

NC DHHS LME/MCO Performance Summary

December 2014 Report

2/4/2015

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

CoastalCare - % of Community Inpatient Readmits assigned to Care Coord. - 66.7% (2 out of 3).

	Count	%
Number of Standards Not Met:	1	1%
Number of Standards Not Met for 2 or more Months (pinks):	0	0%
Number of LME/MCOs with 2 or more Standards Not Met:	0	0%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

December 2014 Report

2/4/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC Total
Call Center											
% of calls Abandoned	<5%	1.0%	4.1%	1.7%	1.5%	2.0%	1.9%	2.3%	1.2%	2.2%	2.1%
Avg Speed to Answer Calls (seconds)	o	7.0	6.0	5.9	5.0	5.0	2.0	8.0	5.0	6.0	5.5
% Answered within 30 seconds	95%	99.7%	95.8%	98.3%	98.5%	96.0%	97.9%	97.0%	98.7%	97.8%	97.5%
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		1,955	1,728	1,165	606	857	207	933	1,134	1,314	9,899
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	93%	100%	76%	96%	97%	71%	93%
% of Persons waiting for residential services	o	1%	3%	52%	3%	0%	7%	4%	1%	2%	8%
% of Persons waiting for ADVP	o	1%	4%	61%	1%	0%	1%	6%	1%	0%	9%
% of Persons waiting for vocational services	o	0%	0%	61%	0%	0%	0%	2%	0%	1%	8%
Service Status of Persons on the Waiting List											
% of Persons on Waitlist receiving B3 Services	o	13%	30%	20%	4%	8%	20%	14%	8%	19%	16%
% of Persons on Waitlist receiving State Services	o	30%	10%	42%	40%	34%	35%	23%	14%	61%	31%
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	36%	62%	41%	42%	43%	37%	22%	64%	41%
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	64%	38%	59%	58%	57%	63%	78%	36%	59%
Incidents											
Number of Level 3 Critical Incident Reports received *		16	11	2	11	13	7	12	8	20	100
Department of Justice Settlement		Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	NC TOTAL
Individuals in In-reach		324	501	169	137	157	426	304	251	451	2,720
Number of individuals in Transition Planning process		41	41	6	33	21	19	17	16	28	222
Number of Individuals Housed - Currently		26	54	30	39	38	20	21	47	42	317
Number of Individuals Housed - Total		29	61	33	46	47	25	28	56	48	373
DOJ numbers are as of 12/31/14.											
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.					Blue highlights indicate possible outliers.				

MCO Monthly Monitoring Report
Medicaid Only

December 2014 Report
LME/MCO:

2/4/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV	
Persons Served	o	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014		
Unduplicated Count of Medicaid Members		189,953	320,565	83,567	69,509	186,789	89,084	124,011	153,534	162,760	1,379,772	72,570	
% of Members Receiving MH Services	o	8.0%	4.5%	3.5%	6.9%	3.3%	4.3%	5.1%	4.6%	5.4%	5.1%	1.4%	
% of Members Receiving SA Services	o	0.6%	0.5%	0.2%	0.5%	0.3%	0.7%	1.1%	0.4%	0.9%	0.6%	0.3%	
% of Members Receiving DD Services	o	1.7%	1.1%	0.7%	1.2%	0.4%	0.7%	1.4%	0.9%	1.3%	1.1%	0.4%	
Unduplicated # that received MH/DD/SA Services		18,518	19,564	3,618	6,051	7,583	4,698	9,002	9,052	12,062	90,148	5,379	
% of Members Receiving MH/DD/SA Services	o	9.7%	6.1%	4.3%	8.7%	4.1%	5.3%	7.3%	5.9%	7.4%	6.5%	1.8%	
Community Psychiatric Hospitalization		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014		
Rate of MH Admissions per 1,000 Medicaid Members	o	0.93	0.99	0.98	0.45	0.75	1.07	1.19	0.30	1.14	0.89	0.29	
% of MH Admissions that were Readmissions within 30 days	o	10%	5%	11%	10%	1%	9%	18%	7%	16%	9%	5%	
MH Inpt Average Length of Stay (days)	o	5.5	8.6	5.3	3.6	5.3	8.9	4.5	4.2	9.3	6.7	2.1	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.06	0.02	0.06	0.04	-	0.14	0.05	0.09	0.06	0.04	
% of SA Admissions that were Readmissions within 30 days	o	25%	5%	0%	0%	0%	-	0%	13%	21%	8%	10%	
SA Inpt Average Length of Stay (days)	o	3.3	4.9	9.0	2.3	3.3	-	3.2	3.8	5.9	4.4	2.4	
% of Readmits assigned to Care Coordination	85%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	93.8%	97.5%	10%	
Emergency Dept Utilization (3 month lag)		Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014	Sep 2014		
# of ED Admits for persons with MHDDSA diagnoses		278	677	229	148	367	282	399	84	472	2,936		
Rate of ED Admits per 1,000 Medicaid Members	o	1.51	1.90	2.74	2.18	2.01	2.51	2.84	0.54	2.85	2.13	0.71	
# of ED Admits which were readmissions within 30 days		12	102	30	16	58	42	60	1	69	390		
% of ED Admits which were readmissions within 30 days	o	4%	15%	13%	11%	16%	15%	15%	1%	15%	13.3%	5%	
Authorization Requests		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014		
Total Number of Auth Requests Received		3,858	5,710	1,152	1,528	2,905	1,635	4,584	3,969	3,163	28,504	1,444	
% Processed in 14 Days	95%	99.8%	99.9%	98.7%	99.9%	100.0%	99.8%	99.2%	100.0%	99.7%	99.7%	0.4%	
% Processed in 3 Days	95%	99.7%	99.3%	100.0%	100.0%	100.0%	100.0%	95.9%	100.0%	98.4%	99.4%	1.3%	
Total % of Auth Requests Processed in Required Timeframes	95%	99.8%	99.8%	98.9%	99.9%	100.0%	99.8%	99.1%	100.0%	99.5%	99.7%	0.4%	
% of Total Auth Requests Denied for Clinical Reasons	o	2.1%	2.2%	3.9%	3.0%	14.2%	2.2%	4.1%	3.5%	4.2%	4.2%	3.6%	
% of Total Auth Requests Denied for Admin Reasons	o	2.9%	0.0%	0.1%	0.9%	0.0%	16.2%	0.8%	0.0%	2.8%	1.8%	4.9%	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.6	1.0	3.0	2.0	3.6	0.2	2.3	1.8	1.2	1.7	1.0	
Claims		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	11/16 - 12/15	11/16 - 12/15		
Total # Received during Report Month		142,450	298,608	59,642	69,178	121,995	60,578	172,060	121,931	158,123	1,204,544	70,403	
Rate of Claims Rcpt per Person Served		7.7	15.3	16.5	11.4	16.1	12.9	19.1	13.5	13.1	13.4	3.1	
Percent Denied	o	6.6%	14.4%	6.6%	5.9%	11.3%	7.8%	11.2%	3.6%	5.2%	9.2%	3.3%	
Percent Processed within 30 Days	90%	99.3%	99.9%	99.6%	100.0%	95.6%	96.1%	100.0%	100.0%	99.6%	99.2%	1.7%	
Avg # days for Processing (from Receipt to Payment)		10.0	8.3	10.0	8.6	12.0	7.3	10.0	11.0	10.6	9.8	1.4	
Rate of Provider Claim appeals per 1,000 persons served		2.2	0.2		0.3					0.3	0.6	0.8	
Complaints/Grievances		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014		
Total number of complaints received (1 month prior)		52	50	16	13	19	4	10	12	26	202	16	
Rate of Complaints per 1,000 Persons Served	o	2.81	2.56	4.42	2.15	2.51	0.85	1.11	1.33	2.16	2.24	1.02	
% Consumer complaints against provider		21%	76%	75%	38%	32%	75%	50%	92%	42%	50%	0.23	
% Consumer complaints against LME/MCO		10%	18%	6%	15%	37%	25%	40%	8%	8%	16%	0.12	
% Provider complaints against LME/MCO		0%	0%	19%	0%	5%	0%	0%	0%	0%	2%	0.06	
Percent of Complaints resolved in 30 days	90%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	98.5%	0	
Program Integrity--Fraud, Waste and Abuse		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	10	4	1	12	3	7	2	10	52	3.8	
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.							Blue highlights indicate possible outliers				
Peach highlight indicates an estimated number of Medicaid Members.													

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

December 2014 Report
LME/MCO:

2/4/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	Partners	Sandhills	Smoky Mountain	Statewide	STD DEV
Persons Served	o	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	
Estimated number of Uninsured in Catchment Area		269,422	365,263	75,722	94,580	127,820	88,746	120,782	157,677	137,660	1,437,672	90,458
% of Uninsured Receiving MH Services	o	1.7%	0.7%	1.5%	1.1%	1.0%	1.5%	0.9%	1.0%	1.8%	1.2%	0.37%
% of Uninsured Receiving SA Services	o	0.5%	0.3%	0.3%	0.4%	0.4%	1.1%	0.5%	0.3%	0.7%	0.5%	0.24%
% of Uninsured Receiving DD Services	o	0.4%	0.2%	0.3%	0.4%	0.3%	0.2%	0.3%	0.3%	0.4%	0.31%	0.08%
Unduplicated # Persons Receiving MH/DD/SA Services		6,643	4,677	1,236	1,800	2,248	2,023	2,087	2,488	4,005	27,207	1,642
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	1.3%	1.6%	1.9%	1.8%	2.3%	1.7%	1.6%	2.9%	1.9%	0.48%
Community Psychiatric Hospitalization		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	
Rate of MH Admissions per 1,000 Uninsured	o	0.68	0.49	1.02	0.40	1.07	0.57	1.52	0.56	0.82	0.73	0.34
% of MH Admissions that were Readmissions within 30 days	o	7%	2%	10%	5%	0%	8%	7%	2%	6%	5.0%	3.07%
MH Inpt Average Length of Stay (days)	o	4.2	7.9	5.0	4.3	2.4	6.5	3.9	3.5	8.0	4.9	1.85
Rate of SA Admissions per 1,000 Uninsured	o	0.04	0.02	0.32	0.02	0.02	0.11	0.19	0.44	0.07	0.11	0.14
% of SA Admissions that were Readmissions within 30 days	o	0%	22%	4%	0%	0%	0%	13%	1%	10%	5%	7.4%
SA Inpt Average Length of Stay (days)	o	4.3	5.3	7.1	4.0	4.3	6.4	3.8	4.8	7.8	5.2	1.37
Authorizations		Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	Dec 2014	
Total Number of Auth Requests Received		1,664	1,619	573	611	836	310	941	1,527	862	8,943	466.74
% Processed in 14 Days	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	0.00
% Processed in 3 Days	95%	99.8%	99.8%	99.0%	100.0%	100.0%	100.0%	97.3%	100.0%	99.7%	99.8%	0.01
Total % of Auth Requests Processed in Required Timeframes	95%	99.9%	99.9%	99.7%	100.0%	100.0%	100.0%	99.8%	100.0%	99.9%	99.9%	0.00
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	0.2%	1.2%	0.8%	7.5%	1.6%	2.9%	0.4%	0.7%	1.6%	2.1%
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.3%	0.5%	0.0%	19.7%	0.2%	0.0%	3.0%	1.1%	6.1%
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.3				2.2		0.5	1.2		0.4	0.76
Claims		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	11/16 - 12/15	11/16 - 12/15	
Total # Received during Report Month		29,173	58,148	17,183	13,653	25,988	24,558	31,723	28,491	41,972	270,889	12,555
Rate of Claims Rcpt per Person Served	o	4.39	12.43	13.90	7.59	11.56	12.14	15.20	11.45	10.48	9.96	3.08
Percent Denied	o	6.3%	22.9%	5.8%	4.6%	4.1%	16.3%	10.1%	5.8%	9.3%	11.3%	5.9%
Percent Processed within 30 Days	90%	99.7%	99.5%	99.4%	100.0%	100.0%	99.6%	100.0%	100.0%	99.1%	99.6%	0.00
Avg # days for Processing (from Receipt to Payment)	o	11.0	8.3	12.6	10.3	8.7	7.2	9.8	7.0	11.6	9.6	1.84
Complaints		Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	Nov 2014	
Total number of complaints received (1 month prior)		17	17	7	4	25	-	7	3	8	88	7.67
Rate of Complaints per 1,000 Persons Served	o	2.56	3.63	5.66	2.22	11.12	-	3.35	1.21	2.00	3.23	3.07
% Consumer complaints against provider		24%	18%	86%	0%	24%		43%	100%	38%	32%	0.32
% Consumer complaints against LME/MCO	o	6%	0%	14%	0%	0%		0%	0%	0%	2%	0.05
% Provider complaints against LME/MCO	o	0%	18%	0%	0%	8%		0%	0%	0%	6%	0.06
Percent of Complaints resolved in 30 days	90%	100.0%	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 consecutive months. Blue highlights indicate possible outliers.												