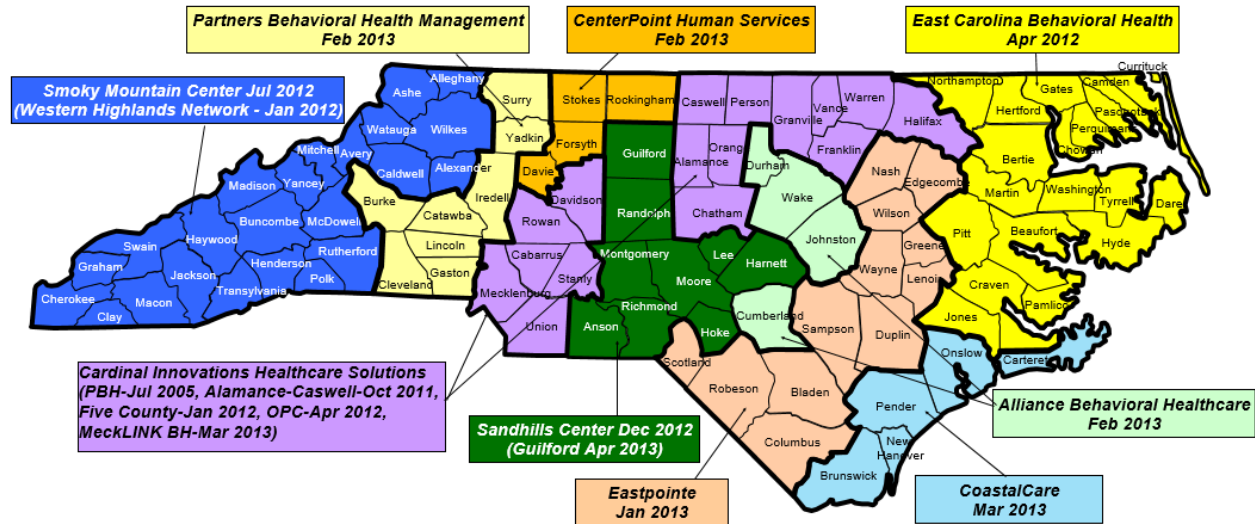


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
 Administrative Functions Monitoring Report
 A Um2015**



Prepared by:

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NC DHHS LME/MCO Performance Summary

May 2015 Report

6/26/2015

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	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	N	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

Alliance: 84.6% (11 of 13) readmitted consumers were assigned to Care Coordination; one moved out of state and the other was assigned to CC later.

ECBH: 83.3% (5 of 6) complaints were resolved within 30 days;

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:	0	0%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

May 2015 Report

6/26/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center											
Total Number of Calls (re: services for consumers)		5,598	5,479	3,328	2,306	6,230	1,213	3,789	2,541	4,757	35,241
# of Calls Abandoned		90	79	91	51	153	25	115	28	125	757
% of calls Abandoned	<5%	1.6%	1.4%	2.7%	2.2%	2.5%	2.1%	3.0%	1.1%	2.6%	2.1%
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	7.2	5.0	4.0	3.0	8.0	5.0	6.0	5.5
# of Calls Answered within 30 seconds		5,508	5,398	3,216	2,255	6,050	1,188	3,639	2,513	4,627	34,394
% Answered within 30 seconds	95%	98.4%	98.5%	96.6%	97.8%	97.1%	97.9%	96.0%	98.9%	97.3%	97.6%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,070	1,816	1,204	595	839	247	917	1,190	1,327	10,205
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,037	1,751	1,203	590	839	180	877	1,128	962	9,567
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	99%	100%	73%	96%	95%	72%	94%
# of Persons waiting for residential services		-	55	641	4	-	16	24	20	36	796
% of Persons waiting for residential services	o	0%	3%	53%	1%	0%	6%	3%	2%	3%	8%
# of Persons waiting for ADVP		15	76	750	-	-	3	-	37	-	881
% of Persons waiting for ADVP	o	1%	4%	62%	0%	0%	1%	0%	3%	0%	9%
# of Persons waiting for vocational services		-	2	750	-	-	1	19	5	19	796
% of Persons waiting for vocational services	o	0%	0%	62%	0%	0%	0%	2%	0%	1%	8%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		273	539	208	34	75	51	69	135	260	1,644
% of Persons on Waitlist receiving B3 Services	o	13%	30%	17%	6%	9%	21%	8%	11%	20%	16%
# of Persons on Waitlist receiving State Services		599	185	404	241	222	87	174	158	799	2,869
% of Persons on Waitlist receiving State Services	o	29%	10%	34%	41%	26%	35%	19%	13%	60%	28%
# of Persons on Waitlist receiving State and/or B3 services (undup)		654	661	612	245	297	101	243	293	846	3,952
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	36%	51%	41%	35%	41%	26%	25%	64%	39%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,416	1,155	592	350	542	146	674	897	481	6,253
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	64%	49%	59%	65%	59%	74%	75%	36%	61%
Incidents											
Number of Level 2 Critical Incident Reports received		260	273	63	88	99	33	162	157	218	1,353
Number of Level 3 Critical Incident Reports received *		14	11	6	13	8	5	9	12	14	92
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Provider conduct internal investigation.											
Department of Justice Settlement											
Individuals in In-reach		368	604	178	156	213	425	348	287	525	3,104
Number of individuals in Transition Planning process		49	39	15	26	18	21	24	22	25	239
Number of Individuals Housed - Total		45	81	42	67	59	34	39	71	64	502
DOJ In Reach numbers are as of 5/31/15; others are as of 6/24/15.											
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 2015 Report
LME/MCO:**

6/26/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
Persons Served	o											
Unduplicated Count of Medicaid Members		211,083	355,246	95,339	81,179	180,194	82,227	139,539	170,984	155,778	1,471,569	80,296
# Persons Receiving MH Services		12,076	16,901	2,966	5,643	7,887	4,042	7,785	6,741	8,636	72,677	4,006
% of Members Receiving MH Services	o	5.7%	4.8%	3.1%	7.0%	4.4%	4.9%	5.6%	3.9%	5.5%	4.9%	1.1%
# Persons Receiving SA Services		939	1,703	173	438	946	788	1,530	642	1,499	8,658	493
% of Members Receiving SA Services	o	0.4%	0.5%	0.2%	0.5%	0.5%	1.0%	1.1%	0.4%	1.0%	0.6%	0.3%
# Persons Receiving DD Services		2,805	4,156	949	983	1,290	759	1,760	1,275	2,063	16,040	1,035
% of Members Receiving DD Services	o	1.3%	1.2%	1.0%	1.2%	0.7%	0.9%	1.3%	0.7%	1.3%	1.1%	0.2%
Unduplicated # that received MH/DD/SA Services		15,268	22,760	3,973	7,064	9,534	4,990	10,647	8,658	11,713	94,607	5,412
% of Members Receiving MH/DD/SA Services	o	7.2%	6.4%	4.2%	8.7%	5.3%	6.1%	7.6%	5.1%	7.5%	6.4%	1.4%
Community Psychiatric Hospitalization		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
# of MH Admissions to Community Psychiatric Inpatient		156	339	77	24	189	101	187	37	188	1,298	92
Rate of MH Admissions per 1,000 Medicaid Members	o	0.74	0.95	0.81	0.30	1.05	1.23	1.34	0.22	1.21	0.88	0.38
# of MH Admissions that were Readmissions within 30 days		11	19	14	2	19	18	28	5	26	142	8
% of MH Admissions that were Readmissions within 30 days	o	7%	6%	18%	8%	10%	18%	15%	14%	14%	11%	4%
# of MH Inpatient Discharges		180	263	62	44	180	85	132	54	191	1,191	72
MH Inpt Average Length of Stay (days)	o	5.8	8.2	5.0	5.8	6.9	11.1	4.8	4.1	9.2	7.2	2.2
# of SA Admissions to Community Psychiatric Inpatient		4	18	10	0	9	4	8	8	18	79	6
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.05	0.10	-	0.05	0.05	0.06	0.05	0.12	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		2	2	0	0	0	1	0	1	1	7	1
% of SA Admissions that were Readmissions within 30 days	o	50%	11%	0%	0%	0%	25%	0%	13%	6%	9%	16%
# of SA Inpatient Discharges		6	6	8	0	10	6	7	11	17	71	4
SA Inpt Average Length of Stay (days)	o	3.3	4.7	4.9	-	6.0	3.8	4.3	3.8	6.4	4.9	1.7
# of MH and SA Readmits assigned to a Care Coordinator		11	20	14	2	19	19	28	6	27	146	8
% of Readmits assigned to Care Coordination	85%	84.6%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	5%
Emergency Dept Utilization (3 month lag)		Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2015	
# of ED Admits for persons with MHDDSA diagnoses		288	613	219	164	354	184	199	260	364	2,645	
Rate of ED Admits per 1,000 Medicaid Members	o	1.36	1.68	2.70	2.08	1.88	2.06	1.33	1.54	2.27	1.80	0.43
# of ED Admits for persons who are active consumers		124	411	94	38		76	102	138	190	1,173	
% of ED Admits that were for active consumers	o	43%	67%	43%	23%	0%	41%	51%	53%	52%	44%	0.18
# of ED Admits which were readmissions within 30 days		56	89	45	26	39	39	18	56	55	423	
% of ED Admits which were readmissions within 30 days	o	19.4%	14.5%	20.5%	15.9%	11.0%	21.2%	9.0%	21.5%	15.1%	16.0%	4%
Authorization Requests		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
Total Number of Auth Requests Received		3,588	4,717	1,236	1,590	1,956	1,379	4,164	3,180	3,398	25,208	1,216
# Standard Auth. Request Decisions		3,040	3,910	1,061	1,233	1,493	953	3,947	2,688	2,639	20,964	1,118
# Standard Auth Requests Processed in 14 Days		3,029	3,907	1,051	1,232	1,488	952	3,947	2,688	2,635	20,929	1,119
% Processed in 14 Days	95%	99.6%	99.9%	99.1%	99.9%	99.7%	99.9%	100.0%	100.0%	99.8%	99.8%	0.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		548	807	175	357	463	426	217	492	759	4,244	203
# Expedited and Inpatient Auth Requests Processed in 3 Days		546	801	175	355	455	420	216	492	759	4,219	202
% Processed in 3 Days	95%	99.6%	99.3%	100.0%	99.4%	98.3%	98.6%	99.5%	100.0%	100.0%	99.4%	0.6%
Total % of Auth Requests Processed in Required Timeframes	95%	99.6%	99.8%	99.2%	99.8%	99.3%	99.5%	100.0%	100.0%	99.9%	99.8%	0.3%
# of Auth Requests Denied for Clinical Reasons		122	152	36	34	166	59	167	106	84	926	50
% of Total Auth Requests Denied for Clinical Reasons	o	3.4%	3.2%	2.9%	2.1%	8.5%	4.3%	4.0%	3.3%	2.5%	3.7%	1.8%
# of Administrative Denials		75	-	6	3	-	201	34	-	18	337	62
% of Total Auth Requests Denied for Admin Reasons	o	2.1%	0.0%	0.5%	0.2%	0.0%	14.6%	0.8%	0.0%	0.5%	1.3%	4.5%
Total # of Auth Requests Denied		197	152	42	37	166	260	201	106	102	1,263	71

**MCO Monthly Monitoring Report
Medicaid Only**

**May 2015 Report
LME/MCO:**

6/26/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
% of Total Auth Requests Approved		94.5%	96.8%	96.6%	97.7%	91.5%	81.1%	95.2%	96.7%	97.0%	95.0%	4.9%
Number of Consumer Authorization Appeals received		21	15	6	7	13	2	21	23	7	115	7
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.4	0.7	1.5	1.0	1.4	0.4	2.0	2.7	0.6	1.2	0.7
Number of Authorizations overturned due to Consumer Appeals		3	-	1	1	2	-	2	10	1	20	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		96,444	327,923	65,336	35,350	130,549	57,616	167,462	119,093	172,824	1,172,589	83,023
Rate of Claims Rcpt per Person Served		6.3	14.4	16.4	5.0	13.7	11.5	15.7	13.8	14.8	12.4	3.8
# Paid		90,254	275,545	61,186	33,089	90,856	52,337	149,475	109,797	160,424	1,022,963	69,733
# Denied		6,188	52,348	4,150	2,261	38,426	4,684	17,987	9,296	12,270	147,610	16,462
# Pended or in Process		2	22	-	-	1,267	595	-	-	130	2,016	412
Percent Denied	o	6.4%	16.0%	6.4%	6.4%	29.7%	8.2%	10.7%	7.8%	7.1%	12.6%	7.2%
# Paid or Denied within 30 Days		95,353	327,893	64,923	35,350	127,972	56,304	167,462	118,973	170,073	1,164,303	83,078
Percent Processed within 30 Days	90%	98.9%	100.0%	99.4%	100.0%	98.0%	97.7%	100.0%	99.9%	98.4%	99.3%	0.9%
Avg # days for Processing (from Receipt to Payment)		8.5	8.2	8.0	8.3	9.0	13.0	8.0	8.8	9.0	9.0	1.5
Number of Provider claim Appeals received		6	5	0	1	2	0	0	0	9	23	3
Rate of Provider Claim appeals per 1,000 persons served		0.4	0.2		0.1	0.2				0.8	0.2	0.2
Number of claim denials overturned due to Provider Appeals		6	1	0	0	0	0		0	2	9	2
Complaints/Grievances		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Total number of complaints received (1 month prior)		65	44	20	15	17	6	19	22	34	242	17
Rate of Complaints per 1,000 Persons Served	o	4.26	1.93	5.03	2.12	1.78	1.20	1.78	2.54	2.90	2.56	1.19
# Consumer complaints against provider		21	30	14	5	10	4	18	17	22	141	8
% Consumer complaints against provider		32%	68%	70%	33%	59%	67%	95%	77%	65%	58%	0.19
# Consumer complaints against LME/MCO		4	7	2	3	3	2	1	2	2	26	2
% Consumer complaints against LME/MCO		6%	16%	10%	20%	18%	33%	5%	9%	6%	11%	0.09
# Provider complaints against LME/MCO		1	6	3	1	-	-	-	-	-	11	2
% Provider complaints against LME/MCO		2%	14%	15%	7%	0%	0%	0%	0%	0%	5%	0.06
# of Other Types of Complaints		39	1	1	6	4	-	-	3	10	64	12
# of Complaints Resolved in 30 Days		65	44	20	15	17	5	19	22	34	241	17
Percent of Complaints resolved in 30 days	90%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	99.6%	0
Program Integrity--Fraud, Waste and Abuse		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	13	14	4	12	1	32	9	2	89	9.2
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		7	22	3	2	40	1	18	7	76	176	23.2
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	0	0	-
Number of Cases Referred to DMA Program Integrity		0	0	0	0	0	0	0	0	0	0	-

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

May 2015 Report
LME/MCO:

6/26/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
Persons Served	o											
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
# Persons Receiving MH Services		3,189	2,357	882	1,115	1,541	1,213	1,090	1,395	2,790	15,572	787
% of Uninsured Receiving MH Services	o	1.2%	0.6%	1.2%	1.2%	1.2%	1.4%	0.9%	0.9%	2.0%	1.1%	0.37%
# Persons Receiving SA Services		801	1,104	219	676	457	1,041	586	541	920	6,345	272
% of Uninsured Receiving SA Services	o	0.3%	0.3%	0.3%	0.7%	0.4%	1.2%	0.5%	0.3%	0.7%	0.4%	0.28%
# Persons Receiving DD Services		839	811	261	454	516	231	407	433	645	4,597	205
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.5%	0.4%	0.3%	0.3%	0.3%	0.5%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		4,734	4,272	1,317	2,245	2,347	1,965	2,018	2,369	4,184	25,451	1,156
% of Uninsured Receiving MH/DD/SA Services	o	1.8%	1.2%	1.7%	2.4%	1.8%	2.2%	1.7%	1.5%	3.0%	1.8%	0.52%
Community Psychiatric Hospitalization		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
# of MH Admissions to Community Psychiatric Inpatient		131	166	91	34		55	235	27	125	864	66.56
Rate of MH Admissions per 1,000 Uninsured	o	0.49	0.45	1.20	0.36		0.62	1.95	0.17	0.91	0.60	0.56
# of MH Admissions that were Readmissions within 30 days		12	4	6	1		1	13	0	8	45	4.72
% of MH Admissions that were Readmissions within 30 days	o	9%	2%	7%	3%		2%	6%	0%	6%	5%	2.85%
# of MH Inpatient Discharges		152	84	90	40		51	151	38	118	724	43.46
MH Inpt Average Length of Stay (days)	o	4.7	6.5	6.5	5.0		6.6	4.7	4.1	6.8	5.6	1.02
# of SA Admissions to Community Psychiatric Inpatient		16	14	16	2		20	6	17	14	105	5.64
Rate of SA Admissions per 1,000 Uninsured	o	0.06	0.04	0.21	0.02		0.23	0.05	0.11	0.10	0.07	0.08
# of SA Admissions that were Readmissions within 30 days		0	1	0	0		4	1	1	1	8	1.22
% of SA Admissions that were Readmissions within 30 days	o	0%	7%	0%	0%		20%	17%	6%	7%	8%	7.2%
# of SA Inpatient Discharges		19	19	16	2		19	6	23	14	118	6.74
SA Inpt Average Length of Stay (days)	o	4.1	5.9	4.9	7.0		6.5	2.8	4.5	5.1	5.1	1.27
Authorizations		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	
Total Number of Auth Requests Received		1,194	1,187	605	672	330	299	912	1,119	814	7,132	324.09
# Standard Auth. Request Decisions		826	656	409	469	300	185	868	759	498	4,970	225.35
# Standard Auth Requests Processed in 14 Days		826	656	409	469	299	185	868	759	497	4,968	225.50
% Processed in 14 Days	95%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.8%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		368	531	196	203	30	114	44	360	316	2,162	157.39
# Expedited and Inpatient Auth Requests Processed in 3 Days		368	531	196	203	30	114	44	360	316	2,162	157.39
% Processed in 3 Days	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
Total % of Auth Requests Processed in Required Timeframes	95%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.9%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		14	4	9	3	28	4	15	6	4	87	7.73
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	0.3%	1.5%	0.4%	8.5%	1.3%	1.6%	0.5%	0.5%	1.2%	2.4%
# of Administrative Denials		1	-	-	4	-	87	3	-	4	99	26.92
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.0%	0.6%	0.0%	29.1%	0.3%	0.0%	0.5%	1.4%	9.1%
Total # of Auth Requests Denied		15	4	9	7	28	91	18	6	8	186	25.85
% of Total Auth Requests Approved		99%	100%	99%	99%	92%	70%	98%	99%	99%	97%	0.09
Number of Consumer Authorization Appeals received		5	-	-	-	-	-	1	1	-	7	1.55
Rate of Consumer Auth. Appeals per 1,000 persons svd		1.1						0.5	0.4		0.3	0.28
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	-	-	-
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		19,768	57,677	15,783	10,048	21,305	16,430	29,180	28,240	43,183	241,614	14,215
Rate of Claims Rcpt per Person Served	o	4.18	13.50	11.98	4.48	9.08	8.36	14.46	11.92	10.32	9.49	3.46
# Paid		17,518	48,743	15,167	6,721	17,593	14,598	22,646	26,979	36,990	206,955	12,159
# Denied		2,250	8,934	616	3,327	3,241	1,642	6,534	1,261	6,109	33,914	2,653
# Pended or in Process		0	-	-	-	471	190	-	-	84	745	150.31
Percent Denied	o	11.4%	15.5%	3.9%	33.1%	15.6%	10.1%	22.4%	4.5%	14.2%	14.1%	8.5%
# Paid or Denied within 30 Days		19,506	57,677	15,622	10,048	21,213	16,239	29,180	28,216	42,950	240,651	14,234
Percent Processed within 30 Days	90%	98.7%	100.0%	99.0%	100.0%	99.6%	98.8%	100.0%	99.9%	99.5%	99.6%	0.01

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

May 2015 Report
LME/MCO:

6/26/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Avg # days for Processing (from Receipt to Payment)	o	8.9	8.4	8.2	8.4	11.0	7.0	8.5	8.9	9.0	8.7	0.99
Complaints		Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	Apr 2015	
Total number of complaints received (1 month prior)		18	18	14	4	17	2	5	1	3	82	7.00
Rate of Complaints per 1,000 Persons Served	o	3.80	4.21	10.63	1.78	7.24	1.02	2.48	0.42	0.72	3.22	3.21
# Consumer complaints against provider		9	4	13	4	6	1	3	-	3	43	3.82
% Consumer complaints against provider		50%	22%	93%	100%	35%	50%	60%	0%	100%	52%	0.33
# Consumer complaints against LME/MCO		1	4	1	-	2	-	-	-	-	8	1.29
% Consumer complaints against LME/MCO	o	6%	22%	7%	0%	12%	0%	0%	0%	0%	10%	0.07
# Provider complaints against LME/MCO		1	6	-	-	2	1	-	-	-	10	1.85
% Provider complaints against LME/MCO	o	6%	33%	0%	0%	12%	50%	0%	0%	0%	12%	0.17
# of Other Types of Complaints		7	4	-	-	7	-	2	1	-	21	2.79
# of Complaints Resolved in 30 Days		17	18	14	4	17	2	5	1	3	81	6.86
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%	98.8%	0.02
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.					