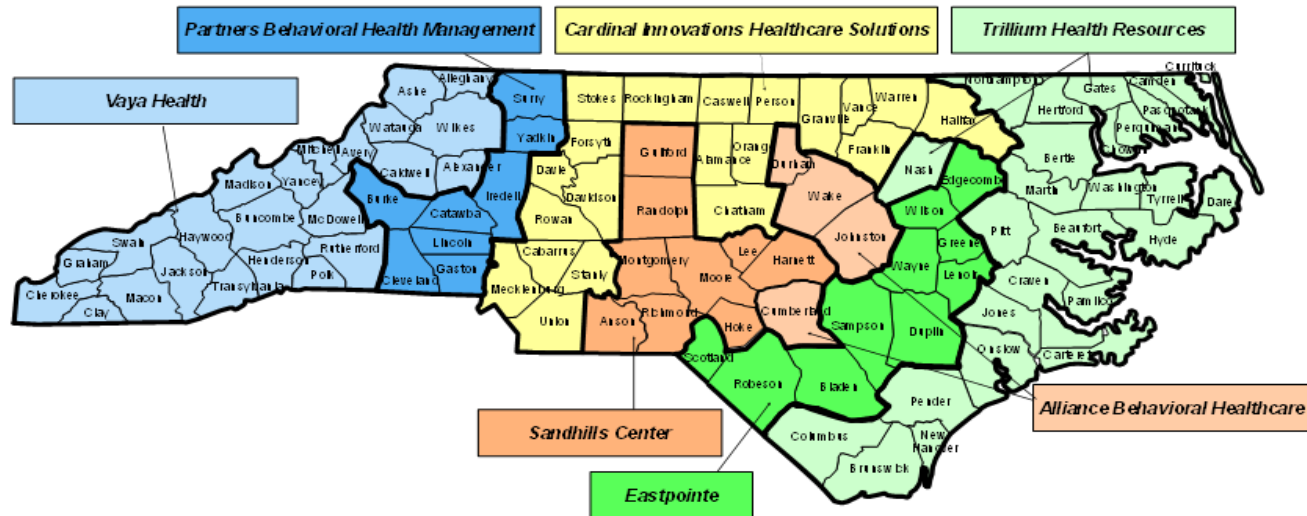


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
April 2019



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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

April 2019 Report

6/5/2019

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya
% 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%	N	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
% 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
Combined Performance Measures								
% of calls Abandoned	<5%	Y	Y	Y	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

Alliance - DMA Data Sheet - In May 2019, A staff change resulted in a temporary decrease in the number of complaints resolved within 30 days for April's data.

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 Monthly Monitoring Report		April 2019 Report								6/5/2019	
Medicaid and State Combined		LME-MCO:	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	NC Total	
Monitoring Area	Standard	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	STD DEV
Call Center											
Total Number of Calls (re: services for consumers)		4,974	5,239	2,796	2,850	2,494	1,938	3,262	23,553		
# of Calls Abandoned		80	102	61	12	67	20	20	362		
% of calls Abandoned	<5%	1.6%	1.9%	2.2%	0.4%	2.7%	1.0%	0.6%	1.5%		
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	5.0	9.0	5.9	1.55	
# of Calls Answered within 30 seconds		4,871	5,121	2,781	2,828	2,427	1,909	3,223	23,160		
% Answered within 30 seconds	95%	97.9%	97.7%	99.5%	99.2%	97.3%	98.5%	98.8%	98.3%		
IDD Wait List											
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,682	3,610	547	1,437	1,827	1,162	1,396	13,661		
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,682	3,532	544	1,407	1,709	1,162	1,378	13,414		
% of Persons waiting who are on the Reg. of Unmet Needs	o	100%	98%	99%	98%	94%	100%	99%	98%	2%	
# of Persons waiting for residential services		-	364	3	91	38	0	57	553		
% of Persons waiting for residential services	o	0%	10%	1%	6%	2%	0%	4%	4%	4%	
# of Persons waiting for ADVP		-	309	-	2	80	-	-	391		
% of Persons waiting for ADVP	o	0%	9%	0%	0%	4%	0%	0%	3%	3%	
# of Persons waiting for vocational services		-	-	-	2	-	0	-	2		
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0%	
Service Status of Persons on the Waiting List											
# of Persons on Waitlist receiving B3 Services		420	922	43	221	598	594	249	3,047		
% of Persons on Waitlist receiving B3 Services	o	11%	26%	8%	15%	33%	51%	18%	22%	14%	
# of Persons on Waitlist receiving State Services		526	614	136	425	286	233	217	2,437		
% of Persons on Waitlist receiving State Services	o	14%	17%	25%	30%	16%	20%	16%	18%	5%	
# of Persons on Waitlist receiving State and/or B3 services (undup)		770	1,375	179	532	884	692	355	4,787		
% of Persons on Waitlist receiving State and/or B3 Services	o	21%	38%	33%	37%	48%	60%	25%	35%	12%	
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,912	2,235	368	905	943	470	1,041	8,874		
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	79%	62%	67%	63%	52%	40%	75%	65%	12%	
Incidents											
Number of Level 2 Critical Incident Reports received		221	383	157	175	174	182	271	1,563		
Number of Level 3 Critical Incident Reports received		30	64	16	12	32	24	37	215		
Transitions to Community Living Initiative¹											
Individuals in In-reach		1,101	1,797	620	667	534	986	703	6,408		
Number of individuals in Transition Planning process		51	122	43	19	19	33	26	313		
Number of Individuals Housed - Total		373	798	256	366	294	368	315	2,770		
Claim/Encounter Processing in NCTracks											
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%	0.0%	1.0%	1.0%	1.0%	1.0%	1.0%	1%	
¹ Please be aware that March 2019 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**

April 2019 Report

6/5/2019

LME/MCO:

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19
Unduplicated Count of Medicaid Members		220,927	423,492	149,995	136,696	164,247	201,060	153,705	1,450,122	
# Persons Receiving MH Services		14,370	23,856	6,131	9,003	8,612	10,862	9,634	82,468	
% of Members Receiving MH Services	o	6.5%	5.6%	4.1%	6.6%	5.2%	5.4%	6.3%	5.7%	0.8%
# Persons Receiving SA Services		1,515	3,199	1,243	1,419	1,535	1,705	1,719	12,335	
% of Members Receiving SA Services	o	0.7%	0.8%	0.8%	1.0%	0.9%	0.8%	1.1%	0.9%	0.1%
# Persons Receiving DD Services		3,468	6,734	1,300	2,140	1,965	3,013	2,191	20,811	
% of Members Receiving DD Services	o	1.6%	1.6%	0.9%	1.6%	1.2%	1.5%	1.4%	1.4%	0.2%
Unduplicated # that received MH/DD/SA Services		17,846	31,126	7,930	11,699	12,112	13,868	13,157	107,738	
% of Members Receiving MH/DD/SA Services	o	8.1%	7.3%	5.3%	8.6%	7.4%	6.9%	8.6%	7.4%	1.1%
Community Psychiatric Hospitalization		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19
# of MH Admissions to Community Psychiatric Inpatient		153	441	129	103	134	280	207	1,447	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.69	1.04	0.86	0.75	0.82	1.39	1.35	1.00	0.26
# of MH Admissions that were Readmissions within 30 days		17	30	16	14	14	32	43	166	
% of MH Admissions that were Readmissions within 30 days	o	11.1%	6.8%	12.4%	13.6%	10.4%	11.4%	20.8%	11.5%	4.0%
# of MH Inpatient Discharges		219	355	135	124	151	308	206	1,498	
MH Inpt Average Length of Stay (days)	o	11.9	8.7	7.5	6.0	4.6	6.9	7.9	7.9	2.13
# of SA Admissions to Community Psychiatric Inpatient		5	38	7	18	23	4	11	106	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.02	0.09	0.05	0.13	0.14	0.02	0.07	0.07	0.05
# of SA Admissions that were Readmissions within 30 days		0	2	1	1	4	1	0	9	
% of SA Admissions that were Readmissions within 30 days	o	0%	5%	14%	6%	17%	25%	0%	8%	8.8%
# of SA Inpatient Discharges		5	41	8	18	23	6	8	109	
SA Inpt Average Length of Stay (days)	o	6.4	5.2	5.7	4.0	6.2	5.5	4.5	5.3	0.81
Care Coordination		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19
# of MH and SA Readmits assigned to a Care Coordinator		16	29	17	15	18	29	42	166	
% of Readmits assigned to Care Coordination	85.0%	94.1%	90.6%	100.0%	100.0%	100.0%	87.9%	97.7%	94.9%	
Emergency Dept Utilization (3 month lag)		Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19	Jan-19
# of ED Admits for persons with MHDDSAs diagnoses		301	1140	244	297	311	411	400	3,104	
Rate of ED Admits per 1,000 Medicaid Members	o	1.38	2.55	1.57	2.03	1.84	1.91	2.51	2.1	0.41
# of ED Admits for persons who are active consumers		97	679	79	176	101	226	147	1,505	
% of ED Admits that were for active consumers	o	32%	60%	32%	59%	32%	55%	37%	48%	12.3%
# of ED Admits which were readmissions within 30 days		41	273	30	66	52	41	78	581	
% of ED Admissions Readmitted within 30 days	o	14%	24%	12%	22%	17%	10%	20%	18.7%	4.9%
Authorization Requests		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19
Total Number of Auth Requests Received		4,914	8,056	2,109	3,692	3,365	3,263	2,732	28,131	
# Standard Auth. Request Decisions		4,234	6,864	1,771	3,522	2,827	2,161	2,092	23,471	
# Standard Auth Requests Processed in 14 Days		4,234	6,854	1,771	3,521	2,827	2,161	2,091	23,459	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.0%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		680	1,192	338	170	538	1,102	640	4,660	
# Expedited and Inpatient Auth Requests Processed in 3 Days		677	1,179	338	170	538	1,099	640	4,641	
% Processed in 3 Days	95.0%	99.6%	98.9%	100.0%	100.0%	100.0%	99.7%	100.0%	99.6%	0.4%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.7%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

April 2019 Report

6/5/2019

LME/MCO:											
Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
# of Auth Requests Denied for Clinical Reasons		56	221	113	126	42	38	38	634		
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	2.7%	5.4%	3.4%	1.2%	1.2%	1.4%	2.3%	1.5%	
# of Administrative Denials		34	0	11	42	2	28	20	137		
% of Total Auth Requests Denied for Admin Reasons	o	0.7%	0.0%	0.5%	1.1%	0.1%	0.9%	0.7%	0.5%	0.4%	
Total # of Auth Requests Denied		90	221	124	168	44	66	58	771		
% of Total Auth Requests Approved	o	98.2%	97.3%	94.1%	95.4%	98.7%	98.0%	97.9%	97.3%	1.5%	
Number of Consumer Authorization Appeals received		12	31	7	23	6	6	17	102		
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	1.0	0.9	2.0	0.5	0.4	1.3	0.9	0.49	
Number of Authorizations overturned due to Consumer Appeals		1	6	-	1	1	1	-	10		
Claims		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15		
Total # Clean Claim Received during Month (detail lines)		104,813	207,442	54,850	92,590	54,600	90,545	99,931	704,771		
Rate of Claims Rcpt per Person Served	o	5.9	6.7	6.9	7.9	4.5	6.5	7.6	6.5	1.05	
# Paid		97,344	194,981	48,012	83,646	53,057	84,894	87,471	649,405		
# Denied		7,468	12,459	6,838	8,944	1,543	5,650	12,365	55,267		
# Pended or in Process		1	2	-	-	-	1	95	99		
Percent Denied	o	7.1%	6.0%	12.5%	9.7%	2.8%	6.2%	12.4%	7.8%	3.3%	
# Paid or Denied within 30 Days		103,326	207,434	54,393	92,590	54,600	90,544	97,290	700,177		
Percent Processed within 30 Days	90.0%	98.6%	100.0%	99.2%	100.0%	100.0%	100.0%	97.4%	99.6%	0.9%	
Avg # days for Processing (from Receipt to Payment)	o	8	7	8	9	9	7	8	7.9	0.78	
Number of Provider claim Appeals received		3	3	0	0	0	0	7	13		
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.1	0.0	0.0	0.0	0.0	0.5	0.1	0.18	
Number of claim denials overturned due to Provider Appeals		0	2	0	0	0	0	0	2		
Complaints/Grievances		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19		
Total number of complaints received (1 month prior)		34	47	11	7	21	17	24	161		
Rate of Complaints per 1,000 Persons Served	o	1.75	1.40	1.11	0.51	1.60	0.96	1.60	1.5	0.41	
# Consumer complaints against provider		18	37	4	4	17	16	17	113		
% Consumer complaints against provider	o	53%	79%	36%	57%	81%	94%	71%	70%	18.2%	
# Consumer complaints against LME/MCO		5	10	2	3	3	1	4	28		
% Consumer complaints against LME/MCO	o	15%	21%	18%	43%	14%	6%	17%	17%	10.6%	
# Provider complaints against LME/MCO		-	0	-	-	-	-	-	0		
% Provider complaints against LME/MCO	o	0%	0%	#VALUE!	0%	0%	0%	0%	0%	#VALUE!	
# of Other Types of Complaints		11	0	5	-	1	-	3	20		
# of Complaints Resolved in 30 Days		27	47	11	7	21	17	23	153		
Percent of Complaints resolved in 30 days	90.0%	79.4%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	95.0%		
Program Integrity--Fraud, Waste and Abuse		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19		
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		2	18	10	5	1	9	7	52		
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		24	59	6	59	20	3	108	279		
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	3	6	0	2	2	0	13		
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

April 2019 Report

6/5/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV
Persons Served		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	137,401	114,321	1,022,018	
# Persons Receiving MH Services		3,294	3,660	1,336	1,405	2,059	2,907	2,183	16,844	
% of Uninsured Receiving MH Services	o	2.0%	1.2%	1.6%	1.5%	1.8%	2.1%	1.9%	1.6%	0.30%
# Persons Receiving SA Services		1,446	2,189	786	1,265	864	2,314	1,994	10,858	
% of Uninsured Receiving SA Services	o	0.9%	0.7%	0.9%	1.4%	0.8%	1.7%	1.7%	1.1%	0.41%
# Persons Receiving DD Services		692	821	274	385	537	506	209	3,424	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.3%	0.4%	0.5%	0.4%	0.2%	0.3%	0.09%
Unduplicated # Persons Receiving MH/DD/SA Services		5,122	6,274	2,200	2,883	3,460	4,790	4,281	29,010	
% of Uninsured Receiving MH/DD/SA Services	o	3.1%	2.0%	2.6%	3.1%	3.0%	3.5%	3.7%	2.8%	0.52%
Community Psychiatric Hospitalization (1)		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	
# of MH Admissions to Community Psychiatric Inpatient		79	319	5	27	119	176	69	794	
Rate of MH Admissions per 1,000 Uninsured	o	0.47	1.03	0.06	0.29	1.05	1.28	0.60	0.78	0.41
# of MH Admissions that were Readmissions within 30 days		5	5	0	1	6	23	8	48	
% of MH Admissions that were Readmissions within 30 days	o	6%	2%	0%	4%	5%	13%	12%	6.0%	4.52%
# of MH Inpatient Discharges		86	95	5	34	128	202	76	626	
MH Inpt Average Length of Stay (days)	o	7.7	6.8	4.0	5.0	2.7	7.1	6.3	6.0	1.68
# of SA Admissions to Community Psychiatric Inpatient		18	35	2	12	22	17	36	142	
Rate of SA Admissions per 1,000 Uninsured	o	0.11	0.11	0.02	0.13	0.19	0.12	0.31	0.14	0.08
# of SA Admissions that were Readmissions within 30 days		2	1	0	0	0	0	5	8	
% of SA Admissions that were Readmissions within 30 days	o	11%	3%	0%	0%	0%	0%	14%	6%	5.5%
# of SA Inpatient Discharges		20	25	0	12	20	18	37	132	
SA Inpt Average Length of Stay (days)	o	5.6	6.3	5.5	6.0	4.4	6.2	4.6	5.4	0.70
Authorizations		Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	Apr-19	
Total Number of Auth Requests Received		1,484	2,658	616	2,435	1,318	819	676	10,006	
# Standard Auth. Request Decisions		1,113	1,713	422	2,281	824	353	236	6,942	
# Standard Auth Requests Processed in 14 Days		1,113	1,713	422	2,281	824	353	235	6,941	
% Processed in 14 Days	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		371	945	194	154	494	466	440	3,064	
# Expedited and Inpatient Auth Requests Processed in 3 Days		371	938	194	154	494	465	440	3,056	
% Processed in 3 Days	95.0%	100.0%	99.3%	100.0%	100.0%	100.0%	99.8%	100.0%	99.7%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		12	43	25	9	2	5	4	100	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	1.6%	4.1%	0.4%	0.2%	0.6%	0.6%	1.0%	1.3%
# of Administrative Denials		1	10	3	9	-	3	3	29	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.4%	0.5%	0.4%	0.0%	0.4%	0.4%	0.3%	0.2%
Total # of Auth Requests Denied		13	53	28	18	2	8	7	129	
% of Total Auth Requests Approved	o	99%	98%	95%	99%	100%	99%	99%	99%	1.4%
Number of Consumer Authorization Appeals received		2	1	3	2	-	1	1	10	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.4	0.2	1.4	0.7	0.0	0.2	0.2	0.3	0.43
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

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

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6/5/2019

LME/MCO:

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Trillium	Vaya	Statewide	STD DEV	
Claims		3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15	3/16 - 4/15		
Total # Clean Claim Received during Month (header)		29,343	31,711	12,802	28,128	7,458	28,961	27,746	166,149		
Rate of Claims Rcpt per Person Served	o	5.73	5.05	5.82	9.76	2.16	6.05	6.48	5.73	2.07	
# Paid		27,194	29,348	11,070	24,181	7,318	26,815	23,291	149,217		
# Denied		2,149	2,359	1,732	3,947	140	2,146	4,433	16,906		
# Pended or in Process			4	-	-	-	-	22	26		
Percent Denied	o	7.3%	7.4%	13.5%	14.0%	1.9%	7.4%	16.0%	10.2%	4.6%	
# Paid or Denied within 30 Days		28,986	31,707	12,802	28,128	7,458	28,961	27,299	165,341		
Percent Processed within 30 Days	90.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	99.5%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	8.0	7.1	8.2	8.5	8.9	7.9	8.6	8.1	0.54	
Complaints		Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19	Mar-19		
Total number of complaints received (1 month prior)		5	7	4	-	4	11	2	33		
Rate of Complaints per 1,000 Persons Served	o	0.84	1.00	1.55	-	1.07	2.03	0.42	1.14	0.63	
# Consumer complaints against provider		2	6	-	-	3	5	2	18		
% Consumer complaints against provider	o	40%	86%	0%		75%	45%	100%	55%	33.3%	
# Consumer complaints against LME/MCO		-	1	1	-	-	-	-	2		
% Consumer complaints against LME/MCO	o	0%	14%	25%		0%	0%	0%	6%	9.8%	
# Provider complaints against LME/MCO		-	0	1	-	-	3	-	4		
% Provider complaints against LME/MCO	o	0%	0%	25%		0%	27%	0%	12%	12.3%	
# of Other Types of Complaints		3	0	2	-	1	3	-	9		
# of Complaints Resolved in 30 Days		5	7	4	-	4	11	2	33		
Percent of Complaints resolved in 30 days	90.0%	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.