



ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	139,223	166,176	219,127	524,526
Central Region		49,061	81,550	130,611
East Region	29,042		35,132	64,174
North Region	56,951		96,107	153,058
Southeast Region	36,071		62,599	98,670
Southwest Region		77,307	37,596	114,903
Statewide Region	261,287	292,544	532,111	1,085,942

GF Month-end Adjusted Process Results Summary - August 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

Represents CMO payments to all provider types from
January 2010 - August 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	11,847	13,670	24,649	50,166
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,596	6,866	11,695	22,157
# of Appeals	714	255	2,040	3,009
# of Appeals overturned where the Reduced rate is paid at a higher rate	104	48	338	490

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 August 2010.

PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	87.3%	89.02%	89.6%
Abandonment Rate	1.0%	1.41%	0.9%
Blocked Calls	0.1%	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%). August 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 August.
Source: DCH Medicaid Division