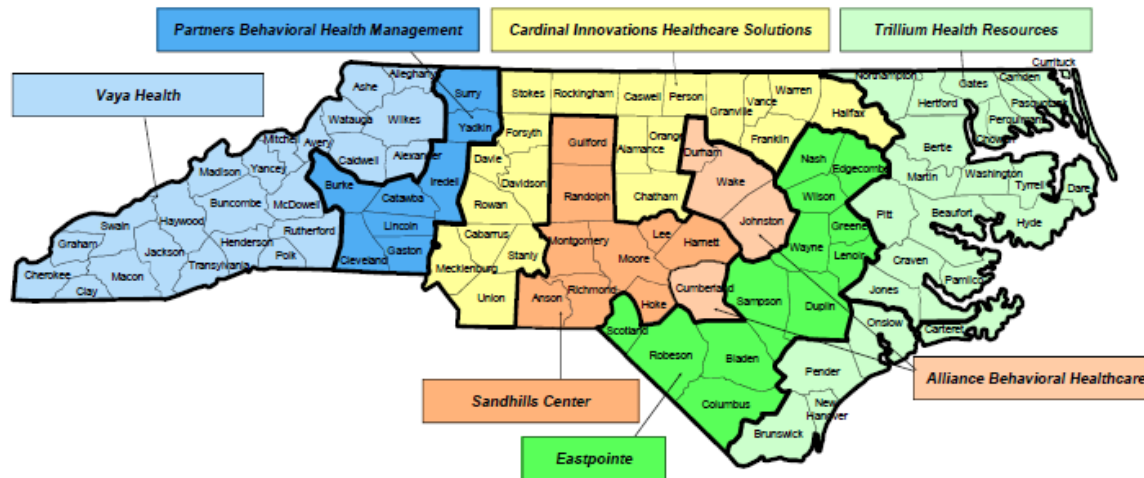


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
And Substance Abuse Services**

**Local Management Entities/ Managed Care Organizations
Administrative Functions Monitoring Report
5 dfJ 2017**



Prepared by:

Quality Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services
3004 Mail Services Center, Raleigh, NC 27699-3004
(919) 733-0696
ContactDMHQuality@dhhs.nc.gov

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NC DHHS LME/MCO Performance Summary

April 2017 Report

5/31/2017

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%	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%	N	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

Complaints Resolved in 30 Days - Alliance is at 82.2% for DMA and 81.3% for DMH - "The percentage for complaints resolved in 30 days is out of compliance due to staffing issues related to extended leave. Measures have been taken to ensure that supervisors have full access to information to allow for timely resolution of grievances."

LME/MCO Monthly Monitoring Report
Medicaid and State Combined

April 2017 Report

5/31/2017

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)		4,781	5,339	3,543	2,957	2,487	3,642	2,002	24,751	
# of Calls Abandoned		82	141	75	26	74	94	52	544	
% of calls Abandoned	<5%	1.7%	2.6%	2.1%	0.9%	3.0%	2.6%	2.6%	2.2%	
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		4,699	5,198	3,520	2,931	2,413	3549	1,901	24,211	
% Answered within 30 seconds	95%	98.3%	97.4%	99.4%	99.1%	97.0%	97.4%	95.0%	97.8%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,841	3,351	751	944	1,438	1,320	874	11,519	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,810	3,294	751	921	1,377	1,306	874	11,333	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	98%	96%	99%	100%	98%	1%
# of Persons waiting for residential services		-	68	-	15	8	52	-	143	
% of Persons waiting for residential services	o	0%	2%	0%	2%	1%	4%	0%	1%	1%
# of Persons waiting for ADVP		-	73	-	31	53	-	-	157	
% of Persons waiting for ADVP	o	0%	2%	0%	3%	4%	0%	0%	1%	2%
# of Persons waiting for vocational services		-	-	-	5	-	0	-	5	
% 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		324	770	57	89	392	230	146	2,008	
% of Persons on Waitlist receiving B3 Services	o	11%	23%	8%	9%	27%	17%	17%	17%	7%
# of Persons on Waitlist receiving State Services		690	539	163	140	160	413	326	2,431	
% of Persons on Waitlist receiving State Services	o	24%	16%	22%	15%	11%	31%	37%	21%	9%
# of Persons on Waitlist receiving State and/or B3 services (undup)		733	1,179	220	189	552	485	383	3,741	
% of Persons on Waitlist receiving State and/or B3 Services	o	26%	35%	29%	20%	38%	37%	44%	32%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,108	2,172	531	755	886	835	491	7,778	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	74%	65%	71%	80%	62%	63%	56%	68%	8%
Incidents										
Number of Level 2 Critical Incident Reports received		213	378	70	117	165	222	118	1,283	
Number of Level 3 Critical Incident Reports received *		23	29	12	12	15	28	12	131	
Transitions to Community Living Initiative										
# of in-reach staff FTEs in place during the month		8.0	17.0	7.0	8.0	8.0	12.0	14.0	74.0	
# of in-reach FTEs funded per the allocation		9.00	23.00	8.00	8.00	7.64	15.00	15.00	85.6	
Percent of funded in-reach positions that are filled	80.0%	89%	74%	88%	100%	105%	80%	93%	86%	
# of transition coordinator FTEs in place during the month		9.0	36.0	9.0	11.0	8.0	17.0	18.0	108.0	
# 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%	144%	100%	122%	89%	100%	113%	111%	
Individuals in In-reach		539	1396	635	512	522	694	682	4,980	
Number of individuals in Transition Planning process		60	92	13	38	17	28	9	257	
Number of Individuals Housed - Total		143	372	128	194	162	165	190	1,354	
Claim/Encounter Processing in NCTracks **										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1%	11%	3%	1%	7%	7%	3%	5%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<5%	6%	20%	3%	5%	7%	9%	5.1%	9%	6%

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

** DMH - As of 05/16/2017 checkwrite; FY17 now includes inpatient claims.

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**

**April 2017 Report
LME/MCO:**

5/31/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
Persons Served		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
Unduplicated Count of Medicaid Members		222,069	437,581	192,920	143,524	175,922	162,131	180,880	1,515,027	
# Persons Receiving MH Services		13,829	20,268	6,874	8,256	7,637	10,497	9,646	77,007	
% of Members Receiving MH Services	o	6.2%	4.6%	3.6%	5.8%	4.3%	6.5%	5.3%	5.1%	1.0%
# Persons Receiving SA Services		1,185	2,970	1,076	1,552	1,078	1,575	1,349	10,785	
% of Members Receiving SA Services	o	0.5%	0.7%	0.6%	1.1%	0.6%	1.0%	0.7%	0.7%	0.2%
# Persons Receiving DD Services		3,002	6,036	1,463	2,167	1,702	1,850	2,155	18,375	
% of Members Receiving DD Services	o	1.4%	1.4%	0.8%	1.5%	1.0%	1.1%	1.2%	1.2%	0.2%
Unduplicated # that received MH/DD/SA Services		17,452	27,153	8,803	11,502	10,417	13,613	11,790	100,730	
% of Members Receiving MH/DD/SA Services	o	7.9%	6.2%	4.6%	8.0%	5.9%	8.4%	6.5%	6.6%	1.3%
Community Psychiatric Hospitalization		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
# of MH Admissions to Community Psychiatric Inpatient		131	423	148	146	115	199	213	1,375	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.59	0.97	0.77	1.02	0.65	1.23	1.18	0.91	0.23
# of MH Admissions that were Readmissions within 30 days		10	17	17	19	11	28	25	127	
% of MH Admissions that were Readmissions within 30 days	o	7.6%	4.0%	11.5%	13.0%	9.6%	14.1%	11.7%	9.2%	3.2%
# of MH Inpatient Discharges		160	286	180	154	138	259	228	1,405	
MH Inpt Average Length of Stay (days)	o	6.50	8.30	6.30	10.80	3.90	9.30	8.16	7.8	2.09
# of SA Admissions to Community Psychiatric Inpatient		1	25	10	7	16	14	6	79	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.06	0.05	0.05	0.09	0.09	0.03	0.05	0.03
# of SA Admissions that were Readmissions within 30 days		0	3	1	1	2	2	0	9	
% of SA Admissions that were Readmissions within 30 days	o	0.0%	12.0%	10.0%	14.3%	12.5%	14.3%	0.0%	11%	5.9%
# of SA Inpatient Discharges		1	22	11	9	21	14	8	86	
SA Inpt Average Length of Stay (days)	o	3.0	4.3	4.8	2.2	3.3	5.4	4.1	4.0	1.02
Care Coordination		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
# of MH and SA Readmits assigned to a Care Coordinator		10	20	18	20	13	30	25	136	
% 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)		Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	Jan 2017	
# of ED Admits for persons with MHDDSA diagnoses		276	1,032	336	313	270	322	352	2,901	
Rate of ED Admits per 1,000 Medicaid Members	o	1.26	2.26	1.72	2.04	1.53	1.93	1.96	1.9	0.31
# of ED Admits for persons who are active consumers		71	538	97	157	84	101	194	1,242	
% of ED Admits that were for active consumers	o	25.7%	52.1%	28.9%	50.2%	31.1%	31.4%	55.1%	43%	11.7%
# of ED Admits which were readmissions within 30 days		32	162	44	30	38	46	35	387	
% of ED Admissions Readmitted within 30 days	o	11.6%	15.7%	13.1%	9.6%	14.1%	14.3%	9.9%	13.3%	2.1%
Authorization Requests		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
Total Number of Auth Requests Received		3,066	6,284	2,363	3,952	2,729	3,024	2,842	24,260	
# Standard Auth. Request Decisions		2,733	5,143	1,898	3,790	2,218	2377	1,854	20,013	
# Standard Auth Requests Processed in 14 Days		2,731	5,128	1,898	3,775	2,218	2376	1,853	19,979	
% Processed in 14 Days	95.0%	99.9%	99.7%	100.0%	99.6%	100.0%	100.0%	99.9%	99.8%	0.2%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		333	1,141	465	162	511	647	988	4,247	
# Expedited and Inpatient Auth Requests Processed in 3 Days		333	1,139	465	162	511	645	986	4,241	
% Processed in 3 Days	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	99.7%	99.8%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.7%	100.0%	99.6%	100.0%	99.9%	99.9%	99.8%	0.1%

**MCO Monthly Monitoring Report
Medicaid Only**

**April 2017 Report
LME/MCO:**

5/31/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		32	198	140	271	70	77	54	842	
% of Total Auth Requests Denied for Clinical Reasons	o	1.0%	3.2%	5.9%	6.9%	2.6%	2.5%	1.9%	3.5%	2.0%
# of Administrative Denials		6	-	17	38	2	21	60	144	
% of Total Auth Requests Denied for Admin Reasons	o	0.2%	0.0%	0.7%	1.0%	0.1%	0.7%	2.1%	0.6%	0.7%
Total # of Auth Requests Denied		38	198	157	309	72	98	114	986	
% of Total Auth Requests Approved	o	98.8%	96.8%	93.4%	92.2%	97.4%	96.8%	96.0%	95.9%	2.1%
Number of Consumer Authorization Appeals received		26	58	11	42	12	32	14	195	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.5	2.1	1.2	3.7	1.2	2.4	1.2	1.9	0.84
Number of Authorizations overturned due to Consumer Appeals		2	9	-	1	3	14	-	29	
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	3/16 - 4/15
Total # Clean Claim Received during Month (detail lines)		98,554	169,219	55,629	71,507	55,967	92,772	77,109	620,757	
Rate of Claims Rcpt per Person Served	o	5.6	6.2	6.3	6.2	5.4	6.8	6.5	6.2	0.46
# Paid		91,435	157,603	49,848	65,366	54,113	84,951	72,577	575,893	
# Denied		7,119	11,610	5,781	6,135	1,854	7,812	4,531	44,842	
# Pended or in Process			6	-	6	-	9	1	22	
Percent Denied	o	7.2%	6.9%	10.4%	8.6%	3.3%	8.4%	5.9%	7.2%	2.1%
# Paid or Denied within 30 Days		97,464	169,213	55,629	71,507	55,311	90,282	77,105	616,511	
Percent Processed within 30 Days	90.0%	98.9%	100.0%	100.0%	100.0%	98.8%	97.3%	100.0%	99.2%	1.0%
Avg # days for Processing (from Receipt to Payment)	o	7.0	7.9	7.5	9.0	8.7	9.0	7.1	8.0	0.81
Number of Provider claim Appeals received		2	0	2	0	0	28	0	32	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1		0.2			2.1		0.3	0.89
Number of claim denials overturned due to Provider Appeals		2	0	0	0	0	13	0	15	
Complaints/Grievances		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar-17	Mar 2017	Mar 2017	
Total number of complaints received (1 month prior)		73	55	8	21	29	59	21	266	
Rate of Complaints per 1,000 Persons Served	o	3.7	1.7	0.7	1.5	2.2	3.5	1.3	2.6	1.07
# Consumer complaints against provider		25	33	4	8	18	33	14	135	
% Consumer complaints against provider	o	34.2%	60.0%	50.0%	38.1%	62.1%	55.9%	66.7%	51%	11.4%
# Consumer complaints against LME/MCO		8	22	-	8	5	17	7	67	
% Consumer complaints against LME/MCO	o	11.0%	40.0%	0.0%	38.1%	17.2%	28.8%	33.3%	25%	13.9%
# Provider complaints against LME/MCO		3	-	1	3	3	3	-	13	
% Provider complaints against LME/MCO	o	4.1%	0.0%	12.5%	14.3%	10.3%	5.1%	0.0%	5%	5.4%
# of Other Types of Complaints		37	-	3	2	3	6	-	51	
# of Complaints Resolved in 30 Days		60	55	8	21	29	59	21	253	
Percent of Complaints resolved in 30 days	90.0%	82.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.1%	
Program Integrity--Fraud, Waste and Abuse		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	14	4	24	2	2	7	56	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		16	23	8	47	13	60	3	170	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		1	0	0	0	0	0	0	1	
Number of Cases Referred to DMA Program Integrity		1	1	9	0	0	0	4	15	
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

April 2017 Report
LME/MCO:

5/31/2017

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 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		3,425	3,230	1,334	1,071	1,540	2,628	2,093	15,321	
% of Uninsured Receiving MH Services	o	1.7%	0.9%	1.1%	0.9%	1.1%	1.9%	1.4%	1.2%	0.36%
# Persons Receiving SA Services		958	1,915	468	630	656	1,083	1,608	7,318	
% of Uninsured Receiving SA Services	o	0.5%	0.5%	0.4%	0.5%	0.5%	0.8%	1.1%	0.6%	0.22%
# Persons Receiving DD Services		775	917	373	457	480	565	669	4,236	
% of Uninsured Receiving DD Services	o	0.38%	0.24%	0.31%	0.39%	0.34%	0.41%	0.45%	0.3%	0.06%
Unduplicated # Persons Receiving MH/DD/SA Services		5,054	5,790	2,006	2,077	2,676	4,213	3,806	25,622	
% of Uninsured Receiving MH/DD/SA Services	o	2.5%	1.5%	1.7%	1.8%	1.9%	3.0%	2.5%	2.1%	0.51%
Community Psychiatric Hospitalization (1)		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
# of MH Admissions to Community Psychiatric Inpatient		80	300	22	229	82	112	154	979	
Rate of MH Admissions per 1,000 Uninsured	o	0.39	0.79	0.18	1.98	0.58	0.81	1.03	0.78	0.54
# of MH Admissions that were Readmissions within 30 days		1	7	2	19	0	9	12	50	
% of MH Admissions that were Readmissions within 30 days	o	1.3%	2.3%	9.1%	8.3%	0.0%	8.0%	7.8%	5.1%	3.59%
# of MH Inpatient Discharges		81	125	27	218	102	103	159	815	
MH Inpt Average Length of Stay (days)	o	6.7	6.6	5.6	5.1	2.5	7.7	6.9	5.9	1.59
# of SA Admissions to Community Psychiatric Inpatient		0	25	22	14	49	28	1	139	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.07	0.18	0.12	0.35	0.20	0.01	0.11	0.11
# of SA Admissions that were Readmissions within 30 days		0	1	0	1	1	6	0	9	
% of SA Admissions that were Readmissions within 30 days	o		4.0%	0.0%	7.1%	2.0%	21.4%	0.0%	6%	7.4%
# of SA Inpatient Discharges		0	32	24	14	54	25	1	150	
SA Inpt Average Length of Stay (days)	o	-	6.4	5.1	3.6	4.2	5.6	5.0	5.0	1.94
Authorizations		Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	Apr 2017	
Total Number of Auth Requests Received		887	2,396	420	1,180	1,063	699	573	7,218	
# Standard Auth. Request Decisions		751	1,531	238	931	710	428	230	4,819	
# Standard Auth Requests Processed in 14 Days		750	1,524	238	931	710	428	230	4,811	
% Processed in 14 Days	95.0%	99.9%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		136	865	182	249	353	271	343	2,399	
# Expedited and Inpatient Auth Requests Processed in 3 Days		136	862	182	249	353	271	342	2,395	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	99.7%	99.8%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.9%	99.6%	100.0%	100.0%	100.0%	100.0%	99.8%	99.8%	0.00
# of Auth Requests Denied for Clinical Reasons		1	4	12	10	8	11	12	58	
% of Total Auth Requests Denied for Clinical Reasons	o	0.1%	0.2%	2.9%	0.8%	0.8%	1.6%	2.1%	0.8%	0.9%
# of Administrative Denials		1	-	2	4	-	4	8	19	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.0%	0.5%	0.3%	0.0%	0.6%	1.4%	0.3%	0.5%
Total # of Auth Requests Denied		2	4	14	14	8	15	20	77	
% of Total Auth Requests Approved	o	99.8%	99.8%	96.7%	98.8%	99.2%	97.9%	96.5%	99%	1.3%
Number of Consumer Authorization Appeals received		1	1	-	1	2	1	-	6	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.2	-	0.5	0.7	0.2	-	0.2	0.22
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	1	-	1	

LME/MCO Monthly Monitoring Report		April 2017 Report								5/31/2017	
State/Federal Block Grant Only		LME/MCO:									
Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	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)		19,999	27,599	10,693	25,491	7,370	20,533	21,443	133,128		
Rate of Claims Rcpt per Person Served	o	4.0	4.8	5.3	12.3	2.8	4.9	5.6	5.20	2.84	
# Paid		18,057	25,809	9,641	20,406	7,252	19,104	20,602	120,871		
# Denied		1,942	1,790	1,052	5,085	118	1,429	841	12,257		
# Pended or in Process			-	-	-	-	-	-	-		
Percent Denied	o	9.7%	6.5%	9.8%	19.9%	1.6%	7.0%	3.9%	9.2%	5.5%	
# Paid or Denied within 30 Days		19,812	27,599	10,512	25,491	7,370	20,058	21,443	132,285		
Percent Processed within 30 Days	90.0%	99.1%	100.0%	98.3%	100.0%	100.0%	97.7%	100.0%	99.4%	0.01	
Avg # days for Processing (from Receipt to Payment)	o	7.0	8.4	8.2	8.5	8.6	9.0	7.5	8.3	0.64	
Complaints		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017		
Total number of complaints received (1 month prior)		16	5	8	4	5	6	5	50		
Rate of Complaints per 1,000 Persons Served	o	2.7	0.7	3.0	1.3	1.3	1.1	1.0	1.95	0.82	
# Consumer complaints against provider		8	4	1	2	2	5	4	26		
% Consumer complaints against provider	o	50%	80%	13%	50%	40%	83%	80%	52%	24.3%	
# Consumer complaints against LME/MCO		-	1	-	1	-	-	-	2		
% Consumer complaints against LME/MCO	o	0%	20%	0%	25%	0%	0%	0%	4%	10.3%	
# Provider complaints against LME/MCO		1	-	1	1	-	1	-	4		
% Provider complaints against LME/MCO	o	6%	0%	13%	25%	0%	17%	0%	8%	9.1%	
# of Other Types of Complaints		7	-	6	1	3	-	1	18		
# of Complaints Resolved in 30 Days		13	5	8	4	5	6	5	46		
Percent of Complaints resolved in 30 days	90.0%	81.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	0.07	
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.