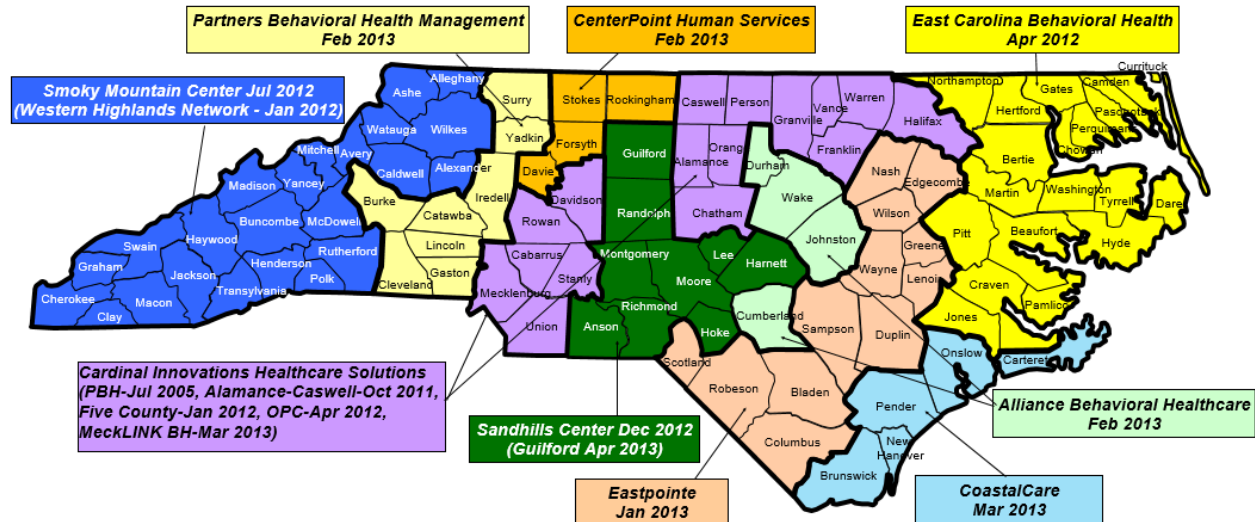


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
>i bY 2015**



Prepared by:

Quality Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services
3004 Mail Services Center, Raleigh, NC 27699-3004
(919) 733-0696
ContactDMHQuality@dhhs.nc.gov

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NC DHHS LME/MCO Performance Summary

June 2015 Report

8/4/2015

Meets Standards?

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	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

ECBH: 33.3% (1 of 3) complaints were resolved within 30 days; second month below standard, but N is small.

	Count	%
Number of Standards Not Met:	1	1%
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

June 2015 Report

8/4/2015

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)		5,901	5,398	3,358	2,100	5,545	1,241	3,883	2,677	5,109	35,212
# of Calls Abandoned		87	93	87	39	131	20	111	47	145	760
% of calls Abandoned	<5%	1.5%	1.7%	2.6%	1.9%	2.4%	1.6%	2.9%	1.8%	2.8%	2.2%
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	5.1	5.0	3.0	4.0	8.0	5.0	6.0	5.3
# of Calls Answered within 30 seconds		5,814	5,303	3,240	2,061	5,498	1,214	3,722	2,630	4,949	34,431
% Answered within 30 seconds	95%	98.5%	98.2%	96.5%	98.1%	99.2%	97.8%	95.9%	98.2%	96.9%	97.8%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,080	1,834	1,207	604	834	233	914	1,190	1,248	10,144
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,050	1,777	1,206	597	834	168	874	1,128	962	9,596
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	97%	100%	99%	100%	72%	96%	95%	77%	95%
# of Persons waiting for residential services		-	54	641	2	-	14	24	20	42	797
% of Persons waiting for residential services	o	0%	3%	53%	0%	0%	6%	3%	2%	3%	8%
# of Persons waiting for ADVP		15	77	753	-	-	3	-	37	-	885
% of Persons waiting for ADVP	o	1%	4%	62%	0%	0%	1%	0%	3%	0%	9%
# of Persons waiting for vocational services		-	2	753	-	-	1	19	5	21	801
% of Persons waiting for vocational services	o	0%	0%	62%	0%	0%	0%	2%	0%	2%	8%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		283	557	223	35	77	30	99	135	261	1,700
% of Persons on Waitlist receiving B3 Services	o	14%	30%	18%	6%	9%	13%	11%	11%	21%	17%
# of Persons on Waitlist receiving State Services		643	194	407	247	217	74	187	158	801	2,928
% of Persons on Waitlist receiving State Services	o	31%	11%	34%	41%	26%	32%	20%	13%	64%	29%
# of Persons on Waitlist receiving State and/or B3 services (undup)		679	684	630	250	294	83	286	293	848	4,047
% of Persons on Waitlist receiving State and/or B3 Services	o	33%	37%	52%	41%	35%	36%	31%	25%	68%	40%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,401	1,150	577	354	540	150	628	897	400	6,097
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	67%	63%	48%	59%	65%	64%	69%	75%	32%	60%
Incidents											
Number of Level 2 Critical Incident Reports received		202	228	53	69	96	34	141	153	188	1,164
Number of Level 3 Critical Incident Reports received *		9	20	4	8	6	8	15	9	21	100
* 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		362	713	180	156	245	458	368	287	551	3,320
Number of individuals in Transition Planning process		48	32	14	24	18	21	26	22	23	228
Number of Individuals Housed - Total		46	89	43	69	59	35	40	72	66	519
DOJ In Reach numbers are as of 6/30/15.											
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**

**June 2015 Report
LME/MCO:**

8/4/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
Unduplicated Count of Medicaid Members		200,469	352,328	91,705	78,072	177,555	98,520	136,460	163,787	154,981	1,453,877	77,935
# Persons Receiving MH Services		11,587	15,942	2,789	5,266	7,243	5,004	7,524	7,564	9,333	72,252	3,686
% of Members Receiving MH Services	o	5.8%	4.5%	3.0%	6.7%	4.1%	5.1%	5.5%	4.6%	6.0%	5.0%	1.1%
# Persons Receiving SA Services		833	1,638	158	417	878	957	1,459	776	1,519	8,635	473
% of Members Receiving SA Services	o	0.4%	0.5%	0.2%	0.5%	0.5%	1.0%	1.1%	0.5%	1.0%	0.6%	0.3%
# Persons Receiving DD Services		2,613	3,935	937	943	1,264	928	1,911	1,398	1,810	15,739	937
% of Members Receiving DD Services	o	1.3%	1.1%	1.0%	1.2%	0.7%	0.9%	1.4%	0.9%	1.2%	1.1%	0.2%
Unduplicated # that received MH/DD/SA Services		14,557	21,515	3,805	6,626	8,800	6,022	10,451	9,738	12,384	93,898	4,996
% of Members Receiving MH/DD/SA Services	o	7.3%	6.1%	4.1%	8.5%	5.0%	6.1%	7.7%	5.9%	8.0%	6.5%	1.4%
Community Psychiatric Hospitalization		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
# of MH Admissions to Community Psychiatric Inpatient		167	337	90	23	138	102	168	80	172	1,277	83
Rate of MH Admissions per 1,000 Medicaid Members	o	0.83	0.96	0.98	0.29	0.78	1.04	1.23	0.49	1.11	0.88	0.28
# of MH Admissions that were Readmissions within 30 days		14	17	1	2	15	14	16	8	25	112	7
% of MH Admissions that were Readmissions within 30 days	o	8%	5%	1%	9%	11%	14%	10%	10%	15%	9%	4%
# of MH Inpatient Discharges		180	279	57	53	157	102	94	112	177	1,211	68
MH Inpt Average Length of Stay (days)	o	5.8	9.4	5.3	3.3	6.4	10.2	6.3	5.3	9.7	7.5	2.2
# of SA Admissions to Community Psychiatric Inpatient		1	23	8	0	14	4	13	18	17	98	8
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.07	0.09	-	0.08	0.04	0.10	0.11	0.11	0.07	0.04
# of SA Admissions that were Readmissions within 30 days		0	4	1	0	1	0	2	0	0	8	1
% of SA Admissions that were Readmissions within 30 days	o	0%	17%	13%	-	7%	0%	15%	0%	0%	8%	7%
# of SA Inpatient Discharges		1	24	4	0	17	4	12	26	15	103	9
SA Inpt Average Length of Stay (days)	o	7.0	5.6	9.3	-	4.8	4.3	4.5	4.0	6.2	5.1	2.4
# of MH and SA Readmits assigned to a Care Coordinator		14	20	2	2	16	14	18	8	25	119	7
% of Readmits assigned to Care Coordination	85%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	1%
Emergency Dept Utilization (3 month lag)		Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	Mar 2015	
# of ED Admits for persons with MHDDSA diagnoses		362	798	254	230	306	217	189	325	496	3,177	
Rate of ED Admits per 1,000 Medicaid Members	o	1.68	2.18	3.14	2.83	1.62	2.12	1.26	1.89	3.09	2.19	0.64
# of ED Admits for persons who are active consumers		176	518	120	59	242	83	97	169	261	1,725	
% of ED Admits that were for active consumers	o	49%	65%	47%	26%	79%	38%	51%	52%	53%	54%	0.14
# of ED Admits which were readmissions within 30 days		61	129	46	30	56	32	15	53	64	486	
% of ED Admits which were readmissions within 30 days	o	16.9%	16.2%	18.1%	13.0%	18.3%	14.7%	7.9%	16.3%	12.9%	15.3%	3%
Authorization Requests		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
Total Number of Auth Requests Received		3,830	5,124	1,259	1,623	2,598	1,403	4,654	3,558	3,455	27,504	1,336
# Standard Auth. Request Decisions		3,390	4,152	1,108	1,290	2,062	915	4,459	2,962	2,769	23,107	1,234
# Standard Auth Requests Processed in 14 Days		3,377	4,144	1,099	1,282	2,050	914	4,454	2,962	2,763	23,045	1,234
% Processed in 14 Days	95%	99.6%	99.8%	99.2%	99.4%	99.4%	99.9%	99.9%	100.0%	99.8%	99.7%	0.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		440	972	151	333	536	488	195	596	686	4,397	239
# Expedited and Inpatient Auth Requests Processed in 3 Days		438	972	150	333	536	484	195	596	684	4,388	239
% Processed in 3 Days	95%	99.5%	100.0%	99.3%	100.0%	100.0%	99.2%	100.0%	100.0%	99.7%	99.8%	0.3%
Total % of Auth Requests Processed in Required Timeframes	95%	99.6%	99.8%	99.2%	99.5%	99.5%	99.6%	99.9%	100.0%	99.8%	99.7%	0.2%
# of Auth Requests Denied for Clinical Reasons		98	193	35	34	220	79	209	108	71	1,047	69
% of Total Auth Requests Denied for Clinical Reasons	o	2.6%	3.8%	2.8%	2.1%	8.5%	5.6%	4.5%	3.0%	2.1%	3.8%	2.0%
# of Administrative Denials		80	-	13	7	-	168	23	-	20	311	53
% of Total Auth Requests Denied for Admin Reasons	o	2.1%	0.0%	1.0%	0.4%	0.0%	12.0%	0.5%	0.0%	0.6%	1.1%	3.6%
Total # of Auth Requests Denied		178	193	48	41	220	247	232	108	91	1,358	75
% of Total Auth Requests Approved		95.4%	96.2%	96.2%	97.5%	91.5%	82.4%	95.0%	97.0%	97.4%	95.1%	4.5%
Number of Consumer Authorization Appeals received		30	12	15	4	9	3	27	15	6	121	9
Rate of Consumer Auth. Appeals per 1,000 persons svd		2.1	0.6	3.9	0.6	1.0	0.5	2.6	1.5	0.5	1.3	1.1
Number of Authorizations overturned due to Consumer Appeals		2	-	3	-	1	-	2	4	4	16	2
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	
Total # Received during Report Month		99,026	310,222	65,518	36,084	176,559	72,812	189,640	127,749	200,940	1,278,549	81,063
Rate of Claims Rcpt per Person Served		6.8	14.4	17.2	5.4	20.1	12.1	18.1	13.1	16.2	13.6	4.7

**MCO Monthly Monitoring Report
Medicaid Only**

**June 2015 Report
LME/MCO:**

8/4/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
# Paid		90,830	269,611	61,154	34,539	116,687	65,196	162,538	122,264	169,897	1,092,716	67,743	
# Denied		8,195	40,324	4,364	1,545	56,867	7,248	27,102	5,485	30,984	182,114	18,380	
# Pended or in Process		1	286	-	-	3,005	368	-	-	59	3,719	926	
Percent Denied	o	8.3%	13.0%	6.7%	4.3%	32.8%	10.0%	14.3%	4.3%	15.4%	14.3%	8.3%	
# Paid or Denied within 30 Days		98,112	309,935	65,191	36,063	173,966	72,448	189,640	127,736	199,178	1,272,269	80,862	
Percent Processed within 30 Days	90%	99.1%	99.9%	99.5%	99.9%	98.5%	99.5%	100.0%	100.0%	99.1%	99.5%	0.5%	
Avg # days for Processing (from Receipt to Payment)		9.0	8.3	8.8	8.0	8.0	7.3	8.0	9.7	8.4	8.4	0.6	
Number of Provider claim Appeals received		3	37	0	3	4	0	0	0	20	67	12	
Rate of Provider Claim appeals per 1,000 persons served		0.2	1.7		0.5	0.5				1.6	0.7	0.6	
Number of claim denials overturned due to Provider Appeals		2	2	0	1	0	0	0	0	8	13	2	
Complaints/Grievances		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015		
Total number of complaints received (1 month prior)		52	58	16	25	12	3	17	18	25	226	17	
Rate of Complaints per 1,000 Persons Served	o	3.57	2.70	4.20	3.77	1.36	0.50	1.63	1.85	2.02	2.41	1.17	
# Consumer complaints against provider		15	39	13	13	5	1	14	11	20	131	10	
% Consumer complaints against provider		29%	67%	81%	52%	42%	33%	82%	61%	80%	58%	0.20	
# Consumer complaints against LME/MCO		3	18	1	-	5	2	2	1	2	34	5	
% Consumer complaints against LME/MCO		6%	31%	6%	0%	42%	67%	12%	6%	8%	15%	0.21	
# Provider complaints against LME/MCO		-	-	1	4	2	-	1	2	-	10	1	
% Provider complaints against LME/MCO		0%	0%	6%	16%	17%	0%	6%	11%	0%	4%	0.07	
# of Other Types of Complaints		34	1	1	8	-	-		4	3	51	11	
# of Complaints Resolved in 30 Days		51	58	16	25	12	1	17	18	24	222	17	
Percent of Complaints resolved in 30 days	90%	98.1%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	96.0%	98.2%	0	
Program Integrity--Fraud, Waste and Abuse		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	7	11	3	11	2	23	7	6	74	6.0	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		8	23	1	2	5	0	42	6	71	158	22.8	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	1	0	1	0.3	
Number of Cases Referred to DMA Program Integrity		0	0	0	0	3	0	3	0	0	6	1.2	
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

June 2015 Report
LME/MCO:

8/4/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
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		2,866	2,207	925	922	1,404	1,315	1,266	1,629	2,612	15,146	673
% of Uninsured Receiving MH Services	o	1.1%	0.6%	1.2%	1.0%	1.1%	1.5%	1.0%	1.0%	1.9%	1.1%	0.34%
# Persons Receiving SA Services		778	1,029	221	605	526	1,015	566	587	912	6,239	249
% of Uninsured Receiving SA Services	o	0.3%	0.3%	0.3%	0.6%	0.4%	1.1%	0.5%	0.4%	0.7%	0.4%	0.26%
# Persons Receiving DD Services		785	723	254	397	475	303	455	441	562	4,395	167
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.4%	0.3%	0.4%	0.3%	0.4%	0.3%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		4,354	3,959	1,355	1,924	2,236	2,114	2,237	2,657	3,979	24,815	1,006
% of Uninsured Receiving MH/DD/SA Services	o	1.6%	1.1%	1.8%	2.0%	1.7%	2.4%	1.9%	1.7%	2.9%	1.7%	0.48%
Community Psychiatric Hospitalization		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
# of MH Admissions to Community Psychiatric Inpatient		166	189	90	4		55	201	51	128	884	67.20
Rate of MH Admissions per 1,000 Uninsured	o	0.62	0.52	1.19	0.04		0.62	1.66	0.32	0.93	0.61	0.51
# of MH Admissions that were Readmissions within 30 days		8	7	4	0		3	13	1	7	43	3.97
% of MH Admissions that were Readmissions within 30 days	o	5%	4%	4%	0%		5%	6%	2%	5%	5%	1.98%
# of MH Inpatient Discharges		182	87	59	9		44	105	59	130	675	50.80
MH Inpt Average Length of Stay (days)	o	4.6	7.5	5.0	1.7		6.6	4.9	4.6	7.1	5.6	1.74
# of SA Admissions to Community Psychiatric Inpatient		8	11	20	1		20	17	21	12	110	6.59
Rate of SA Admissions per 1,000 Uninsured	o	0.03	0.03	0.26	0.01		0.23	0.14	0.13	0.09	0.08	0.09
# of SA Admissions that were Readmissions within 30 days		1	1	0	0		1	2	1	1	7	0.60
% of SA Admissions that were Readmissions within 30 days	o	13%	9%	0%	0%		5%	12%	5%	8%	6%	4.5%
# of SA Inpatient Discharges		9	11	9	1		15	14	30	15	104	7.73
SA Inpt Average Length of Stay (days)	o	4.1	5.8	5.4	7.0		6.7	5.2	4.4	5.4	5.2	0.93
Authorizations		June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	June 2015	
Total Number of Auth Requests Received		1,545	1,560	739	1,381	1,386	248	1,052	1,543	876	10,330	428.80
# Standard Auth. Request Decisions		1,128	993	490	1,192	1,379	128	1,001	1,148	550	8,009	384.81
# Standard Auth Requests Processed in 14 Days		1,128	993	488	1,192	1,374	127	1,001	1,148	550	8,001	384.56
% Processed in 14 Days	95%	100.0%	100.0%	99.6%	100.0%	99.6%	99.2%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		417	567	249	189	7	120	51	395	326	2,321	174.45
# Expedited and Inpatient Auth Requests Processed in 3 Days		416	565	249	189	7	119	51	395	326	2,317	174.04
% Processed in 3 Days	95%	99.8%	99.6%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	99.9%	99.7%	100.0%	99.6%	99.2%	100.0%	100.0%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		6	5	14	3	52	2	25	5	17	129	15.14
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.3%	1.9%	0.2%	3.8%	0.8%	2.4%	0.3%	1.9%	1.2%	1.2%
# of Administrative Denials		-	-	-	5	-	35	7	-	6	53	10.66
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.0%	0.4%	0.0%	14.1%	0.7%	0.0%	0.7%	0.5%	4.4%
Total # of Auth Requests Denied		6	5	14	8	52	37	32	5	23	182	15.96
% of Total Auth Requests Approved		100%	100%	98%	99%	96%	85%	97%	100%	97%	98%	0.04
Number of Consumer Authorization Appeals received		2	-	1	-	-	-	1	-	1	5	0.68
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.5	-	0.7	-	-	-	0.4	-	0.3	0.2	0.17
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	-	-	-
Claims		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	
Total # Received during Report Month		21,417	51,399	14,572	9,720	23,400	22,540	36,096	27,919	47,168	254,231	13,286
Rate of Claims Rcpt per Person Served	o	4.92	12.98	10.75	5.05	10.47	10.66	16.14	10.51	11.85	10.25	3.34
# Paid		19,254	43,046	14,097	7,254	17,914	19,948	31,424	26,442	40,738	220,117	11,336
# Denied		2,163	8,337	475	2,466	5,486	2,374	4,672	1,477	6,429	33,879	2,450
# Pended or in Process		0	16	-	-	-	218	-	-	1	235	71.48
Percent Denied	o	10.1%	16.2%	3.3%	25.4%	23.4%	10.6%	12.9%	5.3%	13.6%	13.3%	7.0%
# Paid or Denied within 30 Days		21,269	51,383	14,514	9,704	23,400	22,322	36,096	27,918	46,412	253,018	13,193
Percent Processed within 30 Days	90%	99.3%	100.0%	99.6%	99.8%	100.0%	99.0%	100.0%	100.0%	98.4%	99.5%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.3	8.3	8.2	4.0	7.0	7.9	10.6	8.4	8.0	1.67
Complaints		May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	May 2015	

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

June 2015 Report
LME/MCO:

8/4/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Total number of complaints received (1 month prior)		15	28	8	1	31	7	7	5	2	104	10.33	
Rate of Complaints per 1,000 Persons Served	o	3.45	7.07	5.90	0.52	13.86	3.31	3.13	1.88	0.50	4.19	3.93	
# Consumer complaints against provider		7	18	7	-	10	4	4	3	2	55	5.07	
% Consumer complaints against provider		47%	64%	88%	0%	32%	57%	57%	60%	100%	53%	0.27	
# Consumer complaints against LME/MCO		1	2	1	-	3	2	-	1	-	10	0.99	
% Consumer complaints against LME/MCO	o	7%	7%	13%	0%	10%	29%	0%	20%	0%	10%	0.09	
# Provider complaints against LME/MCO		1	4	-	1	7	-	-	-	-	13	2.31	
% Provider complaints against LME/MCO	o	7%	14%	0%	100%	23%	0%	0%	0%	0%	13%	0.31	
# of Other Types of Complaints		6	4	-	-	11	1	3	1	-	26	3.48	
# of Complaints Resolved in 30 Days		15	28	-	1	31	7	7	5	2	96	10.92	
Percent of Complaints resolved in 30 days		90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	-	
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 outliers.					

Notes Regarding Data

Explain below any items where there are significant changes from prior month(s) and/or standards are not met. Also include alerts when data integrity is an issue.

LME:	Data Sheet	Item	Date Noted	Explanation (include specification of which months the explanation refers)
Alliance	DMA & DMH	Authorization Requests - Appeals	7/6/2015	January, February, and April (DMA) and February (DMH) appeals overturned were adjusted to reflect second level appeals.
Cardinal	DMA & DMH	DMA & DMH Auths	7.15.15	For Medicaid additional requests were received for children due school being out of session. We also made some changes to state funded service authorizations that went in to effect as of July 1st, so provider submitting these in June which resulted in slight increase. Christine Beck
Cardinal	DMA Data Sheet	Emergency Dept. Utilization	7/16/2015	The Emergency Department data was updated for December 2014 through February 2015.
Cardinal	DMA Data Sheet	Emergency Dept. Utilization	7/17/2015	There was a 25% increase in the number of Emergency Department admissions in March 2015. 56% of the admissions were from Mecklenburg county.
Cardinal	DMA Data Sheet	Care Coordination	7/16/2015	Only one readmit was not assigned to Care Coordination due to not having a TAR for one consumer's initial hospitalization, Care Coordination was not aware that the second hospitalization was a readmission.
Cardinal	DMA Data Sheet	Complaints/Grievances	7/17/2015	Revised grievance numbers for Consumer complaints against providers and consumer complaints against MCO
Coastalcare	DMA Data Sheet	# of SA Admissions to Community Psychiatric Inpatient	7/9/2015	We are currently experiencing a billing issue with the clearinghouse agency for SA claims which is impacting April, May and June data. We will be update this information once it has been corrected.
Eastpointe	Combined Sheet	Call Center		7/13/15- There has been a decrease in our call volume due to the implementation of Alpha MCS May 4, 2015. Providers also have the capability to do enrollments directly with the members. Our Mobile Crisis Providers can be contacted directly by the community to access their services.
Eastpointe	DMH Data Sheet	Authorizations		7/20/15- Increase in the number of authorizations due to change over for fiscal year
Eastpointe	DMH Data Sheet	Inpatient Hospital		7/20/15- Inpatient for IPRS not entered- Eastpointe changed our benefit plan to offer pass through for YP820 and YP821 ; thus authorization does not reflect the correct number of members served and claims had such a lag I was requested not to report this information.
ECBH	DMA Data Sheet	ED Admits	June 2015 Report	Following clarification by Patsy Coleman 6/8/2015, we began to revise our ED admission numbers to exclude any ED admissions resulting in inpatient admission. As of 7/20/2015 submission, numbers for the July 2014 report through June 2015 report had been revised.
ECBH	DMA Data Sheet	Medicaid Eligibles	June 2015 Report	Following direction of Patsy Coleman 6/8/2015, we began to revise our Medicaid Eligible numbers to include updating previous months. As of 7/20/2015 submission, eligibles had been revised for July 2014- June 2015 reports.
Partners	Combined Sheet	# of Persons Waiting for ADVP Row 19	7/17/2015 June 2015 Rpt	ADVP wait list decreased to zero, based on report of current claims for ADVP versus names on the wait list; individuals currently receiving ADVP were taken off of wait list for ADVP
Partners	Combined Sheet	IDD Wait List Rows 14-31	7/17/2015 June 2015 Rpt	Number of recipients on the Registry of Unmet Needs continues to fluctuate due to addition of new names added monthly along with removing recipients who have recently received Innovations expansion and replacement slots.

LME:	Data Sheet	Item	Date Noted	Explanation (include specification of which months the explanation refers)
Partners	DMA & DMH	Claims DMA Rows 66-78 DMH Rows 59-68	7/17/2015 June 2015 Rpt	* Claims data continues to be reported at the claim line level. Header level data for DMA is 90,993 submitted, for DMH is 17,792 submitted. We continue to work toward reporting at header level. * Measure defs state that this section is expected to be reported with a 1/2 month lag. In discussion between Partners and the State, it was decided that we would not report on a 1/2 month lag. We have historically reported and will continue to report the full month from the first through the last day of the reported month.
Smoky	DMA Data Sheet	Authorizations: Number of Consumer Authorization Appeals received, Line 63, May, 2015	7/13/2015	late entry in the denials and appeal log resulted in change from 7 to 9 for May 2015
Smoky	DMA Data Sheet	Commu Psy Hosp: Lines 16-27, Mar, 15 Column:	7/15/2015	Updated Mar, 15 with Claims data
Smoky	DMH Data Sheet	Commu Psy Hosp: Lines 16-27, Mar, 15 Column:	7/15/2015	Updated Mar, 15 with Claims data
Smoky	DMA Data Sheet	ED Admits, Readmits & Active Admits: Lines 42, 44, 46; Nov, 2014 - Mar, 2015	7/15/2015	Recalculation of ED Admits, Readmits and Active Admits for Nov, 2014 - Mar, 2015, using current paid claims data.
Smoky	DMA Data Sheet	Percent of Claims Denied; # and Rate of Provider Claims Appeals received, cells U72, U76, U77	7/15/2015	Sharp increase in current reporting month due to Smoky and AlphaMCS having recently enhanced the Site Specificity expectation of claims to auths in the system.