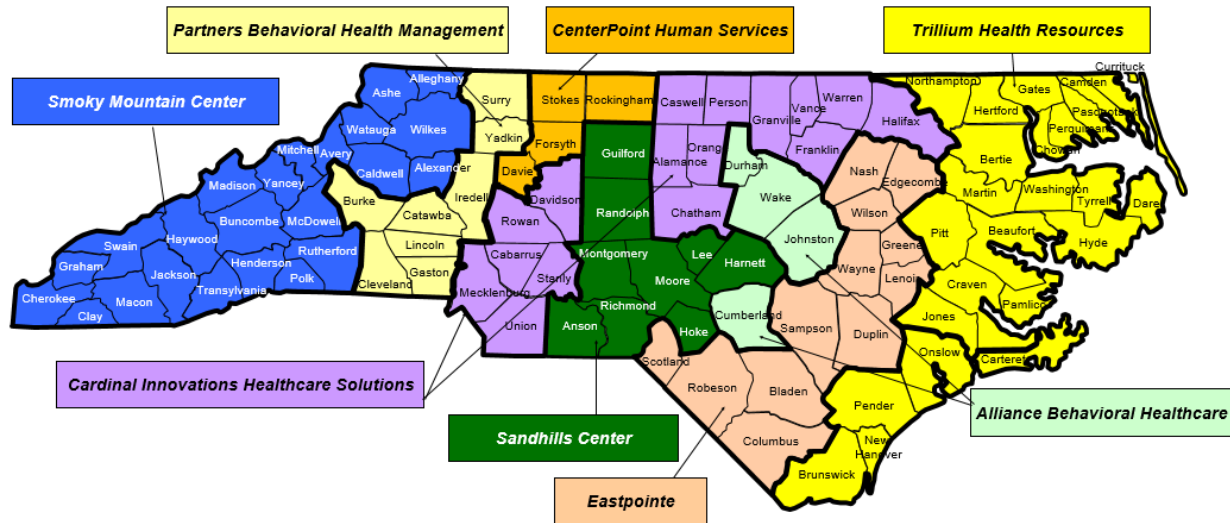


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
October 2015



Prepared by:

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Version: 12/22/2015



NC DHHS LME/MCO Performance Summary

October 2015 Report

12/22/2015

Meets Standards?

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

Alliance: 80% of Inpatient Readmits Assigned to Care Coordination. Per Alliance, "October's percentage was affected by 3 members who did not have a care coordinator assigned. 1 of the 3 did not meet criteria for care coordination per the definitions. The other 2 have been assigned a care coordinator as of 11/5/15."

	Count	%
Number of Standards Not Met:	2	2%
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

October 2015 Report

12/22/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		5,888	5,647	3,415	5,285	3,686	2810	4,921	2,655	34,307	
# of Calls Abandoned		73	87	58	109	47	41	129	61	605	
% of calls Abandoned	<5%	1.2%	1.5%	1.7%	2.1%	1.3%	1.5%	2.6%	2.3%	1.8%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	5.3	4.0	9.0	5.0	6.0	4.0	5.7	1.56
# of Calls Answered within 30 seconds		5,815	5,559	3,342	5,199	3,532	2,769	4786	2,594	33,596	
% Answered within 30 seconds	95%	98.8%	98.4%	97.9%	98.4%	95.8%	98.5%	97.3%	97.7%	97.9%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,169	1,892	1,263	802	930	1,305	1,256	798	10,415	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,122	1,821	1,262	802	891	1,183	1,060	654	9,795	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	96%	100%	100%	96%	91%	84%	82%	94%	7%
# of Persons waiting for residential services		-	55	-	-	28	46	63	23	215	
% of Persons waiting for residential services	o	0%	3%	0%	0%	3%	4%	5%	3%	2%	2%
# of Persons waiting for ADVP		10	80	-	-	6	76	-	27	199	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	1%	6%	0%	3%	2%	2%
# of Persons waiting for vocational services		-	2	1	-	20	-	32	7	62	
% of Persons waiting for vocational services	o	0%	0%	0%	0%	2%	0%	3%	1%	1%	1%
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		296	565	246	66	114	263	244	75	1,869	
% of Persons on Waitlist receiving B3 Services	o	14%	30%	19%	8%	12%	20%	19%	9%	18%	7%
# of Persons on Waitlist receiving State Services		640	203	341	252	269	158	768	320	2,951	
% of Persons on Waitlist receiving State Services	o	30%	11%	27%	31%	29%	12%	61%	40%	28%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		696	704	510	318	257	421	831	334	4,071	
% of Persons on Waitlist receiving State and/or B3 Services	o	32%	37%	40%	40%	28%	32%	66%	42%	39%	11%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,473	1,188	753	484	673	884	425	464	6,344	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	68%	63%	60%	60%	72%	68%	34%	58%	61%	11%
Incidents											
Number of Level 2 Critical Incident Reports received		181	258	51	127	162	166	196	97	1,238	
Number of Level 3 Critical Incident Reports received *		15	17	3	2	11	14	17	6	85	
* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.											
Department of Justice Settlement											
Individuals in In-reach		471	829	224	358	352	312	621	594	3,761	
Number of individuals in Transition Planning process		59	41	15	20	42	16	35	35	263	
Number of Individuals Housed - Total		53	101	52	66	51	78	74	118	593	
Claim/Encounter Processing in NCTracks											
DMH- % of Claims \$ Value Denied by Date of Service FY15 YTD	<10%	5%	28%	10%	7%	2%	26%	12%	9%	13%	9%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	16%	33%	22%	36%	4%	30%	15%	6%	19%	11%

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**

**October 2015 Report
LME/MCO:**

12/22/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
Unduplicated Count of Medicaid Members		207,143	342,247	77,735	190,302	137,979	165,340	154,594	169,929	1,445,269	
# Persons Receiving MH Services		13,168	14,577	2,778	8,906	7,861	8,868	8,347	8,169	72,674	
% of Members Receiving MH Services	o	6.4%	4.3%	3.6%	4.7%	5.7%	5.4%	5.4%	4.8%	5.0%	0.8%
# Persons Receiving SA Services		1,059	1,013	138	1,249	749	979	834	1,282	7,303	
% of Members Receiving SA Services	o	0.5%	0.3%	0.2%	0.7%	0.5%	0.6%	0.5%	0.8%	0.5%	0.2%
# Persons Receiving DD Services		2,848	4,017	860	1,623	2,004	1,928	2,128	1,687	17,095	
% of Members Receiving DD Services	o	1.4%	1.2%	1.1%	0.9%	1.5%	1.2%	1.4%	1.0%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		16,494	19,607	3,733	10,960	10,184	11,775	11,035	10,165	93,953	
% of Members Receiving MH/DD/SA Services	o	8.0%	5.7%	4.8%	5.8%	7.4%	7.1%	7.1%	6.0%	6.5%	1.0%
Community Psychiatric Hospitalization		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
# of MH Admissions to Community Psychiatric Inpatient		166	341	87	144	162	150	184	187	1,421	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.80	1.00	1.12	0.76	1.17	0.91	1.19	1.10	0.98	0.16
# of MH Admissions that were Readmissions within 30 days		15	20	10	12	20	15	19	23	134	
% of MH Admissions that were Readmissions within 30 days	o	9.0%	5.9%	11.5%	8.3%	12.3%	10.0%	10.3%	12.3%	9.4%	2.1%
# of MH Inpatient Discharges		168	221	55	161	80	144	180	211	1,220	
MH Inpt Average Length of Stay (days)	o	6.30	9.30	5.80	6.00	5.80	4.30	10.61	7.38	7.3	1.94
# of SA Admissions to Community Psychiatric Inpatient		0	19	5	11	7	19	2	4	67	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.06	0.06	0.06	0.05	0.11	0.01	0.02	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		0	3	0	4	0	3	0	1	11	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	15.8%	0.0%	36.4%	0.0%	15.8%	0.0%	25.0%	16%	13.1%
# of SA Inpatient Discharges		0	23	7	14	6	20	1	5	76	
SA Inpt Average Length of Stay (days)	o	-	3.8	3.0	4.0	3.4	3.6	8.0	6.3	3.9	2.21
Care Coordination		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
# of MH and SA Readmits assigned to a Care Coordinator		12	22	10	16	20	18	19	24	141	
% of Readmits assigned to Care Coordination	85.0%	80.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	
Emergency Dept Utilization (3 month lag)		Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	Jul 2015	
# of ED Admits for persons with MHDDSA diagnoses		280	726	244	389	264	276	329	315	2,823	
Rate of ED Admits per 1,000 Medicaid Members	o	1.34	2.01	3.20	2.01	1.78	1.63	2.07	1.77	2.0	0.51
# of ED Admits for persons who are active consumers		82	395	140	120	137	85	104	171	1,234	
% of ED Admits that were for active consumers	o	29.3%	54.4%	57.0%	30.8%	51.9%	30.8%	31.6%	54.3%	44%	12.0%
# of ED Admits which were readmissions within 30 days		33	125	58	61	37	39	41	43	437	
% of ED Admissions Readmitted within 30 days	o	11.8%	17.2%	24.0%	15.7%	14.0%	14.1%	12.5%	13.7%	15.5%	3.6%
Authorization Requests		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
Total Number of Auth Requests Received		3,596	4,663	1,489	2,410	4,374	2,702	3,501	2,858	25,593	
# Standard Auth. Request Decisions		3,118	3,786	1,282	1,899	4,144	2,240	2,763	1,791	21,023	
# Standard Auth Requests Processed in 14 Days		3,107	3,786	1,278	1,888	4,144	2,240	2,761	1,790	20,994	
% Processed in 14 Days	95.0%	99.6%	100.0%	99.7%	99.4%	100.0%	100.0%	99.9%	99.9%	99.9%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		478	877	207	511	230	462	738	1,067	4,570	
# Expedited and Inpatient Auth Requests Processed in 3 Days		477	875	204	499	230	462	737	1,059	4,543	
% Processed in 3 Days	95.0%	99.8%	99.8%	98.6%	97.7%	100.0%	100.0%	99.9%	99.3%	99.4%	0.8%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.7%	100.0%	99.5%	99.0%	100.0%	100.0%	99.9%	99.7%	99.8%	0.3%

**MCO Monthly Monitoring Report
Medicaid Only**

**October 2015 Report
LME/MCO:**

12/22/2015

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		68	115	47	234	236	127	90	110	1,027	
% of Total Auth Requests Denied for Clinical Reasons	o	1.9%	2.5%	3.2%	9.7%	5.4%	4.7%	2.6%	3.8%	4.0%	2.4%
# of Administrative Denials		52	-	97	-	50	-	13	367	579	
% of Total Auth Requests Denied for Admin Reasons	o	1.4%	0.0%	6.5%	0.0%	1.1%	0.0%	0.4%	12.8%	2.3%	4.3%
Total # of Auth Requests Denied		120	115	144	234	286	127	103	477	1,606	
% of Total Auth Requests Approved	o	96.7%	97.5%	90.3%	90.3%	93.5%	95.3%	97.1%	83.3%	93.7%	4.5%
Number of Consumer Authorization Appeals received		19	25	7	31	21	12	17	10	142	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.2	1.3	1.9	2.8	2.1	1.0	1.5	1.0	1.5	0.59
Number of Authorizations overturned due to Consumer Appeals		1	2	1	5	1	2	4	-	16	
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15
Total # Clean Claim Received during Month (detail lines)		91,471	303,706	63,603	139,809	62,222	49,851	79,774	128,493	918,929	
Rate of Claims Rcpt per Person Served	o	5.5	15.5	17.0	12.8	6.1	4.2	7.2	12.6	9.8	4.61
# Paid		84,035	260,433	56,963	117,698	55,163	47,792	68,554	117,003	807,641	
# Denied		7,429	43,124	5,199	22,111	6,884	2,059	11,123	10,552	108,481	
# Pended or in Process		7	149	1	-	175	-	97	938	1,367	
Percent Denied	o	8.1%	14.2%	8.2%	15.8%	11.1%	4.1%	14.0%	8.3%	11.8%	3.7%
# Paid or Denied within 30 Days		90,514	303,557	62,171	139,146	62,222	49,848	76,318	127,558	911,334	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	97.7%	99.5%	100.0%	100.0%	95.7%	99.3%	98.8%	1.5%
Avg # days for Processing (from Receipt to Payment)	o	8.0	13.4	9.2	12.0	9.0	9.3	9.0	6.7	9.6	2.02
Number of Provider claim Appeals received		3	5	0	0	0	0	9	0	17	
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.3	-	-	-	-	0.8	-	0.2	0.27
Number of claim denials overturned due to Provider Appeals		1	0	0	0	0	0	3	0	4	
Complaints/Grievances		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015
Total number of complaints received (1 month prior)		57	36	18	6	11	17	29	22	196	
Rate of Complaints per 1,000 Persons Served	o	3.2	1.5	4.1	0.5	0.9	1.4	2.1	1.5	2.1	1.12
# Consumer complaints against provider		23	30	15	3	9	14	15	15	124	
% Consumer complaints against provider	o	40.4%	83.3%	83.3%	50.0%	81.8%	82.4%	51.7%	68.2%	63%	16.7%
# Consumer complaints against LME/MCO		3	6	3	1	-	-	10	7	30	
% Consumer complaints against LME/MCO	o	5.3%	16.7%	16.7%	16.7%	0.0%	0.0%	34.5%	31.8%	15%	12.3%
# Provider complaints against LME/MCO		-	-	-	-	-	2	-	-	2	
% Provider complaints against LME/MCO	o	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	1%	3.9%
# of Other Types of Complaints		31	-	-	2	2	1	4	-	40	
# of Complaints Resolved in 30 Days		56	36	18	6	10	17	29	21	193	
Percent of Complaints resolved in 30 days	90.0%	98.2%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	95.5%	98.5%	
Program Integrity--Fraud, Waste and Abuse		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	6	5	35	11	3	13	5	79	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		13	20	11	31	49	6	76	3	209	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		0	1	0	1	0	0	0	2	4	

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.

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

October 2015 Report
LME/MCO:

12/22/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	127,820	135,125	169,370	167,109	184,151	1,470,721	
# Persons Receiving MH Services		3,617	2,568	856	1,813	1,800	2,183	2,175	1,985	16,997	
% of Uninsured Receiving MH Services	o	1.5%	0.7%	1.1%	1.4%	1.3%	1.3%	1.3%	1.1%	1.2%	0.23%
# Persons Receiving SA Services		946	1,004	219	625	748	749	738	1,546	6,575	
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.3%	0.5%	0.6%	0.4%	0.4%	0.8%	0.4%	0.17%
# Persons Receiving DD Services		790	792	176	636	525	619	656	596	4,790	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.2%	0.5%	0.4%	0.4%	0.4%	0.3%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		5,230	4,364	1,217	2,877	2,961	3,551	3,509	3,624	27,333	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.2%	1.6%	2.3%	2.2%	2.1%	2.1%	2.0%	1.9%	0.34%
Community Psychiatric Hospitalization (1)		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
# of MH Admissions to Community Psychiatric Inpatient		72	191	101	53	193	42	106	94	852	
Rate of MH Admissions per 1,000 Uninsured	o	0.30	0.52	1.33	0.41	1.43	0.25	0.63	0.51	0.58	0.43
# of MH Admissions that were Readmissions within 30 days		5	0	8	0	10	1	6	2	32	
% of MH Admissions that were Readmissions within 30 days	o	6.9%	0.0%	7.9%	0.0%	5.2%	2.4%	5.7%	2.1%	3.8%	2.87%
# of MH Inpatient Discharges		62	49	71	46	87	43	107	95	560	
MH Inpt Average Length of Stay (days)	o	5.3	7.9	4.9	4.2	4.6	4.8	7.4	6.6	5.9	1.31
# of SA Admissions to Community Psychiatric Inpatient		1	10	11	14	25	30	14	8	113	
Rate of SA Admissions per 1,000 Uninsured	o	0.00	0.03	0.15	0.11	0.19	0.18	0.08	0.04	0.08	0.06
# of SA Admissions that were Readmissions within 30 days		0	0	1	0	1	1	2	1	6	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	0.0%	9.1%	0.0%	4.0%	3.3%	14.3%	12.5%	5%	5.4%
# of SA Inpatient Discharges		1	6	15	10	19	29	15	7	102	
SA Inpt Average Length of Stay (days)	o	7.0	4.0	4.9	3.4	4.2	3.5	5.6	7.3	4.5	1.41
Authorizations		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
Total Number of Auth Requests Received		1,043	1,289	589	595	972	1,115	712	539	6,854	
# Standard Auth. Request Decisions		879	713	387	532	926	795	422	269	4,923	
# Standard Auth Requests Processed in 14 Days		879	713	387	531	925	795	422	268	4,920	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	99.6%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		164	576	202	63	46	320	290	270	1,931	
# Expedited and Inpatient Auth Requests Processed in 3 Days		164	574	202	63	46	320	290	268	1,927	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	99.8%	99.9%	100.0%	100.0%	99.4%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		7	5	11	56	28	14	2	3	126	
% of Total Auth Requests Denied for Clinical Reasons	o	0.7%	0.4%	1.9%	9.4%	2.9%	1.3%	0.3%	0.6%	1.8%	2.9%
# of Administrative Denials		-	-	1	-	14	-	4	97	116	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	0.2%	0.0%	1.4%	0.0%	0.6%	18.0%	1.7%	5.9%
Total # of Auth Requests Denied		7	5	12	56	42	14	6	100	242	
% of Total Auth Requests Approved	o	99.3%	99.6%	98.0%	90.6%	95.7%	98.7%	99.2%	81.4%	96%	5.9%
Number of Consumer Authorization Appeals received		-	-	-	2	5	1	0	-	8	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	-	-	0.7	1.7	0.3	-	-	0.3	0.59
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	1	-	-	-	1	

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

October 2015 Report
LME/MCO:

12/22/2015

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Claims		9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	9/16 - 10/15	
Total # Clean Claim Received during Month (header)		20,760	49,900	13,055	26,110	27,311	4,310	20,527	31,892	193,865	
Rate of Claims Rcpt per Person Served	o	4.0	11.4	10.7	9.1	9.2	1.2	5.8	8.8	7.09	3.31
# Paid		18,500	43,690	12,402	22,674	24,345	4,049	16,824	28,864	171,348	
# Denied		2,260	6,210	653	3,436	2,966	261	3,650	2,828	22,264	
# Pended or in Process		0	-	-	-	-	-	53.0	200	253	
Percent Denied	o	10.9%	12.4%	5.0%	13.2%	10.9%	6.1%	17.8%	8.9%	11.5%	3.8%
# Paid or Denied within 30 Days		20,532	49,900	12,922	26,060	27,311	4,308	20,124	31,693	192,850	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	99.0%	99.8%	100.0%	100.0%	98.0%	99.4%	99.5%	0.01
Avg # days for Processing (from Receipt to Payment)	o	8.0	13.6	8.7	9.5	9.0	9.6	9.0	7.0	9.6	1.81
Complaints		Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	Sep 2015	
Total number of complaints received (1 month prior)		17	17	1	25	11	5	11	14	101	
Rate of Complaints per 1,000 Persons Served	o	2.8	3.5	0.6	8.2	3.6	1.4	2.4	2.9	3.70	2.12
# Consumer complaints against provider		7	8	1	3	3	2	6	3	33	
% Consumer complaints against provider	o	41%	47%	100%	12%	27%	40%	55%	21%	33%	25.2%
# Consumer complaints against LME/MCO		-	-	-	2	2	-	3	5	12	
% Consumer complaints against LME/MCO	o	0%	0%	0%	8%	18%	0%	27%	36%	12%	13.3%
# Provider complaints against LME/MCO		-	2	-	4	-	2	-	3	11	
% Provider complaints against LME/MCO	o	0%	12%	0%	16%	0%	40%	0%	21%	11%	13.5%
# of Other Types of Complaints		10	7	-	16	6	1	2	3	45	
# of Complaints Resolved in 30 Days		17	17	1	25	11	5	11	14	101	
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%	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.									

Notes Regarding Data

LME	Data Sheet	Item	Date Noted	Note
Alliance	DMA Data Sheet	Care Coordination	11/5/2015	October's percentage was affected by 3 members who did not have a care coordinator assigned. 1 of the 3 did not meet criteria for care coordination per the definitions. The other 2 have been assigned a care coordinator as of 11/5/15.
Alliance	DMA Data Sheet	Emergency Dept Utilization	11/17/2015	Emergency Dept Admits, Readmits, and Active Consumers Admitted have been updated (back to January) based on the new ED Admit/Readmit methodology provided by DHHS.
Cardinal	DMA & DMH	Community Psychiatric Hospitalization	11/12/2015	The Community Psychiatric Hospitalization data was updated for July through September 2015.
Cardinal	DMA Data Sheet	Emergency Dept. Utilization	11/12/2015	Emergency Department data was updated for April through June 2015.
Cardinal	DMA & DMH	Increases: DMA Routine and Expedited Auths and State Expedited Auths	11/16/2015	There is no specific reason. I would likely say that Sept was unusually low for whatever reason. Christine Beck, LPC, LCAS Vice President of Clinical Operations Cardinal Innovations Healthcare
Centerpoint	DMA Data Sheet	Program Integrity - Fraud, Waste and Abuse	10/20/2015	The FAMS cases being investigated are taking more time/resources. Additionally the MCO has provided new procedures/training around RADSE so less cases are coming in for those investigations.
Partners	DMA Data Sheet	Complaints DMA Row 79	11/10/2015	One grievance investigation took over 30 days to resolve due to the level of intensity of the investigation. Investigation included DSS, Law Enforcement, DHSR involvement. Investigation was against a provider.
Partners	DMA Data Sheet	Program Integrity Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month	11/9/2015	There was one case referred to DMA in September 2015. This is a correction to the September report as "0" referrals to DMA on was documented on last month's (Sep- 2015) report
Sandhills	Combined Sheet	IDD Wait List-#Receiving B3 Services	11/9/2015	Number has decreased due to individuals moving into group homes/ICF's/PRTF's/or no longer wanting the service
Sandhills	DMA Data Sheet	Emergency Dept. Utilization	11/16/2015	Emergency Department Data calculated using the new methodology for FY15-16.
Smoky	DMH Data Sheet	Commu Psy Hosp: Lines 16-27, June, 2015 and July, 2015 Columns:	11/19/2015	Updated July, 2015 with Claims data. June 2015 data updated as well.

LME	Data Sheet	Item	Date Noted	Note
Smoky	DMH Data Sheet	Claims, Total # Clean Claims Received during Month (Header lines); Line 47, Jan - Aug, 2015 columns:	11/19/2015	Data for September and October reporting months only reflect new reporting criteria. Jan-Aug data will be submitted with November Report, submitted Dec 20, 2015.
Smoky	DMA Data Sheet	Claims, Total # Clean Claims Received during Month (Header lines); Line 57, Jan - Aug, 2015 columns:	11/19/2015	Data for September and October reporting months only reflect new reporting criteria. Jan-Aug data will be submitted with November Report, submitted Dec 20, 2015.
Smoky	DMA Data Sheet	ED Utilization, Lines 32, 34, 36	11/19/2015	Data for July reporting month reflects new, revised ED criteria, finalized in early October, 2015. New stored procedures from Alpha delivered very recently. Smoky is still testing and validating data generated by new procedures. Revised data for reporting months Oct, 2014 through June, 2015 will be submitted once data validation proceeds further and generated data can be judged more reliable.
Trillium	DMA & DMH	Claims	11/20/2015	October Submission: The Claims section was reported by claim detail lines for this submission. There is currently a report to pull by header lines being built internally. We aim to report by header lines as soon as possible (and re-run previous months).
Trillium	DMA & DMH	Inpatient Hospitalization	11/20/2015	October Submission : An error was found in the report used to report inpatient authorizations. The report has been revised and all months have been updated.