

# CMO Monthly Flash Report - January 2014

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	158,563	173,926	217,640	550,129
Central	2,810	49,321	75,404	127,535
East	26,138	1,806	34,317	62,261
North	54,821	5,488	91,505	151,814
Southeast	32,207	3,403	62,559	98,169
Southwest	1,412	72,595	35,665	109,672
Statewide	275,951	306,539	517,090	1,099,580

GF Month-end Adjusted Process Results Summary -January 2014  
Source: Fiscal Agent, ACS

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	89.8%	84.49%	82.0%
Abandonment Rate	0.3%	1.09%	2.0%
Blocked Calls	0.0%	0.0%	0.0%

Represents January 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	\$182,348,072	\$90,825,443
February 2014			
March 2014			
April 2014			
May 2014			
June 2014			
July 2014			
August 2014			
September 2014			
October 2014			
November 2014			
December 2014			

Represents CMO payments to all provider types for January 2014.  
Source: CMO "Claims Processing Report"

# CMO Quarterly Flash Report - January 2014

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	14,475	9,693	25,829	49,997
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,135	5,336	11,954	20,425
# of Appeals	321	51	11	383
# of Appeals overturned where the Reduced rate is paid at a higher rate	62	14	2	78

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 - January 2014

Corrective Action/Preventative Action Plans				
	Amerigroup	Peachstate	Wellcare	Total
2007	9	13	9	31
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
<b>TOTAL</b>	<b>42</b>	<b>50</b>	<b>41</b>	<b>133</b>

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

Prior Authorization Data			
# Days to PA Completion	Amerigroup	Peachstate	Wellcare
≤ 14 Days	99.9%	99.7%	98.6%
≤ 10 Days	98.7%	91.1%	85.6%
≤ 5 Days	94.8%	70.5%	72.3%

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

CMO Financial Filings				
	Amerigroup (\$ Millions)	Peachstate (\$ Millions)	Wellcare (\$ Millions)	Total - All CMOs (\$ Millions)
Total Medical Expense	\$630.20	\$681.55	\$117,818	\$2,489.93
Health Benefit Ratio (Medical Expense/Revenue)	79.27%	85.31%	87.25%	84.57%

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

## 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

# CMO Quarterly Flash Report - January 2014

<b>Prior Authorization Requests Denied</b>			
	<b>Amerigroup</b>	<b>Peachstate</b>	<b>Wellcare</b>
Medical Inpatient	1.9%	13.0%	0.0%
Medical Outpatient	7.9%	8.7%	2.9%
Therapies	14.9%	9.4%	0.0%
Behavioral Health	11.0%	16.84%	0.0%
Vision	17.1%	Not Reported	Not Reported
Dental	17.14%	30.0%	Not Reported
Total	12.4%	12.6%	6.0%

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"**