

MAC Binder Section 4 – Dashboard Reports

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

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Monthly MCO Dashboard Comparison

September, 2015



		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Membership		75,124	292,827	118,794	266,586	433,750	1,187,081	
Capitation		37,008,772	\$ 115,903,541	\$ 60,328,160	\$ 134,577,606	\$ 209,500,556	\$ 557,318,635	
CAP PMP		\$ 492.64	\$ 395.81	\$ 507.84	\$ 504.82	\$ 483.00	\$ 469.49	
Claims Payment	Paid Claims	\$ 17,795,952	\$ 78,065,220	\$ 36,535,965	\$ 106,346,549	\$ 170,398,828	\$ 409,142,513	
	Suspended	\$ 1,549,912	\$ 5,842,506	\$ 72,131,081	\$ 135,265,000	\$ 43,681,545	\$ 258,470,043	
	% Suspended	8.01%	6.96%	66.38%	55.98%	20.40%	38.72%	
	Paid/Member	\$ 236.89	\$ 266.59	\$ 307.56	\$ 398.92	\$ 392.85	\$ 344.66	
	Paid Loss Ratio	48.09%	67.35%	60.56%	79.02%	81.34%	73.41%	
	Total Paid Claims	90% paid in 30 Days	99.29%	99.95%	97.67%	99.68%	99.93%	99.51%
	Total Paid Claims	99% paid in 90 Days	99.36%	100.00%	99.48%	100.00%	99.97%	99.87%
P/As	Requested	12,078	32,599	6,177	21,283	42,177	114,314	
	Denied	1,159	4,671	989	1,879	9,653	18,351	
	% Denied	9.60%	14.33%	16.01%	8.83%	22.89%	16.05%	
Member Calls Report #11	# of calls	9,830	18,341	15,752	35,537	52,147	131,607	
	# Abandoned	110	498	196	271	1,573	2,648	
	% Abandoned	5% or less	1.00%	2.70%	1.24%	0.76%	3.02%	
	Speed to answer	30 seconds or less	11	26	20	18	27	
Provider Calls Report #11	# of calls	8,815	12,162	9,283	17,736	22,404	70,400	
	# Abandoned	44	180	18	268	720	1,230	
	% Abandoned	5% or less	0.50%	1.50%	0.19%	0.97%	3.21%	
	Speed to answer	30 seconds or less	12	35	8	23	37	
Behavioral Calls Report #11	# of calls	326	737	11	1029	296	2,399	
	# Abandoned	2	0	1	3	2	8	
	% Abandoned	7% or less	1.00%	0.00%	9.09%	0.29%	0.68%	
	Speed to answer	30 seconds or less	12	11	13	13	8	
	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%	94.00%	98.20%	81.82%	86.00%	95.00%	
	Avg length	< 10 min	8:02	4	1	2	3	
Total Calls	Total Calls	18,971	31,240	25,046	54,302	74,847	204,406	
	Abandoned	156	678	215	542	2,295	3,886	
	% Abandoned	5% or less	0.82%	2.17%	0.86%	1.00%	3.07%	
COB Savings Report #54	MCO paid amount	\$ 307,421	\$ 2,170,982	\$ 637,086	\$ 1,243,811	\$ 1,637,333	\$ 5,996,633	
	COB Amount	1952394.97	\$ 7,975,287	\$ 4,031,283	\$ 7,968,869	\$ 18,649,266	\$ 40,577,100	
	COB/Member	\$ 25.99	\$ 27.24	\$ 33.94	\$ 29.89	\$ 43.00	\$ 34.18	
	% of Claims Paid	10.97%	10.22%	11.03%	7.49%	10.94%	9.92%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 718,085	\$ 1,936,834	\$ 143,648	\$ 3,901,703	\$ 3,023,827	\$ 9,724,097	
	% of Claims Paid	4.04%	2.48%	0.39%	3.67%	1.77%	2.38%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 1,768,749	\$ 4,627,955	\$ 2,452,525	\$ 4,348,724	\$ 6,937,235	\$ 20,135,188	
	% of Claims Paid	9.94%	5.93%	6.71%	4.09%	4.07%	4.92%	
Potential Subrogation Report #57	Lien/Claim	\$ 2,070	\$ 8,293,184	\$ 1,488,931	\$ 13,980,410	\$ 1,009,018	\$ 24,773,614	
	% of Claims Paid	0.01%	10.62%	4.08%	13.15%	0.59%	6.06%	
	Recovered	\$ 1,319	\$ 573,039	\$ 78,350	\$ 466,362	\$ 19,610,303	\$ 20,729,372	



Monthly MCO Dashboard Comparison September, 2015



		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Original Claims Processed Report #58	Claims Received	Total count	239,503	932,144	469,610	987,080	2,176,802	\$ 4,805,139
		Processed	230,518	926,497	525,037	1,071,531	1,935	\$ 2,755,518
		Total Charges	\$ 112,657,567	\$ 452,695,206	\$ 212,641,946	\$ 463,111,633	\$ 2,067,193,447	\$ 3,308,299,799
		Avg Charge	\$ 470.38	\$ 485.65	\$ 452.81	\$ 469.17	\$ 949.65	\$ 1,200.61
		Avg member	\$ 1,499.62	\$ 1,545.95	\$ 1,790.01	\$ 1,737.19	\$ 4,765.86	\$ 2,786.92
	Adjudicated to pay status	Total count	187,740	725,533	327,139	760,435	1,564,232	3,565,079
		Percent	78.39%	77.83%	70.00%	77.00%	71.86%	74.19%
		Charges	\$ 71,839,766	\$ 347,929,385	\$ 113,167,908	\$ 376,116,781	\$ 778,460,250	\$ 1,687,514,090
		Avg Charge	\$ 382.66	\$ 479.55	\$ 346.19	\$ 494.61	\$ 497.66	\$ 473.35
		Avg member	\$ 956.28	\$ 1,188.17	\$ 952.64	\$ 1,410.86	\$ 1,794.72	\$ 1,421.57
		Paid	\$ 17,795,952	\$ 78,065,220	\$ 36,535,965	\$ 106,346,549	\$ 170,398,828	\$ 409,142,513
		Average Paid	\$ 94.79	\$ 107.60	\$ 111.57	\$ 139.85	\$ 108.93	\$ 114.76
		Avg member	\$ 236.89	\$ 266.59	\$ 307.56	\$ 398.92	\$ 392.85	\$ 344.66
		% Discount	75.23%	77.56%	67.72%	71.73%	78.11%	75.75%
	Adjudicated to deny status	Count	41,853	193,962	96,456	223,978	358,098	914,347
		Percent	17.40%	20.81%	21.10%	22.70%	16.45%	25.65%
		Charges	\$ 28,182,962	\$ 73,824,908	\$ 14,225,785	\$ 759,614,154	\$ 165,270,242	\$ 1,041,118,051
		Avg. Charge	\$ 673.38	\$ 380.62	\$ 147.48	\$ 339.15	\$ 436.39	\$ 1,138.65
	Placed in suspended status	Count	925	7,014	25,276	87,118	2,417	122,750
		Percent	0.39%	0.75%	5.40%	8.80%	0.11%	3.44%
Charges		\$ 1,549,912	\$ 5,842,506	\$ 72,131,081	\$ 135,265,000	\$ 43,681,545	\$ 258,470,043	
Avg Charge		\$ 1,675.58	\$ 832.98	\$ 2,853.74	\$ 1,552.66	\$ 18,072.63	\$ 2,105.66	
Prior Authorizaton Report #59	Requested	12,078	32,599	6,177	21,283	42,177	114,314	
	Approved	No service limits	576	10,534	4,432	14,425	28,376	58,343
		Within limits	9,275	7,587	734	4,612	3,857	26,065
		Exceed limits	-	7,144	-	87	83	7,314
	Partially Approved	No service limits	-	397	118	166	-	681
		Within limits	21	241	1	114	196	573
		Exceed limits	-	-	-	-	-	-
Denied	1,159	4,671	989	1,879	9,653	18,351		
Original Claims Activity #60	Paid Claims	Total claims	221,563	725,533	368,902	760,435	630,404	2,706,837
		1-30 - Days	219,998	725,169	360,311	758,008	629,977	2,693,463
		31 - 60 Days	152	314	5,439	2,332	188	8,425
		61-90 Days	1	32	1,243	89	29	1,394
		91+ Days	22	18	1,909	6	210	2,165
	Denied Claims	Total claims	116,324	193,962	103,286	223,978	108,036	745,586
		1-30 - Days	116,205	193,844	101,191	223,184	107,632	742,056
		31 - 60 Days	107	107	1,231	759	170	2,374
		61-90 Days	6	3	414	29	33	485
		91+ Days	6	8	450	6	201	671
	Suspended Claims	Total claims	196	7,014	53,945	87,118	13,999	162,272
		1-30 - Days	196	6,953	32,832	85,774	13,545	139,300
		31 - 60 Days	-	60	11,096	1,289	204	12,649
61-90 Days		-	1	4,877	50	58	4,986	
91+ Days		-	-	5,140	5	192	5,337	
#67 Provider Credentialing	InProgress	1-30 Days	59	272	44	253		628
		31-60 Days	0	344	1			345
		61-90 Days	0	74	1			75
		90+ Days	0	2555	0			2,555
	Received	Received	59	556	60	256		931
		Credentialed	113	157	44	174		488
		Processed	117	157	41	174		489
		Enrolled	366	36	33	100		535
Denied	0	0	5	0		5		
Additions to Network #68	Total Providers	108	81	357	348	157	1,051	
Termination from MCO #69	Total Providers	5	23	13	53	0	94	
Program Lock- in #74c	Admitted	27	85	0	190	0	302	
	Discharged	7	18	0	40	0	65	
	Active	22	941	34	2,503	36	3,536	



SFY YTD MCO Dashboard Comparison



July - September, 2015

		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Membership	AVERAGE	75,274	292,103	117,887	261,948	430,311	1,177,524	
Capitation		\$ 110,924,292	\$ 347,139,315	179,754,035	399,858,011	624,506,937	\$ 1,662,182,590	
CAP PM		\$ 1,473.60	\$ 1,188.41	\$ 1,524.80	\$ 1,526.48	\$ 1,451.29	\$ 1,411.59	
Claims Payment	Paid Claims	\$ 49,114,477	\$ 244,485,958	\$ 112,571,964	\$ 312,919,011	\$ 482,278,514	\$ 1,201,369,925	
	Suspended	\$ 10,070,736	\$ 14,538,098	\$ 237,817,776	\$ 397,998,786	\$ 92,962,192	\$ 753,387,589	
	% Suspended	17.02%	5.61%	67.87%	55.98%	16.16%	38.54%	
	Paid/Member	\$ 652.47	\$ 836.99	\$ 954.92	\$ 1,194.58	\$ 1,120.77	\$ 1,020.25	
	Paid Loss Ratio	44.28%	70.43%	62.63%	78.26%	77.23%	72.28%	
	Total Paid Claims	90% paid in 30 Days	99.36%	99.92%	96.79%	99.41%	99.31%	99.16%
	Total Paid Claims	99% paid in 90 Days	99.77%	99.99%	99.23%	100.00%	99.50%	99.76%
P/As	Requested	34,646	97,138	23,339	63,848	115,514	334,485	
	Denied	3,262	14,946	3,448	5,645	20,542	47,843	
	% Denied	9.42%	15.39%	14.77%	8.84%	17.78%	14.30%	
Member Calls Report #11	# of calls	35,109	58,434	47,251	106,360	133,654	380,808	
	# Abandoned	264	1,726	733	851	4,531	8,105	
	% Abandoned	5% or less	0.75%	2.95%	1.55%	0.80%	3.39%	2.13%
Provider Calls Report #11	# of calls	32,067	37,854	28,215	76,242	72,071	246,449	
	# Abandoned	196	643	86	972	2,205	4,102	
	% Abandoned	5% or less	0.61%	1.70%	0.30%	1.27%	3.06%	1.66%
Behavioral Calls Report #11	# of calls	1,049	2,106	30	2,947	1,200	7,332	
	# Abandoned	9	-	1	9	14	33	
	% Abandoned	7% or less	0.86%	0.00%	3.33%	0.31%	1.17%	0.45%
Total Calls	Total Calls	68,225	98,394	75,496	185,549	206,925	634,589	
	Abandoned	469	2,369	820	1,832	6,750	12,240	
	% Abandoned	5% or less	0.69%	2.41%	1.09%	0.99%	3.26%	1.93%
COB Savings Report #54	MCO paid amount	\$ 891,478	\$ 6,510,973	\$ 2,123,391	\$ 4,569,274	\$ 5,092,102	\$ 19,187,218	
	COB Amount	\$ 5,279,938	\$ 22,859,129	\$ 11,206,961	\$ 29,004,538	\$ 62,775,127	\$ 131,125,694	
	COB/Member	\$ 23.38	\$ 78.26	\$ 95.07	\$ 110.73	\$ 145.88	\$ 111.36	
	% of Claims Paid	10.75%	9.35%	9.96%	9.27%	13.02%	10.91%	
Medicare Cost Avoidance Report #55	Denied Amount	\$ 2,478,386	\$ 6,628,597	\$ 241,391	\$ 11,821,345	\$ 9,983,344	\$ 31,153,064	
	% of Claims Paid	5.05%	8.13%	0.21%	3.78%	2.07%	2.59%	
Non-Medicare Avoidance Report #56	Denied Amount	\$ 4,152,782	\$ 13,126,902	\$ 7,801,353	\$ 13,730,189	\$ 20,363,806	\$ 59,175,032	
	% of Claims Paid	8.46%	5.37%	6.93%	4.39%	4.22%	4.93%	
Potential Subrogation Report #57	Lien/Claim	\$ 194,867	\$ 24,889,453	\$ 3,737,376	\$ 40,430,289	\$ 29,996,918	\$ 99,248,902	
	% of Claims Paid	0.40%	10.18%	3.32%	12.92%	6.22%	8.26%	
	Recovered	\$ 117,320	\$ 1,753,738	\$ 233,124	\$ 1,261,625	\$ 21,754,019	\$ 25,119,825	
Original Claims Processed Report #58	Claims Received	Total count	681,443	2,749,583	1,411,183	2,858,643	6,183,197	13,884,049
		Processed	649,688	2,767,905	1,581,547	3,141,385	3,527,878	11,668,403
		Total Charges	\$ 335,143,510	\$ 1,367,722,730	\$ 636,062,603	\$ 1,299,227,075	\$ 6,697,207,271	\$10,335,363,190
		Avg Charge	\$ 491.81	\$ 497.43	\$ 450.73	\$ 454.49	\$ 1,083.13	\$ 885.76
		Avg member	\$ 1,484.10	\$ 4,682.33	\$ 5,395.54	\$ 4,959.86	\$ 15,563.63	\$ 8,777.20
	Adjudicated to pay status	Total count	526,764	2,186,968	995,582	2,205,927	4,396,983	10,312,224
		Percent	77.30%	79.54%	70.55%	77.17%	71.11%	74.27%
		Charges	\$ 196,925,854	\$ 1,081,377,257	\$ 354,008,924	\$ 1,121,335,404	\$ 1,958,970,488	\$ 4,712,617,926
		Avg Charge	\$ 373.84	\$ 494.46	\$ 355.58	\$ 508.33	\$ 445.53	\$ 456.99
		Avg member	\$ 872.04	\$ 3,702.04	\$ 3,002.96	\$ 4,280.75	\$ 4,552.45	\$ 4,002.14



SFY YTD MCO Dashboard Comparison



July - September, 2015

		ANTHEM	COVENTRY AETNA	HUMANA CARESOURCE	PASSPORT	WELLCARE	TOTAL	
Original Claims Processed Report #58	Adjudicated to pay status	Paid	\$ 49,114,477	\$ 244,485,958	\$ 112,571,964	\$ 312,919,011	\$ 482,278,514	\$ 1,201,369,925
		Average Paid	\$ 93.24	\$ 111.79	\$ 113.07	\$ 141.85	\$ 109.68	\$ 116.50
		Avg member	\$ 217.49	\$ 836.99	\$ 954.92	\$ 1,194.58	\$ 1,120.77	\$ 1,020.25
		% Discount	75.06%	77.39%	68.20%	72.09%	75.38%	74.51%
	Adjudicated to deny status	Count	118,254	563,896	297,084	677,146	1,028,611	2,684,991
		Percent	17.35%	20.51%	21.05%	23.69%	16.64%	26.04%
		Charges	\$ 79,379,192	\$ 246,716,323	\$ 43,171,072	\$ 923,613,679	\$ 1,134,669,945	\$ 2,427,550,211
		Avg. Charge	\$ 671.26	\$ 437.52	\$ 145.32	\$ 1,363.98	\$ 1,103.11	\$ 904.12
	Placed in suspended status	Count	4,670	17,157	81,573	258,312	5,474	367,186
		Percent	0.69%	0.62%	5.78%	9.04%	0.09%	3.56%
		Charges	\$ 10,070,736	\$ 14,538,098	\$ 237,817,776	\$ 397,998,786	\$ 92,962,192	\$ 753,387,589
		Avg Charge	\$ 2,156.47	\$ 847.36	\$ 2,915.40	\$ 1,540.77	\$ 16,982.50	\$ 2,051.79
Prior Authorizaton Report #59	Requested	34,646	97,138	23,339	63,848	115,514	334,485	
	Approved	No service limits	2,134	31,084	16,354	43,491	83,820	176,883
		Within limits	26,612	21,171	2,156	13,344	10,365	73,648
		Exceed limits	-	23,932	-	550	217	24,699
	Partially Approved	No service limits	-	1,291	478	482	-	2,251
		Within limits	66	693	4	336	544	1,643
		Exceed limits	-	-	-	-	-	-
Denied	3,262	14,946	3,448	5,645	20,542	47,843		
Original Claims Activity #60	Paid Claims	Total claims	638,083	2,186,968	1,100,270	2,205,927	1,803,782	7,935,030
		1-30 - Days	633,969	2,185,206	1,064,912	2,192,904	1,791,339	7,868,330
		31 - 60 Days	2,606	1,444	22,722	12,216	2,374	41,362
		61-90 Days	19	160	4,159	710	972	6,020
		91+ Days	99	158	8,477	97	9,097	17,928
	Denied Claims	Total claims	334,658	563,896	331,253	677,156	229,768	2,136,731
		1-30 - Days	334,318	563,406	312,304	671,011	227,530	2,108,569
		31 - 60 Days	275	453	4,813	5,812	697	12,050
		61-90 Days	38	14	1,483	274	134	1,943
		91+ Days	27	23	12,653	49	1,407	14,159
	Suspended Claims	Total claims	358	17,157	197,152	258,312	14,032	487,011
		1-30 - Days	354	17,031	129,824	252,350	13,575	413,134
		31 - 60 Days	2	125	39,905	5,521	207	45,760
		61-90 Days	1	1	12,774	405	58	13,239
		91+ Days	1	-	14,649	36	192	14,878
#67 Provider Credentialing	InProcess	1-30 Days	178	818	68	241	-	1,305
		31-60 Days	3	590	1	-	-	594
		61-90 Days	3	384	2	-	-	389
		90+ Days	2	7,602	-	-	-	7,604
		Received	111	1,401	144	750	-	2,406
		Credentialed	332	668	120	653	99	1,872
		Processed	338	668	183	653	-	1,842
		Enrolled	1,010	57	136	432	419	2,054
Denied	593	-	20	-	-	613		
Additions to Network #68	Total Providers	329	311	705	1,087	148	2,580	
Termination from MCO #69	Total Providers	9	70	114	155	32	380	
Program Lock- in #74c	Average	Admitted	14	51	4	163	-	232
		Discharged	3	35	-	46	-	84
		Active	24	896	32	2,373	36	3,361

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										75,274	225,823
Capitation		\$ 36,164,710	\$ 37,750,810	\$ 37,008,772										\$ 36,974,764	\$ 110,924,292
CAP PMP		\$ 490.25	\$ 490.71	\$ 492.64										\$ 491.20	\$ 1,473.60
Standard	Measure														
Claims Payment	Paid Claims	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952										\$ 16,371,492	\$ 49,114,477
	Suspended	\$ 771,680	\$ 7,749,144	\$ 1,549,912										\$ 3,356,912	\$ 10,070,736
	% Suspended	4.89%	32.21%	8.01%										17.02%	17.02%
	Paid/Member	\$ 203.47	\$ 212.00	\$ 236.89										\$ 217.49	\$ 652.47
	Paid Loss Ratio	41.50%	43.20%	48.09%										44.28%	44.28%
	Total Paid Claims	90% paid in 30 Days	99.41%	99.37%	99.29%										
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.36%										
P/As	Requested	11,435	11,133	12,078										11,549	34,646
	Denied	1,060	1,043	1,159										1,087	3,262
	% Denied	9.27%	9.37%	9.60%										9.42%	9.42%
Member Calls Report #11	# of calls	12,318	12,961	9,830										11,703	35,109
	# Abandoned	57	97	110										88	264
	% Abandoned	5% or less	0.46%	0.75%	1.00%									0.75%	0.75%
	Speed to answer	30 seconds or less	7	11	11									10	
Provider Calls Report #11	# of calls	11,884	11,368	8,815										10,689	32,067
	# Abandoned	42	110	44										65	196
	% Abandoned	5% or less	0.35%	0.97%	0.50%									0.61%	0.61%
	Speed to answer	30 seconds or less	10	20	12									14	
Behavioral Calls Report #11	# of calls	357	366	326										350	1,049
	# Abandoned	3	4	2										3	9
	% Abandoned	7% or less	0.84%	1.09%	1.00%									0.86%	0.86%
	Speed to answer	30 seconds or less	5	3	12									7	
	Answered by 4th ring	at least 99%	100.00%	99.00%	100.00%									99.67%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%									0.00%	
	Answered within 30 sec	More than 80%	97.00%	99.00%	94.00%									96.67%	
	Avg length	< 10 min	8	7	8:02									5	
Total Calls	Total Calls	24,559	24,695	18,971										22,742	68,225
	Abandoned	102	211	156										156	469
	% Abandoned	5% or less	0.42%	0.85%	0.82%									0.69%	0.69%

Anthem Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 226,671	\$ 357,386	\$ 307,421										\$ 297,159	\$ 891,478.38	
	COB Amount		\$ 1,287,359	\$ 2,040,185	1952394.97										\$ 1,759,979	\$ 5,279,938.33	
	COB/Member		\$ 17.45	\$ 26.52	\$ 25.99										\$ 23.38	\$ 23.38	
	% of Claims Paid		8.58%	12.51%	10.97%											10.75%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 770,757	\$ 989,544	\$ 718,085										\$ 826,129	\$ 2,478,386.26	
	% of Claims Paid		5.14%	6.07%	4.04%										5.05%	5.05%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 1,253,532	\$ 1,130,501	\$ 1,768,749										\$ 1,384,261	\$ 4,152,781.79	
	% of Claims Paid		8.35%	6.93%	9.94%										8.46%	8.46%	
Potential Subrogation Report #57	Lien/Claim		\$ 107,009	\$ 85,788	\$ 2,070										\$ 64,956	\$ 194,867.20	
	% of Claims Paid		0.71%	0.53%	0.01%										0.40%	0.40%	
	Recovered		\$ 105,039	\$ 10,961	\$ 1,319										\$ 39,107	\$ 117,319.58	
Original Claims Processed Report #58	Claims Received	Total count	218,444	223,496	239,503										227,148	681,443	
		Processed	204,377	214,793	230,518										216,563	649,688	
		Total Charges	\$ 110,008,909	\$ 112,477,034	\$ 112,657,567											\$ 111,714,503	\$ 335,143,510
		Avg Charge	\$ 503.60	\$ 503.26	\$ 470.38											\$ 491.81	\$ 491.81
		Avg member	\$ 1,491.28	\$ 1,462.05	\$ 1,499.62											\$ 1,484.10	\$ 1,484.10
	Adjudicated to pay status	Total count	163,429	175,595	187,740											175,588	526,764
		Percent	74.82%	78.57%	78.39%											77.30%	77.30%
		Charges	\$ 59,461,087	\$ 65,625,000	\$ 71,839,766											\$ 65,641,951	\$ 196,925,854
		Avg Charge	\$ 363.83	\$ 373.73	\$ 382.66											\$ 373.84	\$ 373.84
		Avg member	\$ 806.06	\$ 853.04	\$ 956.28											\$ 872.04	\$ 872.04
		Paid	\$ 15,009,408	\$ 16,309,117	\$ 17,795,952											\$ 16,371,492	\$49,114,477
		Average Paid	\$ 91.84	\$ 92.88	\$ 94.79											\$ 93.24	\$ 93.24
		Avg member	\$ 203.47	\$ 212.00	\$ 236.89											\$ 217.49	\$ 217.49
	% Discount	74.76%	75.15%	75.23%												75.06%	
	Adjudicated to deny status	Count	39,180	37,221	41,853											39,418	118,254
		Percent	17.94%	16.65%	17.40%											0.17353469	0.17353469
		Charges	\$ 24,899,720	\$ 26,296,510	\$ 28,182,962											\$ 26,459,731	\$ 79,379,192
	Placed in suspended status	Avg. Charge	\$ 635.52	\$ 706.50	\$ 673.38											\$ 671.26	\$ 671.26
		Count	1,768	1,977	925											1,557	4,670
		Percent	0.81%	0.88%	0.39%											0.69%	0.69%
Charges		\$ 771,680	\$ 7,749,144	\$ 1,549,912											\$ 3,356,912	\$ 10,070,736	
Avg Charge	\$ 4,395.75	\$ 3,919.65	\$ 1,675.58											\$ 2,156.47	\$ 2,156.47		

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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									11,549	34,646	
		No service limits	911	647	576										711	2,134
	Approved	Within limits	8,856	8,481	9,275										8,871	26,612
		Exceed limits	-	-	-										-	-
		No service limits	-	-	-										-	-
	Partially Approved	Within limits	19	26	21										22	66
		Exceed limits	-	-	-										-	-
No service limits		-	-	-										-	-	
Denied		1,060	1,043	1,159										1,087	3,262	
Original Claims Activity #60	Paid Claims	Total claims	199,386	217,134	221,563									212,694	638,083	
		1-30 - Days	198,203	215,768	219,998										211,323	633,969
		31 - 60 Days	1,129	1,325	152										869	2,606
		61-90 Days	6	12	1										6	19
		91+ Days	48	29	22										33	99
	Denied Claims	Total claims	108,635	109,699	116,324										111,553	334,658
		1-30 - Days	108,516	109,597	116,205										111,439	334,318
		31 - 60 Days	91	77	107										92	275
		61-90 Days	15	17	6										13	38
	Suspended Claims	91+ Days	13	8	6										9	27
		Total claims	46	116	196										119	358
		1-30 - Days	42	116	196										118	354
		31 - 60 Days	2	-	-										1	2
		61-90 Days	1	-	-										1	1
	91+ Days	1	-	-										1	1	
#67 Provider Credentialing	InProgress	1-30 Days	1	118	59									59	178	
		31-60 Days	3	0	0									1	3	
		61-90 Days	0	3	0									1	3	
		90+ Days	0	2	0									1	2	
	Completed	Received	4	48	59										37	111
		Credentialed	5	214	113										111	332
		Processed	3	218	117										113	338
		Enrolled	3	641	366										337	1,010
Denied	2	591	0										198	593		
Additions to Network #68	Total Providers	91	130	108										110	329	
Termination from MCO #69	Total Providers	2	2	5										3	9	
Program Lock-in #74c	Admitted	14	1	27										14		
	Discharged	0	1	7										3		
	Active	25	25	22										24		

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										117,887	353,660
Capitation		\$ 59,552,827	\$ 59,873,047	\$ 60,328,160										\$ 59,918,012	\$ 179,754,035
CAP PMP		\$ 508.45	\$ 508.52	\$ 507.84										\$ 508.27	\$ 1,524.80
Standard	Measure														
Claims Payment	Paid Claims	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965										\$ 37,523,988	\$ 112,571,964
	Suspended	\$ 93,560,481	\$ 72,126,215	\$ 72,131,081										\$ 79,272,592	\$ 237,817,776
	% Suspended	70.25%	66.45%	66.38%										67.87%	67.87%
	Paid/Member	\$ 338.28	\$ 309.28	\$ 307.56										\$ 318.31	\$ 954.92
	Paid Loss Ratio	66.53%	60.82%	60.56%										62.63%	62.63%
	Total Paid Claims	90% paid in 30 Days	96.30%	96.38%	97.67%										
	Total Paid Claims	99% paid in 90 Days	99.87%	98.29%	99.48%										
P/As	Requested	10,990	6,172	6,177										7,780	23,339
	Denied	1,435	1,024	989										1,149	3,448
	% Denied	13.06%	16.59%	16.01%										14.77%	14.77%
Member Calls Report #11	# of calls	16,929	14,570	15,752										15,750	47,251
	# Abandoned	273	264	196										244	733
	% Abandoned	5% or less	1.61%	1.81%	1.24%									1.55%	1.55%
	Speed to answer	30 seconds or less	24	29	20									24	
Provider Calls Report #11	# of calls	9,763	9,169	9,283										9,405	28,215
	# Abandoned	20	48	18										29	86
	% Abandoned	5% or less	0.20%	0.52%	0.19%									0.30%	0.30%
	Speed to answer	30 seconds or less	10	11	8									10	
Behavioral Calls Report #11	# of calls	7	12	11										10	30
	# Abandoned	0	0	1										0	1
	% Abandoned	7% or less	0.00%	0.00%	9.09%									3.33%	3.33%
	Speed to answer	30 seconds or less	3	1	13									6	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%									100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%									0.00%	
	Answered within 30 sec	More than 80%	100.00%	100.00%	81.82%									93.94%	
Avg length	< 10 min	2	3	1									2		
Total Calls	Total Calls	26,699	23,751	25,046										25,165	75,496
	Abandoned	293	312	215										273	820
	% Abandoned	5% or less	1.10%	1.31%	0.86%									1.09%	1.09%

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 809,294	\$ 677,011	\$ 637,086										\$ 707,797	\$ 2,123,390.61	
	COB Amount		\$ 3,768,021	\$ 3,407,657	\$ 4,031,283										\$ 3,735,654	\$ 11,206,961.27	
	COB/Member		\$ 32.17	\$ 28.94	\$ 33.94										\$ 31.69	\$ 95.07	
	% of Claims Paid		9.51%	9.36%	11.03%											9.96%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 64,148	\$ 33,595	\$ 143,648										\$ 80,464	\$ 241,390.92	
	% of Claims Paid		0.16%	0.09%	0.39%										0.21%	0.21%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 2,661,511	\$ 2,687,317	\$ 2,452,525										\$ 2,600,451	\$ 7,801,352.82	
	% of Claims Paid		6.72%	7.38%	6.71%										6.93%	6.93%	
Potential Subrogation Report #57	Lien/Claim		\$ 1,225,841	\$ 1,022,604	\$ 1,488,931										\$ 1,245,792	\$ 3,737,375.61	
	% of Claims Paid		3.09%	2.81%	4.08%										3.32%	3.32%	
	Recovered		\$ 154,774	\$ -	\$ 78,350										\$ 77,708	\$ 233,123.94	
Original Claims Processed Report #58	Claims Received	Total count	473,414	468,159	469,610										470,394	1,411,183	
		Processed	532,923	523,587	525,037										527,182	1,581,547	
		Total Charges	\$ 211,139,164	\$ 212,281,493	\$ 212,641,946											\$ 212,020,868	\$ 636,062,603
		Avg Charge	\$ 445.99	\$ 453.44	\$ 452.81											\$ 450.73	\$ 450.73
		Avg member	\$ 1,802.67	\$ 1,802.97	\$ 1,790.01											\$ 1,795.54	\$ 5,395.54
	Adjudicated to pay status	Total count	342,074	326,369	327,139											331,861	995,582
		Percent	72.30%	72.00%	70.00%											70.55%	70.55%
		Charges	\$ 127,855,225	\$ 112,985,792	\$ 113,167,908											\$ 118,002,975	\$ 354,008,924
		Avg Charge	\$ 373.76	\$ 346.19	\$ 346.19											\$ 355.58	\$ 355.58
		Avg member	\$ 1,091.60	\$ 959.62	\$ 952.64											\$ 952.64	\$ 3,002.96
		Paid	\$ 39,621,751	\$ 36,414,249	\$ 36,535,965											\$ 37,523,988	\$112,571,964
		Average Paid	\$ 115.83	\$ 111.57	\$ 111.57											\$ 113.07	\$ 113.07
		Avg member	\$ 338.28	\$ 309.28	\$ 307.56											\$ 307.56	\$ 954.92
	% Discount	69.01%	67.77%	67.72%												68.20%	
	Adjudicated to deny status	Count	104,956	95,672	96,456											99,028	297,084
		Percent	22.20%	21.10%	21.10%											0.210521244	0.210521244
		Charges	\$ 14,917,170	\$ 14,028,117	\$ 14,225,785											\$ 14,390,357	\$ 43,171,072
	Placed in suspended status	Avg. Charge	\$ 142.13	\$ 146.63	\$ 147.48											\$ 145.32	\$ 145.32
		Count	31,035	25,262	25,276											27,191	81,573
		Percent	6.60%	5.40%	5.40%											5.78%	5.78%
Charges		\$ 93,560,481	\$ 72,126,215	\$ 72,131,081											\$ 79,272,592	\$ 237,817,776	
Avg Charge	\$ 2,692.46	\$ 2,855.13	\$ 2,853.74											\$ 2,915.40	\$ 2,915.40		

Humana CareSource Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested		10,990	6,172	6,177									7,780	23,339	
		No service limits	7,648	4,274	4,432										5,451	16,354
	Approved	Within limits	760	662	734										719	2,156
		Exceed limits	-	-	-										-	-
		No service limits	275	85	118										159	478
	Partially Approved	Within limits	1	2	1										1	4
		Exceed limits	-	-	-										-	-
		Denied	1,435	1,024	989										1,149	3,448
	Original Claims Activity #60	Paid Claims	Total claims	375,562	355,806	368,902									366,757	1,100,270
			1-30 - Days	361,670	342,931	360,311										354,971
31 - 60 Days			11,413	5,870	5,439										7,574	22,722
61-90 Days			2,000	916	1,243										1,386	4,159
91+ Days			479	6,089	1,909										2,826	8,477
Denied Claims		Total claims	112,069	115,898	103,286										110,418	331,253
		1-30 - Days	108,624	102,489	101,191										104,101	312,304
		31 - 60 Days	2,448	1,134	1,231										1,604	4,813
		61-90 Days	679	390	414										494	1,483
Suspended Claims		91+ Days	318	11,885	450										4,218	12,653
		Total claims	73,669	69,538	53,945										65,717	197,152
		1-30 - Days	47,884	49,108	32,832										43,275	129,824
		31 - 60 Days	18,049	10,760	11,096										13,302	39,905
		61-90 Days	3,568	4,329	4,877										4,258	12,774
		91+ Days	4,168	5,341	5,140										4,883	14,649
		1-30 Days		23	44										34	67
	31-60 Days		0	1										1	1	
#67 Provider Credentialing	InProgress	61-90 Days		1	1									1	2	
		90+ Days		0	0									-	-	
		Received	42	42	60										48	144
		Credentialed	35	41	44										40	120
		Processed	93	49	41										61	183
		Enrolled	58	45	33										45	136
		Denied	9	6	5										7	20
		Additions to Network #68	Total Providers	170	178	357										235
Termination from MCO #69	Total Providers		46	55	13									38	114	
Program Lock-in #74c	Admitted	0	11	0										4	11	
	Discharged	0	0	0										-	-	
	Active	26	37	34										32	97	

Coventry/Aetna Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL
Membership		291,311	292,171	292,827										292,103	876,309
Capitation		\$ 115,478,241	\$ 115,757,534	\$ 115,903,541										\$ 115,713,105	\$ 347,139,315
CAP PMP		\$ 396.41	\$ 396.20	\$ 395.81										\$ 396.14	\$ 1,188.41
Standard	Measure														
Claims Payment	Paid Claims	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220										\$ 81,495,319	\$ 244,485,958
	Suspended	\$ 3,543,082	\$ 5,152,511	\$ 5,842,506										\$ 4,846,033	\$ 14,538,098
	% Suspended	3.88%	6.14%	6.96%										5.61%	5.61%
	Paid/Member	\$ 301.00	\$ 269.48	\$ 266.59										\$ 279.00	\$ 836.99
	Paid Loss Ratio	75.93%	68.02%	67.35%										70.43%	70.43%
	Total Paid Claims	90% paid in 30 Days	99.87%	99.94%	99.95%										
Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%											
P/As	Requested	33,337	31,202	32,599										32,379	97,138
	Denied	5,026	5,249	4,671										4,982	14,946
	% Denied	15.08%	16.82%	14.33%										15.39%	15.39%
Member Calls Report #11	# of calls	21,377	18,716	18,341										19,478	58,434
	# Abandoned	789	439	498										575	1,726
	% Abandoned	5% or less	3.69%	2.35%	2.70%									2.95%	2.95%
	Speed to answer	30 seconds or less	38	25	26									30	
Provider Calls Report #11	# of calls	13,066	12,626	12,162										12,618	37,854
	# Abandoned	227	236	180										214	643
	% Abandoned	5% or less	1.74%	1.87%	1.50%									1.70%	1.70%
	Speed to answer	30 seconds or less	36	33	35									35	
Behavioral Calls Report #11	# of calls	662	707	737										702	2,106
	# Abandoned	0	0	0										0	-
	% Abandoned	7% or less	0.00%	0.00%	0.00%									0.00%	0.00%
	Speed to answer	30 seconds or less	12	10	11									11	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%									100.00%	
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%									0.00%	
	Answered within 30 sec	More than 80%	99.20%	99.20%	98.20%									98.87%	
Avg length	< 10 min	4	4	4									4		
Total Calls	Total Calls	35,105	32,049	31,240	-	-	-	-	-	-	-	-	-	32,798	98,394
	Abandoned	1,016	675	678	-	-	-	-	-	-	-	-	-	790	2,369
	% Abandoned	5% or less	2.89%	2.11%	2.17%									2.41%	2.41%

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										\$ 2,170,324	\$ 6,510,973.17	
	COB Amount		\$ 7,902,311	\$ 6,981,532	\$ 7,975,287										\$ 7,619,710	\$ 22,859,129.06	
	COB/Member		\$ 27.13	\$ 23.90	\$ 27.24										\$ 26.09	\$ 78.26	
	% of Claims Paid		9.01%	8.87%	10.22%											9.35%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 2,118,399	\$ 2,573,364	\$ 1,936,834										\$ 2,209,532	\$ 6,628,597.31	
	% of Claims Paid		2.42%	3.27%	2.48%										2.71%	8.13%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,782,362	\$ 4,716,586	\$ 4,627,955										\$ 4,375,634	\$ 13,126,902.18	
	% of Claims Paid		4.31%	5.99%	5.93%										5.37%	5.37%	
Potential Subrogation Report #57	Lien/Claim		\$ 8,274,627	\$ 8,321,641	\$ 8,293,184										\$ 8,296,484	\$ 24,889,452.75	
	% of Claims Paid		9.44%	10.57%	10.62%										10.18%	10.18%	
	Recovered		\$ 548,206	\$ 632,493	\$ 573,039										\$ 584,579	\$ 1,753,737.59	
Original Claims Processed Report #58	Claims Received	Total count	937,575	879,864	932,144										916,528	2,749,583	
		Processed	958,389	883,019	926,497											922,635	2,767,905
		Total Charges	\$ 482,696,129	\$ 432,331,395	\$ 452,695,206											\$ 455,907,577	\$ 1,367,722,730
		Avg Charge	\$ 514.83	\$ 491.36	\$ 485.65											\$ 497.43	\$ 497.43
		Avg member	\$ 1,656.98	\$ 1,479.72	\$ 1,545.95												\$ 4,682.33
	Adjudicated to pay status	Total count	767,290	694,145	725,533											728,989	2,186,968
		Percent	81.84%	78.89%	77.83%											79.54%	79.54%
		Charges	\$ 383,104,105	\$ 350,343,766	\$ 347,929,385											\$ 360,459,086	\$ 1,081,377,257
		Avg Charge	\$ 499.30	\$ 504.71	\$ 479.55											\$ 494.46	\$ 494.46
		Avg member	\$ 1,315.10	\$ 1,199.11	\$ 1,188.17												\$ 3,702.04
		Paid	\$ 87,685,695	\$ 78,735,044	\$ 78,065,220											\$ 81,495,319	\$244,485,958
		Average Paid	\$ 114.28	\$ 113.43	\$ 107.60											\$ 111.79	\$ 111.79
		Avg member	\$ 301.00	\$ 269.48	\$ 266.59												\$ 836.99
	% Discount	77.11%	77.53%	77.56%												77.39%	
	Adjudicated to deny status	Count	187,748	182,186	193,962											187,965	563,896
		Percent	20.02%	20.71%	20.81%											0.205084189	0.205084189
		Charges	\$ 94,547,334	\$ 78,344,082	\$ 73,824,908											\$ 82,238,774	\$ 246,716,323
		Avg. Charge	\$ 503.59	\$ 430.02	\$ 380.62											\$ 437.52	\$ 437.52
	Placed in suspended status	Count	3,440	6,703	7,014											5,719	17,157
		Percent	0.37%	0.76%	0.75%											0.62%	0.62%
Charges		\$ 3,543,082	\$ 5,152,511	\$ 5,842,506											\$ 4,846,033	\$ 14,538,098	
Avg Charge		\$ 1,029.97	\$ 768.69	\$ 832.98											\$ 847.36	\$ 847.36	

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										32,379	97,138	
	Approved	No service limits	10,555	9,995	10,534										10,361	31,084
		Within limits	6,857	6,727	7,587										7,057	21,171
		Exceed limits	9,182	7,606	7,144										7,977	23,932
	Partially Approved	No service limits	481	413	397										430	1,291
		Within limits	230	222	241										231	693
		Exceed limits	-	-	-										-	-
Denied	5,026	5,249	4,671											4,982	14,946	
Original Claims Activity #60	Paid Claims	Total claims	767,290	694,145	725,533									728,989	2,186,968	
		1-30 - Days	766,276	693,761	725,169										728,402	2,185,206
		31 - 60 Days	781	349	314										481	1,444
		61-90 Days	126	2	32										53	160
		91+ Days	107	33	18										53	158
	Denied Claims	Total claims	187,748	182,186	193,962										187,965	563,896
		1-30 - Days	187,539	182,023	193,844										187,802	563,406
		31 - 60 Days	192	154	107										151	453
		61-90 Days	7	4	3										5	14
	Suspended Claims	91+ Days	10	5	8										8	23
		Total claims	3,440	6,703	7,014										5,719	17,157
		1-30 - Days	3,395	6,683	6,953										5,677	17,031
		31 - 60 Days	45	20	60										42	125
		61-90 Days	-	-	1										0	1
	#67 Provider Credentialing	InProgress	91+ Days	-	-	-									-	-
1-30 Days			199	347	272										273	818
31-60 Days			94	152	344										197	590
61-90 Days			220	90	74										128	384
Received		90+ Days	2448	2599	2555										2,534	7,602
		Received	357	488	556										467	1,401
		Credentialed	224	287	157										223	668
		Processed	224	287	157										223	668
Enrolled	Enrolled	3	18	36										19	57	
	Denied	0	0	0										-	-	
Additions to Network #68	Total Providers	148	82	81										104	311	
Termination from MCO #69	Total Providers	18	29	23										23	70	
Program Lock-in #74c	Admitted	30	38	85										51	153	
	Discharged	51	37	18										35	106	
	Active	873	874	941										896	2,688	

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										261,948	785,845
Capitation			\$ 130,549,995	\$ 134,730,410	\$ 134,577,606										\$ 133,286,004	\$ 399,858,011
CAP PMP			\$ 507.17	\$ 514.54	\$ 504.82										\$ 508.83	\$ 1,526.48
Standard	Measure															
Claims Payment	Paid Claims		\$ 101,134,851	\$ 105,437,612	\$ 106,346,549										\$ 104,306,337	\$ 312,919,011
	Suspended		\$ 137,825,528	\$ 124,908,258	\$ 135,265,000										\$ 132,666,262	\$ 397,998,786
	% Suspended		57.68%	54.23%	55.98%										55.98%	55.98%
	Paid/Member		\$ 392.89	\$ 402.67	\$ 398.92										\$ 398.19	\$ 1,194.58
	Paid Loss Ratio		77.47%	78.26%	79.02%										78.26%	78.26%
	Total Paid Claims	90% paid in 30 Days	98.98%	99.54%	99.68%											
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	100.00%											
P/As	Requested		21,027	21,538	21,283										21,283	63,848
	Denied		1,804	1,962	1,879										1,882	5,645
	% Denied		8.58%	9.11%	8.83%										8.84%	8.84%
Member Calls Report #11	# of calls		35,482	35,341	35,537										35,453	106,360
	# Abandoned		330	250	271										284	851
	% Abandoned	5% or less	0.93%	0.71%	0.76%										0.80%	0.80%
	Speed to answer	30 seconds or less	22	24	18										21	
Provider Calls Report #11	# of calls		29,589	28,917	17,736										25,414	76,242
	# Abandoned		409	295	268										324	972
	% Abandoned	5% or less	1.38%	1.02%	0.97%										1.27%	1.27%
	Speed to answer	30 seconds or less	24	13	23										20	
Behavioral Calls Report #11	# of calls		1,012	906	1029										982	2,947
	# Abandoned		1	5	3										3	9
	% Abandoned	7% or less	0.10%	0.55%	0.29%										0.31%	0.31%
	Speed to answer	30 seconds or less	9	12	13										11	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%										100.00%	
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%										0.00%	
	Answered within 30 sec	More than 80%	91.00%	87.00%	86.00%										88.00%	
Avg length	< 10 min	2	2	2										2		
Total Calls	Total Calls		66,083	65,164	54,302										61,850	185,549
	Abandoned		740	550	542										611	1,832
	% Abandoned	5% or less	1.12%	0.84%	1.00%										0.99%	0.99%

Passport Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 1,637,234	\$ 1,688,229	\$ 1,243,811										\$ 1,523,091	\$ 4,569,274.27	
	COB Amount		\$ 10,996,678	\$ 10,038,991	\$ 7,968,869										\$ 9,668,179	\$ 29,004,538.25	
	COB/Member		\$ 42.72	\$ 38.34	\$ 29.89										\$ 36.91	\$ 110.73	
	% of Claims Paid		10.87%	9.52%	7.49%											9.27%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 3,683,959	\$ 4,235,683	\$ 3,901,703										\$ 3,940,448	\$ 11,821,345.14	
	% of Claims Paid		3.64%	4.02%	3.67%										3.78%	3.78%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,865,692	\$ 5,515,773	\$ 4,348,724										\$ 4,576,730	\$ 13,730,189.49	
	% of Claims Paid		3.82%	5.23%	4.09%										4.39%	4.39%	
Potential Subrogation Report #57	Lien/Claim		\$ 12,907,581	\$ 13,542,297	\$ 13,980,410										\$ 13,476,763	\$ 40,430,288.52	
	% of Claims Paid		12.76%	12.84%	13.15%										12.92%	12.92%	
	Recovered		\$ 369,637	\$ 425,626	\$ 466,362										\$ 420,542	\$ 1,261,624.91	
Original Claims Processed Report #58	Claims Received	Total count	913,671	957,892	987,080										952,881	2,858,643	
		Processed	1,010,489	1,059,365	1,071,531										1,047,128	3,141,385	
		Total Charges	\$ 410,759,328	\$ 425,356,114	\$ 463,111,633											\$ 433,075,692	\$ 1,299,227,075
		Avg Charge	\$ 449.57	\$ 444.05	\$ 469.17											\$ 454.49	\$ 454.49
		Avg member	\$ 1,595.73	\$ 1,624.44	\$ 1,737.19												\$ 4,959.86
	Adjudicated to pay status	Total count	694,600	750,892	760,435											735,309	2,205,927
		Percent	76.00%	78.40%	77.00%											77.17%	77.17%
		Charges	\$ 361,792,154	\$ 383,426,469	\$ 376,116,781											\$ 373,778,468	\$ 1,121,335,404
		Avg Charge	\$ 520.86	\$ 510.63	\$ 494.61											\$ 508.33	\$ 508.33
		Avg member	\$ 1,405.50	\$ 1,464.31	\$ 1,410.86												\$ 4,280.75
		Paid	\$ 101,134,851	\$ 105,437,612	\$ 106,346,549											\$ 104,306,337	\$312,919,011
		Average Paid	\$ 145.60	\$ 140.42	\$ 139.85											\$ 141.85	\$ 141.85
		Avg member	\$ 392.89	\$ 402.67	\$ 398.92												\$ 1,194.58
	% Discount	72.05%	72.50%	71.73%												72.09%	
	Adjudicated to deny status	Count	228,485	224,683	223,978											225,715	677,146
		Percent	25.00%	23.50%	22.70%											0.236876728	0.236876728
		Charges	\$ 88,571,787	\$ 75,427,738	\$ 759,614,154											\$ 307,871,226	\$ 923,613,679
		Avg. Charge	\$ 387.65	\$ 335.71	\$ 339.15											\$ 1,363.98	\$ 1,363.98
	Placed in suspended status	Count	87,404	83,790	87,118											86,104	258,312
		Percent	9.60%	8.70%	8.80%											9.04%	9.04%
Charges		\$ 137,825,528	\$ 124,908,258	\$ 135,265,000											\$ 132,666,262	\$ 397,998,786	
Avg Charge		\$ 1,576.88	\$ 1,490.73	\$ 1,552.66											\$ 1,540.77	\$ 1,540.77	

Passport Monthly Contractual Performance Dashboard FY 2015-16

		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
Prior Authorizaton Report #59	Requested	21,027	21,538	21,283										21,283	63,848	
	Approved	No service limits	14,360	14,706	14,425										14,497	43,491
		Within limits	4,335	4,397	4,612										4,448	13,344
		Exceed limits	253	210	87										183	550
	Partially Approved	No service limits	165	151	166										161	482
		Within limits	110	112	114										112	336
		Exceed limits	-	-	-										-	-
Denied	1,804	1,962	1,879											1,882	5,645	
Original Claims Activity #60	Paid Claims	Total claims	694,600	750,892	760,435									735,309	2,205,927	
		1-30 - Days	687,483	747,413	758,008										730,968	2,192,904
		31 - 60 Days	6,473	3,411	2,332										4,072	12,216
		61-90 Days	580	41	89										237	710
		91+ Days	64	27	6										32	97
	Denied Claims	Total claims	228,485	224,693	223,978										225,719	677,156
		1-30 - Days	225,323	222,504	223,184										223,670	671,011
		31 - 60 Days	2,911	2,142	759										1,937	5,812
		61-90 Days	224	21	29										91	274
	Suspended Claims	91+ Days	27	16	6										16	49
		Total claims	87,404	83,790	87,118										86,104	258,312
		1-30 - Days	84,398	82,178	85,774										84,117	252,350
		31 - 60 Days	2,650	1,582	1,289										1,840	5,521
		61-90 Days	332	23	50										135	405
	#67 Provider Credentialing	InProgress	91+ Days	24	7	5									12	36
1-30 Days			241	170	253										221	664
31-60 Days															#DIV/0!	-
61-90 Days															#DIV/0!	-
Received		90+ Days													#DIV/0!	-
		Received	248	246	256										250	750
		Credentialed	237	242	174										218	653
		Processed	237	242	174										218	653
Enrolled	Enrolled	176	156	100										144	432	
	Denied	0	0	0										-	-	
Additions to Network #68	Total Providers	351	388	348										362	1,087	
Termination from MCO #69	Total Providers	53	49	53										52	155	
Program Lock-in #74c	Admitted	129	171	190										163	490	
	Discharged	19	80	40										46	139	
	Active	2,262	2,353	2,503										2,373	7,118	

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										430,311	1,290,934	
Capitation		\$ 206,815,552	\$ 208,190,830	\$ 209,500,556										\$ 208,168,979	\$ 624,506,937	
CAP PMP		\$ 484.38	\$ 483.93	\$ 483.00										\$ 483.76	\$ 1,451.29	
Standard	Measure															
Claims Payment	Paid Claims	\$ 156,844,912	\$ 155,034,775	\$ 170,398,828										\$ 160,759,505	\$ 482,278,514	
	Suspended	\$ 43,474,718	\$ 5,805,930	\$ 43,681,545										\$ 30,987,397	\$ 92,962,192	
	% Suspended	21.70%	3.61%	20.40%										16.16%	16.16%	
	Paid/Member	\$ 367.34	\$ 360.37	\$ 392.85										\$ 373.59	\$ 1,120.77	
	Paid Loss Ratio	75.84%	74.47%	81.34%										77.23%	77.23%	
	Total Paid Claims	90% paid in 30 Days	98.35%	99.60%	99.93%											
	Total Paid Claims	99% paid in 90 Days	98.70%	99.79%	99.97%											
P/As	Requested	36,807	36,530	42,177										38,505	115,514	
	Denied	5,438	5,451	9,653										6,847	20,542	
	% Denied	14.77%	14.92%	22.89%										17.78%	17.78%	
Member Calls Report #11	# of calls	42,717	38,790	52,147										44,551	133,654	
	# Abandoned	1,255	1,703	1,573										1,510	4,531	
	% Abandoned	2.94%	4.39%	3.02%										3.39%	3.39%	
	Speed to answer	30 seconds or less	22	41	27									30		
Provider Calls Report #11	# of calls	22,374	27,293	22,404										24,024	72,071	
	# Abandoned	561	924	720										735	2,205	
	% Abandoned	2.51%	3.39%	3.21%										3.06%	3.06%	
	Speed to answer	30 seconds or less	22	35	37									31		
Behavioral Calls Report #11	# of calls	489	415	296										400	1,200	
	# Abandoned	8	4	2										5	14	
	% Abandoned	1.64%	0.96%	0.68%										1.17%	1.17%	
	Speed to answer	30 seconds or less	10	10	8									9		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%									100.00%		
	Receivng Busy Signal	No Calls	0.00%	0.00%	0.00%									0.00%		
	Answered within 30 sec	More than 80%	93.00%	94.00%	95.00%									94.00%		
Avg length	< 10 min	2	1	3									2			
Total Calls	Total Calls	65,580	66,498	74,847										68,975	206,925	
	Abandoned	1,824	2,631	2,295										2,250	6,750	
	% Abandoned	2.78%	3.96%	3.07%										3.26%	3.26%	

WellCare Monthly Contractual Performance Dashboard FY 2015-16

			Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 1,850,502	\$ 1,604,267	\$ 1,637,333										\$ 1,697,367	\$ 5,092,101.95	
	COB Amount		\$ 24,572,286	\$ 19,553,575	\$ 18,649,266										\$ 20,925,042	\$ 62,775,126.79	
	COB/Member		\$ 57.55	\$ 45.45	\$ 43.00										\$ 48.63	\$ 145.88	
	% of Claims Paid		15.67%	12.61%	10.94%											13.02%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 3,239,590	\$ 3,719,927	\$ 3,023,827										\$ 3,327,781	\$ 9,983,344.28	
	% of Claims Paid		2.07%	2.40%	1.77%										2.07%	2.07%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 6,757,720	\$ 6,668,851	\$ 6,937,235										\$ 6,787,935	\$ 20,363,806.19	
	% of Claims Paid		4.31%	4.30%	4.07%										4.22%	4.22%	
Potential Subrogation Report #57	Lien/Claim		\$ 13,855,748	\$ 15,132,151	\$ 1,009,018										\$ 9,998,973	\$ 29,996,917.81	
	% of Claims Paid		8.83%	9.76%	0.59%										6.22%	6.22%	
	Recovered		\$ 849,062	\$ 1,294,654	\$ 19,610,303										\$ 7,251,340	\$ 21,754,019.37	
Original Claims Processed Report #58	Claims Received	Total count	1,992,895	2,013,500	2,176,802										2,061,066	6,183,197	
		Processed	1,752,223	1,773,720	1,935											1,175,959	3,527,878
		Total Charges	\$ 894,381,418	\$ 3,735,632,406	\$ 2,067,193,447											\$ 2,232,402,424	\$ 6,697,207,271
		Avg Charge	\$ 448.79	\$ 1,855.29	\$ 949.65											\$ 1,083.13	\$ 1,083.13
		Avg member	\$ 2,094.70	\$ 8,683.28	\$ 4,765.86												\$ 15,563.63
	Adjudicated to pay status	Total count	1,416,965	1,415,786	1,564,232											1,465,661	4,396,983
		Percent	71.10%	70.31%	71.86%											71.11%	71.11%
		Charges	\$ 690,217,264	\$ 490,292,974	\$ 778,460,250											\$ 652,990,163	\$ 1,958,970,488
		Avg Charge	\$ 487.11	\$ 346.30	\$ 497.66											\$ 445.53	\$ 445.53
		Avg member	\$ 1,616.53	\$ 1,139.66	\$ 1,794.72												\$ 4,552.45
		Paid	\$ 156,844,912	\$ 155,034,775	\$ 170,398,828											\$ 160,759,505	\$482,278,514
		Average Paid	\$ 110.69	\$ 109.50	\$ 108.93											\$ 109.68	\$ 109.68
		Avg member	\$ 367.34	\$ 360.37	\$ 392.85												\$ 1,120.77
	% Discount	77.28%	68.38%	78.11%												75.38%	
	Adjudicated to deny status	Count	320,838	349,675	358,098											342,870	1,028,611
		Percent	16.10%	17.37%	16.45%											0.166355851	0.166355851
		Charges	\$ 259,838,177	\$ 709,561,526	\$ 165,270,242											\$ 378,223,315	\$ 1,134,669,945
		Avg. Charge	\$ 498.19	\$ 2,029.20	\$ 436.39											\$ 1,103.11	\$ 1,103.11
	Placed in suspended status	Count	2,763	294	2,417											1,825	5,474
		Percent	0.14%	0.01%	0.11%											0.09%	0.09%
Charges		\$ 43,474,718	\$ 5,805,930	\$ 43,681,545											\$ 30,987,397	\$ 92,962,192	
Avg Charge		\$ 15,734.61	\$ 19,748.06	\$ 18,072.63											\$ 16,982.50	\$ 16,982.50	

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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										38,505	115,514	
	Approved	No service limits	27,985	27,459	28,376										27,940	83,820
		Within limits	3,155	3,353	3,857										3,455	10,365
		Exceed limits	60	74	83										72	217
	Partially Approved	No service limits	-	-	-										-	-
		Within limits	162	186	196										181	544
		Exceed limits	-	-	-										-	-
Denied	5,438	5,451	9,653											6,847	20,542	
Original Claims Activity #60	Paid Claims	Total claims	589,494	583,884	630,404									601,261	1,803,782	
		1-30 - Days	579,789	581,573	629,977										597,113	1,791,339
		31 - 60 Days	1,403	783	188										791	2,374
		61-90 Days	625	318	29										324	972
		91+ Days	7,677	1,210	210										3,032	9,097
	Denied Claims	Total claims	66,323	55,409	108,036										76,589	229,768
		1-30 - Days	65,394	54,504	107,632										75,843	227,530
		31 - 60 Days	245	282	170										232	697
		61-90 Days	73	28	33										45	134
	Suspended Claims	91+ Days	611	595	201										469	1,407
		Total claims	14	19	13,999										4,677	14,032
		1-30 - Days	11	19	13,545										4,525	13,575
		31 - 60 Days	3	-	204										69	207
		61-90 Days	-	-	58										19	58
	#67 Provider Credentialing	InProcess	91+ Days	-	-	192									64	192
1-30 Days															#DIV/0!	-
31-60 Days															#DIV/0!	-
61-90 Days															#DIV/0!	-
Received		90+ Days													#DIV/0!	-
		Received	0												-	-
		Credentialed	99												99	99
		Processed	0												-	-
Enrolled	Enrolled	419												419	419	
	Denied	0												-	-	
Additions to Network #68	Total Providers	232	119	157										169	148	
Termination from MCO #69	Total Providers	1	71	0										24	32	
Program Lock-in #74c	Admitted	0	0	0										-	-	
	Discharged	0	0	0										-	-	
	Active	36	36	36										36	108	

Aquired Brain Injury Waiver	2015												Current	AVG YTD	
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req		Age
Active Recipients															
Met LOC w/o Requesting Services	9	9	6	6	7	7	5	10	17						8
Prior Authorized for Traditional Services	154	154	152	152	151	152	156	151	143						152
Prior Authorized for CDO Services Only	13	12	15	13	14	15	15	13	10						13
Prior Authorized for Blended Services	9	11	11	11	13	11	11	11	10						11
TOTAL	185	186	184	182	185	185	187	185	180						184
Slots Available	200	200	200	200	200	200	200	200	200						200
< 18 years of age	0	0	0	0	0	0	0	0	0						0
>= 18 years of age	185	186	184	182	185	185	187	185	180						184
Level of Care Requests															
Number of LOC requests received	34	13	20	20	15	21	11	16	18						19
Number of LOC Approved on First Review	34	13	20	20	14	19	11	15	17						18
Reconsideration Overturned	0	0	0	0	0	1	0	0	0						1
Total Approved	34	13	20	20	14	20	11	15	17						18
Percent Approved	100%	100%	100%	100%	93%	95%	100%	94%	94%						97%
Level of Care Denials															
Medical Necessity Denials	0	0	0	0	1	1	0	1	1						0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0						0
Lack of Information Denial	0	0	0	0	0	0	0	0	0						0
Total Denied	0	0	0	0	1	1	0	1	1						0
Percent Denied	0%	0%	0%	0%	7%	5%	0%	6%	6%						3%
Service Requests															
Number of PA requests received	227	98	122	122	115	163	105	116	160						136
Number of Pended Req from Prior Month	3	8	1	9	2	20	1	14	9						7
Number of PA Approvals	220	104	113	126	88	180	90	115	140						131
Reconsideration Overturned	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						3
Number of PA requests pended for LOI	7	1	3	0	9	1	13	8	23				9/16/2015		7
Total Pended	8	1	9	2	20	1	14	9	23				9/16/2015		10
Total Approved	220	104	113	126	88	180	90	115	140						131
Percent Approved	96%	98%	92%	96%	75%	98.4%	85%	88%	83%						90%
Percent Pended	3%	1%	7%	1%	17%	0.5%	13%	7%	14%						7%
Service Requests Denials															
Medical Necessity Denials	0	0	1	1	2	1	0	0	0						1
Reconsideration Upheld	1	0	0	0	0	0	0	0	0						0
Lack of Information Denial	1	1	0	0	0	0	1	0	0						0

TOTAL	2	1	1	1	2	1	1	0	0				1
Percent Denied	1%	1%	1%	1%	2%	0.6%	1%	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					7
Prior Authorized for Traditional Services	167	166	160	162	159	159	160	168	179					164
Prior Authorized for CDO Services Only	38	37	39	39	40	40	40	42	42					40
Prior Authorized for Blended Services	16	18	15	16	16	16	14	14	16					16
TOTAL	225	226	222	223	222	222	223	233	245					227
Slots Available	200	200	200	200	200	200	200	200	200					200
< 18 years of age	0	0	0	0	0	0	0	0	0					0
>= 18 years of age	225	226	222	223	222	222	222	233	245					227
Level of Care Requests														
Number of LOC requests received	23	13	19	12	12	22	28	35	35					22
Number of LOC Approved on First Review	23	13	17	12	12	22	28	35	32					22
Reconsideration Overturned	0	0	0	0	0	0	0	0	0					0
Total Approved	23	13	17	12	12	22	28	35	32					22
Percent Approved	100%	100%	89%	100%	100%	100%	100%	100%	91%					98%
Level of Care Denials														
Medical Necessity Denials	0	0	2	0	0	0	0	0	2					0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	0	0	0	0	0	0	0	1					0
Total Denied	0	0	2	0	0	0	0	0	3					1
Percent Denied	0%	0%	11%	0%	0%	0%	0%	0%	9%					2%
Service Requests														
Number of PA requests received	136	86	96	168	85	144	144	212	211					142
Number of Pended Req from prior month	23	5	5	1	10	12	11	2	32					11
Number of PA Approvals	154	86	94	145	80	139	144	181	233					140
Reconsideration Overturned	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				9/23/2015	3
Number of PA requests pended for LOI	2	1	1	6	8	8	0	25	6				9/11/2015	6
Total Pended	5	5	1	10	12	11	2	32	8				9/11/2015	10
Total Approved	154	86	94	145	80	139	144	181	233					140
Percent Approved	97%	95%	93%	85.8%	84%	89%	93%	84.5%	96%					91%
Percent Pended	3%	5%	1%	5.9%	13%	7%	1%	15%	3%					6%
Service Requests Denials														
Medical Necessity Denials	0	0	0	2	0	0	0	0	0					0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	0	6	1	2	0	0	0	0					1
TOTAL	0	0	6	3	2	0	0	0	0					1
Percent Denied	0%	0%	6%	1.8%	2%	0%	0%	0%	0%					1%

Home and Community Based Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	391	400	421	387	395	406	407	403	388					400
Prior Authorized for Traditional Services	5,973	5,911	5,812	5,811	5,783	5,792	5,760	5,702	5,627					5,797
Prior Authorized for CDO Services Only	3,065	3,075	3,078	3,117	3,142	3,129	3,102	3,130	3,105					3,105
Prior Authorized for Blended Services	221	220	223	220	216	199	189	187	191					207
TOTAL	9,650	9,606	9,534	9,535	9,536	9,526	9,458	9,422	9,311					9,509
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					1,059
>= 18 years of age	8,619	8,557	8,471	8,470	8,475	8,467	8,391	8,350	8,250					8,450
Level of Care Requests														
Number of LOC requests received	974	837	1,027	1,053	866	952	639	959	935					916
Number of LOC Approved on First Review	937	814	996	1,005	844	925	626	940	916					889
Reconsideration Overturned	8	3	9	6	5	3	4	2	2					42
Total Approved	945	817	1,005	1,011	849	928	630	942	918					894
Percent Approved	97%	98%	98%	96%	98%	97%	99%	98%	98%					98%
Level of Care Denials														
Medical Necessity Denials	25	19	22	40	15	22	8	16	14					20
Reconsideration Upheld	4	1	0	1	1	0	0	0	3					1
Lack of Information Denial	0	0	0	1	1	2	1	1	0					1
Total Denied	29	20	22	42	17	24	9	17	17					22
Percent Denied	3%	2%	2%	4%	2%	3%	1%	2%	2%					2%
Service Requests														
Number of PA requests received	3,283	2,921	3,744	3,783	3,400	3,493	2,492	3,625	3,610					3,372
Number of Pended Req from prior month	317	445	523	497	608	632	508	384	639					506
Number of PA Approvals	3,146	2,819	3,703	3,580	3,271	3,523	2,530	3,298	3,481					3,261
Reconsideration Overturned	0	0	0	0	0	0	0	0	3					0
Number of PA requests pended CDO budget	175	213	248	312	348	246	317	359	279				9/17/2014	277
Number of PA requests pended for LOI	270	310	249	296	284	262	67	280	402				9/12/2015	269
Total Pended	445	523	497	608	632	508	384	639	681				9/17/2014	546
Total Approved	3,146	2,819	3,703	3,580	3,271	3,523	2,530	3,298	3,484					3,262
Percent Approved	87.4%	83.7%	86.8%	83.6%	82%	85%	84%	82%	82%					84%
Percent Pended	12.4%	15.5%	11.6%	14.2%	16%	12%	13%	16%	16%					14%
Service Requests Denials														
Medical Necessity Denials	2	0	2	2	2	13	2	10	12					5
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	7	23	65	64	56	54	47	23	38					42
TOTAL	9	23	67	66	58	67	49	33	50					47
Percent Denied	0.2%	0.8%	1.6%	1.7%	2%	2%	2%	1%	1%					1.4%

Michelle P Waiver	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	209	220	165	349	277	172	182	304	311					243
Prior Authorized for Traditional Services	2,600	2,561	2,557	2,542	2,554	2,560	2,541	2,498	2,465					2,542
Prior Authorized for CDO Services Only	4,609	4,624	4,621	4,633	4,685	4,745	4,716	4,750	4,772					4,684
Prior Authorized for Blended Services	2,309	2,322	2,352	2,388	2,420	2,432	2,434	2,424	2,451					2,392
TOTAL	9,727	9,727	9,695	9,912	9,936	9,909	9,873	9,976	9,999					9,862
Slots Available	10,250	10,250	10,250	10,250	10,250	10,250	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					4,722
>= 18 years of age	5,079	5,098	5,062	5,194	5,198	5,161	5,108	5,175	5,177					5,139
Level of Care Requests														
Number of LOC requests received	920	640	857	1,008	791	748	840	1,025	980					868
Number of LOC Approved on First Review	903	633	855	953	774	745	838	1,010	965					853
Reconsideration Overturned	0	0	0	11	5	1	1	0	4					22
Total Approved	903	633	855	964	779	746	839	1,010	969					855
Percent Approved	98%	99%	99.8%	96%	98%	99.7%	99.9%	99%	99%					99%
Level of Care Denials														
Medical Necessity Denials	11	6	1	36	7	1	1	13	10					10
Reconsideration Upheld	2	0	0	5	0	0	0	1	0					1
Lack of Information Denial	4	1	1	3	4	1	0	1	1					2
Total Denied	17	7	2	44	11	2	1	15	11					12
Percent Denied	2%	1%	0.2%	4%	1%	0.3%	0.1%	1%	1%					1%
Service Requests														
Number of PA requests received	2,735	1,975	2,835	2,435	2,705	2,610	2,701	2,685	2,868					2,617
Number of Pended Req from prior month	519	585	449	483	731	890	674	628	873					648
Number of PA Approvals	2,631	2,082	2,740	2,141	2,448	2,692	2,706	2,360	2,685					2,498
Reconsideration Overturned	1	2	1	1	0	2	0	0	1					1
Number of PA requests pended CDO budget	409	308	318	598	679	483	494	754	752				4/17/2014	4,654
Number of PA requests pended for LOI	176	141	165	133	211	191	134	119	232				9/1/2015	4,375
Total Pended	585	449	483	731	890	674	628	873	984				4/17/2014	700
Total Approved	2,632	2,084	2,741	2,142	2,448	2,694	2,706	2,360	2,686					2,499
Percent Approved	81%	81%	83%	73%	71%	77%	80.2%	71.2%	71.0%					77%
Percent Pended	18%	18%	15%	25%	26%	19%	18.6%	26.4%	26.0%					21%
Service Requests Denials														
Medical Necessity Denials	20	14	24	12	31	12	4	9	12					15
Reconsideration Upheld	1	1	5	0	1	0	0	0	1					1
Lack of Information Denial	16	12	31	15	24	50	29	41	16					26
TOTAL	37	27	60	27	56	62	33	50	29					42
Percent Denied	1%	1%	2%	1%	2%	2%	0.9%	1.3%	1.0%					1%

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

Supports for Community Living Waiver 2	2015												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
Active Recipients														
Met LOC w/o Requesting Services	13	13	15	21	20	18	36	42	34					24
Prior Authorized for Traditional Services	4,192	4,173	4,177	4,187	4,199	4,216	4,218	4,241	4,250					4,206
Prior Authorized for CDO Services Only	N/A					N/A								
Prior Authorized for Blended Services	217	221	228	231	238	244	261	261	283					243
TOTAL	4,422	4,407	4,420	4,440	4,457	4,478	4,515	4,544	4,567					4,472
Slots Available	4,501	4,501	4,701					4,657						
< 18 years of age	4	4	2	2	3	3	3	2	2					3
>= 18 years of age	4,418	4,403	4,418	4,348	4,454	4,475	4,512	4,542	4,565					4,459
Level of Care Requests														
Number of LOC requests received	393	324	422	364	393	415	449	449	402					401
Number of LOC Approved on First Review	390	318	420	361	384	410	444	447	402					397
Reconsideration Overturned	0	0	0	1	1	1	1	0	0					4
Total Approved	390	318	420	362	385	411	445	447	402					398
Percent Approved	99%	98%	99.5%	99%	98%	99%	99%	99.6%	100%					99%
Level of Care Denials														
Medical Necessity Denials	0	0	1	1	1	0	1	0	0					0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	3	6	1	1	7	4	3	2	0					3
Total Denied	3	6	2	2	8	4	4	2	0					3
Percent Denied	1%	2%	0.5%	1%	2%	1%	1%	0.4%	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					2,708
Number of Pended Req from prior month	96	248	235	231	238	249	191	206	252					216
Number of PA Approvals	2,618	2,159	2,797	2,542	2,607	2,629	2,724	2,598	2,604					2,586
Reconsideration Overturned	2	0	0	0	0	1	0	0	1					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				9/1/2015	235
Total Pended	248	235	231	238	249	191	206	252	266				9/1/2015	235
Total Approved	2,618	2,159	2,797	2,542	2,607	2,630	2,724	2,598	2,605					2,587
Percent Approved	90.6%	87.6%	90%	88%	89%	87%	89.5%	86%	87%					88.4%
Percent Pended	8.6%	9.5%	7%	8%	9%	6%	6.8%	8%	9%					8.1%
Service Requests Denials														
Medical Necessity Denials	1	3	6	8	9	8	5	7	6					6
Reconsideration Upheld	0	0	2	0	0	0	0	0	0					0
Lack of Information Denial	21	68	73	67	21	57	52	68	32					51
TOTAL	23	71	81	75	30	65	57	57	38					55
Percent Denied	0.8%	2.9%	3%	3%	1%	2%	1.9%	2%	1%					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