

MAC Binder Section 4 –Reports

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Located online at <http://chfs.ky.gov/dms/mac.htm>

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Provides monthly aggregates of Disenrollment within each month; each cause has its own section.

2 – Fair Hearing Report 041516:

Provides a fourteen-month aggregate of Fair Hearings for FFS and each MCO.

3 – MCO Dashboard Report March 2016:

Provide aggregate totals for each measure by MCO; each MCO has its own section within the report.

4 – Waiver Dashboard Report February 2016:

Provides monthly aggregates of waiver measures within the calendar year; each waiver has its own section within the report.

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Provides monthly aggregates of waiver measures within the calendar year; each waiver has its own section within the report.



Department for Medicaid Services Division of Quality and Outcomes



Disenrollment for Cause Report

February 2016

Summary

The Disenrollment for Cause process is regulated by 907 KAR 17:010, Section 2 and 42 CFR438.56. Disenrollment request information is based on members written requests and investigations conducted by the nurses in The Disease and Case Management Branch, Division of Program Quality and Outcomes. Investigation techniques include: interviewing the members/families who submit the requests, communicating with the health care providers, communicating with MCO (Managed Care Organizations) representatives, conducting online research, as well as consulting with other medical professionals in DMS.

General Review Procedures

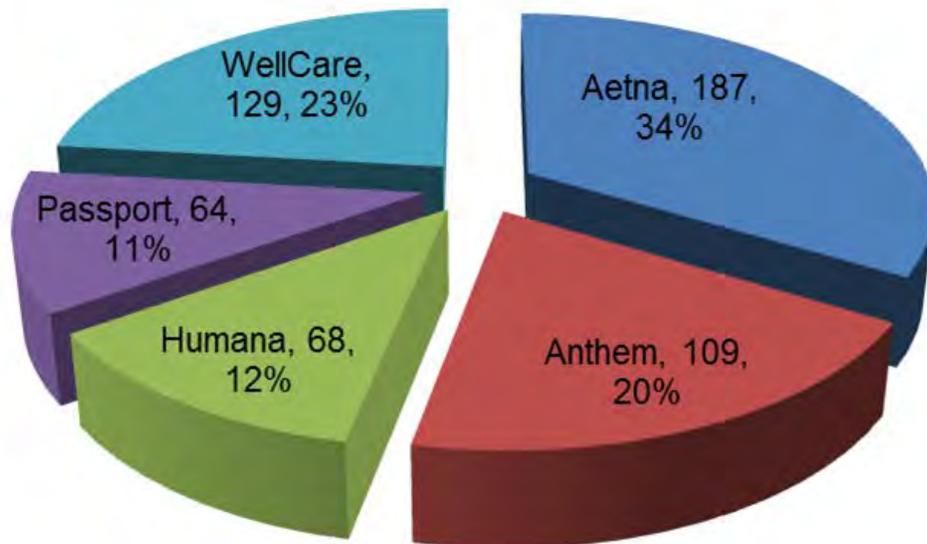
- All cases with valid signatures were investigated by DMS medical professionals.
- DMS medical professionals issued an initial inquiry email for each case to the member's current MCO as soon as the cases were assigned to them.
- MCOs were given appropriate timeframe to respond to DMS' inquiries.
- MCOs were given opportunities to resolve the problems before decisions for disenrollment requests were rendered.
- Physicians' offices were contacted to verify their participation in the MCO network(s).
- Members were contacted by DMS medical professionals for further information.
- All documentation was scanned and archived.
- All correspondence between DMS, providers, and members was documented and archived.
- An approval/denial letter was mailed to the member when a decision was made.
- Members with complicated medical needs were referred to members' MCO for case management services.

Statewide Data

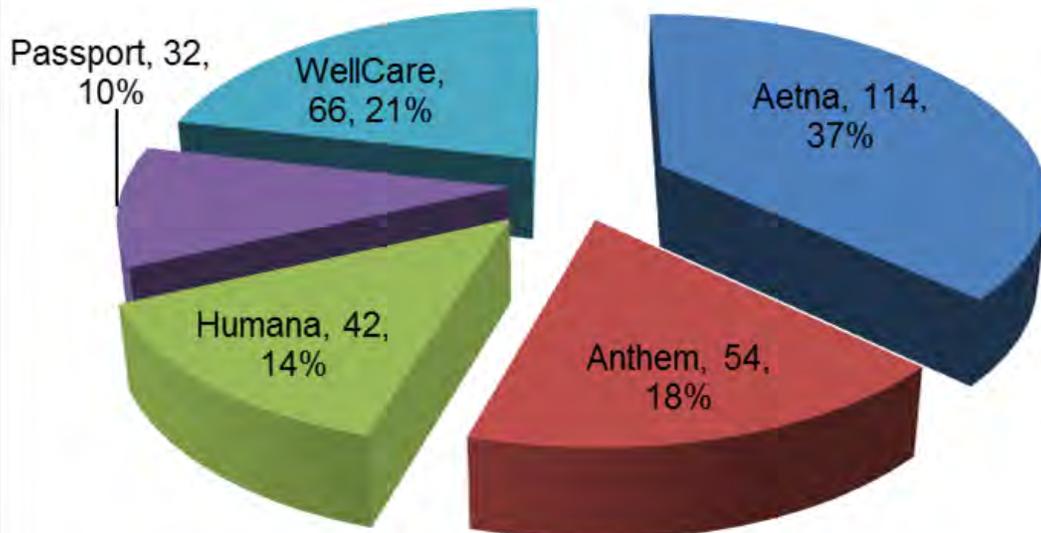
- Total Disenrollment for Cause requests received during the month of February 2016 was 557.
- Of the 557 requests received, 55.3% (308) were approved, 249 cases were denied.
- Each MCO had less than 1% of their total membership submit a Disenrollment for Cause request during the month of February 2016.
- Highest percentage – Anthem, approx. 0.11% of total membership requesting disenrollment.
- The requests to disenroll from the member's current MCO in February 2016 were as follows:

	Number of Requests From	Number of Approval	Percentage of Approval
Aetna	187	114	60.96%
Anthem	109	54	49.54%
Humana	68	42	61.76%
Passport	64	32	50.00%
WellCare	129	66	51.16%
Total	557	308	55.30%

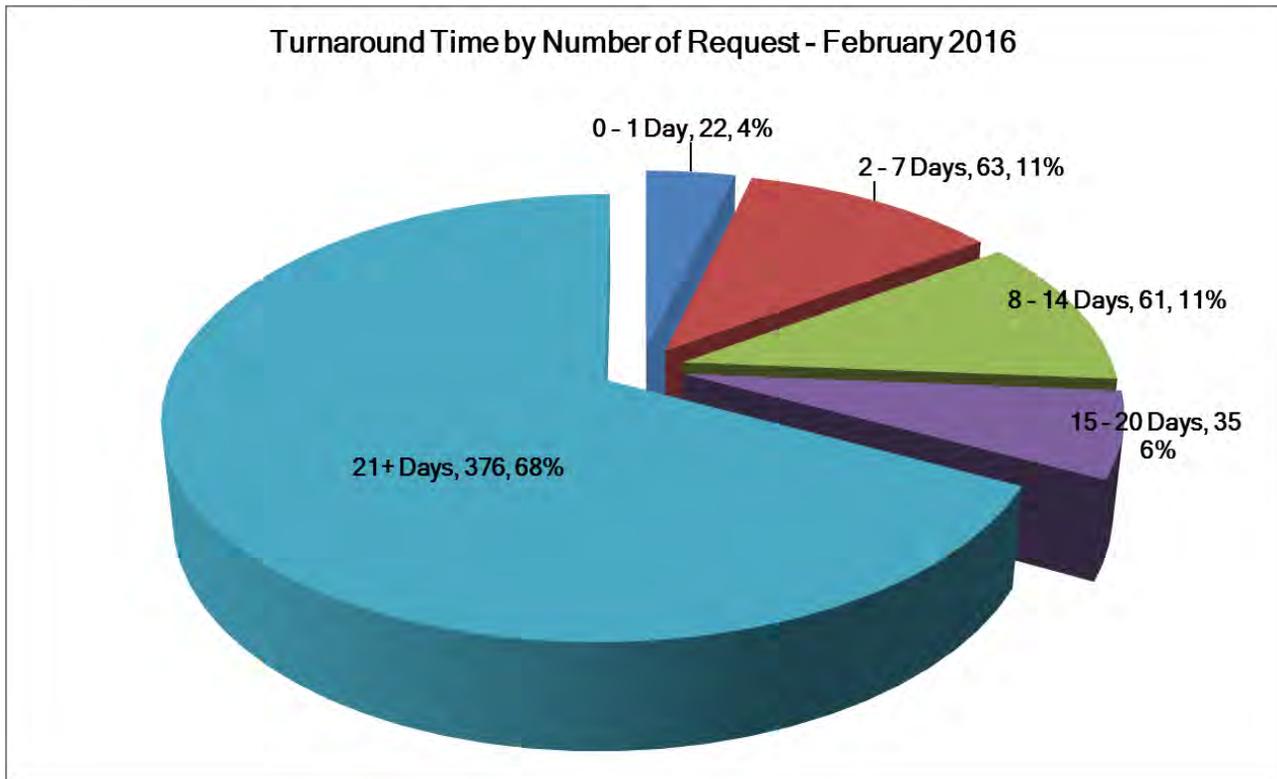
Disenrollment Requests from MCO February 2016



Approved Disenrollment Requests from MCO February 2016



Turnaround time



- Less than a third (32%) of the disenrollment requests submitted in February 2016 were processed and disposed within 21 calendar days by DMS. This percentage is lower than the number in January 2016 (64%), and a much lower number compared to December 2015 (90%), and November 2015 (99%).
- The possible reasons for the change of turnaround time:
 - The significant spike of the disenrollment requests submitted in January 2016, and that has caused tremendous administrative backlog.
 - Shortage of staff: manpower for the disenrollment review team had a 25% decrease, and that has been a direct factor contributing to the longer turnaround time.

Comparison of DMS Turnaround Times				
November 2016 to February 2016				
Calendar Days	November 2015	December 2015	January 2016	February 2016
0 - 1 Day	7 case - 7.5%	36 cases - 13%	54 cases - 7%	22 cases - 4%
2 - 7 Days	71 cases - 52%	70 cases - 25%	155 cases - 20%	63 cases - 11%
8 - 14 Days	53 cases - 39%	82 cases - 29%	88 cases - 12%	61 cases - 11%
15 - 20 Days	4 cases - 3%	66 cases - 23%	207 cases - 27%	35 cases - 6%
21+ Days	2 cases - 1%	30 cases - 10%	254 cases - 34%	376 cases - 68%
Total	137	284	758	557

- Approximately 26% of the cases were closed in 2 weeks. This number has gone down from over 95% in November 2015, 67% in December 2015, and 39% in January 2016. Again, the high volume of caseload, backlog, and shortage of staff are the factors contributing to this administrative change.
- There are 181 cases (about 32.5%) that took 30 days or longer to process in February 2016.
- The longest turnaround time in February 2016 is 53 days. Per disenrollment for cause procedure protocol, cases submitted in February, with long turnaround time, the member's desired MCO might not be effective until May 1, 2016. Below are the total numbers of cases approved by effective dates:
 - January 2016 – 1 cases
 - February 2016 – 15 cases
 - March 2016 – 90 cases
 - April 2016 – 149 cases
 - May 2016 – 57 cases
- Per DMS historical data, the majority of the disenrollment for cause requests was due to unmet health care needs which were often caused by provider issues. Case Management services from members' current MCO's is crucial to assist

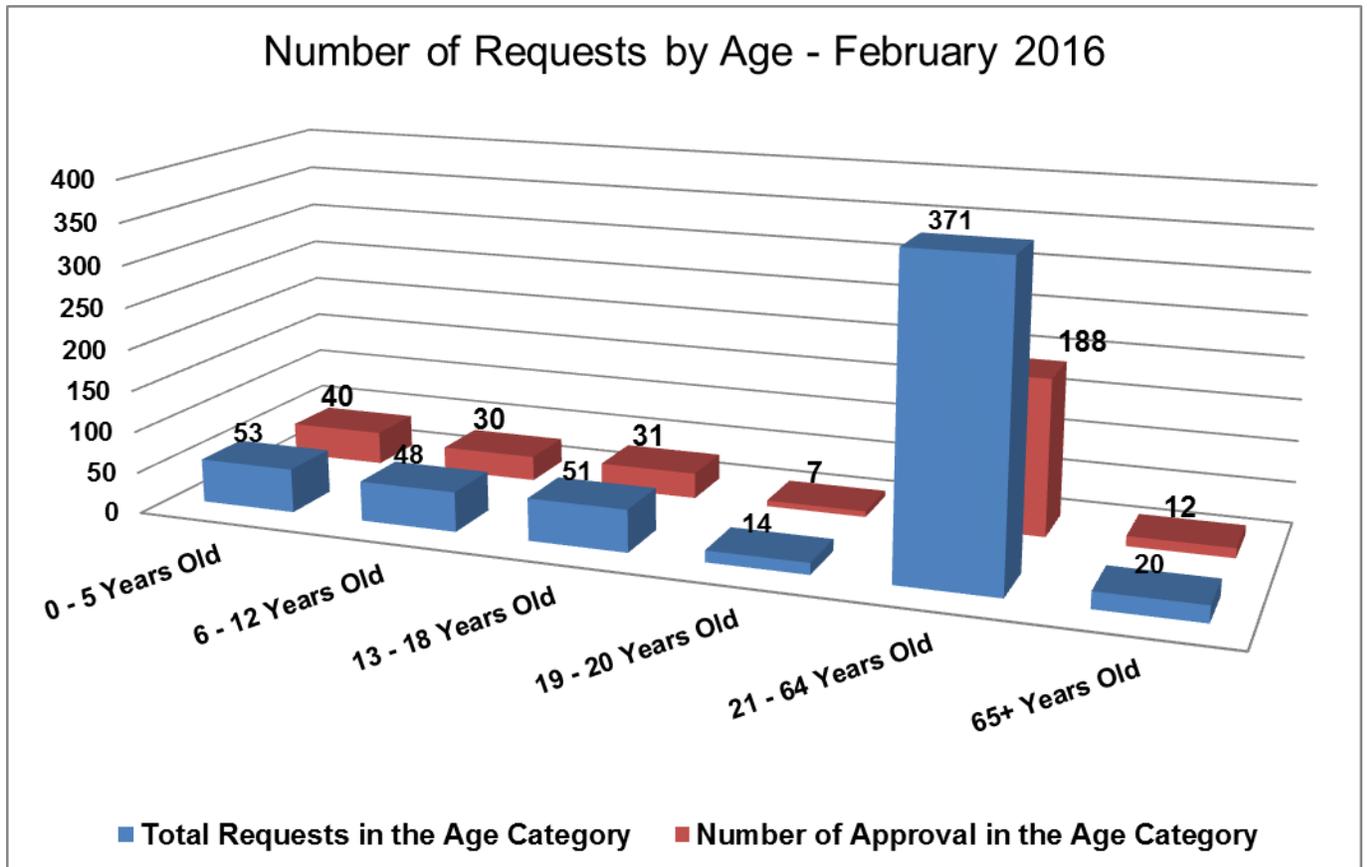
members meeting their health care needs while members waiting for the approval of their disenrollment requests.

- Other possible factors that determine turnaround time
 - Dire need nature of the case.
 - Time required obtaining documentation from other State agencies, such as Department of Community Based Services (DCBS) and Guardianship at Department of Aging and Independent Living (DAIL).
 - The time it takes for the MCO to respond to State requests
 - The time it takes for the members to submit additional document
 - If the required responses from MCO are not received within the given timeframe, the decision of approval or denial will be rendered based on the information given to DMS at the time of decisions.
 - Some cases that are automatically approved or denied due to pre-determined and agreed factors, such as a regional big provider changing policy related to a certain MCO, require shorter turnaround time, as investigation is not necessary to approve or deny the cases.

	In the Same Day	Next Day	2 Days	3 Days	4 Days	5+ Days	Response not Necessary	No Response from MCO
Aetna	12	31	24	53	30	3	33	1
Percentage of all Aetna Cases	6.42%	16.58%	12.83%	28.34%	16.04%	1.60%	17.65%	0.53%
Anthem	5	17	27	36	1	2	21	0
Percentage of all Anthem Cases	4.59%	15.60%	24.77%	33.03%	0.92%	1.83%	19.27%	0.00%
Humana	0	1	13	8	27	3	14	2
Percentage of all Humana Cases	0.00%	1.47%	19.12%	11.76%	39.71%	4.41%	20.59%	2.94%
Passport	0	3	5	27	6	4	17	2
Percentage of all Passport Cases	0.00%	4.69%	7.81%	42.19%	9.38%	6.25%	26.56%	3.13%
WellCare	21	16	9	33	0	1	49	0
Percentage of all WellCare Cases	16.28%	12.40%	6.98%	25.58%	0.00%	0.78%	37.98%	0.00%

- Typical timeframe given to MCO to respond to DMS request is 3 to 4 days.
- MCO Responding to DMS requests by the end of the same day or next business day is often required for dire need cases.
- Decisions for disenrollment requests might be rendered without MCO input if the requested responses are not received by DMS within the given timeframe.
- A couple of reasons for no response from MCO:
 - Response from MCO is not required for cases approved or denied automatically due to pre-determined factors, such as DMS policies, system error, in-network providers' changes, etc.
 - MCO companies failed to respond to DMS requests.
- Due to technology issue, some data of MCO failure-to-respond cases were not captured in the month of February 2016. As a result, they were entered as "Response not Necessary."

Age Distribution



- Of 557 disenrollment requests submitted in February 2016, 152 cases are from population of age 18 or younger, slightly over a quarter (27%) of the requests submitted in February 2016.
- One hundred sixty-six (166) members age 20 or younger who requested disenrollment in February 2016 are also eligible for EPSDT.
- Twenty (20) members requesting disenrollment in February 2016 are also receiving services from Medicare due to age.
- The age group between new born and 5 years old has the highest approval rate (75.5%); group between 19 years old and 20 years old has the lowest approval rate (50%).

Case Management Referral – February 2016

- DMS referred 10 members to MCO for case management services during the disenrollment process in February 2016.
- Five the disenrollment requests from these 10 members were approved, therefore they were referred to their new MCO for the case management services.
 - Anthem – 1 cases
 - Humana – 2 case
 - WellCare – 7 cases
- Some of the cases were placed with case management services during the disenrollment process when the MCO's were reaching out to the members.

Reasons Cited by Members for Disenrollment

Cited Reason for Approved Requests in February 2016

Reason for Request	Aetna	Anthem	Humana	Passport	WellCare	Total
Specialist not in provider network	45	23	16	19	32	135
Provider is not accepting member's MCO	40	23	19	8	27	117
Closest Hospital does not participate with MCO	8	2	0	0	0	10
Medications prescribed by physician not covered	9	2	2	2	5	20
Services ordered by physician not covered	7	0	1	0	0	8
Family needs to be enrolled in same MCO	4	2	3	2	2	13
Amount of co-pays	1	0	0	0	0	1
Member dissatisfied with quality of services	0	0	0	0	0	0
Other Reason	0	2	1	1	0	4
Total Requests Approved	114	54	42	32	66	308
Total Members Enrolled in MCO	278,247	99,396	124,236	286,649	441,073	1,229,601
Percentage of Total Membership Approved to Disenroll from MCO	0.04097%	0.05433%	0.03381%	0.01116%	0.01496%	0.02505%

- Only one main cause was included in the above statistics for each disenrollment case, although some members addressed multiple reasons in their disenrollment requests.
- The major reasons for denial in February 2016 are:
 - Member's provider is still in-network.
 - Alternative provider within reasonable distance is available.
 - No appropriate signature on the request.
 - Insufficient information in the request.
 - Member's eligibility has expired, or will expire within 30 days.
 - Member rescinded.
 - No indication of treatment failure of preferred medication.
 - No indication of denied medication claim.
- About 85% of the approved requests in February 2016 are related to provider issues, i.e., the providers are not accepting the member's current MCO, provider

left network, specialist not in the network, and closest/preferred hospital not in the network.

- **Dental Health Care:** 38 members addressed difficulty to access dental health care, including oral surgery and orthodontics.
 - Aetna – 8 cases (7 approved)
 - Anthem – 16 cases (5 approved)
 - Humana – 9 cases (2 approved)
 - Passport – 1 cases (0 approved)
 - WellCare – 4 cases (1 approved)

- **Mental Health Care:** 47 disenrollment requests submitted in February 2016 were related to access of mental health care, including services by psychiatrists, psychologists, behavioral counseling therapists; but excluding counseling services for drug abuse.
 - Aetna – 15 cases (13 approved)
 - Anthem – 2 cases (1 approved)
 - Humana – 5 cases (5 approved)
 - WellCare – 25 cases (22 approved); majority of the cases were related to Adanta Group which terminated contract with WellCare.

- **Substance Abuse/Addiction Recovery Program:** 78 disenrollment requests are related to substance abuse rehab services, including requests for Suboxone, Subutex, Zubsolv, drug screens, inpatient rehab services, medication detox, etc.
 - Aetna – 30 cases (23 approved)
 - Anthem – 14 cases (11 approved)
 - Humana – 8 cases (5 approved)
 - Passport – 9 cases (4 approved)
 - WellCare – 17 cases (8 approved)

- Providers for addiction recovery program related cases:
 - Self Refind
 - Jackson Recovery Center
 - Addiction Recovery Center
 - ASAP Treatment
 - Bluegrass Treatment Center
 - Counselor's Clinical Cottage
 - EHC Medical
 - Infinity Center

- Mountain Comprehensive Health Medical Clinic
 - New Vision
 - Real Recovery
 - Renew Recovery Treatment Center
- Nine (9) cases are related to Kidz Club.
- Nineteen (19) members requested to disenroll from their MCO due to unable to receive services from their obstetrician/gynecologist, including providers specialized in high risk pregnancy; 10 were approved.
- Twelve (12) disenrollment cases are related to the needs for pain management specialist; 5 were approved.
- Specialists needed/not in MCO network in the members' local areas are:
 - Allergy Specialist
 - Behavioral Health Counselor
 - Cardiologist
 - Chiropractor
 - Dentist
 - Dermatologist
 - Ear, Nose, Throat Specialist
 - Endocrinologist
 - Gastroenterologist
 - Hepatologist
 - Maxillofacial Surgeon
 - Nephrologist
 - Neurologist
 - Obstetrician/Gynecologist
 - Maternal-Fetal Medicine Specialist
 - Oncologist
 - Optometrist
 - Orthopedic
 - Oral surgeon
 - Orthodontic
 - Pain Management Specialist
 - Psychiatrist
 - Psychologist
 - Reconstruction Surgeon
 - Rheumatologist

- Substance Abuse/Addiction Recovery Specialist
 - Surgeon
- Co-Pay issue – 1 cases related to co-pay issue from Aetna member, and it's approved.

Summary of MCO Movements

MCO Movement	
Aetna	-79
Anthem	-35
Humana	+6
Passport	+74
WellCare	+34

Total Disenrollment for Cause Requests Submitted in February 2016 --- 557 Cases						
	Disenroll from Aetna	Disenroll from Anthem	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Aetna	*	11	10	7	19	47
Disenroll to Anthem	12	*	4	5	5	26
Disenroll to Humana	27	6	*	21	44	98
Disenroll to Passport	69	33	27	*	55	184
Disenroll to WellCare	78	58	24	29	*	189
Total	186	108	65	62	123	

** Total number does not add up 557, as the requests without indicating desired MCO are not included in the chart above.

Approved Disenrollment for Cause Requests Submitted in February 2016 --- 308 Cases						
	Disenroll from Aetna	Disenroll from Anthem	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Aetna	*	10	5	4	16	35
Disenroll to Anthem	12	*	2	2	3	19
Disenroll to Humana	17	4	*	11	16	48
Disenroll to Passport	34	20	21	*	31	106
Disenroll to WellCare	51	20	14	15	*	100
Total	114	54	42	32	66	308

Aetna

- Aetna had a net loss of 79 members during the month of February 2016 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Aetna	Number Approved	Number Denied
Anthem	11	10	1
Humana	10	5	5
Passport	7	4	3
WellCare	19	16	3
Total	47	35	12

Region	Number Requesting Disenrollment from Aetna	Number Approved	Number Denied
1	7	3	4
2	7	4	3
3	29	21	8
4	17	9	8
5	28	18	10
6	14	7	7
7	12	6	6
8	73	46	27
Totals	187	114	73

- Appalachian Regional Health – 5 Aetna members requested to disenroll from Aetna due to ARH Hospital no longer accepting Aetna.
- Co-Pay issues – 1 case (1 approved)

- Aetna had 8 disenrollment requests associated with dental care in February 2016 – 7 approved.
- Thirty (30) Aetna members requested disenrollment from Aetna due to difficulty to access addiction recovery program – 23 approved
- Eight (8) Aetna members requested disenrollment from Aetna due to difficulty to access services from their OB/GYN provider – 5 approved.
- Twelve (15) Aetna members requested disenrollment to access their familiar mental health/behavioral health providers – 13 approved.
- Specialists/services needed/not in Aetna network in the members' areas:
 - Cardiologist
 - Behavioral Health Therapist
 - Dentist
 - Dermatologist
 - Gastroenterologist
 - Hepatologist
 - Nephrologist
 - Neurologist
 - Obstetrician/Gynecologist
 - Oncologist
 - Orthodontist
 - Orthopedic Surgeon
 - Pain Management Specialist
 - Psychiatrist
 - Phycologist
 - Substance Abuse/Addiction Recovery Program
 - Surgeon

Anthem

- Anthem had a net loss of 35 members during the month of February 2016 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Anthem	Number Approved	Number Denied
Aetna	12	12	0
Humana	4	2	2
Passport	5	2	3
WellCare	5	3	3
Total	26	19	8

Region	Number Requesting Disenrollment from Anthem	Number Approved	Number Denied
1	10	4	6
2	13	12	1
3	11	6	5
4	15	8	7
5	16	7	9
6	3	1	2
7	5	3	2
8	36	13	23
Totals	109	54	55

- Sixteen (16) Anthem members requested disenrollment from Anthem to access dental health care - 5 approved.
- Fourteen (14) Anthem members requested disenrollment due to unmet needs for addiction recovery program - 11 approved.

- Specialists/services needed/not in Anthem network in the members' area:
 - Cardiologist
 - Dentist
 - Dermatologist
 - Ear, Nose, Throat Specialist
 - Endocrinologist
 - Eye Surgeon
 - Gastroenterologist
 - Hepatologist
 - Home Health Provider
 - Neurosurgeon
 - Obstetrician/Gynecologist
 - Oncologist
 - Optometrist
 - Ophthalmologist
 - Oral Surgeon
 - Pain Management Specialist
 - Psychiatrist
 - Substance Abuse/Addiction Recovery Program
 - Surgeon

Humana CareSource

- Humana CareSource had a net gain of 6 members for the month of February 2016 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Humana	Number Approved	Number Denied
Aetna	27	17	10
Anthem	6	4	2
Passport	21	11	10
WellCare	44	16	28
Total	98	48	50

Region	Number Requesting Disenrollment from Humana	Number Approved	Number Denied
1	2	1	1
2	4	4	0
3	22	17	5
4	5	3	2
5	10	4	6
6	5	3	2
7	3	0	3
8	17	10	7
Totals	68	42	26

- Dental care access issue – 9 disenrollment cases; 2 approved.
- Recovery program issue - 8 Humana members submitted disenrollment requests to receive services from preferred recovery program providers; 5 approved.
- Specialists/services needed/not in Humana network in the members' areas

- Cardiologist
- Chiropractor
- Dentist
- Dermatologist
- Endodontics
- Gastroenterologist
- Obstetrician/Gynecologist
- Optometrist
- Oral Surgeon
- Orthodontist
- Orthopedic
- Pain Management Specialist
- Physical Therapist
- Psychologist
- Psychiatrist
- Substance Abuse/Addiction Recovery Program
- Surgeon

Passport Health Plan

- Passport Health Plan had a net gain of 74 members for the month of February 2016 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Passport	Number Approved	Number Denied
Aetna	69	34	35
Anthem	33	20	13
Humana	27	21	6
WellCare	55	31	24
Total	184	106	78

Region	Number Requesting Disenrollment from Passport	Number Approved	Number Denied
1	1	1	0
2	8	6	2
3	9	4	5
4	10	7	3
5	8	6	2
6	6	4	2
7	5	1	4
8	17	3	14
Totals	64	32	32

- Only 1 Passport member requested disenrollment from Passport to access dental health care in February 2016. The case was denied.
- Five (5) Passport members submitted disenrollment requests to access services from their preferred mental health care providers - 5 approved.

- Nine (9) Passport members requested to disenroll from Passport in order to access addiction recovery program – 4 approved. Compared to the number in January 2016 (27 requests), it has come down significantly.

- Specialists/services needed/not in Passport network in the members' area
 - Allergy Specialist
 - Behavioral Health Therapist
 - Chiropractor
 - Dentist
 - Ear, Nose, and Throat Specialist
 - Gastroenterologist
 - Neurologist
 - Obstetrician/Gynecologist
 - Oncologist
 - Optometrist
 - Orthodontist
 - Orthopedic
 - Pain Management Specialist
 - Psychologist
 - Psychiatrist
 - Pulmonologist
 - Reconstruction Surgeon
 - Rheumatologist
 - Substance Abuse/Addiction Recovery Program
 - Urologist

WellCare of Kentucky

- WellCare of Kentucky had a net gain of 34 members for the month of February 2016 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to WellCare	Number Approved	Number Denied
Aetna	78	51	27
Anthem	58	20	38
Humana	24	14	10
Passport	29	15	14
Total	189	100	89

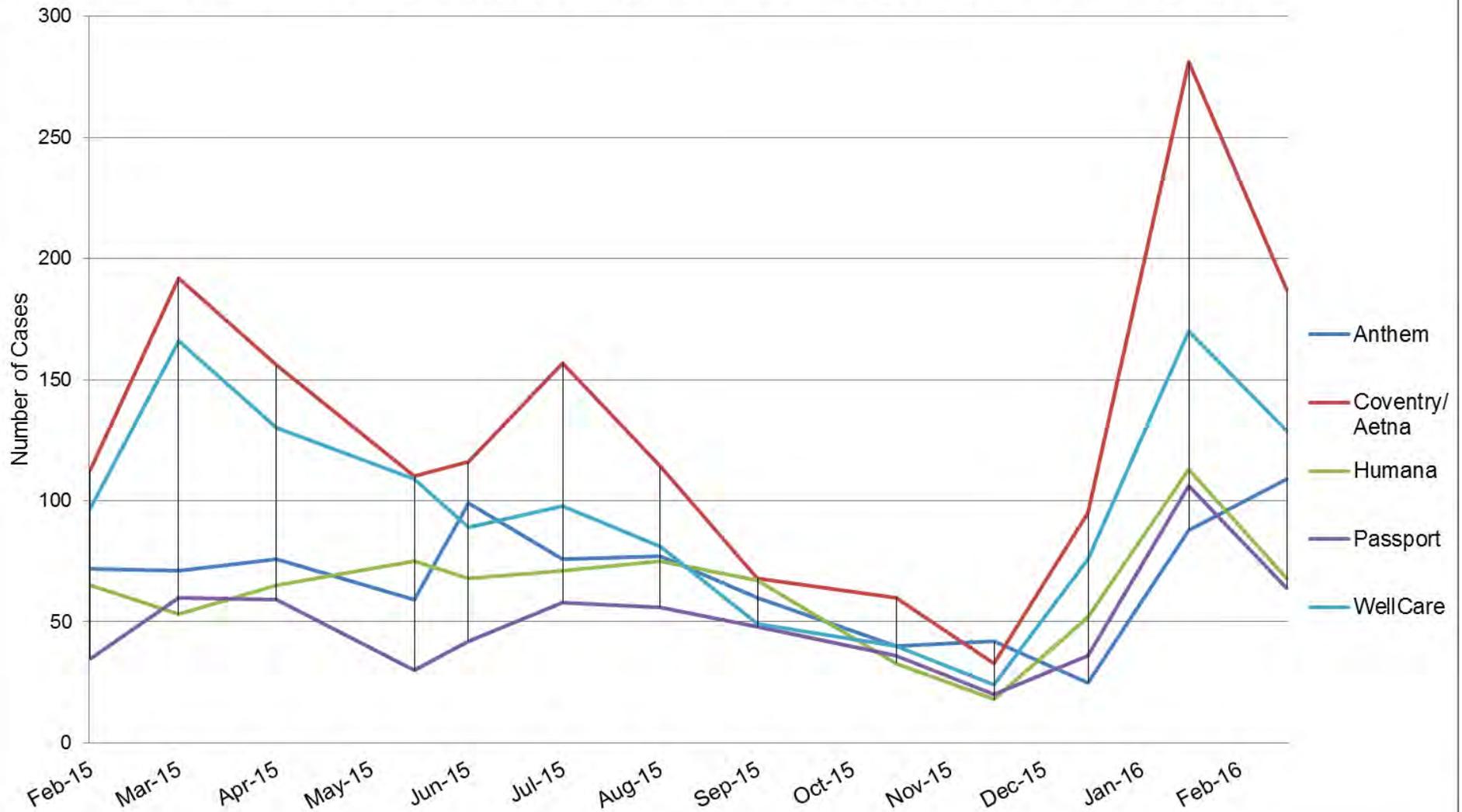
Region	Number Requesting Disenrollment from WellCare	Number Approved	Number Denied
1	1	1	0
2	1	0	1
3	19	10	9
4	29	21	8
5	23	19	4
6	3	3	0
7	2	0	2
8	51	12	39
Totals	129	66	63

- Twenty-five (25) WellCare members requested disenrollment in order to receive services from their familiar mental health/behavioral health providers – 22 approved.
- Seventeen (17) members requested to disenroll from WellCare in order to obtain prior authorizations for additional chiropractic services. All these members are

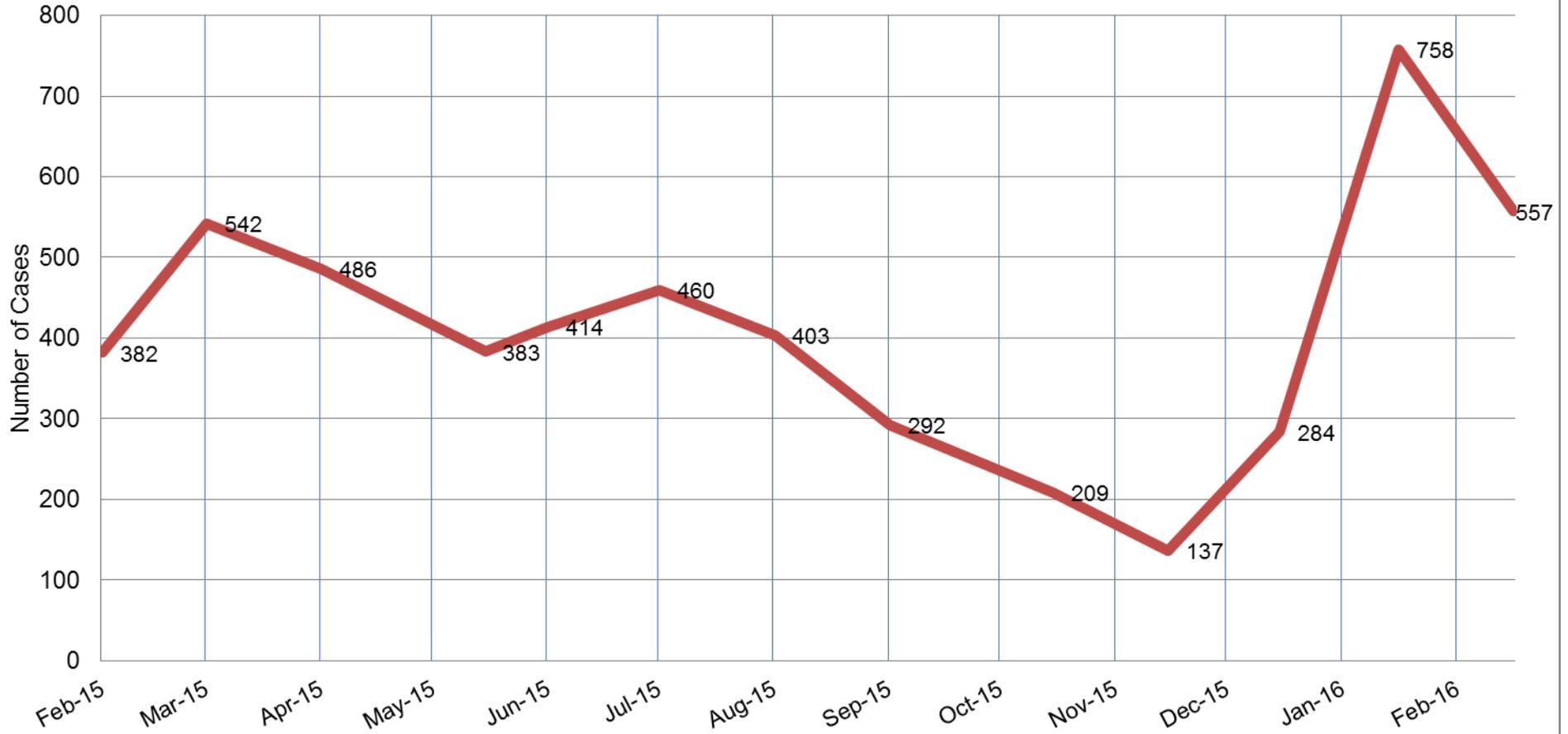
Dr. Ho's patients. All requests were denied due to insufficient information in the requests, and the dire needs had not been established.

- Four (4) disenrollment for cause requests from WellCare members in February 2016 due to dental care access issue – 1 approved.
- Seventeen (17) disenrollment requests from WellCare members in February 2016 were related to access to addiction recovery program, including access to Suboxone - 8 approved.
- Specialists/services needed/not in WellCare network in the members' area
 - Behavioral Health Therapist
 - Dentist
 - Dermatologist
 - Endocrinologist
 - Home Health Provider
 - Neurologist
 - Obstetrician/Gynecologist
 - Oral Surgeon/Orthodontics
 - Pain Management Specialist
 - Psychiatrist
 - Phycologist
 - Substance Abuse/Addiction Recovery Program

Disenrollment for Cause Requests - February 2015 to February 2016



Total Number of Disenrollment for Cause Requests - February 2015 to February 2016





Department for Medicaid Services

Division of Quality and Outcomes



State Fair Hearing Report

Case Summary - All	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	16	27	25	23	44	19	45	21	26	27	25	16	25	35	38
IN PROCESS CASES	310	307	330	330	338	378	361	370	364	376	370	365	352	336	349
TOTAL CASES	326	334	355	353	382	397	406	391	390	403	395	381	377	371	387
CASES FINALIZED	19	4	25	15	4	36	36	27	14	33	30	29	41	22	14
Anthem	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	0	0	1	1	1	0	0	0	0	2	1	0	2	1	4
IN PROCESS CASES	0	0	0	1	2	3	3	3	3	3	5	6	6	6	5
TOTAL CASES	0	0	1	2	3	3	3	3	3	5	6	6	8	7	9
CASES FINALIZED	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0
Coventry/Aetna	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	2	3	4	2	1	6	7	0	2	5	3	1	2	2	5
IN PROCESS CASES	85	82	85	83	84	84	84	87	82	83	83	84	78	74	73
TOTAL CASES	87	85	89	85	85	90	91	87	84	88	86	85	80	76	78
CASES FINALIZED	5	0	6	1	1	6	4	5	1	5	2	7	6	3	1
Humana	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	2	1	2	3	2	0	3	1	0	2	0	1	1	1	2
IN PROCESS CASES	12	13	14	14	15	17	16	18	17	16	18	16	15	16	17
TOTAL CASES	14	14	16	17	17	17	19	19	17	18	18	17	16	17	19
CASES FINALIZED	1	0	2	2	0	1	1	2	1	0	2	2	0	0	0
Passport	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	1	0	0	0	3	1	4	2	1	0	2	1	2	3	4
IN PROCESS CASES	8	9	9	9	8	11	12	14	16	17	14	14	14	14	17
TOTAL CASES	9	9	9	9	11	12	16	16	17	17	16	15	16	17	21
CASES FINALIZED	0	0	0	1	0	0	2	0	0	3	2	1	2	0	3
WellCare	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	3	9	7	8	19	6	24	11	13	11	5	6	6	13	7
IN PROCESS CASES	79	77	83	85	91	109	103	118	124	128	121	117	115	110	114
TOTAL CASES	82	86	90	93	110	115	127	129	137	139	126	123	121	123	121
CASES FINALIZED	5	3	5	2	1	12	9	5	9	18	9	8	11	9	2
FFS	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CASES RECEIVED	8	14	11	9	18	6	7	7	10	7	14	7	12	15	16
IN PROCESS CASES	126	126	139	138	138	154	143	130	122	129	129	128	124	116	123
TOTAL CASES	134	140	150	147	156	160	150	137	132	136	143	135	136	131	139
CASES FINALIZED	8	1	12	9	2	17	20	15	3	7	15	11	20	8	8



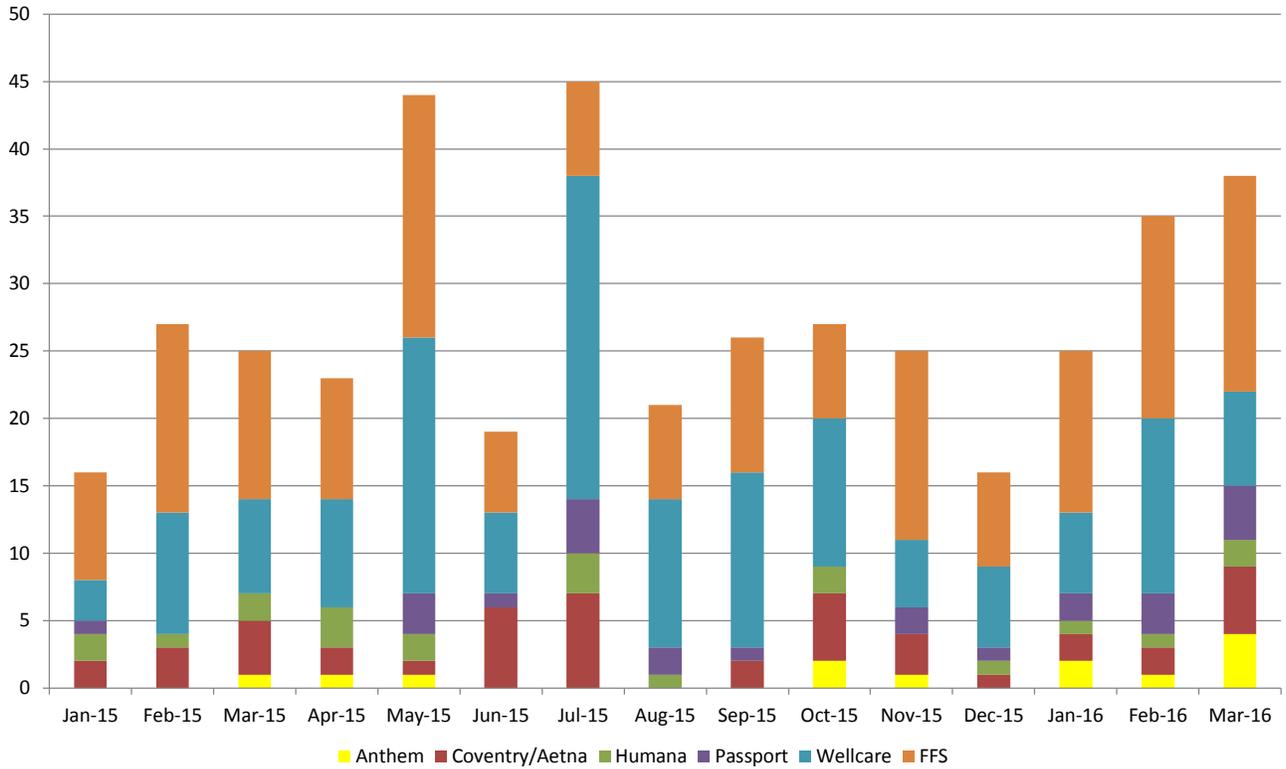
Department for Medicaid Services

Division of Quality and Outcomes

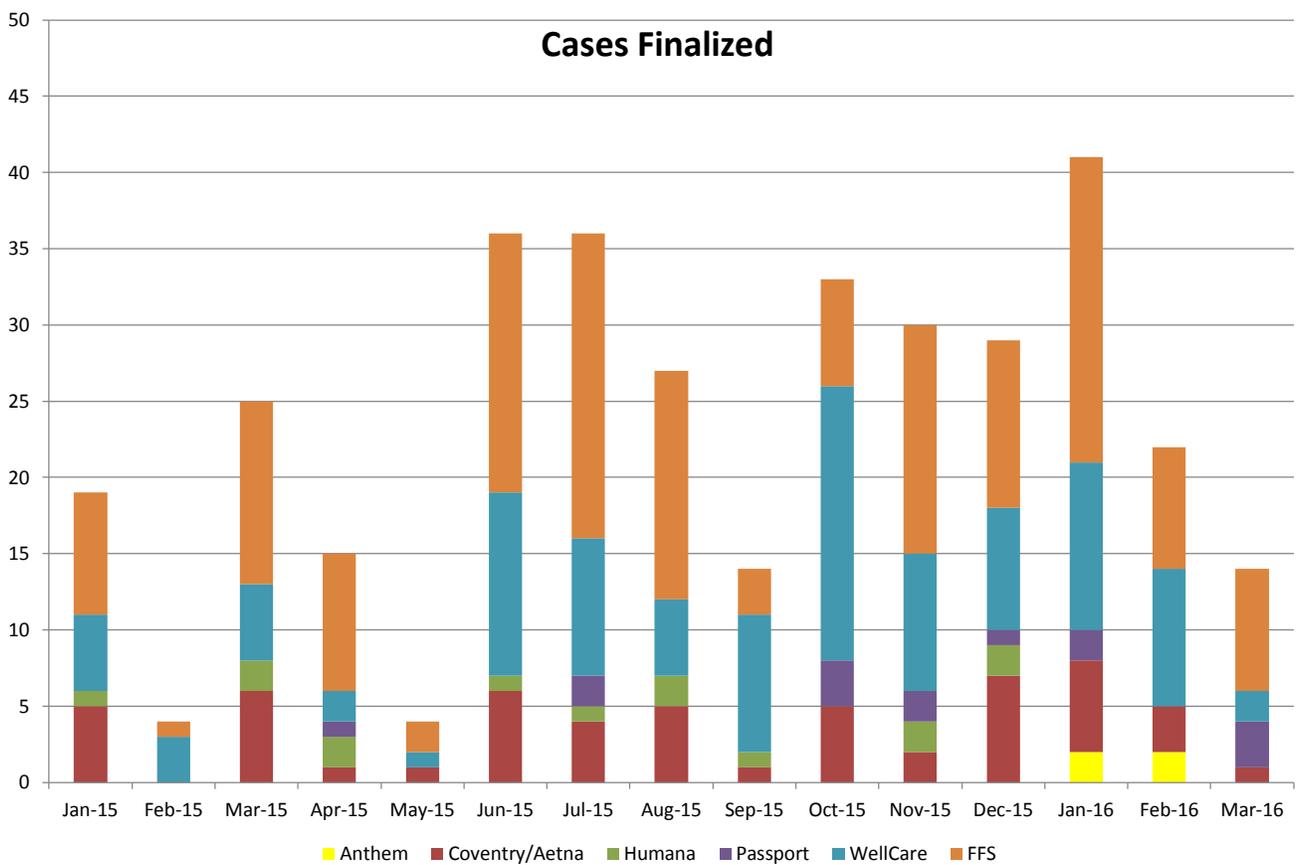
State Fair Hearing Report



Cases Received



Cases Finalized





SFY YTD MCO Dashboard Comparison



July, 2015 - March, 2016

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Membership	AVERAGE		87,363	286,427	120,653	272,678	435,281	1,202,402
Capitation			\$ 374,192,765	\$ 1,022,738,307	542,250,638	1,227,855,813	1,893,101,977	\$ 5,060,139,500
CAP PM			\$ 4,283.21	\$ 3,570.68	\$ 4,494.29	\$ 4,502.95	\$ 4,349.15	\$ 4,208.36
Claims Payment	Paid Claims		\$ 170,281,360	\$ 675,870,415	\$ 373,859,993	\$ 973,632,096	\$ 1,364,017,195	\$ 3,557,661,060
	Suspended		\$ 103,072,744	\$ 69,515,845	\$ 647,832,183	\$ 1,665,166,312	\$ 913,095,001	\$ 3,398,682,084
	% Suspended		37.71%	9.33%	63.41%	63.10%	40.10%	48.86%
	Paid/Member		\$ 1,949.13	\$ 2,359.66	\$ 3,098.64	\$ 3,570.63	\$ 3,133.65	\$ 2,958.79
	Paid Loss Ratio		45.51%	66.08%	68.95%	79.30%	72.05%	70.31%
	Total Paid Claims	90% paid in 30 Days	99.30%	99.06%	97.50%	99.73%	99.62%	99.19%
	Total Paid Claims	99% paid in 90 Days	99.89%	99.99%	99.65%	100.00%	99.84%	99.90%
P/As	Requested		104,115	242,927	62,994	198,080	322,660	930,776
	Denied		10,649	35,650	9,180	19,503	54,614	129,596
	% Denied		10.23%	14.68%	14.57%	9.85%	16.93%	13.92%
Member Calls Report #11	# of calls		124,798	189,758	147,576	329,444	403,157	1,194,733
	# Abandoned		851	3,487	1,718	2,337	12,523	20,916
	% Abandoned	5% or less	0.68%	1.84%	1.16%	0.71%	3.11%	1.75%
Provider Calls Report #11	# of calls		108,405	79,444	82,493	226,332	199,571	696,245
	# Abandoned		639	991	123	2,408	4,140	8,301
	% Abandoned	5% or less	0.59%	1.25%	0.15%	1.06%	2.07%	1.19%
Behavioral Calls Report #11	# of calls		3,646	8,049	419	8,821	4,004	24,939
	# Abandoned		47	52	1	22	43	165
	% Abandoned	7% or less	1.29%	0.65%	0.24%	0.25%	1.07%	0.66%
Total Calls	Total Calls		236,849	277,251	230,488	564,597	606,732	1,915,917
	Abandoned		1,537	4,530	1,842	4,767	16,706	29,382
	% Abandoned	5% or less	0.65%	1.63%	0.80%	0.84%	2.75%	1.53%
COB Savings Report #54	MCO paid amount		\$ 3,596,853	\$ 17,633,332	\$ 7,020,789	\$ 13,436,416	\$ 13,257,464	\$ 54,944,854
	COB Amount		\$ 18,114,751	\$ 61,860,964	\$ 43,378,752	\$ 85,219,765	\$ 173,490,602	\$ 382,064,834
	COB/Member		\$ 23.04	\$ 215.97	\$ 359.53	\$ 312.53	\$ 398.57	\$ 317.75
	% of Claims Paid		10.64%	9.15%	11.60%	8.75%	12.72%	10.74%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 8,501,592	\$ 22,062,249	\$ 394,922	\$ 37,994,913	\$ 25,941,691	\$ 94,895,367
	% of Claims Paid		4.99%	29.38%	0.11%	3.90%	1.90%	2.67%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 18,985,207	\$ 39,572,091	\$ 26,128,336	\$ 44,761,585	\$ 57,256,578	\$ 186,703,796
	% of Claims Paid		11.15%	5.85%	6.99%	4.60%	4.20%	5.25%
Potential Subrogation Report #57	Lien/Claim		\$ 413,768	\$ 78,828,785	\$ 51,032,785	\$ 128,800,274	\$ 129,830,695	\$ 388,906,307
	% of Claims Paid		0.24%	11.66%	13.65%	13.23%	9.52%	10.93%
	Recovered		\$ 300,031	\$ 6,650,202	\$ 679,009	\$ 4,407,923	\$ 27,859,646	\$ 39,896,811
Original Claims Processed Report #58	Claims Received	Total count	2,360,737	8,607,156	4,443,056	9,074,992	18,272,251	42,758,192
		Processed	2,216,563	8,410,820	4,828,133	10,025,696	15,543,526	41,024,738
		Total Charges	\$ 1,270,509,055	\$ 4,030,030,525	\$ 1,864,551,701	\$ 3,980,275,221	\$ 14,938,041,269	\$ 26,083,407,771
		Avg Charge	\$ 538.18	\$ 468.22	\$ 419.66	\$ 438.60	\$ 817.53	\$ 635.80
		Avg member	\$ 14,542.91	\$ 14,070.01	\$ 15,453.82	\$ 14,596.97	\$ 34,318.16	\$ 21,692.75
	Adjudicated to pay status	Total count	1,738,371	6,427,578	3,196,394	6,970,454	13,299,885	31,632,682
		Percent	73.64%	74.68%	71.94%	76.81%	72.79%	73.98%
		Charges	\$ 705,824,595	\$ 2,849,981,963	\$ 1,065,512,497	\$ 3,457,900,551	\$ 4,977,659,293	\$ 13,056,878,899
		Avg Charge	\$ 406.03	\$ 443.40	\$ 333.35	\$ 496.08	\$ 374.26	\$ 412.77
Avg member	\$ 8,079.24	\$ 9,950.12	\$ 8,831.21	\$ 12,681.25	\$ 11,435.51	\$ 10,859.00		



SFY YTD MCO Dashboard Comparison



July, 2015 - March, 2016

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Original Claims Processed Report #58	Adjudicated to pay status	Paid	\$ 170,281,360	\$ 675,870,415	\$ 373,859,993	\$ 973,632,096	\$ 1,364,017,195	\$ 3,557,661,060	
		Average Paid	\$ 97.95	\$ 105.15	\$ 116.96	\$ 139.68	\$ 102.56	\$ 112.47	
		Avg member	\$ 1,949.13	\$ 2,359.66	\$ 3,098.64	\$ 3,570.63	\$ 3,133.65	\$ 2,958.79	
		% Discount	75.87%	76.29%	64.91%	71.84%	72.60%	72.75%	
	Adjudicated to deny status	Count	436,039	1,921,964	956,726	2,138,434	2,837,368	8,290,531	
		Percent	18.47%	22.33%	21.53%	23.56%	15.53%	26.21%	
		Charges	\$ 291,974,941	\$ 819,485,952	\$ 168,235,143	\$ 1,389,504,416	\$ 2,225,467,457	\$ 4,894,667,909	
		Avg. Charge	\$ 669.61	\$ 426.38	\$ 175.84	\$ 649.78	\$ 784.34	\$ 590.39	
	Placed in suspended status	Count	42,064	63,343	237,535	916,808	32,152	1,291,902	
		Percent	1.78%	0.74%	5.35%	10.10%	0.18%	4.08%	
		Charges	\$ 103,072,744	\$ 69,515,845	\$ 647,832,183	\$ 1,665,166,312	\$ 913,095,001	\$ 3,398,682,084	
		Avg Charge	\$ 2,450.38	\$ 1,097.45	\$ 2,727.31	\$ 1,816.27	\$ 28,399.32	\$ 2,630.76	
Prior Authorizaton Report #59	Requested		104,115	242,927	62,994	198,080	322,660	930,776	
	Approved	No service limits	5,616	87,033	44,079	134,459	245,386	516,573	
		Within limits	78,513	45,509	7,002	37,970	23,457	192,451	
		Exceed limits	-	34,352	-	1,158	611	36,121	
	Partially Approved	No service limits	-	3,125	780	1,600	-	5,505	
		Within limits	196	3,062	353	3,390	2,901	9,902	
		Exceed limits	-	179	-	-	-	179	
	Denied		10,649	35,650	9,180	19,503	54,614	129,596	
	Original Claims Activity #60	Paid Claims	Total claims	2,171,778	6,427,578	3,418,660	6,970,454	6,321,479	25,309,949
			1-30 - Days	2,156,468	6,366,894	3,333,160	6,951,671	6,297,572	25,105,765
31 - 60 Days			12,734	58,619	65,941	17,796	12,238	167,328	
61-90 Days			218	1,605	7,461	810	1,588	11,682	
91+ Days			967	460	12,098	177	10,081	23,783	
Denied Claims		Total claims	1,062,927	1,921,964	1,023,916	2,138,444	938,563	7,085,814	
		1-30 - Days	1,056,784	1,909,234	985,246	2,130,587	929,875	7,011,726	
		31 - 60 Days	5,848	11,816	18,605	7,330	5,983	49,582	
		61-90 Days	95	145	3,707	386	430	4,763	
		91+ Days	200	43	15,620	131	2,275	18,269	
Suspended Claims		Total claims	27,460	63,196	479,970	916,808	40,284	1,527,718	
		1-30 - Days	27,018	61,902	353,548	907,385	38,197	1,388,050	
		31 - 60 Days	336	1,233	71,037	8,961	999	82,566	
		61-90 Days	84	59	22,705	419	348	23,615	
		91+ Days	22	2	32,800	43	740	33,607	
#67 Provider Credentialing		InProgress	1-30 Days	488	1,451	68	241	127	2,375
	31-60 Days		3	1,090	25	9	-	1,127	
	61-90 Days		6	887	14	8	-	915	
	90+ Days		6	7,635	3	2	-	7,646	
		Received	273	2,235	340	1,939	489	5,276	
		Credentialed	916	2,017	316	1,609	993	5,851	
		Processed	944	1,801	374	1,688	884	5,691	
		Enrolled	3,353	150	349	1,210	1,303	6,365	
		Denied	1,185	-	36	5	-	1,226	
Additions to Network #68	Total Providers	751	761	2,056	3,020	165	6,753		
Termination from MCO #69	Total Providers	55	22,106	616	415	64	23,256		
Program Lock- in #74c	Average	Admitted	11	48	2	141	-	202	
		Discharged	2	48	1	77	-	128	
		Active	38	980	39	2,572	36	3,665	



Monthly MCO Dashboard Comparison

March, 2016



			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Membership			97,965	274,035	122,875	283,386	438,061	1,216,322
Capitation			\$ 45,271,332	\$ 106,640,464	\$ 60,436,738	\$ 140,894,240	\$ 208,703,800	\$ 561,946,574
CAP PMP			\$ 462.12	\$ 389.15	\$ 491.86	\$ 497.18	\$ 476.43	\$ 462.00
Claims Payment	Paid Claims		\$ 17,067,078	\$ 82,118,679	\$ 50,311,582	\$ 126,025,396	\$ 192,963,423	\$ 468,486,158
	Suspended		\$ 11,743,946	\$ 15,550,879	\$ 84,441,486	\$ 232,730,316	\$ 683,855,641	\$ 1,028,322,268
	% Suspended		40.76%	15.92%	62.66%	64.87%	77.99%	68.70%
	Paid/Member		\$ 174.22	\$ 299.66	\$ 409.45	\$ 444.71	\$ 440.49	\$ 385.17
	Paid Loss Ratio		37.70%	77.01%	83.25%	89.45%	92.46%	83.37%
	Total Paid Claims	90% paid in 30 Days	99.40%	93.32%	97.35%	99.78%	99.58%	97.77%
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	99.82%	100.00%	99.99%	99.97%
P/As	Requested		14,821	18,529	7,343	25,276	31,776	97,745
	Denied		1,837	3,620	1,237	2,848	5,249	14,791
	% Denied		12.39%	19.54%	16.85%	11.27%	16.52%	15.13%
Member Calls Report #11	# of calls		17,245	27,577	15,646	39,745	38,502	138,715
	# Abandoned		87	156	86	245	454	1,028
	% Abandoned	5% or less	0.50%	0.60%	0.55%	0.66%	1.18%	0.74%
	Speed to answer	30 seconds or less	11	6	13	17	16	
Provider Calls Report #11	# of calls		16,135	2,438	10,033	26,916	21,637	77,159
	# Abandoned		63	4	10	309	337	723
	% Abandoned	5% or less	0.39%	0.20%	0.10%	1.14%	1.56%	0.94%
	Speed to answer	30 seconds or less	12	4	6	17	24	
Behavioral Calls Report #11	# of calls		492	1,474	322	1,169	56	3,513
	# Abandoned		9	11	0	6	2	28
	% Abandoned	7% or less	1.83%	0.70%	0.00%	0.51%	3.57%	0.80%
	Speed to answer	30 seconds or less	3	4	11	8	17	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	95.00%	95.60%	92.77%	93.00%	91.00%	
	Avg length	< 10 min	5	6	2	2	2	
Total Calls	Total Calls		33,872	31,489	26,001	67,830	60,195	219,387
	Abandoned		159	171	96	560	793	1,779
	% Abandoned	5% or less	0.47%	0.54%	0.37%	0.83%	1.32%	0.81%
COB Savings Report #54	MCO paid amount		\$ 632,847	\$ 2,254,550	\$ 1,000,645	\$ 1,699,972	\$ 1,514,804	\$ 7,102,818
	COB Amount		\$ 2,475,649	\$ 8,828,276	\$ 9,377,577	\$ 11,163,254	\$ 20,262,963	\$ 52,107,719
	COB/Member		\$ 25.27	\$ 32.22	\$ 76.32	\$ 39.39	\$ 46.26	\$ 42.84
	% of Claims Paid		14.51%	10.75%	18.64%	8.86%	10.50%	11.12%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 1,713,699	\$ 4,395,278	\$ 25,318	\$ 5,254,439	\$ 2,048,635	\$ 13,437,369
	% of Claims Paid		10.04%	5.35%	0.05%	6.36%	1.06%	2.87%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 2,954,244	\$ 6,384,873	\$ 4,528,538	\$ 8,015,034	\$ 7,493,138	\$ 29,375,827
	% of Claims Paid		17.31%	7.78%	9.00%	6.36%	3.88%	6.27%
Potential Subrogation Report #57	Lien/Claim		\$ 1,639	\$ 9,068,872	\$ 10,703,374	\$ 15,749,044	\$ 19,121,227	\$ 54,644,156
	% of Claims Paid		0.01%	11.04%	21.27%	12.50%	9.91%	11.66%
	Recovered		\$ 1,636	\$ 765,153	\$ 109,853	\$ 558,710	\$ 1,097,174	\$ 2,532,525

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Original Claims Processed Report #58	Claims Received	Total count	182,806	1,221,638	572,576	1,152,026	2,090,171	5,219,217
		Processed	159,637	1,189,783	620,021	1,249,807	1,085,126	4,304,374
		Total Charges	\$ 153,329,482	\$ 549,426,110	\$ 238,927,421	\$ 502,924,576	\$ 1,438,936,418	\$ 2,883,544,007
		Avg Charge	\$ 838.76	\$ 449.75	\$ 417.29	\$ 436.56	\$ 797.14	\$ 669.91
		Avg member	\$ 1,565.15	\$ 2,004.95	\$ 1,944.48	\$ 1,774.70	\$ 3,284.79	\$ 2,370.71
	Adjudicated to pay status	Total count	114,695	795,298	414,899	884,635	1,560,203	3,769,730
		Percent	62.74%	65.10%	72.50%	76.80%	86.43%	72.23%
		Charges	\$ 83,447,927	\$ 356,650,859	\$ 134,111,469	\$ 438,855,909	\$ 583,393,904	\$ 1,596,460,068
		Avg Charge	\$ 727.56	\$ 448.45	\$ 323.24	\$ 496.09	\$ 373.92	\$ 423.49
		Avg member	\$ 851.81	\$ 1,301.48	\$ 1,091.45	\$ 1,548.62	\$ 1,331.76	\$ 1,312.53
		Paid	\$ 17,067,078	\$ 82,118,679	\$ 50,311,582	\$ 126,025,396	\$ 192,963,423	\$ 468,486,158
		Average Paid	\$ 148.80	\$ 103.26	\$ 121.26	\$ 142.46	\$ 123.68	\$ 124.28
		Avg member	\$ 174.22	\$ 299.66	\$ 409.45	\$ 444.71	\$ 440.49	\$ 385.17
		% Discount	79.55%	76.98%	62.49%	71.28%	66.92%	70.65%
	Adjudicated to deny status	Count	38,590	386,761	127,087	255,941	232,800	1,041,179
		Percent	21.11%	31.66%	22.20%	22.20%	11.14%	27.62%
		Charges	\$ 34,147,803	\$ 203,204,541	\$ 31,945,195	\$ 80,935,965	\$ 64,015,674	\$ 414,249,178
		Avg. Charge	\$ 884.89	\$ 525.40	\$ 251.36	\$ 316.23	\$ 274.98	\$ 397.87
	Placed in suspended status	Count	6,352	8,739	30,763	109,231	9,651	164,736
		Percent	3.47%	0.72%	5.37%	9.50%	0.48%	4.37%
Charges		\$ 11,743,946	\$ 15,550,879	\$ 84,441,486	\$ 232,730,316	\$ 683,855,641	\$ 1,028,322,268	
Avg Charge		\$ 1,848.86	\$ 1,779.48	\$ 2,744.90	\$ 2,130.63	\$ 70,858.53	\$ 6,242.24	
Prior Authorizaton Report #59	Requested		14,821	18,529	7,343	25,276	31,776	97,745
	Approved	No service limits	612	11,459	4,949	17,035	30,309	64,364
		Within limits	10,751	1,520	1,015	4,540	475	18,301
		Exceed limits	-	1,050	-	97	-	1,147
	Partially Approved	No service limits	-	348	44	201	-	593
		Within limits	23	469	174	555	-	1,221
		Exceed limits	-	63	-	-	-	63
Denied		1,837	3,620	1,237	2,848	5,249	14,791	
Original Claims Activity #60	Paid Claims	Total claims	305,103	795,298	434,091	884,635	807,038	3,226,165
		1-30 - Days	303,269	742,203	422,569	882,683	803,627	3,154,351
		31 - 60 Days	1,783	51,797	9,955	1,944	3,211	68,690
		61-90 Days	29	1,292	783	3	133	2,240
		91+ Days	22	6	784	5	67	884
	Denied Claims	Total claims	139,291	386,761	137,580	255,941	126,902	1,046,475
		1-30 - Days	137,726	376,597	130,479	255,329	125,735	1,025,866
		31 - 60 Days	1,536	10,068	3,903	609	1,007	17,123
		61-90 Days	14	96	1,063	3	42	1,218
		91+ Days	15	-	1,887	-	118	2,020
	Suspended Claims	Total claims	6,390	8,739	39,776	109,231	7,848	171,984
		1-30 - Days	6,319	8,215	28,213	108,921	7,697	159,365
		31 - 60 Days	1	466	9,482	309	84	10,342
61-90 Days		63	58	1,072	1	20	1,214	
91+ Days		7	-	1,009	-	47	1,063	
#67 Provider Credentialing	InProcess	1-30 Days	47	207	13	38	0	305
		31-60 Days	0	85	4	9	0	98
		61-90 Days	0	99	2	8	0	109
		90+ Days	0	6	0	2	0	8
	Received	Received	36	260	26	25	122	469
		Credentialed	84	107	31	29	122	373
		Processed	89	10	20	86	122	327
		Enrolled	228	20	31	86	122	487
Denied	0	0	0	0	0	-		
Additions to Network #68	Total Providers	81	53	401	278	107	920	
Termination from MCO #69	Total Providers	16	29	24	86	36	191	
Program Lock- in #74c	Admitted	0	10	0	104	0	114	
	Discharged	1	27	0	55	0	83	
	Active	50	1078	45	2,720	36	3,929	

Anthem Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		73,768	76,931	75,124	83,065	90,290	94,082	96,019	99,021	97,965				87,363	786,265
Capitation		\$ 36,164,710	\$ 37,750,810	\$ 37,008,772	\$ 39,541,015	\$ 42,715,097	\$ 44,601,071	\$ 45,436,923	\$ 45,703,034	\$ 45,271,332				\$ 41,576,974	\$ 374,192,765
CAP PMP		\$ 490.25	\$ 490.71	\$ 492.64	\$ 476.02	\$ 473.09	\$ 474.07	\$ 473.21	\$ 461.55	\$ 462.12				\$ 475.91	\$ 4,283.21
Standard	Measure														
Claims Payment	Paid Claims	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952	\$ 22,715,902	\$ 19,890,333	\$ 22,372,385	\$ 22,810,470	\$ 16,310,716	\$ 17,067,078				\$ 18,920,151	\$ 170,281,360
	Suspended	\$ 771,680	\$ 7,749,144	\$ 1,549,912	\$ 8,174,648	\$ 24,367,105	\$ 31,336,293	\$ 9,622,803	\$ 7,757,212	\$ 11,743,946				\$ 11,452,527	\$ 103,072,744
	% Suspended	4.89%	32.21%	8.01%	26.46%	55.06%	58.34%	29.67%	32.23%	40.76%				37.71%	37.71%
	Paid/Member	\$ 203.47	\$ 212.00	\$ 236.89	\$ 273.47	\$ 220.29	\$ 237.80	\$ 237.56	\$ 164.72	\$ 174.22				\$ 216.57	\$ 1,949.13
	Paid Loss Ratio	41.50%	43.20%	48.09%	57.45%	46.57%	50.16%	50.20%	35.69%	37.70%				45.51%	45.51%
	Total Paid Claims	90% paid in 30 Days	99.41%	99.37%	99.29%	99.35%	99.25%	99.03%	99.27%	99.30%	99.40%				99.30%
Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.36%	99.99%	99.95%	99.74%	100.00%	99.99%	99.99%				99.89%	
P/As	Requested	11,435	11,133	12,078	11,881	12,050	11,774	5,916	13,027	14,821				11,568	104,115
	Denied	1,060	1,043	1,159	1,121	1,070	1,168	939	1,252	1,837				1,183	10,649
	% Denied	9.27%	9.37%	9.60%	9.44%	8.88%	9.92%	15.87%	9.61%	12.39%				10.23%	10.23%
Member Calls Report #11	# of calls	12,318	12,961	9,830	13,007	12,777	14,509	16,613	15,538	17,245				13,866	124,798
	# Abandoned	57	97	110	79	67	82	136	136	87				95	851
	% Abandoned	0.46%	0.75%	1.12%	0.61%	0.52%	0.57%	0.82%	0.88%	0.50%				0.68%	0.68%
	Speed to answer	30 seconds or less	7	11	11	12	13	13	17	19	11				13
Provider Calls Report #11	# of calls	11,884	11,368	8,815	11,940	10,728	11,993	12,565	12,977	16,135				12,045	108,405
	# Abandoned	42	110	44	30	70	69	126	85	63				71	639
	% Abandoned	0.35%	0.97%	0.50%	0.25%	0.65%	0.58%	1.00%	0.66%	0.39%				0.59%	0.59%
	Speed to answer	30 seconds or less	10	20	12	12	18	20	27	20	12				17
Behavioral Calls Report #11	# of calls	357	366	326	406	351	399	450	499	492				405	3,646
	# Abandoned	3	4	2	4	7	8	3	7	9				5	47
	% Abandoned	0.84%	1.09%	0.61%	0.99%	1.99%	2.01%	0.67%	1.40%	1.83%				1.29%	1.29%
	Speed to answer	30 seconds or less	5	3	12	7	9	4	3	3					5
	Answered by 4th ring	at least 99%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				99.89%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	97.00%	99.00%	94.00%	97.00%	96.00%	98.00%	100.00%	97.00%	95.00%				97.00%
Avg length	< 10 min	8	7	8:02	5:43	6	7	6	5	5				5	
Total Calls	Total Calls	24,559	24,695	18,971	25,353	23,856	26,901	29,628	29,014	33,872				26,317	236,849
	Abandoned	102	211	156	113	144	159	265	228	159				171	1,537
	% Abandoned	0.42%	0.85%	0.82%	0.45%	0.60%	0.59%	0.89%	0.79%	0.47%				0.65%	0.65%
COB Savings Report #54	MCO paid amount	\$ 226,671	\$ 357,386	\$ 307,421	\$ 331,555	\$ 304,379	\$ 370,148	\$ 536,413	\$ 530,033	\$ 632,847				\$ 399,650	\$ 3,596,853.13
	COB Amount	\$ 1,287,359	\$ 2,040,185	\$ 1,952,394.97	\$ 2,127,636	\$ 1,444,010	\$ 2,098,754	\$ 2,675,915	\$ 2,012,850	\$ 2,475,649				\$ 2,012,750	\$ 18,114,751.48
	COB/Member	\$ 17.45	\$ 26.52	\$ 25.99	\$ 25.61	\$ 15.99	\$ 22.31	\$ 27.87	\$ 20.33	\$ 25.27				\$ 23.04	\$ 23.04
	% of Claims Paid	8.58%	12.51%	10.97%	9.37%	7.26%	9.38%	11.73%	12.34%	14.51%					10.64%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 770,757	\$ 989,544	\$ 718,085	\$ 1,066,071	\$ 471,690	\$ 972,873	\$ 1,115,055	\$ 683,818	\$ 1,713,699				\$ 944,621	\$ 8,501,592.35
	% of Claims Paid	5.14%	6.07%	4.04%	4.69%	2.37%	4.35%	4.89%	4.19%	10.04%				4.99%	4.99%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 1,253,532	\$ 1,130,501	\$ 1,768,749	\$ 1,697,658	\$ 1,718,592	\$ 2,058,165	\$ 4,241,618	\$ 2,162,149	\$ 2,954,244				\$ 2,109,467	\$ 18,985,207.03
	% of Claims Paid	8.35%	6.93%	9.94%	7.47%	8.64%	9.20%	18.60%	13.26%	17.31%				11.15%	11.15%
Potential Subrogation Report #57	Lien/Claim	\$ 107,009	\$ 85,788	\$ 2,070	\$ 13,018	\$ 46,440	\$ 20,960	\$ 59,502	\$ 77,343	\$ 1,639				\$ 45,974	\$ 413,768.25
	% of Claims Paid	0.71%	0.53%	0.01%	0.06%	0.23%	0.09%	0.26%	0.47%	0.01%				0.24%	0.24%
	Recovered	\$ 105,039	\$ 10,961	\$ 1,319	\$ 12,821	\$ 34,439	\$ 20,427	\$ 43,611	\$ 69,778	\$ 1,636				\$ 33,337	\$ 300,031.33

Anthem Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	218,444	223,496	239,503	324,553	324,027	352,632	328,392	166,884	182,806				262,304	2,360,737	
		Processed	204,377	214,793	230,518	311,665	305,841	330,208	315,489	144,035	159,637				246,295	2,216,563	
		Total Charges	\$ 110,008,909	\$ 112,477,034	\$ 112,657,567	\$ 151,148,740	\$ 156,653,246	\$ 171,709,054	\$ 164,535,476	\$ 137,989,546	\$ 153,329,482					\$ 141,167,673	\$ 1,270,509,055
		Avg Charge	\$ 503.60	\$ 503.26	\$ 470.38	\$ 465.71	\$ 483.46	\$ 486.94	\$ 501.03	\$ 826.86	\$ 838.76					\$ 538.18	\$ 538.18
		Avg member	\$ 1,491.28	\$ 1,462.05	\$ 1,499.62	\$ 1,819.64	\$ 1,735.00	\$ 1,825.10	\$ 1,713.57	\$ 1,393.54	\$ 1,565.15					\$	\$ 14,542.91
	Adjudicated to pay status	Total count	163,429	175,595	187,740	246,318	240,844	258,305	247,105	104,340	114,695					193,152	1,738,371
		Percent	74.82%	78.57%	78.39%	75.89%	74.33%	73.25%	75.25%	62.52%	62.74%					73.64%	73.64%
		Charges	\$ 59,461,087	\$ 65,625,000	\$ 71,839,766	\$ 93,791,949	\$ 76,663,385	\$ 85,845,493	\$ 92,287,875	\$ 76,862,112	\$ 83,447,927					\$ 78,424,955	\$ 705,824,595
		Avg Charge	\$ 363.83	\$ 373.73	\$ 382.66	\$ 380.78	\$ 318.31	\$ 332.34	\$ 373.48	\$ 736.65	\$ 727.56					\$ 406.03	\$ 406.03
		Avg member	\$ 806.06	\$ 853.04	\$ 956.28	\$ 1,129.14	\$ 849.08	\$ 912.45	\$ 961.14	\$ 776.22	\$ 851.81					\$	\$ 8,079.24
		Paid	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952	\$ 22,715,902	\$ 19,890,333	\$ 22,372,385	\$ 22,810,470	\$ 16,310,716	\$ 17,067,078					\$ 18,920,151	\$ 170,281,360
		Average Paid	\$ 91.84	\$ 92.88	\$ 94.79	\$ 92.22	\$ 82.59	\$ 86.61	\$ 92.31	\$ 156.32	\$ 148.80					\$ 97.95	\$ 97.95
		Avg member	\$ 203.47	\$ 212.00	\$ 236.89	\$ 273.47	\$ 220.29	\$ 237.80	\$ 237.56	\$ 164.72	\$ 174.22					\$	\$ 1,949.13
		% Discount	74.76%	75.15%	75.23%	75.78%	74.05%	73.94%	75.28%	78.78%	79.55%						75.87%
		Adjudicated to deny status	Count	39,180	37,221	41,853	62,913	55,128	63,274	62,771	35,109	38,590					48,449
	Percent		17.94%	16.65%	17.40%	19.38%	18.03%	17.94%	19.11%	21.04%	21.11%					0.184704607	0.184704607
	Charges		\$ 24,899,720	\$ 26,296,510	\$ 28,182,962	\$ 38,042,579	\$ 30,086,111	\$ 38,939,065	\$ 41,491,400	\$ 29,888,792	\$ 34,147,803					\$ 32,441,660	\$ 291,974,941
	Avg. Charge		\$ 635.52	\$ 706.50	\$ 673.38	\$ 604.69	\$ 545.75	\$ 615.40	\$ 661.00	\$ 851.31	\$ 884.89					\$ 669.61	\$ 669.61
	Placed in suspended status	Count	1,768	1,977	925	2,434	9,869	8,540	5,613	4,586	6,352					4,674	42,064
		Percent	0.81%	0.88%	0.39%	0.75%	3.23%	2.42%	0.17%	2.75%	3.47%					1.78%	1.78%
Charges		\$ 771,680	\$ 7,749,144	\$ 1,549,912	\$ 8,174,648	\$ 24,367,105	\$ 31,336,293	\$ 9,622,803	\$ 7,757,212	\$ 11,743,946					\$ 11,452,527	\$ 103,072,744	
Avg Charge	\$ 4,395.75	\$ 3,919.65	\$ 1,675.58	\$ 3,358.52	\$ 2,469.06	\$ 3,669.36	\$ 1,714.38	\$ 1,691.50	\$ 1,848.86					\$ 2,450.38	\$ 2,450.38		
Prior Authorizer Report #59	Requested	11,435	11,133	12,078	11,881	12,050	11,774	5,916	13,027	14,821					11,568	104,115	
	Approved	No service limits	911	647	576	617	630	652	530	441	612				624	5,616	
		Within limits	8,856	8,481	9,275	9,116	9,456	8,899	3,609	10,070	10,751				8,724	78,513	
		Exceed limits	-	-	-	-	-	-	-	-	-				-	-	
	Partially Approved	No service limits	-	-	-	-	-	-	-	-	-				-	-	
		Within limits	19	26	21	26	30	25	-	26	23				22	196	
Exceed limits		-	-	-	-	-	-	-	-	-				-	-		
Denied	1,060	1,043	1,159	1,121	1,070	1,168	939	1,252	1,837					1,183	10,649		
Original Claims Activity #60	Paid Claims	Total claims	199,386	217,134	221,563	239,402	239,101	258,557	241,871	249,661	305,103				241,309	2,171,778	
		1-30 - Days	198,203	215,768	219,998	237,848	237,318	256,052	240,104	247,908	303,269				239,608	2,156,468	
		31 - 60 Days	1,129	1,325	152	1,492	1,661	1,831	1,752	1,609	1,783				1,415	12,734	
		61-90 Days	6	12	1	38	-	6	6	120	29				24	218	
		91+ Days	48	29	22	24	121	668	9	24	22				107	967	
	Denied Claims	Total claims	108,635	109,699	116,324	118,947	107,024	131,586	120,633	110,788	139,291				118,103	1,062,927	
		1-30 - Days	108,516	109,597	116,205	116,581	106,750	130,475	120,335	110,599	137,726				117,420	1,056,784	
		31 - 60 Days	91	77	107	2,337	202	1,061	271	166	1,536				650	5,848	
		61-90 Days	15	17	6	7	6	6	9	15	14				11	95	
	Suspended Claims	91+ Days	13	8	6	22	66	44	18	8	15				22	200	
		Total claims	46	116	196	4,467	2,131	4,306	5,342	4,466	6,390				3,051	27,460	
		1-30 - Days	42	116	196	4,407	2,128	4,290	5,162	4,358	6,319				3,002	27,018	
31 - 60 Days		2	-	-	59	-	16	166	92	1				37	336		
61-90 Days		1	-	-	-	1	-	14	5	63				11	84		
91+ Days	1	-	-	1	2	-	-	11	7				3	22			
#67 Provider Credentialing	InProgress	1-30 Days	1	118	59	118	46	36	34	29	47				54	488	
		31-60 Days	3	0	0	0	0	0	0	0	0				0	3	
		61-90 Days	0	3	0	3	0	0	0	0	0				1	6	
		90+ Days	0	2	0	2	0	2	0	0	0				1	6	
	Received	Received	4	48	59	48	48	3	10	17	36				30	273	
		Credentialed	5	214	113	214	83	81	55	67	84				102	916	
		Processed	3	218	117	218	87	81	59	72	89				105	944	
		Enrolled	3	641	366	641	12	417	909	136	228				373	3,353	
Denied	2	591	0	591	1	0	0	0	0				132	1,185			
Additions to Network #68	Total Providers	91	130	108	105	68	38	81	49	81				83	751		
Termination from MCO #69	Total Providers	2	2	5	0	0	6	17	7	16				6	55		
Program Lock-in #74c	Admitted	14	1	27	42	1	1	10	2	0				11			
	Discharged	0	1	7	8	0	1	2	1	1				2			
	Active	25	25	22	37	38	39	51	51	50				38			

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		291,311	292,171	292,827	286,576	291,681	290,831	280,221	278,190	274,035				286,427	2,577,843
Capitation		\$ 115,478,241	\$ 115,757,534	\$ 115,903,541	\$ 115,225,617	\$ 117,140,545	\$ 116,894,086	\$ 111,556,870	\$108,141,409	\$ 106,640,464				\$ 113,637,590	\$ 1,022,738,307
CAP PMP		\$ 396.41	\$ 396.20	\$ 395.81	\$ 402.08	\$ 401.60	\$ 401.93	\$ 398.10	\$ 388.73	\$ 389.15				\$ 396.74	\$ 3,570.68
Standard	Measure														
Claims Payment	Paid Claims	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220	\$ 79,090,026	\$ 72,260,411	\$ 80,550,043	\$ 75,129,470	\$ 42,235,827	\$ 82,118,679				\$ 75,096,713	\$ 675,870,415
	Suspended	\$ 3,543,082	\$ 5,152,511	\$ 5,842,506	\$ 6,309,776	\$ 5,994,342	\$ 4,861,936	\$ 3,332,126	\$ 18,928,687	\$ 15,550,879				\$ 7,723,983	\$ 69,515,845
	% Suspended	3.88%	6.14%	6.96%	7.39%	7.66%	5.69%	4.25%	30.95%	15.92%				9.33%	9.33%
	Paid/Member	\$ 301.00	\$ 269.48	\$ 266.59	\$ 275.98	\$ 247.74	\$ 276.97	\$ 268.11	\$ 151.82	\$ 299.66				\$ 262.18	\$ 2,359.66
	Paid Loss Ratio	75.93%	68.02%	67.35%	68.64%	61.69%	68.91%	67.35%	39.06%	77.01%				66.08%	66.08%
	Total Paid Claims	90% paid in 30 Days	99.87%	99.94%	99.95%	99.90%	99.79%	99.69%	99.97%	99.82%	93.32%				
P/As	Total Paid Claims	99.99%	100.00%	100.00%	99.97%	100.00%	100.00%	99.99%	100.00%	100.00%					99.99%
	Requested	33,337	31,202	32,599	52,260	17,651	20,036	15,500	21,813	18,529				26,992	242,927
	Denied	5,026	5,249	4,671	4,835	3,084	3,241	2,667	3,257	3,620				3,961	35,650
Member Calls Report #11	% Denied	15.08%	16.82%	14.33%	14.33%	17.47%	16.18%	17.21%	14.93%	19.54%				14.68%	14.68%
	# of calls	21,377	18,716	18,341	18,055	15,477	18,338	18,913	32,964	27,577				21,084	189,758
	# Abandoned	789	439	498	379	246	168	425	387	156				387	3,487
	% Abandoned	3.69%	2.35%	2.70%	2.10%	1.60%	0.90%	2.20%	1.20%	0.60%				1.84%	1.84%
Provider Calls Report #11	Speed to answer	30 seconds or less	38	25	26	20	15	7	20	16	6			19	
	# of calls	13,066	12,626	12,162	4,699	10,339	10,119	11,004	2,991	2,438				8,827	79,444
	# Abandoned	227	236	180	5	142	42	138	17	4				110	991
	% Abandoned	1.74%	1.87%	1.50%	1.50%	1.40%	0.40%	1.30%	0.60%	0.20%				1.25%	1.25%
Behavioral Calls Report #11	Speed to answer	30 seconds or less	36	33	35	35	28	9	23	10	4			24	
	# of calls	662	707	737	679	584	663	700	1,843	1,474				894	8,049
	# Abandoned	0	0	0	1	0	0	0	40	11				6	52
	% Abandoned	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	2.20%	0.70%				0.65%	0.65%
	Speed to answer	30 seconds or less	12	10	11	17	5	3	4	8	4			8	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	
Total Calls	Answered within 30 sec	More than 80%	99.20%	99.20%	98.20%	98.80%	96.00%	98.70%	99.60%	91.70%				97.44%	
	Avg length	< 10 min	4	4	4	4	3	3	3	6	6			4	
	Total Calls		35,105	32,049	31,240	23,433	26,400	29,120	30,617	37,798	31,489			30,806	277,251
COB Savings Report #54	Abandoned	1,016	675	678	385	388	210	563	444	171				503	4,530
	% Abandoned	2.89%	2.11%	2.17%	1.64%	1.47%	0.72%	1.84%	1.17%	0.54%				1.63%	1.63%
	MCO paid amount	\$ 2,092,592	\$ 2,247,399	\$ 2,170,982	\$ 1,862,819	\$ 2,070,806	\$ 2,324,043	\$ 2,081,532	\$ 528,609	\$ 2,254,550				\$ 1,959,259	\$ 17,633,331.92
	COB Amount	\$ 7,902,311	\$ 6,981,532	\$ 7,975,287	\$ 7,235,989	\$ 7,010,504	\$ 7,425,940	\$ 6,579,595	\$ 1,921,531	\$ 8,828,276				\$ 6,873,440	\$ 61,860,964.20
Medicare Cost Avoidance Report #55	COB/Member	\$ 27.13	\$ 23.90	\$ 27.24	\$ 25.25	\$ 24.03	\$ 25.53	\$ 23.48	\$ 6.91	\$ 32.22				\$ 24.00	\$ 215.97
	% of Claims Paid	9.01%	8.87%	10.22%	9.15%	9.70%	9.22%	8.76%	4.55%	10.75%					9.15%
	Denied Amount	\$ 2,118,399	\$ 2,573,364	\$ 1,936,834	\$ 2,234,688	\$ 2,619,513	\$ 2,103,859	\$ 1,851,585	\$ 2,228,729	\$ 4,395,278				\$ 2,451,361	\$ 22,062,249.14
Non-Medicare Avoidance Report #56	% of Claims Paid	2.42%	3.27%	2.48%	2.83%	3.63%	2.61%	2.46%	5.28%	5.35%				3.26%	29.38%
	Denied Amount	\$ 3,782,362	\$ 4,716,586	\$ 4,627,955	\$ 4,105,035	\$ 4,682,828	\$ 5,351,557	\$ 3,947,321	\$ 1,973,575	\$ 6,384,873				\$ 4,396,899	\$ 39,572,090.82
	% of Claims Paid	4.31%	5.99%	5.93%	5.19%	6.48%	6.64%	5.25%	4.67%	7.78%				5.85%	5.85%
Potential Subrogation Report #57	Lien/Claim	\$ 8,274,627	\$ 8,321,641	\$ 8,293,184	\$ 8,414,024	\$ 9,281,049	\$ 9,018,384	\$ 9,032,173	\$ 9,124,831	\$ 9,068,872				\$ 8,758,754	\$ 78,828,784.99
	% of Claims Paid	9.44%	10.57%	10.62%	10.64%	12.84%	11.20%	12.02%	21.60%	11.04%				11.66%	11.66%
	Recovered	\$ 548,206	\$ 632,493	\$ 573,039	\$ 561,527	\$ 957,386	\$ 797,111	\$ 927,122	\$ 888,165	\$ 765,153				\$ 738,911	\$ 6,650,202.09

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	937,575	879,864	932,144	1,005,868	893,145	925,402	819,204	992,316	1,221,638				956,351	8,607,156	
		Processed	958,389	883,019	926,497	994,046	908,277	932,713	850,696	767,400	1,189,783				934,536	8,410,820	
		Total Charges	\$ 482,696,129	\$ 432,331,395	\$ 452,695,206	\$ 438,239,471	\$ 417,524,854	\$ 460,428,771	\$ 315,187,610	\$ 481,500,979	\$ 549,426,110					\$ 447,781,169	\$ 4,030,030,525
		Avg Charge	\$ 514.83	\$ 491.36	\$ 485.65	\$ 435.68	\$ 467.48	\$ 497.54	\$ 384.75	\$ 485.23	\$ 449.75					\$ 468.22	\$ 468.22
		Avg member	\$ 1,656.98	\$ 1,479.72	\$ 1,545.95	\$ 1,529.23	\$ 1,431.44	\$ 1,583.15	\$ 1,124.78	\$ 1,730.83	\$ 2,004.95					\$	\$ 14,070.01
	Adjudicated to pay status	Total count	767,290	694,145	725,533	790,332	722,851	731,625	674,197	526,307	795,298				714,175	6,427,578	
		Percent	81.84%	78.89%	77.83%	78.57%	80.93%	79.06%	82.30%	53.04%	65.10%				74.68%	74.68%	
		Charges	\$ 383,104,105	\$ 350,343,766	\$ 347,929,385	\$ 328,733,229	\$ 313,700,873	\$ 353,354,498	\$ 303,801,116	\$ 112,364,131	\$ 356,650,859					\$ 316,664,663	\$ 2,849,981,963
		Avg Charge	\$ 499.30	\$ 504.71	\$ 479.55	\$ 415.94	\$ 433.98	\$ 482.97	\$ 450.61	\$ 213.50	\$ 448.45					\$ 443.40	\$ 443.40
		Avg member	\$ 1,315.10	\$ 1,199.11	\$ 1,188.17	\$ 1,147.11	\$ 1,075.49	\$ 1,214.98	\$ 1,084.15	\$ 403.91	\$ 1,301.48					\$	\$ 9,950.12
		Paid	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220	\$ 79,090,026	\$ 72,260,411	\$ 80,550,043	\$ 75,129,470	\$ 42,235,827	\$ 82,118,679					\$ 75,096,713	\$ 675,870,415
		Average Paid	\$ 114.28	\$ 113.43	\$ 107.60	\$ 100.07	\$ 99.97	\$ 110.10	\$ 111.44	\$ 80.25	\$ 103.26					\$ 105.15	\$ 105.15
		Avg member	\$ 301.00	\$ 269.48	\$ 266.59	\$ 275.98	\$ 247.74	\$ 276.97	\$ 268.11	\$ 151.82	\$ 299.66					\$	\$ 2,359.66
		% Discount	77.11%	77.53%	77.56%	75.94%	76.97%	77.20%	75.27%	62.41%	76.98%						76.29%
		Adjudicated to deny status	Count	187,748	182,186	193,962	196,265	178,536	194,874	170,451	231,181	386,761				213,552	1,921,964
	Percent		20.02%	20.71%	20.81%	19.51%	19.99%	21.06%	20.81%	23.30%	31.66%				22.33%	22.33%	
	Charges		\$ 94,547,334	\$ 78,344,082	\$ 73,824,908	\$ 74,664,840	\$ 77,636,163	\$ 93,381,567	\$ 68,746,273	\$ 55,136,245	\$ 203,204,541					\$ 91,053,995	\$ 819,485,952
	Avg. Charge		\$ 503.59	\$ 430.02	\$ 380.62	\$ 380.43	\$ 434.85	\$ 479.19	\$ 403.32	\$ 238.50	\$ 525.40					\$ 426.38	\$ 426.38
	Placed in suspended status	Count	3,440	6,703	7,014	7,552	6,890	6,215	6,185	10,605	8,739				7,038	63,343	
		Percent	0.37%	0.76%	0.75%	0.7500%	0.77%	0.67%	0.75%	1.07%	0.72%				0.74%	0.74%	
Charges		\$ 3,543,082	\$ 5,152,511	\$ 5,842,506	\$ 6,309,776	\$ 5,994,342	\$ 4,861,936	\$ 3,332,126	\$ 18,928,687	\$ 15,550,879					\$ 7,723,983	\$ 69,515,845	
Avg Charge	\$ 1,029.97	\$ 768.69	\$ 832.98	\$ 835.51	\$ 870.01	\$ 782.29	\$ 538.74	\$ 1,784.88	\$ 1,779.48					\$ 1,097.45	\$ 1,097.45		
Prior Authorizer Report #59	Requested	33,337	31,202	32,599	52,260	17,651	20,036	15,500	21,813	18,529				26,992	242,927		
	Approved	No service limits	10,555	9,995	10,534	9,772	9,331	8,618	6,474	10,295	11,459				9,670	87,033	
		Within limits	6,857	6,727	7,587	5,759	2,866	3,714	3,711	6,768	45,509				5,057	45,509	
		Exceed limits	9,182	7,606	7,144	3,109	911	2,974	1,703	673	1,050				3,817	34,352	
	Partially Approved	No service limits	481	413	397	353	269	322	180	362	348				347	3,125	
		Within limits	230	222	241	421	332	367	343	437	469				340	3,062	
		Exceed limits	-	-	-	95	-	-	-	21	63				20	179	
Denied	5,026	5,249	4,671	4,835	3,084	3,241	2,667	3,257	3,620				3,961	35,650			
Original Claims Activity #60	Paid Claims	Total claims	767,290	694,145	725,533	790,332	722,851	731,625	674,197	526,307	795,298				714,175	6,427,578	
		1-30 - Days	766,276	693,761	725,169	789,520	721,297	729,340	673,984	525,344	742,203				707,433	6,366,894	
		31 - 60 Days	781	349	314	514	1,508	2,253	151	952	51,797				6,513	58,619	
		61-90 Days	126	2	32	95	25	13	14	6	1,292				178	1,605	
		91+ Days	107	33	18	203	21	19	48	5	6				51	460	
	Denied Claims	Total claims	187,748	182,186	193,962	196,265	178,536	194,874	170,451	231,181	386,761				213,552	1,921,964	
		1-30 - Days	187,539	182,023	193,844	196,173	178,217	194,555	170,213	230,073	376,597				212,137	1,909,234	
		31 - 60 Days	192	154	107	86	309	282	18	600	10,068				1,313	11,816	
		61-90 Days	7	4	3	5	6	24	-	-	96				16	145	
	Suspended Claims	91+ Days	10	5	8	1	4	13	1	1	-				5	43	
		Total claims	3,440	6,703	7,014	7,543	6,884	6,215	6,053	10,605	8,739				7,022	63,196	
		1-30 - Days	3,395	6,683	6,953	7,540	6,881	6,197	6,034	10,004	8,215				6,878	61,902	
		31 - 60 Days	45	20	60	3	3	18	18	600	466				137	1,233	
		61-90 Days	-	-	1	-	-	-	-	-	58				7	59	
		91+ Days	-	-	-	-	-	-	1	1	-				0	2	
#67 Provider Credentialing	InProgress	1-30 Days	199	347	272	78	73	111	77	87	207				161	1,451	
		31-60 Days	94	152	344	113	69	48	62	123	85				121	1,090	
		61-90 Days	220	90	74	166	84	40	33	81	99				99	887	
		90+ Days	2448	2599	2555	24	2	0	1	0	6				848	7,635	
	Received	Received	357	488	556	121	105	143	110	95	260				248	2,235	
		Credentialed	224	287	157	628	222	154	135	103	107				224	2,017	
		Processed	224	287	157	611	220	62	135	95	10				200	1,801	
		Enrolled	3	18	36	19	18	25	6	5	20				17	150	
		Denied	0	0	0	0	0	0	0	0	0				-	-	
		Additions to Network #68	Total Providers	148	82	81	71	98	90	80	58	53				85	761
Termination from MCO #69	18		29	23	0	37	18	21,932	20	29				2,456	22,106		
Program Lock-in #74c	Admitted	30	38	85	50	61	66	71	21	10				48			
	Discharged	51	37	18	46	39	137	37	38	27				48			
	Active	873	874	941	945	967	1008	1042	1095	1078				980			

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		117,126	117,740	118,794	117,544	121,706	122,800	123,192	124,101	122,875				120,653	1,085,878
Capitation		\$ 59,552,827	\$ 59,873,047	\$ 60,328,160	\$ 59,026,196	\$ 60,813,580	\$ 61,346,138	\$ 59,904,283	\$ 60,969,668	\$ 60,436,738				\$ 60,250,071	\$ 542,250,638
CAP PMP		\$ 508.45	\$ 508.52	\$ 507.84	\$ 502.16	\$ 499.68	\$ 499.56	\$ 486.27	\$ 491.29	\$ 491.86				\$ 499.37	\$ 4,494.29
Standard	Measure														
Claims Payment	Paid Claims	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965	\$ 40,427,549	\$ 39,865,011	\$ 44,487,995	\$ 41,966,949	\$ 44,228,944	\$ 50,311,582				\$ 41,539,999	\$ 373,859,993
	Suspended	\$ 93,560,481	\$ 72,126,215	\$ 72,131,081	\$ 59,142,269	\$ 59,912,331	\$ 64,809,760	\$ 69,052,734	\$ 72,655,826	\$ 84,441,486				\$ 71,981,354	\$ 647,832,183
	% Suspended	70.25%	66.45%	66.38%	59.40%	60.05%	59.30%	62.20%	62.16%	62.66%				63.41%	63.41%
	Paid/Member	\$ 338.28	\$ 309.28	\$ 307.56	\$ 343.94	\$ 327.55	\$ 362.28	\$ 340.66	\$ 356.39	\$ 409.45				\$ 344.29	\$ 3,098.64
	Paid Loss Ratio	66.53%	60.82%	60.56%	68.49%	65.55%	72.52%	70.06%	72.54%	83.25%				68.95%	68.95%
	Total Paid Claims	90% paid in 30 Days	96.30%	96.38%	97.67%	97.34%	98.75%	98.35%	97.57%	97.75%	97.35%				97.50%
Total Paid Claims	99% paid in 90 Days	99.87%	98.29%	99.48%	99.95%	99.76%	99.86%	99.85%	99.83%	99.82%				99.65%	
P/As	Requested	10,990	6,172	6,177	6,316	5,741	5,962	6,858	7,435	7,343				6,999	62,994
	Denied	1,435	1,024	989	862	755	877	888	1,113	1,237				1,020	9,180
	% Denied	13.06%	16.59%	16.01%	13.65%	13.15%	14.71%	12.95%	14.97%	16.85%				14.57%	14.57%
Member Calls Report #11	# of calls	16,929	14,570	15,752	17,055	15,721	16,985	18,980	15,938	15,646				16,397	147,576
	# Abandoned	273	264	196	151	301	169	210	68	86				191	1,718
	% Abandoned	1.61%	1.81%	1.24%	0.89%	1.91%	0.99%	1.11%	0.43%	0.55%				1.16%	1.16%
	Speed to answer	30 seconds or less	24	29	20	24	28	14	27	6	13				21
Provider Calls Report #11	# of calls	9,763	9,169	9,283	9,289	8,089	8,731	8,986	9,150	10,033				9,166	82,493
	# Abandoned	20	48	18	6	5	9	2	5	10				14	123
	% Abandoned	0.20%	0.52%	0.19%	0.06%	0.06%	0.10%	0.02%	0.05%	0.10%				0.15%	0.15%
	Speed to answer	30 seconds or less	10	11	8	5	4	5	3	5	6				6
Behavioral Calls Report #11	# of calls	7	12	11	15	15	9	14	14	322				47	419
	# Abandoned	0	0	1	0	0	0	0	0	0				0	1
	% Abandoned	0.00%	0.00%	9.09%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.24%	0.24%
	Speed to answer	30 seconds or less	3	1	13	5	2	4	2	4	11				5
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	100.00%	100.00%	81.82%	93.33%	100.00%	88.89%	100.00%	100.00%	92.77%				95.20%
Avg length	< 10 min	2	3	1	3.36	1	6	1	1	2				2	
Total Calls	Total Calls	26,699	23,751	25,046	26,359	23,825	25,725	27,980	25,102	26,001				25,610	230,488
	Abandoned	293	312	215	157	306	178	212	73	96				205	1,842
	% Abandoned	1.10%	1.31%	0.86%	0.60%	1.28%	0.69%	0.76%	0.29%	0.37%				0.80%	0.80%
COB Savings Report #54	MCO paid amount	\$ 809,294	\$ 677,011	\$ 637,086	\$ 961,783	\$ 671,915	\$ 678,523	\$ 693,765	\$ 890,767	\$ 1,000,645				\$ 780,088	\$ 7,020,789.30
	COB Amount	\$ 3,768,021	\$ 3,407,657	\$ 4,031,283	\$ 5,395,402	\$ 4,029,552	\$ 3,116,202	\$ 2,972,352	\$ 7,280,706	\$ 9,377,577				\$ 4,819,861	\$ 43,378,751.98
	COB/Member	\$ 32.17	\$ 28.94	\$ 33.94	\$ 45.90	\$ 33.11	\$ 25.38	\$ 24.13	\$ 58.67	\$ 76.32				\$ 39.95	\$ 359.53
	% of Claims Paid	9.51%	9.36%	11.03%	13.35%	10.11%	7.00%	7.08%	16.46%	18.64%					11.60%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 64,148	\$ 33,595	\$ 143,648	\$ 35,282	\$ 35,282	\$ 3,736	\$ 45,035	\$ 8,879	\$ 25,318				\$ 43,880	\$ 394,921.57
	% of Claims Paid	0.16%	0.09%	0.39%	0.09%	0.09%	0.01%	0.11%	0.02%	0.05%				0.11%	0.11%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 2,661,511	\$ 2,687,317	\$ 2,452,525	\$ 2,496,506	\$ 2,221,710	\$ 3,390,839	\$ 2,272,719	\$ 3,416,670	\$ 4,528,538				\$ 2,903,148	\$ 26,128,335.73
	% of Claims Paid	6.72%	7.38%	6.71%	6.18%	5.57%	7.62%	5.42%	7.72%	9.00%				6.99%	6.99%
Potential Subrogation Report #57	Lien/Claim	\$ 1,225,841	\$ 1,022,604	\$ 1,488,931	\$ 1,703,612	\$ 2,574,092	\$ 10,624,957	\$ 10,658,546	\$ 11,030,827	\$ 10,703,374				\$ 5,670,309	\$ 51,032,784.90
	% of Claims Paid	3.09%	2.81%	4.08%	4.21%	6.46%	23.88%	25.40%	24.94%	21.27%				13.65%	13.65%
	Recovered	\$ 154,774	\$ -	\$ 78,350	\$ -	\$ 107,873	\$ -	\$ 146,396	\$ 81,762	\$ 109,853				\$ 75,445	\$ 679,008.64

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	473,414	468,159	469,610	489,329	469,239	507,440	481,847	511,442	572,576				493,673	4,443,056	
		Processed	532,923	523,587	525,037	519,527	505,628	540,828	514,668	545,914	620,021				536,459	4,828,133	
		Total Charges	\$ 211,139,164	\$ 212,281,493	\$ 212,641,946	\$ 188,056,984	\$ 191,588,954	\$ 197,946,197	\$ 203,398,154	\$ 208,571,386	\$ 238,927,421					\$ 207,172,411	\$ 1,864,551,701
		Avg Charge	\$ 445.99	\$ 453.44	\$ 452.81	\$ 384.32	\$ 408.30	\$ 390.09	\$ 422.12	\$ 407.81	\$ 417.29					\$ 419.66	\$ 419.66
		Avg member	\$ 1,802.67	\$ 1,802.97	\$ 1,790.01	\$ 1,599.89	\$ 1,574.19	\$ 1,611.94	\$ 1,651.07	\$ 1,680.66	\$ 1,944.48						\$ 1,545.82
	Adjudicated to pay status	Total count	342,074	326,369	327,139	357,190	343,274	371,640	346,573	367,236	414,899					355,155	3,196,394
		Percent	72.30%	72.00%	70.00%	75.20%	75.00%	73.20%	71.90%	71.80%	72.20%					71.94%	71.94%
		Charges	\$ 127,855,225	\$ 112,985,792	\$ 113,167,908	\$ 120,265,503	\$ 113,003,792	\$ 117,816,350	\$ 110,039,231	\$ 116,267,228	\$ 134,111,469					\$ 118,390,277	\$ 1,065,512,497
		Avg Charge	\$ 373.76	\$ 346.19	\$ 346.19	\$ 336.70	\$ 329.19	\$ 317.02	\$ 317.51	\$ 316.60	\$ 323.24					\$ 333.35	\$ 333.35
		Avg member	\$ 1,091.60	\$ 959.62	\$ 952.64	\$ 1,023.15	\$ 928.50	\$ 959.42	\$ 893.23	\$ 936.88	\$ 1,091.45					\$ 883.21	\$ 883.21
		Paid	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965	\$ 40,427,549	\$ 39,865,011	\$ 44,487,995	\$ 41,966,949	\$ 44,228,944	\$ 50,311,582					\$ 41,539,999	\$ 373,859,993
		Average Paid	\$ 115.83	\$ 111.57	\$ 111.57	\$ 113.18	\$ 116.13	\$ 119.71	\$ 121.09	\$ 120.44	\$ 121.26					\$ 116.96	\$ 116.96
		Avg member	\$ 338.28	\$ 309.28	\$ 307.56	\$ 343.94	\$ 327.55	\$ 362.28	\$ 340.66	\$ 356.39	\$ 409.45					\$ 309.64	\$ 309.64
		% Discount	69.01%	67.77%	67.72%	66.38%	64.72%	62.24%	61.86%	61.96%	62.49%						64.91%
		Adjudicated to deny status	Count	104,956	95,672	96,456	101,519	92,034	110,716	111,296	116,990	127,087					106,303
	Percent		22.20%	21.10%	21.10%	21.40%	20.10%	21.80%	23.10%	22.90%	22.20%					0.215330619	0.215330619
	Charges		\$ 14,917,170	\$ 14,028,117	\$ 14,225,785	\$ 13,195,461	\$ 12,490,414	\$ 20,484,367	\$ 20,809,772	\$ 26,138,863	\$ 31,945,195					\$ 18,692,794	\$ 168,235,143
	Avg Charge		\$ 142.13	\$ 146.63	\$ 147.48	\$ 129.98	\$ 135.72	\$ 185.02	\$ 186.98	\$ 223.43	\$ 251.36					\$ 175.84	\$ 175.84
	Placed in suspended status	Count	31,035	25,262	25,276	24,009	23,404	26,327	24,284	27,175	30,763					26,393	237,535
		Percent	6.60%	5.40%	5.40%	4.90%	5.00%	5.20%	5.04%	5.30%	5.37%					5.35%	5.35%
Charges		\$ 93,560,481	\$ 72,126,215	\$ 72,131,081	\$ 59,142,269	\$ 59,912,331	\$ 64,809,760	\$ 69,052,734	\$ 72,655,826	\$ 84,441,486					\$ 71,981,354	\$ 647,832,183	
Avg Charge	\$ 2,692.46	\$ 2,855.13	\$ 2,853.74	\$ 2,463.34	\$ 2,559.92	\$ 2,461.72	\$ 2,843.55	\$ 2,673.63	\$ 2,744.90					\$ 2,727.31	\$ 2,727.31		
Prior Authorizer Report #59	Requested		10,990	6,172	6,177	6,316	5,741	5,962	6,858	7,435	7,343				6,999	62,994	
		No service limits	7,648	4,274	4,432	4,380	4,051	4,336	5,020	4,989	4,949				4,898	44,079	
		Within limits	760	662	734	820	672	691	721	927	1,015				778	7,002	
	Partially Approved	No service limits	275	85	118	53	59	49	57	40	44				87	780	
		Within limits	1	2	1	-	-	1	-	174	174				39	353	
		Exceed limits	-	-	-	-	-	-	-	-	-				-	-	
	Denied		1,435	1,024	989	862	755	877	888	1,113	1,237				1,020	9,180	
Original Claims Activity #60	Paid Claims	Total claims	375,562	355,806	368,902	393,361	375,948	371,976	351,324	391,690	434,091				379,851	3,418,660	
		1-30 - Days	361,670	342,931	360,311	382,917	371,257	365,831	342,791	382,883	422,569				370,351	3,333,160	
		31 - 60 Days	11,413	5,870	5,439	9,727	3,497	5,333	7,454	7,253	9,955				7,327	65,941	
		61-90 Days	2,000	916	1,243	504	285	292	545	893	785				829	7,461	
		91+ Days	479	6,089	1,909	213	909	520	534	661	784				1,344	12,098	
	Denied Claims	Total claims	112,069	115,898	103,286	111,561	99,953	109,883	116,560	117,126	137,580				113,768	1,023,916	
		1-30 - Days	108,624	102,489	101,191	109,607	99,044	107,554	112,812	113,446	130,479				109,472	985,246	
		31 - 60 Days	2,448	1,134	1,231	1,464	703	1,729	2,998	2,995	3,903				2,067	18,605	
		61-90 Days	679	390	414	-	148	324	380	309	1,063				412	3,707	
	Suspended Claims	91+ Days	318	11,885	450	-	58	276	370	376	1,887				1,736	15,620	
		Total claims	73,669	69,538	53,945	56,626	48,279	53,034	47,470	37,633	39,776				53,330	479,970	
		1-30 - Days	47,884	49,108	32,832	42,043	38,445	42,017	42,620	30,386	28,213				39,283	353,548	
		31 - 60 Days	18,049	10,760	11,096	6,654	2,989	4,762	2,708	4,537	9,482				7,893	71,037	
		61-90 Days	3,568	4,329	4,877	3,114	1,858	1,439	1,342	1,106	1,072				2,523	22,705	
	91+ Days	4,168	5,341	5,140	4,815	5,087	4,816	820	1,604	1,009				3,644	32,800		
	#67 Provider Credentialing	InProgress	1-30 Days		23	44	42	30	11	9	14	13				23	186
31-60 Days				0	1	2	0	0	0	11	7	4			3	25	
61-90 Days				1	1	0	0	1	1	8	2				2	14	
90+ Days				0	0	0	0	0	2	1	0				0	3	
Received			42	42	60	49	29	45	37	10	26				38	340	
Credentialed		35	41	44	34	39	42	25	25	31				35	316		
Processed		93	49	41	56	44	52	13	6	20				42	374		
Enrolled		58	45	33	43	45	56	9	29	31				39	349		
Denied	9	6	5	6	5	2	2	1	0				4	36			
Additions to Network #68	Total Providers	170	178	357	17	92	182	289	370	401				228	2,056		
Termination from MCO #69	Total Providers	46	55	13	38	80	357	0	3	24				68	616		
Program Lock-in #74c	Admitted	0	11	0	8	0	0	0	0	0				2	19		
	Discharged	0	0	0	5	0	0	0	0	0				1	5		
	Active	26	37	34	40	41	39	45	45	45				39	352		

Passport Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Membership		257,411	261,848	266,586	264,933	273,208	275,793	284,490	286,449	283,386				272,678	2,454,104	
Capitation		\$ 130,549,995	\$ 134,730,410	\$ 134,577,606	\$ 131,645,286	\$ 135,326,046	\$ 136,713,318	\$ 141,291,859	\$ 142,127,053	\$ 140,894,240				\$ 136,428,424	\$ 1,227,855,813	
CAP PMP		\$ 507.17	\$ 514.54	\$ 504.82	\$ 496.90	\$ 495.32	\$ 495.71	\$ 496.65	\$ 496.17	\$ 497.18				\$ 500.33	\$ 4,502.95	
Standard	Measure															
Claims Payment	Paid Claims	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549	\$ 84,955,294	\$ 113,896,518	\$ 109,882,443	\$ 107,379,516	\$ 118,573,918	\$ 126,025,396				\$ 108,181,344	\$ 973,632,096	
	Suspended	\$ 137,825,528	\$ 124,908,258	\$ 135,265,000	\$ 244,614,729	\$ 198,340,192	\$ 210,343,047	\$ 192,307,360	\$ 188,831,882	\$ 232,730,316				\$ 185,018,479	\$ 1,665,166,312	
	% Suspended	57.68%	54.23%	55.98%	74.22%	63.52%	65.69%	64.17%	61.43%	64.87%				63.10%	63.10%	
	Paid/Member	\$ 392.89	\$ 402.67	\$ 398.92	\$ 320.67	\$ 416.89	\$ 398.42	\$ 377.45	\$ 413.94	\$ 444.71				\$ 396.74	\$ 3,570.63	
	Paid Loss Ratio	77.47%	78.26%	79.02%	64.53%	84.16%	80.37%	76.00%	83.43%	89.45%				79.30%	79.30%	
	Total Paid Claims	90% paid in 30 Days	98.98%	99.54%	99.68%	99.85%	99.88%	99.96%	99.88%	99.93%	99.78%				99.73%	
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%	
P/As	Requested	21,027	21,538	21,283	22,176	19,849	21,326	22,130	23,475	25,276				22,009	198,080	
	Denied	1,804	1,962	1,879	2,166	2,086	2,053	2,248	2,457	2,848				2,167	19,503	
	% Denied	8.58%	9.11%	8.83%	9.77%	10.51%	9.63%	10.16%	10.47%	11.27%				9.85%	9.85%	
Member Calls Report #11	# of calls	35,482	35,341	35,537	38,004	34,097	34,699	40,349	36,190	39,745				36,605	329,444	
	# Abandoned	330	250	271	237	171	179	450	204	245				260	2,337	
	% Abandoned	5% or less	0.93%	0.71%	0.76%	0.62%	0.52%	0.51%	1.11%	0.66%				0.71%	0.71%	
	Speed to answer	30 seconds or less	22	24	18	17	15	15	27	15	17				19	
Provider Calls Report #11	# of calls	29,589	28,917	17,736	27,289	22,674	22,687	23,876	26,648	26,916				25,148	226,332	
	# Abandoned	409	295	268	252	182	173	238	282	309				268	2,408	
	% Abandoned	5% or less	1.38%	1.02%	0.97%	0.92%	0.80%	0.76%	0.99%	1.06%	1.14%				1.06%	1.06%
	Speed to answer	30 seconds or less	24	13	23	21	20	18	22	15	17				19	
Behavioral Calls Report #11	# of calls	1,012	906	1,029	1,076	536	1,021	1,030	1,042	1,169				980	8,821	
	# Abandoned	1	5	3	0	0	2	0	5	6				2	22	
	% Abandoned	7% or less	0.10%	0.55%	0.29%	0.00%	0.00%	0.20%	0.00%	0.48%	0.51%				0.25%	0.25%
	Speed to answer	30 seconds or less	9	12	13	5	3	6	5	6	8				7	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	91.00%	87.00%	86.00%	97.00%	97.00%	95.00%	97.00%	95.00%	93.00%				93.11%	
Avg length	< 10 min	2	2	2	2	5	2	2	2	2				2		
Total Calls	Total Calls	66,083	65,164	54,302	66,369	57,307	58,407	65,255	63,880	67,830				62,733	564,597	
	Abandoned	740	550	542	489	353	354	688	491	560				530	4,767	
	% Abandoned	5% or less	1.12%	0.84%	1.00%	0.74%	0.62%	0.61%	1.05%	0.77%	0.83%				0.84%	0.84%
COB Savings Report #54	MCO paid amount	\$ 1,637,234	\$ 1,688,229	\$ 1,243,811	\$ 1,146,831	\$ 1,657,626	\$ 1,326,101	\$ 1,390,511	\$ 1,646,101	\$ 1,699,972				\$ 1,492,935	\$ 13,436,415.52	
	COB Amount	\$ 10,996,678	\$ 10,038,991	\$ 7,968,869	\$ 8,178,836	\$ 10,139,598	\$ 8,594,993	\$ 7,607,635	\$ 10,530,911	\$ 11,163,254				\$ 9,468,863	\$ 85,219,764.84	
	COB/Member	\$ 42.72	\$ 38.34	\$ 29.89	\$ 30.87	\$ 37.11	\$ 31.16	\$ 26.74	\$ 36.76	\$ 39.39				\$ 34.73	\$ 312.53	
	% of Claims Paid	10.87%	9.52%	7.49%	9.63%	8.90%	7.82%	7.08%	8.88%	8.86%					8.75%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 3,683,959	\$ 4,235,683	\$ 3,901,703	\$ 2,155,042	\$ 3,971,456	\$ 3,735,909	\$ 3,383,951	\$ 7,672,771	\$ 5,254,439				\$ 4,221,657	\$ 37,994,913.46	
	% of Claims Paid	3.64%	4.02%	3.67%	2.54%	3.42%	3.72%	4.33%	5.73%	6.36%				3.90%	3.90%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 3,865,692	\$ 5,515,773	\$ 4,348,724	\$ 3,591,781	\$ 3,896,272	\$ 4,086,812	\$ 4,646,901	\$ 6,794,597	\$ 8,015,034				\$ 4,973,509	\$ 44,761,585.14	
	% of Claims Paid	3.82%	5.23%	4.09%	4.23%	3.42%	3.72%	4.33%	5.73%	6.36%				4.60%	4.60%	
Potential Subrogation Report #57	Lien/Claim	\$ 12,907,581	\$ 13,542,297	\$ 13,980,410	\$ 14,667,322	\$ 14,658,978	\$ 13,996,113	\$ 14,353,530	\$ 14,944,998	\$ 15,749,044				\$ 14,311,142	\$ 128,800,273.66	
	% of Claims Paid	12.76%	12.84%	13.15%	17.26%	12.87%	12.74%	13.37%	12.60%	12.50%				13.23%	13.23%	
	Recovered	\$ 369,637	\$ 425,626	\$ 466,362	\$ 387,458	\$ 572,613	\$ 596,675	\$ 540,204	\$ 490,639	\$ 558,710				\$ 489,769	\$ 4,407,923.15	

Passport Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL		
Original Claims Processed Report #58	Claims Received	Total count	913,671	957,892	987,080	1,012,683	973,225	1,047,402	997,073	1,033,940	1,152,026				1,008,332	9,074,992		
		Processed	1,010,489	1,059,365	1,071,531	1,115,111	1,177,316	1,129,936	1,056,248	1,155,893	1,249,807				1,113,966	10,025,696		
		Total Charges	\$ 410,759,328	\$ 425,356,114	\$ 463,111,633	\$ 452,829,826	\$ 421,017,943	\$ 476,954,009	\$ 408,395,967	\$ 418,925,825	\$ 502,924,576					\$ 442,252,802	\$ 3,980,275,221	
		Avg Charge	\$ 449.57	\$ 444.05	\$ 469.17	\$ 447.16	\$ 432.60	\$ 455.37	\$ 409.59	\$ 405.17	\$ 436.56					\$ 438.60	\$ 438.60	
		Avg member	\$ 1,595.73	\$ 1,624.44	\$ 1,737.19	\$ 1,709.22	\$ 1,541.02	\$ 1,729.39	\$ 1,435.54	\$ 1,462.48	\$ 1,774.70					\$ 1,459.97	\$ 14,596.97	
	Adjudicated to pay status	Total count	694,600	750,892	760,435	680,645	851,400	790,328	735,306	822,213	884,635					774,495	6,970,454	
		Percent	76.00%	78.40%	77.00%	67.20%	87.50%	79.50%	73.70%	79.50%	76.83%					76.81%	76.81%	
		Charges	\$ 361,792,154	\$ 383,426,469	\$ 376,116,781	\$ 291,412,941	\$ 442,901,392	\$ 387,070,652	\$ 363,350,856	\$ 412,973,397	\$ 438,855,909					\$ 384,211,172	\$ 3,457,900,551	
		Avg Charge	\$ 520.86	\$ 510.63	\$ 494.61	\$ 428.14	\$ 520.20	\$ 489.76	\$ 494.15	\$ 502.27	\$ 496.09					\$ 496.08	\$ 496.08	
		Avg member	\$ 1,405.50	\$ 1,464.31	\$ 1,410.86	\$ 1,099.95	\$ 1,621.11	\$ 1,403.48	\$ 1,277.20	\$ 1,441.70	\$ 1,548.62					\$ 1,268.125	\$ 12,681.25	
		Paid	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549	\$ 84,955,294	\$ 113,896,518	\$ 109,882,443	\$ 107,379,516	\$ 118,573,918	\$ 126,025,396					\$ 108,181,344	\$ 973,632,096	
		Average Paid	\$ 145.60	\$ 140.42	\$ 139.85	\$ 124.82	\$ 113.78	\$ 139.03	\$ 146.03	\$ 144.21	\$ 142.46					\$ 139.68	\$ 139.68	
		Avg member	\$ 392.89	\$ 402.67	\$ 398.92	\$ 320.67	\$ 416.89	\$ 398.42	\$ 377.45	\$ 413.94	\$ 444.71					\$ 357.063	\$ 3,570.63	
		% Discount	72.05%	72.50%	71.73%	70.85%	74.28%	71.61%	70.45%	71.29%	71.28%						71.84%	71.84%
		Adjudicated to deny status	Count	228,485	224,683	223,978	236,862	241,473	251,133	238,997	236,882	255,941					237,604	2,138,434
	Percent		25.00%	23.50%	22.70%	23.40%	24.00%	24.00%	24.00%	22.90%	22.20%					0.235640318	0.235640318	
	Charges		\$ 88,571,787	\$ 75,427,738	\$ 75,614,154	\$ 73,999,470	\$ 75,539,556	\$ 84,734,999	\$ 72,445,661	\$ 78,235,086	\$ 80,935,965					\$ 154,389,380	\$ 1,389,504,416	
	Avg Charge		\$ 387.65	\$ 335.71	\$ 339.15	\$ 312.42	\$ 312.83	\$ 337.41	\$ 303.12	\$ 330.27	\$ 316.23					\$ 649.78	\$ 649.78	
	Placed in suspended status	Count	87,404	83,790	87,118	197,604	84,443	88,475	81,945	96,798	109,231					101,868	916,808	
		Percent	9.60%	8.70%	8.80%	19.50%	8.70%	8.40%	8.20%	9.40%	9.50%					10.10%	10.10%	
Charges		\$ 137,825,528	\$ 124,908,258	\$ 135,265,000	\$ 244,614,729	\$ 198,340,192	\$ 210,343,047	\$ 192,307,360	\$ 188,831,882	\$ 232,730,316					\$ 185,018,479	\$ 1,665,166,312		
Avg Charge	\$ 1,576.88	\$ 1,490.73	\$ 1,552.66	\$ 1,237.90	\$ 2,348.81	\$ 2,377.43	\$ 2,346.79	\$ 1,950.78	\$ 2,130.63					\$ 1,816.27	\$ 1,816.27			
Prior Authorization Report #59	Requested	21,027	21,538	21,283	22,176	19,849	21,326	22,130	23,475	25,276					22,009	198,080		
	Approved	No service limits	14,360	14,706	14,425	14,884	13,418	14,738	14,953	15,940	17,035					14,940	134,459	
		Within limits	4,335	4,397	4,612	4,355	3,646	3,802	4,099	4,184	4,540					4,219	37,970	
		Exceed limits	253	210	87	139	72	57	157	86	97					129	1,158	
	Partially Approved	No service limits	165	151	166	180	183	178	161	215	201					178	1,600	
		Within limits	110	112	114	452	444	498	512	593	555					377	3,390	
		Exceed limits	-	-	-	-	-	-	-	-	-					-	-	
	Denied	1,804	1,962	1,879	2,166	2,086	2,053	2,248	2,457	2,848					2,167	19,503		
Original Claims Activity #60	Paid Claims	Total claims	694,600	750,892	760,435	680,645	851,400	790,328	735,306	822,213	884,635				774,495	6,970,454		
		1-30 - Days	687,483	747,413	758,008	679,622	850,375	790,018	734,421	821,648	882,683					772,408	6,951,671	
		31 - 60 Days	6,473	3,411	2,332	956	963	299	882	536	1,944					1,977	17,796	
		61-90 Days	580	41	89	33	49	7	2	6	3					90	810	
		91+ Days	64	27	6	34	13	4	1	23	5					20	177	
	Denied Claims	Total claims	228,485	224,693	223,978	236,862	241,473	251,133	238,997	236,882	255,941					237,605	2,138,444	
		1-30 - Days	225,323	222,504	223,184	236,385	241,302	251,004	238,835	236,721	255,329					236,732	2,130,587	
		31 - 60 Days	2,911	2,142	759	306	156	127	160	160	609					814	7,330	
		61-90 Days	224	21	29	92	13	1	2	1	3					43	386	
	Suspended Claims	91+ Days	27	16	6	79	2	1	-	-	-					15	131	
		Total claims	87,404	83,790	87,118	197,604	84,443	88,475	81,945	96,798	109,231					101,868	916,808	
		1-30 - Days	84,398	82,178	85,774	196,429	84,070	88,236	81,041	96,338	108,921					100,821	907,385	
31 - 60 Days		2,650	1,582	1,289	1,167	365	236	903	460	309					996	8,961		
61-90 Days		332	23	50	5	4	3	1	-	1					47	419		
#67 Provider Credentialing	InProgress	91+ Days	24	7	5	3	4	-	-	-					5	43		
		1-30 Days	241	170	253	288	168	241	235	274	38				212	1,908		
		31-60 Days									9				9	9		
		61-90 Days									8				8	8		
	Received	90+ Days									2				2	2		
		Received	248	246	256	291	228	253	120	272	25				215	1,939		
		Credentialed	237	242	174	142	198	376	124	87	29				179	1,609		
Processed	237	242	174	142	204	385	131	87	86				188	1,688				
Enrolled	176	156	100	91	181	264	91	65	86					134	1,210			
Denied	0	0	0	2	0	0	1	2	0					1	5			
Additions to Network #68	Total Providers	351	388	348	372	274	440	240	329	278				336	3,020			
Termination from MCO #69	Total Providers	53	49	53	44	25	33	36	36	86				46	415			
Program Lock-in #74c	Admitted	129	171	190	188	189	88	105	101	104					141			
	Discharged	19	80	40	101	124	55	86	137	55					77			
	Active	2,262	2,353	2,503	2,590	2,655	2,688	2,707	2,671	2,720					2,572			

WellCare Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		426,974	430,210	433,750	428,547	437,383	438,105	442,302	442,197	438,061				435,281	3,917,529
Capitation		\$ 206,815,552	\$ 208,190,830	\$ 209,500,556	\$ 208,572,669	\$ 212,586,809	\$ 213,092,165	\$ 215,170,852	\$ 210,468,744	\$ 208,703,800				\$ 210,344,664	\$ 1,893,101,977
CAP PMP		\$ 484.38	\$ 483.93	\$ 483.00	\$ 486.70	\$ 486.04	\$ 486.40	\$ 486.48	\$ 475.96	\$ 476.43				\$ 483.24	\$ 4,349.15
Standard	Measure														
Claims Payment	Paid Claims	\$ 173,622,286	\$ 167,138,465	\$ 170,398,828	\$ 146,482,656	\$ 98,409,233	\$ 103,313,468	\$ 147,721,137	\$ 163,967,700	\$ 192,963,423				\$ 151,557,466	\$ 1,364,017,195
	Suspended	\$ 42,228,137	\$ 28,167,745	\$ 43,681,545	\$ 139,349	\$ 11,217,801	\$ 5,931,282	\$ 40,633,065	\$ 57,240,437	\$ 683,855,641				\$ 101,455,000	\$ 913,095,001
	% Suspended	19.56%	14.42%	20.40%	0.10%	10.23%	5.43%	21.57%	25.88%	77.99%				40.10%	40.10%
	Paid/Member	\$ 406.63	\$ 388.50	\$ 392.85	\$ 341.81	\$ 225.00	\$ 235.82	\$ 333.98	\$ 370.80	\$ 440.49				\$ 348.18	\$ 3,133.65
	Paid Loss Ratio	83.95%	80.28%	81.34%	70.23%	46.29%	48.48%	68.65%	77.91%	92.46%				72.05%	72.05%
	Total Paid Claims	90% paid in 30 Days	98.35%	99.64%	99.93%	99.95%	99.79%	99.67%	99.68%	99.78%	99.58%				
	Total Paid Claims	99% paid in 90 Days	98.70%	99.81%	99.97%	99.99%	99.99%	99.98%	99.97%	99.93%	99.99%				
P/As	Requested	36,807	36,530	42,177	37,155	33,865	32,294	35,415	36,641	31,776				35,851	322,660
	Denied	5,438	5,451	9,653	6,482	6,394	5,024	6,144	4,779	5,249				6,068	54,614
	% Denied	14.77%	14.92%	22.89%	17.45%	18.88%	15.56%	17.35%	13.04%	16.52%				16.93%	16.93%
Member Calls Report #11	# of calls	42,717	38,790	52,147	49,750	42,833	47,826	51,264	39,328	38,502				44,795	403,157
	# Abandoned	1,255	1,703	1,573	3,327	1,952	1,054	829	376	454				1,391	12,523
	% Abandoned	5% or less	2.94%	4.39%	3.02%	6.69%	4.49%	2.20%	1.62%	0.96%	1.18%			3.11%	3.11%
	Speed to answer	30 seconds or less	22	41	27	54	37	24	18	12	16				28
Provider Calls Report #11	# of calls	22,374	27,293	22,404	20,813	19,632	22,285	22,614	20,519	21,637				22,175	199,571
	# Abandoned	561	924	720	915	266	169	135	113	337				460	4,140
	% Abandoned	5% or less	2.51%	3.39%	3.21%	4.40%	1.35%	0.76%	0.55%	1.56%				2.07%	2.07%
	Speed to answer	30 seconds or less	22	35	37	55	22	14	12	10	24				26
Behavioral Calls Report #11	# of calls	489	415	296	286	277	816	1,306	63	56				445	4,004
	# Abandoned	8	4	2	6	3	10	6	2	2				5	43
	% Abandoned	7% or less	1.64%	0.96%	0.68%	2.10%	1.08%	1.23%	0.46%	3.17%	3.57%			1.07%	1.07%
	Speed to answer	30 seconds or less	10	10	8	10	9	6	8	20	17				11
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Answered within 30 sec	More than 80%	93.00%	94.00%	95.00%	95.00%	96.00%	95.00%	94.00%	92.00%	91.00%				93.89%
	Avg length	< 10 min	2	1	3	1.13	1	1	2	2	2				2
Total Calls	Total Calls	65,580	66,498	74,847	70,849	62,742	70,927	75,184	59,910	60,195				67,415	606,732
	Abandoned	1,824	2,631	2,295	4,248	2,221	1,233	970	491	793				1,856	16,706
	% Abandoned	5% or less	2.78%	3.96%	3.07%	6.00%	3.54%	1.74%	1.29%	0.82%	1.32%				2.75%
COB Savings Report #54	MCO paid amount	\$ 1,850,502	\$ 1,604,267	\$ 1,637,333	\$ 1,508,509	\$ 1,179,296	\$ 1,223,357	\$ 1,402,361	\$ 1,337,035	\$ 1,514,804				\$ 1,473,052	\$ 13,257,463.73
	COB Amount	\$ 24,572,286	\$ 19,553,575	\$ 18,649,266	\$ 19,577,246	\$ 15,755,469	\$ 17,204,078	\$ 21,764,000	\$ 16,151,718	\$ 20,262,963				\$ 19,276,734	\$ 173,490,601.84
	COB/Member	\$ 57.55	\$ 45.45	\$ 43.00	\$ 45.68	\$ 36.02	\$ 39.27	\$ 49.21	\$ 36.53	\$ 46.26				\$ 44.29	\$ 398.57
	% of Claims Paid	14.15%	11.70%	10.94%	13.36%	16.01%	16.65%	14.73%	9.85%	10.50%					12.72%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 3,239,590	\$ 3,719,927	\$ 3,023,827	\$ 3,093,995	\$ 1,974,810	\$ 3,373,188	\$ 2,985,815	\$ 2,481,904	\$ 2,048,635				\$ 2,882,410	\$ 25,941,690.86
	% of Claims Paid	1.87%	2.23%	1.77%	2.11%	2.01%	3.27%	2.02%	1.51%	1.06%				1.90%	1.90%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 6,757,720	\$ 6,668,851	\$ 6,937,235	\$ 6,108,650	\$ 3,547,662	\$ 6,822,924	\$ 8,213,542	\$ 4,706,855	\$ 7,493,138				\$ 6,361,842	\$ 57,256,577.76
	% of Claims Paid	3.89%	3.99%	4.07%	4.17%	3.61%	6.60%	5.56%	2.87%	3.88%				4.20%	4.20%
Potential Subrogation Report #57	Lien/Claim	\$ 13,855,748	\$ 15,132,151	\$ 1,009,018	\$ 15,235,809	\$ 15,316,723	\$ 16,465,998	\$ 16,682,618	\$ 17,011,402	\$ 19,121,227				\$ 14,425,633	\$ 129,830,695.03
	% of Claims Paid	7.98%	9.05%	0.59%	10.40%	15.56%	15.94%	11.29%	10.37%	9.91%				9.52%	9.52%
	Recovered	\$ 849,062	\$ 1,294,654	\$ 19,610,303	\$ 990,761	\$ 945,315	\$ 1,147,717	\$ 987,614	\$ 937,046	\$ 1,097,174				\$ 3,095,516	\$ 27,859,645.61

WellCare Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	1,945,532	2,082,311	2,176,802	2,156,499	1,996,905	2,137,676	1,878,036	1,808,319	2,090,171				2,030,250	18,272,251	
		Processed	1,752,711	1,860,274	1,935,432	1,887,438	1,848,460	1,962,417	1,647,308	1,564,360	1,085,126					1,727,058	15,543,526
		Total Charges	\$ 908,148,329	\$ 4,887,671,499	\$ 2,067,193,447	\$ 2,046,637,543	\$ 471,885,353	\$ 1,100,986,935	\$ 1,301,140,388	\$ 715,441,357	\$ 1,438,936,418					\$ 1,659,782,363	\$ 14,938,041,269
		Avg Charge	\$ 466.79	\$ 2,347.23	\$ 949.65	\$ 949.06	\$ 236.31	\$ 515.04	\$ 692.82	\$ 395.65	\$ 797.14					\$ 817.53	\$ 817.53
		Avg member	\$ 2,126.94	\$ 11,361.13	\$ 4,765.86	\$ 4,775.76	\$ 1,078.88	\$ 2,513.07	\$ 2,941.75	\$ 1,617.92	\$ 3,284.79					\$ 3,318.16	\$ 3,318.16
	Adjudicated to pay status	Total count	1,404,496	1,497,686	1,564,232	1,559,910	1,525,992	1,625,327	1,252,152	1,309,887	1,560,203					1,477,765	13,299,885
		Percent	72.19%	71.92%	71.86%	72.34%	76.42%	76.03%	66.67%	72.44%	86.43%					72.79%	72.79%
		Charges	\$ 779,490,002	\$ 768,017,644	\$ 778,460,250	\$ 479,669,401	\$ 341,459,196	\$ 331,929,109	\$ 428,453,476	\$ 486,786,311	\$ 583,393,904					\$ 553,073,255	\$ 4,977,659,293
		Avg Charge	\$ 487.11	\$ 512.80	\$ 497.66	\$ 307.50	\$ 223.76	\$ 204.22	\$ 342.17	\$ 371.62	\$ 373.92					\$ 374.26	\$ 374.26
		Avg member	\$ 1,825.61	\$ 1,785.22	\$ 1,794.72	\$ 1,119.29	\$ 780.69	\$ 757.65	\$ 968.69	\$ 1,100.84	\$ 1,331.76					\$ 1,435.51	\$ 1,435.51
		Paid	\$ 173,622,286	\$ 167,138,465	\$ 170,398,828	\$ 146,482,656	\$ 98,409,233	\$ 103,313,468	\$ 147,721,137	\$ 163,967,700	\$ 192,963,423					\$ 151,557,466	\$ 1,364,017,195
		Average Paid	\$ 123.62	\$ 111.60	\$ 108.93	\$ 93.90	\$ 64.49	\$ 63.56	\$ 117.97	\$ 125.18	\$ 123.68					\$ 102.56	\$ 102.56
		Avg member	\$ 406.63	\$ 388.50	\$ 392.85	\$ 341.81	\$ 225.00	\$ 235.82	\$ 333.98	\$ 370.80	\$ 440.49					\$ 3,133.65	\$ 3,133.65
		% Discount	77.73%	78.24%	78.11%	69.46%	71.18%	68.87%	65.52%	66.32%	66.92%						72.60%
		Adjudicated to deny status	Count	303,456	352,748	358,098	327,509	308,058	320,456	390,030	244,213	232,800					315,263
	Percent		15.60%	16.94%	16.45%	15.19%	15.43%	14.99%	20.77%	13.50%	11.14%					0.155282893	0.155282893
	Charges		\$ 154,767,590	\$ 734,179,770	\$ 165,270,242	\$ 727,398,597	\$ 108,192,024	\$ 116,983,582	\$ 85,030,043	\$ 69,629,935	\$ 64,015,674					\$ 247,274,162	\$ 2,225,467,457
	Avg. Charge		\$ 510.02	\$ 2,081.32	\$ 436.39	\$ 2,221.00	\$ 351.21	\$ 365.05	\$ 218.01	\$ 244.17	\$ 274.98					\$ 784.34	\$ 784.34
	Placed in suspended status	Count	3,321	1,644	2,417	19	2,152	1,487	4,713	6,748	9,651					3,572	32,152
		Percent	0.17%	0.08%	0.11%	0.00%	0.11%	0.07%	0.25%	0.37%	0.48%					0.18%	0.18%
Charges		\$ 42,228,137	\$ 28,167,745	\$ 43,681,545	\$ 139,349	\$ 11,217,801	\$ 5,931,282	\$ 40,633,065	\$ 57,240,437	\$ 683,855,641					\$ 101,455,000	\$ 913,095,001	
Avg Charge	\$ 12,715.49	\$ 17,133.66	\$ 18,072.63	\$ 7,334.18	\$ 5,212.73	\$ 3,988.76	\$ 8,621.49	\$ 8,482.58	\$ 70,858.53					\$ 28,399.32	\$ 28,399.32		
Prior Authorizer Report #59	Requested	36,807	36,530	42,177	37,155	33,865	32,294	35,415	36,641	31,776					35,851	322,660	
	Approved	No service limits	27,985	27,459	28,376	27,698	24,661	24,510	26,463	27,925	30,309					27,265	245,386
		Within limits	3,155	3,353	3,857	2,481	2,353	2,408	2,073	3,302	475					2,606	23,457
		Exceed limits	60	74	83	59	37	34	163	101	-					68	611
	Partially Approved	No service limits	-	-	-	-	-	-	-	-	-					-	-
		Within limits	162	186	196	428	417	416	569	527	-					322	2,901
		Exceed limits	-	-	-	-	-	-	-	-	-					-	-
Denied	5,438	5,451	9,653	6,482	6,394	5,024	6,144	4,779	5,249					6,068	54,614		
Original Claims Activity #60	Paid Claims	Total claims	589,494	650,698	704,471	745,608	729,295	744,922	663,680	686,273	807,038				702,387	6,321,479	
		1-30 - Days	579,789	648,358	703,961	745,263	727,775	742,442	661,580	684,777	803,627				699,730	6,297,572	
		31 - 60 Days	1,403	807	264	248	1,400	2,228	1,750	927	3,211				1,360	12,238	
		61-90 Days	625	320	35	24	43	111	175	122	133				176	1,588	
		91+ Days	7,677	1,213	211	73	77	141	175	447	67				1,120	10,081	
	Denied Claims	Total claims	66,323	57,108	110,229	116,573	121,114	115,636	115,964	108,714	126,902				104,285	938,563	
		1-30 - Days	65,394	56,194	109,802	115,996	120,667	115,312	112,568	108,207	125,735				103,319	929,875	
		31 - 60 Days	245	289	192	95	378	233	3,203	341	1,007				665	5,983	
		61-90 Days	73	30	34	20	20	59	119	33	42				48	430	
	Suspended Claims	91+ Days	611	595	201	462	49	32	74	133	118				253	2,275	
		Total claims	14	19	13,999	2,124	3,110	2,699	4,184	6,287	7,848				4,476	40,284	
		1-30 - Days	11	19	13,545	1,799	2,826	2,539	3,947	5,814	7,697				4,244	38,197	
		31 - 60 Days	3	-	204	77	150	70	84	327	84				111	999	
61-90 Days		-	-	58	141	32	39	31	27	20				39	348		
91+ Days	-	-	192	107	102	51	122	119	47				82	740			
#67 Provider Credentialing	InProgress	1-30 Days					126	0	1	0	0				25	127	
		31-60 Days					0	0	0	0	0				-	-	
		61-90 Days					0	0	0	0	0				-	-	
		90+ Days					0	0	0	0	0				-	-	
	Received	0					157	1	209	122				98	489		
	Credentialed	99			123	126	157	157	209	122				142	993		
	Processed	0			113	126	157	157	209	122				126	884		
Enrolled	419			113	126	157	157	209	122				186	1,303			
Denied	0			0	0	0	0	0	0				-	-			
Additions to Network #68	Total Providers	232	119	157	303	171	135	187	132	107				171	1,543		
Termination from MCO #69	Total Providers	1	71	0	158	0	0	9	243	36				58	518		
Program Lock-in #74c	Admitted	0	0	0	0	0	0	0	0	0				-	-		
	Discharged	0	0	0	0	0	0	0	0	0				-	-		
	Active	36	36	36	36	36	36	36	36	36				36	36		

Active Recipients	This section displays an unduplicated cumulative total count of members in MP Waiver. The criterion for inclusion is a LOC and/or service approval that has an end date that is greater than or equal to the end date of each month.
Met LOC w/o Requesting Services	Number of Members who have an active, approved LOC, but have not requested prior authorization of 1 or more services. *Providers have 60 days to request PA of services after initial LOC approval. After extension LOC approval, the provider has 30 days to request PA of services.
Prior Authorized for Traditional Services	Member has been prior authorized for only Traditional Services and the authorized end date is greater than or equal to the last day of the reported month.
Prior Authorized for CDO Services Only	Member has been prior Authorized for only CDO services and the authorized end date is greater than or equal to the last day of the reported month.
Prior Authorized for Blended Services	Member had been prior authorized for Traditional and CDO services and the authorized end date is greater than or equal to the last day of the reported month
< 18 years of age	Active Members who are less than 18 years of age on the last day of the reported month
>= 18 years of age	Active Members who are 18 years of age or greater on the last day of the reported month
Level of Care Requests	This section displays the number of Level of Care requests received during the reported month
Number of LOC requests received	Number of Requests Received during the month reported
Number of LOC Approvals	Number of LOC Requests received during the reported month that were approved
Denials Level of Care	This section reports the number of Level of Care Requests that were denied for Medical Necessity or Lack of Information as well as the number of requests and outcome of reconsiderations
Medical Necessity Denials	Number of LOC requests received during the reported month that were denied for Medical Necessity and did not request a reconsideration
Reconsideration Overturned	Number of LOC requests received during the reported month that were denied for Medical Necessity that were overturned on reconsideration
Reconsideration Upheld	Number of LOC requests received during the reported month that were denied for Medical Necessity that were upheld on reconsideration
Lack of Information Denial	Number of LOC requests received during the reported month that were denied for Lack of Information
Service Requests	This section displays the number of service prior authorization requests received during the reported month
Number of PA requests received	Number of service prior authorization requests received during the reported month * Each member may have multiple service PA requests
Number of PA Approvals	Number of service prior authorization requests received during the reported month that were approved
Number of PA requests pending CDO budget	Number of service prior authorization requests received during the reported month that were pending for CDO budget
Number of PA requests pending for LOI	Number of service prior authorization requests in a pending LOI status on the last day of the reported month
Denials Service Requests	This section reports the number of Service Prior Authorization Requests that were denied for Medical Necessity or Lack of Information as well as the number of requests and outcome of reconsiderations
Medical Necessity Denials	Number of service prior authorization requests received during the reported month that were denied for Medical Necessity
Reconsideration Overturned	Number of service prior authorization requests received during the reported month that were denied for Medical Necessity and then overturned on reconsideration
Reconsideration Upheld	Number of service prior authorization requests received during the reported month that were denied for Medical Necessity and then upheld on reconsideration
Lack of Information Denial	Number of service prior authorization requests received during the reported month that were denied for Lack of Information
Service Requests Voided or Cancelled	This section reports the number of Service Prior Authorization Requests that were voided or cancelled
Requests Voided	Number of service request voided due to error
Requests Cancelled	Number of service requests cancelled because the service request is withdrawn

Active Recipients	This section displays an unduplicated cumulative total count of members in MP Waiver. The criterion for inclusion is a LOC and/or service approval that has an end date that is greater than or equal to the end date of each month.
Met LOC w/o Requesting Services	Number of Members who have an active, approved LOC, but have not requested prior authorization of 1 or more services. *Providers have 60 days to request PA of services after initial LOC approval. After extension LOC approval, the provider has 30 days to request PA of services.
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Prior Authorized for CDO Services Only	Member has been prior Authorized for only CDO services and the authorized end date is greater than or equal to the last day of the reported month.
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Reconsideration Upheld	Number of LOC requests received during the reported month that were denied for Medical Necessity that were upheld on reconsideration
Lack of Information Denial	Number of LOC requests received during the reported month that were denied for Lack of Information
Service Requests	This section displays the number of service prior authorization requests received during the reported month
Number of PA requests received	Number of service prior authorization requests received during the reported month * Each member may have multiple service PA requests
Number of PA Approvals	Number of service prior authorization requests received during the reported month that were approved
Number of PA requests pended CDO budget	Number of service prior authorization requests received during the reported month that were pended for CDO budget
Number of PA requests pended for LOI	Number of service prior authorization requests in a pended LOI status on the last day of the reported month
Denials Service Requests	This section reports the number of Service Prior Authorization Requests that were denied for Medical Necessity or Lack of Information as well as the number of requests and outcome of reconsiderations
Medical Necessity Denials	Number of service prior authorization requests received during the reported month that were denied for Medical Necessity
Reconsideration Overturned	Number of service prior authorization requests received during the reported month that were denied for Medical Necessity and then overturned on reconsideration
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Lack of Information Denial	Number of service prior authorization requests received during the reported month that were denied for Lack of Information
Service Requests Voided or Cancelled	This section reports the number of Service Prior Authorization Requests that were voided or cancelled
Requests Voided	Number of service request voided due to error
Requests Cancelled	Number of service requests cancelled because the service request is withdrawn