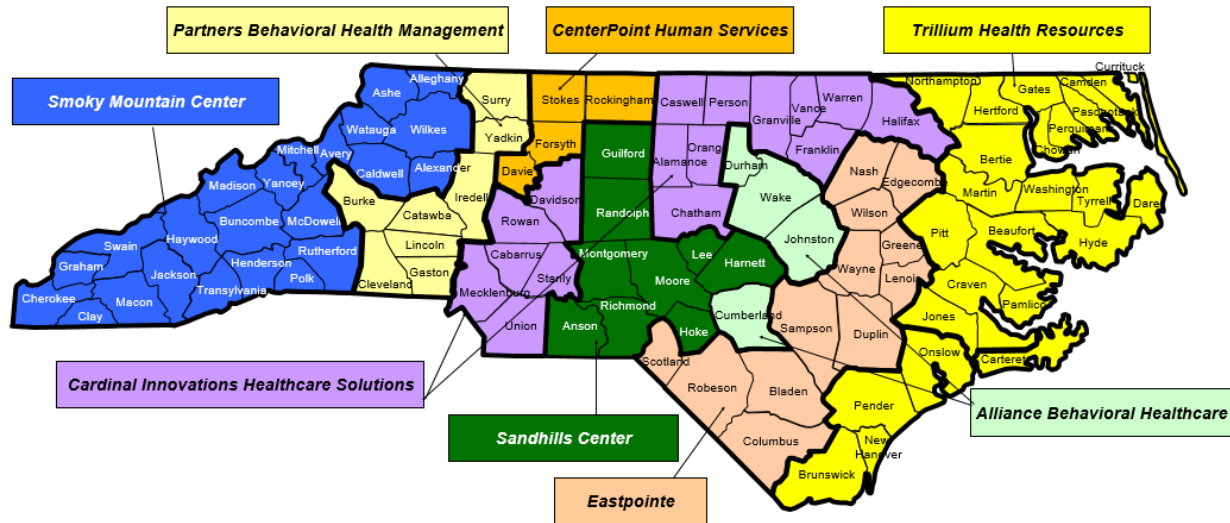


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
>i by 2016



Prepared by:

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NC DHHS LME/MCO Performance Summary

June 2016 Report

8/22/2016

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 Standards Met!

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

June 2016 Report

8/22/2016

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	5,483	2,698	5,079	3,378	3,082	4,686	2,305	32,183	
# of Calls Abandoned		201	92	61	122	64	81	104	61	786	
% of calls Abandoned	<5%	3.7%	1.7%	2.3%	2.4%	1.9%	2.6%	2.2%	2.6%	2.4%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	65.0	4.0	8.0	5.0	7.0	5.0	13.3	19.60
# of Calls Answered within 30 seconds		5,271	5,391	2,600	5,027	3,362	3,001	4,579	2,240	31,471	
% Answered within 30 seconds	95%	96.3%	98.3%	96.4%	99.0%	99.5%	97.4%	97.7%	97.2%	97.8%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,512	2,093	1,309	745	1,081	1,454	1,339	745	11,278	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,463	2,013	1,308	745	1,076	1,244	1,128	745	10,722	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	100%	86%	84%	100%	95%	6%
# of Persons waiting for residential services		-	50	-	-	18	74	30	-	172	
% of Persons waiting for residential services	o	0%	2%	0%	0%	2%	5%	2%	0%	2%	2%
# of Persons waiting for ADVP		-	84	-	-	28	136	-	-	248	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	3%	9%	0%	0%	2%	3%
# of Persons waiting for vocational services		-	1	-	-	5	-	0	-	6	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		298	583	217	72	108	311	174	107	1,870	
% of Persons on Waitlist receiving B3 Services	o	12%	28%	17%	10%	10%	21%	13%	14%	17%	6%
# of Persons on Waitlist receiving State Services		651	219	305	136	196	149	394	305	2,355	
% of Persons on Waitlist receiving State Services	o	26%	10%	23%	18%	18%	10%	29%	41%	21%	10%
# of Persons on Waitlist receiving State and/or B3 services (undup)		690	738	452	208	244	460	424	333	3,549	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	35%	35%	28%	23%	32%	32%	45%	31%	6%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,822	1,355	857	537	837	994	915	412	7,729	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	65%	65%	72%	77%	68%	68%	55%	69%	6%
Incidents											
Number of Level 2 Critical Incident Reports received		213	199	48	97	193	190	249	90	1,279	
Number of Level 3 Critical Incident Reports received *		10	20	5	2	15	14	20	10	96	
Transitions to Community Living Initiative											
# of in-reach staff FTEs in place during the month		9.0	7.0	4.0	5.0	6.0	7.0	11.0	6.0	55.0	
# 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%	100%	47%	50%	63%	100%	92%	73%	40%	66%	
# of transition coordinator FTEs in place during the month		8.0	16.0	4.0	7.0	11.0	8.3	13.0	18.0	85.3	
# 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%	94%	50%	78%	122%	92%	76%	113%	88%	
Individuals in In-reach		423	1014	324	540	381	473	641	544	4,340	
Number of individuals in Transition Planning process		92	57	7	19	52	17	46	28	318	
Number of Individuals Housed - Total		77	166	70	87	103	108	100	142	853	
Claim/Encounter Processing in NCTracks **											
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	10%	8%	4%	1%	14%	7%	9%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	6%	22%	9%	6%	1%	5%	5%	3%	8%	6%

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

** As of 06/21/16 checkwrite (not updated; reflects end-of-year).

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 2016 Report
LME/MCO:**

8/22/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
Persons Served											
Unduplicated Count of Medicaid Members		216,181	344,765	80,316	191,709	135,125	171,457	155,198	177,805	1,472,556	
# Persons Receiving MH Services		13,451	17,347	2,356	7,771	1,399	7,702	9,327	10,591	69,944	
% of Members Receiving MH Services	o	6.2%	5.0%	2.9%	4.1%	1.0%	4.5%	6.0%	6.0%	4.7%	1.7%
# Persons Receiving SA Services		1,107	2,795	138	1,182	723	1,044	1,579	1,530	10,098	
% of Members Receiving SA Services	o	0.5%	0.8%	0.2%	0.6%	0.5%	0.6%	1.0%	0.9%	0.7%	0.2%
# Persons Receiving DD Services		2,875	4,866	857	1,629	531	1,629	1,812	2,280	16,479	
% of Members Receiving DD Services	o	1.3%	1.4%	1.1%	0.8%	0.4%	1.0%	1.2%	1.3%	1.1%	0.3%
Unduplicated # that received MH/DD/SA Services		16,841	25,008	3,308	9,851	2,530	10,375	12,417	12,786	93,116	
% of Members Receiving MH/DD/SA Services	o	7.8%	7.3%	4.1%	5.1%	1.9%	6.1%	8.0%	7.2%	6.3%	2.0%
Community Psychiatric Hospitalization		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
# of MH Admissions to Community Psychiatric Inpatient		144	325	80	189	167	79	198	190	1,372	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.67	0.94	1.00	0.99	1.24	0.46	1.28	1.07	0.93	0.26
# of MH Admissions that were Readmissions within 30 days		11	13	9	32	22	8	22	16	133	
% of MH Admissions that were Readmissions within 30 days	o	7.6%	4.0%	11.3%	16.9%	13.2%	10.1%	11.1%	8.4%	9.7%	3.6%
# of MH Inpatient Discharges		170	254	33	209	101	111	199	248	1,325	
MH Inpt Average Length of Stay (days)	o	6.40	8.70	5.10	8.75	4.90	3.60	9.15	7.90	7.5	1.97
# of SA Admissions to Community Psychiatric Inpatient		3	26	4	16	9	15	3	7	83	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.08	0.05	0.08	0.07	0.09	0.02	0.04	0.06	0.03
# of SA Admissions that were Readmissions within 30 days		0	4	0	2	4	0	0	0	10	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	15.4%	0.0%	12.5%	44.4%	0.0%	0.0%	0.0%	12%	14.6%
# of SA Inpatient Discharges		2	28	3	14	8	15	2	7	79	
SA Inpt Average Length of Stay (days)	o	2.00	4.3	3.0	4.0	4.6	3.5	7.0	5.7	4.2	1.46
Care Coordination		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
# of MH and SA Readmits assigned to a Care Coordinator		11	16	9	34	26	8	22	16	142	
% of Readmits assigned to Care Coordination	85.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	
Emergency Dept Utilization (3 month lag)		Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	Mar 2016	
# of ED Admits for persons with MHDDSA diagnoses		311	834	188	367	304	269	386	342	3,001	
Rate of ED Admits per 1,000 Medicaid Members	o	1.46	2.30	2.29	1.88	2.03	1.55	2.41	1.95	2.0	0.33
# of ED Admits for persons who are active consumers		104	452	103	95	164	77	128	172	1,295	
% of ED Admits that were for active consumers	o	33.4%	54.2%	54.8%	25.9%	53.9%	28.6%	33.2%	50.3%	43%	11.8%
# of ED Admits which were readmissions within 30 days		43	133	38	46	42	42	62	37	443	
% of ED Admissions Readmitted within 30 days	o	13.8%	15.9%	20.2%	12.5%	13.8%	15.6%	16.1%	10.8%	14.8%	2.6%
Authorization Requests		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
Total Number of Auth Requests Received		3,605	5,128	1,164	2,282	4,479	2,776	3,178	3,046	25,658	
# Standard Auth. Request Decisions		3,191	4,267	973	1,676	4,297	2,273	2,439	1,989	21,105	
# Standard Auth Requests Processed in 14 Days		3,188	4,261	966	1,676	4,295	2,273	2,437	1,989	21,085	
% Processed in 14 Days	95.0%	99.9%	99.9%	99.3%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		414	861	191	606	182	503	739	1,057	4,553	
# Expedited and Inpatient Auth Requests Processed in 3 Days		412	858	191	606	182	503	739	1,056	4,547	
% Processed in 3 Days	95.0%	99.5%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.8%	99.4%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**June 2016 Report
LME/MCO:**

8/22/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		56	87	15	179	173	87	74	67	738	
% of Total Auth Requests Denied for Clinical Reasons	o	1.6%	1.7%	1.3%	7.8%	3.9%	3.1%	2.3%	2.2%	2.9%	2.0%
# of Administrative Denials		16	-	19	56	29	-	18	4	142	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.6%	2.5%	0.6%	0.0%	0.6%	0.1%	0.6%	0.8%
Total # of Auth Requests Denied		72	87	34	235	202	87	92	71	880	
% of Total Auth Requests Approved	o	98.0%	98.3%	97.1%	89.7%	95.5%	96.9%	97.1%	97.7%	96.6%	2.6%
Number of Consumer Authorization Appeals received		15	11	2	13	16	17	7	3	82	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.9	0.4	0.6	1.3	6.3	1.6	0.6	0.2	0.9	1.87
Number of Authorizations overturned due to Consumer Appeals		-	2	1	2	4	4	5	-	17	
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	
Total # Clean Claim Received during Month (detail lines)		109,714	141,139	35,452	59,270	70,844	60,505	84,419	83,445	644,788	
Rate of Claims Rcpt per Person Served	o	6.5	5.6	10.7	6.0	6.2	5.8	6.8	6.5	6.9	1.53
# Paid		102,323	131,431	33,475	52,936	61,360	58,529	77,144	79,560	596,758	
# Denied		7,388	9,708	1,977	6,334	9,469	1,976	7,166	3,861	47,879	
# Pended or in Process		3	-	-	-	15	-	109	24	151	
Percent Denied	o	6.7%	6.9%	5.6%	10.7%	13.4%	3.3%	8.5%	4.6%	7.4%	3.1%
# Paid or Denied within 30 Days		108,401	141,139	35,452	58,826	70,844	60,505	83,530	82,830	641,527	
Percent Processed within 30 Days	90.0%	98.8%	100.0%	100.0%	99.3%	100.0%	100.0%	98.9%	99.3%	99.6%	0.5%
Avg # days for Processing (from Receipt to Payment)	o	8.0	7.9	8.9	9.0	10.0	8.7	8.8	7.2	8.6	0.80
Number of Provider claim Appeals received		3	4	0	1	0	0	7	0	15	
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.2	-	0.1	-	-	0.6	-	0.2	0.19
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	7	0	7	
Complaints/Grievances		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
Total number of complaints received (1 month prior)		66	42	16	11	19	19	49	19	241	
Rate of Complaints per 1,000 Persons Served	o	3.6	1.5	3.2	0.9	1.4	1.5	3.1	1.2	2.6	0.99
# Consumer complaints against provider		21	34	8	4	13	17	40	18	155	
% Consumer complaints against provider	o	31.8%	81.0%	50.0%	36.4%	68.4%	89.5%	81.6%	94.7%	64%	22.8%
# Consumer complaints against LME/MCO		7	8	7	1	3	-	7	1	34	
% Consumer complaints against LME/MCO	o	10.6%	19.0%	43.8%	9.1%	15.8%	0.0%	14.3%	5.3%	14%	12.3%
# Provider complaints against LME/MCO		1	-	1	-	2	1	-	-	5	
% Provider complaints against LME/MCO	o	1.5%	0.0%	0.0%	0.0%	10.5%	5.3%	0.0%	0.0%	2%	3.7%
# of Other Types of Complaints		37	-	-	6	1	1	2	-	47	
# of Complaints Resolved in 30 Days		66	42	8	11	19	19	49	18	232	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.7%	96.3%	
Program Integrity--Fraud, Waste and Abuse		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	8	0	8	18	5	12	7	61	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		14	12	5	8	76	24	70	2	211	
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	1	0	0	1	0	2	5	

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

June 2016 Report
 LME/MCO:

8/22/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 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		3,571	2,865	613	1,571	1,399	1,925	2,717	2,259	16,920	
% of Uninsured Receiving MH Services	o	1.5%	0.8%	0.8%	1.2%	1.0%	1.1%	1.6%	1.2%	1.1%	0.28%
# Persons Receiving SA Services		969	1,390	154	490	723	672	1,101	1,611	7,110	
% of Uninsured Receiving SA Services	o	0.4%	0.4%	0.2%	0.4%	0.5%	0.4%	0.7%	0.9%	0.5%	0.19%
# Persons Receiving DD Services		899	760	187	377	531	453	504	650	4,361	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.4%	0.3%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		5,293	5,015	937	2,294	2,530	3,050	4,235	3,876	27,230	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.4%	1.2%	1.8%	1.9%	1.8%	2.5%	2.1%	1.8%	0.41%
Community Psychiatric Hospitalization (1)		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
# of MH Admissions to Community Psychiatric Inpatient		63	177	75	9	211	51	112	128	826	
Rate of MH Admissions per 1,000 Uninsured	o	0.26	0.48	0.88	0.07	1.56	0.30	0.67	0.70	0.56	0.44
# of MH Admissions that were Readmissions within 30 days		2	6	4	0	15	1	8	12	48	
% of MH Admissions that were Readmissions within 30 days	o	3.2%	3.4%	6.0%	0.0%	7.1%	2.0%	7.1%	9.4%	5.8%	2.94%
# of MH Inpatient Discharges		60	81	38	17	142	66	121	138	663	
MH Inpt Average Length of Stay (days)	o	5.9	7.7	5.0	5.3	4.9	2.6	7.3	6.7	5.9	1.53
# of SA Admissions to Community Psychiatric Inpatient		0	17	12	0	39	21	16	16	121	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.05	0.16	-	0.29	0.12	0.10	0.09	0.08	0.09
# of SA Admissions that were Readmissions within 30 days		0	2	0	0	5	1	0	0	8	
% of SA Admissions that were Readmissions within 30 days	o		11.8%	0.0%		12.8%	4.8%	0.0%	0.0%	7%	5.5%
# of SA Inpatient Discharges		0	10	4	0	36	25	15	16	106	
SA Inpt Average Length of Stay (days)	o	-	8.0	6.5	-	3.9	4.0	5.1	5.9	4.9	2.71
Authorizations		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
Total Number of Auth Requests Received		1,166	1,788	499	1,003	1,388	1,335	1,440	746	9,365	
# Standard Auth. Request Decisions		1,044	1,156	294	971	1,369	985	1114	415	7,348	
# Standard Auth Requests Processed in 14 Days		1,044	1,155	294	970	1,366	985	1114	415	7,343	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		122	632	205	32	19	350	326	331	2,017	
# Expedited and Inpatient Auth Requests Processed in 3 Days		122	631	205	32	19	350	326	330	2,015	
% Processed in 3 Days	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		2	6	3	28	11	3	6	9	68	
% of Total Auth Requests Denied for Clinical Reasons	o	0.2%	0.3%	0.6%	2.8%	0.8%	0.2%	0.4%	1.2%	0.7%	0.8%
# of Administrative Denials		2	-	44	17	12	-	2	3	80	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	8.8%	1.7%	0.9%	0.0%	0.1%	0.4%	0.9%	2.8%
Total # of Auth Requests Denied		4	6	47	45	23	3	8	12	148	
% of Total Auth Requests Approved	o	99.7%	99.7%	90.6%	95.5%	98.3%	99.8%	99.4%	98.4%	98%	3.0%
Number of Consumer Authorization Appeals received		1	1	-	4	1	-	0	-	7	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.2	-	1.7	0.4	-	-	-	0.3	0.63
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	1	-	-	-	1	

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

June 2016 Report
LME/MCO:

8/22/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		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	
Claims											
Total # Clean Claim Received during Month (header)		23,324	19,150	7,256	11,770	28,441	7,493	21,897	20,774	140,105	
Rate of Claims Rcpt per Person Served	o	4.4	3.8	7.7	5.1	11.2	2.5	5.2	5.4	5.15	2.53
# Paid		20,811	17,239	6,656	9,348	19,715	7,280	19,401	20,117	120,567	
# Denied		2,513	1,911	600	2,422	8,726	213	2,491	656	19,532	
# Pended or in Process		0	-	-	-	-	-	5.0	1	6	
Percent Denied	o	10.8%	10.0%	8.3%	20.6%	30.7%	2.8%	11.4%	3.2%	13.9%	8.7%
# Paid or Denied within 30 Days		23,004	19,150	7,256	11,605	28,441	7,487	21,795	20,660	139,398	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	100.0%	98.6%	100.0%	99.9%	99.5%	99.5%	99.5%	0.01
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.6	8.7	8.6	8.0	9.8	9.0	7.7	8.8	0.60
Complaints		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
Total number of complaints received (1 month prior)		12	13	9	19	9	7	9	7	85	
Rate of Complaints per 1,000 Persons Served	o	2.1	2.5	5.0	6.6	3.1	2.0	1.8	1.5	3.12	1.68
# Consumer complaints against provider		2	6	9	2	5	5	8	2	39	
% Consumer complaints against provider	o	17%	46%	100%	11%	56%	71%	89%	29%	46%	30.8%
# Consumer complaints against LME/MCO		2	2	-	-	-	1	-	-	5	
% Consumer complaints against LME/MCO	o	17%	15%	0%	0%	0%	14%	0%	0%	6%	7.5%
# Provider complaints against LME/MCO		-	1	-	6	-	-	1	2	10	
% Provider complaints against LME/MCO	o	0%	8%	0%	32%	0%	0%	11%	29%	12%	12.3%
# of Other Types of Complaints		8	4	-	11	4	1	-	3	31	
# of Complaints Resolved in 30 Days		12	13	9	19	9	7	9	7	85	
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.									

(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.