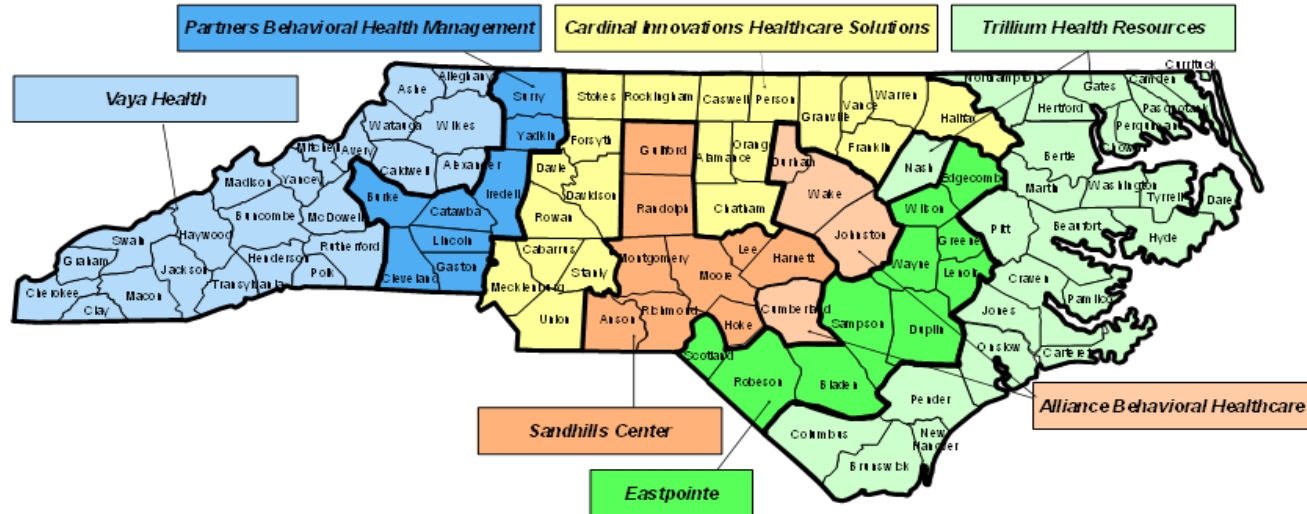


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and  
Substance Abuse Services

Local Management Entities/Managed Care Organizations  
Administrative Functions Monitoring

Report  
September 2018



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NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# NC DHHS LME/MCO Performance Summary

September 2018 Report

10/31/2018

## Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	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	N	Y	Y	Y	Y
% Answered within 30 seconds	95%	Y	Y	Y	Y	Y	Y	Y

Yellow Shading indicates the MCO did not meet the Standard for one or two consecutive months.

Pink Shading indicates the MCO did not meet the Standard for 3 or more consecutive months.

Gray Shading indicates not applicable this report period.

### EXPLANATIONS

**Incidents - Cardinal - (DMA)** - As noted in September 2018, there was an increase in the number of Level III Incidents reported in August of 2018, most of which can be attributed to one incident of Alleged Verbal Abuse that involve multiple members. **Member Call Center - Eastpointe - (Combined)** - In September 2018, had a decrease of 948 calls compared to the August 2018. The number of calls abandoned increased from 51 to 140. The percentage of calls abandoned increased from 1.7% to 6.7%. The average speed of answer experienced a change from 4 to 5, and the percentage of answered calls within 30 seconds remained at 95.1%. During the month of September North Carolina experienced Hurricane Florence which affected our capability to perform Member Call Center Duties. Calls were rolled over to Cardinal Innovations, our delegated call rollover/back up vendor at 3pm on 9/14/18 which was 5 hours ahead of schedule due to technical issues. On September 17, 2018 it was discovered that calls were not rolling over due to our Eastpointe Beulaville generator was not working due to low coolant which is where the significant increase in abandoned calls took place. Anna North, Analytics Director/Waiver Contract Manager submitted a request to the division to implement the Force Majeure portion of our contract due to pending natural event. Governor Cooper requested a Federal Disaster Declaration due to Hurricane Florence. **Persons Served - Eastpointe - (DMA)** - In September 2018, due to the effects of Hurricane Florence, overall penetration and all other performance measures have shown a decrease in the number of persons served during September 2018. **Incidents - Partners - (Combined)** - In October 2018, a revision was made to the the numbers in Column J & K and Row 83 from 33 to 34. Revision was due to changes in numbers from incidents getting reported late by providers. **% of Readmits assigned to Care Coordination - Trillium - (DMA)** - In September 2018, it was noted that in April 2018 one member who had Inpatient readmission was not linked and in July 2018 one member who had Inpatient readmission was not linked. It was also noted that one member who had two Inpatient readmissions in August 2018 was not linked to Care Coordination but was receiving Transitions to Community Living at the time. **Total Number of Calls (re: services for consumers) - Trillium - (Combined)** - In October 2018, noted the total number of calls to the Call Center decreased due to an internal process change to improve access to departments. **Total Number of Auth Requests Received - Trillium - (DMA and DMH)** - In October 2018, noted that the total number of authorization requests decreased in the month of September due to Hurricane Florence. **Number of Provider claim Appeals received - Vaya - (DMA)** - In September 2018, for August 2018, Vaya received a bulk mailing from the billing clearing house of 400 claims denials reconsiderations. By the end of the month, 194 had been processed, with the rest to be processed in September, 2018.

**Note:** When reviewing the data, please note that the highlighted outliers may be considered as a positive or negative indicator. The highlighted outlier indicates a value that is numerically distant from the other data points in the set of data.

LME/MCO: <b>Alliance</b>		<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>NC Total</b>		
<b>Monitoring Area</b>	<b>Standard</b>	<b>Sep-18</b>	<b>Sep-18</b>	<b>Sep-18</b>	<b>Sep-18</b>	<b>Sep-18</b>	<b>Sep-18</b>	<b>Sep-18</b>	<b>STD DEV</b>	
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		4,312	5,068	2,097	2,797	2,245	1,669	3,329	21,517	
# of Calls Abandoned		29	114	140	12	75	27	32	429	
% of calls Abandoned	<5%	0.7%	2.2%	6.7%	0.4%	3.3%	1.6%	1.0%	2.0%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	5.0	7.0	6.0	6.0	8.0	6.1	0.99
# of Calls Answered within 30 seconds		4,242	4,948	1,995	2,739	2,170	1,623	3,303	21,020	
% Answered within 30 seconds	95%	98.4%	97.6%	95.1%	97.9%	96.7%	97.2%	99.2%	97.7%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,388	3,296	544	1,317	1,707	1,069	1,390	12,711	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,130	3,227	534	1,267	1,578	1,069	1,375	12,180	
% of Persons waiting who are on the Reg. of Unmet Needs	o	92%	98%	98%	96%	92%	100%	99%	96%	3%
# of Persons waiting for residential services		-	299	10	98	33	0	58	498	
% of Persons waiting for residential services	o	0%	9%	2%	7%	2%	0%	4%	4%	3%
# of Persons waiting for ADVP		-	251	-	8	96	-	-	355	
% of Persons waiting for ADVP	o	0%	8%	0%	1%	6%	0%	0%	3%	3%
# of Persons waiting for vocational services		-	1	-	2	-	0	-	3	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.2%	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		431	856	41	202	625	263	282	2,700	
% of Persons on Waitlist receiving B3 Services	o	13%	26%	8%	15%	37%	25%	20%	21%	9%
# of Persons on Waitlist receiving State Services		521	582	136	401	254	164	263	2,321	
% of Persons on Waitlist receiving State Services	o	15%	18%	25%	30%	15%	15%	19%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		801	1,277	177	496	879	362	420	4,412	
% of Persons on Waitlist receiving State and/or B3 Services	o	24%	39%	33%	38%	51%	34%	30%	35%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,587	2,019	367	821	828	707	970	8,299	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	76%	61%	67%	62%	49%	66%	70%	65%	8%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		161	345	66	172	161	71	197	1,173	
Number of Level 3 Critical Incident Reports received		21	37	13	15	29	18	18	151	
<b>Transitions to Community Living Initiative<sup>1</sup></b>										
Individuals in In-reach		1,092	1,761	660	653	572	933	747	6,418	
Number of individuals in Transition Planning process		56	74	25	21	13	12	14	215	
Number of Individuals Housed - Total		286	659	217	310	246	283	278	2,279	
<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	<5%	2.0%	4.0%	1.0%	1.0%	3.0%	2.0%	4.0%	3.0%	1%
DMH- % of Claims \$ Value Denied by Date of Service FY19 YTD	<5%	2.0%	1.0%	1.0%	2.0%	3.0%	4.0%	2.0%	2.0%	1%
<sup>1</sup> Please be aware that August 2018 data is used in this section. Note: All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.										
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 (>1.5 Std Dev above or below the LME/MCO Avg).				

**MCO Monthly Monitoring Report  
Medicaid Only**

**September 2018 Report**

10/31/2018

**LME/MCO:**

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Persons Served</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Unduplicated Count of Medicaid Members		219,867	430,405	154,282	140,081	174,110	207,400	157,655	<b>1,483,800</b>	
# Persons Receiving MH Services		12,869	19,436	5,637	7,833	7,246	7,443	8,886	<b>69,350</b>	
% of Members Receiving MH Services	o	<b>5.9%</b>	<b>4.5%</b>	<b>3.7%</b>	<b>5.6%</b>	<b>4.2%</b>	<b>3.6%</b>	<b>5.6%</b>	<b>4.7%</b>	0.9%
# Persons Receiving SA Services		1,257	3,128	1,298	1,420	1,352	1,269	1,710	<b>11,434</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.8%</b>	<b>1.0%</b>	<b>0.8%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		2,999	6,382	1,452	2,166	1,677	2,600	2,105	<b>19,381</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.5%</b>	<b>0.9%</b>	<b>1.5%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.3%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		16,658	26,617	7,737	10,630	10,275	10,218	12,338	<b>94,473</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.6%</b>	<b>6.2%</b>	<b>5.0%</b>	<b>7.6%</b>	<b>5.9%</b>	<b>4.9%</b>	<b>7.8%</b>	<b>6.4%</b>	1.1%
<b>Community Psychiatric Hospitalization</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
# of MH Admissions to Community Psychiatric Inpatient		118	407	125	131	91	205	187	<b>1,264</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.54	0.95	0.81	0.94	0.52	0.99	1.19	<b>0.85</b>	0.23
# of MH Admissions that were Readmissions within 30 days		18	28	21	17	7	36	25	<b>152</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>15.3%</b>	<b>6.9%</b>	<b>16.8%</b>	<b>13.0%</b>	<b>7.7%</b>	<b>17.6%</b>	<b>13.4%</b>	<b>12.0%</b>	3.9%
# of MH Inpatient Discharges		154	291	146	131	115	212	192	<b>1,241</b>	
MH Inpt Average Length of Stay (days)	o	13.7	9.2	7.1	7.1	4.2	7.2	7.7	<b>8.3</b>	2.69
# of SA Admissions to Community Psychiatric Inpatient		3	29	10	15	21	7	11	<b>96</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.01	0.07	0.06	0.11	0.12	0.03	0.07	<b>0.06</b>	0.03
# of SA Admissions that were Readmissions within 30 days		1	0	3	3	4	0	3	<b>14</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>33%</b>	<b>0%</b>	<b>30%</b>	<b>20%</b>	<b>19%</b>	<b>0%</b>	<b>27%</b>	<b>15%</b>	12.6%
# of SA Inpatient Discharges		4	15	8	15	21	5	12	<b>80</b>	
SA Inpt Average Length of Stay (days)	o	7.5	5.3	6.7	5.5	5.3	3.8	6.7	<b>5.7</b>	1.14
<b>Care Coordination</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
# of MH and SA Readmits assigned to a Care Coordinator		19	27	24	20	11	32	28	<b>161</b>	
% of Readmits assigned to Care Coordination	85.0%	<b>100.0%</b>	<b>96.4%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>88.9%</b>	<b>100.0%</b>	<b>97.0%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
# of ED Admits for persons with MHDDSA diagnoses		302	1107	327	327	370	364	414	<b>3,211</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.36	2.55	1.92	2.23	2.15	1.79	2.56	2.2	0.40
# of ED Admits for persons who are active consumers		107	625	110	175	137	189	135	<b>1,478</b>	
% of ED Admits that were for active consumers	o	<b>35%</b>	<b>56%</b>	<b>34%</b>	<b>54%</b>	<b>37%</b>	<b>52%</b>	<b>33%</b>	<b>46%</b>	9.7%
# of ED Admits which were readmissions within 30 days		47	262	66	105	76	21	65	<b>642</b>	
% of ED Admissions Readmitted within 30 days	o	<b>16%</b>	<b>24%</b>	<b>20%</b>	<b>32%</b>	<b>21%</b>	<b>6%</b>	<b>16%</b>	<b>20.0%</b>	7.5%
<b>Authorization Requests</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Total Number of Auth Requests Received		3,587	5,715	1,488	3,026	2,272	2,826	2,486	<b>21,400</b>	
# Standard Auth. Request Decisions		2,962	4,731	1,100	2,773	1,810	2,048	1,877	<b>17,301</b>	
# Standard Auth Requests Processed in 14 Days		2,958	4,722	1,099	2,740	1,810	2,039	1,877	<b>17,245</b>	
% Processed in 14 Days	95.0%	<b>99.9%</b>	<b>99.8%</b>	<b>99.9%</b>	<b>98.8%</b>	<b>100.0%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>99.7%</b>	0.4%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		625	984	388	253	462	778	609	<b>4,099</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		625	981	388	253	462	774	609	<b>4,092</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>99.8%</b>	0.2%
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>99.9%</b>	<b>99.8%</b>	<b>99.9%</b>	<b>98.9%</b>	<b>100.0%</b>	<b>99.5%</b>	<b>100.0%</b>	<b>99.7%</b>	0.4%

**MCO Monthly Monitoring Report  
Medicaid Only**

**September 2018 Report**

10/31/2018

**LME/MCO:**

<b>Monitoring Area</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>	
# of Auth Requests Denied for Clinical Reasons		53	156	100	193	34	60	51	647		
% of Total Auth Requests Denied for Clinical Reasons	o	1.5%	2.7%	6.7%	6.4%	1.5%	2.1%	2.1%	3.0%	2.1%	
# of Administrative Denials		38	0	19	36	1	21	11	126		
% of Total Auth Requests Denied for Admin Reasons	o	1.1%	0.0%	1.3%	1.2%	0.0%	0.7%	0.4%	0.6%	0.5%	
Total # of Auth Requests Denied		91	156	119	229	35	81	62	773		
% of Total Auth Requests Approved	o	97.5%	97.3%	92.0%	92.4%	98.5%	97.1%	97.5%	96.4%	2.5%	
Number of Consumer Authorization Appeals received		12	35	6	32	3	8	13	109		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.3	0.8	3.0	0.3	0.8	1.1	1.2	0.82	
Number of Authorizations overturned due to Consumer Appeals		1	1	-	-	3	-	5	10		
<b>Claims</b>		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	
Total # Clean Claim Received during Month (detail lines)		95,691	187,255	55,257	81,415	52,707	84,970	91,723	649,018		
Rate of Claims Rcpt per Person Served	o	5.7	7.0	7.1	7.7	5.1	8.3	7.4	6.9	1.03	
# Paid		89,562	173,181	47,014	72,446	51,524	80,007	81,981	595,715		
# Denied		6,124	14,071	8,242	8,960	1,183	4,961	9,550	53,091		
# Pended or in Process		5	3	1	9	-	2	192	212		
Percent Denied	o	6.4%	7.5%	14.9%	11.0%	2.2%	5.8%	10.4%	8.2%	3.8%	
# Paid or Denied within 30 Days		94,427	187,248	54,536	81,415	52,707	84,968	87,861	643,162		
Percent Processed within 30 Days	90.0%	98.7%	100.0%	98.7%	100.0%	100.0%	100.0%	95.8%	99.6%	1.4%	
Avg # days for Processing (from Receipt to Payment )	o	6	8	10	9	9	7	9	8.4	1.27	
Number of Provider claim Appeals received		7	3	0	0	0	0	258	268		
Rate of Provider Claim appeals per 1,000 persons served	o	0.4	0.1	0.0	0.0	0.0	0.0	20.9	2.8	7.29	
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	0	35	35		
<b>Complaints/Grievances</b>		Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	
Total number of complaints received (1 month prior)		64	60	11	7	26	16	19	203		
Rate of Complaints per 1,000 Persons Served	o	3.33	1.92	1.09	0.55	1.97	0.94	1.29	2.1	0.85	
# Consumer complaints against provider		22	41	5	6	16	14	12	116		
% Consumer complaints against provider	o	34%	68%	45%	86%	62%	88%	63%	57%	18.0%	
# Consumer complaints against LME/MCO		2	19	4	-	2	2	4	33		
% Consumer complaints against LME/MCO	o	3%	32%	36%	0%	8%	13%	21%	16%	13.0%	
# Provider complaints against LME/MCO		1	0	-	1	1	-	3	6		
% Provider complaints against LME/MCO	o	2%	0%	0%	14%	4%	0%	16%	3%	6.4%	
# of Other Types of Complaints		39	0	2	-	7	-	-	48		
# of Complaints Resolved in 30 Days		62	60	11	7	25	16	19	200		
Percent of Complaints resolved in 30 days	90.0%	96.9%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	98.5%		
<b>Program Integrity--Fraud, Waste and Abuse</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		11	17	2	7	4	4	8	53		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		35	42	13	58	1	8	115	272		
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	1	1		
Number of Cases Referred to DMA Program Integrity		1	1	0	0	0	0	0	2		
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 (>1.5 Std Dev above or below the LME/MCO Avg).				

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

**September 2018 Report**

10/31/2018

**LME/MCO:**

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Trillium</b>	<b>Vaya</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Persons Served</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	137,401	114,321	<b>1,022,018</b>	
# Persons Receiving MH Services		3,151	3,182	1,147	1,649	1,724	1,867	2,366	<b>15,086</b>	
% of Uninsured Receiving MH Services	o	<b>1.9%</b>	<b>1.0%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>2.1%</b>	<b>1.5%</b>	0.33%
# Persons Receiving SA Services		1,247	2,240	503	1,124	798	1,489	1,462	<b>8,863</b>	
% of Uninsured Receiving SA Services	o	<b>0.7%</b>	<b>0.7%</b>	<b>0.6%</b>	<b>1.2%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>0.9%</b>	0.25%
# Persons Receiving DD Services		676	859	442	414	496	333	230	<b>3,450</b>	
% of Uninsured Receiving DD Services	o	<b>0.4%</b>	<b>0.3%</b>	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.2%</b>	<b>0.2%</b>	<b>0.3%</b>	0.11%
Unduplicated # Persons Receiving MH/DD/SA Services		4,967	5,933	1,935	2,986	3,018	3,077	3,968	<b>25,884</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>3.0%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>3.2%</b>	<b>2.7%</b>	<b>2.2%</b>	<b>3.5%</b>	<b>2.5%</b>	0.52%
<b>Community Psychiatric Hospitalization (1)</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
# of MH Admissions to Community Psychiatric Inpatient		122	290	9	70	76	164	132	<b>863</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.73	0.93	0.11	0.75	0.67	1.19	1.15	<b>0.84</b>	0.34
# of MH Admissions that were Readmissions within 30 days		10	13	1	11	9	15	27	<b>86</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>8%</b>	<b>4%</b>	<b>11%</b>	<b>16%</b>	<b>12%</b>	<b>9%</b>	<b>20%</b>	<b>10.0%</b>	4.84%
# of MH Inpatient Discharges		146	197	12	76	89	169	128	<b>817</b>	
MH Inpt Average Length of Stay (days)	o	<b>8.7</b>	<b>6.8</b>	<b>3.6</b>	<b>5.5</b>	<b>2.8</b>	<b>6.9</b>	<b>5.9</b>	<b>6.4</b>	1.87
# of SA Admissions to Community Psychiatric Inpatient		14	28	4	15	23	17	29	<b>130</b>	
Rate of SA Admissions per 1,000 Uninsured	o	0.08	0.09	0.05	0.16	0.20	0.12	<b>0.25</b>	<b>0.13</b>	0.07
# of SA Admissions that were Readmissions within 30 days		0	5	1	1	2	0	4	<b>13</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0%</b>	<b>18%</b>	<b>25%</b>	<b>7%</b>	<b>9%</b>	<b>0%</b>	<b>14%</b>	<b>10%</b>	8.6%
# of SA Inpatient Discharges		21	23	6	23	25	22	31	<b>151</b>	
SA Inpt Average Length of Stay (days)	o	<b>6.1</b>	<b>6.8</b>	<b>4.0</b>	<b>4.4</b>	<b>3.9</b>	<b>6.6</b>	<b>5.8</b>	<b>5.5</b>	1.15
<b>Authorizations</b>		Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	Sep-18	
Total Number of Auth Requests Received		942	2,426	371	2,166	1,262	626	647	<b>8,440</b>	
# Standard Auth. Request Decisions		695	1,533	245	1,905	910	235	246	<b>5,769</b>	
# Standard Auth Requests Processed in 14 Days		695	1,507	245	1,905	910	235	246	<b>5,743</b>	
% Processed in 14 Days	95.0%	<b>100.0%</b>	<b>98.3%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.5%</b>	0.01
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		247	893	126	261	352	391	401	<b>2,671</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		247	892	126	261	352	390	401	<b>2,669</b>	
% Processed in 3 Days	95.0%	<b>100.0%</b>	<b>99.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>100.0%</b>	<b>99.9%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	<b>100.0%</b>	<b>98.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.8%</b>	<b>100.0%</b>	<b>99.7%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		10	17	23	11	2	4	7	<b>74</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	<b>1.1%</b>	<b>0.7%</b>	<b>6.2%</b>	<b>0.5%</b>	<b>0.2%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>0.9%</b>	1.9%
# of Administrative Denials		-	23	3	8	-	5	3	<b>42</b>	
% of Total Auth Requests Denied for Admin Reasons	o	<b>0.0%</b>	<b>0.9%</b>	<b>0.8%</b>	<b>0.4%</b>	<b>0.0%</b>	<b>0.8%</b>	<b>0.5%</b>	<b>0.5%</b>	0.4%
Total # of Auth Requests Denied		10	40	26	19	2	9	10	<b>116</b>	
% of Total Auth Requests Approved	o	<b>99%</b>	<b>98%</b>	<b>93%</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>	<b>98%</b>	<b>99%</b>	2.1%
Number of Consumer Authorization Appeals received		-	2	-	1	1	-	-	<b>4</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.0	0.3	0.0	0.3	0.3	0.0	0.0	<b>0.2</b>	0.17
Number of Authorizations overturned due to Consumer Appeals		-	1	-	-	-	-	-	<b>1</b>	

**LME/MCO Monthly Monitoring Report** **September 2018 Report**  
**State/Federal Block Grant Only** 10/31/2018

LME/MCO:										
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
<b>Claims</b>		8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15	8/16 - 9/15
<b>Total # Clean Claim Received during Month (header)</b>		<b>28,103</b>	<b>33,537</b>	<b>9,641</b>	<b>19,525</b>	<b>8,065</b>	<b>18,949</b>	<b>20,549</b>	138,369	
Rate of Claims Rcpt per Person Served	o	5.66	5.65	4.98	6.54	2.67	6.16	5.18	5.35	1.17
# Paid		25,559	30,033	8,697	16,987	7,945	16,761	17,189	123,171	
# Denied		2,544	3,504	944	2,538	120	2,188	3,355	15,193	
# Pended or in Process			0	-	-	-	-	5	5	
Percent Denied	o	9.1%	10.4%	9.8%	13.0%	1.5%	11.5%	16.3%	11.0%	4.2%
# Paid or Denied within 30 Days		27,780	33,537	9,641	19,525	8,065	18,949	19,642	137,139	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	95.6%	99.1%	0.02
Avg # days for Processing (from Receipt to Payment )	o	6.0	8.8	8.8	7.1	8.1	7.8	8.9	7.8	0.99
<b>Complaints</b>		Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18	Aug-18
<b>Total number of complaints received (1 month prior)</b>		<b>13</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>10</b>	45	
Rate of Complaints per 1,000 Persons Served	o	2.12	0.54	2.02	0.28	0.27	2.21	2.19	1.74	0.88
# Consumer complaints against provider		5	3	3	-	-	4	8	23	
% Consumer complaints against provider	o	38%	75%	60%	0%	0%	36%	80%	51%	30.3%
# Consumer complaints against LME/MCO		2	0	1	1	-	1	2	7	
% Consumer complaints against LME/MCO	o	15%	0%	20%	100%	0%	9%	20%	16%	32.2%
# Provider complaints against LME/MCO		-	1	1	-	1	2	-	5	
% Provider complaints against LME/MCO	o	0%	25%	20%	0%	100%	18%	0%	11%	32.8%
# of Other Types of Complaints		6	0	-	-	-	4	-	10	
# of Complaints Resolved in 30 Days		13	4	5	1	1	11	10	45	
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 (>1.5 Std Dev above or below the LME/MCO Avg).				

(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.