

MAC Binder Section 4 – Dashboard Reports

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MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Membership	AVERAGE		58,924	305,621	99,298	231,555	419,028	1,114,426
Capitation			\$ 396,445,715	\$ 1,543,931,869	\$ 652,167,749	\$ 1,450,262,322	\$ 2,403,573,488	\$ 6,446,381,144
Cap/Member	AVERAGE		\$ 560.67	\$ 420.98	\$ 547.32	\$ 521.93	\$ 478.01	\$ 482.04
Standard	Measure	Threshold						
Claims Payment	Paid Claims		\$ 161,160,770	\$ 973,372,823	\$ 355,471,416	\$ 777,671,541	\$ 1,729,309,656	\$ 3,996,986,207
	Suspended		\$ 53,066,357	\$ 49,812,519	\$ 798,871,725	\$ 1,369,485,774	\$ 781,214,259	\$ 3,052,450,634
	% Suspended		24.77%	4.87%	69.21%	63.78%	31.12%	43.30%
	Paid per Member		\$ 227.92	\$ 265.41	\$ 298.32	\$ 279.87	\$ 343.91	\$ 298.88
	Paid Loss Ratio		40.65%	63.05%	54.51%	53.62%	71.95%	62.00%
	Total All Claims	90% in 30 Days	99.60%	99.92%	96.16%	98.74%	99.73%	99.27%
	Total All Claims	99% in 90 Days	99.97%	99.99%	99.44%	100.00%	99.90%	99.90%
Encounter Submission Report #64	Submitted	Encounter data is for July-December	1,450,325	5,625,402	2,031,755	5,738,075	10,171,966	25,017,523
	Accepted		1,405,235	5,439,468	1,944,609	5,415,730	10,100,188	24,305,230
	% Accepted		96.89%	96.69%	95.71%	94.38%	99.29%	97.15%
P/As	Requested		97,956	312,578	62,479	229,494	407,107	1,109,614
	Denied		9,961	42,963	10,446	18,957	60,598	142,925
	% Denied		10.17%	13.74%	16.72%	8.26%	14.89%	12.88%
Member Calls Report #11	# of calls		128,784	257,784	178,606	389,093	585,399	1,539,666
	# Abandoned		583	6,622	799	3,425	15,977	27,406
	% Abandoned	5% or less	0.45%	2.57%	0.45%	0.88%	2.73%	1.78%
	Speed to answer	30 secs or less	7	24	11	20	13	15
Provider Calls Report #11	# of calls		117,047	154,156	96,676	276,681	276,423	920,983
	# Abandoned		932	1,692	190	3,407	5,366	11,587
	% Abandoned	5% or less	0.80%	1.10%	0.20%	1.23%	1.94%	1.26%
	Average speed to answer	30 secs or less	18	22	8	21	20	18
Behavioral Calls Report #11	# of calls		4,075	12,594	1,421	10,431	3,927	32,448
	# Abandoned		17	170	5	35	173	400
	% Abandoned	7% or less	0.42%	1.35%	0.35%	0.34%	4.41%	1.23%
	Average speed to answer	30 secs or less	11	28	9	10	15	15
	Answered by 4th ring	at least 99%	99.83%	100.00%	100.00%	100.00%	100.00%	99.97%
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Answered within 30 sec	More than 80%	94.33%	88.76%	91.34%	85.41%	87.00%	89.37%
	Average length	less than 10 min	8	3	3	3	2	4
	Total Calls		249,906	424,534	276,703	676,205	865,749	2,493,097
	# Abandoned		1,532	8484	994	6867	21516	39,393
	% Abandoned		0.61%	2.00%	0.36%	1.02%	2.49%	1.58%
COB Savings Report #54	MCO paid amount		\$ 2,005,675	\$ 48,765,695	\$ 6,072,291	\$ 13,565,777	\$ 18,463,058	\$ 88,872,496
	COB Amount		\$ 8,513,940	\$ 95,166,541	\$ 29,413,664	\$ 88,882,613	\$ 627,131,594	\$ 849,108,352
	COB / Member		\$ 12.04	\$ 311.39	\$ 296.22	\$ 383.85	\$ 1,496.64	\$ 761.92
	% of Paid		5.28%	9.78%	8.27%	11.43%	36.26%	21.24%
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 4,391,501	\$ 26,828,051	\$ 234,466	\$ 35,092,925	\$ 42,123,648	\$ 108,670,591
	% of Paid		2.72%	2.76%	0.07%	4.51%	2.44%	2.72%
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 11,708,566	\$ 52,274,402	\$ 17,970,803	\$ 37,078,519	\$ 72,821,217	\$ 191,853,507
	% of Paid		7.27%	5.37%	5.06%	4.77%	4.21%	4.80%
Potential Subrogation Report #57	Lien/Claim		\$ 291,843	\$ 90,898,531	\$ 6,111,419	\$ 111,801,581	\$ 109,334,920	\$ 318,438,294
	% of Paid		0.18%	9.34%	1.72%	14.38%	6.32%	7.97%
	Recovered		\$ 209,476	\$ 9,201,707	\$ 103,704	\$ 3,582,278	\$ 6,404,511	\$ 19,501,676

MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Original Claims Processed Report #58	Claims Received	Total count	2,235,379	11,617,421	4,763,649	9,973,269	23,179,170	51,768,888
		# Processed	2,119,567	11,574,572	5,296,947	9,988,888	20,431,418	49,411,392
		Total Charges	\$ 1,319,026,646	\$ 5,611,185,236	\$ 1,987,946,277	\$ 4,015,002,247	\$ 10,534,636,451	\$ 23,467,796,858
		Avg Charge	\$ 453.47	\$ 483.00	\$ 417.32	\$ 402.58	\$ 454.49	\$ 453.32
		Avg member	\$ 1,865.43	\$ 1,529.99	\$ 1,668.33	\$ 1,444.94	\$ 2,095.06	\$ 1,754.85
	Adjudicated to pay status	Total count	1,672,364	8,719,905	3,324,134	6,821,627	16,177,108	36,715,138
		Percent	75.12%	75.06%	69.78%	68.40%	69.79%	70.92%
		Charges	\$ 616,794,348	\$ 4,323,023,504	\$ 1,067,427,532	\$ 2,321,679,411	\$ 7,418,476,580	\$ 15,747,401,374
		Avg Charge	\$ 368.63	\$ 495.76	\$ 321.11	\$ 340.34	\$ 458.58	\$ 428.91
		Avg member	\$ 872.30	\$ 1,178.75	\$ 895.81	\$ 835.54	\$ 1,475.34	\$ 1,177.54
		Paid	\$ 161,160,770	\$ 973,372,823	\$ 355,471,416	\$ 777,671,541	\$ 1,729,309,656	\$ 3,996,986,207
		Average Paid	\$ 96.43	\$ 111.63	\$ 106.94	\$ 114.00	\$ 106.90	\$ 108.86
		Avg member	\$ 227.92	\$ 265.41	\$ 298.32	\$ 279.87	\$ 343.91	\$ 298.88
		% Discount	73.87%	77.48%	66.70%	66.50%	76.69%	74.62%
	Adjudicated to deny status	Count	431,056	2,507,972	936,555	2,276,478	3,989,194	10,141,255
		Percent	19.28%	21.59%	19.66%	22.83%	17.21%	19.59%
		Charges	\$ 231,990,811	\$ 1,092,438,140	\$ 112,427,347	\$ 522,676,136	\$ 2,292,128,224	\$ 4,251,660,659
		Avg Charge	\$ 538.19	\$ 435.59	\$ 120.04	\$ 229.60	\$ 574.58	\$ 419.24
	Placed in suspended status	Count	22,263	42,330	371,279	890,874	125,152	1,451,898
		Percent	10.17%	0.36%	7.79%	8.93%	0.54%	2.80%
Charges		\$ 53,066,357	\$ 49,812,519	\$ 798,871,725	\$ 1,369,485,774	\$ 781,214,259	\$ 3,052,450,634	
Average Charge		\$ 3,045.07	\$ 1,176.77	\$ 2,151.67	\$ 1,537.24	\$ 6,242.12	\$ 2,102.39	
Prior Authorizaton Report #59 No Rx	Requested	97,956	312,578	62,479	229,494	407,107	1,109,614	
	Approved	No service limits	4,354	152,559	40,424	151,063	308,793	657,193
		Within limits	77,144	50,220	8,054	54,739	163,174	353,331
		Exceed limits	-	38,988	-	1,233	560	40,781
	Partially Approved	No service limits	67	8,597	1,217	1,932	-	11,813
		Within limits	181	3,874	1	1,570	2,412	8,038
		Exceed limits	-	-	-	-	-	-
Denied	9,961	42,963	10,446	18,957	60,598	142,925		
Original Claims Payment Activity Report #60	Total claims	1,523,598	9,019,915	3,546,807	7,706,850	18,614,553	40,411,723	
	1-30 - Days	1,517,545	9,012,545	3,410,630	7,609,818	18,564,732	40,115,270	
	31 - 90 Days	5,586	6,562	116,475	96,991	31,508	257,122	
	90+ Days	467	799	19,802	137	18,303	39,508	
Denied Claims Activity Report #61	Total claims	815,586	2,507,872	988,872	2,547,672	4,505,270	11,365,272	
	1-30 - Days	811,534	2,504,855	952,210	2,515,271	4,473,251	11,257,121	
	31 - 90 Days	1,786	2,526	18,828	31,035	13,437	67,612	
	90+ Days	1,689	491	17,725	466	18,682	39,053	
Suspended Claims Report #62	Total claims	23,306	42,330	964,406	1,014,527	315,409	2,359,978	
	1-30 - Days	22,491	41,276	572,683	988,368	286,953	1,911,771	
	31 - 90 Days	479	812	221,936	34,874	11,671	269,772	
	90+ Days	341	242	169,787	1,590	16,785	188,745	
Foster Care Report #65	AVERAGE	New Members	8	104	6	79	184	382
	AVERAGE	Existing Members	15	5,097	135	1,272	5,521	12,040
Guardianship Report #66	AVERAGE	New Members	7	4	5	6	13	35
	AVERAGE	Existing Members	12	268	31	28	198	537
Provider Credentialing #67	In Process	32	35,902	802	2,481	526	39,743	
	Received	49	5,406	580	4,437	153	10,625	
Termination from MCO Report #69	Total Providers	134	294	731	1,043	-	2,202	
Program Lock-in Report #74c	AVERAGE	Admitted	3	37	2	127	4	173
	AVERAGE	Discharged	-	56	0	38	4	99
	AVERAGE	Active	11	974	12	1,618	38	2,653

Anthem Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			39,781	44,955	48,279	51,814	54,269	58,049	62,947	66,610	67,808	69,751	71,360	71,467	58,924	707,090
Capitation			\$ 23,967,790	\$ 26,304,090	\$ 27,842,363	\$ 29,527,831	\$ 30,829,163	\$ 32,482,295	\$ 34,151,281	\$ 36,804,466	\$ 37,770,491	\$ 38,599,521	\$ 39,094,295	\$ 39,072,129	\$ 33,037,143	\$ 396,445,715
CAP PMP			\$ 602.49	\$ 585.12	\$ 576.70	\$ 569.88	\$ 568.08	\$ 559.57	\$ 542.54	\$ 552.54	\$ 557.02	\$ 553.39	\$ 547.85	\$ 546.72	\$ 560.67	\$ 560.67
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 12,976,487	\$ 14,686,879	\$ 13,573,658	\$ 13,073,386	\$ 14,992,980	\$ 15,532,287	\$ 14,183,880	\$ 15,565,114	\$ 13,430,064	\$ 161,160,770
	Suspended		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 6,520,433	\$ 593,344	\$ 7,718,131	\$ 3,269,994	\$ 4,435,656	\$ 8,632,900	\$ 3,138,857	\$ 6,759,671	\$ 4,422,196	\$ 53,066,357
	% Suspended		6.64%	19.17%	13.95%	35.05%	33.44%	3.88%	36.25%	20.01%	22.83%	35.72%	18.12%	30.28%	24.77%	24.77%
	Paid/Member		\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 239.11	\$ 253.01	\$ 215.64	\$ 196.27	\$ 221.11	\$ 222.68	\$ 198.77	\$ 217.79	\$ 227.92	\$ 227.92
	Paid Loss Ratio		43.04%	44.34%	45.43%	40.46%	42.09%	45.22%	39.75%	35.52%	39.69%	40.24%	36.28%	39.84%	40.65%	40.65%
	Total Paid Claims	90% paid in 30 Days	99.56%	99.41%	99.87%	99.89%	99.90%	99.89%	99.94%	99.38%	99.90%	99.36%	99.28%	99.29%		99.60%
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.78%	99.99%	99.97%	
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	125,908	261,222	118,825	464,576	250,000	229,794							241,721	1,450,325
	Accepted		124,402	258,361	114,664	437,168	240,846	229,794							234,206	1,405,235
	% Accepted		98.80%	98.90%	96.50%	94.10%	96.34%	100.00%							96.89%	96.89%
P/As	Requested	Report 59	6,414	6,296	7,013	7,729	6,373	7,229	8,283	7,468	10,254	10,326	9,610	10,961	8,163	97,956
	Denied		573	574	654	674	599	664	856	753	1,116	1,325	1,126	1,047	830	9,961
	% Denied		8.93%	9.12%	9.33%	8.72%	9.40%	9.19%	10.33%	10.08%	10.88%	12.83%	11.72%	9.55%	10.17%	10.17%
Member Calls Report #11	# of calls		10,012	9,609	9,830	11,188	9,943	12,194	13,639	10,224	10,599	9,834	10,397	11,315	10,732	128,784
	# Abandoned		52	83	110	50	39	44	65	76	37	3	18	6	49	583
	% Abandoned	5% or less	0.52%	0.86%	1.12%	0.45%	0.39%	0.36%	0.48%	0.74%	0.35%	0.03%	0.17%	0.05%	0.45%	0.45%
	Speed to answer	30 seconds or less	6	10	11	6	6	6	8	10	8	8	5	4	7	
Provider Calls Report #11	# of calls		9,040	8,749	8,815	9,761	8,925	9,521	10,950	8,808	10,926	10,927	9,615	11,010	9,754	117,047
	# Abandoned		38	76	44	75	116	57	76	63	76	141	120	50	78	932
	% Abandoned	5% or less	0.42%	0.87%	0.50%	0.77%	1.30%	0.60%	0.69%	0.72%	0.70%	1.29%	1.25%	0.45%	0.80%	0.80%
	Speed to answer	30 seconds or less	10	15	12	14	22	15	19	23	19	27	28	7	18	
Behavioral Calls Report #11	# of calls		311	362	326	395	294	398	391	284	366	342	285	321	340	4,075
	# Abandoned		3	0	2	1	0	0	3	0	4	2	0	2	1	17
	% Abandoned	7% or less	0.96%	0.00%	0.61%	0.25%	0.00%	0.00%	0.77%	0.00%	1.09%	0.58%	0.00%	0.62%	0.42%	0.42%
	Speed to answer	30 seconds or less	28	17	12	9	7	7	6	9	6	10	11	10	11	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.00%	100.00%	100.00%	100.00%	99.83%	
	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%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	83.00%	93.00%	94.00%	96.00%	98.00%	97.00%	96.00%	96.00%	97.00%	94.00%	93.00%	95.00%	94.33%	
Avg length	< 10 min	7	8	8	8	8	8	8	8	8	7	8	6	6	8	
Total Calls	Total Calls		19,363	18,720	18,971	21,344	19,162	22,113	24,980	19,316	21,891	21,103	20,297	22,646	20,826	249,906
	Abandoned		93	159	156	126	155	101	144	139	117	146	138	58	128	1,532
	% Abandoned	5% or less	0.48%	0.85%	0.82%	0.59%	0.81%	0.46%	0.58%	0.72%	0.53%	0.69%	0.68%	0.26%	0.61%	0.61%

Anthem Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
COB Savings Report #54	MCO paid amount		\$ 47,456	\$ 117,234	\$ 73,334	\$ 71,169	\$ 158,726	\$ 277,750	\$ 124,771	\$ 107,405	\$ 234,985	\$ 275,331	\$ 261,484	\$ 256,031	\$ 167,140	\$ 2,005,675
	COB Amount		\$ 121,429	\$ 142,923	\$ 147,323	\$ 142,855	\$ 413,999	\$ 1,286,610	\$ 634,381	\$ 400,910	\$ 1,055,103	\$ 1,142,205	\$ 1,481,338	\$ 1,544,865	\$ 709,495	\$ 8,513,940
	COB/Member		\$ 3.05	\$ 3.18	\$ 3.05	\$ 2.76	\$ 7.63	\$ 22.16	\$ 10.08	\$ 6.02	\$ 15.56	\$ 16.38	\$ 20.76	\$ 21.62	\$ 12.04	\$ 12.04
	% of Claims Paid		1.18%	1.23%	1.16%	1.20%	3.19%	8.76%	4.67%	3.07%	7.04%	7.35%	10.44%	9.93%		5.28%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 188,920	\$ 112,841	\$ 104,306	\$ 87,196	\$ 146,797	\$ 345,871	\$ 195,690	\$ 103,346	\$ 226,788	\$ 1,187,427	\$ 786,228	\$ 906,092	\$ 365,958	\$ 4,391,501
	% of Claims Paid		1.83%	0.97%	0.82%	0.73%	1.13%	2.35%	1.44%	0.79%	1.51%	7.64%	5.54%	5.82%	2.72%	2.72%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 1,005,490	\$ 734,354	\$ 677,300	\$ 697,220	\$ 680,293	\$ 681,681	\$ 684,576	\$ 642,594	\$ 1,489,575	\$ 1,729,952	\$ 1,323,667	\$ 1,361,865	\$ 975,714	\$ 11,708,566
	% of Claims Paid		9.75%	6.30%	5.35%	5.84%	5.24%	4.64%	5.04%	4.92%	9.94%	11.14%	9.33%	8.75%	7.27%	7.27%
Potential Subrogation Report #57	Lien/Claim		\$ 924	\$ -	\$ -	\$ 3,816	\$ 6,635	\$ 5,698	\$ 12,657	\$ 7,256	\$ 103,002	\$ 41,429	\$ 71,084	\$ 39,342	\$ 24,320	\$ 291,843
	% of Claims Paid		0.01%	0.00%	0.00%	0.03%	0.05%	0.04%	0.09%	0.06%	0.69%	0.27%	0.50%	0.25%	0.18%	0.18%
	Recovered		\$ 909	\$ -	\$ -	\$ 3,374	\$ 6,164	\$ 5,635	\$ 9,382	\$ 7,226	\$ 77,956	\$ 4,887	\$ 59,906	\$ 34,037	\$ 17,456	\$ 209,476
Original Claims Processed Report #58	Claims Received	Total count	143,992	149,852	169,093	183,543	186,453	211,562	182,089	170,490	213,527	206,264	204,396	214,118	186,282	2,235,379
		Processed	134,607	147,339	157,045	169,595	179,913	200,141	176,412	164,923	193,962	195,858	197,181	202,591	176,631	2,119,567
		Total Charges	\$ 61,586,727	\$ 63,226,644	\$ 62,010,598	\$ 81,488,728	\$ 86,741,723	\$ 94,505,958	\$ 83,925,049	\$ 84,048,689	\$ 99,593,404	\$ 100,081,388	\$ 96,003,784	\$ 405,813,954	\$ 109,918,887	\$ 1,319,026,646
		Avg Charge	\$ 427.71	\$ 421.93	\$ 366.72	\$ 443.98	\$ 465.22	\$ 446.71	\$ 460.90	\$ 492.98	\$ 466.42	\$ 485.21	\$ 469.70	\$ 494.19	\$ 494.19	\$ 453.47
		Avg member	\$ 1,548.14	\$ 1,406.44	\$ 1,284.42	\$ 1,572.72	\$ 1,598.37	\$ 1,628.04	\$ 1,333.27	\$ 1,261.80	\$ 1,468.76	\$ 1,434.84	\$ 1,345.34	\$ 5,678.34	\$ 1,865.43	
	Adjudicated to pay status	Total count	113,830	123,906	133,884	132,271	128,488	150,331	137,245	128,612	154,234	155,670	153,948	159,945	139,364	1,672,364
		Percent	79.05%	82.69%	79.18%	72.07%	68.91%	71.06%	75.37%	75.44%	72.23%	75.47%	75.32%	74.70%	75.12%	
		Charges	\$ 39,830,293	\$ 45,597,291	\$ 49,229,170	\$ 44,348,497	\$ 51,147,125	\$ 57,702,546	\$ 49,679,497	\$ 50,038,941	\$ 57,861,270	\$ 56,614,283	\$ 55,342,898	\$ 59,402,538	\$ 51,399,529	\$ 616,794,348
		Avg Charge	\$ 349.91	\$ 368.00	\$ 367.70	\$ 335.29	\$ 398.07	\$ 383.84	\$ 361.98	\$ 389.07	\$ 375.15	\$ 363.68	\$ 359.49	\$ 371.39	\$ 368.63	
		Avg member	\$ 1,001.24	\$ 1,014.29	\$ 1,019.68	\$ 855.92	\$ 942.47	\$ 994.03	\$ 789.23	\$ 751.22	\$ 853.31	\$ 811.66	\$ 775.55	\$ 831.19	\$ 872.30	
		Paid	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 12,976,487	\$ 14,686,879	\$ 13,573,658	\$ 13,073,386	\$ 14,992,980	\$ 15,532,287	\$ 14,183,880	\$ 15,565,114	\$ 13,430,064	\$161,160,770
		Average Paid	\$ 90.63	\$ 94.14	\$ 94.48	\$ 90.32	\$ 100.99	\$ 97.70	\$ 98.90	\$ 101.65	\$ 97.21	\$ 99.78	\$ 94.08	\$ 97.32	\$ 96.43	
		Avg member	\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 239.11	\$ 253.01	\$ 215.64	\$ 196.27	\$ 221.11	\$ 222.68	\$ 198.77	\$ 217.79	\$ 227.92	
	% Discount	74.10%	74.42%	74.31%	73.06%	74.63%	74.55%	72.68%	73.87%	74.09%	72.56%	74.37%	73.80%	73.87%		
	Adjudicated to deny status	Count	20,681	22,224	22,931	35,404	46,930	49,750	36,738	35,834	38,895	39,090	42,246	40,333	35,921	431,056
		Percent	14.36%	14.83%	13.56%	19.29%	25.17%	23.52%	20.18%	21.02%	18.22%	18.95%	20.67%	18.84%	19.28%	
		Charges	\$ 11,747,894	\$ 11,699,412	\$ 11,925,260	\$ 18,797,238	\$ 22,283,896	\$ 26,245,444	\$ 19,702,160	\$ 21,755,569	\$ 19,256,267	\$ 19,226,066	\$ 23,408,732	\$ 25,942,875	\$ 19,332,568	\$ 231,990,811
	Avg. Charge	\$ 568.05	\$ 526.43	\$ 520.05	\$ 530.94	\$ 474.83	\$ 527.55	\$ 536.29	\$ 607.12	\$ 495.08	\$ 491.84	\$ 554.11	\$ 643.22	\$ 538.19		
	Placed in suspended status	Count	1,262	2,124	1,627	2,821	5,255	984	2,429	477	831	1,098	987	2,368	1,855	22,263
		Percent	0.88%	1.42%	0.96%	1.54%	2.82%	0.47%	1.33%	0.28%	0.39%	0.53%	0.48%	1.11	10.17%	
		Charges	\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 6,520,433	\$ 593,344	\$ 7,718,131	\$ 3,269,994	\$ 4,435,656	\$ 8,632,900	\$ 3,138,857	\$ 6,759,671	\$ 4,422,196	\$ 53,066,357
		Avg Charge	\$ 581.03	\$ 1,302.78	\$ 1,260.43	\$ 2,285.11	\$ 1,240.81	\$ 602.99	\$ 3,177.49	\$ 6,855.33	\$ 5,337.73	\$ 7,862.39	\$ 3,180.20	\$ 2,854.59	\$ 3,045.07	

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		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Prior Authorizaton Report #59	Requested	6,414	6,296	7,013	7,729	6,373	7,229	8,283	7,468	10,254	10,326	9,610	10,961	8,163	97,956	
	Approved	No service limits	108	104	105	138	102	106	306	237	771	952	779	646	363	4,354
		Within limits	5,343	5,239	5,741	6,221	5,357	6,030	6,630	5,912	7,586	7,346	7,246	8,493	6,429	77,144
		Exceed limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Partially Approved	No service limits	17	5	12	8	14	11	-	-	-	-	-	-	6	67
		Within limits	22	10	12	17	10	17	10	10	17	22	18	16	15	181
		Exceed limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Denied	573	574	654	674	599	664	856	753	1,116	1,325	1,126	1,047	830	9,961		
Original Claims payment activity #60	Total claims	114,421	117,875	82,235	87,566	130,605	86,803	127,604	134,026	155,258	163,070	155,519	168,616	126,967	1,523,598	
	1-30 Days	113,920	117,176	82,124	87,474	130,479	86,711	127,527	133,194	155,106	162,019	154,401	167,414	126,462	1,517,545	
	31 - 90 Days	482	692	104	92	124	92	75	831	152	688	1,107	1,147	466	5,586	
	90+ Days	19	7	7	-	2	-	2	1	-	363	11	55	39	467	
Denied Claims Activity #61	Total claims	52,628	53,673	40,276	26,060	87,691	49,669	78,828	72,715	85,557	90,808	91,192	86,489	67,966	815,586	
	1-30 Days	52,915	53,426	40,263	26,049	87,416	49,441	78,818	71,664	85,524	88,588	91,066	86,364	67,628	811,534	
	31 - 60 Days	173	184	7	9	240	226	9	7	29	712	116	74	149	1,786	
	60+ Days	35	63	6	2	5	2	1	2	4	1,508	10	51	141	1,689	
Suspended Claims #62	Total Claims	2,304	2,145	1,739	2,065	5,276	991	2,467	544	946	1,263	1,170	2,396	1,942	23,306	
	1-30 - Days	2,281	2,122	1,720	1,915	5,259	984	2,428	487	834	1,106	987	2,368	1,874	22,491	
	31 - 60 Days	11	11	15	147	17	7	35	34	60	74	58	10	40	479	
	60+ Days	12	12	4	8	-	-	4	23	52	83	125	18	28	341	
Foster Care Report #65	New Members	6	3	4	13	4	18							8	48	
	Existing Members	6	4	12	13	21	32							15	88	
Guardianship Report #66	New Members	5	6	7	9	8	6							7	41	
	Existing Members	5	6	7	9	8	35							12	70	
67 Provider Credentialing	In Process	34	55	22	23	47	17	29	37	21	33	19	49	32	386	
	Received	36	21	55	34	31	32	95	110	65	48	15	44	49	586	
Termination from MCO #69	Total Providers	30	9	59	8	12	5		3	1	2	3	2	12	134	
Program Lock-in #74c	Admitted											4	1	3		
	Discharged											0	0	-		
	Active											10	11	11		

Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Membership			304,310	309,827	310,395	312,198	312,548	314,214	303,301	306,085	301,439	301,797	298,518	292,823	305,621	3,667,455	
Capitation			\$ 129,579,135	\$ 131,733,224	\$ 132,195,702	\$ 132,990,820	\$ 133,566,703	\$ 134,368,363	\$ 128,292,892	\$ 129,306,680	\$ 124,142,372	\$ 124,171,118	\$ 123,008,357	\$120,576,505	\$ 128,660,989	\$ 1,543,931,869	
CAP PMP			\$ 425.81	\$ 425.18	\$ 425.90	\$ 425.98	\$ 427.35	\$ 427.63	\$ 422.99	\$ 422.45	\$ 411.83	\$ 411.44	\$ 412.06	\$ 411.77	\$ 420.98	\$ 420.98	
Standard	Measure	Threshold															
Claims Payment	Paid Claims	Report 58	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 72,685,122	\$ 91,277,319	\$ 82,070,761	\$ 74,113,484	\$ 74,530,081	\$ 77,435,972	\$ 84,545,258	\$ 74,963,714	\$ 81,114,402	\$ 973,372,823	
	Suspended		\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 7,181,548	\$ 5,100,941	\$ 4,223,589	\$ 3,827,722	\$ 3,810,286	\$ 4,418,412	\$ 3,035,085	\$ 2,956,331	\$ 4,151,043	\$ 49,812,519	
	% Suspended		3.76%	5.22%	4.39%	3.70%	8.99%	5.29%	4.91%	4.91%	4.86%	5.40%	3.47%	3.79%	4.87%	4.87%	
	Paid/Member		\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 232.56	\$ 290.49	\$ 270.59	\$ 242.13	\$ 247.25	\$ 256.58	\$ 283.22	\$ 256.00	\$ 265.41	\$ 265.41	
	Paid Loss Ratio		61.20%	68.00%	59.50%	70.85%	54.42%	67.93%	63.97%	57.32%	60.04%	62.36%	68.73%	62.17%	63.05%	63.05%	
	Total Paid Claims	90% paid in 30 Days		99.96%	99.95%	99.90%	99.95%	99.95%	99.93%	99.91%	99.94%	99.97%	99.91%	99.75%	99.93%		99.92%
	Total Paid Claims	99% paid in 90 Days		100.00%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	100.00%		99.99%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	838,356	849,033	1,118,262	860,113	888,314	1,071,324							937,567	5,625,402	
	Accepted		813,334	826,916	1,073,533	825,969	866,645	1,033,071							906,578	5,439,468	
	% Accepted		97.02%	97.40%	96.00%	96.03%	97.56%	96.43%							96.69%	96.69%	
P/As	Requested	Report 59	25,664	29,936	31,521	31,419	24,487	26,179	23,298	21,480	25,447	25,372	22,887	24,888	26,048	312,578	
	Denied		2,880	3,919	4,138	4,055	3,032	2,643	3,051	3,318	4,124	4,271	3,512	4,020	3,580	42,963	
	% Denied		11.22%	13.09%	13.13%	12.91%	12.38%	10.10%	13.10%	15.45%	16.21%	16.83%	15.34%	16.15%	13.74%	13.74%	
Member Calls Report #11	# of calls		26,480	24,757	22,805	23,802	18,934	21,132	23,976	18,613	19,346	17,556	18,425	21,958	21,482	257,784	
	# Abandoned		685	527	706	618	549	518	830	354	289	170	830	546	552	6,622	
	% Abandoned	5% or less	2.59%	2.13%	3.10%	2.60%	2.90%	2.45%	3.46%	1.90%	1.49%	0.97%	4.50%	2.49%	2.57%	2.57%	
	Speed to answer	30 seconds or less	24	16	25	21	26	24	34	17	12	9	50	28	24		
Provider Calls Report #11	# of calls		12,947	12,033	12,870	14,290	11,580	13,078	13,689	11,930	13,262	13,842	11,934	12,701	12,846	154,156	
	# Abandoned		144	63	149	149	140	159	200	100	71	71	260	186	141	1,692	
	% Abandoned	5% or less	1.11%	0.52%	1.16%	1.04%	1.21%	1.22%	1.46%	0.84%	0.54%	0.51%	2.18%	1.46%	1.10%	1.10%	
	Speed to answer	30 seconds or less	26	2	24	20	25	25	28	16	12	9	46	26	22		
Behavioral Calls Report #11	# of calls		1,617	1,575	1,751	1,846	719	749	855	637	771	707	664	703	1,050	12,594	
	# Abandoned		5	19	73	39	18	13	1	0	0	0	2	0	14	170	
	% Abandoned	7% or less	0.31%	1.21%	4.17%	2.11%	2.50%	1.74%	0.12%	0.00%	0.00%	0.00%	0.30%	0.00%	1.35%	1.35%	
	Speed to answer	30 seconds or less	15	33	74	56	52	30	13	13	12	12	11	9	28		
	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%	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%	0.00%	0.00%	0.00%		
	Answered within 30 sec	More than 80%	97.30%	84.80%	58.40%	60.00%	74.60%	93.06%	99.50%	98.90%	99.00%	99.70%	99.90%	99.90%	88.76%		
	Avg length	< 10 min	3	3	3	4	3	3	4	2	4	4	4	4	3	3	
Total Calls	Total Calls		41,044	38,365	37,426	39,938	31,233	34,959	38,520	31,180	33,379	32,105	31,023	35,362	35,378	424,534	
	Abandoned		834	609	928	806	707	690	1,031	454	360	241	1,092	732	707	8,484	
	% Abandoned	5% or less	2.03%	1.59%	2.48%	2.02%	2.26%	1.97%	2.68%	1.46%	1.08%	0.75%	3.52%	2.07%	2.00%	2.00%	

Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
COB Savings Report #54	MCO paid amount		\$ 2,187,020	\$ 2,207,167	\$ 2,031,541	\$ 2,575,785	\$ 2,021,800	\$ 2,485,657	\$ 2,625,569	\$ 21,769,621	\$ 4,351,713	\$ 2,042,603	\$ 2,315,242	\$ 2,151,977	\$ 4,063,808	\$ 48,765,695
	COB Amount		\$ 8,187,576	\$ 8,585,719	\$ 7,903,912	\$ 9,345,302	\$ 7,557,342	\$ 9,346,197	\$ 6,962,124	\$ 6,364,801	\$ 7,952,662	\$ 6,472,056	\$ 8,543,097	\$ 7,945,754	\$ 7,930,545	\$ 95,166,541
	COB/Member		\$ 26.91	\$ 27.71	\$ 25.46	\$ 29.93	\$ 24.18	\$ 29.74	\$ 22.95	\$ 20.79	\$ 26.38	\$ 21.45	\$ 28.62	\$ 27.14	\$ 25.95	\$ 25.95
	% of Claims Paid		10.32%	9.59%	10.05%	9.92%	10.40%	10.24%	8.48%	8.59%	10.67%	8.36%	10.10%	10.60%		9.78%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 2,160,831	\$ 2,106,726	\$ 2,966,304	\$ 2,143,768	\$ 1,727,865	\$ 2,176,079	\$ 2,558,792	\$ 1,483,990	\$ 1,806,566	\$ 3,108,167	\$ 2,801,155	\$ 1,787,807	\$ 2,235,671	\$ 26,828,051
	% of Claims Paid		2.72%	2.35%	3.77%	2.28%	2.38%	2.38%	3.12%	2.00%	2.42%	4.01%	3.31%	2.38%	2.76%	2.76%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 5,947,849	\$ 4,686,336	\$ 5,483,767	\$ 4,939,189	\$ 3,588,026	\$ 3,558,400	\$ 4,455,270	\$ 3,220,307	\$ 4,040,975	\$ 3,981,505	\$ 4,168,238	\$ 4,204,541	\$ 4,356,200	\$ 52,274,402
	% of Claims Paid		7.50%	5.23%	6.97%	5.24%	4.94%	3.90%	5.43%	4.35%	5.42%	5.14%	4.93%	5.61%	5.37%	5.37%
Potential Subrogation Report #57	Lien/Claim		\$ 7,212,009	\$ 6,864,945	\$ 7,136,255	\$ 7,713,037	\$ 12,372,836	\$ 7,681,937	\$ 7,628,938	\$ 7,790,087	\$ 8,658,357	\$ 8,605,855	\$ 870,636	\$ 8,363,640	\$ 7,574,878	\$ 90,898,531
	% of Claims Paid		9.09%	7.66%	9.07%	8.19%	17.02%	8.42%	9.30%	10.51%	11.62%	11.11%	1.03%	11.16%	9.34%	9.34%
	Recovered		\$ 495,919	\$ 419,817	\$ 388,298	\$ 525,420	\$ 3,745,678	\$ 607,757	\$ 520,159	\$ 443,182	\$ 606,919	\$ 633,671	\$ 260,482	\$ 554,406	\$ 766,809	\$ 9,201,707
Original Claims Processed Report #58	Claims Received	Total count	946,519	1,061,896	982,656	1,079,761	937,954	1,010,037	979,239	849,359	916,235	961,257	1,011,693	880,815	968,118	11,617,421
		Processed	933,476	1,070,201	972,171	1,090,493	897,236	1,051,724	973,956	853,779	883,163	955,090	1,037,803	855,480	964,548	11,574,572
		Total Charges	\$ 500,417,616	\$ 489,586,145	\$ 497,125,002	\$ 501,962,925	\$ 446,345,140	\$ 465,201,978	\$ 457,928,585	\$ 412,795,780	\$ 441,547,395	\$ 473,832,445	\$ 459,894,125	\$ 464,548,100	\$ 467,598,770	\$ 5,611,185,236
		Avg Charge	\$ 528.69	\$ 461.05	\$ 505.90	\$ 464.88	\$ 475.87	\$ 460.58	\$ 467.59	\$ 486.01	\$ 481.92	\$ 492.93	\$ 454.58	\$ 527	\$ 483	\$ 483
		Avg member	\$ 1,644.43	\$ 1,580.19	\$ 1,601.59	\$ 1,607.84	\$ 1,428.09	\$ 1,480.53	\$ 1,509.82	\$ 1,348.63	\$ 1,464.80	\$ 1,570.04	\$ 1,540.59	\$ 1,586.45		\$ 1,529.99
	Adjudicated to pay status	Total count	393,279	837,793	746,136	876,697	698,154	816,313	750,615	665,495	680,394	754,109	833,164	667,756	726,659	8,719,905
		Percent	41.55%	78.90%	75.93%	81.19%	74.43%	80.82%	76.65%	78.35%	74.26%	78.45%	82.35%	75.81%	75.06%	75.06%
		Charges	\$ 367,577,323	\$ 394,640,558	\$ 364,401,543	\$ 407,561,816	\$ 318,817,471	\$ 410,166,782	\$ 354,968,788	\$ 323,070,921	\$ 328,436,168	\$ 341,950,567	\$ 363,062,416	\$ 348,369,151	\$ 360,251,959	\$ 4,323,023,504
		Avg Charge	\$ 934.65	\$ 471.05	\$ 488.38	\$ 464.88	\$ 456.66	\$ 502.46	\$ 472.90	\$ 485.46	\$ 482.71	\$ 453.45	\$ 435.76	\$ 521.70	\$ 495.76	\$ 495.76
		Avg member	\$ 1,207.90	\$ 1,273.74	\$ 1,173.99	\$ 1,305.46	\$ 1,020.06	\$ 1,305.37	\$ 1,170.35	\$ 1,055.49	\$ 1,089.56	\$ 1,133.05	\$ 1,216.22	\$ 1,189.69		\$ 1,178.75
		Paid	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 72,685,122	\$ 91,277,319	\$ 82,070,761	\$ 74,113,484	\$ 74,530,081	\$ 77,435,972	\$ 84,545,258	\$ 74,963,714	\$ 81,114,402	\$ 973,372,823
		Average Paid	\$ 201.64	\$ 106.92	\$ 105.41	\$ 107.48	\$ 104.11	\$ 111.82	\$ 109.34	\$ 111.37	\$ 109.54	\$ 102.69	\$ 101.47	\$ 112.26	\$ 111.63	\$ 111.63
		Avg member	\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 232.56	\$ 290.49	\$ 270.59	\$ 242.13	\$ 247.25	\$ 256.58	\$ 283.22	\$ 256.00		\$ 265.41
	% Discount	78.43%	77.30%	78.42%	76.88%	77.20%	77.75%	76.88%	77.06%	77.31%	77.35%	76.71%	78.48%		77.48%	
	Adjudicated to deny status	Count	238,041	229,822	222,845	211,520	195,923	223,538	220,892	185,699	198,296	196,827	200,340	184,229	208,998	2,507,972
		Percent	25.15%	21.64%	22.68%	19.59%	20.89%	22.13%	22.56%	21.86%	21.64%	20.47%	19.80%	20.92	21.59%	21.59%
		Charges	\$ 99,594,195	\$ 104,762,434	\$ 98,175,092	\$ 88,683,458	\$ 77,305,672	\$ 90,817,484	\$ 87,685,749	\$ 80,467,342	\$ 95,586,022	\$ 91,753,884	\$ 88,978,371	\$ 88,628,437	\$ 91,036,512	\$ 1,092,438,140
	Placed in suspended status	Avg. Charge	\$ 418.39	\$ 455.84	\$ 440.55	\$ 419.27	\$ 394.57	\$ 406.27	\$ 396.96	\$ 433.32	\$ 482.04	\$ 466.40	\$ 444.14	\$ 481.08	\$ 435.59	\$ 435.59
		Count	2,883	3,428	3,633	3,380	4,386	2,321	2,739	2,743	4,537	4,378	4,354	3,548	3,528	42,330
	Placed in suspended status	Percent	0.30%	0.32%	0.37%	0.31%	0.47%	0.23%	0.28%	0.32%	0.50%	0.46%	0.43%	0.40%	0.36%	0.36%
		Charges	\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 7,181,548	\$ 5,100,941	\$ 4,223,589	\$ 3,827,722	\$ 3,810,286	\$ 4,418,412	\$ 3,035,085	\$ 2,956,331	\$ 4,151,043	\$ 49,812,519
		Avg Charge	\$ 1,075.19	\$ 1,438.43	\$ 992.90	\$ 1,071.21	\$ 1,637.38	\$ 2,197.73	\$ 1,542.02	\$ 1,395.45	\$ 839.82	\$ 1,009.23	\$ 697.08	\$ 833.24	\$ 1,176.77	\$ 1,176.77

Coventry Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Prior Authorizaton Report #59	Requested	25,664	29,936	31,521	31,419	24,487	26,179	23,298	21,480	25,447	25,372	22,887	24,888	26,048	312,578	
	Approved	No service limits	15,935	14,785	16,254	16,231	13,713	15,465	10,406	8,868	10,520	10,629	9,612	10,141	12,713	152,559
		Within limits	2,756	4,762	4,375	4,777	4,136	4,346	4,240	4,050	4,434	4,389	3,909	4,046	4,185	50,220
		Exceed limits	1,416	3,866	4,048	3,838	1,621	1,965	3,801	3,765	4,525	4,219	1,465	4,459	3,249	38,988
	Partially Approved	No service limits	902	929	976	894	729	824	688	476	590	514	487	588	716	8,597
		Within limits	494	542	529	542	250	232	192	176	248	243	198	228	323	3,874
Exceed limits		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Denied	2,880	3,919	4,138	4,055	3,032	2,643	3,051	3,318	4,124	4,271	3,512	4,020	3,580	42,963		
Original Claims payment activity #60	Total claims	693,279	837,793	746,136	876,697	698,164	816,313	750,615	665,495	680,394	754,109	833,164	667,756	751,660	9,019,915	
	1-30 - Days	692,991	837,359	745,355	876,219	697,800	815,762	749,970	665,091	680,156	753,421	831,102	667,319	751,045	9,012,545	
	31 - 90 Days	266	397	750	410	326	533	629	378	219	215	2,033	406	547	6,562	
	90+ Days	22	37	31	68	38	18	16	26	10	473	29	31	67	799	
Denied Claims Activity #61	Total claims	238,041	229,822	222,845	211,520	195,923	223,538	220,892	185,699	198,296	196,727	200,340	184,229	208,989	2,507,872	
	1-30 Days	237,922	229,589	222,622	211,382	195,821	222,915	220,565	185,539	197,728	196,573	200,139	184,060	208,738	2,504,855	
	31 - 60 Days	114	213	212	124	88	280	307	145	545	141	195	162	211	2,526	
	60+ Days	5	20	11	14	14	343	20	15	23	13	6	7	41	491	
Suspended Claims #62	Total Claims	2,883	3,428	3,633	3,380	4,386	2,321	2,739	2,743	4,537	4,378	4,354	3,548	3,528	42,330	
	1-30 - Days	2,859	3,406	3,568	3,274	4,376	2,316	2,667	2,548	4,248	4,319	4,249	3,446	3,440	41,276	
	31 - 60 Days	22	20	60	102	10	4	71	165	95	57	104	102	68	812	
	60+ Days	2	2	5	4	-	1	1	30	194	2	1	-	20	242	
Foster Care Report #65	New Members	92	103	129	122	108	70							104	624	
	Existing Members	5,107	4,912	5,095	5,150	5,158	5,159							5,097	30,581	
Guardianship Report #66	New Members	7	0	5	1	5	8							4	26	
	Existing Members	220	570	214	213	200	192							268	1,609	
67 Provider Credentialing	In Process	2,509	2,626	2,917	3,062	3,236	3,132	3,128	3,181	3,097	3,040	2,939	3,035	2,992	35,902	
	Received	772	337	520	677	410	479	517	468	445	484	20	277	451	5,406	
Termination from MCO #69	Total Providers	30	47	40	15	20	15		14	9	42	31	31	27	294	
Program Lock-in #74c	Admitted	38	61	46	29	15	49	49	27	24	18	8	85	37	449	
	Discharged	142	36	33	37	26	43	166	31	22	26	36	78	56	676	
	Active	1,019	1,044	1,053	1,045	1,034	1,040	923	919	921	913	885	894	974	11,690	

Humana Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			73,239	80,398	85,473	90,170	93,277	97,624	104,394	109,648	111,349	114,797	115,518	115,688	99,298	1,191,575
Capitation			\$ 40,541,359	\$ 44,077,720	\$ 46,555,781	\$ 48,461,367	\$ 60,072,306	\$ 52,124,586	\$ 55,799,022	\$ 58,622,135	\$ 60,334,590	\$ 61,640,643	\$ 62,032,403	\$ 61,905,836	\$ 54,347,312	\$ 652,167,749
CAP PMP			\$ 553.55	\$ 548.24	\$ 544.68	\$ 537.44	\$ 644.02	\$ 533.93	\$ 534.50	\$ 534.64	\$ 541.85	\$ 536.95	\$ 536.99	\$ 535.11	\$ 547.32	\$ 547.32
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 23,800,439	\$ 29,751,228	\$ 32,554,761	\$ 32,636,088	\$ 36,075,666	\$ 36,949,557	\$ 36,736,630	\$ 39,267,732	\$ 29,622,618	\$ 355,471,416
	Suspended		\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 64,615,779	\$ 63,769,117	\$ 67,233,343	\$ 60,509,520	\$ 63,107,772	\$ 65,160,909	\$ 63,187,033	\$ 74,186,153	\$ 66,572,644	\$ 798,871,725
	% Suspended		78.28%	79.09%	74.92%	71.82%	73.08%	68.19%	67.38%	64.96%	63.63%	63.81%	63.24%	65.39%	69.21%	69.21%
	Paid/Member		\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 255.16	\$ 304.75	\$ 311.85	\$ 297.64	\$ 323.99	\$ 321.87	\$ 318.02	\$ 339.43	\$ 298.32	\$ 298.32
	Paid Loss Ratio		48.99%	41.64%	48.87%	55.16%	39.62%	57.08%	58.34%	55.67%	59.79%	59.94%	59.22%	63.43%	54.51%	54.51%
	Total Paid Claims	90% paid in 30 Days	98.31%	97.89%	97.10%	92.97%	96.60%	91.60%	94.63%	95.49%	98.09%	96.89%	97.56%	97.61%		96.16%
	Total Paid Claims	99% paid in 90 Days	100.00%	99.99%	100.00%	99.90%	99.67%	98.47%	98.73%	98.63%	99.79%	99.39%	99.35%	99.89%		99.44%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	232,351	404,282	255,505	306,717	477,453	355,447							338,626	2,031,755
	Accepted		227,171	377,594	249,064	284,424	460,628	345,728							324,102	1,944,609
	% Accepted		97.77%	93.40%	97.48%	92.73%	96.48%	97.27%							95.71%	95.71%
P/As	Requested	Report 59	4,441	4,590	4,785	4,807	4,299	4,600	6,055	5,232	6,082	5,958	5,621	6,009	5,207	62,479
	Denied		723	713	707	646	713	784	873	836	934	1,161	1,199	1,157	871	10,446
	% Denied		16.28%	15.53%	14.78%	13.44%	16.59%	17.04%	14.42%	15.98%	15.36%	19.49%	21.33%	19.25%	16.72%	16.72%
Member Calls Report #11	# of calls		14,444	13,714	14,649	16,757	14,133	16,021	17,600	14,219	15,910	14,714	11,325	15,120	14,884	178,606
	# Abandoned		51	12	35	46	50	89	168	27	18	39	53	211	67	799
	% Abandoned	5% or less	0.35%	0.09%	0.24%	0.27%	0.35%	0.56%	0.95%	0.19%	0.11%	0.27%	0.47%	1.40%	0.45%	0.45%
	Speed to answer	30 seconds or less	9	4	8	8	9	14	20	5	5	9	15	27	11	
Provider Calls Report #11	# of calls		8,029	8,027	7,748	8,458	6,748	6,668	7,968	6,915	8,484	9,248	8,628	9,755	8,056	96,676
	# Abandoned		10	4	3	16	15	25	51	6	7	19	24	10	16	190
	% Abandoned	5% or less	0.12%	0.05%	0.04%	0.19%	0.22%	0.37%	0.64%	0.09%	0.08%	0.21%	0.28%	0.10%	0.20%	0.20%
	Speed to answer	30 seconds or less	7	3	3	8	9	12	19	4	4	8	13	9	8	
Behavioral Calls Report #11	# of calls		27	14	12	16	10	14	85	265	254	243	253	228	118	1,421
	# Abandoned		0	1	0	0	0	0	2	1	0	0	1	0	0	5
	% Abandoned	7% or less	0.00%	7.14%	0.00%	0.00%	0.00%	0.00%	2.35%	0.38%	0.00%	0.00%	0.40%	0.00%	0.35%	0.35%
	Speed to answer	30 seconds or less	7	14	7	11	6	2	13	11	6	6	16	5	9	
	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%	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%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	88.46%	92.31%	83.33%	89.67%	90.00%	100.00%	85.89%	87.92%	94.49%	94.65%	93.33%	96.05%	91.34%	
Avg length	< 10 min	2	5	2	3	6	5	3	3	2	3	2	2	3		
Total Calls	Total Calls		22,500	21,755	22,409	25,231	20,891	22,703	25,653	21,399	24,648	24,205	20,206	25,103	23,059	276,703
	Abandoned		61	17	38	62	65	114	221	34	25	58	78	221	83	994
	% Abandoned	5% or less	0.27%	0.08%	0.17%	0.25%	0.31%	0.50%	0.86%	0.16%	0.10%	0.24%	0.39%	0.88%	0.36%	0.36%

Humana Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
COB Savings Report #54	MCO paid amount	\$ 245,803	\$ 266,877	\$ 170,923	\$ 343,549	\$ 279,536	\$ 647,040	\$ 615,370	\$ 672,768	\$ 486,884	\$ 872,976	\$ 808,290	\$ 662,274	\$ 506,024	\$ 6,072,291	
	COB Amount	\$ 1,538,038	\$ 1,146,367	\$ 1,022,861	\$ 955,290	\$ 1,330,684	\$ 2,544,078	\$ 3,393,318	\$ 3,645,205	\$ 2,553,712	\$ 4,524,820	\$ 3,045,837	\$ 3,713,455	\$ 2,451,139	\$ 29,413,664	
	COB/Member	\$ 21.00	\$ 14.26	\$ 11.97	\$ 10.59	\$ 14.27	\$ 26.06	\$ 32.50	\$ 33.24	\$ 22.93	\$ 39.42	\$ 26.37	\$ 32.10	\$ 24.68	\$ 24.68	
	% of Claims Paid	7.74%	6.25%	4.50%	3.57%	5.59%	8.55%	10.42%	11.17%	7.08%	12.25%	8.29%	9.46%		8.27%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 1,104	\$ -	\$ -	\$ -	\$ -	\$ 20,547	\$ 36,362	\$ 39,798	\$ 14,539	\$ 58,786	\$ 6,360	\$ 56,970	\$ 19,539	\$ 234,466	
	% of Claims Paid	0.01%	0.00%	0.00%	0.00%	0.00%	0.07%	0.11%	0.12%	0.04%	0.16%	0.02%	0.15%	0.07%	0.07%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 967,941	\$ 555,548	\$ 499,298	\$ 1,114,425	\$ 1,210,461	\$ 1,210,461	\$ 1,545,623	\$ 1,954,949	\$ 1,778,049	\$ 3,226,546	\$ 1,987,385	\$ 1,920,119	\$ 1,497,567	\$ 17,970,803	
	% of Claims Paid	4.87%	3.03%	2.19%	4.17%	5.09%	4.07%	4.75%	5.99%	4.93%	8.73%	5.41%	4.89%	5.06%	5.06%	
Potential Subrogation Report #57	Lien/Claim	\$ 240,042	\$ 275,072	\$ 302,428	\$ 271,252	\$ 272,182	\$ 272,182	\$ 532,403	\$ 558,511	\$ 628,252	\$ 781,575	\$ 911,842	\$ 1,065,677	\$ 509,285	\$ 6,111,419	
	% of Claims Paid	1.21%	1.50%	1.33%	1.01%	1.14%	0.91%	1.64%	1.71%	1.74%	2.12%	2.48%	2.71%	1.72%	1.72%	
	Recovered	\$ 19,845	\$ 41,650	\$ 31,351	\$ 9,677	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 590	\$ 590	\$ 8,642	\$ 103,704
Original Claims Processed Report #58	Claims Received	Total count	298,411	304,481	345,293	360,409	349,079	396,074	416,784	377,965	458,411	493,506	479,221	484,015	396,971	4,763,649
		Processed	337,729	343,999	379,408	420,127	403,978	452,735	452,536	425,087	485,833	547,111	521,297	527,107	441,412	5,296,947
		Total Charges	\$ 128,236,278	\$ 127,764,338	\$ 142,700,822	\$ 151,857,459	\$ 146,764,236	\$ 159,860,974	\$ 173,710,422	\$ 165,303,912	\$ 191,102,119	\$ 193,018,601	\$ 195,788,219	\$ 211,838,897	\$ 165,662,190	\$ 1,987,946,277
		Avg Charge	\$ 429.73	\$ 419.61	\$ 413.27	\$ 421.35	\$ 420.43	\$ 403.61	\$ 416.79	\$ 437.35	\$ 416.88	\$ 391.12	\$ 408.56	\$ 438	\$ 417.32	\$ 417.32
		Avg member	\$ 1,750.93	\$ 1,589.15	\$ 1,669.54	\$ 1,684.12	\$ 1,573.42	\$ 1,637.52	\$ 1,663.99	\$ 1,507.59	\$ 1,716.24	\$ 1,681.39	\$ 1,694.87	\$ 1,831.12		\$ 1,668.33
		Adjudicated to pay status	Total count	206,421	203,150	235,301	256,878	247,171	288,604	297,719	279,041	326,001	332,108	319,397	332,343	277,011
	Percent		69.17%	66.70%	68.15%	71.27%	70.80%	72.90%	71.40%	73.80%	71.10%	67.30%	66.60%	70.60%	69.78%	69.78%
	Charges		\$ 60,570,397	\$ 48,918,763	\$ 63,166,554	\$ 75,794,953	\$ 68,645,795	\$ 85,894,848	\$ 100,607,461	\$ 101,702,557	\$ 106,558,007	\$ 113,725,014	\$ 115,002,077	\$ 126,841,105	\$ 88,952,294	\$ 1,067,427,532
	Avg Charge		\$ 293.43	\$ 240.80	\$ 268.45	\$ 295.06	\$ 277.73	\$ 297.62	\$ 337.93	\$ 364.47	\$ 326.86	\$ 342.43	\$ 360.06	\$ 381.66	\$ 321.11	\$ 321.11
	Avg member		\$ 827.02	\$ 608.46	\$ 739.02	\$ 840.58	\$ 735.93	\$ 879.85	\$ 963.73	\$ 927.54	\$ 956.97	\$ 990.66	\$ 995.53	\$ 1,096.41		\$ 895.81
	Paid		\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 23,800,439	\$ 29,751,228	\$ 32,554,761	\$ 32,636,088	\$ 36,075,666	\$ 36,949,557	\$ 36,736,630	\$ 39,267,732	\$ 29,622,618	\$355,471,416
	Average Paid		\$ 96.21	\$ 90.34	\$ 96.70	\$ 104.07	\$ 96.29	\$ 103.09	\$ 109.35	\$ 116.96	\$ 110.66	\$ 111.26	\$ 115.02	\$ 118.15	\$ 106.94	\$ 106.94
	Avg member		\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 255.16	\$ 304.75	\$ 311.85	\$ 297.64	\$ 323.99	\$ 321.87	\$ 318.02	\$ 339.43		\$ 298.32
	Adjudicated to deny status	% Discount	67.21%	62.48%	63.98%	64.73%	65.33%	67.64%	66.14%	67.91%	66.14%	67.51%	68.06%	69.04%		66.70%
		Count	54,246	55,793	61,971	64,271	58,484	67,253	74,624	66,704	92,725	118,090	114,444	107,950	78,046	936,555
		Percent	18.18%	18.30%	17.95%	17.83%	16.80%	17.00%	17.90%	17.60%	20.20%	23.90%	23.90%	22.90%	19.66%	19.66%
		Charges	\$ 7,556,796	\$ 4,994,995	\$ 5,360,962	\$ 8,401,213	\$ 7,941,121	\$ 7,975,622	\$ 11,690,856	\$ 9,764,796	\$ 12,188,861	\$ 11,836,071	\$ 11,566,090	\$ 13,149,963	\$ 9,368,946	\$ 112,427,347
	Placed in suspended status	Avg. Charge	\$ 139.31	\$ 89.53	\$ 86.51	\$ 130.72	\$ 135.78	\$ 118.59	\$ 156.66	\$ 146.39	\$ 131.45	\$ 100.23	\$ 101.06	121.81	120.0435076	120.0435076
		Count	34,593	36,975	39,075	32,369	28,459	28,981	28,273	23,189	23,950	33,822	29,926	31,667	30,940	371,279
		Percent	11.59%	12.10%	11.32%	8.98%	8.30%	7.30%	6.80%	6.10%	5.20%	6.90%	6.20%	6.50%	7.79%	7.79%
		Charges	\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 64,615,779	\$ 63,769,117	\$ 67,233,343	\$ 60,509,520	\$ 63,107,772	\$ 65,160,909	\$ 63,187,033	\$ 74,186,153	\$ 66,572,644	\$ 798,871,725
Avg Charge	\$ 2,069.51	\$ 1,876.80	\$ 1,739.45	\$ 2,105.34	\$ 2,270.49	\$ 2,200.38	\$ 2,378.01	\$ 2,609.41	\$ 2,634.98	\$ 1,926.58	\$ 2,111.44	\$ 2,342.70	\$ 2,151.67	\$ 2,151.67		

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		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Prior Authorizaton Report #59	Requested	4,441	4,590	4,785	4,807	4,299	4,600	6,055	5,232	6,082	5,958	5,621	6,009	5,207	62,479	
	Approved	No service limits	2,757	2,952	3,063	3,136	2,537	3,021	4,055	3,480	4,070	3,780	3,638	3,935	3,369	40,424
		Within limits	713	672	705	725	612	533	708	617	754	713	658	644	671	8,054
		Exceed limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Partially Approved	No service limits	123	86	42	125	154	128	138	107	99	74	74	67	101	1,217
		Within limits	-	-	-	1	-	-	-	-	-	-	-	-	0	1
Exceed limits		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Denied	723	713	707	646	713	784	873	836	934	1,161	1,199	1,157	871	10,446		
Original Claims payment activity #60	Total claims	226,117	224,639	240,988	289,023	270,673	324,539	310,719	299,706	321,381	348,900	352,172	337,950	295,567	3,546,807	
	1-30 - Days	222,290	219,904	233,994	268,718	261,477	297,284	294,043	286,193	315,244	338,035	343,580	329,868	284,219	3,410,630	
	31 - 90 Days	3,823	4,723	6,984	20,030	8,293	22,279	12,732	9,421	5,450	8,738	6,287	7,715	9,706	116,475	
	90+ Days	4	12	10	275	903	5,076	3,944	4,092	687	2,127	2,305	367	1,650	19,802	
Denied Claims Activity #61	Total claims	57,138	58,322	68,089	72,716	62,060	73,982	78,140	69,481	94,074	122,522	121,527	110,821	82,406	988,872	
	1-30 Days	56,759	57,636	63,291	65,862	59,446	69,245	74,320	67,417	91,734	119,255	118,978	108,267	79,351	952,210	
	31 - 60 Days	374	682	2,019	3,460	1,162	3,058	2,852	739	927	774	1,379	1,402	1,569	18,828	
	60+ Days	5	4	2,779	3,394	1,352	1,697	968	1,325	1,413	2,493	1,170	1,125	1,477	17,725	
Suspended Claims #62	Total Claims	62,102	70,988	90,952	101,637	82,233	91,655	81,666	74,522	73,291	82,462	73,526	79,372	80,367	964,406	
	1-30 - Days	60,021	63,329	59,748	60,149	43,932	41,449	36,446	36,262	34,855	49,123	40,380	46,989	47,724	572,683	
	31 - 60 Days	1,428	6,578	29,262	24,024	15,047	30,453	28,618	22,084	17,630	10,162	16,727	19,923	18,495	221,936	
	60+ Days	653	1,081	1,942	17,464	23,254	19,753	16,602	16,176	20,806	23,177	16,419	12,460	14,149	169,787	
Foster Care Report #65	New Members	6	10	8	3	4	7							6	38	
	Existing Members	104	108	127	144	152	176							135	811	
Guardianship Report #66	New Members	4	5	6	3	7	2							5	27	
	Existing Members	25	28	32	34	30	34							31	183	
67 Provider Credentialing	In Process	119	28	85	61	74	85	76	10	32	87	85	60	67	802	
	Received	40	36	37	45	61	46	37	28	43	46	80	81	48	580	
Termination from MCO #69	Total Providers	87	17	25	187	21	197	76	30	11	31	19	30	61	731	
Program Lock-in #74c	Admitted	0	0	1	0	16	0	0	0	0	0	11	0	2	28	
	Discharged	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
	Active	0	0	1	0	16	16	16	16	16	16	26	26	12	149	

Passport Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			194,836	206,464	211,802	217,547	221,494	227,017	241,585	248,516	249,374	252,914	254,042	253,074	231,555	2,778,665
Capitation			\$ 103,199,695	\$ 108,297,889	\$ 111,031,051	\$ 113,608,984	\$ 115,729,465	\$ 118,360,483	\$ 125,871,394	\$ 129,331,771	\$ 130,059,843	\$ 131,531,119	\$ 131,980,698	\$ 131,259,931	\$ 120,855,194	\$ 1,450,262,322
CAP PMP			\$ 529.67	\$ 524.54	\$ 524.22	\$ 522.23	\$ 522.49	\$ 521.37	\$ 521.02	\$ 520.42	\$ 521.55	\$ 520.06	\$ 519.52	\$ 518.66	\$ 521.93	\$ 521.93
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 54,281,087	\$ 67,221,262	\$ 64,754,715	\$ 60,451,953	\$ 71,664,719	\$ 75,575,813	\$ 66,967,534	\$ 76,963,285	\$ 64,805,962	\$ 777,671,541
	Suspended		\$ 96,632,998	\$ 112,819,781	\$ 102,341,119	\$ 107,074,385	\$ 89,966,999	\$ 116,312,804	\$ 98,577,448	\$ 115,989,609	\$ 122,351,039	\$ 149,066,229	\$ 126,896,047	\$ 131,457,316	\$ 114,123,814	\$ 1,369,485,774
	% Suspended		62.05%	67.19%	63.37%	61.71%	62.37%	63.37%	60.35%	65.74%	63.06%	66.36%	65.46%	63.07%	63.78%	63.78%
	Paid/Member		\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 245.07	\$ 296.11	\$ 268.04	\$ 243.25	\$ 287.38	\$ 298.82	\$ 263.61	\$ 304.11	\$ 279.87	\$ 279.87
	Paid Loss Ratio	57.27%	50.87%	53.27%	58.49%	46.90%	56.79%	51.45%	46.74%	55.10%	57.46%	50.74%	58.63%	53.62%	53.62%	
	Total Paid Claims	90% paid in 30 Days	99.94%	99.93%	99.77%	99.96%	99.97%	98.59%	98.62%	98.85%	98.87%	99.42%	96.62%	95.31%		98.74%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.01%	99.99%	100.00%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	899,205	693,510	1,233,834	927,884	930,796	1,052,846							956,346	5,738,075
	Accepted		727,654	678,917	1,205,757	902,214	906,189	994,999							902,622	5,415,730
	% Accepted		80.92%	97.90%	97.72%	97.23%	97.36%	94.51%							94.38%	94.38%
P/As	Requested	Report 59	19,042	18,093	18,728	21,250	15,539	17,883	19,617	20,652	20,217	19,852	18,836	19,785	19,125	229,494
	Denied		1,761	1,707	1,700	1,802	1,344	1,512	1,495	1,452	1,643	1,536	1,488	1,517	1,580	18,957
	% Denied		9.25%	9.43%	9.08%	8.48%	8.65%	8.45%	7.62%	7.03%	8.13%	7.74%	7.90%	7.67%	8.26%	8.26%
Member Calls Report #11	# of calls		33,897	32,301	29,640	36,875	30,246	33,803	38,682	29,963	31,014	29,747	29,683	33,242	32,424	389,093
	# Abandoned		302	194	164	358	285	366	384	303	349	306	139	275	285	3,425
	% Abandoned	5% or less	0.89%	0.60%	0.55%	0.97%	0.94%	1.08%	0.99%	1.01%	1.13%	1.03%	0.47%	0.83%	0.88%	0.88%
	Speed to answer	30 seconds or less	21	15	12	21	20	22	25	24	26	24	13	22	20	
Provider Calls Report #11	# of calls		21,670	21,143	21,646	23,260	19,301	20,123	23,854	21,078	25,417	26,125	24,811	28,253	23,057	276,681
	# Abandoned		280	240	224	307	181	282	300	266	422	348	176	381	284	3,407
	% Abandoned	5% or less	1.29%	1.14%	1.03%	1.32%	0.94%	1.40%	1.26%	1.26%	1.66%	1.33%	0.71%	1.35%	1.23%	1.23%
	Speed to answer	30 seconds or less	21	21	18	21	16	18	25	27	26	26	18	18	21	
Behavioral Calls Report #11	# of calls		1,014	1,072	1,086	1,087	542	725	775	868	717	694	859	992	869	10,431
	# Abandoned		3	8	7	4	2	0	2	6	1	1	1	0	3	35
	% Abandoned	7% or less	0.30%	0.75%	0.64%	0.37%	0.37%	0.00%	0.26%	0.69%	0.14%	0.14%	0.12%	0.00%	0.34%	0.34%
	Speed to answer	30 seconds or less	12	17	17	11	8	5	8	10	5	4	4	24	10	
	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%	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%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	72.00%	65.00%	59.00%	73.00%	93.94%	96.00%	91.00%	90.00%	94.00%	95.00%	98.00%	98.00%	85.41%	
Avg length	< 10 min	1	1	1	1	5	2	5	2	5	5	2	2	3		
Total Calls	Total Calls		56,581	54,516	52,372	61,222	50,089	54,651	63,311	51,909	57,148	56,566	55,353	62,487	56,350	676,205
	Abandoned		585	442	395	669	468	648	686	575	772	655	316	656	572	6,867
	% Abandoned	5% or less	1.03%	0.81%	0.75%	1.09%	0.93%	1.19%	1.08%	1.11%	1.35%	1.16%	0.57%	1.05%	1.02%	1.02%

Passport Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
COB Savings Report #54	MCO paid amount	\$ 870,018	\$ 784,388	\$ 1,189,150	\$ 977,731	\$ 824,076	\$ 914,126	\$ 1,061,814	\$ 1,451,882	\$ 1,436,009	\$ 1,125,583	\$ 1,130,997	\$ 1,800,004	\$ 1,130,481	\$ 13,565,777
	COB Amount	\$ 5,162,011	\$ 5,869,248	\$ 8,927,243	\$ 7,190,675	\$ 5,813,533	\$ 6,614,505	\$ 5,456,917	\$ 7,928,449	\$ 8,809,408	\$ 7,850,071	\$ 7,114,694	\$ 12,145,861	\$ 7,406,884	\$ 88,882,613
	COB/Member	\$ 26.49	\$ 28.43	\$ 42.15	\$ 33.05	\$ 26.25	\$ 29.14	\$ 22.59	\$ 31.90	\$ 35.33	\$ 31.04	\$ 28.01	\$ 47.99	\$ 31.99	\$ 31.99
	% of Claims Paid	8.73%	10.65%	15.09%	10.82%	10.71%	9.84%	8.43%	13.12%	12.29%	10.39%	10.62%	15.78%		11.43%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 2,285,489	\$ 1,765,555	\$ 2,480,649	\$ 2,998,311	\$ 2,610,728	\$ 3,526,302	\$ 2,468,426	\$ 2,936,122	\$ 3,278,566	\$ 3,676,211	\$ 3,693,481	\$ 3,373,085	\$ 2,924,410	\$ 35,092,925
	% of Claims Paid	3.87%	3.20%	4.19%	4.51%	4.81%	5.25%	3.81%	4.86%	4.57%	4.86%	5.52%	4.38%	4.51%	4.51%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 3,037,305	\$ 3,513,280	\$ 2,657,476	\$ 2,221,716	\$ 2,645,408	\$ 2,715,094	\$ 2,818,452	\$ 2,807,139	\$ 4,233,308	\$ 2,918,227	\$ 2,395,356	\$ 5,115,757	\$ 3,089,877	\$ 37,078,519
	% of Claims Paid	5.14%	6.38%	4.49%	3.34%	4.87%	4.04%	4.35%	4.64%	5.91%	3.86%	3.58%	6.65%	4.77%	4.77%
Potential Subrogation Report #57	Lien/Claim	\$ 6,867,150	\$ 7,394,614	\$ 7,849,443	\$ 8,477,404	\$ 8,808,749	\$ 9,102,690	\$ 9,475,567	\$ 9,173,281	\$ 10,745,964	\$ 10,452,423	\$ 11,307,994	\$ 12,146,302	\$ 9,316,798	\$ 111,801,581
	% of Claims Paid	11.62%	13.42%	13.27%	12.76%	16.23%	13.54%	14.63%	15.17%	14.99%	13.83%	16.89%	15.78%	14.38%	14.38%
	Recovered	\$ 215,097	\$ 199,306	\$ 211,491	\$ 361,921	\$ 286,704	\$ 366,468	\$ 398,824	\$ 203,204	\$ 309,856	\$ 328,857	\$ 338,087	\$ 362,464	\$ 298,523	\$ 3,582,278
Original Claims Processed Report #58	Total count	752,883	718,138	768,359	878,284	744,508	844,077	839,964	774,034	886,790	960,171	900,629	905,432	831,106	9,973,269
	Processed	741,681	735,399	778,923	899,268	748,386	831,281	844,244	785,184	913,116	934,943	876,555	899,908	832,407	9,988,888
	Total Charges	\$ 286,049,782	\$ 282,040,655	\$ 289,626,289	\$ 314,211,197	\$ 266,366,605	\$ 346,378,748	\$ 320,428,403	\$ 322,297,344	\$ 361,196,391	\$ 426,750,133	\$ 383,313,087	\$ 416,343,615	\$ 334,583,521	\$ 4,015,002,247
	Avg Charge	\$ 379.94	\$ 392.74	\$ 376.94	\$ 357.76	\$ 357.78	\$ 410.36	\$ 381.48	\$ 416.39	\$ 407.31	\$ 444.45	\$ 425.61	\$ 460	\$ 402.58	\$ 402.58
	Avg member	\$ 1,468.16	\$ 1,366.05	\$ 1,367.44	\$ 1,444.34	\$ 1,202.59	\$ 1,525.78	\$ 1,326.36	\$ 1,296.89	\$ 1,448.41	\$ 1,687.33	\$ 1,508.86	\$ 1,645.15	\$ 1,444.94	\$ 1,444.94
	Total count	500,851	507,989	549,507	578,763	502,382	573,152	578,933	541,343	627,745	645,284	598,717	616,961	568,469	6,821,627
	Percent	66.52%	70.70%	71.52%	65.90%	67.48%	67.90%	68.92%	69.94%	70.80%	67.20%	66.50%	68.10%	68.40%	68.40%
	Charges	\$ 193,762,494	\$ 171,031,955	\$ 187,424,373	\$ 199,335,643	\$ 162,113,083	\$ 198,374,813	\$ 187,129,252	\$ 172,030,758	\$ 211,042,457	\$ 217,628,019	\$ 183,506,357	\$ 238,300,207	\$ 193,473,284	\$ 2,321,679,411
	Avg Charge	\$ 386.87	\$ 336.74	\$ 341.08	\$ 344.42	\$ 322.69	\$ 346.11	\$ 323.23	\$ 317.79	\$ 336.19	\$ 337.26	\$ 306.50	\$ 386.25	\$ 340.34	\$ 340.34
	Avg member	\$ 994.49	\$ 828.39	\$ 884.90	\$ 916.29	\$ 731.91	\$ 873.83	\$ 774.59	\$ 692.23	\$ 846.29	\$ 860.48	\$ 722.35	\$ 941.62	\$ 835.54	\$ 835.54
	Paid	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 54,281,087	\$ 67,221,262	\$ 64,754,715	\$ 60,451,953	\$ 71,664,719	\$ 75,575,813	\$ 66,967,534	\$ 76,963,285	\$ 64,805,962	\$ 777,671,541
	Average Paid	\$ 118.00	\$ 108.47	\$ 107.64	\$ 114.81	\$ 108.05	\$ 117.28	\$ 111.85	\$ 111.67	\$ 114.16	\$ 117.12	\$ 111.85	\$ 124.75	\$ 114.00	\$ 114.00
	Avg member	\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 245.07	\$ 296.11	\$ 268.04	\$ 243.25	\$ 287.38	\$ 298.82	\$ 263.61	\$ 304.11	\$ 279.87	\$ 279.87
	% Discount	69.50%	67.79%	68.44%	66.66%	66.52%	66.11%	65.40%	64.86%	66.04%	65.27%	63.51%	67.70%	66.50%	66.50%
	Count	164,789	158,889	164,088	248,229	180,367	187,463	202,105	176,451	204,019	195,572	193,907	200,599	189,707	2,276,478
	Percent	21.89%	22.10%	21.36%	28.26%	24.23%	22.21%	24.06%	22.80%	23.00%	20.40%	21.50%	22.20%	22.83%	22.83%
	Charges	\$ 28,537,402	\$ 28,855,039	\$ 30,160,442	\$ 40,694,546	\$ 28,063,557	\$ 45,866,567	\$ 49,152,572	\$ 42,174,276	\$ 61,208,285	\$ 55,911,064	\$ 49,829,196	\$ 62,223,190	\$ 43,556,345	\$ 522,676,136
	Avg. Charge	\$ 173.18	\$ 181.61	\$ 183.81	\$ 163.94	\$ 155.59	\$ 244.67	\$ 243.20	\$ 239.01	\$ 300.01	\$ 285.88	\$ 256.97	\$ 310.19	\$ 229.60	\$ 229.60
	Count	76,041	68,612	65,328	72,276	65,637	70,666	63,206	67,390	81,352	94,087	83,931	82,348	74,240	890,874
	Percent	10.10%	9.60%	8.50%	8.23%	8.82%	8.37%	7.52%	8.71%	9.20%	9.80%	9.30%	9.10%	8.93%	8.93%
Charges	\$ 96,632,998	\$ 112,819,781	\$ 102,341,119	\$ 107,074,385	\$ 89,966,999	\$ 116,312,804	\$ 98,577,448	\$ 115,989,609	\$ 122,351,039	\$ 149,066,229	\$ 126,896,047	\$ 131,457,316	\$ 114,123,814	\$ 1,369,485,774	
Avg Charge	\$ 1,270.80	\$ 1,644.32	\$ 1,566.57	\$ 1,481.47	\$ 1,370.68	\$ 1,645.95	\$ 1,559.62	\$ 1,721.17	\$ 1,503.97	\$ 1,584.34	\$ 1,511.91	\$ 1,596.36	\$ 1,537.24	\$ 1,537.24	

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		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Prior Authorizaton Report #59	Requested	19,042	18,093	18,728	21,250	15,539	17,883	19,617	20,652	20,217	19,852	18,836	19,785	19,125	229,494	
	Approved	No service limits	11,651	11,474	12,042	14,426	10,100	12,294	13,457	11,922	13,533	13,676	12,923	13,565	12,589	151,063
		Within limits	5,012	4,392	4,440	4,633	3,773	3,731	4,344	6,988	4,672	4,263	4,152	4,339	4,562	54,739
		Exceed limits	225	110	96	78	63	99	76	86	125	112	77	86	103	1,233
	Partially Approved	No service limits	180	215	274	146	128	128	138	118	159	155	121	170	161	1,932
		Within limits	213	195	176	165	131	119	107	86	85	110	75	108	131	1,570
Exceed limits		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Denied	1,761	1,707	1,700	1,802	1,344	1,512	1,495	1,452	1,452	1,643	1,536	1,488	1,517	1,580	18,957	
Original Claims payment activity #60	Total claims	536,811	567,430	619,517	644,739	576,879	647,524	659,467	626,616	707,943	715,722	685,325	718,877	642,238	7,706,850	
	1-30 - Days	536,498	567,015	618,074	644,504	576,732	638,413	650,377	619,433	699,957	711,552	662,129	685,134	634,152	7,609,818	
	31 - 90 Days	310	414	1,440	235	144	9,109	9,088	7,169	7,983	4,152	23,280	33,667	8,083	96,991	
	90+ Days	3	1	3	-	3	2	2	10	3	18	16	76	11	137	
Denied Claims Activity #61	Total claims	183,534	195,447	183,424	267,708	210,981	209,675	221,470	199,339	222,998	211,886	216,500	224,710	212,306	2,547,672	
	1-30 Days	183,167	194,604	183,054	267,632	210,498	206,433	217,603	196,564	220,776	210,367	208,620	215,953	209,606	2,515,271	
	31 - 60 Days	303	843	368	76	483	3,232	2,862	2,549	2,141	1,511	7,929	8,738	2,586	31,035	
	60+ Days	64	-	2	-	-	10	5	226	81	8	51	19	39	466	
Suspended Claims #62	Total Claims	80,913	73,167	70,344	77,387	72,964	79,700	72,299	77,952	101,934	107,577	100,729	99,561	84,544	1,014,527	
	1-30 - Days	90,851	72,938	69,973	77,141	72,670	77,129	70,494	75,427	98,235	103,046	89,896	90,568	82,364	988,368	
	31 - 60 Days	64	228	671	246	293	2,557	1,786	2,368	3,647	4,527	10,672	7,815	2,906	34,874	
	60+ Days	4	1	-	-	1	14	18	157	52	4	161	1,178	133	1,590	
Foster Care Report #65	New Members	54	77	78	89	104	74							79	476	
	Existing Members	1,245	1,232	1,252	1,267	1,315	1,322							1,272		
Guardianship Report #66	New Members	8	6	10	5	2	7							6		
	Existing Members	27	24	30	31	29	27							28		
67 Provider Credentialing	In Process	448	197	284	194	152	78	81	54	343	148	261	241	207	2,481	
	Received	857	567	604	379	254	460	230	114	399	135	190	248	370	4,437	
Termination from MCO #69	Total Providers	46	112	44	76	69	69		36	32	471	45	43	95	1,043	
Program Lock-in #74c	Admitted	54	67	103	100	178	146	142	179	165	129	166	95	127		
	Discharged	5	123	0	0	0	34	0	75	20	133	62	9	38		
	Active	1,138	1,082	1,185	1,285	1,463	1,575	1,717	1,821	1,966	1,962	2,066	2,152	1,618		

WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			388,758	399,808	404,363	409,143	412,649	416,932	429,702	436,205	434,282	436,482	432,908	427,099	419,028	5,028,331
Capitation			\$ 185,071,590	\$ 189,697,267	\$ 192,053,005	\$ 195,328,443	\$ 197,123,191	\$ 199,091,486	\$ 205,693,653	\$208,620,103	\$ 208,528,660	\$ 209,367,354	\$ 207,864,400	\$ 205,134,336	\$ 200,297,791	\$ 2,403,573,488
CAP PMP			\$ 476.06	\$ 474.47	\$ 474.95	\$ 477.41	\$ 477.70	\$ 477.52	\$ 478.69	\$ 478.26	\$ 480.17	\$ 479.67	\$ 480.16	\$ 480.30	\$ 478.01	\$ 478.01
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 140,138,719	\$ 145,916,597	\$ 137,029,693	\$ 126,245,689	\$ 154,453,765	\$ 162,184,087	\$ 155,289,033	\$ 156,844,912	\$ 144,109,138	\$ 1,729,309,656
	Suspended		\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 92,681,856	\$ 73,138,582	\$ 55,630,435	\$ 52,405,595	\$ 57,118,428	\$ 88,521,803	\$ 31,506,236	\$ 43,474,718	\$ 65,101,188	\$ 781,214,259
	% Suspended		30.21%	18.36%	38.25%	42.93%	39.81%	33.39%	28.87%	29.33%	27.00%	35.31%	16.87%	21.70%	31.12%	31.12%
	Paid/Member		\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 339.61	\$ 349.98	\$ 318.89	\$ 289.42	\$ 355.65	\$ 371.57	\$ 358.71	\$ 367.23	\$ 343.91	\$ 343.91
	Paid Loss Ratio		66.91%	68.39%	78.18%	75.51%	71.09%	73.29%	66.62%	60.51%	74.07%	77.46%	74.71%	76.46%	71.95%	71.95%
	Total Paid Claims	90% paid in 30 Days	99.92%	99.92%	99.91%	99.81%	99.45%	99.76%	99.60%	99.51%	99.72%	99.88%	99.49%	99.82%		99.73%
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	99.99%	99.91%	99.92%	99.99%	99.85%	99.74%	99.86%	99.98%	99.67%	99.92%		99.90%
Encounter Submission Report #64	Dispositioned	95%	1,568,152	1,778,917	1,862,104	1,590,921	1,511,769	1,860,103							1,695,328	10,171,966
	Accepted	Acceptance Rate	1,561,289	1,751,334	1,851,048	1,583,230	1,502,422	1,850,865							1,683,365	10,100,188
	% Accepted		99.56%	98.45%	99.41%	99.52%	99.38%	99.50%							99.29%	99.29%
P/As	Requested	Report 59	33,127	33,294	33,720	26,156	32,509	31,307	36,258	31,604	37,414	39,624	35,287	36,807	33,926	407,107
	Denied		5,164	4,951	4,801	396	6,842	5,200	5,829	5,007	5,455	6,007	5,508	5,438	5,050	60,598
	% Denied		15.59%	14.87%	14.24%	1.51%	21.05%	16.61%	16.08%	15.84%	14.58%	15.16%	15.61%	14.77%	14.89%	14.89%
Member Calls Report #11	# of calls		58,201	57,026	52,435	52,696	46,049	43,360	56,345	43,433	47,663	43,423	42,051	42,717	48,783	585,399
	# Abandoned		3,055	2,169	935	1,007	1,464	1,296	805	593	1,120	1,433	845	1,255	1,331	15,977
	% Abandoned	5% or less	5.25%	3.80%	1.78%	1.91%	3.18%	2.99%	1.43%	1.37%	2.35%	3.30%	2.01%	2.94%	2.73%	2.73%
	Speed to answer	30 seconds or less	20	11	6	6	17	18	8	7	9	17	13	22	13	
Provider Calls Report #11	# of calls		23,941	23,691	23,809	24,399	19,818	21,454	25,365	22,969	23,892	23,795	20,916	22,374	23,035	276,423
	# Abandoned		504	498	573	383	281	259	528	425	354	451	549	561	447	5,366
	% Abandoned	5% or less	2.11%	2.10%	2.41%	1.57%	1.42%	1.21%	2.08%	1.85%	1.48%	1.90%	2.62%	2.51%	1.94%	1.94%
	Speed to answer	30 seconds or less	21	23	29	13	13	10	18	16	12	22	28	29	20	
Behavioral Calls Report #11	# of calls		296	334	322	310	282	259	407	290	316	300	322	489	327	3,927
	# Abandoned		10	23	25	18	5	7	13	19	16	11	18	8	14	173
	% Abandoned	7% or less	3.38%	6.89%	7.76%	5.81%	1.77%	2.70%	3.19%	6.55%	5.06%	3.67%	5.59%	1.64%	4.41%	4.41%
	Speed to answer	30 seconds or less	17	26	41	13	9	9	9	15	10	10	14	10	15	
	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%	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%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	90.00%	81.00%	82.00%	83.00%	94.00%	92.00%	91.00%	80.00%	87.00%	89.00%	82.00%	93.00%	87.00%	
	Avg length	< 10 min	2	2	1	1	1	1	1	1	2	2	2	2	2	
Total Calls	Total Calls		82,438	81,051	76,566	77,405	66,149	65,073	82,117	66,692	71,871	67,518	63,289	65,580	72,146	865,749
	Abandoned		3,569	2,690	1,533	1,408	1,750	1,562	1,346	1,037	1,490	1,895	1,412	1,824	1,793	21,516
	% Abandoned	5% or less	4.33%	3.32%	2.00%	1.82%	2.65%	2.40%	1.64%	1.55%	2.07%	2.81%	2.23%	2.78%	2.49%	2.49%

WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
COB Savings Report #54	MCO paid amount		\$ 1,341,089	\$ 1,179,811	\$ 1,458,328	\$ 1,434,981	\$ 1,566,077	\$ 1,703,659	\$ 1,561,734	\$ 1,690,541	\$ 1,622,933	\$ 1,470,853	\$ 1,774,089	\$ 1,658,963	\$ 1,538,588	\$ 18,463,058
	COB Amount		\$ 16,621,220	\$ 23,179,102	\$ 19,385,305	\$ 20,656,758	\$ 20,190,603	\$ 21,673,186	\$ 19,288,294	\$ 18,754,749	\$ 21,321,927	\$ 21,221,879	\$ 23,383,944	\$ 401,454,628	\$ 52,260,966	\$ 627,131,594
	COB/Member		\$ 42.75	\$ 57.98	\$ 47.94	\$ 50.49	\$ 48.93	\$ 51.98	\$ 44.89	\$ 43.00	\$ 49.10	\$ 48.62	\$ 54.02	\$ 939.96	\$ 124.72	\$ 124.72
	% of Claims Paid		13.42%	17.87%	12.91%	14.00%	14.41%	14.85%	14.08%	14.86%	13.80%	13.09%	15.06%	255.96%		36.26%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 3,336,757	\$ 4,155,220	\$ 2,847,084	\$ 2,734,302	\$ 2,847,608	\$ 4,076,664	\$ 3,979,265	\$ 3,345,857	\$ 3,351,391	\$ 4,090,227	\$ 4,119,682	\$ 3,239,590	\$ 3,510,304	\$ 42,123,648
	% of Claims Paid		2.69%	3.20%	1.90%	1.85%	2.03%	2.79%	2.90%	2.65%	2.17%	2.52%	2.65%	2.07%	2.44%	2.44%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,872,031	\$ 3,644,680	\$ 3,584,575	\$ 5,875,697	\$ 5,669,871	\$ 5,923,094	\$ 6,576,787	\$ 6,598,508	\$ 7,374,527	\$ 7,307,718	\$ 9,636,009	\$ 6,757,720	\$ 6,068,435	\$ 72,821,217
	% of Claims Paid		3.13%	2.81%	2.39%	3.98%	4.05%	4.06%	4.80%	5.23%	4.77%	4.51%	6.21%	4.31%	4.21%	4.21%
Potential Subrogation Report #57	Lien/Claim		\$ 7,150,577	\$ 6,730,882	\$ 7,286,779	\$ 8,124,237	\$ 9,049,566	\$ 9,034,578	\$ 9,727,845	\$ 11,541,241	\$ 12,594,423	\$ 13,369,452	\$ 869,594	\$ 13,855,748	\$ 9,111,243	\$ 109,334,920
	% of Claims Paid		5.77%	5.19%	4.85%	5.51%	6.46%	6.19%	7.10%	9.14%	8.15%	8.24%	0.56%	8.83%	6.32%	6.32%
	Recovered		\$ 384,187	\$ 431,855	\$ 461,853	\$ 528,974	\$ 478,811	\$ 502,243	\$ 534,850	\$ 515,732	\$ 616,624	\$ 712,898	\$ 387,420	\$ 849,062	\$ 533,709	\$ 6,404,511
Original Claims Processed Report #58	Claims Received	Total count	1,788,288	1,907,233	1,961,151	1,960,559	1,938,101	2,038,425	1,906,267	1,643,983	1,992,301	2,048,564	2,001,403	1,992,895	1,931,598	23,179,170
		Processed	1,553,996	1,675,382	1,754,786	1,707,652	1,672,980	1,822,055	1,685,479	1,457,985	1,744,470	1,795,088	1,809,322	1,752,223	1,702,618	20,431,418
		Total Charges	\$ 830,221,365	\$ 824,285,214	\$ 823,723,018	\$ 856,178,748	\$ 776,902,406	\$ 824,545,357	\$ 792,071,831	\$ 746,910,246	\$ 866,714,075	\$ 1,445,215,850	\$ 853,486,923	\$ 894,381,418	\$ 877,886,371	\$ 10,534,636,451
		Avg Charge	\$ 464.25	\$ 432.19	\$ 420.02	\$ 436.70	\$ 400.86	\$ 404.50	\$ 415.51	\$ 454.33	\$ 435.03	\$ 705.48	\$ 426.44	\$ 449	\$ 454.49	\$ 454.49
		Avg member	\$ 2,135.57	\$ 2,061.70	\$ 2,037.09	\$ 2,092.61	\$ 1,882.72	\$ 1,977.65	\$ 1,843.30	\$ 1,712.29	\$ 1,995.74	\$ 3,311.05	\$ 1,971.52	\$ 2,094.08		\$ 2,095.06
	Adjudicated to pay status	Total count	1,188,704	1,282,629	1,345,036	1,333,919	1,308,580	1,460,483	1,344,313	1,175,643	1,429,387	1,434,284	1,457,165	1,416,965	1,348,092	16,177,108
		Percent	66.47%	67.25%	68.58%	68.04%	67.52%	71.65%	70.52%	71.51%	71.75%	70.01%	72.81%	71.10%	69.79%	69.79%
		Charges	\$ 551,240,969	\$ 548,888,348	\$ 638,451,003	\$ 639,695,071	\$ 565,761,805	\$ 560,073,357	\$ 545,486,427	\$ 593,435,173	\$ 677,627,038	\$ 716,754,975	\$ 690,845,150	\$ 690,217,264	\$ 618,206,382	\$ 7,418,476,580
		Avg Charge	\$ 463.73	\$ 427.94	\$ 474.67	\$ 479.56	\$ 432.35	\$ 383.49	\$ 405.77	\$ 504.77	\$ 474.07	\$ 499.73	\$ 474.10	\$ 487.11	\$ 458.58	\$ 458.58
		Avg member	\$ 1,417.95	\$ 1,372.88	\$ 1,578.91	\$ 1,563.50	\$ 1,371.05	\$ 1,343.32	\$ 1,269.45	\$ 1,360.45	\$ 1,560.34	\$ 1,642.12	\$ 1,595.82	\$ 1,616.06		\$ 1,475.34
		Paid	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 140,138,719	\$ 145,916,597	\$ 137,029,693	\$ 126,245,689	\$ 154,453,765	\$ 162,184,087	\$ 155,289,033	\$ 156,844,912	\$ 144,109,138	\$1,729,309,656
		Average Paid	\$ 104.17	\$ 101.14	\$ 111.63	\$ 110.58	\$ 107.09	\$ 99.91	\$ 101.93	\$ 107.38	\$ 108.06	\$ 113.08	\$ 106.57	\$ 110.69	\$ 106.90	\$ 106.90
		Avg member	\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 339.61	\$ 349.98	\$ 318.89	\$ 289.42	\$ 355.65	\$ 371.57	\$ 358.71	\$ 367.23		\$ 343.91
	% Discount	77.54%	76.36%	76.48%	76.94%	75.23%	73.95%	74.88%	78.73%	77.21%	77.37%	77.52%	77.28%		76.69%	
	Adjudicated to deny status	Count	351,936	384,510	363,744	332,834	341,085	346,338	325,826	266,304	297,094	322,912	335,773	320,838	332,433	3,989,194
		Percent	19.68%	20.16%	18.55%	16.98%	17.60%	16.99%	17.09%	16.20%	14.91%	15.76%	16.78%	16.1	17.21%	17.21%
		Charges	\$ 164,053,266	\$ 168,528,587	\$ 141,328,097	\$ 131,364,981	\$ 137,601,755	\$ 414,972,096	\$ 133,478,772	\$ 159,467,831	\$ 142,721,647	\$ 384,389,482	\$ 154,383,532	\$ 159,838,177	\$ 191,010,685	\$ 2,292,128,224
	Placed in suspended status	Avg. Charge	\$ 466.15	\$ 438.29	\$ 388.54	\$ 394.69	\$ 403.42	\$ 1,198.17	\$ 409.66	\$ 598.82	\$ 480.39	\$ 2,119.43	\$ 459.79	498.19	\$ 574.58	\$ 574.58
		Count	8,215	2,717	17,897	24,908	14,600	6,302	6,896	7,672	5,131	24,018	4,033	2,763	10,429	125,152
		Percent	0.46%	0.14%	0.91%	1.27%	0.75%	0.31%	0.36%	0.47%	0.26%	1.17%	0.20%	0.14%	0.54%	0.54%
		Charges	\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 92,681,856	\$ 73,138,582	\$ 55,630,435	\$ 52,405,595	\$ 57,118,428	\$ 88,521,803	\$ 31,506,236	\$ 43,474,718	\$ 65,101,188	\$ 781,214,259
	Avg Charge	\$ 6,525.54	\$ 10,741.05	\$ 5,195.82	\$ 4,454.65	\$ 6,348.07	\$ 11,605.61	\$ 8,067.06	\$ 6,830.76	\$ 11,132.03	\$ 3,685.64	\$ 7,812.11	\$ 15,734.61	\$ 6,242.12	\$ 6,242.12	

WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		33,127	33,294	33,720	26,156	32,509	31,307	36,258	31,604	37,414	39,624	35,287	36,807	33,926	407,107	
	Approved	No service limits	24,588	24,653	24,950	25,196	22,303	22,909	27,418	23,701	28,477	29,983	26,630	27,985	25,733	308,793	
		Within limits	3,092	3,356	3,632	564	3,052	2,949	2,780	2,635	131,782	3,304	2,873	3,155	13,598	163,174	
		Exceed limits	38	46	47	-	52	39	52	43	53	76	54	60	47	560	
	Partially Approved	No service limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		Within limits	242	287	287	-	250	205	176	172	190	232	209	162	201	2,412	
		Exceed limits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Denied		5,164	4,951	4,801	396	6,842	5,200	5,829	5,007	5,455	6,007	5,508	5,438	5,050	60,598		
Original Claims payment activity #60	Total claims		1,366,016	1,486,599	1,552,696	1,547,699	1,547,671	1,614,111	1,546,431	1,373,764	1,611,075	1,665,597	1,711,284	1,591,610	1,551,213	18,614,553	
	1-30 - Days		1,364,890	1,485,426	1,551,271	1,544,808	1,539,141	1,610,251	1,540,320	1,367,032	1,606,609	1,663,605	1,702,641	1,588,738	1,547,061	18,564,732	
	31 - 90 Days		995	1,109	1,333	1,569	7,320	3,715	3,738	3,201	2,254	1,635	3,066	1,573	2,626	31,508	
	90+ Days		131	64	92	1,322	1,200	145	2,373	3,531	2,212	357	5,577	1,299	1,525	18,303	
Denied Claims Activity #61	Total claims		397,957	429,955	406,887	375,555	406,558	381,875	366,712	304,446	329,042	366,428	388,988	350,867	375,439	4,505,270	
	1-30 Days		397,004	428,879	405,854	373,058	403,024	378,296	359,772	302,232	326,877	363,775	385,348	349,132	372,771	4,473,251	
	31 - 60 Days		513	1,010	719	899	2,959	1,985	1,324	921	919	993	695	500	1,120	13,437	
	60+ Days		440	66	414	1,598	575	1,594	5,616	1,293	1,246	1,660	2,945	1,235	1,557	18,682	
Suspended Claims #62	Total Claims		17,984	17,350	29,801	42,369	30,426	13,992	25,229	22,640	21,242	50,642	24,528	19,206	26,284	315,409	
	1-30 - Days		15,961	15,854	28,101	38,785	27,618	11,034	22,884	20,664	16,214	48,995	22,903	17,940	23,913	286,953	
	31 - 60 Days		1,958	371	380	2,335	1,399	1,293	1,284	821	805	397	499	129	973	11,671	
	60+ Days		65	1,125	1,320	1,249	1,409	1,665	1,061	1,155	4,223	1,250	1,126	1,137	1,399	16,785	
Foster Care Report #65	New Members		216	161	255	183	148	142							184	1,105	
	Existing Members		4,960	4,803	4,822	6,192	6,158	6,191							5,521	33,126	
Guardianship Report #66	New Members		21	13	9	6	11	17							13	77	
	Existing Members		207	208	201	197	186	190							198	1,189	
67 Provider Credentialing	In Process		28	40	33	62	0	104	0	101	106	0	52	0	44	526	
	Received		18	25	6	39	0	36	0	8	7	0	14	0	13	153	
Termination from MCO #69	Total Providers		4	84	59	117	7	134	253	77	213	65	181	1	100		
Program Lock-in #74c	Admitted		0	0	0	47	0	0	0	0	0	0	0	0	4	47	
	Discharged		0	0	47	0	0	0	0	0	0	0	0	0	4	47	
	Active		47	47	0	47	47	47	38	36	36	36	36	36	38	453	

Monthly Contractual Performance Dashboard July 2015

		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Membership		73,768	291,311	117,126	257,411	426,974	1,166,590	
Capitation		\$ 36,164,710	\$ 115,478,241	\$ 59,552,827	\$ 130,549,995	\$ 206,815,552	\$ 548,561,324	
CAP PMP		\$ 490.25	\$ 396.41	\$ 508.45	\$ 507.17	\$ 484.38	\$ 470.23	
Claims Payment	Paid Claims	\$ 15,009,408	\$ 87,685,695	\$ 39,621,751	\$ 101,134,851	\$ 156,844,912	\$ 400,296,616	
	Suspended	\$ 771,680	\$ 3,543,082	\$ 93,560,481	\$ 137,825,528	\$ 43,474,718	\$ 279,175,489	
	% Suspended	4.89%	3.88%	70.25%	57.68%	21.70%	41.09%	
	Paid/Member	\$ 203.47	\$ 301.00	\$ 338.28	\$ 392.89	\$ 367.34	\$ 343.13	
	Paid Loss Ratio	41.50%	75.93%	66.53%	77.47%	75.84%	72.97%	
	Total Paid Claims	90% paid in 30 Days	99.41%	99.87%	96.30%	98.98%	98.35%	99.28%
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.87%	99.99%	98.70%	99.94%
P/As	Requested	11,435	33,337	10,990	21,027	36,807	113,596	
	Denied	1,060	5,026	1,435	1,804	5,438	14,763	
	% Denied	9.27%	15.08%	13.06%	8.58%	14.77%	13.00%	
Member Calls Report #11	# of calls	12,318	21,377	16,929	35,482	42,717	128,823	
	# Abandoned	57	789	273	330	1,255	2,704	
	% Abandoned	5% or less	0.46%	3.69%	0.93%	2.94%	2.10%	
	Speed to answer	30 seconds or less	7	38	24	22	22	
Provider Calls Report #11	# of calls	11,884	13,066	9,763	29,589	22,374	86,676	
	# Abandoned	42	227	20	409	561	1,259	
	% Abandoned	5% or less	0.35%	1.74%	0.20%	1.38%	1.45%	
	Speed to answer	30 seconds or less	10	36	10	24	22	
Behavioral Calls Report #11	# of calls	357	662	7	1,012	489	2,527	
	# Abandoned	3	0	0	1	8	12	
	% Abandoned	7% or less	0.84%	0.00%	0.00%	0.10%	1.64%	
	Speed to answer	30 seconds or less	5	12	3	9	10	
	Answered by 4th ring	at least 99%	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%	
	Answered within 30 sec	More than 80%	97.00%	99.20%	100.00%	91.00%	93.00%	
	Avg length	< 10 min	8	4	2	2	2	
Total Calls	Total Calls	24,559	35,105	26,699	66,083	65,580	218,026	
	Abandoned	102	1,016	293	740	1,824	3,975	
	% Abandoned	5% or less	0.42%	2.89%	1.10%	1.12%	2.78%	
COB Savings Report #54	MCO paid amount	\$ 226,671	\$ 2,092,592	\$ 809,294	\$ 1,637,234	\$ 1,850,502	\$ 6,616,293	
	COB Amount	\$ 1,287,359	\$ 7,902,311	\$ 3,768,021	\$ 10,996,678	\$ 24,572,286	\$ 48,526,655	
	COB/Member	\$ 17.45	\$ 27.13	\$ 32.17	\$ 42.72	\$ 57.55	\$ 41.60	
	% of Claims Paid	8.58%	9.01%	9.51%	#DIV/0!	15.67%	12.12%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 770,757	\$ 2,118,399	\$ 64,148	\$ 3,683,959	\$ 3,239,590	\$ 9,876,854	
	% of Claims Paid	5.14%	2.42%	0.16%	#DIV/0!	2.07%	2.47%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 1,253,532	\$ 3,782,362	\$ 2,661,511	\$ 3,865,692	\$ 6,757,720	\$ 18,320,817	
	% of Claims Paid	8.35%	4.31%	6.72%	#DIV/0!	4.31%	4.58%	
Potential Subrogation Report #57	Lien/Claim	\$ 107,009	\$ 8,274,627	\$ 1,225,841	\$ 12,907,581	\$ 13,855,748	\$ 36,370,807	
	% of Claims Paid	0.71%	9.44%	3.09%	#DIV/0!	8.83%	9.09%	
	Recovered	\$ 105,039	\$ 548,206	\$ 154,774	\$ 369,637	\$ 849,062	\$ 2,026,719	

Monthly Contractual Performance Dashboard July 2015

Original Claims Processed Report #58	Claims Received	Total count	218,444	937,575	473,414	913,671	1,992,895	\$ 4,535,999
		Processed	204,377	958,389	532,923	1,010,489	1,752,223	\$ 4,458,401
		Total Charges	\$ 110,008,909	\$ 482,696,129	\$ 211,139,164	\$ 410,759,328	\$ 894,381,418	\$ 2,108,984,949
		Avg Charge	\$ 503.60	\$ 514.83	\$ 445.99	\$ 449.57	\$ 448.79	\$ 473.04
		Avg member	\$ 1,491.28	\$ 1,656.98	\$ 1,802.67	\$ 1,595.73	\$ 2,094.70	\$ 1,807.82
	Adjudicated to pay status	Total count	163,429	767,290	342,074	694,600	1,416,965	3,384,358
		Percent	74.82%	81.84%	72.30%	76.00%	71.10%	74.61%
		Charges	\$ 59,461,087	\$ 383,104,105	\$ 127,855,225	\$ 361,792,154	\$ 690,217,264	\$ 1,622,429,835
		Avg Charge	\$ 363.83	\$ 499.30	\$ 373.76	\$ 520.86	\$ 487.11	\$ 479.39
		Avg member	\$ 806.06	\$ 1,315.10	\$ 1,091.60	\$ 1,405.50	\$ 1,616.53	\$ 1,390.75
		Paid	\$ 15,009,408	\$ 87,685,695	\$ 39,621,751	\$ 101,134,851	\$ 156,844,912	\$ 400,296,616
		Average Paid	\$ 91.84	\$ 114.28	\$ 115.83	\$ 145.60	\$ 110.69	\$ 118.28
		Avg member	\$ 203.47	\$ 301.00	\$ 338.28	\$ 392.89	\$ 367.34	\$ 343.13
	Adjudicated to deny status	% Discount	74.76%	77.11%	69.01%	72.05%	77.28%	75.33%
		Count	39,180	187,748	104,956	228,485	320,838	881,207
		Percent	17.94%	20.02%	22.20%	25.00%	16.10%	26.04%
		Charges	\$ 24,899,720	\$ 94,547,334	\$ 14,917,170	\$ 88,571,787	\$ 259,838,177	\$ 482,774,188
	Placed in suspended status	Avg. Charge	\$ 635.52	\$ 503.59	\$ 142.13	\$ 387.65	\$ 498.19	\$ 547.86
		Count	1,768	3,440	31,035	87,404	2,763	126,410
		Percent	0.81%	0.37%	6.60%	9.60%	0.14%	3.74%
Charges		\$ 771,680	\$ 3,543,082	\$ 93,560,481	\$ 137,825,528	\$ 43,474,718	\$ 279,175,489	
Prior Authorizaton Report #59	Requested		11,435	33,337	10,990	21,027	36,807	113,596
		Approved	No service limits	911	10,555	7,648	14,360	27,985
	Partially Approved	Within limits	8,856	6,857	760	4,335	3,155	23,963
		Exceed limits	-	9,182	-	253	60	9,495
		Denied	-	481	275	165	-	921
	Denied	Within limits	19	230	1	110	162	522
		Exceed limits	-	-	-	-	-	-
Original Claims Activity #60	Paid Claims	Total claims	199,386	767,290	375,562	694,600	1,591,610	3,628,448
		1-30 - Days	198,203	766,276	361,670	687,483	1,588,738	3,602,370
		31 - 60 Days	1,129	781	11,413	6,473	1,500	21,296
		61-90 Days	6	126	2,000	580	73	2,785
		91+ Days	48	107	479	64	1,299	1,997
	Denied Claims	Total claims	108,635	187,748	112,069	228,492	350,867	987,811
		1-30 - Days	108,516	187,539	108,624	225,316	349,132	979,127
		31 - 60 Days	91	192	2,448	2,925	500	6,156
		61-90 Days	15	7	679	224	351	1,276
		91+ Days	13	10	318	27	884	1,252
	Suspended Claims	Total claims	46	3,440	73,669	87,404	19,206	183,765
		1-30 - Days	42	3,395	47,884	84,398	17,940	153,659
		31 - 60 Days	2	45	18,049	2,650	129	20,875
		61-90 Days	1	-	3,568	332	85	3,986
		91+ Days	1	-	4,168	24	1,052	5,245
#67 Provider Credentialing	InProgress	1-30 Days	1	199				200
		31-60 Days	3	94				97
		61-90 Days	0	220				220
		90+ Days	0	2448				2,448
	Completed	Received	4	357	42	248	0	651
		Credentialed	5	224	35	237	74	575
		Processed	3	224	93	237	0	557
		Enrolled	3	3	58	176	1283	1,523
		Denied	2	0	9	0	0	11
Additions to Network #68	Total Providers	91	148	170	351	232	992	
Termination from MCO #69	Total Providers	2	18	46	53	1	120	
Program Lock-in #74c	Admitted	14	30	0	129	0	173	
	Discharged	0	51	0	19	0	70	
	Active	25	873	26	2,262	36	3,222	

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												73,768	73,768	
Capitation		\$ 36,164,710												\$ 36,164,710	\$ 36,164,710	
CAP PMP		\$ 490.25												\$ 490.25	\$ 490.25	
Standard	Measure															
Claims Payment	Paid Claims	\$ 15,009,408												\$ 15,009,408	\$ 15,009,408	
	Suspended	\$ 771,680												\$ 771,680	\$ 771,680	
	% Suspended	4.89%												4.89%	4.89%	
	Paid/Member	\$ 203.47												\$ 203.47	\$ 203.47	
	Paid Loss Ratio	41.50%												41.50%	41.50%	
	Total Paid Claims	90% paid in 30 Days	99.41%													
	Total Paid Claims	99% paid in 90 Days	99.98%													
P/As	Requested	11,435												11,435	11,435	
	Denied	1,060												1,060	1,060	
	% Denied	9.27%												9.27%	9.27%	
Member Calls Report #11	# of calls	12,318												12,318	12,318	
	# Abandoned	57												57	57	
	% Abandoned	5% or less	0.46%											0.46%	0.46%	
	Speed to answer	30 seconds or less	7											7		
Provider Calls Report #11	# of calls	11,884												11,884	11,884	
	# Abandoned	42												42	42	
	% Abandoned	5% or less	0.35%											0.35%	0.35%	
	Speed to answer	30 seconds or less	10											10		
Behavioral Calls Report #11	# of calls	357												357	357	
	# Abandoned	3												3	3	
	% Abandoned	7% or less	0.84%											0.84%	0.84%	
	Speed to answer	30 seconds or less	5											5		
	Answered by 4th ring	at least 99%	100.00%											100.00%		
	Receivng Busy Signal	No Calls	0.00%											0.00%		
	Answered within 30 sec	More than 80%	97.00%											97.00%		
Avg length	< 10 min	8											8			
Total Calls	Total Calls	24,559												24,559	24,559	
	Abandoned	102												102	102	
	% Abandoned	5% or less	0.42%											0.42%	0.42%	

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	
COB Savings Report #54	MCO paid amount	\$ 226,671													\$ 226,671	\$ 226,670.94	
	COB Amount	\$ 1,287,359													\$ 1,287,359	\$ 1,287,358.86	
	COB/Member	\$ 17.45													\$ 17.45	\$ 17.45	
	% of Claims Paid	8.58%														8.58%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 770,757													\$ 770,757	\$ 770,757.48	
	% of Claims Paid	5.14%													5.14%	5.14%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 1,253,532													\$ 1,253,532	\$ 1,253,532.25	
	% of Claims Paid	8.35%													8.35%	8.35%	
Potential Subrogation Report #57	Lien/Claim	\$ 107,009													\$ 107,009	\$ 107,009.04	
	% of Claims Paid	0.71%													0.71%	0.71%	
	Recovered	\$ 105,039													\$ 105,039	\$ 105,039.40	
Original Claims Processed Report #58	Claims Received	Total count	218,444												218,444	218,444	
		Processed	204,377												204,377	204,377	
		Total Charges	\$ 110,008,909													\$ 110,008,909	\$ 110,008,909
		Avg Charge	\$ 503.60													\$ 503.60	\$ 503.60
		Avg member	\$ 1,491.28													\$ 1,491.28	\$ 1,491.28
	Adjudicated to pay status	Total count	163,429													163,429	163,429
		Percent	74.82%													74.82%	74.82%
		Charges	\$ 59,461,087													\$ 59,461,087	\$ 59,461,087
		Avg Charge	\$ 363.83													\$ 363.83	\$ 363.83
		Avg member	\$ 806.06													\$ 806.06	\$ 806.06
		Paid	\$ 15,009,408													\$ 15,009,408	\$ 15,009,408
		Average Paid	\$ 91.84													\$ 91.84	\$ 91.84
		Avg member	\$ 203.47													\$ 203.47	\$ 203.47
	% Discount	74.76%														74.76%	
	Adjudicated to deny status	Count	39,180													39,180	39,180
		Percent	17.94%													0.17935947	0.17935947
		Charges	\$ 24,899,720													\$ 24,899,720	\$ 24,899,720
	Placed in suspended status	Avg. Charge	\$ 635.52													\$ 635.52	\$ 635.52
		Count	1,768													1,768	1,768
		Percent	0.81%													0.81%	0.81%
Charges		\$ 771,680													\$ 771,680	\$ 771,680	
	Avg Charge	\$ 436.47													\$ 436.47	\$ 436.47	

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	
Prior Authorizaton Report #59	Requested	11,435												11,435	11,435	
	Approved	No service limits	911												911	911
		Within limits	8,856												8,856	8,856
		Exceed limits	-												-	-
	Partially Approved	No service limits	-												-	-
		Within limits	19												19	19
Exceed limits		-												-	-	
Denied	1,060												1,060	1,060		
Original Claims Activity #60	Paid Claims	Total claims	199,386											199,386	199,386	
		1-30 - Days	198,203												198,203	198,203
		31 - 60 Days	1,129												1,129	1,129
		61-90 Days	6												6	6
		91+ Days	48												48	48
	Denied Claims	Total claims	108,635												108,635	108,635
		1-30 - Days	108,516												108,516	108,516
		31 - 60 Days	91												91	91
		61-90 Days	15												15	15
	Suspended Claims	91+ Days	13												13	13
		Total claims	46												46	46
		1-30 - Days	42												42	42
		31 - 60 Days	2												2	2
		61-90 Days	1												1	1
	#67 Provider Credentialing	InProgress	91+ Days	1											1	1
1-30 Days			1												1	1
31-60 Days			3												3	3
61-90 Days			0												-	-
		90+ Days	0												-	-
		Received	4												4	4
		Credentialed	5												5	5
		Processed	3												3	3
	Enrolled	3												3	3	
	Denied	2												2	2	
Additions to Network #68	Total Providers	91											91	91		
Termination from MCO #69	Total Providers	2											2	2		
Program Lock-in #74c	Admitted	14												14	14	
	Discharged	0												-	-	
	Active	25												25	25	

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												291,311	291,311
Capitation		\$ 115,478,241												\$ 115,478,241	\$ 115,478,241
CAP PMP		\$ 396.41												\$ 396.41	\$ 396.41
Standard	Measure														
Claims Payment	Paid Claims	\$ 87,685,695	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,768,569	\$ 87,685,695
	Suspended	\$ 3,543,082	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 354,308	\$ 3,543,082
	% Suspended	3.88%												3.88%	3.88%
	Paid/Member	\$ 301.00												\$ 30.10	\$ 301.00
	Paid Loss Ratio	75.93%												7.59%	75.93%
	Total Paid Claims	90% paid in 30 Days	99.87%												
Total Paid Claims	99% paid in 90 Days	99.99%													
P/As	Requested	33,337												33,337	33,337
	Denied	5,026												5,026	5,026
	% Denied	15.08%												15.08%	15.08%
Member Calls Report #11	# of calls	21,377												21,377	21,377
	# Abandoned	789												789	789
	% Abandoned	5% or less	3.69%											3.69%	3.69%
	Speed to answer	30 seconds or less	38											38	
Provider Calls Report #11	# of calls	13,066												13,066	13,066
	# Abandoned	227												227	227
	% Abandoned	5% or less	1.74%											1.74%	1.74%
	Speed to answer	30 seconds or less	36											36	
Behavioral Calls Report #11	# of calls	662												662	662
	# Abandoned	0												0	-
	% Abandoned	7% or less	0.00%											0.00%	0.00%
	Speed to answer	30 seconds or less	12											12	
	Answered by 4th ring	at least 99%	100.00%											100.00%	
	Receivng Busy Signal	No Calls	0.00%											0.00%	
	Answered within 30 sec	More than 80%	99.20%											99.20%	
Avg length	< 10 min	4											4		
Total Calls	Total Calls	35,105	-	-	-	-	-	-	-	-	-	-	-	35,105	35,105
	Abandoned	1,016	-	-	-	-	-	-	-	-	-	-	-	1,016	1,016
	% Abandoned	5% or less	2.89%											2.89%	2.89%

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	
COB Savings Report #54	MCO paid amount	\$ 2,092,592													\$ 2,092,592	\$ 2,092,592.07	
	COB Amount	\$ 7,902,311													\$ 7,902,311	\$ 7,902,310.59	
	COB/Member	\$ 27.13													\$ 27.13	\$ 27.13	
	% of Claims Paid	9.01%														9.01%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 2,118,399													\$ 2,118,399	\$ 2,118,398.89	
	% of Claims Paid	2.42%													2.42%	2.42%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 3,782,362													\$ 3,782,362	\$ 3,782,361.54	
	% of Claims Paid	4.31%													4.31%	4.31%	
Potential Subrogation Report #57	Lien/Claim	\$ 8,274,627													\$ 8,274,627	\$ 8,274,627.31	
	% of Claims Paid	9.44%													9.44%	9.44%	
	Recovered	\$ 548,206													\$ 548,206	\$ 548,206.38	
Original Claims Processed Report #58	Claims Received	Total count	937,575												937,575	937,575	
		Processed	958,389												958,389	958,389	
		Total Charges	\$ 482,696,129													\$ 482,696,129	\$ 482,696,129
		Avg Charge	\$ 514.83													\$ 514.83	\$ 514.83
		Avg member	\$ 1,656.98													\$ 1,656.98	\$ 1,656.98
	Adjudicated to pay status	Total count	767,290													767,290	767,290
		Percent	81.84%													81.84%	81.84%
		Charges	\$ 383,104,105													\$ 383,104,105	\$ 383,104,105
		Avg Charge	\$ 499.30													\$ 499.30	\$ 499.30
		Avg member	\$ 1,315.10													\$ 1,315.10	\$ 1,315.10
		Paid	\$ 87,685,695													\$ 87,685,695	\$ 87,685,695
		Average Paid	\$ 114.28													\$ 114.28	\$ 114.28
	Avg member	\$ 301.00													\$ 301.00	\$ 301.00	
	% Discount	77.11%														77.11%	
	Adjudicated to deny status	Count	187,748													187,748	187,748
		Percent	20.02%													0.200248513	0.200248513
		Charges	\$ 94,547,334													\$ 94,547,334	\$ 94,547,334
	Placed in suspended status	Avg. Charge	\$ 503.59													\$ 503.59	\$ 503.59
		Count	3,440													3,440	3,440
Percent		0.37%													0.37%	0.37%	
Charges		\$ 3,543,082													\$ 3,543,082	\$ 3,543,082	
Avg Charge	\$ 1,029.97													\$ 1,029.97	\$ 1,029.97		

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	
Prior Authorizaton Report #59	Requested	33,337												33,337	33,337	
	Approved	No service limits	10,555												10,555	10,555
		Within limits	6,857												6,857	6,857
		Exceed limits	9,182												9,182	9,182
	Partially Approved	No service limits	481												481	481
		Within limits	230												230	230
Exceed limits		-												-	-	
Denied	5,026												5,026	5,026		
Original Claims Activity #60	Paid Claims	Total claims	767,290											767,290	767,290	
		1-30 - Days	766,276											766,276	766,276	
		31 - 60 Days	781											781	781	
		61-90 Days	126											126	126	
		91+ Days	107											107	107	
	Denied Claims	Total claims	187,748												187,748	187,748
		1-30 - Days	187,539												187,539	187,539
		31 - 60 Days	192												192	192
		61-90 Days	7												7	7
	Suspended Claims	91+ Days	10												10	10
		Total claims	3,440												3,440	3,440
		1-30 - Days	3,395												3,395	3,395
		31 - 60 Days	45												45	45
		61-90 Days	-												-	-
	#67 Provider Credentialing	InProgress	91+ Days	-											-	-
1-30 Days			199											199	199	
31-60 Days			94											94	94	
61-90 Days			220											220	220	
		90+ Days	2,448												2,448	2,448
		Received	357												357	357
		Credentialed	224												224	224
		Processed	224												224	224
	Enrolled	3												3	3	
	Denied	0												-	-	
Additions to Network #68	Total Providers	148											148	148		
Termination from MCO #69	Total Providers	18											18	18		
Program Lock-in #74c	Admitted	30												30	30	
	Discharged	51												51	51	
	Active	873												873	873	

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												117,126	117,126
Capitation		\$ 59,552,827												\$ 59,552,827	\$ 59,552,827
CAP PMP		\$ 508.45												\$ 508.45	\$ 508.45
Standard	Measure														
Claims Payment	Paid Claims	\$ 39,621,751	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,962,175	\$ 39,621,751
	Suspended	\$ 93,560,481	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,356,048	\$ 93,560,481
	% Suspended	70.25%												70.25%	70.25%
	Paid/Member	\$ 338.28												\$ 33.83	\$ 338.28
	Paid Loss Ratio	66.53%												6.65%	66.53%
	Total Paid Claims	90% paid in 30 Days	96.30%												
Total Paid Claims	99% paid in 90 Days	99.87%													
P/As	Requested	10,990	-	-	-	-	-	-	-	-	-	-	-	1,099	10,990
	Denied	1,435	0	0	0	0	0	0	0	0	0	0	0	144	1,435
	% Denied	13.06%												13.06%	13.06%
Member Calls Report #11	# of calls	16,929												16,929	16,929
	# Abandoned	273												273	273
	% Abandoned	5% or less	1.61%											1.61%	1.61%
	Speed to answer	30 seconds or less	24											24	
Provider Calls Report #11	# of calls	9,763												9,763	9,763
	# Abandoned	20												20	20
	% Abandoned	5% or less	0.20%											0.20%	0.20%
	Speed to answer	30 seconds or less	10											10	
Behavioral Calls Report #11	# of calls	7												7	7
	# Abandoned	0												0	-
	% Abandoned	7% or less	0.00%											0.00%	0.00%
	Speed to answer	30 seconds or less	3											3	
	Answered by 4th ring	at least 99%	100.00%											100.00%	
	Receivng Busy Signal	No Calls	0.00%											0.00%	
	Answered within 30 sec	More than 80%	100.00%											100.00%	
Avg length	< 10 min	2											2		
Total Calls	Total Calls	26,699												26,699	26,699
	Abandoned	293												293	293
	% Abandoned	5% or less	1.10%											1.10%	1.10%

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	
COB Savings Report #54	MCO paid amount	\$ 809,294													\$ 809,294	\$ 809,293.85	
	COB Amount	\$ 3,768,021													\$ 3,768,021	\$ 3,768,021.41	
	COB/Member	\$ 32.17													\$ 32.17	\$ 32.17	
	% of Claims Paid	9.51%														9.51%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 64,148													\$ 64,148	\$ 64,148.23	
	% of Claims Paid	0.16%													0.16%	0.16%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 2,661,511													\$ 2,661,511	\$ 2,661,510.54	
	% of Claims Paid	6.72%													6.72%	6.72%	
Potential Subrogation Report #57	Lien/Claim	\$ 1,225,841													\$ 1,225,841	\$ 1,225,840.50	
	% of Claims Paid	3.09%													3.09%	3.09%	
	Recovered	\$ 154,774													\$ 154,774	\$ 154,773.88	
Original Claims Processed Report #58	Claims Received	Total count	473,414												473,414	473,414	
		Processed	532,923												532,923	532,923	
		Total Charges	\$ 211,139,164													\$ 211,139,164	\$ 211,139,164
		Avg Charge	\$ 445.99													\$ 445.99	\$ 445.99
		Avg member	\$ 1,802.67													\$ 1,802.67	\$ 1,802.67
	Adjudicated to pay status	Total count	342,074													342,074	342,074
		Percent	72.30%													72.26%	72.26%
		Charges	\$ 127,855,225													\$ 127,855,225	\$ 127,855,225
		Avg Charge	\$ 373.76													\$ 373.76	\$ 373.76
		Avg member	\$ 1,091.60													\$ 1,091.60	\$ 1,091.60
		Paid	\$ 39,621,751													\$ 39,621,751	\$39,621,751
		Average Paid	\$ 115.83													\$ 115.83	\$ 115.83
		Avg member	\$ 338.28													\$ 338.28	\$ 338.28
	% Discount	69.01%														69.01%	
	Adjudicated to deny status	Count	104,956													104,956	104,956
		Percent	22.20%													0.221700245	0.221700245
		Charges	\$ 14,917,170													\$ 14,917,170	\$ 14,917,170
		Avg. Charge	\$ 142.13													\$ 142.13	\$ 142.13
	Placed in suspended status	Count	31,035													31,035	31,035
		Percent	6.60%													6.56%	6.56%
Charges		\$ 93,560,481													\$ 93,560,481	\$ 93,560,481	
Avg Charge		\$ 2,692.46													\$ 3,014.68	\$ 3,014.68	

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	
Prior Authorizaton Report #59	Requested		10,990											10,990	10,990	
	Approved	No service limits		7,648											7,648	7,648
		Within limits		760											760	760
		Exceed limits		-											-	-
	Partially Approved	No service limits		275											275	275
		Within limits		1											1	1
		Exceed limits		-											-	-
Denied		1,435											1,435	1,435		
Original Claims Activity #60	Paid Claims	Total claims		375,562										375,562	375,562	
		1-30 - Days		361,670											361,670	361,670
		31 - 60 Days		11,413											11,413	11,413
		61-90 Days		2,000											2,000	2,000
		91+ Days		479											479	479
	Denied Claims	Total claims		112,069											112,069	112,069
		1-30 - Days		108,624											108,624	108,624
		31 - 60 Days		2,448											2,448	2,448
		61-90 Days		679											679	679
	Suspended Claims	91+ Days		318											318	318
		Total claims		73,669											73,669	73,669
		1-30 - Days		47,884											47,884	47,884
		31 - 60 Days		18,049											18,049	18,049
		61-90 Days		3,568											3,568	3,568
		91+ Days		4,168											4,168	4,168
#67 Provider Credentialing	InProcess	1-30 Days												#DIV/0!	-	
		31-60 Days												#DIV/0!	-	
		61-90 Days												#DIV/0!	-	
		90+ Days												#DIV/0!	-	
		Received		42											42	42
		Credentialed		35											35	35
		Processed		93											93	93
		Enrolled		58											58	58
	Denied		9											9	9	
Additions to Network #68	Total Providers		170											170	170	
Termination from MCO #69	Total Providers		46											46	46	
Program Lock-in #74c	Admitted		0											-	-	
	Discharged		0											-	-	
	Active		26											26	26	

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												257,411	257,411	
Capitation		\$ 130,549,995												\$ 130,549,995	\$ 130,549,995	
CAP PMP		\$ 507.17												\$ 507.17	\$ 507.17	
Standard	Measure															
Claims Payment	Paid Claims	\$ 101,134,851												\$ 101,134,851	\$ 101,134,851	
	Suspended	\$ 137,825,528												\$ 137,825,528	\$ 137,825,528	
	% Suspended	57.68%												57.68%	57.68%	
	Paid/Member	\$ 392.89												\$ 392.89	\$ 392.89	
	Paid Loss Ratio	77.47%												77.47%	77.47%	
	Total Paid Claims	90% paid in 30 Days	98.98%													
	Total Paid Claims	99% paid in 90 Days	99.99%													
P/As	Requested	21,027												21,027	21,027	
	Denied	1,804												1,804	1,804	
	% Denied	8.58%												8.58%	8.58%	
Member Calls Report #11	# of calls	35,482												35,482	35,482	
	# Abandoned	330												330	330	
	% Abandoned	5% or less	0.93%											0.93%	0.93%	
	Speed to answer	30 seconds or less	22											22		
Provider Calls Report #11	# of calls	29,589												29,589	29,589	
	# Abandoned	409												409	409	
	% Abandoned	5% or less	1.38%											1.38%	1.38%	
	Speed to answer	30 seconds or less	24											24		
Behavioral Calls Report #11	# of calls	1,012												1,012	1,012	
	# Abandoned	1												1	1	
	% Abandoned	7% or less	0.10%											0.10%	0.10%	
	Speed to answer	30 seconds or less	9											9		
	Answered by 4th ring	at least 99%	100.00%											100.00%		
	Receivng Busy Signal	No Calls	0.00%											0.00%		
	Answered within 30 sec	More than 80%	91.00%											91.00%		
Avg length	< 10 min	2											2			
Total Calls	Total Calls	66,083												66,083	66,083	
	Abandoned	740												740	740	
	% Abandoned	5% or less	1.12%											1.12%	1.12%	

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	
COB Savings Report #54	MCO paid amount	\$ 1,637,234													\$ 1,637,234	\$ 1,637,234.17	
	COB Amount	\$ 10,996,678													\$ 10,996,678	\$ 10,996,678.35	
	COB/Member	\$ 42.72													\$ 42.72	\$ 42.72	
	% of Claims Paid	10.87%														10.87%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 3,683,959													\$ 3,683,959	\$ 3,683,959.49	
	% of Claims Paid	3.64%													3.64%	3.64%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 3,865,692													\$ 3,865,692	\$ 3,865,692.33	
	% of Claims Paid	3.82%													3.82%	3.82%	
Potential Subrogation Report #57	Lien/Claim	\$ 12,907,581													\$ 12,907,581	\$ 12,907,581.39	
	% of Claims Paid	12.76%													12.76%	12.76%	
	Recovered	\$ 369,637													\$ 369,637	\$ 369,637.26	
Original Claims Processed Report #58	Claims Received	Total count	913,671												913,671	913,671	
		Processed	1,010,489												1,010,489	1,010,489	
		Total Charges	\$ 410,759,328													\$ 410,759,328	\$ 410,759,328
		Avg Charge	\$ 449.57													\$ 449.57	\$ 449.57
		Avg member	\$ 1,595.73													\$ 1,595.73	\$ 1,595.73
	Adjudicated to pay status	Total count	694,600													694,600	694,600
		Percent	76.00%													76.02%	76.02%
		Charges	\$ 361,792,154													\$ 361,792,154	\$ 361,792,154
		Avg Charge	\$ 520.86													\$ 520.86	\$ 520.86
		Avg member	\$ 1,405.50													\$ 1,405.50	\$ 1,405.50
		Paid	\$ 101,134,851													\$ 101,134,851	\$ 101,134,851
		Average Paid	\$ 145.60													\$ 145.60	\$ 145.60
		Avg member	\$ 392.89													\$ 392.89	\$ 392.89
	% Discount	72.05%														72.05%	
	Adjudicated to deny status	Count	228,485													228,485	228,485
		Percent	25.00%													0.250073604	0.250073604
		Charges	\$ 88,571,787													\$ 88,571,787	\$ 88,571,787
		Avg. Charge	\$ 387.65													\$ 387.65	\$ 387.65
	Placed in suspended status	Count	87,404													87,404	87,404
		Percent	9.60%													9.57%	9.57%
Charges		\$ 137,825,528													\$ 137,825,528	\$ 137,825,528	
Avg Charge		\$ 1,576.88													\$ 1,576.88	\$ 1,576.88	

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	
Prior Authorizaton Report #59	Requested	21,027												21,027	21,027	
	Approved	No service limits	14,360												14,360	14,360
		Within limits	4,335												4,335	4,335
		Exceed limits	253												253	253
	Partially Approved	No service limits	165												165	165
		Within limits	110												110	110
Exceed limits		-												-	-	
Denied	1,804												1,804	1,804		
Original Claims Activity #60	Paid Claims	Total claims	694,600											694,600	694,600	
		1-30 - Days	687,483											687,483	687,483	
		31 - 60 Days	6,473												6,473	6,473
		61-90 Days	580												580	580
		91+ Days	64												64	64
	Denied Claims	Total claims	228,492												228,492	228,492
		1-30 - Days	225,316												225,316	225,316
		31 - 60 Days	2,925												2,925	2,925
		61-90 Days	224												224	224
	Suspended Claims	91+ Days	27												27	27
		Total claims	87,404												87,404	87,404
		1-30 - Days	84,398												84,398	84,398
		31 - 60 Days	2,650												2,650	2,650
		61-90 Days	332												332	332
	#67 Provider Credentialing	InProgress	91+ Days	24											24	24
1-30 Days														#DIV/0!	-	
31-60 Days														#DIV/0!	-	
61-90 Days														#DIV/0!	-	
Received		90+ Days													#DIV/0!	-
		Received	248												248	248
		Credentialed	237												237	237
		Processed	237												237	237
Enrolled	Enrolled	176												176	176	
	Denied	0												-	-	
Additions to Network #68	Total Providers	351												351	351	
Termination from MCO #69	Total Providers	53												53	53	
Program Lock-in #74c	Admitted	129												129	129	
	Discharged	19												19	19	
	Active	2,262												2,262	2,262	

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												426,974	426,974
Capitation		\$ 206,815,552												\$ 206,815,552	\$ 206,815,552
CAP PMP		\$ 484.38												\$ 484.38	\$ 484.38
Standard	Measure														
Claims Payment	Paid Claims	\$ 156,844,912												\$ 156,844,912	\$ 156,844,912
	Suspended	\$ 43,474,718												\$ 43,474,718	\$ 43,474,718
	% Suspended	21.70%												21.70%	21.70%
	Paid/Member	\$ 367.34												\$ 367.34	\$ 367.34
	Paid Loss Ratio	75.84%												75.84%	75.84%
	Total Paid Claims	90% paid in 30 Days	98.35%												
	Total Paid Claims	99% paid in 90 Days	98.70%												
P/As	Requested	36,807												36,807	36,807
	Denied	5,438												5,438	5,438
	% Denied	14.77%												14.77%	14.77%
Member Calls Report #11	# of calls	42,717												42,717	42,717
	# Abandoned	1,255												1,255	1,255
	% Abandoned	5% or less	2.94%											2.94%	2.94%
	Speed to answer	30 seconds or less	22											22	
Provider Calls Report #11	# of calls	22,374												22,374	22,374
	# Abandoned	561												561	561
	% Abandoned	5% or less	2.51%											2.51%	2.51%
	Speed to answer	30 seconds or less	22											22	
Behavioral Calls Report #11	# of calls	489												489	489
	# Abandoned	8												8	8
	% Abandoned	7% or less	1.64%											1.64%	1.64%
	Speed to answer	30 seconds or less	10											10	
	Answered by 4th ring	at least 99%	100.00%											100.00%	
	Receivng Busy Signal	No Calls	0.00%											0.00%	
	Answered within 30 sec	More than 80%	93.00%											93.00%	
Avg length	< 10 min	2											2		
Total Calls	Total Calls	65,580												65,580	65,580
	Abandoned	1,824												1,824	1,824
	% Abandoned	5% or less	2.78%											2.78%	2.78%

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	
COB Savings Report #54	MCO paid amount	\$ 1,850,502													\$ 1,850,502	\$ 1,850,501.60	
	COB Amount	\$ 24,572,286													\$ 24,572,286	\$ 24,572,286.06	
	COB/Member	\$ 57.55													\$ 57.55	\$ 57.55	
	% of Claims Paid	15.67%														15.67%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 3,239,590													\$ 3,239,590	\$ 3,239,589.83	
	% of Claims Paid	2.07%													2.07%	2.07%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 6,757,720													\$ 6,757,720	\$ 6,757,720.42	
	% of Claims Paid	4.31%													4.31%	4.31%	
Potential Subrogation Report #57	Lien/Claim	\$ 13,855,748													\$ 13,855,748	\$ 13,855,748.32	
	% of Claims Paid	8.83%													8.83%	8.83%	
	Recovered	\$ 849,062													\$ 849,062	\$ 849,062.07	
Original Claims Processed Report #58	Claims Received	Total count	1,992,895												1,992,895	1,992,895	
		Processed	1,752,223												1,752,223	1,752,223	
		Total Charges	\$ 894,381,418													\$ 894,381,418	\$ 894,381,418
		Avg Charge	\$ 448.79													\$ 448.79	\$ 448.79
		Avg member	\$ 2,094.70													\$ 2,094.70	\$ 2,094.70
	Adjudicated to pay status	Total count	1,416,965													1,416,965	1,416,965
		Percent	71.10%													71.10%	71.10%
		Charges	\$ 690,217,264													\$ 690,217,264	\$ 690,217,264
		Avg Charge	\$ 487.11													\$ 487.11	\$ 487.11
		Avg member	\$ 1,616.53													\$ 1,616.53	\$ 1,616.53
		Paid	\$ 156,844,912													\$ 156,844,912	\$ 156,844,912
		Average Paid	\$ 110.69													\$ 110.69	\$ 110.69
	Avg member	\$ 367.34													\$ 367.34	\$ 367.34	
	% Discount	77.28%														77.28%	
	Adjudicated to deny status	Count	320,838													320,838	320,838
		Percent	16.10%													0.16099092	0.16099092
		Charges	\$ 259,838,177													\$ 259,838,177	\$ 259,838,177
		Avg. Charge	\$ 498.19													\$ 809.87	\$ 809.87
	Placed in suspended status	Count	2,763													2,763	2,763
		Percent	0.14%													0.14%	0.14%
Charges		\$ 43,474,718													\$ 43,474,718	\$ 43,474,718	
Avg Charge		\$ 15,734.61													\$ 15,734.61	\$ 15,734.61	

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	
Prior Authorizaton Report #59	Requested	36,807												36,807	36,807	
	Approved	No service limits	27,985												27,985	27,985
		Within limits	3,155												3,155	3,155
		Exceed limits	60												60	60
	Partially Approved	No service limits	-												-	-
		Within limits	162												162	162
		Exceed limits	-												-	-
Denied	5,438												5,438	5,438		
Original Claims Activity #60	Paid Claims	Total claims	589,494											589,494	589,494	
		1-30 - Days	579,789											579,789	579,789	
		31 - 60 Days	1,403												1,403	1,403
		61-90 Days	625												625	625
		91+ Days	7,677												7,677	7,677
	Denied Claims	Total claims	66,323												66,323	66,323
		1-30 - Days	65,394												65,394	65,394
		31 - 60 Days	245												245	245
		61-90 Days	73												73	73
	Suspended Claims	91+ Days	611												611	611
		Total claims	14												14	14
		1-30 - Days	11												11	11
		31 - 60 Days	3												3	3
		61-90 Days	-												-	-
	#67 Provider Credentialing	InProgress	91+ Days	-											-	-
1-30 Days															#DIV/0!	-
31-60 Days															#DIV/0!	-
61-90 Days															#DIV/0!	-
Received		90+ Days													#DIV/0!	-
		Received	0												-	-
		Credentialed	99												99	99
		Processed	0												-	-
Enrolled	Enrolled	419												419	419	
	Denied	0												-	-	
Additions to Network #68	Total Providers	232												232	232	
Termination from MCO #69	Total Providers	1												1	1	
Program Lock-in #74c	Admitted	0												-	-	
	Discharged	0												-	-	
	Active	36												36	36	

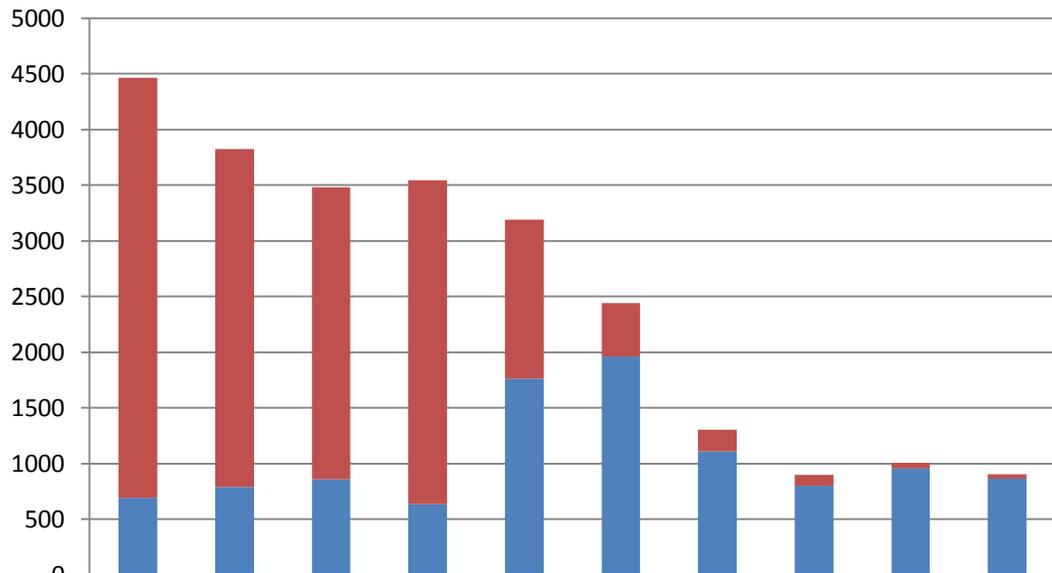
MCO Quarterly Grievance/Appeal Activity

4/1/2015 - 6/30/2015

	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
GRIEVANCES						
Member						
Received	95	17	191	95	464	862
Notice sent in 5 days	95	17	191	95	415	813
Extension Granted	0	2	0	14	0	16
Resolved	70	8	177	87	342	684
Pending	25	9	11	8	123	176
Untimely Resolution	0	1	2	1	0	4
% Untimely	0.00%	12.50%	1.13%	1.15%	0.00%	0.58%
Top Three Grievances	Member Billing	Provider Attitude	Provider Bill Member	Reduction/Denial of Service	Provider bill member	
	Quality of Care	Member Billing	Health Plan Policy	Office Staff Attitude	Unhappy w/Service	
	Provider Attitude	Quality of Care	Prov/Staff Behavior/Attitude	Treatment Slow/Incomplete/Unclear	Member Billing	
Provider						
Received	0	1	14	25	1	41
Extension Granted	0	0	0	0	0	0
Resolved	0	1	11	24	1	37
Pending	0	0	3	1	0	4
Untimely Resolution	0	0	0	2	0	2
% Untimely	0.00%	0.00%	0.00%	8.33%	0.00%	5.41%
Top Three Grievances		Claim Dispute	Billing Policy	Payment/Denial Incorrect	Dissatisfied with Service Provided	
			Delayed >30 days	Claim Denied		
APPEALS						
Member						
Beginning	5	40	24	-	250	319
Expedited Received	1	22	2	6	824	855
Non-Expedited Recvd	22	256	121	222	916	1,537
Total Received	23	278	123	228	1,740	2,392
Resolved	28	265	117	212	1,737	2,359
Remaining	-	53	30	16	253	352
% Expedited Resolved in 3 days	100.00%	84.21%	100.00%	100.00%	97.00%	96.70%
% Non-Expedited Resolved in 30 days	94.00%	99.18%	100.00%	100.00%	99.00%	99.18%
Top Three Appeals	Inpatient Hospital	Pharmacy	Pharmacy	Inpatient Hospital	Pharmacy	
	Nurse/Midwife	Mental Hospital	Dental	EPSDT related	Lab & X-ray	
	Outpatient Hospital	Outpatient Hospital	DME	OT/SLP	Psychiatric Distinct Part Unit	
Provider						
Beginning	326	204	386	-	1,022	1,938
Total Received	1,663	986	3,088	380	3,645	9,762
Resolved	1,918	1,020	2,548	376	2,240	8,102
Remaining	71	170	926	4	2,427	3,598
Resolved in 30 days	93.00%	100.00%	94.40%	100.00%	54.00%	83.86%
Top Three Appeals	Inpatient Hospital	ER	Physician - Indv	Dental Group	Outpatient Hospital	
	ER	Inpatient Hospital	Physician - Group	Rx-Non-BH Brand	Independent Lab	
	Chiropractor	Mental Hospital	CORF	ER	ER	
Grievances and Appeals resolved may be greater than number received due to carryover from previous reporting period						
Untimely Resolution does not include Grievances granted a 14 day extension						

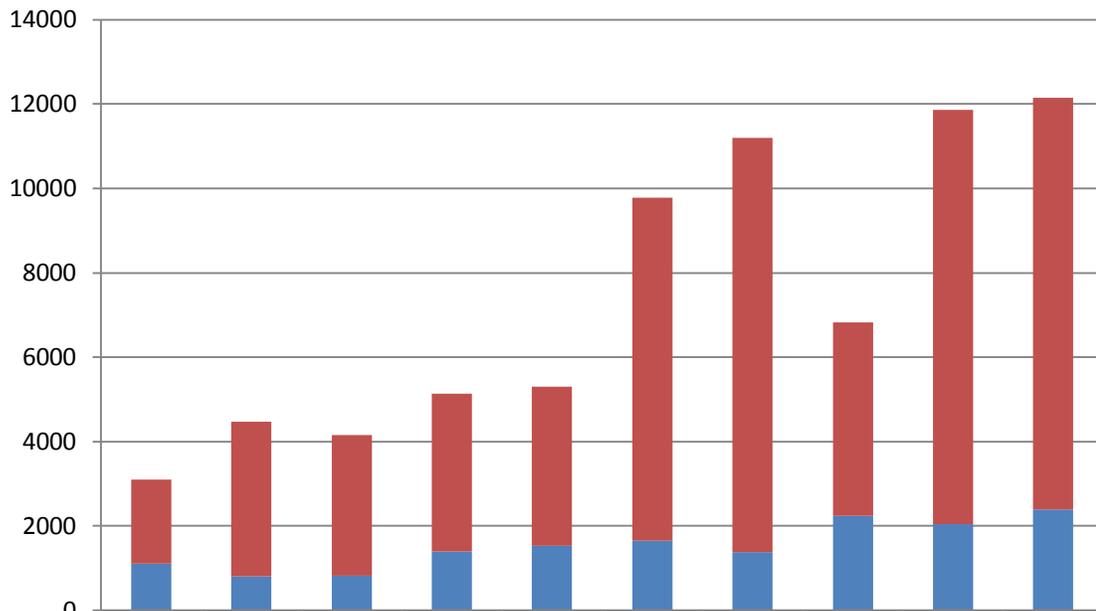
RED - Out of compliance; YELLOW - within 5% of compliance; GREEN - in compliance

MCO Grievances



	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2
Provider Grievances	3774	3039	2624	2908	1431	479	191	102	49	41
Member Grievances	692	788	857	637	1762	1962	1112	798	957	862

MCO Appeals



	2013Q1	2013Q2	2013Q3	2013Q4	2014Q1	2014Q2	2014Q3	2014Q4	2015Q1	2015Q2
Provider Appeals	1991	3657	3341	3747	3772	8124	9816	4594	9816	9762
Member Appeals	1108	809	813	1387	1527	1652	1376	2232	2045	2392

Disenrollment for Cause Report

July 2015

Summary

The Disenrollment for Cause process is regulated by 907 KAR 17:010, Section 2 and 42 CFR438.56. Disenrollment requests information is based on members written requests and investigations conducted by the nurses at The Disease and Case Management Branch, Division of 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 Organization) representatives, conducting online research, as well as consulting with other medical professionals in DMS.

General Review Procedures

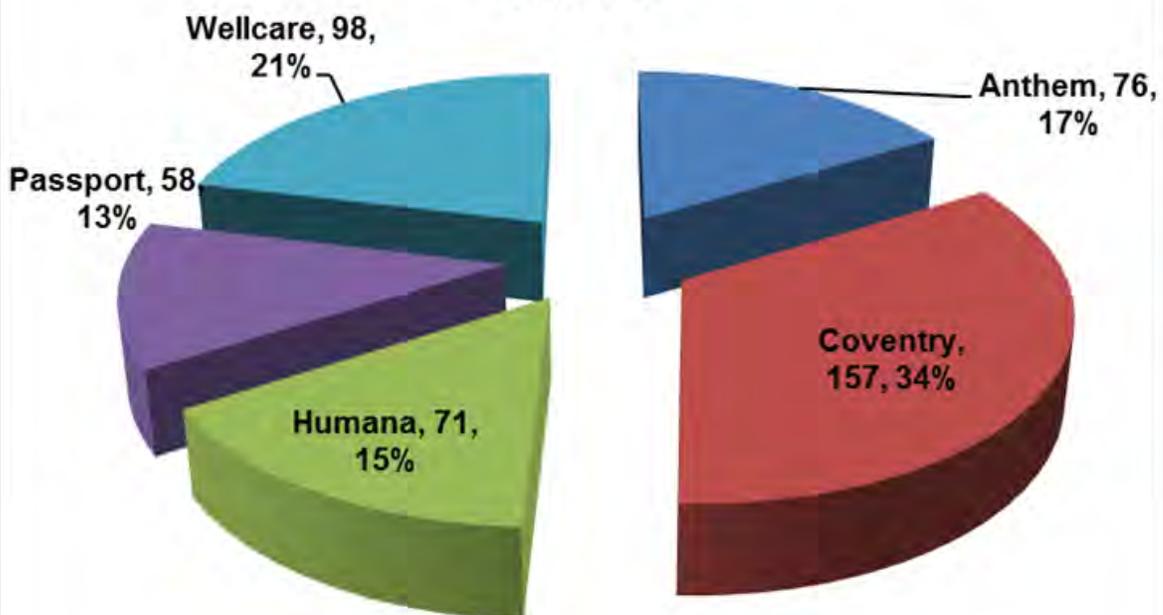
- All cases with valid signatures were investigated by DMS medical professionals.
- DMS medical professionals issued an initial inquiry email for each case to the member's current MCO as soon as the cases were assigned to them.
- MCOs were given appropriate timeframe to respond to DMS' inquiries.
- MCOs 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

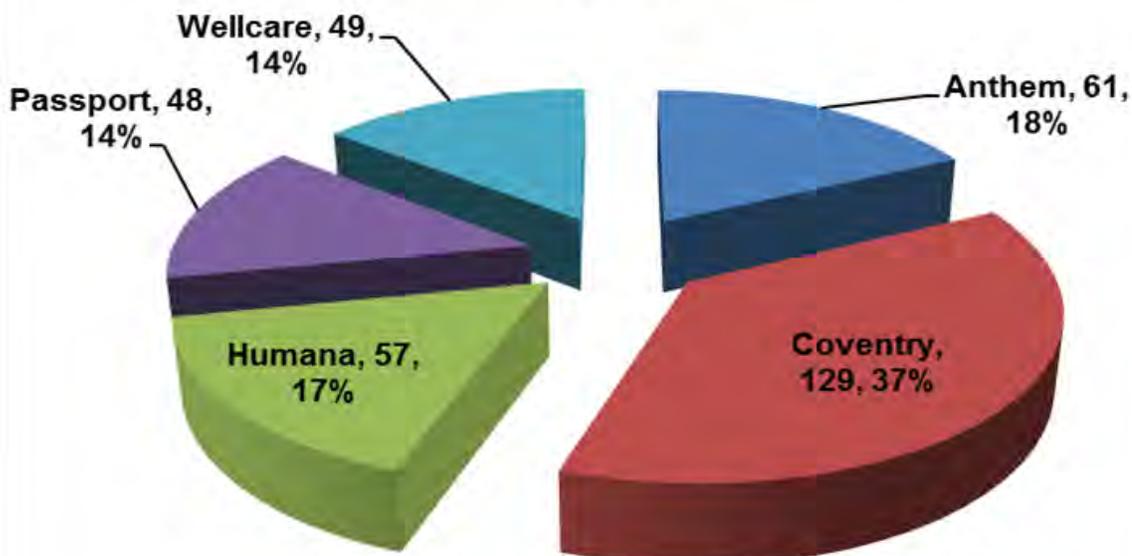
- Total Disenrollment for Cause requests received during the month of July 2015 was 460.
- Of the 460 requests received, 74.78% (344) were approved, 116 were denied.
- Each MCO had less than 1% of their total membership submit a Disenrollment for Cause request during the month of July 2015.
- Highest percentage – Anthem, approx. 0.1% of total membership requesting disenrollment.
- The requests to disenroll from the member's current MCO were as follows:

	Number of Requests From	Number of Approval	Percentage of Approval
Anthem	76	61	80.26%
Coventry	157	129	82.17%
Humana	71	57	80.28%
Passport	58	48	82.76%
Wellcare	98	49	50.00%
Total	460	344	74.78%

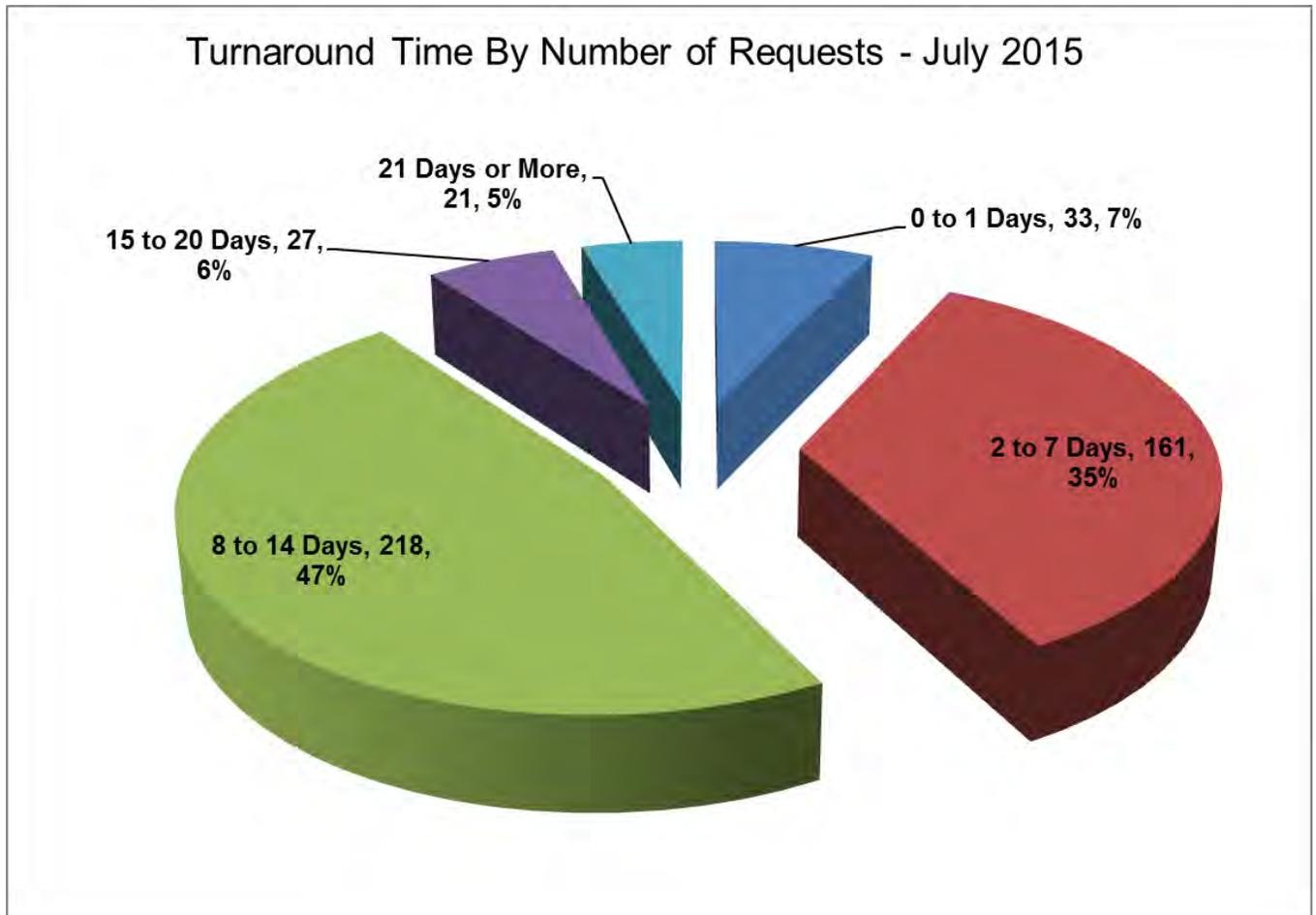
Disenrollment Requests from MCO July 2015



Approved Disenrollment Requests from MCO July 2015

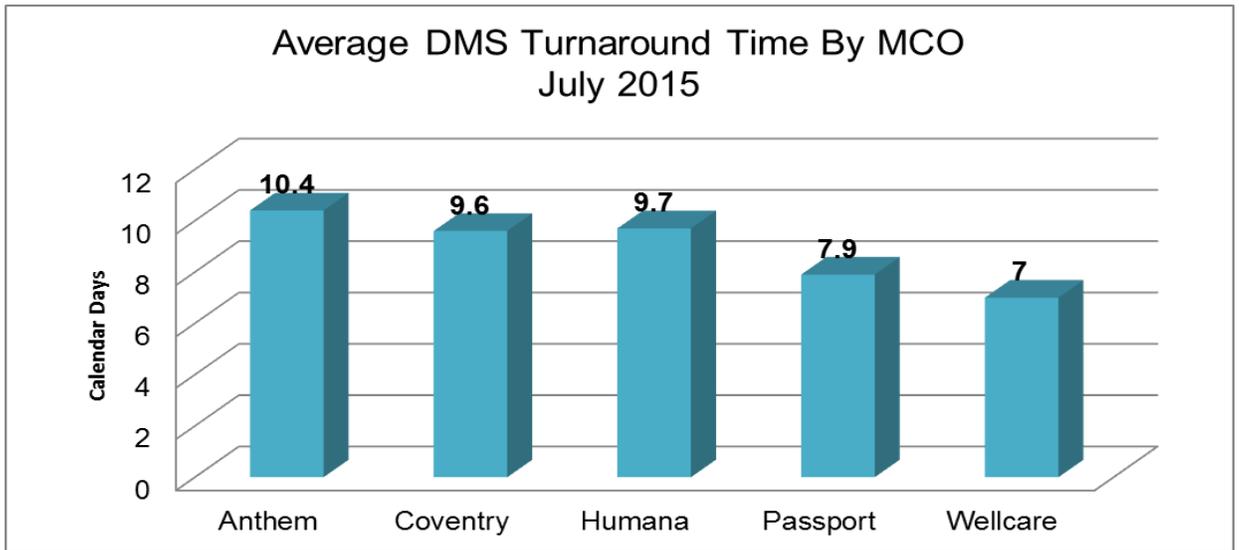


Turnaround time



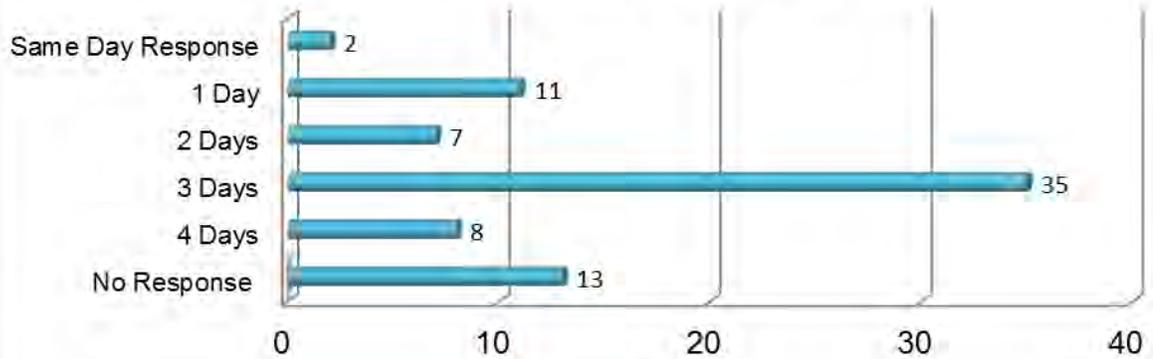
- About 42% of the disenrollment requests submitted in July 2015 were processed and disposed within 7 calendar days by DMS.
- Only 10.4% of the cases required more than 2 weeks to process, i.e., near 90% of the cases were closed in 2 weeks.
- Possible factors that determine turnaround time
 - Dire need 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.

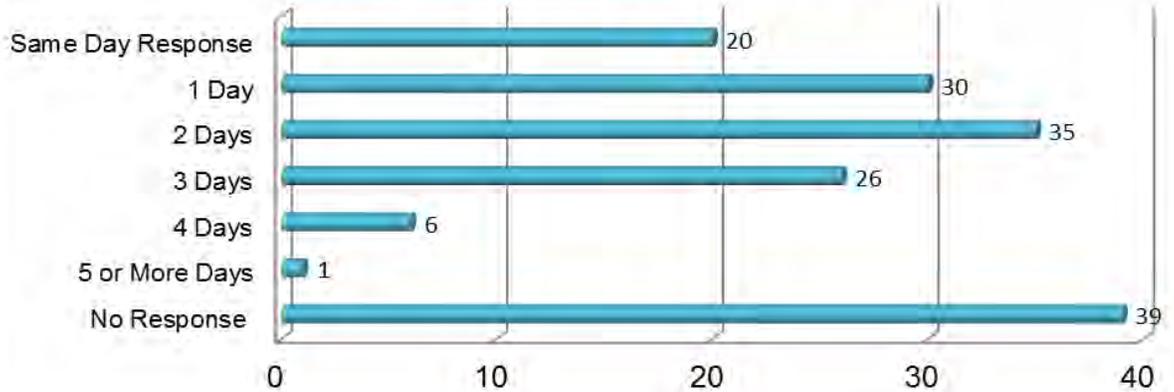


- Cases to disenroll from Wellcare have the shortest average turnaround time (7 days) in July 2015. Many factors determine turnaround times, such as how soon the MCO responds to DMS, the urgency of the cases, etc.
- Turnaround time from each MCO in responding to DMS requests in July 2015:

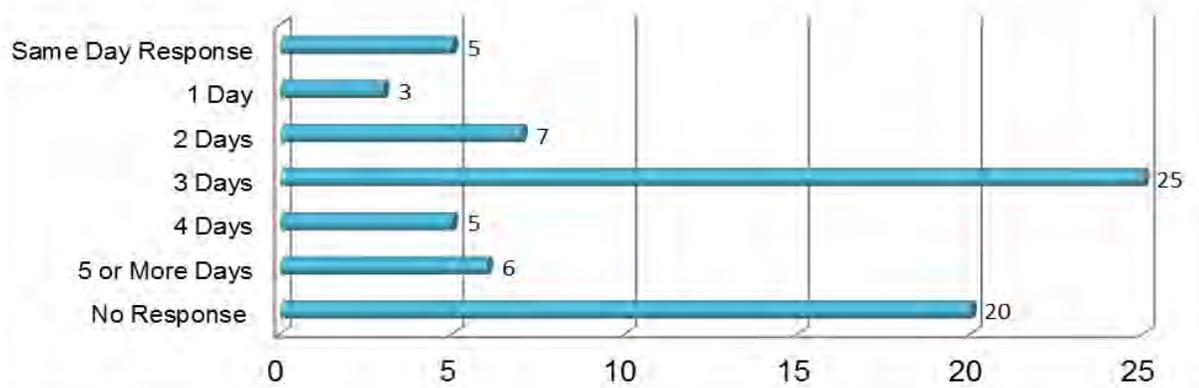
Anthem Turnaround Time in Responding to DMS Request by Number of Cases - July 2015

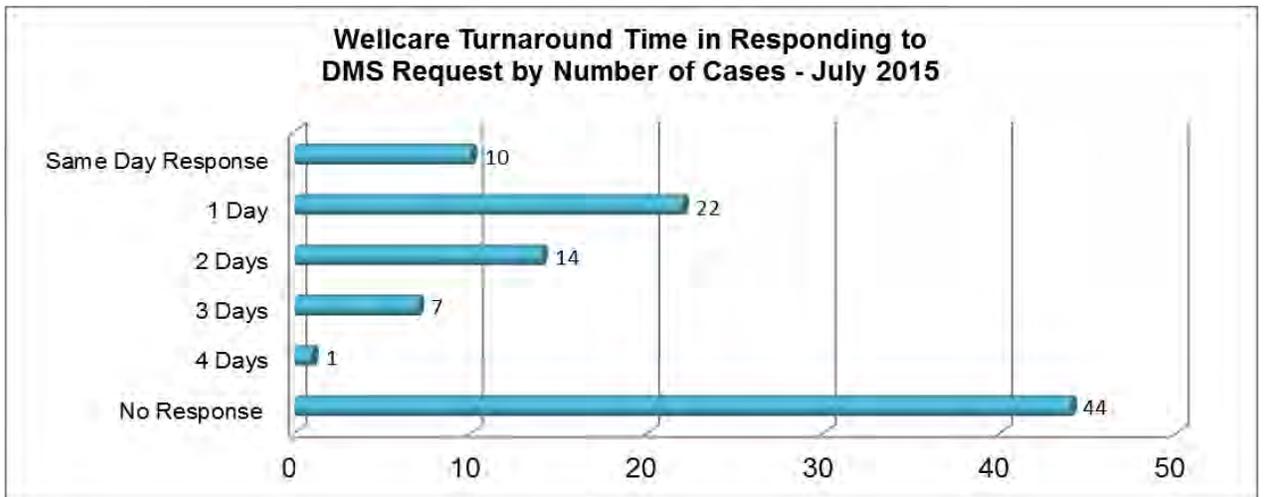
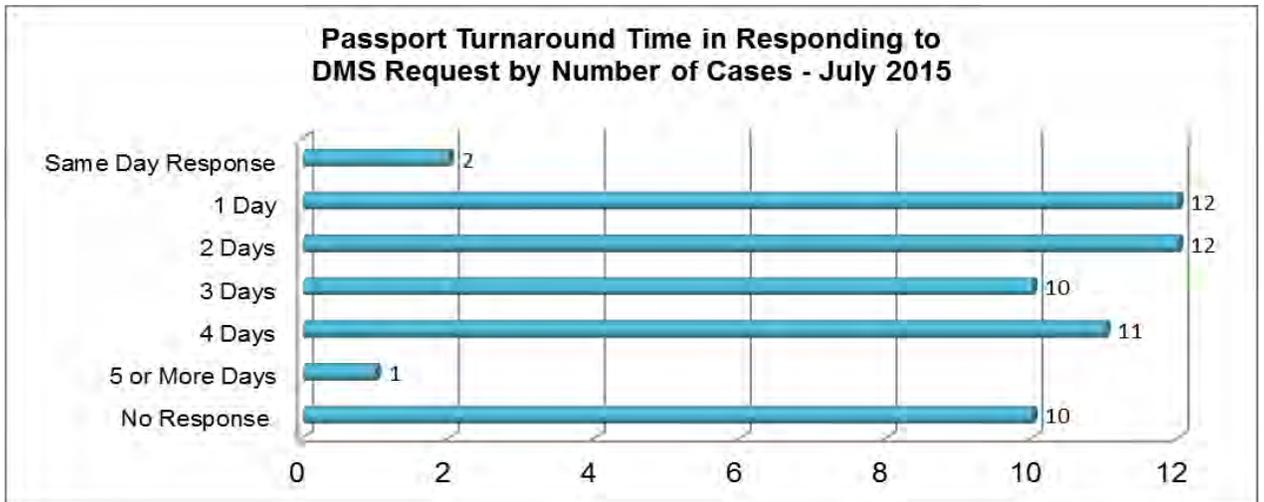


Coventry Turnaround Time in Responding to DMS Request by Number of Cases - July 2015



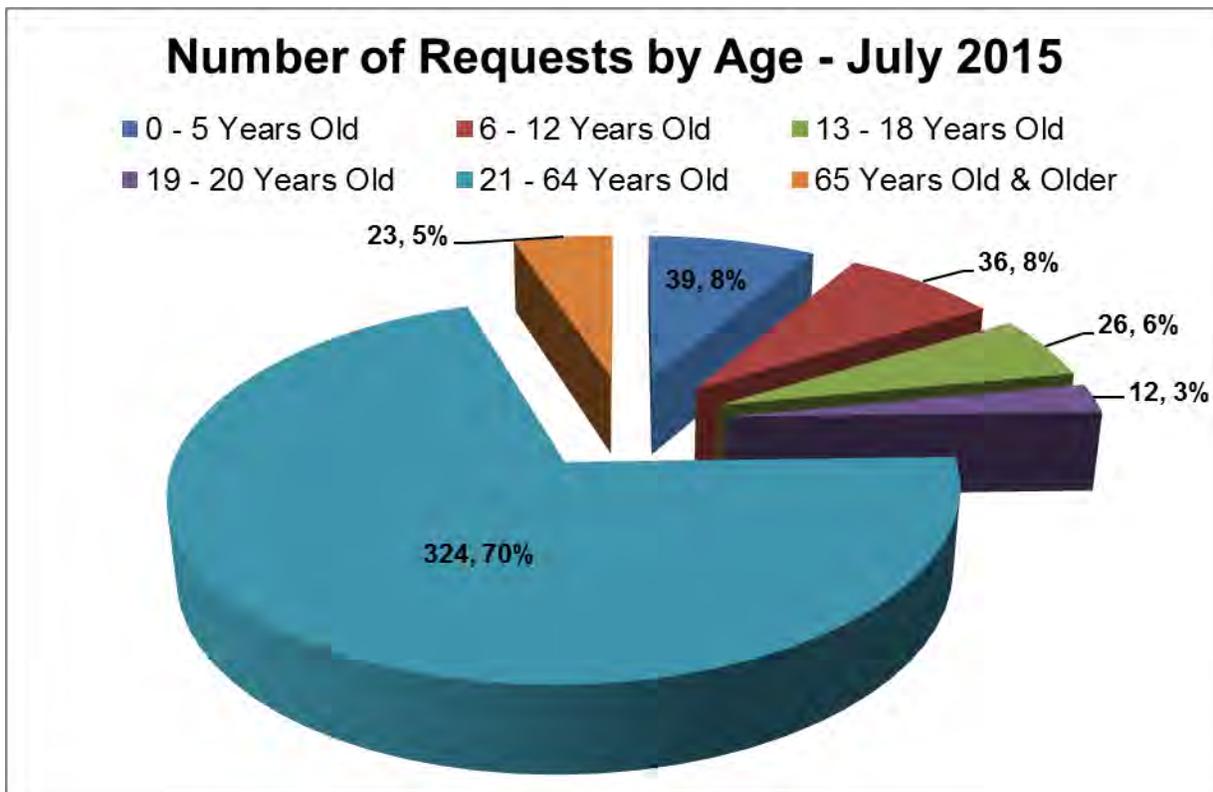
Humana Turnaround Time in Responding to DMS Request by Number of Cases - July 2015





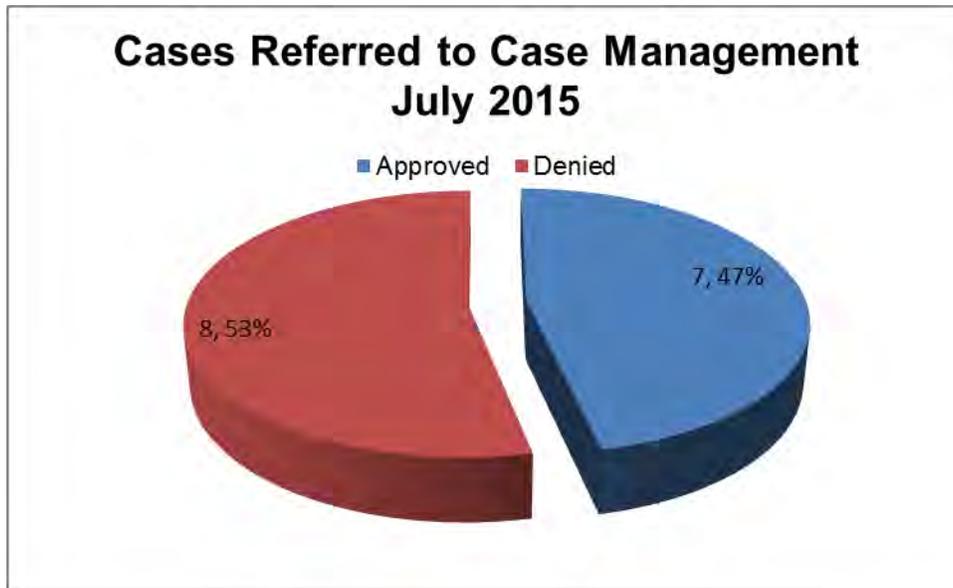
- Typical timeframe given to MCO to respond to DMS request is 3 days.
- MCO Responding to DMS requests by the end of the same day or next business day is often required for dire need cases.
- Decisions for disenrollment requests might be rendered without MCO input if the requested responses are not received 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.

Age Distribution



- Of 460 disenrollment requests submitted in July 2015, 101 cases are from population of age 18 or younger, approximately 22% of the requests submitted in July 2015.
- One hundred thirteen (113) members age 20 or younger who requested disenrollment in July 2015 are also eligible for EPSDT Special Services Program.
- Twenty-three members requesting disenrollment in July 2015 are also receiving services from Medicare.

Case Management Referral



- Fifteen (15) cases were referred to case management services. Cases that were approved (7 cases) to switch, referrals were sent to the members' new MCO. For the cases that were denied for disenrollment but needed case management assistance, members' current MCO were notified.
- Wellcare received the highest number (7 cases) of case management referrals in July 2015.

Number of Case Management Referral Recived by MCO	
Anthem	2
Coventry	4
Passport	2
Wellcare	7

Reasons for Disenrollment – Numbers for Approved Cases in July 2015

Reason for Request	Anthem	Coventry	Humana	Passport	Wellcare	Total
Provider is not accepting member's MCO	39	34	30	21	19	143
Specialist not in provider network	10	44	14	20	7	95
Closest Hospital does not participate with MCO	4	22	0	1	0	27
Medications prescribed by physician not covered	1	4	3	1	12	21
Services ordered by physician not covered	0	7	2	2	2	13
Family needs to be enrolled in same MCO	2	3	0	1	4	10
Provider left network	2	3	0	1	3	9
Change in enrollment error	1	0	6	0	1	8
Amount of co-pays	0	7	0	0	0	7
Member dissatisfied with quality of services	0	2	2	0	0	4
Service ordered by dentist not covered	2	1	0	0	0	3
Physician/Pharmacy recommended the switch	0	1	0	0	1	2
Denial of behavioral health service	0	1	0	0	0	1
Member within 90 day change period	0	0	0	1	0	1
Total Requests Approved	61	129	57	48	49	344
Total Members Enrolled in MCO	74,072	291,689	117,336	257,907	427,480	1,168,484
Percentage of Total Membership Approved to Disenroll from MCO	0.08235%	0.04423%	0.04858%	0.01861%	0.01146%	0.02944%

- Only one main cause was included in the above statistics for each disenrollment case, although some members addressed multiple reasons in their disenrollment requests.
- About 80% of the approved requests in July 2015 are related to provider issues, i.e., the providers are not accepting the member's current MCO, provider left network, specialist not in provider network, and closest hospital not in the network.
 - The major reason for denial are:
 - The providers are still in-network.
 - Alternative providers within reasonable distance are available.
 - Member's current MCO has outreached to the member to assist the member to locate providers/arrange appointments.

- Forty-eight (48) members addressed difficulty to access dental health care, including oral surgery; 41 cases were approved.
 - Anthem – 22 cases
 - Coventry – 3 cases
 - Humana – 14 cases
 - Passport – 2 case

- Sixty-nine (69) disenrollment requests are related to substance abuse rehab services, including requests for Suboxone (57 cases), Subutex, inpatient rehab services. Providers related to most of these cases:
 - Second Chances
 - Addiction Recovery Care
 - Dr. Fernandez
 - Beth Blessings
 - Renewed You Clinic
 - Recovery Richmond

- Twenty (20) members requested to disenroll from their MCO due to unable to receive services from their obstetrician/gynecologist; 17 were approved.

- Ten (10) stated their psychiatrists are not accepting their MCO; 7 of them are Dr. Andre Fernandez's patients.

- Ten (10) members receiving services from Bluegrass Pain Consultants requested disenrollment due to the provider's change of insurance policy.

- Specialists needed/not in MCO network in the members' local areas are:
 - Cardiologist
 - Dermatologist
 - Ear, nose, throat specialist
 - Endocrinologist
 - Gastroenterologist
 - Nephrologist
 - Neurologist
 - Neurosurgeon
 - Obstetrician/Gynecologist
 - Occupational therapist
 - Oncologist
 - Ophthalmologist/Optometrlist

- Oral surgeon
 - Orthopedics/Orthopedic Surgeon
 - Pain management specialist
 - Psychiatrist
 - Rheumatologist
 - Speech pathologist
 - Substance abuse specialist
- Co-Pay issue – 7 members addressed their inability to afford co-pay; all have been approved. The members of all of these cases were with Coventry.

Summary of MCO Movements

MCO Movement	
Anthem	-44
Coventry	-92
Humana	-26
Passport	44
Wellcare	118

Total Disenrollment for Cause Requests Submitted in July 2015 --- 460 Cases						
	Disenroll from Anthem	Disenroll from Coventry	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Anthem	*	4	4	3	9	20
Disenroll to Coventry	16	2	10	8	10	46
Disenroll to Humana	2	16	*	8	17	43
Disenroll to Passport	7	41	27	*	44	119
Disenroll to Wellcare	49	91	30	39	15	224
Total	74	154	71	58	95	

** Total number does not add up 460, as the requests without indicating desired MCO are not included in the chart above.

** One of the cases requesting to disenroll from Wellcare was related to system glitch. Correction was made, and the member was re-enrolled to Wellcare. It is marked as switching from Wellcare to Wellcare.

Approved Disenrollment for Cause Requests Submitted in July 2015 --- 344 Cases						
	Disenroll from Anthem	Disenroll from Coventry	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Anthem	*	3	4	3	7	17
Disenroll to Coventry	14	*	10	8	5	37
Disenroll to Humana	2	15	*	5	9	31
Disenroll to Passport	5	37	23	*	27	92
Disenroll to Wellcare	40	74	20	32	1	167
Total	61	129	57	48	49	344

Anthem

- Anthem had a net loss of 44 members during the month of July 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Anthem	Number Approved	Number Denied
Coventry	4	3	1
Humana	4	4	0
Passport	3	3	0
Wellcare	9	7	2
Total	20	17	3

Region	Number Requesting Disenrollment from Anthem	Number Approved	Number Denied
1	6	5	1
2	18	18	0
3	0	0	0
4	11	9	2
5	14	11	3
6	3	2	1
7	4	4	0
8	20	12	8
Totals	76	61	15

- 22 complaints related to dental care issue from Anthem members were approved to disenroll, due to dentists/oral surgeons left Anthem network, or the members' preferred dentists/oral surgeons are not in the Anthem network.
- 16 members were approved to disenroll from Anthem in order to receive services from their local hospitals.

- Three approved disenrollment requests due to lack of access to substance abuse rehab programs.
- Addiction Recovery Care related cases – 2 approved cases
- 16 members requested to disenroll from Anthem due to Anthem not accepted by their closest hospital.
- Specialists/services needed/not in Anthem network in the members' areas:
 - Substance Abuse Treatment Program
 - Ear, Nose, Throat Specialist
 - Dentist/Oral Surgeon
 - Obstetrician/Gynecologist
 - Occupational Therapist
 - Oral surgeon
 - Ophthalmologist/Optometrlist
 - Psychiatrist
 - Speech Pathologist

Coventry Cares of Kentucky

- Coventry had a net loss of 92 members during the month of July 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Coventry	Number Approved	Number Denied
Anthem	16	14	2
Coventry	2	0	2
Humana	10	10	0
Passport	8	8	0
Wellcare	10	5	5
Total	46	37	9

Region	Number Requesting Disenrollment from Coventry	Number Approved	Number Denied
1	8	5	3
2	3	2	1
3	34	31	3
4	13	10	3
5	20	18	2
6	5	2	3
7	18	16	2
8	56	45	11
Totals	157	129	28

- Co-Pay issue – 7 approved cases.
- 37 approved cases indicate that members' closest hospitals do not accept Coventry – ARH and King's Daughters Hospital.
- Dental care access issue – 3 approved cases due to members' dentists/oral surgeons not in Coventry network.

- Sixteen (16) cases are associated with the denied coverage of Suboxone film or other substance abuse medication, and/or the lack of access to substance abuse treatment provider.
- Kidz Club related disenrollment requests – 2 approved cases
- Dr. Andre Fernandez related cases – 5 approved cases
- Second Chances related cases – 5 approved cases
- Addiction Recovery Care related cases – 2 approved cases
- Bluegrass Pain Consultants related cases – 8 approved cases.
- Closest hospital does not accept member's MCO – 15 approved cases.
- Specialists/services needed/not in Coventry network in the members' area:
 - Cardiologist
 - Dermatologist
 - Obstetrician/Gynecologist (6)
 - Oral surgeon
 - Pain management specialist
 - Psychiatrist (7)
 - Psychologist
 - Neurologist
 - Genetic testing specialist
 - Orthopedic Surgeon
 - Ophthalmologist
 - Rheumatologist
 - Substance abuse rehab program (13)
 - Nephrologist
 - Gastroenterologist
 - Endocrinologist

Humana CareSource

- Humana CareSource had a net loss of 26 members for the month of July 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Humana	Number Approved	Number Denied
Anthem	2	2	0
Coventry	16	15	1
Passport	8	5	3
Wellcare	17	9	8
Total	43	31	12

Region	Number Requesting Disenrollment from Humana	Number Approved	Number Denied
1	1	0	1
2	5	5	0
3	23	23	0
4	4	2	2
5	7	6	1
6	7	7	0
7	5	4	1
8	19	10	9
Totals	71	57	14

- Dental care access issue – 14 approved disenrollment requests stated difficulty getting appropriate dental care (including oral surgery and orthodontist) in Humana network.

- Twelve (12) cases are associated with the denied coverage of Suboxone film or other substance abuse medication, and/or the lack of access to substance abuse treatment provider.
- Addiction Recovery Care related cases – 4 approved cases
- Specialists/services needed/not in Humana network in the members' areas
 - Obstetrician/Gynecologist
 - Orthopedics
 - Pain management specialist
 - Oral surgeon/Orthodontist
 - Psychiatrist
 - Substance abuse rehab services (10)

Passport Health Plans

- Passport Health Plan had a net gain of 44 members for the month of July 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Passport	Number Approved	Number Denied
Anthem	7	5	2
Coventry	41	37	4
Humana	27	23	4
Wellcare	44	27	17
Total	119	92	27

Region	Number Requesting Disenrollment from Passport	Number Approved	Number Denied
1	6	6	0
2	6	5	1
3	7	6	1
4	9	8	1
5	14	11	3
6	2	1	1
7	5	3	2
8	9	8	1
Totals	58	48	10

- Two Passport members complained about not having appropriate access to dental care, and were approved to disenroll from Passport.
- Thirteen (13) cases are associated with the denied coverage of Suboxone film or other substance abuse medication, and/or the lack of access to substance abuse treatment provider.

- Second Chances related cases – 4 approved cases
- Addiction Recovery Care related cases – 6 approved cases
- Specialists/services needed/not in Passport network in the members' area
 - Dermatologist
 - Neurologist
 - Neurosurgeon
 - Pain Management Specialist
 - Oral Surgeon
 - Allergy specialist
 - Orthopedics/Orthopedics Surgeon
 - Obstetrician/Gynecologist
 - Surgeon
 - Substance abuse inpatient rehab services (12)

Wellcare of Kentucky

- Wellcare of Kentucky had a net gain of 118 members for the month of July 2015 due to the Disenrollment for Cause process.

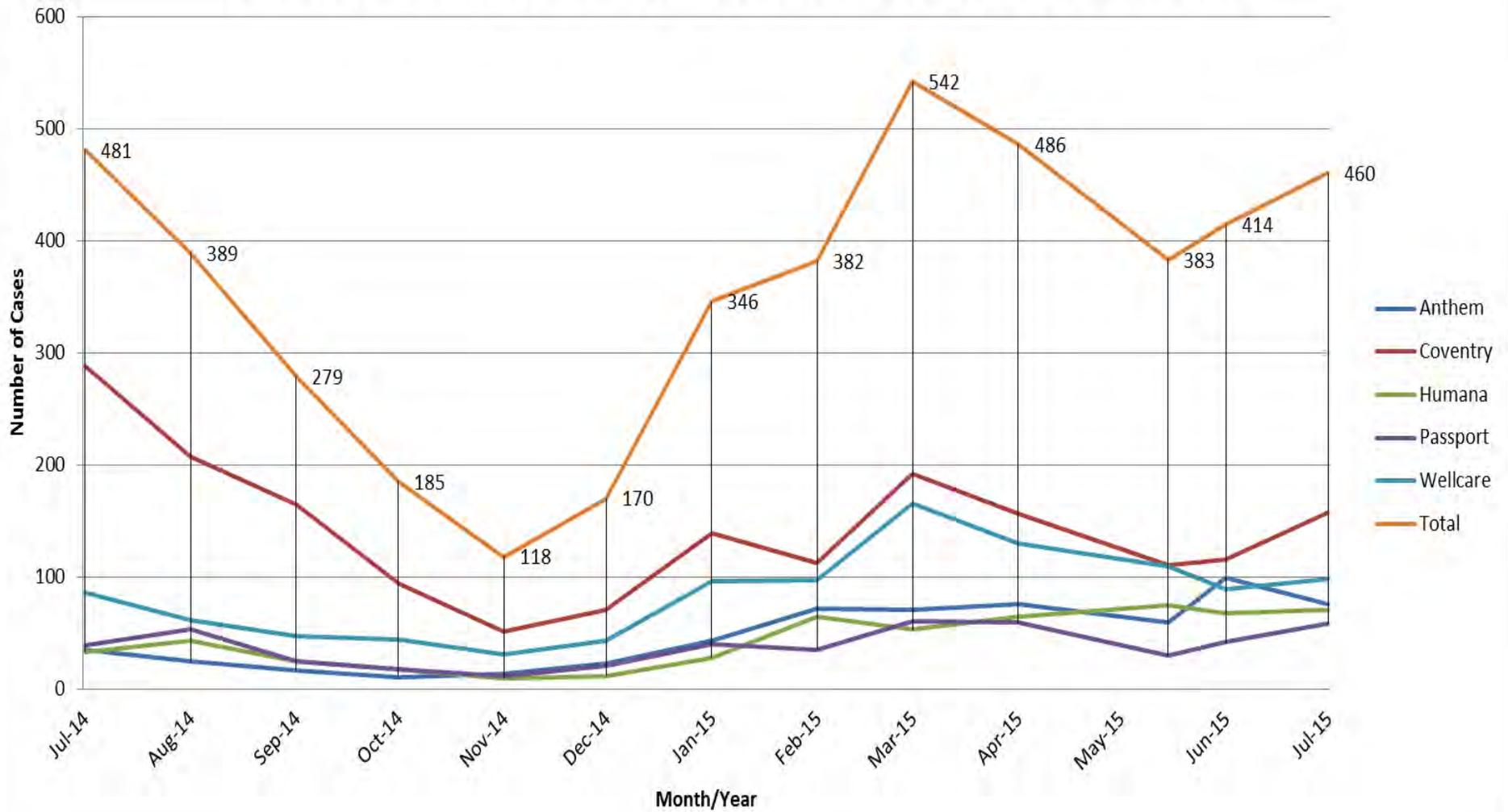
From	Number Requesting Disenrollment to Wellcare	Number Approved	Number Denied
Anthem	49	40	9
Coventry	91	74	17
Humana	30	20	10
Passport	39	32	7
Wellcare	15	1	0
Total	224	167	43

Region	Number Requesting Disenrollment from Wellcare	Number Approved	Number Denied
1	2	1	1
2	1	1	0
3	18	14	4
4	11	3	8
5	24	15	9
6	3	2	1
7	2	2	0
8	37	11	26
Totals	98	49	49

- Twenty-three (23) cases are associated with the denied coverage of Suboxone film or other substance abuse medication, and/or the lack of access to substance abuse treatment provider.
- Kidz Club related cases – 8 approved cases

- Bluegrass Pain Consultants related cases – 3 approved cases
- 14 Suboxone (Subutex) related cases – 11 approval
 - One of the main reasons of approval is that members were unable to take Zubsolv, a Wellcare preferred medication to substitute Suboxone.
 - Another reason is that the providers that the members are familiar with do not accept Wellcare insurance.
 - One of the main reasons of denial for Suboxone cases is that there is no evidence showing that the member has experienced adverse effect from Zubsolv. Another reason is that there is no evidence showing that the member has tried Zubsolv.
- Specialists/services needed/not in Wellcare network in the members' area
 - Ophthalmologist/Optometrlist
 - Dermatologist
 - Psychiatrist
 - Obstetrician/Gynecologist (5)
 - Orthopedics
 - Pain management specialist
 - Rheumatologist

Disenrollment for Cause Requests - July 2014 to July 2015



Aquired Brain Injury Waiver	2015												Current	AVG YTD	
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req		Age
Active Recipients															
Met LOC w/o Requesting Services	9	9	6	6	7	7	5	10							7
Prior Authorized for Traditional Services	154	154	152	152	151	152	156	151							153
Prior Authorized for CDO Services Only	13	12	15	13	14	15	15	13							14
Prior Authorized for Blended Services	9	11	11	11	13	11	11	11							11
TOTAL	185	186	184	182	185	185	187	185							185
Slots Available	200	200	200	200	200	200	200	200							200
< 18 years of age	0	0	0	0	0	0	0	0							0
>= 18 years of age	185	186	184	182	185	185	187	185							185
Level of Care Requests															
Number of LOC requests received	34	13	20	20	15	21	11	16							19
Number of LOC Approved on First Review	34	13	20	20	14	19	11	15							18
Reconsideration Overturned	0	0	0	0	0	1	0	0							1
Total Approved	34	13	20	20	14	20	11	15							18
Percent Approved	100%	100%	100%	100%	93%	95%	100%	94%							98%
Level of Care Denials															
Medical Necessity Denials	0	0	0	0	1	1	0	1							0
Reconsideration Upheld	0	0	0	0	0	0	0	0							0
Lack of Information Denial	0	0	0	0	0	0	0	0							0
Total Denied	0	0	0	0	1	1	0	1							0
Percent Denied	0%	0%	0%	0%	7%	5%	0%	6%							2%
Service Requests															
Number of PA requests received	227	98	122	122	115	163	105	116							134
Number of Pended Req from Prior Month	3	8	1	9	2	20	1	14							7
Number of PA Approvals	220	104	113	126	88	180	90	115							130
Reconsideration Overturned	0	0	0	0	0	0	0	0							0
Number of PA requests pended CDO budget	1	0	6	2	11	1	1	1						8/25/2015	3
Number of PA requests pended for LOI	7	1	3	0	9	1	13	8						8/5/2015	5
Total Pended	8	1	9	2	20	1	14	9						8/5/2015	8
Total Approved	220	104	113	126	88	180	90	115							130
Percent Approved	96%	98%	92%	96%	75%	98.4%	85%	88%							91%
Percent Pended	3%	1%	7%	1%	17%	0.5%	13%	7%							6%
Service Requests Denials															
Medical Necessity Denials	0	0	1	1	2	1	0	0							1
Reconsideration Upheld	1	0	0	0	0	0	0	0							0
Lack of Information Denial	1	1	0	0	0	0	1	0							0

TOTAL	2	1	1	1	2	1	1	0						1
Percent Denied	1%	1%	1%	1%	2%	0.6%	1%	0%						1%

Acquired Brain Injury LTC Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	4	5	8	6	7	7	9	9						7
Prior Authorized for Traditional Services	167	166	160	162	159	159	160	168						163
Prior Authorized for CDO Services Only	38	37	39	39	40	40	40	42						39
Prior Authorized for Blended Services	16	18	15	16	16	16	14	14						16
TOTAL	225	226	222	223	222	222	223	233						225
Slots Available	200	200	200	200	200	200	200	200						200
< 18 years of age	0	0	0	0	0	0	0	0						0
>= 18 years of age	225	226	222	223	222	222	222	233						224
Level of Care Requests														
Number of LOC requests received	23	13	19	12	12	22	28	35						21
Number of LOC Approved on First Review	23	13	17	12	12	22	28	35						20
Reconsideration Overturned	0	0	0	0	0	0	0	0						0
Total Approved	23	13	17	12	12	22	28	35						20
Percent Approved	100%	100%	89%	100%	100%	100%	100%	100%						99%
Level of Care Denials														
Medical Necessity Denials	0	0	2	0	0	0	0	0						0
Reconsideration Upheld	0	0	0	0	0	0	0	0						0
Lack of Information Denial	0	0	0	0	0	0	0	0						0
Total Denied	0	0	2	0	0	0	0	0						0
Percent Denied	0%	0%	11%	0%	0%	0%	0%	0%						1%
Service Requests														
Number of PA requests received	136	86	96	168	85	144	144	212						134
Number of Pended Req from prior month	23	5	5	1	10	12	11	2						9
Number of PA Approvals	154	86	94	145	80	139	144	181						128
Reconsideration Overturned	0	0	0	0	0	0	0	0						0
Number of PA requests pended CDO budget	3	4	0	4	4	3	2	7					8/12/2015	3
Number of PA requests pended for LOI	2	1	1	6	8	8	0	25					8/14/2015	6
Total Pended	5	5	1	10	12	11	2	32					8/12/2015	10
Total Approved	154	86	94	145	80	139	144	181						128
Percent Approved	97%	95%	93%	85.8%	84%	89%	93%	84.5%						90%
Percent Pended	3%	5%	1%	5.9%	13%	7%	1%	15%						6%
Service Requests Denials														
Medical Necessity Denials	0	0	0	2	0	0	0	0						0
Reconsideration Upheld	0	0	0	0	0	0	0	0						0
Lack of Information Denial	0	0	6	1	2	0	0	0						1
TOTAL	0	0	6	3	2	0	0	0						1
Percent Denied	0%	0%	6%	1.8%	2%	0%	0%	0%						1%

Home and Community Based Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	391	400	421	387	395	406	407	403						401
Prior Authorized for Traditional Services	5,973	5,911	5,812	5,811	5,783	5,792	5,760	5,702						5,818
Prior Authorized for CDO Services Only	3,065	3,075	3,078	3,117	3,142	3,129	3,102	3,130						3,105
Prior Authorized for Blended Services	221	220	223	220	216	199	189	187						209
TOTAL	9,650	9,606	9,534	9,535	9,536	9,526	9,458	9,422						9,533
Slots Available	17,050						17,050							
< 18 years of age	1,031	1,049	1,063	1,065	1,061	1,059	1,067	1,072						1,058
>= 18 years of age	8,619	8,557	8,471	8,470	8,475	8,467	8,391	8,350						8,475
Level of Care Requests														
Number of LOC requests received	974	837	1,027	1,053	866	952	639	959						913
Number of LOC Approved on First Review	937	814	996	1,005	844	925	626	940						886
Reconsideration Overturned	8	3	9	6	5	3	4	2						40
Total Approved	945	817	1,005	1,011	849	928	630	942						891
Percent Approved	97%	98%	98%	96%	98%	97%	99%	98%						98%
Level of Care Denials														
Medical Necessity Denials	25	19	22	40	15	22	8	16						21
Reconsideration Upheld	4	1	0	1	1	0	0	0						1
Lack of Information Denial	0	0	0	1	1	2	1	1						1
Total Denied	29	20	22	42	17	24	9	17						23
Percent Denied	3%	2%	2%	4%	2%	3%	1%	2%						2%
Service Requests														
Number of PA requests received	3,283	2,921	3,744	3,783	3,400	3,493	2,492	3,625						3,343
Number of Pended Req from prior month	317	445	523	497	608	632	508	384						489
Number of PA Approvals	3,146	2,819	3,703	3,580	3,271	3,523	2,530	3,298						3,234
Reconsideration Overturned	0	0	0	0	0	0	0	0						0
Number of PA requests pended CDO budget	175	213	248	312	348	246	317	359					9/17/2014	277
Number of PA requests pended for LOI	270	310	249	296	284	262	67	280					8/12/2015	252
Total Pended	445	523	497	608	632	508	384	639					9/17/2014	530
Total Approved	3,146	2,819	3,703	3,580	3,271	3,523	2,530	3,298						3,234
Percent Approved	87.4%	83.7%	86.8%	83.6%	82%	85%	84%	82%						84%
Percent Pended	12.4%	15.5%	11.6%	14.2%	16%	12%	13%	16%						14%
Service Requests Denials														
Medical Necessity Denials	2	0	2	2	2	13	2	10						4
Reconsideration Upheld	0	0	0	0	0	0	0	0						0
Lack of Information Denial	7	23	65	64	56	54	47	23						42
TOTAL	9	23	67	66	58	67	49	33						47
Percent Denied	0.2%	0.8%	1.6%	1.7%	2%	2%	2%	1%						1.4%

Michelle P Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	209	220	165	349	277	172	182	304						235
Prior Authorized for Traditional Services	2,600	2,561	2,557	2,542	2,554	2,560	2,541	2,498						2,552
Prior Authorized for CDO Services Only	4,609	4,624	4,621	4,633	4,685	4,745	4,716	4,750						4,673
Prior Authorized for Blended Services	2,309	2,322	2,352	2,388	2,420	2,432	2,434	2,424						2,385
TOTAL	9,727	9,727	9,695	9,912	9,936	9,909	9,873	9,976						9,844
Slots Available	10,250	10,250	10,250	10,250	10,250	10,250	10,500	10,500						10,313
< 18 years of age	4,648	4,629	4,633	4,718	4,738	4,748	4,765	4,801						4,710
>= 18 years of age	5,079	5,098	5,062	5,194	5,198	5,161	5,108	5,175						5,134
Level of Care Requests														
Number of LOC requests received	920	640	857	1,008	791	748	840	1,025						854
Number of LOC Approved on First Review	903	633	855	953	774	745	838	1,010						839
Reconsideration Overturned	0	0	0	11	5	1	1	0						18
Total Approved	903	633	855	964	779	746	839	1,010						841
Percent Approved	98%	99%	99.8%	96%	98%	99.7%	99.9%	99%						99%
Level of Care Denials														
Medical Necessity Denials	11	6	1	36	7	1	1	13						10
Reconsideration Upheld	2	0	0	5	0	0	0	1						1
Lack of Information Denial	4	1	1	3	4	1	0	1						2
Total Denied	17	7	2	44	11	2	1	15						12
Percent Denied	2%	1%	0.2%	4%	1%	0.3%	0.1%	1%						1%
Service Requests														
Number of PA requests received	2,735	1,975	2,835	2,435	2,705	2,610	2,701	2,685						2,585
Number of Pended Req from prior month	519	585	449	483	731	890	674	628						620
Number of PA Approvals	2,631	2,082	2,740	2,141	2,448	2,692	2,706	2,360						2,475
Reconsideration Overturned	1	2	1	1	0	2	0	0						1
Number of PA requests pended CDO budget	409	308	318	598	679	483	494	754					4/17/2014	5,088
Number of PA requests pended for LOI	176	141	165	133	211	191	134	119					8/14/2015	4,833
Total Pended	585	449	483	731	890	674	628	873					4/17/2014	664
Total Approved	2,632	2,084	2,741	2,142	2,448	2,694	2,706	2,360						2,476
Percent Approved	81%	81%	83%	73%	71%	77%	80.2%	71.2%						77%
Percent Pended	18%	18%	15%	25%	26%	19%	18.6%	26.4%						21%
Service Requests Denials														
Medical Necessity Denials	20	14	24	12	31	12	4	9						16
Reconsideration Upheld	1	1	5	0	1	0	0	0						1
Lack of Information Denial	16	12	31	15	24	50	29	41						27
TOTAL	37	27	60	27	56	62	33	50						44
Percent Denied	1%	1%	2%	1%	2%	2%	0.9%	1.3%						1%

Model II Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	10	8	7	5	4	3	7	8						7
Prior Authorized for Traditional Services	40	41	40	40	42	40	39	38						40
Prior Authorized for CDO Services Only	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						N/A
Prior Authorized for Blended Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						N/A
TOTAL	50	49	47	45	46	43	46	46						47
Slots Available	100	100	100	100	100	100	100	100						
< 18 years of age	29	28	26	25	26	23	25	24						26
>= 18 years of age	21	21	21	20	20	20	21	22						21
Level of Care Requests														
Number of LOC requests received	10	11	6	10	8	7	11	6						9
Number of LOC Approved on First Review	10	9	6	10	8	7	11	6						8
Reconsideration Overturned	0	0	0	0	0	0	0	0						0
Total Approved	10	9	6	10	8	7	11	6						8
Percent Approved	100%	82%	100%	100%	100%	100%	100%	100%						98%
Level of Care Denials														
Medical Necessity Denials	0	0	0	0	0	0	0	0						0
Reconsideration Upheld	0	0	0	0	0	0	0	0						0
Lack of Information Denial	0	2	0	0	0	0	0	0						0
Total Denied	0	2	0	0	0	0	0	0						0
Percent Denied	0%	18%	0%	0%	0%	0%	0%	0%						2%
Service Requests														
Number of PA requests received	30	20	26	22	28	22	27	20						24
Number of Pended Req from prior month	7	4	9	3	3	0	2	6						0
Number of PA Approvals	32	15	32	21	30	20	23	24						25
Reconsideration Overturned	0	0	0	0	0	0	0	0						0
Number of PA requests pended CDO budget	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						N/A
Number of PA requests pended for LOI	4	9	3	3	0	2	6	2					7/10/2015	4
Total Pended	4	9	3	3	0	2	6	2					7/10/2015	4
Total Approved	32	15	32	21	30	20	23	24						25
Percent Approved	86%	62.5%	91%	84%	97%	91%	79%	92%						85%
Percent Pended	11%	37.5%	9%	12%	0%	9%	21%	8%						13%
Service Requests Denials														
Medical Necessity Denials	0	0	0	0	0	0	0	0						0
Reconsideration Upheld	0	0	0	0	0	0	0	0						0
Lack of Information Denial	1	0	0	1	1	0	0	0						0
TOTAL	1	0	0	1	1	0	0	0						0
Percent Denied	3%	0%	0%	4%	3%	0%	0%	0%						1%

Supports for Community Living Waiver 2	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	13	13	15	21	20	18	36	42						22
Prior Authorized for Traditional Services	4,192	4,173	4,177	4,187	4,199	4,216	4,218	4,241						4,200
Prior Authorized for CDO Services Only	N/A						N/A							
Prior Authorized for Blended Services	217	221	228	231	238	244	261	261						238
TOTAL	4,422	4,407	4,420	4,440	4,457	4,478	4,515	4,544						4,460
Slots Available	4,501	4,501	4,701	4,701	4,701	4,701	4,701	4,701						4,651
< 18 years of age	4	4	2	2	3	3	3	2						3
>= 18 years of age	4,418	4,403	4,418	4,348	4,454	4,475	4,512	4,542						4,446
Level of Care Requests														
Number of LOC requests received	393	324	422	364	393	415	449	449						401
Number of LOC Approved on First Review	390	318	420	361	384	410	444	447						397
Reconsideration Overturned	0	0	0	1	1	1	1	0						4
Total Approved	390	318	420	362	385	411	445	447						397
Percent Approved	99%	98%	99.5%	99%	98%	99%	99%	99.6%						99%
Level of Care Denials														
Medical Necessity Denials	0	0	1	1	1	0	1	0						1
Reconsideration Upheld	0	0	0	0	0	0	0	0						0
Lack of Information Denial	3	6	1	1	7	4	3	2						3
Total Denied	3	6	2	2	8	4	4	2						4
Percent Denied	1%	2%	0.5%	1%	2%	1%	1%	0.4%						1%
Service Requests														
Number of PA requests received	2,793	2,217	2,874	2,654	2,686	2,769	2,851	2,803						2,706
Number of Pended Req from prior month	96	248	235	231	238	249	191	206						212
Number of PA Approvals	2,618	2,159	2,797	2,542	2,607	2,629	2,724	2,598						2,584
Reconsideration Overturned	2	0	0	0	0	1	0	0						0
Number of PA requests pended CDO budget														N/A
Number of PA requests pended for LOI	248	235	231	238	249	191	206	252					8/7/2015	231
Total Pended	248	235	231	238	249	191	206	252					8/7/2015	231
Total Approved	2,618	2,159	2,797	2,542	2,607	2,630	2,724	2,598						2,584
Percent Approved	90.6%	87.6%	90%	88%	89%	87%	89.5%	86%						88.6%
Percent Pended	8.6%	9.5%	7%	8%	9%	6%	6.8%	8%						8.0%
Service Requests Denials														
Medical Necessity Denials	1	3	6	8	9	8	5	7						6
Reconsideration Upheld	0	0	2	0	0	0	0	0						0
Lack of Information Denial	21	68	73	67	21	57	52	68						53
TOTAL	23	71	81	75	30	65	57	57						57
Percent Denied	0.8%	2.9%	3%	3%	1%	2%	1.9%	2%						2.0%

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 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
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