CMO Monthly Flash Report - March 2013

Enrollment

Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	155,191	172,612	232,086	559,889
Central	1,364	50,477	82,194	134,035
East	26,968	1,281	37,432	65,681
North	56,222	3,457	99,928	159,607
Southeast	33,354	1,909	65,891	101,154
Southwest	833	74,882	38,857	114,572
Statewide	273,932	304,618	556,388	1,134,938

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

Provider Call Center Statistics

	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	89.6%	82.75%	83.0%
Abandonment Rate	0.6%	1.82%	1.8%
Blocked Calls	0.0%	0.0%	0.0%

Represents March 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	$47,284,709	$481,060,308	$107,247,946
March 2013	$52,769,247	$51,648,364	$119,939,122
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 March 2013.
Source: CMO "Claims Processing Report"

CMO Quarterly Flash Report - March 2013

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	14,362	15,940	32,800	63,102
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,679	8,960	15,504	28,143
# of Appeals	218	178	1	397
# of Appeals over-turned where the Reduced rate is paid at a higher rate	65	39	1	105

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 - March 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	3	3	3	9
TOTAL	**43**	**51**	**42**	**136**

Note: For 2013, the numbers reflect CAPA plans from the period of March
Source: DCH Medicaid Division

Prior Authorization Data			
# Days to PA Completion	Amerigroup	Peachstate	Wellcare
≤ 14 Days			
≤ 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

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

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 - March 2013

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"