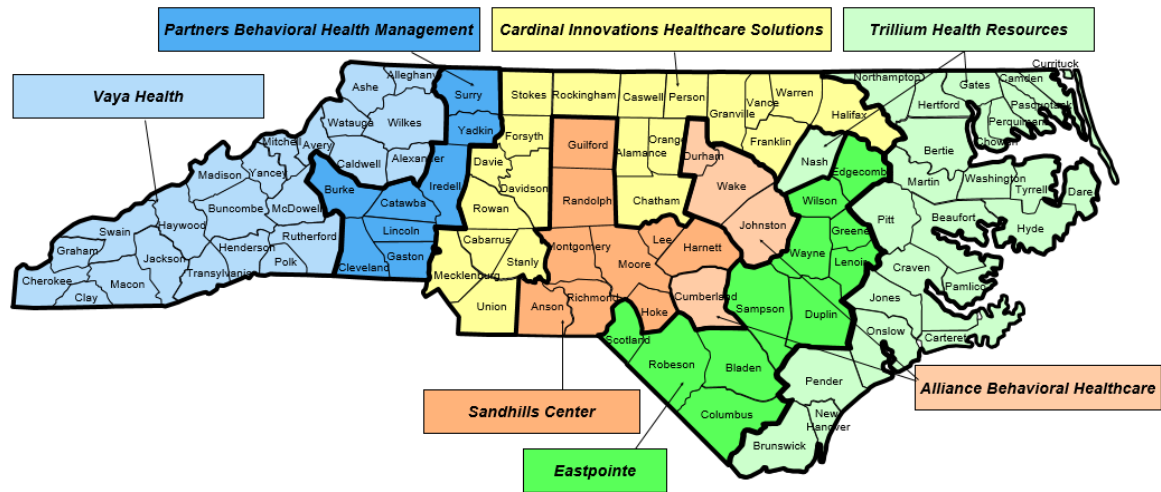


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

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



Prepared by:

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Version: 2/28/18



# NC DHHS LME/MCO Performance Summary

December 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	N	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%	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

DMA Care Coordination Measure - Vaya - 22 of 27 Readmits were assigned a Care Coordinator. Per Vaya "In December 2017, Vaya had a change in how their assignments are done to care coordination to Medicaid members based on authorizations of services which caused a decrease from 100% at time of discharge. All of these patients were assigned a care coordination in early January 2018. We have made changes to our business process and are working with our IT department to maintain 100%."

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

December 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)		4,270	4,233	2,376	2,405	2,087	3,089	1,647	20,107	
# of Calls Abandoned		40	121	44	20	43	99	22	389	
% of calls Abandoned	<5%	0.9%	2.9%	1.9%	0.8%	2.1%	3.2%	1.3%	1.9%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	8.0	5.0	5.8	1.28
# of Calls Answered within 30 seconds		4,181	4,112	2,372	2,331	2,044	2969	1,619	19,628	
% Answered within 30 seconds	95%	97.9%	97.1%	99.8%	96.9%	97.9%	96.1%	98.3%	97.6%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,151	3,313	627	1,054	1,567	1,353	996	12,061	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,107	3,236	625	980	1,494	1,340	996	11,778	
% 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	60	13	58	-	323	
% of Persons waiting for residential services	o	0%	6%	0%	6%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP			208	-	28	60	-	-	296	
% of Persons waiting for ADVP	o	0%	6%	0%	3%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services			-	-	2	-	0	-	2	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.2%	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		412	794	54	141	428	237	247	2,313	
% of Persons on Waitlist receiving B3 Services	o	13%	24%	9%	13%	27%	18%	25%	19%	7%
# of Persons on Waitlist receiving State Services		678	570	168	184	161	321	139	2,221	
% of Persons on Waitlist receiving State Services	o	22%	17%	27%	17%	10%	24%	14%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		778	1,223	222	265	589	423	353	3,853	
% of Persons on Waitlist receiving State and/or B3 Services	o	25%	37%	35%	25%	38%	31%	35%	32%	5%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,373	2,090	405	789	978	930	643	8,208	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	75%	63%	65%	75%	62%	69%	65%	68%	5%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		173	324	57	213	168	209	100	1,244	
Number of Level 3 Critical Incident Reports received *		31	44	7	18	22	22	12	156	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		901	1547	748	574	582	668	771	5,791	
Number of individuals in Transition Planning process		78	59	17	22	21	16	5	218	
Number of Individuals Housed - Total		208	514	175	250	202	223	238	1,810	
<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%	4.7%	5.2%	1.3%	4.1%	7.8%	4.6%	4.5%	4.7%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18 YTD	<5%	4.2%	4.8%	1.2%	3.4%	4.6%	8.1%	3.2%	4.3%	2%

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

\*\* DMH - As of 1/3/2018 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**

**December 2017 Report  
LME/MCO:**

2/26/2018 rev.

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Dec 2017	Dec 2017	Dec 2017	Dec 2017	Dec 2017	Dec 2017	Dec 2017	Dec 2017	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		223,347	436,324	170,303	142,728	173,499	159,822	197,877	<b>1,503,900</b>	
# Persons Receiving MH Services		13,118	18,953	5,754	7,458	6,242	9,166	9,604	<b>70,295</b>	
% of Members Receiving MH Services	o	<b>5.9%</b>	<b>4.3%</b>	<b>3.4%</b>	<b>5.2%</b>	<b>3.6%</b>	<b>5.7%</b>	<b>4.9%</b>	<b>4.7%</b>	0.9%
# Persons Receiving SA Services		1,083	3,016	1,180	1,383	1,094	1,502	1,327	<b>10,585</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.7%</b>	<b>1.0%</b>	<b>0.6%</b>	<b>0.9%</b>	<b>0.7%</b>	<b>0.7%</b>	0.2%
# Persons Receiving DD Services		3,064	6,087	1,346	2,002	1,539	1,951	2,596	<b>18,585</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.4%</b>	<b>0.8%</b>	<b>1.4%</b>	<b>0.9%</b>	<b>1.2%</b>	<b>1.3%</b>	<b>1.2%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		16,684	25,980	7,649	10,375	8,875	12,368	12,174	<b>94,105</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.5%</b>	<b>6.0%</b>	<b>4.5%</b>	<b>7.3%</b>	<b>5.1%</b>	<b>7.7%</b>	<b>6.2%</b>	<b>6.3%</b>	1.1%
<b>Community Psychiatric Hospitalization</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
# of MH Admissions to Community Psychiatric Inpatient		168	440	122	135	93	170	181	<b>1,309</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.75	1.01	0.72	0.95	0.54	1.06	0.91	<b>0.87</b>	0.17
# of MH Admissions that were Readmissions within 30 days		15	22	11	22	9	24	27	<b>130</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8.9%</b>	<b>5.0%</b>	<b>9.0%</b>	<b>16.3%</b>	<b>9.7%</b>	<b>14.1%</b>	<b>14.9%</b>	<b>9.9%</b>	3.8%
# of MH Inpatient Discharges		208	356	129	141	120	205	219	<b>1,378</b>	
MH Inpt Average Length of Stay (days)	o	6.4	8.9	7.7	4.0	4.9	11.6	8.5	<b>7.9</b>	2.39
# of SA Admissions to Community Psychiatric Inpatient		6	30	7	6	12	14	5	<b>80</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.07	0.04	0.04	0.07	0.09	0.03	<b>0.05</b>	0.02
# of SA Admissions that were Readmissions within 30 days		1	3	1	1	4	3	0	<b>13</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>17%</b>	<b>10%</b>	<b>14%</b>	<b>17%</b>	<b>33%</b>	<b>21%</b>	<b>0%</b>	<b>16%</b>	9.5%
# of SA Inpatient Discharges		5	24	7	6	18	12	9	<b>81</b>	
SA Inpt Average Length of Stay (days)	o	6.8	4.5	4.6	4.0	4.1	8.8	3.6	<b>5.1</b>	1.76
<b>Care Coordination</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
# of MH and SA Readmits assigned to a Care Coordinator		16	25	12	23	13	22	24	<b>135</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>81.5%</b>	<b>88.9%</b>	<b>94.4%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	Sep-17	
# of ED Admits for persons with MHDDSA diagnoses		301	1095	300	296	318	345	418	<b>3,073</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.35	2.39	1.72	1.96	1.90	2.11	2.11	2.0	0.30
# of ED Admits for persons who are active consumers		95	555	84	161	112	129	230	<b>1,366</b>	
% of ED Admits that were for active consumers	o	<b>32%</b>	<b>51%</b>	<b>28%</b>	<b>54%</b>	<b>35%</b>	<b>37%</b>	<b>55%</b>	<b>44%</b>	10.5%
# of ED Admits which were readmissions within 30 days		44	233	32	50	53	64	43	<b>519</b>	
% of ED Admissions Readmitted within 30 days	o	<b>15%</b>	<b>21%</b>	<b>11%</b>	<b>17%</b>	<b>17%</b>	<b>19%</b>	<b>10%</b>	<b>16.9%</b>	3.7%
<b>Authorization Requests</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
Total Number of Auth Requests Received		4,085	6,177	2,507	3,424	2,492	2,408	3,055	<b>24,148</b>	
# Standard Auth. Request Decisions		3,501	5,049	2,074	3,228	1,912	1,886	2,135	<b>19,785</b>	
# Standard Auth Requests Processed in 14 Days		3,439	5,048	2,074	3,225	1,912	1,885	2,135	<b>19,718</b>	
% Processed in 14 Days	95.0%	<b>98.2%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.7%</b>	0.6%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		584	1,128	433	196	580	522	920	<b>4,363</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		582	1,124	433	196	580	522	919	<b>4,356</b>	
% Processed in 3 Days	95.0%	<b>99.7%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>99.8%</b>	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>98.4%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.7%</b>	0.6%

**MCO Monthly Monitoring Report  
Medicaid Only**

**December 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		47	174	117	170	77	56	185	826	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	2.8%	4.7%	5.0%	3.1%	2.3%	6.1%	3.4%	1.6%
# of Administrative Denials		30	0	17	56	-	8	110	221	
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	0.7%	1.6%	0.0%	0.3%	3.6%	0.9%	1.2%
Total # of Auth Requests Denied		77	174	134	226	77	64	295	1,047	
% of Total Auth Requests Approved	o	98.1%	97.2%	94.7%	93.4%	96.9%	97.3%	90.3%	95.7%	2.6%
Number of Consumer Authorization Appeals received		7	30	7	13	14	15	33	119	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	1.2	0.9	1.3	1.6	1.2	2.7	1.3	0.66
Number of Authorizations overturned due to Consumer Appeals		-	6	2(partial)		7	6	-	19	
<b>Claims</b>		11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	
Total # Clean Claim Received during Month (detail lines)		89,592	178,268	55,648	79,905	48,550	88,504	87,136	627,603	
Rate of Claims Rcpt per Person Served	o	5.4	6.9	7.3	7.7	5.5	7.2	7.2	6.7	0.85
# Paid		80,463	161,483	49,238	68,713	46,764	73,585	81,337	561,583	
# Denied		9,128	16,780	6,410	11,190	1,786	14,737	5,798	65,829	
# Pended or in Process		1	5	-	2	-	182	1	191	
Percent Denied	o	10.2%	9.4%	11.5%	14.0%	3.7%	16.7%	6.7%	10.5%	4.0%
# Paid or Denied within 30 Days		88,385	178,250	55,647	79,905	48,550	88,045	87,135	625,917	
Percent Processed within 30 Days	90.0%	98.7%	100.0%	100.0%	100.0%	100.0%	99.5%	100.0%	99.7%	0.5%
Avg # days for Processing (from Receipt to Payment)	o	7	8	9	11	10	9	7	8.7	1.29
Number of Provider claim Appeals received		16	4	0	0	0	19	0	39	
Rate of Provider Claim appeals per 1,000 persons served	o	1.0	0.2				1.5		0.4	0.57
Number of claim denials overturned due to Provider Appeals		16	0	0	0	0	13	0	29	
<b>Complaints/Grievances</b>		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
Total number of complaints received (1 month prior)		44	46	3	19	13	35	18	178	
Rate of Complaints per 1,000 Persons Served	o	2.37	1.54	0.28	1.47	1.06	2.42	1.11	1.9	0.70
# Consumer complaints against provider		17	32	2	15	7	27	13	113	
% Consumer complaints against provider	o	39%	70%	67%	79%	54%	77%	72%	63%	13.3%
# Consumer complaints against LME/MCO		3	14	1	1	1	4	5	29	
% Consumer complaints against LME/MCO	o	7%	30%	33%	5%	8%	11%	28%	16%	11.5%
# Provider complaints against LME/MCO		1	0	-	1	-	2	-	4	
% Provider complaints against LME/MCO	o	2%	0%	0%	5%	0%	6%	0%	2%	2.4%
# of Other Types of Complaints		23	0	-	2	5	2	-	32	
# of Complaints Resolved in 30 Days		44	46	3	19	13	35	18	178	
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>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	19	3	11	3	4	8	51	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		29	28	9	40	11	76	2	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		2	1	0	0	0	0	3	6	
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**

**December 2017 Report**  
**LME/MCO:**

2/26/2018 rev.

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Dec-17	Dec 2017	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
<b>Persons Served</b>										
Estimated number of Uninsured in Catchment Area		209,297	339,551	94,973	98,517	124,871	118,725	136,590	<b>1,122,524</b>	
# Persons Receiving MH Services		3,004	2,980	1,200	1,321	1,050	2,604	2,068	<b>14,227</b>	
% of Uninsured Receiving MH Services	o	1.4%	0.9%	1.3%	1.3%	0.8%	2.2%	1.5%	1.3%	0.42%
# Persons Receiving SA Services		897	1,946	432	615	421	1,347	1,662	<b>7,320</b>	
% of Uninsured Receiving SA Services	o	0.4%	0.6%	0.5%	0.6%	0.3%	1.1%	1.2%	0.7%	0.33%
# Persons Receiving DD Services		704	893	398	427	480	449	288	<b>3,639</b>	
% of Uninsured Receiving DD Services	o	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.2%	0.3%	0.08%
Unduplicated # Persons Receiving MH/DD/SA Services		4,510	5,574	1,871	2,268	1,951	4,316	3,376	<b>23,866</b>	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.6%	2.0%	2.3%	1.6%	3.6%	2.5%	2.1%	0.64%
<b>Community Psychiatric Hospitalization (1)</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
# of MH Admissions to Community Psychiatric Inpatient		83	326	9	231	102	108	178	<b>1,037</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.40	0.96	0.09	2.34	0.82	0.91	1.30	0.92	0.67
# of MH Admissions that were Readmissions within 30 days		3	8	0	16	4	11	14	<b>56</b>	
% of MH Admissions that were Readmissions within 30 days	o	4%	2%	0%	7%	4%	10%	8%	5.4%	3.24%
# of MH Inpatient Discharges		91	168	16	216	105	113	198	<b>907</b>	
MH Inpt Average Length of Stay (days)	o	7.1	7.5	7.1	5.0	5.4	10.6	7.4	7.0	1.69
# of SA Admissions to Community Psychiatric Inpatient		0	39	0	19	39	27	30	<b>154</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.11	-	0.19	0.31	0.23	0.22	0.14	0.11
# of SA Admissions that were Readmissions within 30 days		0	1	0	3	3	2	0	<b>9</b>	
% of SA Admissions that were Readmissions within 30 days	o		3%		16%	8%	7%	0%	6%	5.4%
# of SA Inpatient Discharges		0	32	0	21	45	20	32	<b>150</b>	
SA Inpt Average Length of Stay (days)	o	-	6.1	-	4.0	4.3	8.8	5.6	5.5	2.97
<b>Authorizations</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
Total Number of Auth Requests Received		983	2,520	421	1,432	1,293	667	655	<b>7,971</b>	
# Standard Auth. Request Decisions		765	1,581	285	1,152	966	386	197	<b>5,332</b>	
# Standard Auth Requests Processed in 14 Days		764	1,581	285	1,152	966	386	197	<b>5,331</b>	
% Processed in 14 Days	95.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		218	939	136	280	327	281	458	<b>2,639</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		216	937	136	280	327	281	458	<b>2,635</b>	
% Processed in 3 Days	95.0%	99.1%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.7%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		-	14	15	3	3	13	6	<b>54</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.0%	0.6%	3.6%	0.2%	0.2%	1.9%	0.9%	0.7%	1.2%
# of Administrative Denials		1	0	12	12	-	3	7	<b>35</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	2.9%	0.8%	0.0%	0.4%	1.1%	0.4%	0.9%
Total # of Auth Requests Denied		1	14	27	15	3	16	13	<b>89</b>	
% of Total Auth Requests Approved	o	100%	99%	94%	99%	100%	98%	98%	99%	2.0%
Number of Consumer Authorization Appeals received		-	1	1	1	-	1	-	<b>4</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	0.2	0.5	0.4	-	0.2	-	0.2	0.15
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	



**LME/MCO Monthly Monitoring Report** December 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>		11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	11/16 - 12/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>20,841</b>	<b>35,207</b>	<b>10,755</b>	<b>12,259</b>	<b>7,383</b>	<b>23,328</b>	<b>20,906</b>	130,679	
Rate of Claims Rcpt per Person Served	o	4.62	6.32	5.75	5.41	3.78	5.41	6.19	5.48	0.83
# Paid		18,345	31,564	9,926	11,048	7,273	19,239	19,312	116,707	
# Denied		2,496	3,643	829	1,211	110	4,087	1,594	13,970	
# Pended or in Process			0	-	-	-	2	-	2	
Percent Denied	o	12.0%	10.3%	7.7%	9.9%	1.5%	17.5%	7.6%	10.7%	4.5%
# Paid or Denied within 30 Days		20,663	35,207	10,755	12,259	7,383	22,399	20,906	129,572	
Percent Processed within 30 Days	90.0%	99.1%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	99.2%	0.01
Avg # days for Processing (from Receipt to Payment )	o	7.0	8.6	9.1	10.5	9.6	8.4	7.4	8.9	1.13
<b>Complaints</b>		Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	Nov-17	
<b>Total number of complaints received (1 month prior)</b>		<b>10</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>10</b>	35	
Rate of Complaints per 1,000 Persons Served	o	1.91	0.15	0.82	0.33	0.89	1.68	2.19	1.47	0.74
# Consumer complaints against provider		3	1	-	1	2	5	3	15	
% Consumer complaints against provider	o	30%	100%	0%	100%	67%	63%	30%	43%	34.9%
# Consumer complaints against LME/MCO		-	0	-	-	-	2	1	3	
% Consumer complaints against LME/MCO	o	0%	0%	0%	0%	0%	25%	10%	9%	8.9%
# Provider complaints against LME/MCO		1	0	-	-	-	-	2	3	
% Provider complaints against LME/MCO	o	10%	0%	0%	0%	0%	0%	20%	9%	7.3%
# of Other Types of Complaints		6	0	2		1	1	4	14	
# of Complaints Resolved in 30 Days		10	1	2	1	3	7	9	33	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	90.0%	94.3%	0.05
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.