

# CMO Flash Report - August 2011

Enrollment				
	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta Region	142,877	169,775	232,127	544,779
Central Region		50,265	83,027	133,292
East Region	28,717		37,246	65,963
North Region	57,078		100,387	157,465
Southeast Region	34,282		65,640	99,922
Southwest Region		76,638	38,091	114,729
Statewide Region	262,954	296,678	556,518	1,116,150

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

Premium Capitation Payments to CMOs				
	Amerigroup	Peachstate	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)	\$9,216,536	\$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 April - June 2010  
Source: DCH Cash Disbursements and Capitation Claims Records

CMO Payments to Providers			
	Amerigroup (\$ Millions)	Peachstate (\$ 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	\$81,074,298
May 2011	\$38,427,966	\$48,034,841	\$85,478,226
June 2011	\$32,965,082	\$41,332,838	\$81,357,233
July 2011	\$48,013,140	\$47,476,822	\$91,491,710
August 2011	\$48,887,764	\$56,084,347	\$95,937,000

Represents CMO payments to all provider types from January 2011 - August 2011  
Source: CMO "Claims Processing Report"

CMO Financial Filings				
	Amerigroup	Peachstate	Wellcare	Total - All CMOs
Total Medical Expense (\$ Millions)	\$286.49	\$319.60	\$544.86	\$1,150.95
Health Benefit Ratio (Medical Expense/ Revenue)	81.79%	83.36%	85.48%	83.95%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance. Period January 2011 - June 2011  
Reported to DOI July 2011  
Source: Quarterly filings with Georgia of Insurance

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Prior Authorization Data			
# Days to PA Completion	Amerigroup	Peachstate	Wellcare
< 14 Days (contract requirements)	99.9%	100.0%	99.9%
< 10 Days	98.5%	99.0%	88.7%
< 5 Days	95.9%	87.3%	79.9%

Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Period July 2011 - August 2011 - September 2011. Reported to DCH October 2011.  
**Source: Quarterly CMO "Prior Authorization Report"**

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	13,669	15,464	26,387	55,520
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,499	7,082	12,272	22,853
# of Appeals	107	103	729	939
# of Appeals overturned where the Reduced rate is paid at a higher rate	27	42	62	131

**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 2011**

Prior Authorization Requests Denied			
	Amerigroup	Peachstate	Wellcare
Medical Inpatient	1.2%	12.5%	0.2%
Medical Outpatient	7.1	15.5%	0.2%
Therapies	10.7%	19.9%	4.7%
Behavioral Health	13.3%	24.5%	0.0%
Vision	8.6%	0.0%	6.2%
Dental	27.2%	21.4%	23.1%
Total	17.4	18.7%	13.9%

**Source: Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Period July 2011 - September 2011. Reported to DCH October 2011**

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	87.8%	85.35%	82.0%
Abandonment Rate	0.9%	1.22%	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%). August 2011  
**Source: CMO self-reported data**

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Corrective Action/Preventative Action Plans				
	Amerigroup	Peachstate	Wellcare	Total
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	8	8	7	23
<b>TOTAL</b>	<b>31</b>	<b>35</b>	<b>28</b>	<b>94</b>

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