

# MAC Binder Section 4 – Dashboard Reports

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

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A MCO specific report which provides aggregate totals for each measure by report month within the state fiscal year.

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A MCO specific report which provides aggregate totals for each measure by report month within the state fiscal year.

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A MCO specific report which provides aggregate totals for each measure by report month within the state fiscal year.

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A MCO specific report which provides aggregate totals for each measure by report month within the state fiscal year.

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A MCO specific report which provides aggregate totals for each measure by report month within the state fiscal year.

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

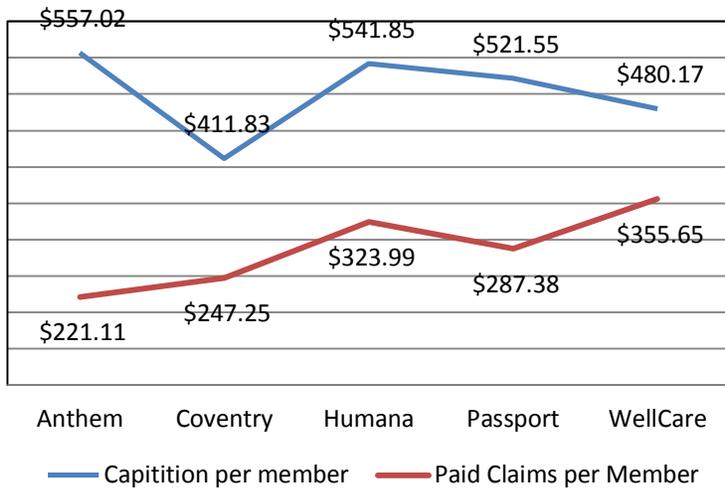
# MCO Monthly Comparison Dashboard - March 2015

			Anthem	Coventry	Humana	Passport	WellCare	Total	
Membership			67,808	301,439	111,349	249,374	434,282	1,164,252	
Capitation			\$ 37,770,491	\$ 124,142,372	\$ 60,334,590	\$ 130,059,843	\$ 208,528,660	560,835,957	
Capitation/Member			\$ 557.02	\$ 411.83	\$ 541.85	\$ 521.55	\$ 480.17	\$ 481.71	
Standard	Measure	Threshold							
Claims Payment	Paid Claims		\$ 14,992,980	\$ 74,530,081	\$ 36,075,666	\$ 71,664,719	\$ 154,453,765	351,717,212	
	Suspended		\$ 4,435,656	\$ 3,810,286	\$ 63,107,772	\$ 122,351,039	\$ 57,118,428	\$ 250,823,180	
	% Suspended		22.83%	4.86%	63.63%	63.06%	27.00%	41.63%	
	Paid per Member		\$ 221.11	\$ 247.25	\$ 323.99	\$ 287.38	\$ 355.65	\$ 302.10	
	Paid Loss Ratio		39.69%	60.04%	59.79%	55.10%	74.07%	62.71%	
	Total All Claims	90% paid in 30 Days		99.90%	99.97%	98.09%	98.87%	99.72%	99.45%
	Total All Claims	99% paid in 90 Days		100.00%	100.00%	99.79%	100.00%	99.86%	99.92%
P/As	Requested		10,254	25,447	6,082	20,217	37,414	99,414	
	Denied		1,116	4,124	934	1,643	5,455	13,272	
	% Denied		10.88%	16.21%	15.36%	8.13%	14.58%	13.35%	
Member Calls Report #11	# of calls		10,599	19,346	15,910	31,014	47,663	124,532	
	# Abandoned		37	289	18	349	1,120	1,813	
	% Abandoned	5% or less	0.35%	1.49%	0.11%	1.13%	2.35%	1.46%	
	Speed to answer	30 seconds or less	8	12	5	26	9	12	
Provider Calls Report #11	# of calls		10,926	13,262	8,484	25,417	23,892	81,981	
	# Abandoned		76	71	7	422	354	930	
	% Abandoned	5% or less	0.70%	0.54%	0.08%	1.66%	1.48%	1.13%	
	Average speed to answer	30 seconds or less	19	12	4	26	12	15	
Behavioral Calls Report #11	# of calls		366	771	254	717	316	2,424	
	# Abandoned		4	0	0	1	16	21	
	% Abandoned	7% or less	1.09%	0.00%	0.00%	0.14%	5.06%	0.87%	
	Average speed to answer	30 seconds or less	6	12	6	5	10	8	
	Answered by 4th ring	at least 99%	98.00%	100.00%	100.00%	100.00%	100.00%	99.60%	
	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%	94.49%	94.00%	87.00%	94.30%	
	Average length	less than 10 min	7	4	2	5	2	4	
	Total Calls		21,891	33,379	24,648	57,148	71,871	208,937	
	# Abandoned		117	360	25	772	1,490	2764	
	% Abandoned		0.53%	1.08%	0.10%	1.35%	2.07%	1.32%	
COB Savings Report #54	MCO paid amount		\$ 234,985	\$ 4,351,713	\$ 486,884	\$ 1,436,009	\$ 1,622,933	\$ 8,132,524	
	COB Amount		\$ 1,055,103	\$ 7,952,662	\$ 2,553,712	\$ 8,809,408	\$ 21,321,927	\$ 41,692,812	
	COB / Member		\$ 15.56	\$ 26.38	\$ 22.93	\$ 35.33	\$ 49.10	\$ 35.81	
	% of Claims Paid		7.04%	10.67%	7.08%	12.29%	13.80%	11.85%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 226,788	\$ 1,806,566	\$ 14,539	\$ 3,278,566	\$ 3,351,391	\$ 8,677,851	
	% of Claims Paid		1.51%	2.42%	0.04%	4.57%	2.17%	2.47%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 1,489,575	\$ 4,040,975	\$ 1,778,049	\$ 4,233,308	\$ 7,374,527	\$ 18,916,435	
	% of Claims Paid		9.94%	5.42%	4.93%	5.91%	4.77%	5.38%	

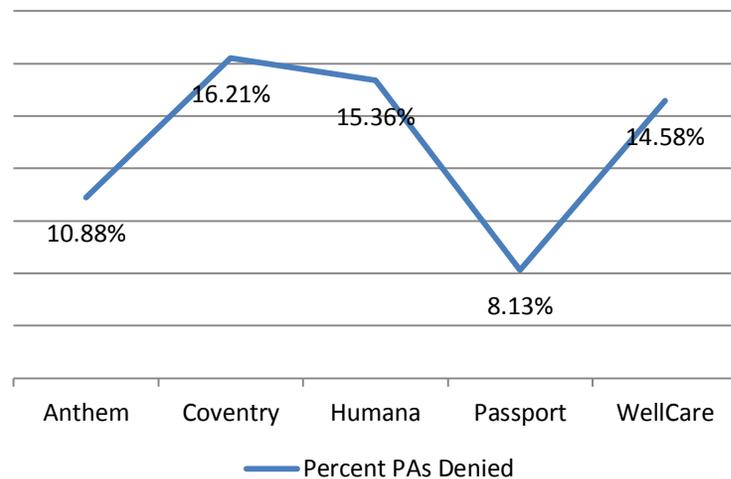
# MCO Monthly Comparison Dashboard - March 2015

			Anthem	Coventry	Humana	Passport	WellCare	Total
Potential Subrogation Report #57		Lien/Claim	\$ 103,002	\$ 8,658,357	\$ 628,252	\$ 10,745,964	\$ 12,594,423	\$ 32,729,997
		% of Claims Paid	0.69%	11.62%	1.74%	14.99%	8.15%	9.31%
		Recovered	\$ 77,956	\$ 606,919	\$ -	\$ 309,856	\$ 616,624	\$ 1,611,356
Original Claims Processed Report #58	Claims Received	Total count	213,527	916,235	458,411	886,790	1,992,301	4,467,264
		Total Processed	193,962	883,163	485,833	913,116	1,744,470	4,220,544
		Total Charges	\$ 99,593,404	\$ 441,547,395	\$ 191,102,119	\$ 361,196,391	\$ 866,714,075	\$ 1,960,153,384
		Avg Charge	\$ 466.42	\$ 481.92	\$ 416.88	\$ 407.31	\$ 435.03	\$ 438.78
		Avg member	\$ 1,468.76	\$ 1,464.80	\$ 1,716.24	\$ 1,448.41	\$ 1,995.74	\$ 1,683.62
	Adjudicated to pay status	Total count	154,234	680,394	326,001	627,745	1,429,387	3,217,761
		Percent	72.23%	74.26%	71.10%	70.80%	71.75%	72.03%
		Charges	\$ 57,861,270	\$ 328,436,168	\$ 106,558,007	\$ 211,042,457	\$ 677,627,038	\$ 1,381,524,940
		Avg Charge	\$ 375.15	\$ 482.71	\$ 326.86	\$ 336.19	\$ 474.07	\$ 429.34
		Avg member	\$ 853.31	\$ 1,089.56	\$ 956.97	\$ 846.29	\$ 1,560.34	\$ 1,186.62
		Paid	\$ 14,992,980	\$ 74,530,081	\$ 36,075,666	\$ 71,664,719	\$ 154,453,765	\$ 351,717,212
		Average Paid	\$ 97.21	\$ 109.54	\$ 110.66	\$ 114.16	\$ 108.06	\$ 109.30
		Avg member	\$ 221.11	\$ 247.25	\$ 323.99	\$ 287.38	\$ 355.65	\$ 302.10
	Adjudicated to deny status	Count	38,895	198,296	92,725	204,019	297,094	831,029
		Percent	18.22%	21.64%	20.20%	23.00%	14.91%	18.60%
		Charges	\$ 19,256,267	\$ 95,586,022	\$ 12,188,861	\$ 61,208,285	\$ 142,721,647	\$ 330,961,082
		Average Charge	\$ 495.08	\$ 482.04	\$ 131.45	\$ 300.01	\$ 480.39	\$ 398.25
	Placed in suspended status	Count	831	4,537	23,950	81,352	5,131	115,801
		Percent	0.39%	0.50%	5.20%	9.20%	0.26%	2.59%
		Charges	\$ 4,435,656	\$ 3,810,286	\$ 63,107,772	\$ 122,351,039	\$ 57,118,428	\$ 250,823,180
		Average Charge	\$ 5,337.73	\$ 839.82	\$ 2,634.98	\$ 1,503.97	\$ 11,132.03	\$ 2,165.98
Prior Authorizaton Report #59	Requested		10,254	25,447	6,082	20,217	37,414	99,414
	Approved	No service limits	771	10,520	4,070	13,533	28,477	57,371
		Within limits	7,586	4,434	754	4,672	131,782	149,228
		Exceed limits	-	4,525	-	125	53	4,703
	Partially Approved	No service limits	-	590	99	159	-	848
		Within limits	17	248	-	85	190	540
		Exceed limits	-	-	-	-	-	-
Denied		1,116	4,124	934	1,643	5,455	13,272	
Original Claims Payment Activity Report #60	Total claims	155,258	680,394	321,381	707,943	1,611,075	3,476,051	
	1-30 - Days	155,106	680,156	315,244	699,957	1,606,609	3,457,072	
	31 - 60 Days	152	219	5,450	7,983	2,254	16,058	
	60+ Days	-	10	687	3	2,212	2,912	
Denied Claims Activity Report #61	Total claims	85,557	198,296	94,074	222,998	329,042	929,967	
	1-30 - Days	85,524	197,728	91,734	220,776	326,877	922,639	
	31 - 60 Days	29	545	927	2,141	919	4,561	
	60+ Days	4	23	1,413	81	1,246	2,767	
Suspended Claims Report #62	Total claims	946	4,537	73,291	101,934	21,242	201,950	
	1-30 - Days	834	4,248	34,855	98,235	16,214	154,386	
	31 - 60 Days	60	95	17,630	3,647	805	22,237	
	60+ Days	52	194	20,806	52	4,223	25,327	
Provider Credentialing #67	In Process	21	3,097	32	343	106	3,599	
	Received	65	445	43	399	7	959	
Termination from MCO Report #69	Total Providers	1	9	11	32	213	266	
Program Lock-in Report #74c	Admitted	0	24	0	165	0	189	
	Discharged	0	22	0	20	0	42	
	Active	0	921	15	1,966	36	2,938	

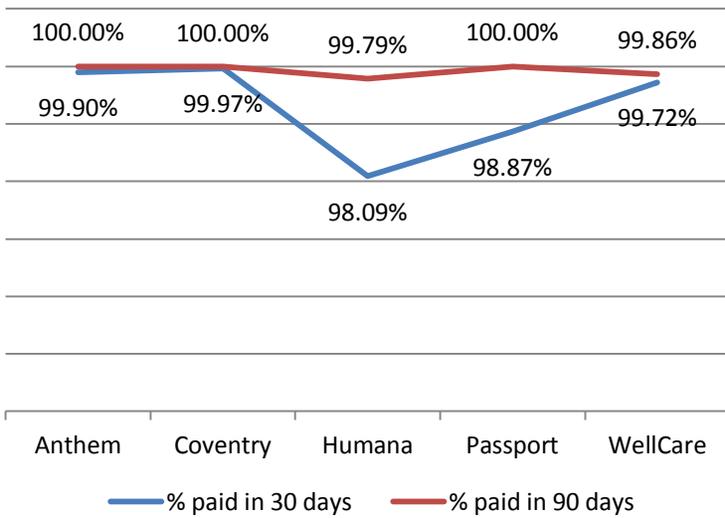
### Capitation v Paid Claims



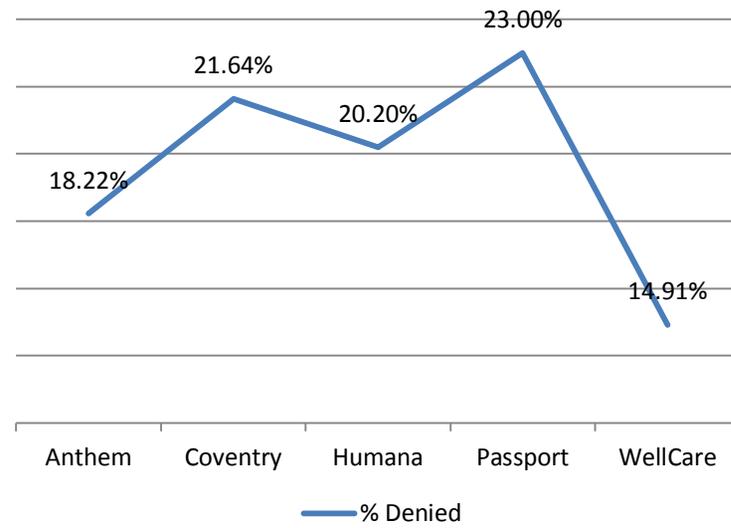
### PAs Denied



### Claims payment activity



### Denied Claims



# Anthem Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			39,781	44,955	48,279	51,814	54,269	58,049	62,947	66,610	67,808				54,946	494,512
Capitation			\$ 23,967,790	\$ 26,304,090	\$ 27,842,363	\$ 29,527,831	\$ 30,829,163	32,482,295	\$ 34,151,281	\$ 36,804,466	\$ 37,770,491				\$ 31,075,530	\$ 279,679,771
CAP PMP			\$ 602.49	\$ 585.12	\$ 576.70	\$ 569.88	\$ 568.08	\$ 559.57	\$ 542.54	\$ 552.54	\$ 557.02				\$ 565.57	\$ 565.57
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 12,976,487	\$ 14,686,879	\$ 13,573,658	\$ 13,073,386	\$ 14,992,980				\$ 12,875,499	\$ 115,879,490
	Suspended		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 6,520,433	\$ 593,344	\$ 7,718,131	\$ 3,269,994	\$ 4,435,656				\$ 3,837,214	\$ 34,534,929
	% Suspended		6.64%	19.17%	13.95%	35.05%	33.44%	3.88%	36.25%	20.01%	22.83%				22.96%	22.96%
	Paid/Member		\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 239.11	\$ 253.01	\$ 215.64	\$ 196.27	\$ 221.11				\$ 234.33	\$ 234.33
	Paid Loss Ratio		43.04%	44.34%	45.43%	40.46%	42.09%	45.22%	39.75%	35.52%	39.69%				41.43%	41.43%
	Total Paid Claims	90% paid in 30 Days	99.56%	99.41%	99.87%	99.89%	99.90%	99.89%	99.94%	99.38%	99.90%					99.74%
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Encounter Submission Report #64	Dispositioned	95%	125,908	261,222	118,825	464,576	250,000	229,794							241,721	1,450,325
	Accepted	Acceptance Rate	124,402	258,361	114,664	437,168	240,846	229,794							234,206	1,405,235
	% Accepted		98.80%	98.90%	96.50%	94.10%	96.34%	100.00%							96.89%	96.89%
PIAs	Requested	Report 59	6,414	6,296	7,013	7,729	6,373	7,229	8,283	7,468	10,254				7,451	67,059
	Denied		573	574	654	674	599	664	856	753	1,116				718	6,463
	% Denied		8.93%	9.12%	9.33%	8.72%	9.40%	9.19%	10.33%	10.08%	10.88%				9.64%	9.64%
Member Calls Report #11	# of calls		10,012	9,609	9,830	11,188	9,943	12,194	13,639	10,224	10,599				10,804	97,238
	# Abandoned		52	83	110	50	39	44	65	76	37				62	556
	% Abandoned	5% or less	0.52%	0.86%	1.12%	0.45%	0.39%	0.36%	0.48%	0.74%	0.35%				0.57%	0.57%
	Speed to answer	30 seconds or less	6	10	11	6	6	6	8	10	8				8	
Provider Calls Report #11	# of calls		9,040	8,749	8,815	9,761	8,925	9,521	10,950	8,808	10,926				9,499	85,495
	# Abandoned		38	76	44	75	116	57	76	63	76				69	621
	% Abandoned	5% or less	0.42%	0.87%	0.50%	0.77%	1.30%	0.60%	0.69%	0.72%	0.70%				0.73%	0.73%
	Speed to answer	30 seconds or less	10	15	12	14	22	15	19	23	19				17	
Behavioral Calls Report #11	# of calls		311	362	326	395	294	398	391	284	366				347	3,127
	# Abandoned		3	0	2	1	0	0	3	0	4				1	13
	% Abandoned	7% or less	0.96%	0.00%	0.61%	0.25%	0.00%	0.00%	0.77%	0.00%	1.09%				0.42%	0.42%
	Speed to answer	30 seconds or less	28	17	12	9	7	7	6	9	6				11	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.00%				99.78%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	83.00%	93.00%	94.00%	96.00%	98.00%	97.00%	96.00%	96.00%	97.00%				94.44%	
	Avg length	< 10 min	7	8	8	8	8	8	8	8	7				8	
Total Calls	Total Calls		19,363	18,720	18,971	21,344	19,162	22,113	24,980	19,316	21,891				20,651	185,860
	Abandoned		93	159	156	126	155	101	144	139	117				132	1,190
	% Abandoned	5% or less	0.48%	0.85%	0.82%	0.59%	0.81%	0.46%	0.58%	0.72%	0.53%				0.64%	0.64%

## Anthem Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL		
COB Savings Report #54	MCO paid amount	\$ 47,456	\$ 117,234	\$ 73,334	\$ 71,169	\$ 158,726	\$ 277,750	\$ 124,771	\$ 107,405	\$ 234,985					\$ 134,759	\$ 1,212,829.12		
	COB Amount	\$ 121,429	\$ 142,923	\$ 147,323	\$ 142,855	\$ 413,999	\$ 1,286,610	\$ 634,381	\$ 400,910	\$ 1,055,103					\$ 482,837	\$ 4,345,532.30		
	COB/Member	\$ 3.05	\$ 3.18	\$ 3.05	\$ 2.76	\$ 7.63	\$ 22.16	\$ 10.08	\$ 6.02	\$ 15.56					\$ 8.79	\$ 8.79		
	% of Claims Paid	1.18%	1.23%	1.16%	1.20%	3.19%	8.76%	4.67%	3.07%	7.04%						3.75%		
Medicaid Cost Avoidance Report #55	Denied Amount	\$ 188,920	\$ 112,841	\$ 104,306	\$ 87,196	\$ 146,797	\$ 345,871	\$ 195,690	\$ 103,346	\$ 226,788					\$ 167,973	\$ 1,511,754.49		
	% of Claims Paid	1.83%	0.97%	0.82%	0.73%	1.13%	2.35%	1.44%	0.79%	1.51%					1.30%	1.30%		
Non-Medicaid Avoidance Report #56	Denied Amount	\$ 1,005,490	\$ 734,354	\$ 677,300	\$ 697,220	\$ 680,293	\$ 681,681	\$ 684,576	\$ 642,594	\$ 1,489,575					\$ 810,342	\$ 7,293,081.97		
	% of Claims Paid	9.75%	6.30%	5.35%	5.84%	5.24%	4.64%	5.04%	4.92%	9.94%					6.29%	6.29%		
Potential Subrogation Report #57	Lien/Claim	\$ 924	\$ -	\$ -	\$ 3,816	\$ 6,635	\$ 5,698	\$ 12,657	\$ 7,256	\$ 103,002					\$ 15,554	\$ 139,986.83		
	% of Claims Paid	0.01%	0.00%	0.00%	0.03%	0.05%	0.04%	0.09%	0.06%	0.69%					0.12%	0.12%		
	Recovered	\$ 909	\$ -	\$ -	\$ 3,374	\$ 6,164	\$ 5,635	\$ 9,382	\$ 7,226	\$ 77,956					\$ 12,294	\$ 110,646.48		
Original Claims Processed Report #58	Claims Received	Total count	143,992	149,852	169,093	183,543	186,453	211,562	182,089	170,490	213,527				178,956	1,610,601		
		Processed	134,607	147,339	157,045	169,595	179,913	200,141	176,412	164,923	193,962				169,326	1,523,937		
		Total Charges	\$ 61,586,727	\$ 63,226,644	\$ 62,010,598	\$ 81,488,728	\$ 86,741,723	\$ 94,505,958	\$ 83,925,049	\$ 84,048,689	\$ 99,593,404					\$ 79,680,836	\$ 717,127,521	
		Avg Charge	\$ 427.71	\$ 421.93	\$ 366.72	\$ 443.98	\$ 465.22	\$ 446.71	\$ 460.90	\$ 492.98	\$ 466.42						\$ 443.62	
		Avg member	\$ 1,548.14	\$ 1,406.44	\$ 1,284.42	\$ 1,572.72	\$ 1,598.37	\$ 1,628.04	\$ 1,333.27	\$ 1,261.80	\$ 1,468.76						\$ 1,450.17	
	Adjudicated to pay status	Total count	113,830	123,906	133,884	132,271	128,488	150,331	137,245	128,612	154,234					133,645	1,202,801	
		Percent	79.05%	82.69%	79.18%	72.07%	68.91%	71.06%	75.37%	75.44%	72.23%						75.11%	
		Charges	\$ 39,830,293	\$ 45,597,291	\$ 49,229,170	\$ 44,348,497	\$ 51,147,125	\$ 57,702,546	\$ 49,679,497	\$ 50,038,941	\$ 57,861,270						\$ 49,492,737	\$ 445,434,629
		Avg Charge	\$ 349.91	\$ 368.00	\$ 367.70	\$ 335.29	\$ 398.07	\$ 383.84	\$ 361.98	\$ 389.07	\$ 375.15							\$ 369.89
		Avg member	\$ 1,001.24	\$ 1,014.29	\$ 1,019.68	\$ 855.92	\$ 942.47	\$ 994.03	\$ 789.23	\$ 751.22	\$ 853.31							\$ 900.76
		Paid	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 12,976,487	\$ 14,686,879	\$ 13,573,658	\$ 13,073,386	\$ 14,992,980						\$ 12,875,499	\$115,879,490
		Average Paid	\$ 90.63	\$ 94.14	\$ 94.48	\$ 90.32	\$ 100.99	\$ 97.70	\$ 98.90	\$ 101.65	\$ 97.21							\$ 96.22
		Avg member	\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 239.11	\$ 253.01	\$ 215.64	\$ 196.27	\$ 221.11							\$ 234.33
	Adjudicated to deny status	% Discount	74.10%	74.42%	74.31%	73.06%	74.63%	74.55%	72.68%	73.87%	74.09%						73.99%	
		Count	20,681	22,224	22,931	35,404	46,930	49,750	36,738	35,834	38,895						34,376	309,387
		Percent	14.36%	14.83%	13.56%	19.29%	25.17%	23.52%	20.18%	21.02%	18.22%							19.21%
		Charges	\$ 11,747,894	\$ 11,699,412	\$ 11,925,260	\$ 18,797,238	\$ 22,283,896	\$ 26,245,444	\$ 19,702,160	\$ 21,755,569	\$ 19,256,267						\$ 18,157,015	\$ 163,413,139
	Placed in suspended status	Avg. Charge	\$ 568.05	\$ 526.43	\$ 520.05	\$ 530.94	\$ 474.83	\$ 527.55	\$ 536.29	\$ 607.12	\$ 495.08						\$ 528.18	
		Count	1,262	2,124	1,627	2,821	5,255	984	2,429	477	831					1,979	17,810	
		Percent	0.88%	1.42%	0.96%	1.54%	2.82%	0.47%	1.33%	0.28%	0.39%						1.12%	
Charges		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 6,520,433	\$ 593,344	\$ 7,718,131	\$ 3,269,994	\$ 4,435,656						\$ 3,837,214	\$ 34,534,929	
Prior Authorizaton Report #59	Requested	Avg Charge	\$ 581.03	\$ 1,302.78	\$ 1,260.43	\$ 2,285.11	\$ 1,240.81	\$ 602.99	\$ 3,177.49	\$ 6,855.33	\$ 5,337.73					\$ 2,515.97		
		Count	6,414	6,296	7,013	7,729	6,373	7,229	8,283	7,468	10,254					7,451	67,059	
	Approved	No service limits	108	104	105	138	102	106	306	237	771					220	1,977	
		Within limits	5,343	5,239	5,741	6,221	5,357	6,030	6,630	5,912	7,586					6,007	54,059	
		Exceed limits	-	-	-	-	-	-	-	-	-					-	-	
	Partially Approved	No service limits	17	5	12	8	14	11	-	-	-					7	67	
		Within limits	22	10	12	17	10	17	10	10	17					14	125	
		Exceed limits	-	-	-	-	-	-	-	-	-					-	-	
	Denied	Count	573	574	654	674	599	664	856	753	1,116					718	6,463	
		Percent	4.51%	4.51%	4.51%	4.51%	4.51%	4.51%	4.51%	4.51%	4.51%					4.51%	4.51%	

## Anthem Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Original Claims payment activity #60	Total claims	114,421	117,875	82,235	87,566	130,605	86,803	127,604	134,026	155,258				115,155	1,036,393
	1-30 Days	113,920	117,176	82,124	87,474	130,479	86,711	127,527	133,194	155,106				114,857	1,033,711
	31 - 90 Days	482	692	104	92	124	92	75	831	152				294	2,644
	90+ Days	19	7	7	-	2	-	2	1	-				4	38
Denied Claims Activity #61	Total claims	52,628	53,673	40,276	26,060	87,691	49,669	78,828	72,715	85,557				60,789	547,097
	1-30 Days	52,915	53,426	40,263	26,049	87,416	49,441	78,818	71,664	85,524				60,613	545,516
	31 - 60 Days	173	184	7	9	240	226	9	7	29				98	884
	60+ Days	35	63	6	2	5	2	1	2	4				13	120
Suspended Claims #62	Total Claims	2,304	2,145	1,739	2,065	5,276	991	2,467	544	946				2,053	18,477
	1-30 - Days	2,281	2,122	1,720	1,915	5,259	984	2,428	487	834				2,003	18,030
	31 - 60 Days	11	11	15	147	17	7	35	34	60				37	337
	60+ Days	12	12	4	8	-	-	4	23	52				13	115
Foster Care Report #65	New Members	6	3	4	13	4	18							8	48
	Existing Members	6	4	12	13	21	32							15	88
Guardianship Report #66	New Members	5	6	7	9	8	6							7	41
	Existing Members	5	6	7	9	8	35							12	70
67 Provider Credentialing	In Process	34	55	22	23	47	17	29	37	21				32	285
	Received	36	21	55	34	31	32	95	110	65				53	479
Termination from MCO #69	Total Providers	30	9	59	8	12	5		3	1				16	127
Program Lock-in #74c	Admitted	0	0	0	0	0	0	0	0	0				-	-
	Discharged	0	0	0	0	0	0	0	0	0				-	-
	Active	0	0	0	0	0	0	0	0	0				-	-

## Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			304,310	309,827	310,395	312,198	312,548	314,214	303,301	306,085	301,439				308,257	2,774,317
Capitation			\$ 129,579,135	\$ 131,733,224	\$ 132,195,702	\$ 132,990,820	\$ 133,566,703	\$ 134,368,363	\$ 128,292,892	\$ 129,306,680	\$ 124,142,372				\$ 130,686,210	\$ 1,176,175,890
CAP PMP			\$ 425.81	\$ 425.18	\$ 425.90	\$ 425.98	\$ 427.35	\$ 427.63	\$ 422.99	\$ 422.45	\$ 411.83				\$ 423.95	\$ 423.95
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 72,685,122	\$ 91,277,319	\$ 82,070,761	\$ 74,113,484	\$ 74,530,081				\$ 81,825,320	\$ 736,427,879
	Suspended		\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 7,181,548	\$ 5,100,941	\$ 4,223,589	\$ 3,827,722	\$ 3,810,286				\$ 4,378,077	\$ 39,402,692
	% Suspended		3.76%	5.22%	4.39%	3.70%	8.99%	5.29%	4.89%	4.91%	4.86%				5.08%	5.08%
	Paid/Member		\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 232.56	\$ 290.49	\$ 270.59	\$ 242.13	\$ 247.25				\$ 265.44	\$ 265.44
	Paid Loss Ratio		61.20%	68.00%	59.50%	70.85%	54.42%	67.93%	63.97%	57.32%	60.04%				62.61%	62.61%
	Total Paid Claims	90% paid in 30 Days	99.96%	99.95%	99.90%	99.95%	99.95%	99.93%	99.91%	99.94%	99.97%					99.94%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%	100.00%	100.00%					100.00%
Encounter Submission Report #64	Dispositioned	95%	838,356	849,033	1,118,262	860,113	888,314	1,071,324							937,567	5,625,402
	Accepted	Acceptance	813,334	826,916	1,073,533	825,969	866,645	1,033,071							906,578	5,439,468
	% Accepted	Rate	97.02%	97.40%	96.00%	96.03%	97.56%	96.43%							96.69%	96.69%
P/As	Requested	Report 59	25,664	29,936	31,521	31,419	24,487	26,179	23,298	21,480	25,447				26,603	239,431
	Denied		2,880	3,919	4,138	4,055	3,032	2,643	3,051	3,318	4,124				3,462	31,160
	% Denied		11.22%	13.09%	13.13%	12.91%	12.38%	10.10%	13.10%	15.45%	16.21%				13.01%	13.01%
Member Calls Report #11	# of calls		26,480	24,757	22,805	23,802	18,934	21,132	23,976	18,613	19,346				22,205	199,845
	# Abandoned		685	527	706	618	549	518	830	354	289				564	5,076
	% Abandoned	5% or less	2.59%	2.13%	3.10%	2.60%	2.90%	2.45%	3.46%	1.90%	1.49%				2.54%	2.54%
	Speed to answer	30 seconds or less	24	16	25	21	26	24	34	17	12				22	
Provider Calls Report #11	# of calls		12,947	12,033	12,870	14,290	11,580	13,078	13,689	11,930	13,262				12,853	115,679
	# Abandoned		144	63	149	149	140	159	200	100	71				131	1,175
	% Abandoned	5% or less	1.11%	0.52%	1.16%	1.04%	1.21%	1.22%	1.46%	0.84%	0.54%				1.02%	1.02%
	Speed to answer	30 seconds or less	26	2	24	20	25	25	28	16	12				20	
Behavioral Calls Report #11	# of calls		1,617	1,575	1,751	1,846	719	749	855	637	771				1,169	10,520
	# Abandoned		5	19	73	39	18	13	1	0	0				19	168
	% Abandoned	7% or less	0.31%	1.21%	4.17%	2.11%	2.50%	1.74%	0.12%	0.00%	0.00%				1.60%	1.60%
	Speed to answer	30 seconds or less	15	33	74	56	52	30	13	13	12				33	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	97.30%	84.80%	58.40%	60.00%	74.60%	93.06%	99.50%	98.90%	99.00%				85.06%	
	Avg length	< 10 min	3	3	3	4	3	3	4	2	4				3	
Total Calls	Total Calls		41,044	38,365	37,426	39,938	31,233	34,959	38,520	31,180	33,379				36,227	326,044
	Abandoned		834	609	928	806	707	690	1,031	454	360				713	6,419
	% Abandoned	5% or less	2.03%	1.59%	2.48%	2.02%	2.26%	1.97%	2.68%	1.46%	1.08%				1.97%	1.97%

## Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 2,187,020	\$ 2,207,167	\$ 2,031,541	\$ 2,575,785	\$ 2,021,800	\$ 2,485,657	\$ 2,625,569	\$ 21,769,621	\$ 4,351,713				\$ 4,695,097	\$ 42,255,873.19	
	COB Amount		\$ 8,187,576	\$ 8,585,719	\$ 7,903,912	\$ 9,345,302	\$ 7,557,342	\$ 9,346,197	\$ 6,962,124	\$ 6,364,801	\$ 7,952,662				\$ 8,022,848	\$ 72,205,634.76	
	COB/Member		\$ 26.91	\$ 27.71	\$ 25.46	\$ 29.93	\$ 24.18	\$ 29.74	\$ 22.95	\$ 20.79	\$ 26.38				\$ 26.03	\$ 26.03	
	% of Claims Paid		10.32%	9.59%	10.05%	9.92%	10.40%	10.24%	8.48%	8.59%	10.67%					9.80%	
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 2,160,831	\$ 2,106,726	\$ 2,966,304	\$ 2,143,768	\$ 1,727,865	\$ 2,176,079	\$ 2,558,792	\$ 1,483,990	\$ 1,806,566				\$ 2,125,658	\$ 19,130,920.88	
	% of Claims Paid		2.72%	2.35%	3.77%	2.28%	2.38%	2.38%	3.12%	2.00%	2.42%				2.60%	2.60%	
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 5,947,849	\$ 4,686,336	\$ 5,483,767	\$ 4,939,189	\$ 3,588,026	\$ 3,558,400	\$ 4,455,270	\$ 3,220,307	\$ 4,040,975				\$ 4,435,569	\$ 39,920,118.71	
	% of Claims Paid		7.50%	5.23%	6.97%	5.24%	4.94%	3.90%	5.43%	4.35%	5.42%				5.42%	5.42%	
Potential Subrogation Report #57	Lien/Claim		\$ 7,212,009	\$ 6,864,945	\$ 7,136,255	\$ 7,713,037	\$ 12,372,836	\$ 7,681,937	\$ 7,628,938	\$ 7,790,087	\$ 8,658,357				\$ 8,117,600	\$ 73,058,399.43	
	% of Claims Paid		9.09%	7.66%	9.07%	8.19%	17.02%	8.42%	9.30%	10.51%	11.62%				9.92%	9.92%	
	Recovered		\$ 495,919	\$ 419,817	\$ 388,298	\$ 525,420	\$ 3,745,678	\$ 607,757	\$ 520,159	\$ 443,182	\$ 606,919				\$ 861,461	\$ 7,753,148.23	
Original Claims Processed Report #58	Claims Received	Total count	946,519	1,061,896	982,656	1,079,761	937,954	1,010,037	979,239	849,359	916,235				973,740	8,763,656	
		Processed	933,476	1,070,201	972,171	1,090,493	897,236	1,051,724	973,956	853,779	883,163				969,578	8,726,199	
		Total Charges	\$ 500,417,616	\$ 489,586,145	\$ 497,125,002	\$ 501,962,925	\$ 446,345,140	\$ 465,201,978	\$ 457,928,585	\$ 412,795,780	\$ 441,547,395					\$ 468,101,174	\$ 4,212,910,566
		Avg Charge	\$ 528.69	\$ 461.05	\$ 505.90	\$ 464.88	\$ 475.87	\$ 460.58	\$ 467.59	\$ 486.01	\$ 481.92					\$ 481	\$ 481
		Avg member	\$ 1,644.43	\$ 1,580.19	\$ 1,601.59	\$ 1,607.84	\$ 1,428.09	\$ 1,480.53	\$ 1,509.82	\$ 1,348.63	\$ 1,464.80					\$ 1,518.54	\$ 1,518.54
	Adjudicated to pay status	Total count	393,279	837,793	746,136	876,697	698,154	816,313	750,615	665,495	680,394					718,320	6,464,876
		Percent	41.55%	78.90%	75.93%	81.19%	74.43%	80.82%	76.65%	78.35%	74.26%					73.77%	73.77%
		Charges	\$ 367,577,323	\$ 394,640,558	\$ 364,401,543	\$ 407,561,816	\$ 318,817,471	\$ 410,166,782	\$ 354,968,788	\$ 323,070,921	\$ 328,436,168					\$ 363,293,486	\$ 3,269,641,370
		Avg Charge	\$ 934.65	\$ 471.05	\$ 488.38	\$ 464.88	\$ 456.66	\$ 502.46	\$ 472.90	\$ 485.46	\$ 482.71					\$ 505.75	\$ 505.75
		Avg member	\$ 1,207.90	\$ 1,273.74	\$ 1,173.99	\$ 1,305.46	\$ 1,020.06	\$ 1,305.37	\$ 1,170.35	\$ 1,055.49	\$ 1,089.56					\$ 1,178.54	\$ 1,178.54
		Paid	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 72,685,122	\$ 91,277,319	\$ 82,070,761	\$ 74,113,484	\$ 74,530,081					\$ 81,825,320	\$736,427,879
		Average Paid	\$ 201.64	\$ 106.92	\$ 105.41	\$ 107.48	\$ 104.11	\$ 111.82	\$ 109.34	\$ 111.37	\$ 109.54					\$ 113.91	\$ 113.91
		Avg member	\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 232.56	\$ 290.49	\$ 270.59	\$ 242.13	\$ 247.25					\$ 265.44	\$ 265.44
	Adjudicated to deny status	% Discount	78.43%	77.30%	78.42%	76.88%	77.20%	77.75%	76.88%	77.06%	77.31%					77.48%	77.48%
		Count	238,041	229,822	222,845	211,520	195,923	223,538	220,892	185,699	198,296					214,064	1,926,576
		Percent	25.15%	21.64%	22.68%	19.59%	20.89%	22.13%	22.56%	21.86%	21.64%					0.219837018	0.219837018
	Placed in suspended status	Charges	\$ 99,594,195	\$ 104,762,434	\$ 98,175,092	\$ 88,683,458	\$ 77,305,672	\$ 90,817,484	\$ 87,685,749	\$ 80,467,342	\$ 95,586,022					\$ 91,453,050	\$ 823,077,448
		Avg. Charge	\$ 418.39	\$ 455.84	\$ 440.55	\$ 419.27	\$ 394.57	\$ 406.27	\$ 396.96	\$ 433.32	\$ 482.04					427.2229324	427.2229324
		Count	2,883	3,428	3,633	3,380	4,386	2,321	2,739	2,743	4,537					3,339	30,050
	Requested	Percent	0.30%	0.32%	0.37%	0.31%	0.47%	0.23%	0.28%	0.32%	0.50%					0.34%	0.34%
Charges		\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 7,181,548	\$ 5,100,941	\$ 4,223,589	\$ 3,827,722	\$ 3,810,286					\$ 4,378,077	\$ 39,402,692	
Avg Charge		\$ 1,075.19	\$ 1,438.43	\$ 992.90	\$ 1,071.21	\$ 1,637.38	\$ 2,197.73	\$ 1,542.02	\$ 1,395.45	\$ 839.82					\$ 1,311.24	\$ 1,311.24	
Prior Authorizator Report #59	Requested		25,664	29,936	31,521	31,419	24,487	26,179	23,298	21,480	25,447				26,603	239,431	
	Approved	No service limits	15,935	14,785	16,254	16,231	13,713	15,465	10,406	8,868	10,520				13,575	122,177	
		Within limits	2,756	4,762	4,375	4,777	4,136	4,346	4,240	4,050	4,434				4,208	37,876	
		Exceed limits	1,416	3,866	4,048	3,838	1,621	1,965	3,801	3,765	4,525				3,205	28,845	
	Partially Approved	No service limits	902	929	976	894	729	824	688	476	590				779	7,008	
		Within limits	494	542	529	542	250	232	192	176	248				356	3,205	
		Exceed limits	-	-	-	-	-	-	-	-	-				-	-	
	Denied		2,880	3,919	4,138	4,055	3,032	2,643	3,051	3,318	4,124				3,462	31,160	

## Coventry Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Original Claims payment activity #60	Total claims	693,279	837,793	746,136	876,697	698,164	816,313	750,615	665,495	680,394				751,654	6,764,886
	1-30 - Days	692,991	837,359	745,355	876,219	697,800	815,762	749,970	665,091	680,156				751,189	6,760,703
	31 - 90 Days	266	397	750	410	326	533	629	378	219				434	3,908
	90+ Days	22	37	31	68	38	18	16	26	10				30	266
Denied Claims Activity #61	Total claims	238,041	229,822	222,845	211,520	195,923	223,538	220,892	185,699	198,296				214,064	1,926,576
	1-30 Days	237,922	229,589	222,622	211,382	195,821	222,915	220,565	185,539	197,728				213,787	1,924,083
	31 - 60 Days	114	213	212	124	88	280	307	145	545				225	2,028
	60+ Days	5	20	11	14	14	343	20	15	23				52	465
Suspended Claims #62	Total Claims	2,883	3,428	3,633	3,380	4,386	2,321	2,739	2,743	4,537				3,339	30,050
	1-30 - Days	2,859	3,406	3,568	3,274	4,376	2,316	2,667	2,548	4,248				3,251	29,262
	31 - 60 Days	22	20	60	102	10	4	71	165	95				61	549
	60+ Days	2	2	5	4	-	1	1	30	194				27	239
Foster Care Report #65	New Members	92	103	129	122	108	70							104	624
	Existing Members	5,107	4,912	5,095	5,150	5,158	5,159							5,097	30,581
Guardianship Report #66	New Members	7	0	5	1	5	8							4	26
	Existing Members	220	570	214	213	200	192							268	1,609
67 Provider Credentialing	In Process	2,509	2,626	2,917	3,062	3,236	3,132	3,128	3,181	3,097				2,988	26,888
	Received	772	337	520	677	410	479	517	468	445				514	4,625
Termination from MCO #69	Total Providers	30	47	40	15	20	15		14	9				24	190
Program Lock-in #74c	Admitted	38	61	46	29	15	49	49	27	24				38	338
	Discharged	142	36	33	37	26	43	166	31	22				60	536
	Active	1,019	1,044	1,053	1,045	1,034	1,040	923	919	921				1,000	8,998

# Humana Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			73,239	80,398	85,473	90,170	93,277	97,624	104,394	109,648	111,349				93,952	845,572
Capitation			\$ 40,541,359	\$ 44,077,720	\$ 46,555,781	\$ 48,461,367	\$ 60,072,306	\$ 52,124,586	\$ 55,799,022	\$ 58,622,135	\$ 60,334,590				\$ 51,843,207	\$ 466,588,867
CAP PMP			\$ 553.55	\$ 548.24	\$ 544.68	\$ 537.44	\$ 644.02	\$ 533.93	\$ 534.50	\$ 534.64	\$ 541.85				\$ 551.80	\$ 551.80
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 23,800,439	\$ 29,751,228	\$ 32,554,761	\$ 32,636,088	\$ 36,075,666				\$ 26,946,388	\$ 242,517,496
	Suspended		\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 64,615,779	\$ 63,769,117	\$ 67,233,343	\$ 60,509,520	\$ 63,107,772				\$ 66,259,737	\$ 596,337,630
	% Suspended		78.28%	79.09%	74.92%	71.82%	73.08%	68.19%	67.38%	64.96%	63.63%				71.09%	71.09%
	Paid/Member		\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 255.16	\$ 304.75	\$ 311.85	\$ 297.64	\$ 323.99				\$ 286.81	\$ 286.81
	Paid Loss Ratio		48.99%	41.64%	48.87%	55.16%	39.62%	57.08%	58.34%	55.67%	59.79%				51.98%	51.98%
	Total Paid Claims	90% paid in 30 Days	98.31%	97.89%	97.10%	92.97%	96.60%	91.60%	94.63%	95.49%	98.09%					95.67%
	Total Paid Claims	99% paid in 90 Days	100.00%	99.99%	100.00%	99.90%	99.67%	98.47%	98.73%	98.63%	99.79%					99.41%
Encounter Submission Report #64	Dispositioned	95%	232,351	404,282	255,505	306,717	477,453	355,447							338,626	2,031,755
	Accepted	Acceptance Rate	227,171	377,594	249,064	284,424	460,628	345,728							324,102	1,944,609
	% Accepted		97.77%	93.40%	97.48%	92.73%	96.48%	97.27%							95.71%	95.71%
P/As	Requested	Report 59	4,441	4,590	4,785	4,807	4,299	4,600	6,055	5,232	6,082				4,988	44,891
	Denied		723	713	707	646	713	784	873	836	934				770	6,929
	% Denied		16.28%	15.53%	14.78%	13.44%	16.59%	17.04%	14.42%	15.98%	15.36%				15.44%	15.44%
Member Calls Report #11	# of calls		14,444	13,714	14,649	16,757	14,133	16,021	17,600	14,219	15,910				15,272	137,447
	# Abandoned		51	12	35	46	50	89	168	27	18				55	496
	% Abandoned	5% or less	0.35%	0.09%	0.24%	0.27%	0.35%	0.56%	0.95%	0.19%	0.11%				0.36%	0.36%
	Speed to answer	30 seconds or less	9	4	8	8	9	14	20	5	5				9	
Provider Calls Report #11	# of calls		8,029	8,027	7,748	8,458	6,748	6,668	7,968	6,915	8,484				7,672	69,045
	# Abandoned		10	4	3	16	15	25	51	6	7				15	137
	% Abandoned	5% or less	0.12%	0.05%	0.04%	0.19%	0.22%	0.37%	0.64%	0.09%	0.08%				0.20%	0.20%
	Speed to answer	30 seconds or less	7	3	3	8	9	12	19	4	4				8	
Behavioral Calls Report #11	# of calls		27	14	12	16	10	14	85	265	254				77	697
	# Abandoned		0	1	0	0	0	0	2	1	0				0	4
	% Abandoned	7% or less	0.00%	7.14%	0.00%	0.00%	0.00%	0.00%	2.35%	0.38%	0.00%				0.57%	0.57%
	Speed to answer	30 seconds or less	7	14	7	11	6	2	13	11	6				9	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	88.46%	92.31%	83.33%	89.67%	90.00%	100.00%	85.89%	87.92%	94.49%				90.23%	
Avg length	< 10 min	2	5	2	3	6	5	3	3	2				3		
Total Calls	Total Calls		22,500	21,755	22,409	25,231	20,891	22,703	25,653	21,399	24,648				23,021	207,189
	Abandoned		61	17	38	62	65	114	221	34	25				71	637
	% Abandoned	5% or less	0.27%	0.08%	0.17%	0.25%	0.31%	0.50%	0.86%	0.16%	0.10%				0.31%	0.31%

# Humana Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 245,803	\$ 266,877	\$ 170,923	\$ 343,549	\$ 279,536	\$ 647,040	\$ 615,370	\$ 672,768	\$ 486,884				\$ 414,306	\$ 3,728,750.44	
	COB Amount		\$ 1,538,038	\$ 1,146,367	\$ 1,022,861	\$ 955,290	\$ 1,330,684	\$ 2,544,078	\$ 3,393,318	\$ 3,645,205	\$ 2,553,712				\$ 2,014,395	\$ 18,129,552.41	
	COB/Member		\$ 21.00	\$ 14.26	\$ 11.97	\$ 10.59	\$ 14.27	\$ 26.06	\$ 32.50	\$ 33.24	\$ 22.93				\$ 21.44	\$ 21.44	
	% of Claims Paid		7.74%	6.25%	4.50%	3.57%	5.59%	8.55%	10.42%	11.17%	7.08%					7.48%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 1,104	\$ -	\$ -	\$ -	\$ -	\$ 20,547	\$ 36,362	\$ 39,798	\$ 14,539				\$ 12,483	\$ 112,349.76	
	% of Claims Paid		0.01%	0.00%	0.00%	0.00%	0.00%	0.07%	0.11%	0.12%	0.04%				0.05%	0.05%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 967,941	\$ 555,548	\$ 499,298	\$ 1,114,425	\$ 1,210,461	\$ 1,210,461	\$ 1,545,623	\$ 1,954,949	\$ 1,778,049				\$ 1,204,084	\$ 10,836,752.36	
	% of Claims Paid		4.87%	3.03%	2.19%	4.17%	5.09%	4.07%	4.75%	5.99%	4.93%				4.47%	4.47%	
Potential Subrogation Report #57	Lien/Claim		\$ 240,042	\$ 275,072	\$ 302,428	\$ 271,252	\$ 272,182	\$ 272,182	\$ 532,403	\$ 558,511	\$ 628,252				\$ 372,481	\$ 3,352,325.19	
	% of Claims Paid		1.21%	1.50%	1.33%	1.01%	1.14%	0.91%	1.64%	1.71%	1.74%				1.38%	1.38%	
	Recovered		\$ 19,845	\$ 41,650	\$ 31,351	\$ 9,677	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ 11,391	\$ 102,523.01
Original Claims Processed Report #58	Claims Received	Total count	298,411	304,481	345,293	360,409	349,079	396,074	416,784	377,965	458,411				367,434	3,306,907	
		Processed	337,729	343,999	379,408	420,127	403,978	452,735	452,536	425,087	485,833				411,270	3,701,432	
		Total Charges	\$ 128,236,278	\$ 127,764,338	\$ 142,700,822	\$ 151,857,459	\$ 146,764,236	\$ 159,860,974	\$ 173,710,422	\$ 165,303,912	\$ 191,102,119					\$ 154,144,507	\$ 1,387,300,560
		Avg Charge	\$ 429.73	\$ 419.61	\$ 413.27	\$ 421.35	\$ 420.43	\$ 403.61	\$ 416.79	\$ 437.35	\$ 416.88					\$ 420	\$ 420
		Avg member	\$ 1,750.93	\$ 1,589.15	\$ 1,669.54	\$ 1,684.12	\$ 1,573.42	\$ 1,637.52	\$ 1,663.99	\$ 1,507.59	\$ 1,716.24					\$ 1,640.67	\$ 1,640.67
	Adjudicated to pay status	Total count	206,421	203,150	235,301	256,878	247,171	288,604	297,719	279,041	326,001					260,032	2,340,286
		Percent	69.17%	66.70%	68.15%	71.27%	70.80%	72.90%	71.40%	73.80%	71.10%					70.77%	70.77%
		Charges	\$ 60,570,397	\$ 48,918,763	\$ 63,166,554	\$ 75,794,953	\$ 68,645,795	\$ 85,894,848	\$ 100,607,461	\$ 101,702,557	\$ 106,558,007					\$ 79,095,482	\$ 711,859,335
		Avg Charge	\$ 293.43	\$ 240.80	\$ 268.45	\$ 295.06	\$ 277.73	\$ 297.62	\$ 337.93	\$ 364.47	\$ 326.86					\$ 304.18	\$ 304.18
		Avg member	\$ 827.02	\$ 608.46	\$ 739.02	\$ 840.58	\$ 735.93	\$ 879.85	\$ 963.73	\$ 927.54	\$ 956.97					\$ 841.87	\$ 841.87
		Paid	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 23,800,439	\$ 29,751,228	\$ 32,554,761	\$ 32,636,088	\$ 36,075,666					\$ 26,946,388	\$242,517,496
		Average Paid	\$ 96.21	\$ 90.34	\$ 96.70	\$ 104.07	\$ 96.29	\$ 103.09	\$ 109.35	\$ 116.96	\$ 110.66					\$ 103.63	\$ 103.63
		Avg member	\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 255.16	\$ 304.75	\$ 311.85	\$ 297.64	\$ 323.99					\$ 286.81	\$ 286.81
	% Discount	67.21%	62.48%	63.98%	64.73%	65.33%	65.36%	67.64%	67.91%	66.14%						65.93%	
	Adjudicated to deny status	Count	54,246	55,793	61,971	64,271	58,484	67,253	74,624	66,704	92,725					66,230	596,071
		Percent	18.18%	18.30%	17.95%	17.83%	16.80%	17.00%	17.90%	17.60%	20.20%					0.180250306	0.180250306
		Charges	\$ 7,556,796	\$ 4,994,995	\$ 5,360,962	\$ 8,401,213	\$ 7,941,121	\$ 7,975,622	\$ 11,690,856	\$ 9,764,796	\$ 12,188,861					\$ 8,430,580	\$ 75,875,222
	Placed in suspended status	Avg. Charge	\$ 139.31	\$ 89.53	\$ 86.51	\$ 130.72	\$ 135.78	\$ 118.59	\$ 156.66	\$ 146.39	\$ 131.45					127.292256	127.292256
		Count	34,593	36,975	39,075	32,369	28,459	28,981	28,273	23,189	23,950					30,652	275,864
	Prior Authorizaton Report #59	Requested	Percent	11.59%	12.10%	11.32%	8.98%	8.30%	7.30%	6.80%	6.10%	5.20%				8.34%	8.34%
			Charges	\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 64,615,779	\$ 63,769,117	\$ 67,233,343	\$ 60,509,520	\$ 63,107,772					\$ 66,259,737
		Avg Charge	\$ 2,069.51	\$ 1,876.80	\$ 1,739.45	\$ 2,105.34	\$ 2,270.49	\$ 2,200.38	\$ 2,378.01	\$ 2,609.41	\$ 2,634.98					\$ 2,161.71	\$ 2,161.71
		Denied	Requested	4,441	4,590	4,785	4,807	4,299	4,600	6,055	5,232	6,082					4,988
	Approved		No service limits	2,757	2,952	3,063	3,136	2,537	3,021	4,055	3,480	4,070					3,230
Within limits			713	672	705	725	612	533	708	617	754					671	6,039
Exceed limits			-	-	-	-	-	-	-	-	-					-	-
Partially Approved	No service limits		123	86	42	125	154	128	138	107	99					111	1,002
	Within limits	-	-	-	1	-	-	-	-	-					0	1	
Exceed limits	-	-	-	-	-	-	-	-	-	-				-	-		

# Humana Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Original Claims payment activity #60	Total claims	226,117	224,639	240,988	289,023	270,673	324,539	310,719	299,706	321,381				278,643	2,507,785
	1-30 - Days	222,290	219,904	233,994	268,718	261,477	297,284	294,043	286,193	315,244				266,572	2,399,147
	31 - 90 Days	3,823	4,723	6,984	20,030	8,293	22,279	12,732	9,421	5,450				10,415	93,735
	90+ Days	4	12	10	275	903	5,076	3,944	4,092	687				1,667	15,003
Denied Claims Activity #61	Total claims	57,138	58,322	68,089	72,716	62,060	73,982	78,140	69,481	94,074				70,445	634,002
	1-30 Days	56,759	57,636	63,291	65,862	59,446	69,245	74,320	67,417	91,734				67,301	605,710
	31 - 60 Days	374	682	2,019	3,460	1,162	3,058	2,852	739	927				1,697	15,273
	60+ Days	5	4	2,779	3,394	1,352	1,697	968	1,325	1,413				1,437	12,937
Suspended Claims #62	Total Claims	62,102	70,988	90,952	101,637	82,233	91,655	81,666	74,522	73,291				81,005	729,046
	1-30 - Days	60,021	63,329	59,748	60,149	43,932	41,449	36,446	36,262	34,855				48,466	436,191
	31 - 60 Days	1,428	6,578	29,262	24,024	15,047	30,453	28,618	22,084	17,630				19,458	175,124
	60+ Days	653	1,081	1,942	17,464	23,254	19,753	16,602	16,176	20,806				13,081	117,731
Foster Care Report #65	New Members	6	10	8	3	4	7							6	38
	Existing Members	104	108	127	144	152	176							135	811
Guardianship Report #66	New Members	4	5	6	3	7	2							5	27
	Existing Members	25	28	32	34	30	34							31	183
67 Provider Credentialing	In Process	119	28	85	61	74	85	76	10	32				63	570
	Received	40	36	37	45	61	46	37	28	43				41	373
Termination from MCO #69	Total Providers	87	17	25	187	21	197	76	30	11				72	651
Program Lock-in #74c	Admitted	0	0	1	0	16	0	0	0	0				2	17
	Discharged	0	0	0	1	0	0	0	0	0				0	1
	Active	0	0	1	0	16	16	16	16	15				9	80

# Passport Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
Membership			194,836	206,464	211,802	217,547	221,494	227,017	241,585	248,516	249,374				224,293	2,018,635	
Capitation			\$ 103,199,695	\$ 108,297,889	\$ 111,031,051	\$ 113,608,984	\$ 115,729,465	\$ 118,360,483	\$ 125,871,394	\$ 129,331,771	\$ 130,059,843				\$ 117,276,730	\$ 1,055,490,574	
CAP PMP			\$ 529.67	\$ 524.54	\$ 524.22	\$ 522.23	\$ 522.49	\$ 521.37	\$ 521.02	\$ 520.42	\$ 521.55				\$ 522.87	\$ 522.87	
Standard	Measure	Threshold															
Claims Payment	Paid Claims	Report 58	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 54,281,087	\$ 67,221,262	\$ 64,754,715	\$ 60,451,953	\$ 71,664,719				\$ 62,018,323	\$ 558,164,909	
	Suspended		\$ 96,632,998	\$ 112,819,781	\$ 102,341,119	\$ 107,074,385	\$ 89,966,999	\$ 116,312,804	\$ 98,577,448	\$ 115,989,609	\$ 122,351,039				\$ 106,896,242	\$ 962,066,182	
	% Suspended		62.05%	67.19%	63.37%	61.71%	62.37%	63.37%	60.35%	65.74%	63.06%				63.28%	63.28%	
	Paid/Member		\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 245.07	\$ 296.11	\$ 268.04	\$ 243.25	\$ 287.38				\$ 276.51	\$ 276.51	
	Paid Loss Ratio		57.27%	50.87%	53.27%	58.49%	46.90%	56.79%	51.45%	46.74%	55.10%				52.88%	52.88%	
	Total Paid Claims		90% paid in 30 Days	99.94%	99.93%	99.77%	99.96%	99.97%	98.59%	98.62%	98.85%	98.87%					99.36%
	Total Paid Claims		99% paid in 90 Days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Encounter Submission Report #64	Dispositioned	95%	899,205	693,510	1,233,834	927,884	930,796	1,052,846							956,346	5,738,075	
	Accepted	Acceptance	727,654	678,917	1,205,757	902,214	906,189	994,999							902,622	5,415,730	
	% Accepted	Rate	80.92%	97.90%	97.72%	97.23%	97.36%	94.51%							94.38%	94.38%	
P/As	Requested	Report 59	19,042	18,093	18,728	21,250	15,539	17,883	19,617	20,652	20,217				19,002	171,021	
	Denied		1,761	1,707	1,700	1,802	1,344	1,512	1,495	1,452	1,643				1,602	14,416	
	% Denied		9.25%	9.43%	9.08%	8.48%	8.65%	8.45%	7.62%	7.03%	8.13%				8.43%	8.43%	
Member Calls Report #11	# of calls		33,897	32,301	29,640	36,875	30,246	33,803	38,682	29,963	31,014				32,936	296,421	
	# Abandoned		302	194	164	358	285	366	384	303	349				301	2,705	
	% Abandoned	5% or less	0.89%	0.60%	0.55%	0.97%	0.94%	1.08%	0.99%	1.01%	1.13%				0.91%	0.91%	
	Speed to answer	30 seconds or less	21	15	12	21	20	22	25	24	26				21		
Provider Calls Report #11	# of calls		21,670	21,143	21,646	23,260	19,301	20,123	23,854	21,078	25,417				21,944	197,492	
	# Abandoned		280	240	224	307	181	282	300	266	422				278	2,502	
	% Abandoned	5% or less	1.29%	1.14%	1.03%	1.32%	0.94%	1.40%	1.26%	1.26%	1.66%				1.27%	1.27%	
	Speed to answer	30 seconds or less	21	21	18	21	16	18	25	27	26				21		
Behavioral Calls Report #11	# of calls		1,014	1,072	1,086	1,087	542	725	775	868	717				876	7,886	
	# Abandoned		3	8	7	4	2	0	2	6	1				4	33	
	% Abandoned	7% or less	0.30%	0.75%	0.64%	0.37%	0.37%	0.00%	0.26%	0.69%	0.14%				0.42%	0.42%	
	Speed to answer	30 seconds or less	12	17	17	11	8	5	8	10	5				10		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%		
	Answered within 30 sec	More than 80%	72.00%	65.00%	59.00%	73.00%	93.94%	96.00%	91.00%	90.00%	94.00%				81.55%		
	Avg length	< 10 min	1	1	1	1	5	2	5	2	5				3		
Total Calls	Total Calls		56,581	54,516	52,372	61,222	50,089	54,651	63,311	51,909	57,148	-	-	-	55,755	501,799	
	Abandoned		585	442	395	669	468	648	686	575	772	-	-	-	582	5,240	
	% Abandoned	5% or less	1.03%	0.81%	0.75%	1.09%	0.93%	1.19%	1.08%	1.11%	1.35%				1.04%	1.04%	

# Passport Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 870,018	\$ 784,388	\$ 1,189,150	\$ 977,731	\$ 824,076	\$ 914,126	\$ 1,061,814	\$ 1,451,882	\$ 1,436,009				\$ 1,056,577	\$ 9,509,193.57	
	COB Amount		\$ 5,162,011	\$ 5,869,248	\$ 8,927,243	\$ 7,190,675	\$ 5,813,533	\$ 6,614,505	\$ 5,456,917	\$ 7,928,449	\$ 8,809,408				\$ 6,863,554	\$ 61,771,987.65	
	COB/Member		\$ 26.49	\$ 28.43	\$ 42.15	\$ 33.05	\$ 26.25	\$ 29.14	\$ 22.59	\$ 31.90	\$ 35.33				\$ 30.60	\$ 30.60	
	% of Claims Paid		8.73%	10.65%	15.09%	10.82%	10.71%	9.84%	8.43%	13.12%	12.29%					11.07%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 2,285,489	\$ 1,765,555	\$ 2,480,649	\$ 2,998,311	\$ 2,610,728	\$ 3,526,302	\$ 2,468,426	\$ 2,936,122	\$ 3,278,566				\$ 2,705,572	\$ 24,350,148.13	
	% of Claims Paid		3.87%	3.20%	4.19%	4.51%	4.81%	5.25%	3.81%	4.86%	4.57%				4.36%	4.36%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,037,305	\$ 3,513,280	\$ 2,657,476	\$ 2,221,716	\$ 2,645,408	\$ 2,715,094	\$ 2,818,452	\$ 2,807,139	\$ 4,233,308				\$ 2,961,020	\$ 26,649,178.86	
	% of Claims Paid		5.14%	6.38%	4.49%	3.34%	4.87%	4.04%	4.35%	4.64%	5.91%				4.77%	4.77%	
Potential Subrogation Report #57	Lien/Claim		\$ 6,867,150	\$ 7,394,614	\$ 7,849,443	\$ 8,477,404	\$ 8,808,749	\$ 9,102,690	\$ 9,475,567	\$ 9,173,281	\$ 10,745,964				\$ 8,654,985	\$ 77,894,861.38	
	% of Claims Paid		11.62%	13.42%	13.27%	12.76%	16.23%	13.54%	14.63%	15.17%	14.99%				13.96%	13.96%	
	Recovered		\$ 215,097	\$ 199,306	\$ 211,491	\$ 361,921	\$ 286,704	\$ 366,468	\$ 398,824	\$ 203,204	\$ 309,856				\$ 283,652	\$ 2,552,870.86	
Original Claims Processed Report #58	Claims Received	Total count	752,883	718,138	768,359	878,284	744,508	844,077	839,964	774,034	886,790				800,782	7,207,037	
		Processed	741,681	735,399	778,923	899,268	748,386	831,281	844,244	785,184	913,116				808,609	7,277,482	
		Total Charges	\$ 286,049,782	\$ 282,040,655	\$ 289,626,289	\$ 314,211,197	\$ 266,366,605	\$ 346,378,748	\$ 320,428,403	\$ 322,297,344	\$ 361,196,391					\$ 309,843,935	\$ 2,788,595,413
		Avg Charge	\$ 379.94	\$ 392.74	\$ 376.94	\$ 357.76	\$ 357.78	\$ 410.36	\$ 381.48	\$ 416.39	\$ 407.31					\$ 386.93	\$ 386.93
		Avg member	\$ 1,468.16	\$ 1,366.05	\$ 1,367.44	\$ 1,444.34	\$ 1,202.59	\$ 1,525.78	\$ 1,326.36	\$ 1,296.89	\$ 1,448.41					\$ 1,381.43	\$ 1,381.43
	Adjudicated to pay status	Total count	500,851	507,989	549,507	578,763	502,382	573,152	578,933	541,343	627,745					551,185	4,960,665
		Percent	66.52%	70.70%	71.52%	65.90%	67.48%	67.90%	68.92%	69.94%	70.80%					68.83%	68.83%
		Charges	\$ 193,762,494	\$ 171,031,955	\$ 187,424,373	\$ 199,335,643	\$ 162,113,083	\$ 198,374,813	\$ 187,129,252	\$ 172,030,758	\$ 211,042,457					\$ 186,916,092	\$ 1,682,244,829
		Avg Charge	\$ 386.87	\$ 336.74	\$ 341.08	\$ 344.42	\$ 322.69	\$ 346.11	\$ 323.23	\$ 317.79	\$ 336.19					\$ 339.12	\$ 339.12
		Avg member	\$ 994.49	\$ 828.39	\$ 884.90	\$ 916.29	\$ 731.91	\$ 873.83	\$ 774.59	\$ 692.23	\$ 846.29					\$ 833.36	\$ 833.36
		Paid	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 54,281,087	\$ 67,221,262	\$ 64,754,715	\$ 60,451,953	\$ 71,664,719					\$ 62,018,323	\$ 558,164,909
		Average Paid	\$ 118.00	\$ 108.47	\$ 107.64	\$ 114.81	\$ 108.05	\$ 117.28	\$ 111.85	\$ 111.67	\$ 114.16					\$ 112.52	\$ 112.52
		Avg member	\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 245.07	\$ 296.11	\$ 268.04	\$ 243.25	\$ 287.38					\$ 276.51	\$ 276.51
	Adjudicated to deny status	% Discount	69.50%	67.79%	68.44%	66.66%	66.52%	66.11%	65.40%	64.86%	66.04%					66.82%	66.82%
		Count	164,789	158,889	164,088	248,229	180,367	187,463	202,105	176,451	204,019					187,378	1,686,400
		Percent	21.89%	22.10%	21.36%	28.26%	24.23%	22.21%	24.06%	22.80%	23.00%					0.233993526	0.233993526
		Charges	\$ 28,537,402	\$ 28,855,039	\$ 30,160,442	\$ 40,694,546	\$ 28,063,557	\$ 45,866,567	\$ 49,152,572	\$ 42,174,276	\$ 61,208,285					\$ 39,412,521	\$ 354,712,686
	Placed in suspended status	Avg. Charge	\$ 173.18	\$ 181.61	\$ 183.81	\$ 163.94	\$ 155.59	\$ 244.67	\$ 243.20	\$ 239.01	\$ 300.01					210.3372188	210.3372188
		Count	76,041	68,612	65,328	72,276	65,637	70,666	63,206	67,390	81,352					70,056	630,508
		Percent	10.10%	9.60%	8.50%	8.23%	8.82%	8.37%	7.52%	8.71%	9.20%					8.75%	8.75%
	Prior Authorizer Report #59	Requested		19,042	18,093	18,728	21,250	15,539	17,883	19,617	20,652	20,217				19,002	171,021
		Approved	No service limits	11,651	11,474	12,042	14,426	10,100	12,294	13,457	11,922	13,533					12,322
	Within limits		5,012	4,392	4,440	4,633	3,773	3,731	4,344	6,988	4,672					4,665	41,985
	Exceed limits		225	110	96	78	63	99	76	86	125					106	958
Partially Approved	No service limits	180	215	274	146	128	128	138	118	159					165	1,486	
	Within limits	213	195	176	165	131	119	107	86	85					142	1,277	
	Exceed limits	-	-	-	-	-	-	-	-	-					-	-	
Denied		1,761	1,707	1,700	1,802	1,344	1,512	1,495	1,452	1,643					1,602	14,416	

## Passport Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Original Claims payment activity #60	Total claims	536,811	567,430	619,517	644,739	576,879	647,524	659,467	626,616	707,943				620,770	5,586,926
	1-30 - Days	536,498	567,015	618,074	644,504	576,732	638,413	650,377	619,433	699,957				616,778	5,551,003
	31 - 90 Days	310	414	1,440	235	144	9,109	9,088	7,169	7,983				3,988	35,892
	90+ Days	3	1	3	-	3	2	2	10	3				3	27
Denied Claims Activity #61	Total claims	183,534	195,447	183,424	267,708	210,981	209,675	221,470	199,339	222,998				210,508	1,894,576
	1-30 Days	183,167	194,604	183,054	267,632	210,498	206,433	217,603	196,564	220,776				208,926	1,880,331
	31 - 60 Days	303	843	368	76	483	3,232	2,862	2,549	2,141				1,429	12,857
	60+ Days	64	-	2	-	-	10	5	226	81				43	388
Suspended Claims #62	Total Claims	80,913	73,167	70,344	77,387	72,964	79,700	72,299	77,952	101,934				78,518	706,660
	1-30 - Days	90,851	72,938	69,973	77,141	72,670	77,129	70,494	75,427	98,235				78,318	704,858
	31 - 60 Days	64	228	671	246	293	2,557	1,786	2,368	3,647				1,318	11,860
	60+ Days	4	1	-	-	1	14	18	157	52				27	247
Foster Care Report #65	New Members	54	77	78	89	104	74							79	476
	Existing Members	1,245	1,232	1,252	1,267	1,315	1,322							1,272	
Guardianship Report #66	New Members	8	6	10	5	2	7							6	
	Existing Members	27	24	30	31	29	27							28	
67 Provider Credentialing	In Process	448	197	284	194	152	78	81	54	343				203	1,831
	Received	857	567	604	379	254	460	230	114	399				429	3,864
Termination from MCO #69	Total Providers	46	112	44	76	69	69		36	32				61	484
Program Lock-in #74c	Admitted	54	67	103	100	178	146	142	179	165				126	
	Discharged	5	123	0	0	0	34	0	75	20				29	
	Active	1,138	1,082	1,185	1,285	1,463	1,575	1,717	1,821	1,966				1,470	

# WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Membership			388,758	399,808	404,363	409,143	412,649	416,932	429,702	436,205	434,282				414,649	3,731,842
Capitation			\$ 185,071,590	\$ 189,697,267	\$ 192,053,005	\$ 195,328,443	\$ 197,123,191	\$ 199,091,486	\$ 205,693,653	\$208,620,103	\$ 208,528,660				\$ 197,911,933	\$ 1,781,207,398
CAP PMP			\$ 476.06	\$ 474.47	\$ 474.95	\$ 477.41	\$ 477.70	\$ 477.52	\$ 478.69	\$ 478.26	\$ 480.17				\$ 477.30	\$ 477.30
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 140,138,719	\$ 145,916,597	\$ 137,029,693	\$ 126,245,689	\$ 154,453,765				\$ 139,443,514	\$ 1,254,991,624
	Suspended		\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 92,681,856	\$ 73,138,582	\$ 55,630,435	\$ 52,405,595	\$ 57,118,428				\$ 68,634,611	\$ 617,711,502
	% Suspended		30.21%	18.36%	38.25%	42.93%	39.81%	33.39%	28.87%	29.33%	27.00%				32.99%	32.99%
	Paid/Member		\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 339.61	\$ 349.98	\$ 318.89	\$ 289.42	\$ 355.65				\$ 336.29	\$ 336.29
	Paid Loss Ratio		66.91%	68.39%	78.18%	75.51%	71.09%	73.29%	66.62%	60.51%	74.07%				70.46%	70.46%
	Total Paid Claims	90% paid in 30 Days	99.92%	99.92%	99.91%	99.81%	99.45%	99.76%	99.60%	99.51%	99.72%					99.73%
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	99.99%	99.91%	99.92%	99.99%	99.85%	99.74%	99.86%					99.92%
Encounter Submission Report #64	Dispositioned	95%	1,568,152	1,778,917	1,862,104	1,590,921	1,511,769	1,860,103							1,695,328	10,171,966
	Accepted	Acceptance	1,561,289	1,751,334	1,851,048	1,583,230	1,502,422	1,850,865							1,683,365	10,100,188
	% Accepted	Rate	99.56%	98.45%	99.41%	99.52%	99.38%	99.50%							99.29%	99.29%
P/As	Requested	Report 59	33,127	33,294	33,720	26,156	32,509	31,307	36,258	31,604	37,414				32,821	295,389
	Denied		5,164	4,951	4,801	396	6,842	5,200	5,829	5,007	5,455				4,849	43,645
	% Denied		15.59%	14.87%	14.24%	1.51%	21.05%	16.61%	16.08%	15.84%	14.58%				14.78%	14.78%
Member Calls Report #11	# of calls		58,201	57,026	52,435	52,696	46,049	43,360	56,345	43,433	47,663				50,801	457,208
	# Abandoned		3,055	2,169	935	1,007	1,464	1,296	805	593	1,120				1,383	12,444
	% Abandoned	5% or less	5.25%	3.80%	1.78%	1.91%	3.18%	2.99%	1.43%	1.37%	2.35%				2.72%	2.72%
	Speed to answer	30 seconds or less	20	11	6	6	17	18	8	7	9				11	
Provider Calls Report #11	# of calls		23,941	23,691	23,809	24,399	19,818	21,454	25,365	22,969	23,892				23,260	209,338
	# Abandoned		504	498	573	383	281	259	528	425	354				423	3,805
	% Abandoned	5% or less	2.11%	2.10%	2.41%	1.57%	1.42%	1.21%	2.08%	1.85%	1.48%				1.82%	1.82%
	Speed to answer	30 seconds or less	21	23	29	13	13	10	18	16	12				17	
Behavioral Calls Report #11	# of calls		296	334	322	310	282	259	407	290	316				313	2,816
	# Abandoned		10	23	25	18	5	7	13	19	16				15	136
	% Abandoned	7% or less	3.38%	6.89%	7.76%	5.81%	1.77%	2.70%	3.19%	6.55%	5.06%				4.83%	4.83%
	Speed to answer	30 seconds or less	17	26	41	13	9	9	9	15	10				17	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	
	Answered within 30 sec	More than 80%	90.00%	81.00%	82.00%	83.00%	94.00%	92.00%	91.00%	80.00%	87.00%				86.67%	
	Avg length	< 10 min	2	2	1	1	1	1	1	1	2				1	
Total Calls	Total Calls		82,438	81,051	76,566	77,405	66,149	65,073	82,117	66,692	71,871				74,374	669,362
	Abandoned		3,569	2,690	1,533	1,408	1,750	1,562	1,346	1,037	1,490				1,821	16,385
	% Abandoned	5% or less	4.33%	3.32%	2.00%	1.82%	2.65%	2.40%	1.64%	1.55%	2.07%	#DIV/0!	#DIV/0!	#DIV/0!	2.45%	2.45%

# WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL	
COB Savings Report #54	MCO paid amount		\$ 1,341,089	\$ 1,179,811	\$ 1,458,328	\$ 1,434,981	\$ 1,566,077	\$ 1,703,659	\$ 1,561,734	\$ 1,690,541	\$ 1,622,933				\$ 1,506,573	\$ 13,559,153.41	
	COB Amount		\$ 16,621,220	\$ 23,179,102	\$ 19,385,305	\$ 20,656,758	\$ 20,190,603	\$ 21,673,186	\$ 19,288,294	\$ 18,754,749	\$ 21,321,927				\$ 20,119,016	\$ 181,071,142.83	
	COB/Member		\$ 42.75	\$ 57.98	\$ 47.94	\$ 50.49	\$ 48.93	\$ 51.98	\$ 44.89	\$ 43.00	\$ 49.10				\$ 48.52	\$ 48.52	
	% of Claims Paid		13.42%	17.87%	12.91%	14.00%	14.41%	14.85%	14.08%	14.86%	13.80%					14.43%	
Medicare Cost Avoidance Report #55	Denied Amount		\$ 3,336,757	\$ 4,155,220	\$ 2,847,084	\$ 2,734,302	\$ 2,847,608	\$ 4,076,664	\$ 3,979,265	\$ 3,345,857	\$ 3,351,391				\$ 3,408,239	\$ 30,674,149.13	
	% of Claims Paid		2.69%	3.20%	1.90%	1.85%	2.03%	2.79%	2.90%	2.65%	2.17%				2.44%	2.44%	
Non-Medicare Avoidance Report #56	Denied Amount		\$ 3,872,031	\$ 3,644,680	\$ 3,584,575	\$ 5,875,697	\$ 5,669,871	\$ 5,923,094	\$ 6,576,787	\$ 6,598,508	\$ 7,374,527				\$ 5,457,752	\$ 49,119,769.88	
	% of Claims Paid		3.13%	2.81%	2.39%	3.98%	4.05%	4.06%	4.80%	5.23%	4.77%				3.91%	3.91%	
Potential Subrogation Report #57	Lien/Claim		\$ 7,150,577	\$ 6,730,882	\$ 7,286,779	\$ 8,124,237	\$ 9,049,566	\$ 9,034,578	\$ 9,727,845	\$ 11,541,241	\$ 12,594,423				\$ 9,026,681	\$ 81,240,126.68	
	% of Claims Paid		5.77%	5.19%	4.85%	5.51%	6.46%	6.19%	7.10%	9.14%	8.15%				6.47%	6.47%	
	Recovered		\$ 384,187	\$ 431,855	\$ 461,853	\$ 528,974	\$ 478,811	\$ 502,243	\$ 534,850	\$ 515,732	\$ 616,624				\$ 495,014	\$ 4,455,130.30	
Original Claims Processed Report #58	Claims Received	Total count	1,788,288	1,907,233	1,961,151	1,960,559	1,938,101	2,038,425	1,906,267	1,643,983	1,992,301				1,904,034	17,136,308	
		Processed	1,553,996	1,675,382	1,754,786	1,707,652	1,672,980	1,822,055	1,685,479	1,457,985	1,744,470				1,674,976	15,074,785	
		Total Charges	\$ 830,221,365	\$ 824,285,214	\$ 823,723,018	\$ 856,178,748	\$ 776,902,406	\$ 824,545,357	\$ 792,071,831	\$ 746,910,246	\$ 866,714,075					\$ 815,728,029	\$ 7,341,552,261
		Avg Charge	\$ 464.25	\$ 432.19	\$ 420.02	\$ 436.70	\$ 400.86	\$ 404.50	\$ 415.51	\$ 454.33	\$ 435.03					\$ 428	\$ 428
		Avg member	\$ 2,135.57	\$ 2,061.70	\$ 2,037.09	\$ 2,092.61	\$ 1,882.72	\$ 1,977.65	\$ 1,843.30	\$ 1,712.29	\$ 1,995.74					\$ 1,967.27	
	Adjudicated to pay status	Total count	1,188,704	1,282,629	1,345,036	1,333,919	1,308,580	1,460,483	1,344,313	1,175,643	1,429,387					1,318,744	11,868,694
		Percent	66.47%	67.25%	68.58%	68.04%	67.52%	71.65%	70.52%	71.51%	71.75%					69.26%	69.26%
		Charges	\$ 551,240,969	\$ 548,888,348	\$ 638,451,003	\$ 639,695,071	\$ 565,761,805	\$ 560,073,357	\$ 545,486,427	\$ 593,435,173	\$ 677,627,038					\$ 591,184,354	\$ 5,320,659,190
		Avg Charge	\$ 463.73	\$ 427.94	\$ 474.67	\$ 479.56	\$ 432.35	\$ 383.49	\$ 405.77	\$ 504.77	\$ 474.07					\$ 448.29	\$ 448.29
		Avg member	\$ 1,417.95	\$ 1,372.88	\$ 1,578.91	\$ 1,563.50	\$ 1,371.05	\$ 1,343.32	\$ 1,269.45	\$ 1,360.45	\$ 1,560.34					\$ 1,425.75	
		Paid	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 140,138,719	\$ 145,916,597	\$ 137,029,693	\$ 126,245,689	\$ 154,453,765					\$ 139,443,514	\$1,254,991,624
		Average Paid	\$ 104.17	\$ 101.14	\$ 111.63	\$ 110.58	\$ 107.09	\$ 99.91	\$ 101.93	\$ 107.38	\$ 108.06					\$ 105.74	\$ 105.74
		Avg member	\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 339.61	\$ 349.98	\$ 318.89	\$ 289.42	\$ 355.65					\$ 336.29	
	Adjudicated to deny status	Count	351,936	384,510	363,744	332,834	341,085	346,338	325,826	266,304	297,094					334,408	3,009,671
		Percent	19.68%	20.16%	18.55%	16.98%	17.60%	16.99%	17.09%	16.20%	14.91%					0.175631239	0.175631239
		Charges	\$ 164,053,266	\$ 168,528,587	\$ 141,328,097	\$ 131,364,981	\$ 137,601,755	\$ 414,972,096	\$ 133,478,772	\$ 159,467,831	\$ 142,721,647					\$ 177,057,448	\$ 1,593,517,033
		Avg. Charge	\$ 466.15	\$ 438.29	\$ 388.54	\$ 394.69	\$ 403.42	\$ 1,198.17	\$ 409.66	\$ 598.82	\$ 480.39					529.465524	529.465524
	Placed in suspended status	Count	8,215	2,717	17,897	24,908	14,600	6,302	6,896	7,672	5,131					10,482	94,338
		Percent	0.46%	0.14%	0.91%	1.27%	0.75%	0.31%	0.36%	0.47%	0.26%					0.55%	0.55%
		Charges	\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 92,681,856	\$ 73,138,582	\$ 55,630,435	\$ 52,405,595	\$ 57,118,428					\$ 68,634,611	\$ 617,711,502
Avg Charge		\$ 6,525.54	\$ 10,741.05	\$ 5,195.82	\$ 4,454.65	\$ 6,348.07	\$ 11,605.61	\$ 8,067.06	\$ 6,830.76	\$ 11,132.03					\$ 6,547.85	\$ 6,547.85	
Prior Authorizator Report #59	Requested		33,127	33,294	33,720	26,156	32,509	31,307	36,258	31,604	37,414				32,821	295,389	
	Approved	No service limits	24,588	24,653	24,950	25,196	22,303	22,909	27,418	23,701	28,477					24,911	224,195
		Within limits	3,092	3,356	3,632	564	3,052	2,949	2,780	2,635	131,782					17,094	153,842
		Exceed limits	38	46	47	-	52	39	52	43	53					41	370
	Partially Approved	No service limits	-	-	-	-	-	-	-	-	-					-	-
		Within limits	242	287	287	-	250	205	176	172	190					201	1,809
		Exceed limits	-	-	-	-	-	-	-	-	-					-	-
Denied		5,164	4,951	4,801	396	6,842	5,200	5,829	5,007	5,455				4,849	43,645		

## WellCare Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	AVG	TOTAL
Original Claims payment activity #60	Total claims	1,366,016	1,486,599	1,552,696	1,547,699	1,547,671	1,614,111	1,546,431	1,373,764	1,611,075				1,516,229	13,646,062
	1-30 - Days	1,364,890	1,485,426	1,551,271	1,544,808	1,539,141	1,610,251	1,540,320	1,367,032	1,606,609				1,512,194	13,609,748
	31 - 90 Days	995	1,109	1,333	1,569	7,320	3,715	3,738	3,201	2,254				2,804	25,234
	90+ Days	131	64	92	1,322	1,200	145	2,373	3,531	2,212				1,230	11,070
Denied Claims Activity #61	Total claims	397,957	429,955	406,887	375,555	406,558	381,875	366,712	304,446	329,042				377,665	3,398,987
	1-30 Days	397,004	428,879	405,854	373,058	403,024	378,296	359,772	302,232	326,877				375,000	3,374,996
	31 - 60 Days	513	1,010	719	899	2,959	1,985	1,324	921	919				1,250	11,249
	60+ Days	440	66	414	1,598	575	1,594	5,616	1,293	1,246				1,427	12,842
Suspended Claims #62	Total Claims	17,984	17,350	29,801	42,369	30,426	13,992	25,229	22,640	21,242				24,559	221,033
	1-30 - Days	15,961	15,854	28,101	38,785	27,618	11,034	22,884	20,664	16,214				21,902	197,115
	31 - 60 Days	1,958	371	380	2,335	1,399	1,293	1,284	821	805				1,183	10,646
	60+ Days	65	1,125	1,320	1,249	1,409	1,665	1,061	1,155	4,223				1,475	13,272
Foster Care Report #65	New Members	216	161	255	183	148	142							184	1,105
	Existing Members	4,960	4,803	4,822	6,192	6,158	6,191							5,521	33,126
Guardianship Report #66	New Members	21	13	9	6	11	17							13	77
	Existing Members	207	208	201	197	186	190							198	1,189
67 Provider Credentialing	In Process	28	40	33	62	0	104	0	101	106				53	474
	Received	18	25	6	39	0	36	0	8	7				15	139
Termination from MCO #69	Total Providers	4	84	59	117	7	134	253	77	213				105	
Program Lock-in #74c	Admitted	0	0	0	47	0	0	0	0	0				5	47
	Discharged	0	0	47	0	0	0	0	0	0				5	47
	Active	47	47	0	47	47	47	47	38	36	36			38	345

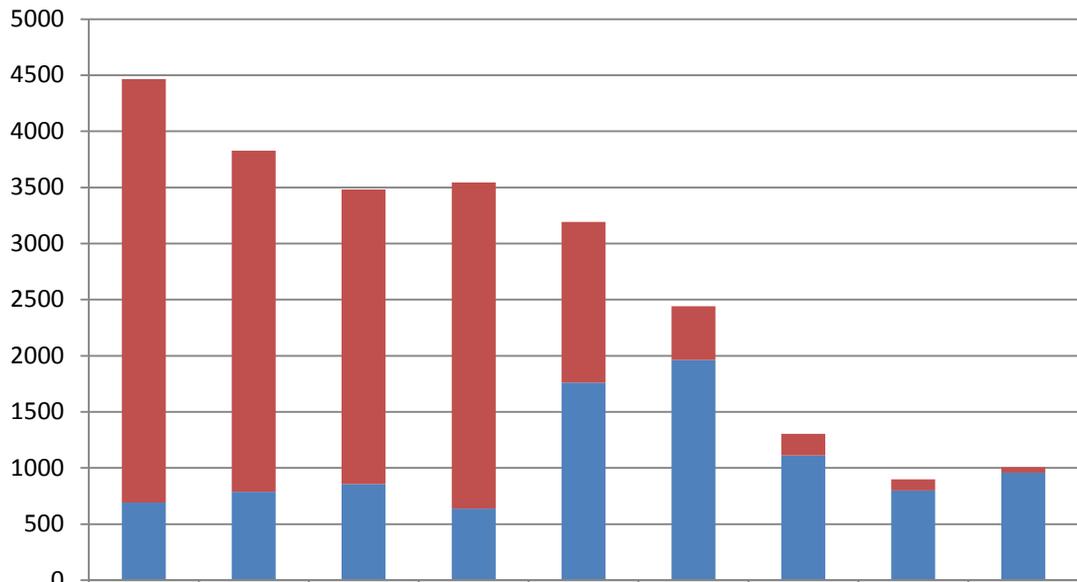
# MCO Quarterly Grievance/Appeal Activity

1/1/2015 - 3/31/2015

	Anthem	Coventry	Humana	Passport	WellCare	TOTAL
<b>GRIEVANCES</b>						
<b>Member</b>						
Received	80	24	308	55	490	957
Notice sent in 5 days	80	23	307	55	462	927
Extension Granted	0	4	0	10	7	21
Resolved	73	15	295	55	326	764
Pending	7	0	13	0	164	184
Untimely Resolution	15	0	0	0	0	15
% Untimely	20.55%	0.00%	0.00%	0.00%	0.00%	
<b>Top Three Grievances</b>	Billing Issue	Provider attitude	Slow Treatment	Access	Provider Billing	
	Quality of Care	Appt. Availability	Provider Billing	Attitude	Unhappy w/Service	
	Provider attitude	Unhappy w/service	Billing Issue	Quality of Care	Billing Issue	
<b>Provider</b>						
Received	1	3	19	26	0	49
Extension Granted	0	0	0	0	0	0
Resolved	0	3	17	26	0	46
Pending	1	0	2	0	0	
Untimely Resolution	0	0	0	0		
% Untimely		0.00%	0.00%	0.00%		
<b>Top Three Grievances</b>		Unhappy w/service	Biling Issue	Incorrect payment/denial		
			Dissatisfied w/Info	Slow Pay		
			Slow payment	Fee Schedule		
<b>APPEALS</b>						
<b>Member</b>						
<b>Beginning</b>	2	39	6	-	157	204
Expedited Received	-	11	1	5	799	816
Non-Expedited Recvd	28	137	80	129	855	1,229
<b>Total Received</b>	28	148	81	134	1,654	2,045
<b>Resolved</b>	27	147	81	134	1,539	1,928
<b>Remaining</b>	3	40	6	-	157	206
% Expedited Resolved in 3 days	N/A	100.00%	0.00%	100.00%	97.00%	
% Non-Expedited Resolved in 30 days	100.00%	99.26%	100.00%	100.00%	99.00%	
<b>Top Three Appeals</b>	Physicians	Pharmacy	Pharmacy	Inpatient Hospital	Pharmacy	
	Inpatient Hospital	Mental Hospital	Dental	EPSDT Related	Lab/X-Ray	
	Outpatient Hospital	Outpatient Hospital	Outpatient Hospital	OT and SLP	Mental Hospital	
<b>Provider</b>						
<b>Beginning</b>	302	103	778	4	829	2,016
<b>Total Received</b>	1,661	1,087	1,881	1,651	3,536	9,816
<b>Resolved</b>	1,692	988	2,282	1,651	3,131	9,744
<b>Remaining</b>	276	202	377	4	1,234	2,093
<b>Resolved in 30 days</b>	88.00%	98.89%	60.95%	100.00%	90.00%	
<b>Top Three Appeals</b>	Inpatient Hospital	inpatient/outpatient	Physician	Physicians	Outpatient	
	Outpatient Hospital	Outpatient Hospital	Outpatient Hospital	Nurse Practitioner	Physician	
	Chiropractor	Mental Hospital	DIME	Outpatient Hospital	Independent Lab	
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						

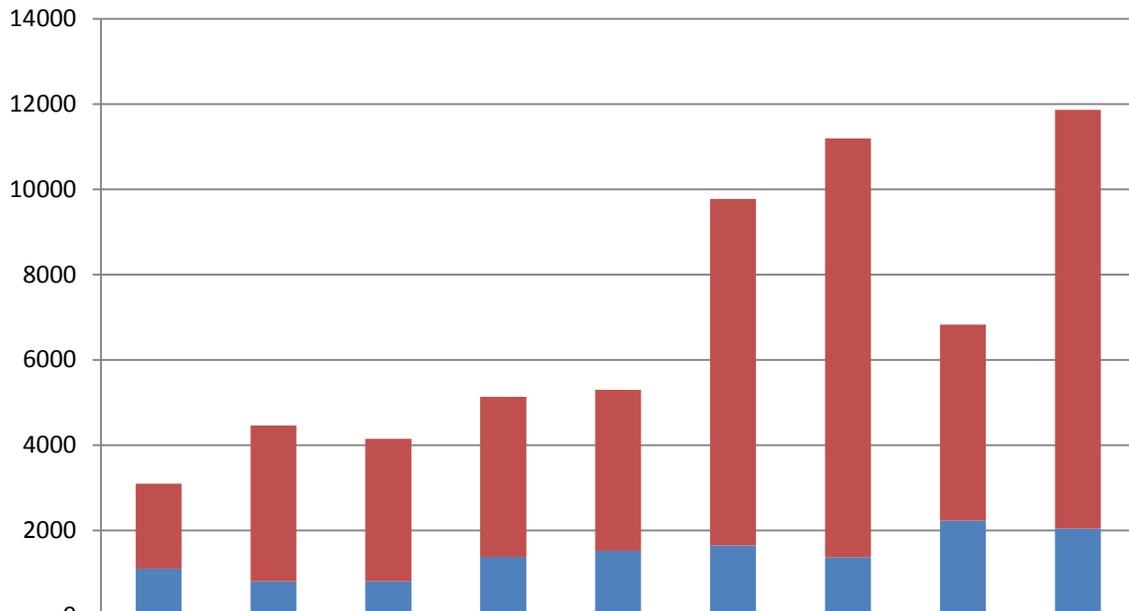
RED - Out of compliance; YELLOW - within 5% of compliance; GREEN - in compliance

## MCO Grievances



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

## MCO Appeals



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

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<b>WAIVER</b>	<b>AGE GROUP</b>	<b>UNIQUE MEMBER COUNT</b>
WAIVER - ADULT DAY/CDO	Less than 1	6
WAIVER - ADULT DAY/CDO	1-5	137
WAIVER - ADULT DAY/CDO	6-10	183
WAIVER - ADULT DAY/CDO	11-15	132
WAIVER - ADULT DAY/CDO	16-20	71
Michelle P Waiver	1-5	602
Michelle P Waiver	6-10	1,487
Michelle P Waiver	11-15	1,491
Michelle P Waiver	16-20	1,130

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