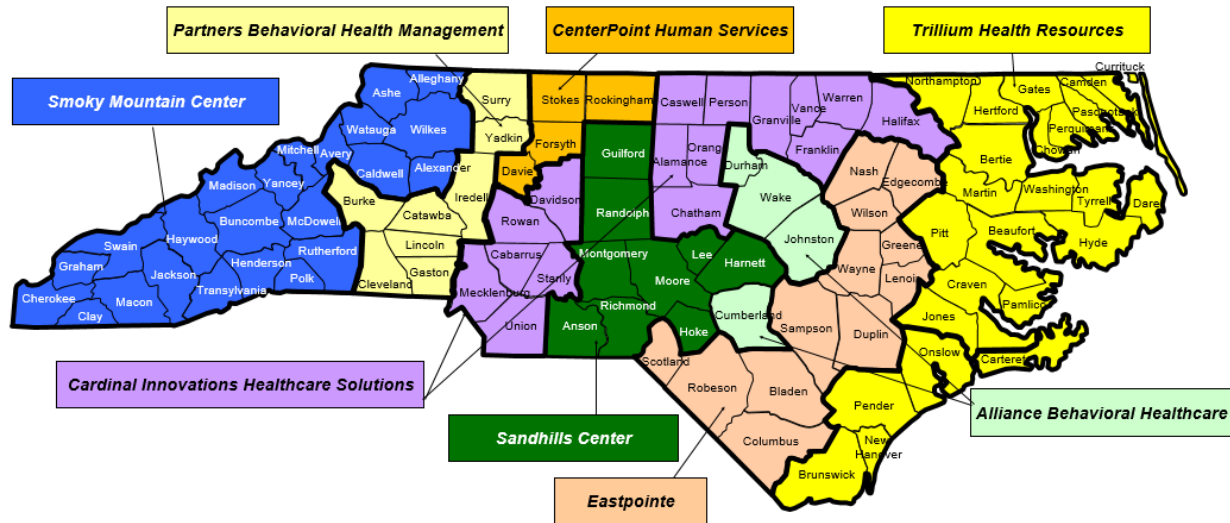


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
>Ubi Ufm201*



Prepared by:

Quality Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services
3004 Mail Services Center, Raleigh, NC 27699-3004
(919) 733-0696

ContactDMHQuality@dhhs.nc.gov

Version: 1/1/2016



NC DHHS LME/MCO Performance Summary

January 2016 Report

4/4/2016

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?							
		Alliance	Cardinal	Center Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium
% of Community Inpatient Readmits assigned to Care Coord.	85%	Y	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	N	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

Eastpointe - DMH - % of Complaints Resolved within 30 Days was 87.5% (7 of 8) - "have had only 1 out of compliance in 12 months".

TCLI % of positions filled - this is a new measure with a standard. LMEs did not provide explanations.

	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:	1	13%

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

January 2016 Report

4/4/2016

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)		5,415	4,541	2,958	5,002	3,440	2,725	4,473	2,335	30,889	
# of Calls Abandoned		128	80	59	131	77	87	84	70	716	
% of calls Abandoned	<5%	2.4%	1.8%	2.0%	2.6%	2.2%	3.2%	1.9%	3.0%	2.3%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	7.6	4.0	9.0	5.0	7.0	5.0	6.2	1.59
# of Calls Answered within 30 seconds		5,287	4,459	2,841	4,935	3,337	2,638	4,380	2,265	30,142	
% Answered within 30 seconds	95%	97.6%	98.2%	96.0%	98.7%	97.0%	96.8%	97.9%	97.0%	97.6%	
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,265	1,932	1,280	762	957	1,362	1,275	829	10,662	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,208	1,859	1,279	762	918	1,207	1,087	654	9,974	
% of Persons waiting who are on the Reg. of Unmet Needs	o	97%	96%	100%	100%	96%	89%	85%	79%	94%	7%
# of Persons waiting for residential services		-	51	3	-	27	58	69	28	236	
% of Persons waiting for residential services	o	0%	3%	0%	0%	3%	4%	5%	3%	2%	2%
# of Persons waiting for ADVP		10	82	1	-	5	97	-	45	240	
% of Persons waiting for ADVP	o	0%	4%	0%	0%	1%	7%	0%	5%	2%	3%
# of Persons waiting for vocational services		-	1	-	-	20	-	38	8	67	
% 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		280	575	232	63	122	269	251	81	1,873	
% of Persons on Waitlist receiving B3 Services	o	12%	30%	18%	8%	13%	20%	20%	10%	18%	7%
# of Persons on Waitlist receiving State Services		637	201	322	230	259	159	773	303	2,884	
% of Persons on Waitlist receiving State Services	o	28%	10%	25%	30%	27%	12%	61%	37%	27%	15%
# of Persons on Waitlist receiving State and/or B3 services (undup)		680	714	481	293	259	428	837	323	4,015	
% of Persons on Waitlist receiving State and/or B3 Services	o	30%	37%	38%	38%	27%	31%	66%	39%	38%	11%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,585	1,218	799	469	698	934	438	506	6,647	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	70%	63%	62%	62%	73%	69%	34%	61%	62%	11%
Incidents											
Number of Level 2 Critical Incident Reports received		194	201	43	89	127	105	173	103	1,035	
Number of Level 3 Critical Incident Reports received *		12	22	7	9	8	12	10	6	86	
Transitions to Community Living Initiative											
Individuals in In-reach		450	856	223	403	339	336	644	587	3,838	
Number of individuals in Transition Planning process		75	59	13	26	51	16	34	51	325	
Number of Individuals Housed - Total		57	123	57	72	61	87	86	125	668	
Claim/Encounter Processing in NCTracks **											
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	3%	14%	9%	7%	2%	25%	9%	9%	10%	7%
DMH- % of Claims \$ Value Denied by Date of Service FY16 YTD	<10%	7%	31%	16%	37%	4%	27%	8%	4%	15%	12%

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

** As of 1/21/16 checkwrite.

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**

**January 2016 Report
LME/MCO:**

4/4/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
Persons Served											
Unduplicated Count of Medicaid Members		209,948	333,486	81,057	191,187	140,814	187,081	154,546	174,656	1,472,775	
# Persons Receiving MH Services		13,228	15,613	2,430	8,404	7,263	6,575	9,208	9,112	71,833	
% of Members Receiving MH Services	o	6.3%	4.7%	3.0%	4.4%	5.2%	3.5%	6.0%	5.2%	4.9%	1.1%
# Persons Receiving SA Services		1,078	1,749	147	1,033	1,285	623	1,458	1,301	8,674	
% of Members Receiving SA Services	o	0.5%	0.5%	0.2%	0.5%	0.9%	0.3%	0.9%	0.7%	0.6%	0.2%
# Persons Receiving DD Services		2,753	4,192	848	1,553	1,863	1,331	1,865	1,803	16,208	
% of Members Receiving DD Services	o	1.3%	1.3%	1.0%	0.8%	1.3%	0.7%	1.2%	1.0%	1.1%	0.2%
Unduplicated # that received MH/DD/SA Services		16,510	21,554	3,366	9,076	10,084	8,529	12,267	11,116	92,502	
% of Members Receiving MH/DD/SA Services	o	7.9%	6.5%	4.2%	4.7%	7.2%	4.6%	7.9%	6.4%	6.3%	1.4%
Community Psychiatric Hospitalization		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
# of MH Admissions to Community Psychiatric Inpatient		164	306	77	153	145	66	193	185	1,289	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.78	0.92	0.95	0.80	1.03	0.35	1.25	1.06	0.88	0.25
# of MH Admissions that were Readmissions within 30 days		10	19	10	13	18	8	18	18	114	
% of MH Admissions that were Readmissions within 30 days	o	6.1%	6.2%	13.0%	8.5%	12.4%	12.1%	9.3%	9.7%	8.8%	2.5%
# of MH Inpatient Discharges		154	246	53	186	93	85	176	209	1,202	
MH Inpt Average Length of Stay (days)	o	6.45	10.00	5.70	6.30	5.90	3.70	8.93	9.70	7.8	2.08
# of SA Admissions to Community Psychiatric Inpatient		0	19	4	14	3	11	4	5	60	
Rate of SA Admissions per 1,000 Medicaid Members	o	-	0.06	0.05	0.07	0.02	0.06	0.03	0.03	0.04	0.02
# of SA Admissions that were Readmissions within 30 days		0	0	1	0	0	1	0	0	2	
% of SA Admissions that were Readmissions within 30 days	o		0.0%	25.0%	0.0%	0.0%	9.1%	0.0%	0.0%	3%	8.8%
# of SA Inpatient Discharges		0	11	2	16	3	13	4	6	55	
SA Inpt Average Length of Stay (days)	o	-	6.5	7.0	3.7	6.6	2.6	5.0	5.8	4.6	2.26
Care Coordination		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
# of MH and SA Readmits assigned to a Care Coordinator		10	19	11	13	18	9	18	18	116	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Emergency Dept Utilization (3 month lag)		Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	Oct 2015	
# of ED Admits for persons with MHDDSA diagnoses		300	721	144	295	255	272	364	330	2,681	
Rate of ED Admits per 1,000 Medicaid Members	o	1.45	2.06	1.85	1.54	1.72	1.65	2.30	1.79	1.8	0.26
# of ED Admits for persons who are active consumers		73	396	72	103	138	94	114	177	1,167	
% of ED Admits that were for active consumers	o	24.3%	54.9%	50.0%	34.9%	54.1%	34.6%	31.3%	53.6%	44%	11.4%
# of ED Admits which were readmissions within 30 days		38	120	18	62	38	52	52	56	436	
% of ED Admissions Readmitted within 30 days	o	12.7%	16.6%	12.5%	21.0%	14.9%	19.1%	14.3%	17.0%	16.3%	2.8%
Authorization Requests		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
Total Number of Auth Requests Received		3,520	4,869	1,299	2,470	4,039	2,836	3,189	3,073	25,295	
# Standard Auth. Request Decisions		3,140	4,042	1,146	1,929	3,887	2,374	2,507	2,147	21,172	
# Standard Auth Requests Processed in 14 Days		3,138	4,038	1,141	1,929	3,886	2,374	2,505	2,143	21,154	
% Processed in 14 Days	95.0%	99.9%	99.9%	99.6%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		380	827	153	541	152	462	682	926	4,123	
# Expedited and Inpatient Auth Requests Processed in 3 Days		378	826	151	541	152	462	677	923	4,110	
% Processed in 3 Days	95.0%	99.5%	99.9%	98.7%	100.0%	100.0%	100.0%	99.3%	99.7%	99.7%	0.5%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.9%	99.5%	100.0%	100.0%	100.0%	99.8%	99.8%	99.9%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**January 2016 Report
LME/MCO:**

4/4/2016

Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		51	94	35	293	213	102	58	93	939	
% of Total Auth Requests Denied for Clinical Reasons	o	1.4%	1.9%	2.7%	11.9%	5.3%	3.6%	1.8%	3.0%	3.7%	3.2%
# of Administrative Denials		16	-	67	-	19	-	20	323	445	
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	0.0%	5.2%	0.0%	0.5%	0.0%	0.6%	10.5%	1.8%	3.6%
Total # of Auth Requests Denied		67	94	102	293	232	102	78	416	1,384	
% of Total Auth Requests Approved	o	98.1%	98.1%	92.1%	88.1%	94.3%	96.4%	97.6%	86.5%	94.5%	4.3%
Number of Consumer Authorization Appeals received		8	15	8	17	14	18	9	5	94	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.7	2.4	1.9	1.4	2.1	0.7	0.4	1.0	0.73
Number of Authorizations overturned due to Consumer Appeals		-	1	3	3	4	6	3	3	23	
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Total # Clean Claim Received during Month (detail lines)		84,687	311,083	60,822	50,948	72,630	46,486	60,238	63,249	750,143	
Rate of Claims Rcpt per Person Served	o	5.1	14.4	18.1	5.6	7.2	5.5	4.9	5.7	8.1	4.72
# Paid		77,515	260,054	55,102	44,317	63,176	44,284	51,521	59,338	655,307	
# Denied		7,172	50,966	5,720	6,629	9,454	2,202	8,714	3,806	94,663	
# Pended or in Process		-	63	-	2	-	-	3	105	173	
Percent Denied	o	8.5%	16.4%	9.4%	13.0%	13.0%	4.7%	14.5%	6.0%	12.6%	3.9%
# Paid or Denied within 30 Days		83,096	311,020	60,720	49,751	72,630	46,477	56,119	62,548	742,361	
Percent Processed within 30 Days	90.0%	98.1%	100.0%	99.8%	97.7%	100.0%	100.0%	93.2%	98.9%	98.4%	2.3%
Avg # days for Processing (from Receipt to Payment)	o	10.0	8.5	11.0	9.0	9.0	10.3	12.3	7.2	9.7	1.47
Number of Provider claim Appeals received		1	2	0	0	0	0	11	0	14	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.1	-	-	-	-	0.9	-	0.2	0.37
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	4	0	4	
Complaints/Grievances		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Total number of complaints received (1 month prior)		46	36	12	14	17	15	36	11	187	
Rate of Complaints per 1,000 Persons Served	o	2.8	1.5	2.5	1.4	1.4	1.3	2.5	0.8	2.0	0.68
# Consumer complaints against provider		15	29	11	10	11	9	29	10	124	
% Consumer complaints against provider	o	32.6%	80.6%	91.7%	71.4%	64.7%	60.0%	80.6%	90.9%	66%	18.2%
# Consumer complaints against LME/MCO		6	7	-	1	1	4	5	1	25	
% Consumer complaints against LME/MCO	o	13.0%	19.4%	0.0%	7.1%	5.9%	26.7%	13.9%	9.1%	13%	7.8%
# Provider complaints against LME/MCO		1	-	1	1	2	-	2	-	7	
% Provider complaints against LME/MCO	o	2.2%	0.0%	8.3%	7.1%	11.8%	0.0%	5.6%	0.0%	4%	4.2%
# of Other Types of Complaints		24	-	-	2	3	2	-	-	31	
# of Complaints Resolved in 30 Days		43	36	12	14	17	15	36	11	184	
Percent of Complaints resolved in 30 days	90.0%	93.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	
Program Integrity--Fraud, Waste and Abuse		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	10	6	27	7	4	5	6	72	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		14	21	9	19	79	5	72	1	220	
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		2	0	0	4	0	0	0	0	6	

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

January 2016 Report
LME/MCO:

4/4/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
Persons Served											
Estimated number of Uninsured in Catchment Area		242,665	368,759	75,722	129,588	135,125	169,370	167,109	184,151	1,472,489	
# Persons Receiving MH Services		3,608	2,573	685	1,806	1,610	1,474	2,326	2,231	16,313	
% of Uninsured Receiving MH Services	o	1.5%	0.7%	0.9%	1.4%	1.2%	0.9%	1.4%	1.2%	1.1%	0.27%
# Persons Receiving SA Services		897	990	157	571	614	527	895	1,682	6,333	
% of Uninsured Receiving SA Services	o	0.4%	0.3%	0.2%	0.4%	0.5%	0.3%	0.5%	0.9%	0.4%	0.21%
# Persons Receiving DD Services		815	893	184	552	480	431	542	631	4,528	
% of Uninsured Receiving DD Services	o	0.3%	0.2%	0.2%	0.4%	0.4%	0.3%	0.3%	0.3%	0.3%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,226	4,456	998	2,726	2,611	2,432	3,695	3,965	26,109	
% of Uninsured Receiving MH/DD/SA Services	o	2.2%	1.2%	1.3%	2.1%	1.9%	1.4%	2.2%	2.2%	1.8%	0.39%
Community Psychiatric Hospitalization (1)		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
# of MH Admissions to Community Psychiatric Inpatient		74	198	74	35	207	38	135	83	844	
Rate of MH Admissions per 1,000 Uninsured	o	0.30	0.54	0.98	0.27	1.53	0.22	0.81	0.45	0.57	0.42
# of MH Admissions that were Readmissions within 30 days		1	8	5	1	12	1	16	6	50	
% of MH Admissions that were Readmissions within 30 days	o	1.4%	4.0%	6.8%	2.9%	5.8%	2.6%	11.9%	7.2%	5.9%	3.15%
# of MH Inpatient Discharges		61	106	63	49	107	44	126	93	649	
MH Inpt Average Length of Stay (days)	o	5.5	7.1	5.4	6.8	5.4	5.5	7.7	7.1	6.5	0.90
# of SA Admissions to Community Psychiatric Inpatient		0	18	12	13	14	9	19	13	98	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.05	0.16	0.10	0.10	0.05	0.11	0.07	0.07	0.05
# of SA Admissions that were Readmissions within 30 days		0	0	0	1	3	0	2	1	7	
% of SA Admissions that were Readmissions within 30 days	o		0.0%	0.0%	7.7%	21.4%	0.0%	10.5%	7.7%	7%	7.3%
# of SA Inpatient Discharges		0	14	10	17	13	13	19	15	101	
SA Inpt Average Length of Stay (days)	o	-	6.1	5.6	5.5	4.6	4.3	4.9	6.3	5.3	1.88
Authorizations		Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	Jan 2016	
Total Number of Auth Requests Received		871	1,315	587	377	1,005	1,170	691	541	6,557	
# Standard Auth. Request Decisions		734	696	374	320	979	837	385	300	4,625	
# Standard Auth Requests Processed in 14 Days		734	691	373	320	979	837	384	300	4,618	
% Processed in 14 Days	95.0%	100.0%	99.3%	99.7%	100.0%	100.0%	100.0%	99.7%	100.0%	99.8%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		137	619	213	57	26	333	306	241	1,932	
# Expedited and Inpatient Auth Requests Processed in 3 Days		137	614	213	57	26	333	305	239	1,924	
% Processed in 3 Days	95.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	99.7%	99.2%	99.6%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.2%	99.8%	100.0%	100.0%	100.0%	99.7%	99.6%	99.8%	0.00
# of Auth Requests Denied for Clinical Reasons		2	6	4	39	16	24	9	10	110	
% of Total Auth Requests Denied for Clinical Reasons	o	0.2%	0.5%	0.7%	10.3%	1.6%	2.1%	1.3%	1.8%	1.7%	3.1%
# of Administrative Denials		-	-	39	-	3	-	1	68	111	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	6.6%	0.0%	0.3%	0.0%	0.1%	12.6%	1.7%	4.4%
Total # of Auth Requests Denied		2	6	43	39	19	24	10	78	221	
% of Total Auth Requests Approved	o	99.8%	99.5%	92.7%	89.7%	98.1%	97.9%	98.6%	85.6%	97%	5.0%
Number of Consumer Authorization Appeals received		-	1	-	4	-	1	4	-	10	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.2	-	1.5		0.4	1.1		0.4	0.55
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	1	-	2	

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

January 2016 Report
LME/MCO:

4/4/2016

Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Total # Clean Claim Received during Month (header)		18,545	47,007	13,702	11,246	26,156	8,536	14,509	18,300	158,001	
Rate of Claims Rcpt per Person Served	o	3.5	10.5	13.7	4.1	10.0	3.5	3.9	4.6	6.05	3.77
# Paid		16,026	40,504	13,087	9,902	23,403	8,167	12,552	16,743	140,384	
# Denied		2,519	6,503	615	1,344	2,753	369	1,950	1,552	17,605	
# Pended or in Process		0	-	-	-	-	-	7.0	5	12	
Percent Denied	o	13.6%	13.8%	4.5%	12.0%	10.5%	4.3%	13.4%	8.5%	11.1%	3.7%
# Paid or Denied within 30 Days		18,102	47,007	13,702	11,105	26,156	8,529	14,371	18,138	157,110	
Percent Processed within 30 Days	90.0%	97.6%	100.0%	100.0%	98.7%	100.0%	99.9%	99.0%	99.1%	99.4%	0.01
Avg # days for Processing (from Receipt to Payment)	o	11.0	8.6	10.0	11.0	9.2	11.0	12.3	7.7	10.4	1.41
Complaints		Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	Dec 2015	
Total number of complaints received (1 month prior)		18	13	4	8	4	3	7	5	62	
Rate of Complaints per 1,000 Persons Served	o	3.0	2.6	2.2	3.1	1.3	0.9	1.6	1.1	2.37	0.82
# Consumer complaints against provider		9	9	4	-	1	1	6	3	33	
% Consumer complaints against provider	o	50%	69%	100%	0%	25%	33%	86%	60%	53%	30.8%
# Consumer complaints against LME/MCO		2	-	-	2	-	-	-	-	4	
% Consumer complaints against LME/MCO	o	11%	0%	0%	25%	0%	0%	0%	0%	6%	8.6%
# Provider complaints against LME/MCO		-	3	-	2	-	-	1	2	8	
% Provider complaints against LME/MCO	o	0%	23%	0%	25%	0%	0%	14%	40%	13%	14.4%
# of Other Types of Complaints		7	1	-	4	3	2	-	-	17	
# of Complaints Resolved in 30 Days		18	13	4	7	4	3	7	5	61	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	98.4%	0.04
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.									

(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.