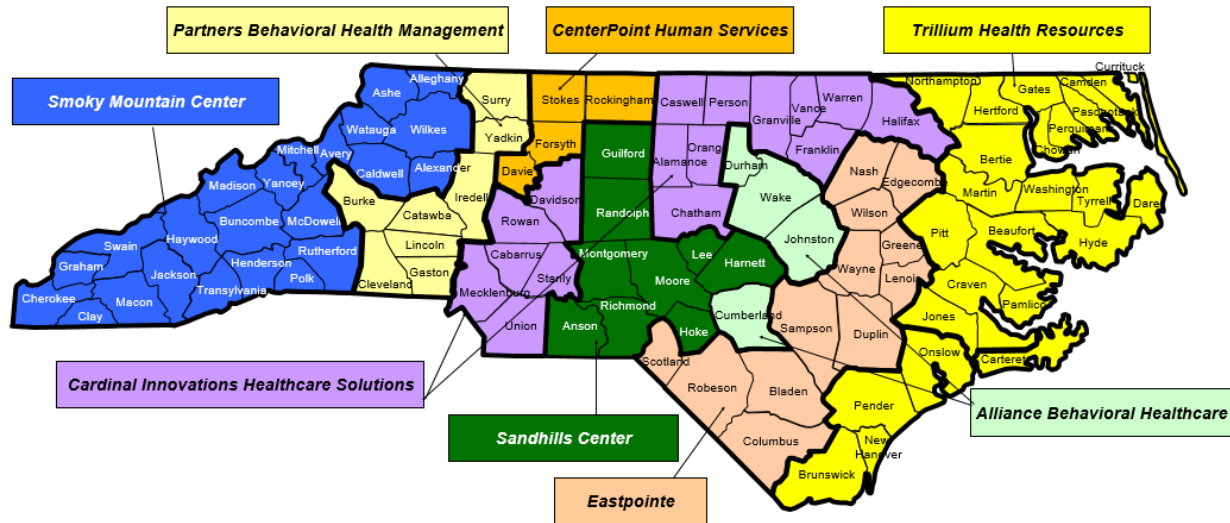


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
November 2015



Prepared by:

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Version: 1/15/2016



NC DHHS LME/MCO Performance Summary

November 2015 Report

1/15/2016

Meets Standards?

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

All LME-MCOs met all performance measures with standards.

Count	%
0	0%
0	0%
0	0%

Number of Standards Not Met:

Number of Standards Not Met for 2 or more Months (pinks):

Number of LME/MCOs with 2 or more Standards Not Met:

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

November 2015 Report

1/15/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		5,110	4,715	2,973	4,518	3,376	2810	4,681	2,052	30,235	
# of Calls Abandoned		77	57	45	102	83	41	127	35	567	
% of calls Abandoned	<5%	1.5%	1.2%	1.5%	2.3%	2.5%	1.5%	2.7%	1.7%	1.9%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	5.2	4.0	8.0	5.0	6.0	4.0	5.5	1.32
# of Calls Answered within 30 seconds		5,033	4,658	2,866	4,452	3,263	2,769	4551	2,017	29,609	
% Answered within 30 seconds	95%	98.5%	98.8%	96.4%	98.5%	96.7%	98.5%	97.2%	98.3%	97.9%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,191	1,904	1,264	786	939	1,305	1,244	823	10,456	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,146	1,830	1,263	786	900	1,183	1,072	669	9,849	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	96%	91%	86%	81%	94%	6%
# of Persons waiting for residential services		-	56	-	-	27	46	67	23	219	
% of Persons waiting for residential services	o	0%	3%	0%	0%	3%	4%	5%	3%	2%	2%
# of Persons waiting for ADVP		14	79	1	-	3	76	-	35	208	
% of Persons waiting for ADVP	o	1%	4%	0%	0%	0%	6%	0%	4%	2%	2%
# of Persons waiting for vocational services		-	2	2	-	4	-	37	7	52	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	0%	0%	3%	1%	0%	1%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		286	577	243	67	113	263	246	78	1,873	
% of Persons on Waitlist receiving B3 Services	o	13%	30%	19%	9%	12%	20%	20%	9%	18%	7%
# of Persons on Waitlist receiving State Services		628	204	339	238	233	158	770	322	2,892	
% of Persons on Waitlist receiving State Services	o	29%	11%	27%	30%	25%	12%	62%	39%	28%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		688	717	506	305	248	421	833	337	4,055	
% of Persons on Waitlist receiving State and/or B3 Services	o	31%	38%	40%	39%	26%	32%	67%	41%	39%	11%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,503	1,187	758	481	691	884	411	486	6,401	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	69%	62%	60%	61%	74%	68%	33%	59%	61%	11%
Incidents											
Number of Level 2 Critical Incident Reports received		166	220	45	69	142	166	164	79	1,051	
Number of Level 3 Critical Incident Reports received *		17	21	2	7	9	14	16	11	97	
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.											
Department of Justice Settlement											
Individuals in In-reach		468	834	224	371	353	320	633	600	3,803	
Number of individuals in Transition Planning process		65	44	15	24	38	16	31	38	271	
Number of Individuals Housed - Total		53	112	53	67	53	83	79	119	619	
Claim/Encounter Processing in NCTracks											
DMH- % of Claims \$ Value Denied by Date of Service FY15 YTD	<10%	5%	28%	10%	7%	2%	26%	12%	9%	13%	9%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	16%	33%	22%	36%	4%	30%	15%	6%	19%	11%

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

November 2015 Report
LME/MCO:

1/15/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
Persons Served											
Unduplicated Count of Medicaid Members		211,215	323,222	76,785	189,601	139,232	171,615	154,574	171,203	1,437,447	
# Persons Receiving MH Services		13,268	13,596	3,053	8,171	7,327	6,848	9,354	8,743	70,360	
% of Members Receiving MH Services	o	6.3%	4.2%	4.0%	4.3%	5.3%	4.0%	6.1%	5.1%	4.9%	0.9%
# Persons Receiving SA Services		1,102	1,529	147	1,190	1,054	598	842	1,383	7,845	
% of Members Receiving SA Services	o	0.5%	0.5%	0.2%	0.6%	0.8%	0.3%	0.5%	0.8%	0.5%	0.2%
# Persons Receiving DD Services		2,852	3,912	1,060	1,419	1,822	1,344	2,035	1,717	16,161	
% of Members Receiving DD Services	o	1.4%	1.2%	1.4%	0.7%	1.3%	0.8%	1.3%	1.0%	1.1%	0.2%
Unduplicated # that received MH/DD/SA Services		16,616	19,037	4,188	10,038	9,843	8,790	11,783	10,819	91,114	
% of Members Receiving MH/DD/SA Services	o	7.9%	5.9%	5.5%	5.3%	7.1%	5.1%	7.6%	6.3%	6.3%	1.0%
Community Psychiatric Hospitalization		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
# of MH Admissions to Community Psychiatric Inpatient		149	292	75	161	128	85	174	146	1,210	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.71	0.90	0.98	0.85	0.92	0.50	1.13	0.85	0.84	0.18
# of MH Admissions that were Readmissions within 30 days		20	19	9	12	18	7	19	15	119	
% of MH Admissions that were Readmissions within 30 days	o	13.4%	6.5%	12.0%	7.5%	14.1%	8.2%	10.9%	10.3%	9.8%	2.6%
# of MH Inpatient Discharges		174	215	56	176	70	113	204	175	1,183	
MH Inpt Average Length of Stay (days)	o	6.10	9.00	5.90	7.00	6.50	3.60	9.85	10.54	7.8	2.17
# of SA Admissions to Community Psychiatric Inpatient		0	19	2	19	7	13	7	5	72	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.06	0.03	0.10	0.05	0.08	0.05	0.03	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		0	2	0	3	2	0	0	0	7	
% of SA Admissions that were Readmissions within 30 days	o		10.5%	0.0%	15.8%	28.6%	0.0%	0.0%	0.0%	10%	10.3%
# of SA Inpatient Discharges		0	19	2	21	6	13	7	4	72	
SA Inpt Average Length of Stay (days)	o	-	4.5	3.5	5.1	5.6	2.8	4.9	4.5	4.5	1.68
Care Coordination		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
# of MH and SA Readmits assigned to a Care Coordinator		18	20	9	15	20	7	19	15	123	
% of Readmits assigned to Care Coordination	85.0%	90.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	
Emergency Dept Utilization (3 month lag)		Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	Aug 2015	
# of ED Admits for persons with MHDDSA diagnoses		251	641	126	379	257	291	383	317	2,645	
Rate of ED Admits per 1,000 Medicaid Members	o	1.22	1.79	1.64	1.97	1.74	1.70	2.42	1.72	1.8	0.31
# of ED Admits for persons who are active consumers		71	337	61	123	135	92	110	136	1,065	
% of ED Admits that were for active consumers	o	28.3%	52.6%	48.4%	32.5%	52.5%	31.6%	28.7%	42.9%	40%	9.9%
# of ED Admits which were readmissions within 30 days		22	106	23	67	35	46	56	21	376	
% of ED Admissions Readmitted within 30 days	o	8.8%	16.5%	18.3%	17.7%	13.6%	15.8%	14.6%	6.6%	14.2%	3.9%
Authorization Requests		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
Total Number of Auth Requests Received		3,051	4,384	1,470	2,051	4,263	2,302	2,995	2,534	23,050	
# Standard Auth. Request Decisions		2,633	3,602	1,300	1,473	4,102	1,916	2,341	1,665	19,032	
# Standard Auth Requests Processed in 14 Days		2,625	3,600	1,299	1,466	4,099	1,916	2,341	1,664	19,010	
% Processed in 14 Days	95.0%	99.7%	99.9%	99.9%	99.5%	99.9%	100.0%	100.0%	99.9%	99.9%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		418	782	170	578	161	386	654	869	4,018	
# Expedited and Inpatient Auth Requests Processed in 3 Days		418	782	170	572	161	386	654	856	3,999	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.5%	99.5%	0.4%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.7%	100.0%	99.9%	99.4%	99.9%	100.0%	100.0%	99.4%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**November 2015 Report
LME/MCO:**

1/15/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		55	103	36	234	291	109	51	112	991		
% of Total Auth Requests Denied for Clinical Reasons	o	1.8%	2.3%	2.4%	11.4%	6.8%	4.7%	1.7%	4.4%	4.3%	3.1%	
# of Administrative Denials		20	-	91	-	52	1	10	350	524		
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	6.2%	0.0%	1.2%	0.0%	0.3%	13.8%	2.3%	4.6%	
Total # of Auth Requests Denied		75	103	127	234	343	110	61	462	1,515		
% of Total Auth Requests Approved	o	97.5%	97.7%	91.4%	88.6%	92.0%	95.2%	98.0%	81.8%	93.4%	5.3%	
Number of Consumer Authorization Appeals received		8	17	7	25	19	16	3	1	96		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.9	1.7	2.5	1.9	1.8	0.3	0.1	1.1	0.83	
Number of Authorizations overturned due to Consumer Appeals		1	5	-	5	5	5	1	-	22		
Claims		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15		
Total # Clean Claim Received during Month (detail lines)		92,431	316,678	65,942	133,673	61,971	47,792	65,535	68,672	852,694		
Rate of Claims Rcpt per Person Served	o	5.6	16.6	15.7	13.3	6.3	5.4	5.6	6.3	9.4	4.64	
# Paid		85,877	268,165	59,615	117,920	55,385	45,944	54,685	64,689	752,280		
# Denied		6,551	48,287	6,253	15,753	6,445	1,848	10,848	3,964	99,949		
# Pended or in Process		3	226	74	-	141	-	2	19	465		
Percent Denied	o	7.1%	15.3%	9.5%	11.8%	10.4%	3.9%	16.6%	5.8%	11.7%	4.2%	
# Paid or Denied within 30 Days		91,342	316,452	65,810	133,635	61,971	47,787	64,486	68,652	850,135		
Percent Processed within 30 Days	90.0%	98.8%	99.9%	99.8%	100.0%	100.0%	100.0%	98.4%	100.0%	99.6%	0.6%	
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.3	9.0	11.6	9.0	8.7	14.5	7.2	9.5	2.21	
Number of Provider claim Appeals received		2	11	0	0	0	0	10	0	23		
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.6	-	-	-	-	0.8	-	0.3	0.34	
Number of claim denials overturned due to Provider Appeals		0	1	0	0	0	0	3	0	4		
Complaints/Grievances		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015		
Total number of complaints received (1 month prior)		51	58	15	5	23	22	29	16	219		
Rate of Complaints per 1,000 Persons Served	o	2.8	2.6	3.2	0.4	1.9	1.9	2.1	1.2	2.4	0.83	
# Consumer complaints against provider		23	42	10	4	18	12	22	14	145		
% Consumer complaints against provider	o	45.1%	72.4%	66.7%	80.0%	78.3%	54.5%	75.9%	87.5%	66%	13.2%	
# Consumer complaints against LME/MCO		2	15	4	-	5	3	5	2	36		
% Consumer complaints against LME/MCO	o	3.9%	25.9%	26.7%	0.0%	21.7%	13.6%	17.2%	12.5%	16%	9.1%	
# Provider complaints against LME/MCO		-	-	-	-	-	1	-	-	1		
% Provider complaints against LME/MCO	o	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0%	1.5%	
# of Other Types of Complaints		26	1	1	1	-	6	2	-	37		
# of Complaints Resolved in 30 Days		51	58	15	5	23	22	28	16	218		
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	99.5%		
Program Integrity--Fraud, Waste and Abuse		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		9	5	6	23	12	3	6	8	72		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		14	17	15	30	59	7	75	1	218		
Number of Enrollee fraud and abuse cases investigated by LME/MCO		1	0	0	0	0	0	0	0	1		
Number of Cases Referred to DMA Program Integrity		1	0	0	0	0	1	0	0	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.				

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

November 2015 Report
LME/MCO:

1/15/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	127,820	135,125	169,370	167,109	184,151	1,470,721	
# Persons Receiving MH Services		3,615	2,274	916	1,701	1,518	1,362	2,390	2,173	15,949	
% of Uninsured Receiving MH Services	o	1.5%	0.6%	1.2%	1.3%	1.1%	0.8%	1.4%	1.2%	1.1%	0.28%
# Persons Receiving SA Services		1,053	1,050	272	572	658	500	820	1,659	6,584	
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.4%	0.4%	0.5%	0.3%	0.5%	0.9%	0.4%	0.18%
# Persons Receiving DD Services		809	839	255	559	504	446	607	694	4,713	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.4%	0.3%	0.4%	0.4%	0.3%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,338	4,163	1,406	2,660	2,595	2,308	3,696	3,914	26,080	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.1%	1.9%	2.1%	1.9%	1.4%	2.2%	2.1%	1.8%	0.38%
Community Psychiatric Hospitalization (1)		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
# of MH Admissions to Community Psychiatric Inpatient		78	189	84	64	203	38	114	82	852	
Rate of MH Admissions per 1,000 Uninsured	o	0.32	0.51	1.11	0.50	1.50	0.22	0.68	0.45	0.58	0.40
# of MH Admissions that were Readmissions within 30 days		4	4	10	5	11	1	10	9	54	
% of MH Admissions that were Readmissions within 30 days	o	5.1%	2.1%	11.9%	7.8%	5.4%	2.6%	8.8%	11.0%	6.3%	3.40%
# of MH Inpatient Discharges		73	97	62	69	108	43	119	103	674	
MH Inpt Average Length of Stay (days)	o	5.2	7.0	5.1	5.8	5.1	5.8	7.7	7.4	6.3	1.00
# of SA Admissions to Community Psychiatric Inpatient		0	6	13	16	20	16	13	5	89	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.02	0.17	0.13	0.15	0.09	0.08	0.03	0.06	0.06
# of SA Admissions that were Readmissions within 30 days		0	1	1	3	1	1	1	0	8	
% of SA Admissions that were Readmissions within 30 days	o		16.7%	7.7%	18.8%	5.0%	6.3%	7.7%	0.0%	9%	6.1%
# of SA Inpatient Discharges		0	8	8	17	15	20	14	9	91	
SA Inpt Average Length of Stay (days)	o	-	6.3	4.8	5.2	3.9	3.6	5.6	7.3	5.0	2.07
Authorizations		Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
Total Number of Auth Requests Received		824	1,225	623	314	895	1,054	673	511	6,119	
# Standard Auth. Request Decisions		676	687	417	261	853	737	410	280	4,321	
# Standard Auth Requests Processed in 14 Days		676	687	416	260	853	737	410	280	4,319	
% Processed in 14 Days	95.0%	100.0%	100.0%	99.8%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		148	538	206	53	42	317	263	231	1,798	
# Expedited and Inpatient Auth Requests Processed in 3 Days		147	538	206	52	42	317	262	230	1,794	
% Processed in 3 Days	95.0%	99.3%	100.0%	100.0%	98.1%	100.0%	100.0%	99.6%	99.6%	99.8%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	100.0%	99.8%	99.4%	100.0%	100.0%	99.9%	99.8%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		4	1	10	44	20	18	8	6	111	
% of Total Auth Requests Denied for Clinical Reasons	o	0.5%	0.1%	1.6%	14.0%	2.2%	1.7%	1.2%	1.2%	1.8%	4.3%
# of Administrative Denials		-	-	2	-	9	-	3	77	91	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.3%	0.0%	1.0%	0.0%	0.4%	15.1%	1.5%	4.9%
Total # of Auth Requests Denied		4	1	12	44	29	18	11	83	202	
% of Total Auth Requests Approved	o	99.5%	99.9%	98.1%	86.0%	96.8%	98.3%	98.4%	83.8%	97%	6.0%
Number of Consumer Authorization Appeals received		2	-	-	2	1	3	0	1	9	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	-	-	0.8	0.4	1.3	-	0.3	0.3	0.42
Number of Authorizations overturned due to Consumer Appeals		1	-	-	-	1	-	-	-	2	

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

November 2015 Report
LME/MCO:

1/15/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Claims		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	
Total # Clean Claim Received during Month (header)		20,625	52,166	10,787	26,910	30,106	6,323	19,173	20,526	186,616	
Rate of Claims Rcpt per Person Served	o	3.9	12.5	7.7	10.1	11.6	2.7	5.2	5.2	7.16	3.45
# Paid		18,207	45,121	9,602	23,455	27,262	6,010	16,161	19,177	164,995	
# Denied		2,418	7,045	1,185	3,455	2,844	313	2,985	1,344	21,589	
# Pended or in Process		0	-	-	-	-	-	27.0	5	32	
Percent Denied	o	11.7%	13.5%	11.0%	12.8%	9.4%	5.0%	15.6%	6.5%	11.6%	3.3%
# Paid or Denied within 30 Days		20,405	52,166	10,765	26,876	30,106	6,323	18,551	20,521	185,713	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.8%	99.9%	100.0%	100.0%	96.8%	100.0%	99.5%	0.01
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.5	7.5	11.1	8.6	10.0	8.3	7.6	8.9	1.16
Complaints		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
Total number of complaints received (1 month prior)		13	15	2	19	3	3	10	7	72	
Rate of Complaints per 1,000 Persons Served	o	2.2	2.9	1.1	6.3	0.9	0.8	2.3	1.5	2.76	1.68
# Consumer complaints against provider		2	10	2	6	-	1	5	2	28	
% Consumer complaints against provider	o	15%	67%	100%	32%	0%	33%	50%	29%	39%	29.3%
# Consumer complaints against LME/MCO		-	-	-	2	-	-	2	3	7	
% Consumer complaints against LME/MCO	o	0%	0%	0%	11%	0%	0%	20%	43%	10%	14.5%
# Provider complaints against LME/MCO		-	-	-	4	-	-	-	1	5	
% Provider complaints against LME/MCO	o	0%	0%	0%	21%	0%	0%	0%	14%	7%	7.8%
# of Other Types of Complaints		11	5		7	3	2	3	1	32	
# of Complaints Resolved in 30 Days		13	15	2	19	3	3	10	7	72	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-
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.									