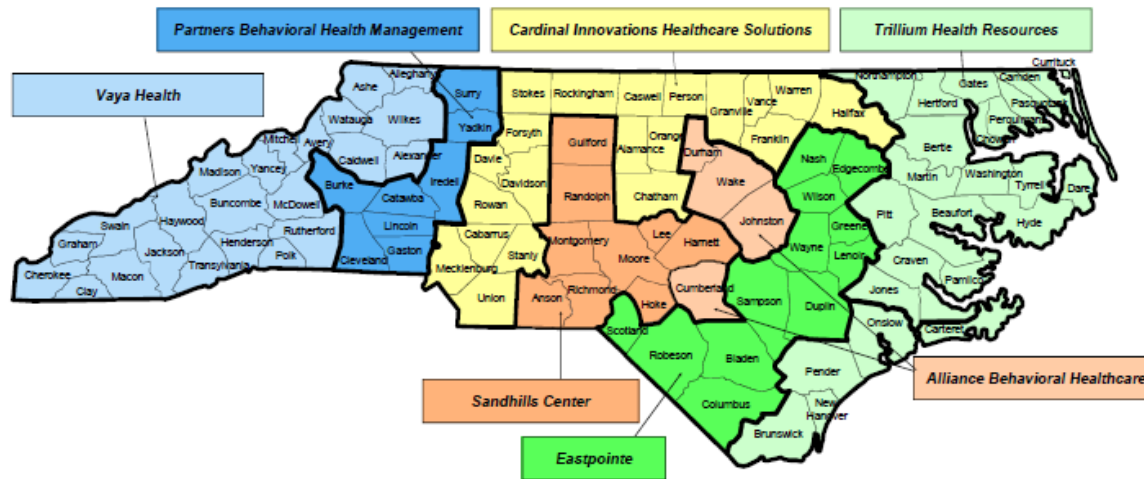


**North Carolina Department of Health and Human Services
 Division of Mental Health, Developmental Disabilities,
 And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
 Administrative Functions Monitoring Report
 GYdHYa VYf 2016**



Prepared by:

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NC DHHS LME/MCO Performance Summary

September 2016 Report

11/2/2016

Meets Standards?

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

September 2016 Report

11/2/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		5,404	6,046	4,387	3,192	2,879	4,847	2,356	29,111	
# of Calls Abandoned		143	83	90	17	72	86	37	528	
% of calls Abandoned	<5%	2.6%	1.4%	2.1%	0.5%	2.5%	1.8%	1.6%	1.8%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.0	8.0	5.0	7.0	5.0	5.9	1.36
# of Calls Answered within 30 seconds		5,261	5,961	4,338	3,139	2,807	4,746	2,318	28,570	
% Answered within 30 seconds	95%	97.4%	98.6%	98.9%	98.3%	97.5%	97.9%	98.4%	98.1%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,635	3,392	757	1,075	1,520	1,425	821	11,625	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,582	3,321	757	1,068	1,292	1,218	821	11,059	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	99%	85%	85%	100%	95%	6%
# of Persons waiting for residential services		-	52	-	18	83	37	-	190	
% of Persons waiting for residential services	o	0%	2%	0%	2%	5%	3%	0%	2%	2%
# of Persons waiting for ADVP		-	75	-	28	145	-	-	248	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	10%	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%	0.5%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		293	774	77	116	328	187	127	1,902	
% of Persons on Waitlist receiving B3 Services	o	11%	23%	10%	11%	22%	13%	15%	16%	5%
# of Persons on Waitlist receiving State Services		671	484	223	196	154	426	345	2,499	
% of Persons on Waitlist receiving State Services	o	25%	14%	29%	18%	10%	30%	42%	21%	10%
# of Persons on Waitlist receiving State and/or B3 services (undup)		695	1,135	300	255	482	460	376	3,703	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	33%	40%	24%	32%	32%	46%	32%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,940	2,257	457	820	1,038	965	445	7,922	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	67%	60%	76%	68%	68%	54%	68%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		219	353	94	152	117	152	120	1,207	
Number of Level 3 Critical Incident Reports received *		15	17	7	13	14	18	10	94	
Transitions to Community Living Initiative										
# of in-reach staff FTEs in place during the month		8.0	15.0	6.0	6.5	7.0	10.0	11.0	63.5	
# of in-reach FTEs funded per the allocation		9.00	23.00	8.00	6.00	7.64	15.00	15.00	83.6	
Percent of funded in-reach positions that are filled	80.0%	89%	65%	75%	108%	92%	67%	73%	76%	
# of transition coordinator FTEs in place during the month		9.0	25.0	9.0	11.0	8.0	15.0	15.0	92.0	
# of transition coordinator FTEs funded per the allocation		12	25	9	9	9	17	16	97.0	
Percent of funded transition coordinator positions that are filled	80.0%	75%	100%	100%	122%	89%	88%	94%	95%	
Claim/Encounter Processing in NCTracks **										
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	10%	4%	1%	14%	7%	8%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16	<10%	1%	9%	3%	1%	3%	6%	3%	4%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<10%	7%	25%	4%	1%	3%	8%	5%	10%	7%

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

** As of 10/25/16 checkwrite; FY17 excludes inpatient due to 837I issue.

Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive m Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report
Medicaid Only**

**September 2016 Report
LME/MCO:**

11/2/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Unduplicated Count of Medicaid Members		218,759	433,493	192,971	143,131	174,340	162,730	178,510	1,503,934	
# Persons Receiving MH Services		13,201	20,169	7,725	8,020	7,822	8,503	9,761	75,201	
% of Members Receiving MH Services	o	6.0%	4.7%	4.0%	5.6%	4.5%	5.2%	5.5%	5.0%	0.7%
# Persons Receiving SA Services		1,032	2,770	1,281	1,472	1,157	1,390	1,404	10,506	
% of Members Receiving SA Services	o	0.5%	0.6%	0.7%	1.0%	0.7%	0.9%	0.8%	0.7%	0.2%
# Persons Receiving DD Services		2,859	6,107	1,502	2,142	1,660	1,674	2,085	18,029	
% of Members Receiving DD Services	o	1.3%	1.4%	0.8%	1.5%	1.0%	1.0%	1.2%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		16,551	29,046	9,799	11,153	10,639	11,289	11,806	100,283	
% of Members Receiving MH/DD/SA Services	o	7.6%	6.7%	5.1%	7.8%	6.1%	6.9%	6.6%	6.7%	0.8%
Community Psychiatric Hospitalization		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
# of MH Admissions to Community Psychiatric Inpatient		151	411	170	163	97	213	204	1,409	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.69	0.95	0.88	1.14	0.56	1.31	1.14	0.94	0.25
# of MH Admissions that were Readmissions within 30 days		6	17	16	18	7	24	16	104	
% of MH Admissions that were Readmissions within 30 days	o	4.0%	4.1%	9.4%	11.0%	7.2%	11.3%	7.8%	7.4%	2.8%
# of MH Inpatient Discharges		174	298	191	88	116	208	250	1,325	
MH Inpt Average Length of Stay (days)	o	6.40	8.60	6.00	5.60	4.00	10.18	8.20	7.5	1.94
# of SA Admissions to Community Psychiatric Inpatient		1	33	12	9	16	12	6	89	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.08	0.06	0.06	0.09	0.07	0.03	0.06	0.03
# of SA Admissions that were Readmissions within 30 days		1	0	0	2	2	2	0	7	
% of SA Admissions that were Readmissions within 30 days	o	100.0%	0.0%	0.0%	22.2%	12.5%	16.7%	0.0%	8%	33.1%
# of SA Inpatient Discharges		1	30	16	9	18	13	6	93	
SA Inpt Average Length of Stay (days)	o	3.0	4.7	3.7	4.6	3.6	5.6	10.5	4.8	2.34
Care Coordination		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
# of MH and SA Readmits assigned to a Care Coordinator		7	16	16	20	9	26	16	110	
% of Readmits assigned to Care Coordination	85.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	
Emergency Dept Utilization (3 month lag)		42522	42522	42522	42522	Jun 2016	Jun 2016	42522	42522	
# of ED Admits for persons with MHDDSA diagnoses		244	736	330	334	349	359	364	2,716	
Rate of ED Admits per 1,000 Medicaid Members	o	1.13	2.13	1.69	2.22	2.04	2.16	2.05	1.8	0.36
# of ED Admits for persons who are active consumers		65	416	89	180	108	117	191	1,166	
% of ED Admits that were for active consumers	o	26.6%	56.5%	27.0%	53.9%	30.9%	32.6%	52.5%	43%	12.6%
# of ED Admits which were readmissions within 30 days		30	155	52	43	56	53	50	439	
% of ED Admissions Readmitted within 30 days	o	12.3%	21.1%	15.8%	12.9%	16.0%	14.8%	13.7%	16.2%	2.7%
Authorization Requests		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Total Number of Auth Requests Received		2,923	5,762	2,098	3,828	2,441	3,094	2,781	22,927	
# Standard Auth. Request Decisions		2,534	4,668	1,566	3,636	2,001	2,291	1,783	18,479	
# Standard Auth Requests Processed in 14 Days		2,531	4,664	1,565	3,635	2,001	2,290	1,782	18,468	
% Processed in 14 Days	95.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	0.0%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		389	1,094	532	192	440	803	998	4,448	
# Expedited and Inpatient Auth Requests Processed in 3 Days		389	1,093	532	192	440	803	998	4,447	
% Processed in 3 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.0%

**MCO Monthly Monitoring Report
Medicaid Only**

**September 2016 Report
LME/MCO:**

11/2/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		23	97	155	132	84	66	96	653	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	1.7%	7.4%	3.4%	3.4%	2.1%	3.5%	2.8%	2.0%
# of Administrative Denials		11	2	24	34	-	26	8	105	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.1%	0.9%	0.0%	0.8%	0.3%	0.5%	0.4%
Total # of Auth Requests Denied		34	99	179	166	84	92	104	758	
% of Total Auth Requests Approved	o	98.8%	98.3%	91.5%	95.7%	96.6%	97.0%	96.3%	96.7%	2.2%
Number of Consumer Authorization Appeals received		8	23	7	8	16	8	9	79	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.8	0.7	0.7	1.5	0.7	0.8	0.8	0.30
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	5	2	-	7	
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	
Total # Clean Claim Received during Month (detail lines)		108,594	164,217	67,879	67,870	60,819	80,575	83,034	632,988	
Rate of Claims Rcpt per Person Served	o	6.6	5.7	6.9	6.1	5.7	7.1	7.0	6.3	0.58
# Paid		100,975	154,606	62,135	60,533	59,597	71,959	78,540	588,345	
# Denied		7,619	9,497	5,735	7,311	1,222	8,561	4,232	44,177	
# Pended or in Process			114	9	26	-	55	262	466	
Percent Denied	o	7.0%	5.8%	8.4%	10.8%	2.0%	10.6%	5.1%	7.0%	2.9%
# Paid or Denied within 30 Days		107,532	164,103	66,903	67,870	60,819	79,322	82,042	628,591	
Percent Processed within 30 Days	90.0%	99.0%	99.9%	98.6%	100.0%	100.0%	98.4%	98.8%	99.3%	0.7%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.4	8.0	9.0	9.0	8.9	7.1	8.3	0.64
Number of Provider claim Appeals received		2	13	2	0	0	8	0	25	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.4	0.2			0.7		0.2	0.23
Number of claim denials overturned due to Provider Appeals		1	1	0	0	0	4	0	6	
Complaints/Grievances		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
Total number of complaints received (1 month prior)		75	61	3	14	29	45	11	238	
Rate of Complaints per 1,000 Persons Served	o	4.1	1.9	0.2	1.1	2.3	3.1	0.7	2.4	1.26
# Consumer complaints against provider		33	46	2	7	23	34	7	152	
% Consumer complaints against provider	o	44.0%	75.4%	66.7%	50.0%	79.3%	75.6%	63.6%	64%	12.5%
# Consumer complaints against LME/MCO		8	15	1	2	4	11	4	45	
% Consumer complaints against LME/MCO	o	10.7%	24.6%	33.3%	14.3%	13.8%	24.4%	36.4%	19%	9.3%
# Provider complaints against LME/MCO		1	-	-	-	-	-	-	1	
% Provider complaints against LME/MCO	o	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	0.5%
# of Other Types of Complaints		33	-	-	5	2	-	-	40	
# of Complaints Resolved in 30 Days		74	61	3	14	29	45	11	237	
Percent of Complaints resolved in 30 days	90.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	
Program Integrity--Fraud, Waste and Abuse		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	16	11	19	2	4	7	62	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	15	12	73	5	67	4	192	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		0	0	4	0	0	0	2	6	

Yellow Highlights indicate the MCO did not meet the Standard

Pink Highlights indicate the MCO did not meet the Standard for 3 consecut Blue highlights indicate possible outliers.

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

September 2016 Report
LME/MCO:

11/2/2016

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Estimated number of Uninsured in Catchment Area		206,004	377,365	120,709	115,775	140,186	138,416	150,077	1,248,532	
# Persons Receiving MH Services		3,592	3,632	1,698	1,474	2,026	2,254	1,957	16,633	
% of Uninsured Receiving MH Services	o	1.7%	1.0%	1.4%	1.3%	1.4%	1.6%	1.3%	1.3%	0.24%
# Persons Receiving SA Services		867	1,717	568	711	782	821	1,521	6,987	
% of Uninsured Receiving SA Services	o	0.4%	0.5%	0.5%	0.6%	0.6%	0.6%	1.0%	0.6%	0.19%
# Persons Receiving DD Services		794	970	560	554	516	432	703	4,529	
% of Uninsured Receiving DD Services	o	0.39%	0.26%	0.46%	0.48%	0.37%	0.31%	0.47%	0.4%	0.08%
Unduplicated # Persons Receiving MH/DD/SA Services		5,122	6,319	2,615	2,635	3,324	3,444	3,609	27,068	
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	1.7%	2.2%	2.3%	2.4%	2.5%	2.4%	2.2%	0.26%
Community Psychiatric Hospitalization (1)		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
# of MH Admissions to Community Psychiatric Inpatient		38	311	46	224	86	99	103	907	
Rate of MH Admissions per 1,000 Uninsured	o	0.18	0.82	0.38	1.93	0.61	0.72	0.69	0.73	0.52
# of MH Admissions that were Readmissions within 30 days		3	9	7	16	1	6	6	48	
% of MH Admissions that were Readmissions within 30 days	o	7.9%	2.9%	15.2%	7.1%	1.2%	6.1%	5.8%	5.3%	4.15%
# of MH Inpatient Discharges		45	140	65	117	102	106	97	672	
MH Inpt Average Length of Stay (days)	o	6.3	7.1	5.2	4.8	2.9	7.8	7.1	5.9	1.58
# of SA Admissions to Community Psychiatric Inpatient		0	33	22	17	53	19	12	156	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.09	0.18	0.15	0.38	0.14	0.08	0.12	0.11
# of SA Admissions that were Readmissions within 30 days		0	2	3	2	1	5	0	13	
% of SA Admissions that were Readmissions within 30 days	o		6.1%	13.6%	11.8%	1.9%	26.3%	0.0%	8%	8.8%
# of SA Inpatient Discharges		0	27	24	14	53	21	14	153	
SA Inpt Average Length of Stay (days)	o	-	5.6	4.5	5.2	3.7	5.3	4.9	4.6	1.80
Authorizations		Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	Sep 2016	
Total Number of Auth Requests Received		778	2,404	433	1,107	1,373	698	463	7,256	
# Standard Auth. Request Decisions		713	1,478	258	1,083	1,014	458	193	5,197	
# Standard Auth Requests Processed in 14 Days		713	1,477	257	1,083	1,014	458	192	5,194	
% Processed in 14 Days	95.0%	100.0%	99.9%	99.6%	100.0%	100.0%	100.0%	99.5%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		65	926	175	24	359	240	270	2,059	
# Expedited and Inpatient Auth Requests Processed in 3 Days		65	925	175	24	359	240	269	2,057	
% Processed in 3 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.6%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	99.8%	100.0%	100.0%	100.0%	99.6%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		3	22	15	15	8	12	3	78	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.9%	3.5%	1.4%	0.6%	1.7%	0.6%	1.1%	1.0%
# of Administrative Denials		1	-	4	4	-	3	5	17	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.9%	0.4%	0.0%	0.4%	1.1%	0.2%	0.4%
Total # of Auth Requests Denied		4	22	19	19	8	15	8	95	
% of Total Auth Requests Approved	o	99.5%	99.1%	95.6%	98.3%	99.4%	97.9%	98.3%	99%	1.2%
Number of Consumer Authorization Appeals received		-	4	1	1	-	2	-	8	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.6	0.4	0.4		0.6		0.3	0.11
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	1	-	1	

LME/MCO Monthly Monitoring Report		September 2016 Report									11/2/2016
State/Federal Block Grant Only		LME/MCO:									
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV	
Claims		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15		
Total # Clean Claim Received during Month (header)		22,112	29,084	13,058	34,565	7,620	21,945	20,328	148,712		
Rate of Claims Rcpt per Person Served	o	4.3	4.6	5.0	13.1	2.3	6.4	5.6	5.49	3.17	
# Paid		20,267	27,359	12,315	31,570	7,450	19,358	19,486	137,805		
# Denied		1,845	1,725	743	2,995	170	2,584	839	10,901		
# Pended or in Process			-	-	-	-	3.0	3	6		
Percent Denied	o	8.3%	5.9%	5.7%	8.7%	2.2%	11.8%	4.1%	7.3%	2.9%	
# Paid or Denied within 30 Days		21,880	29,084	13,032	34,565	7,618	21,797	20,290	148,266		
Percent Processed within 30 Days	90.0%	99.0%	100.0%	99.8%	100.0%	100.0%	99.3%	99.8%	99.7%	0.00	
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.6	8.7	8.1	8.9	9.1	7.4	8.7	0.55	
Complaints		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016		
Total number of complaints received (1 month prior)		8	18	29	3	8	2	3	71		
Rate of Complaints per 1,000 Persons Served	o	1.3	2.3	9.6	1.0	2.2	0.4	0.6	2.62	2.98	
# Consumer complaints against provider		3	12	7	1	4	2	2	31		
% Consumer complaints against provider	o	38%	67%	24%	33%	50%	100%	67%	44%	24.0%	
# Consumer complaints against LME/MCO		1	6	-	-	1	-	-	8		
% Consumer complaints against LME/MCO	o	13%	33%	0%	0%	13%	0%	0%	11%	11.6%	
# Provider complaints against LME/MCO		-	-	2	1	-	-	-	3		
% Provider complaints against LME/MCO	o	0%	0%	7%	33%	0%	0%	0%	4%	11.5%	
# of Other Types of Complaints		4	-	20	1	3	-	1	29		
# of Complaints Resolved in 30 Days		8	18	29	3	8	2	3	71		
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%	-	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 conser 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.