

## MAC Binder Section 4 –Reports

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

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#### **1 – Appeals & Grievances Report April-June 2016:**

Provides quarterly aggregates for members/provider appeals and grievance activity by MCO.

#### **2 – MCO Dashboard Report July 2016:**

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

#### **3 – Waiver Dashboard Report June 2016:**

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

#### **4 – Waiver Dashboard Report July 2016:**

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

#### **6 - Benefits by Region Report July 2015 - June 2016:**

Provides quarterly aggregates for each measure of benefits on each MCO.

#### **7 - Benefits by Region Report April-June 2016:**

Provides quarterly aggregates for each measure of benefits on each MCO.



# Department for Medicaid Services

## Division of Quality and Outcomes



### Appeal and Grievances Report April-June 2016

	Aetna	Anthem	Humana	Passport	WellCare	TOTAL
<b>GRIEVANCES</b>						
<b>Member</b>						
Received	65	76	131	61	351	684
Notice sent > 5 days	10	-	1	-	5	16
Extension Granted	4	-	-	9	1	14
Resolved	65	60	118	50	332	625
Pending	-	16	13	11	19	59
Untimely Resolution	7	2	-	1	2	12
<b>Top Three Grievances</b>	Provider Attitude	Member Billing	Member Billing	Access	Provider Billing	
	Member Billing	Quality of Care	Provider Attitude	Attitude/Service	Service	
	Quality of Service	Provider Attitude	Network	Quality of Care	Quality of Care	
<b>Provider</b>						
Received	8	0	8	0	3	19
Extension Granted	1	0	0	0	0	1
Resolved	8	0	8	0	2	18
Pending	0	0	0	0	1	
Untimely Resolution	0	0	0	0	0	0
<b>Top Three Grievances</b>	Information		Delayed Payment		Denied Claims	
	Service					
<b>APPEALS</b>						
<b>Member</b>						
<b>Beginning</b>	67	8	29	21	281	406
Expedited Received	33	2	11	39	788	873
Non-Expedited Recvd	377	68	79	173	1,026	1,723
<b>Total Received</b>	410	70	90	212	1,814	2,596
<b>Resolved</b>	410	67	93	216	1,880	2,666
<b>Remaining</b>	63	11	26	17	215	332
<b>Expedited Resolved in 3 days</b>	32	2	11	39	819	903
<b>Non-Expedited Resolved in 30 days</b>	200	65	81	168	1,046	1,560
<b>Top Three Appeals</b>	Pharmacy	Physicians	Pharmacy	Inpatient Hospital	Pharmacy	
	Outpatient Hospital	Dental	Outpatient Hospital	Pharmacy	Lab, X-ray	
	Dental	Inpatient Hospital	Dental	PT	Mental Hospital	
<b>Provider</b>						
<b>Beginning</b>	171	1,944	1,294	27	629	4,065
<b>Total Received</b>	1,004	6,422	3,652	2,897	2,783	16,758
<b>Resolved</b>	1,119	7,656	4,157	2,913	3,079	18,924
<b>Remaining</b>	112	800	786	11	333	2,042
<b>Resolved in 30 days</b>	1,119	5,989	3,725	2,865	2,863	4,214
<b>Top Three Appeals</b>	Hospital	Physician	Physician	Physician	Hospital	
	Inpatient Hospital	Hospital	Hospital	ER	Independent Lab	
	Mental Hospital	DME Supplier	Independent Lab	Hospital	Inpatient Hospital	
Grievances and Appeals resolved may be greater than number received due to carryover from previous reporting period						



**Department for Medicaid Services**  
**Division of Quality and Outcomes**  
**Case/Disease Management April - June 2016**



MEMBERS IN CASE MANAGEMENT						
MCO	Membership as of 6/27/16	Number of Members enrolled at start of period	Number of Members admitted during period	Number of Members discharged during period	Number of Members enrolled at end of period	%of Members
Aetna	275,877	311	27	87	495	0.18%
Anthem	106,422	332	222	213	341	0.32%
Humana	130,212	603	441	175	871	0.67%
Passport	293,245	1,060	2,329	3,091	298	0.10%
WellCare	445,333	1,208	961	1,301	887	0.20%
<b>TOTAL</b>	<b>1,251,089</b>	<b>3,514</b>	<b>3,980</b>	<b>4,867</b>	<b>2,892</b>	<b>0.23%</b>
MEMBERS IN DISEASE MANAGEMENT						
MCO	Membership as of 6/27/16	Number of Members enrolled at start of period	Number of Members admitted during period	Number of Members discharged during period	Number of Members enrolled at end of period	%of Members
Aetna	275,877	2,401	513	341	2,573	0.93%
Anthem	106,422	20,402	12,627	2,739	30,290	28.46%
Humana	130,212	4,269	1,010	40	3,874	2.98%
Passport	293,245	520	238	684	74	0.03%
WellCare	445,333	753	173	28	886	0.20%
<b>TOTAL</b>	<b>1,251,089</b>	<b>28,345</b>	<b>14,561</b>	<b>3,832</b>	<b>37,697</b>	<b>3.01%</b>



**Department for Medicaid Services**  
**Division of Quality and Outcomes**  
**Foster Care Report April - June 2016**



	Number Of New Foster Care Members	Number Of Existing Foster Care Members	Number Of New Foster Care Members Enrolled into Case Management	Number Of Existing Foster Care Members Enrolled into Case Management	Number Of New Foster Care Members Enrolled into Disease Management	Number Of Existing Foster Care Members Enrolled into Disease Management	Number Of New Foster Care Members with Completed HRAs	Number Of Existing Foster Care Members with Completed HRAs
<b>Region 1</b>								
Aetna	0	250	0	165	0	0	0	3
Anthem	10	8	0	0	0	0	2	1
Humana	3	5	1	3	0	0	0	3
Passport	10	26	0	0	0	0	0	0
Wellcare	31	447	7	24	0	0	1	1
<b>Region 2</b>								
Aetna	6	492	2	353	0	0	0	14
Anthem	19	27	0	0	0	1	3	2
Humana	5	42	4	23	0	0	0	20
Passport	22	50	1	7	0	0	0	0
Wellcare	38	591	22	52	0	0	1	1
<b>Region 3</b>								
Aetna	6	259	0	158	0	0	0	26
Anthem	36	39	1	0	1	0	7	3
Humana	10	171	7	131	0	0	0	87
Passport	260	1,356	7	76	0	3	1	4
Wellcare	71	424	17	34	0	0	0	0
<b>Region 4</b>								
Aetna	17	827	0	585	0	0	0	22
Anthem	47	52	2	1	0	0	16	12
Humana	6	63	6	56	0	0	0	21
Passport	49	89	1	4	0	0	0	0
Wellcare	90	1,083	44	53	0	0	0	1
<b>Region 5</b>								
Aetna	16	1,514	1	1,081	0	0	0	33
Anthem	47	109	1	3	0	4	9	19
Humana	6	107	6	92	0	0	0	40
Passport	58	170	1	12	1	2	0	0
Wellcare	88	1,759	28	83	0	0	1	2
<b>Region 6</b>								
Aetna	12	913	3	543	0	0	0	35
Anthem	14	57	0	0	0	0	3	2
Humana	4	61	4	51	0	0	0	12
Passport	22	69	0	4	0	1	0	2
Wellcare	29	672	32	56	0	0	0	0
<b>Region 7</b>								
Aetna	0	400	0	194	0	0	0	24
Anthem	17	28	0	0	0	0	2	2
Humana	2	22	2	19	0	0	0	10
Passport	29	58	0	4	0	3	0	0
Wellcare	68	743	25	32	0	0	0	0
<b>Region 8</b>								
Aetna	7	509	6	371	0	0	0	14
Anthem	19	23	0	0	0	1	4	1
Humana	3	37	1	33	0	0	0	10
Passport	17	56	1	7	0	1	0	0
Wellcare	78	1,203	18	25	0	0	0	0
<b>TOTAL</b>	<b>1,272</b>	<b>14,811</b>	<b>251</b>	<b>4,335</b>	<b>2</b>	<b>16</b>	<b>50</b>	<b>427</b>



**Department for Medicaid Services**  
**Division of Quality and Outcomes**  
**Guardianship Report April-June 2016**



	Number Of New Guardianship Members	Number Of Existing Guardianship Members	Number Of New Guardianship Members Enrolled into Case Management	Number Of Existing Guardianship Members Enrolled into Case Management	Number Of New Guardianship Members Enrolled into Disease Management	Number Of Existing Guardianship Members Enrolled into Disease Management	Number Of New Guardianship Members with Completed HRAs	Number Of Existing Guardianship Members with Completed HRAs
<b>Region 1</b>								
Aetna	0	15	0	15	0	0	0	1
Anthem	4	9	0	1	0	0	0	1
Humana	0	6	0	6	0	0	0	3
Passport	0	4	0	0	0	0	0	0
Wellcare	1	11	1	12	0	0	0	2
<b>Region 2</b>								
Aetna	0	74	0	74	0	0	0	2
Anthem	10	22	3	3	0	0	1	3
Humana	1	14	1	14	0	0	0	10
Passport	2	21	0	0	0	0	0	0
Wellcare	0	52	0	52	0	0	0	1
<b>Region 3</b>								
Aetna	3	47	0	39	0	0	0	4
Anthem	5	5	0	0	0	0	0	0
Humana	0	22	0	22	0	0	0	19
Passport	2	35	0	4	0	0	0	2
Wellcare	4	41	4	41	0	0	0	2
<b>Region 4</b>								
Aetna	1	36	0	30	0	0	0	4
Anthem	7	30	1	0	0	0	3	2
Humana	1	12	0	11	0	0	0	8
Passport	1	19	0	3	0	0	0	0
Wellcare	2	22	2	22	0	0	0	4
<b>Region 5</b>								
Aetna	1	48	0	46	0	0	0	1
Anthem	15	22	3	1	0	0	2	1
Humana	2	7	1	7	0	0	0	6
Passport	1	15	0	3	0	0	0	0
Wellcare	0	28	0	28	0	0	0	3
<b>Region 6</b>								
Aetna	0	12	0	11	0	0	0	0
Anthem	0	1	0	0	0	0	0	0
Humana	1	5	1	5	0	0	0	3
Passport	0	2	0	1	0	0	0	0
Wellcare	0	9	0	9	0	0	0	0
<b>Region 7</b>								
Aetna	0	11	0	11	0	0	0	0
Anthem	4	4	1	0	0	0	1	0
Humana	0	7	0	7	0	0	0	3
Passport	2	10	0	2	0	0	0	0
Wellcare	0	26	0	26	0	0	0	6
<b>Region 8</b>								
Aetna	0	15	0	14	0	0	0	0
Anthem	4	9	0	0	0	0	0	1
Humana	1	11	1	10	0	0	0	8
Passport	1	6	0	2	0	0	0	0
Wellcare	1	27	1	27	0	0	0	4
<b>TOTAL</b>	<b>77</b>	<b>772</b>	<b>20</b>	<b>559</b>	<b>-</b>	<b>-</b>	<b>7</b>	<b>104</b>



**Department for Medicaid Services**  
**Division of Quality and Outcomes**  
**HRA Report April - June 2016**



	New HRAs Initiated (Total)	New HRAs Initiated (Pregnant)	Non-Pregnant Completed within 90 Days of Enrollment	Pregnant Completed within 30 Days of Enrollment	HRAs in Process	HRAs not Completed after Reasonable Effort	Members Refusing to Participate
<b>Region 1</b>							
Aetna	67	5	23	1	4	2	7
Anthem	178	19	97	17	29	27	1
Humana	956	15	36	1	0	925	0
Passport	541	2	236	2	350	164	0
Wellcare	2,140	11	32	2	20	1,101	83
	<b>3,882</b>	<b>52</b>	<b>424</b>	<b>23</b>	<b>403</b>	<b>2,219</b>	<b>91</b>
<b>Region 2</b>							
Aetna	167	12	64	2	6	5	4
Anthem	255	18	159	13	29	27	1
Humana	1,409	11	50	0	3	1,362	0
Passport	1,032	2	580	2	550	417	0
Wellcare	3,921	18	72	2	23	2,198	155
	<b>6,784</b>	<b>61</b>	<b>925</b>	<b>19</b>	<b>611</b>	<b>4,009</b>	<b>160</b>
<b>Region 3</b>							
Aetna	209	10	121	0	10	2	5
Anthem	280	25	151	24	91	78	2
Humana	3,919	17	183	1	5	3,838	0
Passport	4,253	59	1,846	17	2,709	1,254	0
Wellcare	3,962	9	69	0	36	2,189	154
	<b>12,623</b>	<b>120</b>	<b>2,370</b>	<b>42</b>	<b>2,851</b>	<b>7,361</b>	<b>161</b>
<b>Region 4</b>							
Aetna	210	28	81	2	8	10	11
Anthem	408	42	255	39	82	73	5
Humana	2,319	27	52	4	0	2,216	0
Passport	1,560	14	776	11	908	535	0
Wellcare	4,154	15	81	3	41	2,205	271
	<b>8,651</b>	<b>126</b>	<b>1,245</b>	<b>59</b>	<b>1,039</b>	<b>5,039</b>	<b>287</b>
<b>Region 5</b>							
Aetna	239	30	81	2	5	6	8
Anthem	597	62	334	59	130	114	2
Humana	3,818	30	89	4	1	3,689	0
Passport	2,342	6	1,147	4	1,431	792	0
Wellcare	5,486	30	89	6	44	3,054	185
	<b>12,482</b>	<b>158</b>	<b>1,740</b>	<b>75</b>	<b>1,611</b>	<b>7,655</b>	<b>195</b>
<b>Region 6</b>							
Aetna	165	6	63	2	8	3	8
Anthem	180	17	111	13	43	36	1
Humana	1,351	9	62	2	0	1,311	0
Passport	1,031	2	563	2	631	356	0
Wellcare	2,818	10	51	0	31	1,482	114
	<b>5,545</b>	<b>44</b>	<b>850</b>	<b>19</b>	<b>713</b>	<b>3,188</b>	<b>123</b>
<b>Region 7</b>							
Aetna	82	5	22	0	2	1	2
Anthem	137	10	74	8	39	36	1
Humana	941	6	20	0	0	925	0
Passport	628	1	305	1	375	217	0
Wellcare	3,287	17	119	5	51	1,761	275
	<b>5,075</b>	<b>39</b>	<b>540</b>	<b>14</b>	<b>467</b>	<b>2,940</b>	<b>278</b>
<b>Region 8</b>							
Aetna	157	15	44	0	5	7	14
Anthem	239	18	195	18	81	77	6
Humana	2,241	8	46	1	2	2,163	0
Passport	1,630	1	750	1	976	560	0
Wellcare	8,717	31	344	2	146	4,561	896
	<b>12,984</b>	<b>73</b>	<b>1,379</b>	<b>22</b>	<b>1,210</b>	<b>7,368</b>	<b>916</b>
<b>TOTAL</b>	<b>68,026</b>	<b>673</b>	<b>9,473</b>	<b>273</b>	<b>8,905</b>	<b>39,779</b>	<b>2,211</b>



# Monthly MCO Dashboard Comparison

## July, 2016



			AETNA	ANTHEM	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Membership			273,979	108,142	131,367	293,651	443,875	1,251,014
Capitation			\$ 101,044,495	\$ 44,519,152	\$ 61,240,386	\$ 139,039,982	\$ 203,451,765	\$ 549,295,780
CAP PMP			\$ 368.80	\$ 411.67	\$ 466.18	\$ 473.49	\$ 458.35	\$ 439.08
Claims Payment	Paid Claims		\$ 88,124,648	\$ 24,854,726	\$ 50,985,624	\$ 97,940,904	\$ 176,259,113	\$ 438,165,014
	Suspended		\$ 8,348,268	\$ 28,605,424	\$ 65,428,337	\$ 141,612,975	\$ 59,683,994	\$ 303,678,999
	% Suspended		8.65%	53.51%	56.20%	59.12%	25.30%	40.94%
	Paid/Member		\$ 321.65	\$ 229.83	\$ 388.12	\$ 333.53	\$ 397.09	\$ 350.25
	Paid Loss Ratio		87.21%	55.83%	83.25%	70.44%	86.63%	79.77%
	Total Paid Claims	90% paid in 30 Days	97.42%	99.62%	99.20%	99.98%	99.71%	99.12%
	Total Paid Claims	99% paid in 90 Days	99.90%	100.00%	99.87%	99.99%	99.99%	99.95%
P/As	Requested		17,568	11,483	7,141	23,531	31,827	91,550
	Denied		2,971	1,321	991	2,463	4,396	12,142
	% Denied		16.91%	11.50%	13.88%	10.47%	13.81%	13.26%
Member Calls Report #11	# of calls		16,195	13,484	14,207	31,348	30,180	105,414
	# Abandoned		60	164	45	203	1,043	1,515
	% Abandoned	5% or less	0.37%	1.22%	0.32%	0.65%	3.46%	1.44%
	Speed to answer	30 seconds or less	5	21	9	18	21	
Provider Calls Report #11	# of calls		1,875	13,753	8,856	23,706	15,594	63,784
	# Abandoned		8	204	15	306	400	933
	% Abandoned	5% or less	0.43%	1.48%	0.17%	1.29%	2.57%	1.46%
	Speed to answer	30 seconds or less	4	37	13	17	23	
Behavioral Calls Report #11	# of calls		1,044	458	7	1,607	266	3,382
	# Abandoned		37	0	0	3	4	44
	% Abandoned	7% or less	3.54%	0.00%	0.00%	0.19%	1.50%	1.30%
	Speed to answer	30 seconds or less	5	4	3	8	13	
	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%	92.50%	100.00%	100.00%	93.00%	92.00%	
	Avg length	< 10 min	7	6	5	6	1	
Total Calls	Total Calls		19,114	27,695	23,070	56,661	46,040	172,580
	Abandoned		105	368	60	512	1,447	2,492
	% Abandoned	5% or less	0.55%	1.33%	0.26%	0.90%	3.14%	1.44%
COB Savings Report #54	MCO paid amount		\$ 2,124,390	\$ 488,329	\$ 891,470	\$ 1,807,757	\$ 1,601,018	\$ 6,912,964
	COB Amount		\$ 9,082,702	\$ 2,027,883	\$ 6,333,261	\$ 8,672,916	\$ 19,069,983	\$ 45,186,745
	COB/Member		\$ 33.15	\$ 18.75	\$ 48.21	\$ 29.53	\$ 42.96	\$ 36.12
	% of Claims Paid		10.31%	8.16%	12.42%	8.86%	10.82%	10.31%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 4,535,736	\$ 1,101,384	\$ 76,980	\$ 7,548,376	\$ 3,595,319	\$ 16,857,795
	% of Claims Paid		5.15%	4.43%	0.15%	7.71%	2.04%	3.85%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 6,452,077	\$ 3,395,371	\$ 3,549,282	\$ 11,017,162	\$ 8,282,292	\$ 32,696,184
	% of Claims Paid		7.32%	13.66%	6.96%	11.25%	4.70%	7.46%
Potential Subrogation Report #57	Lien/Claim		\$ 9,163,653	\$ 288	\$ 2,785,794	\$ 18,454,627	\$ 22,507,310	\$ 52,911,672
	% of Claims Paid		10.40%	0.00%	5.46%	18.84%	12.77%	12.08%
	Recovered		\$ 846,248	\$ 288	\$ 76,930	\$ 671,730	\$ 1,299,132	\$ 2,894,328

			AETNA	ANTHEM	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	941,216	352,829	523,751	994,119	1,564,966	\$ 4,376,881	
		Processed	980,976	341,291	561,046	1,046,290	1,388,420	\$ 4,318,023	
		Total Charges	\$ 472,926,218	\$ 188,255,906	\$ 208,704,688	\$ 383,013,432	\$ 6,439,423,696	\$ 7,692,323,939	
		Avg Charge	\$ 502.46	\$ 533.56	\$ 398.48	\$ 385.28	\$ 4,114.74	\$ 1,781.45	
		Avg member	\$ 1,726.14	\$ 1,740.82	\$ 1,588.71	\$ 1,304.32	\$ 14,507.29	\$ 6,148.87	
	Adjudicated to pay status	Total count	716,540	267,962	395,834	743,947	1,202,812	3,327,095	
		Percent	76.13%	75.95%	75.60%	74.80%	76.86%	76.02%	
		Charges	\$ 373,602,232	\$ 92,465,259	\$ 166,142,423	\$ 326,838,051	\$ 645,503,215	\$ 1,604,551,179	
		Avg Charge	\$ 521.40	\$ 345.07	\$ 419.73	\$ 439.33	\$ 536.66	\$ 482.27	
		Avg member	\$ 1,363.62	\$ 855.04	\$ 1,264.72	\$ 1,113.02	\$ 1,454.25	\$ 1,282.60	
		Paid	\$ 88,124,648	\$ 24,854,726	\$ 50,985,624	\$ 97,940,904	\$ 176,259,113	\$ 438,165,014	
		Average Paid	\$ 122.99	\$ 239.11	\$ 128.81	\$ 131.65	\$ 146.54	\$ 131.70	
		Avg member	\$ 321.65	\$ 229.83	\$ 388.12	\$ 333.53	\$ 397.09	\$ 350.25	
		% Discount	76.41%	73.12%	69.31%	70.03%	72.69%	72.69%	
	Adjudicated to deny status	Count	259,820	64,211	116,033	223,902	177,756	841,722	
		Percent	27.60%	18.20%	22.20%	22.50%	11.36%	25.30%	
		Charges	\$ 149,895,967	\$ 48,238,622	\$ 27,298,295	\$ 59,323,426	\$ 1,340,067,293	\$ 1,624,823,604	
		Avg. Charge	\$ 576.92	\$ 751.25	\$ 235.26	\$ 264.95	\$ 7,538.67	\$ 1,930.36	
	Placed in suspended status	Count	5,719	9,163	31,059	78,441	5,739	130,121	
		Percent	0.61%	2.60%	5.93%	7.90%	0.37%	3.91%	
Charges		\$ 8,348,268	\$ 28,605,424	\$ 65,428,337	\$ 141,612,975	\$ 59,683,994	\$ 303,678,999		
Avg Charge		\$ 1,459.74	\$ 3,121.84	\$ 2,106.58	\$ 1,805.34	\$ 10,399.72	\$ 2,333.82		
Prior Authorizaton Report #59	Requested	17,568	11,483	7,141	23,531	31,827	91,550		
	Approved	No service limits	9,502	360	5,126	16,556	24,441	55,985	
		Within limits	1,001	8,546	969	3,531	2,268	16,315	
		Exceed limits	3,314	-	-	454	57	3,825	
	Partially Approved	No service limits	347	-	28	133	57	565	
		Within limits	346	16	151	394	652	1,559	
		Exceed limits	87	-	-	-	-	87	
	Denied	2,971	1,321	991	2,463	4,396	12,142		
	Original Claims Activity #60	Paid Claims	Total claims	716,540	277,820	436,914	743,947	697,960	2,873,181
			1-30 - Days	698,022	276,762	433,428	743,798	695,947	2,847,957
31 - 60 Days			16,155	1,041	2,500	54	1,876	21,626	
61-90 Days			1,628	15	439	35	60	2,177	
91+ Days			735	2	547	60	77	1,421	
Denied Claims		Total claims	259,820	128,523	120,775	223,902	113,139	846,159	
		1-30 - Days	253,344	128,478	119,822	223,808	112,887	838,339	
		31 - 60 Days	5,739	32	490	93	207	6,561	
		61-90 Days	426	7	196	-	30	659	
		91+ Days	311	7	267	1	15	601	
Suspended Claims		Total claims	5,719	9,130	31,533	78,441	4,133	128,956	
		1-30 - Days	5,642	9,114	29,799	78,426	3,895	126,876	
		31 - 60 Days	66	9	711	14	146	946	
		61-90 Days	7	4	158	-	22	191	
		91+ Days	4	3	865	1	73	946	
#67 Provider Credentialing	InProgress	1-30 Days	18	47	19	630	11	725	
		31-60 Days	2	0	3	548	0	553	
		61-90 Days	0	0	1	254	0	255	
		90+ Days	0	0	0	119	0	119	
	Completed	Received	184	42	22	885	93	1,226	
		Credentialed	170	101	20	193	82	566	
		Processed	166	106	19	262	82	635	
		Enrolled	8	1846	18	256	82	2,210	
Denied	1	1	1	-	1	4			
Additions to Network #68	Total Providers	36	116	260	274	133	819		
Termination from MCO #69	Total Providers	14	24	18	68	137	261		
Program Lock-in #74c	Admitted	50	0	0	208	0	258		
	Discharged	33	0	0	117	0	150		
	Active	1,113	54	38	3,078	36	4,319		

# Aetna Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Membership			273,979												273,979	273,979	
Capitation			\$ 101,044,495												\$ 101,044,495	\$ 101,044,495	
CAP PMP			\$ 368.80												\$ 368.80	\$ 368.80	
Standard	Measure																
Claims Payment	Paid Claims		\$ 88,124,648												\$ 88,124,648	\$ 88,124,648	
	Suspended		\$ 8,348,268												\$ 8,348,268	\$ 8,348,268	
	% Suspended		8.65%												8.65%	8.65%	
	Paid/Member		\$ 321.65												\$ 321.65	\$ 321.65	
	Paid Loss Ratio		87.21%												87.21%	87.21%	
	Total Paid Claims	90% paid in 30 Days		97.42%													
	Total Paid Claims	99% paid in 90 Days		99.90%													
PIAs	Requested		17,568												17,568	17,568	
	Denied		2,971												2,971	2,971	
	% Denied		16.91%												16.91%	16.91%	
Member Calls Report #11	# of calls		16,195												16,195	16,195	
	# Abandoned		60												60	60	
	% Abandoned	5% or less	0.37%												0.37%	0.37%	
	Speed to answer	30 seconds or less	5												5		
Provider Calls Report #11	# of calls		1,875												1,875	1,875	
	# Abandoned		8												8	8	
	% Abandoned	5% or less	0.43%												0.43%	0.43%	
	Speed to answer	30 seconds or less	4												4		
Behavioral Calls Report #11	# of calls		1,044												1,044	1,044	
	# Abandoned		37												37	37	
	% Abandoned	7% or less	3.54%												3.54%	3.54%	
	Speed to answer	30 seconds or less	5												5		
	Answered by 4th ring	at least 99%	100.00%												100.00%		
	Receiving Busy Signal	No Calls	0.00%												0.00%		
	Answered within 30 sec	More than 80%	92.50%												92.50%		
	Avg length	< 10 min	7												7		
Total Calls	Total Calls		19,114	-	-	-	-	-	-	-	-	-	-	-	19,114	19,114	
	Abandoned		105	-	-	-	-	-	-	-	-	-	-	-	105	105	
	% Abandoned	5% or less	0.55%												0.55%	0.55%	

# Aetna Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
COB Savings Report #54	MCO paid amount	\$	2,124,390												\$ 2,124,390	\$ 2,124,389.97	
	COB Amount	\$	9,082,702												\$ 9,082,702	\$ 9,082,702.06	
	COB/Member	\$	33.15												\$ 33.15	\$ 33.15	
	% of Claims Paid		10.31%												10.31%	10.31%	
Medicare Cost Avoidance Report #55	Denied Amount	\$	4,535,736												\$ 4,535,736	\$ 4,535,736.41	
	% of Claims Paid		5.15%												5.15%	5.15%	
Non-Medicare Avoidance Report #56	Denied Amount	\$	6,452,077												\$ 6,452,077	\$ 6,452,076.86	
	% of Claims Paid		7.32%												7.32%	7.32%	
Potential Subrogation Report #57	Lien/Claim	\$	9,163,653												\$ 9,163,653	\$ 9,163,653.06	
	% of Claims Paid		10.40%												10.40%	10.40%	
	Recovered	\$	846,248												\$ 846,248	\$ 846,248.13	
Original Claims Processed Report #58	Claims Received	Total count		941,216											941,216	941,216	
		Processed		980,976											980,976	980,976	
		Total Charges	\$	472,926,218												\$ 472,926,218	\$ 472,926,218
		Avg Charge	\$	502.46												\$ 502.46	\$ 502.46
		Avg member	\$	1,726.14												\$ 1,726.14	\$ 1,726.14
	Adjudicated to pay status	Total count		716,540												716,540	716,540
		Percent		76.13%												76.13%	76.13%
		Charges	\$	373,602,232												\$ 373,602,232	\$ 373,602,232
		Avg Charge	\$	521.40												\$ 521.40	\$ 521.40
		Avg member	\$	1,363.62												\$ 1,363.62	\$ 1,363.62
		Paid	\$	88,124,648												\$ 88,124,648	\$ 88,124,648
		Average Paid	\$	122.99												\$ 122.99	\$ 122.99
	Avg member	\$	321.65												\$ 321.65	\$ 321.65	
	% Discount		76.41%													76.41%	76.41%
	Adjudicated to deny status	Count		259,820												259,820	259,820
		Percent		27.60%												0.276047156	0.276047156
		Charges	\$	149,895,967												\$ 149,895,967	\$ 149,895,967
Avg. Charge		\$	576.92												\$ 576.92	\$ 576.92	
Placed in suspended status	Count		5,719												5,719	5,719	
	Percent		0.61%												0.61%	0.61%	
	Charges	\$	8,348,268												\$ 8,348,268	\$ 8,348,268	
	Avg Charge	\$	1,459.74												\$ 1,459.74	\$ 1,459.74	

# Aetna Monthly Contractual Performance Dashboard FY 2016-17

		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		17,568											17,568	17,568	
	Approved	No service limits		9,502											9,502	9,502
		Within limits		1,001											1,001	1,001
		Exceed limits		3,314											3,314	3,314
	Partially Approved	No service limits		347											347	347
		Within limits		346											346	346
		Exceed limits		87											87	87
	Denied		2,971											2,971	2,971	
	Original Claims Activity #60	Paid Claims	Total claims	716,540											716,540	716,540
			1-30 - Days	698,022											698,022	698,022
31 - 60 Days			16,155												16,155	16,155
61-90 Days			1,628												1,628	1,628
91+ Days			735												735	735
Denied Claims		Total claims	259,820												259,820	259,820
		1-30 - Days	253,344												253,344	253,344
		31 - 60 Days	5,739												5,739	5,739
		61-90 Days	426												426	426
Suspended Claims		91+ Days	311												311	311
		Total claims	5,719												5,719	5,719
		1-30 - Days	5,642												5,642	5,642
		31 - 60 Days	66												66	66
		61-90 Days	7												7	7
#67 Provider Credentialing		InProgress	91+ Days	4											4	4
	1-30 Days		18											18	18	
	31-60 Days		2												2	2
	61-90 Days		0												-	-
	Received	90+ Days	0												-	-
		Received	184												184	184
		Credentialed	170												170	170
		Processed	166												166	166
		Enrolled	8												8	8
		Denied	1												1	1
Additions to Network #68	Total Providers	36												36		
Termination from MCO #69	Total Providers	14												14		
Program Lock-in #74c	Admitted	50												50	50	
	Discharged	33												33	33	
	Active	1,113												1,113	1,113	

# Anthem Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Membership			108,142												108,142	108,142	
Capitation			\$ 44,519,152												\$ 44,519,152	\$ 44,519,152	
CAP PMP			\$ 411.67												\$ 411.67	\$ 411.67	
Standard	Measure																
Claims Payment	Paid Claims		\$ 24,854,726												\$ 24,854,726	\$ 24,854,726	
	Suspended		\$ 28,605,424												\$ 28,605,424	\$ 28,605,424	
	% Suspended		53.51%												53.51%	53.51%	
	Paid/Member		\$ 229.83												\$ 229.83	\$ 229.83	
	Paid Loss Ratio		55.83%												55.83%	55.83%	
	Total Paid Claims	90% paid in 30 Days		99.62%													
	Total Paid Claims	99% paid in 90 Days		100.00%													
P/As	Requested		11,483												11,483	11,483	
	Denied		1,321												1,321	1,321	
	% Denied		11.50%												11.50%	11.50%	
Member Calls Report #11	# of calls		13,484												13,484	13,484	
	# Abandoned		164												164	164	
	% Abandoned	5% or less	1.22%												1.22%	1.22%	
	Speed to answer	30 seconds or less	21												21		
Provider Calls Report #11	# of calls		13,753												13,753	13,753	
	# Abandoned		204												204	204	
	% Abandoned	5% or less	1.48%												1.48%	1.48%	
	Speed to answer	30 seconds or less	37												37		
Behavioral Calls Report #11	# of calls		458												458	458	
	# Abandoned		0												0	-	
	% Abandoned	7% or less	0.00%												0.00%	0.00%	
	Speed to answer	30 seconds or less	4												4		
	Answered by 4th ring	at least 99%	100.00%												100.00%		
	Receiving Busy Signal	No Calls	0.00%												0.00%		
	Answered within 30 sec	More than 80%	100.00%												100.00%		
	Avg length	< 10 min	6												6		
Total Calls	Total Calls		27,695	-	-	-	-	-	-	-	-	-	-	-	27,695	27,695	
	Abandoned		368	-	-	-	-	-	-	-	-	-	-	-	368	368	
	% Abandoned	5% or less	1.33%												1.33%	1.33%	

# Anthem Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
COB Savings Report #54	MCO paid amount	\$	488,329												\$ 488,329	\$ 488,328.82	
	COB Amount	\$	2,027,883												\$ 2,027,883	\$ 2,027,882.66	
	COB/Member	\$	18.75												\$ 18.75	\$ 18.75	
	% of Claims Paid		8.16%												8.16%	8.16%	
Medicare Cost Avoidance Report #55	Denied Amount	\$	1,101,384												\$ 1,101,384	\$ 1,101,383.62	
	% of Claims Paid		4.43%												4.43%	4.43%	
Non-Medicare Avoidance Report #56	Denied Amount	\$	3,395,371												\$ 3,395,371	\$ 3,395,370.67	
	% of Claims Paid		13.66%												13.66%	13.66%	
Potential Subrogation Report #57	Lien/Claim	\$	288												\$ 288	\$ 287.69	
	% of Claims Paid		0.00%												0.00%	0.00%	
	Recovered	\$	288												\$ 288	\$ 287.69	
Original Claims Processed Report #58	Claims Received	Total count		352,829											352,829	352,829	
		Processed		341,291												341,291	341,291
		Total Charges	\$	188,255,906												\$ 188,255,906	\$ 188,255,906
		Avg Charge	\$	533.56												\$ 533.56	\$ 533.56
		Avg member	\$	1,740.82												\$ 1,740.82	\$ 1,740.82
	Adjudicated to pay status	Total count		267,962												267,962	267,962
		Percent		75.95%												75.95%	75.95%
		Charges	\$	92,465,259												\$ 92,465,259	\$ 92,465,259
		Avg Charge	\$	345.07												\$ 345.07	\$ 345.07
		Avg member	\$	855.04												\$ 855.04	\$ 855.04
		Paid	\$	24,854,726												\$ 24,854,726	\$24,854,726
		Average Paid	\$	239.11												\$ 92.75	\$ 92.75
		Avg member	\$	229.83												\$ 229.83	\$ 229.83
	% Discount		73.12%													73.12%	
	Adjudicated to deny status	Count		64,211												64,211	64,211
		Percent		18.20%												0.181989009	0.181989009
		Charges	\$	48,238,622												\$ 48,238,622	\$ 48,238,622
		Avg. Charge	\$	751.25												\$ 751.25	\$ 751.25
	Placed in suspended status	Count		9,163												9,163	9,163
		Percent		2.60%												2.60%	2.60%
Charges		\$	28,605,424												\$ 28,605,424	\$ 28,605,424	
Avg Charge		\$	3,121.84												\$ 3,121.84	\$ 3,121.84	

# Anthem Monthly Contractual Performance Dashboard FY 2016-17

		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
<b>Prior Authorizaton Report #59</b>	Requested		11,483											11,483	11,483	
	<b>Approved</b>	No service limits		360											360	360
		Within limits		8,546											8,546	8,546
		Exceed limits		-											-	-
	<b>Partially Approved</b>	No service limits		-											-	-
		Within limits		16											16	16
		Exceed limits		-											-	-
Denied		1,321											1,321	1,321		
<b>Original Claims Activity #60</b>	<b>Paid Claims</b>	Total claims	277,820											277,820	277,820	
		1-30 - Days	276,762											276,762	276,762	
		31 - 60 Days	1,041											1,041	1,041	
		61-90 Days	15											15	15	
		91+ Days	2											2	2	
	<b>Denied Claims</b>	Total claims	128,523												128,523	128,523
		1-30 - Days	128,478												128,478	128,478
		31 - 60 Days	32												32	32
		61-90 Days	7												7	7
		91+ Days	7												7	7
	<b>Suspended Claims</b>	Total claims	9,130												9,130	9,130
		1-30 - Days	9,114												9,114	9,114
		31 - 60 Days	9												9	9
		61-90 Days	4												4	4
		91+ Days	3												3	3
<b>#67 Provider Credentialing</b>	<b>InProcess</b>	1-30 Days	47											47	47	
		31-60 Days	0											-	-	
		61-90 Days	0											-	-	
		90+ Days	0											-	-	
	<b>Completed</b>	Received	42												42	42
		Credentialed	101												101	101
		Processed	106												106	106
		Enrolled	1846												1,846	1,846
		Denied	1												1	1
<b>Additions to Network #68</b>	Total Providers	116												116	116	
<b>Termination from MCO #69</b>	Total Providers	24												24	24	
<b>Program Lock-in #74c</b>	Admitted	0												-	-	
	Discharged	0												-	-	
	Active	54												54	54	

# Humana CareSource Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Membership			131,367												131,367	131,367	
Capitation			\$ 61,240,386												\$ 61,240,386	\$ 61,240,386	
CAP PMP			\$ 466.18												\$ 466.18	\$ 466.18	
Standard	Measure																
Claims Payment	Paid Claims		\$ 50,985,624												\$ 50,985,624	\$ 50,985,624	
	Suspended		\$ 65,428,337												\$ 65,428,337	\$ 65,428,337	
	% Suspended		56.20%												56.20%	56.20%	
	Paid/Member		\$ 388.12												\$ 388.12	\$ 388.12	
	Paid Loss Ratio		83.25%												83.25%	83.25%	
	Total Paid Claims	90% paid in 30 Days		99.20%													
	Total Paid Claims	99% paid in 90 Days		99.87%													
P/As	Requested		7,141												7,141	7,141	
	Denied		991												991	991	
	% Denied		13.88%												13.88%	13.88%	
Member Calls Report #11	# of calls		14,207												14,207	14,207	
	# Abandoned		45												45	45	
	% Abandoned	5% or less	0.32%												0.32%	0.32%	
	Speed to answer	30 seconds or less	9												9		
Provider Calls Report #11	# of calls		8,856												8,856	8,856	
	# Abandoned		15												15	15	
	% Abandoned	5% or less	0.17%												0.17%	0.17%	
	Speed to answer	30 seconds or less	13												13		
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%		
	Receiving Busy Signal	No Calls	0.00%												0.00%		
	Answered within 30 sec	More than 80%	100.00%												100.00%		
	Avg length	< 10 min	5												5		
Total Calls	Total Calls		23,070	-	-	-	-	-	-	-	-	-	-	-	23,070	23,070	
	Abandoned		60	-	-	-	-	-	-	-	-	-	-	-	60	60	
	% Abandoned	5% or less	0.26%												0.26%	0.26%	

# Humana CareSource Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
COB Savings Report #54	MCO paid amount	\$	891,470												\$ 891,470	\$ 891,470.00	
	COB Amount	\$	6,333,261												\$ 6,333,261	\$ 6,333,261.00	
	COB/Member	\$	48.21												\$ 48.21	\$ 48.21	
	% of Claims Paid		12.42%												12.42%	12.42%	
Medicare Cost Avoidance Report #55	Denied Amount	\$	76,980												\$ 76,980	\$ 76,980.36	
	% of Claims Paid		0.15%												0.15%	0.15%	
Non-Medicare Avoidance Report #56	Denied Amount	\$	3,549,282												\$ 3,549,282	\$ 3,549,281.88	
	% of Claims Paid		6.96%												6.96%	6.96%	
Potential Subrogation Report #57	Lien/Claim	\$	2,785,794												\$ 2,785,794	\$ 2,785,794.43	
	% of Claims Paid		5.46%												5.46%	5.46%	
	Recovered	\$	76,930												\$ 76,930	\$ 76,930.30	
Original Claims Processed Report #58	Claims Received	Total count		523,751											523,751	523,751	
		Processed		561,046												561,046	561,046
		Total Charges	\$	208,704,688												\$ 208,704,688	\$ 208,704,688
		Avg Charge	\$	398.48												\$ 398.48	\$ 398.48
		Avg member	\$	1,588.71												\$ 1,588.71	\$ 1,588.71
	Adjudicated to pay status	Total count		395,834												395,834	395,834
		Percent		75.60%												75.58%	75.58%
		Charges	\$	166,142,423												\$ 166,142,423	\$ 166,142,423
		Avg Charge	\$	419.73												\$ 419.73	\$ 419.73
		Avg member	\$	1,264.72												\$ 1,264.72	\$ 1,264.72
		Paid	\$	50,985,624												\$ 50,985,624	\$50,985,624
		Average Paid	\$	128.81												\$ 128.81	\$ 128.81
		Avg member	\$	388.12												\$ 388.12	\$ 388.12
	% Discount		69.31%													69.31%	
	Adjudicated to deny status	Count		116,033												116,033	116,033
		Percent		22.20%												0.221542298	0.221542298
		Charges	\$	27,298,295												\$ 27,298,295	\$ 27,298,295
		Avg. Charge	\$	235.26												\$ 235.26	\$ 235.26
	Placed in suspended status	Count		31,059												31,059	31,059
		Percent		5.93%												5.93%	5.93%
Charges		\$	65,428,337												\$ 65,428,337	\$ 65,428,337	
Avg Charge		\$	2,106.58												\$ 2,106.58	\$ 2,106.58	

# Humana CareSource Monthly Contractual Performance Dashboard FY 2016-17

		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		7,141											7,141	7,141	
	Approved	No service limits		5,126											5,126	5,126
		Within limits		969											969	969
		Exceed limits		-											-	-
	Partially Approved	No service limits		28											28	28
		Within limits		151											151	151
		Exceed limits		-											-	-
Denied		991											991	991		
Original Claims Activity #60	Paid Claims	Total claims	436,914											436,914	436,914	
		1-30 - Days	433,428											433,428	433,428	
		31 - 60 Days	2,500												2,500	2,500
		61-90 Days	439												439	439
		91+ Days	547												547	547
	Denied Claims	Total claims	120,775												120,775	120,775
		1-30 - Days	119,822												119,822	119,822
		31 - 60 Days	490												490	490
		61-90 Days	196												196	196
		91+ Days	267												267	267
	Suspended Claims	Total claims	31,533												31,533	31,533
		1-30 - Days	29,799												29,799	29,799
		31 - 60 Days	711												711	711
61-90 Days		158												158	158	
91+ Days		865												865	865	
#67 Provider Credentialing	InProgress	1-30 Days	19											19	19	
		31-60 Days	3											3	3	
		61-90 Days	1											1	1	
		90+ Days	0											-	-	
	Received	Received	22												22	22
		Credentialed	20												20	20
		Processed	19												19	19
		Enrolled	18												18	18
		Denied	1												1	1
Additions to Network #68	Total Providers	260											260	260		
Termination from MCO #69	Total Providers	18											18	18		
Program Lock-in #74c	Admitted	0												-	-	
	Discharged	0												-	-	
	Active	38												38	38	

# Passport Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Membership			293,651												293,651	293,651	
Capitation			\$ 139,039,982												\$ 139,039,982	\$ 139,039,982	
CAP PMP			\$ 473.49												\$ 473.49	\$ 473.49	
<b>Standard</b>	<b>Measure</b>																
Claims Payment	Paid Claims		\$ 97,940,904												\$ 97,940,904	\$ 97,940,904	
	Suspended		\$ 141,612,975												\$ 141,612,975	\$ 141,612,975	
	% Suspended		59.12%												59.12%	59.12%	
	Paid/Member		\$ 333.53												\$ 333.53	\$ 333.53	
	Paid Loss Ratio		70.44%												70.44%	70.44%	
	Total Paid Claims	90% paid in 30 Days		99.98%													
	Total Paid Claims	99% paid in 90 Days		99.99%													
P/As	Requested		23,531												23,531	23,531	
	Denied		2,463												2,463	2,463	
	% Denied		10.47%												10.47%	10.47%	
Member Calls Report #11	# of calls		31,348												31,348	31,348	
	# Abandoned		203												203	203	
	% Abandoned	5% or less	0.65%												0.65%	0.65%	
	Speed to answer	30 seconds or less	18												18		
Provider Calls Report #11	# of calls		23,706												23,706	23,706	
	# Abandoned		306												306	306	
	% Abandoned	5% or less	1.29%												1.29%	1.29%	
	Speed to answer	30 seconds or less	17												17		
Behavioral Calls Report #11	# of calls		1,607												1,607	1,607	
	# Abandoned		3												3	3	
	% Abandoned	7% or less	0.19%												0.19%	0.19%	
	Speed to answer	30 seconds or less	8												8		
	Answered by 4th ring	at least 99%	100.00%												100.00%		
	Receiving Busy Signal	No Calls	0.00%												0.00%		
	Answered within 30 sec	More than 80%	93.00%												93.00%		
	Avg length	< 10 min	6												6		
Total Calls	Total Calls		56,661	-	-	-	-	-	-	-	-	-	-	-	56,661	56,661	
	Abandoned		512	-	-	-	-	-	-	-	-	-	-	-	512	512	
	% Abandoned	5% or less	0.90%												0.90%	0.90%	

# Passport Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL			
COB Savings Report #54	MCO paid amount	\$	1,807,757												\$	1,807,757	\$	1,807,757.13	
	COB Amount	\$	8,672,916												\$	8,672,916	\$	8,672,916.46	
	COB/Member	\$	29.53												\$	29.53	\$	29.53	
	% of Claims Paid		8.86%													8.86%		8.86%	
Medicare Cost Avoidance Report #55	Denied Amount	\$	7,548,376												\$	7,548,376	\$	7,548,375.53	
	% of Claims Paid		7.71%													7.71%		7.71%	
Non-Medicare Avoidance Report #56	Denied Amount	\$	11,017,162												\$	11,017,162	\$	11,017,162.36	
	% of Claims Paid		11.25%													11.25%		11.25%	
Potential Subrogation Report #57	Lien/Claim	\$	18,454,627												\$	18,454,627	\$	18,454,627.46	
	% of Claims Paid		18.84%													18.84%		18.84%	
	Recovered	\$	671,730												\$	671,730	\$	671,729.88	
Original Claims Processed Report #58	Claims Received	Total count		994,119												994,119		994,119	
		Processed		1,046,290													1,046,290		1,046,290
		Total Charges	\$	383,013,432												\$	383,013,432	\$	383,013,432
		Avg Charge	\$	385.28												\$	385.28	\$	385.28
		Avg member	\$	1,304.32												\$	1,304.32	\$	1,304.32
	Adjudicated to pay status	Total count		743,947													743,947		743,947
		Percent		74.80%													74.83%		74.83%
		Charges	\$	326,838,051												\$	326,838,051	\$	326,838,051
		Avg Charge	\$	439.33												\$	439.33	\$	439.33
		Avg member	\$	1,113.02												\$	1,113.02	\$	1,113.02
		Paid	\$	97,940,904												\$	97,940,904	\$	97,940,904
		Average Paid	\$	131.65												\$	131.65	\$	131.65
		Avg member	\$	333.53												\$	333.53	\$	333.53
	% Discount		70.03%																70.03%
	Adjudicated to deny status	Count		223,902													223,902		223,902
		Percent		22.50%													0.225226557		0.225226557
		Charges	\$	59,323,426												\$	59,323,426	\$	59,323,426
		Avg. Charge	\$	264.95												\$	264.95	\$	264.95
	Placed in suspended status	Count		78,441													78,441		78,441
Percent			7.90%													7.89%		7.89%	
Charges		\$	141,612,975												\$	141,612,975	\$	141,612,975	
Avg Charge		\$	1,805.34												\$	1,805.34	\$	1,805.34	

# Passport Monthly Contractual Performance Dashboard FY 2016-17

		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		23,531											23,531	23,531	
	Approved	No service limits	16,556												16,556	16,556
		Within limits	3,531												3,531	3,531
		Exceed limits	454												454	454
	Partially Approved	No service limits	133												133	133
		Within limits	394												394	394
		Exceed limits	-												-	-
	Denied		2,463											2,463	2,463	
	Original Claims Activity #60	Paid Claims	Total claims	743,947											743,947	743,947
1-30 - Days			743,798											743,798	743,798	
31 - 60 Days			54												54	54
61-90 Days			35												35	35
91+ Days			60												60	60
Denied Claims		Total claims	223,902												223,902	223,902
		1-30 - Days	223,808												223,808	223,808
		31 - 60 Days	93												93	93
		61-90 Days	-												-	-
		91+ Days	1												1	1
Suspended Claims		Total claims	78,441												78,441	78,441
		1-30 - Days	78,426												78,426	78,426
		31 - 60 Days	14												14	14
		61-90 Days	-												-	-
		91+ Days	1												1	1
#67 Provider Credentialing	InProgress	1-30 Days	630											630	630	
		31-60 Days	548											548	548	
		61-90 Days	254											254	254	
		90+ Days	119											119	119	
		Received	885												885	885
		Credentialed	193												193	193
		Processed	262												262	262
		Enrolled	256												256	256
		Denied	-												-	-
Additions to Network #68	Total Providers	274											274			
Termination from MCO #69	Total Providers	68											68			
Program Lock-in #74c	Admitted	208												208	208	
	Discharged	117												117	117	
	Active	3,078												3,078	3,078	

# WellCare Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Membership			443,875												443,875	443,875	
Capitation			\$ 203,451,765												\$ 203,451,765	\$ 203,451,765	
CAP PMP			\$ 458.35												\$ 458.35	\$ 458.35	
Standard	Measure																
Claims Payment	Paid Claims		\$ 176,259,113												\$ 176,259,113	\$ 176,259,113	
	Suspended		\$ 59,683,994												\$ 59,683,994	\$ 59,683,994	
	% Suspended		25.30%												25.30%	25.30%	
	Paid/Member		\$ 397.09												\$ 397.09	\$ 397.09	
	Paid Loss Ratio		86.63%												86.63%	86.63%	
	Total Paid Claims	90% paid in 30 Days		99.71%													
	Total Paid Claims	99% paid in 90 Days		99.99%													
P/As	Requested		31,827												31,827	31,827	
	Denied		4,396												4,396	4,396	
	% Denied		13.81%												13.81%	13.81%	
Member Calls Report #11	# of calls		30,180												30,180	30,180	
	# Abandoned		1,043												1,043	1,043	
	% Abandoned	5% or less	3.46%												3.46%	3.46%	
	Speed to answer	30 seconds or less	21												21		
Provider Calls Report #11	# of calls		15,594												15,594	15,594	
	# Abandoned		400												400	400	
	% Abandoned	5% or less	2.57%												2.57%	2.57%	
	Speed to answer	30 seconds or less	23												23		
Behavioral Calls Report #11	# of calls		266												266	266	
	# Abandoned		4												4	4	
	% Abandoned	7% or less	1.50%												1.50%	1.50%	
	Speed to answer	30 seconds or less	13												13		
	Answered by 4th ring	at least 99%	100.00%												100.00%		
	Receiving Busy Signal	No Calls	0.00%												0.00%		
	Answered within 30 sec	More than 80%	92.00%												92.00%		
	Avg length	< 10 min	1												1		
Total Calls	Total Calls		46,040	-	-	-	-	-	-	-	-	-	-	-	46,040	46,040	
	Abandoned		1,447	-	-	-	-	-	-	-	-	-	-	-	1,447	1,447	
	% Abandoned	5% or less	3.14%												3.14%	3.14%	

# WellCare Monthly Contractual Performance Dashboard FY 2016-17

			Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL			
COB Savings Report #54	MCO paid amount	\$	1,601,018												\$	1,601,018	\$	1,601,018.17	
	COB Amount	\$	19,069,983												\$	19,069,983	\$	19,069,983.11	
	COB/Member	\$	42.96												\$	42.96	\$	42.96	
	% of Claims Paid		10.82%													10.82%		10.82%	
Medicare Cost Avoidance Report #55	Denied Amount	\$	3,595,319												\$	3,595,319	\$	3,595,319.44	
	% of Claims Paid		2.04%													2.04%		2.04%	
Non-Medicare Avoidance Report #56	Denied Amount	\$	8,282,292												\$	8,282,292	\$	8,282,292.12	
	% of Claims Paid		4.70%													4.70%		4.70%	
Potential Subrogation Report #57	Lien/Claim	\$	22,507,310												\$	22,507,310	\$	22,507,309.53	
	% of Claims Paid		12.77%													12.77%		12.77%	
	Recovered	\$	1,299,132												\$	1,299,132	\$	1,299,131.78	
Original Claims Processed Report #58	Claims Received	Total count		1,564,966												1,564,966		1,564,966	
		Processed		1,388,420													1,388,420		1,388,420
		Total Charges	\$	6,439,423,696												\$	6,439,423,696	\$	6,439,423,696
		Avg Charge	\$	4,114.74												\$	4,114.74	\$	4,114.74
		Avg member	\$	14,507.29												\$	14,507.29	\$	14,507.29
	Adjudicated to pay status	Total count		1,202,812													1,202,812		1,202,812
		Percent		76.86%													76.86%		76.86%
		Charges	\$	645,503,215												\$	645,503,215	\$	645,503,215
		Avg Charge	\$	536.66												\$	536.66	\$	536.66
		Avg member	\$	1,454.25												\$	1,454.25	\$	1,454.25
		Paid	\$	176,259,113												\$	176,259,113	\$	176,259,113
		Average Paid	\$	146.54												\$	146.54	\$	146.54
		Avg member	\$	397.09												\$	397.09	\$	397.09
	% Discount		72.69%																72.69%
	Adjudicated to deny status	Count		177,756													177,756		177,756
		Percent		11.36%													0.113584576		0.113584576
		Charges	\$	1,340,067,293												\$	1,340,067,293	\$	1,340,067,293
		Avg. Charge	\$	7,538.67												\$	7,538.80	\$	7,538.80
	Placed in suspended status	Count		5,739													5,739		5,739
		Percent		0.37%													0.37%		0.37%
Charges		\$	59,683,994												\$	59,683,994	\$	59,683,994	
Avg Charge		\$	10,399.72												\$	10,399.72	\$	10,399.72	

# WellCare Monthly Contractual Performance Dashboard FY 2016-17

		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		31,827											31,827	31,827	
	Approved	No service limits	24,441												24,441	24,441
		Within limits	2,268												2,268	2,268
		Exceed limits	57												57	57
	Partially Approved	No service limits	57												57	57
		Within limits	652												652	652
		Exceed limits	-												-	-
	Denied		4,396											4,396	4,396	
	Original Claims Activity #60	Paid Claims	Total claims	697,960											697,960	697,960
1-30 - Days			695,947											695,947	695,947	
31 - 60 Days			1,876												1,876	1,876
61-90 Days			60												60	60
91+ Days			77												77	77
Denied Claims		Total claims	113,139												113,139	113,139
		1-30 - Days	112,887												112,887	112,887
		31 - 60 Days	207												207	207
		61-90 Days	30												30	30
		91+ Days	15												15	15
Suspended Claims		Total claims	4,133												4,133	4,133
		1-30 - Days	3,895												3,895	3,895
		31 - 60 Days	146												146	146
		61-90 Days	22												22	22
		91+ Days	73												73	73
#67 Provider Credentialing	InProgress	1-30 Days	11											11	11	
		31-60 Days	0											-	-	
		61-90 Days	0											-	-	
		90+ Days	0											-	-	
		Received	93												93	93
		Credentialed	82												82	82
		Processed	82												82	82
		Enrolled	82												82	82
		Denied	1												1	1
Additions to Network #68	Total Providers	133											133	133		
Termination from MCO #69	Total Providers	137											137	137		
Program Lock-in #74c	Admitted	0												-	-	
	Discharged	0												-	-	
	Active	36												36	36	





Acquired Brain Injury LTC Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	8	11	15	15	10	14								12
Prior Authorized for Traditional Services	192	191	185	183	185	185								187
Prior Authorized for CDO Services Only	45	46	46	45	42	41								44
Prior Authorized for Blended Services	15	15	14	16	18	17								16
<b>TOTAL</b>	<b>260</b>	<b>263</b>	<b>260</b>	<b>259</b>	<b>255</b>	<b>257</b>								<b>259</b>
<b>Slots Available</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>								<b>320</b>
< 18 years of age	0	0	0	0	0	0								0
>= 18 years of age	260	263	260	260	255	257								259
<b>Level of Care Requests</b>														
Number of LOC requests received	29	18	20	13	10	26								19
Number of Pended Req from Prior Month					0	0								0
Number of LOC Approved on First Review	28	13	19	11	10	21								17
Reconsideration Overturned	1	1	0	0	0	0								2
Number of LOC request pending review					0	0								0
Number of LOC requests pending LOI					0	0								0
<b>Total Pended</b>					0	0								0
<b>Total Approved</b>	<b>29</b>	<b>14</b>	<b>19</b>	<b>11</b>	<b>10</b>	<b>21</b>								<b>17</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>								<b>0%</b>
<b>Percent Approved</b>	<b>100%</b>	<b>78%</b>	<b>95%</b>	<b>85%</b>	<b>100%</b>	<b>81%</b>								<b>90%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	1	0	2	0	4								1
Reconsideration Upheld	0	0	0	0	0	0								0
Lack of Information Denial	0	3	1	0	0	1								1
<b>Total Denied</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>								<b>2</b>
<b>Percent Denied</b>	<b>0%</b>	<b>22%</b>	<b>5%</b>	<b>15%</b>	<b>0%</b>	<b>19%</b>								<b>10%</b>
<b>Service Requests</b>														
Number of PA requests received	212	132	106	112	184	116								144
Number of Pended Req from prior month	31	9	22	34	12	12								20
Number of PA Approvals	214	106	92	127	179	122								140
Reconsideration Overturned	0	0	0	0	0	0								0
Number of PA requests pended for review					0	0							N/A	0
Number of PA requests pended CDO budget	4	0	6	5	1	0							N/A	3
Number of PA requests pended for LOI	5	22	28	7	11	6							6/11/2016	13
<b>Total Pended</b>	<b>9</b>	<b>22</b>	<b>34</b>	<b>12</b>	<b>12</b>	<b>6</b>							6/11/2016	<b>16</b>
<b>Total Approved</b>	<b>214</b>	<b>106</b>	<b>92</b>	<b>127</b>	<b>179</b>	<b>121</b>								<b>140</b>
<b>Percent Approved</b>	<b>88%</b>	<b>75%</b>	<b>72%</b>	<b>87%</b>	<b>91%</b>	<b>95%</b>								<b>85%</b>
<b>Percent Pended</b>	<b>4%</b>	<b>16%</b>	<b>27%</b>	<b>8%</b>	<b>6%</b>	<b>5%</b>								<b>11%</b>
<b>Service Requests Denials</b>														



Home and Community Based Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	472	444	484	468	492	507								478
Prior Authorized for Traditional Services	5,380	5,400	5,298	5,312	5,284	5,328								5,334
Prior Authorized for CDO Services Only	3,142	3,131	3,143	3,088	3,075	3,064								3,107
Prior Authorized for Blended Services	191	183	162	176	169	172								176
<b>TOTAL</b>	<b>9,185</b>	<b>9,158</b>	<b>9,088</b>	<b>9,044</b>	<b>9,020</b>	<b>9,071</b>								<b>9,094</b>
<b>Slots Available</b>	<b>17,050</b>	<b>17,050</b>	<b>17,050</b>	<b>17,050</b>	<b>17,050</b>	<b>17,050</b>								<b>17,050</b>
< 18 years of age	1,025	1,012	1,012	994	981	980								1,001
>= 18 years of age	9,185	9,158	8,076	8,050	8,039	8,091								8,433
<b>Level of Care Requests</b>														
Number of LOC requests received	928	907	1,045	916	908	929								939
Number of Pended Req from Prior Month						0								0
Number of LOC Approved on First Review	887	847	997	865	844	883								887
Reconsideration Overturned	1	10	7	10	7	7								42
Number of LOC request pending review					0	0								0
Number of LOC requests pending LOI					0	0								0
<b>Total Pended</b>					0	0								0
<b>Total Approved</b>	<b>888</b>	<b>857</b>	<b>1,004</b>	<b>875</b>	<b>851</b>	<b>890</b>								<b>894</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>								<b>0%</b>
<b>Percent Approved</b>	<b>96%</b>	<b>94%</b>	<b>96%</b>	<b>96%</b>	<b>94%</b>	<b>96%</b>								<b>95%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	32	38	32	36	49	39								38
Reconsideration Upheld	7	9	5	3	8	0								5
Lack of Information Denial	1	3	4	2	0	0								2
<b>Total Denied</b>	<b>40</b>	<b>50</b>	<b>41</b>	<b>41</b>	<b>57</b>	<b>39</b>								<b>45</b>
<b>Percent Denied</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>								<b>5%</b>
<b>Service Requests</b>														
Number of PA requests received	3,152	3,465	2,945	3,443	3,120	3,264								3,232
Number of Pended Req from prior month	513	565	581	234	551	500								491
Number of PA Approvals	3,017	3,344	3,109	3,019	3,097	3,288								3,146
Reconsideration Overturned	1	0	0	0	0	1								0
Number of PA requests pended for review					22	15							6/2/2016	19
Number of PA requests pended CDO budget	258	323	109	174	197	114							1/7/2016	196
Number of PA requests pended for LOI	307	258	125	377	281	299							6/3/2016	275
<b>Total Pended</b>	<b>565</b>	<b>581</b>	<b>234</b>	<b>551</b>	<b>500</b>	<b>428</b>							1/7/2016	<b>477</b>
<b>Total Approved</b>	<b>3,018</b>	<b>3,344</b>	<b>3,109</b>	<b>3,019</b>	<b>3,097</b>	<b>3,289</b>								<b>3,146</b>
<b>Percent Approved</b>	<b>82%</b>	<b>83%</b>	<b>88%</b>	<b>82%</b>	<b>84%</b>	<b>87.4%</b>								<b>85%</b>
<b>Percent Pended</b>	<b>15%</b>	<b>14%</b>	<b>7%</b>	<b>15%</b>	<b>14%</b>	<b>11.4%</b>								<b>13%</b>
<b>Service Requests Denials</b>														



Model II Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	7	9	7	11	8	8								8
Prior Authorized for Traditional Services	42	39	39	37	39	35								39
Prior Authorized for CDO Services Only														N/A
Prior Authorized for Blended Services														N/A
<b>TOTAL</b>	<b>49</b>	<b>48</b>	<b>46</b>	<b>48</b>	<b>47</b>	<b>43</b>								<b>47</b>
<b>Slots Available</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>								<b>100</b>
< 18 years of age	26	25	24	26	24	19								24
>= 18 years of age	23	23	22	22	23	24								23
<b>Level of Care Requests</b>														
Number of LOC requests received	11	8	8	11	4	3								8
Number of Pended Req from Prior Month					0	0								0
Number of LOC Approved on First Review	11	8	8	10	4	3								7
Reconsideration Overturned	0	0	0	0	0	0								0
Number of LOC request pending review					0	0								0
Number of LOC requests pending LOI					0	0								0
<b>Total Pended</b>					0	0								0
<b>Total Approved</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>4</b>	<b>3</b>								<b>7</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>								<b>0%</b>
<b>Percent Approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>	<b>100%</b>	<b>100%</b>								<b>98%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0								0
Reconsideration Upheld	0	0	0	0	0	0								0
Lack of Information Denial	0	0	0	1	0	0								0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>								<b>0</b>
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>								<b>2%</b>
<b>Service Requests</b>														
Number of PA requests received	28	19	25	21	24	15								22
Number of Pended Req from prior month	6	5	3	1	4	6								0
Number of PA Approvals	29	20	25	18	22	19								22
Reconsideration Overturned	0	0	0	0	0	0								0
Number of PA requests pended for review					1	1							6/28/2016	1
Number of PA requests pended CDO budget														N/A
Number of PA requests pended for LOI	5	3	1	4	5	1							6/28/2016	3
<b>Total Pended</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>1</b>							6/28/2016	<b>3</b>
<b>Total Approved</b>	<b>29</b>	<b>20</b>	<b>25</b>	<b>18</b>	<b>22</b>	<b>19</b>								<b>22</b>
<b>Percent Approved</b>	<b>85%</b>	<b>83%</b>	<b>89%</b>	<b>82%</b>	<b>79%</b>	<b>90%</b>								<b>85%</b>
<b>Percent Pended</b>	<b>15%</b>	<b>13%</b>	<b>4%</b>	<b>18%</b>	<b>21%</b>	<b>5%</b>								<b>13%</b>
<b>Service Requests Denials</b>														



Michelle P Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	281	247	288	259	207	353								273
Prior Authorized for Traditional Services	2,389	2,392	2,378	2,380	2,392	2,374								2,384
Prior Authorized for CDO Services Only	4,824	4,870	4,892	4,935	4,948	4,890								4,893
Prior Authorized for Blended Services	2,443	2,462	2,468	2,449	2,453	2,431								2,451
<b>TOTAL</b>	<b>9,937</b>	<b>9,971</b>	<b>10,026</b>	<b>10,023</b>	<b>10,000</b>	<b>10,048</b>								<b>10,001</b>
<b>Slots Available</b>	<b>10,500</b>	<b>10,500</b>	<b>10,500</b>	<b>10,500</b>	<b>10,500</b>	<b>10,500</b>								<b>10,500</b>
< 18 years of age	4,846	4,874	4,922	4,936	4,950	4,980								4,918
>= 18 years of age	5,091	5,097	5,104	5,087	5,050	5,068								5,083
<b>Level of Care Requests</b>														
Number of LOC requests received	888	705	1,005	895	667	771								822
Number of Pended Req from Prior Month					0	0								0
Number of LOC Approved on First Review	884	697	994	881	666	755								813
Reconsideration Overturned	0	1	3	2	0	0								6
Number of LOC request pending review					0	0								0
Number of LOC requests pending LOI					0	0								0
<b>Total Pended</b>					0	0								0
<b>Total Approved</b>	<b>884</b>	<b>698</b>	<b>997</b>	<b>883</b>	<b>666</b>	<b>755</b>								814
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>								<b>0%</b>
<b>Percent Approved</b>	<b>99.5%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99.9%</b>	<b>98%</b>								<b>99%</b>
<b>Service Requests</b>														
Medical Necessity Denials	4	4	7	9	1	14								7
Reconsideration Upheld	0	1	0	0	0	2								1
Lack of Information Denial	0	2	1	3	0	0								1
<b>Total Denied</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>1</b>	<b>16</b>								<b>8</b>
<b>Percent Denied</b>	<b>0.5%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0.1%</b>	<b>2%</b>								<b>1%</b>
<b>Service Requests</b>														
Number of PA requests received	2,500	2,287	2,760	2,710	2,225	1,896								2,396
Number of Pended Req from prior month	765	647	644	691	508	475								622
Number of PA Approvals	2,593	2,225	2,621	2,835	2,208	1,945								2,405
Reconsideration Overturned	1	0	0	0	0	0								0
Number of PA requests pended for review					2	10							6/20/2016	6
Number of PA requests pended CDO budget	500	486	510	350	348	212							1/6/2016	6,397
Number of PA requests pended for LOI	147	158	181	158	125	162							5/10/2016	6,204
<b>Total Pended</b>	<b>647</b>	<b>644</b>	<b>691</b>	<b>508</b>	<b>475</b>	<b>384</b>							1/6/2016	<b>558</b>
<b>Total Approved</b>	<b>2,594</b>	<b>2,225</b>	<b>2,621</b>	<b>2,835</b>	<b>2,208</b>	<b>1,945</b>								<b>2,405</b>
<b>Percent Approved</b>	<b>79.0%</b>	<b>76%</b>	<b>77%</b>	<b>83%</b>	<b>80.8%</b>	<b>82%</b>								<b>80%</b>
<b>Percent Pended</b>	<b>20.0%</b>	<b>22%</b>	<b>20%</b>	<b>15%</b>	<b>17.4%</b>	<b>16.2%</b>								<b>18%</b>
<b>Service Requests Denials</b>														



Supports for Community Living Waiver 2	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	33	31	30	35	30	35								32
Prior Authorized for Traditional Services	4,323	4,325	4,324	4,284	4,289	4,270								4,303
Prior Authorized for CDO Services Only	0													N/A
Prior Authorized for Blended Services	311	313	316	325	331	328								321
<b>TOTAL</b>	<b>4,667</b>	<b>4,669</b>	<b>4,670</b>	<b>4,644</b>	<b>4,650</b>	<b>4,633</b>								<b>4,656</b>
<b>Slots Available</b>	<b>4,701</b>	<b>4,701</b>	<b>4,701</b>	<b>4,701</b>	<b>4,701</b>	<b>4,701</b>								<b>4,701</b>
< 18 years of age	0	0	1	2	1	1								1
>= 18 years of age	4,667	4,669	4,669	4,642	4,649	4,632								4,655
<b>Level of Care Requests</b>														
Number of LOC requests received	411	402	403	322	409	423								395
Number of Pended Req from Prior Month					0	0								0
Number of LOC Approved on First Review	405	397	402	322	405	421								392
Reconsideration Overturned	0	0	0	0	0	0								0
Number of LOC request pending review					0	0								0
Number of LOC requests pending LOI					0	0								0
<b>Total Pended</b>					0	0								0
<b>Total Approved</b>	<b>405</b>	<b>397</b>	<b>402</b>	<b>322</b>	<b>405</b>	<b>421</b>								<b>392</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>								<b>0%</b>
<b>Percent Approved</b>	<b>99%</b>	<b>99%</b>	<b>99.8%</b>	<b>100%</b>	<b>99%</b>	<b>99.5%</b>								<b>99%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1								0
Reconsideration Upheld	0	0	0	0	0	0								0
Lack of Information Denial	6	5	1	0	4	1								3
<b>Total Denied</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>2</b>								<b>3</b>
<b>Percent Denied</b>	<b>1%</b>	<b>1%</b>	<b>0.2%</b>	<b>0%</b>	<b>1%</b>	<b>0.5%</b>								<b>1%</b>
<b>Service Requests</b>														
Number of PA requests received	2,780	2,829	3,095	2,379	2,640	2,715								2,740
Number of Pended Req from prior month	328	263	202	233	203	191								237
Number of PA Approvals	2,705	2,725	2,969	2,308	2,578	2,644								2,655
Reconsideration Overturned	0	0	0	0	0	0								0
Number of PA requests pended for review					11	3							6/21/2016	7
Number of PA requests pended CDO budget														N/A
Number of PA requests pended for LOI	263	202	233	203	180	179							6/3/2016	210
<b>Total Pended</b>	<b>263</b>	<b>202</b>	<b>233</b>	<b>203</b>	<b>191</b>	<b>182</b>							6/3/2016	<b>212</b>
<b>Total Approved</b>	<b>2,705</b>	<b>2,725</b>	<b>2,969</b>	<b>2,308</b>	<b>2,578</b>	<b>2,644</b>								<b>2,655</b>
<b>Percent Approved</b>	<b>87%</b>	<b>88%</b>	<b>90%</b>	<b>88%</b>	<b>91%</b>	<b>91%</b>								<b>89%</b>
<b>Percent Pended</b>	<b>8%</b>	<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>6.3%</b>								<b>7%</b>
<b>Service Requests Denials</b>														



<b>Active Recipients</b>	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 greather on the last day of the reported month
<b>Level of Care Requests</b>	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
<b>Denials Level of Care</b>	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
<b>Service Requests</b>	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
<b>Denials Service Requests</b>	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
<b>Service Requests Voided or Cancelled</b>	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



<b>Percent Pended</b>	<b>3%</b>	<b>19%</b>	<b>6%</b>	<b>2%</b>	<b>4%</b>	<b>6%</b>	<b>21%</b>							<b>9%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	1	0	0	0	0	4	0							1
Reconsideration Upheld	0	0	0	0	0	0	0							0
Lack of Information Denial	0	2	1	0	0	0	0							0
<b>TOTAL</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>							<b>1</b>
<b>Percent Denied</b>	<b>0.4%</b>	<b>1%</b>	<b>0.5%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>							<b>1%</b>

Acquired Brain Injury LTC Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	8	11	15	15	10	14	18							13
Prior Authorized for Traditional Services	192	191	185	183	185	185	182							186
Prior Authorized for CDO Services Only	45	46	46	45	42	41	40							44
Prior Authorized for Blended Services	15	15	14	16	18	17	16							16
<b>TOTAL</b>	<b>260</b>	<b>263</b>	<b>260</b>	<b>259</b>	<b>255</b>	<b>257</b>	<b>256</b>							<b>259</b>
<b>Slots Available</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>	<b>320</b>							<b>320</b>
< 18 years of age	0	0	0	0	0	0	0							0
>= 18 years of age	260	263	260	260	255	257	256							259
<b>Level of Care Requests</b>														
Number of LOC requests received	29	18	20	13	10	26	29							21
Number of Pended Req from Prior Month					0	0	0							0
Number of LOC Approved on First Review	28	13	19	11	10	21	28							19
Reconsideration Overturned	1	1	0	0	0	0	0							2
Number of LOC request pending review					0	0	0							0
Number of LOC requests pending LOI					0	0	0							0
<b>Total Pended</b>					0	0	0							0
<b>Total Approved</b>	<b>29</b>	<b>14</b>	<b>19</b>	<b>11</b>	<b>10</b>	<b>21</b>	<b>28</b>							<b>19</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>0%</b>
<b>Percent Approved</b>	<b>100%</b>	<b>78%</b>	<b>95%</b>	<b>85%</b>	<b>100%</b>	<b>81%</b>	<b>97%</b>							<b>91%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	1	0	2	0	4	1							1
Reconsideration Upheld	0	0	0	0	0	0	0							0
Lack of Information Denial	0	3	1	0	0	1	0							1
<b>Total Denied</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>							<b>2</b>
<b>Percent Denied</b>	<b>0%</b>	<b>22%</b>	<b>5%</b>	<b>15%</b>	<b>0%</b>	<b>19%</b>	<b>3%</b>							<b>9%</b>
<b>Service Requests</b>														
Number of PA requests received	212	132	106	112	184	116	158							146
Number of Pended Req from prior month	31	9	22	34	12	12	6							18
Number of PA Approvals	214	106	92	127	179	122	136							139
Reconsideration Overturned	0	0	0	0	0	0	0							0
Number of PA requests pended for review					0	0	0						N/A	0
Number of PA requests pended CDO budget	4	0	6	5	1	0	4						7/27/2016	3
Number of PA requests pended for LOI	5	22	28	7	11	6	18						6/11/2016	14
<b>Total Pended</b>	<b>9</b>	<b>22</b>	<b>34</b>	<b>12</b>	<b>12</b>	<b>6</b>	<b>22</b>						6/11/2016	<b>17</b>
<b>Total Approved</b>	<b>214</b>	<b>106</b>	<b>92</b>	<b>127</b>	<b>179</b>	<b>121</b>	<b>136</b>							<b>139</b>
<b>Percent Approved</b>	<b>88%</b>	<b>75%</b>	<b>72%</b>	<b>87%</b>	<b>91%</b>	<b>95%</b>	<b>83%</b>							<b>84%</b>
<b>Percent Pended</b>	<b>4%</b>	<b>16%</b>	<b>27%</b>	<b>8%</b>	<b>6%</b>	<b>5%</b>	<b>13%</b>							<b>11%</b>
<b>Service Requests Denials</b>														

Medical Necessity Denials	1	0	0	1	1	0	6							1
Reconsideration Upheld	0	0	0	0	0	0	0							0
Lack of Information Denial	0	0	1	0	0	0	0							0
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>							<b>1</b>
<b>Percent Denied</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>4%</b>							<b>1%</b>

Home and Community Based Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	472	444	484	468	492	507	517							483
Prior Authorized for Traditional Services	5,380	5,400	5,298	5,312	5,284	5,328	5,273							5,325
Prior Authorized for CDO Services Only	3,142	3,131	3,143	3,088	3,075	3,064	3,053							3,099
Prior Authorized for Blended Services	191	183	162	176	169	172	171							175
<b>TOTAL</b>	<b>9,185</b>	<b>9,158</b>	<b>9,088</b>	<b>9,044</b>	<b>9,020</b>	<b>9,071</b>	<b>9,014</b>							<b>9,083</b>
<b>Slots Available</b>	<b>17,050</b>							<b>17,050</b>						
< 18 years of age	1,025	1,012	1,012	994	981	980	958							995
>= 18 years of age	9,185	9,158	8,076	8,050	8,039	8,091	8,056							8,379
<b>Level of Care Requests</b>														
Number of LOC requests received	928	907	1,045	916	908	929	872							929
Number of Pended Req from Prior Month						0	0							0
Number of LOC Approved on First Review	887	847	997	865	844	883	809							876
Reconsideration Overturned	1	10	7	10	7	7	10							52
Number of LOC request pending review					0	0	0							0
Number of LOC requests pending LOI					0	0	0							0
<b>Total Pended</b>					0	0	0							0
<b>Total Approved</b>	<b>888</b>	<b>857</b>	<b>1,004</b>	<b>875</b>	<b>851</b>	<b>890</b>	<b>819</b>							<b>883</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>0%</b>
<b>Percent Approved</b>	<b>96%</b>	<b>94%</b>	<b>96%</b>	<b>96%</b>	<b>94%</b>	<b>96%</b>	<b>94%</b>							<b>95%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	32	38	32	36	49	39	47							39
Reconsideration Upheld	7	9	5	3	8	0	4							5
Lack of Information Denial	1	3	4	2	0	0	2							2
<b>Total Denied</b>	<b>40</b>	<b>50</b>	<b>41</b>	<b>41</b>	<b>57</b>	<b>39</b>	<b>53</b>							<b>46</b>
<b>Percent Denied</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>6%</b>							<b>5%</b>
<b>Service Requests</b>														
Number of PA requests received	3,152	3,465	2,945	3,443	3,120	3,264	3,105							3,213
Number of Pended Req from prior month	513	565	581	234	551	500	428							482
Number of PA Approvals	3,017	3,344	3,109	3,019	3,097	3,288	2,936							3,116
Reconsideration Overturned	1	0	0	0	0	1	2							1
Number of PA requests pended for review					22	15	13						7/7/2016	17
Number of PA requests pended CDO budget	258	323	109	174	197	114	212						1/7/2016	198
Number of PA requests pended for LOI	307	258	125	377	281	299	323						6/3/2016	281
<b>Total Pended</b>	<b>565</b>	<b>581</b>	<b>234</b>	<b>551</b>	<b>500</b>	<b>428</b>	<b>548</b>						1/7/2016	<b>487</b>
<b>Total Approved</b>	<b>3,018</b>	<b>3,344</b>	<b>3,109</b>	<b>3,019</b>	<b>3,097</b>	<b>3,289</b>	<b>2,938</b>							<b>3,116</b>
<b>Percent Approved</b>	<b>82%</b>	<b>83%</b>	<b>88%</b>	<b>82%</b>	<b>84%</b>	<b>87.4%</b>	<b>83.2%</b>							<b>84%</b>
<b>Percent Pended</b>	<b>15%</b>	<b>14%</b>	<b>7%</b>	<b>15%</b>	<b>14%</b>	<b>11.4%</b>	<b>15.5%</b>							<b>13%</b>
<b>Service Requests Denials</b>														

Medical Necessity Denials	3	6	12	3	6	2	8							6
Reconsideration Upheld	0	0	0	2	0	0	0							0
Lack of Information Denial	48	65	59	39	45	5	3							38
<b>TOTAL</b>	<b>51</b>	<b>71</b>	<b>71</b>	<b>44</b>	<b>51</b>	<b>7</b>	<b>11</b>							<b>44</b>
<b>Percent Denied</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>0.2%</b>	<b>0.3%</b>							<b>1%</b>

Model II Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	7	9	7	11	8	8	4							8
Prior Authorized for Traditional Services	42	39	39	37	39	35	36							38
Prior Authorized for CDO Services Only														N/A
Prior Authorized for Blended Services														N/A
<b>TOTAL</b>	<b>49</b>	<b>48</b>	<b>46</b>	<b>48</b>	<b>47</b>	<b>43</b>	<b>40</b>							<b>46</b>
<b>Slots Available</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>							<b>100</b>
< 18 years of age	26	25	24	26	24	19	19							23
>= 18 years of age	23	23	22	22	23	24	21							23
<b>Level of Care Requests</b>														
Number of LOC requests received	11	8	8	11	4	3	8							8
Number of Pended Req from Prior Month					0	0	0							0
Number of LOC Approved on First Review	11	8	8	10	4	3	8							7
Reconsideration Overturned	0	0	0	0	0	0	0							0
Number of LOC request pending review					0	0	0							0
Number of LOC requests pending LOI					0	0	0							0
<b>Total Pended</b>					0	0	0							0
<b>Total Approved</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>8</b>							<b>7</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>0%</b>
<b>Percent Approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>							<b>99%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	0							0
Reconsideration Upheld	0	0	0	0	0	0	0							0
Lack of Information Denial	0	0	0	1	0	0	0							0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>							<b>0</b>
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>1%</b>
<b>Service Requests</b>														
Number of PA requests received	28	19	25	21	24	15	32							23
Number of Pended Req from prior month	6	5	3	1	4	6	1							0
Number of PA Approvals	29	20	25	18	22	19	25							23
Reconsideration Overturned	0	0	0	0	0	0	0							0
Number of PA requests pended for review					1	1	6						7/1/2016	3
Number of PA requests pended CDO budget														N/A
Number of PA requests pended for LOI	5	3	1	4	5	1	2						7/19/2016	3
<b>Total Pended</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>8</b>						7/1/2016	<b>4</b>
<b>Total Approved</b>	<b>29</b>	<b>20</b>	<b>25</b>	<b>18</b>	<b>22</b>	<b>19</b>	<b>25</b>							<b>23</b>
<b>Percent Approved</b>	<b>85%</b>	<b>83%</b>	<b>89%</b>	<b>82%</b>	<b>79%</b>	<b>90%</b>	<b>76%</b>							<b>84%</b>
<b>Percent Pended</b>	<b>15%</b>	<b>13%</b>	<b>4%</b>	<b>18%</b>	<b>21%</b>	<b>5%</b>	<b>24%</b>							<b>14%</b>
<b>Service Requests Denials</b>														

Medical Necessity Denials	0	0	0	0	0	0	0							0
Reconsideration Upheld	0	0	0	0	0	0	0							0
Lack of Information Denial	0	1	1	0	0	0	0							0
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>							<b>0</b>
<b>Percent Denied</b>	<b>0%</b>	<b>4%</b>	<b>3.5%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>1%</b>

Michelle P Waiver	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	281	247	288	259	207	353	420							294
Prior Authorized for Traditional Services	2,389	2,392	2,378	2,380	2,392	2,374	2,333							2,377
Prior Authorized for CDO Services Only	4,824	4,870	4,892	4,935	4,948	4,890	4,871							4,890
Prior Authorized for Blended Services	2,443	2,462	2,468	2,449	2,453	2,431	2,418							2,446
<b>TOTAL</b>	<b>9,937</b>	<b>9,971</b>	<b>10,026</b>	<b>10,023</b>	<b>10,000</b>	<b>10,048</b>	<b>10,042</b>							<b>10,007</b>
<b>Slots Available</b>	<b>10,500</b>							<b>10,500</b>						
< 18 years of age	4,846	4,874	4,922	4,936	4,950	4,980	4,993							4,929
>= 18 years of age	5,091	5,097	5,104	5,087	5,050	5,068	5,049							5,078
<b>Level of Care Requests</b>														
Number of LOC requests received	888	705	1,005	895	667	771	915							835
Number of Pended Req from Prior Month					0	0	0							0
Number of LOC Approved on First Review	884	697	994	881	666	755	890							824
Reconsideration Overturned	0	1	3	2	0	0	5							11
Number of LOC request pending review					0	0	0							0
Number of LOC requests pending LOI					0	0	0							0
<b>Total Pended</b>					0	0	0							0
<b>Total Approved</b>	<b>884</b>	<b>698</b>	<b>997</b>	<b>883</b>	<b>666</b>	<b>755</b>	<b>895</b>							<b>825</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>0%</b>
<b>Percent Approved</b>	<b>99.5%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99.9%</b>	<b>98%</b>	<b>98%</b>							<b>99%</b>
<b>Service Requests</b>														
Medical Necessity Denials	4	4	7	9	1	14	16							8
Reconsideration Upheld	0	1	0	0	0	2	4							1
Lack of Information Denial	0	2	1	3	0	0	0							1
<b>Total Denied</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>1</b>	<b>16</b>	<b>20</b>							<b>10</b>
<b>Percent Denied</b>	<b>0.5%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0.1%</b>	<b>2%</b>	<b>2%</b>							<b>1%</b>
<b>Service Requests</b>														
Number of PA requests received	2,500	2,287	2,760	2,710	2,225	1,896	2,316							2,385
Number of Pended Req from prior month	765	647	644	691	508	475	384							588
Number of PA Approvals	2,593	2,225	2,621	2,835	2,208	1,945	1,957							2,341
Reconsideration Overturned	1	0	0	0	0	0	0							0
Number of PA requests pended for review					2	10	8						6/20/2016	7
Number of PA requests pended CDO budget	500	486	510	350	348	212	469						1/9/2016	5,657
Number of PA requests pended for LOI	147	158	181	158	125	162	247						5/13/2016	5,460
<b>Total Pended</b>	<b>647</b>	<b>644</b>	<b>691</b>	<b>508</b>	<b>475</b>	<b>384</b>	<b>724</b>						1/9/2016	<b>582</b>
<b>Total Approved</b>	<b>2,594</b>	<b>2,225</b>	<b>2,621</b>	<b>2,835</b>	<b>2,208</b>	<b>1,945</b>	<b>1,957</b>							<b>2,341</b>
<b>Percent Approved</b>	<b>79.0%</b>	<b>76%</b>	<b>77%</b>	<b>83%</b>	<b>80.8%</b>	<b>82%</b>	<b>72.5%</b>							<b>79%</b>
<b>Percent Pended</b>	<b>20.0%</b>	<b>22%</b>	<b>20%</b>	<b>15%</b>	<b>17.4%</b>	<b>16.2%</b>	<b>26.8%</b>							<b>20%</b>
<b>Service Requests Denials</b>														

Medical Necessity Denials	7	7	9	11	11	4	11							9
Reconsideration Upheld	1	0	0	0	0	0	0							0
Lack of Information Denial	6	16	14	19	36	6	0							14
<b>TOTAL</b>	<b>14</b>	<b>23</b>	<b>23</b>	<b>30</b>	<b>47</b>	<b>10</b>	<b>11</b>							<b>23</b>
<b>Percent Denied</b>	<b>0.5%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1.7%</b>	<b>0.4%</b>	<b>0.4%</b>							<b>1%</b>

Supports for Community Living Waiver 2	2016												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	33	31	30	35	30	35	34							33
Prior Authorized for Traditional Services	4,323	4,325	4,324	4,284	4,289	4,270	4,240							4,294
Prior Authorized for CDO Services Only	0													N/A
Prior Authorized for Blended Services	311	313	316	325	331	328	330							322
<b>TOTAL</b>	<b>4,667</b>	<b>4,669</b>	<b>4,670</b>	<b>4,644</b>	<b>4,650</b>	<b>4,633</b>	<b>4,604</b>							<b>4,648</b>
<b>Slots Available</b>	<b>4,701</b>							<b>4,701</b>						
< 18 years of age	0	0	1	2	1	1	1							1
>= 18 years of age	4,667	4,669	4,669	4,642	4,649	4,632	4,603							4,647
<b>Level of Care Requests</b>														
Number of LOC requests received	411	402	403	322	409	423	406							397
Number of Pended Req from Prior Month					0	0	0							0
Number of LOC Approved on First Review	405	397	402	322	405	421	406							394
Reconsideration Overturned	0	0	0	0	0	0	0							0
Number of LOC request pending review					0	0	0							0
Number of LOC requests pending LOI					0	0	0							0
<b>Total Pended</b>					0	0	0							0
<b>Total Approved</b>	<b>405</b>	<b>397</b>	<b>402</b>	<b>322</b>	<b>405</b>	<b>421</b>	<b>406</b>							<b>394</b>
<b>Percent Pended</b>					<b>0%</b>	<b>0%</b>	<b>0%</b>							<b>0%</b>
<b>Percent Approved</b>	<b>99%</b>	<b>99%</b>	<b>99.8%</b>	<b>100%</b>	<b>99%</b>	<b>99.5%</b>	<b>100%</b>							<b>99%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1	0							0
Reconsideration Upheld	0	0	0	0	0	0	0							0
Lack of Information Denial	6	5	1	0	4	1	0							2
<b>Total Denied</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>							<b>3</b>
<b>Percent Denied</b>	<b>1%</b>	<b>1%</b>	<b>0.2%</b>	<b>0%</b>	<b>1%</b>	<b>0.5%</b>	<b>0%</b>							<b>1%</b>
<b>Service Requests</b>														
Number of PA requests received	2,780	2,829	3,095	2,379	2,640	2,715	2,372							2,687
Number of Pended Req from prior month	328	263	202	233	203	191	182							229
Number of PA Approvals	2,705	2,725	2,969	2,308	2,578	2,644	2,301							2,604
Reconsideration Overturned	0	0	0	0	0	0	0							0
Number of PA requests pended for review					11	3	9						7/8/2016	8
Number of PA requests pended CDO budget														N/A
Number of PA requests pended for LOI	263	202	233	203	180	179	177						6/3/2016	205
<b>Total Pended</b>	<b>263</b>	<b>202</b>	<b>233</b>	<b>203</b>	<b>191</b>	<b>182</b>	<b>186</b>						6/3/2016	<b>209</b>
<b>Total Approved</b>	<b>2,705</b>	<b>2,725</b>	<b>2,969</b>	<b>2,308</b>	<b>2,578</b>	<b>2,644</b>	<b>2,301</b>							<b>2,604</b>
<b>Percent Approved</b>	<b>87%</b>	<b>88%</b>	<b>90%</b>	<b>88%</b>	<b>91%</b>	<b>91%</b>	<b>90%</b>							<b>89%</b>
<b>Percent Pended</b>	<b>8%</b>	<b>7%</b>	<b>7%</b>	<b>8%</b>	<b>7%</b>	<b>6.3%</b>	<b>7%</b>							<b>7%</b>
<b>Service Requests Denials</b>														



<b>Active Recipients</b>	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 greather on the last day of the reported month
<b>Level of Care Requests</b>	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
<b>Denials Level of Care</b>	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
<b>Service Requests</b>	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
<b>Denials Service Requests</b>	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
<b>Service Requests Voided or Cancelled</b>	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



# Dental Benefit Payments by Region

7/1/15 - 6/30/16

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
<b>Non-KCHIP Medicaid Dental Benefits</b>	<b>1</b>	\$ 335,273	\$ 1,738,244	\$ 279,460	\$ 439,508	\$ 2,516,217	\$ 5,308,701
	<b>2</b>	\$ 535,439	\$ 3,391,895	\$ 438,215	\$ 745,702	\$ 3,652,535	\$ 8,763,786
	<b>3</b>	\$ 223,319	\$ 2,304,109	\$ 3,160,860	\$ 35,602,215	\$ 3,754,551	\$ 45,045,054
	<b>4</b>	\$ 811,182	\$ 6,746,020	\$ 782,728	\$ 1,899,035	\$ 5,504,390	\$ 15,743,355
	<b>5</b>	\$ 1,229,610	\$ 9,705,980	\$ 1,337,048	\$ 3,354,605	\$ 7,103,205	\$ 22,730,449
	<b>6</b>	\$ 776,284	\$ 3,326,003	\$ 383,486	\$ 707,142	\$ 2,932,840	\$ 8,125,754
	<b>7</b>	\$ 428,845	\$ 2,287,777	\$ 340,933	\$ 651,490	\$ 4,180,485	\$ 7,889,531
	<b>8</b>	\$ 803,956	\$ 6,702,248	\$ 716,703	\$ 1,891,534	\$ 11,798,400	\$ 21,912,840
<b>TOTAL</b>		\$ 5,143,908	\$ 36,202,276	\$ 7,439,433	\$ 45,291,230	\$ 41,442,622	\$ 135,519,469
<b>KCHIP Medicaid Dental Benefits</b>	<b>1</b>	\$ 76,261	\$ 89,220	\$ 13,300	\$ 10,120	\$ 2,569,981	\$ 2,758,883
	<b>2</b>	\$ 29,473	\$ 199,285	\$ 32,988	\$ 30,671	\$ 3,463,941	\$ 3,756,358
	<b>3</b>	\$ 12,582	\$ 97,968	\$ 308,490	\$ 1,512,517	\$ 2,015,349	\$ 3,946,906
	<b>4</b>	\$ 46,848	\$ 478,519	\$ 48,974	\$ 77,751	\$ 4,983,087	\$ 5,635,180
	<b>5</b>	\$ 72,527	\$ 610,261	\$ 99,792	\$ 129,807	\$ 6,447,991	\$ 7,360,378
	<b>6</b>	\$ 46,568	\$ 211,441	\$ 14,952	\$ 20,744	\$ 2,648,693	\$ 2,942,398
	<b>7</b>	\$ 21,918	\$ 106,772	\$ 18,650	\$ 20,347	\$ 3,143,412	\$ 3,311,099
	<b>8</b>	\$ 42,777	\$ 306,773	\$ 54,340	\$ 44,327	\$ 8,016,196	\$ 8,464,414
<b>TOTAL</b>		\$ 348,955	\$ 2,100,239	\$ 591,487	\$ 1,846,284	\$ 33,288,651	\$ 38,175,616
<b>Total Dental Benefits</b>	<b>1</b>	\$ 411,535	\$ 1,827,464	\$ 292,760	\$ 449,628	\$ 5,086,197	\$ 8,067,584
	<b>2</b>	\$ 564,912	\$ 3,591,180	\$ 471,203	\$ 776,373	\$ 7,116,476	\$ 12,520,143
	<b>3</b>	\$ 235,901	\$ 2,402,077	\$ 3,469,350	\$ 37,114,731	\$ 5,769,900	\$ 48,991,960
	<b>4</b>	\$ 858,031	\$ 7,224,540	\$ 831,702	\$ 1,976,785	\$ 10,487,477	\$ 21,378,535
	<b>5</b>	\$ 1,302,137	\$ 10,316,241	\$ 1,436,840	\$ 3,484,412	\$ 13,551,197	\$ 30,090,827
	<b>6</b>	\$ 822,852	\$ 3,537,444	\$ 398,438	\$ 727,885	\$ 5,581,533	\$ 11,068,152
	<b>7</b>	\$ 450,764	\$ 2,394,549	\$ 359,583	\$ 671,837	\$ 7,323,897	\$ 11,200,630
	<b>8</b>	\$ 846,733	\$ 7,009,021	\$ 771,043	\$ 1,935,861	\$ 19,814,596	\$ 30,377,254
<b>ALL BENEFITS</b>		\$ 5,492,863	\$ 38,302,515	\$ 8,030,920	\$ 47,137,513	\$ 74,731,273	\$ 173,695,085

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
<b>Benefits per member</b>	<b>1</b>	\$ 72.38	\$ 114.20	\$ 49.14	\$ 80.52	\$ 195.16	\$ 136.07
	<b>2</b>	\$ 59.29	\$ 106.30	\$ 50.53	\$ 82.56	\$ 171.49	\$ 120.92
	<b>3</b>	\$ 19.72	\$ 97.10	\$ 87.62	\$ 187.35	\$ 181.52	\$ 160.00
	<b>4</b>	\$ 54.66	\$ 143.00	\$ 54.23	\$ 125.99	\$ 172.39	\$ 135.24
	<b>5</b>	\$ 53.09	\$ 164.89	\$ 57.61	\$ 146.13	\$ 169.39	\$ 139.39
	<b>6</b>	\$ 100.19	\$ 122.60	\$ 47.84	\$ 90.44	\$ 176.75	\$ 130.18
	<b>7</b>	\$ 67.44	\$ 131.73	\$ 54.16	\$ 105.22	\$ 166.43	\$ 136.77
	<b>8</b>	\$ 56.40	\$ 156.86	\$ 51.82	\$ 130.72	\$ 162.00	\$ 143.49
		\$ 56.45	\$ 137.12	\$ 64.24	\$ 167.23	\$ 170.59	\$ 142.19

# Pharmacy Benefit Payments by Region

7/1/15 - 6/30/16

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
<b>Non-KCHIP Medicaid Pharmacy Benefits</b>	1	\$ 6,186,413	\$ 12,014,621	\$ 6,333,453	\$ 5,590,495	\$ 25,117,645	\$ 55,242,627
	2	\$ 7,987,256	\$ 27,270,550	\$ 9,442,474	\$ 9,549,584	\$ 33,968,056	\$ 88,217,920
	3	\$ 4,668,717	\$ 14,514,636	\$ 38,002,367	\$ 243,745,321	\$ 24,156,362	\$ 325,087,404
	4	\$ 15,868,285	\$ 36,997,685	\$ 16,686,217	\$ 17,784,978	\$ 58,613,265	\$ 145,950,430
	5	\$ 27,317,983	\$ 45,431,456	\$ 31,011,493	\$ 27,446,430	\$ 80,676,679	\$ 211,884,042
	6	\$ 6,746,885	\$ 23,481,276	\$ 8,552,393	\$ 7,942,737	\$ 30,590,879	\$ 77,314,170
	7	\$ 6,276,839	\$ 14,116,637	\$ 10,571,057	\$ 6,597,497	\$ 49,916,622	\$ 87,478,652
	8	\$ 17,951,484	\$ 37,703,838	\$ 22,672,698	\$ 23,482,555	\$ 176,777,450	\$ 278,588,025
<b>TOTAL</b>		\$ 93,003,863	\$ 211,530,700	\$ 143,272,152	\$ 342,139,596	\$ 479,816,959	\$ 1,269,763,270
<b>KCHIP Medicaid Pharmacy Benefits</b>	1	\$ 25,968	\$ 273,636	\$ 261,182	\$ 24,472	\$ 6,189,307	\$ 6,774,566
	2	\$ 41,420	\$ 490,628	\$ 453,563	\$ 35,000	\$ 7,131,733	\$ 8,152,344
	3	\$ 134,924	\$ 149,913	\$ 2,414,061	\$ 2,562,741	\$ 2,627,429	\$ 7,889,069
	4	\$ 213,305	\$ 991,680	\$ 834,279	\$ 92,515	\$ 10,073,864	\$ 12,205,643
	5	\$ 124,493	\$ 1,042,295	\$ 1,482,594	\$ 91,993	\$ 13,114,734	\$ 15,856,109
	6	\$ 34,685	\$ 642,735	\$ 424,537	\$ 34,932	\$ 4,072,042	\$ 5,208,931
	7	\$ 51,788	\$ 391,561	\$ 436,801	\$ 26,352	\$ 6,906,582	\$ 7,813,084
	8	\$ 62,560	\$ 600,299	\$ 1,755,943	\$ 110,498	\$ 17,961,122	\$ 20,490,422
<b>TOTAL</b>		\$ 689,144	\$ 4,582,745	\$ 8,062,961	\$ 2,978,502	\$ 68,076,813	\$ 84,390,167
<b>Total Pharmacy Benefits</b>	1	\$ 6,212,381	\$ 12,288,257	\$ 6,594,635	\$ 5,614,967	\$ 31,306,953	\$ 62,017,192
	2	\$ 8,028,677	\$ 27,761,178	\$ 9,896,038	\$ 9,584,583	\$ 41,099,789	\$ 96,370,265
	3	\$ 4,803,642	\$ 14,664,549	\$ 40,416,429	\$ 246,308,063	\$ 26,783,791	\$ 332,976,473
	4	\$ 16,081,590	\$ 37,989,365	\$ 17,520,497	\$ 17,877,492	\$ 68,687,129	\$ 158,156,073
	5	\$ 27,442,476	\$ 46,473,751	\$ 32,494,087	\$ 27,538,423	\$ 93,791,413	\$ 227,740,151
	6	\$ 6,781,570	\$ 24,124,012	\$ 8,976,930	\$ 7,977,669	\$ 34,662,920	\$ 82,523,100
	7	\$ 6,328,627	\$ 14,508,197	\$ 11,007,858	\$ 6,623,850	\$ 56,823,204	\$ 95,291,736
	8	\$ 18,014,044	\$ 38,304,137	\$ 24,428,640	\$ 23,593,053	\$ 194,738,573	\$ 299,078,447
<b>ALL BENEFITS</b>		\$ 93,693,007	\$ 216,113,445	\$ 151,335,114	\$ 345,118,099	\$ 547,893,772	\$ 1,354,153,437

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
<b>Benefits per member</b>	1	\$ 1,088.01	\$ 767.94	\$ 1,106.92	\$ 1,005.49	\$ 1,201.23	\$ 1,045.96
	2	\$ 838.25	\$ 821.71	\$ 1,061.29	\$ 1,019.20	\$ 990.40	\$ 930.75
	3	\$ 390.30	\$ 592.79	\$ 1,020.69	\$ 1,243.31	\$ 842.60	\$ 1,087.48
	4	\$ 1,010.88	\$ 751.93	\$ 1,142.39	\$ 1,139.46	\$ 1,129.08	\$ 1,000.48
	5	\$ 1,113.88	\$ 742.81	\$ 1,302.82	\$ 1,154.88	\$ 1,172.40	\$ 1,054.96
	6	\$ 821.52	\$ 836.05	\$ 1,077.84	\$ 991.28	\$ 1,097.66	\$ 970.60
	7	\$ 946.83	\$ 798.10	\$ 1,657.89	\$ 1,037.35	\$ 1,291.23	\$ 1,163.59
	8	\$ 1,199.96	\$ 857.25	\$ 1,641.80	\$ 1,593.10	\$ 1,592.11	\$ 1,412.76
		\$ 962.85	\$ 773.69	\$ 1,210.63	\$ 1,224.37	\$ 1,250.66	\$ 1,108.51

# Benefit Payments by Region

7/1/15 - 6/30/16

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
Average Members 7/1/2015 - 6/30/2016	1	5,686	16,002	5,958	5,584	26,062	59,292
	2	9,529	33,785	9,325	9,404	41,498	103,540
	3	11,962	24,738	39,597	198,107	31,787	306,192
	4	15,698	50,522	15,337	15,690	60,835	158,081
	5	24,525	62,565	24,941	23,845	80,000	215,876
	6	8,213	28,855	8,329	8,048	31,579	85,023
	7	6,684	18,178	6,640	6,385	44,007	81,895
	8	15,012	44,682	14,879	14,810	122,315	211,698
<b>TOTAL</b>		<b>97,308</b>	<b>279,327</b>	<b>125,005</b>	<b>281,873</b>	<b>438,083</b>	<b>1,221,596</b>

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
	1	\$ 24,375,445	\$ 54,100,055	\$ 29,373,731	\$ 30,912,221	\$ 194,753,059	\$ 333,514,511
	2	\$ 36,380,850	\$ 119,212,324	\$ 47,323,776	\$ 49,223,045	\$ 183,285,231	\$ 435,425,226
	3	\$ 29,223,050	\$ 82,320,782	\$ 188,656,405	\$ 1,146,676,433	\$ 138,407,812	\$ 1,585,284,481
	4	\$ 66,233,411	\$ 160,987,933	\$ 72,408,772	\$ 86,614,152	\$ 265,229,437	\$ 651,473,705
	5	\$ 109,195,348	\$ 214,978,232	\$ 135,836,300	\$ 142,584,552	\$ 372,557,504	\$ 975,151,936
	6	\$ 36,695,191	\$ 110,531,512	\$ 41,286,443	\$ 57,461,990	\$ 149,655,203	\$ 395,630,338
	7	\$ 27,067,740	\$ 61,640,949	\$ 38,268,880	\$ 35,470,768	\$ 224,188,347	\$ 386,636,684
	8	\$ 70,192,062	\$ 159,947,928	\$ 86,201,035	\$ 93,243,703	\$ 689,853,551	\$ 1,099,438,279
<b>ALL BENEFITS</b>		<b>\$ 399,363,097</b>	<b>\$ 963,719,715</b>	<b>\$ 639,355,340</b>	<b>\$ 1,642,186,864</b>	<b>\$ 2,217,930,143</b>	<b>\$ 5,862,555,159</b>

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 4,286.92	\$ 3,380.90	\$ 4,930.41	\$ 5,535.53	\$ 7,472.59	\$ 5,624.95
	2	\$ 3,818.11	\$ 3,528.58	\$ 5,075.21	\$ 5,234.27	\$ 4,416.69	\$ 4,205.37
	3	\$ 2,443.02	\$ 3,327.68	\$ 4,764.37	\$ 5,788.16	\$ 4,354.23	\$ 5,177.43
	4	\$ 4,219.36	\$ 3,186.47	\$ 4,721.28	\$ 5,520.52	\$ 4,359.85	\$ 4,121.15
	5	\$ 4,452.38	\$ 3,436.10	\$ 5,446.23	\$ 5,979.56	\$ 4,656.98	\$ 4,517.18
	6	\$ 4,468.12	\$ 3,830.63	\$ 4,957.15	\$ 7,140.06	\$ 4,739.07	\$ 4,653.22
	7	\$ 4,049.63	\$ 3,390.90	\$ 5,763.67	\$ 5,555.04	\$ 5,094.36	\$ 4,721.16
	8	\$ 4,675.68	\$ 3,579.67	\$ 5,793.40	\$ 6,296.21	\$ 5,639.99	\$ 5,193.43
<b>TOTAL</b>		<b>\$ 4,104.12</b>	<b>\$ 3,450.15</b>	<b>\$ 5,114.64</b>	<b>\$ 5,825.98</b>	<b>\$ 5,062.81</b>	<b>\$ 4,799.10</b>



## Benefit Payments by Region April - June 2016



	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
<b>Non-KCHIP Medicaid Benefits</b>	1	\$ 5,741,178	\$ 13,356,328	\$ 8,393,717	\$ 8,157,389	\$ 31,386,766	\$ 67,035,378
	2	\$ 9,648,023	\$ 29,600,338	\$ 12,187,417	\$ 13,370,786	\$ 39,117,839	\$ 103,924,403
	3	\$ 12,175,281	\$ 18,763,338	\$ 41,710,997	\$ 293,628,421	\$ 29,123,992	\$ 395,402,028
	4	\$ 18,287,024	\$ 40,541,315	\$ 19,708,423	\$ 23,458,881	\$ 54,180,727	\$ 156,176,370
	5	\$ 27,811,298	\$ 54,925,221	\$ 36,626,010	\$ 37,736,784	\$ 80,988,298	\$ 238,087,611
	6	\$ 9,577,762	\$ 29,894,311	\$ 10,639,562	\$ 16,370,620	\$ 32,345,711	\$ 98,827,967
	7	\$ 6,769,587	\$ 15,683,914	\$ 10,791,176	\$ 8,987,051	\$ 50,659,220	\$ 92,890,949
	8	\$ 19,491,339	\$ 39,045,505	\$ 22,652,434	\$ 26,222,026	\$ 157,486,015	\$ 264,897,319
<b>TOTAL</b>		\$ 109,501,492	\$ 241,810,270	\$ 162,709,737	\$ 427,931,958	\$ 475,288,568	\$ 1,417,242,024
<b>KCHIP Medicaid Benefits</b>	1	\$ 73,210	\$ 392,377	\$ 311,685	\$ 29,980	\$ 19,590,287	\$ 20,397,539
	2	\$ 70,143	\$ 958,758	\$ 640,529	\$ 83,734	\$ 10,217,011	\$ 11,970,175
	3	\$ 142,795	\$ 297,538	\$ 2,353,858	\$ 3,396,949	\$ 4,310,908	\$ 10,502,047
	4	\$ 345,045	\$ 2,047,662	\$ 783,154	\$ 185,245	\$ 13,868,175	\$ 17,229,281
	5	\$ 204,964	\$ 2,180,599	\$ 1,566,242	\$ 258,159	\$ 18,080,035	\$ 22,289,999
	6	\$ 63,219	\$ 1,111,802	\$ 355,409	\$ 55,526	\$ 7,156,724	\$ 8,742,681
	7	\$ 40,590	\$ 584,262	\$ 364,988	\$ 60,616	\$ 10,818,463	\$ 11,868,919
	8	\$ 98,879	\$ 1,053,639	\$ 1,215,751	\$ 150,906	\$ 24,956,536	\$ 27,475,711
<b>TOTAL</b>		\$ 1,038,845	\$ 8,626,637	\$ 7,591,616	\$ 4,221,115	\$ 108,998,139	\$ 130,476,352
<b>Total Benefits</b>	1	5,814,387	13,748,705	8,705,403	8,187,369	50,977,053	\$ 87,432,917
	2	9,718,166	30,559,096	12,827,946	13,454,520	49,334,850	\$ 115,894,578
	3	12,318,076	19,060,875	44,064,854	297,025,370	33,434,900	\$ 405,904,076
	4	18,632,069	42,588,977	20,491,577	23,644,126	68,048,902	\$ 173,405,651
	5	28,016,262	57,105,819	38,192,252	37,994,943	99,068,333	\$ 260,377,609
	6	9,640,981	31,006,113	10,994,972	16,426,146	39,502,435	\$ 107,570,648
	7	6,810,177	16,268,176	11,156,164	9,047,667	61,477,683	\$ 104,759,867
	8	19,590,219	40,099,144	23,868,185	26,372,932	182,442,551	\$ 292,373,030
<b>ALL BENEFITS</b>		\$ 110,540,337	\$ 250,436,906	\$ 170,301,353	\$ 432,153,073	\$ 584,286,707	\$ 1,547,718,376
<b>Benefits per member</b>	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
	1	\$ 959.79	\$ 879.47	\$ 1,364.91	\$ 1,397.88	\$ 1,918.67	\$ 1,606.13
	2	\$ 943.33	\$ 918.77	\$ 1,283.95	\$ 1,359.59	\$ 1,155.41	\$ 1,209.16
	3	\$ 805.79	\$ 787.93	\$ 1,122.93	\$ 1,466.57	\$ 1,059.71	\$ 1,364.32
	4	\$ 1,109.12	\$ 857.54	\$ 1,255.30	\$ 1,390.99	\$ 1,116.76	\$ 1,204.88
	5	\$ 1,051.70	\$ 934.40	\$ 1,444.16	\$ 1,494.86	\$ 1,239.52	\$ 1,349.79
	6	\$ 1,077.32	\$ 1,083.41	\$ 1,221.26	\$ 1,906.47	\$ 1,238.09	\$ 1,376.57
	7	\$ 953.14	\$ 922.28	\$ 1,563.36	\$ 1,352.01	\$ 1,369.88	\$ 1,372.19
	8	\$ 1,219.28	\$ 933.49	\$ 1,486.84	\$ 1,622.05	\$ 1,475.32	\$ 1,469.72
	\$ 1,030.72	\$ 917.09	\$ 1,304.27	\$ 1,478.63	\$ 1,321.54	\$ 1,359.99	

## Dental Benefit Payments by Region

### April - June 2016

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
<b>Non-KCHIP Medicaid Dental Benefits</b>	1	\$ 93,303	\$ 415,621	\$ 178,670	\$ 130,764	\$ 645,363	\$ 1,463,721
	2	\$ 152,514	\$ 823,274	\$ 255,928	\$ 204,525	\$ 959,692	\$ 2,395,933
	3	\$ 61,660	\$ 539,220	\$ 914,665	\$ 9,201,759	\$ 886,088	\$ 11,603,392
	4	\$ 219,732	\$ 1,668,576	\$ 412,516	\$ 525,195	\$ 1,395,792	\$ 4,221,812
	5	\$ 332,130	\$ 2,407,466	\$ 768,756	\$ 869,807	\$ 1,791,877	\$ 6,170,036
	6	\$ 208,135	\$ 776,073	\$ 222,796	\$ 180,238	\$ 736,920	\$ 2,124,162
	7	\$ 93,721	\$ 555,128	\$ 224,043	\$ 177,310	\$ 1,089,082	\$ 2,139,283
	8	\$ 231,096	\$ 1,541,206	\$ 470,969	\$ 504,805	\$ 3,059,415	\$ 5,807,490
<b>TOTAL</b>		\$ 1,392,290	\$ 8,726,563	\$ 3,448,344	\$ 11,794,403	\$ 10,564,229	\$ 35,925,829
<b>KCHIP Medicaid Dental Benefits</b>	1	\$ 35,026	\$ 44,266	\$ 6,438	\$ 4,820	\$ 611,133	\$ 701,683
	2	\$ 8,161	\$ 100,828	\$ 13,224	\$ 6,328	\$ 866,317	\$ 994,858
	3	\$ 3,501	\$ 45,654	\$ 48,769	\$ 381,368	\$ 475,462	\$ 954,753
	4	\$ 12,883	\$ 242,255	\$ 16,223	\$ 25,249	\$ 1,203,204	\$ 1,499,814
	5	\$ 20,980	\$ 332,855	\$ 32,488	\$ 31,395	\$ 1,566,734	\$ 1,984,453
	6	\$ 12,963	\$ 108,820	\$ 7,373	\$ 3,831	\$ 649,235	\$ 782,222
	7	\$ 6,542	\$ 52,613	\$ 7,602	\$ 6,211	\$ 782,232	\$ 855,201
	8	\$ 12,101	\$ 164,249	\$ 25,204	\$ 13,962	\$ 1,987,674	\$ 2,203,191
<b>TOTAL</b>		\$ 112,158	\$ 1,091,541	\$ 157,321	\$ 473,164	\$ 8,141,991	\$ 9,976,174
<b>Total Dental Benefits</b>	1	\$ 128,329	\$ 459,887	\$ 185,108	\$ 135,584	\$ 1,256,496	\$ 2,165,404
	2	\$ 160,675	\$ 924,103	\$ 269,151	\$ 210,853	\$ 1,826,009	\$ 3,390,791
	3	\$ 65,161	\$ 584,873	\$ 963,434	\$ 9,583,127	\$ 1,361,550	\$ 12,558,145
	4	\$ 232,616	\$ 1,910,831	\$ 428,739	\$ 550,444	\$ 2,598,996	\$ 5,721,626
	5	\$ 353,110	\$ 2,740,321	\$ 801,244	\$ 901,202	\$ 3,358,611	\$ 8,154,489
	6	\$ 221,098	\$ 884,893	\$ 230,169	\$ 184,069	\$ 1,386,155	\$ 2,906,384
	7	\$ 100,263	\$ 607,741	\$ 231,645	\$ 183,521	\$ 1,871,314	\$ 2,994,484
	8	\$ 243,197	\$ 1,705,455	\$ 496,173	\$ 518,767	\$ 5,047,089	\$ 8,010,681
<b>ALL BENEFITS</b>		\$ 1,504,448	\$ 9,818,104	\$ 3,605,665	\$ 12,267,567	\$ 18,706,220	\$ 45,902,003
<b>Benefits per member</b>	1	\$ 21.18	\$ 29.42	\$ 29.02	\$ 23.15	\$ 47.29	\$ 39.78
	2	\$ 15.60	\$ 27.78	\$ 26.94	\$ 21.31	\$ 42.76	\$ 35.38
	3	\$ 4.26	\$ 24.18	\$ 24.55	\$ 47.32	\$ 43.15	\$ 42.21
	4	\$ 13.85	\$ 38.48	\$ 26.26	\$ 32.38	\$ 42.65	\$ 39.76
	5	\$ 13.26	\$ 44.84	\$ 30.30	\$ 35.46	\$ 42.02	\$ 42.27
	6	\$ 24.71	\$ 30.92	\$ 25.57	\$ 21.36	\$ 43.44	\$ 37.19
	7	\$ 14.03	\$ 34.45	\$ 32.46	\$ 27.42	\$ 41.70	\$ 39.22
	8	\$ 15.14	\$ 39.70	\$ 30.91	\$ 31.91	\$ 40.81	\$ 40.27
		\$ 14.03	\$ 35.95	\$ 27.61	\$ 41.97	\$ 42.31	\$ 40.33

## Pharmacy Benefit Payments by Region April - June 2016

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
<b>Non-KCHIP Medicaid Pharmacy Benefits</b>	1	\$ 1,509,953	\$ 2,906,865	\$ 1,707,414	\$ 1,491,135	\$ 6,656,324	\$ 14,271,691
	2	\$ 2,157,374	\$ 7,121,140	\$ 2,441,094	\$ 2,651,160	\$ 9,056,867	\$ 23,427,635
	3	\$ 2,122,210	\$ 3,448,229	\$ 8,547,020	\$ 61,552,192	\$ 6,099,491	\$ 81,769,142
	4	\$ 4,457,405	\$ 9,323,556	\$ 4,481,094	\$ 4,811,969	\$ 15,790,684	\$ 38,864,709
	5	\$ 7,588,514	\$ 11,726,801	\$ 8,372,836	\$ 7,286,876	\$ 21,078,366	\$ 56,053,393
	6	\$ 1,856,477	\$ 6,790,894	\$ 2,200,552	\$ 2,112,693	\$ 8,190,439	\$ 21,151,055
	7	\$ 1,760,901	\$ 3,342,943	\$ 2,784,327	\$ 1,679,025	\$ 13,325,790	\$ 22,892,986
	8	\$ 5,194,119	\$ 9,469,376	\$ 6,019,729	\$ 6,819,021	\$ 47,051,225	\$ 74,553,470
<b>TOTAL</b>		\$ 26,646,954	\$ 54,129,804	\$ 36,554,066	\$ 88,404,071	\$ 127,249,186	\$ 332,984,081
<b>KCHIP Medicaid Pharmacy Benefits</b>	1	\$ 10,165	\$ 112,065	\$ 73,355	\$ 5,179	\$ 1,033,577	\$ 1,234,342
	2	\$ 14,334	\$ 222,300	\$ 120,910	\$ 13,241	\$ 1,707,507	\$ 2,078,292
	3	\$ 35,142	\$ 55,239	\$ 526,404	\$ 581,033	\$ 458,600	\$ 1,656,418
	4	\$ 160,162	\$ 453,604	\$ 164,660	\$ 28,995	\$ 2,583,748	\$ 3,391,170
	5	\$ 39,068	\$ 429,653	\$ 408,242	\$ 23,270	\$ 3,053,369	\$ 3,953,602
	6	\$ 10,025	\$ 306,462	\$ 157,021	\$ 6,143	\$ 890,827	\$ 1,370,477
	7	\$ 10,742	\$ 158,679	\$ 109,698	\$ 7,040	\$ 1,641,986	\$ 1,928,145
	8	\$ 22,081	\$ 233,474	\$ 487,026	\$ 34,349	\$ 4,234,739	\$ 5,011,669
<b>TOTAL</b>		\$ 301,719	\$ 1,971,476	\$ 2,047,316	\$ 699,250	\$ 15,604,353	\$ 20,624,114
<b>Total Pharmacy Benefits</b>	1	\$ 1,520,119	\$ 3,018,930	\$ 1,780,769	\$ 1,496,314	\$ 7,689,901	\$ 15,506,033
	2	\$ 2,171,708	\$ 7,343,441	\$ 2,562,004	\$ 2,664,401	\$ 10,764,374	\$ 25,505,928
	3	\$ 2,157,352	\$ 3,503,468	\$ 9,073,424	\$ 62,133,225	\$ 6,558,091	\$ 83,425,560
	4	\$ 4,617,567	\$ 9,777,161	\$ 4,645,754	\$ 4,840,964	\$ 18,374,432	\$ 42,255,878
	5	\$ 7,627,582	\$ 12,156,454	\$ 8,781,078	\$ 7,310,146	\$ 24,131,735	\$ 60,006,995
	6	\$ 1,866,502	\$ 7,097,356	\$ 2,357,573	\$ 2,118,836	\$ 9,081,266	\$ 22,521,533
	7	\$ 1,771,643	\$ 3,501,622	\$ 2,894,025	\$ 1,686,065	\$ 14,967,776	\$ 24,821,130
	8	\$ 5,216,200	\$ 9,702,850	\$ 6,506,755	\$ 6,853,370	\$ 51,285,964	\$ 79,565,139
<b>ALL BENEFITS</b>		\$ 26,948,673	\$ 56,101,281	\$ 38,601,382	\$ 89,103,321	\$ 142,853,539	\$ 353,608,195

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
<b>Benefits per member</b>	1	\$ 250.93	\$ 193.11	\$ 279.20	\$ 255.47	\$ 289.43	\$ 284.84
	2	\$ 210.80	\$ 220.78	\$ 256.43	\$ 269.24	\$ 252.10	\$ 266.11
	3	\$ 141.12	\$ 144.83	\$ 231.22	\$ 306.79	\$ 207.86	\$ 280.41
	4	\$ 274.87	\$ 196.87	\$ 284.60	\$ 284.80	\$ 301.55	\$ 293.61
	5	\$ 286.33	\$ 198.91	\$ 332.04	\$ 287.61	\$ 301.93	\$ 311.07
	6	\$ 208.57	\$ 247.99	\$ 261.87	\$ 245.92	\$ 284.63	\$ 288.21
	7	\$ 247.96	\$ 198.52	\$ 405.55	\$ 251.95	\$ 333.52	\$ 325.12
	8	\$ 324.65	\$ 225.88	\$ 405.33	\$ 421.51	\$ 414.72	\$ 399.96
		\$ 251.28	\$ 205.44	\$ 295.63	\$ 304.87	\$ 323.11	\$ 310.72

## Benefit Payments by Region April - June 2016

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
Members as of 7/25/16	1	6,058	15,633	6,378	5,857	26,569	54,437
	2	10,302	33,261	9,991	9,896	42,699	95,847
	3	15,287	24,191	39,241	202,530	31,551	297,513
	4	16,799	49,664	16,324	16,998	60,934	143,920
	5	26,639	61,115	26,446	25,417	79,925	192,903
	6	8,949	28,619	9,003	8,616	31,906	78,144
	7	7,145	17,639	7,136	6,692	44,878	76,345
	8	16,067	42,956	16,053	16,259	123,663	198,931
<b>TOTAL</b>		<b>107,246</b>	<b>273,078</b>	<b>130,572</b>	<b>292,265</b>	<b>442,125</b>	<b>1,138,040</b>

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
	1	\$ 5,814,387	\$ 13,748,705	\$ 8,705,403	\$ 8,187,369	\$ 50,977,053	\$ 87,432,917
	2	\$ 9,718,166	\$ 30,559,096	\$ 12,827,946	\$ 13,454,520	\$ 49,334,850	\$ 115,894,578
	3	\$ 12,318,076	\$ 19,060,875	\$ 44,064,854	\$ 297,025,370	\$ 33,434,900	\$ 405,904,076
	4	\$ 18,632,069	\$ 42,588,977	\$ 20,491,577	\$ 23,644,126	\$ 68,048,902	\$ 173,405,651
	5	\$ 28,016,262	\$ 57,105,819	\$ 38,192,252	\$ 37,994,943	\$ 99,068,333	\$ 260,377,609
	6	\$ 9,640,981	\$ 31,006,113	\$ 10,994,972	\$ 16,426,146	\$ 39,502,435	\$ 107,570,648
	7	\$ 6,810,177	\$ 16,268,176	\$ 11,156,164	\$ 9,047,667	\$ 61,477,683	\$ 104,759,867
	8	\$ 19,590,219	\$ 40,099,144	\$ 23,868,185	\$ 26,372,932	\$ 182,442,551	\$ 292,373,030
<b>ALL BENEFITS</b>		<b>\$ 110,540,337</b>	<b>\$ 250,436,906</b>	<b>\$ 170,301,353</b>	<b>\$ 432,153,073</b>	<b>\$ 584,286,707</b>	<b>\$ 1,547,718,376</b>

	Region	Anthem	Coventry/Aetna	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 959.79	\$ 879.47	\$ 1,364.91	\$ 1,397.88	\$ 1,918.67	\$ 1,606.13
	2	\$ 943.33	\$ 918.77	\$ 1,283.95	\$ 1,359.59	\$ 1,155.41	\$ 1,209.16
	3	\$ 805.79	\$ 787.93	\$ 1,122.93	\$ 1,466.57	\$ 1,059.71	\$ 1,364.32
	4	\$ 1,109.12	\$ 857.54	\$ 1,255.30	\$ 1,390.99	\$ 1,116.76	\$ 1,204.88
	5	\$ 1,051.70	\$ 934.40	\$ 1,444.16	\$ 1,494.86	\$ 1,239.52	\$ 1,349.79
	6	\$ 1,077.32	\$ 1,083.41	\$ 1,221.26	\$ 1,906.47	\$ 1,238.09	\$ 1,376.57
	7	\$ 953.14	\$ 922.28	\$ 1,563.36	\$ 1,352.01	\$ 1,369.88	\$ 1,372.19
	8	\$ 1,219.28	\$ 933.49	\$ 1,486.84	\$ 1,622.05	\$ 1,475.32	\$ 1,469.72
<b>TOTAL</b>		<b>\$ 1,030.72</b>	<b>\$ 917.09</b>	<b>\$ 1,304.27</b>	<b>\$ 1,478.63</b>	<b>\$ 1,321.54</b>	<b>\$ 1,359.99</b>