



### ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	140,835	172,119	234,554	547,508
Central Region		51,545	84,837	136,382
East Region	29,373		37,611	66,984
North Region	57,103		100,218	157,321
Southeast Region	35,855		66,391	102,246
Southwest Region		79,084	38,880	117,964
Statewide Region	263,166	302,748	562,491	1,128,405

GF Month-end Adjusted Process Results Summary - December 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
December 2010	\$101,089,431	\$51,002,577	\$80,106,051

Represents CMO payments to all provider types from January 2010 - December 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

### PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	89.6%	88.89%	90.9%
Abandonment Rate	0.7%	0.91%	0.4%
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%). December 2010  
Source: CMO self-reported data

### 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%
Behavioral 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.

### 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	12	8	11	31
<b>TOTAL</b>	<b>28</b>	<b>34</b>	<b>26</b>	<b>88</b>

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

### EMERGENCY ROOM CLAIMS PAYMENT

	AMERIGROUP®	Peach State®	Wellcare®	Totals
# of ER Claims Submitted	20,756	17,137	29,384	67,277
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,716	8,667	14,781	27,164
# of Appeals	305	107	1,460	1,872
# of Appeals overturned where the Reduced rate is paid at a higher rate	92	28	133	253

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 December 2010.

