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	137,030	174,935	223,950	536,915
Central Region		51,140	84,020	135,160
East Region	28,728		36,480	65,208
North Region	57,029		100,922	157,951
Southeast Region	35,399		65,423	100,822
Southwest Region		78,518	38,169	116,687
Statewide Members	258,186	304,593	548,964	1,111,743

GF Month-end Adjusted Process Results Summary - March 2010.

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 October 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)	$155.70	$179.10	$3125.20	$660.00
Total Medical Expense	$134.50	$158.80	$283.80	$577.10
Health Benefit Ratio (Medical Expense/Revenue)	86.4%	88.7%	87.3%	87.4%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance. January - March 2010.

PREMIUM CAPITATION PAYMENTS TO CMOS

	AMERIGROUP®	Peach State®	Wellcare®	Total - All CMOs
Current month	$43,513,956.00	$50,780,107.00	$91,459,538.00	$185,753,601
Retroactive adjustments (includes OB delivery payments for prior months and retroactive enrollment activity)	$9,216,526.00	$11,089,324.00	$17,149,546.00	$37,455,396
Net Payments	$52,730,482	$61,869,431	$108,609,084	$223,208,997

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

Prior Authorization Data

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirement)	100.0%	0.8%	5.6%
≤10 Days	81.2%	83.0%	89.1%
≤ 5 Days	69.2%	61.5%	77.7%

Represents monthly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH March 2010.

Additional Prior Authorization Data

Denial Rates	AMERIGROUP®	Peach State®	Wellcare®
DMA	21.8%	0.8%	5.6%
Medical Inpatient	3.6%	11.5%	0.0%
Medical Outpatient	7.4%	8.3%	0.8%
Therapies	24.8%	25.0%	2.5%
Total	11.7%	14.4%	4.5%

Represents monthly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Reported to DCH March 2010.

Timely Access Performance Report

Provider Type	AMERIGROUP®	Peach State®	Wellcare®
PCPs (routine visits)	98%	93.46%	98%
PCP (adult sick visit)	98%	93.88%	89%
PCP (pediatric sick visit)	100%	95.79%	90%
Specialist (OBGYN)	98%	95.31%	96%
Mental Health Providers	100%	85.37%	94%
Urgent Care Providers	99%	96.34%	100%

Represents CMO 1st Quarter 2010 timely access performance survey results for the network capacity of appointment wait times.

Trends 2 Watch

Opportunites	Solutions Found
■ Providers burdened with 3 different CMO forms ■ Claims payment delays ■ Inconsistent Policy Guidelines Among CMOs	■ 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.