

September 2014 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	187,329	214,159	256,799	658,287
Central	5,224	57,986	88,110	151,320
East	30,402	3,155	39,735	73,292
North	63,968	9,389	105,373	178,730
Southeast	37,445	6,264	74,206	117,915
Southwest	2,848	82,157	41,630	126,635
Statewide	327,214	373,110	605,853	1,306,177
GF Month-end Adjusted Process Results Summary - September 2014 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	89.4%	82.51%	84.0%
Abandonment Rate	0.6%	1.32%	1.0%
Blocked Calls	0.0%	0.0%	0.0%
Represents September 2014 call center performance totals (including subcontracted vendors). Eighty percent (80%) of calls must be answered by a person within thirty (30) seconds, the Blocked Call rate must not exceed one percent (1%), and the rate of Abandoned Calls must not exceed five percent (5%). Source: CMO Self-Reported data.			

CMO PAYMENTS TO PROVIDERS			
MONTH	AMERIGROUP (\$ Millions)	PEACHSTATE (\$ Millions)	WELLCARE (\$ Millions)
January 2014	\$52,866,590	\$54,514,035	\$90,825,443
February 2014	\$ 58,600,533	\$ 47,633,496	\$ 84,930,323
March 2014	\$ 67,928,502	\$ 58,754,733	\$ 101,994,837
April 2014	\$ 72,836,475	\$ 61,801,651	\$ 98,932,245
May 2014	\$ 73,002,279	\$ 53,058,203	\$ 94,857,504
June 2014	\$ 59,326,162	\$ 61,589,533	\$ 93,560,816
July 2014	\$ 71,184,678	\$ 58,280,234	\$ 100,277,954
August 2014	\$ 76,828,951	\$ 58,383,728	\$ 111,323,091
September 2014	\$ 69,227,564	\$ 60,801,399	\$ 111,408,979
October 2014			
November 2014			
December 2014			
Represents CMO payments to all provider types for September 2014. Source: CMO "Claims Processing Report"			

September 2014 MONTHLY REPORTING:

EMERGENCY ROOM CLAIMS PAYMENT

September 2014

	AMERIGROUP	PEACHSTATE	WELLCARE	TOTALS
# of ER Claims Submitted	19,821	14,587	29,974	64,382
ER Claims Paid at a Reduced amount (such as the Triage Rate)	816	8,165	13,196	22,177
# of Appeals	183	46	2	231
# of Appeals overturned where the Reduced rate is paid at a higher rate	99	19	0	118

**Source: CMO Monthly CMO self-reported number of Emergency Room claims submitted, claims paid, the number of appeals and the number of appeals overturned.
Period - September 2014**

CORRECTIVE ACTION/PREVENTIVE ACTION PLANS

	AMERIGROUP	PEACHSTATE	WELLCARE	TOTAL
2008	2	8	5	15
2009	5	5	1	11
2010	12	8	11	31
2011	8	9	8	25
2012	4	5	5	14
2013	2	2	2	6
2014	0	0	0	0
TOTAL	33	37	32	102

Note: For 2014, the numbers reflect CAPA plans for the period of September
Source: DCH Medicaid Division

QUARTERLY REPORTING:

1Q14 (Jan-Mar) will be posted in the April 2014 Flash Report

2Q14 (Apr-Jun) will be posted in the July 2014 Flash Report

3Q14 (Jul-Sept) will be posted in the October 2014 Flash Report

4Q14 (Oct-Dec) will be posted in the January 2014 Flash Report

PRIOR AUTHORIZATION DATA			
# Days to PA	AMERIGROUP	PEACHSTATE	WELLCARE
≤ 14 Days (contract)			
≤ 10 Days			
≤ 5 Days			
Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH Source: Quarterly CMO "Prior Authorization Report" Based on the posting of the Quarterly Reports			

PRIOR AUTHORIZATION REQUESTS DENIED			
	AMERIGROUP	PEACHSTATE	WELLCARE
Medical Inpatient			
Medical Outpatient			
Therapies			
Behavioral Health			
Vision			
Dental			
Total			
Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Reported to DCH Source: Quarterly CMO "Prior Authorization Report"			

CMO FINANCIAL FILINGS				
	AMERIGROUP (\$ Millions)	PEACHSTATE (\$ Millions)	WELLCARE (\$ Millions)	Total- All CMOs (\$ Millions)
Total Medical Expense				
Health Benefit Ratio (Medical Expense/ Revenue)				
Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance (DOI) . Reported to DOI Source: Quarterly filings with Georgia DOI				