

MAC Binder Section 4 –Reports

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

1 – MCO Dashboard Report November 2015:

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

2 – Waiver Dashboard Report December 2015:

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

3 – Appeals & Grievances Report July – September 2015:

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

4 - Disenrollment for Cause Report November 2015:

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

5 - Benefits by Region Report July – September 2015:

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

6 - Case Management Report July – September 2015:

Provides quarterly aggregates for disease/case management for each MCO.

7 – Fair Hearing Report 2015:

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

8 – Foster Care and Guardianship Report July – September 2015:

Provides quarterly aggregates for foster care members by each MCO.



SFY YTD MCO Dashboard Comparison



July - November, 2015

		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Membership	AVERAGE	79,836	290,913	118,582	264,797	431,373	1,185,501	
Capitation		\$ 193,180,404	\$ 579,505,477	299,593,811	666,829,343	1,045,666,416	\$ 2,784,775,451	
CAP PM		\$ 2,419.73	\$ 1,992.02	\$ 2,526.47	\$ 2,518.26	\$ 2,424.04	\$ 2,349.03	
Claims Payment	Paid Claims	\$ 91,720,711	\$ 395,836,396	\$ 192,864,524	\$ 511,770,824	\$ 677,543,344	\$ 1,869,735,798	
	Suspended	\$ 42,612,488	\$ 26,842,217	\$ 356,872,376	\$ 840,953,707	\$ 109,313,375	\$ 1,376,594,164	
	% Suspended	31.72%	6.35%	64.92%	62.17%	13.89%	42.40%	
	Paid/Member	\$ 1,148.87	\$ 1,360.67	\$ 1,626.42	\$ 1,932.69	\$ 1,570.67	\$ 1,577.17	
	Paid Loss Ratio	47.48%	68.31%	64.38%	76.75%	64.80%	67.14%	
	Total Paid Claims	90% paid in 30 Days	99.33%	99.89%	97.30%	99.60%	99.55%	99.33%
	Total Paid Claims	99% paid in 90 Days	99.85%	99.99%	99.49%	100.00%	99.71%	99.85%
P/As	Requested	58,577	167,049	35,396	105,873	186,534	553,429	
	Denied	5,453	22,865	5,065	9,897	33,418	76,698	
	% Denied	9.31%	13.69%	14.31%	9.35%	17.92%	13.86%	
Member Calls Report #11	# of calls	60,893	91,966	80,027	178,461	226,237	637,584	
	# Abandoned	410	2,351	1,185	1,259	9,810	15,015	
	% Abandoned	5% or less	0.67%	2.56%	1.48%	0.71%	4.34%	2.35%
Provider Calls Report #11	# of calls	54,735	52,892	45,593	126,205	112,516	391,941	
	# Abandoned	296	790	97	1,406	3,386	5,975	
	% Abandoned	5% or less	0.54%	1.49%	0.21%	1.11%	3.01%	1.52%
Behavioral Calls Report #11	# of calls	1,806	3,369	60	4,559	1,763	11,557	
	# Abandoned	20	1	1	9	23	54	
	% Abandoned	7% or less	1.11%	0.03%	1.67%	0.20%	1.30%	0.47%
Total Calls	Total Calls	117,434	148,227	125,680	309,225	340,516	1,041,082	
	Abandoned	726	3,142	1,283	2,674	13,219	21,044	
	% Abandoned	5% or less	0.62%	2.12%	1.02%	0.86%	3.88%	2.02%
COB Savings Report #54	MCO paid amount	\$ 1,527,412	\$ 10,444,598	\$ 3,757,089	\$ 7,373,731	\$ 7,779,907	\$ 30,882,736	
	COB Amount	\$ 8,851,584	\$ 37,105,622	\$ 20,631,916	\$ 47,322,973	\$ 98,107,843	\$ 212,019,937	
	COB/Member	\$ 22.17	\$ 127.55	\$ 173.99	\$ 178.71	\$ 227.43	\$ 178.84	
	% of Claims Paid	9.65%	9.37%	10.70%	9.25%	14.48%	11.34%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 4,016,147	\$ 11,482,799	\$ 311,954	\$ 17,947,843	\$ 15,052,149	\$ 48,810,892	
	% of Claims Paid	4.38%	14.50%	0.16%	3.51%	2.22%	2.61%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 7,569,032	\$ 21,914,765	\$ 12,519,569	\$ 21,218,242	\$ 30,020,118	\$ 93,241,727	
	% of Claims Paid	8.25%	5.54%	6.49%	4.15%	4.43%	4.99%	
Potential Subrogation Report #57	Lien/Claim	\$ 254,325	\$ 42,584,525	\$ 8,015,080	\$ 69,756,589	\$ 60,549,450	\$ 181,159,969	
	% of Claims Paid	0.28%	10.76%	4.16%	13.63%	8.94%	9.69%	
	Recovered	\$ 164,579	\$ 3,272,651	\$ 340,997	\$ 2,221,696	\$ 23,690,095	\$ 29,690,018	
Original Claims Processed Report #58	Claims Received	Total count	1,240,023	4,648,596	2,369,751	4,844,551	10,228,268	23,331,189
		Processed	1,267,194	4,670,228	2,606,702	5,433,812	7,225,605	21,203,541
		Total Charges	\$ 642,945,496	\$ 2,223,487,055	\$ 1,015,708,542	\$ 2,173,074,845	\$ 8,830,825,571	\$ 14,886,041,508
		Avg Charge	\$ 518.49	\$ 478.31	\$ 428.61	\$ 448.56	\$ 863.37	\$ 702.05
		Avg member	\$ 8,053.37	\$ 7,643.13	\$ 8,565.45	\$ 8,206.56	\$ 20,471.45	\$ 12,556.75
	Adjudicated to pay status	Total count	1,025,819	3,700,151	1,353,115	3,737,972	7,437,820	17,254,877
		Percent	82.73%	79.60%	57.10%	77.16%	72.72%	73.96%
		Charges	\$ 367,381,188	\$ 1,723,811,358	\$ 587,278,219	\$ 1,855,649,737	\$ 2,618,382,522	\$ 7,152,503,023
		Avg Charge	\$ 358.13	\$ 465.88	\$ 434.02	\$ 496.43	\$ 352.04	\$ 414.52
Avg member	\$ 4,601.72	\$ 5,925.52	\$ 4,952.51	\$ 7,007.81	\$ 6,069.88	\$ 6,033.32		



SFY YTD MCO Dashboard Comparison



July - November, 2015

		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Original Claims Processed Report #58	Adjudicated to pay status	Paid	\$ 91,720,711	\$ 395,836,396	\$ 192,864,524	\$ 511,770,824	\$ 677,543,344	\$ 1,869,735,798
		Average Paid	\$ 89.41	\$ 106.98	\$ 142.53	\$ 136.91	\$ 91.09	\$ 108.36
		Avg member	\$ 1,148.87	\$ 1,360.67	\$ 1,626.42	\$ 1,932.69	\$ 1,570.67	\$ 1,577.17
		% Discount	75.03%	77.04%	67.16%	72.42%	74.12%	73.86%
	Adjudicated to deny status	Count	236,295	938,697	490,637	1,155,481	1,658,946	4,480,056
		Percent	19.06%	20.19%	20.70%	23.85%	16.22%	25.96%
		Charges	\$ 147,507,881	\$ 399,017,326	\$ 68,856,946	\$ 1,073,152,705	\$ 1,952,028,925	\$ 3,640,563,784
		Avg. Charge	\$ 624.25	\$ 425.08	\$ 140.34	\$ 928.75	\$ 1,176.67	\$ 812.62
	Placed in suspended status	Count	16,973	31,599	128,986	540,359	8,772	726,689
		Percent	1.37%	0.68%	5.44%	11.15%	0.09%	4.21%
		Charges	\$ 42,612,488	\$ 26,842,217	\$ 356,872,376	\$ 840,953,707	\$ 109,313,375	\$ 1,376,594,164
		Avg Charge	\$ 2,510.60	\$ 849.46	\$ 2,766.75	\$ 1,556.29	\$ 12,461.63	\$ 1,894.34
Prior Authorizaton Report #59	Requested	58,577	167,049	35,396	105,873	186,534	553,429	
	Approved	No service limits	3,381	50,187	24,785	71,793	136,179	286,325
		Within limits	45,184	29,796	3,648	21,345	15,199	115,172
		Exceed limits	-	27,952	-	761	313	29,026
	Partially Approved	No service limits	-	1,913	590	845	-	3,348
		Within limits	122	1,446	4	1,232	1,389	4,193
		Exceed limits	-	95	-	-	-	95
	Denied	5,453	22,865	5,065	9,897	33,418	76,698	
Original Claims Activity #60	Paid Claims	Total claims	1,116,586	3,700,151	1,869,579	3,737,972	3,206,337	13,630,625
		1-30 - Days	1,109,135	3,696,023	1,819,086	3,722,901	3,192,047	13,539,192
		31 - 60 Days	5,759	3,466	35,946	14,135	4,013	63,319
		61-90 Days	57	280	4,948	792	1,033	7,110
		91+ Days	244	382	9,599	144	9,247	19,616
	Denied Claims	Total claims	560,629	938,697	542,767	1,155,491	510,912	3,708,496
		1-30 - Days	557,649	937,796	520,955	1,148,698	507,650	3,672,748
		31 - 60 Days	2,814	848	6,980	6,274	379,168	396,084
		61-90 Days	51	25	1,631	379	175	2,261
		91+ Days	115	28	12,711	130	1,918	14,902
	Suspended Claims	Total claims	6,956	31,584	302,057	540,359	19,266	900,222
		1-30 - Days	6,889	31,452	210,312	532,849	18,200	799,702
		31 - 60 Days	61	131	49,548	7,053	434	57,227
		61-90 Days	2	1	17,746	414	231	18,394
91+ Days		4	-	24,551	43	401	24,999	
#67 Provider Credentialing	InProcess	1-30 Days	342	969	68	241	126	1,746
		31-60 Days	3	772	3	-	-	778
		61-90 Days	6	634	2	-	-	642
		90+ Days	4	7,628	-	-	-	7,632
		Received	207	1,627	222	1,269	-	3,325
		Credentialed	629	1,518	193	993	348	3,681
		Processed	643	1,499	283	999	239	3,663
		Enrolled	1,663	94	224	704	658	3,343
Denied	1,185	-	31	2	-	1,218		
Additions to Network #68	Total Providers	502	480	814	1,733	189	3,718	
Termination from MCO #69	Total Providers	9	107	232	224	55	627	
Program Lock- in #74c	Average	Admitted	17	53	4	173	-	247
		Discharged	3	38	1	73	-	115
		Active	29	920	36	2,473	36	3,494



Monthly MCO Dashboard Comparison

November, 2015



			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Membership			90,290	291,681	121,706	273,208	437,383	1,214,268
Capitation			\$ 42,715,097	\$ 117,140,545	\$ 60,813,580	\$ 135,326,046	\$ 212,586,809	\$ 568,582,078
CAP PMP			\$ 476.02	\$ 402.08	\$ 502.16	\$ 496.90	\$ 486.70	\$ 468.25
Claims Payment	Paid Claims		\$ 19,890,333	\$ 72,260,411	\$ 39,865,011	\$ 113,896,518	\$ 98,409,233	\$ 344,321,505
	Suspended		\$ 24,367,105	\$ 5,994,342	\$ 59,912,331	\$ 198,340,192	\$ 11,217,801	\$ 299,831,771
	% Suspended		55.06%	7.66%	60.05%	63.52%	10.23%	46.55%
	Paid/Member		\$ 220.29	\$ 247.74	\$ 327.55	\$ 416.89	\$ 225.00	\$ 283.56
	Paid Loss Ratio		46.57%	61.69%	65.55%	84.16%	46.29%	60.56%
	Total Paid Claims	90% paid in 30 Days	99.25%	99.79%	98.75%	99.88%	99.79%	99.64%
	Total Paid Claims	99% paid in 90 Days	99.95%	100.00%	99.76%	100.00%	99.99%	99.96%
P/As	Requested		12,050	17,651	5,741	19,849	33,865	89,156
	Denied		1,070	3,084	755	2,086	6,394	13,389
	% Denied		8.88%	17.47%	13.15%	10.51%	18.88%	15.02%
Member Calls Report #11	# of calls		12,777	15,477	15,721	34,097	42,833	120,905
	# Abandoned		67	246	301	171	1,952	2,737
	% Abandoned	5% or less	1.00%	1.60%	1.91%	0.52%	4.49%	2.26%
	Speed to answer	30 seconds or less	13	15	28	15	37	
Provider Calls Report #11	# of calls		10,728	10,339	8,089	22,674	19,632	71,462
	# Abandoned		70	142	5	182	266	665
	% Abandoned	5% or less	0.65%	1.40%	0.06%	0.80%	1.35%	0.93%
	Speed to answer	30 seconds or less	18	28	4	20	22	
Behavioral Calls Report #11	# of calls		351	584	15	536	277	1,763
	# Abandoned		7	0	0	0	3	10
	% Abandoned	7% or less	1.00%	0.00%	0.00%	0.00%	1.08%	0.57%
	Speed to answer	30 seconds or less	9	5	2	3	9	
	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%	96.00%	96.00%	100.00%	97.00%	96.00%	
Avg length	< 10 min	6	3	1	5	1		
Total Calls	Total Calls		23,856	26,400	23,825	57,307	62,742	194,130
	Abandoned		144	388	306	353	2,221	3,412
	% Abandoned	5% or less	0.60%	1.47%	1.28%	0.62%	3.54%	1.76%
COB Savings Report #54	MCO paid amount		\$ 304,379	\$ 2,070,806	\$ 671,915	\$ 1,657,626	\$ 1,179,296	\$ 5,884,022
	COB Amount		\$ 1,444,010	\$ 7,010,504	\$ 4,029,552	\$ 10,139,598	\$ 15,755,469	\$ 38,379,133
	COB/Member		\$ 15.99	\$ 24.03	\$ 33.11	\$ 37.11	\$ 36.02	\$ 31.61
	% of Claims Paid		7.26%	9.70%	10.11%	8.90%	16.01%	11.15%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 471,690	\$ 2,619,513	\$ 35,282	\$ 3,971,456	\$ 1,974,810	\$ 9,072,751
	% of Claims Paid		2.37%	3.63%	0.09%	3.42%	2.01%	2.63%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 1,718,592	\$ 4,682,828	\$ 2,221,710	\$ 3,896,272	\$ 3,547,662	\$ 16,067,064
	% of Claims Paid		8.64%	6.48%	5.57%	3.42%	3.61%	4.67%
Potential Subrogation Report #57	Lien/Claim		\$ 46,440	\$ 9,281,049	\$ 2,574,092	\$ 14,658,978	\$ 15,316,723	\$ 41,877,282
	% of Claims Paid		0.23%	12.84%	6.46%	12.87%	15.56%	12.16%
	Recovered		\$ 34,439	\$ 957,386	\$ 107,873	\$ 572,613	\$ 945,315	\$ 2,617,625

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Original Claims Processed Report #58	Claims Received	Total count	234,027	893,145	469,239	973,225	1,996,905	\$ 4,566,541
		Processed	305,841	908,277	505,628	1,177,316	1,848,460	\$ 4,745,522
		Total Charges	\$ 156,653,246	\$ 417,524,854	\$ 191,588,954	\$ 421,017,943	\$ 471,885,353	\$ 1,658,670,350
		Avg Charge	\$ 483.46	\$ 467.48	\$ 408.30	\$ 432.60	\$ 236.31	\$ 349.52
		Avg member	\$ 1,735.00	\$ 1,431.44	\$ 1,574.19	\$ 1,541.02	\$ 1,078.88	\$ 1,365.98
	Adjudicated to pay status	Total count	252,737	722,851	343	851,400	1,525,992	3,353,323
		Percent	78.00%	80.93%	75.00%	87.50%	76.42%	73.43%
		Charges	\$ 76,663,385	\$ 313,700,873	\$ 113,003,792	\$ 442,901,392	\$ 341,459,197	\$ 1,287,728,639
		Avg Charge	\$ 303.33	\$ 433.98	\$ 329.19	\$ 520.20	\$ 223.76	\$ 384.02
		Avg member	\$ 849.08	\$ 1,075.49	\$ 928.50	\$ 1,621.11	\$ 780.69	\$ 1,060.50
		Paid	\$ 19,890,333	\$ 72,260,411	\$ 39,865,011	\$ 113,896,518	\$ 98,409,233	\$ 344,321,505
		Average Paid	\$ 78.70	\$ 99.97	\$ 116.13	\$ 113.78	\$ 64.49	\$ 102.68
		Avg member	\$ 220.29	\$ 247.74	\$ 327.55	\$ 416.89	\$ 225.00	\$ 283.56
		% Discount	74.05%	76.97%	64.72%	74.28%	71.18%	73.26%
	Adjudicated to deny status	Count	55,128	178,536	92,034	241,473	308,058	875,229
		Percent	18.03%	19.99%	20.10%	24.80%	15.43%	26.10%
		Charges	\$ 30,086,111	\$ 77,636,163	\$ 12,490,414	\$ 75,539,556	\$ 108,192,021	\$ 303,944,266
		Avg. Charge	\$ 545.75	\$ 434.85	\$ 135.72	\$ 312.83	\$ 351.21	\$ 347.27
	Placed in suspended status	Count	9,869	6,890	23,404	84,443	2,152	126,758
Percent		3.23%	0.77%	5.00%	8.70%	0.11%	3.78%	
Charges		\$ 24,367,105	\$ 5,994,342	\$ 59,912,331	\$ 198,340,192	\$ 11,217,801	\$ 299,831,771	
Avg Charge		\$ 2,469.06	\$ 870.01	\$ 2,559.92	\$ 2,348.81	\$ 5,212.73	\$ 2,365.39	
Prior Authorizaton Report #59	Requested	12,050	17,651	5,741	19,849	33,865	89,156	
	Approved	No service limits	630	9,331	4,051	13,418	24,661	52,091
		Within limits	9,456	2,866	672	3,646	2,353	18,993
		Exceed limits	-	911	-	72	37	1,020
	Partially Approved	No service limits	-	269	59	183	-	511
		Within limits	30	332	-	444	417	1,223
		Exceed limits	-	-	-	-	-	-
Denied	1,070	3,084	755	2,086	6,394	13,389		
Original Claims Activity #60	Paid Claims	Total claims	239,101	722,851	375,948	851,400	727,992	2,917,292
		1-30 - Days	237,318	721,297	371,257	850,375	726,475	2,906,722
		31 - 60 Days	1,661	1,508	3,497	963	1,400	9,029
		61-90 Days	-	25	285	49	43	402
		91+ Days	121	21	909	13	77	1,141
	Denied Claims	Total claims	107,024	178,536	99,953	241,473	166,665	793,651
		1-30 - Days	106,750	178,217	99,044	241,302	166,217	791,530
		31 - 60 Days	202	309	703	156	378,377	379,747
		61-90 Days	6	6	148	13	21	194
		91+ Days	66	4	58	2	49	179
	Suspended Claims	Total claims	2,131	6,884	48,279	84,443	3,110	144,847
		1-30 - Days	2,128	6,881	38,445	84,070	2,826	134,350
		31 - 60 Days	-	3	2,989	365	150	3,507
61-90 Days		1	-	1,858	4	32	1,895	
91+ Days		2	-	5,087	4	102	5,195	
#67 Provider Credentialing	InProgress	1-30 Days	46	73	30	168	126	443
		31-60 Days	0	69	0	0	0	69
		61-90 Days	0	84	0	0	0	84
		90+ Days	0	2	0	0	0	2
		Received	48	105	29	228	0	410
		Credentialed	83	222	39	198	126	668
		Processed	87	220	44	204	126	681
		Enrolled	12	18	45	181	126	382
		Denied	1	0	5	0	0	6
Additions to Network #68	Total Providers	68	98	92	274	171	703	
Termination from MCO #69	Total Providers	0	37	80	25	0	142	
Program Lock- in #74c	Admitted	1	61	0	189	0	251	
	Discharged	0	39	0	124	0	163	
	Active	38	967	41	2,655	36	3,737	

Anthem Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		73,768	76,931	75,124	83,065	90,290								79,836	399,178
Capitation		\$ 36,164,710	\$ 37,750,810	\$ 37,008,772	\$ 39,541,015	\$ 42,715,097								\$ 38,636,081	\$ 193,180,404
CAP PMP		\$ 490.25	\$ 490.71	\$ 492.64	\$ 476.02	\$ 473.09								\$ 483.95	\$ 2,419.73
Standard	Measure														
Claims Payment	Paid Claims	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952	\$ 22,715,902	\$ 19,890,333								\$ 18,344,142	\$ 91,720,711
	Suspended	\$ 771,680	\$ 7,749,144	\$ 1,549,912	\$ 8,174,648	\$ 24,367,105								\$ 8,522,498	\$ 42,612,488
	% Suspended	4.89%	32.21%	8.01%	26.46%	55.06%								31.72%	31.72%
	Paid/Member	\$ 203.47	\$ 212.00	\$ 236.89	\$ 273.47	\$ 220.29								\$ 229.77	\$ 1,148.87
	Paid Loss Ratio	41.50%	43.20%	48.09%	57.45%	46.57%								47.48%	47.48%
	Total Paid Claims	90% paid in 30 Days	99.41%	99.37%	99.29%	99.35%	99.25%								
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.36%	99.99%	99.95%								
P/As	Requested	11,435	11,133	12,078	11,881	12,050								11,715	58,577
	Denied	1,060	1,043	1,159	1,121	1,070								1,091	5,453
	% Denied	9.27%	9.37%	9.60%	9.44%	8.88%								9.31%	9.31%
Member Calls Report #11	# of calls	12,318	12,961	9,830	13,007	12,777								12,179	60,893
	# Abandoned	57	97	110	79	67								82	410
	% Abandoned	5% or less	0.46%	0.75%	1.00%	1.00%	1.00%							0.67%	0.67%
	Speed to answer	30 seconds or less	7	11	11	12	13							11	
Provider Calls Report #11	# of calls	11,884	11,368	8,815	11,940	10,728								10,947	54,735
	# Abandoned	42	110	44	30	70								59	296
	% Abandoned	5% or less	0.35%	0.97%	0.50%	0.25%	0.65%							0.54%	0.54%
	Speed to answer	30 seconds or less	10	20	12	12	18							14	
Behavioral Calls Report #11	# of calls	357	366	326	406	351								361	1,806
	# Abandoned	3	4	2	4	7								4	20
	% Abandoned	7% or less	0.84%	1.09%	1.00%	1.00%	1.00%							1.11%	1.11%
	Speed to answer	30 seconds or less	5	3	12	7	9							7	
	Answered by 4th ring	at least 99%	100.00%	99.00%	100.00%	100.00%	100.00%							99.80%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%	
	Answered within 30 sec	More than 80%	97.00%	99.00%	94.00%	97.00%	96.00%							96.60%	
Avg length	< 10 min	8	7	8:02	5:43	6							4		
Total Calls	Total Calls	24,559	24,695	18,971	25,353	23,856								23,487	117,434
	Abandoned	102	211	156	113	144								145	726
	% Abandoned	5% or less	0.42%	0.85%	0.82%	0.45%	0.60%							0.62%	0.62%

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			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 226,671	\$ 357,386	\$ 307,421	\$ 331,555	\$ 304,379								\$ 305,482	\$ 1,527,411.94	
	COB Amount		\$ 1,287,359	\$ 2,040,185	1952394.97	\$ 2,127,636	\$ 1,444,010								\$ 1,770,317	\$ 8,851,584.03	
	COB/Member		\$ 17.45	\$ 26.52	\$ 25.99	\$ 25.61	\$ 15.99								\$ 22.17	\$ 22.17	
	% of Claims Paid		8.58%	12.51%	10.97%	9.37%	7.26%									9.65%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 770,757	\$ 989,544	\$ 718,085	\$ 1,066,071	\$ 471,690								\$ 803,229	\$ 4,016,147.06	
	% of Claims Paid		5.14%	6.07%	4.04%	4.69%	2.37%								4.38%	4.38%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 1,253,532	\$ 1,130,501	\$ 1,768,749	\$ 1,697,658	\$ 1,718,592								\$ 1,513,806	\$ 7,569,031.52	
	% of Claims Paid		8.35%	6.93%	9.94%	7.47%	8.64%								8.25%	8.25%	
Potential Subrogation Report #57	Lien/Claim		\$ 107,009	\$ 85,788	\$ 2,070	\$ 13,018	\$ 46,440								\$ 50,865	\$ 254,324.57	
	% of Claims Paid		0.71%	0.53%	0.01%	0.06%	0.23%								0.28%	0.28%	
	Recovered		\$ 105,039	\$ 10,961	\$ 1,319	\$ 12,821	\$ 34,439								\$ 32,916	\$ 164,579.43	
Original Claims Processed Report #58	Claims Received	Total count	218,444	223,496	239,503	324,553	234,027								248,005	1,240,023	
		Processed	204,377	214,793	230,518	311,665	305,841								253,439	1,267,194	
		Total Charges	\$ 110,008,909	\$ 112,477,034	\$ 112,657,567	\$ 151,148,740	\$ 156,653,246									\$ 128,589,099	\$ 642,945,496
		Avg Charge	\$ 503.60	\$ 503.26	\$ 470.38	\$ 465.71	\$ 483.46									\$ 518.49	\$ 518.49
		Avg member	\$ 1,491.28	\$ 1,462.05	\$ 1,499.62	\$ 1,819.64	\$ 1,735.00									\$ 8,053.37	\$ 8,053.37
	Adjudicated to pay status	Total count	163,429	175,595	187,740	246,318	252,737									205,164	1,025,819
		Percent	74.82%	78.57%	78.39%	75.89%	78.00%									82.73%	82.73%
		Charges	\$ 59,461,087	\$ 65,625,000	\$ 71,839,766	\$ 93,791,949	\$ 76,663,385									\$ 73,476,238	\$ 367,381,188
		Avg Charge	\$ 363.83	\$ 373.73	\$ 382.66	\$ 380.78	\$ 303.33									\$ 358.13	\$ 358.13
		Avg member	\$ 806.06	\$ 853.04	\$ 956.28	\$ 1,129.14	\$ 849.08									\$ 4,601.72	\$ 4,601.72
		Paid	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952	\$ 22,715,902	\$ 19,890,333									\$ 18,344,142	\$ 91,720,711
		Average Paid	\$ 91.84	\$ 92.88	\$ 94.79	\$ 92.22	\$ 78.70									\$ 89.41	\$ 89.41
		Avg member	\$ 203.47	\$ 212.00	\$ 236.89	\$ 273.47	\$ 220.29									\$ 1,148.87	\$ 1,148.87
	% Discount	74.76%	75.15%	75.23%	75.78%	74.05%										75.03%	
	Adjudicated to deny status	Count	39,180	37,221	41,853	62,913	55,128									47,259	236,295
		Percent	17.94%	16.65%	17.40%	19.38%	18.03%									0.190556949	0.190556949
		Charges	\$ 24,899,720	\$ 26,296,510	\$ 28,182,962	\$ 38,042,579	\$ 30,086,111									\$ 29,501,576	\$ 147,507,881
	Placed in suspended status	Avg. Charge	\$ 635.52	\$ 706.50	\$ 673.38	\$ 604.69	\$ 545.75									\$ 624.25	\$ 624.25
		Count	1,768	1,977	925	2,434	9,869									3,395	16,973
		Percent	0.81%	0.88%	0.39%	0.75%	3.23%									1.37%	1.37%
Charges		\$ 771,680	\$ 7,749,144	\$ 1,549,912	\$ 8,174,648	\$ 24,367,105									\$ 8,522,498	\$ 42,612,488	
Avg Charge	\$ 4,395.75	\$ 3,919.65	\$ 1,675.58	\$ 3,358.52	\$ 2,469.06									\$ 2,510.60	\$ 2,510.60		

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		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		11,435	11,133	12,078	11,881	12,050							11,715	58,577	
		No service limits	911	647	576	617	630								676	3,381
	Approved	Within limits	8,856	8,481	9,275	9,116	9,456								9,037	45,184
		Exceed limits	-	-	-	-	-								-	-
		No service limits	-	-	-	-	-								-	-
	Partially Approved	Within limits	19	26	21	26	30								24	122
		Exceed limits	-	-	-	-	-								-	-
No service limits		-	-	-	-	-								-	-	
Denied		1,060	1,043	1,159	1,121	1,070								1,091	5,453	
Original Claims Activity #60	Paid Claims	Total claims	199,386	217,134	221,563	239,402	239,101							223,317	1,116,586	
		1-30 - Days	198,203	215,768	219,998	237,848	237,318								221,827	1,109,135
		31 - 60 Days	1,129	1,325	152	1,492	1,661								1,152	5,759
		61-90 Days	6	12	1	38	-								11	57
		91+ Days	48	29	22	24	121								49	244
	Denied Claims	Total claims	108,635	109,699	116,324	118,947	107,024								112,126	560,629
		1-30 - Days	108,516	109,597	116,205	116,581	106,750								111,530	557,649
		31 - 60 Days	91	77	107	2,337	202								563	2,814
		61-90 Days	15	17	6	7	6								10	51
	Suspended Claims	91+ Days	13	8	6	22	66								23	115
		Total claims	46	116	196	4,467	2,131								1,391	6,956
		1-30 - Days	42	116	196	4,407	2,128								1,378	6,889
		31 - 60 Days	2	-	-	59	-								12	61
		61-90 Days	1	-	-	-	1								1	2
	#67 Provider Credentialing	InProgress	91+ Days	1	-	-	1	2							1	4
			1-30 Days	1	118	59	118	46								68
31-60 Days			3	0	0	0	0								1	3
61-90 Days			0	3	0	3	0								1	6
Received		90+ Days	0	2	0	2	0								1	4
		Received	4	48	59	48	48								41	207
		Credentialed	5	214	113	214	83								126	629
		Processed	3	218	117	218	87								129	643
Enrolled	Enrolled	3	641	366	641	12								333	1,663	
	Denied	2	591	0	591	1								237	1,185	
Additions to Network #68	Total Providers	91	130	108	105	68								100	502	
Termination from MCO #69	Total Providers	2	2	5	0	0								2	9	
Program Lock-in #74c	Admitted	14	1	27	42	1								17		
	Discharged	0	1	7	8	0								3		
	Active	25	25	22	37	38								29		

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Membership		291,311	292,171	292,827	286,576	291,681								290,913	1,454,566	
Capitation		\$ 115,478,241	\$ 115,757,534	\$ 115,903,541	\$ 115,225,617	\$ 117,140,545								\$ 115,901,095	\$ 579,505,477	
CAP PMP		\$ 396.41	\$ 396.20	\$ 395.81	\$ 402.08	\$ 401.60								\$ 398.40	\$ 1,992.02	
Standard	Measure															
Claims Payment	Paid Claims	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220	\$ 79,090,026	\$ 72,260,411								\$ 79,167,279	\$ 395,836,396	
	Suspended	\$ 3,543,082	\$ 5,152,511	\$ 5,842,506	\$ 6,309,776	\$ 5,994,342								\$ 5,368,443	\$ 26,842,217	
	% Suspended	3.88%	6.14%	6.96%	7.39%	7.66%								6.35%	6.35%	
	Paid/Member	\$ 301.00	\$ 269.48	\$ 266.59	\$ 275.98	\$ 247.74								\$ 272.13	\$ 1,360.67	
	Paid Loss Ratio	75.93%	68.02%	67.35%	68.64%	61.69%								68.31%	68.31%	
	Total Paid Claims	90% paid in 30 Days	99.87%	99.94%	99.95%	99.90%	99.79%									
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%	99.97%	100.00%									
P/As	Requested	33,337	31,202	32,599	52,260	17,651								33,410	167,049	
	Denied	5,026	5,249	4,671	4,835	3,084								4,573	22,865	
	% Denied	15.08%	16.82%	14.33%	9.25%	17.47%								13.69%	13.69%	
Member Calls Report #11	# of calls	21,377	18,716	18,341	18,055	15,477								18,393	91,966	
	# Abandoned	789	439	498	379	246								470	2,351	
	% Abandoned	5% or less	3.69%	2.35%	2.70%	1.60%								2.56%	2.56%	
	Speed to answer	30 seconds or less	38	25	26	20	15							25		
Provider Calls Report #11	# of calls	13,066	12,626	12,162	4,699	10,339								10,578	52,892	
	# Abandoned	227	236	180	5	142								158	790	
	% Abandoned	5% or less	1.74%	1.87%	1.50%	1.50%	1.40%							1.49%	1.49%	
	Speed to answer	30 seconds or less	36	33	35	35	28							33		
Behavioral Calls Report #11	# of calls	662	707	737	679	584								674	3,369	
	# Abandoned	0	0	0	1	0								0	1	
	% Abandoned	7% or less	0.00%	0.00%	0.00%	0.10%	0.00%							0.03%	0.03%	
	Speed to answer	30 seconds or less	12	10	11	17	5							11		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%		
	Answered within 30 sec	More than 80%	99.20%	99.20%	98.20%	98.80%	96.00%							98.28%		
	Avg length	< 10 min	4	4	4	4	3							4		
Total Calls	Total Calls	35,105	32,049	31,240	23,433	26,400	-	-	-	-	-	-	-	29,645	148,227	
	Abandoned	1,016	675	678	385	388	-	-	-	-	-	-	-	628	3,142	
	% Abandoned	5% or less	2.89%	2.11%	2.17%	1.64%	1.47%							2.12%	2.12%	

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 2,092,592	\$ 2,247,399	\$ 2,170,982	\$ 1,862,819	\$ 2,070,806								\$ 2,088,920	\$ 10,444,597.56	
	COB Amount		\$ 7,902,311	\$ 6,981,532	\$ 7,975,287	\$ 7,235,989	\$ 7,010,504								\$ 7,421,124	\$ 37,105,621.80	
	COB/Member		\$ 27.13	\$ 23.90	\$ 27.24	\$ 25.25	\$ 24.03								\$ 25.51	\$ 127.55	
	% of Claims Paid		9.01%	8.87%	10.22%	9.15%	9.70%										9.37%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 2,118,399	\$ 2,573,364	\$ 1,936,834	\$ 2,234,688	\$ 2,619,513								\$ 2,296,560	\$ 11,482,798.87	
	% of Claims Paid		2.42%	3.27%	2.48%	2.83%	3.63%								2.90%	14.50%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,782,362	\$ 4,716,586	\$ 4,627,955	\$ 4,105,035	\$ 4,682,828								\$ 4,382,953	\$ 21,914,765.37	
	% of Claims Paid		4.31%	5.99%	5.93%	5.19%	6.48%								5.54%	5.54%	
Potential Subrogation Report #57	Lien/Claim		\$ 8,274,627	\$ 8,321,641	\$ 8,293,184	\$ 8,414,024	\$ 9,281,049								\$ 8,516,905	\$ 42,584,525.46	
	% of Claims Paid		9.44%	10.57%	10.62%	10.64%	12.84%								10.76%	10.76%	
	Recovered		\$ 548,206	\$ 632,493	\$ 573,039	\$ 561,527	\$ 957,386								\$ 654,530	\$ 3,272,650.96	
Original Claims Processed Report #58	Claims Received	Total count	937,575	879,864	932,144	1,005,868	893,145								929,719	4,648,596	
		Processed	958,389	883,019	926,497	994,046	908,277								934,046	4,670,228	
		Total Charges	\$ 482,696,129	\$ 432,331,395	\$ 452,695,206	\$ 438,239,471	\$ 417,524,854									\$ 444,697,411	\$ 2,223,487,055
		Avg Charge	\$ 514.83	\$ 491.36	\$ 485.65	\$ 435.68	\$ 467.48									\$ 478.31	\$ 478.31
		Avg member	\$ 1,656.98	\$ 1,479.72	\$ 1,545.95	\$ 1,529.23	\$ 1,431.44										\$ 7,643.13
	Adjudicated to pay status	Total count	767,290	694,145	725,533	790,332	722,851									740,030	3,700,151
		Percent	81.84%	78.89%	77.83%	78.57%	80.93%									79.60%	79.60%
		Charges	\$ 383,104,105	\$ 350,343,766	\$ 347,929,385	\$ 328,733,229	\$ 313,700,873									\$ 344,762,272	\$ 1,723,811,358
		Avg Charge	\$ 499.30	\$ 504.71	\$ 479.55	\$ 415.94	\$ 433.98									\$ 465.88	\$ 465.88
		Avg member	\$ 1,315.10	\$ 1,199.11	\$ 1,188.17	\$ 1,147.11	\$ 1,075.49										\$ 5,925.52
		Paid	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220	\$ 79,090,026	\$ 72,260,411									\$ 79,167,279	\$395,836,396
		Average Paid	\$ 114.28	\$ 113.43	\$ 107.60	\$ 100.07	\$ 99.97									\$ 106.98	\$ 106.98
		Avg member	\$ 301.00	\$ 269.48	\$ 266.59	\$ 275.98	\$ 247.74										\$ 1,360.67
	% Discount	77.11%	77.53%	77.56%	75.94%	76.97%										77.04%	
	Adjudicated to deny status	Count	187,748	182,186	193,962	196,265	178,536									187,739	938,697
		Percent	20.02%	20.71%	20.81%	19.51%	19.99%									0.201931293	0.201931293
		Charges	\$ 94,547,334	\$ 78,344,082	\$ 73,824,908	\$ 74,664,840	\$ 77,636,163									\$ 79,803,465	\$ 399,017,326
	Placed in suspended status	Avg. Charge	\$ 503.59	\$ 430.02	\$ 380.62	\$ 380.43	\$ 434.85									\$ 425.08	\$ 425.08
		Count	3,440	6,703	7,014	7,552	6,890									6,320	31,599
		Percent	0.37%	0.76%	0.75%	75.00%	0.77%									0.68%	0.68%
	Charges	\$ 3,543,082	\$ 5,152,511	\$ 5,842,506	\$ 6,309,776	\$ 5,994,342									\$ 5,368,443	\$ 26,842,217	
	Avg Charge	\$ 1,029.97	\$ 768.69	\$ 832.98	\$ 835.51	\$ 870.01									\$ 849.46	\$ 849.46	

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		33,337	31,202	32,599	52,260	17,651							33,410	167,049	
		No service limits	10,555	9,995	10,534	9,772	9,331								10,037	50,187
	Approved	Within limits	6,857	6,727	7,587	5,759	2,866								5,959	29,796
		Exceed limits	9,182	7,606	7,144	3,109	911								5,590	27,952
	Partially Approved	No service limits	481	413	397	353	269								383	1,913
		Within limits	230	222	241	421	332								289	1,446
		Exceed limits	-	-	-	95	-								19	95
	Denied		5,026	5,249	4,671	4,835	3,084								4,573	22,865
Original Claims Activity #60	Paid Claims	Total claims	767,290	694,145	725,533	790,332	722,851							740,030	3,700,151	
		1-30 - Days	766,276	693,761	725,169	789,520	721,297								739,205	3,696,023
		31 - 60 Days	781	349	314	514	1,508								693	3,466
		61-90 Days	126	2	32	95	25								56	280
		91+ Days	107	33	18	203	21								76	382
	Denied Claims	Total claims	187,748	182,186	193,962	196,265	178,536								187,739	938,697
		1-30 - Days	187,539	182,023	193,844	196,173	178,217								187,559	937,796
		31 - 60 Days	192	154	107	86	309								170	848
		61-90 Days	7	4	3	5	6								5	25
	Suspended Claims	91+ Days	10	5	8	1	4								6	28
		Total claims	3,440	6,703	7,014	7,543	6,884								6,317	31,584
		1-30 - Days	3,395	6,683	6,953	7,540	6,881								6,290	31,452
		31 - 60 Days	45	20	60	3	3								26	131
		61-90 Days	-	-	1	-	-								0	1
	#67 Provider Credentialing	InProcess	91+ Days	-	-	-	-	-							-	-
			1-30 Days	199	347	272	78	73							194	969
31-60 Days			94	152	344	113	69							154	772	
61-90 Days			220	90	74	166	84							127	634	
		90+ Days	2448	2599	2555	24	2							1,526	7,628	
		Received	357	488	556	121	105								325	1,627
		Credentialed	224	287	157	628	222								304	1,518
		Processed	224	287	157	611	220								300	1,499
	Enrolled	3	18	36	19	18								19	94	
	Denied	0	0	0	0	0								-	-	
Additions to Network #68	Total Providers	148	82	81	71	98								96	480	
Termination from MCO #69	Total Providers	18	29	23	0	37								21	107	
Program Lock-in #74c	Admitted	30	38	85	50	61								53	264	
	Discharged	51	37	18	46	39								38	191	
	Active	873	874	941	945	967								920	4,600	

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		117,126	117,740	118,794	117,544	121,706								118,582	592,910
Capitation		\$ 59,552,827	\$ 59,873,047	\$ 60,328,160	\$ 59,026,196	\$ 60,813,580								\$ 59,918,762	\$ 299,593,811
CAP PMP		\$ 508.45	\$ 508.52	\$ 507.84	\$ 502.16	\$ 499.68								\$ 505.29	\$ 2,526.47
Standard	Measure														
Claims Payment	Paid Claims	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965	\$ 40,427,549	\$ 39,865,011								\$ 38,572,905	\$ 192,864,524
	Suspended	\$ 93,560,481	\$ 72,126,215	\$ 72,131,081	\$ 59,142,269	\$ 59,912,331								\$ 71,374,475	\$ 356,872,376
	% Suspended	70.25%	66.45%	66.38%	59.40%	60.05%								64.92%	64.92%
	Paid/Member	\$ 338.28	\$ 309.28	\$ 307.56	\$ 343.94	\$ 327.55								\$ 325.28	\$ 1,626.42
	Paid Loss Ratio	66.53%	60.82%	60.56%	68.49%	65.55%								64.38%	64.38%
	Total Paid Claims	90% paid in 30 Days	96.30%	96.38%	97.67%	97.34%	98.75%								
	Total Paid Claims	99% paid in 90 Days	99.87%	98.29%	99.48%	99.95%	99.76%								
P/As	Requested	10,990	6,172	6,177	6,316	5,741								7,079	35,396
	Denied	1,435	1,024	989	862	755								1,013	5,065
	% Denied	13.06%	16.59%	16.01%	13.65%	13.15%								14.31%	14.31%
Member Calls Report #11	# of calls	16,929	14,570	15,752	17,055	15,721								16,005	80,027
	# Abandoned	273	264	196	151	301								237	1,185
	% Abandoned	5% or less	1.61%	1.81%	1.24%	0.89%	1.91%							1.48%	1.48%
	Speed to answer	30 seconds or less	24	29	20	24	28							25	
Provider Calls Report #11	# of calls	9,763	9,169	9,283	9,289	8,089								9,119	45,593
	# Abandoned	20	48	18	6	5								19	97
	% Abandoned	5% or less	0.20%	0.52%	0.19%	0.06%	0.06%							0.21%	0.21%
	Speed to answer	30 seconds or less	10	11	8	5	4							8	
Behavioral Calls Report #11	# of calls	7	12	11	15	15								12	60
	# Abandoned	0	0	1	0	0								0	1
	% Abandoned	7% or less	0.00%	0.00%	9.09%	0.00%	0.00%							1.67%	1.67%
	Speed to answer	30 seconds or less	3	1	13	5	2							5	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%	
	Answered within 30 sec	More than 80%	100.00%	100.00%	81.82%	93.33%	100.00%							95.03%	
Avg length	< 10 min	2	3	1	3.36	1							2		
Total Calls	Total Calls	26,699	23,751	25,046	26,359	23,825								25,136	125,680
	Abandoned	293	312	215	157	306								257	1,283
	% Abandoned	5% or less	1.10%	1.31%	0.86%	0.60%	1.28%							1.02%	1.02%

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			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 809,294	\$ 677,011	\$ 637,086	\$ 961,783	\$ 671,915								\$ 751,418	\$ 3,757,088.60	
	COB Amount		\$ 3,768,021	\$ 3,407,657	\$ 4,031,283	\$ 5,395,402	\$ 4,029,552								\$ 4,126,383	\$ 20,631,915.68	
	COB/Member		\$ 32.17	\$ 28.94	\$ 33.94	\$ 45.90	\$ 33.11								\$ 34.80	\$ 173.99	
	% of Claims Paid		9.51%	9.36%	11.03%	13.35%	10.11%										10.70%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 64,148	\$ 33,595	\$ 143,648	\$ 35,282	\$ 35,282								\$ 62,391	\$ 311,954.48	
	% of Claims Paid		0.16%	0.09%	0.39%	0.09%	0.09%								0.16%	0.16%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 2,661,511	\$ 2,687,317	\$ 2,452,525	\$ 2,496,506	\$ 2,221,710								\$ 2,503,914	\$ 12,519,569.49	
	% of Claims Paid		6.72%	7.38%	6.71%	6.18%	5.57%								6.49%	6.49%	
Potential Subrogation Report #57	Lien/Claim		\$ 1,225,841	\$ 1,022,604	\$ 1,488,931	\$ 1,703,612	\$ 2,574,092								\$ 1,603,016	\$ 8,015,080.02	
	% of Claims Paid		3.09%	2.81%	4.08%	4.21%	6.46%								4.16%	4.16%	
	Recovered		\$ 154,774	\$ -	\$ 78,350	\$ -	\$ 107,873								\$ 68,199	\$ 340,996.81	
Original Claims Processed Report #58	Claims Received	Total count	473,414	468,159	469,610	489,329	469,239								473,950	2,369,751	
		Processed	532,923	523,587	525,037	519,527	505,628								521,340	2,606,702	
		Total Charges	\$ 211,139,164	\$ 212,281,493	\$ 212,641,946	\$ 188,056,984	\$ 191,588,954									\$ 203,141,708	\$ 1,015,708,542
		Avg Charge	\$ 445.99	\$ 453.44	\$ 452.81	\$ 384.32	\$ 408.30									\$ 428.61	\$ 428.61
		Avg member	\$ 1,802.67	\$ 1,802.97	\$ 1,790.01	\$ 1,599.89	\$ 1,574.19									\$ 1,700.01	\$ 8,565.45
	Adjudicated to pay status	Total count	342,074	326,369	327,139	357,190	343									270,623	1,353,115
		Percent	72.30%	72.00%	70.00%	75.20%	75.00%									57.10%	57.10%
		Charges	\$ 127,855,225	\$ 112,985,792	\$ 113,167,908	\$ 120,265,503	\$ 113,003,792									\$ 117,455,644	\$ 587,278,219
		Avg Charge	\$ 373.76	\$ 346.19	\$ 346.19	\$ 336.70	\$ 329.19									\$ 434.02	\$ 434.02
		Avg member	\$ 1,091.60	\$ 959.62	\$ 952.64	\$ 1,023.15	\$ 928.50									\$ 928.50	\$ 4,952.51
		Paid	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965	\$ 40,427,549	\$ 39,865,011									\$ 38,572,905	\$192,864,524
		Average Paid	\$ 115.83	\$ 111.57	\$ 111.57	\$ 113.18	\$ 116.13									\$ 142.53	\$ 142.53
		Avg member	\$ 338.28	\$ 309.28	\$ 307.56	\$ 343.94	\$ 327.55									\$ 307.56	\$ 1,626.42
	% Discount	69.01%	67.77%	67.72%	66.38%	64.72%										67.16%	
	Adjudicated to deny status	Count	104,956	95,672	96,456	101,519	92,034									98,127	490,637
		Percent	22.20%	21.10%	21.10%	21.40%	20.10%									0.207041584	0.207041584
		Charges	\$ 14,917,170	\$ 14,028,117	\$ 14,225,785	\$ 13,195,461	\$ 12,490,414									\$ 13,771,389	\$ 68,856,946
	Placed in suspended status	Avg. Charge	\$ 142.13	\$ 146.63	\$ 147.48	\$ 129.98	\$ 135.72									\$ 140.34	\$ 140.34
		Count	31,035	25,262	25,276	24,009	23,404									25,797	128,986
		Percent	6.60%	5.40%	5.40%	4.90%	5.00%									5.44%	5.44%
Charges		\$ 93,560,481	\$ 72,126,215	\$ 72,131,081	\$ 59,142,269	\$ 59,912,331									\$ 71,374,475	\$ 356,872,376	
Avg Charge	\$ 2,692.46	\$ 2,855.13	\$ 2,853.74	\$ 2,463.34	\$ 2,559.92									\$ 2,766.75	\$ 2,766.75		

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		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		10,990	6,172	6,177	6,316	5,741							7,079	35,396	
		No service limits	7,648	4,274	4,432	4,380	4,051								4,957	24,785
	Approved	Within limits	760	662	734	820	672								730	3,648
		Exceed limits	-	-	-	-	-								-	-
		No service limits	275	85	118	53	59								118	590
	Partially Approved	Within limits	1	2	1	-	-								1	4
		Exceed limits	-	-	-	-	-								-	-
		Denied	1,435	1,024	989	862	755								1,013	5,065
	Original Claims Activity #60	Paid Claims	Total claims	375,562	355,806	368,902	393,361	375,948							373,916	1,869,579
			1-30 - Days	361,670	342,931	360,311	382,917	371,257								363,817
31 - 60 Days			11,413	5,870	5,439	9,727	3,497								7,189	35,946
61-90 Days			2,000	916	1,243	504	285								990	4,948
91+ Days			479	6,089	1,909	213	909								1,920	9,599
Denied Claims		Total claims	112,069	115,898	103,286	111,561	99,953								108,553	542,767
		1-30 - Days	108,624	102,489	101,191	109,607	99,044								104,191	520,955
		31 - 60 Days	2,448	1,134	1,231	1,464	703								1,396	6,980
		61-90 Days	679	390	414	-	148								326	1,631
Suspended Claims		91+ Days	318	11,885	450	-	58								2,542	12,711
		Total claims	73,669	69,538	53,945	56,626	48,279								60,411	302,057
		1-30 - Days	47,884	49,108	32,832	42,043	38,445								42,062	210,312
		31 - 60 Days	18,049	10,760	11,096	6,654	2,989								9,910	49,548
		61-90 Days	3,568	4,329	4,877	3,114	1,858								3,549	17,746
		91+ Days	4,168	5,341	5,140	4,815	5,087								4,910	24,551
		#67 Provider Credentialing	InProcess		23	44	42	30								35
	31-60 Days			0	1	2	0								1	3
61-90 Days			1	1	0	0								1	2	
90+ Days			0	0	0	0								-	-	
	Received	42	42	60	49	29								44	222	
	Credentialed	35	41	44	34	39								39	193	
	Processed	93	49	41	56	44								57	283	
	Enrolled	58	45	33	43	45								45	224	
	Denied	9	6	5	6	5								6	31	
Additions to Network #68	Total Providers	170	178	357	17	92								163	814	
Termination from MCO #69	Total Providers	46	55	13	38	80								46	232	
Program Lock-in #74c	Admitted	0	11	0	8	0								4	19	
	Discharged	0	0	0	5	0								1	5	
	Active	26	37	34	40	41								36	178	

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		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		257,411	261,848	266,586	264,933	273,208								264,797	1,323,986
Capitation		\$ 130,549,995	\$ 134,730,410	\$ 134,577,606	\$ 131,645,286	\$ 135,326,046								\$ 133,365,869	\$ 666,829,343
CAP PMP		\$ 507.17	\$ 514.54	\$ 504.82	\$ 496.90	\$ 495.32								\$ 503.65	\$ 2,518.26
Standard	Measure														
Claims Payment	Paid Claims	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549	\$ 84,955,294	\$ 113,896,518								\$ 102,354,165	\$ 511,770,824
	Suspended	\$ 137,825,528	\$ 124,908,258	\$ 135,265,000	\$ 244,614,729	\$ 198,340,192								\$ 168,190,741	\$ 840,953,707
	% Suspended	57.68%	54.23%	55.98%	74.22%	63.52%								62.17%	62.17%
	Paid/Member	\$ 392.89	\$ 402.67	\$ 398.92	\$ 320.67	\$ 416.89								\$ 386.54	\$ 1,932.69
	Paid Loss Ratio	77.47%	78.26%	79.02%	64.53%	84.16%								76.75%	76.75%
	Total Paid Claims	90% paid in 30 Days	98.98%	99.54%	99.68%	99.85%	99.88%								
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%	100.00%	100.00%								
P/As	Requested	21,027	21,538	21,283	22,176	19,849								21,175	105,873
	Denied	1,804	1,962	1,879	2,166	2,086								1,979	9,897
	% Denied	8.58%	9.11%	8.83%	9.77%	10.51%								9.35%	9.35%
Member Calls Report #11	# of calls	35,482	35,341	35,537	38,004	34,097								35,692	178,461
	# Abandoned	330	250	271	237	171								252	1,259
	% Abandoned	5% or less	0.93%	0.71%	0.76%	0.62%								0.71%	0.71%
	Speed to answer	30 seconds or less	22	24	18	17	15							19	
Provider Calls Report #11	# of calls	29,589	28,917	17,736	27,289	22,674								25,241	126,205
	# Abandoned	409	295	268	252	182								281	1,406
	% Abandoned	5% or less	1.38%	1.02%	0.97%	0.92%	0.80%							1.11%	1.11%
	Speed to answer	30 seconds or less	24	13	23	21	20							20	
Behavioral Calls Report #11	# of calls	1,012	906	1029	1076	536								912	4,559
	# Abandoned	1	5	3	0	0								2	9
	% Abandoned	7% or less	0.10%	0.55%	0.29%	0.00%	0.00%							0.20%	0.20%
	Speed to answer	30 seconds or less	9	12	13	5	3							8	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%	
	Answered within 30 sec	More than 80%	91.00%	87.00%	86.00%	97.00%	97.00%							91.60%	
Avg length	< 10 min	2	2	2	2	5							3		
Total Calls	Total Calls	66,083	65,164	54,302	66,369	57,307								61,845	309,225
	Abandoned	740	550	542	489	353								535	2,674
	% Abandoned	5% or less	1.12%	0.84%	1.00%	0.74%	0.62%							0.86%	0.86%

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			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 1,637,234	\$ 1,688,229	\$ 1,243,811	\$ 1,146,831	\$ 1,657,626								\$ 1,474,746	\$ 7,373,730.90	
	COB Amount		\$ 10,996,678	\$ 10,038,991	\$ 7,968,869	\$ 8,178,836	\$ 10,139,598								\$ 9,464,595	\$ 47,322,972.56	
	COB/Member		\$ 42.72	\$ 38.34	\$ 29.89	\$ 30.87	\$ 37.11								\$ 35.74	\$ 178.71	
	% of Claims Paid		10.87%	9.52%	7.49%	9.63%	8.90%									9.25%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 3,683,959	\$ 4,235,683	\$ 3,901,703	\$ 2,155,042	\$ 3,971,456								\$ 3,589,569	\$ 17,947,842.63	
	% of Claims Paid		3.64%	4.02%	3.67%	2.54%	3.42%								3.51%	3.51%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,865,692	\$ 5,515,773	\$ 4,348,724	\$ 3,591,781	\$ 3,896,272								\$ 4,243,648	\$ 21,218,242.31	
	% of Claims Paid		3.82%	5.23%	4.09%	4.23%	3.42%								4.15%	4.15%	
Potential Subrogation Report #57	Lien/Claim		\$ 12,907,581	\$ 13,542,297	\$ 13,980,410	\$ 14,667,322	\$ 14,658,978								\$ 13,951,318	\$ 69,756,588.51	
	% of Claims Paid		12.76%	12.84%	13.15%	17.26%	12.87%								13.63%	13.63%	
	Recovered		\$ 369,637	\$ 425,626	\$ 466,362	\$ 387,458	\$ 572,613								\$ 444,339	\$ 2,221,695.96	
Original Claims Processed Report #58	Claims Received	Total count	913,671	957,892	987,080	1,012,683	973,225								968,910	4,844,551	
		Processed	1,010,489	1,059,365	1,071,531	1,115,111	1,177,316								1,086,762	5,433,812	
		Total Charges	\$ 410,759,328	\$ 425,356,114	\$ 463,111,633	\$ 452,829,826	\$ 421,017,943									\$ 434,614,969	\$ 2,173,074,845
		Avg Charge	\$ 449.57	\$ 444.05	\$ 469.17	\$ 447.16	\$ 432.60									\$ 448.56	\$ 448.56
		Avg member	\$ 1,595.73	\$ 1,624.44	\$ 1,737.19	\$ 1,709.22	\$ 1,541.02									\$ 1,541.02	\$ 8,206.56
	Adjudicated to pay status	Total count	694,600	750,892	760,435	680,645	851,400									747,594	3,737,972
		Percent	76.00%	78.40%	77.00%	67.20%	87.50%									77.16%	77.16%
		Charges	\$ 361,792,154	\$ 383,426,469	\$ 376,116,781	\$ 291,412,941	\$ 442,901,392									\$ 371,129,947	\$ 1,855,649,737
		Avg Charge	\$ 520.86	\$ 510.63	\$ 494.61	\$ 428.14	\$ 520.20									\$ 496.43	\$ 496.43
		Avg member	\$ 1,405.50	\$ 1,464.31	\$ 1,410.86	\$ 1,099.95	\$ 1,621.11									\$ 1,464.31	\$ 7,007.81
		Paid	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549	\$ 84,955,294	\$ 113,896,518									\$ 102,354,165	\$511,770,824
		Average Paid	\$ 145.60	\$ 140.42	\$ 139.85	\$ 124.82	\$ 113.78									\$ 136.91	\$ 136.91
		Avg member	\$ 392.89	\$ 402.67	\$ 398.92	\$ 320.67	\$ 416.89									\$ 392.89	\$ 1,932.69
	% Discount	72.05%	72.50%	71.73%	70.85%	74.28%										72.42%	
	Adjudicated to deny status	Count	228,485	224,683	223,978	236,862	241,473									231,096	1,155,481
		Percent	25.00%	23.50%	22.70%	23.40%	24.80%									0.238511474	0.238511474
		Charges	\$ 88,571,787	\$ 75,427,738	\$ 75,614,154	\$ 73,999,470	\$ 75,539,556									\$ 214,630,541	\$ 1,073,152,705
		Avg. Charge	\$ 387.65	\$ 335.71	\$ 339.15	\$ 312.42	\$ 312.83									\$ 928.75	\$ 928.75
	Placed in suspended status	Count	87,404	83,790	87,118	197,604	84,443									108,072	540,359
		Percent	9.60%	8.70%	8.80%	19.50%	8.70%									11.15%	11.15%
Charges		\$ 137,825,528	\$ 124,908,258	\$ 135,265,000	\$ 244,614,729	\$ 198,340,192									\$ 168,190,741	\$ 840,953,707	
Avg Charge		\$ 1,576.88	\$ 1,490.73	\$ 1,552.66	\$ 1,237.90	\$ 2,348.81									\$ 1,556.29	\$ 1,556.29	

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		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested	21,027	21,538	21,283	22,176	19,849								21,175	105,873	
	Approved	No service limits	14,360	14,706	14,425	14,884	13,418								14,359	71,793
		Within limits	4,335	4,397	4,612	4,355	3,646								4,269	21,345
		Exceed limits	253	210	87	139	72								152	761
	Partially Approved	No service limits	165	151	166	180	183								169	845
		Within limits	110	112	114	452	444								246	1,232
		Exceed limits	-	-	-	-	-								-	-
Denied	1,804	1,962	1,879	2,166	2,086								1,979	9,897		
Original Claims Activity #60	Paid Claims	Total claims	694,600	750,892	760,435	680,645	851,400							747,594	3,737,972	
		1-30 - Days	687,483	747,413	758,008	679,622	850,375								744,580	3,722,901
		31 - 60 Days	6,473	3,411	2,332	956	963								2,827	14,135
		61-90 Days	580	41	89	33	49								158	792
		91+ Days	64	27	6	34	13								29	144
	Denied Claims	Total claims	228,485	224,693	223,978	236,862	241,473								231,098	1,155,491
		1-30 - Days	225,323	222,504	223,184	236,385	241,302								229,740	1,148,698
		31 - 60 Days	2,911	2,142	759	306	156								1,255	6,274
		61-90 Days	224	21	29	92	13								76	379
	Suspended Claims	91+ Days	27	16	6	79	2								26	130
		Total claims	87,404	83,790	87,118	197,604	84,443								108,072	540,359
		1-30 - Days	84,398	82,178	85,774	196,429	84,070								106,570	532,849
		31 - 60 Days	2,650	1,582	1,289	1,167	365								1,411	7,053
		61-90 Days	332	23	50	5	4								83	414
	#67 Provider Credentialing	InProcess	91+ Days	24	7	5	3	4							9	43
1-30 Days			241	170	253	288	168							224	1,120	
31-60 Days															#DIV/0!	-
61-90 Days															#DIV/0!	-
Received		90+ Days													#DIV/0!	-
		Received	248	246	256	291	228								254	1,269
		Credentialed	237	242	174	142	198								199	993
		Processed	237	242	174	142	204								200	999
Enrolled	Enrolled	176	156	100	91	181								141	704	
	Denied	0	0	0	2	0								0	2	
Additions to Network #68	Total Providers	351	388	348	372	274								347	1,733	
Termination from MCO #69	Total Providers	53	49	53	44	25								45	224	
Program Lock-in #74c	Admitted	129	171	190	188	189								173	867	
	Discharged	19	80	40	101	124								73	364	
	Active	2,262	2,353	2,503	2,590	2,655								2,473	12,363	

WellCare Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		426,974	430,210	433,750	428,547	437,383								431,373	2,156,864
Capitation		\$ 206,815,552	\$ 208,190,830	\$ 209,500,556	\$ 208,572,669	\$ 212,586,809								\$ 209,133,283	\$ 1,045,666,416
CAP PMP		\$ 484.38	\$ 483.93	\$ 483.00	\$ 486.70	\$ 486.04								\$ 484.81	\$ 2,424.04
Standard	Measure														
Claims Payment	Paid Claims	\$ 156,844,912	\$ 155,034,775	\$ 170,398,828	\$ 96,855,596	\$ 98,409,233								\$ 135,508,669	\$ 677,543,344
	Suspended	\$ 43,474,718	\$ 5,805,930	\$ 43,681,545	\$ 5,133,382	\$ 11,217,801								\$ 21,862,675	\$ 109,313,375
	% Suspended	21.70%	3.61%	20.40%	5.03%	10.23%								13.89%	13.89%
	Paid/Member	\$ 367.34	\$ 360.37	\$ 392.85	\$ 226.01	\$ 225.00								\$ 314.13	\$ 1,570.67
	Paid Loss Ratio	75.84%	74.47%	81.34%	46.44%	46.29%								64.80%	64.80%
	Total Paid Claims	90% paid in 30 Days	98.35%	99.60%	99.93%	99.95%	99.79%								
	Total Paid Claims	99% paid in 90 Days	98.70%	99.79%	99.97%	99.99%	99.99%								
P/As	Requested	36,807	36,530	42,177	37,155	33,865								37,307	186,534
	Denied	5,438	5,451	9,653	6,482	6,394								6,684	33,418
	% Denied	14.77%	14.92%	22.89%	17.45%	18.88%								17.92%	17.92%
Member Calls Report #11	# of calls	42,717	38,790	52,147	49,750	42,833								45,247	226,237
	# Abandoned	1,255	1,703	1,573	3,327	1,952								1,962	9,810
	% Abandoned	5% or less	2.94%	4.39%	3.02%	6.69%	4.49%							4.34%	4.34%
	Speed to answer	30 seconds or less	22	41	27	54	37							36	
Provider Calls Report #11	# of calls	22,374	27,293	22,404	20,813	19,632								22,503	112,516
	# Abandoned	561	924	720	915	266								677	3,386
	% Abandoned	5% or less	2.51%	3.39%	3.21%	4.40%	1.35%							3.01%	3.01%
	Speed to answer	30 seconds or less	22	35	37	55	22							34	
Behavioral Calls Report #11	# of calls	489	415	296	286	277								353	1,763
	# Abandoned	8	4	2	6	3								5	23
	% Abandoned	7% or less	1.64%	0.96%	0.68%	2.10%	1.08%							1.30%	1.30%
	Speed to answer	30 seconds or less	10	10	8	10	9							9	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%	
	Answered within 30 sec	More than 80%	93.00%	94.00%	95.00%	95.00%	96.00%							94.60%	
	Avg length	< 10 min	2	1	3	1.13	1							2	
Total Calls	Total Calls	65,580	66,498	74,847	70,849	62,742								68,103	340,516
	Abandoned	1,824	2,631	2,295	4,248	2,221								2,644	13,219
	% Abandoned	5% or less	2.78%	3.96%	3.07%	6.00%	3.54%							3.88%	3.88%

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			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 1,850,502	\$ 1,604,267	\$ 1,637,333	\$ 1,508,509	\$ 1,179,296								\$ 1,555,981	\$ 7,779,907.20	
	COB Amount		\$ 24,572,286	\$ 19,553,575	\$ 18,649,266	\$ 19,577,246	\$ 15,755,469								\$ 19,621,569	\$ 98,107,842.72	
	COB/Member		\$ 57.55	\$ 45.45	\$ 43.00	\$ 45.68	\$ 36.02								\$ 45.49	\$ 227.43	
	% of Claims Paid		15.67%	12.61%	10.94%	20.21%	16.01%									14.48%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 3,239,590	\$ 3,719,927	\$ 3,023,827	\$ 3,093,995	\$ 1,974,810								\$ 3,010,430	\$ 15,052,149.18	
	% of Claims Paid		2.07%	2.40%	1.77%	3.19%	2.01%								2.22%	2.22%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 6,757,720	\$ 6,668,851	\$ 6,937,235	\$ 6,108,650	\$ 3,547,662								\$ 6,004,024	\$ 30,020,118.02	
	% of Claims Paid		4.31%	4.30%	4.07%	6.31%	3.61%								4.43%	4.43%	
Potential Subrogation Report #57	Lien/Claim		\$ 13,855,748	\$ 15,132,151	\$ 1,009,018	\$ 15,235,809	\$ 15,316,723								\$ 12,109,890	\$ 60,549,450.46	
	% of Claims Paid		8.83%	9.76%	0.59%	15.73%	15.56%								8.94%	8.94%	
	Recovered		\$ 849,062	\$ 1,294,654	\$ 19,610,303	\$ 990,761	\$ 945,315								\$ 4,738,019	\$ 23,690,094.70	
Original Claims Processed Report #58	Claims Received	Total count	1,992,895	2,013,500	2,176,802	2,048,166	1,996,905								2,045,654	10,228,268	
		Processed	1,752,223	1,773,720	1,935	1,849,267	1,848,460								1,445,121	7,225,605	
		Total Charges	\$ 894,381,418	\$ 3,735,632,406	\$ 2,067,193,447	\$ 1,661,732,947	\$ 471,885,353									\$ 1,766,165,114	\$ 8,830,825,571
		Avg Charge	\$ 448.79	\$ 1,855.29	\$ 949.65	\$ 811.33	\$ 236.31									\$ 863.37	\$ 863.37
		Avg member	\$ 2,094.70	\$ 8,683.28	\$ 4,765.86	\$ 3,877.60	\$ 1,078.88									\$ 20,471.45	\$ 20,471.45
	Adjudicated to pay status	Total count	1,416,965	1,415,786	1,564,232	1,514,845	1,525,992									1,487,564	7,437,820
		Percent	71.10%	70.31%	71.86%	73.96%	76.42%									72.72%	72.72%
		Charges	\$ 690,217,264	\$ 490,292,974	\$ 778,460,250	\$ 317,952,837	\$ 341,459,197									\$ 523,676,504	\$ 2,618,382,522
		Avg Charge	\$ 487.11	\$ 346.30	\$ 497.66	\$ 209.89	\$ 223.76									\$ 352.04	\$ 352.04
		Avg member	\$ 1,616.53	\$ 1,139.66	\$ 1,794.72	\$ 741.93	\$ 780.69									\$ 6,069.88	\$ 6,069.88
		Paid	\$ 156,844,912	\$ 155,034,775	\$ 170,398,828	\$ 96,855,596	\$ 98,409,233									\$ 135,508,669	\$677,543,344
		Average Paid	\$ 110.69	\$ 109.50	\$ 108.93	\$ 63.94	\$ 64.49									\$ 91.09	\$ 91.09
		Avg member	\$ 367.34	\$ 360.37	\$ 392.85	\$ 226.01	\$ 225.00									\$ 1,570.67	\$ 1,570.67
	% Discount	77.28%	68.38%	78.11%	69.54%	71.18%										74.12%	
	Adjudicated to deny status	Count	320,838	349,675	358,098	322,277	308,058									331,789	1,658,946
		Percent	16.10%	17.37%	16.45%	15.73%	15.43%									0.16219227	0.16219227
		Charges	\$ 259,838,177	\$ 709,561,526	\$ 165,270,242	\$ 709,166,958	\$ 108,192,021									\$ 390,405,785	\$ 1,952,028,925
	Placed in suspended status	Avg. Charge	\$ 498.19	\$ 2,029.20	\$ 436.39	\$ 2,200.49	\$ 351.21									\$ 1,176.67	\$ 1,176.67
		Count	2,763	294	2,417	1,146	2,152									1,754	8,772
		Percent	0.14%	0.01%	0.11%	0.06%	0.11%									0.09%	0.09%
Charges		\$ 43,474,718	\$ 5,805,930	\$ 43,681,545	\$ 5,133,382	\$ 11,217,801									\$ 21,862,675	\$ 109,313,375	
Avg Charge	\$ 15,734.61	\$ 19,748.06	\$ 18,072.63	\$ 4,479.39	\$ 5,212.73									\$ 12,461.63	\$ 12,461.63		

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		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		36,807	36,530	42,177	37,155	33,865							37,307	186,534	
		No service limits	27,985	27,459	28,376	27,698	24,661								27,236	136,179
	Approved	Within limits	3,155	3,353	3,857	2,481	2,353								3,040	15,199
		Exceed limits	60	74	83	59	37								63	313
	Partially Approved	No service limits	-	-	-	-	-								-	-
		Within limits	162	186	196	428	417								278	1,389
		Exceed limits	-	-	-	-	-								-	-
	Denied		5,438	5,451	9,653	6,482	6,394								6,684	33,418
Original Claims Activity #60	Paid Claims	Total claims	589,494	583,884	630,404	674,563	727,992							641,267	3,206,337	
		1-30 - Days	579,789	581,573	629,977	674,233	726,475								638,409	3,192,047
		31 - 60 Days	1,403	783	188	239	1,400								803	4,013
		61-90 Days	625	318	29	18	43								207	1,033
		91+ Days	7,677	1,210	210	73	77								1,849	9,247
	Denied Claims	Total claims	66,323	55,409	108,036	114,479	166,665								102,182	510,912
		1-30 - Days	65,394	54,504	107,632	113,903	166,217								101,530	507,650
		31 - 60 Days	245	282	170	94	378,377								75,834	379,168
		61-90 Days	73	28	33	20	21								35	175
	Suspended Claims	91+ Days	611	595	201	462	49								384	1,918
		Total claims	14	19	13,999	2,124	3,110								3,853	19,266
		1-30 - Days	11	19	13,545	1,799	2,826								3,640	18,200
		31 - 60 Days	3	-	204	77	150								87	434
	#67 Provider Credentialing	InProcess	61-90 Days	-	-	58	141	32							46	231
			90+ Days	-	-	192	107	102							80	401
			Received	0												-
Credentialed			99			123	126								116	348
Processed		0			113	126								80	239	
Additions to Network #68	Total Providers	Enrolled	419			113	126							219	658	
		Denied	0			0	0							-	-	
Termination from MCO #69	Total Providers	1	71	0	158	0								46	55	
Program Lock-in #74c	Active	Admitted	0	0	0	0	0							-	-	
		Discharged	0	0	0	0	0							-	-	
		Total	36	36	36	36	36								36	180

Aquired Brain Injury Waiver	2015												Current	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req	
Active Recipients														
Met LOC w/o Requesting Services	9	9	6	6	7	7	5	10	17	1	24	26		11
Prior Authorized for Traditional Services	154	154	152	152	151	152	156	151	143	132	137	133		147
Prior Authorized for CDO Services Only	13	12	15	13	14	15	15	13	10	9	10	10		12
Prior Authorized for Blended Services	9	11	11	11	13	11	11	11	10	10	9	10		11
TOTAL	185	186	184	182	185	185	187	185	180	179	175	179		183
Slots Available	200	200	200	200	200	200	200	200	200	200	200	200		200
< 18 years of age	0	0	0	0	0	0	0	0	0	0	0	0		0
>= 18 years of age	185	186	184	182	185	185	187	185	180	179	175	179		183
Level of Care Requests														
Number of LOC requests received	34	13	20	20	15	21	11	16	18	14	5	14		17
Number of LOC Approved on First Review	34	13	20	20	14	19	11	15	17	13	5	12		16
Reconsideration Overturned	0	0	0	0	0	1	0	0	0	0	0	0		1
Total Approved	34	13	20	20	14	20	11	15	17	13	5	12		16
Percent Approved	100%	100%	100%	100%	93%	95%	100%	94%	94%	93%	100%	86%		97%
Level of Care Denials														
Medical Necessity Denials	0	0	0	0	1	1	0	1	1	1	0	2		1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	0	0	0	0	0	0	0	0	0	0	0		0
Total Denied	0	0	0	0	1	1	0	1	1	1	0	2		1
Percent Denied	0%	0%	0%	0%	7%	5%	0%	6%	6%	7%	0%	14%		3%
Service Requests														
Number of PA requests received	227	98	122	122	115	163	105	116	160	98	72	50		121
Number of Pended Req from Prior Month	3	8	1	9	2	20	1	14	9	23	4	0		8
Number of PA Approvals	220	104	113	126	88	180	90	115	140	104	67	50		116
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0	0		0
Number of PA requests pended CDO budget	1	0	6	2	11	1	1	1	0	0	0	0		2
Number of PA requests pended for LOI	7	1	3	0	9	1	13	8	23	4	0	0		6
Total Pended	8	1	9	2	20	1	14	9	23	4	0	0		8
Total Approved	220	104	113	126	88	180	90	115	140	104	67	50		116

Percent Approved	96%	98%	92%	96%	75%	98.4%	85%	88%	83%	86%	88%	100%		90%
Percent Pended	3%	1%	7%	1%	17%	0.5%	13%	7%	14%	3%	0%	9.0%		7%
Service Requests Denials														
Medical Necessity Denials	0	0	1	1	2	1	0	0	0	0	0	0		0
Reconsideration Upheld	1	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	1	1	0	0	0	0	1	0	0	0	0	0		0
TOTAL	2	1	1	1	2	1	1	0	0	0	0	0		1
Percent Denied	1%	1%	1%	1%	2%	0.6%	1%	0%	0%	0%	0%	0.0%		1%

Acquired Brain Injury LTC Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	4	5	8	6	7	7	9	9	8	10	12	13		8
Prior Authorized for Traditional Services	167	166	160	162	159	159	160	168	179	182	182	179		169
Prior Authorized for CDO Services Only	38	37	39	39	40	40	40	42	42	42	42	43		40
Prior Authorized for Blended Services	16	18	15	16	16	16	14	14	16	16	15	14		16
TOTAL	225	226	222	223	222	222	223	233	245	250	251	249		233
Slots Available	200	200	200	200	200	200	320	320	320	320	320	320		260
< 18 years of age	0	0	0	0	0	0	0	0	0	0	0	0		0
>= 18 years of age	225	226	222	223	222	222	222	233	245	250	251	249		233
Level of Care Requests														
Number of LOC requests received	23	13	19	12	12	22	28	35	35	18	24	38		23
Number of LOC Approved on First Review	23	13	17	12	12	22	28	35	32	16	24	35		22
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0	0		0
Total Approved	23	13	17	12	12	22	28	35	32	16	24	35		22
Percent Approved	100%	100%	89%	100%	100%	100%	100%	100%	91%	89%	100%	92%		98%
Level of Care Denials														
Medical Necessity Denials	0	0	2	0	0	0	0	0	2	1	0	2		1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	1	0	1		0
Lack of Information Denial	0	0	0	0	0	0	0	0	1	0	0	0		0
Total Denied	0	0	2	0	0	0	0	0	3	2	0	3		1
Percent Denied	0%	0%	11%	0%	0%	0%	0%	0%	9%	11%	0%	8%		2%
Service Requests														
Number of PA requests received	136	86	96	168	85	144	144	212	211	142	197	258		157
Number of Pended Req from prior month	23	5	5	1	10	12	11	2	32	8	1	4		10
Number of PA Approvals	154	86	94	145	80	139	144	181	233	146	185	228		151
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0	0		0
Number of PA requests pended CDO budget	3	4	0	4	4	3	2	7	2	0	3	11	11/20/2015	3,259
Number of PA requests pended for LOI	2	1	1	6	8	8	0	25	6	1	1	20	11/13/2015	7
Total Pended	5	5	1	10	12	11	2	32	8	1	4	31	11/13/2015	10
Total Approved	154	86	94	145	80	139	144	181	233	146	185	228		151
Percent Approved	97%	95%	93%	85.8%	84%	89%	93%	84.5%	96%	97%	93%	87%		91%
Percent Pended	3%	5%	1%	5.9%	13%	7%	1%	15%	3%	1%	2%	12%		6%
Service Requests Denials														
Medical Necessity Denials	0	0	0	2	0	0	0	0	0	1	0	0		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	0	6	1	2	0	0	0	0	0	0	0		1
TOTAL	0	0	6	3	2	0	0	0	0	1	0	0		1
Percent Denied	0%	0%	6%	1.8%	2%	0%	0%	0%	0%	1%	0%	0%		1%

Home and Community Based Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	391	400	421	387	395	406	407	403	388	422	422	409		404
Prior Authorized for Traditional Services	5,973	5,911	5,812	5,811	5,783	5,792	5,760	5,702	5,627	5,562	5,550	5,503		5,732
Prior Authorized for CDO Services Only	3,065	3,075	3,078	3,117	3,142	3,129	3,102	3,130	3,105	3,111	3,099	3,161		3,110
Prior Authorized for Blended Services	221	220	223	220	216	199	189	187	191	196	191	192		204
TOTAL	9,650	9,606	9,534	9,535	9,536	9,526	9,458	9,422	9,311	9,291	9,262	9,265		9,450
Slots Available	17,050		17,050											
< 18 years of age	1,031	1,049	1,063	1,065	1,061	1,059	1,067	1,072	1,061	1,065	1,045	1,040		1,057
>= 18 years of age	8,619	8,557	8,471	8,470	8,475	8,467	8,391	8,350	8,250	8,226	8,217	8,225		8,393
Level of Care Requests														
Number of LOC requests received	974	837	1,027	1,053	866	952	639	959	935	962	802	784		899
Number of LOC Approved on First Review	937	814	996	1,005	844	925	626	940	916	925	744	755		869
Reconsideration Overturned	8	3	9	6	5	3	4	2	2	2	7	0		51
Total Approved	945	817	1,005	1,011	849	928	630	942	918	927	751	755		873
Percent Approved	97%	98%	98%	96%	98%	97%	99%	98%	98%	96%	94%	96%		98%
Level of Care Denials														
Medical Necessity Denials	25	19	22	40	15	22	8	16	14	34	42	20		23
Reconsideration Upheld	4	1	0	1	1	0	0	0	3	1	9	9		2
Lack of Information Denial	0	0	0	1	1	2	1	1	0	0	0	0		1
Total Denied	29	20	22	42	17	24	9	17	17	35	51	29		26
Percent Denied	3%	2%	2%	4%	2%	3%	1%	2%	2%	4%	6%	4%		2%
Service Requests														
Number of PA requests received	3,283	2,921	3,744	3,783	3,400	3,493	2,492	3,625	3,610	3,391	2,801	2,883		3,286
Number of Pended Req from prior month	317	445	523	497	608	632	508	384	639	681	623	212		506
Number of PA Approvals	3,146	2,819	3,703	3,580	3,271	3,523	2,530	3,298	3,481	3,386	3,073	2,562		3,198
Reconsideration Overturned	0	0	0	0	0	0	0	0	3	0	0	0		0
Number of PA requests pended CDO budget	175	213	248	312	348	246	317	359	279	392	79	225	9/17/2015	266
Number of PA requests pended for LOI	270	310	249	296	284	262	67	280	402	231	37	288	12/1/2015	248
Total Pended	445	523	497	608	632	508	384	639	681	623	116	513	9/17/2015	514
Total Approved	3,146	2,819	3,703	3,580	3,271	3,523	2,530	3,298	3,484	3,386	3,073	2,562		3,198
Percent Approved	87.4%	83.7%	86.8%	83.6%	82%	85%	84%	82%	82%	83%	90%	82.8%		84%
Percent Pended	12.4%	15.5%	11.6%	14.2%	16%	12%	13%	16%	16%	15%	3%	16.6%		14%
Service Requests Denials														
Medical Necessity Denials	2	0	2	2	2	13	2	10	12	9	5	7		6
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	1	0		0
Lack of Information Denial	7	23	65	64	56	54	47	23	38	10	17	0		34
TOTAL	9	23	67	66	58	67	49	33	50	19	23	7		39
Percent Denied	0.2%	0.8%	1.6%	1.7%	2%	2%	2%	1%	1%	1%	1%	0.2%		1.3%

Model II Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	10	8	7	5	4	3	7	8	3	6	8	5		6
Prior Authorized for Traditional Services	40	41	40	40	42	40	39	38	42	40	39	41		40
Prior Authorized for CDO Services Only	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
Prior Authorized for Blended Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
TOTAL	50	49	47	45	46	43	46	46	45	46	47	46		46
Slots Available	100	100	100	100	100	100	100	100	100	100	100	100		100
< 18 years of age	29	28	26	25	26	23	25	24	24	23	25	23		25
>= 18 years of age	21	21	21	20	20	20	21	22	21	23	22	23		21
Level of Care Requests														
Number of LOC requests received	10	11	6	10	8	7	11	6	10	12	6	6		9
Number of LOC Approved on First Review	10	9	6	10	8	7	11	6	10	12	6	6		8
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0	0		0
Total Approved	10	9	6	10	8	7	11	6	10	12	6	6		8
Percent Approved	100%	82%	100%		98%									
Level of Care Denials														
Medical Necessity Denials	0	0	0	0	0	0	0	0	0	0	0	0		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	2	0	0	0	0	0	0	0	0	0	0		0
Total Denied	0	2	0		0									
Percent Denied	0%	18%	0%		2%									
Service Requests														
Number of PA requests received	30	20	26	22	28	22	27	20	28	22	25	27		25
Number of Pended Req from prior month	7	4	9	3	3	0	2	6	2	4	2	1		0
Number of PA Approvals	32	15	32	21	30	20	23	24	26	24	26	22		25
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0	0		0
Number of PA requests pended CDO budget	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
Number of PA requests pended for LOI	4	9	3	3	0	2	6	2	4	2	1	6	12/22/2015	4
Total Pended	4	9	3	3	0	2	6	2	4	2	1	6	12/22/2015	4
Total Approved	32	15	32	21	30	20	23	24	26	24	26	22		25
Percent Approved	86%	62.5%	91%	84%	97%	91%	79%	92%	87%	92%	96%	79%		86%
Percent Pended	11%	37.5%	9%	12%	0%	9%	21%	8%	13%	8%	4%	21%		13%
Service Requests Denials														
Medical Necessity Denials	0	0	0	0	0	0	0	0	0	0	0	0		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	1	0	0	1	1	0	0	0	0	0	0	0		0
TOTAL	1	0	0	1	1	0		0						
Percent Denied	3%	0%	0%	4%	3%	0%		1%						

Michelle P Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	209	220	165	349	277	172	182	304	311	212	170	204		231
Prior Authorized for Traditional Services	2,600	2,561	2,557	2,542	2,554	2,560	2,541	2,498	2,465	2,460	2,448	2,434		2,518
Prior Authorized for CDO Services Only	4,609	4,624	4,621	4,633	4,685	4,745	4,716	4,750	4,772	4,832	4,842	4,810		4,720
Prior Authorized for Blended Services	2,309	2,322	2,352	2,388	2,420	2,432	2,434	2,424	2,451	2,448	2,439	2,446		2,405
TOTAL	9,727	9,727	9,695	9,912	9,936	9,909	9,873	9,976	9,999	9,952	9,899	9,894		9,875
Slots Available	10,250	10,250	10,250	10,250	10,250	10,250	10,500	10,500	10,500	10,500	10,500	10,500		10,500
< 18 years of age	4,648	4,629	4,633	4,718	4,738	4,748	4,765	4,801	4,822	4,807	4,807	4,817		4,744
>= 18 years of age	5,079	5,098	5,062	5,194	5,198	5,161	5,108	5,175	5,177	5,145	5,092	5,077		5,131
Level of Care Requests														
Number of LOC requests received	920	640	857	1,008	791	748	840	1,025	980	917	723	818		856
Number of LOC Approved on First Review	903	633	855	953	774	745	838	1,010	965	917	721	811		844
Reconsideration Overturned	0	0	0	11	5	1	1	0	4	0	0	0		22
Total Approved	903	633	855	964	779	746	839	1,010	969	917	721	811		846
Percent Approved	98%	99%	99.8%	96%	98%	99.7%	99.9%	99%	99%	100%	99.7%	99%		99%
Level of Care Denials														
Medical Necessity Denials	11	6	1	36	7	1	1	13	10	0	0	6		8
Reconsideration Upheld	2	0	0	5	0	0	0	1	0	0	0	1		1
Lack of Information Denial	4	1	1	3	4	1	0	1	1	0	2	0		2
Total Denied	17	7	2	44	11	2	1	15	11	0	2	7		10
Percent Denied	2%	1%	0.2%	4%	1%	0.3%	0.1%	1%	1%	0%	0.3%	1%		1%
Service Requests														
Number of PA requests received	2,735	1,975	2,835	2,435	2,705	2,610	2,701	2,685	2,868	2,660	2,326	2,414		2,579
Number of Pended Req from prior month	519	585	449	483	731	890	674	628	873	984	755	81		638
Number of PA Approvals	2,631	2,082	2,740	2,141	2,448	2,692	2,706	2,360	2,685	2,627	2,188	1,705		2,417
Reconsideration Overturned	1	2	1	1	0	2	0	0	1	0	0	0		1
Number of PA requests pended CDO budget	409	308	318	598	679	483	494	754	752	755	52	555	9/28/2015	3,726
Number of PA requests pended for LOI	176	141	165	133	211	191	134	119	232	202	29	210	10/29/2015	3,404
Total Pended	585	449	483	731	890	674	628	873	984	957	81	765	9/28/2015	675
Total Approved	2,632	2,084	2,741	2,142	2,448	2,694	2,706	2,360	2,686	2,627	2,188	1,705		2,418
Percent Approved	81%	81%	83%	73%	71%	77%	80.2%	71.2%	71.0%	72%	71%	68%		77%
Percent Pended	18%	18%	15%	25%	26%	19%	18.6%	26.4%	26.0%	26%	3%	31%		21%
Service Requests Denials														
Medical Necessity Denials	20	14	24	12	31	12	4	9	12	9	8	4		13
Reconsideration Upheld	1	1	5	0	1	0	0	0	1	2	0	0		1
Lack of Information Denial	16	12	31	15	24	50	29	41	16	15	29	0		23
TOTAL	37	27	60	27	56	62	33	50	29	26	37	4		37
Percent Denied	1%	1%	2%	1%	2%	2%	0.9%	1.3%	1.0%	1%	1%	0.2%		1%

Supports for Community Living Waiver 2	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	13	13	15	21	20	18	36	42	34	34	36	37		27
Prior Authorized for Traditional Services	4,192	4,173	4,177	4,187	4,199	4,216	4,218	4,241	4,250	4,277	4,267	4,267		4,222
Prior Authorized for CDO Services Only	N/A	0	0		N/A									
Prior Authorized for Blended Services	217	221	228	231	238	244	261	261	283	289	301	309		257
TOTAL	4,422	4,407	4,420	4,440	4,457	4,478	4,515	4,544	4,567	4,600	4,604	4,613		4,506
Slots Available	4,501	4,501	4,701		4,668									
< 18 years of age	4	4	2	2	3	3	3	2	2	1	0	0		2
>= 18 years of age	4,418	4,403	4,418	4,348	4,454	4,475	4,512	4,542	4,565	4,599	4,604	4,613		4,496
Level of Care Requests														
Number of LOC requests received	393	324	422	364	393	415	449	449	402	430	357	407		400
Number of LOC Approved on First Review	390	318	420	361	384	410	444	447	402	424	353	407		397
Reconsideration Overturned	0	0	0	1	1	1	1	0	0	1	0	0		5
Total Approved	390	318	420	362	385	411	445	447	402	425	353	407		397
Percent Approved	99%	98%	99.5%	99%	98%	99%	99%	99.6%	100%	99%	99%	100%		99%
Level of Care Denials														
Medical Necessity Denials	0	0	1	1	1	0	1	0	0	2	1	0		1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	1	0	0		0
Lack of Information Denial	3	6	1	1	7	4	3	2	0	3	3	0		3
Total Denied	3	6	2	2	8	4	4	2	0	6	4	0		3
Percent Denied	1%	2%	0.5%	1%	2%	1%	1%	0.4%	0%	1%	1%	0%		1%
Service Requests														
Number of PA requests received	2,793	2,217	2,874	2,654	2,686	2,769	2,851	2,803	2,728	2,850	2,650	2,681		2,713
Number of Pended Req from prior month	96	248	235	231	238	249	191	206	252	266	275	48		211
Number of PA Approvals	2,618	2,159	2,797	2,542	2,607	2,629	2,724	2,598	2,604	2,697	2,793	2,371		2,595
Reconsideration Overturned	2	0	0	0	0	1	0	0	1	0	0	0		0
Number of PA requests pended CDO budget														N/A
Number of PA requests pended for LOI	248	235	231	238	249	191	206	252	266	275	48	328	11/2/2015	231
Total Pended	248	235	231	238	249	191	206	252	266	275	48	328	11/2/2015	231
Total Approved	2,618	2,159	2,797	2,542	2,607	2,630	2,724	2,598	2,605	2,697	2,745	2,371		2,591
Percent Approved	90.6%	87.6%	90%	88%	89%	87%	89.5%	86%	87%	87%	94%	87%		88.2%
Percent Pended	8.6%	9.5%	7%	8%	9%	6%	6.8%	8%	9%	9%	2%	12%		8.2%
Service Requests Denials														
Medical Necessity Denials	1	3	6	8	9	8	5	7	6	14	8	3		7
Reconsideration Upheld	0	0	2	0	0	0	0	0	0	1	5	0		1
Lack of Information Denial	21	68	73	67	21	57	52	68	32	42	24	0		44
TOTAL	23	71	81	75	30	65	57	57	38	57	37	3		50
Percent Denied	0.8%	2.9%	3%	3%	1%	2%	1.9%	2%	1%	2%	1%	0%		1.9%

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



Department for Medicaid Services



Division of Quality and Outcomes

Grievance and Appeals July - September 2015

	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
GRIEVANCES						
Member						
Received	50	43	178	63	410	744
Notice sent >5 days	0	1	14	0	97	112
Extension Granted	0	4	0	9	0	13
Resolved	44	35	173	60	312	624
Pending	6	8	5	0	98	117
Untimely Resolution	1	1	0	4	1	7
% Untimely	2.27%	2.86%	0.00%	6.67%	0.32%	1.12%
Top Three Grievances	Billing Issue	Service	Provider Billing	Provider Attitude	Provider Billing	
	Quality of Care	Balance Billing	Provider Attitude	Access	Availability	
	Provider Attitude	Pharmacy	PCP Assignment	Quality of Care	Service	
Provider						
Received	2	3	2	0	2	9
Extension Granted	0	0	0	0	0	0
Resolved	0	3	2	0	2	7
Pending	2	0	0	0	0	
Untimely Resolution	0	0	0	0	0	0
% Untimely	0.00%	0.00%	0.00%		0.00%	0.00%
Top Three Grievances	Complaint	Service	Claims		Service Denial or Reduction	
		Authorization	Member Assignment			
APPEALS						
Member						
Beginning	7	52	29	15	250	353
Expedited Received	-	21	5	1	851	878
Non-Expedited Recvd	29	191	72	141	967	1,400
Total Received	29	212	77	142	1,818	2,278
Resolved	25	216	93	141	1,817	2,292
Remaining	11	52	13	16	251	343
% Expedited Resolved in 3 days	N/A	90.47%	100.00%	100.00%	98.00%	97.83%
% Non-Expedited Resolved in 30 days	97.00%	99.49%	100.00%	100.00%	99.00%	99.18%
Top Three Appeals	Inpatient Hospital	Pharmacy	Pharmacy	Inpatient Hospital	Pharmacy	
	Outpatient Hosp	Mental Hospital	Outpatient Hosp	EPSDT Related	Lab & X-Ray	
	Nurse Practitioner	Lab & X-Ray	Dental	Physical Therapy	Physciatric	
Provider						
Beginning	1,160	223	996	3	1,950	4,332
Total Received	5,189	1,328	3,884	1,978	2,658	15,037
Resolved	5,336	1,254	3,795	1,934	3,830	16,149
Remaining	1,013	297	1,079	44	778	3,211
Resolved in 30 days	87.00%	99.20%	97.39%	99.30%	44.00%	81.66%
Top Three Appeals	Physician	ER	Physician	Physician	Outpatient Hosp	
	DME	Inpatient Hosp	CNP	Outpatient Hosp	Independent Lab	
	ER	X-Ray	Outpatient Hosp	DME Supplier	ER	
Grievances and Appeals resolved may be greater than number received due to carryover from previous reporting period						
Untimely Resolution takes into account Greivances granted a 14 day extension						

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



Department for Medicaid Services

Division of Quality and Outcomes



Disenrollment for Cause Report

November 2015

Summary

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

General Review Procedures

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

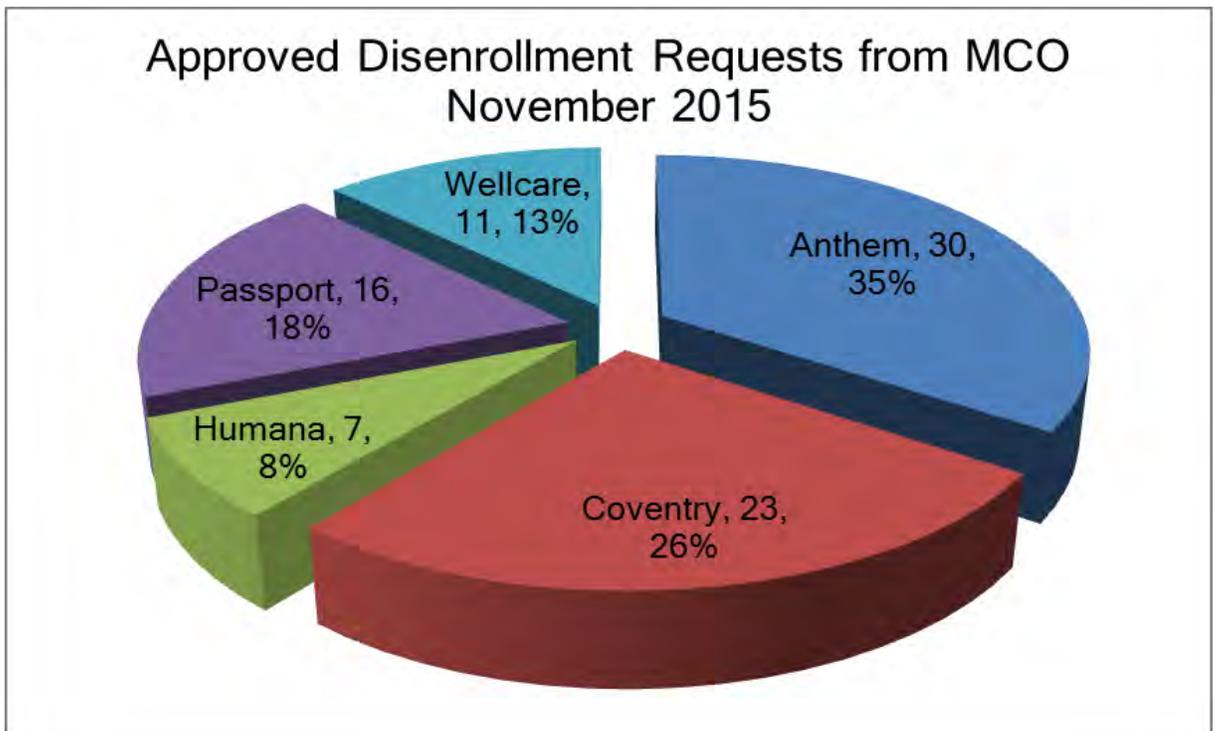
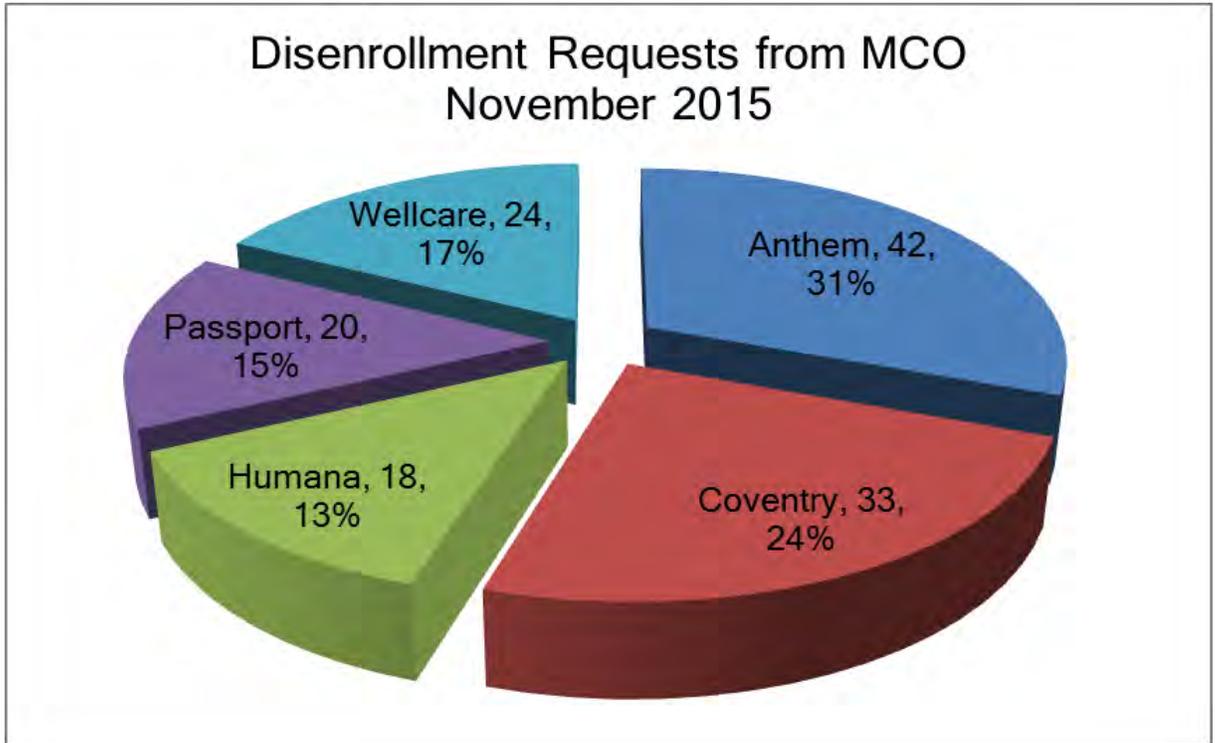
Statewide Data

- Total Disenrollment for Cause requests received during the month of November 2015 was 137.
- Of the 137 requests received, 63.5% (87) were approved, 50 were denied.
- Each MCO had less than 1% of their total membership submit a Disenrollment for Cause request during the month of November 2015.
- Highest percentage – Anthem, approx. 0.03% of total membership requesting disenrollment.
- The requests to disenroll from the member’s current MCO in November 2015 were as follows:

	Number of Requests From	Number of Approval	Percentage of Approval
Anthem	42	30	71.43%
Coventry	33	23	69.70%
Humana	18	7	38.89%
Passport	20	16	80.00%
Wellcare	24	11	45.83%
Total	137	87	63.50%

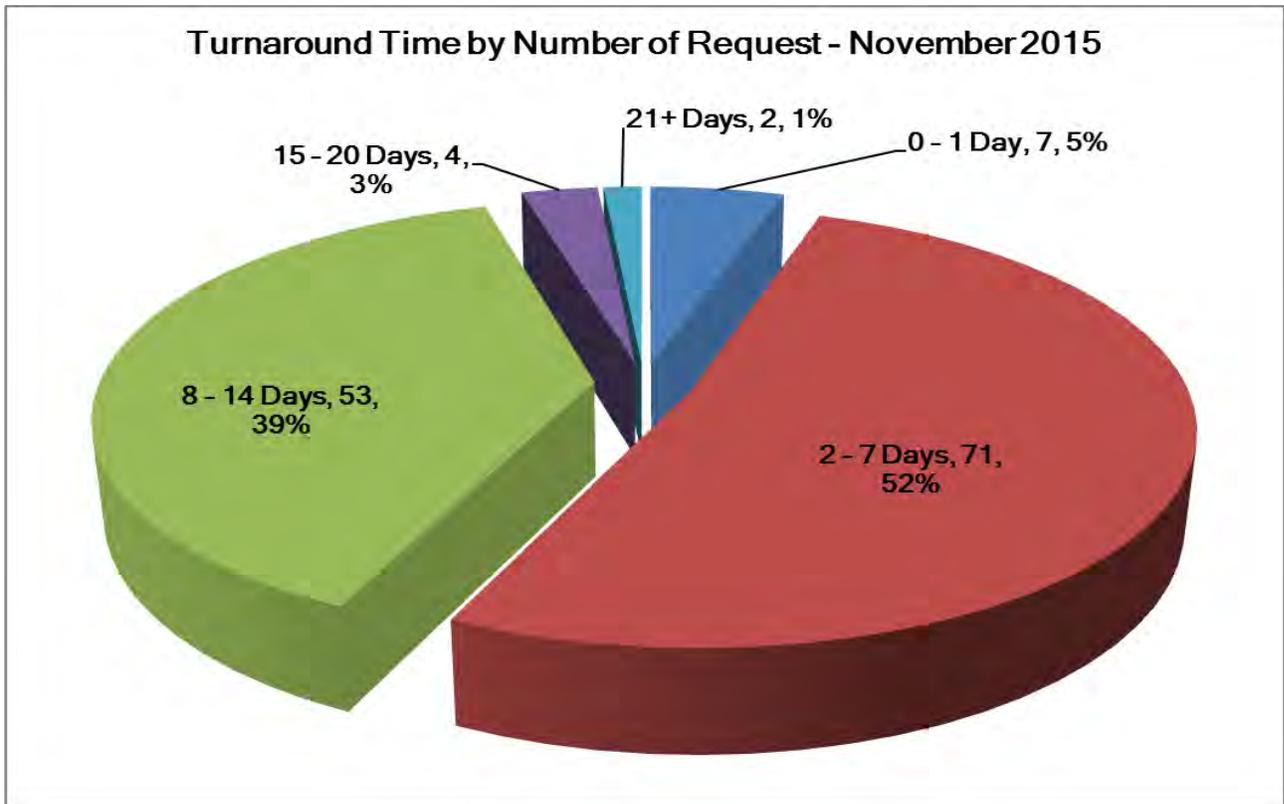
- Seventeen (17) cases were denied due to open enrollment, as the cases were not urgent and the members already made the switches via open enrollment process.
 - Anthem – 9 cases
 - Coventry – 2 cases
 - Humana – 1 cases
 - Passport – 2 cases
 - Wellcare – 3 cases

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Turnaround time



- About 57% of the disenrollment requests submitted in November 2015 were processed and disposed within 7 calendar days by DMS.
- Slightly higher than 96% of the cases were closed in 2 weeks.
- Possible factors that determine turnaround time
 - Dire need nature of the case.
 - Time required obtaining documentation from other State agencies, such as Department of Community Based Services (DCBS) and Guardianship at Department of Aging and Independent Living (DAIL).
 - The time it takes for the MCO to respond to State requests
 - The time it takes for the members to submit additional document

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- If the required responses from MCO are not received within the given timeframe, the decision of approval or denial will be rendered based on the information given to DMS at the time of decisions.
- Some cases that are automatically approved or denied due to pre-determined and agreed factors, such as a regional big provider changing policy related to a certain MCO, require shorter turnaround time, as investigation is not necessary to approve or deny the cases.

Average DMS Turnaround Time by MCO - November 2015	
MCO	Calendar Days
Anthem	7.52
Coventry	6.7
Humana	10.11
Passport	6.6
Wellcare	6.75

- Cases to disenroll from Humana have the longest average turnaround time (around 10.11 days) in November 2015. The difference between the longest and shortest DMS turnaround time by MCO is over 3 days. Many factors determine turnaround times, such as how soon the MCO responds to DMS, the urgency of the cases, etc.
- Below is a chart of MCO turnaround time from each MCO in responding to DMS requests in November 2015.

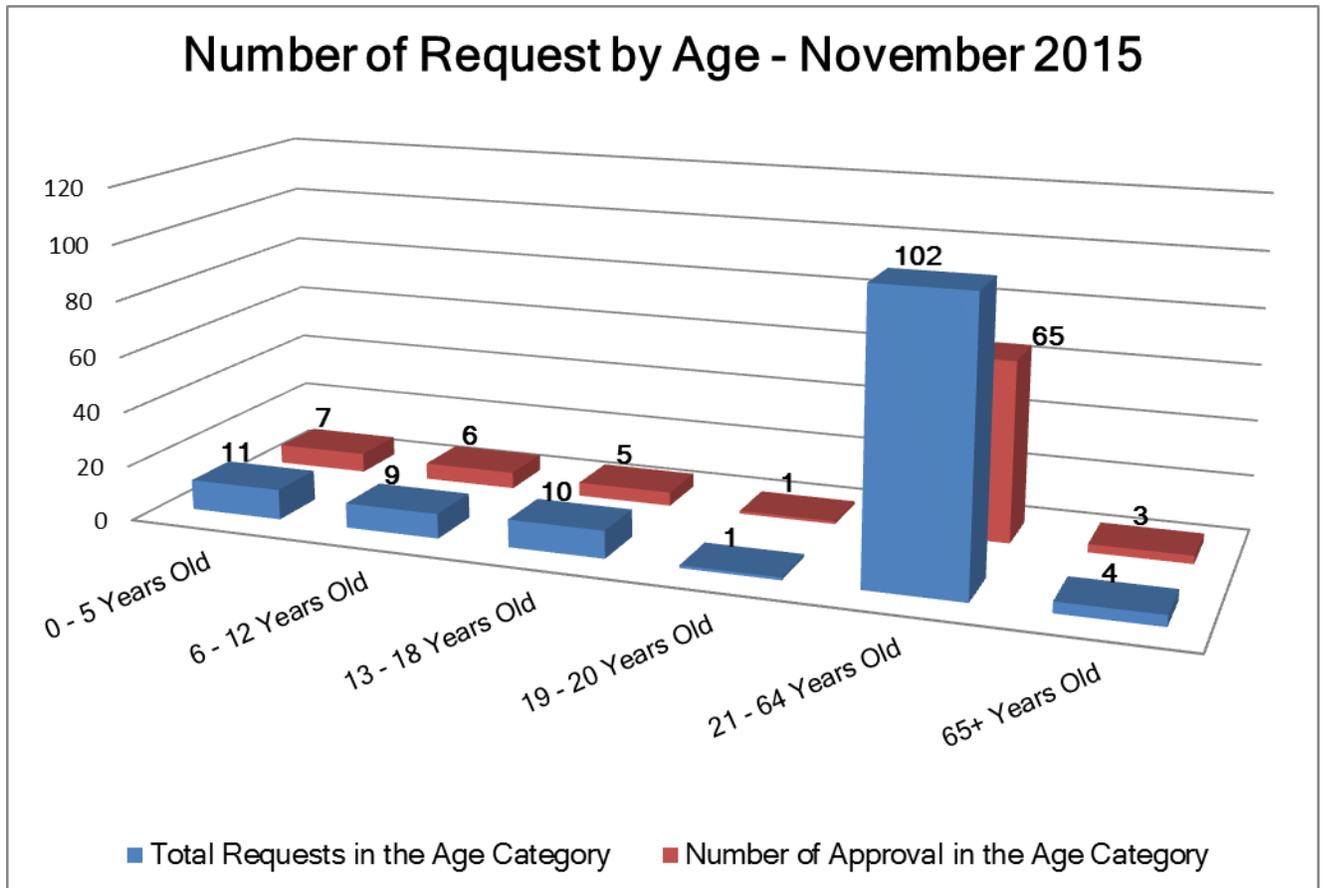
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	In the Same Day	1 Day	2 Days	3 Days	4 Days	5+ Days	Response not Necessary	No Response from MCO
Anthem	4	0	5	6	6	13	8	0
Percentage of all Anthem Cases	9.52%	0.00%	11.90%	14.29%	14.29%	30.95%	19.05%	0.00%
Coventry	3	5	2	7	3	10	3	0
Percentage of all Coventry Cases	9.09%	15.15%	6.06%	21.21%	9.09%	30.30%	9.09%	0.00%
Humana	0	0	1	1	1	11	4	0
Percentage of all Humana Cases	0.00%	0.00%	5.56%	5.56%	5.56%	61.11%	22.22%	0.00%
Passport	1	2	2	1	5	7	1	1
Percentage of all Passport Cases	5.00%	10.00%	10.00%	5.00%	25.00%	35.00%	5.00%	5.00%
Wellcare	7	7	2	0	0	1	5	2
Percentage of all Wellcare Cases	29.17%	29.17%	8.33%	0.00%	0.00%	4.17%	20.83%	8.33%

- Typical timeframe given to MCO to respond to DMS request is 3 to 4 days.
- MCO Responding to DMS requests by the end of the same day or next business day is often required for dire need cases.
- Decisions for disenrollment requests might be rendered without MCO input if the requested responses are not received by DMS within the given timeframe.
- A couple of reasons for no response from MCO:
 - Response from MCO is not required for cases approved or denied automatically due to pre-determined factors, such as DMS policies, system error, in-network providers' changes, etc.
 - MCO companies failed to respond to DMS requests.
 - There are 3 disenrollment for cause cases that MCO failed to respond to DMS requests:
 - Passport – 1 case
 - Wellcare – 1 case
 - Anthem, Coventry, and Humana responded all disenrollment cases which required response.

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Age Distribution



- Of 137 disenrollment requests submitted in November 2015, 30 cases are from population of age 18 or younger, slightly over one fifth (21.9%) of the requests submitted in November 2015.
- Thirty-one (31) members age 20 or younger who requested disenrollment in November 2015 are also eligible for EPSDT.
- Four members requesting disenrollment in November 2015 are also receiving services from Medicare.

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Case Management Referral – November 2015

- DMS medical professionals did not refer member to case management service during the disenrollment process in November 2015.
- However, many cases came under case management during the disenrollment process when the MCO's were reaching out to the members.

Reasons for Disenrollment

Reason for Approved Requests in November 2015

Reason for Request	Anthem	Coventry	Humana	Passport	Wellcare	Total
Specialist not in provider network	20	13	4	12	0	49
Provider is not accepting member's MCO	8	3	2	3	6	22
Closest Hospital does not participate with MCO	0	5	0	0	0	5
Medications prescribed by physician not covered	2	0	0	1	4	7
Provider recommended member change MCO	0	0	1	0	0	1
Services ordered by physician not covered	0	1	0	0	0	1
Amount of co-pays	0	1	0	0	0	1
Other Reason	0	0	0	0	1	1
Total Requests Approved	30	23	7	16	11	87
Total Members Enrolled in MCO	90,358	291,824	121,752	273,276	437,495	1,214,705
Percentage of Total Membership Approved to Disenroll from MCO	0.03320%	0.00788%	0.00575%	0.00585%	0.00251%	0.00716%

- Only one main cause was included in the above statistics for each disenrollment case, although some members addressed multiple reasons in their disenrollment requests.
- About 87% of the approved requests in November 2015 are related to provider issues, i.e., the providers are not accepting the member's current MCO, provider left network, specialist not in provider network, and closest hospital not in the network.
 - The major reason for denial are:
 - The providers are still in-network.
 - Alternative providers within reasonable distance are available.
 - Member's current MCO has outreached to the member to assist the member to locate providers/arrange appointments.
 - Twelve (12) members addressed difficulty to access dental health care, including oral surgery and orthodontics; 7 cases were approved.

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- Anthem – 7 cases (3 approved)
- Humana – 5 cases (4 approved)
- Thirty-three (33) disenrollment requests are related to substance abuse rehab services, including requests for Suboxone, Subutex, Zubsolv, inpatient rehab services, etc. Eighteen (21) cases were approved. Providers related to most of these cases are:
 - Self-Refind – 16 cases
 - Of the 16 Self-Refind cases, 11 were from Anthem members.
- Thirteen (13) members requested to disenroll from their MCO due to unable to receive services from their obstetrician/gynecologist; 8 were approved.
 - Anthem – 4 cases (2 approved)
 - Coventry – 2 cases (1 approved)
 - Humana – 1 case (approved)
 - Passport – 5 cases (4 approved)
 - Wellcare – 1 case (denied)
- Six (6) disenrollment cases are related to the needs for pain management specialist; 5 were approved.
- Three (3) disenrollment requests are related to the needs for cardiologist, including children's cardiologist. All three were approved.
- Specialists needed/not in MCO network in the members' local areas are:
 - Cardiologist
 - Dermatologist
 - Ear, Nose, Throat Specialist
 - Endocrinologist
 - Gastroenterologist
 - Hepatologist
 - Obstetrician/Gynecologist
 - Oncologist
 - Ophthalmologist
 - Oral surgeon
 - Orthodontic
 - Pain Management Specialist
 - Physical Therapist
 - Psychiatrist

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- Psychologist
 - Substance Abuse Specialist
 - Surgeon
- Co-Pay issue – The only case related to co-pay issue is a case from a Coventry member, and it was approved.

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Summary of MCO Movements

MCO Movement	
Anthem	-28
Coventry	-15
Humana	4
Passport	5
Wellcare	34

Total Disenrollment for Cause Requests Submitted in November 2015 --- 137 Cases						
	Disenroll from Anthem	Disenroll from Coventry	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Anthem	*	1	0	2	3	6
Disenroll to Coventry	8	*	1	1	4	14
Disenroll to Humana	1	4	*	5	11	21
Disenroll to Passport	9	10	10	*	6	35
Disenroll to Wellcare	24	18	5	12	*	59
Total	42	33	16	20	24	

** Total number does not add up 137, as the requests without indicating desired MCO are not included in the chart above.

Approved Disenrollment for Cause Requests Submitted in November 2015 --- 87 Cases						
	Disenroll from Anthem	Disenroll from Coventry	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Anthem	*	1	0	1	0	2
Disenroll to Coventry	4	*	1	1	2	8
Disenroll to Humana	0	3	*	4	4	11
Disenroll to Passport	6	7	3	*	5	21
Disenroll to Wellcare	20	12	3	10	*	45
Total	30	23	7	16	11	87

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Anthem

- Anthem had a net loss of 28 members during the month of November 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Anthem	Number Approved	Number Denied
Coventry	1	1	0
Humana	0	0	0
Passport	2	1	1
Wellcare	3	0	3
Total	6	2	4

Region	Number Requesting Disenrollment from Anthem	Number Approved	Number Denied
1	1	1	0
2	3	1	2
3	6	5	1
4	8	5	3
5	6	4	2
6	2	0	2
7	1	1	0
8	15	13	2
Totals	42	30	12

- Anthem had 7 disenrollment cases related to dental care issue, such as dentists/oral surgeons left Anthem network, or the members' preferred dentists/oral surgeons are not in the Anthem network. Three (3) were approved.
- Four (4) Anthem members addressed the needs to access their familiar Obstetrician/Gynecologist. Two (2) were approved to disenroll from Anthem.

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- Eleven (11) disenrollment requests were from Anthem members who needed services from Self-Refind (a substance abuse/recovery program provider). Per DMS investigation, Self-Refind is an Anthem provider, but has refused to provide services to Anthem members.

- Specialists/services needed/not in Anthem network in the members' areas:
 - Dentistry/Oral Surgeon
 - Ophthalmology
 - Pain Management Specialist
 - Psychiatrist
 - Phycologist
 - Substance Abuse Treatment Specialist
 - Surgeon

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Coventry Cares of Kentucky

- Coventry had a net loss of 15 members during the month of November 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Coventry	Number Approved	Number Denied
Anthem	8	4	4
Humana	1	1	0
Passport	1	1	0
Wellcare	4	2	2
Total	14	8	6

Region	Number Requesting Disenrollment from Coventry	Number Approved	Number Denied
1	0	0	0
2	3	2	1
3	7	4	3
4	7	6	1
5	1	1	0
6	1	1	0
7	3	0	3
8	11	9	2
Totals	33	23	10

- Co-Pay issue – 1 approved case.
- Five (5) approved cases indicate that members' closest hospitals do not accept Coventry – Appalachian Regional Hospitals and King's Daughters Hospital.
- There is no disenrollment for cause case from Coventry member in November 2015 due to dental case access issue.

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- Specialists/services needed/not in Coventry network in the members' area:
 - Dermatologist
 - Gastroenterologist
 - Hepatologist
 - Obstetrician/Gynecologist
 - Oncologist
 - Pain Management Specialist
 - Physical Therapist
 - Substance abuse rehab program
 - Surgeon

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Humana CareSource

- Humana CareSource had a net gain of 4 members for the month of November 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Humana	Number Approved	Number Denied
Anthem	1	0	1
Coventry	4	3	1
Passport	5	4	1
Wellcare	11	4	7
Total	21	11	10

Region	Number Requesting Disenrollment from Humana	Number Approved	Number Denied
1	0	0	0
2	2	1	1
3	9	3	6
4	2	2	0
5	3	1	2
6	0	0	0
7	2	0	2
8	0	0	0
Totals	18	7	11

- Dental care access issue – 5 cases; 4 of them were approved for difficulty getting appropriate dental care (including oral surgery and orthodontist) in Humana network.

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- Four (4) Humana members submitted disenrollment requests to receive services from preferred or local recovery program providers.
 - Approved – 1 cases
 - Denied – 3 cases; due to eligibility issue, or member have already made the switches of MCO via open enrollment process.

- Specialists/services needed/not in Humana network in the members' areas
 - Obstetrician/Gynecologist
 - Cardiologist
 - Oral surgeon/Orthodontist
 - Substance abuse rehab services

[Type text]

Passport Health Plans

- Passport Health Plan had a net gain of 5 members for the month of November 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Passport	Number Approved	Number Denied
Anthem	9	6	3
Coventry	10	7	3
Humana	10	3	7
Wellcare	6	5	1
Total	35	21	14

Region	Number Requesting Disenrollment from Passport	Number Approved	Number Denied
1	1	1	0
2	4	4	0
3	3	1	2
4	2	2	0
5	4	4	0
6	1	1	0
7	0	0	0
8	5	3	2
Totals	20	16	4

- There is no disenrollment for cause case from Passport member in November 2015 due to dental case access issue.
- Five (5) Passport members submitted disenrollment requests to access services from their preferred Obstetrician/Gynecologist. Four were approved. The only member who was denied had already made the switch via open enrollment.

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- Specialists/services needed/not in Passport network in the members' area
 - Cardiologist
 - Dermatologist
 - Ear, Nose, Throat Specialist
 - Obstetrician/Gynecologist
 - Orthodontist
 - Substance abuse rehab specialist

[Type text]

Wellcare of Kentucky

- Wellcare of Kentucky had a net gain of 34 members for the month of November 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Wellcare	Number Approved	Number Denied
Anthem	24	20	4
Coventry	18	12	6
Humana	5	3	2
Passport	12	10	2
Total	59	45	14

Region	Number Requesting Disenrollment from Wellcare	Number Approved	Number Denied
1	1	0	1
2	0	0	0
3	5	2	3
4	5	2	3
5	1	1	0
6	3	2	1
7	3	1	2
8	6	3	3
Totals	24	11	13

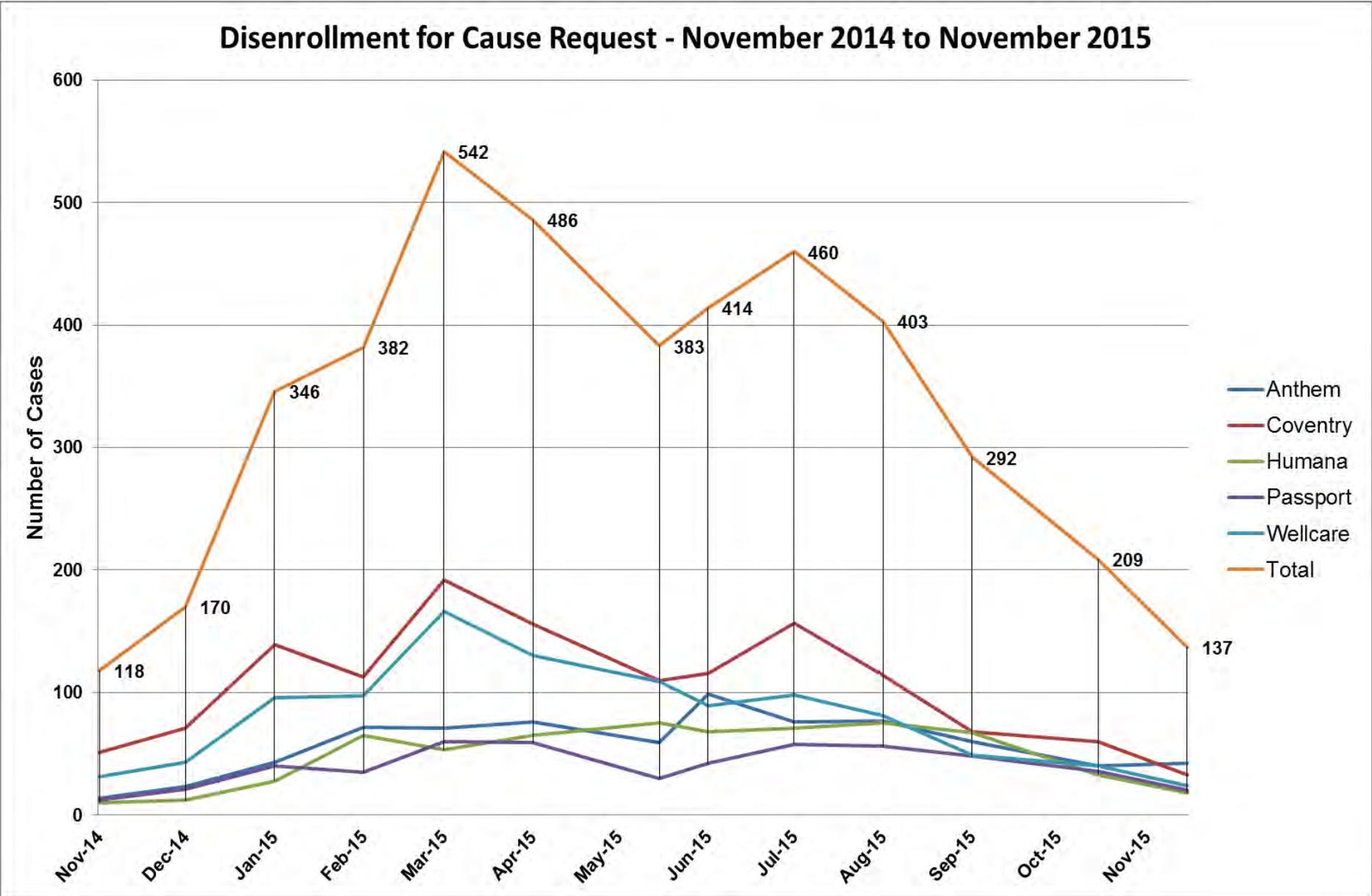
- Two (2) members requested disenrollment in order to receive services from Kidz Club. Both were approved.
- There is no disenrollment for cause case from Wellcare member in November 2015 due to dental case access issue.

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- Seven (7) Wellcare members who submitted disenrollment requests in November 2015 were on Suboxone. Their requests were related to access to recovery program.

- Specialists/services needed/not in Wellcare network in the members' area
 - Psychiatrist
 - Obstetrician/Gynecologist
 - Pain Management Specialist
 - Substance abuse recovery program specialist

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Department for Medicaid Services

Division of Quality and Outcomes

Benefits by Region July - September 2015



	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Non-KCHIP Medicaid Benefits	1	\$ 5,336,014	\$ 14,902,961	\$ 6,484,673	\$ 7,474,751	\$ 30,958,962	\$ 65,157,361
	2	\$ 8,326,656	\$ 32,163,894	\$ 11,104,269	\$ 11,070,318	\$ 34,809,321	\$ 97,474,458
	3	\$ 936,862	\$ 24,796,791	\$ 47,943,120	\$ 273,687,950	\$ 31,109,064	\$ 378,473,787
	4	\$ 13,612,765	\$ 41,324,817	\$ 16,054,611	\$ 20,073,790	\$ 50,819,015	\$ 141,884,999
	5	\$ 24,886,114	\$ 56,549,755	\$ 29,878,772	\$ 32,872,939	\$ 71,827,610	\$ 216,015,190
	6	\$ 8,784,621	\$ 27,874,325	\$ 9,143,998	\$ 11,446,874	\$ 26,961,022	\$ 84,210,840
	7	\$ 6,196,861	\$ 15,977,300	\$ 8,380,612	\$ 7,350,303	\$ 43,027,907	\$ 80,932,984
	8	\$ 15,186,321	\$ 42,367,510	\$ 19,469,502	\$ 20,028,246	\$ 144,338,835	\$ 241,390,413
TOTAL		\$ 83,266,214	\$ 255,957,353	\$ 148,459,557	\$ 384,005,172	\$ 433,851,736	\$ 1,305,540,032
KCHIP Medicaid Benefits	1	\$ 18,719	\$ 339,724	\$ 227,615	\$ 51,126	\$ 19,169,098	\$ 19,806,282
	2	\$ 85,083	\$ 533,405	\$ 537,714	\$ 77,946	\$ 9,385,951	\$ 10,620,098
	3	\$ 11,324	\$ 285,100	\$ 2,535,020	\$ 3,467,689	\$ 4,536,725	\$ 10,835,859
	4	\$ 65,659	\$ 1,320,873	\$ 744,585	\$ 109,831	\$ 12,393,388	\$ 14,634,335
	5	\$ 182,890	\$ 1,213,812	\$ 1,374,581	\$ 159,338	\$ 15,923,267	\$ 18,853,889
	6	\$ 40,719	\$ 526,079	\$ 263,455	\$ 50,611	\$ 7,801,250	\$ 8,682,113
	7	\$ 35,013	\$ 314,326	\$ 354,353	\$ 61,956	\$ 8,279,731	\$ 9,045,379
	8	\$ 77,293	\$ 864,067	\$ 1,125,621	\$ 72,872	\$ 22,825,385	\$ 24,965,238
TOTAL		\$ 516,699	\$ 5,397,387	\$ 7,162,944	\$ 4,051,368	\$ 100,314,795	\$ 117,443,193
Total Benefits	1	5,354,733	15,242,685	6,712,288	7,525,877	50,128,060	\$ 84,963,643
	2	8,411,739	32,697,299	11,641,983	11,148,264	44,195,271	\$ 108,094,556
	3	948,186	25,081,891	50,478,140	277,155,639	35,645,789	\$ 389,309,646
	4	13,678,424	42,645,690	16,799,196	20,183,621	63,212,403	\$ 156,519,334
	5	25,069,004	57,763,567	31,253,353	33,032,277	87,750,878	\$ 234,869,079
	6	8,825,340	28,400,404	9,407,453	11,497,485	34,762,272	\$ 92,892,954
	7	6,231,875	16,291,626	8,734,965	7,412,259	51,307,638	\$ 89,978,363
	8	15,263,613	43,231,577	20,595,123	20,101,118	167,164,220	\$ 266,355,651
ALL BENEFITS		\$ 83,782,913	\$ 261,354,740	\$ 155,622,501	\$ 388,056,540	\$ 534,166,531	\$ 1,422,983,225
Benefits per member	1	\$ 1,003.70	\$ 910.50	\$ 1,256.51	\$ 1,432.14	\$ 1,991.82	\$ 1,468.94
	2	\$ 967.53	\$ 936.43	\$ 1,353.25	\$ 1,279.79	\$ 1,118.73	\$ 1,076.32
	3	\$ 222.47	\$ 926.35	\$ 1,207.24	\$ 1,450.34	\$ 1,049.12	\$ 1,305.42
	4	\$ 966.26	\$ 816.23	\$ 1,207.62	\$ 1,425.10	\$ 1,037.26	\$ 1,007.08
	5	\$ 1,164.32	\$ 885.56	\$ 1,263.53	\$ 1,550.59	\$ 1,094.96	\$ 1,102.99
	6	\$ 1,195.04	\$ 964.26	\$ 1,246.68	\$ 1,551.20	\$ 1,100.98	\$ 1,114.23
	7	\$ 1,012.82	\$ 843.91	\$ 1,386.06	\$ 1,294.27	\$ 1,198.44	\$ 1,120.54
	8	\$ 1,156.86	\$ 901.39	\$ 1,514.68	\$ 1,541.26	\$ 1,395.50	\$ 1,283.13
	TOTAL		\$ 1,038.07	\$ 892.21	\$ 1,277.18	\$ 1,454.98	\$ 1,231.07

Dental Benefit Payments by Region

7/1/15 - 9/30/15

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Non-KCHIP Medicaid Dental Benefits	1	\$ 72,990	\$ 500,400	\$ 42,626	\$ 91,013	\$ 595,282	\$ 1,302,311
	2	\$ 121,241	\$ 952,019	\$ 76,861	\$ 177,367	\$ 845,033	\$ 2,172,520
	3	\$ 49,769	\$ 668,259	\$ 1,010,594	\$ 8,664,215	\$ 1,015,699	\$ 11,408,535
	4	\$ 193,517	\$ 1,885,160	\$ 158,988	\$ 405,372	\$ 1,340,800	\$ 3,983,837
	5	\$ 292,918	\$ 2,794,258	\$ 253,681	\$ 772,509	\$ 1,731,856	\$ 5,845,222
	6	\$ 186,297	\$ 890,460	\$ 47,875	\$ 165,125	\$ 716,294	\$ 2,006,051
	7	\$ 80,874	\$ 669,705	\$ 46,462	\$ 134,264	\$ 994,131	\$ 1,925,437
	8	\$ 182,432	\$ 2,021,898	\$ 107,613	\$ 447,287	\$ 2,829,345	\$ 5,588,576
TOTAL		\$ 1,180,038	\$ 10,382,159	\$ 1,744,701	\$ 10,857,151	\$ 10,068,441	\$ 34,232,490
KCHIP Medicaid Dental Benefits	1	\$ 4,132	\$ -	\$ 2,041	\$ 3,199	\$ 647,471	\$ 656,842
	2	\$ 6,867	\$ 434	\$ 7,181	\$ 11,707	\$ 841,776	\$ 867,965
	3	\$ 2,821	\$ -	\$ 142,539	\$ 351,840	\$ 541,466	\$ 1,038,666
	4	\$ 10,960	\$ (1,138)	\$ 21,798	\$ 16,150	\$ 1,250,945	\$ 1,298,715
	5	\$ 16,589	\$ 533	\$ 35,857	\$ 32,126	\$ 1,619,150	\$ 1,704,255
	6	\$ 10,554	\$ 198	\$ 2,975	\$ 3,856	\$ 661,550	\$ 679,133
	7	\$ 4,581	\$ 84	\$ 8,142	\$ 4,492	\$ 766,359	\$ 783,658
	8	\$ 10,332	\$ 231	\$ 15,230	\$ 9,215	\$ 1,962,838	\$ 1,997,846
TOTAL		\$ 66,836	\$ 342	\$ 235,763	\$ 432,585	\$ 8,291,556	\$ 9,027,081
Total Dental Benefits	1	\$ 77,122	\$ 500,400	\$ 44,667	\$ 94,211	\$ 1,242,753	\$ 1,959,154
	2	\$ 128,108	\$ 952,453	\$ 84,042	\$ 189,074	\$ 1,686,809	\$ 3,040,485
	3	\$ 52,590	\$ 668,259	\$ 1,153,133	\$ 9,016,055	\$ 1,557,165	\$ 12,447,201
	4	\$ 204,477	\$ 1,884,022	\$ 180,786	\$ 421,522	\$ 2,591,746	\$ 5,282,552
	5	\$ 309,507	\$ 2,794,791	\$ 289,538	\$ 804,635	\$ 3,351,007	\$ 7,549,478
	6	\$ 196,851	\$ 890,658	\$ 50,850	\$ 168,981	\$ 1,377,844	\$ 2,685,184
	7	\$ 85,455	\$ 669,789	\$ 54,604	\$ 138,756	\$ 1,760,490	\$ 2,709,095
	8	\$ 192,764	\$ 2,022,129	\$ 122,843	\$ 456,503	\$ 4,792,183	\$ 7,586,422
ALL BENEFITS		\$ 1,246,874	\$ 10,382,501	\$ 1,980,464	\$ 11,289,736	\$ 18,359,997	\$ 43,259,571

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 14.46	\$ 29.89	\$ 8.36	\$ 17.93	\$ 49.38	\$ 33.87
	2	\$ 14.74	\$ 27.28	\$ 9.77	\$ 21.71	\$ 42.70	\$ 30.27
	3	\$ 12.34	\$ 24.68	\$ 27.58	\$ 47.18	\$ 45.83	\$ 41.74
	4	\$ 14.44	\$ 36.06	\$ 13.00	\$ 29.76	\$ 42.53	\$ 33.99
	5	\$ 14.37	\$ 42.85	\$ 11.71	\$ 37.77	\$ 41.81	\$ 35.45
	6	\$ 26.66	\$ 30.24	\$ 6.74	\$ 22.80	\$ 43.64	\$ 32.21
	7	\$ 13.89	\$ 34.70	\$ 8.66	\$ 24.23	\$ 41.12	\$ 33.74
	8	\$ 14.61	\$ 42.16	\$ 9.03	\$ 35.00	\$ 40.01	\$ 36.55
TOTAL		\$ 15.45	\$ 35.44	\$ 16.25	\$ 42.33	\$ 42.31	\$ 36.17

Pharmacy Benefit Payments by Region

7/1/15 - 9/30/15

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Non-KCHIP Medicaid Pharmacy Benefits	1	\$ 1,285,764	\$ 2,899,885	\$ 1,399,682	\$ 1,059,169	\$ 6,501,351	\$ 13,145,851
	2	\$ 1,940,229	\$ 6,555,756	\$ 2,221,538	\$ 1,903,565	\$ 7,999,193	\$ 20,620,281
	3	\$ 115,610	\$ 3,636,327	\$ 9,441,280	\$ 58,583,571	\$ 6,235,452	\$ 78,012,241
	4	\$ 3,607,512	\$ 9,011,583	\$ 3,576,613	\$ 3,597,805	\$ 13,313,247	\$ 33,106,760
	5	\$ 6,086,256	\$ 11,239,939	\$ 6,544,890	\$ 5,959,261	\$ 18,866,283	\$ 48,696,628
	6	\$ 1,454,813	\$ 4,749,256	\$ 1,962,939	\$ 1,562,549	\$ 7,239,087	\$ 16,968,644
	7	\$ 1,427,025	\$ 3,273,238	\$ 2,383,341	\$ 1,389,911	\$ 11,683,071	\$ 20,156,585
	8	\$ 3,956,947	\$ 9,107,962	\$ 4,915,481	\$ 4,685,851	\$ 40,727,737	\$ 63,393,977
TOTAL		\$ 19,874,156	\$ 50,473,947	\$ 32,445,763	\$ 78,741,681	\$ 112,565,420	\$ 294,100,967
KCHIP Medicaid Pharmacy Benefits	1	\$ 4,678	\$ 39,011	\$ 45,154	\$ 5,056	\$ 1,971,369	\$ 2,065,268
	2	\$ 6,800	\$ 59,366	\$ 105,792	\$ 5,304	\$ 1,742,579	\$ 1,919,841
	3	\$ 3,147	\$ 24,740	\$ 564,837	\$ 639,324	\$ 512,602	\$ 1,744,650
	4	\$ 16,132	\$ 118,069	\$ 203,651	\$ 12,930	\$ 2,252,014	\$ 2,602,797
	5	\$ 19,857	\$ 157,501	\$ 334,893	\$ 23,472	\$ 3,060,429	\$ 3,596,152
	6	\$ 6,052	\$ 49,904	\$ 45,981	\$ 10,125	\$ 1,043,920	\$ 1,155,982
	7	\$ 13,045	\$ 39,113	\$ 94,720	\$ 8,871	\$ 1,495,076	\$ 1,650,824
	8	\$ 7,731	\$ 85,788	\$ 363,019	\$ 18,072	\$ 4,003,849	\$ 4,478,459
TOTAL		\$ 77,442	\$ 573,492	\$ 1,758,048	\$ 723,154	\$ 16,081,839	\$ 19,213,975
Total Pharmacy Benefits	1	\$ 1,290,442	\$ 2,938,896	\$ 1,444,836	\$ 1,064,225	\$ 8,472,720	\$ 15,211,119
	2	\$ 1,947,029	\$ 6,615,121	\$ 2,327,330	\$ 1,908,869	\$ 9,741,772	\$ 22,540,122
	3	\$ 118,757	\$ 3,661,067	\$ 10,006,117	\$ 59,222,896	\$ 6,748,054	\$ 79,756,891
	4	\$ 3,623,644	\$ 9,129,652	\$ 3,780,264	\$ 3,610,735	\$ 15,565,261	\$ 35,709,556
	5	\$ 6,106,113	\$ 11,397,440	\$ 6,879,783	\$ 5,982,733	\$ 21,926,712	\$ 52,292,781
	6	\$ 1,460,865	\$ 4,799,160	\$ 2,008,920	\$ 1,572,674	\$ 8,283,007	\$ 18,124,626
	7	\$ 1,440,070	\$ 3,312,351	\$ 2,478,060	\$ 1,398,782	\$ 13,178,147	\$ 21,807,410
	8	\$ 3,964,678	\$ 9,193,750	\$ 5,278,500	\$ 4,703,922	\$ 44,731,586	\$ 67,872,436
ALL BENEFITS		\$ 19,951,598	\$ 51,047,439	\$ 34,203,811	\$ 79,464,835	\$ 128,647,260	\$ 313,314,942

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 241.01	\$ 175.55	\$ 270.47	\$ 202.52	\$ 336.66	\$ 262.99
	2	\$ 223.17	\$ 189.45	\$ 270.53	\$ 219.13	\$ 246.60	\$ 224.44
	3	\$ 27.13	\$ 135.21	\$ 239.31	\$ 309.91	\$ 198.61	\$ 267.44
	4	\$ 254.84	\$ 174.74	\$ 271.75	\$ 254.94	\$ 255.41	\$ 229.76
	5	\$ 282.67	\$ 174.73	\$ 278.14	\$ 280.84	\$ 273.60	\$ 245.58
	6	\$ 197.00	\$ 162.94	\$ 266.22	\$ 212.18	\$ 262.34	\$ 217.40
	7	\$ 234.04	\$ 171.58	\$ 393.22	\$ 244.24	\$ 307.81	\$ 271.58
	8	\$ 300.49	\$ 191.69	\$ 388.21	\$ 360.67	\$ 373.42	\$ 326.97
		\$ 247.20	\$ 174.27	\$ 280.71	\$ 297.94	\$ 296.49	\$ 261.95

Benefits per Member

7/1/15 - 9/30/15

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Members as of 9/28/15	1	5,335	16,741	5,342	5,255	25,167	57,840
	2	8,694	34,917	8,603	8,711	39,505	100,430
	3	4,262	27,076	41,813	191,097	33,977	298,225
	4	14,156	52,247	13,911	14,163	60,942	155,419
	5	21,531	65,228	24,735	21,303	80,141	212,938
	6	7,385	29,453	7,546	7,412	31,574	83,370
	7	6,153	19,305	6,302	5,727	42,812	80,299
	8	13,194	47,961	13,597	13,042	119,788	207,582
TOTAL		80,710	292,928	121,849	266,710	433,906	1,196,103

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
	1	\$ 5,354,733	\$ 15,242,685	\$ 6,712,288	\$ 7,525,877	\$ 50,128,060	\$ 84,963,643
	2	\$ 8,411,739	\$ 32,697,299	\$ 11,641,983	\$ 11,148,264	\$ 44,195,271	\$ 108,094,556
	3	\$ 948,186	\$ 25,081,891	\$ 50,478,140	\$ 277,155,639	\$ 35,645,789	\$ 389,309,646
	4	\$ 13,678,424	\$ 42,645,690	\$ 16,799,196	\$ 20,183,621	\$ 63,212,403	\$ 156,519,334
	5	\$ 25,069,004	\$ 57,763,567	\$ 31,253,353	\$ 33,032,277	\$ 87,750,878	\$ 234,869,079
	6	\$ 8,825,340	\$ 28,400,404	\$ 9,407,453	\$ 11,497,485	\$ 34,762,272	\$ 92,892,954
	7	\$ 6,231,875	\$ 16,291,626	\$ 8,734,965	\$ 7,412,259	\$ 51,307,638	\$ 89,978,363
	8	\$ 15,263,613	\$ 43,231,577	\$ 20,595,123	\$ 20,101,118	\$ 167,164,220	\$ 266,355,651
ALL BENEFITS		\$ 83,782,913	\$ 261,354,740	\$ 155,622,501	\$ 388,056,540	\$ 534,166,531	\$ 1,422,983,225

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 1,003.70	\$ 910.50	\$ 1,256.51	\$ 1,432.14	\$ 1,991.82	\$ 1,468.94
	2	\$ 967.53	\$ 936.43	\$ 1,353.25	\$ 1,279.79	\$ 1,118.73	\$ 1,076.32
	3	\$ 222.47	\$ 926.35	\$ 1,207.24	\$ 1,450.34	\$ 1,049.12	\$ 1,305.42
	4	\$ 966.26	\$ 816.23	\$ 1,207.62	\$ 1,425.10	\$ 1,037.26	\$ 1,007.08
	5	\$ 1,164.32	\$ 885.56	\$ 1,263.53	\$ 1,550.59	\$ 1,094.96	\$ 1,102.99
	6	\$ 1,195.04	\$ 964.26	\$ 1,246.68	\$ 1,551.20	\$ 1,100.98	\$ 1,114.23
	7	\$ 1,012.82	\$ 843.91	\$ 1,386.06	\$ 1,294.27	\$ 1,198.44	\$ 1,120.54
	8	\$ 1,156.86	\$ 901.39	\$ 1,514.68	\$ 1,541.26	\$ 1,395.50	\$ 1,283.13
TOTAL		\$ 1,038.07	\$ 892.21	\$ 1,277.18	\$ 1,454.98	\$ 1,231.07	\$ 1,189.68



Department for Medicaid Services
Division of Quality and Outcomes
Case/Disease Management July - September 2015



MEMBERS IN CASE MANAGEMENT						
MCO	Membership as of 9/28/15	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
Anthem	80,766	225	195	164	256	0.32%
Coventry	293,004	1,568	640	1,053	1,155	0.39%
Humana	118,892	712	303	73	1,015	0.85%
Passport	266,786	1,051	2,370	2,131	1,290	0.48%
WellCare	434,062	1,179	1,102	927	1,425	0.33%
TOTAL	1,193,510	4,735	4,610	4,348	5,141	0.43%
MEMBERS IN DISEASE MANAGEMENT						
MCO	Membership as of 9/28/15	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
Anthem	80,766	10,683	6,517	1,178	16,022	19.84%
Coventry	293,004	67,880	3,107	109	70,878	24.19%
Humana	118,892	9,478	853	-	10,362	8.72%
Passport	266,786	490	299	221	568	0.21%
WellCare	434,062	547	257	53	748	0.17%
TOTAL	1,193,510	89,078	11,033	1,561	98,578	8.26%



Department for Medicaid Services

Division of Quality and Outcomes



State Fair Hearing Report

Case Summary - All	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	25	47	15	33	16	27	25	23	44	19	45	21	26	27	25
IN PROCESS CASES	252	242	281	287	310	307	330	336	346	387	377	388	384	398	393
TOTAL CASES	277	289	296	320	326	334	355	359	390	406	422	409	410	425	418
CASES FINALIZED	35	8	9	10	19	4	19	13	3	29	34	25	12	32	9
Case Summary - Anthem	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	0	0	0	0	0	0	1	1	1	0	0	0	0	2	1
IN PROCESS CASES	1	1	0	0	0	0	0	1	2	3	3	3	3	3	5
TOTAL CASES	1	1	0	0	0	0	1	2	3	3	3	3	3	5	6
CASES FINALIZED	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Case Summary - Coventry	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	1	9	2	4	2	3	4	2	1	6	7	0	2	5	3
IN PROCESS CASES	79	72	81	82	85	82	85	86	87	87	90	94	89	90	91
TOTAL CASES	80	81	83	86	87	85	89	88	88	93	97	94	91	95	94
CASES FINALIZED	8	0	1	1	5	0	3	1	1	3	3	5	1	4	0
Case Summary - Humana	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	1	2	0	1	2	1	2	3	2	0	3	1	0	2	0
IN PROCESS CASES	10	11	12	11	12	13	14	14	15	17	16	18	18	18	20
TOTAL CASES	11	13	12	12	14	14	16	17	17	17	19	19	18	20	20
CASES FINALIZED	0	1	1	0	1	0	2	2	0	1	1	1	0	0	0
Case Summary - Passport	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	0	0	0	0	1	0	0	0	3	1	4	2	1	0	2
IN PROCESS CASES	10	9	9	8	8	9	9	9	8	11	12	14	16	17	14
TOTAL CASES	10	9	9	8	9	9	9	9	11	12	16	16	17	17	16
CASES FINALIZED	1	0	1	0	0	0	0	1	0	0	2	0	0	3	0
Case Summary - WellCare	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	7	15	2	5	3	9	7	8	19	6	24	11	13	11	5
IN PROCESS CASES	66	61	75	76	79	77	83	85	91	109	103	118	124	128	121
TOTAL CASES	73	76	77	81	82	86	90	93	110	115	127	129	137	139	126
CASES FINALIZED	12	1	1	2	5	3	5	2	1	12	9	5	9	18	1
Case Summary - FFS	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CASES RECEIVED	16	21	11	23	8	14	11	9	18	6	7	7	10	7	14
IN PROCESS CASES	86	88	104	110	126	126	139	141	143	160	153	141	134	142	142
TOTAL CASES	102	109	115	133	134	140	150	150	161	166	160	148	144	149	156
CASES FINALIZED	14	5	5	7	8	1	9	7	1	13	19	14	2	7	8



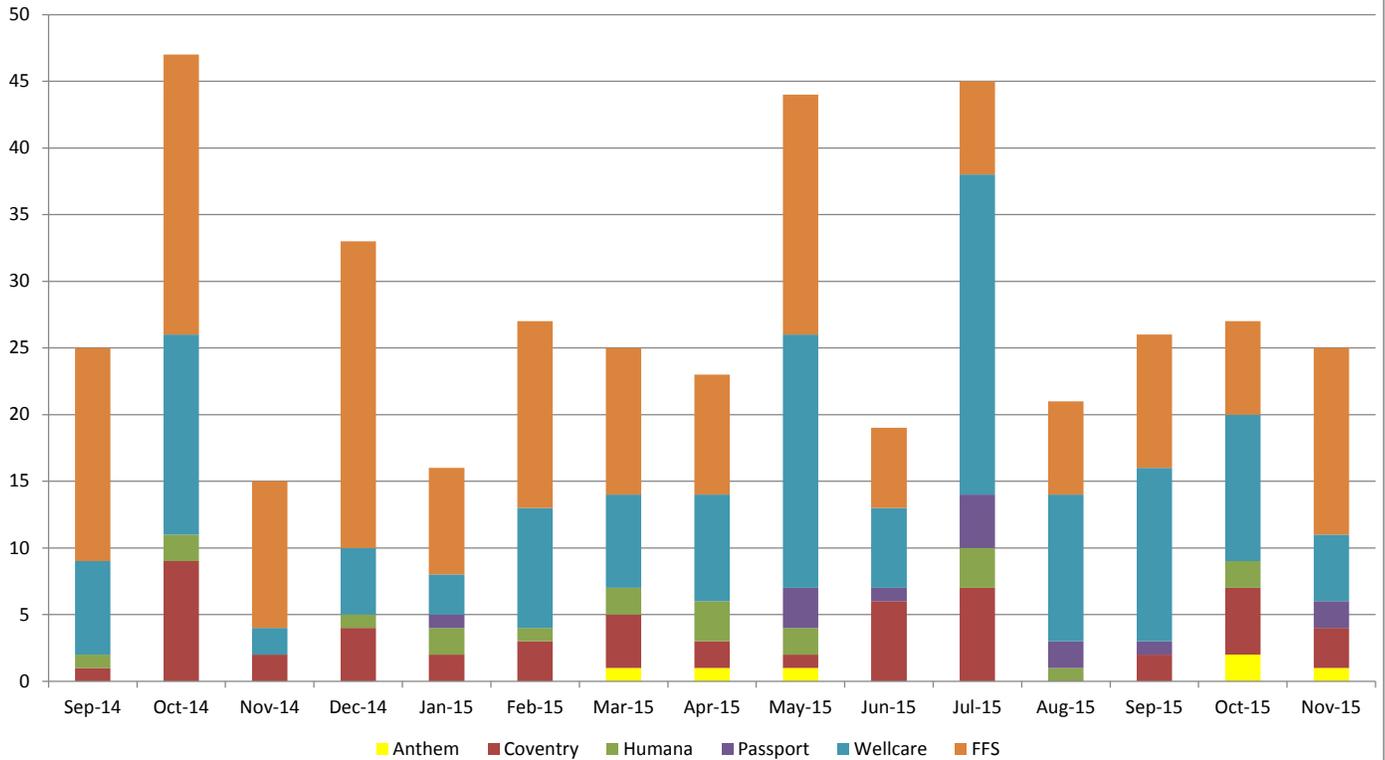
Department for Medicaid Services

Division of Quality and Outcomes

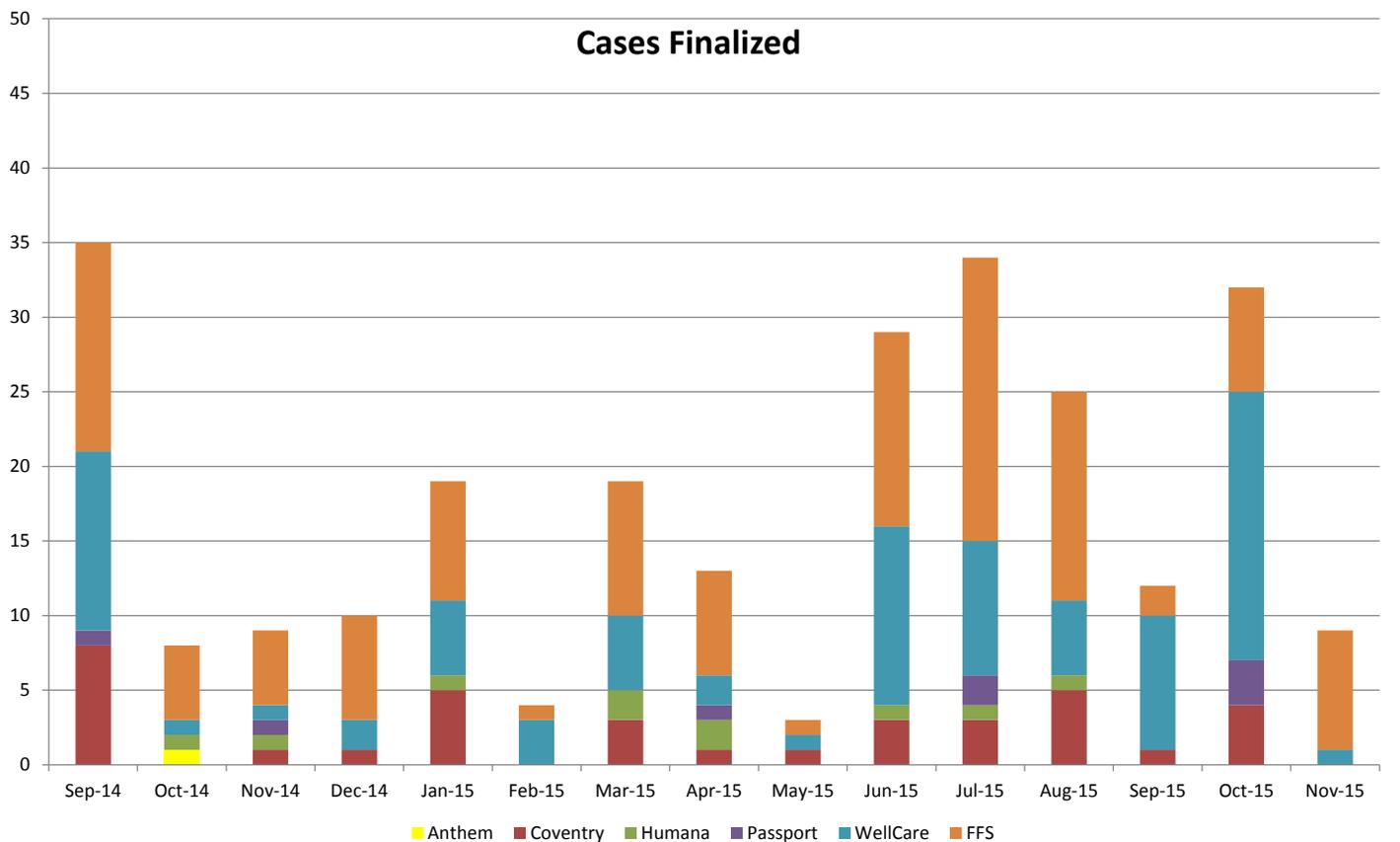
State Fair Hearing Report



Cases Received



Cases Finalized





Department for Medicaid Services
Division of Quality and Outcomes
Foster Care Report July - September 2015



	Number Of New Foster CareMembers	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
Region 1								
Anthem	0	2	0	0	0	0	0	0
Coventry	10	207	0	0	0	1	0	0
Humana	0	2	0	1	0	0	0	1
Passport	1	9	0	0	0	0	0	0
Wellcare	21	447	10	20	0	0	0	0
Region 2								
Anthem	5	10	0	0	0	0	0	0
Coventry	49	100	0	0	1	1	0	0
Humana	1	15	1	12	0	0	1	0
Passport	3	10	0	0	0	0	0	0
Wellcare	44	524	23	33	0	0	1	2
Region 3								
Anthem	1	0	0	0	0	0	0	0
Coventry	13	135	0	0	0	2	0	0
Humana	0	155	0	126	0	0	0	123
Passport	176	1404	10	74	2	8	0	1
Wellcare	23	267	6	8	0	0	0	1
Region 4								
Anthem	14	15	1	0	0	0	0	0
Coventry	37	663	0	0	2	3	1	0
Humana	1	27	1	26	0	0	1	23
Passport	17	35	0	3	0	0	0	0
Wellcare	83	1010	23	15	0	0	0	0
Region 5								
Anthem	26	43	0	0	0	1	2	0
Coventry	77	1300	0	1	1	9	1	0
Humana	4	54	1	47	0	0	0	33
Passport	23	69	0	2	0	0	0	0
Wellcare	121	1812	46	41	0	0	0	2
Region 6								
Anthem	12	20	0	0	0	0	1	0
Coventry	27	629	0	0	0	4	0	0
Humana	4	13	0	12	0	0	0	4
Passport	2	14	0	1	0	0	0	0
Wellcare	56	696	28	41	0	0	0	0
Region 7								
Anthem	5	4	0	0	0	0	1	0
Coventry	12	336	0	0	0	0	0	0
Humana	0	11	0	11	0	0	0	11
Passport	6	10	0	0	0	0	0	0
Wellcare	40	634	27	36	0	0	0	0
Region 8								
Anthem	8	10	0	0	0	0	1	0
Coventry	25	423	0	0	0	3	0	0
Humana	1	11	1	8	0	0	0	7
Passport	10	18	0	0	0	0	0	0
Wellcare	79	1134	42	46	0	0	0	0
TOTAL	1,037	12,278	220	564	6	32	10	208



Department for Medicaid Services
Division of Quality and Outcomes
Guardianship Report July - September 2015



	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
Region 1								
Anthem	8	1	4	0	0	0	0	0
Coventry	5	13	0	0	1	0	0	0
Humana	2	1	2	1	0	0	0	1
Passport	1	6	0	0	0	0	0	0
Wellcare	0	9	0	9	0	0	0	0
Region 2								
Anthem	28	8	11	0	0	0	1	0
Coventry	16	51	0	0	3	0	0	0
Humana	11	6	11	6	0	0	10	4
Passport	11	24	0	2	0	0	0	0
Wellcare	2	70	2	70	0	0	0	1
Region 3								
Anthem	3	0	0	0	0	0	0	0
Coventry	11	16	0	0	3	0	0	0
Humana	8	21	8	20	0	0	4	19
Passport	3	27	0	2	0	0	0	0
Wellcare	4	41	4	41	0	0	0	1
Region 4								
Anthem	16	5	0	0	0	0	1	0
Coventry	8	28	0	0	2	0	0	0
Humana	3	8	3	7	0	0	3	7
Passport	2	16	0	1	0	0	0	1
Wellcare	5	32	5	32	0	0	0	0
Region 5								
Anthem	15	7	5	0	0	0	0	0
Coventry	7	27	0	0	1	0	0	0
Humana	4	4	4	4	0	0	2	4
Passport	6	20	0	1	0	0	0	2
Wellcare	3	22	3	22	0	0	0	0
Region 6								
Anthem	1	0	1	0	0	0	0	0
Coventry	2	7	0	0	1	0	0	0
Humana	2	1	2	1	0	0	1	1
Passport	0	3	0	1	0	0	0	0
Wellcare	0	7	0	7	0	0	0	0
Region 7								
Anthem	7	4	4	0	0	0	2	1
Coventry	2	6	0	0	0	0	0	0
Humana	2	7	2	7	0	0	0	6
Passport	2	9	0	0	0	0	0	1
Wellcare	0	26	0	26	0	0	0	0
Region 8								
Anthem	3	0	2	0	0	0	1	0
Coventry	2	5	0	0	0	0	0	0
Humana	9	4	9	3	0	0	6	4
Passport	0	1	0	1	0	0	0	0
Wellcare	5	27	5	27	0	0	0	1
TOTAL	219	570	87	291	11	0	31	54

MAC Binder Section 4 –Reports

Table of Contents with Document Summary – Mar. 2016

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

1 – Appeals & Grievances Report Oct – December 2015:

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

2 - Disenrollment for Cause Report December 2015:

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

3 - Benefits by Region Report Oct – December 2015:

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

4 - Case Management Report Oct – December 2015:

Provides quarterly aggregates for disease/case management for each MCO.

5 – Fair Hearing Report 2015:

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

6 – Foster Care and Guardianship Report Oct – December 2015:

Provides quarterly aggregates for foster care members by each MCO.

7 – MCO Dashboard Report January 2016:

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

8 – Waiver Dashboard Report January 2016:

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



Department for Medicaid Services

Division of Quality and Outcomes



Appeal and Grievances Report October - December 2015

GRIEVANCES	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Member						
Received	90	45	99	64	335	633
Notice sent in >5 days	3	1	8	1	76	89
Extension Granted	0	3	0	23	2	28
Resolved	81	39	97	59	312	588
Pending	9	6	2	5	22	44
Untimely Resolution	2	1	0	4	0	7
% Untimely	2.47%	2.56%	0.00%	6.78%	0.00%	1.19%
Top Three Grievances	Member Billing Issue	Unhappy w/ service	Par Provider Billing Member	Denial/Reduction of Service	Par Provider Billing Member	
	Provider/Provider Staff Behavior or Attitude	Balance Billing	Provider/Provider Staff Behavior or Attitude	Communication Unclear	Member Billing Issue	
	Quality of Care	Pharmacy	TPL-Pharmacy	Treatment Slow	Network Availability	
Provider						
Received	4	1	2	0	3	10
Extension Granted	0	0	N/A	0	0	0
Resolved	0	0	2	0	2	4
Pending	4	1	0	0	0	
Untimely Resolution	N/A	N/A	0	N/A	0	0
% Untimely	N/A	N/A	0.00%	N/A	0.00%	0.00%
Top Three Grievances	Check request	Unhappy w/ service	Dissatisfied with Service Provider		Claims Denied	
			Appeal Process		Appeals Process	
APPEALS						
Member						
Beginning	13	47	14	16	251	341
Expedited Received	-	12	7	29	858	906
Non-Expedited Recvd	42	170	55	150	1,090	1,507
Total Received	42	182	62	179	1,948	2,413
Resolved	46	184	63	184	1,979	2,456
Remaining	9	45	13	11	220	298
% Expedited Resolved in 3 days	N/A	99.06%	100.00%	100.00%	99.00%	99.04%
% Non-Expedited Resolved in 30 days	100.00%	100.00%	90.32%	98.80%	99.00%	98.80%
Top Three Appeals	Dental	Pharmacy	Pharmacy	Inpatient Hospital	Pharmacy	
	Physicians	Inpatient Hospital	Inpatient Hospital	EPSDT Related	Lab & X-ray	
	Inpatient Hospital	DME	Dental	Pharmacy	Mental Hospital	
Provider						
Beginning	1,029	311	1,086	34	806	3,266
Total Received	5,608	1,382	3,765	3,843	2,257	16,855
Resolved	6,076	1,403	3,885	3,794	2,524	17,682
Remaining	561	290	956	83	849	2,739
Resolved in 30 days	92.00%	99.43%	96.21%	93.00%	93.00%	93.87%
Top Three Appeals	Physicians	EPSDT Related	Physician	Physician	Hospital	
	Hospital	Hospital	Hospital	Emergency Room	Independent Lab	
	DME	Lab/X-Ray	Nurse Practitioner	Independent Lab	ER	
Grievances and Appeals resolved may be greater than number received due to carryover from previous reporting period						

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



Department for Medicaid Services Division of Quality and Outcomes



Disenrollment for Cause Report – December 2015

Summary

The Disenrollment for Cause process is regulated by 907 KAR 17:010 and 42 CFR 438.56. Disenrollment for Cause requests are received in the Disease and Case Management Branch, Division of Quality and Outcomes. Investigation techniques include: interviewing the members/families who submit the requests, communicating with health care providers, communicating with MCO (Managed Care Organization) representatives, conducting online research, as well as consulting with other medical professionals and policy staff in DMS.

General Review Procedures

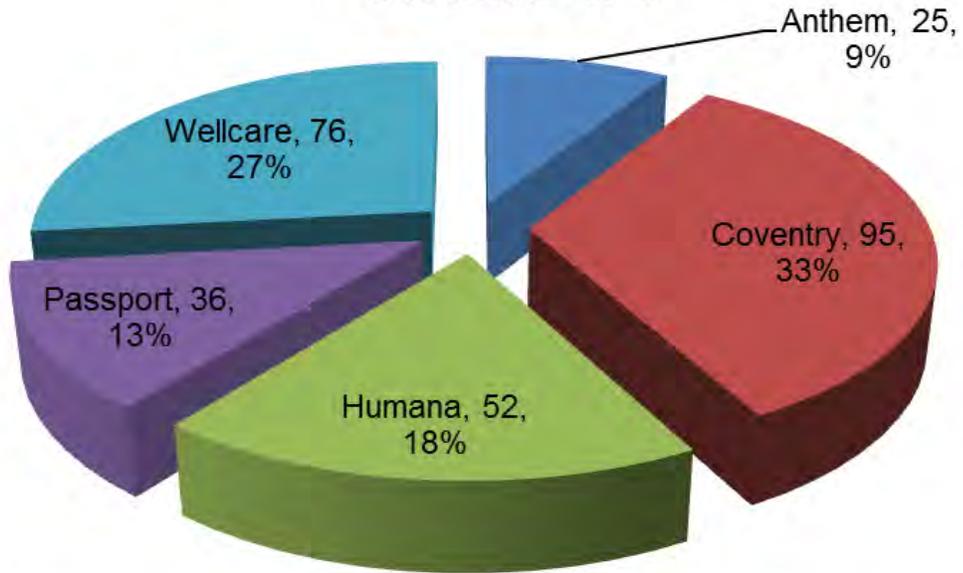
- All cases with valid signatures were investigated by DMS medical professionals.
- DMS medical professionals issued an initial inquiry email for each case to the member's current MCO as soon as the cases were assigned to them.
- MCOs were given appropriate timeframe to respond to DMS' inquiries.
- MCOs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

Statewide Data

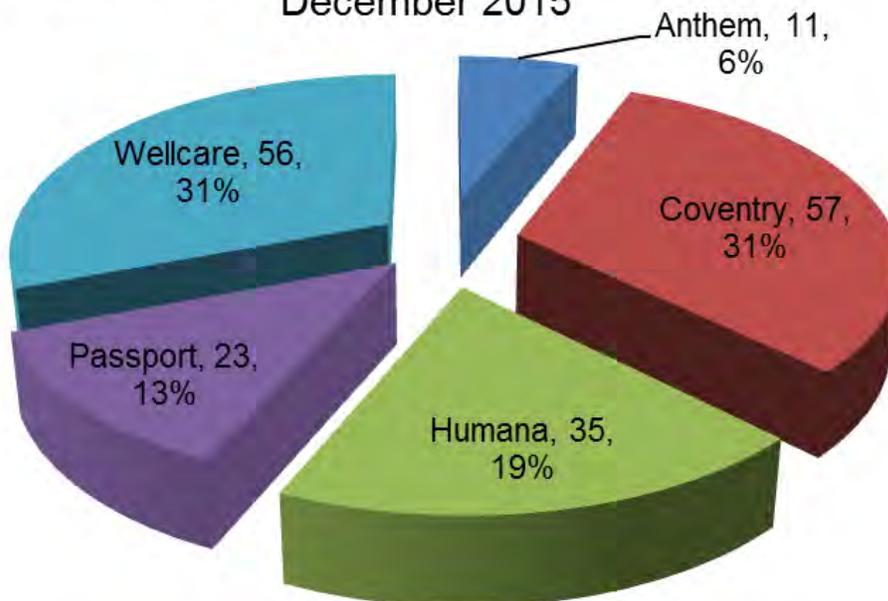
- Total Disenrollment for Cause requests received during the month of December 2015 was 284.
- Of the 284 requests received, 64.1% (182) were approved, 102 were denied.
- Each MCO had less than 1% of their total membership submit a Disenrollment for Cause request during the month of December 2015.
- Highest percentage – Humana, approx. 0.03% of total membership requesting disenrollment.
- The requests to disenroll from the member's current MCO in December 2015 were as follows:

	Number of Requests From	Number of Approval	Percentage of Approval
Anthem	25	11	44.00%
Coventry	95	57	60.00%
Humana	52	35	67.31%
Passport	36	23	63.89%
Wellcare	76	56	73.68%
Total	284	182	64.08%

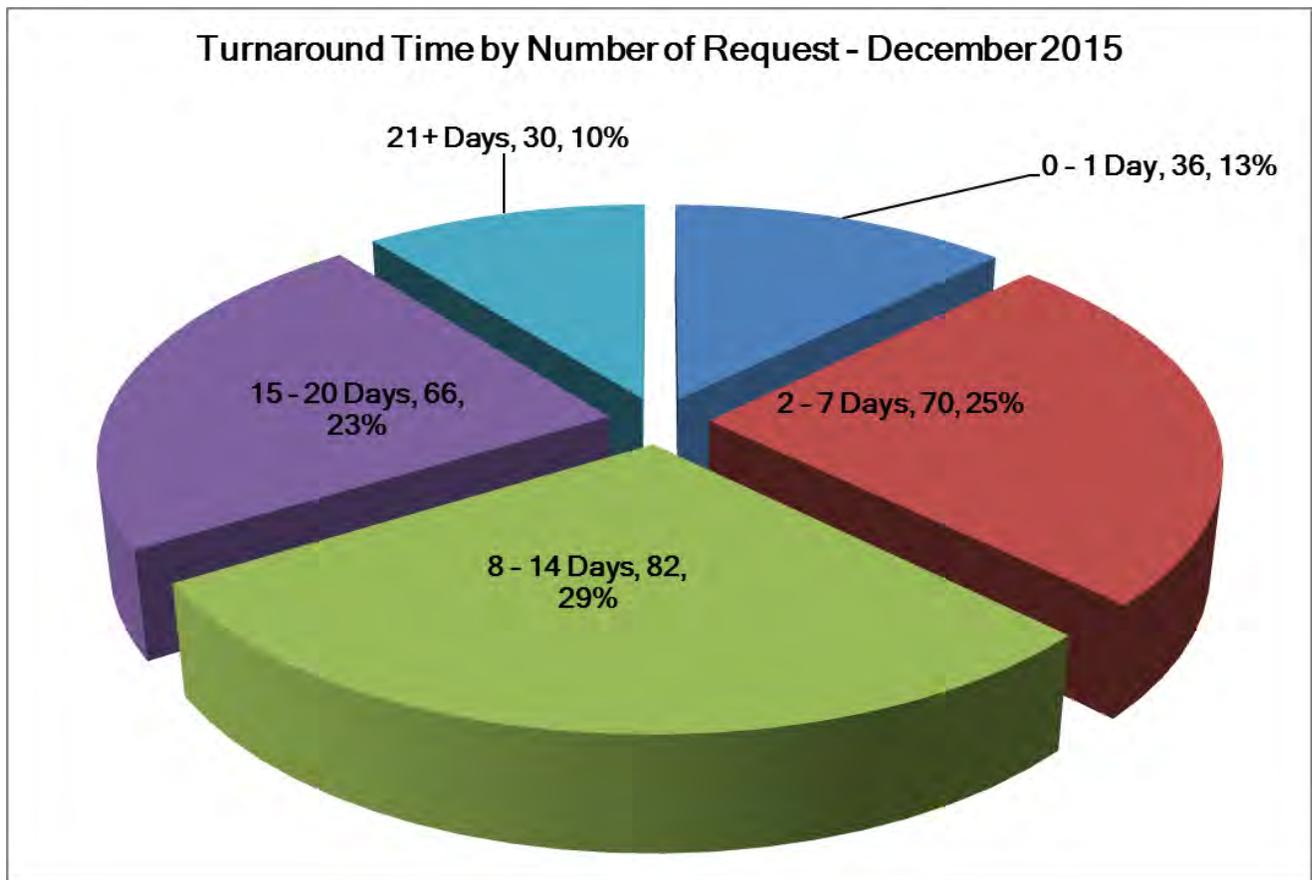
Disenrollment Requests from MCO December 2015



Approved Disenrollment Requests from MCO December 2015



Turnaround time



- About 37% of the disenrollment requests submitted in December 2015 were processed and disposed within 7 calendar days by DMS.
- Other possible factors that determine turnaround time
 - Dire need nature of the case.
 - Time required obtaining documentation from other State agencies, such as Department of Community Based Services (DCBS) and Guardianship at Department of Aging and Independent Living (DAIL).
 - The time it takes for the MCO to respond to State requests
 - The time it takes for the members to submit additional documentation.

- If the required responses from MCO are not received within the given timeframe, the decision of approval or denial will be rendered based on the information given to DMS at the time of decisions.
- Some cases that are automatically approved or denied due to pre-determined and agreed factors, such as a regional big provider changing policy related to a certain MCO, require shorter turnaround time, as investigation is not necessary to approve or deny the cases.

Average DMS Turnaround Time by MCO - December 2015	
MCO	Calendar Days
Anthem	12.9
Coventry	10.6
Humana	12.2
Passport	11.2
Wellcare	10.3

*Holidays are not subtracted from the numbers in the chart above.

**DMS was closed for 2 days for Christmas, and 2 days for New Year Day.

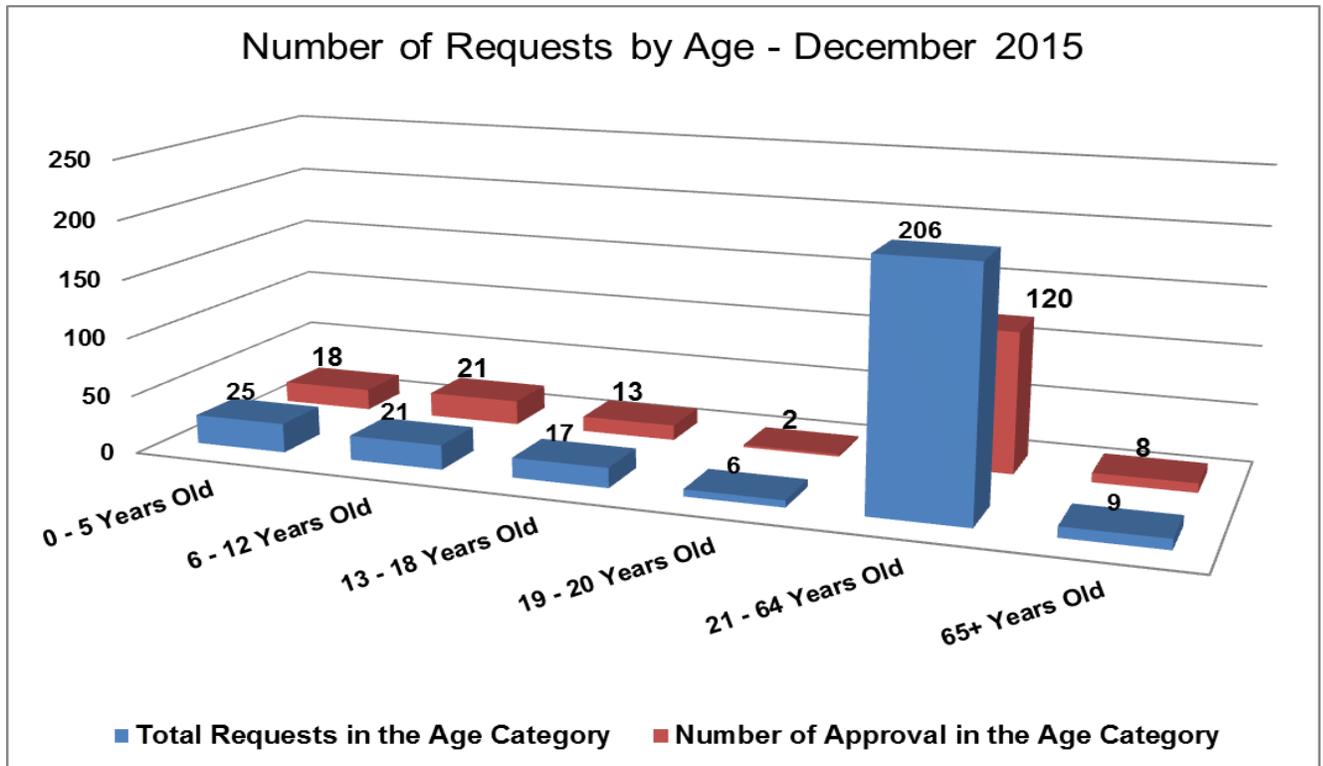
- Below is a chart of MCO turnaround time from each MCO in responding to DMS requests in December 2015.

	In the Same Day	Next Day	2 Days	3 Days	4 Days	5+ Days	Response not Necessary	No Response from MCO
Anthem	0	4	2	4	5	2	6	2
Percentage of all Anthem Cases	0.00%	16.00%	8.00%	16.00%	20.00%	8.00%	24.00%	8.00%
Coventry	10	14	12	20	9	4	24	2
Percentage of all Coventry Cases	10.53%	14.74%	12.63%	21.05%	9.47%	4.21%	25.26%	2.11%
Humana	0	2	1	14	8	9	18	0
Percentage of all Humana Cases	0.00%	3.85%	1.92%	26.92%	15.38%	17.31%	34.62%	0.00%
Passport	3	2	3	9	8	3	8	0
Percentage of all Passport Cases	8.33%	5.56%	8.33%	25.00%	22.22%	8.33%	22.22%	0.00%
Wellcare	10	7	8	16	5	2	27	1
Percentage of all Wellcare Cases	13.16%	9.21%	10.53%	21.05%	6.58%	2.63%	35.53%	1.32%

** The numbers in the chart above were calculated without the holidays (Christmas day and New Year Day).

- Typical timeframe given to MCO to respond to DMS request is 3 to 4 days.
- MCO Responding to DMS requests by the end of the same day or next business day is often required for dire need cases.
- Decisions for disenrollment requests might be rendered without MCO input if the requested responses are not received by DMS within the given timeframe.
- Reasons for no response from MCO:
 - Response from MCO is not required for cases approved or denied automatically due to pre-determined factors, such as DMS policies, system error, in-network providers' changes, etc.
 - MCO companies failed to respond to DMS requests.
 - There are 5 disenrollment for cause cases that MCO failed to respond to DMS requests:
 - Anthem – 2 cases
 - Coventry – 2 cases
 - Wellcare – 1 case
 - Passport and Humana responded all disenrollment cases which required response.

Age Distribution



- Of 284 disenrollment requests submitted in December 2015, 63 (22.2%) cases are from population of age 18 or younger.
- Sixty-nine (69) members age 20 or younger who requested disenrollment in December 2015 are also eligible for the EPSDT benefit.
- Nine members requesting disenrollment in December 2015 are also receiving services from Medicare.
- The age group between 6 years old and 12 years old has the highest approval rate (100%); group between 19 years old and 20 years old has the lowest approval rate (33%).

Case Management Referral – December 2015

- DMS referred 6 members to MCO for case management services during the disenrollment process in December 2015.
- All the disenrollment requests from these 6 members were denied, therefore they were referred to their current MCO for the case management services.
 - Coventry – 2 cases
 - Humana – 2 cases
 - Wellcare – 2 cases
- Many members qualified for case management during the disenrollment process when MCO's reached out to members.

Reasons Cited by Members for Disenrollment

Reason for Approved Requests in December 2015

Reason for Request	Anthem	Coventry	Humana	Passport	Wellcare	Total
Specialist not in provider network	5	20	7	13	38	83
Provider is not accepting member's MCO	4	20	22	8	15	69
Closest Hospital does not participate with MCO	2	10	1	0	1	14
Medications prescribed by physician not covered	0	3	0	0	2	5
Services ordered by physician not covered	0	2	0	0	0	2
Family needs to be enrolled in same MCO	0	0	5	1	0	6
Amount of co-pays	0	2	0	0	0	2
Other Reason	0	0	0	1	0	1
Total Requests Approved	11	57	35	23	56	182
Total Members Enrolled in MCO	94,095	290,877	122,823	275,821	438,138	1,221,754
Percentage of Total Membership Approved to Disenroll from MCO	0.01169%	0.01960%	0.02850%	0.00834%	0.01278%	0.01490%

- Only one reason for request was included in the above statistics for each disenrollment case, although some members addressed multiple reasons in their disenrollment requests.

- The major reasons for denial in December 2015 are:
 - The providers are still in-network (20 cases).
 - Alternative providers within reasonable distance are available, or member's current MCO outreached to the member to locate providers/arrange appointments (16 cases).
 - The requests were not signed by the members or the legal guardians (7 cases). DMS always attempts to reach members if the requests were not signed in order to obtain their verbal permission to sign for the members. The requests are denied after several failed attempts.
 - The requests do not contain sufficient information, and therefore the cause for disenrollment cannot be established (13 cases).
 - Twenty-two (26) requests were denied in December 2015 due to open enrollment, as the members were already scheduled to switch to their preferred MCO through open enrollment.

- Two (2) disenrollment cases were denied because the members' eligibilities had ended.
 - Four (4) members rescinded their requests and planned to change their MCO through open enrollment.
- About 91% of the approved requests in December 2015 are related to provider issues, i.e., the providers are not accepting the member's current MCO, provider left network, specialist not in provider network, and closest hospital not in the network.
- Seventeen (17) members addressed difficulty to access dental health care, including oral surgery and orthodontics; 12 cases were approved.
 - Coventry – 5 cases (2 approved)
 - Humana – 10 cases (8 approved)
 - Passport – 1 case (1 approved)
 - Wellcare – 1 case (1 approved)
 - Forty-six (46) disenrollment requests are related to substance abuse rehab services, including requests for Suboxone, Subutex, Zubsolv, inpatient rehab services, etc. Eighteen (21) cases were approved. Providers related to most of these cases are:
 - Self-Refind – 14 cases
 - Real Recovery – 5 cases
 - Addiction Recovery
 - ARC
 - Ashland Integrative Medicine
 - Cave Run Clinic
 - EHC Medical
 - Essential Healing
 - Health Solutions
 - HealthCare Express
 - Jackson Recovery
 - Pathways Community Mental Health Center
 - Recovery Work
 - Renewed You
 - Restorative Wellness Clinic
 - Eleven (11) members requested to disenroll from their MCO due to unable to receive services from their obstetrician/gynecologist; 6 were approved.
 - Anthem – 1 cases (0 approved)
 - Coventry – 2 cases (1 approved)

- Humana – 3 case (1 approved)
- Passport – 1 cases (1 approved)
- Wellcare – 3 case (3 approved)
- Seven (8) disenrollment cases are related to the needs for pain management specialist; 3 were approved.
- Twenty-six (26) disenrollment requests are related to the needs for mental health care, including psychologist, psychiatrist, and counseling therapist. Twenty (20) of the cases were related to Adanta Group which terminated their contract with Wellcare and were automatically approved.
- Specialists needed/not in MCO network in the members' local areas are:
 - Allergy Specialist
 - Cardiologist
 - Dermatologist
 - Ear, Nose, Throat Specialist
 - Endocrinologist
 - Gastroenterologist
 - Hepatologist
 - Neurologist
 - Obstetrician/Gynecologist
 - Oncologist
 - Orthopedic
 - Oral surgeon
 - Orthodontic
 - Pain Management Specialist
 - Pediatric Urologist
 - Physical Therapist
 - Podiatrist
 - Psychiatrist
 - Psychologist
 - Substance Abuse Specialist
 - Surgeon
- Co-Pay issue – 2 cases related to co-pay issue from Coventry members; both were approved.

Summary of MCO Movements

MCO Movement	
Anthem	4
Coventry	-28
Humana	1
Passport	25
Wellcare	-2

Total Disenrollment for Cause Requests Submitted in December 2015 --- 284 Cases						
	Disenroll from Anthem	Disenroll from Coventry	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Anthem	*	7	2	5	7	21
Disenroll to Coventry	5	*	5	4	17	31
Disenroll to Humana	1	18	*	9	23	51
Disenroll to Passport	3	24	22	*	28	77
Disenroll to Wellcare	15	46	23	18	*	102
Total	24	95	52	36	75	

** Total number does not add up 284, as the requests without indicating desired MCO are not included in the chart above.

Approved Disenrollment for Cause Requests Submitted in December 2015 --- 182 Cases						
	Disenroll from Anthem	Disenroll from Coventry	Disenroll from Humana	Disenroll from Passport	Disenroll from WellCare	Total
Disenroll to Anthem	*	4	1	4	6	15
Disenroll to Coventry	5	*	4	3	17	29
Disenroll to Humana	1	13	*	6	16	36
Disenroll to Passport	0	14	17	*	17	48
Disenroll to Wellcare	5	26	13	10	*	54
Total	11	57	35	23	56	182

Anthem

- Anthem had a net gain of 4 members during the month of December 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Anthem	Number Approved	Number Denied
Coventry	7	4	3
Humana	2	1	1
Passport	5	4	1
Wellcare	7	6	1
Total	21	15	6

Region	Number Requesting Disenrollment from Anthem	Number Approved	Number Denied
1	0	0	0
2	4	3	1
3	4	0	4
4	3	3	0
5	0	0	0
6	4	2	2
7	3	2	1
8	7	1	6
Totals	25	11	14

- Anthem had no disenrollment request associated with dental care in December 2015.
- Three (3) Anthem members requested disenrollment from Anthem due to difficulty to access addiction recovery program.
- Specialists/services needed/not in Anthem network in the members' areas:

- Obstetrician/Gynecologist
- Oncologist
- Psychiatrist
- Phycologist
- Rheumatologist
- Substance Abuse Treatment Specialist
- Surgeon

Coventry Cares of Kentucky

- Coventry had a net loss of 28 members during the month of December 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Coventry	Number Approved	Number Denied
Anthem	5	5	0
Humana	5	4	1
Passport	4	3	1
Wellcare	17	17	0
Total	31	29	2

Region	Number Requesting Disenrollment from Coventry	Number Approved	Number Denied
1	4	3	1
2	6	5	1
3	24	11	13
4	18	8	10
5	11	9	2
6	3	2	1
7	4	4	0
8	25	15	10
Totals	95	57	38

- Co-Pay issue – 2 approved cases.
- Sixteen (16) Coventry members request disenrollment from Coventry to access addiction recovery program; 9 of them are patients at Self Refind, all were approved.
- Two (2) cases from Coventry member in December 2015 were approved due to dental care access issue.

- Local hospitals no longer accepting Coventry:
 - King's Daughter Medical Center – 3 cases
 - Hazard ARH – 1 case
 - Kindred Hospital – 1 case
 - Barbourville ARH Hospital – 3 cases

- Specialists/services needed/not in Coventry network in the members' area:
 - Allergy Specialist
 - Cardiologist
 - Dentist
 - Dermatologist
 - Ear, Nose, Throat Specialist
 - Gastroenterologist
 - Hepatologist
 - Obstetrician/Gynecologist
 - Pain Management Specialist
 - Pediatric Urologist
 - Psychiatrist
 - Physical Therapist
 - Respiratory Therapist
 - Substance abuse rehab program
 - Surgeon

Humana CareSource

- Humana CareSource had a net gain of 1 member for the month of December 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Humana	Number Approved	Number Denied
Anthem	1	1	0
Coventry	18	13	5
Passport	9	6	3
Wellcare	23	16	7
Total	51	36	15

Region	Number Requesting Disenrollment from Humana	Number Approved	Number Denied
1	2	1	1
2	3	1	2
3	17	12	5
4	9	6	3
5	2	0	2
6	3	2	1
7	3	3	0
8	13	10	3
Totals	52	35	17

- Dental care access issue – 10 disenrollment cases; 8 of them were approved for difficulty getting appropriate dental care (including oral surgery and orthodontist) in Humana network, or being seen by members' familiar dentists.

- Three (3) Humana members submitted disenrollment requests to receive services from preferred or local recovery program providers.

- Specialists/services needed/not in Humana network in the members' areas
 - Dermatologist
Gastroenterologist
 - Obstetrician/Gynecologist
 - Oral Surgeon/Orthodontist/Dentist
 - Pain Management Specialist
 - Psychologist
 - Psychiatrist
 - Behavioral Therapist
 - Substance abuse rehab services

Passport Health Plans

- Passport Health Plan had a net gain of 25 members for the month of December 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Passport	Number Approved	Number Denied
Anthem	3	0	3
Coventry	24	14	10
Humana	22	17	5
Wellcare	28	17	11
Total	77	48	29

Region	Number Requesting Disenrollment from Passport	Number Approved	Number Denied
1	2	0	2
2	5	3	2
3	5	2	3
4	7	5	2
5	9	7	2
6	1	1	0
7	4	4	0
8	3	1	2
Totals	36	23	13

- One approved disenrollment for cause case from Passport member in December 2015 due to dental care access issue.
- Five (5) Passport members submitted disenrollment requests to access services from their preferred Obstetrician/Gynecologist. Four were approved. The only member who was denied had already made the switch via open enrollment.

- Twelve (12) Passport members requested to disenroll from Passport in order to access addiction recovery program; 8 are patients at Self Refind.

- Specialists/services needed/not in Passport network in the members' area
 - Neurologist
 - Obstetrician/Gynecologist
 - Orthodontist/Dentist
 - Orthopedic
 - Psychologist
 - Psychiatrist
 - Behavioral Therapist
 - Substance abuse rehab specialist

Wellcare of Kentucky

- Wellcare of Kentucky had a net loss of 2 members for the month of December 2015 due to the Disenrollment for Cause process.

From	Number Requesting Disenrollment to Wellcare	Number Approved	Number Denied
Anthem	15	5	10
Coventry	46	26	20
Humana	23	13	10
Passport	18	10	8
Total	102	54	48

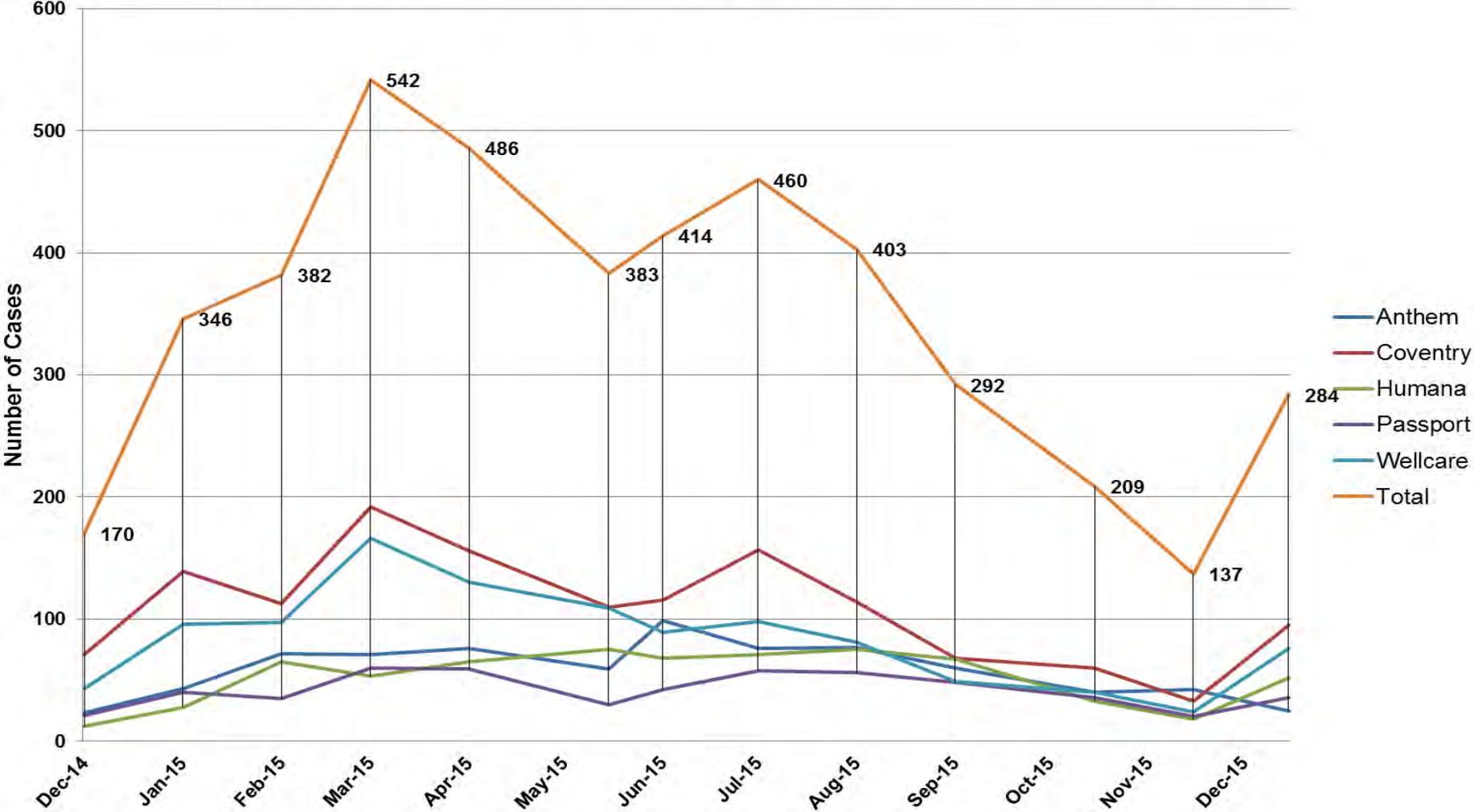
Region	Number Requesting Disenrollment from Wellcare	Number Approved	Number Denied
1	0	0	0
2	1	1	0
3	8	1	7
4	27	24	3
5	20	19	1
6	2	1	1
7	5	4	1
8	13	6	7
Totals	76	56	20

- Twenty (20) members requested disenrollment in order to receive services from Adanta. All of these cases were approved.
- One disenrollment for cause case from Wellcare member in December 2015 due to dental care access issue, and it's approved.

- Thirteen (13) Wellcare members who submitted disenrollment requests in December 2015 were related to access to recovery program.
 - Real Recovery – 5 cases
 - EHC Medical
 - Ashland Integrative Medicine
 - Addiction Recovery Center
 - Renewed You

- Specialists/services needed/not in Wellcare network in the members' area
 - Dermatologist
 - Obstetrician/Gynecologist
 - Oral Surgeon/Orthodontics/Dentist
 - Pain Management Specialist
 - Psychiatrist
 - Psychologist
 - Behavioral Health Therapist
 - Substance abuse recovery program specialist

Disenrollment for Cause Request - December 2014 to December 2015





Department for Medicaid Services

Division of Quality and Outcomes

Benefits by Region October-December 2015



	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Non-KCHIP Medicaid Benefits	1	\$ 5,770,870	\$ 13,903,603	\$ 6,118,222	\$ 7,509,602	\$ 27,995,455	\$ 61,297,753
	2	\$ 7,922,312	\$ 31,565,921	\$ 9,799,902	\$ 11,953,730	\$ 32,154,758	\$ 93,396,623
	3	\$ 4,871,570	\$ 23,200,222	\$ 43,743,335	\$ 264,688,215	\$ 30,662,062	\$ 367,165,405
	4	\$ 14,513,426	\$ 41,170,295	\$ 15,332,100	\$ 19,659,554	\$ 51,356,214	\$ 142,031,589
	5	\$ 24,656,648	\$ 55,086,420	\$ 29,607,387	\$ 34,632,290	\$ 72,097,194	\$ 216,079,939
	6	\$ 9,231,843	\$ 28,739,644	\$ 10,749,002	\$ 14,594,376	\$ 30,919,195	\$ 94,234,061
	7	\$ 6,280,153	\$ 16,050,443	\$ 8,393,445	\$ 8,658,625	\$ 43,762,760	\$ 83,145,426
	8	\$ 15,724,114	\$ 43,181,723	\$ 19,079,817	\$ 21,816,459	\$ 144,697,673	\$ 244,499,785
TOTAL		\$ 88,970,936	\$ 252,898,272	\$ 142,823,210	\$ 383,512,851	\$ 433,645,311	\$ 1,301,850,580
KCHIP Medicaid Benefits	1	\$ 34,239	\$ 315,878	\$ 190,001	\$ 35,303	\$ 15,291,914	\$ 15,867,334
	2	\$ 57,491	\$ 676,030	\$ 440,310	\$ 66,831	\$ 9,841,152	\$ 11,081,815
	3	\$ 89,239	\$ 277,881	\$ 2,330,309	\$ 3,459,995	\$ 5,294,209	\$ 11,451,632
	4	\$ 84,826	\$ 1,134,830	\$ 799,034	\$ 108,820	\$ 14,565,711	\$ 16,693,220
	5	\$ 160,830	\$ 1,471,497	\$ 1,191,873	\$ 180,197	\$ 18,094,785	\$ 21,099,183
	6	\$ 55,031	\$ 728,218	\$ 298,115	\$ 58,520	\$ 7,644,794	\$ 8,784,679
	7	\$ 33,688	\$ 424,555	\$ 370,553	\$ 39,902	\$ 10,151,721	\$ 11,020,419
	8	\$ 88,090	\$ 846,184	\$ 993,570	\$ 83,301	\$ 25,610,562	\$ 27,621,707
TOTAL		\$ 603,434	\$ 5,875,072	\$ 6,613,767	\$ 4,032,868	\$ 106,494,849	\$ 123,619,990
Total Benefits	1	5,805,109	14,219,481	6,308,223	7,544,904	43,287,369	\$ 77,165,087
	2	7,979,803	32,241,951	10,240,212	12,020,561	41,995,910	\$ 104,478,438
	3	4,960,809	23,478,103	46,073,644	268,148,210	35,956,271	\$ 378,617,037
	4	14,598,252	42,305,125	16,131,134	19,768,373	65,921,925	\$ 158,724,809
	5	24,817,478	56,557,917	30,799,260	34,812,487	90,191,979	\$ 237,179,122
	6	9,286,874	29,467,863	11,047,117	14,652,896	38,563,990	\$ 103,018,739
	7	6,313,841	16,474,997	8,763,998	8,698,527	53,914,481	\$ 94,165,845
	8	15,812,205	44,027,907	20,073,387	21,899,759	170,308,235	\$ 272,121,493
ALL BENEFITS		\$ 89,574,371	\$ 258,773,345	\$ 149,436,976	\$ 387,545,719	\$ 540,140,161	\$ 1,425,470,570
Benefits per member	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
	1	\$ 1,028.00	\$ 853.46	\$ 1,078.70	\$ 1,355.78	\$ 1,685.05	\$ 1,298.86
	2	\$ 842.91	\$ 929.00	\$ 1,119.88	\$ 1,278.38	\$ 1,032.42	\$ 1,010.46
	3	\$ 487.45	\$ 883.47	\$ 1,116.21	\$ 1,376.74	\$ 1,080.77	\$ 1,237.03
	4	\$ 947.51	\$ 813.17	\$ 1,087.52	\$ 1,334.44	\$ 1,075.52	\$ 1,002.23
	5	\$ 1,042.14	\$ 873.72	\$ 1,327.38	\$ 1,506.06	\$ 1,118.51	\$ 1,100.60
	6	\$ 1,163.04	\$ 1,002.27	\$ 1,344.91	\$ 1,851.75	\$ 1,213.01	\$ 1,207.65
	7	\$ 959.99	\$ 862.43	\$ 1,392.44	\$ 1,345.48	\$ 1,240.30	\$ 1,149.65
	8	\$ 1,055.34	\$ 924.90	\$ 1,436.69	\$ 1,593.29	\$ 1,404.74	\$ 1,286.38
	\$ 952.34	\$ 889.85	\$ 1,217.06	\$ 1,405.22	\$ 1,233.02	\$ 1,166.98	

Dental Benefit Payments by Region

10/1/15 - 12/31/15

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Non-KCHIP Medicaid Dental Benefits	1	\$ 82,122	\$ 421,186	\$ 44,245	\$ 104,593	\$ 624,573	\$ 1,276,720
	2	\$ 129,264	\$ 887,843	\$ 72,311	\$ 167,627	\$ 897,378	\$ 2,154,423
	3	\$ 52,501	\$ 598,651	\$ 854,339	\$ 8,652,162	\$ 973,026	\$ 11,130,679
	4	\$ 191,685	\$ 1,728,103	\$ 134,890	\$ 425,867	\$ 1,382,441	\$ 3,862,986
	5	\$ 290,702	\$ 2,425,801	\$ 219,384	\$ 743,001	\$ 1,788,680	\$ 5,467,569
	6	\$ 187,674	\$ 907,187	\$ 85,185	\$ 174,819	\$ 740,393	\$ 2,095,257
	7	\$ 79,690	\$ 573,452	\$ 45,318	\$ 160,582	\$ 1,033,020	\$ 1,892,063
	8	\$ 188,903	\$ 1,722,492	\$ 87,662	\$ 421,437	\$ 2,920,845	\$ 5,341,339
TOTAL		\$ 1,202,541	\$ 9,264,717	\$ 1,543,334	\$ 10,850,088	\$ 10,360,356	\$ 33,221,035
KCHIP Medicaid Dental Benefits	1	\$ 4,563	\$ -	\$ 4,822	\$ 819	\$ 654,183	\$ 664,386
	2	\$ 6,863	\$ (26)	\$ 12,583	\$ 4,254	\$ 867,057	\$ 890,731
	3	\$ 3,008	\$ 136	\$ 116,807	\$ 316,897	\$ 523,221	\$ 960,069
	4	\$ 11,036	\$ (1,385)	\$ 10,835	\$ 10,673	\$ 1,291,079	\$ 1,322,237
	5	\$ 16,806	\$ 521	\$ 30,998	\$ 25,101	\$ 1,636,120	\$ 1,709,545
	6	\$ 11,008	\$ -	\$ 4,419	\$ 3,357	\$ 677,043	\$ 695,827
	7	\$ 5,148	\$ -	\$ 2,906	\$ 3,555	\$ 790,850	\$ 802,460
	8	\$ 9,899	\$ 261	\$ 13,906	\$ 7,521	\$ 2,019,411	\$ 2,050,998
TOTAL		\$ 68,331	\$ (493)	\$ 197,276	\$ 372,176	\$ 8,458,963	\$ 9,096,253
Total Dental Benefits	1	\$ 86,686	\$ 421,186	\$ 49,067	\$ 105,411	\$ 1,278,756	\$ 1,941,105
	2	\$ 136,127	\$ 887,817	\$ 84,895	\$ 171,881	\$ 1,764,434	\$ 3,045,154
	3	\$ 55,509	\$ 598,787	\$ 971,146	\$ 8,969,059	\$ 1,496,247	\$ 12,090,748
	4	\$ 202,721	\$ 1,726,717	\$ 145,725	\$ 436,540	\$ 2,673,520	\$ 5,185,223
	5	\$ 307,508	\$ 2,426,323	\$ 250,382	\$ 768,101	\$ 3,424,800	\$ 7,177,114
	6	\$ 198,682	\$ 907,187	\$ 89,604	\$ 178,176	\$ 1,417,436	\$ 2,791,084
	7	\$ 84,838	\$ 573,452	\$ 48,224	\$ 164,137	\$ 1,823,870	\$ 2,694,522
	8	\$ 198,802	\$ 1,722,753	\$ 101,568	\$ 428,958	\$ 4,940,256	\$ 7,392,337
ALL BENEFITS		\$ 1,270,872	\$ 9,264,224	\$ 1,740,610	\$ 11,222,263	\$ 18,819,319	\$ 42,317,288

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 15.35	\$ 25.28	\$ 8.39	\$ 18.94	\$ 49.78	\$ 32.67
	2	\$ 14.38	\$ 25.58	\$ 9.28	\$ 18.28	\$ 43.38	\$ 29.45
	3	\$ 5.45	\$ 22.53	\$ 23.53	\$ 46.05	\$ 44.97	\$ 39.50
	4	\$ 13.16	\$ 33.19	\$ 9.82	\$ 29.47	\$ 43.62	\$ 32.74
	5	\$ 12.91	\$ 37.48	\$ 10.79	\$ 33.23	\$ 42.47	\$ 33.30
	6	\$ 24.88	\$ 30.86	\$ 10.91	\$ 22.52	\$ 44.58	\$ 32.72
	7	\$ 12.90	\$ 30.02	\$ 7.66	\$ 25.39	\$ 41.96	\$ 32.90
	8	\$ 13.27	\$ 36.19	\$ 7.27	\$ 31.21	\$ 40.75	\$ 34.95
		\$ 13.51	\$ 31.86	\$ 14.18	\$ 40.69	\$ 42.96	\$ 34.64

Pharmacy Benefit Payments by Region

10/1/15 - 12/31/15

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Non-KCHIP Medicaid Pharmacy Benefits	1	\$ 1,692,123	\$ 3,325,474	\$ 1,629,719	\$ 1,524,953	\$ 6,568,266	\$ 14,740,535
	2	\$ 2,008,716	\$ 7,463,948	\$ 2,343,673	\$ 2,437,121	\$ 8,576,571	\$ 22,830,028
	3	\$ 875,892	\$ 4,324,833	\$ 10,328,193	\$ 60,618,426	\$ 6,895,757	\$ 83,043,101
	4	\$ 3,666,828	\$ 10,168,926	\$ 4,088,020	\$ 4,197,270	\$ 15,649,164	\$ 37,770,208
	5	\$ 6,524,888	\$ 12,139,661	\$ 7,627,743	\$ 6,359,536	\$ 21,445,618	\$ 54,097,446
	6	\$ 1,790,363	\$ 5,926,351	\$ 2,215,689	\$ 2,020,413	\$ 7,889,797	\$ 19,842,612
	7	\$ 1,474,708	\$ 4,130,039	\$ 2,528,193	\$ 1,672,704	\$ 13,436,740	\$ 23,242,385
	8	\$ 4,342,241	\$ 10,644,406	\$ 5,341,091	\$ 5,596,614	\$ 47,132,714	\$ 73,057,067
TOTAL		\$ 22,375,759	\$ 58,123,638	\$ 36,102,321	\$ 84,427,036	\$ 127,594,628	\$ 328,623,382
KCHIP Medicaid Pharmacy Benefits	1	\$ 7,362	\$ 42,420	\$ 72,860	\$ 5,740	\$ 1,920,554	\$ 2,048,936
	2	\$ 7,753	\$ 68,563	\$ 109,376	\$ 6,488	\$ 1,929,701	\$ 2,121,882
	3	\$ 46,964	\$ 27,824	\$ 641,073	\$ 640,063	\$ 584,419	\$ 1,940,342
	4	\$ 17,055	\$ 122,011	\$ 273,524	\$ 17,582	\$ 2,617,084	\$ 3,047,255
	5	\$ 25,646	\$ 161,528	\$ 321,557	\$ 17,357	\$ 3,616,965	\$ 4,143,052
	6	\$ 7,981	\$ 64,808	\$ 71,976	\$ 7,994	\$ 1,182,252	\$ 1,335,011
	7	\$ 11,581	\$ 53,140	\$ 103,408	\$ 3,649	\$ 1,880,016	\$ 2,051,794
	8	\$ 13,505	\$ 98,400	\$ 426,736	\$ 24,872	\$ 5,018,073	\$ 5,581,586
TOTAL		\$ 137,846	\$ 638,695	\$ 2,020,510	\$ 723,745	\$ 18,749,062	\$ 22,269,858
Total Pharmacy Benefits	1	\$ 1,699,484	\$ 13,946,023	\$ 1,702,579	\$ 1,530,694	\$ 8,488,820	\$ 27,367,600
	2	\$ 2,016,469	\$ 31,634,485	\$ 2,453,049	\$ 2,443,609	\$ 10,506,272	\$ 49,053,883
	3	\$ 922,856	\$ 23,228,046	\$ 10,969,266	\$ 61,258,488	\$ 7,480,176	\$ 103,858,832
	4	\$ 3,683,883	\$ 41,292,306	\$ 4,361,544	\$ 4,214,852	\$ 18,266,247	\$ 71,818,832
	5	\$ 6,550,533	\$ 55,247,948	\$ 7,949,300	\$ 6,376,892	\$ 25,062,583	\$ 101,187,257
	6	\$ 1,798,344	\$ 28,804,453	\$ 2,287,664	\$ 2,028,407	\$ 9,072,049	\$ 43,990,917
	7	\$ 1,486,290	\$ 16,103,583	\$ 2,631,601	\$ 1,676,353	\$ 15,316,756	\$ 37,214,583
	8	\$ 4,355,746	\$ 43,280,123	\$ 5,767,828	\$ 5,621,486	\$ 52,150,787	\$ 111,175,969
ALL BENEFITS		\$ 22,513,605	\$ 58,762,333	\$ 38,122,832	\$ 85,150,781	\$ 146,343,690	\$ 545,667,875

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 299.65	\$ 837.05	\$ 291.14	\$ 275.06	\$ 330.45	\$ 460.66
	2	\$ 212.18	\$ 911.50	\$ 268.27	\$ 259.88	\$ 258.29	\$ 474.42
	3	\$ 86.07	\$ 874.06	\$ 265.75	\$ 314.52	\$ 224.84	\$ 339.33
	4	\$ 238.00	\$ 793.70	\$ 294.04	\$ 284.52	\$ 298.02	\$ 453.48
	5	\$ 273.99	\$ 853.49	\$ 342.60	\$ 275.88	\$ 310.81	\$ 469.55
	6	\$ 224.22	\$ 979.71	\$ 278.51	\$ 256.34	\$ 285.36	\$ 515.69
	7	\$ 225.98	\$ 842.99	\$ 418.11	\$ 259.30	\$ 352.36	\$ 454.35
	8	\$ 290.71	\$ 909.19	\$ 412.81	\$ 408.98	\$ 430.15	\$ 525.55
TOTAL		\$ 239.36	\$ 202.07	\$ 310.48	\$ 308.75	\$ 334.07	\$ 446.72

Benefit Payments by Region

10/1/15 - 12/31/15

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Members as of 12/28/15	1	5,647	16,661	5,848	5,565	25,689	59,410
	2	9,467	34,706	9,144	9,403	40,677	103,397
	3	10,177	26,575	41,277	194,771	33,269	306,069
	4	15,407	52,025	14,833	14,814	61,293	158,372
	5	23,814	64,732	23,203	23,115	80,636	215,500
	6	7,985	29,401	8,214	7,913	31,792	85,305
	7	6,577	19,103	6,294	6,465	43,469	81,908
	8	14,983	47,603	13,972	13,745	121,238	211,541
TOTAL		94,057	290,806	122,785	275,791	438,063	1,221,502

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
	1	\$ 5,805,109	\$ 14,219,481	\$ 6,308,223	\$ 7,544,904	\$ 43,287,369	\$ 77,165,087
	2	\$ 7,979,803	\$ 32,241,951	\$ 10,240,212	\$ 12,020,561	\$ 41,995,910	\$ 104,478,438
	3	\$ 4,960,809	\$ 23,478,103	\$ 46,073,644	\$ 268,148,210	\$ 35,956,271	\$ 378,617,037
	4	\$ 14,598,252	\$ 42,305,125	\$ 16,131,134	\$ 19,768,373	\$ 65,921,925	\$ 158,724,809
	5	\$ 24,817,478	\$ 56,557,917	\$ 30,799,260	\$ 34,812,487	\$ 90,191,979	\$ 237,179,122
	6	\$ 9,286,874	\$ 29,467,863	\$ 11,047,117	\$ 14,652,896	\$ 38,563,990	\$ 103,018,739
	7	\$ 6,313,841	\$ 16,474,997	\$ 8,763,998	\$ 8,698,527	\$ 53,914,481	\$ 94,165,845
	8	\$ 15,812,205	\$ 44,027,907	\$ 20,073,387	\$ 21,899,759	\$ 170,308,235	\$ 272,121,493
ALL BENEFITS		\$ 89,574,371	\$ 258,773,345	\$ 149,436,976	\$ 387,545,719	\$ 540,140,161	\$ 1,425,470,570

	Region	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Benefits per member	1	\$ 1,028.00	\$ 853.46	\$ 1,078.70	\$ 1,355.78	\$ 1,685.05	\$ 1,298.86
	2	\$ 842.91	\$ 929.00	\$ 1,119.88	\$ 1,278.38	\$ 1,032.42	\$ 1,010.46
	3	\$ 487.45	\$ 883.47	\$ 1,116.21	\$ 1,376.74	\$ 1,080.77	\$ 1,237.03
	4	\$ 947.51	\$ 813.17	\$ 1,087.52	\$ 1,334.44	\$ 1,075.52	\$ 1,002.23
	5	\$ 1,042.14	\$ 873.72	\$ 1,327.38	\$ 1,506.06	\$ 1,118.51	\$ 1,100.60
	6	\$ 1,163.04	\$ 1,002.27	\$ 1,344.91	\$ 1,851.75	\$ 1,213.01	\$ 1,207.65
	7	\$ 959.99	\$ 862.43	\$ 1,392.44	\$ 1,345.48	\$ 1,240.30	\$ 1,149.65
	8	\$ 1,055.34	\$ 924.90	\$ 1,436.69	\$ 1,593.29	\$ 1,404.74	\$ 1,286.38
TOTAL		\$ 952.34	\$ 889.85	\$ 1,217.06	\$ 1,405.22	\$ 1,233.02	\$ 1,166.98



Department for Medicaid Services
Division of Quality and Outcomes
Case/Disease Management October-December 2015



MEMBERS IN CASE MANAGEMENT						
MCO	Membership as of 12/28/15	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
Anthem	94,109	260	191	141	310	0.33%
Coventry	290,882	1,155	651	925	881	0.30%
Humana	122,832	588	207	187	587	0.48%
Passport	275,859	1,286	2,477	2,617	1,146	0.42%
WellCare	438,156	1,056	649	749	1,705	0.39%
TOTAL	1,221,838	4,345	4,175	4,619	4,629	0.38%
MEMBERS IN DISEASE MANAGEMENT						
MCO	Membership as of 12/28/15	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
Anthem	94,109	17,149	8,014	3,063	22,100	23.48%
Coventry	290,882	70,878	2,822	55	73,645	25.32%
Humana	122,832	4,735	2,651	8	4,771	3.88%
Passport	275,859	559	214	203	570	0.21%
WellCare	438,156	506	331	40	837	0.19%
TOTAL	1,221,838	93,827	14,032	3,369	101,923	8.34%



Department for Medicaid Services

Division of Quality and Outcomes



State Fair Hearing Report

Case Summary - All	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	15	33	16	27	25	23	44	19	45	21	26	27	25	16	25
IN PROCESS CASES	281	287	310	307	330	334	342	383	371	381	377	390	385	380	367
TOTAL CASES	296	320	326	334	355	357	386	402	416	402	403	417	410	396	392
CASES FINALIZED	9	10	19	4	21	15	3	31	35	25	13	32	30	29	23
Anthem	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	0	0	0	0	1	1	1	0	0	0	0	2	1	0	2
IN PROCESS CASES	0	0	0	0	0	1	2	3	3	3	3	3	5	6	6
TOTAL CASES	0	0	0	0	1	2	3	3	3	3	3	5	6	6	8
CASES FINALIZED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Coventry/Aetna	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	2	4	2	3	4	2	1	6	7	0	2	5	3	1	2
IN PROCESS CASES	81	82	85	82	85	86	87	87	88	91	86	87	88	89	83
TOTAL CASES	83	86	87	85	89	88	88	93	95	91	88	92	91	90	85
CASES FINALIZED	1	1	5	0	3	1	1	5	4	5	1	4	2	7	3
Humana	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	0	1	2	1	2	3	2	0	3	1	0	2	0	1	1
IN PROCESS CASES	12	11	12	13	14	14	15	17	16	18	18	18	20	18	17
TOTAL CASES	12	12	14	14	16	17	17	17	19	19	18	20	20	19	18
CASES FINALIZED	1	0	1	0	2	2	0	1	1	1	0	0	2	2	0
Passport	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	0	0	1	0	0	0	3	1	4	2	1	0	2	1	2
IN PROCESS CASES	9	8	8	9	9	9	8	11	12	14	16	17	14	14	14
TOTAL CASES	9	8	9	9	9	9	11	12	16	16	17	17	16	15	16
CASES FINALIZED	1	0	0	0	0	1	0	0	2	0	0	3	2	1	1
WellCare	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	2	5	3	9	7	8	19	6	24	11	13	11	5	6	6
IN PROCESS CASES	75	76	79	77	83	85	91	109	103	118	124	128	121	117	115
TOTAL CASES	77	81	82	86	90	93	110	115	127	129	137	139	126	123	121
CASES FINALIZED	1	2	5	3	5	2	1	12	9	5	9	18	9	8	7
FFS	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
CASES RECEIVED	11	23	8	14	11	9	18	6	7	7	10	7	14	7	12
IN PROCESS CASES	104	110	126	126	139	139	139	156	149	137	130	137	137	136	132
TOTAL CASES	115	133	134	140	150	148	157	162	156	144	140	144	151	143	144
CASES FINALIZED	5	7	8	1	11	9	1	13	19	14	3	7	15	11	11



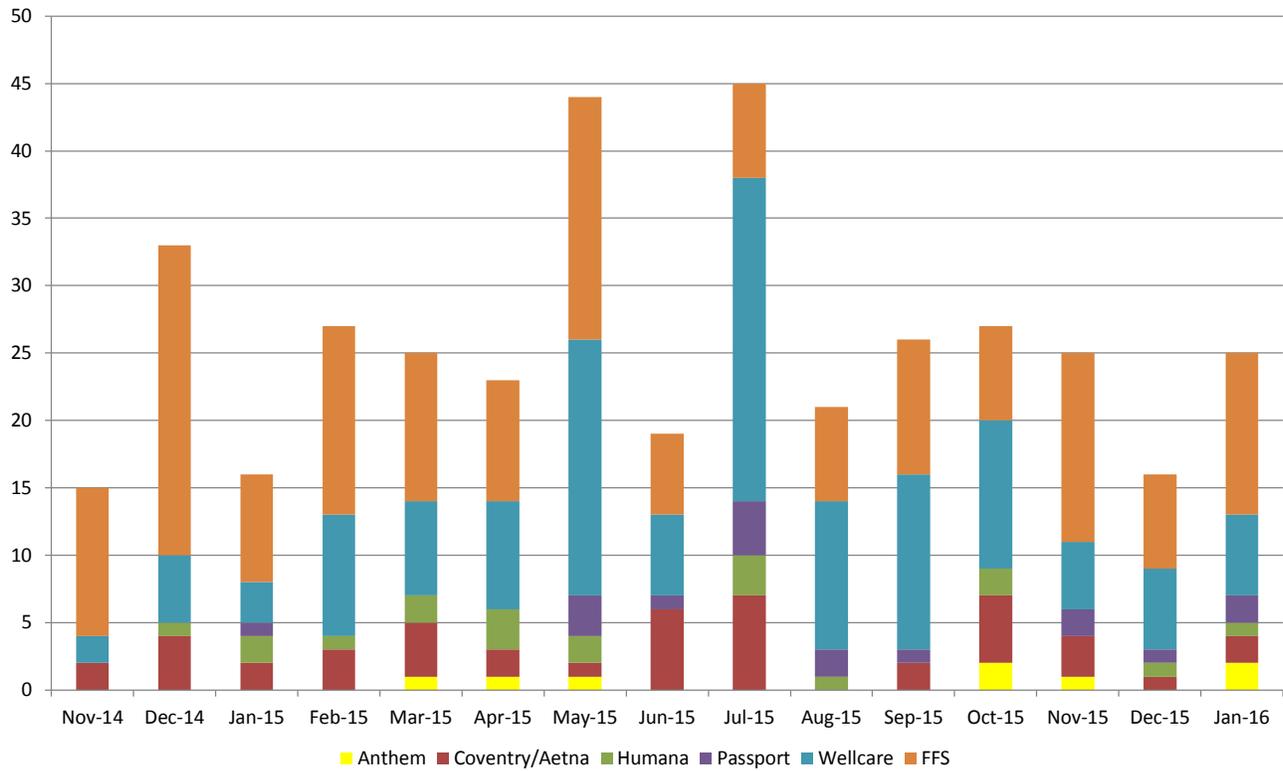
Department for Medicaid Services

Division of Quality and Outcomes

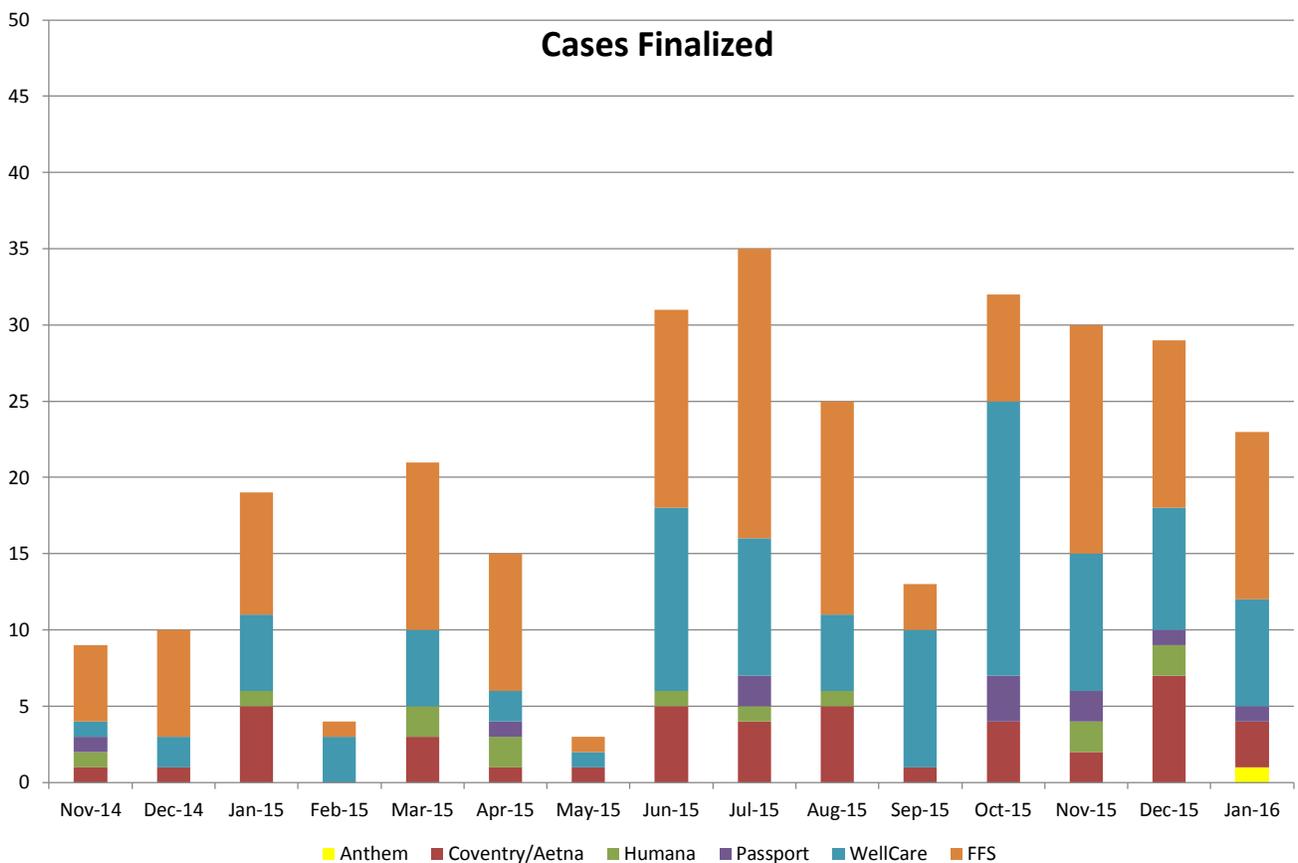
State Fair Hearing Report



Cases Received



Cases Finalized





Department for Medicaid Services
Division of Quality and Outcomes
Foster Care Report October-December 2015



	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
Region 1								
Anthem	2	2	0	0	0	0	1	0
Coventry	3	204	0	0	0	0	1	0
Humana	0	2	0	1	0	0	0	0
Passport	5	12	0	4	0	4	5	8
Wellcare	24	456	16	21	0	0	0	0
Region 2								
Anthem	4	11	0	0	0	0	0	0
Coventry	11	427	0	0	0	1	0	0
Humana	1	15	1	12	0	0	1	5
Passport	5	11	0	0	0	0	1	1
Wellcare	60	556	22	35	0	0	0	0
Region 3								
Anthem	7	1	0	0	0	0	1	0
Coventry	5	118	0	0	0	0	0	1
Humana	0	155	0	126	0	0	0	123
Passport	261	1309	17	82	1	7	5	9
Wellcare	22	268	14	11	0	0	0	0
Region 4								
Anthem	7	21	1	0	0	0	1	1
Coventry	3	651	0	0	0	2	0	0
Humana	1	27	1	26	0	0	1	23
Passport	10	33	0	7	0	0	0	0
Wellcare	67	1009	34	38	0	0	1	2
Region 5								
Anthem	24	60	0	0	0	0	2	1
Coventry	27	1309	0	1	0	2	1	0
Humana	4	54	1	47	0	0	0	33
Passport	26	81	1	4	0	0	0	1
Wellcare	111	1821	37	64	0	0	0	0
Region 6								
Anthem	10	29	0	1	0	0	0	1
Coventry	12	632	0	0	0	1	0	0
Humana	4	13	0	12	0	0	0	4
Passport	18	29	0	1	0	0	0	0
Wellcare	56	711	28	45	0	0	0	0
Region 7								
Anthem	6	9	1	0	0	0	1	0
Coventry	2	314	0	0	0	3	0	3
Humana	0	11	0	11	0	0	0	11
Passport	11	19	0	0	0	0	0	1
Wellcare	41	640	27	42	0	0	0	1
Region 8								
Anthem	1	10	1	0	0	0	1	0
Coventry	10	435	0	0	0	0	1	0
Humana	1	11	1	8	0	0	0	7
Passport	10	22	0	0	0	0	0	0
Wellcare	58	1137	40	44	0	0	0	0
TOTAL	930	12,635	243	643	1	20	24	236



Department for Medicaid Services
Division of Quality and Outcomes
Guardianship Report October-December 2015



	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
Region 1								
Anthem	2	9	1	3	0	0	0	5
Coventry	0	18	0	0	0	0	0	0
Humana	2	1	2	1	0	0	0	1
Passport	0	3	0	1	0	0	0	0
Wellcare	0	10	10	10	0	0	0	1
Region 2								
Anthem	7	29	2	8	0	0	1	7
Coventry	0	68	0	0	0	0	0	0
Humana	11	6	11	6	0	0	10	4
Passport	7	26	1	3	0	0	0	0
Wellcare	1	60	1	60	0	0	0	4
Region 3								
Anthem	5	1	0	1	0	0	1	0
Coventry	2	38	0	0	0	0	0	0
Humana	8	21	8	20	0	0	4	19
Passport	25	41	1	3	1	1	0	1
Wellcare	3	41	3	41	0	0	0	2
Region 4								
Anthem	7	19	0	9	0	0	0	4
Coventry	0	30	0	0	0	0	0	0
Humana	3	8	3	7	0	0	3	7
Passport	3	15	1	3	0	0	0	0
Wellcare	5	34	5	34	0	0	0	1
Region 5								
Anthem	11	12	0	3	0	0	1	2
Coventry	0	34	0	0	0	0	0	0
Humana	4	4	4	4	0	0	2	4
Passport	3	8	0	0	0	0	0	0
Wellcare	4	23	4	23	0	0	0	0
Region 6								
Anthem	1	1	0	0	0	0	0	0
Coventry	0	10	9	0	0	0	0	0
Humana	2	1	2	1	0	0	1	1
Passport	0	2	1	0	0	0	0	0
Wellcare	1	8	1	8	0	0	1	0
Region 7								
Anthem	1	7	0	0	0	0	0	3
Coventry	0	9	0	0	0	0	0	0
Humana	2	7	2	7	20	0	0	6
Passport	1	8	0	1	0	0	0	1
Wellcare	1	26	1	26	0	0	0	1
Region 8								
Anthem	3	2	0	0	0	0	0	0
Coventry	2	8	0	0	0	0	0	0
Humana	9	4	9	3	0	0	6	4
Passport	1	2	1	2	0	0	0	0
Wellcare	2	25	2	25	0	0	0	3
TOTAL	139	679	85	313	21	1	30	81



Monthly MCO Dashboard Comparison



January, 2016

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Membership			96,019	280,221	123,192	284,490	442,302	1,226,224
Capitation			\$ 45,436,923	\$ 111,556,870	\$ 59,904,283	\$ 141,291,859	\$ 215,170,852	\$ 573,360,787
CAP PMP			\$ 473.21	\$ 398.10	\$ 486.27	\$ 496.65	\$ 486.48	\$ 467.58
Claims Payment	Paid Claims		\$ 14,809,256	\$ 75,129,470	\$ 41,966,949	\$ 107,379,516	\$ 87,171,485	\$ 326,456,676
	Suspended		\$ 9,622,803	\$ 3,332,126	\$ 69,052,734	\$ 192,307,360	\$ 7,632,461	\$ 281,947,484
	% Suspended		39.39%	4.25%	62.20%	64.17%	8.05%	46.34%
	Paid/Member		\$ 154.23	\$ 268.11	\$ 340.66	\$ 377.45	\$ 197.09	\$ 266.23
	Paid Loss Ratio		32.59%	67.35%	70.06%	76.00%	40.51%	56.94%
	Total Paid Claims	90% paid in 30 Days	99.27%	99.97%	97.57%	99.88%	99.66%	99.49%
	Total Paid Claims	99% paid in 90 Days	100.00%	99.99%	99.85%	100.00%	99.97%	99.97%
P/As	Requested		5,916	15,500	6,858	22,130	35,415	85,819
	Denied		939	2,667	888	2,248	6,144	12,886
	% Denied		15.87%	17.21%	12.95%	10.16%	17.35%	15.02%
Member Calls Report #11	# of calls		16,613	18,913	18,980	40,349	51,264	146,119
	# Abandoned		136	425	210	450	829	2,050
	% Abandoned	5% or less	0.82%	2.20%	1.11%	1.11%	1.62%	1.40%
	Speed to answer	30 seconds or less	17	20	27	27	18	
Provider Calls Report #11	# of calls		12,565	11,004	8,986	23,876	22,614	79,045
	# Abandoned		126	138	2	238	135	639
	% Abandoned	5% or less	1.00%	1.30%	0.02%	0.99%	0.60%	0.81%
	Speed to answer	30 seconds or less	27	23	3	22	12	
Behavioral Calls Report #11	# of calls		450	700	14	1,030	1,306	3,500
	# Abandoned		3	0	0	0	6	9
	% Abandoned	7% or less	0.67%	0.00%	0.00%	0.00%	0.46%	0.26%
	Speed to answer	30 seconds or less	2	4	2	5	8	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	100.00%	99.60%	100.00%	97.00%	94.00%	
	Avg length	< 10 min	6	3	1	2	1	
Total Calls	Total Calls		29,628	30,617	27,980	65,255	75,184	228,664
	Abandoned		265	563	212	688	970	2,698
	% Abandoned	5% or less	0.89%	1.84%	0.76%	1.05%	1.29%	1.18%
COB Savings Report #54	MCO paid amount		\$ 536,413	\$ 2,081,532	\$ 693,765	\$ 1,390,511	\$ 1,402,361	\$ 6,104,582
	COB Amount		\$ 2,675,915	\$ 6,579,595	\$ 2,972,352	\$ 7,607,635	\$ 21,764,000	\$ 41,599,496
	COB/Member		\$ 27.87	\$ 23.48	\$ 24.13	\$ 26.74	\$ 49.21	\$ 33.92
	% of Claims Paid		18.07%	8.76%	7.08%	7.08%	24.97%	12.74%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 1,115,055	\$ 1,851,585	\$ 45,035	\$ 3,383,951	\$ 2,985,815	\$ 9,381,441
	% of Claims Paid		7.53%	2.46%	0.11%	4.33%	3.43%	2.87%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 4,241,618	\$ 3,947,321	\$ 2,272,719	\$ 4,646,901	\$ 8,213,542	\$ 23,322,100
	% of Claims Paid		28.64%	5.25%	5.42%	4.33%	9.42%	7.14%
Potential Subrogation Report #57	Lien/Claim		\$ 59,502	\$ 9,032,173	\$ 10,658,546	\$ 14,353,530	\$ 16,682,618	\$ 50,786,369
	% of Claims Paid		0.40%	12.02%	25.40%	13.37%	19.14%	15.56%
	Recovered		\$ 43,611	\$ 927,122	\$ 146,396	\$ 540,204	\$ 987,614	\$ 2,644,948

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Original Claims Processed Report #58	Claims Received	Total count	157,653	819,204	481,847	997,073	2,099,415	\$ 4,555,192
		Processed	144,746	850,696	514,668	1,056,248	1,925,679	\$ 4,492,037
		Total Charges	\$ 140,129,216	\$ 315,187,610	\$ 203,398,154	\$ 408,395,967	\$ 286,062,970	\$ 1,353,173,918
		Avg Charge	\$ 888.85	\$ 384.75	\$ 422.12	\$ 409.59	\$ 136.26	\$ 301.24
		Avg member	\$ 1,459.39	\$ 1,124.78	\$ 1,651.07	\$ 1,435.54	\$ 646.76	\$ 1,103.53
	Adjudicated to pay status	Total count	99,451	674,197	346,573	735,306	1,387,189	3,242,716
		Percent	63.08%	82.30%	71.90%	73.70%	66.08%	71.19%
		Charges	\$ 73,102,622	\$ 303,801,116	\$ 110,039,231	\$ 363,350,856	\$ 165,582,845	\$ 1,015,876,671
		Avg Charge	\$ 735.06	\$ 450.61	\$ 317.51	\$ 494.15	\$ 119.37	\$ 313.28
		Avg member	\$ 761.33	\$ 1,084.15	\$ 893.23	\$ 1,277.20	\$ 374.37	\$ 828.46
		Paid	\$ 14,809,256	\$ 75,129,470	\$ 41,966,949	\$ 107,379,516	\$ 87,171,485	\$ 326,456,676
		Average Paid	\$ 148.91	\$ 111.44	\$ 121.09	\$ 146.03	\$ 62.84	\$ 100.67
		Avg member	\$ 154.23	\$ 268.11	\$ 340.66	\$ 377.45	\$ 197.09	\$ 266.23
		% Discount	79.74%	75.27%	61.86%	70.45%	47.35%	67.86%
	Adjudicated to deny status	Count	39,682	170,451	111,296	238,997	519,313	1,079,739
		Percent	25.17%	20.81%	23.10%	24.00%	24.74%	33.30%
		Charges	\$ 36,294,691	\$ 68,746,273	\$ 20,809,772	\$ 72,445,661	\$ 66,689,979	\$ 264,986,376
		Avg. Charge	\$ 914.64	\$ 403.32	\$ 186.98	\$ 303.12	\$ 128.42	\$ 245.42
	Placed in suspended status	Count	5,613	6,185	24,284	81,945	3,563	121,590
		Percent	3.56%	0.75%	5.04%	8.20%	0.17%	3.75%
Charges		\$ 9,622,803	\$ 3,332,126	\$ 69,052,734	\$ 192,307,360	\$ 7,632,461	\$ 281,947,484	
Avg Charge		\$ 1,714.38	\$ 538.74	\$ 2,843.55	\$ 2,346.79	\$ 2,142.14	\$ 2,318.84	
Prior Authorizaton Report #59	Requested		5,916	15,500	6,858	22,130	35,415	85,819
	Approved	No service limits	530	6,474	5,020	14,953	26,463	53,440
		Within limits	3,609	3,711	721	4,099	2,073	14,213
		Exceed limits	-	1,703	-	157	163	2,023
	Partially Approved	No service limits	-	180	57	161	-	398
		Within limits	-	343	-	512	569	1,424
		Exceed limits	-	-	-	-	-	-
Denied	939	2,667	888	2,248	6,144	12,886		
Original Claims Activity #60	Paid Claims	Total claims	241,871	674,197	351,324	735,306	608,574	2,611,272
		1-30 - Days	240,104	673,984	342,791	734,421	606,524	2,597,824
		31 - 60 Days	1,752	151	7,454	882	1,712	11,951
		61-90 Days	6	14	545	2	163	730
		91+ Days	9	48	534	1	175	767
	Denied Claims	Total claims	120,633	170,451	116,560	238,997	114,294	760,935
		1-30 - Days	120,335	170,213	112,812	238,835	110,906	753,101
		31 - 60 Days	271	18	2,998	160	3,195	6,642
		61-90 Days	9	-	380	2	119	510
		91+ Days	18	1	370	-	74	463
	Suspended Claims	Total claims	5,342	6,053	47,470	81,945	4,184	144,994
		1-30 - Days	5,162	6,034	42,620	81,041	3,947	138,804
		31 - 60 Days	166	18	2,708	903	84	3,879
		61-90 Days	14	-	1,342	1	31	1,388
		91+ Days	-	1	820	-	122	943
#67 Provider Credentialing	InProgress	1-30 Days	34	77	9	235	1	356
		31-60 Days	0	62	11		0	73
		61-90 Days	0	33	1		0	34
		90+ Days	0	1	2		0	3
	Received	Received	10	110	37	120	1	278
		Credentialed	55	135	25	124	157	496
		Processed	59	135	13	131	157	495
		Enrolled	909	6	9	91	157	1,172
		Denied	0	0	2	1	0	3
Additions to Network #68	Total Providers	81	80	289	240	187	877	
Termination from MCO #69	Total Providers	17	21,932	0	36	9	21,994	
Program Lock- in #74c	Admitted	9	17	0	105	0	131	
	Discharged	2	127	0	86	0	215	
	Active	49	786	45	2,707	36	3,623	



SFY YTD MCO Dashboard Comparison



July, 2015 - January, 2016

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Membership	AVERAGE		84,183	289,374	119,843	269,181	433,896	1,196,477
Capitation			\$ 283,218,399	\$ 807,956,433	420,844,232	944,834,520	1,473,929,432	\$ 3,930,783,017
CAP PM			\$ 3,364.33	\$ 2,792.08	\$ 3,511.63	\$ 3,510.03	\$ 3,396.97	\$ 3,285.30
Claims Payment	Paid Claims		\$ 128,902,352	\$ 551,515,909	\$ 279,319,467	\$ 729,032,783	\$ 861,938,139	\$ 2,550,708,650
	Suspended		\$ 83,571,585	\$ 35,036,279	\$ 490,734,870	\$ 1,243,604,114	\$ 122,877,118	\$ 1,975,823,966
	% Suspended		39.33%	5.97%	63.73%	63.04%	12.48%	43.65%
	Paid/Member		\$ 1,531.22	\$ 1,905.89	\$ 2,330.71	\$ 2,708.33	\$ 1,986.51	\$ 2,131.85
	Paid Loss Ratio		45.51%	68.26%	66.37%	77.16%	58.48%	64.89%
	Total Paid Claims	90% paid in 30 Days	99.28%	99.87%	97.49%	99.69%	99.58%	99.38%
	Total Paid Claims	99% paid in 90 Days	99.86%	99.99%	99.59%	100.00%	99.79%	99.88%
P/As	Requested		76,267	202,585	48,216	149,329	254,243	730,640
	Denied		7,560	28,773	6,830	14,198	44,586	101,947
	% Denied		9.91%	14.20%	14.17%	9.51%	17.54%	13.95%
Member Calls Report #11	# of calls		92,015	129,217	115,992	253,509	325,327	916,060
	# Abandoned		628	2,944	1,564	1,888	11,693	18,717
	% Abandoned	5% or less	0.68%	2.28%	1.35%	0.74%	3.59%	2.04%
Provider Calls Report #11	# of calls		79,293	74,015	63,310	172,768	157,415	546,801
	# Abandoned		491	970	108	1,817	3,690	7,076
	% Abandoned	5% or less	0.62%	1.31%	0.17%	1.05%	2.34%	1.29%
Behavioral Calls Report #11	# of calls		2,655	4,732	83	6,610	3,885	17,965
	# Abandoned		31	1	1	11	39	83
	% Abandoned	7% or less	1.17%	0.02%	1.20%	0.17%	1.00%	0.46%
Total Calls	Total Calls		173,963	207,964	179,385	432,887	486,627	1,480,826
	Abandoned		1,150	3,915	1,673	3,716	15,422	25,876
	% Abandoned	5% or less	0.66%	1.88%	0.93%	0.86%	3.17%	1.75%
COB Savings Report #54	MCO paid amount		\$ 2,433,972	\$ 14,850,173	\$ 5,129,377	\$ 10,090,343	\$ 10,405,625	\$ 42,909,490
	COB Amount		\$ 13,626,253	\$ 51,111,157	\$ 26,720,469	\$ 63,525,600	\$ 137,075,921	\$ 292,059,400
	COB/Member		\$ 23.12	\$ 176.63	\$ 222.96	\$ 236.00	\$ 315.92	\$ 244.10
	% of Claims Paid		10.57%	9.27%	9.57%	8.71%	15.90%	11.45%
Medicare Cost Avoidance Report #55	Denied Amount		\$ 6,104,076	\$ 15,438,243	\$ 360,725	\$ 25,067,703	\$ 21,411,152	\$ 68,381,898
	% of Claims Paid		4.74%	19.59%	0.13%	3.44%	2.48%	2.68%
Non-Medicare Avoidance Report #56	Denied Amount		\$ 13,868,814	\$ 31,213,642	\$ 18,183,127	\$ 29,951,955	\$ 45,056,585	\$ 138,274,123
	% of Claims Paid		10.76%	5.66%	6.51%	4.11%	5.23%	5.42%
Potential Subrogation Report #57	Lien/Claim		\$ 334,786	\$ 60,635,082	\$ 29,298,584	\$ 98,106,231	\$ 93,698,067	\$ 282,072,749
	% of Claims Paid		0.26%	10.99%	10.49%	13.46%	10.87%	11.06%
	Recovered		\$ 228,618	\$ 4,996,884	\$ 487,393	\$ 3,358,574	\$ 25,825,426	\$ 34,896,895
Original Claims Processed Report #58	Claims Received	Total count	1,840,308	6,393,202	3,359,038	6,889,026	14,402,391	32,883,965
		Processed	1,742,148	6,453,637	3,662,198	7,619,996	11,050,733	30,528,712
		Total Charges	\$ 954,783,766	\$ 2,999,103,437	\$ 1,417,052,893	\$ 3,058,424,820	\$ 10,203,578,303	\$ 18,632,943,218
		Avg Charge	\$ 518.82	\$ 469.11	\$ 421.86	\$ 443.96	\$ 708.46	\$ 610.34
		Avg member	\$ 11,341.80	\$ 10,364.11	\$ 11,824.23	\$ 11,361.95	\$ 23,516.19	\$ 15,573.17
	Adjudicated to pay status	Total count	1,371,682	5,105,973	2,414,259	5,263,606	10,389,488	24,545,008
		Percent	74.54%	79.87%	71.87%	76.41%	72.14%	74.64%
		Charges	\$ 526,329,303	\$ 2,380,966,972	\$ 815,133,800	\$ 2,606,071,245	\$ 3,102,281,782	\$ 9,430,783,102
		Avg Charge	\$ 383.71	\$ 466.31	\$ 337.63	\$ 495.11	\$ 298.60	\$ 384.22
		Avg member	\$ 6,252.23	\$ 8,227.99	\$ 6,801.67	\$ 9,681.47	\$ 7,149.83	\$ 7,882.13



SFY YTD MCO Dashboard Comparison



July, 2015 - January, 2016

			ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL
Original Claims Processed Report #58	Adjudicated to pay status	Paid	\$ 128,902,352	\$ 551,515,909	\$ 279,319,467	\$ 729,032,783	\$ 861,938,139	\$ 2,550,708,650
		Average Paid	\$ 93.97	\$ 108.01	\$ 115.70	\$ 138.50	\$ 82.96	\$ 103.92
		Avg member	\$ 1,531.22	\$ 1,905.89	\$ 2,330.71	\$ 2,708.33	\$ 1,986.51	\$ 2,131.85
		% Discount	75.51%	76.84%	65.73%	72.03%	72.22%	72.95%
	Adjudicated to deny status	Count	339,251	1,304,022	712,649	1,645,611	2,496,605	6,498,138
		Percent	18.43%	20.40%	21.22%	23.89%	17.33%	26.47%
		Charges	\$ 222,741,637	\$ 561,145,166	\$ 110,151,085	\$ 1,230,333,365	\$ 2,135,018,345	\$ 4,259,389,598
		Avg. Charge	\$ 656.57	\$ 430.32	\$ 154.57	\$ 747.65	\$ 855.17	\$ 655.48
	Placed in suspended status	Count	31,126	43,999	179,597	710,779	13,822	979,323
		Percent	1.69%	0.69%	5.35%	10.32%	0.10%	3.99%
		Charges	\$ 83,571,585	\$ 35,036,279	\$ 490,734,870	\$ 1,243,604,114	\$ 122,877,118	\$ 1,975,823,966
		Avg Charge	\$ 2,684.94	\$ 796.30	\$ 2,732.42	\$ 1,749.64	\$ 8,889.97	\$ 2,017.54
Prior Authorizaton Report #59	Requested		76,267	202,585	48,216	149,329	254,243	730,640
	Approved	No service limits	4,563	65,279	34,141	101,484	187,152	392,619
		Within limits	57,692	37,221	5,060	29,246	19,680	148,899
		Exceed limits	-	32,629	-	975	510	34,114
	Partially Approved	No service limits	-	2,415	696	1,184	-	4,295
		Within limits	147	2,156	5	2,242	2,374	6,924
		Exceed limits	-	95	-	-	-	95
	Denied		7,560	28,773	6,830	14,198	44,586	101,947
Original Claims Activity #60	Paid Claims	Total claims	1,617,014	5,105,973	2,592,879	5,263,606	4,498,985	19,078,457
		1-30 - Days	1,605,291	5,099,347	2,527,708	5,247,340	4,480,168	18,959,854
		31 - 60 Days	9,342	5,870	48,733	15,316	7,951	87,212
		61-90 Days	69	307	5,785	801	1,306	8,268
		91+ Days	921	449	10,653	149	9,563	21,735
	Denied Claims	Total claims	812,848	1,304,022	769,210	1,645,621	738,732	5,270,433
		1-30 - Days	808,459	1,302,564	741,321	1,638,537	731,760	5,222,641
		31 - 60 Days	4,146	1,148	11,707	6,561	382,594	406,156
		61-90 Days	66	49	2,335	382	353	3,185
		91+ Days	177	42	13,357	131	2,024	15,731
	Suspended Claims	Total claims	16,604	43,852	402,561	710,779	25,922	1,199,718
		1-30 - Days	16,341	43,683	294,949	702,126	24,459	1,081,558
		31 - 60 Days	243	167	57,018	8,192	588	66,208
		61-90 Days	16	1	20,527	418	301	21,263
		91+ Days	4	1	30,187	43	574	30,809
	#67 Provider Credentialing	InProgress	1-30 Days	412	1,157	68	241	127
31-60 Days			3	882	14	-	-	899
61-90 Days			6	707	4	-	-	717
90+ Days			6	7,629	2	-	-	7,637
		Received	220	1,880	304	1,642	158	4,204
		Credentialed	765	1,807	260	1,493	662	4,987
		Processed	783	1,696	348	1,515	553	4,895
		Enrolled	2,989	125	289	1,059	972	5,434
		Denied	1,185	-	35	3	-	1,223
Additions to Network #68	Total Providers	621	650	1,285	2,413	180	5,149	
Termination from MCO #69	Total Providers	32	22,057	589	293	39	23,010	
Program Lock- in #74c	Average	Admitted	14	50	3	151	-	217
		Discharged	3	65	1	72	-	141
		Active	34	897	37	2,537	36	3,541

Anthem Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		73,768	76,931	75,124	83,065	90,290	94,082	96,019						84,183	589,279
Capitation		\$ 36,164,710	\$ 37,750,810	\$ 37,008,772	\$ 39,541,015	\$ 42,715,097	\$ 44,601,071	\$ 45,436,923						\$ 40,459,771	\$ 283,218,399
CAP PMP		\$ 490.25	\$ 490.71	\$ 492.64	\$ 476.02	\$ 473.09	\$ 474.07	\$ 473.21						\$ 480.62	\$ 3,364.33
Standard	Measure														
Claims Payment	Paid Claims	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952	\$ 22,715,902	\$ 19,890,333	\$ 22,372,385	\$ 14,809,256						\$ 18,414,622	\$ 128,902,352
	Suspended	\$ 771,680	\$ 7,749,144	\$ 1,549,912	\$ 8,174,648	\$ 24,367,105	\$ 31,336,293	\$ 9,622,803						\$ 11,938,798	\$ 83,571,585
	% Suspended	4.89%	32.21%	8.01%	26.46%	55.06%	58.34%	39.39%						39.33%	39.33%
	Paid/Member	\$ 203.47	\$ 212.00	\$ 236.89	\$ 273.47	\$ 220.29	\$ 237.80	\$ 154.23						\$ 218.75	\$ 1,531.22
	Paid Loss Ratio	41.50%	43.20%	48.09%	57.45%	46.57%	50.16%	32.59%						45.51%	45.51%
	Total Paid Claims	90% paid in 30 Days	99.41%	99.37%	99.29%	99.35%	99.25%	99.03%	99.27%						
Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.36%	99.99%	99.95%	99.74%	100.00%							99.86%
P/As	Requested	11,435	11,133	12,078	11,881	12,050	11,774	5,916						10,895	76,267
	Denied	1,060	1,043	1,159	1,121	1,070	1,168	939						1,080	7,560
	% Denied	9.27%	9.37%	9.60%	9.44%	8.88%	9.92%	15.87%						9.91%	9.91%
Member Calls Report #11	# of calls	12,318	12,961	9,830	13,007	12,777	14,509	16,613						13,145	92,015
	# Abandoned	57	97	110	79	67	82	136						90	628
	% Abandoned	0.46%	0.75%	1.12%	0.61%	0.52%	0.57%	0.82%						0.68%	0.68%
	Speed to answer	30 seconds or less	7	11	11	12	13	13	17					12	
Provider Calls Report #11	# of calls	11,884	11,368	8,815	11,940	10,728	11,993	12,565						11,328	79,293
	# Abandoned	42	110	44	30	70	69	126						70	491
	% Abandoned	0.35%	0.97%	0.50%	0.25%	0.65%	0.58%	1.00%						0.62%	0.62%
	Speed to answer	30 seconds or less	10	20	12	12	18	20	27					17	
Behavioral Calls Report #11	# of calls	357	366	326	406	351	399	450						379	2,655
	# Abandoned	3	4	2	4	7	8	3						4	31
	% Abandoned	0.84%	1.09%	0.61%	0.99%	1.99%	2.01%	0.67%						1.17%	1.17%
	Speed to answer	30 seconds or less	5	3	12	7	9	4	2					6	
	Answered by 4th ring	at least 99%	100.00%	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%					99.86%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%	
	Answered within 30 sec	More than 80%	97.00%	99.00%	94.00%	97.00%	96.00%	98.00%	100.00%					97.29%	
Avg length	< 10 min	8	7	8:02	5:43	6	7	6					5		
Total Calls	Total Calls	24,559	24,695	18,971	25,353	23,856	26,901	29,628						24,852	173,963
	Abandoned	102	211	156	113	144	159	265						164	1,150
	% Abandoned	0.42%	0.85%	0.82%	0.45%	0.60%	0.59%	0.89%						0.66%	0.66%
COB Savings Report #54	MCO paid amount	\$ 226,671	\$ 357,386	\$ 307,421	\$ 331,555	\$ 304,379	\$ 370,148	\$ 536,413						\$ 347,710	\$ 2,433,972.44
	COB Amount	\$ 1,287,359	\$ 2,040,185	\$ 1,952,394.97	\$ 2,127,636	\$ 1,444,010	\$ 2,098,754	\$ 2,675,915						\$ 1,946,608	\$ 13,626,252.90
	COB/Member	\$ 17.45	\$ 26.52	\$ 25.99	\$ 25.61	\$ 15.99	\$ 22.31	\$ 27.87						\$ 23.12	\$ 23.12
	% of Claims Paid	8.58%	12.51%	10.97%	9.37%	7.26%	9.38%	18.07%							10.57%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 770,757	\$ 989,544	\$ 718,085	\$ 1,066,071	\$ 471,690	\$ 972,873	\$ 1,115,055						\$ 872,011	\$ 6,104,075.51
	% of Claims Paid	5.14%	6.07%	4.04%	4.69%	2.37%	4.35%	7.53%						4.74%	4.74%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 1,253,532	\$ 1,130,501	\$ 1,768,749	\$ 1,697,658	\$ 1,718,592	\$ 2,058,165	\$ 4,241,618						\$ 1,981,259	\$ 13,868,813.97
	% of Claims Paid	8.35%	6.93%	9.94%	7.47%	8.64%	9.20%	28.64%						10.76%	10.76%
Potential Subrogation Report #57	Lien/Claim	\$ 107,009	\$ 85,788	\$ 2,070	\$ 13,018	\$ 46,440	\$ 20,960	\$ 59,502						\$ 47,827	\$ 334,786.15
	% of Claims Paid	0.71%	0.53%	0.01%	0.06%	0.23%	0.09%	0.40%						0.26%	0.26%
	Recovered	\$ 105,039	\$ 10,961	\$ 1,319	\$ 12,821	\$ 34,439	\$ 20,427	\$ 43,611						\$ 32,660	\$ 228,617.55

Anthem Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	218,444	223,496	239,503	324,553	324,027	352,632	157,653						262,901	1,840,308	
		Processed	204,377	214,793	230,518	311,665	305,841	330,208	144,746						248,878	1,742,148	
		Total Charges	\$ 110,008,909	\$ 112,477,034	\$ 112,657,567	\$ 151,148,740	\$ 156,653,246	\$ 171,709,054	\$ 140,129,216							\$ 136,397,681	\$ 954,783,766
		Avg Charge	\$ 503.60	\$ 503.26	\$ 470.38	\$ 465.71	\$ 483.46	\$ 486.94	\$ 888.85							\$ 518.82	\$ 518.82
		Avg member	\$ 1,491.28	\$ 1,462.05	\$ 1,499.62	\$ 1,819.64	\$ 1,735.00	\$ 1,825.10	\$ 1,459.39							\$	\$ 11,341.80
	Adjudicated to pay status	Total count	163,429	175,595	187,740	246,318	240,844	258,305	99,451							195,955	1,371,682
		Percent	74.82%	78.57%	78.39%	75.89%	74.33%	73.25%	63.08%							74.54%	74.54%
		Charges	\$ 59,461,087	\$ 65,625,000	\$ 71,839,766	\$ 93,791,949	\$ 76,663,385	\$ 85,845,493	\$ 73,102,622							\$ 75,189,900	\$ 526,329,303
		Avg Charge	\$ 363.83	\$ 373.73	\$ 382.66	\$ 380.78	\$ 318.31	\$ 332.34	\$ 735.06							\$ 383.71	\$ 383.71
		Avg member	\$ 806.06	\$ 853.04	\$ 956.28	\$ 1,129.14	\$ 849.08	\$ 912.45	\$ 761.33							\$	\$ 6,252.23
		Paid	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952	\$ 22,715,902	\$ 19,890,333	\$ 22,372,385	\$ 14,809,256							\$ 18,414,622	\$ 128,902,352
		Average Paid	\$ 91.84	\$ 92.88	\$ 94.79	\$ 92.22	\$ 82.59	\$ 86.61	\$ 148.91							\$ 93.97	\$ 93.97
		Avg member	\$ 203.47	\$ 212.00	\$ 236.89	\$ 273.47	\$ 220.29	\$ 237.80	\$ 154.23							\$	\$ 1,531.22
		% Discount	74.76%	75.15%	75.23%	75.78%	74.05%	73.94%	79.74%								75.51%
		Adjudicated to deny status	Count	39,180	37,221	41,853	62,913	55,128	63,274	39,682							48,464
	Percent		17.94%	16.65%	17.40%	19.38%	18.03%	17.94%	25.17%							0.18434686	0.18434686
	Charges		\$ 24,899,720	\$ 26,296,510	\$ 28,182,962	\$ 38,042,579	\$ 30,086,111	\$ 38,939,065	\$ 36,294,691							\$ 31,820,234	\$ 222,741,637
	Avg. Charge		\$ 635.52	\$ 706.50	\$ 673.38	\$ 604.69	\$ 545.75	\$ 615.40	\$ 914.64							\$ 656.57	\$ 656.57
	Placed in suspended status	Count	1,768	1,977	925	2,434	9,869	8,540	5,613							4,447	31,126
		Percent	0.81%	0.88%	0.39%	0.75%	3.23%	2.42%	3.56%							1.69%	1.69%
Charges		\$ 771,680	\$ 7,749,144	\$ 1,549,912	\$ 8,174,648	\$ 24,367,105	\$ 31,336,293	\$ 9,622,803							\$ 11,938,798	\$ 83,571,585	
Avg Charge		\$ 4,395.75	\$ 3,919.65	\$ 1,675.58	\$ 3,358.52	\$ 2,469.06	\$ 3,669.36	\$ 1,714.38							\$ 2,684.94	\$ 2,684.94	
Prior Authorizaton Report #59	Requested	11,435	11,133	12,078	11,881	12,050	11,774	5,916							10,895	76,267	
	Approved	No service limits	911	647	576	617	630	652	530							652	4,563
		Within limits	8,856	8,481	9,275	9,116	9,456	8,899	3,609							8,242	57,692
		Exceed limits	-	-	-	-	-	-	-							-	-
	Partially Approved	No service limits	-	-	-	-	-	-	-							-	-
		Within limits	19	26	21	26	30	25	-							21	147
	Denied	Exceed limits	-	-	-	-	-	-	-							-	-
Total		1,060	1,043	1,159	1,121	1,070	1,168	939							1,080	7,560	
Original Claims Activity #60	Paid Claims	Total claims	199,386	217,134	221,563	239,402	239,101	258,557	241,871						231,002	1,617,014	
		1-30 - Days	198,203	215,768	219,998	237,848	237,318	256,052	240,104						229,327	1,605,291	
		31 - 60 Days	1,129	1,325	152	1,492	1,661	1,831	1,752							1,335	9,342
		61-90 Days	6	12	1	38	-	6	6							10	69
		91+ Days	48	29	22	24	121	668	9							132	921
	Denied Claims	Total claims	108,635	109,699	116,324	118,947	107,024	131,586	120,633							116,121	812,848
		1-30 - Days	108,516	109,597	116,205	116,581	106,750	130,475	120,335							115,494	808,459
		31 - 60 Days	91	77	107	2,337	202	1,061	271							592	4,146
		61-90 Days	15	17	6	7	6	6	9							9	66
	Suspended Claims	91+ Days	13	8	6	22	66	44	18							25	177
		Total claims	46	116	196	4,467	2,131	4,306	5,342							2,372	16,604
		1-30 - Days	42	116	196	4,407	2,128	4,290	5,162							2,334	16,341
		31 - 60 Days	2	-	-	59	-	16	166							35	243
#67 Provider Credentialing	InProcess	61-90 Days	1	-	-	-	1	-	14						3	16	
		91+ Days	1	-	-	1	2	-	-						1	4	
		1-30 Days	1	118	59	118	46	36	34						59	412	
		31-60 Days	3	0	0	0	0	0	0						0	3	
		61-90 Days	0	3	0	3	0	0	0						1	6	
	Received	90+ Days	0	2	0	2	0	2	0						1	6	
		Received	4	48	59	48	48	3	10						31	220	
		Credentialed	5	214	113	214	83	81	55						109	765	
		Processed	3	218	117	218	87	81	59						112	783	
		Enrolled	3	641	366	641	12	417	909						427	2,989	
Denied	2	591	0	591	1	0	0						169	1,185			
Additions to Network #68	Total Providers	91	130	108	105	68	38	81						89	621		
Termination from MCO #69	Total Providers	2	2	5	0	0	6	17						5	32		
Program Lock-in #74c	Admitted	14	1	27	42	1	1	9						14	14		
	Discharged	0	1	7	8	0	1	2						3	3		
	Active	25	25	22	37	38	39	49						34	34		

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		291,311	292,171	292,827	286,576	291,681	290,831	280,221						289,374	2,025,618
Capitation		\$ 115,478,241	\$ 115,757,534	\$ 115,903,541	\$ 115,225,617	\$ 117,140,545	\$ 116,894,086	\$ 111,556,870						\$ 115,422,348	\$ 807,956,433
CAP PMP		\$ 396.41	\$ 396.20	\$ 395.81	\$ 402.08	\$ 401.60	\$ 401.93	\$ 398.10						\$ 398.87	\$ 2,792.08
Standard	Measure														
Claims Payment	Paid Claims	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220	\$ 79,090,026	\$ 72,260,411	\$ 80,550,043	\$ 75,129,470						\$ 78,787,987	\$ 551,515,909
	Suspended	\$ 3,543,082	\$ 5,152,511	\$ 5,842,506	\$ 6,309,776	\$ 5,994,342	\$ 4,861,936	\$ 3,332,126						\$ 5,005,183	\$ 35,036,279
	% Suspended	3.88%	6.14%	6.96%	7.39%	7.66%	5.69%	4.25%						5.97%	5.97%
	Paid/Member	\$ 301.00	\$ 269.48	\$ 266.59	\$ 275.98	\$ 247.74	\$ 276.97	\$ 268.11						\$ 272.27	\$ 1,905.89
	Paid Loss Ratio	75.93%	68.02%	67.35%	68.64%	61.69%	68.91%	67.35%						68.26%	68.26%
	Total Paid Claims	90% paid in 30 Days	99.87%	99.94%	99.95%	99.90%	99.79%	99.69%	99.97%						
Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%	99.97%	100.00%	100.00%	99.99%							99.99%
P/As	Requested	33,337	31,202	32,599	52,260	17,651	20,036	15,500						28,941	202,585
	Denied	5,026	5,249	4,671	4,835	3,084	3,241	2,667						4,110	28,773
	% Denied	15.08%	16.82%	14.33%	9.25%	17.47%	16.18%	17.21%						14.20%	14.20%
Member Calls Report #11	# of calls	21,377	18,716	18,341	18,055	15,477	18,338	18,913						18,460	129,217
	# Abandoned	789	439	498	379	246	168	425						421	2,944
	% Abandoned	3.69%	2.35%	2.70%	2.10%	1.60%	0.90%	2.20%						2.28%	2.28%
	Speed to answer	30 seconds or less	38	25	26	20	15	7	20					22	
Provider Calls Report #11	# of calls	13,066	12,626	12,162	4,699	10,339	10,119	11,004						10,574	74,015
	# Abandoned	227	236	180	5	142	42	138						139	970
	% Abandoned	1.74%	1.87%	1.50%	1.50%	1.40%	0.40%	1.30%						1.31%	1.31%
	Speed to answer	30 seconds or less	36	33	35	35	28	9	23					28	
Behavioral Calls Report #11	# of calls	662	707	737	679	584	663	700						676	4,732
	# Abandoned	0	0	0	1	0	0	0						0	1
	% Abandoned	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%						0.02%	0.02%
	Speed to answer	30 seconds or less	12	10	11	17	5	3	4					9	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%	
	Answered within 30 sec	More than 80%	99.20%	99.20%	98.20%	98.80%	96.00%	98.70%	99.60%					98.53%	
Avg length	< 10 min	4	4	4	4	3	3	3					4		
Total Calls	Total Calls	35,105	32,049	31,240	23,433	26,400	29,120	30,617						29,709	207,964
	Abandoned	1,016	675	678	385	388	210	563						559	3,915
	% Abandoned	2.89%	2.11%	2.17%	1.64%	1.47%	0.72%	1.84%						1.88%	1.88%
COB Savings Report #54	MCO paid amount	\$ 2,092,592	\$ 2,247,399	\$ 2,170,982	\$ 1,862,819	\$ 2,070,806	\$ 2,324,043	\$ 2,081,532						\$ 2,121,453	\$ 14,850,172.85
	COB Amount	\$ 7,902,311	\$ 6,981,532	\$ 7,975,287	\$ 7,235,989	\$ 7,010,504	\$ 7,425,940	\$ 6,579,595						\$ 7,301,594	\$ 51,111,157.02
	COB/Member	\$ 27.13	\$ 23.90	\$ 27.24	\$ 25.25	\$ 24.03	\$ 25.53	\$ 23.48						\$ 25.23	\$ 176.63
	% of Claims Paid	9.01%	8.87%	10.22%	9.15%	9.70%	9.22%	8.76%							9.27%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 2,118,399	\$ 2,573,364	\$ 1,936,834	\$ 2,234,688	\$ 2,619,513	\$ 2,103,859	\$ 1,851,585						\$ 2,205,463	\$ 15,438,242.59
	% of Claims Paid	2.42%	3.27%	2.48%	2.83%	3.63%	2.61%	2.46%						2.80%	19.59%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 3,782,362	\$ 4,716,586	\$ 4,627,955	\$ 4,105,035	\$ 4,682,828	\$ 5,351,557	\$ 3,947,321						\$ 4,459,092	\$ 31,213,642.48
	% of Claims Paid	4.31%	5.99%	5.93%	5.19%	6.48%	6.64%	5.25%						5.66%	5.66%
Potential Subrogation Report #57	Lien/Claim	\$ 8,274,627	\$ 8,321,641	\$ 8,293,184	\$ 8,414,024	\$ 9,281,049	\$ 9,018,384	\$ 9,032,173						\$ 8,662,155	\$ 60,635,082.14
	% of Claims Paid	9.44%	10.57%	10.62%	10.64%	12.84%	11.20%	12.02%						10.99%	10.99%
	Recovered	\$ 548,206	\$ 632,493	\$ 573,039	\$ 561,527	\$ 957,386	\$ 797,111	\$ 927,122						\$ 713,841	\$ 4,996,884.34

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	937,575	879,864	932,144	1,005,868	893,145	925,402	819,204						913,315	6,393,202	
		Processed	958,389	883,019	926,497	994,046	908,277	932,713	850,696							921,948	6,453,637
		Total Charges	\$ 482,696,129	\$ 432,331,395	\$ 452,695,206	\$ 438,239,471	\$ 417,524,854	\$ 460,428,771	\$ 315,187,610							\$ 428,443,348	\$ 2,999,103,437
		Avg Charge	\$ 514.83	\$ 491.36	\$ 485.65	\$ 435.68	\$ 467.48	\$ 497.54	\$ 384.75							\$ 469.11	\$ 469.11
		Avg member	\$ 1,656.98	\$ 1,479.72	\$ 1,545.95	\$ 1,529.23	\$ 1,431.44	\$ 1,583.15	\$ 1,124.78								\$ 1,364.11
	Adjudicated to pay status	Total count	767,290	694,145	725,533	790,332	722,851	731,625	674,197							729,425	5,105,973
		Percent	81.84%	78.89%	77.83%	78.57%	80.93%	79.06%	82.30%							79.87%	79.87%
		Charges	\$ 383,104,105	\$ 350,343,766	\$ 347,929,385	\$ 328,733,229	\$ 313,700,873	\$ 353,354,498	\$ 303,801,116							\$ 340,138,139	\$ 2,380,966,972
		Avg Charge	\$ 499.30	\$ 504.71	\$ 479.55	\$ 415.94	\$ 433.98	\$ 482.97	\$ 450.61							\$ 466.31	\$ 466.31
		Avg member	\$ 1,315.10	\$ 1,199.11	\$ 1,188.17	\$ 1,147.11	\$ 1,075.49	\$ 1,214.98	\$ 1,084.15							\$ 8,227.99	\$ 8,227.99
		Paid	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220	\$ 79,090,026	\$ 72,260,411	\$ 80,550,043	\$ 75,129,470							\$ 78,787,987	\$ 551,515,909
		Average Paid	\$ 114.28	\$ 113.43	\$ 107.60	\$ 100.07	\$ 99.97	\$ 110.10	\$ 111.44							\$ 108.01	\$ 108.01
		Avg member	\$ 301.00	\$ 269.48	\$ 266.59	\$ 275.98	\$ 247.74	\$ 276.97	\$ 268.11							\$ 1,905.89	\$ 1,905.89
		% Discount	77.11%	77.53%	77.56%	75.94%	76.97%	77.20%	75.27%								76.84%
		Adjudicated to deny status	Count	187,748	182,186	193,962	196,265	178,536	194,874	170,451							186,289
	Percent		20.02%	20.71%	20.81%	19.51%	19.99%	21.06%	20.81%							0.203970092	0.203970092
	Charges		\$ 94,547,334	\$ 78,344,082	\$ 73,824,908	\$ 74,664,840	\$ 77,636,163	\$ 93,381,567	\$ 68,746,273							\$ 80,163,595	\$ 561,145,166
	Avg. Charge		\$ 503.59	\$ 430.02	\$ 380.62	\$ 380.43	\$ 434.85	\$ 479.19	\$ 403.32							\$ 430.32	\$ 430.32
	Placed in suspended status	Count	3,440	6,703	7,014	7,552	6,890	6,215	6,185							6,286	43,999
		Percent	0.37%	0.76%	0.75%	75.00%	0.77%	0.67%	0.75%							0.69%	0.69%
Charges		\$ 3,543,082	\$ 5,152,511	\$ 5,842,506	\$ 6,309,776	\$ 5,994,342	\$ 4,861,936	\$ 3,332,126							\$ 5,005,183	\$ 35,036,279	
Avg Charge	\$ 1,029.97	\$ 768.69	\$ 832.98	\$ 835.51	\$ 870.01	\$ 782.29	\$ 538.74							\$ 796.30	\$ 796.30		
Prior Authorizer Report #59	Requested		33,337	31,202	32,599	52,260	17,651	20,036	15,500						28,941	202,585	
	Approved	No service limits	10,555	9,995	10,534	9,772	9,331	8,618	6,474							9,326	65,279
		Within limits	6,857	6,727	7,587	5,759	2,866	3,714	3,711							5,317	37,221
		Exceed limits	9,182	7,606	7,144	3,109	911	2,974	1,703							4,661	32,629
	Partially Approved	No service limits	481	413	397	353	269	322	180							345	2,415
		Within limits	230	222	241	421	332	367	343							308	2,156
		Exceed limits	-	-	-	95	-	-	-							14	95
	Denied		5,026	5,249	4,671	4,835	3,084	3,241	2,667						4,110	28,773	
Original Claims Activity #60	Paid Claims	Total claims	767,290	694,145	725,533	790,332	722,851	731,625	674,197						729,425	5,105,973	
		1-30 - Days	766,276	693,761	725,169	789,520	721,297	729,340	673,984							728,478	5,099,347
		31 - 60 Days	781	349	314	514	1,508	2,253	151							839	5,870
		61-90 Days	126	2	32	95	25	13	14							44	307
		91+ Days	107	33	18	203	21	19	48							64	449
	Denied Claims	Total claims	187,748	182,186	193,962	196,265	178,536	194,874	170,451							186,289	1,304,022
		1-30 - Days	187,539	182,023	193,844	196,173	178,217	194,555	170,213							186,081	1,302,564
		31 - 60 Days	192	154	107	86	309	282	18							164	1,148
		61-90 Days	7	4	3	5	6	24	-							7	49
	Suspended Claims	91+ Days	10	5	8	1	4	13	1							6	42
		Total claims	3,440	6,703	7,014	7,543	6,884	6,215	6,053							6,265	43,852
		1-30 - Days	3,395	6,683	6,953	7,540	6,881	6,197	6,034							6,240	43,683
		31 - 60 Days	45	20	60	3	3	18	18							24	167
61-90 Days		-	-	1	-	-	-	-							0	1	
91+ Days	-	-	-	-	-	-	1							0	1		
#67 Provider Credentialing	InProgress	1-30 Days	199	347	272	78	73	111	77						165	1,157	
		31-60 Days	94	152	344	113	69	48	62						126	882	
		61-90 Days	220	90	74	166	84	40	33						101	707	
		90+ Days	2448	2599	2555	24	2	0	1						1,090	7,629	
	Completed	Received	357	488	556	121	105	143	110						269	1,880	
		Credentialed	224	287	157	628	222	154	135						258	1,807	
		Processed	224	287	157	611	220	62	135						242	1,696	
		Enrolled	3	18	36	19	18	25	6						18	125	
Denied	0	0	0	0	0	0	0						-	-			
Additions to Network #68	Total Providers	148	82	81	71	98	90	80						93	650		
Termination from MCO #69	Total Providers	18	29	23	0	37	18	21,932						3,151	22,057		
Program Lock-in #74c	Admitted	30	38	85	50	61	66	17						50	347		
	Discharged	51	37	18	46	39	137	127						65	455		
	Active	873	874	941	945	967	896	786						897	6,282		

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		117,126	117,740	118,794	117,544	121,706	122,800	123,192						119,843	838,902
Capitation		\$ 59,552,827	\$ 59,873,047	\$ 60,328,160	\$ 59,026,196	\$ 60,813,580	\$ 61,346,138	\$ 59,904,283						\$ 60,120,605	\$ 420,844,232
CAP PMP		\$ 508.45	\$ 508.52	\$ 507.84	\$ 502.16	\$ 499.68	\$ 499.56	\$ 486.27						\$ 501.66	\$ 3,511.63
Standard	Measure														
Claims Payment	Paid Claims	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965	\$ 40,427,549	\$ 39,865,011	\$ 44,487,995	\$ 41,966,949						\$ 39,902,781	\$ 279,319,467
	Suspended	\$ 93,560,481	\$ 72,126,215	\$ 72,131,081	\$ 59,142,269	\$ 59,912,331	\$ 64,809,760	\$ 69,052,734						\$ 70,104,981	\$ 490,734,870
	% Suspended	70.25%	66.45%	66.38%	59.40%	60.05%	59.30%	62.20%						63.73%	63.73%
	Paid/Member	\$ 338.28	\$ 309.28	\$ 307.56	\$ 343.94	\$ 327.55	\$ 362.28	\$ 340.66						\$ 332.96	\$ 2,330.71
	Paid Loss Ratio	66.53%	60.82%	60.56%	68.49%	65.55%	72.52%	70.06%						66.37%	66.37%
	Total Paid Claims	90% paid in 30 Days	96.30%	96.38%	97.67%	97.34%	98.75%	98.35%	97.57%						
Total Paid Claims	99% paid in 90 Days	99.87%	98.29%	99.48%	99.95%	99.76%	99.86%	99.85%							99.59%
P/As	Requested	10,990	6,172	6,177	6,316	5,741	5,962	6,858						6,888	48,216
	Denied	1,435	1,024	989	862	755	877	888						976	6,830
	% Denied	13.06%	16.59%	16.01%	13.65%	13.15%	14.71%	12.95%						14.17%	14.17%
Member Calls Report #11	# of calls	16,929	14,570	15,752	17,055	15,721	16,985	18,980						16,570	115,992
	# Abandoned	273	264	196	151	301	169	210						223	1,564
	% Abandoned	1.61%	1.81%	1.24%	0.89%	1.91%	0.99%	1.11%						1.35%	1.35%
	Speed to answer	30 seconds or less	24	29	20	24	28	14	27					24	
Provider Calls Report #11	# of calls	9,763	9,169	9,283	9,289	8,089	8,731	8,986						9,044	63,310
	# Abandoned	20	48	18	6	5	9	2						15	108
	% Abandoned	0.20%	0.52%	0.19%	0.06%	0.06%	0.10%	0.02%						0.17%	0.17%
	Speed to answer	30 seconds or less	10	11	8	5	4	5	3					7	
Behavioral Calls Report #11	# of calls	7	12	11	15	15	9	14						12	83
	# Abandoned	0	0	1	0	0	0	0						0	1
	% Abandoned	0.00%	0.00%	9.09%	0.00%	0.00%	0.00%	0.00%						1.20%	1.20%
	Speed to answer	30 seconds or less	3	1	13	5	2	4	2					4	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%	
	Answered within 30 sec	More than 80%	100.00%	100.00%	81.82%	93.33%	100.00%	88.89%	100.00%					94.86%	
Avg length	< 10 min	2	3	1	3.36	1	6	1						2	
Total Calls	Total Calls	26,699	23,751	25,046	26,359	23,825	25,725	27,980						25,626	179,385
	Abandoned	293	312	215	157	306	178	212						239	1,673
	% Abandoned	1.10%	1.31%	0.86%	0.60%	1.28%	0.69%	0.76%						0.93%	0.93%
COB Savings Report #54	MCO paid amount	\$ 809,294	\$ 677,011	\$ 637,086	\$ 961,783	\$ 671,915	\$ 678,523	\$ 693,765						\$ 732,768	\$ 5,129,376.99
	COB Amount	\$ 3,768,021	\$ 3,407,657	\$ 4,031,283	\$ 5,395,402	\$ 4,029,552	\$ 3,116,202	\$ 2,972,352						\$ 3,817,210	\$ 26,720,468.83
	COB/Member	\$ 32.17	\$ 28.94	\$ 33.94	\$ 45.90	\$ 33.11	\$ 25.38	\$ 24.13						\$ 31.85	\$ 222.96
	% of Claims Paid	9.51%	9.36%	11.03%	13.35%	10.11%	7.00%	7.08%							9.57%
Medicare Cost Avoidance Report #55	Denied Amount	\$ 64,148	\$ 33,595	\$ 143,648	\$ 35,282	\$ 35,282	\$ 3,736	\$ 45,035						\$ 51,532	\$ 360,725.29
	% of Claims Paid	0.16%	0.09%	0.39%	0.09%	0.09%	0.01%	0.11%						0.13%	0.13%
Non-Medicare Avoidance Report #56	Denied Amount	\$ 2,661,511	\$ 2,687,317	\$ 2,452,525	\$ 2,496,506	\$ 2,221,710	\$ 3,390,839	\$ 2,272,719						\$ 2,597,590	\$ 18,183,127.44
	% of Claims Paid	6.72%	7.38%	6.71%	6.18%	5.57%	7.62%	5.42%						6.51%	6.51%
Potential Subrogation Report #57	Lien/Claim	\$ 1,225,841	\$ 1,022,604	\$ 1,488,931	\$ 1,703,612	\$ 2,574,092	\$ 10,624,957	\$ 10,658,546						\$ 4,185,512	\$ 29,298,583.60
	% of Claims Paid	3.09%	2.81%	4.08%	4.21%	6.46%	23.88%	25.40%						10.49%	10.49%
	Recovered	\$ 154,774	\$ -	\$ 78,350	\$ -	\$ 107,873	\$ -	\$ 146,396						\$ 69,628	\$ 487,393.22

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	473,414	468,159	469,610	489,329	469,239	507,440	481,847						479,863	3,359,038	
		Processed	532,923	523,587	525,037	519,527	505,628	540,828	514,668							523,171	3,662,198
		Total Charges	\$ 211,139,164	\$ 212,281,493	\$ 212,641,946	\$ 188,056,984	\$ 191,588,954	\$ 197,946,197	\$ 203,398,154							\$ 202,436,128	\$ 1,417,052,893
		Avg Charge	\$ 445.99	\$ 453.44	\$ 452.81	\$ 384.32	\$ 408.30	\$ 390.09	\$ 422.12							\$ 421.86	\$ 421.86
		Avg member	\$ 1,802.67	\$ 1,802.97	\$ 1,790.01	\$ 1,599.89	\$ 1,574.19	\$ 1,611.94	\$ 1,651.07							\$ 1,824.23	\$ 11,824.23
	Adjudicated to pay status	Total count	342,074	326,369	327,139	357,190	343,274	371,640	346,573							344,894	2,414,259
		Percent	72.30%	72.00%	70.00%	75.20%	75.00%	75.00%	71.90%							71.87%	71.87%
		Charges	\$ 127,855,225	\$ 112,985,792	\$ 113,167,908	\$ 120,265,503	\$ 113,003,792	\$ 117,816,350	\$ 110,039,231							\$ 116,447,686	\$ 815,133,800
		Avg Charge	\$ 373.76	\$ 346.19	\$ 346.19	\$ 336.70	\$ 329.19	\$ 317.02	\$ 317.51							\$ 337.63	\$ 337.63
		Avg member	\$ 1,091.60	\$ 959.62	\$ 952.64	\$ 1,023.15	\$ 928.50	\$ 959.42	\$ 893.23							\$ 1,023.15	\$ 6,801.67
		Paid	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965	\$ 40,427,549	\$ 39,865,011	\$ 44,487,995	\$ 41,966,949							\$ 39,902,781	\$ 279,319,467
		Average Paid	\$ 115.83	\$ 111.57	\$ 111.57	\$ 113.18	\$ 116.13	\$ 119.71	\$ 121.09							\$ 115.70	\$ 115.70
		Avg member	\$ 338.28	\$ 309.28	\$ 307.56	\$ 343.94	\$ 327.55	\$ 362.28	\$ 340.66							\$ 340.66	\$ 2,330.71
		% Discount	69.01%	67.77%	67.72%	66.38%	64.72%	62.24%	61.86%								65.73%
		Adjudicated to deny status	Count	104,956	95,672	96,456	101,519	92,034	110,716	111,296							101,807
	Percent		22.20%	21.10%	21.10%	21.40%	20.10%	21.80%	23.10%							0.21215866	0.21215866
	Charges		\$ 14,917,170	\$ 14,028,117	\$ 14,225,785	\$ 13,195,461	\$ 12,490,414	\$ 20,484,367	\$ 20,809,772							\$ 15,735,869	\$ 110,151,085
	Avg. Charge		\$ 142.13	\$ 146.63	\$ 147.48	\$ 129.98	\$ 135.72	\$ 185.02	\$ 186.98							\$ 154.57	\$ 154.57
	Placed in suspended status	Count	31,035	25,262	25,276	24,009	23,404	26,327	24,284							25,657	179,597
		Percent	6.60%	5.40%	5.40%	4.90%	5.00%	5.20%	5.04%							5.35%	5.35%
Charges		\$ 93,560,481	\$ 72,126,215	\$ 72,131,081	\$ 59,142,269	\$ 59,912,331	\$ 64,809,760	\$ 69,052,734							\$ 70,104,981	\$ 490,734,870	
Avg Charge	\$ 2,692.46	\$ 2,855.13	\$ 2,853.74	\$ 2,463.34	\$ 2,559.92	\$ 2,461.72	\$ 2,843.55							\$ 2,732.42	\$ 2,732.42		
Prior Authorizaton Report #59	Requested	10,990	6,172	6,177	6,316	5,741	5,962	6,858							6,888	48,216	
	Approved	No service limits	7,648	4,274	4,432	4,380	4,051	4,336	5,020							4,877	34,141
		Within limits	760	662	734	820	672	691	721							723	5,060
		Exceed limits	-	-	-	-	-	-	-							-	-
	Partially Approved	No service limits	275	85	118	53	59	49	57							99	696
		Within limits	1	2	1	-	-	1	-							1	5
		Exceed limits	-	-	-	-	-	-	-							-	-
	Denied	1,435	1,024	989	862	755	877	888							976	6,830	
Original Claims Activity #60	Paid Claims	Total claims	375,562	355,806	368,902	393,361	375,948	371,976	351,324						370,411	2,592,879	
		1-30 - Days	361,670	342,931	360,311	382,917	371,257	365,831	342,791						361,101	2,527,708	
		31 - 60 Days	11,413	5,870	5,439	9,727	3,497	5,333	7,454						6,962	48,733	
		61-90 Days	2,000	916	1,243	504	285	292	545						826	5,785	
		91+ Days	479	6,089	1,909	213	909	520	534						1,522	10,653	
	Denied Claims	Total claims	112,069	115,898	103,286	111,561	99,953	109,883	116,560						109,887	769,210	
		1-30 - Days	108,624	102,489	101,191	109,607	99,044	107,554	112,812						105,903	741,321	
		31 - 60 Days	2,448	1,134	1,231	1,464	703	1,729	2,998						1,672	11,707	
		61-90 Days	679	390	414	-	148	324	380						334	2,335	
	Suspended Claims	91+ Days	318	11,885	450	-	58	276	370						1,908	13,357	
		Total claims	73,669	69,538	53,945	56,626	48,279	53,034	47,470						57,509	402,561	
		1-30 - Days	47,884	49,108	32,832	42,043	38,445	42,017	42,620						42,136	294,949	
		31 - 60 Days	18,049	10,760	11,096	6,654	2,989	4,762	2,708						8,145	57,018	
		61-90 Days	3,568	4,329	4,877	3,114	1,858	1,439	1,342						2,932	20,527	
		91+ Days	4,168	5,341	5,140	4,815	5,087	4,816	820						4,312	30,187	
		1-30 Days		23	44	42	30	11	9							27	159
#67 Provider Credentialing	InProgress	31-60 Days		0	1	2	0	0	11						2	14	
		61-90 Days		1	1	0	0	1	1						1	4	
		90+ Days		0	0	0	0	0	2						0	2	
		Received	42	42	60	49	29	45	37						43	304	
	Completed	Credentialed	35	41	44	34	39	42	25						37	260	
		Processed	93	49	41	56	44	52	13						50	348	
		Enrolled	58	45	33	43	45	56	9						41	289	
		Denied	9	6	5	6	5	2	2						5	35	
Additions to Network #68	Total Providers	170	178	357	17	92	182	289						184	1,285		
Termination from MCO #69	Total Providers	46	55	13	38	80	357	0						84	589		
Program Lock-in #74c	Admitted	0	11	0	8	0	0	0						3	19		
	Discharged	0	0	0	5	0	0	0						1	5		
	Active	26	37	34	40	41	39	45						37	262		

Passport Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Membership		257,411	261,848	266,586	264,933	273,208	275,793	284,490						269,181	1,884,269	
Capitation		\$ 130,549,995	\$ 134,730,410	\$ 134,577,606	\$ 131,645,286	\$ 135,326,046	\$ 136,713,318	\$ 141,291,859						\$ 134,976,360	\$ 944,834,520	
CAP PMP		\$ 507.17	\$ 514.54	\$ 504.82	\$ 496.90	\$ 495.32	\$ 495.71	\$ 496.65						\$ 501.43	\$ 3,510.03	
Standard	Measure															
Claims Payment	Paid Claims	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549	\$ 84,955,294	\$ 113,896,518	\$ 109,882,443	\$ 107,379,516						\$ 104,147,540	\$ 729,032,783	
	Suspended	\$ 137,825,528	\$ 124,908,258	\$ 135,265,000	\$ 244,614,729	\$ 198,340,192	\$ 210,343,047	\$ 192,307,360						\$ 177,657,731	\$ 1,243,604,114	
	% Suspended	57.68%	54.23%	55.98%	74.22%	63.52%	65.69%	64.17%						63.04%	63.04%	
	Paid/Member	\$ 392.89	\$ 402.67	\$ 398.92	\$ 320.67	\$ 416.89	\$ 398.42	\$ 377.45						\$ 386.90	\$ 2,708.33	
	Paid Loss Ratio	77.47%	78.26%	79.02%	64.53%	84.16%	80.37%	76.00%						77.16%	77.16%	
	Total Paid Claims	90% paid in 30 Days	98.98%	99.54%	99.68%	99.85%	99.88%	99.96%	99.88%							99.69%
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%							100.00%
P/As	Requested	21,027	21,538	21,283	22,176	19,849	21,326	22,130						21,333	149,329	
	Denied	1,804	1,962	1,879	2,166	2,086	2,053	2,248						2,028	14,198	
	% Denied	8.58%	9.11%	8.83%	9.77%	10.51%	9.63%	10.16%						9.51%	9.51%	
Member Calls Report #11	# of calls	35,482	35,341	35,537	38,004	34,097	34,699	40,349						36,216	253,509	
	# Abandoned	330	250	271	237	171	179	450						270	1,888	
	% Abandoned	5% or less	0.93%	0.71%	0.76%	0.62%	0.52%	0.51%	1.11%					0.74%	0.74%	
	Speed to answer	30 seconds or less	22	24	18	17	15	15	27						20	
Provider Calls Report #11	# of calls	29,589	28,917	17,736	27,289	22,674	22,687	23,876						24,681	172,768	
	# Abandoned	409	295	268	252	182	173	238						260	1,817	
	% Abandoned	5% or less	1.38%	1.02%	0.97%	0.92%	0.80%	0.76%	0.99%					1.05%	1.05%	
	Speed to answer	30 seconds or less	24	13	23	21	20	18	22						20	
Behavioral Calls Report #11	# of calls	1,012	906	1,029	1,076	536	1,021	1,030						944	6,610	
	# Abandoned	1	5	3	0	0	2	0						2	11	
	% Abandoned	7% or less	0.10%	0.55%	0.29%	0.00%	0.00%	0.20%	0.00%					0.17%	0.17%	
	Speed to answer	30 seconds or less	9	12	13	5	3	6	5						8	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%	
	Answered within 30 sec	More than 80%	91.00%	87.00%	86.00%	97.00%	97.00%	95.00%	97.00%						92.86%	
Avg length	< 10 min	2	2	2	2	5	2	2						2		
Total Calls	Total Calls	66,083	65,164	54,302	66,369	57,307	58,407	65,255						61,841	432,887	
	Abandoned	740	550	542	489	353	354	688						531	3,716	
	% Abandoned	5% or less	1.12%	0.84%	1.00%	0.74%	0.62%	0.61%	1.05%					0.86%	0.86%	
COB Savings Report #54	MCO paid amount	\$ 1,637,234	\$ 1,688,229	\$ 1,243,811	\$ 1,146,831	\$ 1,657,626	\$ 1,326,101	\$ 1,390,511						\$ 1,441,478	\$ 10,090,342.74	
	COB Amount	\$ 10,996,678	\$ 10,038,991	\$ 7,968,869	\$ 8,178,836	\$ 10,139,598	\$ 8,594,993	\$ 7,607,635						\$ 9,075,086	\$ 63,525,600.33	
	COB/Member	\$ 42.72	\$ 38.34	\$ 29.89	\$ 30.87	\$ 37.11	\$ 31.16	\$ 26.74						\$ 33.71	\$ 236.00	
	% of Claims Paid	10.87%	9.52%	7.49%	9.63%	8.90%	7.82%	7.08%							8.71%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 3,683,959	\$ 4,235,683	\$ 3,901,703	\$ 2,155,042	\$ 3,971,456	\$ 3,735,909	\$ 3,383,951						\$ 3,581,100	\$ 25,067,702.66	
	% of Claims Paid	3.64%	4.02%	3.67%	2.54%	3.42%	3.72%	4.33%						3.44%	3.44%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 3,865,692	\$ 5,515,773	\$ 4,348,724	\$ 3,591,781	\$ 3,896,272	\$ 4,086,812	\$ 4,646,901						\$ 4,278,851	\$ 29,951,954.86	
	% of Claims Paid	3.82%	5.23%	4.09%	4.23%	3.42%	3.72%	4.33%						4.11%	4.11%	
Potential Subrogation Report #57	Lien/Claim	\$ 12,907,581	\$ 13,542,297	\$ 13,980,410	\$ 14,667,322	\$ 14,658,978	\$ 13,996,113	\$ 14,353,530						\$ 14,015,176	\$ 98,106,231.08	
	% of Claims Paid	12.76%	12.84%	13.15%	17.26%	12.87%	12.74%	13.37%						13.46%	13.46%	
	Recovered	\$ 369,637	\$ 425,626	\$ 466,362	\$ 387,458	\$ 572,613	\$ 596,675	\$ 540,204						\$ 479,796	\$ 3,358,574.32	

Passport Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	913,671	957,892	987,080	1,012,683	973,225	1,047,402	997,073						984,147	6,889,026	
		Processed	1,010,489	1,059,365	1,071,531	1,115,111	1,177,316	1,129,936	1,056,248							1,088,571	7,619,996
		Total Charges	\$ 410,759,328	\$ 425,356,114	\$ 463,111,633	\$ 452,829,826	\$ 421,017,943	\$ 476,954,009	\$ 408,395,967							\$ 436,917,831	\$ 3,058,424,820
		Avg Charge	\$ 449.57	\$ 444.05	\$ 469.17	\$ 447.16	\$ 447.16	\$ 455.37	\$ 409.59							\$ 443.96	\$ 443.96
		Avg member	\$ 1,595.73	\$ 1,624.44	\$ 1,737.19	\$ 1,709.22	\$ 1,541.02	\$ 1,729.39	\$ 1,435.54							\$ 1,561.95	\$ 11,361.95
	Adjudicated to pay status	Total count	694,600	750,892	760,435	680,645	851,400	790,328	735,306							751,944	5,263,606
		Percent	76.00%	78.40%	77.00%	67.20%	87.50%	75.50%	73.70%							76.41%	76.41%
		Charges	\$ 361,792,154	\$ 383,426,469	\$ 376,116,781	\$ 291,412,941	\$ 442,901,392	\$ 387,070,652	\$ 363,350,856							\$ 372,295,892	\$ 2,606,071,245
		Avg Charge	\$ 520.86	\$ 510.63	\$ 494.61	\$ 428.14	\$ 520.20	\$ 489.76	\$ 494.15							\$ 495.11	\$ 495.11
		Avg member	\$ 1,405.50	\$ 1,464.31	\$ 1,410.86	\$ 1,099.95	\$ 1,621.11	\$ 1,403.48	\$ 1,277.20							\$ 1,403.48	\$ 9,681.47
		Paid	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549	\$ 84,955,294	\$ 113,896,518	\$ 109,882,443	\$ 107,379,516							\$ 104,147,540	\$ 729,032,783
		Average Paid	\$ 145.60	\$ 140.42	\$ 139.85	\$ 124.82	\$ 113.78	\$ 139.03	\$ 146.03							\$ 138.50	\$ 138.50
		Avg member	\$ 392.89	\$ 402.67	\$ 398.92	\$ 320.67	\$ 416.89	\$ 398.42	\$ 377.45							\$ 398.42	\$ 2,708.33
		% Discount	72.05%	72.50%	71.73%	70.85%	74.28%	71.61%	70.45%								72.03%
		Adjudicated to deny status	Count	228,485	224,683	223,978	236,862	241,473	251,133	238,997							235,087
	Percent		25.00%	23.50%	22.70%	23.40%	24.80%	24.00%	24.00%							0.238874262	0.238874262
	Charges		\$ 88,571,787	\$ 75,427,738	\$ 75,614,154	\$ 73,999,470	\$ 75,539,556	\$ 84,734,999	\$ 72,445,661							\$ 77,761,909	\$ 1,230,333,365
	Avg Charge		\$ 387.65	\$ 335.71	\$ 339.15	\$ 312.42	\$ 312.83	\$ 337.41	\$ 303.12							\$ 327.65	\$ 327.65
	Placed in suspended status	Count	87,404	83,790	87,118	197,604	84,443	88,475	81,945							101,540	710,779
		Percent	9.60%	8.70%	8.80%	19.50%	8.70%	8.40%	8.20%							10.32%	10.32%
Charges		\$ 137,825,528	\$ 124,908,258	\$ 135,265,000	\$ 244,614,729	\$ 198,340,192	\$ 210,343,047	\$ 192,307,360							\$ 177,657,731	\$ 1,243,604,114	
Avg Charge	\$ 1,576.88	\$ 1,490.73	\$ 1,552.66	\$ 1,237.90	\$ 2,348.81	\$ 2,377.43	\$ 2,346.79							\$ 1,749.64	\$ 1,749.64		
Prior Authorization Report #59	Requested		21,027	21,538	21,283	22,176	19,849	21,326	22,130						21,333	149,329	
	Approved	No service limits	14,360	14,706	14,425	14,884	13,418	14,738	14,953							14,498	101,484
		Within limits	4,335	4,397	4,612	4,355	3,646	3,802	4,099							4,178	29,246
		Exceed limits	253	210	87	139	72	57	157							139	975
	Partially Approved	No service limits	165	151	166	180	183	178	161							169	1,184
		Within limits	110	112	114	452	444	498	512							320	2,242
		Exceed limits	-	-	-	-	-	-	-							-	-
	Denied	1,804	1,962	1,879	2,166	2,086	2,053	2,248							2,028	14,198	
Original Claims Activity #60	Paid Claims	Total claims	694,600	750,892	760,435	680,645	851,400	790,328	735,306						751,944	5,263,606	
		1-30 - Days	687,483	747,413	758,008	679,622	850,375	790,018	734,421							749,620	5,247,340
		31 - 60 Days	6,473	3,411	2,332	956	963	299	882							2,188	15,316
		61-90 Days	580	41	89	33	49	7	2							114	801
		91+ Days	64	27	6	34	13	4	1							21	149
	Denied Claims	Total claims	228,485	224,693	223,978	236,862	241,473	251,133	238,997							235,089	1,645,621
		1-30 - Days	225,323	222,504	223,184	236,385	241,302	251,004	238,835							234,077	1,638,537
		31 - 60 Days	2,911	2,142	759	306	156	127	160							937	6,561
		61-90 Days	224	21	29	92	13	1	2							55	382
	Suspended Claims	91+ Days	27	16	6	79	2	1	-							19	131
		Total claims	87,404	83,790	87,118	197,604	84,443	88,475	81,945							101,540	710,779
		1-30 - Days	84,398	82,178	85,774	196,429	84,070	88,236	81,041							100,304	702,126
		31 - 60 Days	2,650	1,582	1,289	1,167	365	236	903							1,170	8,192
		61-90 Days	332	23	50	5	4	3	1							60	418
		91+ Days	24	7	5	3	4	-	-							6	43
#67 Provider Credentialing	InProgress	1-30 Days	241	170	253	288	168	241	235						228	1,596	
		31-60 Days													#DIV/0!	-	
		61-90 Days													#DIV/0!	-	
		90+ Days													#DIV/0!	-	
	Completed	Received	248	246	256	291	228	253	120						235	1,642	
		Credentialed	237	242	174	142	198	376	124						213	1,493	
		Processed	237	242	174	142	204	385	131						216	1,515	
		Enrolled	176	156	100	91	181	264	91						151	1,059	
Denied	0	0	0	2	0	0	1						0	3			
Additions to Network #68	Total Providers	351	388	348	372	274	440	240						345	2,413		
Termination from MCO #69	Total Providers	53	49	53	44	25	33	36						42	293		
Program Lock-in #74c	Admitted	129	171	190	188	189	88	105						151	1,060		
	Discharged	19	80	40	101	124	55	86						72	505		
	Active	2,262	2,353	2,503	2,590	2,655	2,688	2,707						2,537	17,758		

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		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Membership		426,974	430,210	433,750	428,547	437,383	438,105	442,302						433,896	3,037,271	
Capitation		\$ 206,815,552	\$ 208,190,830	\$ 209,500,556	\$ 208,572,669	\$ 212,586,809	\$ 213,092,165	\$ 215,170,852						\$ 210,561,347	\$ 1,473,929,432	
CAP PMP		\$ 484.38	\$ 483.93	\$ 483.00	\$ 486.70	\$ 486.04	\$ 486.40	\$ 486.48						\$ 485.28	\$ 3,396.97	
Standard	Measure															
Claims Payment	Paid Claims	\$ 156,844,912	\$ 155,034,775	\$ 170,398,828	\$ 96,855,596	\$ 98,409,233	\$ 97,223,310	\$ 87,171,485						\$ 123,134,020	\$ 861,938,139	
	Suspended	\$ 43,474,718	\$ 5,805,930	\$ 43,681,545	\$ 5,133,382	\$ 11,217,801	\$ 5,931,282	\$ 7,632,461						\$ 17,553,874	\$ 122,877,118	
	% Suspended	21.70%	3.61%	20.40%	5.03%	10.23%	5.75%	8.05%						12.48%	12.48%	
	Paid/Member	\$ 367.34	\$ 360.37	\$ 392.85	\$ 226.01	\$ 225.00	\$ 221.92	\$ 197.09						\$ 283.79	\$ 1,986.51	
	Paid Loss Ratio	75.84%	74.47%	81.34%	46.44%	46.29%	45.63%	40.51%						58.48%	58.48%	
	Total Paid Claims	90% paid in 30 Days	98.35%	99.60%	99.93%	99.95%	99.79%	99.64%	99.66%							
	Total Paid Claims	99% paid in 90 Days	98.70%	99.79%	99.97%	99.99%	99.99%	99.98%	99.97%							
P/As	Requested	36,807	36,530	42,177	37,155	33,865	32,294	35,415						36,320	254,243	
	Denied	5,438	5,451	9,653	6,482	6,394	5,024	6,144						6,369	44,586	
	% Denied	14.77%	14.92%	22.89%	17.45%	18.88%	15.56%	17.35%						17.54%	17.54%	
Member Calls Report #11	# of calls	42,717	38,790	52,147	49,750	42,833	47,826	51,264						46,475	325,327	
	# Abandoned	1,255	1,703	1,573	3,327	1,952	1,054	829						1,670	11,693	
	% Abandoned	2.94%	4.39%	3.02%	6.69%	4.49%	2.20%	1.62%						3.59%	3.59%	
	Speed to answer	30 seconds or less	22	41	27	54	37	24	18					32		
Provider Calls Report #11	# of calls	22,374	27,293	22,404	20,813	19,632	22,285	22,614						22,488	157,415	
	# Abandoned	561	924	720	915	266	169	135						527	3,690	
	% Abandoned	2.51%	3.39%	3.21%	4.40%	1.35%	0.76%	0.60%						2.34%	2.34%	
	Speed to answer	30 seconds or less	22	35	37	55	22	14	12					28		
Behavioral Calls Report #11	# of calls	489	415	296	286	277	816	1,306						555	3,885	
	# Abandoned	8	4	2	6	3	10	6						6	39	
	% Abandoned	1.64%	0.96%	0.68%	2.10%	1.08%	1.23%	0.46%						1.00%	1.00%	
	Speed to answer	30 seconds or less	10	10	8	10	9	6	8					9		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%		
	Answered within 30 sec	More than 80%	93.00%	94.00%	95.00%	95.00%	96.00%	95.00%	94.00%					94.57%		
Avg length	< 10 min	2	1	3	1.13	1	1	1					1			
Total Calls	Total Calls	65,580	66,498	74,847	70,849	62,742	70,927	75,184						69,518	486,627	
	Abandoned	1,824	2,631	2,295	4,248	2,221	1,233	970						2,203	15,422	
	% Abandoned	2.78%	3.96%	3.07%	6.00%	3.54%	1.74%	1.29%						3.17%	3.17%	
COB Savings Report #54	MCO paid amount	\$ 1,850,502	\$ 1,604,267	\$ 1,637,333	\$ 1,508,509	\$ 1,179,296	\$ 1,223,357	\$ 1,402,361						\$ 1,486,518	\$ 10,405,624.92	
	COB Amount	\$ 24,572,286	\$ 19,553,575	\$ 18,649,266	\$ 19,577,246	\$ 15,755,469	\$ 17,204,078	\$ 21,764,000						\$ 19,582,274	\$ 137,075,920.62	
	COB/Member	\$ 57.55	\$ 45.45	\$ 43.00	\$ 45.68	\$ 36.02	\$ 39.27	\$ 49.21						\$ 45.13	\$ 315.92	
	% of Claims Paid	15.67%	12.61%	10.94%	20.21%	16.01%	17.70%	24.97%							15.90%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 3,239,590	\$ 3,719,927	\$ 3,023,827	\$ 3,093,995	\$ 1,974,810	\$ 3,373,188	\$ 2,985,815						\$ 3,058,736	\$ 21,411,152.03	
	% of Claims Paid	2.07%	2.40%	1.77%	3.19%	2.01%	3.47%	3.43%						2.48%	2.48%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 6,757,720	\$ 6,668,851	\$ 6,937,235	\$ 6,108,650	\$ 3,547,662	\$ 6,822,924	\$ 8,213,542						\$ 6,436,655	\$ 45,056,584.62	
	% of Claims Paid	4.31%	4.30%	4.07%	6.31%	3.61%	7.02%	9.42%						5.23%	5.23%	
Potential Subrogation Report #57	Lien/Claim	\$ 13,855,748	\$ 15,132,151	\$ 1,009,018	\$ 15,235,809	\$ 15,316,723	\$ 16,465,998	\$ 16,682,618						\$ 13,385,438	\$ 93,698,066.51	
	% of Claims Paid	8.83%	9.76%	0.59%	15.73%	15.56%	16.94%	19.14%						10.87%	10.87%	
	Recovered	\$ 849,062	\$ 1,294,654	\$ 19,610,303	\$ 990,761	\$ 945,315	\$ 1,147,717	\$ 987,614						\$ 3,689,347	\$ 25,825,425.86	

WellCare Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	1,992,895	2,013,500	2,176,802	2,048,166	1,996,905	2,074,708	2,099,415						2,057,484	14,402,391	
		Processed	1,752,223	1,773,720	1,935	1,849,267	1,848,460	1,899,449	1,925,679							1,578,676	11,050,733
		Total Charges	\$ 894,381,418	\$ 3,735,632,406	\$ 2,067,193,447	\$ 1,661,732,947	\$ 471,885,353	\$ 1,086,689,762	\$ 286,062,970							\$ 1,457,654,043	\$ 10,203,578,303
		Avg Charge	\$ 448.79	\$ 1,855.29	\$ 949.65	\$ 811.33	\$ 236.31	\$ 523.78	\$ 136.26							\$ 708.46	\$ 708.46
		Avg member	\$ 2,094.70	\$ 8,683.28	\$ 4,765.86	\$ 3,877.60	\$ 1,078.88	\$ 2,480.43	\$ 646.76							\$	\$ 23,516.19
	Adjudicated to pay status	Total count	1,416,965	1,415,786	1,564,232	1,514,845	1,525,992	1,564,479	1,387,189							1,484,213	10,389,488
		Percent	71.10%	70.31%	71.86%	73.96%	76.42%	75.41%	66.08%							72.14%	72.14%
		Charges	\$ 690,217,264	\$ 490,292,974	\$ 778,460,250	\$ 317,952,837	\$ 341,459,197	\$ 318,316,416	\$ 165,582,845							\$ 443,183,112	\$ 3,102,281,782
		Avg Charge	\$ 487.11	\$ 346.30	\$ 497.66	\$ 209.89	\$ 223.76	\$ 203.46	\$ 119.37							\$ 298.60	\$ 298.60
		Avg member	\$ 1,616.53	\$ 1,139.66	\$ 1,794.72	\$ 741.93	\$ 780.69	\$ 726.58	\$ 374.37							\$ 7,149.83	\$ 7,149.83
		Paid	\$ 156,844,912	\$ 155,034,775	\$ 170,398,828	\$ 96,855,596	\$ 98,409,233	\$ 97,223,310	\$ 87,171,485							\$ 123,134,020	\$ 861,938,139
		Average Paid	\$ 110.69	\$ 109.50	\$ 108.93	\$ 63.94	\$ 64.49	\$ 62.14	\$ 62.84							\$ 82.96	\$ 82.96
		Avg member	\$ 367.34	\$ 360.37	\$ 392.85	\$ 226.01	\$ 225.00	\$ 221.92	\$ 197.09							\$	\$ 1,986.51
		% Discount	77.28%	68.38%	78.11%	69.54%	71.18%	69.46%	47.35%								72.22%
		Adjudicated to deny status	Count	320,838	349,675	358,098	322,277	308,058	318,346	519,313							356,658
	Percent		16.10%	17.37%	16.45%	15.73%	15.43%	15.34%	24.74%							0.173346564	0.173346564
	Charges		\$ 259,838,177	\$ 709,561,526	\$ 165,270,242	\$ 709,166,958	\$ 108,192,021	\$ 116,299,441	\$ 66,689,979							\$ 305,002,621	\$ 2,135,018,345
	Avg. Charge		\$ 498.19	\$ 2,029.20	\$ 436.39	\$ 2,200.49	\$ 351.21	\$ 365.32	\$ 128.42							\$ 855.17	\$ 855.17
	Placed in suspended status	Count	2,763	294	2,417	1,146	2,152	1,487	3,563							1,975	13,822
		Percent	0.14%	0.01%	0.11%	0.06%	0.11%	0.07%	0.17%							0.10%	0.10%
Charges		\$ 43,474,718	\$ 5,805,930	\$ 43,681,545	\$ 5,133,382	\$ 11,217,801	\$ 5,931,282	\$ 7,632,461							\$ 17,553,874	\$ 122,877,118	
Avg Charge	\$ 15,734.61	\$ 19,748.06	\$ 18,072.63	\$ 4,479.39	\$ 5,212.73	\$ 3,988.76	\$ 2,142.14							\$ 8,889.97	\$ 8,889.97		
Prior Authorizaton Report #59	Requested		36,807	36,530	42,177	37,155	33,865	32,294	35,415						36,320	254,243	
	Approved	No service limits	27,985	27,459	28,376	27,698	24,661	24,510	26,463							26,736	187,152
		Within limits	3,155	3,353	3,857	2,481	2,353	2,408	2,073							2,811	19,680
		Exceed limits	60	74	83	59	37	34	163							73	510
	Partially Approved	No service limits	-	-	-	-	-	-	-							-	-
		Within limits	162	186	196	428	417	416	569							339	2,374
		Exceed limits	-	-	-	-	-	-	-							-	-
	Denied	5,438	5,451	9,653	6,482	6,394	5,024	6,144							6,369	44,586	
Original Claims Activity #60	Paid Claims	Total claims	589,494	583,884	630,404	674,563	727,992	684,074	608,574						642,712	4,498,985	
		1-30 - Days	579,789	581,573	629,977	674,233	726,475	681,597	606,524						640,024	4,480,168	
		31 - 60 Days	1,403	783	188	239	1,400	2,226	1,712							1,136	7,951
		61-90 Days	625	318	29	18	43	110	163							187	1,306
		91+ Days	7,677	1,210	210	73	77	141	175							1,366	9,563
	Denied Claims	Total claims	66,323	55,409	108,036	114,479	166,665	113,526	114,294							105,533	738,732
		1-30 - Days	65,394	54,504	107,632	113,903	166,217	113,204	110,906							104,537	731,760
		31 - 60 Days	245	282	170	94	378,377	231	3,195							54,656	382,594
		61-90 Days	73	28	33	20	21	59	119							50	353
	Suspended Claims	91+ Days	611	595	201	462	49	32	74							289	2,024
		Total claims	14	19	13,999	2,124	3,110	2,472	4,184							3,703	25,922
		1-30 - Days	11	19	13,545	1,799	2,826	2,312	3,947							3,494	24,459
		31 - 60 Days	3	-	204	77	150	70	84							84	588
		61-90 Days	-	-	58	141	32	39	31							43	301
	91+ Days	-	-	192	107	102	51	122							82	574	
	#67 Provider Credentialing	InProgress	1-30 Days					126	0	1						42	127
31-60 Days							0	0	0						-	-	
61-90 Days							0	0	0						-	-	
90+ Days							0	0	0						-	-	
Received		Received	0					157	1						53	158	
		Credentialed	99			123	126	157	157						132	662	
		Processed	0			113	126	157	157						111	553	
		Enrolled	419			113	126	157	157						194	972	
Denied	0			0	0	0	0							-	-		
Additions to Network #68	Total Providers	232	119	157	303	171	135	187						186	180		
Termination from MCO #69	Total Providers	1	71	0	158	0	0	9						34	39		
Program Lock-in #74c	Admitted	0	0	0	0	0	0	0						-	-		
	Discharged	0	0	0	0	0	0	0						-	-		
	Active	36	36	36	36	36	36	36						36	252		

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