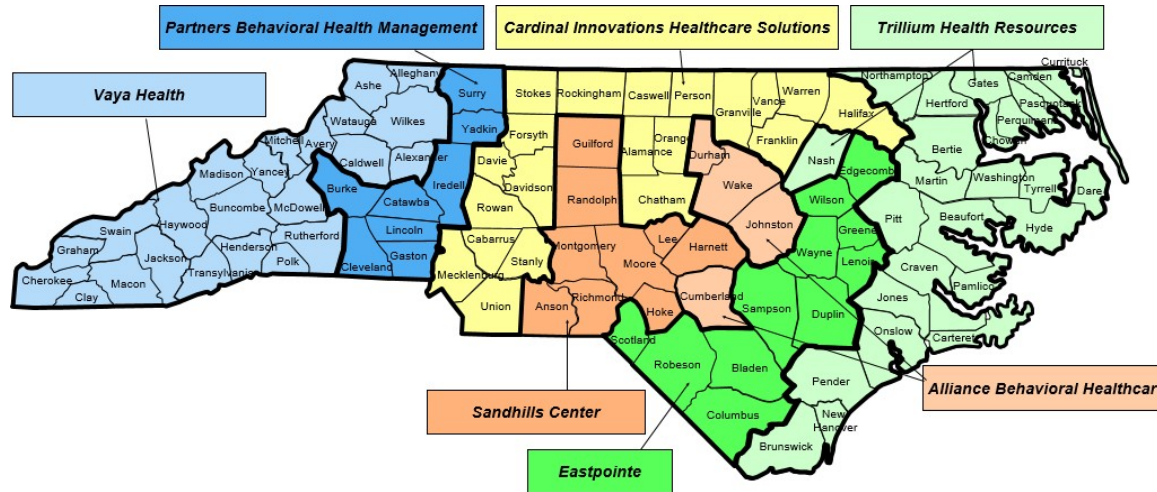


**North Carolina Department of Health and Human  
Services Division of Mental Health, Developmental  
Disabilities, And Substance Abuse Services**

**Local Management Entities/ Managed Care  
Organizations Administrative Functions Monitoring  
Report  
March 2018**



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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

March 2018 Report

4/30/2018

## Meets Standards?

DMA Performance Measures	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	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

**Call Center Measures - Sandhills** - In January 2018, due to the inclement weather a larger number of calls were abandoned. Please note, most of these calls were not actually abandoned, but rolled over to Cardinal Innovations Healthcare, our call (STR) rollover vendor. The number of calls answered, is lower due to the higher number of abandoned calls.

**DMA Care Coordination Measure - Cardinal** - In March 2018, two members were discharged to seek medical attention and were readmitted after care. This is not a trigger for Care Coordination therefore the member did not get assigned a Care Coordinator.

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

March 2018 Report

4/30/2018

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)		5,073	5,644	3,026	3,102	2,793	3,629	2,158	25,425	
# of Calls Abandoned		47	118	53	32	52	114	47	463	
% of calls Abandoned	<5%	0.9%	2.1%	1.8%	1.0%	1.9%	3.1%	2.2%	1.8%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	8.0	5.0	5.7	1.28
# of Calls Answered within 30 seconds		4,923	5,517	3,008	3,058	2,741	3504	2,068	24,819	
% Answered within 30 seconds	95%	97.0%	97.7%	99.4%	98.6%	98.1%	96.6%	95.8%	97.6%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,228	3,357	604	988	1,600	1,351	1,016	12,144	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,177	3,297	597	903	1,509	1,337	1,016	11,836	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	99%	91%	94%	99%	100%	97%	3%
# of Persons waiting for residential services		-	219	7	79	18	58	-	381	
% of Persons waiting for residential services	o	0%	7%	1%	8%	1%	4%	0%	3%	3%
# of Persons waiting for ADVP		-	206	-	24	73	-	-	303	
% of Persons waiting for ADVP	o	0%	6%	0%	2%	5%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	-	-	4	-	0	-	4	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.4%	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		402	788	53	137	515	232	253	2,380	
% of Persons on Waitlist receiving B3 Services	o	12%	23%	9%	14%	32%	17%	25%	20%	8%
# of Persons on Waitlist receiving State Services		691	575	140	169	162	324	126	2,187	
% of Persons on Waitlist receiving State Services	o	21%	17%	23%	17%	10%	24%	12%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		782	1,217	193	252	677	428	346	3,895	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	36%	32%	26%	42%	32%	34%	32%	6%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,446	2,140	411	736	923	923	670	8,249	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	64%	68%	74%	58%	68%	66%	68%	6%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		224	378	65	77	117	299	105	1,265	
Number of Level 3 Critical Incident Reports received *		12	64	33	6	22	35	31	203	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		995	1,587	693	599	573	681	834	5,962	
Number of individuals in Transition Planning process		28	67	16	18	21	11	4	165	
Number of Individuals Housed - Total		236	565	183	264	220	240	257	1,965	
<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%	2.2%	5.35%	1.1%	1.8%	3.5%	4.1%	3.4%	3.4%	1%

\* 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 Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**March 2018 Report  
LME/MCO:**

4/30/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Mar 2018	Mar 2018	Mar 2018	Mar 2018	Mar 2018	Mar 2018	Mar 2018	Mar 2018	
<b>Persons Served</b>										
Unduplicated Count of Medicaid Members		223,393	438,837	171,837	143,033	174,121	159,412	198,345	<b>1,508,978</b>	
# Persons Receiving MH Services		13,154	21,426	8,264	9,289	7,964	10,195	10,950	<b>81,242</b>	
% of Members Receiving MH Services	o	<b>5.9%</b>	<b>4.9%</b>	<b>4.8%</b>	<b>6.5%</b>	<b>4.6%</b>	<b>6.4%</b>	<b>5.5%</b>	<b>5.4%</b>	0.7%
# Persons Receiving SA Services		1,074	3,179	1,485	1,585	1,169	1,736	1,467	<b>11,695</b>	
% of Members Receiving SA Services	o	<b>0.5%</b>	<b>0.7%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,662	6,192	1,944	2,317	1,925	2,106	2,895	<b>20,041</b>	
% of Members Receiving DD Services	o	<b>1.2%</b>	<b>1.4%</b>	<b>1.1%</b>	<b>1.6%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.5%</b>	<b>1.3%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		16,404	28,449	10,738	12,537	11,058	13,673	13,726	<b>106,585</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.3%</b>	<b>6.5%</b>	<b>6.2%</b>	<b>8.8%</b>	<b>6.4%</b>	<b>8.6%</b>	<b>6.9%</b>	<b>7.1%</b>	1.0%
<b>Community Psychiatric Hospitalization</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
# of MH Admissions to Community Psychiatric Inpatient		208	453	172	188	99	223	204	<b>1,547</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.93	1.03	1.00	1.31	0.57	1.40	1.03	<b>1.03</b>	0.25
# of MH Admissions that were Readmissions within 30 days		19	34	24	27	10	28	28	<b>170</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>9.1%</b>	<b>7.5%</b>	<b>14.0%</b>	<b>14.4%</b>	<b>10.1%</b>	<b>12.6%</b>	<b>13.7%</b>	<b>11.0%</b>	2.5%
# of MH Inpatient Discharges		234	368	165	171	130	215	265	<b>1,548</b>	
MH Inpt Average Length of Stay (days)	o	6.5	8.2	7.3	4.0	4.9	10.6	6.1	<b>7.1</b>	2.03
# of SA Admissions to Community Psychiatric Inpatient		7	25	7	11	12	5	8	<b>75</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.03	0.06	0.04	0.08	0.07	0.03	0.04	<b>0.05</b>	0.02
# of SA Admissions that were Readmissions within 30 days		0	2	0	2	2	1	1	<b>8</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>8%</b>	<b>0%</b>	<b>18%</b>	<b>17%</b>	<b>20%</b>	<b>13%</b>	<b>11%</b>	7.7%
# of SA Inpatient Discharges		6	32	6	12	14	7	9	<b>86</b>	
SA Inpt Average Length of Stay (days)	o	7.0	5.2	5.0	3.4	4.2	7.1	5.7	<b>5.1</b>	1.26
<b>Care Coordination</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
# of MH and SA Readmits assigned to a Care Coordinator		18	34	24	29	12	27	28	<b>172</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>94.7%</b>	<b>94.4%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>93.1%</b>	<b>96.6%</b>	<b>96.6%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	Dec-17	
# of ED Admits for persons with MHDDSA diagnoses		274	1067	283	260	371	295	345	<b>2,895</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.23	2.33	1.62	1.73	2.14	1.80	1.74	<b>1.9</b>	0.33
# of ED Admits for persons who are active consumers		67	606	74	141	124	107	148	<b>1,267</b>	
% of ED Admits that were for active consumers	o	<b>24%</b>	<b>57%</b>	<b>26%</b>	<b>54%</b>	<b>33%</b>	<b>36%</b>	<b>43%</b>	<b>44%</b>	11.8%
# of ED Admits which were readmissions within 30 days		24	249	33	35	65	47	34	<b>487</b>	
% of ED Admissions Readmitted within 30 days	o	<b>9%</b>	<b>23%</b>	<b>12%</b>	<b>13%</b>	<b>18%</b>	<b>16%</b>	<b>10%</b>	<b>16.8%</b>	4.7%
<b>Authorization Requests</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
Total Number of Auth Requests Received		5,034	7,817	2,210	4,269	2,926	2,846	3,788	<b>28,890</b>	
# Standard Auth. Request Decisions		4,295	6,620	1,777	4,054	2,398	2,325	2,848	<b>24,317</b>	
# Standard Auth Requests Processed in 14 Days		4,282	6,609	1,777	4,048	2,398	2,325	2,848	<b>24,287</b>	
% Processed in 14 Days	95.0%	<b>99.7%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.9%</b>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		739	1,197	433	215	528	521	940	<b>4,573</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		739	1,193	433	214	528	521	934	<b>4,562</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.4%</b>	<b>99.8%</b>	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.7%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**March 2018 Report  
LME/MCO:**

4/30/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		53	209	95	246	71	49	71	794	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	2.7%	4.3%	5.8%	2.4%	1.7%	1.9%	2.7%	1.5%
# of Administrative Denials		33	1	20	50	-	16	107	227	
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	0.9%	1.2%	0.0%	0.6%	2.8%	0.8%	0.9%
Total # of Auth Requests Denied		86	210	115	296	71	65	178	1,021	
% of Total Auth Requests Approved	o	98.3%	97.3%	94.8%	93.1%	97.6%	97.7%	95.3%	96.5%	1.8%
Number of Consumer Authorization Appeals received		11	49	10	35	12	14	27	158	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.7	0.9	2.8	1.1	1.0	2.0	1.5	0.69
Number of Authorizations overturned due to Consumer Appeals		1	8	2(partial)	1	2	5	1	18	
<b>Claims</b>		2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15	2/16 - 3/15
Total # Clean Claim Received during Month (detail lines)		91,082	172,876	55,898	91,581	48,699	107,225	85,038	652,399	
Rate of Claims Rcpt per Person Served	o	5.6	6.1	5.2	7.3	4.4	7.8	6.2	6.1	1.10
# Paid		83,176	161,073	50,193	79,884	47,124	88,838	80,006	590,294	
# Denied		7,906	11,801	5,705	11,686	1,573	18,264	5,030	61,965	
# Pended or in Process			2	-	11	2	123	2	140	
Percent Denied	o	8.7%	6.8%	10.2%	12.8%	3.2%	17.1%	5.9%	9.5%	4.3%
# Paid or Denied within 30 Days		89,981	172,866	55,810	91,581	48,697	97,677	85,036	641,648	
Percent Processed within 30 Days	90.0%	98.8%	100.0%	99.8%	100.0%	100.0%	91.1%	100.0%	98.3%	3.2%
Avg # days for Processing (from Receipt to Payment)	o	7	8	9	9	9	9	7	8.2	0.79
Number of Provider claim Appeals received		19	1	0	0	0	28	0	48	
Rate of Provider Claim appeals per 1,000 persons served	o	1.2	0.0				2.0		0.5	0.82
Number of claim denials overturned due to Provider Appeals		2	0	0	0	0	12	0	14	
<b>Complaints/Grievances</b>		Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18	Feb-18
Total number of complaints received (1 month prior)		64	44	6	13	14	29	11	181	
Rate of Complaints per 1,000 Persons Served	o	3.42	1.41	0.55	0.97	1.09	1.85	0.64	1.7	0.91
# Consumer complaints against provider		26	31	3	12	6	23	8	109	
% Consumer complaints against provider	o	41%	70%	50%	92%	43%	79%	73%	60%	18.3%
# Consumer complaints against LME/MCO		3	13	2	1	-	4	3	26	
% Consumer complaints against LME/MCO	o	5%	30%	33%	8%	0%	14%	27%	14%	12.3%
# Provider complaints against LME/MCO		-	0	-	-	2	-	-	2	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	14%	0%	0%	1%	5.0%
# of Other Types of Complaints		35	0	1	-	6	2	-	44	
# of Complaints Resolved in 30 Days		64	44	6	13	14	29	11	181	
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>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		8	30	10	12	3	7	8	78	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		29	36	9	47	10	89	6	226	
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		0	5	1	2	0	0	0	8	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consec Blue highlights indicate possible outliers.										

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

**March 2018 Report**  
**LME/MCO:**

4/30/2018

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
<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		2,797	3,445	1,589	1,786	2,010	2,457	2,487	<b>16,571</b>	
% of Uninsured Receiving MH Services	o	1.3%	1.0%	1.7%	1.8%	1.6%	2.1%	1.8%	1.5%	0.32%
# Persons Receiving SA Services		1,144	2,207	593	852	761	1,380	1,938	<b>8,875</b>	
% of Uninsured Receiving SA Services	o	0.5%	0.6%	0.6%	0.9%	0.6%	1.2%	1.4%	0.8%	0.31%
# Persons Receiving DD Services		669	883	505	419	582	341	311	<b>3,710</b>	
% of Uninsured Receiving DD Services	o	0.3%	0.3%	0.5%	0.4%	0.5%	0.3%	0.2%	0.3%	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		4,480	6,229	2,470	2,880	3,353	4,095	4,011	<b>27,518</b>	
% of Uninsured Receiving MH/DD/SA Services	o	2.1%	1.8%	2.6%	2.9%	2.7%	3.4%	2.9%	2.5%	0.50%
<b>Community Psychiatric Hospitalization (1)</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
# of MH Admissions to Community Psychiatric Inpatient		74	301	29	245	103	95	181	<b>1,028</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.35	0.89	0.31	2.49	0.82	0.80	1.33	0.92	0.69
# of MH Admissions that were Readmissions within 30 days		2	8	0	27	5	10	9	<b>61</b>	
% of MH Admissions that were Readmissions within 30 days	o	3%	3%	0%	11%	5%	11%	5%	5.9%	3.82%
# of MH Inpatient Discharges		81	127	44	248	114	113	183	<b>910</b>	
MH Inpt Average Length of Stay (days)	o	6.7	8.5	6.4	5.0	5.2	9.2	7.2	6.7	1.45
# of SA Admissions to Community Psychiatric Inpatient		0	43	2	30	40	19	24	<b>158</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.13	0.02	0.30	0.32	0.16	0.18	0.14	0.12
# of SA Admissions that were Readmissions within 30 days		0	2	0	3	3	2	2	<b>12</b>	
% of SA Admissions that were Readmissions within 30 days	o		5%	0%	10%	8%	11%	8%	8%	3.6%
# of SA Inpatient Discharges		0	26	2	35	43	19	26	<b>151</b>	
SA Inpt Average Length of Stay (days)	o	-	6.0	5.0	4.0	4.7	7.6	7.2	5.6	2.35
<b>Authorizations</b>		Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	Mar-18	
Total Number of Auth Requests Received		1,280	2,755	516	1,943	1,385	568	750	<b>9,197</b>	
# Standard Auth. Request Decisions		1,062	1,876	314	1,620	1,033	317	274	<b>6,496</b>	
# Standard Auth Requests Processed in 14 Days		1,062	1,875	313	1,620	1,033	317	274	<b>6,494</b>	
% Processed in 14 Days	95.0%	100.0%	99.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		218	879	202	323	352	251	476	<b>2,701</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		218	879	202	323	352	251	474	<b>2,699</b>	
% Processed in 3 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	99.9%	-
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	99.7%	100.0%	0.00
# of Auth Requests Denied for Clinical Reasons		5	10	33	10	9	5	5	<b>77</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.4%	0.4%	6.4%	0.5%	0.6%	0.9%	0.7%	0.8%	2.0%
# of Administrative Denials		-	0	12	10	-	1	7	<b>30</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	2.3%	0.5%	0.0%	0.2%	0.9%	0.3%	0.8%
Total # of Auth Requests Denied		5	10	45	20	9	6	12	<b>107</b>	
% of Total Auth Requests Approved	o	100%	100%	91%	99%	99%	99%	98%	99%	2.8%
Number of Consumer Authorization Appeals received		-	0	-	2	2	-	-	<b>4</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o				0.7	0.6			0.1	0.05
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

<b>LME/MCO Monthly Monitoring Report</b>		<b>March 2018 Report</b>								<b>4/30/2018</b>
<b>State/Federal Block Grant Only</b>		<b>LME/MCO:</b>								
<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	<i>2/16 - 3/15</i>	
<b>Claims</b>										
<b>Total # Clean Claim Received during Month (header)</b>		<b>26,475</b>	<b>28,073</b>	<b>9,849</b>	<b>19,904</b>	<b>7,278</b>	<b>24,884</b>	<b>18,646</b>	135,109	
Rate of Claims Rcpt per Person Served	o	5.91	4.51	3.99	6.91	2.17	6.08	4.65	4.91	1.46
# Paid		24,323	24,710	9,024	17,938	7,187	19,243	17,459	119,884	
# Denied		2,152	3,363	825	1,966	91	5,638	1,187	15,222	
# Pended or in Process			0	-	-	-	3	-	3	
Percent Denied	o	8.1%	12.0%	8.4%	9.9%	1.3%	22.7%	6.4%	11.3%	6.1%
# Paid or Denied within 30 Days		26,218	28,073	9,849	19,904	7,278	23,214	18,646	133,182	
Percent Processed within 30 Days	90.0%	99.0%	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	98.6%	0.02
Avg # days for Processing (from Receipt to Payment )	o	8.0	8.4	8.2	8.4	9.0	8.5	7.6	8.4	0.42
<b>Complaints</b>		<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>	<i>Feb-18</i>
<b>Total number of complaints received (1 month prior)</b>		<b>8</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	29	
Rate of Complaints per 1,000 Persons Served	o	1.37	0.29	1.59	0.97	0.83	1.08	0.86	1.05	0.39
# Consumer complaints against provider		-	1	3	1	2	4	2	13	
% Consumer complaints against provider	o	0%	50%	75%	33%	67%	80%	50%	45%	25.6%
# Consumer complaints against LME/MCO		1	1	-	2	1	1	-	6	
% Consumer complaints against LME/MCO	o	13%	50%	0%	67%	33%	20%	0%	21%	23.5%
# Provider complaints against LME/MCO		-	0	1	-	-	-	-	1	
% Provider complaints against LME/MCO	o	0%	0%	25%	0%	0%	0%	0%	3%	8.7%
# of Other Types of Complaints		7	0	-	-	-	-	2	9	
# of Complaints Resolved in 30 Days		8	2	4	3	3	5	4	29	
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 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.