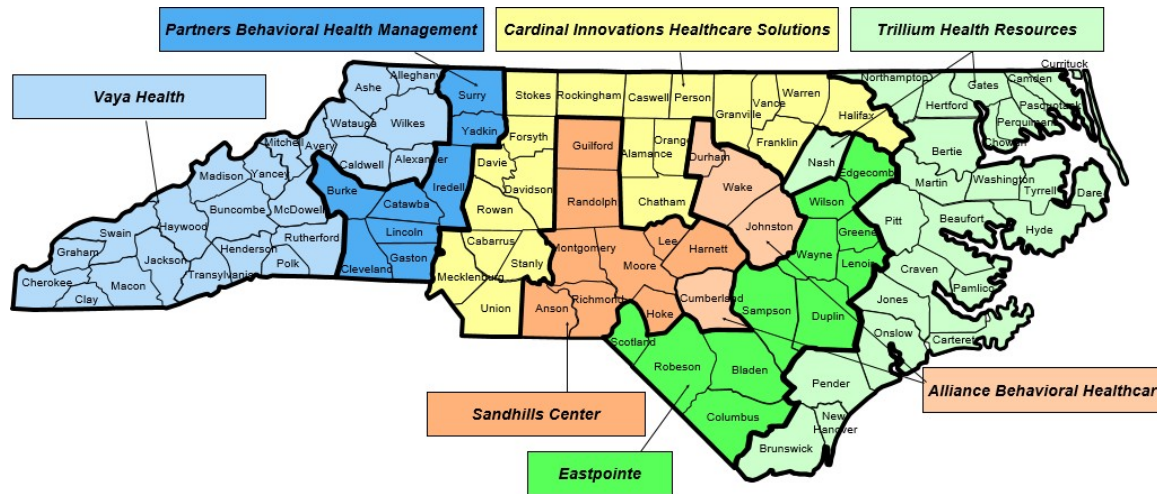


North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities, And
Substance Abuse Services

Local Management Entities/Managed Care Organizations
Administrative Functions Monitoring

Report
July 2018



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 DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



NC DHHS LME/MCO Performance Summary

July 2018 Report

9/7/2018

Meets Standards?

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

Yellow Highlights indicate the MCO did not meet the Standard for one or two consecutive months.

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

EXPLANATIONS

Claims - Alliance - In July 2018, the number of claims appeals and claims appeals overturned spiked this month. One of our providers implemented a new billing system and due to some technical issues missed timely filing deadlines. They filed appeals and we overturned the denials. **IDD Waitlist - Partners** - In July 2018, Partners identified in late FY 18 that some individuals potentially eligible for Innovations who are currently receiving state funded services had not been added to the Registry of Unmet Needs. An initiative was implemented July 1 to address this and has resulted in a significant increase in #s waiting. **% of Readmits assigned to Care Coordination - Trillium** - In July 2018, one member who had an Inpatient readmission was not linked. **% of Calls Abandoned - Trillium** - In July 2018, phone system problems and robo calls contributed to an increase in the abandonment rate.

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

July 2018 Report

9/7/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	NC Total	STD DEV
Call Center										
Total Number of Calls (re: services for consumers)		4,962	5,303	3,081	3,085	2,447	4,139	2,204	25,221	
# of Calls Abandoned		35	109	46	39	82	33	62	406	
% of calls Abandoned	<5%	0.7%	2.1%	1.5%	1.3%	3.4%	0.8%	2.8%	1.6%	
Avg Speed to Answer Calls (seconds)	o	6.0	5.0	4.0	7.0	5.0	8.0	5.0	5.7	1.28
# of Calls Answered within 30 seconds		4,890	5,183	3,069	2,991	2,365	4095	2,127	24,720	
% Answered within 30 seconds	95%	98.5%	97.7%	99.6%	97.0%	96.6%	98.9%	96.5%	98.0%	
IDD Wait List										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		3,385	3,319	539	1,219	1,677	1,372	1,060	12,571	
# of Persons on Registry of Unmet Needs for Innovations Waiver		3,187	3,255	529	1,153	1,577	1,357	1,060	12,118	
% of Persons waiting who are on the Reg. of Unmet Needs	o	94%	98%	98%	95%	94%	99%	100%	96%	2%
# of Persons waiting for residential services		-	262	10	93	21	58	-	444	
% of Persons waiting for residential services	o	0%	8%	2%	8%	1%	4%	0%	4%	3%
# of Persons waiting for ADVP		-	233	-	20	79	-	-	332	
% of Persons waiting for ADVP	o	0%	7%	0%	2%	5%	0%	0%	3%	3%
# of Persons waiting for vocational services		-	1	-	2	-	0	-	3	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0%	0%
Service Status of Persons on the Waiting List										
# of Persons on Waitlist receiving B3 Services		436	823	38	173	558	259	256	2,543	
% of Persons on Waitlist receiving B3 Services	o	13%	25%	7%	14%	33%	19%	24%	20%	8%
# of Persons on Waitlist receiving State Services		556	575	123	328	253	298	136	2,269	
% of Persons on Waitlist receiving State Services	o	16%	17%	23%	27%	15%	22%	13%	18%	5%
# of Persons on Waitlist receiving State and/or B3 services (undup)		839	1,249	161	422	811	434	345	4,261	
% of Persons on Waitlist receiving State and/or B3 Services	o	25%	38%	30%	35%	48%	32%	33%	34%	7%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,546	2,070	378	797	866	938	715	8,310	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	75%	62%	70%	65%	52%	68%	67%	66%	7%
Incidents										
Number of Level 2 Critical Incident Reports received		184	329	70	152	129	227	105	1,196	
Number of Level 3 Critical Incident Reports received		28	57	12	27	19	31	28	202	
Transitions to Community Living Initiative¹										
Individuals in In-reach		1,059	1,661	659	633	577	731	904	6,224	
Number of individuals in Transition Planning process		60	54	14	27	19	13	10	197	
Number of Individuals Housed - Total		271	623	208	286	241	266	273	2,168	
Claim/Encounter Processing in NCTracks										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1.5%	11.0%	3.9%	0.8%	9.4%	6.1%	3.5%	5.3%	4%
DMH- % of Claims \$ Value Denied by Date of Service FY17	<5%	4.7%	5.2%	1.3%	4.1%	7.8%	4.6%	4.5%	4.7%	2%
DMH- % of Claims \$ Value Denied by Date of Service FY18	<5%	2.0%	4.0%	1.0%	1.0%	3.0%	2.0%	4.0%	3.0%	1%
DMH- % of Claims \$ Value Denied by Date of Service FY19 YTD	<5%	2.0%	1.0%	2.0%	2.0%	2.0%	5.0%	3.0%	2.0%	1%

¹ Please be aware that June 2018 data is used in this section.

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

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
Medicaid Only**

**July 2018 Report
LME/MCO:**

9/7/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
Persons Served		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
Unduplicated Count of Medicaid Members		215,248	427,847	155,622	139,025	172,762	158,103	192,770	1,461,377	
# Persons Receiving MH Services		13,337	19,482	6,650	7,468	7,872	8,481	9,261	72,551	
% of Members Receiving MH Services	o	6.2%	4.6%	4.3%	5.4%	4.6%	5.4%	4.8%	5.0%	0.6%
# Persons Receiving SA Services		1,223	3,174	1,462	1,534	1,373	1,748	1,544	12,058	
% of Members Receiving SA Services	o	0.6%	0.7%	0.9%	1.1%	0.8%	1.1%	0.8%	0.8%	0.2%
# Persons Receiving DD Services		2,999	6,251	1,503	2,124	1,831	2,022	2,799	19,529	
% of Members Receiving DD Services	o	1.4%	1.5%	1.0%	1.5%	1.1%	1.3%	1.5%	1.3%	0.2%
Unduplicated # that received MH/DD/SA Services		17,044	26,529	8,811	10,478	11,076	11,888	12,176	98,002	
% of Members Receiving MH/DD/SA Services	o	7.9%	6.2%	5.7%	7.5%	6.4%	7.5%	6.3%	6.7%	0.8%
Community Psychiatric Hospitalization		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
# of MH Admissions to Community Psychiatric Inpatient		158	429	128	174	118	179	263	1,449	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.73	1.00	0.82	1.25	0.68	1.13	1.36	0.99	0.24
# of MH Admissions that were Readmissions within 30 days		12	35	23	23	11	21	46	171	
% of MH Admissions that were Readmissions within 30 days	o	7.6%	8.2%	18.0%	13.2%	9.3%	11.7%	17.5%	11.8%	3.9%
# of MH Inpatient Discharges		206	326	141	171	136	185	268	1,433	
MH Inpt Average Length of Stay (days)	o	14.0	9.1	10.0	3.7	4.6	8.2	7.2	8.4	3.20
# of SA Admissions to Community Psychiatric Inpatient		13	34	11	6	24	20	6	114	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.06	0.08	0.07	0.04	0.14	0.13	0.03	0.08	0.04
# of SA Admissions that were Readmissions within 30 days		2	4	0	2	5	3	1	17	
% of SA Admissions that were Readmissions within 30 days	o	15%	12%	0%	33%	21%	15%	17%	15%	9.3%
# of SA Inpatient Discharges		16	22	10	7	18	23	6	102	
SA Inpt Average Length of Stay (days)	o	6.9	7.7	5.0	3.6	4.6	6.7	4.5	6.1	1.41
Care Coordination		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
# of MH and SA Readmits assigned to a Care Coordinator		13	39	23	25	16	23	46	185	
% of Readmits assigned to Care Coordination	85.0%	92.9%	100.0%	100.0%	100.0%	100.0%	95.8%	97.9%	98.4%	
Emergency Dept Utilization (3 month lag)		Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	Apr-18	
# of ED Admits for persons with MHDDSA diagnoses		288	1179	329	283	389	372	385	3,225	
Rate of ED Admits per 1,000 Medicaid Members	o	1.30	2.59	1.91	1.90	2.23	2.29	1.87	2.2	0.38
# of ED Admits for persons who are active consumers		89	665	89	139	121	130	210	1,443	
% of ED Admits that were for active consumers	o	31%	56%	27%	49%	31%	35%	55%	45%	11.4%
# of ED Admits which were readmissions within 30 days		34	273	39	28	61	57	22	514	
% of ED Admissions Readmitted within 30 days	o	12%	23%	12%	10%	16%	15%	6%	15.9%	5.1%
Authorization Requests		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
Total Number of Auth Requests Received		4,417	6,646	1,835	3,388	2,162	3,003	3,072	24,523	
# Standard Auth. Request Decisions		3,739	5,499	1,424	3,178	1,572	2,437	2,098	19,947	
# Standard Auth Requests Processed in 14 Days		3,738	5,484	1,424	3,153	1,572	2,436	2,098	19,905	
% Processed in 14 Days	95.0%	100.0%	99.7%	100.0%	99.2%	100.0%	100.0%	100.0%	99.8%	0.3%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		678	1,147	411	210	590	566	974	4,576	
# Expedited and Inpatient Auth Requests Processed in 3 Days		677	1,143	411	210	590	566	974	4,571	
% Processed in 3 Days	95.0%	99.9%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.7%	100.0%	99.3%	100.0%	100.0%	100.0%	99.8%	0.3%

**MCO Monthly Monitoring Report
Medicaid Only**

**July 2018 Report
LME/MCO:**

9/7/2018

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		54	189	97	261	49	57	20	727	
% of Total Auth Requests Denied for Clinical Reasons	o	1.2%	2.8%	5.3%	7.7%	2.3%	1.9%	0.7%	3.0%	2.3%
# of Administrative Denials		24	0	25	40	-	24	65	178	
% of Total Auth Requests Denied for Admin Reasons	o	0.5%	0.0%	1.4%	1.2%	0.0%	0.8%	2.1%	0.7%	0.7%
Total # of Auth Requests Denied		78	189	122	301	49	81	85	905	
% of Total Auth Requests Approved	o	98.2%	97.2%	93.4%	91.1%	97.7%	97.3%	97.2%	96.3%	2.5%
Number of Consumer Authorization Appeals received		17	23	11	45	8	6	12	122	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	1.0	0.9	1.2	4.3	0.7	0.5	1.0	1.2	1.21
Number of Authorizations overturned due to Consumer Appeals		1	1	-	1	3	1	-	7	
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15
Total # Clean Claim Received during Month (detail lines)		96,608	165,433	54,670	96,976	47,524	83,371	77,208	621,790	
Rate of Claims Rcpt per Person Served	o	5.7	6.2	6.2	9.3	4.3	7.0	6.3	6.3	1.39
# Paid		88,702	151,495	48,227	83,474	46,169	72,076	70,678	560,821	
# Denied		7,904	13,929	6,443	13,488	1,355	11,172	6,530	60,821	
# Pended or in Process		2	9	-	14	-	123	-	148	
Percent Denied	o	8.2%	8.4%	11.8%	13.9%	2.9%	13.4%	8.5%	9.8%	3.5%
# Paid or Denied within 30 Days		93,980	165,420	54,232	96,976	47,524	80,845	77,208	616,185	
Percent Processed within 30 Days	90.0%	97.3%	100.0%	99.2%	100.0%	100.0%	97.0%	100.0%	98.9%	1.3%
Avg # days for Processing (from Receipt to Payment)	o	8	8	7	8	8	9	7	7.8	0.65
Number of Provider claim Appeals received		489	0	3	0	0	2	0	494	
Rate of Provider Claim appeals per 1,000 persons served	o	28.7	0.0	0.3	0.0	0.0	0.2	0.0	5.0	10.01
Number of claim denials overturned due to Provider Appeals		410	0	0	0	0	0	0	410	
Complaints/Grievances		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18
Total number of complaints received (1 month prior)		57	36	15	5	9	16	14	152	
Rate of Complaints per 1,000 Persons Served	o	3.00	1.17	1.40	0.38	0.70	1.08	0.85	1.6	0.79
# Consumer complaints against provider		22	28	11	4	-	10	8	83	
% Consumer complaints against provider	o	39%	78%	73%	80%	0%	63%	57%	55%	26.3%
# Consumer complaints against LME/MCO		-	8	1	1	-	1	4	15	
% Consumer complaints against LME/MCO	o	0%	22%	7%	20%	0%	6%	29%	10%	10.6%
# Provider complaints against LME/MCO		-	0	-	-	1	2	-	3	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	11%	13%	0%	2%	5.3%
# of Other Types of Complaints		35	0	3		8	3	2	51	
# of Complaints Resolved in 30 Days		57	36	15	5	9	16	14	152	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Program Integrity--Fraud, Waste and Abuse		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	16	11	8	5	7	10	64	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		30	49	6	52	12	95	4	248	
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		1	7	2	0	0	0	2	12	

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.

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

July 2018 Report
LME/MCO:

9/7/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
Persons Served		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
Estimated number of Uninsured in Catchment Area		167,581	311,096	84,198	93,680	113,741	114,321	137,401	1,022,018	
# Persons Receiving MH Services		3,347	3,566	1,435	1,774	1,745	2,440	2,343	16,650	
% of Uninsured Receiving MH Services	o	2.0%	1.1%	1.7%	1.9%	1.5%	2.1%	1.7%	1.6%	0.30%
# Persons Receiving SA Services		1,322	2,460	627	1,107	783	1,389	1,769	9,457	
% of Uninsured Receiving SA Services	o	0.8%	0.8%	0.7%	1.2%	0.7%	1.2%	1.3%	0.9%	0.24%
# Persons Receiving DD Services		663	862	457	440	506	229	331	3,488	
% of Uninsured Receiving DD Services	o	0.4%	0.3%	0.5%	0.5%	0.4%	0.2%	0.2%	0.3%	0.12%
Unduplicated # Persons Receiving MH/DD/SA Services		5,199	6,464	2,303	3,104	3,034	3,948	3,683	27,735	
% of Uninsured Receiving MH/DD/SA Services	o	3.1%	2.1%	2.7%	3.3%	2.7%	3.5%	2.7%	2.7%	0.43%
Community Psychiatric Hospitalization (1)		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
# of MH Admissions to Community Psychiatric Inpatient		153	343	8	290	84	119	220	1,217	
Rate of MH Admissions per 1,000 Uninsured	o	0.91	1.10	0.10	3.10	0.74	1.04	1.60	1.19	0.87
# of MH Admissions that were Readmissions within 30 days		7	6	0	21	3	3	17	57	
% of MH Admissions that were Readmissions within 30 days	o	5%	2%	0%	7%	4%	3%	8%	4.7%	2.62%
# of MH Inpatient Discharges		180	213	9	270	100	102	230	1,104	
MH Inpt Average Length of Stay (days)	o	7.7	5.4	5.5	5.8	2.9	6.9	7.0	6.1	1.46
# of SA Admissions to Community Psychiatric Inpatient		10	37	11	13	44	26	36	177	
Rate of SA Admissions per 1,000 Uninsured	o	0.06	0.12	0.13	0.14	0.39	0.23	0.26	0.17	0.10
# of SA Admissions that were Readmissions within 30 days		0	1	1	3	2	1	2	10	
% of SA Admissions that were Readmissions within 30 days	o	0%	3%	9%	23%	5%	4%	6%	6%	7.1%
# of SA Inpatient Discharges		11	38	12	22	54	27	36	200	
SA Inpt Average Length of Stay (days)	o	5.5	4.4	4.9	4.0	3.9	4.1	6.3	4.6	0.84
Authorizations		Jul-18	Jul 2018	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	Jul-18	
Total Number of Auth Requests Received		1,095	2,649	909	2,430	1,112	572	705	9,472	
# Standard Auth. Request Decisions		831	1,676	690	2,106	716	293	148	6,460	
# Standard Auth Requests Processed in 14 Days		831	1,675	690	2,105	716	293	148	6,458	
% Processed in 14 Days	95.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		264	973	219	324	396	279	557	3,012	
# Expedited and Inpatient Auth Requests Processed in 3 Days		264	970	219	324	396	279	557	3,009	
% Processed in 3 Days	95.0%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	0.00
# of Auth Requests Denied for Clinical Reasons		3	18	38	27	3	7	-	96	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.7%	4.2%	1.1%	0.3%	1.2%	0.0%	1.0%	1.3%
# of Administrative Denials		1	2	20	8	-	12	9	52	
% of Total Auth Requests Denied for Admin Reasons	o	0.1%	0.1%	2.2%	0.3%	0.0%	2.1%	1.3%	0.5%	0.9%
Total # of Auth Requests Denied		4	20	58	35	3	19	9	148	
% of Total Auth Requests Approved	o	100%	99%	94%	99%	100%	97%	99%	98%	2.0%
Number of Consumer Authorization Appeals received		1	1	2	1	-	3	1	9	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.2	0.2	0.9	0.3	-	0.8	0.3	0.3	0.28
Number of Authorizations overturned due to Consumer Appeals		-	0	-	-	-	-	-	-	

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

July 2018 Report
LME/MCO:

9/7/2018

Monitoring Areas	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya	Trillium	Statewide	STD DEV
Claims		6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	6/16 - 7/15	
Total # Clean Claim Received during Month (header)		31,666	26,900	10,579	25,217	5,424	21,509	17,158	138,453	
Rate of Claims Rcpt per Person Served	o	6.09	4.16	4.59	8.12	1.79	5.45	4.66	4.99	1.79
# Paid		28,649	19,404	9,752	19,945	5,253	17,071	15,934	116,008	
# Denied		3,017	7,496	827	5,272	171	4,435	1,224	22,442	
# Pended or in Process			0	-	-	-	3	-	3	
Percent Denied	o	9.5%	27.9%	7.8%	20.9%	3.2%	20.6%	7.1%	16.2%	8.5%
# Paid or Denied within 30 Days		29,123	26,899	10,579	25,217	5,422	20,006	17,158	134,404	
Percent Processed within 30 Days	90.0%	92.0%	100.0%	100.0%	100.0%	100.0%	93.0%	100.0%	97.1%	0.03
Avg # days for Processing (from Receipt to Payment)	o	11.0	8.0	7.0	8.3	8.2	8.4	7.6	8.5	1.17
Complaints		Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	Jun-18	
Total number of complaints received (1 month prior)		5	9	7	1	4	4	5	35	
Rate of Complaints per 1,000 Persons Served	o	0.87	1.44	2.72	0.30	1.11	0.90	1.05	1.26	0.70
# Consumer complaints against provider		3	6	1	1	1	4	1	17	
% Consumer complaints against provider	o	60%	67%	14%	100%	25%	100%	20%	49%	33.8%
# Consumer complaints against LME/MCO		-	1	1	-	-	-	1	3	
% Consumer complaints against LME/MCO	o	0%	11%	14%	0%	0%	0%	20%	9%	7.9%
# Provider complaints against LME/MCO		-	0	1	-	1	-	-	2	
% Provider complaints against LME/MCO	o	0%	0%	14%	0%	25%	0%	0%	6%	9.3%
# of Other Types of Complaints		2	2	4	-	2	-	3	13	
# of Complaints Resolved in 30 Days		5	9	7	1	4	4	5	35	
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 consecutive months.				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.