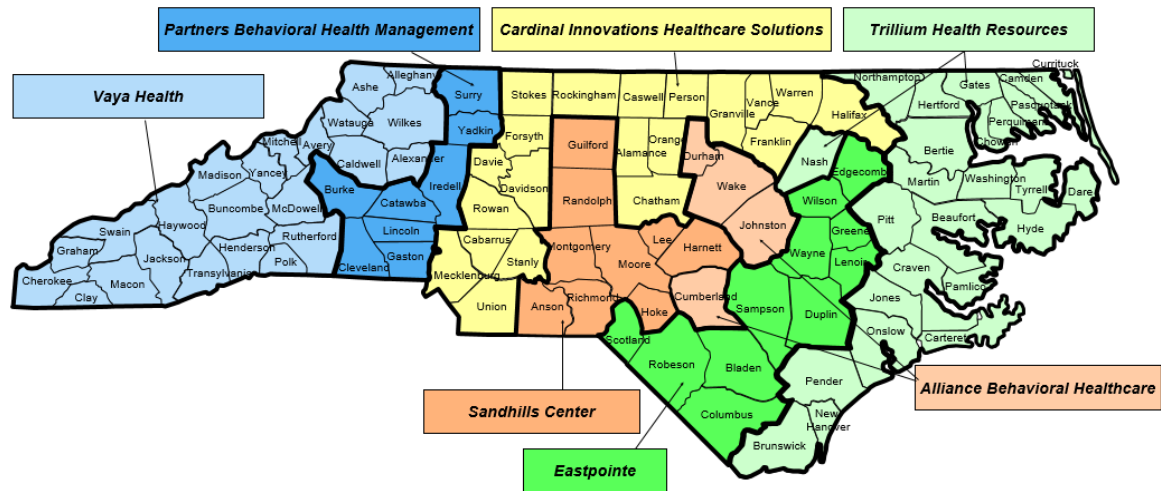


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

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



Prepared by:

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Version: 2/26/18



NC DHHS LME/MCO Performance Summary

November 2017 Report

2/26/2018

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

All Standards met.

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

November 2017 Report

2/26/2018 rev.

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)		5,160	5,159	3,091	2,881	2,408	3,754	1,981	24,434	
# of Calls Abandoned		65	94	50	25	52	105	27	418	
% of calls Abandoned	<5%	1.3%	1.8%	1.6%	0.9%	2.2%	2.8%	1.4%	1.7%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	8.0	4.0	5.8	1.40
# of Calls Answered within 30 seconds		5,053	5,062	3,078	2,856	2,356	3640	1,936	23,981	
% Answered within 30 seconds	95%	97.9%	98.1%	99.6%	99.1%	97.8%	97.0%	97.7%	98.1%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,117	3,321	664	1,056	1,536	1,354	991	12,039	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,081	3,243	663	979	1,466	1,341	991	11,764	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	93%	95%	99%	100%	98%	2%
# of Persons waiting for residential services		-	191	1	71	11	58	-	332	
% of Persons waiting for residential services	o	0%	6%	0%	7%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP		-	203	-	23	59	-	-	285	
% of Persons waiting for ADVP	o	0%	6%	0%	2%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	-	-	1	-	0	-	1	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		410	797	53	115	416	238	254	2,283	
% of Persons on Waitlist receiving B3 Services	o	13%	24%	8%	11%	27%	18%	26%	19%	7%
# of Persons on Waitlist receiving State Services		701	558	165	167	161	348	199	2,299	
% of Persons on Waitlist receiving State Services	o	22%	17%	25%	16%	10%	26%	20%	19%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		795	1,217	218	229	577	446	410	3,892	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	37%	33%	22%	38%	33%	41%	32%	6%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,322	2,104	446	827	959	908	581	8,147	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	63%	67%	78%	62%	67%	59%	68%	6%
Incidents										
Number of Level 2 Critical Incident Reports received		210	416	69	247	176	253	136	1,507	
Number of Level 3 Critical Incident Reports received *		13	19	10	14	10	18	12	96	
Transitions to Community Living Initiative										
Individuals in In-reach		841	1363	772	586	573	664	754	5,553	
Number of individuals in Transition Planning process		71	67	14	29	20	14	12	227	
Number of Individuals Housed - Total		200	503	169	239	198	214	225	1,748	
Claim/Encounter Processing in NCTracks **										
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%	4.8%	5.2%	1.2%	4.1%	7.7%	4.5%	4.5%	4.7%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	4.4%	3.0%	1.2%	4.4%	4.7%	10.2%	3.1%	4.2%	3%

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

** DMH - As of 11/28/2017 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**

**November 2017 Report
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Nov 2017	Nov 2017	Nov 2017	Nov 2017	Nov 2017	Nov 2017	Nov 2017	Nov 2017	
Persons Served										
Unduplicated Count of Medicaid Members		223,547	435,464	170,109	143,262	171,689	158,225	198,980	1,501,276	
# Persons Receiving MH Services		13,350	19,986	7,311	7,824	7,279	9,621	9,883	75,254	
% of Members Receiving MH Services	o	6.0%	4.6%	4.3%	5.5%	4.2%	6.1%	5.0%	5.0%	0.7%
# Persons Receiving SA Services		1,121	3,117	1,452	1,428	1,228	1,560	1,384	11,290	
% of Members Receiving SA Services	o	0.5%	0.7%	0.9%	1.0%	0.7%	1.0%	0.7%	0.8%	0.2%
# Persons Receiving DD Services		3,051	6,025	1,444	1,983	1,675	1,913	2,607	18,698	
% of Members Receiving DD Services	o	1.4%	1.4%	0.8%	1.4%	1.0%	1.2%	1.3%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		16,970	26,859	9,430	10,753	10,182	12,791	12,391	99,376	
% of Members Receiving MH/DD/SA Services	o	7.6%	6.2%	5.5%	7.5%	5.9%	8.1%	6.2%	6.6%	0.9%
Community Psychiatric Hospitalization		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
# of MH Admissions to Community Psychiatric Inpatient		181	406	139	158	100	222	200	1,406	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.81	0.93	0.82	1.10	0.58	1.40	1.01	0.94	0.24
# of MH Admissions that were Readmissions within 30 days		14	18	19	16	8	32	20	127	
% of MH Admissions that were Readmissions within 30 days	o	7.7%	4.4%	13.7%	10.1%	8.0%	14.4%	10.0%	9.0%	3.2%
# of MH Inpatient Discharges		202	298	144	155	120	211	242	1,372	
MH Inpt Average Length of Stay (days)	o	6.6	9.3	6.6	3.9	3.7	10.5	8.0	7.5	2.37
# of SA Admissions to Community Psychiatric Inpatient		5	23	6	9	14	9	9	75	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.05	0.04	0.06	0.08	0.06	0.05	0.05	0.02
# of SA Admissions that were Readmissions within 30 days		0	0	2	1	0	1	1	5	
% of SA Admissions that were Readmissions within 30 days	o	0%	0%	33%	11%	0%	11%	11%	7%	11.0%
# of SA Inpatient Discharges		6	17	6	8	15	11	6	69	
SA Inpt Average Length of Stay (days)	o	7.0	6.3	5.8	3.3	3.2	7.7	3.5	5.3	1.75
Care Coordination		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
# of MH and SA Readmits assigned to a Care Coordinator		14	16	21	17	8	33	21	130	
% of Readmits assigned to Care Coordination	85.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	
Emergency Dept Utilization (3 month lag)		Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	Aug-17	
# of ED Admits for persons with MHDDSA diagnoses		303	992	370	279	309	369	428	3,050	
Rate of ED Admits per 1,000 Medicaid Members	o	1.37	2.15	2.11	1.84	1.91	2.25	2.18	2.0	0.28
# of ED Admits for persons who are active consumers		104	503	111	156	105	130	212	1,321	
% of ED Admits that were for active consumers	o	34%	51%	30%	56%	34%	35%	50%	43%	9.5%
# of ED Admits which were readmissions within 30 days		47	202	57	17	41	62	33	459	
% of ED Admissions Readmitted within 30 days	o	16%	20%	15%	6%	13%	17%	8%	15.0%	4.7%
Authorization Requests		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
Total Number of Auth Requests Received		3,230	6,486	1,885	3,494	2,325	2,749	2,965	23,134	
# Standard Auth. Request Decisions		2,790	5,362	1,411	3,312	1,828	2,183	2,018	18,904	
# Standard Auth Requests Processed in 14 Days		2,790	5,360	1,411	3,289	1,828	2,183	2,008	18,869	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.5%	99.8%	0.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		440	1,124	474	182	497	566	947	4,230	
# Expedited and Inpatient Auth Requests Processed in 3 Days		439	1,122	474	182	497	565	945	4,224	
% Processed in 3 Days	95.0%	99.8%	99.8%	100.0%	100.0%	100.0%	99.8%	99.8%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	99.3%	100.0%	100.0%	99.6%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**November 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		33	184	96	226	104	110	87	840	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	2.8%	5.1%	6.5%	4.5%	4.0%	2.9%	3.6%	1.6%
# of Administrative Denials		27	0	20	39	1	13	82	182	
% of Total Auth Requests Denied for Admin Reasons	o	0.8%	0.0%	1.1%	1.1%	0.0%	0.5%	2.8%	0.8%	0.9%
Total # of Auth Requests Denied		60	184	116	265	105	123	169	1,022	
% of Total Auth Requests Approved	o	98.1%	97.2%	93.8%	92.4%	95.5%	95.5%	94.3%	95.6%	1.8%
Number of Consumer Authorization Appeals received		11	39	11	18	30	22	11	142	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.6	1.5	1.2	1.7	2.9	1.7	0.9	1.4	0.70
Number of Authorizations overturned due to Consumer Appeals		-	5	-	-	5	10	-	20	
Claims		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15
Total # Clean Claim Received during Month (detail lines)		110,807	212,334	62,176	85,410	58,401	112,071	101,609	742,808	
Rate of Claims Rcpt per Person Served	o	6.5	7.9	6.6	7.9	5.7	8.8	8.2	7.5	1.02
# Paid		97,941	193,295	54,703	71,194	55,949	92,121	93,602	658,805	
# Denied		12,866	19,026	7,473	14,190	2,452	19,715	8,005	83,727	
# Pended or in Process			13	-	26	-	235	2	276	
Percent Denied	o	11.6%	9.0%	12.0%	16.6%	4.2%	17.6%	7.9%	11.3%	4.4%
# Paid or Denied within 30 Days		109,263	212,103	61,979	85,410	57,760	109,969	101,606	738,090	
Percent Processed within 30 Days	90.0%	98.6%	99.9%	99.7%	100.0%	98.9%	98.1%	100.0%	99.2%	0.7%
Avg # days for Processing (from Receipt to Payment)	o	7	8	6	9	8	9	7	7.8	1.04
Number of Provider claim Appeals received		5	1	0	0	0	25	0	31	
Rate of Provider Claim appeals per 1,000 persons served	o	0.3	0.0				2.0		0.3	0.85
Number of claim denials overturned due to Provider Appeals		4	0	0	0	0	12	0	16	
Complaints/Grievances		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17
Total number of complaints received (1 month prior)		68	40	7	9	18	24	24	190	
Rate of Complaints per 1,000 Persons Served	o	3.64	1.32	0.63	0.69	1.42	1.64	1.46	1.9	0.93
# Consumer complaints against provider		28	28	5	5	10	16	16	108	
% Consumer complaints against provider	o	41%	70%	71%	56%	56%	67%	67%	57%	10.0%
# Consumer complaints against LME/MCO		6	12	1	3	2	3	8	35	
% Consumer complaints against LME/MCO	o	9%	30%	14%	33%	11%	13%	33%	18%	10.3%
# Provider complaints against LME/MCO		1	0	-	-	-	1	-	2	
% Provider complaints against LME/MCO	o	1%	0%	0%	0%	0%	4%	0%	1%	1.5%
# of Other Types of Complaints		33	0	1	1	6	4	-	45	
# of Complaints Resolved in 30 Days		68	40	7	9	18	24	24	190	
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%	
Program Integrity--Fraud, Waste and Abuse		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	12	16	13	2	6	3	59	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		23	22	13	33	16	82	6	195	
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	1	1	1	1	1	5	
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

November 2017 Report
LME/MCO:

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Nov-17	Nov 2017	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
Persons Served										
Estimated number of Uninsured in Catchment Area		209,297	339,551	94,973	98,517	124,871	118,725	136,590	1,122,524	
# Persons Receiving MH Services		3,204	3,288	1,498	1,566	1,604	2,980	2,173	16,313	
% of Uninsured Receiving MH Services	o	1.5%	1.0%	1.6%	1.6%	1.3%	2.5%	1.6%	1.5%	0.44%
# Persons Receiving SA Services		798	1,930	556	721	613	1,423	1,722	7,763	
% of Uninsured Receiving SA Services	o	0.4%	0.6%	0.6%	0.7%	0.5%	1.2%	1.3%	0.7%	0.32%
# Persons Receiving DD Services		781	813	493	436	487	467	268	3,745	
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.5%	0.4%	0.4%	0.4%	0.2%	0.3%	0.10%
Unduplicated # Persons Receiving MH/DD/SA Services		4,685	5,767	2,347	2,591	2,704	4,772	3,532	26,398	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.7%	2.5%	2.6%	2.2%	4.0%	2.6%	2.4%	0.67%
Community Psychiatric Hospitalization (1)		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
# of MH Admissions to Community Psychiatric Inpatient		94	314	10	225	111	124	198	1,076	
Rate of MH Admissions per 1,000 Uninsured	o	0.45	0.92	0.11	2.28	0.89	1.04	1.45	0.96	0.65
# of MH Admissions that were Readmissions within 30 days		2	9	1	26	6	8	17	69	
% of MH Admissions that were Readmissions within 30 days	o	2%	3%	10%	12%	5%	6%	9%	6.4%	3.28%
# of MH Inpatient Discharges		82	174	17	218	114	128	205	938	
MH Inpt Average Length of Stay (days)	o	6.6	7.5	5.7	4.8	5.0	9.2	7.5	6.7	1.46
# of SA Admissions to Community Psychiatric Inpatient		0	42	0	20	57	18	33	170	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	-	0.20	0.46	0.15	0.24	0.15	0.15
# of SA Admissions that were Readmissions within 30 days		0	9	0	2	3	2	3	19	
% of SA Admissions that were Readmissions within 30 days	o		21%		10%	5%	11%	9%	11%	5.4%
# of SA Inpatient Discharges		0	53	0	27	56	18	40	194	
SA Inpt Average Length of Stay (days)	o	-	6.8	-	4.4	4.0	6.1	6.1	5.5	2.64
Authorizations		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
Total Number of Auth Requests Received		965	2,470	419	1,417	1,111	633	731	7,746	
# Standard Auth. Request Decisions		790	1,540	282	1,138	751	354	204	5,059	
# Standard Auth Requests Processed in 14 Days		790	1,538	282	1,137	751	354	204	5,056	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		175	930	137	279	360	279	527	2,687	
# Expedited and Inpatient Auth Requests Processed in 3 Days		175	928	137	278	360	279	526	2,683	
% Processed in 3 Days	95.0%	100.0%	99.8%	100.0%	99.6%	100.0%	100.0%	99.8%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		3	7	17	9	10	11	3	60	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.3%	4.1%	0.6%	0.9%	1.7%	0.4%	0.8%	1.3%
# of Administrative Denials		7	0	7	7	-	2	13	36	
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	1.7%	0.5%	0.0%	0.3%	1.8%	0.5%	0.7%
Total # of Auth Requests Denied		10	7	24	16	10	13	16	96	
% of Total Auth Requests Approved	o	99%	100%	94%	99%	99%	98%	98%	99%	1.7%
Number of Consumer Authorization Appeals received		-	0	1	-	-	1	-	2	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	-	0.4	-	-	0.2	-	0.1	0.11
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

LME/MCO Monthly Monitoring Report November 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
Claims		10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	10/16 - 11/15	
Total # Clean Claim Received during Month (header)		23,099	33,479	14,838	14,536	8,318	33,436	24,295	152,001	
Rate of Claims Rcpt per Person Served	o	4.93	5.81	6.32	5.61	3.08	7.01	6.88	5.76	1.25
# Paid		19,848	30,738	13,227	12,806	8,160	25,104	21,957	131,840	
# Denied		3,251	2,741	1,611	1,730	158	8,321	2,338	20,150	
# Pended or in Process			0	-		-	11	-	11	
Percent Denied	o	14.1%	8.2%	10.9%	11.9%	1.9%	24.9%	9.6%	13.3%	6.5%
# Paid or Denied within 30 Days		22,784	33,479	14,838	14,536	8,308	32,541	24,295	150,781	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	100.0%	100.0%	99.9%	97.3%	100.0%	99.2%	0.01
Avg # days for Processing (from Receipt to Payment)	o	7.0	8.0	6.0	8.2	8.9	8.2	7.6	7.7	0.88
Complaints		Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	Oct-17	
Total number of complaints received (1 month prior)		23	3	-	4	5	9	6	50	
Rate of Complaints per 1,000 Persons Served	o	4.15	0.43	-	1.29	1.43	1.81	1.31	1.89	1.23
# Consumer complaints against provider		12	2		2	2	9	4	31	
% Consumer complaints against provider	o	52%	67%		50%	40%	100%	67%	62%	19.2%
# Consumer complaints against LME/MCO		-	0			-	-	-	-	
% Consumer complaints against LME/MCO	o	0%	0%		0%	0%	0%	0%	0%	0.0%
# Provider complaints against LME/MCO		-	0		1	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%		25%	0%	0%	0%	2%	9.3%
# of Other Types of Complaints		11	1		1	3	-	2	18	
# of Complaints Resolved in 30 Days		23	3		4	5	9	6	50	
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.
- (2) Sandhills Community Psychiatric Hospitalization data revised. Vaya (Smoky) persons served; complaints and care coordination monthly data revised.