

MCO Monthly Monitoring Report
Medicaid Only, except where noted

LME/MCO: **Cardinal Innovations Healthcare Solutions**
Light Blue Highlighted cells contain locked formulas.

Completed by: **Colleen Konicky**
 Phone #: **704-939-7753**

Date: **9/18/2013**

Monitoring Area	Standard	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	YTD
Persons Served														
Unduplicated Count of Medicaid Members		184,414	184,188	183,971	183,889	186,889	187,082	187,082	187,082					
Unduplicated # that received MH/DD/SA Services		14,518	14,411	14,496	14,758	14,719	17,951	15,796	10,268					
% of Members Receiving MH/DD/SA Services		7.9%	7.8%	7.9%	8.0%	7.9%	9.6%	8.4%	5.5%					
Community Psychiatric Hospitalization														
Number of Admissions to Community Psychiatric Inpatient		178	143	133	177	190	151	141	162					1,275
Rate of Admissions per 1,000 Medicaid Members		0.97	0.78	0.72	0.96	1.02	0.81	0.75	0.87					
# of Admissions that were Readmissions within 30 days		6	6	2	17	4	18	10	6					69
% of Readmits assigned to Care Coordination	85%	50%	67%	100%	100%	100%	83%	100%	100%					
Call Center (Medicaid and Non-Medicaid)														
Total Number of Calls (re: services for consumers)		4,445	3,864	4,162	4,351	4,598	3,606	4,083	4,186					33,295
# of Calls Abandoned		109	58	81	94	112	89	96	80					719
% of calls Abandoned	<5%	2.5%	1.5%	1.9%	2.2%	2.4%	2.5%	2.4%	1.9%					2.2%
Avg Speed to Answer Calls (seconds)		6.0	5.0	6.0	6.0	7.0	6.0	5.0	5.0					
# of Calls Answered within 30 seconds		4,020	3,624	3,899	4,031	4,249	3,411	3,817	3,762					30,813
% Answered within 30 seconds	95%	90.4%	93.8%	93.7%	92.6%	92.4%	94.6%	93.5%	89.9%					92.5%
Authorization Requests														
Total Number of Auth Requests Received		4,432	4,109	4,365	4,212	3,914	3,658	3,705	3,603	-	-	-	-	31,998
# Standard Auth. Request Decisions		4,391	4,069	4,326	4,146	3,847	3,605	3,658	3,541					31,583
# Standard Auth Requests Processed in 14 Days		4,193	3,873	4,149	3,968	3,732	3,548	3,525	3,422					30,410
% Processed in 14 Days	95%	95.5%	95.2%	95.9%	95.7%	97.0%	98.4%	96.4%	96.6%					96.3%
# Auth Requests requiring Expedited Decisions		41	40	39	66	67	53	47	62					415
# Expedited Auth Requests Processed in 3 Days		40	37	36	57	57	42	47	53					369
% Processed in 3 Days	95%	97.6%	92.5%	92.3%	86.4%	85.1%	79.2%	100.0%	85.5%					88.9%
Total % of Auth Requests Processed in Required Timeframes	95%	95.5%	95.2%	95.9%	95.6%	96.8%	98.1%	96.4%	96.4%					96.2%
# of Auth Requests Denied for Clinical Reasons		40	49	35	43	32	26	29	44					298
% of Total Auth Requests Denied for Clinical Reasons		0.9%	1.2%	0.8%	1.0%	0.8%	0.7%	0.8%	1.2%					0.9%
# of Administrative Denials		592	623	650	557	447	512	471	606					4,458
% of Total Auth Requests Denied for Admin Reasons		13.4%	15.2%	14.9%	13.2%	11.4%	14.0%	12.7%	16.8%					13.9%
Total # of Auth Requests Denied		632	672	685	600	479	538	500	650					4,756
% of Total Auth Requests Approved		85.7%	83.6%	84.3%	85.8%	87.8%	85.3%	86.5%	82.0%					85.1%
Number of Consumer Authorization Appeals received		9	8	4	2	1	3	5	3					35
Rate of Consumer Auth. Appeals per 1,000 persons svd		0.6	0.6	0.3	0.1	0.1	0.2	0.3	0.3					
Number of Authorizations overturned due to Consumer Appeals		1	4	-	-	-	1	2	-					8
Claims														
Total # Received during Month		187,351	162,017	188,940	187,457	177,595	168,615	151,769	175,760	-	-	-	-	1,399,504
Rate of Claims Rcpt per Person Served		12.9	11.2	13.0	12.7	12.1	9.4	9.6	17.1					
# Paid		133,860	123,822	136,012	152,970	148,280	135,252	121,857	143,295					1,095,348
# Denied		29,759	34,677	42,736	32,142	27,469	31,685	28,033	30,901					257,402
# Pended or in Process		23,732	3,518	10,192	2,345	1,846	1,678	1,879	1,564					46,754
Percent Denied		18.2%	21.9%	23.9%	17.4%	15.6%	19.0%	18.7%	17.7%					19.0%
# Paid or Denied within 30 Days		163,601	158,464	178,722	185,071	175,749	166,937	149,890	174,196					1,352,630
Percent Processed within 30 Days	90%	87.3%	97.8%	94.6%	98.7%	99.0%	99.0%	98.8%	99.1%					96.7%
Avg # days for Processing (from Receipt to Payment)		13	13	12	11	9	8	8	8					
Number of Provider claim Appeals received		9	92	13	18	8	10	7	11					168
Rate of Provider Claim appeals per 1,000 persons served		0.6	6.4	0.9	1.2	0.5	0.6	0.4	1.1					
Number of claim denials overturned due to Provider Appeals		3	84	7	13	1	5	1	2					116
Complaints/Grievances														
Total number of complaints received		35	36	39	44	35	19	19	31	0	0	0	0	258
Rate of complaints per 1,000 persons served		2.4	2.5	2.7	3.0	2.4	1.1	1.2	3.0					
# Consumer complaints against provider		30	30	29	26	19	13	13	21					181
% Consumer complaints against provider		86%	83%	74%	59%	54%	68%	6%	68%					70%
# Consumer complaints against LME/MCO		5	6	10	15	13	5	6	10					70
% Consumer complaints against LME/MCO		14%	17%	26%	34%	37%	26%	32%	32%					27%
# Provider complaints against LME/MCO		0	0	0	3	3	1	0	0					7

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Monitoring Area	Standard	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	YTD
% Provider complaints against LME/MCO		0%	0%	0%	7%	9%	5%	0%	0%					3%
SFYTD Percent of Complaints resolved in 30 days	90%	91%	87%	90%	88%	87%	87%	89%	80%					
Incidents (Medicaid and Non-Medicaid)														
Number of Level 2 Critical Incident Reports received		103	93	116	114	107	92	106	117					848
Number of Level 3 Critical Incident Reports received		14	9	15	11	12	13	12	18					104
Program Integrity--Fraud, Waste and Abuse														
Number of Provider fraud and abuse cases under investigation by LME/MCO-New					3	4	2	1	0					10
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month					5	4	2	2	1					14
Number of Enrollee fraud and abuse cases investigated by LME/MCO					0	0	0	0	0					0
Number of Cases Referred to DMA Program Integrity					2	3	1	0	1					7

LME/MCO Monthly Monitoring Report
State/Block Grant Only

Completed by: **Colleen Konicky**
 SFY201 Phone #: **704-939-7753**

Date: **9/18/2013**

Monitoring Areas	Standard	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Avg
Persons Served														
Estimated number of Uninsured in Catchment Area		207,735	207,735	207,735	207,735	207,735	207,735	207,735	207,735					
# Persons Receiving MH Services		3,007	2,821	2,894	2,938	2,805	2,287	2,425	2,345					
% of Uninsured Receiving MH Services		1.4%	1.4%	1.4%	1.4%	1.4%	1.1%	1.2%	1.1%					
# Persons Receiving SA Services		1,236	1,118	1,106	1,096	1,087	901	1,049	968					
% of Uninsured Receiving SA Services		0.6%	0.5%	0.5%	0.5%	0.5%	0.4%	0.5%	0.5%					
# Persons Receiving DD Services		860	819	790	862	870	792	730	684					
% of Uninsured Receiving DD Services		0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.3%					
Unduplicated # Persons Receiving MH/DD/SA Services		5,191	4,814	4,846	4,681	4,553	3,766	3,909	3,700					
% of Uninsured Receiving MH/DD/SA Services		2.5%	2.3%	2.3%	2.3%	2.2%	1.8%	1.9%	1.8%					
Community Psychiatric Hospitalization														
Number of Admissions to Community Psychiatric Inpatient		145	152	151	152	174	176	179	165					2,203
Rate of Admissions per 1,000 Uninsured Population		0.70	0.73	0.73	0.73	0.84	0.85	0.86	0.79					
# of Admissions that were Readmissions within 30 days		7	9	10	13	4	10	18	8					138
Authorizations														
Total Number of Auth Requests Received		1,285	1,226	1,611	1,341	1,127	1,851	1,444	1,340	-	-	-	-	20,007
# Standard Auth. Request Decisions		1,282	1,223	1,589	1,324	1,119	1,842	1,418	1,319					19,842
# Standard Auth Requests Processed in 14 Days		1,267	1,207	1,568	1,311	1,117	1,828	1,411	1,317					19,682
% Processed in 14 Days	95%	99%	99%	99%	99%	100%	99%	100%	100%					99%
# Auth Requests requiring Expedited Decisions		3	3	22	17	8	9	26	21					165
# Expedited Auth Requests Processed in 3 Days		3	2	17	12	6	8	23	21					147
% Processed in 3 Days	95%	100%	67%	77%	71%	75%	89%	88%	100%					89%
Total % of Auth Requests Processed in Required Timeframes	95%	99%	99%	98%	99%	100%	99%	99%	100%					99%
# of Auth Requests Denied for Clinical Reasons		3	6	3	-	1	3	2	4					35
% of Total Auth Requests Denied for Clinical Reasons		0.2%	0.5%	0.2%	0.0%	0.1%	0.2%	0.1%	0.3%					0.2%
# of Administrative Denials		113	134	166	147	71	197	170	223					1,935
% of Total Auth Requests Denied for Admin Reasons		8.8%	10.9%	10.3%	11.0%	6.3%	10.6%	11.8%	16.6%					9.7%
Total # of Auth Requests Denied		116	140	169	147	72	200	172	227	-	-	-	-	1,970
% of Total Auth Requests Approved		91%	89%	90%	89%	94%	89%	88%	83%					90%
Number of Consumer Authorization Appeals received		-	-	-	-	-	-	-	-					-
Rate of Consumer Auth. Appeals per 1,000 persons svd														
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	-					-
Claims														
Total # Received during Month		44,092	50,944	53,448	48,718	50,807	52,219	50,384	51,474	-	-	-	-	743,875
Rate of Claims Rcpt per Person Served		8.49	10.58	11.03	10.41	11.16	13.87	12.89	13.91					
# Paid		32,834	31,715	32,984	30,667	32,994	28,292	23,221	33,588					448,395
# Denied		11,239	19,215	20,447	18,034	17,798	23,825	27,113	17,834					294,322
# Pended or in Process		19	14	17	17	15	35	50	52					1,158
Percent Denied		25.5%	37.7%	38.3%	37.0%	35.0%	45.7%	53.9%	34.7%					39.6%
# Paid or Denied within 30 Days		44,073	50,930	53,460	48,701	50,792	52,117	50,334	51,422					742,044
Percent Processed within 30 Days	90%	100%	100%	100%	100%	100%	100%	100%	100%					100%
Avg # days for Processing (from Receipt to Payment)		10.2	12.9	10.9	12.0	10.0	9.0	8.9	8.8					
Complaints														
Total number of complaints received		11	17	14	14	10	4	6	19	-	-	-	-	156
Rate of Complaints per 1,000 Persons Served		2.12	3.53	2.89	2.99	2.20	1.06	1.53	5.14					
# Consumer complaints against provider		4	7	6	7	6	3	3	12					91
% Consumer complaints against provider		36%	41%	43%	50%	60%	75%	50%	63%					58%
# Consumer complaints against LME/MCO		2	3	1	2	3	-	1	3					20
% Consumer complaints against LME/MCO		18%	18%	7%	14%	30%	0%	17%	16%					13%
# Provider complaints against LME/MCO		5	7	7	5	1	1	2	4					45
% Provider complaints against LME/MCO		45%	41%	50%	36%	10%	25%	33%	21%					29%
SFYTD Percent of Complaints resolved in 30 days	90%	82%	82%	82%	82%	83%	84%	100%	92%					