

NC DHHS LME/MCO Performance Summary

October 2014 Report

12/1/2014

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	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	
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

Second month that ALL standards were met by all LME-MCOs.

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

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

October 2014 Report

12/1/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014
% of calls Abandoned	<5%	1.3%	1.5%	3.3%	1.1%	2.2%	1.4%	3.0%	1.2%	2.1%	1.9%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	7.0	4.0	5.0	2.0	9.0	5.0	6.0	5.6
% Answered within 30 seconds	95%	100.0%	99.5%	96.7%	100.0%	95.7%	98.3%	95.2%	100.0%	97.0%	97.9%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,960	1,719	1,148	608	849	200	966	1,107	1,283	9,840
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	96%	100%	94%	100%	76%	96%	98%	72%	94%
% of Persons waiting for residential services	o	1%	3%	52%	3%	0%	8%	3%	1%	2%	8%
% of Persons waiting for ADVP	o	1%	5%	61%	1%	0%	1%	6%	1%	0%	9%
% of Persons waiting for vocational services	o	0%	0%	61%	0%	0%	1%	2%	0%	1%	8%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services	o	12%	30%	19%	5%	6%	22%	13%	8%	18%	15%
% of Persons on Waitlist receiving State Services	o	29%	11%	42%	39%	35%	39%	22%	14%	61%	31%
% of Persons on Waitlist receiving State and/or B3 Services	o	30%	37%	62%	40%	41%	46%	35%	22%	64%	41%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	70%	63%	38%	60%	59%	55%	65%	78%	36%	59%
Incidents											
Number of Level 3 Critical Incident Reports received *		11	26	6	10	17	2	16	10	18	116
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		267	458	120	116	131	423	278	243	413	2,449
Number of individuals in Transition Planning process		34	37	1	18	18	20	21	16	21	186
Number of Individuals Housed - Currently		25	47	30	33	38	18	15	39	41	286
Number of Individuals Housed - Total		28	52	33	40	43	22	20	46	46	330
DOJ numbers are as of 10/31/14.											
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**

**October 2014 Report
LME/MCO:**

12/1/2014

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Unduplicated Count of Medicaid Members		195,983	328,412	82,745	65,529	184,973	97,084	134,240	157,508	163,748	1,410,222	74,325	
% of Members Receiving MH Services	o	6.9%	4.8%	3.7%	7.3%	3.7%	4.2%	5.2%	4.5%	5.5%	5.0%	1.2%	
% of Members Receiving SA Services	o	0.6%	0.5%	0.2%	0.6%	0.4%	0.7%	1.1%	0.4%	0.9%	0.6%	0.3%	
% of Members Receiving DD Services	o	1.5%	1.2%	1.2%	1.2%	0.5%	0.7%	1.5%	0.8%	1.3%	1.1%	0.3%	
Unduplicated # that received MH/DD/SA Services		16,802	21,413	4,140	6,007	8,436	4,944	9,961	9,087	12,399	93,189	5,378	
% of Members Receiving MH/DD/SA Services	o	8.6%	6.5%	5.0%	9.2%	4.6%	5.1%	7.4%	5.8%	7.6%	6.6%	1.6%	
Community Psychiatric Hospitalization		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Rate of MH Admissions per 1,000 Medicaid Members	o	0.97	1.04	1.18	0.82	0.97	1.04	1.24	0.51	1.34	1.02	0.23	
% of MH Admissions that were Readmissions within 30 days	o	13%	8%	10%	13%	0%	8%	19%	1%	9%	9%	6%	
MH Inpt Average Length of Stay (days)	o	5.5	9.7	5.5	5.4	4.7	9.1	5.5	3.9	8.0	6.7	1.9	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.04	0.02	0.16	0.02	0.02	0.06	0.15	0.10	0.09	0.06	0.05	
% of SA Admissions that were Readmissions within 30 days	o	25%	13%	23%	0%	0%	0%	5%	0%	7%	9%	9%	
SA Inpt Average Length of Stay (days)	o	3.3	6.4	4.9	2.0	2.3	5.0	3.8	3.6	4.9	4.4	1.3	
% of Readmits assigned to Care Coordination	85%	92.3%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	95.2%	97.8%	3%	
Emergency Dept Utilization (3 month lag)		Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014	Jul 2014		
# of ED Admits for persons with MHDDSA diagnoses		204	664	233	136	342	202	352	91	414	2,638		
Rate of ED Admits per 1,000 Medicaid Members	o	1.22	2.06	2.85	2.08	1.87	2.21	2.67	0.62	2.51	1.87	0.67	
# of ED Admits which were readmissions within 30 days		5	118	57	22	16	31	65	2	60	376		
% of ED Admits which were readmissions within 30 days	o	2%	18%	24%	16%	5%	15%	18%	2%	14%	14.3%	7%	
Authorization Requests		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Total Number of Auth Requests Received		4,448	5,685	1,391	1,850	3,397	1,466	5,176	4,306	3,115	30,834	1,511	
% Processed in 14 Days	95%	99.6%	99.9%	98.9%	100.0%	100.0%	99.7%	99.2%	100.0%	100.0%	99.7%	0.4%	
% Processed in 3 Days	95%	99.8%	99.3%	99.4%	100.0%	100.0%	98.4%	99.5%	100.0%	99.8%	99.6%	0.5%	
Total % of Auth Requests Processed in Required Timeframes	95%	99.6%	99.8%	98.9%	100.0%	100.0%	99.4%	99.2%	100.0%	99.9%	99.7%	0.4%	
% of Total Auth Requests Denied for Clinical Reasons	o	2.6%	2.3%	3.7%	3.1%	12.3%	3.3%	3.8%	2.7%	3.3%	4.0%	2.9%	
% of Total Auth Requests Denied for Admin Reasons	o	2.8%	0.0%	0.1%	0.2%	0.0%	16.8%	0.7%	0.0%	2.8%	1.6%	5.2%	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.2	1.0	2.9	4.2	3.1	0.0	2.9	1.9	1.0	1.7	1.3	
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15		
Total # Received during Report Month		175,128	338,713	69,982	80,604	177,067	62,432	163,105	167,040	208,518	1,442,589	80,827	
Rate of Claims Rcpt per Person Served		10.4	15.8	16.9	13.4	21.0	12.6	16.4	18.4	16.8	15.5	3.0	
Percent Denied	o	10.0%	15.0%	8.9%	10.1%	25.0%	6.7%	10.3%	3.1%	9.2%	11.9%	5.8%	
Percent Processed within 30 Days	90%	99.7%	100.0%	99.2%	100.0%	97.8%	97.9%	100.0%	99.8%	99.8%	99.5%	0.8%	
Avg # days for Processing (from Receipt to Payment)		8.0	8.2	8.0	8.3	9.0	7.2	8.0	7.0	9.3	8.1	0.7	
Rate of Provider Claim appeals per 1,000 persons served		1.2	0.5	0.5	0.2	0.2	0.2	0.7	0.7	0.7	0.5	0.3	
Complaints/Grievances		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Total number of complaints received (1 month prior)		71	62	16	33	24	6	13	18	36	279	21	
Rate of Complaints per 1,000 Persons Served	o	4.23	2.90	3.86	5.49	2.84	1.21	1.31	1.98	2.90	2.99	1.32	
% Consumer complaints against provider		39%	81%	63%	39%	58%	50%	54%	83%	22%	53%	0.19	
% Consumer complaints against LME/MCO		1%	19%	19%	24%	4%	17%	46%	0%	0%	11%	0.14	
% Provider complaints against LME/MCO		1%	0%	19%	6%	8%	0%	0%	6%	3%	4%	0.06	
Percent of Complaints resolved in 30 days	90%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	0	
Program Integrity--Fraud, Waste and Abuse		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	13	4	5	1	4	9	9	14	66	4.1	
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

October 2014 Report
LME/MCO:

12/1/2014

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Estimated number of Uninsured in Catchment Area		269,422	365,263	75,722	94,580	127,820	88,746	120,782	157,677	137,660	1,437,672	90,458	
% of Uninsured Receiving MH Services	o	1.3%	0.8%	1.7%	1.1%	1.1%	1.6%	1.0%	1.1%	2.2%	1.2%	0.40%	
% of Uninsured Receiving SA Services	o	0.4%	0.4%	0.4%	0.4%	0.5%	1.1%	0.6%	0.4%	0.8%	0.5%	0.25%	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.4%	0.2%	0.4%	0.2%	0.5%	0.32%	0.08%	
Unduplicated # Persons Receiving MH/DD/SA Services		5,328	5,098	1,701	1,825	2,532	2,166	2,266	2,629	4,568	28,113	1,366	
% of Uninsured Receiving MH/DD/SA Services	o	2.0%	1.4%	2.2%	1.9%	2.0%	2.4%	1.9%	1.7%	3.3%	2.0%	0.52%	
Community Psychiatric Hospitalization		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Rate of MH Admissions per 1,000 Uninsured	o	0.66	0.46	1.44	0.26	0.99	0.77	1.65	0.20	0.79	0.70	0.47	
% of MH Admissions that were Readmissions within 30 days	o	10%	2%	8%	20%	0%	4%	5%	3%	15%	6.2%	6.13%	
MH Inpt Average Length of Stay (days)	o	4.2	6.1	5.1	3.3	5.1	6.4	5.0	3.8	7.5	5.2	1.26	
Rate of SA Admissions per 1,000 Uninsured	o	0.06	0.06	0.22	0.01	-	0.15	0.18	0.01	0.03	0.07	0.08	
% of SA Admissions that were Readmissions within 30 days	o	6%	0%	6%	0%	0%	8%	14%	0%	25%	7%	7.9%	
SA Inpt Average Length of Stay (days)	o	4.1	8.2	5.5	4.0	4.7	6.7	3.7	4.7	8.0	5.6	1.62	
Authorizations		Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014	Oct 2014		
Total Number of Auth Requests Received		1,613	1,451	688	477	904	289	956	1,565	814	8,757	448.95	
% Processed in 14 Days	95%	99.8%	99.8%	100.0%	100.0%	100.0%	97.0%	99.7%	100.0%	100.0%	99.8%	0.01	
% Processed in 3 Days	95%	100.0%	99.3%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	0.00	
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	99.6%	99.9%	100.0%	100.0%	98.3%	99.7%	100.0%	100.0%	99.8%	0.01	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	0.2%	4.1%	0.6%	7.2%	0.0%	2.6%	0.7%	0.7%	1.8%	2.2%	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	0.0%	1.3%	0.0%	20.4%	0.9%	0.0%	2.1%	1.1%	6.3%	
Rate of Consumer Auth. Appeals per 1,000 persons svd				2.4		0.8		1.3	0.8		0.4	0.64	
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15		
Total # Received during Report Month		34,599	64,601	16,409	15,009	30,262	25,866	27,704	40,553	60,544	315,547	16,546	
Rate of Claims Rcpt per Person Served	o	6.49	12.67	9.65	8.22	11.95	11.94	12.23	15.43	13.25	11.22	2.58	
Percent Denied	o	10.1%	22.3%	7.2%	3.0%	4.7%	19.2%	9.6%	8.0%	11.4%	12.3%	6.0%	
Percent Processed within 30 Days	90%	99.6%	99.5%	99.5%	100.0%	100.0%	99.3%	100.0%	100.0%	99.9%	99.7%	0.00	
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.3	7.4	8.6	6.5	7.8	7.7	7.3	10.2	8.1	1.03	
Complaints		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
Total number of complaints received (1 month prior)		17	29	10	4	20	2	5	1	15	103	8.96	
Rate of Complaints per 1,000 Persons Served	o	3.19	5.69	5.88	2.19	7.90	0.92	2.21	0.38	3.28	3.66	2.35	
% Consumer complaints against provider		47%	48%	90%	100%	25%	50%	20%	100%	27%	46%	0.30	
% Consumer complaints against LME/MCO	o	6%	3%	10%	0%	0%	0%	0%	0%	0%	3%	0.03	
% Provider complaints against LME/MCO	o	6%	7%	0%	0%	15%	0%	0%	0%	13%	8%	0.06	
Percent of Complaints resolved in 30 days	90%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	98.1%	0.03	
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.			