



ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	142,622	170,391	226,999	540,012
Central Region		50,336	83,511	133,847
East Region	29,500		36,315	65,815
North Region	57,695		97,961	155,656
Southeast Region	36,529		64,436	100,965
Southwest Region		78,613	38,355	116,968
Statewide Region	266,346	299,340	547,577	1,113,263

GF Month-end Adjusted Process Results Summary - September 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
July 2010	\$44,553,411	\$65,014,715	\$90,222,307
August 2010	\$43,836,296	\$56,119,767	\$88,431,303
September 2010	\$27,420,822	\$65,890,964	\$48,248,039

Represents CMO payments to all provider types from January 2010 - September 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 April - June 2010
Source: DCH Cash Disbursements and Capitation Claims Records

CMO FINANCIAL FILINGS

	AMERIGROUP®	Peach State®	Wellcare®	Total - All CMOs
Total Medical Expense (\$ Millions)	\$413.60	\$464.77	\$885.04	\$1,763.41
Health Benefit Ratio (Medical Expense/Revenue)	84.2%	86.45%	83.66%	84.76%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance. Period January 2010 - September 2010. Reported to DOI November 2010
Source: Quarterly filings with Georgia Department of Insurance



PRIOR AUTHORIZATION DATA

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirements)	100.0%	100%	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"

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 - June 2010. Reported to DCH July 2010.

EMERGENCY ROOM CLAIMS PAYMENT

	AMERIGROUP®	Peach State®	Wellcare®	Totals
# of ER Claims Submitted	13,341	15,465	28,044	56,850
ER Claims Paid at a Reduced amount (such as the Triage Rate)	627	7,503	12,976	21,106
# of Appeals	324	556	1,220	2,100
# of Appeals overturned where the Reduced rate is paid at a higher rate	41	27	191	259

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 September 2010.

PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	88.9%	89.18%	89.1%
Abandonment Rate	0.5%	1.28%	0.7%
Blocked Calls	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%). September 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	8	4	9	21
TOTAL	24	30	24	78

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