

November 20, 2014 MAC Binder Section 4 – Dashboard  
Reports  
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# MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
<b>Membership</b>			184,829	1,236,730	329,280	830,649	1,602,072	4,183,560
<b>Capitation</b>			\$ 107,642,074	\$ 526,498,880	\$ 179,636,227	\$ 436,137,618	\$ 762,150,305	\$ 2,012,065,105
<b>Cap/Member</b>			\$ 582.39	\$ 425.72	\$ 545.54	\$ 525.06	\$ 475.73	\$ 480.95
Standard	Measure	Threshold						
<b>Claims Payment</b>	<b>Paid Claims</b>		\$ 46,576,100	\$ 341,751,112	\$ 87,699,315	\$ 239,791,172	\$ 551,207,160	\$ 1,267,024,860
	<b>Suspended</b>		\$ 11,997,371	\$ 15,258,606	\$ 277,102,099	\$ 418,868,283	\$ 286,736,608	\$ 1,009,962,967
	<b>% Suspended</b>		20.48%	4.27%	75.96%	63.59%	34.22%	44.36%
	<b>Paid per Member</b>		\$ 252.00	\$ 276.33	\$ 266.34	\$ 288.68	\$ 344.06	\$ 302.86
	<b>Paid Loss Ratio</b>		43.27%	64.91%	48.82%	54.98%	72.32%	62.97%
	<b>Total All Claims</b>	90% in 30 Days	99.65%	99.94%	96.34%	99.90%	99.89%	99.62%
	<b>Total All Claims</b>	99% in 90 Days	99.99%	99.99%	99.97%	100.00%	99.97%	99.98%
<b>Encounter Submission* Report #64</b>	<b>Submitted</b>	95%	970,531	3,665,764	1,198,855	3,652,944	6,800,094	16,288,188
	<b>Accepted</b>	Acceptance Rate	934,595	3,539,752	1,138,253	3,569,637	6,746,901	15,929,138
	<b>% Accepted</b>		96.30%	96.56%	94.95%	97.72%	99.22%	97.80%
<b>P/As</b>	<b>Requested</b>		27,452	118,540	18,623	77,113	126,297	368,025
	<b>Denied</b>		2,475	14,992	2,789	6,970	15,312	42,538
	<b>% Denied</b>		9.02%	12.65%	14.98%	9.04%	12.12%	11.56%
<b>Member Calls Report #11</b>	<b># of calls</b>		40,639	97,844	59,564	132,713	220,358	551,118
	<b># Abandoned</b>		295	2,536	144	1,018	7,166	11,159
	<b>% Abandoned</b>	5% or less	0.73%	2.59%	0.24%	0.77%	3.25%	2.02%
	<b>Speed to answer</b>	60 secs or less	8	22	7	17	11	13
<b>Provider Calls Report #11</b>	<b># of calls</b>		36,365	52,140	32,262	87,719	95,840	304,326
	<b># Abandoned</b>		233	505	33	1,051	1,958	3,780
	<b>% Abandoned</b>	5% or less	0.64%	0.97%	0.10%	1.20%	2.04%	1.24%
	<b>Average speed to answer</b>	60 secs or less	13	18	5	20	22	16
<b>Behavioral Calls Report #11</b>	<b># of calls</b>		1,394	6,789	69	4,259	1,262	13,773
	<b># Abandoned</b>		6	136	1	22	76	241
	<b>% Abandoned</b>	7% or less	0.43%	2.00%	1.45%	0.52%	6.02%	1.75%
	<b>Average speed to answer</b>	60 secs or less	17	45	10	14	24	22
	<b>Answered by 4th ring</b>	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	<b>Receiving Busy Signal</b>	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	<b>Answered within 30 sec</b>	More than 80%	91.50%	75.13%	88.44%	67.25%	84.00%	81.26%
	<b>Average length</b>	less than 10 min	8	3	3	1	2	3
	<b>Total Calls</b>		78,398	156,773	91,895	224,691	317,460	869,217
	<b># Abandoned</b>		534	3177	178	2091	9200	15,180
	<b>% Abandoned</b>		0.68%	2.03%	0.19%	0.93%	2.90%	1.75%
<b>COB Savings Report #54</b>		MCO paid amount	\$ 309,192	\$ 9,001,513	\$ 1,027,152	\$ 3,821,287	\$ 5,414,209	\$ 19,573,353
		COB Amount	\$ 554,530	\$ 26,653,689	\$ 4,662,556	\$ 27,149,176	\$ 79,842,384	\$ 138,862,335
		COB / Member	\$ 3.00	\$ 21.55	\$ 14.16	\$ 32.68	\$ 49.84	\$ 33.19
		% of Paid	1.19%	7.80%	5.32%	11.32%	14.49%	10.96%
<b>Medicaid Cost Avoidance Report #55</b>		Denied Amount	\$ 493,262	\$ 9,377,629	\$ 1,104	\$ 9,530,004	\$ 13,073,364	\$ 32,475,364
		% of Paid	1.06%	2.74%	0.00%	3.97%	2.37%	2.56%
<b>Non-Medicaid Avoidance Report #56</b>		Denied Amount	\$ 3,114,363	\$ 21,057,141	\$ 3,137,211	\$ 11,429,778	\$ 16,976,983	\$ 55,715,475
		% of Paid	6.69%	6.16%	3.58%	4.77%	3.08%	4.40%
<b>Potential Subrogation Report #57</b>		Lien/Claim	\$ 4,740	\$ 28,926,246	\$ 1,088,794	\$ 30,588,611	\$ 29,292,474	\$ 89,900,864
		% of Paid	0.01%	8.46%	1.24%	12.76%	5.31%	7.10%
		Recovered	\$ 4,283	\$ 1,829,454	\$ 102,523	\$ 987,814	\$ 1,806,870	\$ 4,730,944

# MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL	
<b>Original Claims Processed Report #58</b>	<b>Claims Received</b>	Total count	646,480	4,070,832	1,308,594	3,117,664	7,617,231	16,760,801	
		Total Processed	608,586	4,066,341	1,481,263	3,155,271	6,691,816	16,003,277	
		Total Charges	\$ 268,312,698	\$ 1,989,091,687	\$ 550,558,896	\$ 1,171,927,923	\$ 3,334,408,345	\$ 7,314,299,549	
		Avg Charge	\$ 415.09	\$ 488.62	\$ 420.73	\$ 375.90	\$ 437.75	\$ 436.39	
		Avg member	\$ 1,451.68	\$ 1,608.35	\$ 1,672.01	\$ 1,410.86	\$ 2,081.31	\$ 1,748.34	
	<b>Adjudicated to pay status</b>	Total count	503,891	2,853,905	901,750	2,137,110	5,150,288	11,546,944	
		Percent	78.25%	70.11%	68.91%	68.55%	67.61%	68.89%	
		Charges	\$ 179,005,250	\$ 1,534,181,241	\$ 248,450,667	\$ 751,554,465	\$ 2,378,275,391	\$ 5,091,467,014	
		Avg Charge	\$ 355.22	\$ 537.57	\$ 275.52	\$ 351.67	\$ 461.78	\$ 440.94	
		Avg member	\$ 968.49	\$ 1,240.51	\$ 754.53	\$ 904.78	\$ 1,484.50	\$ 1,217.02	
		Paid	\$ 46,576,100	\$ 341,751,112	\$ 87,699,315	\$ 239,791,172	\$ 551,207,160	\$ 1,267,024,860	
		Average Paid	\$ 92.39	\$ 119.75	\$ 97.25	\$ 112.20	\$ 107.02	\$ 109.73	
		Avg member	\$ 252.00	\$ 276.33	\$ 266.34	\$ 288.68	\$ 344.06	\$ 302.86	
	<b>Adjudicated to deny status</b>	Count	101,240	902,228	236,281	735,995	1,433,024	3,408,768	
		Percent	15.66%	22.16%	18.06%	23.61%	18.81%	20.34%	
		Charges	\$ 54,169,804	\$ 391,215,179	\$ 26,313,966	\$ 128,247,428	\$ 605,274,932	\$ 1,205,221,309	
		Average Charge	\$ 535.06	\$ 434	\$ 111	\$ 174	\$ 422	\$ 353.57	
	<b>Placed in suspended status</b>	Count	7,834	13,324	143,012	282,257	53,737	500,164	
		Percent	1.20%	0.33%	10.93%	9.05%	0.71%	2.98%	
		Charges	\$ 11,997,371	\$ 15,258,606	\$ 277,102,099	\$ 418,868,283	\$ 286,736,608	\$ 1,009,962,967	
		Average Charge	\$ 1,357.34	\$ 1,145	\$ 1,938	\$ 1,484	\$ 5,336	\$ 2,019.26	
	<b>Prior Authorization Report #59 No Rx</b>	<b>Requested</b>		27,452	118,540	18,623	77,113	126,297	368,025
		<b>Approved</b>	No service limits	455	63,205	11,908	49,593	99,387	224,548
Within limits			22,544	16,670	2,815	18,477	10,644	71,150	
Exceed limits			-	13,168	-	509	131	13,808	
<b>Partially Approved</b>		No service limits	42	3,701	376	815	-	4,934	
		Within limits	61	2,107	1	749	816	3,734	
		Exceed limits	-	-	-	-	-	-	
<b>Denied</b>		2,475	14,992	2,789	6,970	15,312	42,538		
<b>Original Claims Payment Activity Report #60</b>		Total claims	402,097	3,153,905	980,767	2,368,497	5,953,010	12,858,276	
		1-30 - Days	400,694	3,151,924	944,906	2,366,091	5,946,395	12,810,010	
		31 - 90 Days	1,370	1,823	35,560	2,399	5,006	46,158	
		90+ Days	33	158	301	7	1,609	2,108	
<b>Denied Claims Activity Report #61</b>		Total claims	172,637	902,228	256,265	830,113	1,610,354	3,771,597	
		1-30 - Days	172,653	901,515	243,548	828,457	1,604,795	3,750,968	
		31 - 90 Days	373	663	6,535	1,590	3,141	12,302	
		90+ Days	106	50	6,182	66	2,518	8,922	
<b>Suspended Claims Report #62</b>		Total claims	8,253	13,324	325,679	301,811	107,504	756,571	
		1-30 - Days	8,038	13,107	243,247	310,903	98,701	673,996	
		31 - 90 Days	184	204	61,292	1,209	5,044	67,933	
		90+ Days	36	13	21,140	5	3,759	24,953	
<b>Foster Care Report #65</b>	<b>AVERAGE</b>	New Members	7	112	7	75	204	403	
	<b>AVERAGE</b>	Existing Members	9	5,066	121	1,249	5,194	11,639	
<b>Guardianship Report #66</b>	<b>AVERAGE</b>	New Members	7	3	5	7	12	34	
	<b>AVERAGE</b>	Existing Members	7	304	30	28	203	572	
<b>Provider Credentialing #67</b>		In Process	34	11,114	293	1,123	163	12,727	
		Received	37	2,306	158	2,407	88	4,996	
<b>Termination from MCO Report #69</b>		Total Providers	106	132	316	278	-	832	
<b>Program Lock-in Report #74c</b>	<b>AVERAGE</b>	Admitted	-	44	0	81	12	137	
	<b>AVERAGE</b>	Discharged	-	62	0	32	12	106	
	<b>AVERAGE</b>	Active	-	1,040	0	1,173	35	2,248	

# MCO Monthly Comparison Dashboard - October, 2014

			Anthem	Coventry	Humana	Passport	WellCare	Total	
Membership			51,814	312,198	90,170	217,547	409,143	1,080,872	
Capitation			\$ 29,527,831	\$ 132,990,820	\$ 48,461,367	\$ 113,608,984	\$ 195,328,443	\$ 519,917,444	
Capitation/Member			\$ 569.88	\$ 425.98	\$ 537.44	\$ 522.23	\$ 477.41	\$ 481.02	
Standard	Measure	Threshold							
Claims Payment	Paid Claims		\$ 11,946,489	\$ 94,223,789	\$ 26,733,468	\$ 66,449,137	\$ 147,499,430	346,852,313	
	Suspended		\$ 6,446,293	\$ 3,620,679	\$ 68,147,731	\$ 107,074,385	\$ 110,956,353	\$ 296,245,441	
	% Suspended		35.05%	3.70%	71.82%	61.71%	42.93%	46.07%	
	Paid per Member		\$ 230.56	\$ 301.81	\$ 296.48	\$ 305.45	\$ 360.51	\$ 320.90	
	Paid Loss Ratio		40.46%	70.85%	55.16%	58.49%	75.51%	66.71%	
	Total All Claims	90% paid in 30 Days		99.89%	99.95%	92.97%	99.96%	99.81%	99.30%
	Total All Claims	99% paid in 90 Days		100.00%	99.99%	99.90%	100.00%	99.91%	99.95%
Encounter Submission Report #64	Submitted	95%	464,576	860,113	306,717	892,129	1,590,921	4,114,456	
	Accepted	Acceptance Rate	437,168	825,969	284,424	871,148	1,583,230	4,001,939	
	% Accepted		94.10%	96.03%	92.73%	97.65%	99.52%	97.27%	
P/As	Requested		7,729	31,419	4,807	21,250	26,156	91,361	
	Denied		674	4,055	646	1,802	396	7,573	
	% Denied		8.72%	12.91%	13.44%	8.48%	1.51%	8.29%	
Member Calls Report #11	# of calls		11,188	23,802	16,757	36,875	52,696	141,318	
	# Abandoned		50	618	46	358	1,007	2,079	
	% Abandoned	5% or less	0.45%	2.60%	0.27%	0.97%	1.91%	1.47%	
	Speed to answer	60 seconds or less	6	21	8	21	6	12	
Provider Calls Report #11	# of calls		9,761	14,290	8,458	23,260	24,399	80,168	
	# Abandoned		75	149	16	307	383	930	
	% Abandoned	5% or less	0.77%	1.04%	0.19%	1.32%	1.57%	1.16%	
	Average speed to answer	60 seconds or less	14	20	8	21	13	15	
Behavioral Calls Report #11	# of calls		395	1,846	16	1087	310	3,654	
	# Abandoned		1	39	0	4	18	62	
	% Abandoned	7% or less	0.25%	2.11%	0.00%	0.37%	5.81%	1.70%	
	Average speed to answer	60 seconds or less	9	56	11	11	13	20	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	96.00%	60.00%	89.67%	73.00%	83.00%	80.33%	
	Average length	less than 10 min	8	4	3	1	1	3	
Total Calls	Total Calls		21,344	39,938	25,231	61,222	77,405	225,140	
	# Abandoned		126	806	62	669	1,408	3071	
	% Abandoned		0.59%	2.02%	0.25%	1.09%	1.82%	1.36%	
COB Savings Report #54	MCO paid amount		\$ 71,169	\$ 2,575,785	\$ 343,549	\$ 977,731	\$ 1,434,981	\$ 5,403,216	
	COB Amount		\$ 142,855	\$ 9,345,302	\$ 955,290	\$ 7,190,675	\$ 20,656,758	\$ 38,290,879	
	COB / Member		\$ 2.76	\$ 29.93	\$ 10.59	\$ 33.05	\$ 50.49	\$ 35.43	
	% of Claims Paid		1.20%	9.92%	3.57%	10.82%	14.00%	11.04%	
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 87,196	\$ 2,143,768	\$ -	\$ 2,998,311	\$ 2,734,302	\$ 7,963,576	
	% of Claims Paid		0.73%	2.28%	0.00%	4.51%	1.85%	2.30%	
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 697,220	\$ 4,939,189	\$ 1,114,425	\$ 2,221,716	\$ 5,875,697	\$ 14,848,246	
	% of Claims Paid		5.84%	5.24%	4.17%	3.34%	3.98%	4.28%	
Potential Subrogation Report #57	Lien/Claim		\$ 3,816	\$ 7,713,037	\$ 271,252	\$ 8,477,404	\$ 8,124,237	\$ 24,589,746	
	% of Claims Paid		0.03%	8.19%	1.01%	12.76%	5.51%	7.09%	
	Recovered		\$ 3,374	\$ 525,420	\$ 9,677	\$ 361,921	\$ 528,974	\$ 1,429,366	
Total count			183,543	1,079,761	360,409	878,284	1,960,559	4,462,556	

# MCO Monthly Comparison Dashboard - October, 2014

		Anthem	Coventry	Humana	Passport	WellCare	Total	
Original Claims Processed Report #58	Claims Received	Total Processed	169,595	1,090,493	420,127	899,268	1,707,652	4,287,135
		Total Charges	\$ 81,488,728	\$ 501,962,925	\$ 151,857,459	\$ 314,211,197	\$ 856,178,748	\$ 1,905,699,056
		Avg Charge	\$ 443.98	\$ 464.88	\$ 421.35	\$ 357.76	\$ 436.70	\$ 427.04
		Avg member	\$ 1,572.72	\$ 1,607.84	\$ 1,684.12	\$ 1,444.34	\$ 2,092.61	\$ 1,763.11
	Adjudicated to pay status	Total count	132,271	876,697	256,878	578,763	1,333,919	3,178,528
		Percent	72.07%	81.19%	71.27%	65.90%	68.04%	71.23%
		Charges	\$ 44,348,497	\$ 407,561,816	\$ 75,794,953	\$ 199,335,643	\$ 639,695,071	\$ 1,366,735,980
		Avg Charge	\$ 335.29	\$ 464.88	\$ 295.06	\$ 344.42	\$ 28.00	\$ 429.99
		Avg member	\$ 855.92	\$ 1,305.46	\$ 840.58	\$ 916.29	\$ 1,563.50	\$ 1,264.48
		Paid	\$ 11,946,489	\$ 94,223,789	\$ 26,733,468	\$ 66,449,137	\$ 147,499,430	\$ 346,852,313
		Average Paid	\$ 90.32	\$ 107.48	\$ 104.07	\$ 114.81	\$ 110.58	\$ 109.12
		Avg member	\$ 230.56	\$ 301.81	\$ 296.48	\$ 305.45	\$ 360.51	\$ 320.90
	Adjudicated to deny status	% Discount	73.06%	76.88%	64.73%	66.66%	76.94%	74.62%
		Count	35,404	211,520	64,271	248,229	332,834	892,258
		Percent	19.29%	19.59%	17.83%	28.26%	16.98%	19.99%
		Charges	\$ 18,797,238	\$ 88,683,458	\$ 8,401,213	\$ 40,694,546	\$ 131,364,981	\$ 287,941,436
	Placed in suspended status	Average Charge	\$ 530.94	\$ 419.27	\$ 130.72	\$ 163.94	394.69	\$ 322.71
		Count	2,821	3,380	32,369	72,276	24,908	135,754
		Percent	1.54%	0.31%	8.98%	8.23%	1.27%	3.04%
		Charges	\$ 6,446,293	\$ 3,620,679	\$ 68,147,731	\$ 107,074,385	\$ 110,956,353	\$ 296,245,441
Prior Authorizaton Report #59	Requested	Average Charge	\$ 2,285.11	\$ 1,071.21	\$ 2,105.34	\$ 1,481.47	\$ 4,454.65	\$ 2,182.22
		Count	7,729	31,419	4,807	21,250	26,156	91,361
	Approved	No service limits	138	16,231	3,136	14,426	25,196	59,127
		Within limits	6,221	4,777	725	4,633	564	16,920
		Exceed limits	-	3,838	-	78	-	3,916
	Partially Approved	No service limits	8	894	125	146	-	1,173
		Within limits	17	542	1	165	-	725
		Exceed limits	-	-	-	-	-	-
	Denied	674	4,055	646	1,802	396	7,573	
	Original Claims Payment Activity Report #60		Total claims	87,566	876,697	289,023	644,739	1,547,699
1-30 - Days			87,474	876,219	268,718	644,504	1,544,808	3,421,723
31 - 60 Days			92	410	20,030	235	1,569	22,336
60+ Days			-	68	275	-	1,322	1,665
Denied Claims Activity Report #61		Total claims	26,060	211,520	72,716	267,708	375,555	953,559
		1-30 - Days	26,049	211,382	65,862	267,632	373,058	943,983
		31 - 60 Days	9	124	3,460	76	899	4,568
		60+ Days	2	14	3,394	-	1,598	5,008
Suspended Claims Report #62		Total claims	2,065	3,380	101,637	77,387	42,369	226,838
		1-30 - Days	1,915	3,274	60,149	77,141	38,785	181,264
		31 - 60 Days	147	102	24,024	246	2,335	26,854
		60+ Days	8	4	17,464	-	1,249	18,725
Foster Care Report #65	New Members	13	122	3	89	183	410	
	Existing Members	13	5,150	144	1,267	6,192	12,766	
Guardianship Report #66	New Members	9	1	3	5	6	24	
	Existing Members	9	213	34	31	197	484	
Provider Credentialing #67	In Process	23	3,062	61	194	62	3,402	
	Received	34	677	45	379	39	1,174	
Termination from MCO Report #69	Total Providers	8	15	187	76	117	403	
Program Lock-in Report #74c	Admitted	0	29	0	100	47	176	
	Discharged	0	37	1	0	0	38	
	Active	0	1,045	0	1,285	47	2,377	

# Anthem Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
Membership			39,781	44,955	48,279	51,814	46,207	184,829
Capitation			\$ 23,967,790	\$ 26,304,090	\$ 27,842,363	\$ 29,527,831	\$ 26,910,519	\$ 107,642,074
CAP PMP			\$ 602.49	\$ 585.12	\$ 576.70	\$ 569.88	\$ 582.39	\$ 582.39
Standard	Measure	Threshold						
Claims Payment	Paid Claims	Report 58	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 11,644,025	\$ 46,576,100
	Suspended		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 2,999,343	\$ 11,997,371
	% Suspended		6.64%	19.17%	13.95%	35.05%	20.48%	20.48%
	Paid/Member		\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 252.00	\$ 252.00
	Paid Loss Ratio		43.04%	44.34%	45.43%	40.46%	43.27%	43.27%
	Total Paid Claims	90% paid in 30 Days	99.56%	99.41%	99.87%	99.89%		99.65%
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.99%	100.00%		99.99%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	125,908	261,222	118,825	464,576	242,633	970,531
	Accepted		124,402	258,361	114,664	437,168	233,649	934,595
	% Accepted		98.80%	98.90%	96.50%	94.10%	96.30%	96.30%
P/As	Requested	Report 59	6,414	6,296	7,013	7,729	6,863	27,452
	Denied		573	574	654	674	619	2,475
	% Denied		8.93%	9.12%	9.33%	8.72%	9.02%	9.02%
Member Calls Report #11	# of calls		10,012	9,609	9,830	11,188	10,160	40,639
	# Abandoned		52	83	110	50	74	295
	% Abandoned	5% or less	0.52%	0.86%	1.12%	0.45%	0.73%	0.73%
	Speed to answer	60 seconds or less	6	10	11	6	8	
Provider Calls Report #11	# of calls		9,040	8,749	8,815	9,761	9,091	36,365
	# Abandoned		38	76	44	75	58	233
	% Abandoned	5% or less	0.42%	0.87%	0.50%	0.77%	0.64%	0.64%
	Speed to answer	60 seconds or less	10	15	12	14	13	
Behavioral Calls Report #11	# of calls		311	362	326	395	349	1,394
	# Abandoned		3	0	2	1	2	6
	% Abandoned	7% or less	0.96%	0.00%	0.61%	0.25%	0.43%	0.43%
	Speed to answer	60 seconds or less	28	17	12	9	17	
	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%	83.00%	93.00%	94.00%	96.00%	91.50%	
	Avg length	< 10 min	7	8	8	8	8	
Total Calls	Total Calls		19,363	18,720	18,971	21,344	19,600	78,398
	Abandoned		93	159	156	126	134	534
	% Abandoned	5% or less	0.48%	0.85%	0.82%	0.59%	0.68%	0.68%

# Anthem Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>COB Savings</b> Report #54	MCO paid amount		\$ 47,456	\$ 117,234	\$ 73,334	\$ 71,169	\$ 77,298	\$ 309,191.89
	COB Amount		\$ 121,429	\$ 142,923	\$ 147,323	\$ 142,855	\$ 138,632	\$ 554,529.77
	COB/Member		\$ 3.05	\$ 3.18	\$ 3.05	\$ 2.76	\$ 3.00	\$ 3.00
	% of Claims Paid		1.18%	1.23%	1.16%	1.20%		1.19%
<b>Medicaid Cost Avoidance</b> Report #55	Denied Amount		\$ 188,920	\$ 112,841	\$ 104,306	\$ 87,196	\$ 123,316	\$ 493,262.48
	% of Claims Paid		1.83%	0.97%	0.82%	0.73%	1.06%	1.06%
<b>Non-Medicaid Avoidance</b> Report #56	Denied Amount		\$ 1,005,490	\$ 734,354	\$ 677,300	\$ 697,220	\$ 778,591	\$ 3,114,363.41
	% of Claims Paid		9.75%	6.30%	5.35%	5.84%	6.69%	6.69%
<b>Potential Subrogation</b> Report #57	Lien/Claim		\$ 924	\$ -	\$ -	\$ 3,816	\$ 1,185	\$ 4,739.53
	% of Claims Paid		0.01%	0.00%	0.00%	0.03%	0.01%	0.01%
	Recovered		\$ 909	\$ -	\$ -	\$ 3,374	\$ 1,071	\$ 4,282.60
<b>Original Claims Processed</b> Report #58	<b>Claims Received</b>	Total count	143,992	149,852	169,093	183,543	161,620	646,480
		Processed	134,607	147,339	157,045	169,595	152,147	608,586
		Total Charges	\$ 61,586,727	\$ 63,226,644	\$ 62,010,598	\$ 81,488,728	\$ 67,078,174	\$ 268,312,698
		Avg Charge	\$ 427.71	\$ 421.93	\$ 366.72	\$ 443.98		\$ 415.09
		Avg member	\$ 1,548.14	\$ 1,406.44	\$ 1,284.42	\$ 1,572.72		\$ 1,451.68
	<b>Adjudicated to pay status</b>	Total count	113,830	123,906	133,884	132,271	125,973	503,891
		Percent	79.05%	82.69%	79.18%	72.07%		78.25%
		Charges	\$ 39,830,293	\$ 45,597,291	\$ 49,229,170	\$ 44,348,497	\$ 44,751,313	\$ 179,005,250
		Avg Charge	\$ 349.91	\$ 368.00	\$ 367.70	\$ 335.29		\$ 355.22
		Avg member	\$ 1,001.24	\$ 1,014.29	\$ 1,019.68	\$ 855.92		\$ 968.49
		Paid	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 11,644,025	\$46,576,100
		Average Paid	\$ 90.63	\$ 94.14	\$ 94.48	\$ 90.32		\$ 92.39
		Avg member	\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56		\$ 252.00
	% Discount	74.10%	74.42%	74.31%	73.06%		73.98%	
	<b>Adjudicated to deny status</b>	Count	20,681	22,224	22,931	35,404	25,310	101,240
		Percent	14.36%	14.83%	13.56%	19.29%		15.66%
		Charges	\$ 11,747,894	\$ 11,699,412	\$ 11,925,260	\$ 18,797,238	\$ 13,542,451	\$ 54,169,804
		Avg. Charge	\$ 568.05	\$ 526.43	\$ 520.05	\$ 530.94		\$ 535.06
	<b>Placed in suspended status</b>	Count	1,262	2,124	1,627	2,821	1,959	7,834
		Percent	0.88%	1.42%	0.96%	1.54%		1.20%
Charges		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 2,999,343	\$ 11,997,371	
Avg Charge		\$ 581.03	\$ 1,302.78	\$ 1,260.43	\$ 2,285.11		\$ 1,357.34	
<b>Prior Authorizaton</b> Report #59	Requested		6,414	6,296	7,013	7,729	6,863	27,452
	Approved	No service limits	108	104	105	138	114	455
		Within limits	5,343	5,239	5,741	6,221	5,636	22,544
		Exceed limits	-	-	-	-	-	-
	Partially Approved	No service limits	17	5	12	8	11	42
		Within limits	22	10	12	17	15	61
		Exceed limits	-	-	-	-	-	-
Denied		573	574	654	674	619	2,475	

# Anthem Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>Original Claims payment activity #60</b>	Total claims	114,421	117,875	82,235	87,566	100,524	402,097
	1-30 - Days	113,920	117,176	82,124	87,474	100,174	400,694
	31 - 90 Days	482	692	104	92	343	1,370
	90+ Days	19	7	7	-	8	33
<b>Denied Claims Activity #61</b>	Total claims	52,628	53,673	40,276	26,060	43,159	172,637
	1-30 Days	52,915	53,426	40,263	26,049	43,163	172,653
	31 - 60 Days	173	184	7	9	93	373
	60+ Days	35	63	6	2	27	106
<b>Suspended Claims #62</b>	Total Claims	2,304	2,145	1,739	2,065	2,063	8,253
	1-30 - Days	2,281	2,122	1,720	1,915	2,010	8,038
	31 - 60 Days	11	11	15	147	46	184
	60+ Days	12	12	4	8	9	36
<b>Foster Care Report #65</b>	New Members	6	3	4	13	7	26
	Existing Members	6	4	12	13	9	35
<b>Guardianship Report #66</b>	New Members	5	6	7	9	7	27
	Existing Members	5	6	7	9	7	27
<b>67 Provider Credentialing</b>	In Process	34	55	22	23	34	134
	Received	36	21	55	34	37	146
<b>Termination from MCO #69</b>	Total Providers	30	9	59	8	27	106
<b>Program Lock-in #74c</b>	Admitted	0	0	0	0	-	
	Discharged	0	0	0	0	-	
	Active	0	0	0	0	-	

# Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL	
Membership			304,310	309,827	310,395	312,198	309,183	1,236,730	
Capitation			\$ 129,579,135	\$ 131,733,224	\$ 132,195,702	\$ 132,990,820	\$ 131,624,720	\$ 526,498,880	
CAP PMP			\$ 425.81	\$ 425.18	\$ 425.90	\$ 425.98	\$ 425.72	\$ 425.72	
Standard	Measure	Threshold							
Claims Payment	Paid Claims	Report 58	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 85,437,778	\$ 341,751,112	
	Suspended		\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 3,814,652	\$ 15,258,606	
	% Suspended		3.76%	5.22%	4.39%	3.70%	4.27%	4.27%	
	Paid/Member		\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 276.33	\$ 276.33	
	Paid Loss Ratio		61.20%	68.00%	59.50%	70.85%	64.91%	64.91%	
	Total Paid Claims	90% paid in 30 Days		99.96%	99.95%	99.90%	99.95%		99.94%
	Total Paid Claims	99% paid in 90 Days		100.00%	100.00%	100.00%	99.99%		99.99%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	838,356	849,033	1,118,262	860,113	916,441	3,665,764	
	Accepted		813,334	826,916	1,073,533	825,969	884,938	3,539,752	
	% Accepted		97.02%	97.40%	96.00%	96.03%	96.56%	96.56%	
P/As No Rx	Requested	Report 59	25,664	29,936	31,521	31,419	29,635	118,540	
	Denied		2,880	3,919	4,138	4,055	3,748	14,992	
	% Denied		11.22%	13.09%	13.13%	12.91%	12.65%	12.65%	
Member Calls Report #11	# of calls		26,480	24,757	22,805	23,802	24,461	97,844	
	# Abandoned		685	527	706	618	634	2,536	
	% Abandoned	5% or less	2.59%	2.13%	3.10%	2.60%	2.59%	2.59%	
	Speed to answer	60 seconds or less	24	16	25	21	22		
Provider Calls Report #11	# of calls		12,947	12,033	12,870	14,290	13,035	52,140	
	# Abandoned		144	63	149	149	126	505	
	% Abandoned	5% or less	1.11%	0.52%	1.16%	1.04%	0.97%	0.97%	
	Speed to answer	60 seconds or less	26	2	24	20	18		
Behavioral Calls Report #11	# of calls		1,617	1,575	1,751	1,846	1,697	6,789	
	# Abandoned		5	19	73	39	34	136	
	% Abandoned	7% or less	0.31%	1.21%	4.17%	2.11%	2.00%	2.00%	
	Speed to answer	60 seconds or less	15	33	74	56	45		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%		
	Answered within 30 sec	More than 80%	97.30%	84.80%	58.40%	60.00%	75.13%		
	Avg length	< 10 min	3	3	3	4	3		
Total Calls	Total Calls		41,044	38,365	37,426	39,938	39,193	156,773	
	Abandoned		834	609	928	806	794	3,177	
	% Abandoned	5% or less	2.03%	1.59%	2.48%	2.02%	2.03%	2.03%	

# Coventry Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>COB Savings Report #54</b>	MCO paid amount		\$ 2,187,020	\$ 2,207,167	\$ 2,031,541	\$ 2,575,785	\$ 2,250,378	\$ 9,001,513.45
	COB Amount		\$ 818,756	\$ 8,585,719	\$ 7,903,912	\$ 9,345,302	\$ 6,663,422	\$ 26,653,688.92
	COB/Member		\$ 2.69	\$ 27.71	\$ 25.46	\$ 29.93	\$ 21.55	\$ 21.55
	% of Claims Paid		1.03%	9.59%	10.05%	9.92%		7.80%
<b>Medicaid Cost Avoidance Report #55</b>	Denied Amount		\$ 2,160,831	\$ 2,106,726	\$ 2,966,304	\$ 2,143,768	\$ 2,344,407	\$ 9,377,628.86
	% of Claims Paid		2.72%	2.35%	3.77%	2.28%	2.74%	2.74%
<b>Non-Medicaid Avoidance Report #56</b>	Denied Amount		\$ 5,947,849	\$ 4,686,336	\$ 5,483,767	\$ 4,939,189	\$ 5,264,285	\$ 21,057,140.67
	% of Claims Paid		7.50%	5.23%	6.97%	5.24%	6.16%	6.16%
<b>Potential Subrogation Report #57</b>	Lien/Claim		\$ 7,212,009	\$ 6,864,945	\$ 7,136,255	\$ 7,713,037	\$ 7,231,561	\$ 28,926,245.74
	% of Claims Paid		9.09%	7.66%	9.07%	8.19%	8.46%	8.46%
	Recovered		\$ 495,919	\$ 419,817	\$ 388,298	\$ 525,420	\$ 457,364	\$ 1,829,454.13
<b>Original Claims Processed Report #58</b>	<b>Claims Received</b>	Total count	946,519	1,061,896	982,656	1,079,761	1,017,708	4,070,832
		Processed	933,476	1,070,201	972,171	1,090,493	1,016,585	4,066,341
		Total Charges	\$ 500,417,616	\$ 489,586,145	\$ 497,125,002	\$ 501,962,925	\$ 497,272,922	\$ 1,989,091,687
		Avg Charge	\$ 528.69	\$ 461.05	\$ 505.90	\$ 464.88	\$ 489	\$ 489
		Avg member	\$ 1,644.43	\$ 1,580.19	\$ 1,601.59	\$ 1,607.84		\$ 1,608.35
	<b>Adjudicated to pay status</b>	Total count	393,279	837,793	746,136	876,697	713,476	2,853,905
		Percent	41.55%	78.90%	75.93%	81.19%	70.11%	70.11%
		Charges	\$ 367,577,323	\$ 394,640,558	\$ 364,401,543	\$ 407,561,816	\$ 383,545,310	\$ 1,534,181,241
		Avg Charge	\$ 934.65	\$ 471.05	\$ 488.38	\$ 464.88	\$ 537.57	\$ 537.57
		Avg member	\$ 1,207.90	\$ 1,273.74	\$ 1,173.99	\$ 1,305.46		\$ 1,240.51
		Paid	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 85,437,778	\$341,751,112
		Average Paid	\$ 201.64	\$ 106.92	\$ 105.41	\$ 107.48	\$ 119.75	\$ 119.75
		Avg member	\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81		\$ 276.33
	<b>Adjudicated to deny status</b>	Count	238,041	229,822	222,845	211,520	225,557	902,228
		Percent	25.15%	21.64%	22.68%	19.59%	0.221632335	0.221632335
		Charges	\$ 99,594,195	\$ 104,762,434	\$ 98,175,092	\$ 88,683,458	\$ 97,803,795	\$ 391,215,179
		Avg. Charge	\$ 418.39	\$ 455.84	\$ 440.55	\$ 419.27	433.6101066	433.6101066
	<b>Placed in suspended status</b>	Count	2,883	3,428	3,633	3,380	3,331	13,324
		Percent	0.30%	0.32%	0.37%	0.31%	0.33%	0.33%
		Charges	\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 3,814,652	\$ 15,258,606
Avg Charge		\$ 1,075.19	\$ 1,438.43	\$ 992.90	\$ 1,071.21	\$ 1,145.20	\$ 1,145.20	
<b>Prior Authorizaton Report #59</b>	Requested		25,664	29,936	31,521	31,419	29,635	118,540
	<b>Approved</b>	No service limits	15,935	14,785	16,254	16,231	15,801	63,205
		Within limits	2,756	4,762	4,375	4,777	4,168	16,670
		Exceed limits	1,416	3,866	4,048	3,838	3,292	13,168
	<b>Partially Approved</b>	No service limits	902	929	976	894	925	3,701
		Within limits	494	542	529	542	527	2,107
		Exceed limits	-	-	-	-	-	-
	Denied		2,880	3,919	4,138	4,055	3,748	14,992

# Coventry Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
Original Claims payment activity #60	Total claims	693,279	837,193	746,136	876,697	788,476	3,153,905
	1-30 - Days	692,991	837,359	745,355	876,219	787,981	3,151,924
	31 - 90 Days	266	397	750	410	456	1,823
	90+ Days	22	37	31	68	40	158
Denied Claims Activity #61	Total claims	238,041	229,822	222,845	211,520	225,557	902,228
	1-30 Days	237,922	229,589	222,622	211,382	225,379	901,515
	31 - 60 Days	114	213	212	124	166	663
	60+ Days	5	20	11	14	13	50
Suspended Claims #62	Total Claims	2,883	3,428	3,633	3,380	3,331	13,324
	1-30 - Days	2,859	3,406	3,568	3,274	3,277	13,107
	31 - 60 Days	22	20	60	102	51	204
	60+ Days	2	2	5	4	3	13
Foster Care Report #65	New Members	92	103	129	122	112	
	Existing Members	5,107	4,912	5,095	5,150	5,066	
Guardianship Report #66	New Members	7	0	5	1	3	
	Existing Members	220	570	214	213	304	
67 Provider Credentialing	In Process	2,509	2,626	2,917	3,062	2,779	11,114
	Received	772	337	520	677	577	2,306
Termination from MCO #69	Total Providers	30	47	40	15	33	132
Program Lock-in #74c	Admitted	38	61	46	29	44	
	Discharged	142	36	33	37	62	
	Active	1,019	1,044	1,053	1,045	1,040	

# Humana Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
Membership			73,239	80,398	85,473	90,170	82,320	329,280
Capitation			\$ 40,541,359	\$ 44,077,720	\$ 46,555,781	\$ 48,461,367	\$ 44,909,057	\$ 179,636,227
CAP PMP			\$ 553.55	\$ 548.24	\$ 544.68	\$ 537.44	\$ 545.54	\$ 545.54
Standard	Measure	Threshold						
Claims Payment	Paid Claims	Report 58	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 21,924,829	\$ 87,699,315
	Suspended		\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 69,275,525	\$ 277,102,099
	% Suspended		78.28%	79.09%	74.92%	71.82%	75.96%	75.96%
	Paid/Member		\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 266.34	\$ 266.34
	Paid Loss Ratio		48.99%	41.64%	48.87%	55.16%	48.82%	48.82%
	Total Paid Claims	90% paid in 30 Days	98.31%	97.89%	97.10%	92.97%		96.34%
	Total Paid Claims	99% paid in 90 Days	100.00%	99.99%	100.00%	99.90%		99.97%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	232,351	404,282	255,505	306,717	299,714	1,198,855
	Accepted		227,171	377,594	249,064	284,424	284,563	1,138,253
	% Accepted		97.77%	93.40%	97.48%	92.73%	94.95%	94.95%
P/As	Requested	Report 59	4,441	4,590	4,785	4,807	4,656	18,623
	Denied		723	713	707	646	697	2,789
	% Denied		16.28%	15.53%	14.78%	13.44%	14.98%	14.98%
Member Calls Report #11	# of calls		14,444	13,714	14,649	16,757	14,891	59,564
	# Abandoned		51	12	35	46	36	144
	% Abandoned	5% or less	0.35%	0.09%	0.24%	0.27%	0.24%	0.24%
	Speed to answer	60 seconds or less	9	4	8	8	7	
Provider Calls Report #11	# of calls		8,029	8,027	7,748	8,458	8,066	32,262
	# Abandoned		10	4	3	16	8	33
	% Abandoned	5% or less	0.12%	0.05%	0.04%	0.19%	0.10%	0.10%
	Speed to answer	60 seconds or less	7	3	3	8	5	
Behavioral Calls Report #11	# of calls		27	14	12	16	17	69
	# Abandoned		0	1	0	0	0	1
	% Abandoned	7% or less	0.00%	7.14%	0.00%	0.00%	1.45%	1.45%
	Speed to answer	60 seconds or less	7	14	7	11	10	
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%	
	Answered within 30 sec	More than 80%	88.46%	92.31%	83.33%	89.67%	88.44%	
	Avg length	< 10 min	2	5	2	3	3	
Total Calls	Total Calls		22,500	21,755	22,409	25,231	22,974	91,895
	Abandoned		61	17	38	62	45	178
	% Abandoned	5% or less	0.27%	0.08%	0.17%	0.25%	0.19%	0.19%

# Humana Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>COB Savings</b> Report #54	MCO paid amount		\$ 245,803	\$ 266,877	\$ 170,923	\$ 343,549	\$ 256,788	\$ 1,027,151.97
	COB Amount		\$ 1,538,038	\$ 1,146,367	\$ 1,022,861	\$ 955,290	\$ 1,165,639	\$ 4,662,555.99
	COB/Member		\$ 21.00	\$ 14.26	\$ 11.97	\$ 10.59	\$ 14.16	\$ 14.16
	% of Claims Paid		7.74%	6.25%	4.50%	3.57%		5.32%
<b>Medicaid Cost Avoidance</b> Report #55	Denied Amount		\$ 1,104	\$ -	\$ -	\$ -	\$ 276	\$ 1,104.42
	% of Claims Paid		0.01%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Non-Medicaid Avoidance</b> Report #56	Denied Amount		\$ 967,941	\$ 555,548	\$ 499,298	\$ 1,114,425	\$ 784,303	\$ 3,137,210.69
	% of Claims Paid		4.87%	3.03%	2.19%	4.17%	3.58%	3.58%
<b>Potential Subrogation</b> Report #57	Lien/Claim		\$ 240,042	\$ 275,072	\$ 302,428	\$ 271,252	\$ 272,199	\$ 1,088,794.21
	% of Claims Paid		1.21%	1.50%	1.33%	1.01%	1.24%	1.24%
	Recovered		\$ 19,845	\$ 41,650	\$ 31,351	\$ 9,677	\$ 25,631	\$ 102,523.01
<b>Original Claims Processed</b> Report #58	<b>Claims Received</b>	Total count	298,411	304,481	345,293	360,409	327,149	1,308,594
		Processed	337,729	343,999	379,408	420,127	370,316	1,481,263
		Total Charges	\$ 128,236,278	\$ 127,764,338	\$ 142,700,822	\$ 151,857,459	\$ 137,639,724	\$ 550,558,896
		Avg Charge	\$ 429.73	\$ 419.61	\$ 413.27	\$ 421.35	\$ 421	\$ 421
		Avg member	\$ 1,750.93	\$ 1,589.15	\$ 1,669.54	\$ 1,684.12		\$ 1,672.01
	<b>Adjudicated to pay status</b>	Total count	206,421	203,150	235,301	256,878	225,438	901,750
		Percent	69.17%	66.70%	68.15%	71.27%	68.91%	68.91%
		Charges	\$ 60,570,397	\$ 48,918,763	\$ 63,166,554	\$ 75,794,953	\$ 62,112,667	\$ 248,450,667
		Avg Charge	\$ 293.43	\$ 240.80	\$ 268.45	\$ 295.06	\$ 275.52	\$ 275.52
		Avg member	\$ 827.02	\$ 608.46	\$ 739.02	\$ 840.58		\$ 754.53
		Paid	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 21,924,829	\$ 87,699,315
		Average Paid	\$ 96.21	\$ 90.34	\$ 96.70	\$ 104.07	\$ 97.25	\$ 97.25
		Avg member	\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48		\$ 266.34
	<b>Adjudicated to deny status</b>	Count	54,246	55,793	61,971	64,271	59,070	236,281
		Percent	18.18%	18.30%	17.95%	17.83%	0.180560968	0.180560968
		Charges	\$ 7,556,796	\$ 4,994,995	\$ 5,360,962	\$ 8,401,213	\$ 6,578,491	\$ 26,313,966
		Avg. Charge	\$ 139.31	\$ 89.53	\$ 86.51	\$ 130.72	111.3672526	111.3672526
	<b>Placed in suspended status</b>	Count	34,593	36,975	39,075	32,369	35,753	143,012
		Percent	11.59%	12.10%	11.32%	8.98%	10.93%	10.93%
		Charges	\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 69,275,525	\$ 277,102,099
Avg Charge		\$ 2,069.51	\$ 1,876.80	\$ 1,739.45	\$ 2,105.34	\$ 1,937.61	\$ 1,937.61	
<b>Prior Authorizaton</b> Report #59	<b>Requested</b>		4,441	4,590	4,785	4,807	4,656	18,623
	<b>Approved</b>	No service limits	2,757	2,952	3,063	3,136	2,977	11,908
		Within limits	713	672	705	725	704	2,815
		Exceed limits	-	-	-	-	-	-
	<b>Partially Approved</b>	No service limits	123	86	42	125	94	376
		Within limits	-	-	-	1	0	1
		Exceed limits	-	-	-	-	-	-
	<b>Denied</b>		723	713	707	646	697	2,789

# Humana Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>Original Claims payment activity #60</b>	Total claims	226,117	224,639	240,988	289,023	245,192	980,767
	1-30 - Days	222,290	219,904	233,994	268,718	236,227	944,906
	31 - 90 Days	3,823	4,723	6,984	20,030	8,890	35,560
	90+ Days	4	12	10	275	75	301
<b>Denied Claims Activity #61</b>	Total claims	57,138	58,322	68,089	72,716	64,066	256,265
	1-30 Days	56,759	57,636	63,291	65,862	60,887	243,548
	31 - 60 Days	374	682	2,019	3,460	1,634	6,535
	60+ Days	5	4	2,779	3,394	1,546	6,182
<b>Suspended Claims #62</b>	Total Claims	62,102	70,988	90,952	101,637	81,420	325,679
	1-30 - Days	60,021	63,329	59,748	60,149	60,812	243,247
	31 - 60 Days	1,428	6,578	29,262	24,024	15,323	61,292
	60+ Days	653	1,081	1,942	17,464	5,285	21,140
<b>Foster Care Report #65</b>	New Members	6	10	8	3	7	27
	Existing Members	104	108	127	144	121	483
<b>Guardianship Report #66</b>	New Members	4	5	6	3	5	18
	Existing Members	25	28	32	34	30	119
<b>67 Provider Credentialing</b>	In Process	119	28	85	61	73	293
	Received	40	36	37	45	40	158
<b>Termination from MCO #69</b>	Total Providers	87	17	25	187	79	316
<b>Program Lock-in #74c</b>	Admitted	0	0	1	0	0	1
	Discharged	0	0	0	1	0	1
	Active	0	0	1	0	0	1

# Passport Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
Membership			194,836	206,464	211,802	217,547	207,662	830,649
Capitation			\$ 103,199,695	\$ 108,297,889	\$ 111,031,051	\$ 113,608,984	\$ 109,034,405	\$ 436,137,618
CAP PMP			\$ 529.67	\$ 524.54	\$ 524.22	\$ 522.23	\$ 525.06	\$ 525.06
Standard	Measure	Threshold						
Claims Payment	Paid Claims	Report 58	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 59,947,793	\$ 239,791,172
	Suspended		\$ 96,632,998	\$ 112,819,781	\$ 102,341,119	\$ 107,074,385	\$ 104,717,071	\$ 418,868,283
	% Suspended		62.05%	67.19%	63.37%	61.71%	63.59%	63.59%
	Paid/Member		\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 288.68	\$ 288.68
	Paid Loss Ratio		57.27%	50.87%	53.27%	58.49%	54.98%	54.98%
	Total Paid Claims	90% paid in 30 Days	99.94%	99.93%	99.77%	99.96%		99.90%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	100.00%		100.00%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	669,267	1,192,744	898,804	892,129	913,236	3,652,944
	Accepted		655,076	1,169,245	874,168	871,148	892,409	3,569,637
	% Accepted		97.88%	98.03%	97.26%	97.65%	97.72%	97.72%
P/As	Requested	Report 59	19,042	18,093	18,728	21,250	19,278	77,113
	Denied		1,761	1,707	1,700	1,802	1,743	6,970
	% Denied		9.25%	9.43%	9.08%	8.48%	9.04%	9.04%
Member Calls Report #11	# of calls		33,897	32,301	29,640	36,875	33,178	132,713
	# Abandoned		302	194	164	358	255	1,018
	% Abandoned	5% or less	0.89%	0.60%	0.55%	0.97%	0.77%	0.77%
	Speed to answer	60 seconds or less	21	15	12	21	17	
Provider Calls Report #11	# of calls		21,670	21,143	21,646	23,260	21,930	87,719
	# Abandoned		280	240	224	307	263	1,051
	% Abandoned	5% or less	1.29%	1.14%	1.03%	1.32%	1.20%	1.20%
	Speed to answer	60 seconds or less	21	21	18	21	20	
Behavioral Calls Report #11	# of calls		1,014	1,072	1,086	1,087	1,065	4,259
	# Abandoned		3	8	7	4	6	22
	% Abandoned	7% or less	0.30%	0.75%	0.64%	0.37%	0.52%	0.52%
	Speed to answer	60 seconds or less	12	17	17	11	14	
	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%	72.00%	65.00%	59.00%	73.00%	67.25%	
	Avg length	< 10 min	1	1	1	1	1	
Total Calls	Total Calls		56,581	54,516	52,372	61,222	56,173	224,691
	Abandoned		585	442	395	669	523	2,091
	% Abandoned	5% or less	1.03%	0.81%	0.75%	1.09%	0.93%	0.93%

# Passport Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
COB Savings Report #54	MCO paid amount		\$ 870,018	\$ 784,388	\$ 1,189,150	\$ 977,731	\$ 955,322	\$ 3,821,286.55
	COB Amount		\$ 5,162,011	\$ 5,869,248	\$ 8,927,243	\$ 7,190,675	\$ 6,787,294	\$ 27,149,175.92
	COB/Member		\$ 26.49	\$ 28.43	\$ 42.15	\$ 33.05	\$ 32.68	\$ 32.68
	% of Claims Paid		8.73%	10.65%	15.09%	10.82%		11.32%
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 2,285,489	\$ 1,765,555	\$ 2,480,649	\$ 2,998,311	\$ 2,382,501	\$ 9,530,003.90
	% of Claims Paid		3.87%	3.20%	4.19%	4.51%	3.97%	3.97%
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 3,037,305	\$ 3,513,280	\$ 2,657,476	\$ 2,221,716	\$ 2,857,444	\$ 11,429,777.76
	% of Claims Paid		5.14%	6.38%	4.49%	3.34%	4.77%	4.77%
Potential Subrogation Report #57	Lien/Claim		\$ 6,867,150	\$ 7,394,614	\$ 7,849,443	\$ 8,477,404	\$ 7,647,153	\$ 30,588,610.64
	% of Claims Paid		11.62%	13.42%	13.27%	12.76%	12.76%	12.76%
	Recovered		\$ 215,097	\$ 199,306	\$ 211,491	\$ 361,921	\$ 246,954	\$ 987,814.38
Original Claims Processed Report #58	Claims Received	Total count	752,883	718,138	768,359	878,284	779,416	3,117,664
		Processed	741,681	735,399	778,923	899,268	788,818	3,155,271
		Total Charges	\$ 286,049,782	\$ 282,040,655	\$ 289,626,289	\$ 314,211,197	\$ 292,981,981	\$ 1,171,927,923
		Avg Charge	\$ 379.94	\$ 392.74	\$ 376.94	\$ 357.76	\$ 376	\$ 376
		Avg member	\$ 1,468.16	\$ 1,366.05	\$ 1,367.44	\$ 1,444.34	\$ 1,410.86	\$ 1,410.86
	Adjudicated to pay status	Total count	500,851	507,989	549,507	578,763	534,278	2,137,110
		Percent	66.52%	70.70%	71.52%	65.90%	68.55%	68.55%
		Charges	\$ 193,762,494	\$ 171,031,955	\$ 187,424,373	\$ 199,335,643	\$ 187,888,616	\$ 751,554,465
		Avg Charge	\$ 386.87	\$ 336.74	\$ 341.08	\$ 344.42	\$ 351.67	\$ 351.67
		Avg member	\$ 994.49	\$ 828.39	\$ 884.90	\$ 916.29	\$ 904.78	\$ 904.78
		Paid	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 59,947,793	\$ 239,791,172
		Average Paid	\$ 118.00	\$ 108.47	\$ 107.64	\$ 114.81	\$ 112.20	\$ 112.20
		Avg member	\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 288.68	\$ 288.68
	Adjudicated to deny status	Count	164,789	158,889	164,088	248,229	183,999	735,995
		Percent	21.89%	22.10%	21.36%	28.26%	0.236072585	0.236072585
		Charges	\$ 28,537,402	\$ 28,855,039	\$ 30,160,442	\$ 40,694,546	\$ 32,061,857	\$ 128,247,428
		Avg. Charge	\$ 173.18	\$ 181.61	\$ 183.81	\$ 163.94	\$ 174.2504069	\$ 174.2504069
	Placed in suspended status	Count	76,041	68,612	65,328	72,276	70,564	282,257
		Percent	10.10%	9.60%	8.50%	8.23%	9.05%	9.05%
		Charges	\$ 96,632,998	\$ 112,819,781	\$ 102,341,119	\$ 107,074,385	\$ 104,717,071	\$ 418,868,283
Avg Charge		\$ 1,270.80	\$ 1,644.32	\$ 1,566.57	\$ 1,481.47	\$ 1,484.00	\$ 1,484.00	
Prior Authorizaton Report #59	Requested		19,042	18,093	18,728	21,250	19,278	77,113
	Approved	No service limits	11,651	11,474	12,042	14,426	12,398	49,593
		Within limits	5,012	4,392	4,440	4,633	4,619	18,477
		Exceed limits	225	110	96	78	127	509
	Partially Approved	No service limits	180	215	274	146	204	815
		Within limits	213	195	176	165	187	749
		Exceed limits	-	-	-	-	-	-
	Denied		1,761	1,707	1,700	1,802	1,743	6,970

# Passport Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>Original Claims payment activity #60</b>	Total claims	536,811	567,430	619,517	644,739	592,124	2,368,497
	1-30 - Days	536,498	567,015	618,074	644,504	591,523	2,366,091
	31 - 90 Days	310	414	1,440	235	600	2,399
	90+ Days	3	1	3	-	2	7
<b>Denied Claims Activity #61</b>	Total claims	183,534	195,447	183,424	267,708	207,528	830,113
	1-30 Days	183,167	194,604	183,054	267,632	207,114	828,457
	31 - 60 Days	303	843	368	76	398	1,590
	60+ Days	64	-	2	-	17	66
<b>Suspended Claims #62</b>	Total Claims	80,913	73,167	70,344	77,387	75,453	301,811
	1-30 - Days	90,851	72,938	69,973	77,141	77,726	310,903
	31 - 60 Days	64	228	671	246	302	1,209
	60+ Days	4	1	-	-	1	5
<b>Foster Care Report #65</b>	New Members	54	77	78	89	75	298
	Existing Members	1,245	1,232	1,252	1,267	1,249	4,996
<b>Guardianship Report #66</b>	New Members	8	6	10	5	7	29
	Existing Members	27	24	30	31	28	112
<b>67 Provider Credentialing</b>	In Process	448	197	284	194	281	1,123
	Received	857	567	604	379	602	2,407
<b>Termination from MCO #69</b>	Total Providers	46	112	44	76	70	278
<b>Program Lock-in #74c</b>	Admitted	54	67	103	100	81	324
	Discharged	5	123	0	0	32	128
	Active	1,138	1,082	1,185	1,285	1,173	4,690

# WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
Membership			388,758	399,808	404,363	409,143	400,518	1,602,072
Capitation			\$ 185,071,590	\$ 189,697,267	\$ 192,053,005	\$ 195,328,443	\$ 190,537,576	\$ 762,150,305
CAP PMP			\$ 476.06	\$ 474.47	\$ 474.95	\$ 477.41	\$ 475.73	\$ 475.73
Standard	Measure	Threshold						
Claims Payment	Paid Claims	Report 58	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 137,801,790	\$ 551,207,160
	Suspended		\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 71,684,152	\$ 286,736,608
	% Suspended		30.21%	18.36%	38.25%	42.93%	34.22%	34.22%
	Paid/Member		\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 344.06	\$ 344.06
	Paid Loss Ratio		66.91%	68.39%	78.18%	75.51%	72.32%	72.32%
	Total Paid Claims	90% paid in 30 Days	99.92%	99.92%	99.91%	99.81%		99.89%
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	99.99%	99.91%		99.97%
Encounter Submission Report #64	Dispositioned	95% Acceptance Rate	1,568,152	1,778,917	1,862,104	1,590,921	1,700,024	6,800,094
	Accepted		1,561,289	1,751,334	1,851,048	1,583,230	1,686,725	6,746,901
	% Accepted		99.56%	98.45%	99.41%	99.52%	99.22%	99.22%
P/As No Rx	Requested	Report 59	33,127	33,294	33,720	26,156	31,574	126,297
	Denied		5,164	4,951	4,801	396	3,828	15,312
	% Denied		15.59%	14.87%	14.24%	1.51%	12.12%	12.12%
Member Calls Report #11	# of calls		58,201	57,026	52,435	52,696	55,090	220,358
	# Abandoned		3,055	2,169	935	1,007	1,792	7,166
	% Abandoned	5% or less	5.25%	3.80%	1.78%	1.91%	3.25%	3.25%
	Speed to answer	60 seconds or less	20	11	6	6	11	
Provider Calls Report #11	# of calls		23,941	23,691	23,809	24,399	23,960	95,840
	# Abandoned		504	498	573	383	490	1,958
	% Abandoned	5% or less	2.11%	2.10%	2.41%	1.57%	2.04%	2.04%
	Speed to answer	60 seconds or less	21	23	29	13	22	
Behavioral Calls Report #11	# of calls		296	334	322	310	316	1,262
	# Abandoned		10	23	25	18	19	76
	% Abandoned	7% or less	3.38%	6.89%	7.76%	5.81%	6.02%	6.02%
	Speed to answer	60 seconds or less	17	26	41	13	24	
	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%	90.00%	81.00%	82.00%	83.00%	84.00%	
	Avg length	< 10 min	2	2	1	1	2	
Total Calls	Total Calls		82,438	81,051	76,566	77,405	79,365	317,460
	Abandoned		3,569	2,690	1,533	1,408	2,300	9,200
	% Abandoned	5% or less	4.33%	3.32%	2.00%	1.82%	2.90%	2.90%

# WellCare Monthly Contractual Performance Dashboard FY 2014-15

			Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>COB Savings Report #54</b>	MCO paid amount		\$ 1,341,089	\$ 1,179,811	\$ 1,458,328	\$ 1,434,981	\$ 1,353,552	\$ 5,414,209.33
	COB Amount		\$ 16,621,220	\$ 23,179,102	\$ 19,385,305	\$ 20,656,758	\$ 19,960,596	\$ 79,842,383.97
	COB/Member		\$ 42.75	\$ 57.98	\$ 47.94	\$ 50.49	\$ 49.84	\$ 49.84
	% of Claims Paid		13.42%	17.87%	12.91%	14.00%		14.49%
<b>Medicaid Cost Avoidance Report #55</b>	Denied Amount		\$ 3,336,757	\$ 4,155,220	\$ 2,847,084	\$ 2,734,302	\$ 3,268,341	\$ 13,073,363.86
	% of Claims Paid		2.69%	3.20%	1.90%	1.85%	2.37%	2.37%
<b>Non-Medicaid Avoidance Report #56</b>	Denied Amount		\$ 3,872,031	\$ 3,644,680	\$ 3,584,575	\$ 5,875,697	\$ 4,244,246	\$ 16,976,982.91
	% of Claims Paid		3.13%	2.81%	2.39%	3.98%	3.08%	3.08%
<b>Potential Subrogation Report #57</b>	Lien/Claim		\$ 7,150,577	\$ 6,730,882	\$ 7,286,779	\$ 8,124,237	\$ 7,323,119	\$ 29,292,474.18
	% of Claims Paid		5.77%	5.19%	4.85%	5.51%	5.31%	5.31%
	Recovered		\$ 384,187	\$ 431,855	\$ 461,853	\$ 528,974	\$ 451,717	\$ 1,806,869.96
<b>Original Claims Processed Report #58</b>	<b>Claims Received</b>	Total count	1,788,288	1,907,233	1,961,151	1,960,559	1,904,308	7,617,231
		Processed	1,553,996	1,675,382	1,754,786	1,707,652	1,672,954	6,691,816
		Total Charges	\$ 830,221,365	\$ 824,285,214	\$ 823,723,018	\$ 856,178,748	\$ 833,602,086	\$ 3,334,408,345
		Avg Charge	\$ 464.25	\$ 432.19	\$ 420.02	\$ 436.70	\$ 438	\$ 438
		Avg member	\$ 2,135.57	\$ 2,061.70	\$ 2,037.09	\$ 2,092.61	\$ 2,081.31	\$ 2,081.31
	<b>Adjudicated to pay status</b>	Total count	1,188,704	1,282,629	1,345,036	1,333,919	1,287,572	5,150,288
		Percent	66.47%	67.25%	68.58%	68.04%	67.61%	67.61%
		Charges	\$ 551,240,969	\$ 548,888,348	\$ 638,451,003	\$ 639,695,071	\$ 594,568,848	\$ 2,378,275,391
		Avg Charge	\$ 463.73	\$ 427.94	\$ 474.67	\$ 28.00	\$ 461.78	\$ 461.78
		Avg member	\$ 1,417.95	\$ 1,372.88	\$ 1,578.91	\$ 1,563.50	\$ 1,484.50	\$ 1,484.50
		Paid	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 137,801,790	\$ 551,207,160
		Average Paid	\$ 104.17	\$ 101.14	\$ 111.63	\$ 110.58	\$ 107.02	\$ 107.02
		Avg member	\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 344.06	\$ 344.06
	<b>Adjudicated to deny status</b>	Count	351,936	384,510	363,744	332,834	358,256	1,433,024
		Percent	19.68%	20.16%	18.55%	16.98%	0.188129256	0.188129256
		Charges	\$ 164,053,266	\$ 168,528,587	\$ 141,328,097	\$ 131,364,981	\$ 151,318,733	\$ 605,274,932
		Avg. Charge	\$ 466.15	438.29	\$ 388.54	394.69	422.3759907	422.3759907
	<b>Placed in suspended status</b>	Count	8,215	2,717	17,897	24,908	13,434	53,737
		Percent	0.46%	0.14%	0.91%	1.27%	0.71%	0.71%
		Charges	\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 71,684,152	\$ 286,736,608
Avg Charge		\$ 6,525.54	\$ 10,741.05	\$ 5,195.82	\$ 4,454.65	\$ 5,335.93	\$ 5,335.93	
<b>Prior Authorizaton Report #59</b>	Requested		33,127	33,294	33,720	26,156	31,574	126,297
	<b>Approved</b>	No service limits	24,588	24,653	24,950	25,196	24,847	99,387
		Within limits	3,092	3,356	3,632	564	2,661	10,644
		Exceed limits	38	46	47	-	33	131
	<b>Partially Approved</b>	No service limits	-	-	-	-	-	-
		Within limits	242	287	287	-	204	816
		Exceed limits	-	-	-	-	-	-
	Denied		5,164	4,951	4,801	396	3,828	15,312

# WellCare Monthly Contractual Performance Dashboard FY 2014-15

		Jul-14	Aug-14	Sep-14	Oct-14	AVG	TOTAL
<b>Original Claims payment activity #60</b>	Total claims	1,366,016	1,486,599	1,552,696	1,547,699	1,488,253	5,953,010
	1-30 - Days	1,364,890	1,485,426	1,551,271	1,544,808	1,486,599	5,946,395
	31 - 90 Days	995	1,109	1,333	1,569	1,252	5,006
	90+ Days	131	64	92	1,322	402	1,609
<b>Denied Claims Activity #61</b>	Total claims	397,957	429,955	406,887	375,555	402,589	1,610,354
	1-30 Days	397,004	428,879	405,854	373,058	401,199	1,604,795
	31 - 60 Days	513	1,010	719	899	785	3,141
	60+ Days	440	66	414	1,598	630	2,518
<b>Suspended Claims #62</b>	Total Claims	17,984	17,350	29,801	42,369	26,876	107,504
	1-30 - Days	15,961	15,854	28,101	38,785	24,675	98,701
	31 - 60 Days	1,958	371	380	2,335	1,261	5,044
	60+ Days	65	1,125	1,320	1,249	940	3,759
<b>Foster Care Report #65</b>	New Members	216	161	255	183	204	815
	Existing Members	4,960	4,803	4,822	6,192	5,194	20,777
<b>Guardianship Report #66</b>	New Members	21	13	9	6	12	49
	Existing Members	207	208	201	197	203	813
<b>67 Provider Credentialing</b>	In Process	28	40	33	62	41	163
	Received	18	25	6	39	22	88
<b>Termination from MCO #69</b>	Total Providers	4	84	59	117	66	
<b>Program Lock-in #74c</b>	Admitted	0	0	0	47	12	47
	Discharged	0	0	47	0	12	47
	Active	47	47	0	47	35	141

Acquired Brain Injury Waiver	2014											Current	AVG YTD	
	January	February	March	April	May	June	July	August	September	October	November	December		Pend Req
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	7	5	8	10	11	8	7	6	5					7
Prior Authorized for Traditional Services	165	166	163	166	165	168	169	170	163					166
Prior Authorized for CDO Services Only	11	12	12	12	12	13	11	11	12					12
Prior Authorized for Blended Services	5	6	6	7	7	7	8	8	9					7
<b>TOTAL</b>	<b>188</b>	<b>189</b>	<b>189</b>	<b>195</b>	<b>195</b>	<b>196</b>	<b>195</b>	<b>195</b>	<b>189</b>					<b>192</b>
	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>					<b>200</b>
< 18 years of age	0	0	0	0	0	0	0	0	0					0
>= 18 years of age	188	189	189	195	195	196	195	195	189					192
<b>Level of Care Requests</b>														
Number of LOC requests received	35	21	18	26	8	24	11	17	19					20
Number of LOC Approved on First Review	31	19	16	24	8	20	10	17	19					18
Reconsideration Overturned	2	1	0	1	0	2	0	0	0					6
<b>Total Approved</b>	<b>33</b>	<b>20</b>	<b>16</b>	<b>25</b>	<b>8</b>	<b>22</b>	<b>10</b>	<b>17</b>	<b>19</b>					<b>19</b>
<b>Percent Approved</b>	<b>94%</b>	<b>95%</b>	<b>89%</b>	<b>96%</b>	<b>100%</b>	<b>92%</b>	<b>91%</b>	<b>100%</b>	<b>100%</b>					<b>95%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	2	1	1	1	0	2	1	0	0					1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	0	1	0	0	0	0	0	0					0
<b>Total Denied</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>					<b>1</b>
<b>Percent Denied</b>	<b>6%</b>	<b>5%</b>	<b>11%</b>	<b>4%</b>	<b>0%</b>	<b>8%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>					<b>5%</b>
<b>Service Requests</b>														
Number of PA requests received	270	178	128	211	80	165	146	195	152					169
Number of Pended Req from Prior Month	8	18	11	15	18	14	9	23	9					14
Number of PA Approvals	260	185	124	208	82	170	131	194	150					167
Reconsideration Overturned	0	0	0	0	0	0	0	0	0					0
Number of PA requests pended CDO budget	2	0	7	8	3	1	0	1	4				9/19/2014	3
Number of PA requests pended for LOI	16	11	8	10	11	8	23	8	7				9/18/2014	11
<b>Total Pended</b>	<b>18</b>	<b>11</b>	<b>15</b>	<b>18</b>	<b>14</b>	<b>9</b>	<b>23</b>	<b>9</b>	<b>11</b>				9/18/2014	<b>14</b>
<b>Total Approved</b>	<b>260</b>	<b>185</b>	<b>124</b>	<b>208</b>	<b>82</b>	<b>170</b>	<b>131</b>	<b>194</b>	<b>150</b>					<b>167</b>
<b>Percent Approved</b>	<b>93.5%</b>	<b>94%</b>	<b>89%</b>	<b>92%</b>	<b>84%</b>	<b>95%</b>	<b>84.5%</b>	<b>89%</b>	<b>93%</b>					<b>90%</b>
<b>Percent Pended</b>	<b>6.5%</b>	<b>6%</b>	<b>11%</b>	<b>8%</b>	<b>14%</b>	<b>5%</b>	<b>14.8%</b>	<b>4%</b>	<b>7%</b>					<b>8%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	0	7	0					1
Reconsideration Upheld	0	0	0	0	0	0	1	0	0					0
Lack of Information Denial	0	0	0	0	2	0	0	8	0					1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>15</b>	<b>0</b>					<b>2</b>
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>0.6%</b>	<b>7%</b>	<b>0%</b>					<b>1%</b>

Acquired Brain Injury LTC Waiver	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	1	1	1	2	1	2	1	1	2					1
Prior Authorized for Traditional Services	169	168	167	168	170	171	170	167	165					168
Prior Authorized for CDO Services Only	38	39	39	38	38	37	38	39	41					39
Prior Authorized for Blended Services	14	13	14	14	15	15	16	13	13					14
<b>TOTAL</b>	<b>222</b>	<b>221</b>	<b>221</b>	<b>222</b>	<b>224</b>	<b>225</b>	<b>225</b>	<b>220</b>	<b>221</b>					<b>222</b>
<b>Slots Available</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>200</b>					<b>200</b>
< 18 years of age	0	0	0	0	0	0	0	0	0					0
>= 18 years of age	222	221	221	222	224	225	225	220	221					222
<b>Level of Care Requests</b>														
Number of LOC requests received	13	12	18	15	17	22	30	17	19					18
Number of LOC Approved on First Review	13	12	18	15	17	20	28	17	19					18
Reconsideration Overturned	0	0	0	0	0	0	0	0	0					0
<b>Total Approved</b>	<b>13</b>	<b>12</b>	<b>18</b>	<b>15</b>	<b>17</b>	<b>20</b>	<b>28</b>	<b>17</b>	<b>19</b>					<b>18</b>
<b>Percent Approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>	<b>93%</b>	<b>100%</b>	<b>100%</b>					<b>98%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1	2	0	0					0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	0	0	0	0	1	0	0	0					0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>					<b>0</b>
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>9%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>					<b>2%</b>
<b>Service Requests</b>														
Number of PA requests received	84	79	114	125	134	149	170	149	154					129
Number of Pended Req from prior month	21	16	2	5	6	16	4	9	13					
Number of PA Approvals	89	90	109	111	118	159	164	144	151					126
Reconsideration Overturned	0	0	0	0	0	0	0	0	0					0
Number of PA requests pended CDO budget	3	2	2	0	8	3	7	6	3				9/2/2014	4
Number of PA requests pended for LOI	13	0	3	6	8	1	2	7	8				9/19/2014	5
<b>Total Pended</b>	<b>16</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>16</b>	<b>4</b>	<b>9</b>	<b>13</b>	<b>11</b>				9/2/2014	<b>9</b>
<b>Total Approved</b>	<b>89</b>	<b>90</b>	<b>109</b>	<b>111</b>	<b>118</b>	<b>159</b>	<b>164</b>	<b>144</b>	<b>151</b>					<b>126</b>
<b>Percent Approved</b>	<b>85%</b>	<b>95%</b>	<b>94%</b>	<b>85%</b>	<b>84%</b>	<b>96.4%</b>	<b>94%</b>	<b>91%</b>	<b>90%</b>					<b>91%</b>
<b>Percent Pended</b>	<b>15%</b>	<b>2%</b>	<b>4%</b>	<b>5%</b>	<b>11%</b>	<b>2.4%</b>	<b>5%</b>	<b>8%</b>	<b>7%</b>					<b>7%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	1	1	0					0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	3	2	13	6	2	0	0	5					3
<b>TOTAL</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>13</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>					<b>4</b>
<b>Percent Denied</b>	<b>0%</b>	<b>3%</b>	<b>2%</b>	<b>10%</b>	<b>4%</b>	<b>1.2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>					<b>3%</b>

Home and Community Based Waiver	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req	Oldest Dat
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	332	322	389	311	336	343	340	357	384					346
Prior Authorized for Traditional Services	5,962	5,943	5,906	5,969	5,961	5,970	5,968	5,999	5,993					5,963
Prior Authorized for CDO Services Only	2,643	2,647	2,663	2,706	2,763	2,802	2,864	2,893	2,933					2,768
Prior Authorized for Blended Services	213	208	200	211	201	201	201	199	206					204
<b>TOTAL</b>	<b>9,150</b>	<b>9,120</b>	<b>9,158</b>	<b>9,197</b>	<b>9,261</b>	<b>9,316</b>	<b>9,373</b>	<b>9,448</b>	<b>9,516</b>					<b>9,282</b>
<b>Slots Available</b>	<b>17,050</b>					<b>17,050</b>								
< 18 years of age	880	885	885	899	906	935	956	988	995					925
>= 18 years of age	8,270	8,235	8,273	8,298	8,355	8,381	8,417	8,460	9,516					8,467
<b>Level of Care Requests</b>														
Number of LOC requests received	967	916	1,020	1,011	924	915	1,125	990	1,070					993
Number of LOC Approved on First Review	935	894	997	970	881	885	1,087	962	1,047					962
Reconsideration Overturned	10	0	0	3	10	5	6	0	3					37
<b>Total Approved</b>	<b>945</b>	<b>894</b>	<b>997</b>	<b>973</b>	<b>891</b>	<b>890</b>	<b>1,093</b>	<b>962</b>	<b>1,050</b>					966
<b>Percent Approved</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>96%</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>	<b>97%</b>	<b>98%</b>					<b>97%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	19	22	22	37	28	17	31	21	17					24
Reconsideration Upheld	2	0	1	1	3	7	0	2	2					2
Lack of Information Denial	1	0	0	0	2	1	1	5	1					1
<b>Total Denied</b>	<b>22</b>	<b>22</b>	<b>23</b>	<b>38</b>	<b>33</b>	<b>25</b>	<b>32</b>	<b>28</b>	<b>20</b>					<b>27</b>
<b>Percent Denied</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>					<b>3%</b>
<b>Service Requests</b>														
Number of PA requests received	3,354	3,309	3,682	3,958	3,279	3,383	3,831	3,630	3,510					3,548
Number of Pended Req from prior month	322	294	336	584	493	467	548	506	623					464
Number of PA Approvals	3,354	3,198	3,381	4,002	3,244	3,165	3,853	3,438	3,547					3,465
Reconsideration Overturned	0	0	0	0	0	0	0	0	0					0
Number of PA requests pended CDO budget	266	233	340	282	230	285	270	360	351				3/13/2014	291
Number of PA requests pended for LOI	28	103	244	211	237	263	236	263	215				9/16/2014	200
<b>Total Pended</b>	<b>294</b>	<b>336</b>	<b>584</b>	<b>493</b>	<b>467</b>	<b>548</b>	<b>506</b>	<b>623</b>	<b>566</b>				3/13/2014	<b>491</b>
<b>Total Approved</b>	<b>3,354</b>	<b>3,198</b>	<b>3,381</b>	<b>4,002</b>	<b>3,244</b>	<b>3,165</b>	<b>3,853</b>	<b>3,438</b>	<b>3,547</b>					<b>3,465</b>
<b>Percent Approved</b>	<b>91%</b>	<b>89%</b>	<b>84%</b>	<b>88%</b>	<b>86%</b>	<b>82%</b>	<b>88%</b>	<b>83%</b>	<b>85.8%</b>					<b>86%</b>
<b>Percent Pended</b>	<b>8%</b>	<b>9%</b>	<b>15%</b>	<b>11%</b>	<b>12%</b>	<b>14%</b>	<b>11.5%</b>	<b>15%</b>	<b>13.7%</b>					<b>12%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	3	1	0	1	9	1	5	1					2
Reconsideration Upheld	0	1	0	0	0	0	0	0	0					0
Lack of Information Denial	28	65	52	47	60	128	19	70	19					54
<b>TOTAL</b>	<b>28</b>	<b>69</b>	<b>53</b>	<b>47</b>	<b>61</b>	<b>137</b>	<b>20</b>	<b>75</b>	<b>20</b>					<b>57</b>
<b>Percent Denied</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>0.5%</b>	<b>2%</b>	<b>0.5%</b>					<b>1%</b>

Michelle P Waiver	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	835	734	539	431	369	365	301	289	237					456
Prior Authorized for Traditional Services	2,875	2,890	2,910	2,919	2,869	2,828	2,800	2,744	2,693					2,836
Prior Authorized for CDO Services Only	4,729	4,796	4,814	4,811	4,796	4,753	4,724	4,682	4,657					4,751
Prior Authorized for Blended Services	1,952	2,001	2,019	2,074	2,124	2,142	2,178	2,216	2,237					2,105
<b>TOTAL</b>	<b>10,391</b>	<b>10,421</b>	<b>10,282</b>	<b>10,235</b>	<b>10,158</b>	<b>10,088</b>	<b>10,003</b>	<b>9,931</b>	<b>9,824</b>					<b>10,148</b>
<b>Slots Available</b>	<b>10,000</b>					<b>10,000</b>								
< 18 years of age	4,701	4,716	4,677	4,674	4,646	4,635	4,639	4,622	4,600					4,657
>= 18 years of age	5,690	5,705	5,605	5,561	5,512	5,453	5,364	5,309	5,224					5,491
<b>Level of Care Requests</b>														
Number of LOC requests received	897	828	834	829	782	709	875	920	888					840
Number of LOC Approved on First Review	863	820	829	829	782	709	875	920	888					835
Reconsideration Overturned	8	0	0	0	0	0	0	0	0					8
<b>Total Approved</b>	<b>871</b>	<b>820</b>	<b>829</b>	<b>829</b>	<b>782</b>	<b>709</b>	<b>875</b>	<b>920</b>	<b>888</b>					<b>836</b>
<b>Percent Approved</b>	<b>97%</b>	<b>99%</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>					<b>100%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	20	5	0	0	0	0	0	0	0					3
Reconsideration Upheld	5	1	1	0	0	0	0	0	0					1
Lack of Information Denial	1	2	4	0	0	0	0	0	0					1
<b>Total Denied</b>	<b>26</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>					<b>4</b>
<b>Percent Denied</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>					<b>0%</b>
<b>Service Requests</b>														
Number of PA requests received	2,609	2,647	3,117	2,776	2,682	2,391	2,843	2,849	2,750					2,740
Number of Pended Req from prior month	825	947	510	1,168	975	966	801	632	1,035					
Number of PA Approvals	2,405	3,026	2,371	2,899	2,660	2,460	2,950	2,386	2,880					2,671
Reconsideration Overturned	4	0	0	1	4	0	0	0	1					1
Number of PA requests pended CDO budget	750	463	994	803	774	590	455	856	744				3/6/2014	4,813
Number of PA requests pended for LOI	222	47	174	172	192	211	177	179	116				9/16/2014	4,339
<b>Total Pended</b>	<b>972</b>	<b>510</b>	<b>1,168</b>	<b>975</b>	<b>966</b>	<b>801</b>	<b>632</b>	<b>1,035</b>	<b>860</b>				3/6/2014	<b>880</b>
<b>Total Approved</b>	<b>2,409</b>	<b>3,026</b>	<b>2,371</b>	<b>2,900</b>	<b>2,660</b>	<b>2,460</b>	<b>2,950</b>	<b>2,386</b>	<b>2,881</b>					<b>2,671</b>
<b>Percent Approved</b>	<b>70%</b>	<b>84%</b>	<b>65.4%</b>	<b>73.5%</b>	<b>73%</b>	<b>73%</b>	<b>81%</b>	<b>69%</b>	<b>76%</b>					<b>74%</b>
<b>Percent Pended</b>	<b>28%</b>	<b>14%</b>	<b>32.2%</b>	<b>24.7%</b>	<b>26%</b>	<b>24%</b>	<b>17%</b>	<b>30%</b>	<b>23%</b>					<b>24%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	10	6	10	5	5	28	18	14	4					11
Reconsideration Upheld	8	3	2	3	1	1	0	1	0					2
Lack of Information Denial	35	74	76	61	21	67	44	45	41					52
<b>TOTAL</b>	<b>53</b>	<b>83</b>	<b>88</b>	<b>69</b>	<b>27</b>	<b>96</b>	<b>62</b>	<b>60</b>	<b>45</b>					<b>65</b>
<b>Percent Denied</b>	<b>2%</b>	<b>2%</b>	<b>2.4%</b>	<b>1.8%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>					<b>2%</b>

Model II Waiver	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	9	8	11	5	6	4	6	6	3					6
Prior Authorized for Traditional Services	44	43	40	44	42	41	39	39	41					41
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
<b>TOTAL</b>	<b>53</b>	<b>51</b>	<b>51</b>	<b>49</b>	<b>48</b>	<b>45</b>	<b>45</b>	<b>45</b>	<b>44</b>					<b>48</b>
<b>Slots Available</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>					
< 18 years of age	38	35	33	30	30	28	27	28	26					31
>= 18 years of age	15	16	18	19	18	18	18	17	18					17
<b>Level of Care Requests</b>														
Number of LOC requests received	7	10	18	12	8	4	12	8	7					10
Number of LOC Approved on First Review	7	10	18	12	8	3	12	8	7					9
Reconsideration Overturned	0	0	0	0	0	0	0	0	0					0
<b>Total Approved</b>	<b>7</b>	<b>10</b>	<b>18</b>	<b>12</b>	<b>8</b>	<b>3</b>	<b>12</b>	<b>8</b>	<b>7</b>					<b>9</b>
<b>Percent Approved</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>					<b>97%</b>
<b>Level of Care Denials</b>														
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	0	0	0	0	1	0	0	0					0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>					<b>0</b>
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>25%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>					<b>3%</b>
<b>Service Requests</b>														
Number of PA requests received	27	28	26	27	28	20	27	24	28					26
Number of Pended Req from prior month	5	3	3	2	6	4	5	1	3					0
Number of PA Approvals	29	27	23	23	27	17	31	22	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	3	3	2	6	4	5	1	3	5				9/16/2014	4
<b>Total Pended</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>5</b>				9/16/2014	<b>4</b>
<b>Total Approved</b>	<b>29</b>	<b>27</b>	<b>23</b>	<b>23</b>	<b>27</b>	<b>17</b>	<b>31</b>	<b>22</b>	<b>26</b>					<b>25</b>
<b>Percent Approved</b>	<b>91%</b>	<b>87%</b>	<b>79%</b>	<b>79%</b>	<b>79%</b>	<b>71%</b>	<b>97%</b>	<b>88%</b>	<b>84%</b>					<b>84%</b>
<b>Percent Pended</b>	<b>9%</b>	<b>10%</b>	<b>7%</b>	<b>21%</b>	<b>12%</b>	<b>21%</b>	<b>3%</b>	<b>12%</b>	<b>16%</b>					<b>12%</b>
<b>Service Requests Denials</b>														
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	1	4	0	3	2	0	0	0					1
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>					<b>1</b>
<b>Percent Denied</b>	<b>0%</b>	<b>3%</b>	<b>14%</b>	<b>0%</b>	<b>9%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>					<b>4%</b>

Supports for Community Living Waiver	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	46	26	31	14	19	17	6	7	4					19
Prior Authorized for Traditional Services	3,494	3,226	2,899	2,603	2,291	1,917	1,579	1,241	903					2,239
Prior Authorized for CDO Services Only	78	71	57	52	45	34	24	19	12					44
Prior Authorized for Blended Services	89	84	74	69	59	51	43	31	19					58
<b>TOTAL</b>	<b>3,707</b>	<b>3,407</b>	<b>3,061</b>	<b>2,738</b>	<b>2,414</b>	<b>2,019</b>	<b>1,652</b>	<b>1,298</b>	<b>938</b>					<b>2,359</b>
< 18 years of age	1	1	0	0	0	0	0	0	0					0
>= 18 years of age	3,706	3,406	3,061	2,738	2,414	2,019	1,652	1,298	938					2,359
<b>Level of Care Requests</b>														
Number of LOC requests received	398	307	299	272	167	133	154	103	104					215
Number of LOC Approved on First Review	396	307	298	272	167	131	154	103	104					215
Reconsideration Overturned	2	0	0	0	0	0	0	0	0					2
<b>Total Approved</b>	<b>398</b>	<b>307</b>	<b>298</b>	<b>272</b>	<b>167</b>	<b>131</b>	<b>154</b>	<b>103</b>	<b>104</b>					215
<b>Percent Approved</b>	<b>100%</b>	<b>100%</b>	<b>99.7%</b>	<b>100%</b>	<b>100%</b>	<b>98.5%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>					100%
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1	0	0	0					0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	0	1	0	0	1	0	0	0					0
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>					0
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>0.3%</b>	<b>0%</b>	<b>0%</b>	<b>1.5%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>					0%
<b>Service Requests</b>														
Number of PA requests received	2,208	1,698	1,660	1,563	894	854	927	640	580					1,225
Number of Pended Req from prior month	154	154	24	63	53	63	0	23	10					
Number of PA Approvals	2,170	1,799	1,607	1,557	877	878	890	650	561					1,221
Reconsideration Overturned	4	0	0	0	0	0	0	0	0					0
Number of PA requests pended CDO budget	30	12	15	13	12	0	1	4	3				9/17/2014	10
Number of PA requests pended for LOI	124	12	48	40	51	0	22	6	25				9/25/2014	36
<b>Total Pended</b>	<b>154</b>	<b>24</b>	<b>63</b>	<b>53</b>	<b>63</b>	<b>0</b>	<b>23</b>	<b>10</b>	<b>28</b>				9/17/2014	<b>46</b>
<b>Total Approved</b>	<b>2,174</b>	<b>1,799</b>	<b>1,607</b>	<b>1,557</b>	<b>877</b>	<b>878</b>	<b>890</b>	<b>650</b>	<b>561</b>					1,221
<b>Percent Approved</b>	<b>92%</b>	<b>97%</b>	<b>95%</b>	<b>96%</b>	<b>92.6%</b>	<b>96%</b>	<b>96%</b>	<b>98%</b>	<b>95.1%</b>					95%
<b>Percent Pended</b>	<b>7%</b>	<b>1%</b>	<b>4%</b>	<b>3%</b>	<b>6.7%</b>	<b>0.0%</b>	<b>2.5%</b>	<b>1.5%</b>	<b>4.7%</b>					3%
<b>Service Requests Denials</b>														
Medical Necessity Denials	2	3	0	0	1	3	1	0	1					1
Reconsideration Upheld	0	2	0	0	0	0	0	0	0					0
Lack of Information Denial	29	24	14	16	6	36	13	3	0					16
<b>TOTAL</b>	<b>31</b>	<b>29</b>	<b>14</b>	<b>16</b>	<b>7</b>	<b>39</b>	<b>14</b>	<b>3</b>	<b>1</b>					17
<b>Percent Denied</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>0.7%</b>	<b>4%</b>	<b>1.5%</b>	<b>0.5%</b>	<b>0.2%</b>					1%

Supports for Community Living Waiver 2	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Pend Req Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	0	2	2	4	9	11	9	16	14					7
Prior Authorized for Traditional Services	208	607	891	1,257	1,564	1,931	2,385	2,696	3,086					1,625
Prior Authorized for CDO Services Only	N/A					N/A								
Prior Authorized for Blended Services	0	19	31	52	74	98	129	149	171					80
<b>TOTAL</b>	<b>208</b>	<b>628</b>	<b>924</b>	<b>1,313</b>	<b>1,647</b>	<b>2,040</b>	<b>2,523</b>	<b>2,861</b>	<b>3,271</b>					<b>1,713</b>
<b>Slots Available</b>	<b>4,501</b>													
< 18 years of age	0	1	1	1	1	3	3	4	4					2
>= 18 years of age	208	627	923	1,312	1,646	2,037	2,520	2,857	3,267					1,711
<b>Level of Care Requests</b>														
Number of LOC requests received	208	342	435	401	341	424	437	419	403					379
Number of LOC Approved on First Review	208	342	376	386	317	404	423	392	394					360
Reconsideration Overturned	0	0	0	0	2	0	2	2	0					6
<b>Total Approved</b>	<b>208</b>	<b>342</b>	<b>376</b>	<b>386</b>	<b>319</b>	<b>404</b>	<b>425</b>	<b>394</b>	<b>394</b>					<b>361</b>
<b>Percent Approved</b>	<b>100%</b>	<b>100%</b>	<b>86%</b>	<b>96%</b>	<b>94%</b>	<b>95%</b>	<b>97%</b>	<b>94%</b>	<b>98%</b>					<b>96%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	2	1	5	0	0					1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0					0
Lack of Information Denial	0	0	59	15	20	19	7	25	9					17
<b>Total Denied</b>	<b>0</b>	<b>0</b>	<b>59</b>	<b>15</b>	<b>22</b>	<b>20</b>	<b>12</b>	<b>25</b>	<b>9</b>					<b>18</b>
<b>Percent Denied</b>	<b>0%</b>	<b>0%</b>	<b>14%</b>	<b>4%</b>	<b>6%</b>	<b>5%</b>	<b>3%</b>	<b>6%</b>	<b>2%</b>					<b>4%</b>
<b>Service Requests</b>														
Number of PA requests received	820	1,359	1,598	1,863	1,619	2,236	2,427	2,341	2,428					1,855
Number of Pended Req from prior month	0	38	26	123	164	168	0	204	194					
Number of PA Approvals	781	1,368	1,489	1,791	1,575	2,297	2,185	2,268	2,316					1,786
Reconsideration Overturned	0	0	0	0	0	0	3	1	0					0
Number of PA requests pended CDO budget	N/A					N/A								
Number of PA requests pended for LOI	38	26	123	164	168	0	204	194	200				9/16/2014	124
<b>Total Pended</b>	<b>38</b>	<b>26</b>	<b>123</b>	<b>164</b>	<b>168</b>	<b>0</b>	<b>204</b>	<b>194</b>	<b>200</b>				9/16/2014	<b>124</b>
<b>Total Approved</b>	<b>781</b>	<b>1,368</b>	<b>1,489</b>	<b>1,791</b>	<b>1,575</b>	<b>2,297</b>	<b>2,188</b>	<b>2,269</b>	<b>2,316</b>					<b>1,786</b>
<b>Percent Approved</b>	<b>95.2%</b>	<b>97.9%</b>	<b>91.7%</b>	<b>90%</b>	<b>88%</b>	<b>96%</b>	<b>90.2%</b>	<b>89%</b>	<b>88%</b>					<b>91.8%</b>
<b>Percent Pended</b>	<b>4.6%</b>	<b>1.9%</b>	<b>7.6%</b>	<b>8%</b>	<b>9%</b>	<b>0%</b>	<b>8.4%</b>	<b>8%</b>	<b>8%</b>					<b>6.2%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	1	0	0	4	2	2	16	4	20					5
Reconsideration Upheld	0	0	0	0	0	1	1	0	0					0
Lack of Information Denial	0	3	12	27	38	104	18	78	86					41
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>12</b>	<b>31</b>	<b>40</b>	<b>107</b>	<b>35</b>	<b>82</b>	<b>106</b>					<b>46</b>
<b>Percent Denied</b>	<b>0.1%</b>	<b>0.2%</b>	<b>0.7%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>1.4%</b>	<b>3%</b>	<b>4%</b>					<b>2.0%</b>

<b>Active Recipients</b>	This section displays an unduplicated cumulative total count of members in MP Waiver. The criterion for inclusion is a LOC and/or service approval that has an end date that is greater than or equal to the end date of each month.
Met LOC w/o Requesting Services	Number of Members who have an active, approved LOC, but have not requested prior authorization of 1 or more services. *Providers have 60 days to request PA of services after initial LOC approval. After extension LOC approval, the provider has 30 days to request PA of services.
Prior Authorized for Traditional Services	Member has been prior authorized for only Traditional Services and the authorized end date is greater than or equal to the last day of the reported month.
Prior Authorized for CDO Services Only	Member has been prior Authorized for only CDO services and the authorized end date is greater than or equal to the last day of the reported month.
Prior Authorized for Blended Services	Member had been prior authorized for Traditional and CDO services and the authorized end date is greater than or equal to the last day of the reported month
< 18 years of age	Active Members who are less than 18 years of age on the last day of the reported month
>= 18 years of age	Active Members who are 18 years of age or 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 pending CDO budget	Number of service prior authorization requests received during the reported month that were pending for CDO budget
Number of PA requests pending for LOI	Number of service prior authorization requests in a pending 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