



### ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	127,070	154,421	207,155	488,646
Central Region		46,571	76,185	122,756
East Region	26,721		33,389	60,110
North Region	52,009		89,621	141,630
Southeast Region	32,487		58,960	91,447
Southwest Region		72,744	34,907	107,651
Statewide Region	238,287	273,736	500,217	1,012,240

GF Month-end Adjusted Process Results Summary - November 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
October 2010	\$49,215,300	\$58,157,697	\$82,284,464
November 2010	\$38,585,950	\$56,171,007	\$88,709,021

Represents CMO payments to all provider types from  
January 2010 - November 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)	\$568.54	\$647.35	\$1,203.51	\$2,419.40
Health Benefit Ratio (Medical Expense/Revenue)	82.34%	86.19%	87.55%	256.08%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance.  
Period January 2010 - December 2010. Reported to DOI March 2011  
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%	99.8%	100.0%
≤ 10 Days	91.5%	78.7%	90.4%
≤ 5 Days	82.5%	51.1%	80.8%

Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Period July 2010 - August 2010 - September 2010. Reported to DCH October 2010.  
Source: Quarterly CMO "Prior Authorization Report"

### PRIOR AUTHORIZATION REQUESTS DENIED

	AMERIGROUP®	Peach State®	Wellcare®
Medical Inpatient	3.9%	14.4%	0.4%
Medical Outpatient	4.2%	6.6%	0.4%
Therapies	12.7%	23.8%	5.0%
Behaviorial Health	14.8%	15.2%	0.0%
Vision	5.9%	0.0%	21.7%
Dental	32.4%	24.2%	27.0%
Total	7.2%	12.1%	4.1%

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

### EMERGENCY ROOM CLAIMS PAYMENT

	AMERIGROUP®	Peach State®	Wellcare®	Totals
# of ER Claims Submitted	10,858	15,007	30,956	56,821
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,641	7,500	15,003	25,144
# of Appeals	222	113	2,051	2,386
# of Appeals overturned where the Reduced rate is paid at a higher rate	27	36	440	503

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 November 2010.

### PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	89.9%	89.56%	89.7%
Abandonment Rate	0.6%	0.58%	0.6%
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%). November 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	11	5	11	27
<b>TOTAL</b>	<b>27</b>	<b>31</b>	<b>26</b>	<b>84</b>

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