



### ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	142,988	172,229	230,537	545,754
Central Region		51,138	84,397	135,535
East Region	29,603		36,925	66,528
North Region	57,734		99,189	156,923
Southeast Region	36,617		65,422	102,039
Southwest Region		79,130	38,755	117,885
Statewide Region	266,942	302,497	555,225	1,124,664
GF Month-end Adjusted Process Results Summary - October 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
Represents CMO payments to all provider types from January 2010 - October 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	10,141	15,264	24,070	49,475
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,459	7,285	11,654	21,398
# of Appeals	172	217	1,007	1,396
# of Appeals overturned where the Reduced rate is paid at a higher rate	45	38	248	331

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 October 2010.

### PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	84.4%	90.89%	85.2%
Abandonment Rate	1.0%	1.06%	1.0%
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%). October 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	9	5	10	24
<b>TOTAL</b>	<b>25</b>	<b>31</b>	<b>25</b>	<b>81</b>

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