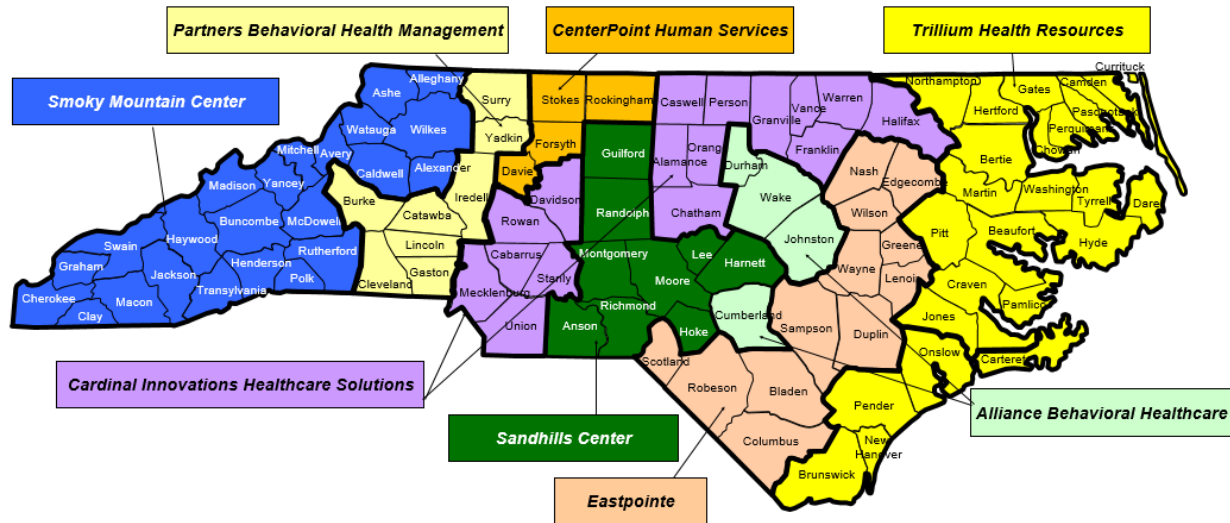


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
 Administrative Functions Monitoring Report
 A U W 2016**



Prepared by:

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Version: 1/1/2016



NC DHHS LME/MCO Performance Summary

March 2016 Report

5/5/2016

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	N	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

Sandhills - DMH Complaints resolved Timely - 66.7% (4 of 6) "2 complaints were not completed within the 30 day time frame due to a website glitch in notification of complaints received. This was identified on 3/28/2016 and fixed immediately"

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

March 2016 Report

5/5/2016

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)		5,472	5,466	2,975	5,302	3,475	3,041	4,763	2,251	32,745	
# of Calls Abandoned		105	76	57	106	64	72	88	39	607	
% of calls Abandoned	<5%	1.9%	1.4%	1.9%	2.0%	1.8%	2.4%	1.8%	1.7%	1.9%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	5.4	4.0	8.0	5.0	7.0	5.0	5.8	1.28
# of Calls Answered within 30 seconds		5,367	5,388	2,892	5,235	3,434	2,969	4667	2,211	32,163	
% Answered within 30 seconds	95%	98.1%	98.6%	97.2%	98.7%	98.8%	97.6%	98.0%	98.2%	98.2%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,366	2,035	1,294	744	1,002	1,365	1,291	841	10,938	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,311	1,959	1,293	744	995	1,184	1,098	684	10,268	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	99%	87%	85%	81%	94%	7%
# of Persons waiting for residential services		-	50	-	-	19	66	56	19	210	
% of Persons waiting for residential services	o	0%	2%	0%	0%	2%	5%	4%	2%	2%	2%
# of Persons waiting for ADVP		-	86	-	-	28	115	-	45	274	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	3%	8%	0%	5%	3%	3%
# of Persons waiting for vocational services		-	1	-	-	5	-	43	8	57	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	0%	0%	3%	1%	1%	1%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		298	590	233	71	73	271	258	93	1,887	
% of Persons on Waitlist receiving B3 Services	o	13%	29%	18%	10%	7%	20%	20%	11%	17%	7%
# of Persons on Waitlist receiving State Services		631	204	316	160	178	159	781	293	2,722	
% of Persons on Waitlist receiving State Services	o	27%	10%	24%	22%	18%	12%	60%	35%	25%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		673	729	476	231	212	430	842	322	3,915	
% of Persons on Waitlist receiving State and/or B3 Services	o	28%	36%	37%	31%	21%	32%	65%	38%	36%	12%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,693	1,306	818	513	790	935	449	519	7,023	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	72%	64%	63%	69%	79%	68%	35%	62%	64%	12%
Incidents											
Number of Level 2 Critical Incident Reports received		257	221	56	128	181	151	204	106	1,304	
Number of Level 3 Critical Incident Reports received *		10	7	7	11	11	12	20	19	97	
Transitions to Community Living Initiative											
# of in-reach staff FTEs in place during the month		6.0	6.0	4.0	5.0	5.0	9.0	10.0	3.0	48.0	
# 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%	83%	118%	67%	20%	57%	
# of transition coordinator FTEs in place during the month		8.0	15.0	4.0	6.0	8.0	8.3	10.0	13.0	72.3	
# 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%	89%	92%	59%	81%	74%	
Individuals in In-reach		395	902	266	481	353	337	639	598	3,971	
Number of individuals in Transition Planning process		82	59	10	23	45	18	35	45	317	
Number of Individuals Housed - Total		66	138	63	79	70	99	92	132	739	
Claim/Encounter Processing in NCTracks **											
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	10%	8%	4%	1%	14%	7%	10%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	6%	25%	10%	16%	1%	17%	6%	3%	10%	8%

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

** As of 4/26/16 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**

**March 2016 Report
LME/MCO:**

5/5/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Persons Served											
Unduplicated Count of Medicaid Members		212,999	336,854	81,931	193,652	141,795	173,288	156,124	175,499	1,472,142	
# Persons Receiving MH Services		14,174	16,726	2,782	9,364	9,036	7,974	10,149	10,043	80,248	
% of Members Receiving MH Services	o	6.7%	5.0%	3.4%	4.8%	6.4%	4.6%	6.5%	5.7%	5.5%	1.1%
# Persons Receiving SA Services		1,128	1,741	176	1,214	1,500	861	1,638	1,451	9,709	
% of Members Receiving SA Services	o	0.5%	0.5%	0.2%	0.6%	1.1%	0.5%	1.0%	0.8%	0.7%	0.3%
# Persons Receiving DD Services		2,835	4,163	918	1,674	2,127	1,443	1,865	1,926	16,951	
% of Members Receiving DD Services	o	1.3%	1.2%	1.1%	0.9%	1.5%	0.8%	1.2%	1.1%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		17,542	22,630	3,782	11,423	12,154	10,278	13,288	12,185	103,282	
% of Members Receiving MH/DD/SA Services	o	8.2%	6.7%	4.6%	5.9%	8.6%	5.9%	8.5%	6.9%	7.0%	1.3%
Community Psychiatric Hospitalization		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
# of MH Admissions to Community Psychiatric Inpatient		175	337	109	205	160	103	216	206	1,511	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.82	1.00	1.33	1.06	1.13	0.59	1.38	1.17	1.03	0.24
# of MH Admissions that were Readmissions within 30 days		9	16	10	30	26	11	32	32	166	
% of MH Admissions that were Readmissions within 30 days	o	5.1%	4.7%	9.2%	14.6%	16.3%	10.7%	14.8%	15.5%	11.0%	4.4%
# of MH Inpatient Discharges		195	255	91	211	89	129	214	207	1,391	
MH Inpt Average Length of Stay (days)	o	6.30	9.50	6.40	5.90	5.80	4.70	8.00	8.20	7.2	1.47
# of SA Admissions to Community Psychiatric Inpatient		0	20	5	14	9	12	7	4	71	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.06	0.06	0.07	0.06	0.07	0.04	0.02	0.05	0.02
# of SA Admissions that were Readmissions within 30 days		0	1	0	0	3	1	0	0	5	
% of SA Admissions that were Readmissions within 30 days	o		5.0%	0.0%	0.0%	33.3%	8.3%	0.0%	0.0%	7%	11.3%
# of SA Inpatient Discharges		0	30	3	16	4	11	7	4	75	
SA Inpt Average Length of Stay (days)	o	-	5.5	5.3	3.9	3.2	3.3	5.7	3.6	4.6	1.73
Care Coordination		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
# of MH and SA Readmits assigned to a Care Coordinator		9	17	10	30	29	12	32	32	171	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Emergency Dept Utilization (3 month lag)		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
# of ED Admits for persons with MHDDSA diagnoses		260	726	153	332	246	258	340	290	2,605	
Rate of ED Admits per 1,000 Medicaid Members	o	1.23	2.04	1.90	1.71	1.65	1.40	2.14	1.68	1.8	0.29
# of ED Admits for persons who are active consumers		78	378	71	108	138	75	124	139	1,111	
% of ED Admits that were for active consumers	o	30.0%	52.1%	46.4%	32.5%	56.1%	29.1%	36.5%	47.9%	43%	9.9%
# of ED Admits which were readmissions within 30 days		26	142	23	56	33	29	48	34	391	
% of ED Admissions Readmitted within 30 days	o	10.0%	19.6%	15.0%	16.9%	13.4%	11.2%	14.1%	11.7%	15.0%	2.9%
Authorization Requests		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Total Number of Auth Requests Received		3,690	5,170	1,424	2,490	4,419	3,200	3,559	3,087	27,039	
# Standard Auth. Request Decisions		3,210	4,280	1,223	1,871	4,249	2,666	2,804	2,097	22,400	
# Standard Auth Requests Processed in 14 Days		3,205	4,280	1,217	1,871	4,245	2,666	2,803	2,090	22,377	
% Processed in 14 Days	95.0%	99.8%	100.0%	99.5%	100.0%	99.9%	100.0%	100.0%	99.7%	99.9%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		480	890	201	619	170	534	755	990	4,639	
# Expedited and Inpatient Auth Requests Processed in 3 Days		477	886	201	619	170	532	755	978	4,618	
% Processed in 3 Days	95.0%	99.4%	99.6%	100.0%	100.0%	100.0%	99.6%	100.0%	98.8%	99.5%	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.9%	99.6%	100.0%	99.9%	99.9%	100.0%	99.4%	99.8%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

**March 2016 Report
LME/MCO:**

5/5/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		40	102	35	238	167	68	84	103	837	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	2.0%	2.5%	9.6%	3.8%	2.1%	2.4%	3.3%	3.1%	2.5%
# of Administrative Denials		23	1	62	16	26	-	23	213	364	
% of Total Auth Requests Denied for Admin Reasons	o	0.6%	0.0%	4.4%	0.6%	0.6%	0.0%	0.6%	6.9%	1.3%	2.4%
Total # of Auth Requests Denied		63	103	97	254	193	68	107	316	1,201	
% of Total Auth Requests Approved	o	98.3%	98.0%	93.2%	89.8%	95.6%	97.9%	97.0%	89.8%	95.6%	3.4%
Number of Consumer Authorization Appeals received		4	6	7	22	28	7	16	4	94	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.3	1.9	1.9	2.3	0.7	1.2	0.3	0.9	0.79
Number of Authorizations overturned due to Consumer Appeals		1	-	-	2	7	3	-	-	13	
Claims		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Total # Clean Claim Received during Month (detail lines)		106,468	338,573	28,035	58,770	75,380	56,178	82,250	79,446	825,100	
Rate of Claims Rcpt per Person Served	o	6.1	15.0	7.4	5.1	6.2	5.5	6.2	6.5	8.0	2.98
# Paid		98,794	294,190	25,866	53,398	68,531	54,129	69,762	76,036	740,706	
# Denied		7,671	44,355	2,168	5,371	6,843	2,049	12,390	3,304	84,151	
# Pended or in Process		3	28	1	1	6	-	98	106	243	
Percent Denied	o	7.2%	13.1%	7.7%	9.1%	9.1%	3.6%	15.1%	4.2%	10.2%	3.7%
# Paid or Denied within 30 Days		105,494	338,495	28,034	55,932	75,380	56,178	79,036	78,507	817,056	
Percent Processed within 30 Days	90.0%	99.1%	100.0%	100.0%	95.2%	100.0%	100.0%	96.1%	98.8%	98.6%	1.9%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.0	9.0	8.0	9.0	8.8	8.7	7.0	8.3	0.64
Number of Provider claim Appeals received		18	9	0	0	0	0	13	2	42	
Rate of Provider Claim appeals per 1,000 persons served	o	1.0	0.4	-	-	-	-	1.0	0.2	0.4	0.42
Number of claim denials overturned due to Provider Appeals		0	2	0	0	0	0	5	0	7	
Complaints/Grievances		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2016	Feb 2015	Feb 2016	Feb 2016	
Total number of complaints received (1 month prior)		52	58	10	22	23	18	45	14	242	
Rate of Complaints per 1,000 Persons Served	o	2.9	2.4	2.1	1.8	1.8	1.5	2.9	1.0	2.3	0.65
# Consumer complaints against provider		16	45	9	19	16	16	30	10	161	
% Consumer complaints against provider	o	30.8%	77.6%	90.0%	86.4%	69.6%	88.9%	66.7%	71.4%	67%	18.0%
# Consumer complaints against LME/MCO		2	12	1	1	4	2	5	4	31	
% Consumer complaints against LME/MCO	o	3.8%	20.7%	10.0%	4.5%	17.4%	11.1%	11.1%	28.6%	13%	7.8%
# Provider complaints against LME/MCO		-	-	-	2	1	-	-	-	3	
% Provider complaints against LME/MCO	o	0.0%	0.0%	0.0%	9.1%	4.3%	0.0%	0.0%	0.0%	1%	3.1%
# of Other Types of Complaints		34	1	-	-	2	-	10	-	47	
# of Complaints Resolved in 30 Days		51	58	10	22	23	18	45	14	241	
Percent of Complaints resolved in 30 days	90.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	
Program Integrity--Fraud, Waste and Abuse		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	7	6	19	16	5	7	4	66	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	13	16	10	77	5	56	7	200	
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		2	0	0	0	1	0	0	0	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.

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

March 2016 Report
LME/MCO:

5/5/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Persons Served											
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	129,588	135,125	169,370	167,109	184,151	1,472,489	
# Persons Receiving MH Services		3,833	2,629	771	1,921	1,750	1,775	2,831	2,181	17,691	
% of Uninsured Receiving MH Services	o	1.6%	0.7%	1.0%	1.5%	1.3%	1.0%	1.7%	1.2%	1.2%	0.31%
# Persons Receiving SA Services		1,047	1,041	179	647	730	647	1,013	1,621	6,925	
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.2%	0.5%	0.5%	0.4%	0.6%	0.9%	0.5%	0.19%
# Persons Receiving DD Services		753	867	212	538	523	454	492	655	4,494	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.3%	0.4%	0.4%	0.3%	0.3%	0.4%	0.3%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,485	4,537	1,138	2,887	2,907	2,876	4,233	3,909	27,972	
% of Uninsured Receiving MH/DD/SA Services	o	2.3%	1.2%	1.5%	2.2%	2.2%	1.7%	2.5%	2.1%	1.9%	0.41%
Community Psychiatric Hospitalization (1)		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
# of MH Admissions to Community Psychiatric Inpatient		70	194	72	30	260	65	127	116	934	
Rate of MH Admissions per 1,000 Uninsured	o	0.29	0.53	0.95	0.23	1.92	0.38	0.76	0.63	0.63	0.51
# of MH Admissions that were Readmissions within 30 days		1	1	6	3	9	1	12	1	34	
% of MH Admissions that were Readmissions within 30 days	o	1.4%	0.5%	8.3%	10.0%	3.5%	1.5%	9.4%	0.9%	3.6%	3.84%
# of MH Inpatient Discharges		67	97	68	43	126	78	131	114	724	
MH Inpt Average Length of Stay (days)	o	5.5	7.4	5.7	6.5	4.8	2.4	6.3	6.7	5.7	1.44
# of SA Admissions to Community Psychiatric Inpatient		0	10	19	30	26	33	14	11	143	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.03	0.25	0.23	0.19	0.19	0.08	0.06	0.10	0.09
# of SA Admissions that were Readmissions within 30 days		0	0	1	1	5	1	2	0	10	
% of SA Admissions that were Readmissions within 30 days	o		0.0%	5.3%	3.3%	19.2%	3.0%	14.3%	0.0%	7%	6.9%
# of SA Inpatient Discharges		0	15	19	33	19	38	13	14	151	
SA Inpt Average Length of Stay (days)	o	-	6.4	4.8	4.4	3.7	3.5	7.7	6.2	4.8	2.20
Authorizations		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
Total Number of Auth Requests Received		959	1,857	497	394	1,273	1,350	754	577	7,661	
# Standard Auth. Request Decisions		836	1,202	285	343	1,226	983	458	298	5,631	
# Standard Auth Requests Processed in 14 Days		836	1,202	284	343	1,226	983	458	298	5,630	
% Processed in 14 Days	95.0%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		123	655	212	51	47	367	296	279	2,030	
# Expedited and Inpatient Auth Requests Processed in 3 Days		121	655	210	51	47	367	296	276	2,023	
% Processed in 3 Days	95.0%	98.4%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	98.9%	99.7%	0.01
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	99.5%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		4	13	6	26	23	7	6	6	91	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.7%	1.2%	6.6%	1.8%	0.5%	0.8%	1.0%	1.2%	1.9%
# of Administrative Denials		-	1	49	7	1	-	1	47	106	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.1%	9.9%	1.8%	0.1%	0.0%	0.1%	8.1%	1.4%	3.8%
Total # of Auth Requests Denied		4	14	55	33	24	7	7	53	197	
% of Total Auth Requests Approved	o	99.6%	99.2%	88.9%	91.6%	98.1%	99.5%	99.1%	90.8%	97%	4.3%
Number of Consumer Authorization Appeals received		-	2	-	2	-	1	1	-	6	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.4	-	0.7		0.3	0.2		0.2	0.23
Number of Authorizations overturned due to Consumer Appeals		-	2	-	-	-	-	1	-	3	

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

March 2016 Report
LME/MCO:

5/5/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/16	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	
Claims											
Total # Clean Claim Received during Month (header)		24,528	50,075	7,389	13,446	31,054	7,043	22,715	21,919	178,169	
Rate of Claims Rcpt per Person Served	o	4.5	11.0	6.5	4.7	10.7	2.4	5.4	5.6	6.37	2.83
# Paid		22,299	45,749	6,638	12,302	28,218	6,779	17,375	20,481	159,841	
# Denied		2,229	4,326	751	1,144	2,836	264	5,330	1,418	18,298	
# Pended or in Process		0		-	-	-	-	10.0	20	30	
Percent Denied	o	9.1%	8.6%	10.2%	8.5%	9.1%	3.7%	23.5%	6.5%	10.3%	5.5%
# Paid or Denied within 30 Days		24,279	50,075	7,389	13,256	31,054	7,043	21,270	21,751	176,117	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	100.0%	98.6%	100.0%	100.0%	93.6%	99.2%	98.8%	0.02
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.5	8.2	11.4	8.3	9.6	8.8	7.6	9.0	1.14
Complaints		Feb 2016	Feb 2015	Feb 2015	Feb 2015	Feb 2015	Feb 2016	Feb 2015	Feb 2016	Feb 2016	
Total number of complaints received (1 month prior)		13	9	9	1	5	6	9	9	61	
Rate of Complaints per 1,000 Persons Served	o	2.2	1.8	4.9	0.3	1.7	1.6	1.9	1.9	2.18	1.20
# Consumer complaints against provider		4	8	8	1	-	5	5	3	34	
% Consumer complaints against provider	o	31%	89%	89%	100%	0%	83%	56%	33%	56%	33.5%
# Consumer complaints against LME/MCO		-	-	-	-	1	-	1	1	3	
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	20%	0%	11%	11%	5%	7.3%
# Provider complaints against LME/MCO		-	-	-	-	-	-	-	1	1	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	11%	2%	3.7%
# of Other Types of Complaints		9	1	1	-	4	1	3	4	23	
# of Complaints Resolved in 30 Days		13	9	9	1	5	4	9	9	59	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	96.7%	0.12
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.									

(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.

Notes Regarding Data

LME:	Data Sheet	Item	Date Noted	Explanation (include specification of which months the explanation refers)
Cardinal	DMA & DMH	Community Psychiatric Hospitalization	4/11/2016	Community Psychiatric Hospitalization data was updated for December 2015 through February 2016.
Cardinal	DMA Data Sheet	Emergency Department Utilization	4/11/2016	Emergency Department data was updated for September through November 2015.
Cardinal	Combined Sheet	IDD Wait List	4/12/2016	The IDD Wait List data was updated for January and February 2016. Revisions were made to the report that is used to collect this data to include individuals who were previously excluded due to having incomplete information.
Cardinal	DMA & DMH	Complaints/Grievances	4/14/2016	There was an overall significant increase in grievances for February 2016 (49 to 67).
Cardinal	DMA Data Sheet	Complaints/Grievances	4/14/2016	45% increase for grievances in February 2016 compared to January. The largest increase was for grievances against provider (30 to 45) involving Residential and Outpatient Services regarding Inadequate Treatment, Interaction and Conflict with Provider.
Cardinal	DMH Data Sheet	Routine TARs	4/15/2016	Increase from Feb. 751 to Mar. 1202. Top 3 service volumes for Mar. were: YP780 > 208, YP770 > 185, YP760 > 94. YP770 and YP760 increased most from Feb. 'While the number of State funded residential beds does not fluctuate much, due to providers internal methods for TARS submission these tend to come in "clusters" at time. It appears that March was a higher month for provider submission of these requests.' Christine Beck
Cardinal	DMA & DMH	Claims	4/18/2016	The reporting reflects data at the detail line levels. We are in the process of updating the reports to generate data at the header level, but that won't be ready until next month's reporting.
CenterPoint	DMA Data Sheet	Community Psychiatric Hospitalizations	4/20/2016	Increase in admissions is largely due to a spike in child/adol admissions. Cursory/possible reasons for increase in child admissions - (1) admission Center waitlists (2) Spring transition attempts to lower levels of care (3) increase in suicidal ideation and self-harm. We are also experiencing an increase in first time admissions, ages 18-24, who have had their first admission due to SI.
CenterPoint	DMH Data Sheet	Claims	4/20/2016	One provider had 41% of the denials. Denials were for various reasons, but the highest of the denials was for duplicate claims.
CenterPoint	DMA and DMH Data S	Claims	4/20/2016	This is the first time using newly created reports showing information by claim header and not claim line.
Eastpointe	DMA Data Sheet	Complaints	4/14/2016	A review of complaint data for February reflects a 31% increase from the previous month. However no significant trend in the nature of complaints; and/or patterns against a specific provider(s) that would warrant the increase for this timeframe was noted. The three highest category of issues reported were dissatisfaction with provider practices or actions taken, etc. [10 or 53%] and complaints regarding suspected unethical practices against providers [5 or 26%]. Additionally there were [3 or 16%] general customer dissatisfaction (wait time for appointments, etc.). Complaints received against providers were forwarded to Provider Monitoring, Quality of Care Committee, Program Integrity, and other external entities for review and appropriate actions and follow-up. Grievance and Appeals Director will plan to meet with Director of Quality Improvement and the Analytics Department to conduct a more detailed analysis of complaint trends and data and identify appropriate strategies to reduce the number of complaints.
Partners	DMA Data Sheet	Row 72	4/6/2016	There was an increase in Abuse/Neglect/Exploitation grievances from the previous month. There are not recognizable trends within specific providers. In addition there is an increase in access to services grievances.

Sandhills	DMH Data Sheet	Complaints	4/1/2016	2 complaints were not completed within the 30 day time frame due to a website glitch in notification of complaints received. This was identified on 3/28/2016 and fixed immediately
Smoky	DMA Data Sheet	Commu Psy Hosp: Lines 16-27, Dec, 2015 Column:	4/19/2016	Updated Dec, 2015 with Claims data
Smoky	DMH Data Sheet	Commu Psy Hosp: Lines 16-27, Dec, 2015 Column:	4/19/2016	Updated Dec, 2015 with Claims data
Smoky	DMA Data Sheet	Persons Served, Persons Receiving IDD Services, Line 11, Jan - May, 2015	4/19/2016	IDD # Persons Receiving Services is recalculated for back months every time report is submitted. For November, 2015 reporting month, submitted in December, data for Jan-May 2015 shows significant drop in months indicated, up to 10% per month. Reason is unclear and continues to be researched. Updated data will be included as soon as available.
Smoky	DMH Data Sheet	Persons Served, Persons Receiving IDD Services, Line 11, Jan - May, 2015	4/19/2016	IDD # Persons Receiving Services is recalculated for back months every time report is submitted. For November, 2015 reporting month, submitted in December, data for Jan-May 2015 shows significant drop in months indicated, up to 10% per month. Reason is unclear and continues to be researched. Updated data will be included as soon as available.
Smoky	Combined Data Sheet	Transitions to Community Living Initiative, Lines 36-40, reporting month of Mar, 2016	4/19/2016	New measure. QI activities are underway. In addition, # of TC would be higher by 3, but they did not start until after this report completed. Those hires will be included on next month's report.
Smoky	DMA Data Sheet	# of Medicaid Members, Line 6, all reporting months.	4/19/2016	An apparent undercount of Medicaid members has been discovered and causes are being researched. Corrected data will be included as soon as possible.