



# Mecklenburg County

MeckLINK Behavioral Healthcare  
Monthly Update and Budget Amendments

March 19, 2013



# Agenda

- Overview of operations since March 1
- Customer service to consumers and providers
- Revenue terms for managed care
- FY13 requested budget amendments



# Key Go-Live Metrics

## March 1 – March 14

Key Metrics	March 1 – March 14 Cumulative Totals
Authorizations Reviewed	1,234
Authorizations Approved	983
Clinical Denials	8
Administrative Denials	243
Calls Received	3,030
Average speed of Answer	10 seconds
Claims Approved	3,828
Claims Denied	2,312



# MeckLINK Customer Service

## 24 Hour Customer Service Call Center



**Local: 704-336-6404**

**Toll free: 877-700-3001**

**TTY: 704-432-3452**



# Customer Service to Consumers

- Triage a crisis or emergency call
- Assess service needs
- Refer to appropriate service providers
- Schedule appointments with providers
- Identify eligibility for care coordination
- Provide general information about resources



# Customer Service to Providers

- Weekly HotSheets
- Weekly Training Sessions
- Monthly Info-Share Sessions
- Assigned Support Teams with members from:
  - Claims
  - Provider Operations
  - Information Technology
  - Utilization Management



# Managed Care Revenue Terms

**Capitation** - fixed monthly rate per Medicaid enrollee (consumer) paid by the state to MeckLINK to provide covered services to the enrollee

➤ *Payment is made regardless of enrollee utilization of services or actual cost incurred by MeckLINK to provide the services.*

**Per Member per Month (PMPM)** - method of presenting revenue or cost on a per member basis



# FY13 Budget (March – June)

Description	MCO Activity Medicaid Waiver Managed Care	LME Activity Non-Medicaid Services	Total MeckLINK Budgeted
Revenue	73,500,000	18,200,000	91,700,000
Behavioral Health Service Expense	63,798,000	14,196,000	77,994,000
Gross Margin	9,702,000	4,004,000	13,706,000
Salary & Benefits	4,478,556	1,360,000	5,838,556
Non Salary Administrative Expense	3,753,444	2,644,000	6,397,444
Total Administrative Expense	8,232,000	4,004,000	12,236,000
Surplus from Operations	1,470,000	-	1,470,000
Risk Reserve	1,470,000	-	1,470,000
Balance	-	-	-





# Appropriate Medicaid Revenue

**Requested action:** Recognize and appropriate \$68,500,000 in additional Medicaid revenue

Projected FY13 Medicaid revenue	\$73,500,000
less amount recognized 3/5	-5,000,000
<b>Amount to recognize 3/19</b>	<b>\$68,500,000</b>



# Transfer Funding to MeckLINK

**Requested action:** Authorize the transfer of up to \$18,200,000 in County, State and Federal funding from General Fund to MeckLINK Fund

## **Reasons for transfer of existing funds:**

- Establish MeckLINK as distinct line of business
- Adhere to state reporting requirements