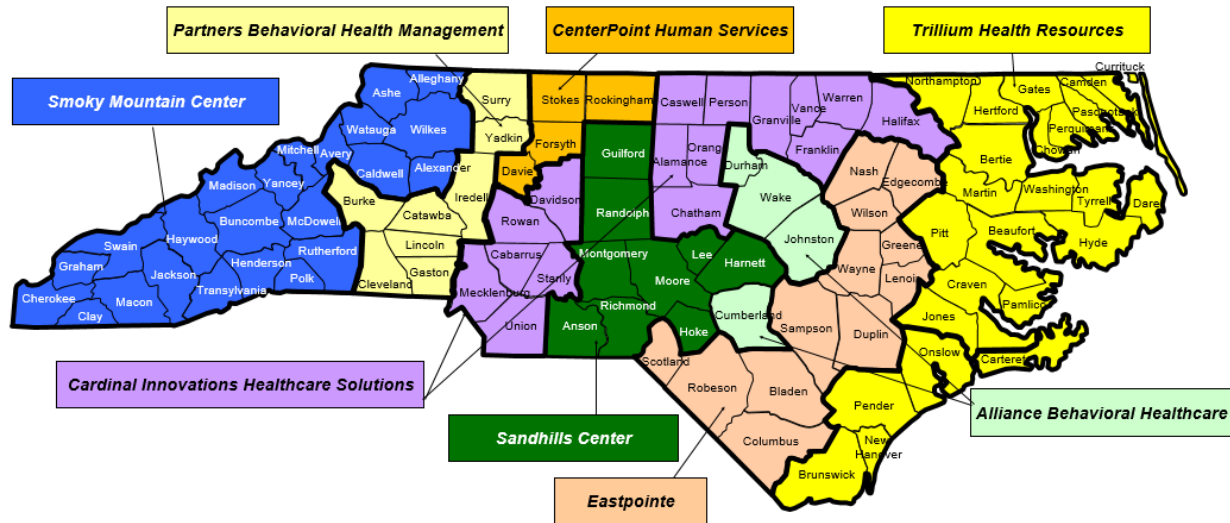


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations  
Administrative Functions Monitoring Report  
February 2016



Prepared by:

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Version: 3/24/2016



# NC DHHS LME/MCO Performance Summary

February 2016 Report

3/24/2016

## 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
<b>DMH Performance Measures</b>									
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
<b>Combined Performance Measures</b>									
% 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 standards met.

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**

February 2016 Report

3/24/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
<b>Call Center</b>											
Total Number of Calls (re: services for consumers)		4,822	5,146	3,466	4,940	3,251	2,852	4,388	2,182	31,047	
# of Calls Abandoned		53	80	56	134	67	55	73	50	568	
% of calls Abandoned	<5%	1.1%	1.6%	1.6%	2.7%	2.1%	1.9%	1.7%	2.3%	1.8%	
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	5.3	4.0	8.0	5.0	7.0	5.0	5.7	1.40
# of Calls Answered within 30 seconds		4,769	5,065	3,407	4,874	3,194	2,797	4,314	2,132	30,552	
% Answered within 30 seconds	95%	98.9%	98.4%	98.3%	98.7%	98.2%	98.1%	98.3%	97.7%	98.4%	
<b>IDD Wait List</b>											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,306	1,950	1,286	751	1,146	1,387	1,250	844	10,920	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,251	1,874	1,285	751	995	1,221	1,098	668	10,143	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	87%	88%	88%	79%	93%	7%
# of Persons waiting for residential services		-	49	1	-	19	63	55	23	210	
% of Persons waiting for residential services	o	0%	3%	0%	0%	2%	5%	4%	3%	2%	2%
# of Persons waiting for ADVP		-	85	3	-	28	103	-	50	269	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	2%	7%	0%	6%	2%	3%
# of Persons waiting for vocational services		-	1	-	-	5	-	35	8	49	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	0%	0%	3%	1%	0%	1%
<b>Service Status of Persons on the Waiting List</b>											
# of Persons on Waitlist receiving B3 Services		281	589	238	64	87	267	251	80	1,857	
% of Persons on Waitlist receiving B3 Services	o	12%	30%	19%	9%	8%	19%	20%	9%	17%	7%
# of Persons on Waitlist receiving State Services		624	200	321	227	179	159	773	295	2,778	
% of Persons on Waitlist receiving State Services	o	27%	10%	25%	30%	16%	11%	62%	35%	25%	16%
# of Persons on Waitlist receiving State and/or B3 services (undup)		654	723	486	291	266	426	839	318	4,003	
% of Persons on Waitlist receiving State and/or B3 Services	o	28%	37%	38%	39%	23%	31%	67%	38%	37%	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,652	1,227	800	460	880	961	411	526	6,917	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	72%	63%	62%	61%	77%	69%	33%	62%	63%	12%
<b>Incidents</b>											
Number of Level 2 Critical Incident Reports received		218	179	50	95	179	110	170	101	1,102	
Number of Level 3 Critical Incident Reports received *		12	14	5	6	13	13	12	9	84	
<b>Transitions to Community Living Initiative</b>											
# of in-reach staff FTEs in place during the month		6.0	6.0	4.0	5.0	4.0	7.0	8.0	5.0	45.0	
# of in-reach FTEs funded per the allocation		9.00	15.00	8.00	8.00	6.00	7.64	15.00	15.00	83.6	
Percent of funded in-reach positions that are filled	80.0%	67%	40%	50%	63%	67%	92%	53%	33%	54%	
# of transition coordinator FTEs in place during the month		8.0	15.0	4.0	6.0	9.0	8.3	8.0	12.0	70.3	
# of transition coordinator FTEs funded per the allocation		12	17	8	9	9	9	17	16	97.0	
Percent of funded transition coordinator positions that are filled	80.0%	67%	88%	50%	67%	100%	92%	47%	75%	72%	
Individuals in In-reach		418	879	241	414	341	333	645	590	3,861	
Number of individuals in Transition Planning process		69	55	10	23	43	24	34	45	303	
Number of Individuals Housed - Total		65	131	61	75	64	96	88	131	711	
<b>Claim/Encounter Processing in NCTracks **</b>											
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	3%	14%	9%	6%	2%	24%	8%	9%	9%	7%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	7%	31%	13%	32%	2%	26%	7%	4%	15%	12%

\* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.

\*\* As of 2/23/16 checkwrite.

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**

**February 2016 Report  
LME/MCO:**

3/24/2016

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
<b>Persons Served</b>											
Unduplicated Count of Medicaid Members		213,029	338,921	81,489	191,455	141,440	173,283	155,822	174,382	<b>1,469,821</b>	
# Persons Receiving MH Services		13,367	15,328	2,764	7,838	7,907	7,457	10,009	9,380	<b>74,050</b>	
% of Members Receiving MH Services	o	<b>6.3%</b>	<b>4.5%</b>	<b>3.4%</b>	<b>4.1%</b>	<b>5.6%</b>	<b>4.3%</b>	<b>6.4%</b>	<b>5.4%</b>	<b>5.0%</b>	1.0%
# Persons Receiving SA Services		982	1,669	180	1,032	1,364	773	1,516	1,427	<b>8,943</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.5%</b>	<b>0.2%</b>	<b>0.5%</b>	<b>1.0%</b>	<b>0.4%</b>	<b>1.0%</b>	<b>0.8%</b>	<b>0.6%</b>	0.3%
# Persons Receiving DD Services		2,780	4,124	924	1,397	1,914	1,427	1,877	1,829	<b>16,272</b>	
% of Members Receiving DD Services	o	<b>1.3%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.1%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		16,613	21,121	3,784	9,615	10,804	9,657	13,089	11,395	<b>96,078</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.8%</b>	<b>6.2%</b>	<b>4.6%</b>	<b>5.0%</b>	<b>7.6%</b>	<b>5.6%</b>	<b>8.4%</b>	<b>6.5%</b>	<b>6.5%</b>	1.3%
<b>Community Psychiatric Hospitalization</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
# of MH Admissions to Community Psychiatric Inpatient		146	294	72	183	167	57	178	201	<b>1,298</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.69	0.87	0.88	0.96	1.18	0.33	1.14	1.15	<b>0.88</b>	0.27
# of MH Admissions that were Readmissions within 30 days		12	20	5	28	21	4	22	26	<b>138</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8.2%</b>	<b>6.8%</b>	<b>6.9%</b>	<b>15.3%</b>	<b>12.6%</b>	<b>7.0%</b>	<b>12.4%</b>	<b>12.9%</b>	<b>10.6%</b>	3.2%
# of MH Inpatient Discharges		177	248	60	192	87	99	189	194	<b>1,246</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	6.40	8.40	5.70	5.90	5.90	4.50	8.79	8.00	<b>7.1</b>	1.42
# of SA Admissions to Community Psychiatric Inpatient		2	22	5	13	9	7	12	3	<b>73</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.06	0.06	0.07	0.06	0.04	0.08	0.02	<b>0.05</b>	0.02
# of SA Admissions that were Readmissions within 30 days		0	0	0	1	0	1	2	0	<b>4</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>7.7%</b>	<b>0.0%</b>	<b>14.3%</b>	<b>16.7%</b>	<b>0.0%</b>	<b>5%</b>	6.7%
# of SA Inpatient Discharges		2	5	4	13	8	13	11	3	<b>59</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	4.50	4.0	4.3	5.1	4.4	4.7	4.4	8.8	<b>#REF!</b>	1.46
<b>Care Coordination</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
# of MH and SA Readmits assigned to a Care Coordinator		11	20	5	29	21	5	23	26	<b>140</b>	
% of Readmits assigned to Care Coordination	85.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	<b>98.6%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Nov 2015	Nov 2015	Nov 2015	Nov 2015	42309	Nov 2015	Nov 2015	Nov 2015	Nov 2015	
# of ED Admits for persons with MHDDSA diagnoses		279	648	155	342	259	265	329	293	<b>2,570</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.33	1.84	2.02	1.80	1.75	1.54	2.08	1.60	<b>1.7</b>	0.23
# of ED Admits for persons who are active consumers		69	361	68	111	145	86	82	139	<b>1,061</b>	
% of ED Admits that were for active consumers	o	<b>24.7%</b>	<b>55.7%</b>	<b>43.9%</b>	<b>32.5%</b>	<b>56.0%</b>	<b>32.5%</b>	<b>24.9%</b>	<b>47.4%</b>	<b>41%</b>	12.0%
# of ED Admits which were readmissions within 30 days		25	94	26	52	33	35	36	34	<b>335</b>	
% of ED Admissions Readmitted within 30 days	o	<b>9.0%</b>	<b>14.5%</b>	<b>16.8%</b>	<b>15.2%</b>	<b>12.7%</b>	<b>13.2%</b>	<b>10.9%</b>	<b>11.6%</b>	<b>13.0%</b>	2.3%
<b>Authorization Requests</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
Total Number of Auth Requests Received		3,359	4,893	1,310	2,354	4,192	2,760	3,163	2,542	<b>24,573</b>	
# Standard Auth. Request Decisions		2,958	4,062	1,135	1,828	4,013	2,269	2,517	1,616	<b>20,398</b>	
# Standard Auth Requests Processed in 14 Days		2,955	4,058	1,132	1,828	4,013	2,269	2,514	1,613	<b>20,382</b>	
% Processed in 14 Days	95.0%	99.9%	99.9%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	<b>99.9%</b>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		401	831	175	526	179	491	646	926	<b>4,175</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		399	831	173	526	179	491	646	922	<b>4,167</b>	
% Processed in 3 Days	95.0%	99.5%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	99.6%	<b>99.8%</b>	0.4%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	99.6%	100.0%	100.0%	100.0%	99.9%	99.7%	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**February 2016 Report  
LME/MCO:**

3/24/2016

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
# of Auth Requests Denied for Clinical Reasons		42	99	32	225	197	65	80	99	839	
% of Total Auth Requests Denied for Clinical Reasons	o	1.3%	2.0%	2.4%	9.6%	4.7%	2.4%	2.5%	3.9%	3.4%	2.5%
# of Administrative Denials		17	1	75	-	11	-	22	391	517	
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	0.0%	5.7%	0.0%	0.3%	0.0%	0.7%	15.4%	2.1%	5.1%
Total # of Auth Requests Denied		59	100	107	225	208	65	102	490	1,356	
% of Total Auth Requests Approved	o	98.2%	98.0%	91.8%	90.4%	95.0%	97.6%	96.8%	80.7%	94.5%	5.6%
Number of Consumer Authorization Appeals received		9	10	5	22	17	20	14	3	100	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.5	1.3	2.3	1.6	2.1	1.1	0.3	1.0	0.70
Number of Authorizations overturned due to Consumer Appeals		-	1	3	3	1	8	2	-	18	
<b>Claims</b>		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/16	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
Total # Clean Claim Received during Month (detail lines)		98,537	352,392	69,472	53,294	62,974	53,774	82,233	78,816	851,492	
Rate of Claims Rcpt per Person Served	o	5.9	16.7	18.4	5.5	5.8	5.6	6.3	6.9	8.9	5.02
# Paid		89,349	283,456	60,431	47,586	54,243	52,028	68,382	74,965	730,440	
# Denied		9,187	68,918	7,372	5,706	8,705	1,746	13,829	3,847	119,310	
# Pended or in Process		1	18	1,669	2	26	-	22	4	1,742	
Percent Denied	o	9.3%	19.6%	10.9%	10.7%	13.8%	3.2%	16.8%	4.9%	14.0%	5.2%
# Paid or Denied within 30 Days		97,529	352,374	69,300	50,298	62,948	53,762	80,649	78,808	845,668	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	99.8%	94.4%	100.0%	100.0%	98.1%	100.0%	98.7%	1.9%
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.0	9.0	10.0	9.0	9.3	9.1	7.0	8.7	0.88
Number of Provider claim Appeals received		1	45	0	1	0	0	16	0	63	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	2.1	-	0.1	0	0	1.2	0	0.7	0.85
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	10	0	10	
<b>Complaints/Grievances</b>		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
Total number of complaints received (1 month prior)		47	40	7	11	9	19	21	11	165	
Rate of Complaints per 1,000 Persons Served	o	2.7	1.7	1.5	1.2	0.8	1.7	1.5	0.8	1.7	0.57
# Consumer complaints against provider		16	30	6	6	7	17	21	10	113	
% Consumer complaints against provider	o	34.0%	75.0%	85.7%	54.5%	77.8%	89.5%	100.0%	90.9%	68%	20.3%
# Consumer complaints against LME/MCO		4	10	-	2	2	2	-	1	21	
% Consumer complaints against LME/MCO	o	8.5%	25.0%	0.0%	18.2%	22.2%	10.5%	0.0%	9.1%	13%	8.8%
# Provider complaints against LME/MCO		1	-	1	-	-	-	-	-	2	
% Provider complaints against LME/MCO	o	2.1%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1%	4.7%
# of Other Types of Complaints		26	-	-	3	-	-	-	-	29	
# of Complaints Resolved in 30 Days		47	40	7	11	9	19	20	11	164	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	99.4%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	42401	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	14	20	18	19	8	12	10	104	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	15	2	10	77	7	78	4	209	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		1	0	0	2	0	0	1	0	4	

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**

**February 2016 Report**  
**LME/MCO:**

3/24/2016

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
<b>Persons Served</b>											
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	129,588	135,125	169,370	167,109	184,151	<b>1,472,489</b>	
# Persons Receiving MH Services		3,661	2,445	834	1,619	1,626	1,771	2,909	2,308	<b>17,173</b>	
% of Uninsured Receiving MH Services	o	<b>1.5%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.7%</b>	<b>1.3%</b>	<b>1.2%</b>	0.30%
# Persons Receiving SA Services		927	887	384	511	639	603	1,025	1,690	<b>6,666</b>	
% of Uninsured Receiving SA Services	o	<b>0.4%</b>	<b>0.2%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.6%</b>	<b>0.9%</b>	<b>0.5%</b>	0.19%
# Persons Receiving DD Services		748	835	237	485	505	466	550	645	<b>4,471</b>	
% of Uninsured Receiving DD Services	o	<b>0.3%</b>	<b>0.2%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.3%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.3%</b>	0.05%
Unduplicated # Persons Receiving MH/DD/SA Services		5,229	4,167	1,422	2,452	2,668	2,840	4,378	4,058	<b>27,214</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.2%</b>	<b>1.1%</b>	<b>1.9%</b>	<b>1.9%</b>	<b>2.0%</b>	<b>1.7%</b>	<b>2.6%</b>	<b>2.2%</b>	<b>1.8%</b>	0.40%
<b>Community Psychiatric Hospitalization (1)</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
# of MH Admissions to Community Psychiatric Inpatient		76	190	91	42	199	60	134	103	<b>895</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.31	0.52	1.20	0.32	<b>1.47</b>	0.35	0.80	0.56	<b>0.61</b>	0.41
# of MH Admissions that were Readmissions within 30 days		2	8	9	3	14	1	12	7	<b>56</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>2.6%</b>	<b>4.2%</b>	<b>9.9%</b>	<b>7.1%</b>	<b>7.0%</b>	<b>1.7%</b>	<b>9.0%</b>	<b>6.8%</b>	<b>6.3%</b>	2.74%
# of MH Inpatient Discharges		80	111	83	57	106	84	150	99	<b>770</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>5.4</b>	<b>7.3</b>	<b>5.6</b>	<b>5.5</b>	<b>5.2</b>	<b>4.4</b>	<b>7.1</b>	<b>6.0</b>	<b>6.0</b>	0.90
# of SA Admissions to Community Psychiatric Inpatient		0	12	14	16	19	33	16	6	<b>116</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.03	<b>0.18</b>	0.12	0.14	<b>0.19</b>	0.10	0.03	<b>0.08</b>	0.07
# of SA Admissions that were Readmissions within 30 days		0	0	1	2	3	0	1	0	<b>7</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>0.0%</b>	<b>7.1%</b>	<b>12.5%</b>	<b>15.8%</b>	<b>0.0%</b>	<b>6.3%</b>	<b>0.0%</b>	<b>6%</b>	5.9%
# of SA Inpatient Discharges		0	21	14	22	17	36	16	3	<b>129</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	-	<b>6.1</b>	<b>6.0</b>	<b>4.8</b>	<b>5.1</b>	<b>3.2</b>	<b>5.3</b>	<b>6.0</b>	<b>4.8</b>	1.94
<b>Authorizations</b>		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2016	Feb 2016	Feb 2016	
Total Number of Auth Requests Received		1,051	1,358	598	390	1,156	872	726	451	<b>6,602</b>	
# Standard Auth. Request Decisions		862	751	360	324	1,117	570	406	217	<b>4,607</b>	
# Standard Auth Requests Processed in 14 Days		862	750	360	324	1,115	570	406	216	<b>4,603</b>	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	99.8%	100.0%	100.0%	99.5%	<b>99.9%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		189	607	238	66	39	302	320	234	<b>1,995</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		189	607	238	66	39	302	320	233	<b>1,994</b>	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	<b>99.9%</b>	-
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	100.0%	99.8%	100.0%	100.0%	99.6%	<b>99.9%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		3	6	2	29	20	8	5	6	<b>79</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.4%	0.3%	<b>7.4%</b>	1.7%	0.9%	0.7%	1.3%	<b>1.2%</b>	2.2%
# of Administrative Denials		-	-	36	-	1	-	6	73	<b>116</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	6.0%	0.0%	0.1%	0.0%	0.8%	<b>16.2%</b>	<b>1.8%</b>	5.4%
Total # of Auth Requests Denied		3	6	38	29	21	8	11	79	<b>195</b>	
% of Total Auth Requests Approved	o	99.7%	99.6%	93.6%	92.6%	98.2%	99.1%	98.5%	<b>82.5%</b>	<b>97%</b>	5.5%
Number of Consumer Authorization Appeals received		-	1	-	1	3	2	2	-	<b>9</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.2	-	0.4	1.1	0.7	0.5		<b>0.3</b>	0.36
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	1	-	<b>1</b>	

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

**February 2016 Report**  
**LME/MCO:**

3/24/2016

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Center-Point</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/16	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	1/16 - 2/15	
<b>Claims</b>											
<b>Total # Clean Claim Received during Month (header)</b>		<b>21,246</b>	<b>53,314</b>	<b>14,818</b>	<b>14,714</b>	<b>24,890</b>	<b>6,471</b>	<b>18,237</b>	<b>21,862</b>	<b>175,552</b>	
Rate of Claims Rcpt per Person Served	o	4.1	12.8	10.4	6.0	9.3	2.3	4.2	5.4	6.45	3.41
# Paid		18,175	44,851	13,438	11,614	22,085	6,236	15,510	20,324	152,233	
# Denied		3,071	8,463	1,380	3,100	2,805	235	2,724	1,538	23,316	
# Pended or in Process		0		-	-	-	-	3.0	-	3	
Percent Denied	o	14.5%	15.9%	9.3%	21.1%	11.3%	3.6%	14.9%	7.0%	13.3%	5.2%
# Paid or Denied within 30 Days		21,028	53,314	14,800	14,516	24,890	6,468	18,165	21,862	175,043	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	99.9%	98.7%	100.0%	100.0%	99.6%	100.0%	99.7%	0.01
Avg # days for Processing (from Receipt to Payment )	o	8.0	7.9	7.5	12.0	8.6	9.0	8.9	7.4	8.8	1.38
<b>Complaints</b>		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
<b>Total number of complaints received (1 month prior)</b>		<b>22</b>	<b>9</b>	<b>2</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>64</b>	
Rate of Complaints per 1,000 Persons Served	o	3.8	1.9	1.1	3.3	2.3	1.8	0.9	1.1	2.35	0.98
# Consumer complaints against provider		8	5	2	1	3	5	3	3	30	
% Consumer complaints against provider	o	36%	56%	100%	11%	43%	83%	75%	60%	47%	26.5%
# Consumer complaints against LME/MCO		1	1	-	-	-	1	1	-	4	
% Consumer complaints against LME/MCO	o	5%	11%	0%	0%	0%	17%	25%	0%	6%	8.9%
# Provider complaints against LME/MCO		1	-	-	2	1	-	-	2	6	
% Provider complaints against LME/MCO	o	5%	0%	0%	22%	14%	0%	0%	40%	9%	13.7%
# of Other Types of Complaints		12	3	-	6	3	-	-	-	24	
# of Complaints Resolved in 30 Days		22	9	2	9	7	6	4	5	64	
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%	-
<b>Yellow Highlights indicate the MCO did not meet the Standard</b> <b>Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.</b> <b>Blue highlights indicate possible outliers.</b>											

(1) Community Psychiatric Hospitalization includes 3-Way Contract funded beds, which are not distributed evenly across LME-MCO catchment areas, and may impact utilization rates.