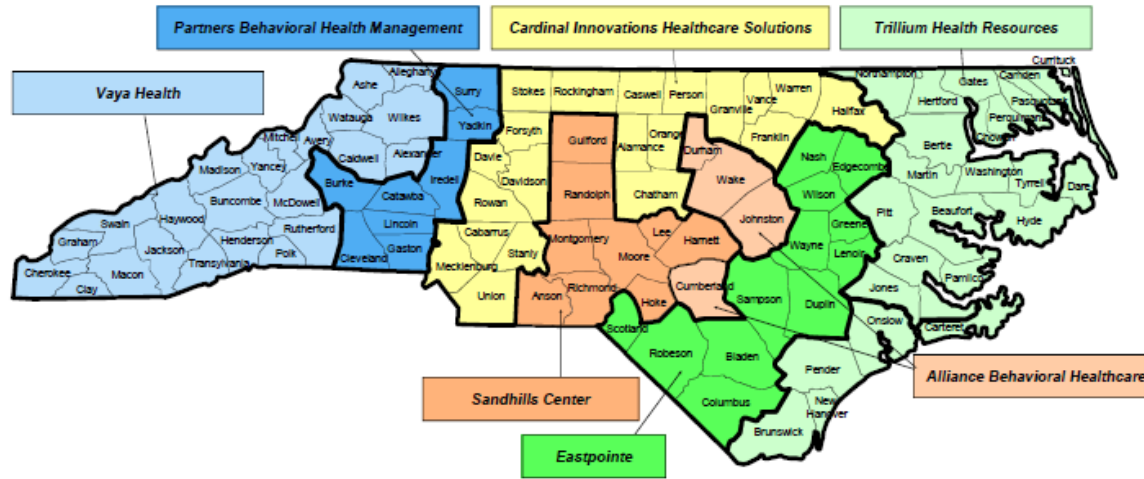


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
>Ubi Ufm2017



Prepared by:

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NC DHHS LME/MCO Performance Summary

January 2017 Report

3/3/2017

Meets Standards?

DMA Performance Measures	Standard	Meets Standards?							
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	
% of Community Inpatient Readmits assigned to Care Coord.	85%	N	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

Alliance's performance of 80% (8 out of 10 cases assigned) did not meet the standard of 85%. A review determined that Care Coordination staff did not conduct timely assignment in two cases. Both cases were subsequently assigned.

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

January 2017 Report

3/3/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		6,535	6,105	4,458	3,105	2,942	4,370	2,272	29,787	
# of Calls Abandoned		158	162	69	25	88	104	83	689	
% of calls Abandoned	<5%	2.4%	2.7%	1.5%	0.8%	3.0%	2.4%	3.7%	2.3%	
Avg Speed to Answer Calls (seconds)	o	7.0	5.0	4.0	6.0	5.0	7.0	4.0	5.4	1.18
# of Calls Answered within 30 seconds		6,377	5,953	4,430	3,072	2,854	4,256	2,187	29,129	
% Answered within 30 seconds	95%	97.6%	97.5%	99.4%	98.9%	97.0%	97.4%	96.3%	97.8%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,728	3,426	760	998	1,402	1,451	868	11,633	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,686	3,364	760	989	1,343	1,258	868	11,268	
% of Persons waiting who are on the Reg. of Unmet Needs	o	98%	98%	100%	99%	96%	87%	100%	97%	4%
# of Persons waiting for residential services			58	-	18	6	49	-	131	
% of Persons waiting for residential services	o	0%	2%	0%	2%	0%	3%	0%	1%	1%
# of Persons waiting for ADVP			68	-	27	53	-	-	148	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	4%	0%	0%	1%	1%
# of Persons waiting for vocational services			1	-	5	-	0	-	6	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		316	775	60	86	353	233	127	1,950	
% of Persons on Waitlist receiving B3 Services	o	12%	23%	8%	9%	25%	16%	15%	17%	6%
# of Persons on Waitlist receiving State Services		669	528	183	167	159	445	340	2,491	
% of Persons on Waitlist receiving State Services	o	25%	15%	24%	17%	11%	31%	39%	21%	9%
# of Persons on Waitlist receiving State and/or B3 services (undup)		698	1,174	243	211	512	508	383	3,729	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	34%	32%	21%	37%	35%	44%	32%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,030	2,252	517	787	890	943	485	7,904	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	66%	68%	79%	63%	65%	56%	68%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		208	393	63	169	130	215	113	1,291	
Number of Level 3 Critical Incident Reports received *		15	23	4	22	13	25	7	109	
Transitions to Community Living Initiative										
Individuals in In-reach		501	1491	614	456	478	677	683	4,900	
Number of individuals in Transition Planning process		80	76	12	33	24	31	17	273	
Number of Individuals Housed - Total		116	309	114	163	146	168	151	1,167	
Claim/Encounter Processing in NCTracks **										
DMH- % of Claims \$ Value Denied by Date of Service FY15	<10%	2%	9.6%	4%	1%	14%	7%	8%	7%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY16	<10%	1%	11%	3%	1%	6%	6%	3%	5%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<10%	9%	24%	4%	3%	8%	6%	4%	10%	7%

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

** As of 02/22/2017 checkwrite; FY17 excludes inpatient due to 837I issue.

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

**MCO Monthly Monitoring Report
Medicaid Only**

**January 2017 Report
LME/MCO:**

3/3/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
Unduplicated Count of Medicaid Members		218,848	431,233	192,797	142,047	176,745	163,212	180,161	1,505,043	
# Persons Receiving MH Services		14,383	20,781	8,552	8,989	7,607	11,291	10,124	81,727	
% of Members Receiving MH Services	o	6.6%	4.8%	4.4%	6.3%	4.3%	6.9%	5.6%	5.4%	1.0%
# Persons Receiving SA Services		1,221	2,892	1,329	1,533	1,156	1,806	1,421	11,358	
% of Members Receiving SA Services	o	0.6%	0.7%	0.7%	1.1%	0.7%	1.1%	0.8%	0.8%	0.2%
# Persons Receiving DD Services		3,001	5,982	1,685	2,204	1,523	1,900	2,135	18,430	
% of Members Receiving DD Services	o	1.4%	1.4%	0.9%	1.6%	0.9%	1.2%	1.2%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		17,984	27,422	10,790	12,161	10,286	14,577	12,204	105,424	
% of Members Receiving MH/DD/SA Services	o	8.2%	6.4%	5.6%	8.6%	5.8%	8.9%	6.8%	7.0%	1.3%
Community Psychiatric Hospitalization		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
# of MH Admissions to Community Psychiatric Inpatient		108	407	153	157	91	217	203	1,336	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.49	0.94	0.79	1.11	0.51	1.33	1.13	0.89	0.29
# of MH Admissions that were Readmissions within 30 days		10	13	19	13	10	21	27	113	
% of MH Admissions that were Readmissions within 30 days	o	9.3%	3.2%	12.4%	8.3%	11.0%	9.7%	13.3%	8.5%	3.1%
# of MH Inpatient Discharges		136	259	161	123	112	274	235	1,300	
MH Inpt Average Length of Stay (days)	o	6.50	9.90	9.20	3.70	3.90	8.65	8.80	7.9	2.38
# of SA Admissions to Community Psychiatric Inpatient		1	22	20	10	22	10	3	88	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.05	0.10	0.07	0.12	0.06	0.02	0.06	0.04
# of SA Admissions that were Readmissions within 30 days		0	1	4	3	1	0	0	9	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	4.5%	20.0%	30.0%	4.5%	0.0%	0.0%	10%	11.0%
# of SA Inpatient Discharges		2	22	19	10	24	14	5	96	
SA Inpt Average Length of Stay (days)	o	2.0	5.3	4.7	3.6	3.4	7.1	4.2	4.7	1.50
Care Coordination		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
# of MH and SA Readmits assigned to a Care Coordinator		8	13	23	16	11	22	27	120	
% of Readmits assigned to Care Coordination	85.0%	80.0%	92.9%	100.0%	100.0%	100.0%	104.8%	100.0%	98.4%	
Emergency Dept Utilization (3 month lag)		Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	Oct 2016	
# of ED Admits for persons with MHDDSA diagnoses		250	1,053	343	346	360	303	351	3,006	
Rate of ED Admits per 1,000 Medicaid Members	o	1.15	2.31	1.75	2.33	2.07	1.82	1.97	2.0	0.37
# of ED Admits for persons who are active consumers		75	574	110	174	108	94	191	1,326	
% of ED Admits that were for active consumers	o	30.0%	54.5%	32.1%	50.3%	30.0%	31.0%	54.4%	44%	11.1%
# of ED Admits which were readmissions within 30 days		42	202	54	47	58	34	25	462	
% of ED Admissions Readmitted within 30 days	o	16.8%	19.2%	15.7%	13.6%	16.0%	11.2%	7.1%	15.4%	3.7%
Authorization Requests		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
Total Number of Auth Requests Received		3,240	6,013	2,037	4,178	2,686	3,238	2,948	24,340	
# Standard Auth. Request Decisions		2,871	4,976	1,545	3,982	2,119	2,533	1,955	19,981	
# Standard Auth Requests Processed in 14 Days		2,870	4,957	1,545	3,960	2,119	2,532	1,955	19,938	
% Processed in 14 Days	95.0%	100.0%	99.6%	100.0%	99.4%	100.0%	100.0%	100.0%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		369	1,037	492	196	567	705	993	4,359	
# Expedited and Inpatient Auth Requests Processed in 3 Days		369	1,034	491	196	567	703	992	4,352	
% Processed in 3 Days	95.0%	100.0%	99.7%	99.8%	100.0%	100.0%	99.7%	99.9%	99.8%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.6%	100.0%	99.5%	100.0%	99.9%	100.0%	99.8%	0.2%

**MCO Monthly Monitoring Report
Medicaid Only**

**January 2017 Report
LME/MCO:**

3/3/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		39	213	185	172	67	84	147	907	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	3.5%	9.1%	4.1%	2.5%	2.6%	5.0%	3.7%	2.4%
# of Administrative Denials		12	-	38	63	2	14	34	163	
% of Total Auth Requests Denied for Admin Reasons	o	0.4%	0.0%	1.9%	1.5%	0.1%	0.4%	1.2%	0.7%	0.7%
Total # of Auth Requests Denied		51	213	223	235	69	98	181	1,070	
% of Total Auth Requests Approved	o	98.4%	96.5%	89.1%	94.4%	97.4%	97.0%	93.9%	95.6%	2.9%
Number of Consumer Authorization Appeals received		9	55	7	29	14	13	13	140	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.5	2.0	0.6	2.4	1.4	0.9	1.1	1.3	0.65
Number of Authorizations overturned due to Consumer Appeals		-	3	-	6	8	2	2	21	
Claims		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15
Total # Clean Claim Received during Month (detail lines)		92,019	154,300	52,484	83,268	49,987	74,309	69,694	576,061	
Rate of Claims Rcpt per Person Served	o	5.1	5.6	4.9	6.8	4.9	5.1	5.7	5.5	0.64
# Paid		83,665	145,365	47,177	74,924	48,537	67,029	65,522	532,219	
# Denied		7,434	8,932	5,307	8,342	1,450	7,228	4,148	42,841	
# Pended or in Process			3	-	2	-	52	24	81	
Percent Denied	o	8.1%	5.8%	10.1%	10.0%	2.9%	9.7%	6.0%	7.4%	2.5%
# Paid or Denied within 30 Days		90,028	154,297	52,419	83,268	49,987	73,882	69,189	573,070	
Percent Processed within 30 Days	90.0%	97.8%	100.0%	99.9%	100.0%	100.0%	99.4%	99.3%	99.5%	0.8%
Avg # days for Processing (from Receipt to Payment)	o	10.0	9.0	9.0	9.0	10.7	11.0	10.0	9.8	0.78
Number of Provider claim Appeals received		147	8	3	0	0	15	0	173	
Rate of Provider Claim appeals per 1,000 persons served	o	8.2	0.3	0.3			1.0		1.6	3.32
Number of claim denials overturned due to Provider Appeals		5	0	0	0	0	2	0	7	
Complaints/Grievances		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016
Total number of complaints received (1 month prior)		49	52	8	11	15	26	19	180	
Rate of Complaints per 1,000 Persons Served	o	2.7	1.7	0.7	0.8	1.2	1.7	1.2	1.7	0.61
# Consumer complaints against provider		20	40	-	6	12	19	13	110	
% Consumer complaints against provider	o	40.8%	76.9%	0.0%	54.5%	80.0%	73.1%	68.4%	61%	26.3%
# Consumer complaints against LME/MCO		5	12	1	4	2	6	6	36	
% Consumer complaints against LME/MCO	o	10.2%	23.1%	12.5%	36.4%	13.3%	23.1%	31.6%	20%	9.3%
# Provider complaints against LME/MCO		1	-	1	-	1	1	-	4	
% Provider complaints against LME/MCO	o	2.0%	0.0%	12.5%	0.0%	6.7%	3.8%	0.0%	2%	4.3%
# of Other Types of Complaints		23	-	6	1	-	-	-	30	
# of Complaints Resolved in 30 Days		45	47	8	11	15	26	19	171	
Percent of Complaints resolved in 30 days	90.0%	91.8%	90.4%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%	
Program Integrity--Fraud, Waste and Abuse		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		6	14	8	7	3	2	10	50	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		17	22	10	71	18	65	6	209	
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	2	0	0	0	1	5	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecu Blue highlights indicate possible outliers.										

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

January 2017 Report
LME/MCO:

3/3/2017

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
Persons Served										
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		3,685	3,623	1,706	1,789	1,601	3,054	2,240	17,698	
% of Uninsured Receiving MH Services	o	1.8%	1.0%	1.4%	1.5%	1.1%	2.2%	1.5%	1.4%	0.38%
# Persons Receiving SA Services		1,087	1,780	595	690	660	1,139	1,627	7,578	
% of Uninsured Receiving SA Services	o	0.5%	0.5%	0.5%	0.6%	0.5%	0.8%	1.1%	0.6%	0.22%
# Persons Receiving DD Services		854	953	566	523	496	522	689	4,603	
% of Uninsured Receiving DD Services	o	0.41%	0.25%	0.47%	0.45%	0.35%	0.38%	0.46%	0.4%	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		5,475	6,015	2,620	2,861	2,757	4,616	3,924	28,268	
% of Uninsured Receiving MH/DD/SA Services	o	2.7%	1.6%	2.2%	2.5%	2.0%	3.3%	2.6%	2.3%	0.52%
Community Psychiatric Hospitalization (1)		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
# of MH Admissions to Community Psychiatric Inpatient		86	330	39	267	72	115	144	1,053	
Rate of MH Admissions per 1,000 Uninsured	o	0.42	0.87	0.32	2.31	0.51	0.83	0.96	0.84	0.62
# of MH Admissions that were Readmissions within 30 days		2	7	1	18	1	8	14	51	
% of MH Admissions that were Readmissions within 30 days	o	2.3%	2.1%	2.6%	6.7%	1.4%	7.0%	9.7%	4.8%	2.98%
# of MH Inpatient Discharges		90	174	50	214	98	119	154	899	
MH Inpt Average Length of Stay (days)	o	5.9	7.4	5.2	4.8	2.6	7.7	7.5	6.0	1.72
# of SA Admissions to Community Psychiatric Inpatient		1	45	22	8	47	19	7	149	
Rate of SA Admissions per 1,000 Uninsured	o	0.00	0.12	0.18	0.07	0.34	0.14	0.05	0.12	0.10
# of SA Admissions that were Readmissions within 30 days		0	2	0	0	1	3	0	6	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	4.4%	0.0%	0.0%	2.1%	15.8%	0.0%	4%	5.4%
# of SA Inpatient Discharges		1	46	25	8	53	20	6	159	
SA Inpt Average Length of Stay (days)	o	7.0	6.2	5.1	3.8	3.8	5.9	6.8	5.1	1.22
Authorizations		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
Total Number of Auth Requests Received		978	2,425	575	1,101	1,153	765	665	7,662	
# Standard Auth. Request Decisions		781	1,394	328	1,056	728	471	260	5,018	
# Standard Auth Requests Processed in 14 Days		781	1,388	328	1,055	728	471	260	5,011	
% Processed in 14 Days	95.0%	100.0%	99.6%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		197	1,031	247	45	425	294	405	2,644	
# Expedited and Inpatient Auth Requests Processed in 3 Days		197	1,027	247	45	425	294	404	2,639	
% Processed in 3 Days	95.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.8%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.6%	100.0%	99.9%	100.0%	100.0%	99.8%	99.8%	0.00
# of Auth Requests Denied for Clinical Reasons		2	8	44	9	7	12	11	93	
% of Total Auth Requests Denied for Clinical Reasons	o	0.2%	0.3%	7.7%	0.8%	0.6%	1.6%	1.7%	1.2%	2.4%
# of Administrative Denials		-	-	19	7	1	5	3	35	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	3.3%	0.6%	0.1%	0.7%	0.5%	0.5%	1.1%
Total # of Auth Requests Denied		2	8	63	16	8	17	14	128	
% of Total Auth Requests Approved	o	99.8%	99.7%	89.0%	98.5%	99.3%	97.8%	97.9%	98%	3.5%
Number of Consumer Authorization Appeals received		-	-	1	-	-	2	-	3	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	-	0.4	-	-	0.4	-	0.1	0.03
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	2	-	2	

LME/MCO Monthly Monitoring Report		January 2017 Report								3/3/2017
State/Federal Block Grant Only		LME/MCO:								
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	12/16 - 1/15	
Claims										
Total # Clean Claim Received during Month (header)		16,793	25,509	10,649	31,429	6,443	16,198	18,773	125,794	
Rate of Claims Rcpt per Person Served	o	3.1	4.2	4.1	11.0	2.3	3.5	4.8	4.45	2.67
# Paid		15,424	23,769	9,686	28,858	6,321	14,593	18,082	116,733	
# Denied		1,369	1,740	963	2,571	122	1,605	691	9,061	
# Pended or in Process		0	-	-	-	-	-	-	-	
Percent Denied	o	8.2%	6.8%	9.0%	8.2%	1.9%	9.9%	3.7%	7.2%	2.7%
# Paid or Denied within 30 Days		16,555	25,509	10,627	31,429	6,443	16,144	18,713	125,420	
Percent Processed within 30 Days	90.0%	98.6%	100.0%	99.8%	100.0%	100.0%	99.7%	99.7%	99.7%	0.01
Avg # days for Processing (from Receipt to Payment)	o	10.0	9.1	10.5	8.7	9.5	11.6	10.2	9.9	0.88
Complaints		Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	
Total number of complaints received (1 month prior)		7	11	6	5	2	6	8	45	
Rate of Complaints per 1,000 Persons Served	o	1.3	1.7	2.3	1.7	0.6	1.2	1.8	1.59	0.49
# Consumer complaints against provider		3	7	1	1	1	6	4	23	
% Consumer complaints against provider	o	43%	64%	17%	20%	50%	100%	50%	51%	26.0%
# Consumer complaints against LME/MCO		-	-	1	1	-	-	1	3	
% Consumer complaints against LME/MCO	o	0%	0%	17%	20%	0%	0%	13%	7%	8.4%
# Provider complaints against LME/MCO		-	1	-	1	-	-	1	3	
% Provider complaints against LME/MCO	o	0%	9%	0%	20%	0%	0%	13%	7%	7.5%
# of Other Types of Complaints		4	3	4	2	1	-	2	16	
# of Complaints Resolved in 30 Days		7	11	6	5	2	6	8	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 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.