.7%	1.5%	3.0%	4.8%	6.9%	4.0%	5.6%	4.0%	0.9%	3.3%	1.9%
% of Total Auth Requests Denied for Admin Reasons	o	2.8%	4.2%	0.7%	0.2%	0.0%	16.9%	0.1%	0.0%	7.6%	3.1%	5.3%
Rate of Consumer Auth. Appeals per 1,000 persons svc	o	1.7	0.3	1.2	4.1	2.5	0.4	3.2	2.3	0.4	1.5	1.3
Claims		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	4/16 - 5/15	
Total # Received during Report Month		198,126	263,923	63,144	65,528	190,281	69,298	161,597	152,127	170,415	1,334,439	65,522
Rate of Claims Rcpt per Person Served		12.3	13.4	19.5	11.2	25.0	12.4	17.8	19.7	13.9	15.3	4.4
Percent Denied	o	10.4%	15.6%	6.8%	8.2%	26.2%	12.2%	12.9%	20.7%	8.5%	14.7%	6.0%
Percent Processed within 30 Days	90%	99.5%	100.0%	99.3%	99.8%	94.1%	96.6%	100.0%	94.5%	97.3%	97.9%	2.2%
Avg # days for Processing (from Receipt to Payment)		8	9	9	9	7	7	7	8	8	8	1
Rate of Provider Claim appeals per 1,000 persons served			0.4		0.9					0.8	0.3	0.2
Complaints/Grievances		April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	
Total number of complaints received (1 month prior)		62	38	14	30	22	14	7	29	29	245	15
Rate of Complaints per 1,000 Persons Served	o	3.86	1.93	4.33	5.11	2.89	2.50	0.77	3.76	2.36	2.81	1.26
% Consumer complaints against provider		26%	84%	86%	47%	59%	71%	62%	17%	50%	0.22	
% Consumer complaints against LME/MCO		5%	16%	14%	10%	14%	36%	29%	7%	14%	12%	0.09
% Provider complaints against LME/MCO		3%	0%	0%	10%	9%	0%	0%	10%	0%	4%	0.04
Percent of Complaints resolved in 30 days	90%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.1%	98.0%	0
Program Integrity--Fraud, Waste and Abuse		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		5	2	7	8	9	4	11	0	6	52	3.3
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 outlier					
Peach highlight indicates an estimated number of Medicaid Members.												

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

May 2014 Report
LME/MCO:

6/27/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Estimated number of Uninsured in Catchment Area		261,408	356,762	75,988	92,931	127,820	89,823	121,228	157,677	139,670	1,423,307	87,182
% of Uninsured Receiving MH Services	o	1.4%	0.6%	2.1%	1.3%	0.9%	1.8%	1.0%	1.1%	1.6%	1.2%	0.44%
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.8%	0.5%	0.5%	1.2%	0.5%	0.3%	0.5%	0.5%	0.29%
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.6%	0.5%	0.2%	0.2%	0.4%	0.3%	0.5%	0.33%	0.13%
Unduplicated # Persons Receiving MH/DD/SA Services		5,476	3,623	2,479	2,085	2,030	2,608	2,278	2,677	3,622	26,878	1,040
% of Uninsured Receiving MH/DD/SA Services	o	2.1%	1.0%	3.3%	2.2%	1.6%	2.9%	1.9%	1.7%	2.6%	1.9%	0.66%
Community Psychiatric Hospitalization		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.71	0.52	1.17	0.38	0.87	0.77	1.67	0.98	0.77	0.80	0.36
% of MH Admissions that were Readmissions within 30 days	o	11%	1%	6%	11%	0%	9%	9%	1%	3%	5.4%	4.28%
MH Inpt Average Length of Stay (days)	o	4.1	8.1	5.5	5.3	7.7	6.9	5.6	3.3	6.0	5.8	1.47
Rate of SA Admissions per 1,000 Uninsured	o	0.08	0.06	0.38	0.02	0.02	0.35	0.21	0.51	0.04	0.15	0.18
% of SA Admissions that were Readmissions within 30 days	o	10%	0%	28%	0%	0%	6%	8%	1%	0%	7%	8.5%
SA Inpt Average Length of Stay (days)	o	3.8	7.1	5.9	4.3	4.7	6.3	5.0	4.6	2.0	4.9	1.41
Authorizations		May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	May 2014	
Total Number of Auth Requests Received		1,340	967	1,095	486	1,252	341	925	1,556	826	8,788	369.34
% Processed in 14 Days	95%	100.0%	96.1%	99.9%	99.7%	100.0%	100.0%	99.8%	100.0%	100.0%	99.6%	0.01
% Processed in 3 Days	95%	99.5%	97.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.6%	99.4%	0.01
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	96.9%	99.9%	99.8%	100.0%	99.4%	99.8%	100.0%	99.9%	99.6%	0.01
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	0.0%	0.5%	0.2%	1.8%	0.3%	1.4%	1.0%	1.3%	0.9%	0.6%
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	5.0%	0.4%	0.4%	0.0%	15.8%	0.0%	0.0%	9.9%	2.2%	5.4%
Rate of Consumer Auth. Appeals per 1,000 persons svc		0.2					0.4	1.3	0.7	0.3	0.3	0.41
Claims		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	4/16 - 5/15	
Total # Received during Report Month		38,719	43,559	15,692	15,233	27,443	22,580	31,646	40,559	52,082	287,513	12,074
Rate of Claims Rcpt per Person Served	o	7.07	12.02	6.33	7.31	13.52	8.66	13.89	15.15	14.38	10.70	3.35
Percent Denied	o	14.9%	36.0%	9.1%	12.7%	6.3%	8.0%	11.3%	31.5%	21.0%	19.3%	10.0%
Percent Processed within 30 Days	90%	99.1%	99.5%	99.3%	100.0%	100.2%	99.7%	100.0%	100.0%	98.5%	99.5%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9	9.5	8.4	8.2	6.1	7.3	6.9	6.0	9.9	7.9	1.35
Complaints		April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	April 2014	
Total number of complaints received (1 month prior)		22	19	11	4	30	3	11	3	13	116	8.79
Rate of Complaints per 1,000 Persons Served	o	4.02	5.24	4.44	1.92	14.78	1.15	4.83	1.12	3.59	4.32	3.90
% Consumer complaints against provider		50%	16%	91%	25%	33%	33%	45%	100%	38%	42%	0.27
% Consumer complaints against LME/MCO	o	0%	5%	9%	0%	13%	33%	0%	0%	0%	6%	0.10
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	7%	0%	0%	0%	8%	3%	0.03
Percent of Complaints resolved in 30 days	90%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	0.01

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.