CMO Monthly Flash Report - January 2013

Enrollment				
Regions	**Amerigroup**	**Peachstate**	**Wellcare**	**Region Totals**
Atlanta	154,665	172,753	232,691	560,109
Central	1,245	51,039	82,363	134,647
East	27,294	1,191	37,550	66,035
North	56,156	3,159	99,697	159,012
Southeast	33,472	1,720	66,043	101,234
Southwest	748	75,516	38,612	114,876
Statewide	273,580	305,378	556,956	1,135,913

GF Month-end Adjusted Process Results Summary -January 2013
Source: Fiscal Agent, ACS

Provider Call Center Statistics			
	Amerigroup	**Peachstate**	**Wellcare**
Avg Speed of Answering	86.6%	82.16%	84.6%
Abandonment Rate	1.1%	1.64%	1.9%
Blocked Calls	0.0%	0.0%	0.0%

Represents January 2013 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 precent (5%).
Source: CMO Self-Reported data.

CMO Payments to Providers			
Month	**Amerigroup ($ Millions)**	**Peachstate ($ Millions)**	**Wellcare ($ Millions)**
January 2013	$46,433,684	$54,963,535	$99,736,911
February 2013			
March 2013			
April 2013			
May 2013			
June 2013			
July 2013			
August 2013			
September 2013			
October 2013			
November 2013			
December 2013			

Represents CMO payments to all provider types for January 2013.
Source: CMO "Claims Processing Report"

CMO Quarterly Flash Report - January 2013

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	17,508	17,976	21,655	57,139
ER Claims Paid at a Reduced amount (such as the Triage Rate)	4,741	9,922	11,029	25,692
# of Appeals	314	349	7	670
# of Appeals over-turned where the Reduced rate is paid at a higher rate	52	76	7	135

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 2013

Corrective Action/Preventative Action Plans				
	Amerigroup	Peachstate	Wellcare	Total
2006	0	0	0	0
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
TOTAL	**42**	**50**	**39**	**133**

Note: For 2013, 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%	99.8%	98.3%
≤ 10 Days	96.4%	96.8%	75.2%
≤ 5 Days	90.0%	78.1%	61.7%

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	$149.22	$165.88	$287.98	$609.09
Health Benefit Ratio (Medical Expense/ Revenue)	79.50%	85.36%	87.76%	84.92%

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:

1Q12 (Jan-Mar) will be posted in the April 2012 Flash Report

2Q12 (Apr-Jun) will be posted in the July 2012 Flash Report

3Q12 (Jul-Sept) will be posted in the October 2012 Flash Report

4Q12 (Oct-Dec) will be posted in the January 2013 Flash Report

CMO Quarterly Flash Report - January 2013

Prior Authorization Requests Denied			
	Amerigroup	**Peachstate**	**Wellcare**
Medical Inpatient	2.9%	14.9%	0.0%
Medical Outpatient	10.7%	12.8%	0.8%
Therapies	23.2%	15.9%	6.4%
Behavioral Health	6.9%	26.4%	2.5%
Vision	20.9%	Not Reported	23.1%
Dental	21.9%	34.8%	39.9%
Total	16.1%	15.9%	16.7%

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"