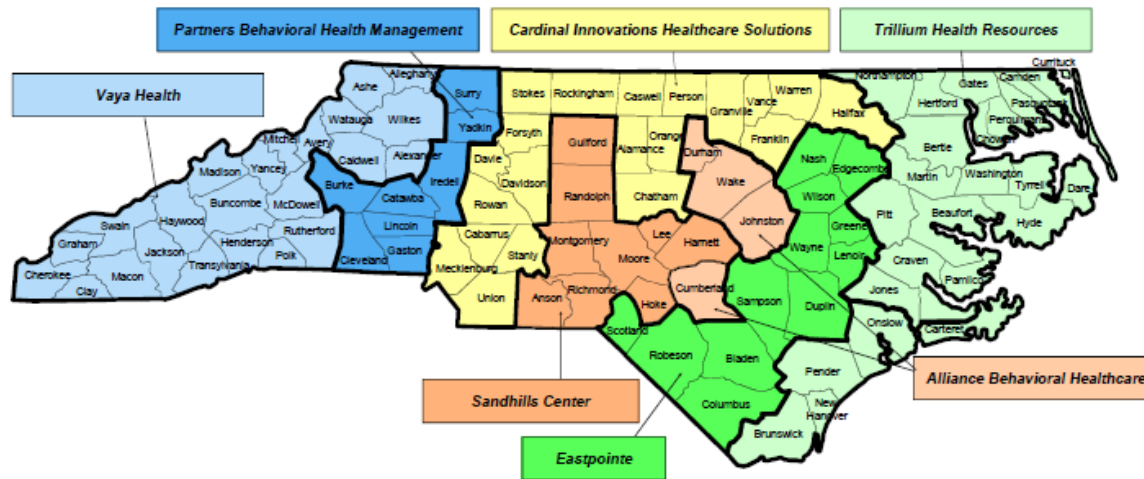


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations  
Administrative Functions Monitoring Report  
5 i [ i gh2016



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# NC DHHS LME/MCO Performance Summary

August 2016 Report

10/3/2016

## Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	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
<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

All Standards Met!

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

August 2016 Report

10/3/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		5,749	7,022	4,621	3,465	3,215	4,985	2,548	31,605	
# of Calls Abandoned		153	124	102	42	71	104	52	648	
% of calls Abandoned	<5%	2.7%	1.8%	2.2%	2.3%	2.2%	2.1%	2.0%	2.1%	
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	4.0	9.0	5.0	7.0	5.0	5.9	1.73
# of Calls Answered within 30 seconds		5,596	6,896	4,586	3,404	3,144	4879	2,494	30,999	
% Answered within 30 seconds	95%	97.3%	98.2%	99.2%	98.2%	97.8%	97.9%	97.9%	98.1%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,591	3,394	756	1,085	1,506	1,446	778	11,556	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,536	3,315	756	1,080	1,279	1,235	778	10,979	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	100%	85%	85%	100%	95%	6%
# of Persons waiting for residential services		-	52	-	18	82	37	-	189	
% of Persons waiting for residential services	o	0%	2%	0%	2%	5%	3%	0%	2%	2%
# of Persons waiting for ADVP		-	84	-	28	145	-	-	257	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	10%	0%	0%	2%	3%
# of Persons waiting for vocational services		-	1	-	5	-	0	-	6	
% of Persons waiting for vocational services	o	0%	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		288	753	76	109	309	190	126	1,851	
% of Persons on Waitlist receiving B3 Services	o	11%	22%	10%	10%	21%	13%	16%	16%	5%
# of Persons on Waitlist receiving State Services		676	455	218	195	154	429	329	2,456	
% of Persons on Waitlist receiving State Services	o	26%	13%	29%	18%	10%	30%	42%	21%	10%
# of Persons on Waitlist receiving State and/or B3 services (undup)		698	1,101	294	246	463	464	360	3,626	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	32%	39%	23%	31%	32%	46%	31%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,893	2,293	462	839	1,043	982	418	7,930	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	68%	61%	77%	69%	68%	54%	69%	7%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		245	317	86	178	115	219	141	1,301	
Number of Level 3 Critical Incident Reports received *		13	27	4	13	16	15	10	98	
<b>Transitions to Community Living Initiative</b>										
# of in-reach staff FTEs in place during the month		8.0	12.0	6.0	6.0	7.0	11.0	11.0	61.0	
# of in-reach FTEs funded per the allocation		9.00	23.00	8.00	6.00	7.64	15.00	15.00	83.6	
Percent of funded in-reach positions that are filled	80.0%	89%	52%	75%	100%	92%	73%	73%	73%	
# of transition coordinator FTEs in place during the month		9.0	25.0	8.0	10.0	9.0	15.0	16.0	92.0	
# of transition coordinator FTEs funded per the allocation		12	25	9	9	9	17	16	97.0	
Percent of funded transition coordinator positions that are filled	80.0%	75%	100%	89%	111%	100%	88%	100%	95%	
Individuals in In-reach		480	1483	605	442	496	678	630	4,814	
Number of individuals in Transition Planning process		88	67	15	52	23	32	20	297	
Number of Individuals Housed - Total		89	251	97	118	114	116	148	933	
<b>Claim/Encounter Processing in NCTracks **</b>										
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	10%	4%	1%	14%	7%	8%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16	<10%	5%	23%	4%	1%	3%	5%	4%	8%	7%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<10%	12%	37%	48%	15%	27%	24%	11%	22%	13%

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

\*\* As of 08/30/16 checkwrite.

Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive m Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**August 2016 Report  
LME/MCO:**

10/3/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
<b>Persons Served</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
Unduplicated Count of Medicaid Members		216,454	430,850	192,872	141,166	171,606	162,116	175,053	<b>1,490,117</b>	
# Persons Receiving MH Services		13,853	20,108	8,542	7,935	8,510	8,405	10,606	<b>77,959</b>	
% of Members Receiving MH Services	o	<b>6.4%</b>	<b>4.7%</b>	<b>4.4%</b>	<b>5.6%</b>	<b>5.0%</b>	<b>5.2%</b>	<b>6.1%</b>	<b>5.2%</b>	0.7%
# Persons Receiving SA Services		1,185	2,918	1,457	1,443	1,296	1,524	1,596	<b>11,419</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.8%</b>	<b>1.0%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>0.9%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,937	6,105	1,685	2,150	1,727	1,738	2,172	<b>18,514</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.4%</b>	<b>0.9%</b>	<b>1.5%</b>	<b>1.0%</b>	<b>1.1%</b>	<b>1.2%</b>	<b>1.2%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,346	29,131	10,862	11,027	11,533	11,355	12,696	<b>103,950</b>	
% of Members Receiving MH/DD/SA Services	o	<b>8.0%</b>	<b>6.8%</b>	<b>5.6%</b>	<b>7.8%</b>	<b>6.7%</b>	<b>7.0%</b>	<b>7.3%</b>	<b>7.0%</b>	0.7%
<b>Community Psychiatric Hospitalization</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
# of MH Admissions to Community Psychiatric Inpatient		144	417	185	166	132	184	187	<b>1,415</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	<b>0.67</b>	0.97	0.96	1.18	0.77	1.13	1.07	<b>0.95</b>	0.17
# of MH Admissions that were Readmissions within 30 days		15	14	26	15	15	31	26	<b>142</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>10.4%</b>	<b>3.4%</b>	<b>14.1%</b>	<b>9.0%</b>	<b>11.4%</b>	<b>16.8%</b>	<b>13.9%</b>	<b>10.0%</b>	4.0%
# of MH Inpatient Discharges		155	205	211	114	159	201	200	<b>1,245</b>	
MH Inpt Average Length of Stay (days)	o	6.30	9.10	7.75	6.93	<b>4.30</b>	9.76	7.70	<b>7.6</b>	1.68
# of SA Admissions to Community Psychiatric Inpatient		1	32	20	19	19	13	9	<b>113</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.07	0.10	0.13	0.11	0.08	0.05	<b>0.08</b>	0.04
# of SA Admissions that were Readmissions within 30 days		0	0	2	3	1	4	1	<b>11</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0.0%</b>	<b>0.0%</b>	<b>10.0%</b>	<b>15.8%</b>	<b>5.3%</b>	<b>30.8%</b>	<b>11.1%</b>	<b>10%</b>	9.9%
# of SA Inpatient Discharges		1	25	19	10	20	13	13	<b>101</b>	
SA Inpt Average Length of Stay (days)	o	<b>7.0</b>	4.6	4.9	4.4	4.0	6.0	<b>7.0</b>	<b>5.0</b>	1.15
<b>Care Coordination</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
# of MH and SA Readmits assigned to a Care Coordinator		15	13	28	18	16	33	25	<b>148</b>	
% of Readmits assigned to Care Coordination	85.0%	100.0%	92.9%	100.0%	100.0%	100.0%	94.3%	92.6%	<b>96.7%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	May 2016	
# of ED Admits for persons with MHDDSA diagnoses		278	912	366	351	381	399	411	<b>3,098</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	<b>1.28</b>	2.57	1.88	2.33	2.21	2.40	2.31	<b>2.1</b>	0.40
# of ED Admits for persons who are active consumers		83	518	90	209	138	134	219	<b>1,391</b>	
% of ED Admits that were for active consumers	o	<b>29.9%</b>	<b>56.8%</b>	<b>24.6%</b>	<b>59.5%</b>	<b>36.2%</b>	<b>33.6%</b>	<b>53.3%</b>	<b>45%</b>	13.1%
# of ED Admits which were readmissions within 30 days		32	158	44	61	61	58	61	<b>475</b>	
% of ED Admissions Readmitted within 30 days	o	<b>11.5%</b>	<b>17.3%</b>	<b>12.0%</b>	<b>17.4%</b>	<b>16.0%</b>	<b>14.5%</b>	<b>14.8%</b>	<b>15.3%</b>	2.2%
<b>Authorization Requests</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
Total Number of Auth Requests Received		3,019	5,967	2,406	3,981	2,418	3,502	2,983	<b>24,276</b>	
# Standard Auth. Request Decisions		2,656	4,777	1,769	3,796	1,818	2,636	1,986	<b>19,438</b>	
# Standard Auth Requests Processed in 14 Days		2,656	4,776	1,769	3,793	1,818	2,633	1,985	<b>19,430</b>	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%	<b>100.0%</b>	0.0%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		363	1,190	637	185	600	866	997	<b>4,838</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		363	1,184	636	185	600	862	995	<b>4,825</b>	
% Processed in 3 Days	95.0%	100.0%	99.5%	99.8%	100.0%	100.0%	99.5%	99.8%	<b>99.7%</b>	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.9%	100.0%	99.9%	100.0%	99.8%	99.9%	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**August 2016 Report  
LME/MCO:**

10/3/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		27	122	196	126	113	76	94	754	
% of Total Auth Requests Denied for Clinical Reasons	o	0.9%	2.0%	8.1%	3.2%	4.7%	2.2%	3.2%	3.1%	2.2%
# of Administrative Denials		8	-	29	35	-	10	11	93	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	1.2%	0.9%	0.0%	0.3%	0.4%	0.4%	0.4%
Total # of Auth Requests Denied		35	122	225	161	113	86	105	847	
% of Total Auth Requests Approved	o	98.8%	98.0%	90.6%	96.0%	95.3%	97.5%	96.5%	96.5%	2.5%
Number of Consumer Authorization Appeals received		8	17	14	13	16	14	4	86	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.6	1.3	1.2	1.4	1.2	0.3	0.8	0.42
Number of Authorizations overturned due to Consumer Appeals		1	3	-	3	6	9	-	22	
<b>Claims</b>		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	
Total # Clean Claim Received during Month (detail lines)		102,555	143,719	54,461	77,026	55,087	68,818	77,300	578,966	
Rate of Claims Rcpt per Person Served	o	5.9	4.9	5.0	7.0	4.8	6.1	6.1	5.6	0.75
# Paid		91,557	134,413	49,770	67,752	53,742	63,104	73,328	533,666	
# Denied		10,998	9,293	4,690	9,273	1,345	5,671	3,881	45,151	
# Pended or in Process			13	1	1	-	43	91	149	
Percent Denied	o	10.7%	6.5%	8.6%	12.0%	2.4%	8.2%	5.0%	7.8%	3.1%
# Paid or Denied within 30 Days		101,401	143,706	53,835	77,026	55,083	67,946	76,451	575,448	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	98.9%	100.0%	100.0%	98.7%	98.9%	99.4%	0.6%
Avg # days for Processing (from Receipt to Payment )	o	8.0	7.8	7.5	9.0	8.7	9.3	7.0	8.2	0.76
Number of Provider claim Appeals received		2	0	1	0	0	9	0	12	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	-	0.1			0.8		0.1	0.32
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	4	0	4	
<b>Complaints/Grievances</b>		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
Total number of complaints received (1 month prior)		46	49	5	7	15	35	10	167	
Rate of Complaints per 1,000 Persons Served	o	2.6	1.6	0.4	0.6	1.2	2.5	0.7	1.6	0.84
# Consumer complaints against provider		15	37	1	4	10	35	8	110	
% Consumer complaints against provider	o	32.6%	75.5%	20.0%	57.1%	66.7%	100.0%	80.0%	66%	25.7%
# Consumer complaints against LME/MCO		6	10	1	2	1	-	2	22	
% Consumer complaints against LME/MCO	o	13.0%	20.4%	20.0%	28.6%	6.7%	0.0%	20.0%	13%	8.9%
# Provider complaints against LME/MCO		-	-	1	1	-	-	-	2	
% Provider complaints against LME/MCO	o	0.0%	0.0%	20.0%	14.3%	0.0%	0.0%	0.0%	1%	7.9%
# of Other Types of Complaints		25	2	2	-	4	-	-	33	
# of Complaints Resolved in 30 Days		44	49	5	7	15	35	10	165	
Percent of Complaints resolved in 30 days	90.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		4	20	10	14	2	5	6	61	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		15	5	9	77	20	80	2	208	
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		1	0	6	0	0	1	2	10	

Yellow Highlights indicate the MCO did not meet the Standard

Pink Highlights indicate the MCO did not meet the Standard for 3 consecut Blue highlights indicate possible outliers.

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

**August 2016 Report**  
**LME/MCO:**

10/3/2016

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Persons Served</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
Estimated number of Uninsured in Catchment Area		206,004	377,365	120,709	115,775	140,186	138,416	150,077	<b>1,248,532</b>	
# Persons Receiving MH Services		3,864	4,194	1,814	1,461	2,113	2,703	2,311	<b>18,460</b>	
% of Uninsured Receiving MH Services	o	<b>1.9%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.3%</b>	<b>1.5%</b>	<b>2.0%</b>	<b>1.5%</b>	<b>1.5%</b>	0.28%
# Persons Receiving SA Services		1,021	1,961	628	670	807	1,021	1,709	<b>7,817</b>	
% of Uninsured Receiving SA Services	o	<b>0.5%</b>	<b>0.5%</b>	<b>0.5%</b>	<b>0.6%</b>	<b>0.6%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.6%</b>	0.21%
# Persons Receiving DD Services		907	1,044	620	540	531	479	717	<b>4,838</b>	
% of Uninsured Receiving DD Services	o	<b>0.44%</b>	<b>0.28%</b>	<b>0.51%</b>	<b>0.47%</b>	<b>0.38%</b>	<b>0.35%</b>	<b>0.48%</b>	<b>0.4%</b>	0.08%
Unduplicated # Persons Receiving MH/DD/SA Services		5,633	7,199	2,826	2,565	3,451	4,104	4,080	<b>29,858</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.7%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>2.2%</b>	<b>2.5%</b>	<b>3.0%</b>	<b>2.7%</b>	<b>2.4%</b>	0.33%
<b>Community Psychiatric Hospitalization (1)</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
# of MH Admissions to Community Psychiatric Inpatient		71	334	50	286	115	103	101	<b>1,060</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.34	0.89	0.41	<b>2.47</b>	0.82	0.74	0.67	<b>0.85</b>	0.66
# of MH Admissions that were Readmissions within 30 days		1	1	6	22	1	14	7	<b>52</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>1.4%</b>	<b>0.3%</b>	<b>12.0%</b>	<b>7.7%</b>	<b>0.9%</b>	<b>13.6%</b>	<b>6.9%</b>	<b>4.9%</b>	5.03%
# of MH Inpatient Discharges		77	55	70	184	125	111	113	<b>735</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>6.1</b>	<b>6.0</b>	<b>5.5</b>	<b>5.4</b>	<b>2.7</b>	<b>7.3</b>	<b>6.6</b>	<b>5.6</b>	1.36
# of SA Admissions to Community Psychiatric Inpatient		0	36	22	2	48	23	17	<b>148</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.10	0.18	0.02	<b>0.34</b>	0.17	0.11	<b>0.12</b>	0.11
# of SA Admissions that were Readmissions within 30 days		0	3	0	0	1	4	1	<b>9</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>8.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>2.1%</b>	<b>17.4%</b>	<b>5.9%</b>	<b>6%</b>	6.1%
# of SA Inpatient Discharges		0	15	25	2	54	23	19	<b>138</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	-	<b>7.3</b>	<b>4.4</b>	<b>4.0</b>	<b>3.3</b>	<b>5.0</b>	<b>6.1</b>	<b>4.6</b>	2.15
<b>Authorizations</b>		Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	Aug 2016	
Total Number of Auth Requests Received		874	2,058	547	1,156	1,146	923	505	<b>7,209</b>	
# Standard Auth. Request Decisions		721	1,108	293	1,119	740	578	200	<b>4,759</b>	
# Standard Auth Requests Processed in 14 Days		721	1,105	293	1,119	740	578	199	<b>4,755</b>	
% Processed in 14 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.5%	<b>99.9%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		153	950	254	37	406	345	305	<b>2,450</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		153	947	254	37	406	344	305	<b>2,446</b>	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.7%	100.0%	<b>99.8%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	<b>99.9%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		3	22	45	11	9	15	12	<b>117</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	1.1%	<b>8.2%</b>	1.0%	0.8%	1.6%	2.4%	<b>1.6%</b>	2.5%
# of Administrative Denials		4	-	8	17	-	11	2	<b>42</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	0.0%	1.5%	1.5%	0.0%	1.2%	0.4%	<b>0.6%</b>	0.6%
Total # of Auth Requests Denied		7	22	53	28	9	26	14	<b>159</b>	
% of Total Auth Requests Approved	o	99.2%	98.9%	<b>90.3%</b>	97.6%	99.2%	97.2%	97.2%	<b>98%</b>	2.9%
Number of Consumer Authorization Appeals received		-	2	1		1	2	-	<b>6</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o		0.3	0.4		0.3	0.5		<b>0.2</b>	0.08
Number of Authorizations overturned due to Consumer Appeals		-	-	-		-	1	-	<b>1</b>	

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

**August 2016 Report**  
**LME/MCO:**

10/3/2016

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Smoky Mountain</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Claims</b>		7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	7/16 - 8/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>20,128</b>	<b>23,483</b>	<b>11,956</b>	<b>36,696</b>	<b>6,362</b>	<b>18,487</b>	<b>20,309</b>	137,421	
Rate of Claims Rcpt per Person Served	o	3.6	3.3	4.2	14.3	1.8	4.5	5.0	4.60	3.82
# Paid		18,003	20,844	11,067	30,253	6,211	16,109	19,533	122,020	
# Denied		2,125	2,639	889	6,443	151	2,371	774	15,392	
# Pended or in Process		0	-	-	-	-	7.0	2	9	
Percent Denied	o	10.6%	11.2%	7.4%	17.6%	2.4%	12.8%	3.8%	11.2%	4.9%
# Paid or Denied within 30 Days		19,910	23,483	11,032	36,696	6,362	18,387	20,238	136,108	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	92.3%	100.0%	100.0%	99.5%	99.7%	99.0%	0.03
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.2	8.3	9.1	8.7	9.5	7.5	8.6	0.63
<b>Complaints</b>		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
<b>Total number of complaints received (1 month prior)</b>		<b>19</b>	<b>12</b>	<b>21</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>3</b>	72	
Rate of Complaints per 1,000 Persons Served	o	3.4	1.7	7.4	3.2	1.2	0.8	0.6	2.41	2.19
# Consumer complaints against provider		7	8	5	7	2	3	1	33	
% Consumer complaints against provider	o	37%	67%	24%	78%	50%	75%	33%	46%	19.9%
# Consumer complaints against LME/MCO		2	2	3	-	-	1	-	8	
% Consumer complaints against LME/MCO	o	11%	17%	14%	0%	0%	25%	0%	11%	9.2%
# Provider complaints against LME/MCO		-	-	1	1	-	-	1	3	
% Provider complaints against LME/MCO	o	0%	0%	5%	11%	0%	0%	33%	4%	11.4%
# of Other Types of Complaints		10	2	12	1	2	-	1	28	
<b># of Complaints Resolved in 30 Days</b>		<b>19</b>	<b>12</b>	<b>21</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>3</b>	72	
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%	-
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.