



ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	138,260	167,269	219,778	525,307
Central Region		49,331	82,398	131,729
East Region	28,560		35,255	63,815
North Region	57,298		97,875	155,173
Southeast Region	35,984		63,360	99,344
Southwest Region		77,343	37,689	115,032
Statewide Members	260,102	293,943	536,355	1,090,400

GF Month-end Adjusted Process Results Summary - June 2010
Source: Fiscal Agent, ACS

CMO PAYMENTS TO PROVIDERS

	AMERIGROUP® (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)
January 2010	\$30,340,997	\$50,350,269	\$88,219,827
February 2010	\$49,592,766	\$49,649,846	\$91,992,857
March 2010	\$44,892,629	\$47,963,484	\$81,784,387
April 2010	\$43,006,087	\$50,053,824	\$96,288,747
May 2010	\$46,850,195	\$42,519,084	\$87,602,308
June 2010	\$42,816,106	\$31,776,254	\$89,082,418

Represents CMO payments to all provider types from January 2010 - June 2010
Source: CMO Monthly "Claims Processing Report"

PREMIUM CAPITATION PAYMENTS TO CMOs

	AMERIGROUP®	Peach State®	Wellcare®	Total - All CMOs
Current month	\$43,513,956	\$50,780,107	\$91,459,538	\$185,753,601
Retroactive adjustments (includes OB delivery payments for prior months and retroactive enrollment activity)	\$9,216,526	\$11,089,324	\$17,149,546	\$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 March 2010
Source: DCH Cash Disbursements and Capitation Claims Records

CMO FINANCIAL FILINGS

	AMERIGROUP® (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)	Total- All CMOs (\$ Millions)
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.
Period April 2010, May 2010, June 2010. Reported to DOI July 2010
Source: Quarterly filings with Georgia Department of Insurance



EMERGENCY ROOM CLAIMS PAYMENT

	AMERIGROUP®	Peach State®	Wellcare®	Totals
# of ER Claims Submitted	12,922	15,674	30,678	59,274
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,507	8,867	15,909	28,283
# of Appeals	75	1,567	1,205	2,847
# of Appeals overturned where the Reduced rate is paid at a higher rate	75	46	209	330

Source: Represents monthly CMO self-reported number of Emergency Room claims submitted, claims paid, the number of appeals and the number of appeals overturned. Period June 2010.

PRIOR AUTHORIZATION REQUESTS DENIED

	AMERIGROUP®	Peach State®	Wellcare®
Medical Inpatient	4.9%	9.8%	0.6%
Medical Outpatient	8.8%	4.0%	0.6%
Therapies	21.0%	27.8%	5.1%
Total	13.8%	13.4%	4.7%

Source: Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Period April 2010, May 2010, June 2010. Reported to DCH July 2010.

PRIOR AUTHORIZATION DATA

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirements)	100.0%	100.0%	99.9%
≤10 Days	84.7%	79.2%	90.0%
≤ 5 Days	71.2%	44.9%	78.8%

Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Period April 2010, May 2010, June 2010. Reported to DCH July 2010.

Source: Quarterly CMO "Prior Authorization Report"



PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	89.3%	88.8%	84.9%
Abandonment Rate	0.8%	1.2%	1.3%
Blocked Calls	0.0%	0.0%	0.0%

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%). June 2010
 Source: CMO self-reported data

CORRECTIVE ACTION/PREVENTIVE ACTION PLANS

	AMERIGROUP®	Peach State®	Wellcare®	Totals
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	7	1	6	14
TOTAL	23	27	21	71

Note: For 2010, the numbers reflect CAPA plans for the period January through June.
 Source: DCH Medicaid Division