

# NC DHHS LME/MCO Performance Summary

August 2013 Report

Rev. 10-14-13

10/1/2013

State	Standard	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
<b>Persons Served</b>													
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	130,911	89,823	149,027	121,228	157,677	71,647	68,022	1,426,398
Unduplicated # Persons Receiving MH/DD/SA Services		4,845	3,700	2,541	1,451	2,573	2,696	1,323	2,508	1,485	2,385	1,479	26,986
% of Uninsured Receiving MH/DD/SA Services		1.9%	1.8%	3.3%	1.6%	2.0%	3.0%	0.9%	2.1%	0.9%	3.3%	2.2%	1.9%
<b>Community Psychiatric Hospitalization</b>													
Rate of Admissions per 1,000 Uninsured Population		0.50	0.79	0.86	0.59	1.08	1.01	0.15	1.78	1.52	0.73	0.50	0.85
# of Admissions that were Readmissions within 30 days		17	8	8	3	5	3	-	7	23	4	1	79
<b>Authorizations</b>													
Total Number of Auth Requests Received		1,527	1,340	1,171	575	912	324	1,276	1,084	730	365	1,505	10,809
Total % of Auth Requests Processed in Required Timeframes	95%	99%	100%	99%	99%	100%	99%	99%	100%	100%	100%	99%	99%
Number of Consumer Authorization Appeals received		10	-	-	1	2	-	-	-	-	2	-	15
Rate of Consumer Auth. Appeals per 1,000 persons svd		2.1			0.7	0.8					0.8		
<b>Claims</b>													
Total # Received during Month		43,762	51,474	16,197	15,135	25,364	24,125	25,508	38,795	39,235	32,319	10,982	322,896
Rate of Claims Rcpt per Person Served		9.03	13.91	6.37	10.43	9.86	8.95	19.28	15.47	26.42	13.55	7.43	11.97
Percent Processed within 30 Days	90%	99%	100%	99%	100%	100%	100%	98%	100%	100%	93%	82%	86%
Avg # days for Processing (from Receipt to Payment )		13.0	8.8	10.2	9.8	7.7	9.3	4.6	6.6	13.1	7.9	8.0	9.00
<b>Complaints</b>													
Total number of complaints received		22	19	9	1	22	6	-	4	3	5	3	94
Rate of Complaints per 1,000 Persons Served		4.5	5.1	3.5	0.7	8.6	2.2	0.0	1.6	2.0	2.1	2.0	3.48
SFYTD Percent of Complaints resolved in 30 days	90%	88%	92%	100%	100%	96%	93%	100%	100%	100%	90%	100%	

  

Medicaid	Standard	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
<b>Persons Served</b>													
Unduplicated Count of Medicaid Members		176,388	187,082	70,427	65,660	161,167	87,183	111,650	131,774	145,554	74,946	68,732	1,280,563
Unduplicated # that received MH/DD/SA Services		14,394	10,268	2,974	4,120	8,839	6,771	6,573	9,376	7,025	4,965	5,425	80,730
% of Members Receiving MH/DD/SA Services		8.2%	5.5%	4.2%	6.3%	5.5%	7.8%	5.9%	7.1%	4.8%	6.6%	7.9%	6.3%
<b>Community Psychiatric Hospitalization</b>													
Rate of Admissions per 1,000 Medicaid Members		0.67	0.87	0.84	0.85	1.01	1.09	1.22	1.14	0.87	0.79	0.92	0.93
% of Readmits assigned to Care Coordination	85%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	10%	
<b>Authorization Requests</b>													
Total Number of Auth Requests Received		4,621	3,603	1,549	1,846	3,680	1,390	4,275	5,073	5,345	2,317	4,623	38,322
Total % of Auth Requests Processed in Required Timeframes	95%	99.0%	96.4%	97.2%	99.4%	100.0%	99.6%	98.2%	99.6%	99.7%	100.0%	99.5%	99.0%
Rate of Consumer Auth. Appeals per 1,000 persons svd		2.1	0.3	2.7	1.9	5.4	0.4	3.7	5.9	1.4	2.6		2.5
<b>Claims</b>													
Total # Received during Month		184,808	175,760	68,420	73,230	195,043	59,161	154,043	172,867	145,276	75,439	78,868	1,382,915
Percent Denied		16.4%	17.7%	8.3%	15.3%	29.4%	16.5%	24.9%	15.5%	33.1%	11.5%	13.6%	20.1%
Percent Processed within 30 Days	90%	99.8%	99.1%	99.3%	98.9%	99.7%	97.3%	92.9%	98.9%	99.9%	96.6%	95.9%	98.3%
Avg # days for Processing (from Receipt to Payment )		10	8	9	10	8	10	6	7	9	9	8	
Rate of Provider Claim appeals per 1,000 persons served			1.1		4.9								
<b>Complaints/Grievances</b>													
Total number of complaints received		16	31	17	10	18	12	15	15	23	21	16	194
Rate of complaints per 1,000 persons served		1.1	3.0	5.7	2.4	2.0	1.8	2.3	1.6	3.3	4.2	2.9	2.4
SFYTD Percent of Complaints resolved in 30 days	90%	91%	80%	100%	100%	100%	96.4%	100%	100%	92%	90%	92.3%	

Medicaid Members highlighted in orange based on prior month's data.

Yellow Highlights indicate the MCO did not meet the Standard

Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.

<b>State and Medicaid</b>	Standard	Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
<b>Call Center</b>													
% of calls Abandoned	<5%	1.7%	1.9%	2.1%	1.4%	1.6%	1.8%	3.6%	2.8%	1.7%	1.7%	1.4%	<b>2.0%</b>
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.7	5.0	4.0	6.0	10.0	9.0	5.0	7.3	8.0	
% Answered within 30 seconds	95%	99.2%	<b>89.9%</b>	96.5%	100.0%	97.9%	95.0%	96.4%	98.9%	100.0%	96.7%	97.0%	<b>97.3%</b>
<b>ED Admits</b>													
% of Overall ED Admits with MHDDSA Diagnosis, April 2013	<3.3%	<b>2.9%</b>	<b>3.1%</b>	<b>3.3%</b>	<b>3.2%</b>	<b>2.6%</b>	<b>3.2%</b>	<b>1.6%</b>	<b>2.8%</b>	<b>3.2%</b>	<b>3.5%</b>	<b>4.5%</b>	<b>3.0%</b>

<b>Department of Justice Settlement</b>		Alliance	Cardinal	Center-Point	Coastal-Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC TOTAL
Individuals in In-reach		186	77	25	62	124	98	104	102	54	149	29	<b>1,010</b>
Number of individuals in Transition Planning process		20	13	15	34	22	17	9	14	13	23	19	<b>199</b>
Number of Housing Slots filled		12	4	10	16	12	4	8	8	14	12	9	<b>109</b>
<i>In-reach and Persons in Transition planning are as of 10/1/13</i>		<i>Housing slots filled are as of 10/1/2013</i>											

LME/MCO Monthly Monitoring Report														August 2013	
State/Block Grant Only														LME/MCO:	
														10/1/2013	
Monitoring Areas	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DEV	
<b>Persons Served</b>															
Estimated number of Uninsured in Catchment Area		261,408	207,735	75,988	92,931	130,911	89,823	149,027	121,228	157,677	71,647	68,022	1,426,398	58,518	
# Persons Receiving MH Services		2,918	2,345	2,096	739	1,540	1,384	450	1,290	1,155	1,569	953	16,439	690	
% of Uninsured Receiving MH Services		1.1%	1.1%	2.8%	0.8%	1.2%	1.5%	0.3%	1.1%	0.7%	2.2%	1.4%	1.2%	0.7%	
# Persons Receiving SA Services		1,072	968	989	332	612	1,004	450	676	485	499	369	7,456	267	
% of Uninsured Receiving SA Services		0.4%	0.5%	1.3%	0.4%	0.5%	1.1%	0.3%	0.6%	0.3%	0.7%	0.5%	0.5%	0.3%	
# Persons Receiving DD Services		941	684	996	390	482	325	437	603	362	364	176	5,760	246	
% of Uninsured Receiving DD Services		0.4%	0.3%	1.3%	0.4%	0.4%	0.4%	0.3%	0.5%	0.2%	0.5%	0.3%	0.4%	0.3%	
Unduplicated # Persons Receiving MH/DD/SA Services		4,845	3,700	2,541	1,451	2,573	2,696	1,323	2,508	1,485	2,385	1,479	26,986	1,024	
% of Uninsured Receiving MH/DD/SA Services	0	1.9%	1.8%	3.3%	1.6%	2.0%	3.0%	0.9%	2.1%	0.9%	3.3%	2.2%	1.9%	0.8%	
<b>Community Psychiatric Hospitalization</b>															
Number of Admissions to Community Psychiatric Inpatient		131	165	65	55	141	91	22	216	240	52	34	1,212	71	
Rate of Admissions per 1,000 Uninsured Population	0	0.50	0.79	0.86	0.59	1.08	1.01	0.15	1.78	1.52	0.73	0.50	0.85	0.45	
# of Admissions that were Readmissions within 30 days		17	8	8	3	5	3	-	7	23	4	1	79	7	
<b>Authorizations</b>															
Total Number of Auth Requests Received		1,527	1,340	1,171	575	912	324	1,276	1,084	730	365	1,505	10,809	413	
# Standard Auth. Request Decisions		1,136	1,319	1,165	436	482	176	1,125	1,078	635	363	1,503	9,418	426	
# Standard Auth Requests Processed in 14 Days		1,128	1,317	1,154	434	482	176	1,111	1,077	635	363	1,489	9,366	422	
% Processed in 14 Days	95%	99%	100%	99%	100%	100%	100%	99%	100%	100%	100%	99%	99%	0%	
# Auth Requests requiring Expedited Decisions		391	21	6	139	430	148	151	6	95	2	2	1,391	146	
# Expedited Auth Requests Processed in 3 Days		391	21	6	137	430	146	151	6	95	2	2	1,387	146	
% Processed in 3 Days	95%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	1%	
Total % of Auth Requests Processed in Required Timeframes	95%	99%	100%	99%	99%	100%	99%	99%	100%	100%	100%	99%	99%	0%	
# of Auth Requests Denied for Clinical Reasons		15	4	3	7	21	6	7	16	8	3	2	92	6	
% of Total Auth Requests Denied for Clinical Reasons	0	1.0%	0.3%	0.3%	1.2%	2.3%	1.9%	0.5%	1.5%	1.1%	0.8%	0.1%	0.9%	0.7%	
# of Administrative Denials		1	223	58	29	-	49	163	108	59	55	179	924	71	
% of Total Auth Requests Denied for Admin Reasons	0	0.1%	16.6%	5.0%	5.0%	0.0%	15.1%	12.8%	10.0%	8.1%	15.1%	11.9%	8.5%	5.6%	
Total # of Auth Requests Denied		16	227	61	36	21	55	170	124	67	58	181	1,016	68	
% of Total Auth Requests Approved		99%	83%	95%	94%	98%	83%	87%	89%	91%	84%	88%	91%	5%	
Number of Consumer Authorization Appeals received		10	-	-	1	2	-	-	-	2	-	-	15	3	
Rate of Consumer Auth. Appeals per 1,000 persons svd		2.1	-	-	0.7	0.8	-	-	-	0.8	-	-	0.6	0.6	
Number of Authorizations overturned due to Consumer Appeals		2	-	-	-	-	-	-	-	-	-	-	2	1	
<b>Claims</b>															
Total # Received during Month		43,762	51,474	16,197	15,135	25,364	24,125	25,508	38,795	39,235	32,319	10,982	322,896	12,297	
Rate of Claims Rcpt per Person Served	0	9.03	13.91	6.37	10.43	9.86	8.95	19.28	15.47	26.42	13.55	7.43	11.97	5.64	
# Paid		32,343	33,588	12,871	11,279	24,400	20,373	18,526	33,050	36,430	27,560	6,070	256,490	9,798	
# Denied		11,195	17,834	3,213	3,849	963	3,645	6,549	5,725	2,805	4,759	4,912	65,449	4,509	
# Pending or in Process		224	52	113	7	1	107	433	20	-	-	0	957	132	
Percent Denied	0	25.7%	34.7%	20.0%	25.4%	3.8%	15.2%	26.1%	14.8%	7.1%	14.7%	44.7%	20.3%	11.4%	
# Paid or Denied within 30 Days		43,538	51,422	16,003	15,110	25,365	24,018	24,908	38,775	39,325	30,119	8,951	317,534	12,562	
Percent Processed within 30 Days	90%	99%	100%	99%	100%	100%	100%	98%	100%	100%	93%	82%	98%	5%	
Avg # days for Processing (from Receipt to Payment )	0	13.0	8.8	10.2	9.8	7.7	9.3	4.6	6.6	13.1	7.9	8.0	9.00	2.4	
<b>Complaints</b>															
Total number of complaints received		22	19	9	1	22	6	-	4	3	5	3	94	8	
Rate of Complaints per 1,000 Persons Served	0	4.54	5.14	3.54	0.69	8.55	2.23	-	1.59	2.02	2.10	2.03	3.48	2.29	
# Consumer complaints against provider		19	12	7	1	10	3	-	3	2	4	2	63	6	
% Consumer complaints against provider		86%	63%	78%	100%	45%	50%	-	75%	67%	80%	67%	67%	16%	
# Consumer complaints against LME/MCO		2	3	2	-	2	2	-	1	1	-	-	13	1	
% Consumer complaints against LME/MCO		9%	16%	22%	0%	9%	33%	-	25%	33%	0%	-	14%	12%	
# Provider complaints against LME/MCO		1	4	-	-	10	1	-	-	-	1	1	18	3	
% Provider complaints against LME/MCO		5%	21%	0%	0%	45%	17%	-	0%	0%	20%	33%	19%	15%	
SFYTD Percent of Complaints resolved in 30 days	90%	88%	92%	100%	100%	96%	93%	100%	100%	100%	90%	100%	98%	4%	
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.															

MCO Monthly Monitoring Report														August 2013	
Medicaid Only, except where noted														LME/MCO:	
														Rev. 10-14-13	
														10/1/2013	
Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD DEV	
<b>Persons Served</b>															
Unduplicated Count of Medicaid Members		176,388	187,082	70,427	65,660	161,167	87,183	111,650	131,774	145,554	74,946	68,732	1,280,563	43,942	
Unduplicated # that received MH/DD/SA Services		14,394	10,268	2,974	4,120	8,839	6,771	6,573	9,376	7,025	4,965	5,425	80,730	3,082	
% of Members Receiving MH/DD/SA Services	O	8.2%	5.5%	4.2%	6.3%	5.5%	7.8%	5.9%	7.1%	4.8%	6.6%	7.9%	6.3%	1.2%	
<b>Community Psychiatric Hospitalization</b>															
Number of Admissions to Community Psychiatric Inpatient		118	162	59	56	163	95	136	150	126	59	63	1,187	41	
Rate of Admissions per 1,000 Medicaid Members	O	0.67	0.87	0.84	0.85	1.01	1.09	1.22	1.14	0.87	0.79	0.92	0.93	0.16	
# of Admissions that were Readmissions within 30 days		15	6	6	2	10	15	26	15	16	5	11	127	6	
% of Readmits assigned to Care Coordination	85%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	10%		26%	
<b>Call Center (Medicaid and Non-Medicaid)</b>															
Total Number of Calls (re: services for consumers)		7,821	4,186	3,753	2,368	7,568	1,206	3,710	5,885	2,972	3,109	4,629	47,207	1,974	
# of Calls Abandoned		130	80	77	34	121	22	132	165	52	52	66	931	44	
% of calls Abandoned	<5%	1.7%	1.9%	2.1%	1.4%	1.6%	1.8%	3.6%	2.8%	1.7%	1.7%	1.4%	2.0%	0.6%	
Avg Speed to Answer Calls (seconds)		7.0	5.0	10.7	5.0	4.0	6.0	10.0	9.0	5.0	7.3	8.0		2.1	
# of Calls Answered within 30 seconds		7,757	3,762	3,621	2,367	7,409	1,141	3,578	5,820	2,971	3,005	4,489	45,920	1,959	
% Answered within 30 seconds	95%	99.2%	89.9%	96.5%	100.0%	97.9%	95.0%	96.4%	98.9%	100.0%	96.7%	97.0%	97.3%	2.7%	
<b>Authorization Requests</b>															
Total Number of Auth Requests Received		4,621	3,603	1,549	1,846	3,680	1,390	4,275	5,073	5,345	2,317	4,623	38,322	1,396	
# Standard Auth. Request Decisions		4,354	3,541	1,535	1,570	3,139	962	4,047	5,023	4,959	2,279	4,606	36,015	1,407	
# Standard Auth Requests Processed in 14 Days		4,308	3,422	1,491	1,559	3,138	959	3,975	5,003	4,945	2,278	4,589	35,667	1,400	
% Processed in 14 Days	95%	98.9%	96.6%	97.1%	99.3%	100.0%	99.7%	98.2%	99.6%	99.7%	100.0%	99.6%	99.0%	1.1%	
# Auth Requests requiring Expedited Decisions		267	62	14	276	541	428	228	50	386	38	17	2,307	178	
# Expedited Auth Requests Processed in 3 Days		266	53	14	276	541	425	225	50	386	38	13	2,287	179	
% Processed in 3 Days	95%	99.6%	85.5%	100.0%	100.0%	100.0%	99.3%	98.7%	100.0%	100.0%	100.0%	76.5%	99.1%	7.5%	
Total % of Auth Requests Processed in Required Timeframes	95%	99.0%	96.4%	97.2%	99.4%	100.0%	99.6%	98.2%	99.6%	99.7%	100.0%	99.5%	99.0%	1.1%	
# of Auth Requests Denied for Clinical Reasons		165	44	62	44	271	93	173	294	212	109	26	1,493	90	
% of Total Auth Requests Denied for Clinical Reasons	O	3.6%	1.2%	4.0%	2.4%	7.4%	6.7%	4.0%	5.8%	4.0%	4.7%	0.6%	3.9%	2.0%	
# of Administrative Denials		148	606	191	96	-	100	650	614	863	391	213	3,872	274	
% of Total Auth Requests Denied for Admin Reasons	O	3.2%	16.8%	12.3%	5.2%	0.0%	7.2%	15.2%	12.1%	16.1%	16.9%	4.6%	10.1%	5.8%	
Total # of Auth Requests Denied		313	650	253	140	271	193	823	908	1,075	500	239	5,365	311	
% of Total Auth Requests Approved		93.2%	82.0%	83.7%	92.4%	92.6%	86.1%	80.7%	82.1%	79.9%	78.4%	94.8%	86.0%	5.8%	
Number of Consumer Authorization Appeals received		30	3	8	8	48	3	24	55	10	13	0	202	18	
Rate of Consumer Auth. Appeals per 1,000 persons svd	O	2.1	0.3	2.7	1.9	5.4	0.4	3.7	5.9	1.4	2.6		2.5	1.8	
Number of Authorizations overturned due to Consumer Appeals		1	-	-	1	3	1	-	12	1	4	-	23	3	
<b>Claims</b>															
Total # Received during Month		184,808	175,760	68,420	73,230	195,043	59,161	154,043	172,867	145,276	75,439	78,868	1,382,915	51,699	
Rate of Claims Rcpt per Person Served	O	12.8	17.1	23.0	17.8	22.1	8.7	23.4	18.4	20.7	15.2	14.5	17.1	4.4	
# Paid		154,179	143,295	62,567	62,008	137,657	48,094	111,890	144,484	97,042	66,702	68,127	1,096,045	38,161	
# Denied		30,297	30,901	5,652	11,205	57,323	9,483	37,073	26,444	47,915	8,709	10,741	275,743	16,664	
# Pended or in Process		332	1,564	201	17	63	1,584	5,080	1,939	319	28	-	11,127	1,462	
Percent Denied	O	16.4%	17.7%	8.3%	15.3%	29.4%	16.5%	24.9%	15.5%	33.1%	11.5%	13.6%	20.1%	7.2%	
# Paid or Denied within 30 Days		184,476	174,196	67,957	72,444	194,480	57,577	143,127	170,928	145,129	72,901	75,596	1,358,811	51,629	
Percent Processed within 30 Days	90%	99.8%	99.1%	99.3%	98.9%	99.7%	97.3%	92.9%	98.9%	99.9%	96.6%	95.9%	98.3%	2.1%	
Avg # days for Processing (from Receipt to Payment )		10	8	9	10	8	10	6	7	9	9	8		1	
Number of Provider claim Appeals received		0	11	0	20	0	0	0	0	0	0	0	31	6	
Rate of Provider Claim appeals per 1,000 persons served			1.1		4.9									1.9	
Number of claim denials overturned due to Provider Appeals		0	2	0	8	0	0	0	0	0	0	0	10	2	
<b>Complaints/Grievances</b>															
Total number of complaints received		16	31	17	10	18	12	15	15	23	21	16	194	5	
Rate of complaints per 1,000 persons served	O	1.1	3.0	5.7	2.4	2.0	1.8	2.3	1.6	3.3	4.2	2.9	2.4	1.2	
# Consumer complaints against provider		9	21	9	5	12	9	11	12	23	19	13	143	5	
% Consumer complaints against provider		56%	68%	53%	50%	67%	75%	73%	80%	100%	90%	81%	74%	15%	
# Consumer complaints against LME/MCO		1	10	3	0	3	3	0	3	0	1	0	24	3	
% Consumer complaints against LME/MCO		6%	32%	18%	0%	17%	25%	0%	20%	0%	5%	0%	12%	11%	
# Provider complaints against LME/MCO		0	0	5	2	3	0	4	0	0	1	3	18	2	

MCO Monthly Monitoring Report													August 2013		
Medicaid Only, except where noted													LME/MCO:		
													Rev. 10-14-13		
													10/1/2013		
Monitoring Area	Standard	Alliance	Cardinal	Center-Point	Coastal Care	Eastpointe	ECBH	MeckLINK	Partners	Sandhills	Smoky Mountain	Western Highlands	NC Total	STD	DEV
% Provider complaints against LME/MCO		0%	0%	29%		17%	0%		0%		5%		9%		11%
SFYTD Percent of Complaints resolved in 30 days	90%	91%	80%	100%	100%	100%	96.4%	100%	100%	92%	90%	92.3%			6%
<b>Incidents (Medicaid and Non-Medicaid)</b>															
Number of Level 2 Critical Incident Reports received		218	117	41	114	85	22	100	117	112	36	53	1015		52
Number of Level 3 Critical Incident Reports received		13	18	3	10	8	2	5	10	5	12	8	94		5
<b>Program Integrity--Fraud, Waste and Abuse</b>															
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		3	0	8	22	2	2	3	7	6	2		55		6
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		6	1	5	2	4	0	6	9	0	14		47		4
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	2	0		2		1
Number of Cases Referred to DMA Program Integrity		1	1	0	0	9	1	0	1	0	0		13		3
<b>MCO Implementation:</b> Cardinal Innovations' original implementation date was July 2005. Alamance-Caswell was implemented on Oct 2011, Five County on Jan 2012, and Orange/Person/Chatham April 2012. The Sandhills Center impl. Guilford April 2013.															
Yellow Highlights indicate the MCO did not meet the Standard      Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive months.      Medicaid Members highlighted in orange based on prior month's data.															