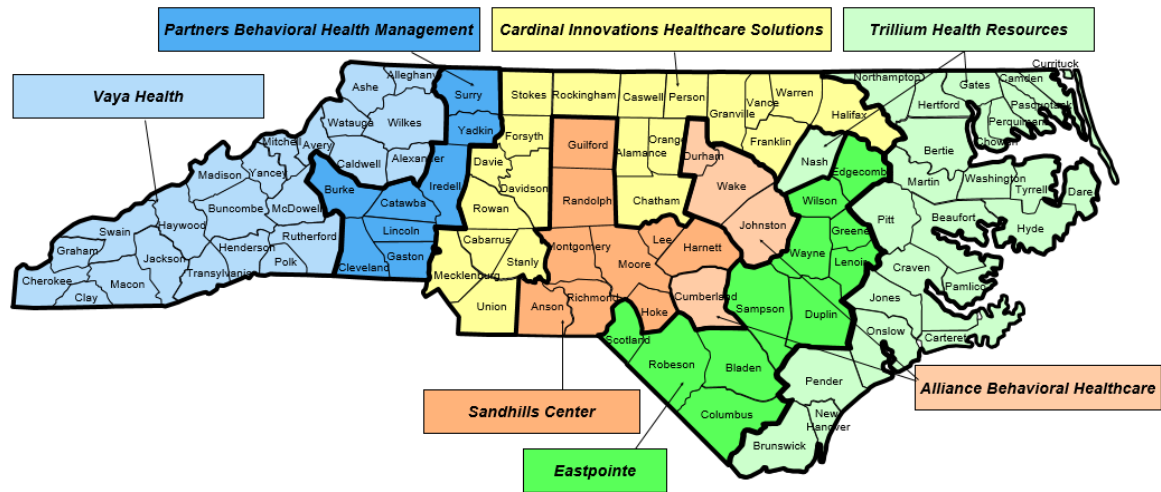


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

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



Prepared by:

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Version: 2/26/18



# NC DHHS LME/MCO Performance Summary

July 2017 Report

2/26/2018 rev.

## 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
<b>DMH Performance Measures</b>								
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
<b>Combined Performance Measures</b>								
% of calls Abandoned	<5%	Y	Y	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	N	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

Alliance - % of Calls Answered within 30 Seconds - 94.3% - "In the month of July our call center experienced a 3-day internet outage which resulted in strain to our ability to answer phone calls within 30 seconds. Despite the outage we remained within 1% of the benchmark due to our distributed teleworkers."

**LME/MCO Monthly Monitoring Report**  
**Medicaid and State Combined**

July 2017 Report

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		4,633	5,341	3,547	2,970	2,725	4,095	2,464	25,775	
# of Calls Abandoned		68	137	68	20	63	156	53	565	
% of calls Abandoned	<5%	1.5%	2.6%	1.9%	0.7%	2.3%	3.8%	2.2%	2.2%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	6.0	5.0	8.0	5.0	5.7	1.18
# of Calls Answered within 30 seconds		4,370	5,204	3,517	2,924	2,662	3928	2,383	24,988	
% Answered within 30 seconds	95%	94.3%	97.4%	99.2%	98.5%	97.7%	95.9%	96.7%	96.9%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,967	3,329	677	1,013	1,474	1,331	963	11,754	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,948	3,262	677	979	1,404	1,318	963	11,551	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	97%	95%	99%	100%	98%	2%
# of Persons waiting for residential services		-	124	-	17	11	56	-	208	
% of Persons waiting for residential services	o	0%	4%	0%	2%	1%	4%	0%	2%	2%
# of Persons waiting for ADVP		-	142	-	36	59	-	-	237	
% of Persons waiting for ADVP	o	0%	4%	0%	4%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	1	-	1	-	0	-	2	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0%
<b>Service Status of Persons on the Waiting List</b>										
# of Persons on Waitlist receiving B3 Services		376	779	49	93	397	221	216	2,131	
% of Persons on Waitlist receiving B3 Services	o	13%	23%	7%	9%	27%	17%	22%	18%	7%
# of Persons on Waitlist receiving State Services		719	553	153	157	160	399	316	2,457	
% of Persons on Waitlist receiving State Services	o	24%	17%	23%	15%	11%	30%	33%	21%	7%
# of Persons on Waitlist receiving State and/or B3 services (undup)		804	1,195	202	207	557	472	394	3,831	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	36%	30%	20%	38%	35%	41%	33%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,163	2,134	475	806	917	859	569	7,923	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	64%	70%	80%	62%	65%	59%	67%	7%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		209	433	92	163	84	253	121	1,355	
Number of Level 3 Critical Incident Reports received *		9	32	9	18	14	13	10	105	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		584	1222	837	542	524	621	785	5,115	
Number of individuals in Transition Planning process		72	69	7	33	22	18	8	229	
Number of Individuals Housed - Total		160	431	148	212	175	203	183	1,512	
<b>Claim/Encounter Processing in NCTracks **</b>										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1.5%	11.0%	3.9%	0.8%	9.4%	6.1%	3.5%	5.3%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY17	<5%	4.5%	15.5%	2.4%	4.4%	8.3%	8.9%	5.0%	7.9%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	7.8%	15.1%	3.3%	11.0%	8.0%	7.0%	4.4%	9.3%	4%

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

\*\* DMH - As of 08/01/2017 checkwrite.

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**

**July 2017 Report  
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Persons Served</b>		Jul 2017	Jul-17	Jul 2017	Jul 2017	Jul 2017	Jul 2017	Jul 2017	Jul 2017	
Unduplicated Count of Medicaid Members		217,015	434,889	172,048	140,636	168,472	160,930	195,359	<b>1,489,349</b>	
# Persons Receiving MH Services		11,934	18,034	6,157	7,924	7,515	8,315	9,436	<b>69,315</b>	
% of Members Receiving MH Services	o	<b>5.5%</b>	<b>4.1%</b>	<b>3.6%</b>	<b>5.6%</b>	<b>4.5%</b>	<b>5.2%</b>	<b>4.8%</b>	<b>4.7%</b>	0.7%
# Persons Receiving SA Services		1,112	3,002	1,185	1,611	1,284	1,678	1,472	<b>11,344</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>1.0%</b>	<b>0.8%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,946	6,091	1,376	2,249	1,636	1,855	2,403	<b>18,556</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>1.6%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.2%</b>	0.3%
Unduplicated # that received MH/DD/SA Services		15,487	25,061	8,098	11,231	10,435	11,547	11,819	<b>93,678</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.1%</b>	<b>5.8%</b>	<b>4.7%</b>	<b>8.0%</b>	<b>6.2%</b>	<b>7.2%</b>	<b>6.0%</b>	<b>6.3%</b>	1.0%
<b>Community Psychiatric Hospitalization</b>		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	
# of MH Admissions to Community Psychiatric Inpatient		141	409	127	172	103	173	186	<b>1,311</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.65	0.94	0.74	<b>1.22</b>	0.61	1.08	0.95	<b>0.88</b>	0.21
# of MH Admissions that were Readmissions within 30 days		11	21	18	26	8	22	25	<b>131</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8%</b>	<b>5%</b>	<b>14%</b>	<b>15%</b>	<b>8%</b>	<b>13%</b>	<b>13%</b>	<b>10.0%</b>	3.6%
# of MH Inpatient Discharges		178	288	153	177	124	171	238	<b>1,329</b>	
MH Inpt Average Length of Stay (days)	o	6.7	9.0	6.5	4.4	4.4	10.2	7.6	<b>7.3</b>	2.02
# of SA Admissions to Community Psychiatric Inpatient		2	24	16	4	22	14	2	<b>84</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.06	0.09	0.03	<b>0.13</b>	0.09	0.01	<b>0.06</b>	0.04
# of SA Admissions that were Readmissions within 30 days		0	3	1	3	2	2	0	<b>11</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>13%</b>	<b>6%</b>	<b>75%</b>	<b>9%</b>	<b>14%</b>	<b>0%</b>	<b>13%</b>	24.3%
# of SA Inpatient Discharges		2	24	17	4	21	13	2	<b>83</b>	
SA Inpt Average Length of Stay (days)	o	7.0	4.4	3.9	2.5	3.7	<b>9.1</b>	8.5	<b>4.9</b>	2.40
<b>Care Coordination</b>		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	
# of MH and SA Readmits assigned to a Care Coordinator		10	22	19	29	10	24	24	<b>138</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>90.9%</b>	<b>91.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>96.0%</b>	<b>97.2%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Apr-17	Apr-17	Apr-17	Apr-17	Apr-17	Apr-17	Apr-17	Apr-17	
# of ED Admits for persons with MHDDSA diagnoses		292	1063	360	349	340	372	437	<b>3,213</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	<b>1.31</b>	2.35	1.84	2.30	1.93	2.24	2.42	2.2	0.36
# of ED Admits for persons who are active consumers		95.00	582.00	104.00	180.00	112.00	145.00	235.00	<b>1,453</b>	
% of ED Admits that were for active consumers	o	<b>33%</b>	<b>55%</b>	<b>29%</b>	<b>52%</b>	<b>33%</b>	<b>39%</b>	<b>54%</b>	<b>45%</b>	10.3%
# of ED Admits which were readmissions within 30 days		49	195	44	46	58	55	30	<b>477</b>	
% of ED Admissions Readmitted within 30 days	o	<b>17%</b>	<b>18%</b>	<b>12%</b>	<b>13%</b>	<b>17%</b>	<b>15%</b>	<b>7%</b>	<b>14.8%</b>	3.6%
<b>Authorization Requests</b>		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	
Total Number of Auth Requests Received		3,128	6,245	2,347	3,746	2,068	2,434	2,613	<b>22,581</b>	
# Standard Auth. Request Decisions		2,692	5,135	1,922	3,512	1,574	1,920	1,725	<b>18,480</b>	
# Standard Auth Requests Processed in 14 Days		2,692	5,132	1,922	3,497	1,574	1,920	1,725	<b>18,462</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		436	1,110	425	234	494	514	888	<b>4,101</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		436	1,109	425	234	494	514	874	<b>4,086</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>98.4%</b>	<b>99.6%</b>	0.0%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**July 2017 Report  
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		21	141	118	181	61	42	87	651	
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	2.3%	5.0%	4.8%	2.9%	1.7%	3.3%	2.9%	1.5%
# of Administrative Denials		9	0	20	34	2	6	43	114	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	0.9%	0.9%	0.1%	0.2%	1.6%	0.5%	0.5%
Total # of Auth Requests Denied		30	141	138	215	63	48	130	765	
% of Total Auth Requests Approved	o	99.0%	97.7%	94.1%	94.3%	97.0%	98.0%	95.0%	96.6%	1.8%
Number of Consumer Authorization Appeals received		6	42	3	25	13	14	15	118	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	1.7	0.4	2.2	1.2	1.2	1.3	1.3	0.61
Number of Authorizations overturned due to Consumer Appeals		4	4	-	-	3	3	-	14	
<b>Claims</b>		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15
Total # Clean Claim Received during Month (detail lines)		91,288	161,596	52,129	83,894	46,834	80,435	72,394	588,570	
Rate of Claims Rcpt per Person Served	o	5.9	6.4	6.4	7.5	4.5	7.0	6.1	6.3	0.87
# Paid		81,576	149,626	45,914	70,127	45,101	71,839	68,730	532,913	
# Denied		9,711	11,950	6,215	13,764	1,733	8,595	3,663	55,631	
# Pended or in Process		1	20	-	3	-	1	1	26	
Percent Denied	o	10.6%	7.4%	11.9%	16.4%	3.7%	10.7%	5.1%	9.5%	4.0%
# Paid or Denied within 30 Days		89,988	161,552	51,539	83,894	46,832	78,864	72,391	585,060	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	98.9%	100.0%	100.0%	98.0%	100.0%	99.2%	0.8%
Avg # days for Processing (from Receipt to Payment)	o	10	8	9	9	12	11	8	9.4	1.40
Number of Provider claim Appeals received		2	0	3	0	0	43	0	48	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1		0.4			3.7		0.5	1.64
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	12	0	13	
<b>Complaints/Grievances</b>		Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17
Total number of complaints received (1 month prior)		66	55	14	11	29	28	18	221	
Rate of Complaints per 1,000 Persons Served	o	3.55	1.84	1.23	0.83	2.31	1.81	1.13	2.4	0.85
# Consumer complaints against provider		26	33	7	9	15	24	12	126	
% Consumer complaints against provider	o	39%	60%	50%	82%	52%	86%	67%	57%	15.8%
# Consumer complaints against LME/MCO		5	22	3	2	5	3	6	46	
% Consumer complaints against LME/MCO	o	8%	40%	21%	18%	17%	11%	33%	21%	10.8%
# Provider complaints against LME/MCO		-	0	-	-	-	-	-	0	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
# of Other Types of Complaints		35	0	4	-	9	1	-	49	
# of Complaints Resolved in 30 Days		66	55	14	11	29	28	18	221	
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%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	20	9	8	2	5	8	59	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		23	23	6	36	12	59	3	162	
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		4	0	13	0	0	1	0	18	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecu Blue highlights indicate possible outliers.										

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

**July 2017 Report**  
**LME/MCO:**

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	Jul-17	
<b>Persons Served</b>										
Estimated number of Uninsured in Catchment Area		209,297	377,365	94,973	98,517	124,871	118,725	136,590	<b>1,160,338</b>	
# Persons Receiving MH Services		3,105	3,311	1,306	1,570	1,728	3,074	2,267	<b>16,361</b>	
% of Uninsured Receiving MH Services	o	<b>1.5%</b>	<b>0.9%</b>	<b>1.4%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>2.6%</b>	<b>1.7%</b>	<b>1.4%</b>	0.48%
# Persons Receiving SA Services		850	1,908	501	736	696	1,315	1,777	<b>7,783</b>	
% of Uninsured Receiving SA Services	o	<b>0.4%</b>	<b>0.5%</b>	<b>0.5%</b>	<b>0.7%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>0.7%</b>	0.32%
# Persons Receiving DD Services		757	964	341	481	518	647	489	<b>4,197</b>	
% of Uninsured Receiving DD Services	o	<b>0.4%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		4,593	5,883	1,971	2,679	2,942	4,913	3,870	<b>26,851</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.2%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.7%</b>	<b>2.4%</b>	<b>4.1%</b>	<b>2.8%</b>	<b>2.3%</b>	0.76%
<b>Community Psychiatric Hospitalization (1)</b>										
# of MH Admissions to Community Psychiatric Inpatient		74	323	49	242	128	100	159	<b>1,075</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.35	0.86	0.52	<b>2.46</b>	1.03	0.84	1.16	<b>0.93</b>	0.64
# of MH Admissions that were Readmissions within 30 days		4	9	4	26	4	9	6	<b>62</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>5%</b>	<b>3%</b>	<b>8%</b>	<b>11%</b>	<b>3%</b>	<b>9%</b>	<b>4%</b>	<b>5.8%</b>	2.93%
# of MH Inpatient Discharges		83	172	62	239	113	96	152	<b>917</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>6.4</b>	<b>5.9</b>	<b>5.4</b>	<b>5.6</b>	<b>6.2</b>	<b>6.4</b>	<b>7.3</b>	<b>6.2</b>	0.57
# of SA Admissions to Community Psychiatric Inpatient		0	46	28	41	75	32	4	<b>226</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	0.29	0.42	<b>0.60</b>	0.27	0.03	<b>0.19</b>	0.20
# of SA Admissions that were Readmissions within 30 days		0	0	2	1	1	2	0	<b>6</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>0%</b>	<b>7%</b>	<b>2%</b>	<b>1%</b>	<b>6%</b>	<b>0%</b>	<b>3%</b>	2.8%
# of SA Inpatient Discharges		0	40	29	47	74	32	7	<b>229</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	-	<b>5.5</b>	<b>4.3</b>	<b>3.7</b>	<b>3.6</b>	<b>6.6</b>	<b>6.0</b>	<b>4.5</b>	2.03
<b>Authorizations</b>										
Total Number of Auth Requests Received		840	2,294	810	1,760	1,080	641	549	<b>7,974</b>	
# Standard Auth. Request Decisions		712	1,289	523	1,435	667	326	175	<b>5,127</b>	
# Standard Auth Requests Processed in 14 Days		712	1,288	523	1,435	667	326	175	<b>5,126</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		128	1,005	287	325	413	315	374	<b>2,847</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		128	1,002	287	325	413	315	372	<b>2,842</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>99.8%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>99.9%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		2	3	33	5	4	5	5	<b>57</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.2%	0.1%	<b>4.1%</b>	0.3%	0.4%	0.8%	0.9%	<b>0.7%</b>	1.3%
# of Administrative Denials		4	0	21	10	-	3	10	<b>48</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	0.0%	<b>2.6%</b>	0.6%	0.0%	0.5%	1.8%	<b>0.6%</b>	0.9%
Total # of Auth Requests Denied		6	3	54	15	4	8	15	<b>105</b>	
% of Total Auth Requests Approved	o	99%	100%	<b>93%</b>	99%	100%	99%	97%	<b>99%</b>	2.1%
Number of Consumer Authorization Appeals received		-	0	6	1	1	-	-	<b>8</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o			3.0	0.4	0.3			<b>0.3</b>	1.27
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	<b>-</b>	

**LME/MCO Monthly Monitoring Report** July 2017 Report  
 State/Federal Block Grant Only LME/MCO: 2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Claims</b>		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>17,796</b>	<b>23,731</b>	<b>10,360</b>	<b>15,438</b>	<b>7,374</b>	<b>18,231</b>	<b>20,167</b>	113,097	
Rate of Claims Rcpt per Person Served	o	3.87	4.03	5.26	5.76	2.51	3.71	5.21	4.21	1.05
# Paid		15,847	20,039	7,693	13,372	7,144	15,576	18,783	98,454	
# Denied		1,949	3,682	2,667	2,066	230	2,651	1,384	14,629	
# Pended or in Process			10	-	-	-	4	-	14	
Percent Denied	o	11.0%	15.5%	25.7%	13.4%	3.1%	14.5%	6.9%	12.9%	6.7%
# Paid or Denied within 30 Days		17,546	23,721	10,360	15,438	7,367	18,060	20,167	112,659	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	100.0%	100.0%	99.9%	99.1%	100.0%	99.6%	0.01
Avg # days for Processing (from Receipt to Payment )	o	10.0	8.6	8.7	8.2	10.9	13.6	8.0	10.0	1.87
<b>Complaints</b>		Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17	Jun-17
<b>Total number of complaints received (1 month prior)</b>		<b>12</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>11</b>	<b>12</b>	62	
Rate of Complaints per 1,000 Persons Served	o	2.23	0.94	3.95	3.11	0.57	2.23	2.44	2.31	1.08
# Consumer complaints against provider		5	5	1	5	-	9	3	28	
% Consumer complaints against provider	o	42%	83%	10%	56%	0%	82%	25%	45%	30.6%
# Consumer complaints against LME/MCO		-	0	-	2	1	2	4	9	
% Consumer complaints against LME/MCO	o	0%	0%	0%	22%	50%	18%	33%	15%	17.9%
# Provider complaints against LME/MCO		-	0	-	-	-	-	-	-	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
# of Other Types of Complaints		7	1	9	2	1	-	5	25	
# of Complaints Resolved in 30 Days		12	6	10	9	2	11	12	62	
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 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.
- (2) Sandhills Community Psychiatric Hospitalization data revised. Vaya (Smoky) persons served; complaints and care coordination monthly data revised.