



ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	144,228	172,444	231,273	547,945
Central Region		51,475	84,741	136,216
East Region	29,250		37,547	66,797
North Region	58,165		100,795	158,960
Southeast Region	35,748		65,866	101,614
Southwest Region		77,852	38,678	116,530
Statewide Region	267,391	301,771	558,900	1,128,062

GF Month-end Adjusted Process Results Summary - April 2011
Source: Fiscal Agent, ACS

CMO PAYMENTS TO PROVIDERS

	AMERIGROUP® (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)
January 2011	\$39,287,778	\$47,016,636	\$71,262,289
February 2011	\$47,262,505	\$47,343,745	\$87,458,039
March 2011	\$52,809,844	\$49,824,790	\$86,309,749
April 2011	\$49,354,363	\$52,505,975	\$71,074,298

Represents CMO payments to all provider types from
January 2011 - April 2011
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)	\$145.28	\$162.85	\$312.58	\$620.71
Health Benefit Ratio (Medical Expense/Revenue)	80.40%	83.18%	86.32%	84.04%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance.
Period January 2011 - March 2011. Reported to DOI May 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%	100.0%	100.0%
≤10 Days	97.2%	98.8%	98.1%
≤ 5 Days	88.9%	76.4%	87.4%

Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Period January 2011 - February 2011 - March 2011. Reported to DCH April 2011.
Source: Quarterly CMO "Prior Authorization Report"

PRIOR AUTHORIZATION REQUESTS DENIED

	AMERIGROUP®	Peach State®	Wellcare®
Medical Inpatient	12.5%	8.8%	0.6%
Medical Outpatient	7.0%	10.0%	0.1%
Therapies	8.0%	22.3%	4.1%
Behaviorial Health	23.2%	15.3%	0.0%
Vision	14.8%	0.0%	23.5%
Dental	57.3%	24.4%	27.4%
Total	29.9%	15.0%	3.8%

Source: Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Period January 2011 - March 2011. Reported to DCH April 2011

EMERGENCY ROOM CLAIMS PAYMENT

	AMERIGROUP®	Peach State®	Wellcare®	Totals
# of ER Claims Submitted	13,054	14,832	30,297	58,183
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,423	7,262	14,314	24,999
# of Appeals	320	166	624	1,110
# of Appeals overturned where the Reduced rate is paid at a higher rate	106	20	59	185

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 April 2011.

PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	92.8%	90.26%	89.3%
Abandonment Rate	0.4%	1.08%	0.7%
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%). April 2011
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	7	1	6	14
2011	4	3	5	12
TOTAL	27	30	26	83

Note: For 2011, the numbers reflect CAPA plans for the period of January through April.
Source: DCH Medicaid Division