<table>
<thead>
<tr>
<th>DMA Performance Measures</th>
<th>Standard</th>
<th>Alliance</th>
<th>Cardinal</th>
<th>Eastpointe</th>
<th>Partners</th>
<th>Sandhills</th>
<th>Vaya</th>
<th>Trillium</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of Community Inpatient Readmits assigned to Care Coord.</td>
<td>85%</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>Total % of Auth Requests Processed in Required Timeframes</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
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<tr>
<td>% Routine Auths Processed in 14 Days</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>% Expedited/Inpt Auths Processed in 3 Days</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>% of Claims Processed within 30 Days</td>
<td>90%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>% of Complaints resolved in 30 days</td>
<td>90%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>DMH Performance Measures</td>
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<tr>
<td>Total % of Auth Requests Processed in Required Timeframes</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
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<tr>
<td>% Routine Auths Processed in 14 Days</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
<td>Y</td>
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</tr>
<tr>
<td>% Expedited/Inpt Auths Processed in 3 Days</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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</tr>
<tr>
<td>% of Claims Processed within 30 Days</td>
<td>90%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>% of Complaints resolved in 30 days</td>
<td>90%</td>
<td>Y</td>
<td>Y</td>
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<td>Combined Performance Measures</td>
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</tr>
<tr>
<td>% of calls Abandoned</td>
<td>&lt;5%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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</tr>
<tr>
<td>% Answered within 30 seconds</td>
<td>95%</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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</tbody>
</table>

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.
Gray Shading indicates not applicable this report period.
EXPLANATIONS

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

**Medicaid and State Combined**

### September 2019 Report

<table>
<thead>
<tr>
<th>Monitoring Area</th>
<th>Alliance Sep-19</th>
<th>Cardinal Sep-19</th>
<th>Eastpointe Sep-19</th>
<th>Partners Sep-19</th>
<th>Sandhills Sep-19</th>
<th>Trillium Sep-19</th>
<th>Vaya Sep-19</th>
<th>NC Total Sep-19</th>
<th>STD DEV Sep-19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Center</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Total Number of Calls (re: services for consumers)</td>
<td>4,500</td>
<td>4,710</td>
<td>2,724</td>
<td>2,737</td>
<td>2,461</td>
<td>1,851</td>
<td>2,877</td>
<td>2,1860</td>
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</tr>
<tr>
<td># of Calls Abandoned</td>
<td>41</td>
<td>70</td>
<td>89</td>
<td>4</td>
<td>45</td>
<td>49</td>
<td>21</td>
<td>319</td>
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<tr>
<td>% of calls Abandoned</td>
<td>&lt;5%</td>
<td>1.5%</td>
<td>3.3%</td>
<td>0.1%</td>
<td>1.8%</td>
<td>2.6%</td>
<td>0.7%</td>
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<tr>
<td>Avg Speed to Answer Calls (seconds)</td>
<td>5.0</td>
<td>7.0</td>
<td>3.0</td>
<td>7.0</td>
<td>5.0</td>
<td>4.0</td>
<td>9.0</td>
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</tr>
<tr>
<td># of Calls Answered within 30 seconds</td>
<td>4,430</td>
<td>4,628</td>
<td>2,723</td>
<td>2,737</td>
<td>2,461</td>
<td>1,851</td>
<td>2,877</td>
<td>2,533</td>
<td></td>
</tr>
<tr>
<td>% Answered within 30 seconds</td>
<td>95%</td>
<td>98.6%</td>
<td>93.3%</td>
<td>99%</td>
<td>93%</td>
<td>100%</td>
<td>98%</td>
<td>98.5%</td>
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<tr>
<td><strong>IDD Wait List</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Persons on the IDD Waitlist (snapshot on 1st of Month)</td>
<td>3,800</td>
<td>3,844</td>
<td>537</td>
<td>1,546</td>
<td>1,892</td>
<td>1,096</td>
<td>1,322</td>
<td>14,037</td>
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<tr>
<td>% of Persons waiting who are on the Reg. of Unmet Needs</td>
<td>100%</td>
<td>98%</td>
<td>100%</td>
<td>99%</td>
<td>93%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>2%</td>
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<tr>
<td># of Persons waiting for residential services</td>
<td>-</td>
<td>322</td>
<td>2</td>
<td>86</td>
<td>39</td>
<td>0</td>
<td>55</td>
<td>504</td>
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<tr>
<td>% of Persons waiting for residential services</td>
<td>0%</td>
<td>8%</td>
<td>0%</td>
<td>6%</td>
<td>2%</td>
<td>0%</td>
<td>4%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td># of Persons waiting for ADVP</td>
<td>-</td>
<td>1</td>
<td>90</td>
<td>-</td>
<td>-</td>
<td>395</td>
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<tr>
<td>% of Persons waiting for ADVP</td>
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<td>8%</td>
<td>0%</td>
<td>0%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td># of Persons waiting for vocational services</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>-</td>
<td>0</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Persons waiting for vocational services</td>
<td>0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td><strong>Service Status of Persons on the Waiting List</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Persons on Waitlist receiving B3 Services</td>
<td>443</td>
<td>954</td>
<td>46</td>
<td>222</td>
<td>663</td>
<td>717</td>
<td>274</td>
<td>3,319</td>
<td></td>
</tr>
<tr>
<td>% of Persons on Waitlist receiving B3 Services</td>
<td>12%</td>
<td>25%</td>
<td>9%</td>
<td>14%</td>
<td>35%</td>
<td>65%</td>
<td>21%</td>
<td>24%</td>
<td>18%</td>
</tr>
<tr>
<td># of Persons on Waitlist receiving State Services</td>
<td>558</td>
<td>622</td>
<td>143</td>
<td>431</td>
<td>376</td>
<td>324</td>
<td>220</td>
<td>2,674</td>
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<tr>
<td>% of Persons on Waitlist receiving State Services</td>
<td>15%</td>
<td>16%</td>
<td>27%</td>
<td>28%</td>
<td>20%</td>
<td>30%</td>
<td>17%</td>
<td>19%</td>
<td>6%</td>
</tr>
<tr>
<td># of Persons on Waitlist receiving State and/or B3 services (undup)</td>
<td>817</td>
<td>1,403</td>
<td>189</td>
<td>545</td>
<td>1,039</td>
<td>818</td>
<td>369</td>
<td>5,180</td>
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</tr>
<tr>
<td>% of Persons on Waitlist receiving State and/or B3 Services</td>
<td>22%</td>
<td>36%</td>
<td>35%</td>
<td>35%</td>
<td>55%</td>
<td>75%</td>
<td>28%</td>
<td>37%</td>
<td>17%</td>
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<tr>
<td># of Persons on Waitlist not receiving any LME/MCO funded svcs</td>
<td>2,983</td>
<td>2,441</td>
<td>348</td>
<td>1,001</td>
<td>853</td>
<td>278</td>
<td>953</td>
<td>8,857</td>
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<tr>
<td>% of Persons on Waitlist not receiving any LME/MCO funded svcs</td>
<td>79%</td>
<td>64%</td>
<td>65%</td>
<td>65%</td>
<td>45%</td>
<td>25%</td>
<td>72%</td>
<td>63%</td>
<td>17%</td>
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<td><strong>Incidents</strong></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Number of Level 2 Critical Incident Reports received</td>
<td>232</td>
<td>392</td>
<td>147</td>
<td>100</td>
<td>163</td>
<td>225</td>
<td>248</td>
<td>1,507</td>
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<tr>
<td>Number of Level 3 Critical Incident Reports received</td>
<td>27</td>
<td>53</td>
<td>11</td>
<td>20</td>
<td>38</td>
<td>19</td>
<td>21</td>
<td>189</td>
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<tr>
<td><strong>Transitions to Community Living Initiative</strong></td>
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<td></td>
<td></td>
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<td></td>
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<tr>
<td>Individuals in In-reach</td>
<td>1,151</td>
<td>1,754</td>
<td>527</td>
<td>729</td>
<td>500</td>
<td>934</td>
<td>684</td>
<td>6,279</td>
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<tr>
<td>Number of individuals in Transition Planning process</td>
<td>65</td>
<td>118</td>
<td>61</td>
<td>25</td>
<td>19</td>
<td>31</td>
<td>31</td>
<td>350</td>
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<tr>
<td>Number of Individuals Housed - Total</td>
<td>428</td>
<td>903</td>
<td>293</td>
<td>406</td>
<td>336</td>
<td>432</td>
<td>388</td>
<td>3,186</td>
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<td><strong>Claim/Encounter Processing in NCTracks</strong></td>
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<td></td>
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</tr>
<tr>
<td>DMH- % of Claims $ Value Denied by Date of Service FY18</td>
<td>&lt;5%</td>
<td>1%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>DMH- % of Claims $ Value Denied by Date of Service FY19</td>
<td>&lt;5%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>DMH- % of Claims $ Value Denied by Date of Service FY20 YTD</td>
<td>&lt;5%</td>
<td>4%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

1 All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigations.
2 Please be aware that August 2019 data is used in this section.
3 As of most recent check date 10/2/2019. Due to rounding, percents less than 1% are shown as 0%.

Yellow Highlights indicate the MCO did not meet the Standard. Blue highlights indicate possible outliers (>1.5 Std Dev above or below the LME/MCO Avg).
## MCO Monthly Monitoring Report

### Medicaid Only

### September 2019 Report

#### 10/30/2019

<table>
<thead>
<tr>
<th>Monitoring Area</th>
<th>Standard</th>
<th>LME/MCO:</th>
<th>Alliance</th>
<th>Cardinal</th>
<th>Eastpointe</th>
<th>Partners</th>
<th>Sandhills</th>
<th>Trillium</th>
<th>Vaya</th>
<th>Statewide</th>
<th>STD DEV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Persons Served</strong></td>
<td></td>
<td></td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
</tr>
<tr>
<td>Unduplicated Count of Medicaid Members</td>
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<td></td>
<td>213,020</td>
<td>421,073</td>
<td>149,415</td>
<td>146,376</td>
<td>166,443</td>
<td>199,347</td>
<td>141,795</td>
<td>1,437,469</td>
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<tr>
<td># Persons Receiving MH Services</td>
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<td>13,347</td>
<td>21,538</td>
<td>6,457</td>
<td>8,966</td>
<td>7,896</td>
<td>9,343</td>
<td>8,544</td>
<td>76,181</td>
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<tr>
<td>% of Members Receiving MH Services</td>
<td></td>
<td></td>
<td>6.3%</td>
<td>5.1%</td>
<td>4.4%</td>
<td>6.1%</td>
<td>4.7%</td>
<td>4.7%</td>
<td>6.0%</td>
<td>5.3%</td>
<td>0.7%</td>
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<tr>
<td># Persons Receiving SA Services</td>
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<td>1,541</td>
<td>3,070</td>
<td>1,540</td>
<td>1,545</td>
<td>1,456</td>
<td>1,722</td>
<td>1,675</td>
<td>12,549</td>
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<tr>
<td>% of Members Receiving SA Services</td>
<td></td>
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<td>0.7%</td>
<td>0.7%</td>
<td>1.0%</td>
<td>1.1%</td>
<td>0.9%</td>
<td>0.9%</td>
<td>1.2%</td>
<td>0.9%</td>
<td>0.2%</td>
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<tr>
<td># Persons Receiving DD Services</td>
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<td>3,311</td>
<td>6,616</td>
<td>1,533</td>
<td>2,337</td>
<td>1,974</td>
<td>3,011</td>
<td>1,990</td>
<td>20,772</td>
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<tr>
<td>% of Members Receiving DD Services</td>
<td></td>
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<td>1.6%</td>
<td>1.0%</td>
<td>1.0%</td>
<td>1.6%</td>
<td>1.2%</td>
<td>1.5%</td>
<td>1.4%</td>
<td>1.4%</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>Community Psychiatric Hospitalization</strong></td>
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<td></td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
</tr>
<tr>
<td># of MH Admissions to Community Psychiatric Inpatient</td>
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<td>151</td>
<td>439</td>
<td>151</td>
<td>136</td>
<td>124</td>
<td>229</td>
<td>211</td>
<td>1,441</td>
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</tr>
<tr>
<td>Rate of MH Admissions per 1,000 Medicaid Members</td>
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<td>0.71</td>
<td>1.04</td>
<td>1.01</td>
<td>0.93</td>
<td>0.74</td>
<td>1.15</td>
<td>1.49</td>
<td>0.04</td>
<td>0.24</td>
</tr>
<tr>
<td>% of MH Admissions that were Readmissions within 30 days</td>
<td></td>
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<td>15</td>
<td>15</td>
<td>21</td>
<td>18</td>
<td>14</td>
<td>26</td>
<td>30</td>
<td>139</td>
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<tr>
<td><strong>Emergency Dept Utilization (3 month lag)</strong></td>
<td></td>
<td></td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
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</tr>
<tr>
<td># of MH and SA Readmits assigned to a Care Coordinator</td>
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<td>187</td>
<td>301</td>
<td>150</td>
<td>113</td>
<td>148</td>
<td>250</td>
<td>222</td>
<td>1,371</td>
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</tr>
<tr>
<td>% of MH Admissions that were Readmissions within 30 days</td>
<td></td>
<td></td>
<td>9.9%</td>
<td>3.4%</td>
<td>13.9%</td>
<td>13.2%</td>
<td>11.3%</td>
<td>11.4%</td>
<td>14.2%</td>
<td>9.6%</td>
<td>3.4%</td>
</tr>
<tr>
<td><strong>Care Coordination</strong></td>
<td></td>
<td></td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
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<tr>
<td>% of Read admissions assigned to Care Coordination</td>
<td></td>
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<td>85.0%</td>
<td>100.0%</td>
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<td># of ED Admits for persons with MHDDSA diagnoses</td>
<td></td>
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<td>296</td>
<td>1024</td>
<td>289</td>
<td>326</td>
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<td>Rate of ED Admits per 1,000 Medicaid Members</td>
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<td>1.37</td>
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<td>1.90</td>
<td>2.28</td>
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<td>1.78</td>
<td>2.12</td>
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<tr>
<td>% of ED Admits that were for active consumers</td>
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<td>0</td>
<td>2</td>
<td>3</td>
<td>1</td>
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<td>3</td>
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<tr>
<td><strong>Care Coordination</strong></td>
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<td>Sep-19</td>
<td>Sep-19</td>
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<td>Sep-19</td>
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<tr>
<td>% of ED Admits which were readmissions within 30 days</td>
<td></td>
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<td>0%</td>
<td>6%</td>
<td>43%</td>
<td>8%</td>
<td>10%</td>
<td>0%</td>
<td>16%</td>
<td>11%</td>
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<tr>
<td>% of ED Admissions Readmitted within 30 days</td>
<td></td>
<td></td>
<td>14%</td>
<td>24%</td>
<td>20%</td>
<td>19%</td>
<td>14%</td>
<td>10%</td>
<td>17%</td>
<td>18%</td>
<td>4.3%</td>
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<tr>
<td><strong>Authorization Requests</strong></td>
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<td></td>
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<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
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<tr>
<td>Total Number of Auth Requests Received</td>
<td></td>
<td></td>
<td>3,852</td>
<td>7,456</td>
<td>1,895</td>
<td>2,934</td>
<td>2,726</td>
<td>2,631</td>
<td>2,709</td>
<td>24,203</td>
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<tr>
<td># Standard Auth. Request Decisions</td>
<td></td>
<td></td>
<td>3,251</td>
<td>6,007</td>
<td>1,529</td>
<td>2,745</td>
<td>2,211</td>
<td>1,594</td>
<td>2,031</td>
<td>19,368</td>
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<tr>
<td># Standard Auth Requests Processed in 14 Days</td>
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<td>5,999</td>
<td>1,529</td>
<td>2,745</td>
<td>2,211</td>
<td>1,594</td>
<td>2,031</td>
<td>19,355</td>
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<tr>
<td>% Processed in 14 Days</td>
<td></td>
<td></td>
<td>95.0%</td>
<td>99.8%</td>
<td>99.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>19.9%</td>
<td>0.1%</td>
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<tr>
<td># Auth Requests requiring Expedited Decisions, inclusive of Inpatient</td>
<td></td>
<td></td>
<td>601</td>
<td>1,449</td>
<td>366</td>
<td>189</td>
<td>515</td>
<td>1,037</td>
<td>678</td>
<td>4,835</td>
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<tr>
<td># Expedited and Inpatient Auth Requests Processed in 3 Days</td>
<td></td>
<td></td>
<td>600</td>
<td>1,400</td>
<td>366</td>
<td>189</td>
<td>515</td>
<td>1,037</td>
<td>678</td>
<td>4,785</td>
<td></td>
</tr>
<tr>
<td>% Processed in 3 Days</td>
<td></td>
<td></td>
<td>95.0%</td>
<td>99.8%</td>
<td>96.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>99.0%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Total % of Auth Requests Processed in Required Timeframes</td>
<td></td>
<td></td>
<td>95.0%</td>
<td>99.8%</td>
<td>99.2%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>99.7%</td>
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### MCO Monthly Monitoring Report

**Medicaid Only**

<table>
<thead>
<tr>
<th>Monitoring Area</th>
<th>LME/MCO:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>September 2019 Report</td>
</tr>
<tr>
<td></td>
<td>10/30/2019</td>
</tr>
<tr>
<td><strong>Monitoring Area</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Standard</strong></td>
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<tr>
<td></td>
<td><strong>Alliance</strong></td>
</tr>
<tr>
<td># of Auth Requests Denied for Clinical Reasons</td>
<td>60</td>
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<tr>
<td>% of Total Auth Requests Denied for Clinical Reasons</td>
<td>1.6%</td>
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<tr>
<td># of Administrative Denials</td>
<td>32</td>
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<tr>
<td>% of Administrative Denials</td>
<td>0.8%</td>
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<tr>
<td>% of Total Auth Requests Denied for Admin Reasons</td>
<td>92</td>
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<tr>
<td>% of Total Auth Requests Approved</td>
<td>97.6%</td>
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<tr>
<td>Number of Consumer Authorization Appeals received</td>
<td>7</td>
</tr>
<tr>
<td>Rate of Consumer Auth. Appeals per 1,000 persons svd</td>
<td>0.4%</td>
</tr>
<tr>
<td>Number of Authorizations overturned due to Consumer Appeals</td>
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#### Claims

<table>
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<tr>
<th></th>
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<th></th>
<th></th>
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<tbody>
<tr>
<td>Total # Clean Claim Received during Month (detail lines)</td>
<td>93,431</td>
<td>181,042</td>
<td>55,988</td>
<td>89,893</td>
<td>54,473</td>
<td>97,264</td>
<td>96,272</td>
<td>658,363</td>
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<tr>
<td>Rate of Claims Rct per Person Served</td>
<td>5.6%</td>
<td>6.3%</td>
<td>6.4%</td>
<td>7.5%</td>
<td>4.5%</td>
<td>7.3%</td>
<td>6.5%</td>
<td>0.99</td>
<td></td>
</tr>
<tr>
<td>Percent Denied</td>
<td>6.8%</td>
<td>5.1%</td>
<td>14.0%</td>
<td>7.9%</td>
<td>1.3%</td>
<td>9.8%</td>
<td>14.4%</td>
<td>8.1%</td>
<td></td>
</tr>
<tr>
<td># Paid</td>
<td>87,108</td>
<td>171,825</td>
<td>48,139</td>
<td>82,786</td>
<td>53,411</td>
<td>87,765</td>
<td>73,840</td>
<td>604,866</td>
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</tr>
<tr>
<td># Denied</td>
<td>6,323</td>
<td>9,215</td>
<td>7,849</td>
<td>7,102</td>
<td>1,062</td>
<td>9,499</td>
<td>12,398</td>
<td>53,448</td>
<td></td>
</tr>
<tr>
<td>Percent Processed within 30 Days</td>
<td>90.0%</td>
<td>98.8%</td>
<td>100.0%</td>
<td>98.3%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>97.1%</td>
<td>99.5%</td>
<td></td>
</tr>
<tr>
<td>Avg # days for Processing (from Receipt to Payment)</td>
<td>0.8</td>
<td>7</td>
<td>9</td>
<td>9</td>
<td>7</td>
<td>9</td>
<td>8.3</td>
<td>0.91</td>
<td></td>
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<tr>
<td>Number of Provider claim appeals received</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Rate of Provider Claim appeals per 1,000 persons served</td>
<td>0.0%</td>
<td>0.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.6%</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td>Number of claim denials overturned due to Provider Appeals</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
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</tr>
</tbody>
</table>

#### Complaints/Grievances

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of complaints received (1 month prior)</td>
<td>31</td>
<td>42</td>
<td>17</td>
<td>12</td>
<td>17</td>
<td>9</td>
<td>26</td>
</tr>
<tr>
<td>Rate of Complaints per 1,000 Persons Served</td>
<td>1.69</td>
<td>1.34</td>
<td>1.71</td>
<td>0.88</td>
<td>1.33</td>
<td>0.53</td>
<td>1.96</td>
</tr>
<tr>
<td># Consumer complaints against provider</td>
<td>19</td>
<td>36</td>
<td>6</td>
<td>10</td>
<td>15</td>
<td>7</td>
<td>17</td>
</tr>
<tr>
<td>% Consumer complaints against provider</td>
<td>61%</td>
<td>86%</td>
<td>35%</td>
<td>83%</td>
<td>88%</td>
<td>78%</td>
<td>65%</td>
</tr>
<tr>
<td># Consumer complaints against LME/MCO</td>
<td>5</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>-</td>
<td>4</td>
</tr>
<tr>
<td>% Consumer complaints against LME/MCO</td>
<td>16%</td>
<td>14%</td>
<td>12%</td>
<td>8%</td>
<td>12%</td>
<td>0%</td>
<td>15%</td>
</tr>
<tr>
<td># Provider complaints against LME/MCO</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>% Provider complaints against LME/MCO</td>
<td>0%</td>
<td>0%</td>
<td>10%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>8%</td>
</tr>
<tr>
<td># of Other Types of Complaints</td>
<td>7</td>
<td>0</td>
<td>6</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td># of Complaints Resolved in 30 Days</td>
<td>31</td>
<td>42</td>
<td>17</td>
<td>12</td>
<td>17</td>
<td>9</td>
<td>26</td>
</tr>
<tr>
<td>Percent of Complaints resolved in 30 days</td>
<td>90.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
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</table>

#### Program Integrity--Fraud, Waste and Abuse

<table>
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<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
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<tbody>
<tr>
<td>Number of Provider fraud and abuse cases under investigation by LME/MCO-New</td>
<td>5</td>
<td>7</td>
<td>24</td>
<td>9</td>
<td>4</td>
<td>6</td>
<td>10</td>
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<tr>
<td>Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month</td>
<td>31</td>
<td>50</td>
<td>5</td>
<td>62</td>
<td>15</td>
<td>2</td>
<td>139</td>
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<tr>
<td>Number of Enrollee fraud and abuse cases investigated by LME/MCO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>Number of Cases Referred to DMA Program Integrity</td>
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<td>20</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
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</tbody>
</table>

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

### September 2019 Report

**State/Federal Block Grant Only**

**LME/MCO:**

<table>
<thead>
<tr>
<th>Monitoring Areas</th>
<th>Standard</th>
<th>Alliance</th>
<th>Cardinal</th>
<th>Eastpointe</th>
<th>Partners</th>
<th>Sandhills</th>
<th>Trillium</th>
<th>Vaya</th>
<th>Statewide</th>
<th>STD DEV</th>
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<tbody>
<tr>
<td><strong>Persons Served</strong></td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
<td>Sep-19</td>
</tr>
<tr>
<td>Estimated number of Uninsured in Catchment Area</td>
<td>180,812</td>
<td>326,136</td>
<td>84,395</td>
<td>102,790</td>
<td>118,206</td>
<td>137,942</td>
<td>114,664</td>
<td>1,064,945</td>
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<td></td>
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<tr>
<td># Persons Receiving MH Services</td>
<td>3,410</td>
<td>3,577</td>
<td>1,607</td>
<td>1,516</td>
<td>1,999</td>
<td>2,503</td>
<td>2,348</td>
<td>16,960</td>
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<tr>
<td>% of Uninsured Receiving MH Services</td>
<td>1.9%</td>
<td>1.1%</td>
<td>1.9%</td>
<td>1.5%</td>
<td>1.7%</td>
<td>1.8%</td>
<td>2.0%</td>
<td>1.6%</td>
<td>0.30%</td>
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<tr>
<td># Persons Receiving SA Services</td>
<td>1,611</td>
<td>2,493</td>
<td>1,029</td>
<td>1,415</td>
<td>879</td>
<td>2,181</td>
<td>2,155</td>
<td>11,763</td>
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<tr>
<td>% of Uninsured Receiving SA Services</td>
<td>0.9%</td>
<td>0.8%</td>
<td>1.2%</td>
<td>1.4%</td>
<td>0.7%</td>
<td>1.6%</td>
<td>1.9%</td>
<td>1.1%</td>
<td>0.40%</td>
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<tr>
<td># Persons Receiving DD Services</td>
<td>787</td>
<td>825</td>
<td>444</td>
<td>397</td>
<td>545</td>
<td>540</td>
<td>195</td>
<td>3,733</td>
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<td>% of Uninsured Receiving DD Services</td>
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<td>0.3%</td>
<td>0.5%</td>
<td>0.4%</td>
<td>0.4%</td>
<td>0.2%</td>
<td>0.4%</td>
<td>0.1%</td>
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<td></td>
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<tr>
<td>Unduplicated # Persons Receiving MH/DD/SA Services</td>
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<td>6,421</td>
<td>2,830</td>
<td>3,136</td>
<td>3,423</td>
<td>4,417</td>
<td>4,590</td>
<td>30,325</td>
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<td></td>
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<tr>
<td>% of Uninsured Receiving MH/DD/SA Services</td>
<td>3.0%</td>
<td>2.0%</td>
<td>3.4%</td>
<td>3.1%</td>
<td>2.9%</td>
<td>3.2%</td>
<td>4.0%</td>
<td>2.8%</td>
<td>0.56%</td>
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### Community Psychiatric Hospitalization (1)

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<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
</tr>
</thead>
<tbody>
<tr>
<td># of MH Admissions to Community Psychiatric Inpatient</td>
<td>116</td>
<td>345</td>
<td>63</td>
<td>93</td>
<td>146</td>
<td>161</td>
<td>148</td>
<td>1,072</td>
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<td>Rate of MH Admissions per 1,000 Uninsured</td>
<td>0.64</td>
<td>1.06</td>
<td>0.75</td>
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<td># of MH Admissions that were Readmissions within 30 days</td>
<td>17</td>
<td>14</td>
<td>3</td>
<td>6</td>
<td>13</td>
<td>15</td>
<td>32</td>
<td>100</td>
<td></td>
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<tr>
<td>% of MH Admissions that were Readmissions within 30 days</td>
<td>15%</td>
<td>4%</td>
<td>5%</td>
<td>6%</td>
<td>9%</td>
<td>9%</td>
<td>22%</td>
<td>9.3%</td>
<td>5.78%</td>
</tr>
<tr>
<td>MH Inpt Average Length of Stay (days)</td>
<td>133</td>
<td>208</td>
<td>74</td>
<td>59</td>
<td>150</td>
<td>183</td>
<td>183</td>
<td>990</td>
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<tr>
<td># of SA Admissions to Community Psychiatric Inpatient</td>
<td>7.9</td>
<td>6.3</td>
<td>5.6</td>
<td>6.6</td>
<td>3.0</td>
<td>7.5</td>
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<tr>
<td>Rate of SA Admissions per 1,000 Uninsured</td>
<td>0.07</td>
<td>0.13</td>
<td>0.07</td>
<td>0.19</td>
<td>0.41</td>
<td>0.12</td>
<td>0.34</td>
<td>0.18</td>
<td>0.12</td>
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<tr>
<td># of SA Admissions that were Readmissions within 30 days</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>10</td>
<td>17</td>
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<tr>
<td>% of SA Admissions that were Readmissions within 30 days</td>
<td>15%</td>
<td>5%</td>
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<td>5%</td>
<td>0%</td>
<td>12%</td>
<td>26%</td>
<td>9%</td>
<td>8.6%</td>
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<tr>
<td># of SA Inpatient Discharges</td>
<td>17</td>
<td>47</td>
<td>7</td>
<td>12</td>
<td>49</td>
<td>41</td>
<td>191</td>
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<tr>
<td>SA Inpt Average Length of Stay (days)</td>
<td>5.2</td>
<td>5.0</td>
<td>3.8</td>
<td>4.9</td>
<td>4.0</td>
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### Authorizations

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<tr>
<th>Sep-19</th>
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<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
<th>Sep-19</th>
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<tbody>
<tr>
<td>Total Number of Auth Requests Received</td>
<td>1,124</td>
<td>2,584</td>
<td>696</td>
<td>1,419</td>
<td>1,446</td>
<td>677</td>
<td>772</td>
<td>8,718</td>
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<td># Standard Auth. Request Decisions</td>
<td>833</td>
<td>1,596</td>
<td>528</td>
<td>1,188</td>
<td>1,014</td>
<td>229</td>
<td>201</td>
<td>5,589</td>
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<tr>
<td># Standard Auth Requests Processed in 14 Days</td>
<td>831</td>
<td>1,594</td>
<td>528</td>
<td>1,188</td>
<td>1,014</td>
<td>229</td>
<td>201</td>
<td>5,585</td>
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<tr>
<td>% Processed in 14 Days</td>
<td>95.0%</td>
<td>99.8%</td>
<td>99.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>99.9%</td>
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<tr>
<td># Auth Requests requiring Expedited Decisions, inclusive of Inpatient</td>
<td>291</td>
<td>988</td>
<td>168</td>
<td>231</td>
<td>432</td>
<td>448</td>
<td>571</td>
<td>3,129</td>
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<td># Expedited and Inpatient Auth Requests Processed in 3 Days</td>
<td>291</td>
<td>962</td>
<td>168</td>
<td>231</td>
<td>432</td>
<td>445</td>
<td>571</td>
<td>3,100</td>
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<tr>
<td>% Processed in 3 Days</td>
<td>95.0%</td>
<td>100.0%</td>
<td>97.4%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>99.3%</td>
<td>100.0%</td>
<td>99.1%</td>
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<td>Total % of Auth Requests Processed in Required Timeframes</td>
<td>95.0%</td>
<td>99.8%</td>
<td>99.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>99.6%</td>
<td>100.0%</td>
<td>99.6%</td>
</tr>
<tr>
<td># of Auth Requests Denied for Clinical Reasons</td>
<td>10</td>
<td>42</td>
<td>12</td>
<td>6</td>
<td>3</td>
<td>5</td>
<td>-</td>
<td>78</td>
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<tr>
<td>% of Total Auth Requests Denied for Clinical Reasons</td>
<td>0.9%</td>
<td>1.6%</td>
<td>1.7%</td>
<td>0.4%</td>
<td>0.2%</td>
<td>0.7%</td>
<td>0.0%</td>
<td>0.9%</td>
<td>0.6%</td>
</tr>
<tr>
<td># of Administrative Denials</td>
<td>-</td>
<td>2</td>
<td>20</td>
<td>12</td>
<td>-</td>
<td>9</td>
<td>-</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>% of Total Auth Requests Denied for Admin Reasons</td>
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<td>0.1%</td>
<td>2.9%</td>
<td>0.8%</td>
<td>0.0%</td>
<td>1.3%</td>
<td>0.0%</td>
<td>0.5%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Total # of Auth Requests Denied</td>
<td>10</td>
<td>44</td>
<td>32</td>
<td>18</td>
<td>3</td>
<td>14</td>
<td>-</td>
<td>121</td>
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<tr>
<td>% of Total Auth Requests Approved</td>
<td>-</td>
<td>99%</td>
<td>98%</td>
<td>95%</td>
<td>99%</td>
<td>100%</td>
<td>98%</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Number of Consumer Authorization Appeals received</td>
<td>-</td>
<td>1</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>Rate of Consumer Auth. Appeals per 1,000 persons svd</td>
<td>-</td>
<td>0.0</td>
<td>0.2</td>
<td>0.7</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.1</td>
<td>0.24</td>
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<td>Number of Authorizations overturned due to Consumer Appeals</td>
<td>-</td>
<td>0</td>
<td>-</td>
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<td>-</td>
<td>-</td>
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### LME/MCO Monthly Monitoring Report

#### September 2019 Report

**State/Federal Block Grant Only**

<table>
<thead>
<tr>
<th>Monitoring Areas</th>
<th>Standard</th>
<th>Alliance</th>
<th>Cardinal</th>
<th>Eastpointe</th>
<th>Partners</th>
<th>Sandhills</th>
<th>Trillium</th>
<th>Vaya</th>
<th>Statewide</th>
<th>STD DEV</th>
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<tbody>
<tr>
<td><strong>Total # Clean Claim Received during Month (header)</strong></td>
<td>26,825</td>
<td>32,643</td>
<td>14,706</td>
<td>25,024</td>
<td>8,732</td>
<td>31,841</td>
<td>26,022</td>
<td>165,793</td>
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<tr>
<td><strong>Rate of Claims Rcpt per Person Served</strong></td>
<td>4.87</td>
<td>5.08</td>
<td>5.20</td>
<td>7.98</td>
<td>2.55</td>
<td>7.21</td>
<td>5.67</td>
<td>5.47</td>
<td>1.62</td>
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<tr>
<td># Paid</td>
<td>24,741</td>
<td>30,202</td>
<td>12,863</td>
<td>23,020</td>
<td>8,607</td>
<td>27,375</td>
<td>21,743</td>
<td>148,551</td>
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<tr>
<td># Denied</td>
<td>2,084</td>
<td>2,441</td>
<td>1,843</td>
<td>2,004</td>
<td>125</td>
<td>4,666</td>
<td>4,279</td>
<td>17,242</td>
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</tr>
<tr>
<td># Pended or in Process</td>
<td>-</td>
<td>0</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Percent Denied</strong></td>
<td>7.8%</td>
<td>7.5%</td>
<td>12.5%</td>
<td>8.0%</td>
<td>1.4%</td>
<td>14.0%</td>
<td>16.4%</td>
<td>10.4%</td>
<td>4.7%</td>
<td></td>
</tr>
<tr>
<td><strong>Percent Processed within 30 Days</strong></td>
<td>90.0%</td>
<td>99.3%</td>
<td>99.5%</td>
<td>99.5%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>96.9%</td>
<td>99.2%</td>
<td>0.01</td>
<td></td>
</tr>
<tr>
<td><strong>Avg # days for Processing (from Receipt to Payment )</strong></td>
<td>7.0</td>
<td>7.3</td>
<td>8.5</td>
<td>8.5</td>
<td>8.9</td>
<td>7.0</td>
<td>7.9</td>
<td>0.75</td>
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<tr>
<td><strong>Total number of complaints received (1 month prior)</strong></td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>-</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>25</td>
<td></td>
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</tr>
<tr>
<td><strong>Rate of Complaints per 1,000 Persons Served</strong></td>
<td>0.64</td>
<td>0.57</td>
<td>1.35</td>
<td>-</td>
<td>-</td>
<td>0.54</td>
<td>0.83</td>
<td>1.20</td>
<td>0.82</td>
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<tr>
<td># Consumer complaints against provider</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>-</td>
<td>1</td>
<td>4</td>
<td>5</td>
<td>16</td>
<td></td>
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<tr>
<td>% Consumer complaints against provider</td>
<td>25%</td>
<td>100%</td>
<td>25%</td>
<td>-</td>
<td>50%</td>
<td>80%</td>
<td>83%</td>
<td>49.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Consumer complaints against LME/MCO</td>
<td>1</td>
<td>0</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Consumer complaints against LME/MCO</td>
<td>25%</td>
<td>0%</td>
<td>0%</td>
<td>-</td>
<td>0%</td>
<td>20%</td>
<td>0%</td>
<td>8%</td>
<td>10.7%</td>
<td></td>
</tr>
<tr>
<td># Provider complaints against LME/MCO</td>
<td>-</td>
<td>0</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% Provider complaints against LME/MCO</td>
<td>0%</td>
<td>0%</td>
<td>50%</td>
<td>-</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>8%</td>
<td>18.6%</td>
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<tr>
<td># of Other Types of Complaints</td>
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<td>1</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>1</td>
<td>5</td>
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<tr>
<td><strong>Percent of Complaints resolved in 30 days</strong></td>
<td>90.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>-</td>
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</tr>
</tbody>
</table>

(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.