

# CMO FLASH REPORT



The Care Management Organization (CMO) Flash Report provides a quick reference to the current status of the Georgia Families program. This report provides an overview of member enrollment, CMO financial filings with the Department of Insurance, CMO self-reported utilization data, premium capitation payments to CMOs, prior authorization performance, timely access performance and trends to watch.

## ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	111,612	168,953	208,040	488,605
Central Region		49,867	78,736	128,603
East Region	26,328		36,594	62,922
North Region	50,948		94,570	145,518
Southeast Region	33,040		62,011	95,051
Southwest Region		76,837	33,810	110,647
Statewide Members	221,928	295,657	513,761	1,031,346

Represents total number of eligible managed care members that have been enrolled into the CMO plans as of April 2009.

## CMO SELF-REPORTED DATA

	AMERIGROUP®	Peach State®	Wellcare®
ER Visits/1000	675	624.10	687
C-Section Rate	30.4%	30%	32%
Brand Fill Rates	20.63%	17%	13.84%
Generic Fill Rates	79.37%	83%	86.16%

Represents quarterly CMO self-reported utilization measures of quality performance and consistent care delivery across plans. Reported to DCH April 2009 for dates of service Oct 1, 2008 through December 31, 2008

## CMO FINANCIAL FILINGS

	AMERIGROUP®	Peach State®	Wellcare®	Total- All CMOs
Total Revenue (less 6 % Quality Assessment Fee paid back to DCH)	\$463.8	\$690.0	\$1,164.7	\$2,318.5
Total Medical Expense	\$401.5	\$616.6	\$994.0	\$2,012.1
Health Benefit Ratio (Medical Expense/Revenue)	86.6%	89.4%	85.4%	86.8%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance January-December 2008.

## PREMIUM CAPITATION PAYMENTS TO CMOs

	AMERIGROUP®	Peach State®	Wellcare®	Total - All CMOs
Current month	\$37,222,567	\$52,564,189	\$89,957,599	\$179,744,356
Retroactive adjustments (includes OB delivery payments for prior months and retroactive enrollment activity)	\$8,210,356	\$12,913,746	\$21,866,034	\$42,990,136
Quality Assessment Fee Paid to DCH	\$(2,498,811)	\$(3,601,286)	\$(6,150,300)	\$(12,250,397)
Net Payments	\$42,934,112	\$61,876,649	\$105,673,334	\$210,484,095

Represents DCH allocated payments to the CMO for total cost of services for January 2009.



**PRIOR AUTHORIZATION DATA**

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirement)	100.0%	99.8%	99.9%
≤10 Days	70.3%	94%	78.8%
≤ 5 Days	64.7%	68%	69.9%

Represent the percentage of prior-authorization completed within the contract required timelines for April 2009.

**ADDITIONAL PRIOR AUTHORIZATION DATA**

Denial Rates	AMERIGROUP®	Peach State®	Wellcare®
DME	9.0%	1%	6.7%
Medical Inpatient	8.4%	14.9%	0.9%
Medical Outpatient	8.9%	6.4%	1.2%
Therapies	6.0%	10.3%	1.2%
Total	14.6%	7.3%	7.3%

Represents monthly CMO self-reported percentage of standard prior-authorization requests that were determine to be not medically necessary. Reported to DCH April 2009.

**TIMELY ACCESS PERFORMANCE REPORT**

Provider Type	AMERIGROUP®	Peach State®	Wellcare®
PCPs (routine visits)	97.7%	98.70%	97.46%
PCP (adult sick visit)	100%	100%	87.10%
PCP (pediatric sick visit)	100%	99.25%	93.81%
Specialist (OBGYN)	100%	100%	89.08%
Mental Health Providers	100%	83.13%	88.05%
Urgent Care Providers	100%	100%	100%

Represents CMO 4th Quarter 2008 timely access performance survey results for the network capacity of appointment wait times.

**TRENDS 2 WATCH**

Opportunities	Solutions Found
<ul style="list-style-type: none"> <li>▪ Providers burdened with 3 different CMO forms</li> <li>▪ Claims payment delays</li> <li>▪ CMO Portal inconsistencies</li> <li>▪ Inconsistent Policy Guidelines Among CMOs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Common Synagis prior authorization form</li> <li>▪ Provider Resolution Hotline</li> <li>▪ Exploring implementation of a Super Portal</li> <li>▪ Common prior authorization for therapy requests</li> </ul>
Resolution Status: <span style="color: #e67e22;">■</span> In Progress <span style="color: #27ae60;">■</span> Active <span style="color: #34495e;">■</span> Future	

Represents the quarterly action items of opportunities and solutions for the Managed Care and Quality Division for areas of improvement.