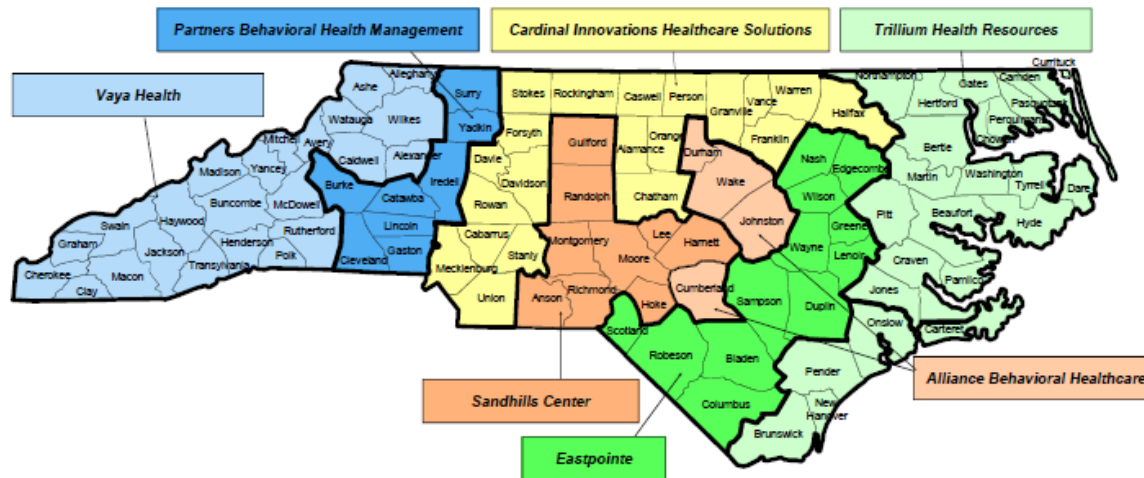


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
May 2017



Prepared by:

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NC DHHS LME/MCO Performance Summary

May 2017 Report

7/5/2017

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (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

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LME/MCO Monthly Monitoring Report
Medicaid and State Combined

May 2017 Report

7/5/2017

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)		5,202	5,904	3,937	3,779	2,917	4,092	2,328	28,159	
# of Calls Abandoned		66	293	73	33	67	108	37	677	
% of calls Abandoned	<5%	1.3%	5.0%	1.9%	0.9%	2.3%	2.6%	1.6%	2.4%	
Avg Speed to Answer Calls (seconds)	o	7.0	13.0	4.0	6.0	5.0	7.0	4.0	6.6	2.87
# of Calls Answered within 30 seconds		5,136	5,611	3,904	3,726	2,850	3,982	2,285	27,494	
% Answered within 30 seconds	95%	98.7%	95.0%	99.2%	98.6%	97.7%	97.3%	98.2%	97.6%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,901	3,347	756	968	1,445	1,316	877	11,610	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,868	3,291	756	944	1,383	1,303	877	11,422	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	98%	96%	99%	100%	98%	1%
# of Persons waiting for residential services		-	74	-	15	8	54	-	151	
% of Persons waiting for residential services	o	0%	2%	0%	2%	1%	4%	0%	1%	1%
# of Persons waiting for ADVP		-	85	-	36	54	-	-	175	
% of Persons waiting for ADVP	o	0%	3%	0%	4%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	-	-	5	-	0	-	5	
% 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		318	778	59	86	397	226	157	2,021	
% of Persons on Waitlist receiving B3 Services	o	11%	23%	8%	9%	27%	17%	18%	17%	7%
# of Persons on Waitlist receiving State Services		681	542	160	121	162	409	332	2,407	
% of Persons on Waitlist receiving State Services	o	23%	16%	21%	13%	11%	31%	38%	21%	9%
# of Persons on Waitlist receiving State and/or B3 services (undup)		735	1,186	219	182	559	479	394	3,754	
% of Persons on Waitlist receiving State and/or B3 Services	o	25%	35%	29%	19%	39%	36%	45%	32%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,166	2,161	537	786	886	837	483	7,856	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	75%	65%	71%	81%	61%	64%	55%	68%	8%
Incidents										
Number of Level 2 Critical Incident Reports received		251	356	72	169	174	261	125	1,408	
Number of Level 3 Critical Incident Reports received *		18	34	7	11	11	22	16	119	
Transitions to Community Living Initiative										
Individuals in In-reach		626	1379	841	509	509	669	699	5,232	
Number of individuals in Transition Planning process		66	87	13	43	16	29	6	260	
Number of Individuals Housed - Total		146	385	133	202	167	170	197	1,400	
Claim/Encounter Processing in NCTracks **										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1%	11%	3%	1%	7%	7%	3%	5%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<5%	5.0%	20%	3%	5.0%	7%	9%	5.2%	9%	6%

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

** DMH - As of 05/31/2017 checkwrite; FY17 now includes inpatient claims.

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

**MCO Monthly Monitoring Report
Medicaid Only**

**May 2017 Report
LME/MCO:**

7/5/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
Unduplicated Count of Medicaid Members		220,919	437,322	189,791	142,617	176,900	161,366	180,302	1,509,217	
# Persons Receiving MH Services		14,771	22,128	8,431	8,918	8,288	11,343	11,668	85,547	
% of Members Receiving MH Services	o	6.7%	5.1%	4.4%	6.3%	4.7%	7.0%	6.5%	5.7%	1.0%
# Persons Receiving SA Services		1,275	3,039	1,306	1,587	1,112	1,846	1,503	11,668	
% of Members Receiving SA Services	o	0.6%	0.7%	0.7%	1.1%	0.6%	1.1%	0.8%	0.8%	0.2%
# Persons Receiving DD Services		3,002	6,149	1,772	2,051	1,748	1,821	2,305	18,848	
% of Members Receiving DD Services	o	1.4%	1.4%	0.9%	1.4%	1.0%	1.1%	1.3%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		18,451	29,012	10,715	11,993	11,148	14,649	13,829	109,797	
% of Members Receiving MH/DD/SA Services	o	8.4%	6.6%	5.6%	8.4%	6.3%	9.1%	7.7%	7.3%	1.2%
Community Psychiatric Hospitalization		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
# of MH Admissions to Community Psychiatric Inpatient		177	301	192	165	127	215	200	1,377	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.80	0.69	1.01	1.16	0.72	1.33	1.11	0.91	0.23
# of MH Admissions that were Readmissions within 30 days		10	17	22	19	14	28	37	147	
% of MH Admissions that were Readmissions within 30 days	o	5.6%	5.6%	11.5%	11.5%	11.0%	13.0%	18.5%	10.7%	4.1%
# of MH Inpatient Discharges		189	354	200	153	160	226	234	1,516	
MH Inpt Average Length of Stay (days)	o	6.60	9.30	6.90	3.40	4.20	9.40	7.85	7.3	2.15
# of SA Admissions to Community Psychiatric Inpatient		0	43	15	12	19	17	4	110	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.10	0.08	0.08	0.11	0.11	0.02	0.07	0.04
# of SA Admissions that were Readmissions within 30 days		0	2	0	1	1	1	0	5	
% of SA Admissions that were Readmissions within 30 days	o		4.7%	0.0%	8.3%	5.3%	5.9%	0.0%	5%	3.1%
# of SA Inpatient Discharges		1	32	15	12	25	16	4	105	
SA Inpt Average Length of Stay (days)	o	8.0	4.4	4.5	2.7	7.2	6.7	6.3	5.3	1.73
Care Coordination		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
# of MH and SA Readmits assigned to a Care Coordinator		10	19	22	20	15	29	37	152	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Emergency Dept Utilization (3 month lag)		Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	Feb 2017	
# of ED Admits for persons with MHDDSA diagnoses		277	987	305	287	283	248	393	2,780	
Rate of ED Admits per 1,000 Medicaid Members	o	1.23	2.16	1.56	1.88	1.71	1.49	2.17	1.8	0.32
# of ED Admits for persons who are active consumers		77	520	90	148	90	92	201	1,218	
% of ED Admits that were for active consumers	o	27.8%	52.7%	29.5%	51.6%	31.8%	37.1%	51.1%	44%	10.4%
# of ED Admits which were readmissions within 30 days		30	161	40	36	34	41	35	377	
% of ED Admissions Readmitted within 30 days	o	10.8%	16.3%	13.1%	12.5%	12.0%	16.5%	8.9%	13.6%	2.6%
Authorization Requests		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
Total Number of Auth Requests Received		3,521	7,647	2,507	4,440	2,827	3,393	3,194	27,529	
# Standard Auth. Request Decisions		3,028	6,439	2,007	4,245	2,167	2,631	2,139	22,656	
# Standard Auth Requests Processed in 14 Days		3,023	6,414	2,007	4,241	2,167	2,630	2,119	22,601	
% Processed in 14 Days	95.0%	99.8%	99.6%	100.0%	99.9%	100.0%	100.0%	99.1%	99.8%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		493	1,208	500	195	660	762	1,055	4,873	
# Expedited and Inpatient Auth Requests Processed in 3 Days		492	1,207	499	195	659	762	1,053	4,867	
% Processed in 3 Days	95.0%	99.8%	99.9%	99.8%	100.0%	99.8%	100.0%	99.8%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.7%	100.0%	99.9%	100.0%	100.0%	99.3%	99.8%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

**May 2017 Report
LME/MCO:**

7/5/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		29	273	141	229	91	68	84	915	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	3.6%	5.6%	5.2%	3.2%	2.0%	2.6%	3.3%	1.6%
# of Administrative Denials		13	-	40	29	2	14	36	134	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.6%	0.7%	0.1%	0.4%	1.1%	0.5%	0.5%
Total # of Auth Requests Denied		42	273	181	258	93	82	120	1,049	
% of Total Auth Requests Approved	o	98.8%	96.4%	92.8%	94.2%	96.7%	97.6%	96.2%	96.2%	1.9%
Number of Consumer Authorization Appeals received		22	49	11	47	18	29	15	191	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.2	1.7	1.0	3.9	1.6	2.0	1.1	1.7	0.93
Number of Authorizations overturned due to Consumer Appeals		1	5	-	4	-	11	-	21	
Claims		4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15
Total # Clean Claim Received during Month (detail lines)		94,778	180,352	54,997	92,075	51,146	86,958	77,776	638,082	
Rate of Claims Rcpt per Person Served	o	5.1	6.2	5.1	7.7	4.6	5.9	5.6	5.8	0.93
# Paid		88,562	168,448	48,738	81,347	49,298	79,777	72,412	588,582	
# Denied		6,216	11,895	6,259	10,720	1,848	7,161	5,364	49,463	
# Pended or in Process			9	-	8	-	20	-	37	
Percent Denied	o	6.6%	6.6%	11.4%	11.6%	3.6%	8.2%	6.9%	7.8%	2.6%
# Paid or Denied within 30 Days		93,128	180,343	54,732	92,075	51,145	85,718	77,776	634,917	
Percent Processed within 30 Days	90.0%	98.3%	100.0%	99.5%	100.0%	100.0%	98.6%	100.0%	99.4%	0.7%
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.3	7.0	9.0	8.7	9.0	7.0	8.1	0.80
Number of Provider claim Appeals received		6	5	0	0	0	27	0	38	
Rate of Provider Claim appeals per 1,000 persons served	o	0.3	0.2				1.8		0.3	0.75
Number of claim denials overturned due to Provider Appeals		4	0	0	0	0	12	0	16	
Complaints/Grievances		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017
Total number of complaints received (1 month prior)		76	47	11	19	16	22	21	212	
Rate of Complaints per 1,000 Persons Served	o	4.1	1.5	0.9	1.4	1.3	1.4	1.3	1.9	0.98
# Consumer complaints against provider		22	31	4	11	9	17	18	112	
% Consumer complaints against provider	o	28.9%	66.0%	36.4%	57.9%	56.3%	77.3%	85.7%	53%	19.0%
# Consumer complaints against LME/MCO		12	16	1	2	1	2	3	37	
% Consumer complaints against LME/MCO	o	15.8%	34.0%	9.1%	10.5%	6.3%	9.1%	14.3%	17%	8.7%
# Provider complaints against LME/MCO		1	-	-	4	3	1	-	9	
% Provider complaints against LME/MCO	o	1.3%	0.0%	0.0%	21.1%	18.8%	4.5%	0.0%	4%	8.6%
# of Other Types of Complaints		41	-	6	5	3	2	-	57	
# of Complaints Resolved in 30 Days		69	47	11	19	16	22	21	205	
Percent of Complaints resolved in 30 days	90.0%	90.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.7%	
Program Integrity--Fraud, Waste and Abuse		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		9	11	10	10	9	4	5	58	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	21	8	51	12	64	5	177	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		1	0	0	0	0	0	0	1	
Number of Cases Referred to DMA Program Integrity		3	0	2	0	0	0	3	8	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consec Blue highlights indicate possible outliers.										

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

May 2017 Report
LME/MCO:

7/5/2017

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
Persons Served										
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		3,513	3,518	1,691	1,086	1,764	2,702	2,543	16,817	
% of Uninsured Receiving MH Services	o	1.7%	0.9%	1.4%	0.9%	1.3%	2.0%	1.7%	1.3%	0.37%
# Persons Receiving SA Services		993	2,028	584	568	674	1,127	1,774	7,748	
% of Uninsured Receiving SA Services	o	0.5%	0.5%	0.5%	0.5%	0.5%	0.8%	1.2%	0.6%	0.25%
# Persons Receiving DD Services		702	962	467	366	521	550	681	4,249	
% of Uninsured Receiving DD Services	o	0.34%	0.25%	0.39%	0.32%	0.37%	0.40%	0.45%	0.3%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,089	6,170	2,509	1,972	2,959	4,305	4,336	27,340	
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	1.6%	2.1%	1.7%	2.1%	3.1%	2.9%	2.2%	0.52%
Community Psychiatric Hospitalization (1)		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
# of MH Admissions to Community Psychiatric Inpatient		74	301	41	248	75	138	118	995	
Rate of MH Admissions per 1,000 Uninsured	o	0.36	0.80	0.34	2.14	0.54	1.00	0.79	0.80	0.57
# of MH Admissions that were Readmissions within 30 days		4	17	1	22	1	14	9	68	
% of MH Admissions that were Readmissions within 30 days	o	5.4%	5.6%	2.4%	8.9%	1.3%	10.1%	7.6%	6.8%	3.00%
# of MH Inpatient Discharges		72	150	47	244	96	145	143	897	
MH Inpt Average Length of Stay (days)	o	6.3	6.8	6.0	5.3	2.8	7.4	6.8	6.0	1.42
# of SA Admissions to Community Psychiatric Inpatient		0	43	30	24	31	29	2	159	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.11	0.25	0.21	0.22	0.21	0.01	0.13	0.10
# of SA Admissions that were Readmissions within 30 days		0	2	5	4	1	2	0	14	
% of SA Admissions that were Readmissions within 30 days	o		4.7%	16.7%	16.7%	3.2%	6.9%	0.0%	9%	6.4%
# of SA Inpatient Discharges		0	32	32	28	37	33	1	163	
SA Inpt Average Length of Stay (days)	o	-	5.9	5.0	4.4	3.7	5.7	6.0	4.9	1.95
Authorizations		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
Total Number of Auth Requests Received		939	2,409	540	1,214	1,153	882	644	7,781	
# Standard Auth. Request Decisions		784	1,504	244	934	738	489	267	4,960	
# Standard Auth Requests Processed in 14 Days		784	1,503	244	934	738	489	267	4,959	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		155	905	296	280	415	393	377	2,821	
# Expedited and Inpatient Auth Requests Processed in 3 Days		155	902	296	280	415	393	377	2,818	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		1	11	15	3	8	9	13	60	
% of Total Auth Requests Denied for Clinical Reasons	o	0.1%	0.5%	2.8%	0.2%	0.7%	1.0%	2.0%	0.8%	0.9%
# of Administrative Denials		-	-	7	4	-	9	26	46	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	1.3%	0.3%	0.0%	1.0%	4.0%	0.6%	1.3%
Total # of Auth Requests Denied		1	11	22	7	8	18	39	106	
% of Total Auth Requests Approved	o	99.9%	99.5%	95.9%	99.4%	99.3%	98.0%	93.9%	99%	2.1%
Number of Consumer Authorization Appeals received		-	-	7	1	1	5	-	14	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	-	2.8	0.5	0.3	1.2	-	0.5	0.97
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	2	-	2	

LME/MCO Monthly Monitoring Report		May 2017 Report								7/5/2017
State/Federal Block Grant Only		LME/MCO:								
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Claims		4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	4/16 - 5/15	
Total # Clean Claim Received during Month (header)		18,879	26,955	10,823	28,935	6,671	28,822	22,088	143,173	
Rate of Claims Rcpt per Person Served	o	3.7	4.4	4.3	14.7	2.3	6.7	5.1	5.24	3.80
# Paid		17,086	25,148	9,945	23,877	6,515	25,348	21,102	129,021	
# Denied		1,793	1,807	878	5,058	156	3,474	986	14,152	
# Pended or in Process		-	-	-	-	-	-	-	-	
Percent Denied	o	9.5%	6.7%	8.1%	17.5%	2.3%	12.1%	4.5%	9.9%	4.7%
# Paid or Denied within 30 Days		18,750	26,955	10,822	28,935	6,670	28,822	22,088	143,042	
Percent Processed within 30 Days	90.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
Avg # days for Processing (from Receipt to Payment)	o	8.0	8.6	9.6	8.7	8.7	9.1	7.7	8.8	0.59
Complaints		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
Total number of complaints received (1 month prior)		9	5	6	1	-	11	6	38	
Rate of Complaints per 1,000 Persons Served	o	1.7	0.8	2.4	0.4	-	2.3	1.3	1.39	0.84
# Consumer complaints against provider		3	4	2	-	-	11	1	21	
% Consumer complaints against provider	o	33%	80%	33%	0%	-	100%	17%	55%	35.0%
# Consumer complaints against LME/MCO		1	-	-	-	-	-	1	2	
% Consumer complaints against LME/MCO	o	11%	0%	0%	0%	-	0%	17%	5%	6.7%
# Provider complaints against LME/MCO		-	-	1	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%	17%	0%	-	0%	0%	3%	6.2%
# of Other Types of Complaints		5	1	3	1	-	-	4	14	
# of Complaints Resolved in 30 Days		9	5	6	1	-	11	6	38	
Percent of Complaints resolved in 30 days	90.0%	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 conse 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.