

# MAC Binder Section 4 – Dashboard Reports

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

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# MCO Monthly Comparison Dashboard - November, 2014

			Anthem	Coventry	Humana	Passport	WellCare	Total	
Membership			54,269	312,548	93,277	221,494	412,649	1,094,237	
Capitation			\$ 30,829,163	\$ 133,566,703	\$ 60,072,306	\$ 115,729,465	\$ 197,123,191	537,320,828	
Capitation/Member			\$ 568.08	\$ 427.35	\$ 644.02	\$ 522.49	\$ 477.70	\$ 491.05	
Standard	Measure	Threshold							
Claims Payment	Paid Claims		\$ 12,976,487	\$ 72,685,122	\$ 23,800,439	\$ 54,281,087	\$ 140,138,719	303,881,854	
	Suspended		\$ 6,520,433	\$ 7,181,548	\$ 64,615,779	\$ 89,966,999	\$ 92,681,856	\$ 260,966,615	
	% Suspended		33.44%	8.99%	73.08%	62.37%	39.81%	46.20%	
	Paid per Member		\$ 239.11	\$ 232.56	\$ 255.16	\$ 245.07	\$ 339.61	\$ 277.71	
	Paid Loss Ratio		42.09%	54.42%	39.62%	46.90%	71.09%	56.56%	
	Total All Claims	90% paid in 30 Days		99.90%	99.95%	96.60%	100.08%	99.45%	99.45%
	Total All Claims	99% paid in 90 Days		100.00%	99.99%	99.67%	100.10%	99.92%	99.95%
Encounter Submission Report #64	Submitted	95%	250,000	888,314	477,453	1,024,019	1,511,769	4,151,555	
	Accepted	Acceptance	240,846	866,645	460,628	968,638	1,502,422	4,039,179	
	% Accepted	Rate	96.34%	97.56%	96.48%	94.59%	99.38%	97.29%	
P/As	Requested		6,373	24,487	4,299	15,539	32,509	83,207	
	Denied		599	3,032	713	1,344	6,842	12,530	
	% Denied		9.40%	12.38%	16.59%	8.65%	21.05%	15.06%	
Member Calls Report #11	# of calls		9,943	18,934	14,133	30,246	46,049	119,305	
	# Abandoned		39	549	50	285	1,464	2,387	
	% Abandoned	5% or less	0.39%	2.90%	0.35%	0.94%	3.18%	2.00%	
	Speed to answer	30 seconds or less	6	26	9	20	17		
Provider Calls Report #11	# of calls		8,925	11,580	6,748	19,301	19,818	66,372	
	# Abandoned		116	140	15	181	281	733	
	% Abandoned	5% or less	1.30%	1.21%	0.22%	0.94%	1.42%	1.10%	
	Average speed to answer	30 seconds or less	22	25	9	16	13		
Behavioral Calls Report #11	# of calls		294	719	10		282	1,305	
	# Abandoned		0	18	0		5	23	
	% Abandoned	7% or less	0.00%	2.50%	0.00%		1.77%	1.76%	
	Average speed to answer	30 seconds or less	7	52	6		9		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%		100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%		0.00%	0.00%	
	Answered within 30 sec	More than 80%	98.00%	74.60%	90.00%		94.00%		
	Average length	less than 10 min	8	3	6		1		
Total Calls			19,162	31,233	20,891	49,547	66,149	186,982	
# Abandoned			155	707	65	466	1,750	3143	
% Abandoned			0.81%	2.26%	0.31%	0.94%	2.65%	1.68%	
COB Savings Report #54	MCO paid amount		\$ 158,726	\$ 2,021,800	\$ 279,536	\$ 824,076	\$ 1,566,077	\$ 4,850,216	
	COB Amount		\$ 413,999	\$ 7,557,342	\$ 1,330,684	\$ 5,813,533	\$ 20,190,603	\$ 35,306,160	
	COB / Member		\$ 7.63	\$ 24.18	\$ 14.27	\$ 26.25	\$ 48.93	\$ 32.27	
	% of Claims Paid		3.19%	10.40%	5.59%	10.71%	14.41%	11.62%	
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 146,797	\$ 1,727,865	\$ -	\$ 2,610,728	\$ 2,847,608	\$ 7,332,998	
	% of Claims Paid		1.13%	2.38%	0.00%	4.81%	2.03%	2.41%	
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 680,293	\$ 3,588,026	\$ 1,210,461	\$ 2,645,408	\$ 5,669,871	\$ 13,794,058	
	% of Claims Paid		5.24%	4.94%	5.09%	4.87%	4.05%	4.54%	
Potential Subrogation Report #57	Lien/Claim		\$ 6,635	\$ 12,372,836	\$ 272,182	\$ 8,808,749	9049566.15	\$ 30,509,969	
	% of Claims Paid		0.05%	17.02%	1.14%	16.23%	6.46%	10.04%	
	Recovered		\$ 6,164	\$ 3,745,678	\$ -	\$ 286,704	\$ 478,811	\$ 4,517,357	

# MCO Monthly Comparison Dashboard - November, 2014

		Anthem	Coventry	Humana	Passport	WellCare	Total	
Original Claims Processed Report #58	Claims Received	Total count	186,453	937,954	349,079	744,508	1,938,101	4,156,095
		Total Processed	179,913	897,236	403,978	748,386	1,672,980	3,902,493
		Total Charges	\$ 86,741,723	\$ 446,345,140	\$ 146,764,236	\$ 266,366,605	\$ 776,902,406	\$ 1,723,120,111
		Avg Charge	\$ 465.22	\$ 475.87	\$ 420.43	\$ 357.78	\$ 422.44	\$ 414.60
		Avg member	\$ 1,598.37	\$ 1,428.09	\$ 1,573.42	\$ 1,202.59	\$ 1,882.72	\$ 1,574.72
	Adjudicated to pay status	Total count	128,488	698,154	247,171	502,382	1,308,580	2,884,775
		Percent	68.91%	74.43%	70.80%	67.50%	71.15%	69.41%
		Charges	\$ 51,147,125	\$ 318,817,471	\$ 68,645,795	\$ 162,113,083	\$ 565,761,805	\$ 1,166,485,279
		Avg Charge	\$ 398.07	\$ 456.65	\$ 277.73	\$ 322.69	\$ 432.35	\$ 404.36
		Avg member	\$ 942.47	\$ 1,020.06	\$ 735.93	\$ 731.91	\$ 1,371.05	\$ 1,066.03
		Paid	\$ 12,976,487	\$ 72,685,122	\$ 23,800,439	\$ 54,281,087	\$ 140,138,719	\$ 303,881,854
		Average Paid	\$ 100.99	\$ 104.11	\$ 96.29	\$ 108.05	\$ 107.09	\$ 105.34
		Avg member	\$ 239.11	\$ 232.56	\$ 255.16	\$ 245.07	\$ 339.61	\$ 277.71
	% Discount	74.63%	77.20%	65.33%	66.52%	75.23%	73.95%	
	Adjudicated to deny status	Count	46,930	195,923	58,484	180,367	341,085	822,789
		Percent	25.17%	20.89%	16.80%	24.20%	18.55%	19.80%
		Charges	\$ 22,283,896	\$ 77,305,672	\$ 7,941,121	\$ 28,063,557	\$ 137,601,755	\$ 273,196,002
		Average Charge	\$ 474.83	\$ 394.57	\$ 135.78	\$ 155.59	\$ 403.42	\$ 332.04
	Placed in suspended status	Count	5,255	4,386	28,459	65,637	14,600	118,337
		Percent	2.82%	0.47%	8.30%	8.80%	0.79%	2.85%
Charges		\$ 6,520,433	\$ 7,181,548	\$ 64,615,779	\$ 89,966,999	\$ 92,681,856	\$ 260,966,615	
Average Charge		\$ 1,240.81	\$ 1,637.38	\$ 2,270.49	\$ 1,370.68	\$ 6,348.07	\$ 2,205.28	
Prior Authorizaton Report #59	Requested	6,373	24,487	4,299	15,539	32,509	83,207	
	Approved	No service limits	102	13,713	2,537	10,100	22,303	48,755
		Within limits	5,357	4,136	612	3,773	3,052	16,930
		Exceed limits	-	1,621	-	63	52	1,736
	Partially Approved	No service limits	14	729	154	128	-	1,025
		Within limits	10	250	-	131	250	641
	Exceed limits	-	-	-	-	-	-	-
Denied	599	3,032	713	1,344	6,842	12,530		
Original Claims Payment Activity Report #60	Total claims	130,605	698,164	270,673	576,279	1,547,671	3,223,392	
	1-30 - Days	130,479	697,800	261,477	576,732	1,539,141	3,205,629	
	31 - 60 Days	124	326	8,293	144	7,320	16,207	
	60+ Days	2	38	903	3	1,200	2,146	
Denied Claims Activity Report #61	Total claims	87,691	195,923	62,060	210,981	406,558	963,213	
	1-30 - Days	87,416	195,821	59,446	210,498	403,024	956,205	
	31 - 60 Days	240	88	1,162	483	2,959	4,932	
	60+ Days	5	14	1,352	-	575	1,946	
Suspended Claims Report #62	Total claims	5,276	4,386	82,233	72,964	30,426	195,285	
	1-30 - Days	5,259	4,376	43,932	72,670	27,618	153,855	
	31 - 60 Days	17	10	15,047	293	1,399	16,766	
	60+ Days	-	-	23,254	1	1,409	24,664	
Foster Care Report #65	New Members	4	108	4	104	148	368	
	Existing Members	21	5,158	152	1,315	6,158	12,804	
Guardianship Report #66	New Members	8	5	7	2	11	33	
	Existing Members	8	200	30	29	186	453	
Provider Credentialing #67	In Process	47	3,236	74	152	0	3,509	
	Received	31	410	61	254	0	756	
Termination from MCO Report #69	Total Providers	12	20	21	69	7	129	
Program Lock-in Report #74c	Admitted	0	15	16	94	3	128	
	Discharged	0	26	0	0	47	73	
	Active	0	1,034	16	1,379	50	2,479	

# MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Membership			239,098	1,549,278	422,557	1,052,143	2,014,721	5,277,797
Capitation			\$ 138,471,238	\$ 660,065,583	\$ 239,708,534	\$ 551,867,083	\$ 959,273,496	\$ 2,549,385,933
Cap/Member			\$ 579.14	\$ 426.05	\$ 567.28	\$ 524.52	\$ 476.13	\$ 483.04
Standard	Measure	Threshold						
Claims Payment	Paid Claims		\$ 59,552,587	\$ 414,436,235	\$ 111,499,754	\$ 294,072,259	\$ 691,345,880	\$ 1,570,906,714
	Suspended		\$ 18,517,804	\$ 22,440,155	\$ 341,717,878	\$ 508,835,282	\$ 379,418,463	\$ 1,270,929,582
	% Suspended		23.72%	5.14%	75.40%	63.37%	35.43%	44.72%
	Paid per Member		\$ 249.07	\$ 267.50	\$ 263.87	\$ 279.50	\$ 343.15	\$ 297.64
	Paid Loss Ratio		43.01%	62.79%	46.51%	53.29%	72.07%	61.62%
	Total All Claims	90% in 30 Days	99.71%	99.94%	96.40%	99.91%	99.80%	99.59%
	Total All Claims	99% in 90 Days	99.99%	99.99%	99.90%	100.00%	99.96%	99.97%
Encounter Submission Report #64	Submitted	95%	1,220,531	4,554,078	1,676,308	4,676,963	8,311,863	20,439,743
	Accepted	Acceptance	1,175,441	4,406,397	1,598,881	4,538,275	8,249,323	19,968,317
	% Accepted	Rate	96.31%	96.76%	95.38%	97.03%	99.25%	97.69%
P/As	Requested		33,825	143,027	22,922	92,652	158,806	451,232
	Denied		3,074	18,024	3,502	8,314	22,154	55,068
	% Denied		9.09%	12.60%	15.28%	8.97%	13.95%	12.20%
Member Calls Report #11	# of calls		50,582	116,778	73,697	162,959	266,407	670,423
	# Abandoned		334	3,085	194	1,303	8,630	13,546
	% Abandoned	5% or less	0.66%	2.64%	0.26%	0.80%	3.24%	2.02%
	Speed to answer	30 secs or less	8	22	8	18	12	14
Provider Calls Report #11	# of calls		45,290	63,720	39,010	107,020	115,658	370,698
	# Abandoned		349	645	48	1,232	2,239	4,513
	% Abandoned	5% or less	0.77%	1.01%	0.12%	1.15%	1.94%	1.22%
	Average speed to answer	30 secs or less	15	19	6	19	20	16
Behavioral Calls Report #11	# of calls		1,688	7,508	79	4,259	1,544	15,078
	# Abandoned		6	154	1	22	81	264
	% Abandoned	7% or less	0.36%	2.05%	1.27%	0.52%	5.25%	1.75%
	Average speed to answer	30 secs or less	15	46	9	14	21	21
	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%	92.80%	75.02%	88.75%	67.25%	86.00%	81.96%
	Average length	less than 10 min	8	3	4	1	1	3
	Total Calls		97,560	188,006	112,786	274,238	383,609	1,056,199
	# Abandoned		689	3884	243	2557	10950	18,323
	% Abandoned		0.71%	2.07%	0.22%	0.93%	2.85%	1.73%
COB Savings Report #54		MCO paid amount	\$ 467,918	\$ 11,023,314	\$ 1,306,688	\$ 4,645,363	\$ 6,980,286	\$ 24,423,569
		COB Amount	\$ 968,529	\$ 34,211,031	\$ 5,993,239	\$ 32,962,708	\$ 100,032,987	\$ 174,168,494
		COB / Member	\$ 4.05	\$ 22.08	\$ 14.18	\$ 31.33	\$ 49.65	\$ 33.00
		% of Paid	1.63%	8.25%	5.38%	11.21%	14.47%	11.09%
Medicaid Cost Avoidance Report #55		Denied Amount	\$ 640,060	\$ 11,105,494	\$ 1,104	\$ 12,140,732	\$ 15,920,972	\$ 39,808,362
		% of Paid	1.07%	2.68%	0.00%	4.13%	2.30%	2.53%
Non-Medicaid Avoidance Report #56		Denied Amount	\$ 3,794,656	\$ 24,645,166	\$ 4,347,671	\$ 14,075,186	\$ 22,646,854	\$ 69,509,534
		% of Paid	6.37%	5.95%	3.90%	4.79%	3.28%	4.42%
Potential Subrogation Report #57		Lien/Claim	\$ 11,375	\$ 41,299,081	\$ 1,360,977	\$ 39,397,360	\$ 38,342,040	\$ 120,410,833
		% of Paid	0.02%	9.97%	1.22%	13.40%	5.55%	7.67%
		Recovered	\$ 10,447	\$ 5,575,132	\$ 102,523	\$ 1,274,519	\$ 2,285,681	\$ 9,248,301

# MCO YTD Comparison Dashboard FY 2014-15

			Anthem	Coventry	Humana	Passport	WellCare	TOTAL
Original Claims Processed Report #58	Claims Received	Total count	832,933	5,008,786	1,657,673	3,862,172	9,555,332	20,916,896
		Total Processed	788,499	4,963,577	1,885,241	3,903,657	8,364,796	19,905,770
		Total Charges	\$ 355,054,421	\$ 2,435,436,827	\$ 697,323,133	\$ 1,438,294,528	\$ 4,111,310,751	\$ 9,037,419,660
		Avg Charge	\$ 425.11	\$ 486.23	\$ 420.66	\$ 372.41	\$ 430.26	\$ 432.06
		Avg member	\$ 1,484.97	\$ 1,571.98	\$ 1,650.25	\$ 1,367.01	\$ 2,040.64	\$ 1,712.35
	Adjudicated to pay status	Total count	632,379	3,552,059	1,148,921	2,639,492	6,458,868	14,431,719
		Percent	76.38%	70.92%	69.31%	68.34%	67.59%	69.00%
		Charges	\$ 230,152,376	\$ 1,852,998,711	\$ 317,096,462	\$ 913,667,548	\$ 2,944,037,196	\$ 6,257,952,294
		Avg Charge	\$ 363.79	\$ 521.67	\$ 276.00	\$ 346.15	\$ 455.81	\$ 433.62
		Avg member	\$ 962.59	\$ 1,196.04	\$ 750.42	\$ 868.39	\$ 1,461.26	\$ 1,185.71
		Paid	\$ 59,552,587	\$ 414,436,235	\$ 111,499,754	\$ 294,072,259	\$ 691,345,880	\$ 1,570,906,714
		Average Paid	\$ 94.11	\$ 116.67	\$ 97.05	\$ 111.41	\$ 107.04	\$ 108.85
		Avg member	\$ 249.07	\$ 267.50	\$ 263.87	\$ 279.50	\$ 343.15	\$ 297.64
		% Discount	74.12%	77.63%	64.84%	67.81%	76.52%	74.90%
	Adjudicated to deny status	Count	148,170	1,098,151	294,765	916,362	1,774,109	4,231,557
		Percent	17.79%	21.92%	17.78%	23.73%	18.57%	20.23%
		Charges	\$ 76,453,700	\$ 468,520,851	\$ 34,255,087	\$ 156,310,986	\$ 742,876,687	\$ 1,478,417,311
		Average Charge	\$ 515.99	\$ 426.65	\$ 116.21	\$ 170.58	\$ 418.73	\$ 349.38
	Placed in suspended status	Count	13,089	17,710	171,471	347,894	68,337	618,501
		Percent	1.52%	0.35%	10.34%	9.01%	0.72%	2.96%
Charges		\$ 18,517,804	\$ 22,440,155	\$ 341,717,878	\$ 508,835,282	\$ 379,418,463	\$ 1,270,929,582	
Average Charge		\$ 1,334.03	\$ 1,267.09	\$ 1,992.86	\$ 1,462.62	\$ 5,552.17	\$ 2,054.85	
Prior Authorizaton Report #59 No Rx	Requested	33,825	143,027	22,922	92,652	158,806	451,232	
	Approved	No service limits	557	76,918	14,445	59,693	121,690	273,303
		Within limits	27,901	20,806	3,427	22,250	13,696	88,080
		Exceed limits	-	14,789	-	572	183	15,544
	Partially Approved	No service limits	56	4,430	530	943	-	5,959
		Within limits	71	2,357	1	880	1,066	4,375
		Exceed limits	-	-	-	-	-	-
Denied	3,074	18,024	3,502	8,314	22,154	55,068		
Original Claims Payment Activity Report #60	Total claims	532,702	3,852,069	1,251,440	2,945,376	7,500,681	16,082,268	
	1-30 - Days	531,173	3,849,724	1,206,383	2,942,823	7,485,536	16,015,639	
	31 - 90 Days	1,494	2,149	43,853	2,543	12,326	62,365	
	90+ Days	35	196	1,204	10	2,809	4,254	
Denied Claims Activity Report #61	Total claims	260,328	1,098,151	318,325	1,041,094	2,016,912	4,734,810	
	1-30 - Days	260,069	1,097,336	302,994	1,038,955	2,007,819	4,707,173	
	31 - 90 Days	613	751	7,697	2,073	6,100	17,234	
	90+ Days	111	64	7,534	66	3,093	10,868	
Suspended Claims Report #62	Total claims	13,529	17,710	407,912	374,775	137,930	951,856	
	1-30 - Days	13,297	17,483	287,179	383,573	126,319	827,851	
	31 - 90 Days	201	214	76,339	1,502	6,443	84,699	
	90+ Days	36	13	44,394	6	5,168	49,617	
Foster Care Report #65	AVERAGE	New Members	6	111	6	80	193	396
	AVERAGE	Existing Members	11	5,084	127	1,262	5,387	11,872
Guardianship Report #66	AVERAGE	New Members	7	4	5	6	12	34
	AVERAGE	Existing Members	7	283	30	28	200	548
Provider Credentialing #67		In Process	36	14,350	367	1,275	163	16,191
		Received	35	2,716	219	2,661	88	5,719
Termination from MCO Report #69		Total Providers	118	152	337	347	-	954
Program Lock-in Report #74c	AVERAGE	Admitted	-	38	3	84	10	135
	AVERAGE	Discharged	-	55	0	26	19	99
	AVERAGE	Active	-	1,039	3	1,214	38	2,294

# 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								47,820	239,098
Capitation			\$ 23,967,790	\$ 26,304,090	\$ 27,842,363	\$ 29,527,831	\$ 30,829,163								\$ 27,694,248	\$ 138,471,238
CAP PMP			\$ 602.49	\$ 585.12	\$ 576.70	\$ 569.88	\$ 568.08								\$ 579.14	\$ 579.14
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 12,976,487								\$ 11,910,517	\$ 59,552,587
	Suspended		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 6,520,433								\$ 3,703,561	\$ 18,517,804
	% Suspended		6.64%	19.17%	13.95%	35.05%	33.44%								23.72%	23.72%
	Paid/Member		\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 239.11								\$ 249.07	\$ 249.07
	Paid Loss Ratio		43.04%	44.34%	45.43%	40.46%	42.09%								43.01%	43.01%
	Total Paid Claims	90% paid in 30 Days	99.56%	99.41%	99.87%	99.89%	99.90%									99.71%
	Total Paid Claims	99% paid in 90 Days	99.98%	99.99%	99.99%	100.00%	100.00%									99.99%
Encounter Submission Report #64	Dispositioned	95%	125,908	261,222	118,825	464,576	250,000								244,106	1,220,531
	Accepted	Acceptance Rate	124,402	258,361	114,664	437,168	240,846								235,088	1,175,441
	% Accepted		98.80%	98.90%	96.50%	94.10%	96.34%								96.31%	96.31%
P/As	Requested	Report 59	6,414	6,296	7,013	7,729	6,373								6,765	33,825
	Denied		573	574	654	674	599								615	3,074
	% Denied		8.93%	9.12%	9.33%	8.72%	9.40%								9.09%	9.09%
Member Calls Report #11	# of calls		10,012	9,609	9,830	11,188	9,943								10,116	50,582
	# Abandoned		52	83	110	50	39								67	334
	% Abandoned	5% or less	0.52%	0.86%	1.12%	0.45%	0.39%								0.66%	0.66%
	Speed to answer	30 seconds or less	6	10	11	6	6								8	
Provider Calls Report #11	# of calls		9,040	8,749	8,815	9,761	8,925								9,058	45,290
	# Abandoned		38	76	44	75	116								70	349
	% Abandoned	5% or less	0.42%	0.87%	0.50%	0.77%	1.30%								0.77%	0.77%
	Speed to answer	30 seconds or less	10	15	12	14	22								15	
Behavioral Calls Report #11	# of calls		311	362	326	395	294								338	1,688
	# Abandoned		3	0	2	1	0								1	6
	% Abandoned	7% or less	0.96%	0.00%	0.61%	0.25%	0.00%								0.36%	0.36%
	Speed to answer	30 seconds or less	28	17	12	9	7								15	
	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%	83.00%	93.00%	94.00%	96.00%	98.00%								92.80%	
	Avg length	< 10 min	7	8	8	8	8								8	
Total Calls	Total Calls		19,363	18,720	18,971	21,344	19,162								19,512	97,560
	Abandoned		93	159	156	126	155								138	689
	% Abandoned	5% or less	0.48%	0.85%	0.82%	0.59%	0.81%								0.71%	0.71%

## 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									\$ 93,584	\$ 467,918.00	
	COB Amount	\$ 121,429	\$ 142,923	\$ 147,323	\$ 142,855	\$ 413,999									\$ 193,706	\$ 968,528.77	
	COB/Member	\$ 3.05	\$ 3.18	\$ 3.05	\$ 2.76	\$ 7.63									\$ 4.05	\$ 4.05	
	% of Claims Paid	1.18%	1.23%	1.16%	1.20%	3.19%											1.63%
Medicaid Cost Avoidance Report #55	Denied Amount	\$ 188,920	\$ 112,841	\$ 104,306	\$ 87,196	\$ 146,797									\$ 128,012	\$ 640,059.55	
	% of Claims Paid	1.83%	0.97%	0.82%	0.73%	1.13%									1.07%	1.07%	
Non-Medicaid Avoidance Report #56	Denied Amount	\$ 1,005,490	\$ 734,354	\$ 677,300	\$ 697,220	\$ 680,293									\$ 758,931	\$ 3,794,656.00	
	% of Claims Paid	9.75%	6.30%	5.35%	5.84%	5.24%									6.37%	6.37%	
Potential Subrogation Report #57	Lien/Claim	\$ 924	\$ -	\$ -	\$ 3,816	\$ 6,635									\$ 2,275	\$ 11,374.89	
	% of Claims Paid	0.01%	0.00%	0.00%	0.03%	0.05%									0.02%	0.02%	
	Recovered	\$ 909	\$ -	\$ -	\$ 3,374	\$ 6,164									\$ 2,089	\$ 10,446.80	
Original Claims Processed Report #58	Claims Received	Total count	143,992	149,852	169,093	183,543	186,453								166,587	832,933	
		Processed	134,607	147,339	157,045	169,595	179,913								157,700	788,499	
		Total Charges	\$ 61,586,727	\$ 63,226,644	\$ 62,010,598	\$ 81,488,728	\$ 86,741,723									\$ 71,010,884	\$ 355,054,421
		Avg Charge	\$ 427.71	\$ 421.93	\$ 366.72	\$ 443.98	\$ 465.22										\$ 425.11
		Avg member	\$ 1,548.14	\$ 1,406.44	\$ 1,284.42	\$ 1,572.72	\$ 1,598.37										\$ 1,484.97
	Adjudicated to pay status	Total count	113,830	123,906	133,884	132,271	128,488									126,476	632,379
		Percent	79.05%	82.69%	79.18%	72.07%	68.91%										76.38%
		Charges	\$ 39,830,293	\$ 45,597,291	\$ 49,229,170	\$ 44,348,497	\$ 51,147,125									\$ 46,030,475	\$ 230,152,376
		Avg Charge	\$ 349.91	\$ 368.00	\$ 367.70	\$ 335.29	\$ 398.07										\$ 363.79
		Avg member	\$ 1,001.24	\$ 1,014.29	\$ 1,019.68	\$ 855.92	\$ 942.47										\$ 962.59
		Paid	\$ 10,316,412	\$ 11,663,936	\$ 12,649,263	\$ 11,946,489	\$ 12,976,487									\$ 11,910,517	\$59,552,587
		Average Paid	\$ 90.63	\$ 94.14	\$ 94.48	\$ 90.32	\$ 100.99										\$ 94.11
		Avg member	\$ 259.33	\$ 259.46	\$ 262.00	\$ 230.56	\$ 239.11										\$ 249.07
	Adjudicated to deny status	% Discount	74.10%	74.42%	74.31%	73.06%	74.63%										74.12%
		Count	20,681	22,224	22,931	35,404	46,930									29,634	148,170
		Percent	14.36%	14.83%	13.56%	19.29%	25.17%										17.79%
		Charges	\$ 11,747,894	\$ 11,699,412	\$ 11,925,260	\$ 18,797,238	\$ 22,283,896									\$ 15,290,740	\$ 76,453,700
	Placed in suspended status	Avg. Charge	\$ 568.05	\$ 526.43	\$ 520.05	\$ 530.94	\$ 474.83										\$ 515.99
		Count	1,262	2,124	1,627	2,821	5,255									2,618	13,089
		Percent	0.88%	1.42%	0.96%	1.54%	2.82%										1.52%
Charges		\$ 733,259	\$ 2,767,104	\$ 2,050,715	\$ 6,446,293	\$ 6,520,433									\$ 3,703,561	\$ 18,517,804	
Prior Authorizaton Report #59	Requested	Avg Charge	\$ 581.03	\$ 1,302.78	\$ 1,260.43	\$ 2,285.11	\$ 1,240.81									\$ 1,334.03	
		Count	6,414	6,296	7,013	7,729	6,373									6,765	33,825
	Approved	No service limits	108	104	105	138	102									111	557
		Within limits	5,343	5,239	5,741	6,221	5,357									5,580	27,901
		Exceed limits	-	-	-	-	-									-	-
	Partially Approved	No service limits	17	5	12	8	14									11	56
		Within limits	22	10	12	17	10									14	71
		Exceed limits	-	-	-	-	-									-	-
	Denied	573	574	654	674	599									615	3,074	

## 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								106,540	532,702
	1-30 - Days	113,920	117,176	82,124	87,474	130,479								106,235	531,173
	31 - 90 Days	482	692	104	92	124								299	1,494
	90+ Days	19	7	7	-	2								7	35
Denied Claims Activity #61	Total claims	52,628	53,673	40,276	26,060	87,691								52,066	260,328
	1-30 Days	52,915	53,426	40,263	26,049	87,416								52,014	260,069
	31 - 60 Days	173	184	7	9	240								123	613
	60+ Days	35	63	6	2	5								22	111
Suspended Claims #62	Total Claims	2,304	2,145	1,739	2,065	5,276								2,706	13,529
	1-30 - Days	2,281	2,122	1,720	1,915	5,259								2,659	13,297
	31 - 60 Days	11	11	15	147	17								40	201
	60+ Days	12	12	4	8	-								7	36
Foster Care Report #65	New Members	6	3	4	13	4								6	30
	Existing Members	6	4	12	13	21								11	56
Guardianship Report #66	New Members	5	6	7	9	8								7	35
	Existing Members	5	6	7	9	8								7	35
67 Provider Credentialing	In Process	34	55	22	23	47								36	181
	Received	36	21	55	34	31								35	177
Termination from MCO #69	Total Providers	30	9	59	8	12								24	118
Program Lock-in #74c	Admitted	0	0	0	0	0								-	-
	Discharged	0	0	0	0	0								-	-
	Active	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								309,856	1,549,278
Capitation			\$ 129,579,135	\$ 131,733,224	\$ 132,195,702	\$ 132,990,820	\$ 133,566,703								\$ 132,013,117	\$ 660,065,583
CAP PMP			\$ 425.81	\$ 425.18	\$ 425.90	\$ 425.98	\$ 427.35								\$ 426.05	\$ 426.05
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 72,685,122								\$ 82,887,247	\$ 414,436,235
	Suspended		\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 7,181,548								\$ 4,488,031	\$ 22,440,155
	% Suspended		3.76%	5.22%	4.39%	3.70%	8.99%								5.14%	5.14%
	Paid/Member		\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 232.56								\$ 267.50	\$ 267.50
	Paid Loss Ratio		61.20%	68.00%	59.50%	70.85%	54.42%								62.79%	62.79%
	Total Paid Claims	90% paid in 30 Days	99.96%	99.95%	99.90%	99.95%	99.95%									99.94%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	99.99%	99.99%									99.99%
Encounter Submission Report #64	Dispositioned	95%	838,356	849,033	1,118,262	860,113	888,314								910,816	4,554,078
	Accepted	Acceptance	813,334	826,916	1,073,533	825,969	866,645								881,279	4,406,397
	% Accepted	Rate	97.02%	97.40%	96.00%	96.03%	97.56%								96.76%	96.76%
P/As	Requested	Report 59	25,664	29,936	31,521	31,419	24,487								28,605	143,027
	Denied		2,880	3,919	4,138	4,055	3,032								3,605	18,024
	% Denied		11.22%	13.09%	13.13%	12.91%	12.38%								12.60%	12.60%
Member Calls Report #11	# of calls		26,480	24,757	22,805	23,802	18,934								23,356	116,778
	# Abandoned		685	527	706	618	549								617	3,085
	% Abandoned	5% or less	2.59%	2.13%	3.10%	2.60%	2.90%								2.64%	2.64%
	Speed to answer	30 seconds or less	24	16	25	21	26								22	
Provider Calls Report #11	# of calls		12,947	12,033	12,870	14,290	11,580								12,744	63,720
	# Abandoned		144	63	149	149	140								129	645
	% Abandoned	5% or less	1.11%	0.52%	1.16%	1.04%	1.21%								1.01%	1.01%
	Speed to answer	30 seconds or less	26	2	24	20	25								19	
Behavioral Calls Report #11	# of calls		1,617	1,575	1,751	1,846	719								1,502	7,508
	# Abandoned		5	19	73	39	18								31	154
	% Abandoned	7% or less	0.31%	1.21%	4.17%	2.11%	2.50%								2.05%	2.05%
	Speed to answer	30 seconds or less	15	33	74	56	52								46	
	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%	97.30%	84.80%	58.40%	60.00%	74.60%								75.02%	
	Avg length	< 10 min	3	3	3	4	3								3	
Total Calls	Total Calls		41,044	38,365	37,426	39,938	31,233	-	-	-	-	-	-	-	37,601	188,006
	Abandoned		834	609	928	806	707	-	-	-	-	-	-	-	777	3,884
	% Abandoned	5% or less	2.03%	1.59%	2.48%	2.02%	2.26%								2.07%	2.07%

## 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								\$ 2,204,663	\$ 11,023,313.92	
	COB Amount	\$ 818,756	\$ 8,585,719	\$ 7,903,912	\$ 9,345,302	\$ 7,557,342								\$ 6,842,206	\$ 34,211,030.86	
	COB/Member	\$ 2.69	\$ 27.71	\$ 25.46	\$ 29.93	\$ 24.18								\$ 22.08	\$ 22.08	
	% of Claims Paid	1.03%	9.59%	10.05%	9.92%	10.40%									8.25%	
Medicaid Cost Avoidance Report #55	Denied Amount	\$ 2,160,831	\$ 2,106,726	\$ 2,966,304	\$ 2,143,768	\$ 1,727,865								\$ 2,221,099	\$ 11,105,494.06	
	% of Claims Paid	2.72%	2.35%	3.77%	2.28%	2.38%								2.68%	2.68%	
Non-Medicaid Avoidance Report #56	Denied Amount	\$ 5,947,849	\$ 4,686,336	\$ 5,483,767	\$ 4,939,189	\$ 3,588,026								\$ 4,929,033	\$ 24,645,166.31	
	% of Claims Paid	7.50%	5.23%	6.97%	5.24%	4.94%								5.95%	5.95%	
Potential Subrogation Report #57	Lien/Claim	\$ 7,212,009	\$ 6,864,945	\$ 7,136,255	\$ 7,713,037	\$ 12,372,836								\$ 8,259,816	\$ 41,299,081.31	
	% of Claims Paid	9.09%	7.66%	9.07%	8.19%	17.02%								9.97%	9.97%	
	Recovered	\$ 495,919	\$ 419,817	\$ 388,298	\$ 525,420	\$ 3,745,678								\$ 1,115,026	\$ 5,575,131.97	
Original Claims Processed Report #58	Claims Received	Total count	946,519	1,061,896	982,656	1,079,761	937,954							1,001,757	5,008,786	
		Processed	933,476	1,070,201	972,171	1,090,493	897,236							992,715	4,963,577	
		Total Charges	\$ 500,417,616	\$ 489,586,145	\$ 497,125,002	\$ 501,962,925	\$ 446,345,140								\$ 487,087,365	\$ 2,435,436,827
		Avg Charge	\$ 528.69	\$ 461.05	\$ 505.90	\$ 464.88	\$ 475.87								\$ 486	\$ 486
		Avg member	\$ 1,644.43	\$ 1,580.19	\$ 1,601.59	\$ 1,607.84	\$ 1,428.09									\$ 1,571.98
	Adjudicated to pay status	Total count	393,279	837,793	746,136	876,697	698,154								710,412	3,552,059
		Percent	41.55%	78.90%	75.93%	81.19%	74.43%								70.92%	70.92%
		Charges	\$ 367,577,323	\$ 394,640,558	\$ 364,401,543	\$ 407,561,816	\$ 318,817,471								\$ 370,599,742	\$ 1,852,998,711
		Avg Charge	\$ 934.65	\$ 471.05	\$ 488.38	\$ 464.88	\$ 456.65								\$ 521.67	\$ 521.67
		Avg member	\$ 1,207.90	\$ 1,273.74	\$ 1,173.99	\$ 1,305.46	\$ 1,020.06									\$ 1,196.04
		Paid	\$ 79,301,818	\$ 89,574,342	\$ 78,651,162	\$ 94,223,789	\$ 72,685,122								\$ 82,887,247	\$ 414,436,235
		Average Paid	\$ 201.64	\$ 106.92	\$ 105.41	\$ 107.48	\$ 104.11								\$ 116.67	\$ 116.67
		Avg member	\$ 260.60	\$ 289.11	\$ 253.39	\$ 301.81	\$ 232.56									\$ 267.50
	Adjudicated to deny status	% Discount	78.43%	77.30%	78.42%	76.88%	77.20%									77.63%
		Count	238,041	229,822	222,845	211,520	195,923								219,630	1,098,151
		Percent	25.15%	21.64%	22.68%	19.59%	20.89%								0.219244943	0.219244943
		Charges	\$ 99,594,195	\$ 104,762,434	\$ 98,175,092	\$ 88,683,458	\$ 77,305,672								\$ 93,704,170	\$ 468,520,851
	Placed in suspended status	Avg. Charge	\$ 418.39	\$ 455.84	\$ 440.55	\$ 419.27	\$ 394.57								426.645198	426.645198
		Count	2,883	3,428	3,633	3,380	4,386								3,542	17,710
		Percent	0.30%	0.32%	0.37%	0.31%	0.47%								0.35%	0.35%
Charges		\$ 3,099,762	\$ 4,930,948	\$ 3,607,217	\$ 3,620,679	\$ 7,181,548								\$ 4,488,031	\$ 22,440,155	
Prior Authorizator Report #59	Requested	Avg Charge	\$ 1,075.19	\$ 1,438.43	\$ 992.90	\$ 1,071.21	\$ 1,637.38							\$ 1,267.09	\$ 1,267.09	
		Count	25,664	29,936	31,521	31,419	24,487								28,605	143,027
	Approved	No service limits	15,935	14,785	16,254	16,231	13,713								15,384	76,918
		Within limits	2,756	4,762	4,375	4,777	4,136								4,161	20,806
		Exceed limits	1,416	3,866	4,048	3,838	1,621								2,958	14,789
	Partially Approved	No service limits	902	929	976	894	729								886	4,430
		Within limits	494	542	529	542	250								471	2,357
		Exceed limits	-	-	-	-	-								-	-
	Denied	Count	2,880	3,919	4,138	4,055	3,032								3,605	18,024
		Percent														

## 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								770,414	3,852,069
	1-30 - Days	692,991	837,359	745,355	876,219	697,800								769,945	3,849,724
	31 - 90 Days	266	397	750	410	326								430	2,149
	90+ Days	22	37	31	68	38								39	196
Denied Claims Activity #61	Total claims	238,041	229,822	222,845	211,520	195,923								219,630	1,098,151
	1-30 Days	237,922	229,589	222,622	211,382	195,821								219,467	1,097,336
	31 - 60 Days	114	213	212	124	88								150	751
	60+ Days	5	20	11	14	14								13	64
Suspended Claims #62	Total Claims	2,883	3,428	3,633	3,380	4,386								3,542	17,710
	1-30 - Days	2,859	3,406	3,568	3,274	4,376								3,497	17,483
	31 - 60 Days	22	20	60	102	10								43	214
	60+ Days	2	2	5	4	-								3	13
Foster Care Report #65	New Members	92	103	129	122	108								111	554
	Existing Members	5,107	4,912	5,095	5,150	5,158								5,084	25,422
Guardianship Report #66	New Members	7	0	5	1	5								4	18
	Existing Members	220	570	214	213	200								283	1,417
67 Provider Credentialing	In Process	2,509	2,626	2,917	3,062	3,236								2,870	14,350
	Received	772	337	520	677	410								543	2,716
Termination from MCO #69	Total Providers	30	47	40	15	20								30	152
Program Lock-in #74c	Admitted	38	61	46	29	15								38	189
	Discharged	142	36	33	37	26								55	274
	Active	1,019	1,044	1,053	1,045	1,034								1,039	5,195



# 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								84,511	422,557	
Capitation			\$ 40,541,359	\$ 44,077,720	\$ 46,555,781	\$ 48,461,367	\$ 60,072,306								\$ 47,941,707	\$ 239,708,534	
CAP PMP			\$ 553.55	\$ 548.24	\$ 544.68	\$ 537.44	\$ 644.02								\$ 567.28	\$ 567.28	
Standard	Measure	Threshold															
Claims Payment	Paid Claims	Report 58	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 23,800,439								\$ 22,299,951	\$ 111,499,754	
	Suspended		\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 64,615,779								\$ 68,343,576	\$ 341,717,878	
	% Suspended		78.28%	79.09%	74.92%	71.82%	73.08%								75.40%	75.40%	
	Paid/Member		\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 255.16								\$ 263.87	\$ 263.87	
	Paid Loss Ratio		48.99%	41.64%	48.87%	55.16%	39.62%								46.51%	46.51%	
	Total Paid Claims		90% paid in 30 Days	98.31%	97.89%	97.10%	92.97%	96.60%									96.40%
	Total Paid Claims		99% paid in 90 Days	100.00%	99.99%	100.00%	99.90%	99.67%									99.90%
Encounter Submission Report #64	Dispositioned	95%	232,351	404,282	255,505	306,717	477,453								335,262	1,676,308	
	Accepted	Acceptance	227,171	377,594	249,064	284,424	460,628								319,776	1,598,881	
	% Accepted	Rate	97.77%	93.40%	97.48%	92.73%	96.48%								95.38%	95.38%	
P/As	Requested	Report 59	4,441	4,590	4,785	4,807	4,299								4,584	22,922	
	Denied		723	713	707	646	713								700	3,502	
	% Denied		16.28%	15.53%	14.78%	13.44%	16.59%								15.28%	15.28%	
Member Calls Report #11	# of calls		14,444	13,714	14,649	16,757	14,133								14,739	73,697	
	# Abandoned		51	12	35	46	50								39	194	
	% Abandoned	5% or less	0.35%	0.09%	0.24%	0.27%	0.35%								0.26%	0.26%	
	Speed to answer	30 seconds or less	9	4	8	8	9								8		
Provider Calls Report #11	# of calls		8,029	8,027	7,748	8,458	6,748								7,802	39,010	
	# Abandoned		10	4	3	16	15								10	48	
	% Abandoned	5% or less	0.12%	0.05%	0.04%	0.19%	0.22%								0.12%	0.12%	
	Speed to answer	30 seconds or less	7	3	3	8	9								6		
Behavioral Calls Report #11	# of calls		27	14	12	16	10								16	79	
	# Abandoned		0	1	0	0	0								0	1	
	% Abandoned	7% or less	0.00%	7.14%	0.00%	0.00%	0.00%								1.27%	1.27%	
	Speed to answer	30 seconds or less	7	14	7	11	6								9		
	Answered by 4th ring	at least 99%	100.00%	100.00%	100.00%	100.00%	100.00%								100.00%		
	Receiving Busy Signal	No Calls	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%		
	Answered within 30 sec	More than 80%	88.46%	92.31%	83.33%	89.67%	90.00%								88.75%		
	Avg length	< 10 min	2	5	2	3	6								4		
Total Calls	Total Calls		22,500	21,755	22,409	25,231	20,891								22,557	112,786	
	Abandoned		61	17	38	62	65								49	243	
	% Abandoned	5% or less	0.27%	0.08%	0.17%	0.25%	0.31%								0.22%	0.22%	

# 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								\$ 261,338	\$ 1,306,688.25	
	COB Amount		\$ 1,538,038	\$ 1,146,367	\$ 1,022,861	\$ 955,290	\$ 1,330,684								\$ 1,198,648	\$ 5,993,239.49	
	COB/Member		\$ 21.00	\$ 14.26	\$ 11.97	\$ 10.59	\$ 14.27								\$ 14.18	\$ 14.18	
	% of Claims Paid		7.74%	6.25%	4.50%	3.57%	5.59%										5.38%
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 1,104	\$ -	\$ -	\$ -	\$ -								\$ 221	\$ 1,104.42	
	% of Claims Paid		0.01%	0.00%	0.00%	0.00%	0.00%								0.00%	0.00%	
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 967,941	\$ 555,548	\$ 499,298	\$ 1,114,425	\$ 1,210,461								\$ 869,534	\$ 4,347,671.30	
	% of Claims Paid		4.87%	3.03%	2.19%	4.17%	5.09%								3.90%	3.90%	
Potential Subrogation Report #57	Lien/Claim		\$ 240,042	\$ 275,072	\$ 302,428	\$ 271,252	\$ 272,182								\$ 272,195	\$ 1,360,976.62	
	% of Claims Paid		1.21%	1.50%	1.33%	1.01%	1.14%								1.22%	1.22%	
	Recovered		\$ 19,845	\$ 41,650	\$ 31,351	\$ 9,677	\$ -								\$ 20,505	\$ 102,523.01	
Original Claims Processed Report #58	Claims Received	Total count	298,411	304,481	345,293	360,409	349,079								331,535	1,657,673	
		Processed	337,729	343,999	379,408	420,127	403,978								377,048	1,885,241	
		Total Charges	\$ 128,236,278	\$ 127,764,338	\$ 142,700,822	\$ 151,857,459	\$ 146,764,236									\$ 139,464,627	\$ 697,323,133
		Avg Charge	\$ 429.73	\$ 419.61	\$ 413.27	\$ 421.35	\$ 420.43									\$ 421	\$ 421
		Avg member	\$ 1,750.93	\$ 1,589.15	\$ 1,669.54	\$ 1,684.12	\$ 1,573.42										\$ 1,650.25
	Adjudicated to pay status	Total count	206,421	203,150	235,301	256,878	247,171									229,784	1,148,921
		Percent	69.17%	66.70%	68.15%	71.27%	70.80%									69.31%	69.31%
		Charges	\$ 60,570,397	\$ 48,918,763	\$ 63,166,554	\$ 75,794,953	\$ 68,645,795									\$ 63,419,292	\$ 317,096,462
		Avg Charge	\$ 293.43	\$ 240.80	\$ 268.45	\$ 295.06	\$ 277.73									\$ 276.00	\$ 276.00
		Avg member	\$ 827.02	\$ 608.46	\$ 739.02	\$ 840.58	\$ 735.93										\$ 750.42
		Paid	\$ 19,860,350	\$ 18,352,045	\$ 22,753,452	\$ 26,733,468	\$ 23,800,439									\$ 22,299,951	\$111,499,754
		Average Paid	\$ 96.21	\$ 90.34	\$ 96.70	\$ 104.07	\$ 96.29									\$ 97.05	\$ 97.05
		Avg member	\$ 271.17	\$ 228.26	\$ 266.21	\$ 296.48	\$ 255.16										\$ 263.87
	% Discount	67.21%	62.48%	63.98%	64.73%	65.33%										64.84%	
	Adjudicated to deny status	Count	54,246	55,793	61,971	64,271	58,484									58,953	294,765
		Percent	18.18%	18.30%	17.95%	17.83%	16.80%									0.177818544	0.177818544
		Charges	\$ 7,556,796	\$ 4,994,995	\$ 5,360,962	\$ 8,401,213	\$ 7,941,121									\$ 6,851,017	\$ 34,255,087
	Placed in suspended status	Avg. Charge	\$ 139.31	\$ 89.53	\$ 86.51	\$ 130.72	\$ 135.78									116.2115152	116.2115152
		Count	34,593	36,975	39,075	32,369	28,459									34,294	171,471
		Percent	11.59%	12.10%	11.32%	8.98%	8.30%									10.34%	10.34%
	Prior Authorizaton Report #59	Charges	\$ 71,590,730	\$ 69,394,763	\$ 67,968,874	\$ 68,147,731	\$ 64,615,779									\$ 68,343,576	\$ 341,717,878
		Avg Charge	\$ 2,069.51	\$ 1,876.80	\$ 1,739.45	\$ 2,105.34	\$ 2,270.49									\$ 1,992.86	\$ 1,992.86
		Requested	4,441	4,590	4,785	4,807	4,299									4,584	22,922
	Approved	No service limits	2,757	2,952	3,063	3,136	2,537									2,889	14,445
Within limits		713	672	705	725	612									685	3,427	
Exceed limits		-	-	-	-	-									-	-	
Partially Approved	No service limits	123	86	42	125	154									106	530	
	Within limits	-	-	-	1	-									0	1	
	Exceed limits	-	-	-	-	-									-	-	
Denied	723	713	707	646	713									700	3,502		

## 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								250,288	1,251,440
	1-30 - Days	222,290	219,904	233,994	268,718	261,477								241,277	1,206,383
	31 - 90 Days	3,823	4,723	6,984	20,030	8,293								8,771	43,853
	90+ Days	4	12	10	275	903								241	1,204
Denied Claims Activity #61	Total claims	57,138	58,322	68,089	72,716	62,060								63,665	318,325
	1-30 Days	56,759	57,636	63,291	65,862	59,446								60,599	302,994
	31 - 60 Days	374	682	2,019	3,460	1,162								1,539	7,697
	60+ Days	5	4	2,779	3,394	1,352								1,507	7,534
Suspended Claims #62	Total Claims	62,102	70,988	90,952	101,637	82,233								81,582	407,912
	1-30 - Days	60,021	63,329	59,748	60,149	43,932								57,436	287,179
	31 - 60 Days	1,428	6,578	29,262	24,024	15,047								15,268	76,339
	60+ Days	653	1,081	1,942	17,464	23,254								8,879	44,394
Foster Care Report #65	New Members	6	10	8	3	4								6	31
	Existing Members	104	108	127	144	152								127	635
Guardianship Report #66	New Members	4	5	6	3	7								5	25
	Existing Members	25	28	32	34	30								30	149
67 Provider Credentialing	In Process	119	28	85	61	74								73	367
	Received	40	36	37	45	61								44	219
Termination from MCO #69	Total Providers	87	17	25	187	21								67	337
Program Lock-in #74c	Admitted	0	0	1	0	16								3	17
	Discharged	0	0	0	1	0								0	1
	Active	0	0	1	0	16								3	17



# 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								210,429	1,052,143
Capitation			\$ 103,199,695	\$ 108,297,889	\$ 111,031,051	\$ 113,608,984	\$ 115,729,465								\$ 110,373,417	\$ 551,867,083
CAP PMP			\$ 529.67	\$ 524.54	\$ 524.22	\$ 522.23	\$ 522.49								\$ 524.52	\$ 524.52
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 54,281,087								\$ 58,814,452	\$ 294,072,259
	Suspended		\$ 96,632,998	\$ 112,819,781	\$ 102,341,119	\$ 107,074,385	\$ 89,966,999								\$ 101,767,056	\$ 508,835,282
	% Suspended		62.05%	67.19%	63.37%	61.71%	62.37%								63.37%	63.37%
	Paid/Member		\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 245.07								\$ 279.50	\$ 279.50
	Paid Loss Ratio		57.27%	50.87%	53.27%	58.49%	46.90%								53.29%	53.29%
	Total Paid Claims	90% paid in 30 Days	99.94%	99.93%	99.77%	99.96%	99.97%									99.91%
	Total Paid Claims	99% paid in 90 Days	100.00%	100.00%	100.00%	100.00%	100.00%									100.00%
Encounter Submission Report #64	Dispositioned	95%	669,267	1,192,744	898,804	892,129	1,024,019								935,393	4,676,963
	Accepted	Acceptance	655,076	1,169,245	874,168	871,148	968,638								907,655	4,538,275
	% Accepted	Rate	97.88%	98.03%	97.26%	97.65%	94.59%								97.03%	97.03%
P/As	Requested	Report 59	19,042	18,093	18,728	21,250	15,539								18,530	92,652
	Denied		1,761	1,707	1,700	1,802	1,344								1,663	8,314
	% Denied		9.25%	9.43%	9.08%	8.48%	8.65%								8.97%	8.97%
Member Calls Report #11	# of calls		33,897	32,301	29,640	36,875	30,246								32,592	162,959
	# Abandoned		302	194	164	358	285								261	1,303
	% Abandoned	5% or less	0.89%	0.60%	0.55%	0.97%	0.94%								0.80%	0.80%
	Speed to answer	30 seconds or less	21	15	12	21	20								18	
Provider Calls Report #11	# of calls		21,670	21,143	21,646	23,260	19,301								21,404	107,020
	# Abandoned		280	240	224	307	181								246	1,232
	% Abandoned	5% or less	1.29%	1.14%	1.03%	1.32%	0.94%								1.15%	1.15%
	Speed to answer	30 seconds or less	21	21	18	21	16								19	
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	30 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	49,547		-	-	-	-	-	-	55,061	274,238
	Abandoned		585	442	395	669	466		-	-	-	-	-	-	513	2,557
	% Abandoned	5% or less	1.03%	0.81%	0.75%	1.09%	0.94%								0.93%	0.93%

# 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								\$ 929,073	\$ 4,645,363.02	
	COB Amount		\$ 5,162,011	\$ 5,869,248	\$ 8,927,243	\$ 7,190,675	\$ 5,813,533								\$ 6,592,542	\$ 32,962,708.42	
	COB/Member		\$ 26.49	\$ 28.43	\$ 42.15	\$ 33.05	\$ 26.25								\$ 31.33	\$ 31.33	
	% of Claims Paid		8.73%	10.65%	15.09%	10.82%	10.71%										11.21%
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 2,285,489	\$ 1,765,555	\$ 2,480,649	\$ 2,998,311	\$ 2,610,728								\$ 2,428,146	\$ 12,140,731.73	
	% of Claims Paid		3.87%	3.20%	4.19%	4.51%	4.81%								4.13%	4.13%	
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 3,037,305	\$ 3,513,280	\$ 2,657,476	\$ 2,221,716	\$ 2,645,408								\$ 2,815,037	\$ 14,075,185.64	
	% of Claims Paid		5.14%	6.38%	4.49%	3.34%	4.87%								4.79%	4.79%	
Potential Subrogation Report #57	Lien/Claim		\$ 6,867,150	\$ 7,394,614	\$ 7,849,443	\$ 8,477,404	\$ 8,808,749								\$ 7,879,472	\$ 39,397,359.73	
	% of Claims Paid		11.62%	13.42%	13.27%	12.76%	16.23%								13.40%	13.40%	
	Recovered		\$ 215,097	\$ 199,306	\$ 211,491	\$ 361,921	\$ 286,704								\$ 254,904	\$ 1,274,518.70	
Original Claims Processed Report #58	Claims Received	Total count	752,883	718,138	768,359	878,284	744,508								772,434	3,862,172	
		Processed	741,681	735,399	778,923	899,268	748,386								780,731	3,903,657	
		Total Charges	\$ 286,049,782	\$ 282,040,655	\$ 289,626,289	\$ 314,211,197	\$ 266,366,605									\$ 287,658,906	\$ 1,438,294,528
		Avg Charge	\$ 379.94	\$ 392.74	\$ 376.94	\$ 357.76	\$ 357.78									\$ 372.41	\$ 372.41
		Avg member	\$ 1,468.16	\$ 1,366.05	\$ 1,367.44	\$ 1,444.34	\$ 1,202.59									\$ 1,367.01	\$ 1,367.01
	Adjudicated to pay status	Total count	500,851	507,989	549,507	578,763	502,382									527,898	2,639,492
		Percent	66.52%	70.70%	71.52%	65.90%	67.50%									68.34%	68.34%
		Charges	\$ 193,762,494	\$ 171,031,955	\$ 187,424,373	\$ 199,335,643	\$ 162,113,083									\$ 182,733,510	\$ 913,667,548
		Avg Charge	\$ 386.87	\$ 336.74	\$ 341.08	\$ 344.42	\$ 322.69									\$ 346.15	\$ 346.15
		Avg member	\$ 994.49	\$ 828.39	\$ 884.90	\$ 916.29	\$ 731.91									\$ 868.39	\$ 868.39
		Paid	\$ 59,100,146	\$ 55,093,191	\$ 59,148,698	\$ 66,449,137	\$ 54,281,087									\$ 58,814,452	\$294,072,259
		Average Paid	\$ 118.00	\$ 108.47	\$ 107.64	\$ 114.81	\$ 108.05									\$ 111.41	\$ 111.41
		Avg member	\$ 303.33	\$ 266.84	\$ 279.26	\$ 305.45	\$ 245.07									\$ 279.50	\$ 279.50
	% Discount	69.50%	67.79%	68.44%	66.66%	66.52%										67.81%	67.81%
	Adjudicated to deny status	Count	164,789	158,889	164,088	248,229	180,367									183,272	916,362
		Percent	21.89%	22.10%	21.36%	28.26%	24.20%									0.237265974	0.237265974
		Charges	\$ 28,537,402	\$ 28,855,039	\$ 30,160,442	\$ 40,694,546	\$ 28,063,557									\$ 31,262,197	\$ 156,310,986
	Placed in suspended status	Avg. Charge	\$ 173.18	\$ 181.61	\$ 183.81	\$ 163.94	\$ 155.59									170.577769	170.577769
		Count	76,041	68,612	65,328	72,276	65,637									69,579	347,894
		Percent	10.10%	9.60%	8.50%	8.23%	8.80%									9.01%	9.01%
Prior Authorizaton Report #59	Requested		19,042	18,093	18,728	21,250	15,539								18,530	92,652	
	Approved	No service limits	11,651	11,474	12,042	14,426	10,100									11,939	59,693
		Within limits	5,012	4,392	4,440	4,633	3,773									4,450	22,250
Exceed limits		225	110	96	78	63									114	572	
Partially Approved	No service limits	180	215	274	146	128									189	943	
	Within limits	213	195	176	165	131									176	880	
	Exceed limits	-	-	-	-	-									-	-	
Denied		1,761	1,707	1,700	1,802	1,344								1,663	8,314		

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		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								589,075	2,945,376
	1-30 - Days	536,498	567,015	618,074	644,504	576,732								588,565	2,942,823
	31 - 90 Days	310	414	1,440	235	144								509	2,543
	90+ Days	3	1	3	-	3								2	10
Denied Claims Activity #61	Total claims	183,534	195,447	183,424	267,708	210,981								208,219	1,041,094
	1-30 Days	183,167	194,604	183,054	267,632	210,498								207,791	1,038,955
	31 - 60 Days	303	843	368	76	483								415	2,073
	60+ Days	64	-	2	-	-								13	66
Suspended Claims #62	Total Claims	80,913	73,167	70,344	77,387	72,964								74,955	374,775
	1-30 - Days	90,851	72,938	69,973	77,141	72,670								76,715	383,573
	31 - 60 Days	64	228	671	246	293								300	1,502
	60+ Days	4	1	-	-	1								1	6
Foster Care Report #65	New Members	54	77	78	89	104								80	402
	Existing Members	1,245	1,232	1,252	1,267	1,315								1,262	6,311
Guardianship Report #66	New Members	8	6	10	5	2								6	31
	Existing Members	27	24	30	31	29								28	141
67 Provider Credentialing	In Process	448	197	284	194	152								255	1,275
	Received	857	567	604	379	254								532	2,661
Termination from MCO #69	Total Providers	46	112	44	76	69								69	347
Program Lock-in #74c	Admitted	54	67	103	100	94								84	418
	Discharged	5	123	0	0	0								26	128
	Active	1,138	1,082	1,185	1,285	1,379								1,214	6,069



## 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								402,944	2,014,721
Capitation			\$ 185,071,590	\$ 189,697,267	\$ 192,053,005	\$ 195,328,443	\$ 197,123,191								\$ 191,854,699	\$ 959,273,496
CAP PMP			\$ 476.06	\$ 474.47	\$ 474.95	\$ 477.41	\$ 477.70								\$ 476.13	\$ 476.13
Standard	Measure	Threshold														
Claims Payment	Paid Claims	Report 58	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 140,138,719								\$ 138,269,176	\$ 691,345,880
	Suspended		\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 92,681,856								\$ 75,883,693	\$ 379,418,463
	% Suspended		30.21%	18.36%	38.25%	42.93%	39.81%								35.43%	35.43%
	Paid/Member		\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 339.61								\$ 343.15	\$ 343.15
	Paid Loss Ratio		66.91%	68.39%	78.18%	75.51%	71.09%								72.07%	72.07%
	Total Paid Claims	90% paid in 30 Days	99.92%	99.92%	99.91%	99.81%	99.45%									99.80%
	Total Paid Claims	99% paid in 90 Days	99.99%	100.00%	99.99%	99.91%	99.92%									99.96%
Encounter Submission Report #64	Dispositioned	95%	1,568,152	1,778,917	1,862,104	1,590,921	1,511,769								1,662,373	8,311,863
	Accepted	Acceptance	1,561,289	1,751,334	1,851,048	1,583,230	1,502,422								1,649,865	8,249,323
	% Accepted	Rate	99.56%	98.45%	99.41%	99.52%	99.38%								99.25%	99.25%
P/As	Requested	Report 59	33,127	33,294	33,720	26,156	32,509								31,761	158,806
	Denied		5,164	4,951	4,801	396	6,842								4,431	22,154
	% Denied		15.59%	14.87%	14.24%	1.51%	21.05%								13.95%	13.95%
Member Calls Report #11	# of calls		58,201	57,026	52,435	52,696	46,049								53,281	266,407
	# Abandoned		3,055	2,169	935	1,007	1,464								1,726	8,630
	% Abandoned	5% or less	5.25%	3.80%	1.78%	1.91%	3.18%								3.24%	3.24%
	Speed to answer	30 seconds or less	20	11	6	6	17								12	
Provider Calls Report #11	# of calls		23,941	23,691	23,809	24,399	19,818								23,132	115,658
	# Abandoned		504	498	573	383	281								448	2,239
	% Abandoned	5% or less	2.11%	2.10%	2.41%	1.57%	1.42%								1.94%	1.94%
	Speed to answer	30 seconds or less	21	23	29	13	13								20	
Behavioral Calls Report #11	# of calls		296	334	322	310	282								309	1,544
	# Abandoned		10	23	25	18	5								16	81
	% Abandoned	7% or less	3.38%	6.89%	7.76%	5.81%	1.77%								5.25%	5.25%
	Speed to answer	30 seconds or less	17	26	41	13	9								21	
	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%	90.00%	81.00%	82.00%	83.00%	94.00%								86.00%	
	Avg length	< 10 min	2	2	1	1	1								1	
Total Calls	Total Calls		82,438	81,051	76,566	77,405	66,149								76,722	383,609
	Abandoned		3,569	2,690	1,533	1,408	1,750								2,190	10,950
	% Abandoned	5% or less	4.33%	3.32%	2.00%	1.82%	2.65%	#DIV/0!	2.85%	2.85%						

## 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								\$ 1,396,057	\$ 6,980,285.92	
	COB Amount		\$ 16,621,220	\$ 23,179,102	\$ 19,385,305	\$ 20,656,758	\$ 20,190,603								\$ 20,006,597	\$ 100,032,986.57	
	COB/Member		\$ 42.75	\$ 57.98	\$ 47.94	\$ 50.49	\$ 48.93								\$ 49.65	\$ 49.65	
	% of Claims Paid		13.42%	17.87%	12.91%	14.00%	14.41%									14.47%	
Medicaid Cost Avoidance Report #55	Denied Amount		\$ 3,336,757	\$ 4,155,220	\$ 2,847,084	\$ 2,734,302	\$ 2,847,608								\$ 3,184,194	\$ 15,920,972.18	
	% of Claims Paid		2.69%	3.20%	1.90%	1.85%	2.03%								2.30%	2.30%	
Non-Medicaid Avoidance Report #56	Denied Amount		\$ 3,872,031	\$ 3,644,680	\$ 3,584,575	\$ 5,875,697	\$ 5,669,871								\$ 4,529,371	\$ 22,646,854.34	
	% of Claims Paid		3.13%	2.81%	2.39%	3.98%	4.05%								3.28%	3.28%	
Potential Subrogation Report #57	Lien/Claim		\$ 7,150,577	\$ 6,730,882	\$ 7,286,779	\$ 8,124,237	9049566.15								\$ 7,668,408	\$ 38,342,040.33	
	% of Claims Paid		5.77%	5.19%	4.85%	5.51%	6.46%								5.55%	5.55%	
	Recovered		\$ 384,187	\$ 431,855	\$ 461,853	\$ 528,974	\$ 478,811								\$ 457,136	\$ 2,285,680.77	
Original Claims Processed Report #58	Claims Received	Total count	1,788,288	1,907,233	1,961,151	1,960,559	1,938,101								1,911,066	9,555,332	
		Processed	1,553,996	1,675,382	1,754,786	1,707,652	1,672,980								1,672,959	8,364,796	
		Total Charges	\$ 830,221,365	\$ 824,285,214	\$ 823,723,018	\$ 856,178,748	\$ 776,902,406									\$ 822,262,150	\$ 4,111,310,751
		Avg Charge	\$ 464.25	\$ 432.19	\$ 420.02	\$ 436.70	\$ 422.44									\$ 430	\$ 430
		Avg member	\$ 2,135.57	\$ 2,061.70	\$ 2,037.09	\$ 2,092.61	\$ 1,882.72									\$ 2,040.64	\$ 2,040.64
	Adjudicated to pay status	Total count	1,188,704	1,282,629	1,345,036	1,333,919	1,308,580									1,291,774	6,458,868
		Percent	66.47%	67.25%	68.58%	68.04%	71.15%									67.59%	67.59%
		Charges	\$ 551,240,969	\$ 548,888,348	\$ 638,451,003	\$ 639,695,071	\$ 565,761,805									\$ 588,807,439	\$ 2,944,037,196
		Avg Charge	\$ 463.73	\$ 427.94	\$ 474.67	\$ 28.00	\$ 432.35									\$ 455.81	\$ 455.81
		Avg member	\$ 1,417.95	\$ 1,372.88	\$ 1,578.91	\$ 1,563.50	\$ 1,371.05									\$ 1,461.26	\$ 1,461.26
		Paid	\$ 123,828,216	\$ 129,729,999	\$ 150,149,515	\$ 147,499,430	\$ 140,138,719									\$ 138,269,176	\$691,345,880
		Average Paid	\$ 104.17	\$ 101.14	\$ 111.63	\$ 110.58	\$ 107.09									\$ 107.04	\$ 107.04
		Avg member	\$ 318.52	\$ 324.48	\$ 371.32	\$ 360.51	\$ 339.61									\$ 343.15	\$ 343.15
	% Discount	77.54%	76.36%	76.48%	76.94%	75.23%										76.52%	
	Adjudicated to deny status	Count	351,936	384,510	363,744	332,834	341,085									354,822	1,774,109
		Percent	19.68%	20.16%	18.55%	16.98%	18.55%									0.185666914	0.185666914
		Charges	\$ 164,053,266	\$ 168,528,587	\$ 141,328,097	\$ 131,364,981	\$ 137,601,755									\$ 148,575,337	\$ 742,876,687
		Avg. Charge	\$ 466.15	438.29	\$ 388.54	394.69	403.42									418.7322691	418.7322691
	Placed in suspended status	Count	8,215	2,717	17,897	24,908	14,600									13,667	68,337
		Percent	0.46%	0.14%	0.91%	1.27%	0.79%									0.72%	0.72%
Charges		\$ 53,607,310	\$ 29,183,428	\$ 92,989,516	\$ 110,956,353	\$ 92,681,856									\$ 75,883,693	\$ 379,418,463	
Avg Charge		\$ 6,525.54	\$ 10,741.05	\$ 5,195.82	\$ 4,454.65	\$ 6,348.07									\$ 5,552.17	\$ 5,552.17	
Prior Authorizator Report #59	Requested		33,127	33,294	33,720	26,156	32,509								31,761	158,806	
	Approved	No service limits	24,588	24,653	24,950	25,196	22,303									24,338	121,690
		Within limits	3,092	3,356	3,632	564	3,052									2,739	13,696
		Exceed limits	38	46	47	-	52									37	183
	Partially Approved	No service limits	-	-	-	-	-									-	-
		Within limits	242	287	287	-	250									213	1,066
		Exceed limits	-	-	-	-	-									-	-
Denied		5,164	4,951	4,801	396	6,842								4,431	22,154		

## 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								1,500,136	7,500,681
	1-30 - Days	1,364,890	1,485,426	1,551,271	1,544,808	1,539,141								1,497,107	7,485,536
	31 - 90 Days	995	1,109	1,333	1,569	7,320								2,465	12,326
	90+ Days	131	64	92	1,322	1,200								562	2,809
Denied Claims Activity #61	Total claims	397,957	429,955	406,887	375,555	406,558								403,382	2,016,912
	1-30 Days	397,004	428,879	405,854	373,058	403,024								401,564	2,007,819
	31 - 60 Days	513	1,010	719	899	2,959								1,220	6,100
	60+ Days	440	66	414	1,598	575								619	3,093
Suspended Claims #62	Total Claims	17,984	17,350	29,801	42,369	30,426								27,586	137,930
	1-30 - Days	15,961	15,854	28,101	38,785	27,618								25,264	126,319
	31 - 60 Days	1,958	371	380	2,335	1,399								1,289	6,443
	60+ Days	65	1,125	1,320	1,249	1,409								1,034	5,168
Foster Care Report #65	New Members	216	161	255	183	148								193	963
	Existing Members	4,960	4,803	4,822	6,192	6,158								5,387	26,935
Guardianship Report #66	New Members	21	13	9	6	11								12	60
	Existing Members	207	208	201	197	186								200	999
67 Provider Credentialing	In Process	28	40	33	62	0								33	163
	Received	18	25	6	39	0								18	88
Termination from MCO #69	Total Providers	4	84	59	117	7								54	
Program Lock-in #74c	Admitted	0	0	0	47	3								10	50
	Discharged	0	0	47	0	47								19	94
	Active	47	47	0	47	50								38	191

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	4	7			7
Prior Authorized for Traditional Services	165	166	163	166	165	168	169	170	163	162	159			165
Prior Authorized for CDO Services Only	11	12	12	12	12	13	11	11	12	12	11			12
Prior Authorized for Blended Services	5	6	6	7	7	7	8	8	9	9	11			8
<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>187</b>	<b>188</b>			<b>191</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>	<b>200</b>			<b>200</b>
< 18 years of age	0	0	0	0	0	0	0	0	0	0	0			0
>= 18 years of age	188	189	189	195	195	196	195	195	189	187	188			191
<b>Level of Care Requests</b>														
Number of LOC requests received	35	21	18	26	8	24	11	17	19	15	6			18
Number of LOC Approved on First Review	31	19	16	24	8	20	10	17	19	15	6			17
Reconsideration Overturned	2	1	0	1	0	2	0	0	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>15</b>	<b>6</b>			<b>17</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>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	0	0			1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	0	0	1	0	0	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>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>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	121	75			156
Number of Pended Req from Prior Month	8	18	11	15	18	14	9	23	9	11	1			12
Number of PA Approvals	260	185	124	208	82	170	131	194	150	130	66			155
Reconsideration Overturned	0	0	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	0	0			2
Number of PA requests pended for LOI	16	11	8	10	11	8	23	8	7	1	7	11/11/2014		10
<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>	<b>1</b>	<b>7</b>	11/11/2014		<b>12</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>130</b>	<b>66</b>			<b>155</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>98%</b>	<b>87%</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>1%</b>	<b>9%</b>			<b>8%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	0	7	0	0	0			1
Reconsideration Upheld	0	0	0	0	0	0	1	0	0	0	0			0
Lack of Information Denial	0	0	0	0	2	0	0	8	0	1	3			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>1</b>	<b>3</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>	<b>4%</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	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	1	1	1	2	1	2	1	1	2	4	5			2
Prior Authorized for Traditional Services	169	168	167	168	170	171	170	167	165	167	164			168
Prior Authorized for CDO Services Only	38	39	39	38	38	37	38	39	41	40	36			38
Prior Authorized for Blended Services	14	13	14	14	15	15	16	13	13	14	14			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>225</b>	<b>219</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>	<b>200</b>			<b>200</b>
< 18 years of age	0	0	0	0	0	0	0	0	0	0	0			0
>= 18 years of age	222	221	221	222	224	225	225	220	221	225	219			222
<b>Level of Care Requests</b>														
Number of LOC requests received	13	12	18	15	17	22	30	17	19	20	15			18
Number of LOC Approved on First Review	13	12	18	15	17	20	28	17	19	19	15			18
Reconsideration Overturned	0	0	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>19</b>	<b>15</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>95%</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	0			0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	0	0	0	0	0	1	0	0	0	1	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>1</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>5%</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	115	132			128
Number of Pended Req from prior month	21	16	2	5	6	16	4	9	13	11	3			
Number of PA Approvals	89	90	109	111	118	159	164	144	151	116	122			125
Reconsideration Overturned	0	0	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	1	0			3
Number of PA requests pended for LOI	13	0	3	6	8	1	2	7	8	2	13		11/19/2014	6
<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>	<b>3</b>	<b>13</b>		11/19/2014	<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>116</b>	<b>122</b>			<b>125</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>92%</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>2%</b>	<b>10%</b>			<b>6%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	1	1	0	0	0			0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	0	3	2	13	6	2	0	0	5	7	0			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>7</b>	<b>0</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>6%</b>	<b>0%</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	302	318			339
Prior Authorized for Traditional Services	5,962	5,943	5,906	5,969	5,961	5,970	5,968	5,999	5,993	6,078	6,082			5,985
Prior Authorized for CDO Services Only	2,643	2,647	2,663	2,706	2,763	2,802	2,864	2,893	2,933	3,002	3,028			2,813
Prior Authorized for Blended Services	213	208	200	211	201	201	201	199	206	209	216			206
<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>9,591</b>	<b>9,644</b>			<b>9,343</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	1,013	1,029			943
>= 18 years of age	8,270	8,235	8,273	8,298	8,355	8,381	8,417	8,460	8,521	8,578	8,615			8,400
<b>Level of Care Requests</b>														
Number of LOC requests received	967	916	1,020	1,011	924	915	1,125	990	1,070	995	809			977
Number of LOC Approved on First Review	935	894	997	970	881	885	1,087	962	1,047	974	793			948
Reconsideration Overturned	10	0	0	3	10	5	6	0	3	0	2			39
<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>	<b>974</b>	<b>795</b>			<b>951</b>
<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>98%</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	20	12			22
Reconsideration Upheld	2	0	1	1	3	7	0	2	2	1	2			2
Lack of Information Denial	1	0	0	0	2	1	1	5	1	0	0			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>21</b>	<b>14</b>			<b>25</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>2%</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	4,000	3,035			3,543
Number of Pended Req from prior month	322	294	336	584	493	467	548	506	623	566	426			470
Number of PA Approvals	3,354	3,198	3,381	4,002	3,244	3,165	3,853	3,438	3,547	4,052	3,124			3,487
Reconsideration Overturned	0	0	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	216	83		9/17/2014	265
Number of PA requests pended for LOI	28	103	244	211	237	263	236	263	215	210	215		11/7/2014	202
<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>	<b>426</b>	<b>298</b>		9/17/2014	<b>467</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>4,052</b>	<b>3,124</b>			<b>3,487</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>89%</b>	<b>90%</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>9%</b>	<b>9%</b>			<b>12%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	3	1	0	1	9	1	5	1	3	3			2
Reconsideration Upheld	0	1	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	28	65	52	47	60	128	19	70	19	85	36			55
<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>88</b>	<b>39</b>			<b>58</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>2%</b>	<b>1%</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	Oldest Dat
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	835	734	539	431	369	365	301	289	237	158	216			407
Prior Authorized for Traditional Services	2,875	2,890	2,910	2,919	2,869	2,828	2,800	2,744	2,693	2,681	2,645			2,805
Prior Authorized for CDO Services Only	4,729	4,796	4,814	4,811	4,796	4,753	4,724	4,682	4,657	4,638	4,623			4,729
Prior Authorized for Blended Services	1,952	2,001	2,019	2,074	2,124	2,142	2,178	2,216	2,237	2,273	2,275			2,136
<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>9,750</b>	<b>9,759</b>			<b>10,077</b>
<b>Slots Available</b>	<b>10,000</b>	<b>10,250</b>			<b>10,023</b>									
< 18 years of age	4,701	4,716	4,677	4,674	4,646	4,635	4,639	4,622	4,600	4,592	4,629			4,648
>= 18 years of age	5,690	5,705	5,605	5,561	5,512	5,453	5,364	5,309	5,224	5,158	5,130			5,428
<b>Level of Care Requests</b>														
Number of LOC requests received	897	828	834	829	782	709	875	920	888	973	676			837
Number of LOC Approved on First Review	863	820	829	829	782	709	875	920	888	973	672			833
Reconsideration Overturned	8	0	0	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>973</b>	<b>672</b>			<b>833</b>
<b>Percent Approved</b>	<b>97%</b>	<b>99%</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>			<b>100%</b>						
<b>Level of Care Denials</b>														
Medical Necessity Denials	20	5	0	0	0	0	0	0	0	0	4			3
Reconsideration Upheld	5	1	1	0	0	0	0	0	0	0	0			1
Lack of Information Denial	1	2	4	0	0	0	0	0	0	0	0			1
<b>Total Denied</b>	<b>26</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>4</b>			<b>4</b>						
<b>Percent Denied</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>1%</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	3,074	2,043			2,707
Number of Pended Req from prior month	825	947	510	1,168	975	966	801	632	1,035	860	562			
Number of PA Approvals	2,405	3,026	2,371	2,899	2,660	2,460	2,950	2,386	2,880	3,340	2,201			2,689
Reconsideration Overturned	4	0	0	1	4	0	0	0	1	0	0			1
Number of PA requests pended CDO budget	750	463	994	803	774	590	455	856	744	385	242		3/6/2014	4,063
Number of PA requests pended for LOI	222	47	174	172	192	211	177	179	116	177	111		11/6/2014	3,644
<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>	<b>562</b>	<b>353</b>		3/6/2014	<b>803</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>3,340</b>	<b>2,201</b>			<b>2,689</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>85%</b>	<b>84%</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>14%</b>	<b>14%</b>			<b>24%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	10	6	10	5	5	28	18	14	4	13	12			11
Reconsideration Upheld	8	3	2	3	1	1	0	1	0	0	0			2
Lack of Information Denial	35	74	76	61	21	67	44	45	41	19	39			47
<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>32</b>	<b>51</b>			<b>61</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>1%</b>	<b>2%</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	2	11			6
Prior Authorized for Traditional Services	44	43	40	44	42	41	39	39	41	45	39			42
Prior Authorized for CDO Services Only	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A
Prior Authorized for Blended Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A
<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>47</b>	<b>50</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>	<b>100</b>	<b>100</b>			
< 18 years of age	38	35	33	30	30	28	27	28	26	27	30			30
>= 18 years of age	15	16	18	19	18	18	18	17	18	20	20			18
<b>Level of Care Requests</b>														
Number of LOC requests received	7	10	18	12	8	4	12	8	7	11	12			10
Number of LOC Approved on First Review	7	10	18	12	8	3	12	8	7	11	12			10
Reconsideration Overturned	0	0	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>11</b>	<b>12</b>			<b>10</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>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	0			0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	0	0	0	0	0	1	0	0	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>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>0%</b>	<b>0%</b>			<b>2%</b>
<b>Service Requests</b>														
Number of PA requests received	27	28	26	27	28	20	27	24	28	22	24			26
Number of Pended Req from prior month	5	3	3	2	6	4	5	1	3	5	4			0
Number of PA Approvals	29	27	23	23	27	17	31	22	26	23	23			25
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0			0
Number of PA requests pended CDO budget	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A
Number of PA requests pended for LOI	3	3	2	6	4	5	1	3	5	4	4		11/21/2014	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>	<b>4</b>	<b>4</b>		11/21/2014	<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>23</b>	<b>23</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>85%</b>	<b>82%</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>15%</b>	<b>14%</b>			<b>13%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	0	0	0	0	0			0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	0	1	4	0	3	2	0	0	0	0	1			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>0</b>	<b>1</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>0%</b>	<b>4%</b>			<b>3%</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	7	9		17	
Prior Authorized for Traditional Services	3,494	3,226	2,899	2,603	2,291	1,917	1,579	1,241	903	590	307		1,914	
Prior Authorized for CDO Services Only	78	71	57	52	45	34	24	19	12	10	5		37	
Prior Authorized for Blended Services	89	84	74	69	59	51	43	31	19	13	8		49	
<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>620</b>	<b>329</b>		<b>2,017</b>	
< 18 years of age	1	1	0	0	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	620	329		2,016	
<b>Level of Care Requests</b>														
Number of LOC requests received	398	307	299	272	167	133	154	103	104	62	21		184	
Number of LOC Approved on First Review	396	307	298	272	167	131	154	103	104	62	21		183	
Reconsideration Overturned	2	0	0	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>	<b>62</b>	<b>21</b>		<b>183</b>	
<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>	<b>100%</b>	<b>100%</b>		<b>100%</b>	
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1	0	0	0	0	0		0	
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0		0	
Lack of Information Denial	0	0	1	0	0	1	0	0	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>	<b>0</b>	<b>0</b>		<b>0</b>	
<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>	<b>0%</b>	<b>0%</b>		<b>0%</b>	
<b>Service Requests</b>														
Number of PA requests received	2,208	1,698	1,660	1,563	894	854	927	640	580	389	132		1,050	
Number of Pended Req from prior month	154	154	24	63	53	63	0	23	10	28	3			
Number of PA Approvals	2,170	1,799	1,607	1,557	877	878	890	650	561	414	133		1,049	
Reconsideration Overturned	4	0	0	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	2	0		9	
Number of PA requests pended for LOI	124	12	48	40	51	0	22	6	25	1	2	11/20/2014	30	
<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>	<b>3</b>	<b>2</b>	11/20/2014	<b>38</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>	<b>414</b>	<b>133</b>		<b>1,049</b>	
<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>	<b>99%</b>	<b>99%</b>		<b>96%</b>	
<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>	<b>1%</b>	<b>1%</b>		<b>3%</b>	
<b>Service Requests Denials</b>														
Medical Necessity Denials	2	3	0	0	1	3	1	0	1	0	0		1	
Reconsideration Upheld	0	2	0	0	0	0	0	0	0	0	0		0	
Lack of Information Denial	29	24	14	16	6	36	13	3	0	0	0		13	
<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>	<b>0</b>	<b>0</b>		<b>14</b>	
<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>	<b>0%</b>	<b>0%</b>		<b>1%</b>	

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	14	15			9
Prior Authorized for Traditional Services	208	607	891	1,257	1,564	1,931	2,385	2,696	3,086	3,446	3,758			1,984
Prior Authorized for CDO Services Only	N/A			N/A										
Prior Authorized for Blended Services	0	19	31	52	74	98	129	149	171	191	213			102
<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>3,651</b>	<b>3,986</b>			<b>2,096</b>
<b>Slots Available</b>	<b>4,501</b>													
< 18 years of age	0	1	1	1	1	3	3	4	4	3	3			2
>= 18 years of age	208	627	923	1,312	1,646	2,037	2,520	2,857	3,267	3,648	3,983			2,093
<b>Level of Care Requests</b>														
Number of LOC requests received	208	342	435	401	341	424	437	419	403	416	326			377
Number of LOC Approved on First Review	208	342	376	386	317	404	423	392	394	401	312			360
Reconsideration Overturned	0	0	0	0	2	0	2	2	0	0	2			8
<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>401</b>	<b>314</b>			<b>360</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>96%</b>			<b>96%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	2	1	5	0	0	0	3			1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0			0
Lack of Information Denial	0	0	59	15	20	19	7	25	9	15	9			16
<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>15</b>	<b>12</b>			<b>17</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>4%</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	2,527	2,032			1,932
Number of Pended Req from prior month	0	38	26	123	164	168	0	204	194	200	150			
Number of PA Approvals	781	1,368	1,489	1,791	1,575	2,297	2,185	2,268	2,316	2,518	1,969			1,869
Reconsideration Overturned	0	0	0	0	0	0	3	1	0	1	1			1
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	150	174	11/4/2014		131
<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>	<b>150</b>	<b>174</b>	11/4/2014		<b>131</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>2,519</b>	<b>1,969</b>			<b>1,869</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>92%</b>	<b>90%</b>			<b>91.9%</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%</b>	<b>8%</b>			<b>6.1%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	1	0	0	4	2	2	16	4	20	5	4			5
Reconsideration Upheld	0	0	0	0	0	1	1	0	0	0	0			0
Lack of Information Denial	0	3	12	27	38	104	18	78	86	53	34			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>58</b>	<b>38</b>			<b>47</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%</b>	<b>2%</b>			<b>2.0%</b>

<b>WAIVER</b>	<b>AGE GROUP</b>	<b>UNIQUE MEMBER COUNT</b>
HCBCDO	Less than 1	6
HCBCDO	1-5	137
HCBCDO	6-10	183
HCBCDO	11-15	132
HCBCDO	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 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

Aquired 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	4	7	9		7
Prior Authorized for Traditional Services	165	166	163	166	165	168	169	170	163	162	159	157		164
Prior Authorized for CDO Services Only	11	12	12	12	12	13	11	11	12	12	11	12		12
Prior Authorized for Blended Services	5	6	6	7	7	7	8	8	9	9	11	11		8
<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>187</b>	<b>188</b>	<b>189</b>		<b>191</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>	<b>200</b>	<b>200</b>		<b>200</b>
< 18 years of age	0	0	0	0	0	0	0	0	0	0	0	0		0
>= 18 years of age	188	189	189	195	195	196	195	195	189	187	188	189		191
<b>Level of Care Requests</b>														
Number of LOC requests received	35	21	18	26	8	24	11	17	19	15	6	9		17
Number of LOC Approved on First Review	31	19	16	24	8	20	10	17	19	15	6	7		16
Reconsideration Overturned	2	1	0	1	0	2	0	0	0	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>15</b>	<b>6</b>	<b>7</b>		<b>17</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>100%</b>	<b>100%</b>	<b>78%</b>		<b>95%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	2	1	1	1	0	2	1	0	0	0	0	2		1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	0	1	0	0	0	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>0</b>	<b>0</b>	<b>2</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>0%</b>	<b>0%</b>	<b>22%</b>		<b>5%</b>
<b>Service Requests</b>														
Number of PA requests received	270	178	128	211	80	165	146	195	152	121	75	70		149
Number of Pended Req from Prior Month	8	18	11	15	18	14	9	23	9	11	1	7		12
Number of PA Approvals	260	185	124	208	82	170	131	194	150	130	66	72		148
Reconsideration Overturned	0	0	0	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	0	0	0		2
Number of PA requests pended for LOI	16	11	8	10	11	8	23	8	7	1	7	3	12/30/2014	9
<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>	<b>1</b>	<b>7</b>	<b>3</b>	12/30/2014	<b>12</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>130</b>	<b>66</b>	<b>72</b>		<b>148</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>98%</b>	<b>87%</b>	<b>93.5%</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>1%</b>	<b>9%</b>	<b>3.9%</b>		<b>8%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	0	7	0	0	0	0		1
Reconsideration Upheld	0	0	0	0	0	0	1	0	0	0	0	0		0
Lack of Information Denial	0	0	0	0	2	0	0	8	0	1	3	2		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>1</b>	<b>3</b>	<b>2</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>	<b>4%</b>	<b>2.6%</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	4	5	3		2
Prior Authorized for Traditional Services	169	168	167	168	170	171	170	167	165	167	164	162		167
Prior Authorized for CDO Services Only	38	39	39	38	38	37	38	39	41	40	36	36		38
Prior Authorized for Blended Services	14	13	14	14	15	15	16	13	13	14	14	14		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>225</b>	<b>219</b>	<b>215</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>	<b>200</b>	<b>200</b>		<b>200</b>
< 18 years of age	0	0	0	0	0	0	0	0	0	0	0	0		0
>= 18 years of age	222	221	221	222	224	225	225	220	221	225	219	215		222
<b>Level of Care Requests</b>														
Number of LOC requests received	13	12	18	15	17	22	30	17	19	20	15	39		20
Number of LOC Approved on First Review	13	12	18	15	17	20	28	17	19	19	15	37		19
Reconsideration Overturned	0	0	0	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>19</b>	<b>15</b>	<b>37</b>		<b>19</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>95%</b>	<b>100%</b>	<b>95%</b>		<b>98%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1	2	0	0	0	0	1		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	1		0
Lack of Information Denial	0	0	0	0	0	1	0	0	0	1	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>1</b>	<b>0</b>	<b>2</b>		<b>1</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>5%</b>	<b>0%</b>	<b>5%</b>		<b>2%</b>
<b>Service Requests</b>														
Number of PA requests received	84	79	114	125	134	149	170	149	154	115	132	232		136
Number of Pended Req from prior month	21	16	2	5	6	16	4	9	13	11	3	13		
Number of PA Approvals	89	90	109	111	118	159	164	144	151	116	122	218		133
Reconsideration Overturned	0	0	0	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	1	0	5	12/11/2014	3
Number of PA requests pended for LOI	13	0	3	6	8	1	2	7	8	2	13	18	12/8/2014	7
<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>	<b>3</b>	<b>13</b>	<b>23</b>	11/19/2014	<b>10</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>116</b>	<b>122</b>	<b>218</b>		<b>133</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>92%</b>	<b>90%</b>	<b>89%</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>2%</b>	<b>10%</b>	<b>9%</b>		<b>6%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	1	1	0	0	0	1		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	3	2	13	6	2	0	0	5	7	0	3		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>7</b>	<b>0</b>	<b>4</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>6%</b>	<b>0%</b>	<b>2%</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	302	318	325		338
Prior Authorized for Traditional Services	5,962	5,943	5,906	5,969	5,961	5,970	5,968	5,999	5,993	6,078	6,082	6,044		5,990
Prior Authorized for CDO Services Only	2,643	2,647	2,663	2,706	2,763	2,802	2,864	2,893	2,933	3,002	3,028	3,043		2,832
Prior Authorized for Blended Services	213	208	200	211	201	201	201	199	206	209	216	222		207
<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>9,591</b>	<b>9,644</b>	<b>9,634</b>		<b>9,367</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	1,013	1,029	1,032		950
>= 18 years of age	8,270	8,235	8,273	8,298	8,355	8,381	8,417	8,460	8,521	8,578	8,615	8,602		8,417
<b>Level of Care Requests</b>														
Number of LOC requests received	967	916	1,020	1,011	924	915	1,125	990	1,070	995	809	866		967
Number of LOC Approved on First Review	935	894	997	970	881	885	1,087	962	1,047	974	793	846		939
Reconsideration Overturned	10	0	0	3	10	5	6	0	3	0	2	0		39
<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>	<b>974</b>	<b>795</b>	<b>846</b>		<b>943</b>
<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>98%</b>	<b>98%</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	20	12	18		22
Reconsideration Upheld	2	0	1	1	3	7	0	2	2	1	2	0		2
Lack of Information Denial	1	0	0	0	2	1	1	5	1	0	0	2		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>21</b>	<b>14</b>	<b>20</b>		<b>25</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>2%</b>	<b>2%</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	4,000	3,035	3,281		3,521
Number of Pended Req from prior month	322	294	336	584	493	467	548	506	623	566	426	298		455
Number of PA Approvals	3,354	3,198	3,381	4,002	3,244	3,165	3,853	3,438	3,547	4,052	3,124	3,188		3,462
Reconsideration Overturned	0	0	0	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	216	83	168	9/17/2014	257
Number of PA requests pended for LOI	28	103	244	211	237	263	236	263	215	210	215	149	12/17/2014	198
<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>	<b>426</b>	<b>298</b>	<b>317</b>	9/17/2014	<b>455</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>4,052</b>	<b>3,124</b>	<b>3,188</b>		<b>3,462</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>89%</b>	<b>90%</b>	<b>89%</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>9%</b>	<b>9%</b>	<b>9%</b>		<b>12%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	3	1	0	1	9	1	5	1	3	3	2		2
Reconsideration Upheld	0	1	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	28	65	52	47	60	128	19	70	19	85	36	72		57
<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>88</b>	<b>39</b>	<b>74</b>		<b>59</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>2%</b>	<b>1%</b>	<b>2%</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 Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	835	734	539	431	369	365	301	289	237	158	216	247		393
Prior Authorized for Traditional Services	2,875	2,890	2,910	2,919	2,869	2,828	2,800	2,744	2,693	2,681	2,645	2,624		2,790
Prior Authorized for CDO Services Only	4,729	4,796	4,814	4,811	4,796	4,753	4,724	4,682	4,657	4,638	4,623	4,617		4,720
Prior Authorized for Blended Services	1,952	2,001	2,019	2,074	2,124	2,142	2,178	2,216	2,237	2,273	2,275	2,283		2,148
<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>9,750</b>	<b>9,759</b>	<b>9,771</b>		<b>10,051</b>
<b>Slots Available</b>	<b>10,000</b>	<b>10,250</b>	<b>10,250</b>		<b>10,042</b>									
< 18 years of age	4,701	4,716	4,677	4,674	4,646	4,635	4,639	4,622	4,600	4,592	4,629	4,647		4,648
>= 18 years of age	5,690	5,705	5,605	5,561	5,512	5,453	5,364	5,309	5,224	5,158	5,130	5,124		5,403
<b>Level of Care Requests</b>														
Number of LOC requests received	897	828	834	829	782	709	875	920	888	973	676	837		837
Number of LOC Approved on First Review	863	820	829	829	782	709	875	920	888	973	672	827		832
Reconsideration Overturned	8	0	0	0	0	0	0	0	0	0	0	1		9
<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>973</b>	<b>672</b>	<b>828</b>		<b>833</b>
<b>Percent Approved</b>	<b>97%</b>	<b>99%</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>	<b>99%</b>		<b>100%</b>						
<b>Level of Care Denials</b>														
Medical Necessity Denials	20	5	0	0	0	0	0	0	0	0	4	9		3
Reconsideration Upheld	5	1	1	0	0	0	0	0	0	0	0	1		1
Lack of Information Denial	1	2	4	0	0	0	0	0	0	0	0	1		1
<b>Total Denied</b>	<b>26</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>11</b>		<b>5</b>						
<b>Percent Denied</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</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	3,074	2,043	2,429		2,684
Number of Pended Req from prior month	825	947	510	1,168	975	966	801	632	1,035	860	562	353		
Number of PA Approvals	2,405	3,026	2,371	2,899	2,660	2,460	2,950	2,386	2,880	3,340	2,201	2,221		2,650
Reconsideration Overturned	4	0	0	1	4	0	0	0	1	0	0	0		1
Number of PA requests pended CDO budget	750	463	994	803	774	590	455	856	744	385	242	383	3/6/2014	3,780
Number of PA requests pended for LOI	222	47	174	172	192	211	177	179	116	177	111	136	12/1/2014	3,376
<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>	<b>562</b>	<b>353</b>	<b>519</b>	3/6/2014	<b>779</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>3,340</b>	<b>2,201</b>	<b>2,221</b>		<b>2,650</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>85%</b>	<b>84%</b>	<b>79.8%</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>14%</b>	<b>14%</b>	<b>18.7%</b>		<b>24%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	10	6	10	5	5	28	18	14	4	13	12	9		11
Reconsideration Upheld	8	3	2	3	1	1	0	1	0	0	0	2		2
Lack of Information Denial	35	74	76	61	21	67	44	45	41	19	39	31		46
<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>32</b>	<b>51</b>	<b>42</b>		<b>59</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>1%</b>	<b>2%</b>	<b>1.5%</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 Oldest Dat	
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	9	8	11	5	6	4	6	6	3	2	11	5		6
Prior Authorized for Traditional Services	44	43	40	44	42	41	39	39	41	45	39	46		42
Prior Authorized for CDO Services Only	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
Prior Authorized for Blended Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
<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>47</b>	<b>50</b>	<b>51</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>	<b>100</b>	<b>100</b>	<b>100</b>		
< 18 years of age	38	35	33	30	30	28	27	28	26	27	30	30		30
>= 18 years of age	15	16	18	19	18	18	18	17	18	20	20	21		18
<b>Level of Care Requests</b>														
Number of LOC requests received	7	10	18	12	8	4	12	8	7	11	12	5		10
Number of LOC Approved on First Review	7	10	18	12	8	3	12	8	7	11	12	5		9
Reconsideration Overturned	0	0	0	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>11</b>	<b>12</b>	<b>5</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>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	0	0		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	0	0	0	0	1	0	0	0	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>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>0%</b>	<b>0%</b>	<b>0%</b>		<b>2%</b>
<b>Service Requests</b>														
Number of PA requests received	27	28	26	27	28	20	27	24	28	22	24	28		26
Number of Pended Req from prior month	5	3	3	2	6	4	5	1	3	5	4	4		0
Number of PA Approvals	29	27	23	23	27	17	31	22	26	23	23	24		25
Reconsideration Overturned	0	0	0	0	0	0	0	0	0	0	0	0		0
Number of PA requests pended CDO budget	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A
Number of PA requests pended for LOI	3	3	2	6	4	5	1	3	5	4	4	7	12/17/2014	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>	<b>4</b>	<b>4</b>	<b>7</b>	12/17/2014	<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>23</b>	<b>23</b>	<b>24</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>85%</b>	<b>82%</b>	<b>75%</b>		<b>83%</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>15%</b>	<b>14%</b>	<b>22%</b>		<b>13%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	0	0	0	0	0	0	0	0	0	0	0	0		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	1	4	0	3	2	0	0	0	0	1	1		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>0</b>	<b>1</b>	<b>1</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>0%</b>	<b>4%</b>	<b>3%</b>		<b>3%</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	7	9	7		16
Prior Authorized for Traditional Services	3,494	3,226	2,899	2,603	2,291	1,917	1,579	1,241	903	590	307	5		1,755
Prior Authorized for CDO Services Only	78	71	57	52	45	34	24	19	12	10	5	0		34
Prior Authorized for Blended Services	89	84	74	69	59	51	43	31	19	13	8	0		45
<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>620</b>	<b>329</b>	<b>12</b>		<b>1,850</b>
< 18 years of age	1	1	0	0	0	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	620	329	12		1,849
<b>Level of Care Requests</b>														
Number of LOC requests received	398	307	299	272	167	133	154	103	104	62	21	7		169
Number of LOC Approved on First Review	396	307	298	272	167	131	154	103	104	62	21	7		169
Reconsideration Overturned	2	0	0	0	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>	<b>62</b>	<b>21</b>	<b>7</b>		<b>169</b>
<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>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>
<b>Level of Care Denials</b>														
Medical Necessity Denials	0	0	0	0	0	1	0	0	0	0	0	0		0
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	0	1	0	0	1	0	0	0	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>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>
<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>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>0%</b>
<b>Service Requests</b>														
Number of PA requests received	2,208	1,698	1,660	1,563	894	854	927	640	580	389	132	43		966
Number of Pended Req from prior month	154	154	24	63	53	63	0	23	10	28	3	2		
Number of PA Approvals	2,170	1,799	1,607	1,557	877	878	890	650	561	414	133	45		965
Reconsideration Overturned	4	0	0	0	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	2	0	0		9
Number of PA requests pended for LOI	124	12	48	40	51	0	22	6	25	1	2	--		30
<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>	<b>3</b>	<b>2</b>	<b>--</b>		<b>38</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>	<b>414</b>	<b>133</b>	<b>45</b>		<b>965</b>
<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>	<b>99%</b>	<b>99%</b>	<b>100%</b>		<b>96%</b>
<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>	<b>1%</b>	<b>1%</b>	<b>0%</b>		<b>3%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	2	3	0	0	1	3	1	0	1	0	0	0		1
Reconsideration Upheld	0	2	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	29	24	14	16	6	36	13	3	0	0	0	0		12
<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>	<b>0</b>	<b>0</b>	<b>0</b>		<b>13</b>
<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>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>1%</b>

Supports for Community Living Waiver 2	2014												current Mth	AVG YTD
	January	February	March	April	May	June	July	August	September	October	November	December	Oldest Dat	Pend Req
<b>Active Recipients</b>														
Met LOC w/o Requesting Services	0	2	2	4	9	11	9	16	14	14	15	14		9
Prior Authorized for Traditional Services	208	607	891	1,257	1,564	1,931	2,385	2,696	3,086	3,446	3,758	4,131		2,163
Prior Authorized for CDO Services Only	N/A		N/A											
Prior Authorized for Blended Services	0	19	31	52	74	98	129	149	171	191	213	222		112
<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>3,651</b>	<b>3,986</b>	<b>4,367</b>		<b>2,285</b>
<b>Slots Available</b>	<b>4,501</b>													
< 18 years of age	0	1	1	1	1	3	3	4	4	3	3	3		2
>= 18 years of age	208	627	923	1,312	1,646	2,037	2,520	2,857	3,267	3,648	3,983	4,634		2,305
<b>Level of Care Requests</b>														
Number of LOC requests received	208	342	435	401	341	424	437	419	403	416	326	451		384
Number of LOC Approved on First Review	208	342	376	386	317	404	423	392	394	401	312	439		366
Reconsideration Overturned	0	0	0	0	2	0	2	2	0	0	2	1		9
<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>401</b>	<b>314</b>	<b>440</b>		<b>367</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>96%</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	0	3	1		1
Reconsideration Upheld	0	0	0	0	0	0	0	0	0	0	0	0		0
Lack of Information Denial	0	0	59	15	20	19	7	25	9	15	9	10		16
<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>15</b>	<b>12</b>	<b>11</b>		<b>17</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>4%</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	2,527	2,032	2,733		1,999
Number of Pended Req from prior month	0	38	26	123	164	168	0	204	194	200	150	174		
Number of PA Approvals	781	1,368	1,489	1,791	1,575	2,297	2,185	2,268	2,316	2,518	1,969	2,731		1,941
Reconsideration Overturned	0	0	0	0	0	0	3	1	0	1	1	0		1
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	150	174	96	12/5/2014	128
<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>	<b>150</b>	<b>174</b>	<b>96</b>	12/5/2014	<b>128</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>2,519</b>	<b>1,969</b>	<b>2,731</b>		<b>1,941</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>92%</b>	<b>90%</b>	<b>94%</b>		<b>91.9%</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%</b>	<b>8%</b>	<b>3%</b>		<b>6.1%</b>
<b>Service Requests Denials</b>														
Medical Necessity Denials	1	0	0	4	2	2	16	4	20	5	4	2		5
Reconsideration Upheld	0	0	0	0	0	1	1	0	0	0	0	2		0
Lack of Information Denial	0	3	12	27	38	104	18	78	86	53	34	76		44
<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>58</b>	<b>38</b>	<b>80</b>		<b>49</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%</b>	<b>2%</b>	<b>3%</b>		<b>2.0%</b>

<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