

CMO Monthly Flash Report - November 2012

| Enrollment | | | | |
|------------|------------|------------|----------|---------------|
| Regions | Amerigroup | Peachstate | Wellcare | Region Totals |
| Atlanta | 152,406 | 170,995 | 231,224 | 554,625 |
| Central | 1,166 | 51,073 | 81,394 | 133,633 |
| East | 27,211 | 978 | 37,310 | 65,499 |
| North | 55,603 | 2,683 | 99,152 | 157,438 |
| Southeast | 33,403 | 1,547 | 65,859 | 100,809 |
| Southwest | 645 | 75,137 | 38,040 | 113,822 |
| Statewide | 270,434 | 302,413 | 552,979 | 1,125,826 |

GF Month-end Adjusted Process Results Summary -November 2012
Source: Fiscal Agent, ACS

| Provider Call Center Statistics | | | |
|---------------------------------|------------|------------|----------|
| | Amerigroup | Peachstate | Wellcare |
| Avg Speed of Answering | 84.2% | 82.53% | 89.4% |
| Abandonment Rate | 0.8% | 1.63% | 0.0% |
| Blocked Calls | 0.0% | 0.0% | 0.0% |

Represents November 2012 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 2012 | \$37,019,737 | \$44,448,447 | \$88,869,602 |
| February 2012 | \$44,943,222 | \$55,499,962 | \$108,058,571 |
| March 2012 | \$56,510,706 | \$54,374,899 | \$111,401,645 |
| April 2012 | \$44,731,367 | \$54,137,307 | \$108,932,204 |
| May 2012 | \$46,225,265 | \$54,220,371 | \$109,518,215 |
| June 2012 | \$49,724,999 | \$48,538,896 | \$112,525,909 |
| July 2012 | \$42,968,874 | \$49,458,165 | \$96,415,476 |
| August 2012 | \$54,352,244 | \$52,844,135 | \$112,885,046 |
| September 2012 | \$48,097,178 | \$47,584,807 | \$108,801,980 |
| October 2012 | \$52,795,431 | \$61,771,226 | \$116,036,742 |
| November 2012 | \$44,408,936 | \$47,927,725 | \$106,753,300 |
| December 2012 | | | |

Represents CMO payments to all provider types for November 2012.
Source: CMO "Claims Processing Report"

CMO Quarterly Flash Report - November 2012

| Emergency Room Claims Payment | | | | |
|---|------------|------------|----------|--------|
| | Amerigroup | Peachstate | Wellcare | Totals |
| # of ER Claims Submitted | 14,592 | 16,461 | 28,181 | 59,234 |
| ER Claims Paid at a Reduced amount (such as the Triage Rate) | 3,658 | 8,801 | 13,806 | 26,265 |
| # of Appeals | 228 | 293 | 94 | 615 |
| # of Appeals overturned where the Reduced rate is paid at a higher rate | 29 | 100 | 94 | 223 |

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 - November 2012

| Corrective Action/Preventative Action Plans | | | | |
|---|------------|------------|-----------|------------|
| | Amerigroup | Peachstate | Wellcare | Total |
| 2005 | 0 | 0 | 0 | 0 |
| 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 | 5 | 6 | 5 | 16 |
| TOTAL | 41 | 49 | 39 | 129 |

Note: For 2012, the numbers reflect CAPA plans from the period of January-November
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 | \$592.41 | \$679.11 | \$1,165.71 | \$2,437.23 |
| Health Benefit Ratio (Medical Expense/Revenue) | 80.66% | 80.87% | 88.77% | 86.68% |

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 - November 2012

| 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"