

# 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	123,540	170,071	212,175	505,786
Central Region		50,036	81,044	131,080
East Region	27,235		35,649	62,884
North Region	53,126		97,060	150,186
Southeast Region	33,910		63,082	96,992
Southwest Region		77,301	36,252	113,553
Statewide Members	237,811	297,408	525,262	1,060,481

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

CMO SELF-REPORTED DATA			
	AMERIGROUP®	Peach State®	Wellcare®
ER Visits/1000	670.3	635.48	676
C-Section Rate	31.1%	32%	33%
Brand Fill Rates	18.7%	17%	15%
Generic Fill Rates	81.3%	83%	85%

Represents quarterly CMO self-reported utilization measures of quality performance and consistent care delivery across plans. Reported to DCH October 2009

CMO FINANCIAL FILINGS				
	AMERIGROUP (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)	Total- All CMOs (\$ Millions)
Total Revenue (less 6 % Quality Assessment Fee paid back to DCH)	\$257.5	\$348.9	\$618.1	\$1,224.5
Total Medical Expense	\$225.9	\$334.0	\$541.6	\$1,101.5
Health Benefit Ratio (Medical Expense/Revenue)	87.7%	95.7%	87.6%	90.0%

PREMIUM CAPITATION PAYMENTS TO CMOs				
	AMERIGROUP® (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)	Total - All CMOs (\$ Millions)
Current month	\$38.63	\$51.48	\$91.09	\$181.21
Retroactive adjustments (includes OB delivery payments for prior months and retroactive enrollment activity)	\$6.34	\$10.24	\$16.25	\$32.83
Quality Assessment Fee Paid to DCH	\$(2.47)	\$(3.39)	\$(5.90)	\$(11.77)
Net Payments	\$42.50	\$58.32	\$101.44	\$202.26



### PRIOR AUTHORIZATION DATA

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirement)	100%	99.9%	100%
≤10 Days	91.5%	93.9%	95.5%
≤ 5 Days	66.7%	67%	78%

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

### ADDITIONAL PRIOR AUTHORIZATION DATA

Denial Rates	AMERIGROUP®	Peach State®	Wellcare®
DME	9.9%	2.6%	5.9%
Medical Inpatient	4.8%	8.7%	0.6%
Medical Outpatient	7.7%	6.1%	0.9%
Therapies	28.5%	31.3%	2.0%
Total	12.4%	10.7%	4.9%

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

### TIMELY ACCESS PERFORMANCE REPORT

Provider Type	AMERIGROUP®	Peach State®	Wellcare®
PCPs (routine visits)	97%	100%	97.9%
PCP (adult sick visit)	97%	98.11%	97.3%
PCP (pediatric sick visit)	100%	92.86%	96.0%
Specialist (OBGYN)	93%	96%	99.3%
Mental Health Providers	100%	98.59%	91.0%
Urgent Care Providers	100%	100%	66.7

Represents CMO 3rd Quarter 2009 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.