

NC DHHS LME/MCO Performance Summary

July 2016 Report

9/30/2016

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
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	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 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

July 2016 Report

9/30/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		4,983	6,630	4,282	3,103	2,841	4,379	2,050	28,268	
# of Calls Abandoned		247	100	75	25	61	111	43	662	
% of calls Abandoned	<5%	5.0%	1.5%	1.8%	0.8%	2.1%	2.5%	2.1%	2.3%	
Avg Speed to Answer Calls (seconds)	o	7.0	4.0	4.0	8.0	5.0	7.0	5.0	5.7	1.48
# of Calls Answered within 30 seconds		4,736	6,525	4,238	3,045	2,780	4262	2,004	27,590	
% Answered within 30 seconds	95%	95.0%	98.4%	99.0%	98.1%	97.9%	97.3%	97.8%	97.6%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,557	3,366	742	1,097	1,479	1,446	770	11,457	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,507	3,287	742	1,091	1,262	1,237	770	10,896	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	99%	85%	86%	100%	95%	6%
# of Persons waiting for residential services		-	51	-	18	77	31	-	177	
% of Persons waiting for residential services	o	0%	2%	0%	2%	5%	2%	0%	2%	2%
# of Persons waiting for ADVP		-	84	-	28	140	-	-	252	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	9%	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%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		296	620	71	112	302	192	114	1,707	
% of Persons on Waitlist receiving B3 Services	o	12%	18%	10%	10%	20%	13%	15%	15%	4%
# of Persons on Waitlist receiving State Services		659	312	203	198	153	436	321	2,282	
% of Persons on Waitlist receiving State Services	o	26%	9%	27%	18%	10%	30%	42%	20%	11%
# of Persons on Waitlist receiving State and/or B3 services (undup)		703	863	274	250	455	469	347	3,361	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	26%	37%	23%	31%	32%	45%	29%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		1,854	2,503	468	847	1,024	977	423	8,096	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	74%	63%	77%	69%	68%	55%	71%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		239	380	85	175	104	203	86	1,272	
Number of Level 3 Critical Incident Reports received *		15	38	9	15	8	12	10	107	
Transitions to Community Living Initiative										
# of in-reach staff FTEs in place during the month		9.0	11.0	6.0	6.0	7.0	11.0	5.0	55.0	
# of in-reach FTEs funded per the allocation		9.00	22.92	8.00	6.00	7.64	15.00	15.00	83.6	
Percent of funded in-reach positions that are filled	80.0%	100%	48%	75%	100%	92%	73%	33%	66%	
# of transition coordinator FTEs in place during the month		9.0	21.0	8.0	11.0	8.3	12.0	18.0	87.3	
# 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%	84%	89%	122%	92%	71%	113%	90%	
Individuals in In-reach		431	1389	556	381	478	624	537	4,396	
Number of individuals in Transition Planning process		98	67	14	52	24	40	26	321	
Number of Individuals Housed - Total		81	242	94	110	113	110	145	895	
Claim/Encounter Processing in NCTracks **										
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 YTD	<10%	6%	23%	4%	1%	4%	5%	4%	8%	7%

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

** As of 07/26/16 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**

**July 2016 Report
LME/MCO:**

9/30/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
Unduplicated Count of Medicaid Members		208,772	428,570	191,403	140,615	170,368	162,731	175,587	1,478,046	
# Persons Receiving MH Services		12,927	18,858	7,265	5,767	7,652	8,634	8,892	69,995	
% of Members Receiving MH Services	o	6.2%	4.4%	3.8%	4.1%	4.5%	5.3%	5.1%	4.7%	0.8%
# Persons Receiving SA Services		1,124	2,983	1,262	1,222	1,104	1,594	1,396	10,685	
% of Members Receiving SA Services	o	0.5%	0.7%	0.7%	0.9%	0.6%	1.0%	0.8%	0.7%	0.1%
# Persons Receiving DD Services		2,849	6,010	1,492	1,646	1,638	1,846	1,930	17,411	
% of Members Receiving DD Services	o	1.4%	1.4%	0.8%	1.2%	1.0%	1.1%	1.1%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		16,317	27,851	9,344	8,319	10,394	11,783	10,898	94,906	
% of Members Receiving MH/DD/SA Services	o	7.8%	6.5%	4.9%	5.9%	6.1%	7.2%	6.2%	6.4%	0.9%
Community Psychiatric Hospitalization		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
# of MH Admissions to Community Psychiatric Inpatient		105	386	239	142	106	200	183	1,361	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.50	0.90	1.25	1.01	0.62	1.23	1.04	0.92	0.26
# of MH Admissions that were Readmissions within 30 days		9	24	33	18	11	22	20	137	
% of MH Admissions that were Readmissions within 30 days	o	8.6%	6.2%	13.8%	12.7%	10.4%	11.0%	10.9%	10.1%	2.3%
# of MH Inpatient Discharges		138	291	244	77	124	179	239	1,292	
MH Inpt Average Length of Stay (days)	o	6.20	9.50	8.60	5.30	3.30	9.85	7.80	7.9	2.22
# of SA Admissions to Community Psychiatric Inpatient		1	24	14	10	14	16	3	82	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.06	0.07	0.07	0.08	0.10	0.02	0.06	0.03
# of SA Admissions that were Readmissions within 30 days		0	3	0	3	3	1	0	10	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	12.5%	0.0%	30.0%	21.4%	6.3%	0.0%	12%	11.0%
# of SA Inpatient Discharges		1	27	13	8	19	17	4	89	
SA Inpt Average Length of Stay (days)	o	7.00	4.1	5.4	5.5	3.5	5.8	2.0	4.5	1.54
Care Coordination		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
# of MH and SA Readmits assigned to a Care Coordinator		9	27	33	21	14	23	20	147	
% of Readmits assigned to Care Coordination	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Emergency Dept Utilization (3 month lag)		Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	Apr 2016	
# of ED Admits for persons with MHDDSA diagnoses		327	904	342	319	339	374	371	2,976	
Rate of ED Admits per 1,000 Medicaid Members	o	1.52	2.51	1.75	2.11	1.95	2.24	2.08	2.0	0.30
# of ED Admits for persons who are active consumers		102	525	103	168	104	113	197	1,312	
% of ED Admits that were for active consumers	o	31.2%	58.1%	30.1%	52.7%	30.7%	30.2%	53.1%	44%	12.0%
# of ED Admits which were readmissions within 30 days		42	174	39	42	47	54	46	444	
% of ED Admissions Readmitted within 30 days	o	12.8%	19.2%	11.4%	13.2%	13.9%	14.4%	12.4%	14.9%	2.4%
Authorization Requests		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
Total Number of Auth Requests Received		2,841	5,306	2,127	3,868	2,158	2,999	2,519	21,818	
# Standard Auth. Request Decisions		2,518	4,264	1,638	3,703	1,697	2,315	1,578	17,713	
# Standard Auth Requests Processed in 14 Days		2,518	4,260	1,638	3,703	1,697	2,312	1,577	17,705	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		323	1,042	489	165	461	684	941	4,105	
# Expedited and Inpatient Auth Requests Processed in 3 Days		323	1,028	489	165	461	684	939	4,089	
% Processed in 3 Days	95.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	99.8%	99.6%	0.5%
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%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

**July 2016 Report
LME/MCO:**

9/30/2016

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		32	102	152	137	65	77	76	641	
% of Total Auth Requests Denied for Clinical Reasons	o	1.1%	1.9%	7.1%	3.5%	3.0%	2.6%	3.0%	2.9%	1.8%
# of Administrative Denials		12	-	16	26	-	13	10	77	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	0.8%	0.7%	0.0%	0.4%	0.4%	0.4%	0.3%
Total # of Auth Requests Denied		44	102	168	163	65	90	86	718	
% of Total Auth Requests Approved	o	98.5%	98.1%	92.1%	95.8%	97.0%	97.0%	96.6%	96.7%	1.9%
Number of Consumer Authorization Appeals received		8	19	10	18	11	10	6	82	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	0.7	1.1	2.2	1.1	0.8	0.6	0.9	0.53
Number of Authorizations overturned due to Consumer Appeals		1	2	-	18	5	3	1	30	
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
Total # Clean Claim Received during Month (detail lines)		91,864	119,161	52,526	67,298	48,082	68,699	78,806	526,436	
Rate of Claims Rcpt per Person Served	o	5.6	4.3	5.6	8.1	4.6	5.8	7.2	5.5	1.25
# Paid		85,769	111,194	46,421	54,479	46,838	62,238	72,439	479,378	
# Denied		6,095	7,912	6,105	12,808	1,244	6,427	6,230	46,821	
# Pended or in Process		-	55	-	11	-	34	137	237	
Percent Denied	o	6.6%	6.6%	11.6%	19.0%	2.6%	9.4%	7.9%	8.9%	4.8%
# Paid or Denied within 30 Days		90,849	119,106	51,545	67,298	48,082	67,388	78,109	522,377	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	98.1%	100.0%	100.0%	98.1%	99.1%	99.2%	0.8%
Avg # days for Processing (from Receipt to Payment)	o	10.0	7.8	8.8	9.0	10.0	11.0	7.0	9.1	1.28
Number of Provider claim Appeals received		4	20	1	0	0	13	0	38	
Rate of Provider Claim appeals per 1,000 persons served	o	0.2	0.7	0.1			1.1		0.4	0.39
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	3	0	3	
Complaints/Grievances		Jun-16	Jun-16	Jun-16	Jun-16	Jun-16	Jun-16	Jun-16	Jun-16	
Total number of complaints received (1 month prior)		62	48	1	16	15	38	12	192	
Rate of Complaints per 1,000 Persons Served	o	3.4	1.8	0.1	1.2	1.2	2.6	0.8	2.0	1.02
# Consumer complaints against provider		18	34	1	11	9	33	11	117	
% Consumer complaints against provider	o	29.0%	70.8%	100.0%	68.8%	60.0%	86.8%	91.7%	61%	22.0%
# Consumer complaints against LME/MCO		2	14	-	2	-	5	1	24	
% Consumer complaints against LME/MCO	o	3.2%	29.2%	0.0%	12.5%	0.0%	13.2%	8.3%	13%	9.5%
# Provider complaints against LME/MCO		1	-	-	1	2	-	-	4	
% Provider complaints against LME/MCO	o	1.6%	0.0%	0.0%	6.3%	13.3%	0.0%	0.0%	2%	4.7%
# of Other Types of Complaints		41	-	-	2	4	-	-	47	
# of Complaints Resolved in 30 Days		62	48	1	16	15	38	12	192	
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%	
Program Integrity--Fraud, Waste and Abuse		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		1	24	9	12	5	9	2	62	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	18	8	78	18	75	4	217	
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		2	0	1	1	0	0	0	4	

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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

July 2016 Report
LME/MCO:

9/30/2016

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Persons Served		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
Estimated number of Uninsured in Catchment Area		206,004	377,365	120,709	115,775	140,186	138,416	150,077	1,248,532	
# Persons Receiving MH Services		3,579	3,679	1,555	1,062	1,869	2,738	1,990	16,472	
% of Uninsured Receiving MH Services	o	1.7%	1.0%	1.3%	0.9%	1.3%	2.0%	1.3%	1.3%	0.35%
# Persons Receiving SA Services		955	1,733	541	550	676	1,035	1,518	7,008	
% of Uninsured Receiving SA Services	o	0.5%	0.5%	0.4%	0.5%	0.5%	0.7%	1.0%	0.6%	0.20%
# Persons Receiving DD Services		919	1,010	523	417	476	514	631	4,490	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.4%	0.4%	0.3%	0.4%	0.4%	0.4%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,307	6,422	2,414	1,955	3,021	4,211	3,580	26,910	
% of Uninsured Receiving MH/DD/SA Services	o	2.6%	1.7%	2.0%	1.7%	2.2%	3.0%	2.4%	2.2%	0.45%
Community Psychiatric Hospitalization (1)		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
# of MH Admissions to Community Psychiatric Inpatient		77	294	82	219	83	115	128	998	
Rate of MH Admissions per 1,000 Uninsured	o	0.37	0.78	0.68	1.89	0.59	0.83	0.85	0.80	0.45
# of MH Admissions that were Readmissions within 30 days		1	1	9	17	1	14	12	55	
% of MH Admissions that were Readmissions within 30 days	o	1.3%	0.3%	11.0%	7.8%	1.2%	12.2%	9.4%	5.5%	4.70%
# of MH Inpatient Discharges		81	64	84	109	93	99	146	676	
MH Inpt Average Length of Stay (days)	o	6.3	6.3	6.1	4.9	2.4	7.4	6.6	5.7	1.51
# of SA Admissions to Community Psychiatric Inpatient		0	34	25	30	34	15	7	145	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.09	0.21	0.26	0.24	0.11	0.05	0.12	0.09
# of SA Admissions that were Readmissions within 30 days		0	0	2	4	1	3	0	10	
% of SA Admissions that were Readmissions within 30 days	o		0.0%	8.0%	13.3%	2.9%	20.0%	0.0%	7%	7.3%
# of SA Inpatient Discharges		0	20	23	22	39	15	4	123	
SA Inpt Average Length of Stay (days)	o	-	6.9	5.1	4.2	3.6	6.5	6.3	5.0	2.21
Authorizations		Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	Jul 2016	
Total Number of Auth Requests Received		805	1,919	718	1,128	1,038	953	486	7,047	
# Standard Auth. Request Decisions		641	1,098	537	1,103	710	688	186	4,963	
# Standard Auth Requests Processed in 14 Days		641	1,095	537	1,103	710	688	186	4,960	
% Processed in 14 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		164	821	181	25	328	265	300	2,084	
# Expedited and Inpatient Auth Requests Processed in 3 Days		164	817	181	25	328	265	300	2,080	
% Processed in 3 Days	95.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		-	12	31	10	2	11	5	71	
% of Total Auth Requests Denied for Clinical Reasons	o	0.0%	0.6%	4.3%	0.9%	0.2%	1.2%	1.0%	1.0%	1.3%
# of Administrative Denials		-	-	17	8	-	9	1	35	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	2.4%	0.7%	0.0%	0.9%	0.2%	0.5%	0.8%
Total # of Auth Requests Denied		-	12	48	18	2	20	6	106	
% of Total Auth Requests Approved	o	100.0%	99.4%	93.3%	98.4%	99.8%	97.9%	98.8%	98%	2.1%
Number of Consumer Authorization Appeals received		-	-	2	3	1	1	-	7	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o			0.8	1.5	0.3	0.2		0.3	0.51
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-	

LME/MCO Monthly Monitoring Report July 2016 Report
State/Federal Block Grant Only LME/MCO: 9/30/2016

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Smoky Mountain	Trillium	Statewide	STD DEV
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
Total # Clean Claim Received during Month (header)		19,655	19,718	11,456	32,884	4,851	17,992	20,229	126,785	
Rate of Claims Rcpt per Person Served	o	3.7	3.1	4.7	16.8	1.6	4.3	5.7	4.71	4.69
# Paid		17,651	17,306	8,858	28,050	4,677	16,271	19,194	112,007	
# Denied		2,004	2,390	2,598	4,834	174	1,719	1,023	14,742	
# Pended or in Process		0	22	-	-	-	2.0	12	36	
Percent Denied	o	10.2%	12.1%	22.7%	14.7%	3.6%	9.6%	5.1%	11.6%	5.9%
# Paid or Denied within 30 Days		19,533	19,696	11,389	32,844	4,842	17,872	20,056	126,232	
Percent Processed within 30 Days	90.0%	99.4%	99.9%	99.4%	99.9%	99.8%	99.3%	99.1%	99.6%	0.00
Avg # days for Processing (from Receipt to Payment)	o	9.0	8.4	7.7	8.8	11.8	11.3	8.0	9.5	1.50
Complaints		Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	Jun 2016	
Total number of complaints received (1 month prior)		19	11	18	4	6	10	5	73	
Rate of Complaints per 1,000 Persons Served	o	3.2	2.0	7.8	1.3	1.7	2.0	1.1	2.71	2.18
# Consumer complaints against provider		7	6	3	1	5	7	5	34	
% Consumer complaints against provider	o	37%	55%	17%	25%	83%	70%	100%	47%	28.7%
# Consumer complaints against LME/MCO		1	1	1	-	-	3	-	6	
% Consumer complaints against LME/MCO	o	5%	9%	6%	0%	0%	30%	0%	8%	9.9%
# Provider complaints against LME/MCO		-	1	3	-	-	-	-	4	
% Provider complaints against LME/MCO	o	0%	9%	17%	0%	0%	0%	0%	5%	6.2%
# of Other Types of Complaints		11	3	11	3	1	-	-	29	
# of Complaints Resolved in 30 Days		18	11	18	4	6	10	5	72	
Percent of Complaints resolved in 30 days	90.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	0.02
Yellow Highlights indicate the MCO did not meet the Standard										
Pink Highlights indicate the MCO did not meet the Standard for 3 conser										
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.