

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	126,888	175,115	217,864	519,867
Central Region		51,188	83,073	134,261
East Region	27,822		36,508	64,330
North Region	54,189		99,070	153,259
Southeast Region	34,731		64,480	99,211
Southwest Region		78,658	37,124	115,782
Statewide Members	243,630	304,961	538,119	1,086,710

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	699.4	667.04	717
C-Section Rate	30.3%	31%	33%
Brand Fill Rates	19.7%	17%	15%
Generic Fill Rates	80.3%	83%	85%

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

CMO FINANCIAL FILINGS

	AMERIGROUP® (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)	Total - All CMOs (\$ Millions)
Total Revenue (less 5.5% Quality Assessment Fee paid back to DCH)	\$398.6	\$530.5	\$944.8	\$1,873.9
Total Medical Expense	\$353.0	\$499.1	\$826.9	\$1,679.0
Health Benefit Ratio (Medical Expense/Revenue)	88.6%	94.1%	87.5%	89.6%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance. July 2009 - September 2009.

PREMIUM CAPITATION PAYMENTS TO CMOs

	AMERIGROUP®	Peach State®	Wellcare®	Total - All CMOs
Current month	\$41,414,263	\$50,907,810	\$91,347,090	\$183,669,163
Retroactive adjustments (includes OB delivery payments for prior months and retroactive enrollment activity)	\$8,274,788	\$9,873,825	\$16,229,717	\$34,378,330
Quality Assessment Fee Paid to DCH				
Net Payments	\$49,689,051	\$60,781,635	\$107,576,807	\$218,047,493

Represents DCH allocated payments to the CMO for total cost of services for January 2010.



PRIOR AUTHORIZATION DATA

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirement)	100.0%	99.9%	100.0%
≤10 Days	91.5%	93.9%	95.5%
≤ 5 Days	66.7%	67.0%	78.0%

Represents monthly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH October 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 October 2009.

TIMELY ACCESS PERFORMANCE REPORT

Provider Type	AMERIGROUP®	Peach State®	Wellcare®
PCPs (routine visits)	100%	95.05%	94%
PCP (adult sick visit)	100%	96.95%	93%
PCP (pediatric sick visit)	100%	100%	96%
Specialist (OBGYN)	100%	100%	95%
Mental Health Providers	100%	99.08%	84%
Urgent Care Providers	100%	99.08%	0%

Represents CMO 4th 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"> ▪ Providers burdened with 3 different CMO forms ▪ Claims payment delays ▪ Inconsistent Policy Guidelines Among CMOs 	<ul style="list-style-type: none"> ▪ Common Synagis prior authorization form ▪ Provider Resolution Hotline ▪ Common prior authorization for therapy requests
Resolution Status: ■ In Progress ■ Active ■ Future	

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