

CMO FLASH REPORT



The Care Management Organization (CMO) Flash Report provides a quick reference to the current status of the Georgia Families program. This report provides an overview of member enrollment, CMO financial filings with the Department of Insurance, CMO self-reported utilization data, premium capitation payments to CMOs, prior authorization performance, timely access performance and trends to watch.

ENROLLMENT				
	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	133,268	177,326	222,058	532,652
Central Region		51,319	83,702	135,021
East Region	28,492		36,666	65,158
North Region	56,195		100,697	156,892
Southeast Region	35,188		65,321	100,509
Southwest Region		78,898	38,181	117,079
Statewide Members	253,143	307,543	546,625	1,107,311

GF Month-end Adjusted Process Results Summary - February 2010.

CMO SELF-REPORTED DATA			
	AMERIGROUP®	Peach State®	Wellcare®
ER Visits/1000	670.3	635.48	676
C-Section Rate	31.1%	32%	33%
Brand Fill Rates	18.7%	17%	15%
Generic Fill Rates	81.3%	83%	85%

Represents quarterly CMO self-reported utilization measures of quality performance and consistent care delivery across plans. Reflects 3rd Quarter, July - September 2009. Reported to DCH October 2009.

CMO FINANCIAL FILINGS				
	AMERIGROUP® (\$ Millions)	Peach State® (\$ Millions)	Wellcare® (\$ Millions)	Total- All CMOs (\$ Millions)
Total Revenue (less 5.5% Quality Assessment Fee paid back to DCH)	\$557.3	\$720.5	\$1,275.1	\$2,553.0
Total Medical Expense	\$486.8	\$661.3	\$1,115.6	\$2,263.8
Health Benefit Ratio (Medical Expense/Revenue)	87.3%	91.8%	87.5%	87.7%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance. January - December 2009.

PREMIUM CAPITATION PAYMENTS TO CMOs				
	AMERIGROUP®	Peach State®	Wellcare®	Total - All CMOs
Current month	\$41,414,263	\$50,907,810	\$91,347,090	\$183,669,163
Retroactive adjustments (includes OB delivery payments for prior months and retroactive enrollment activity)	\$8,274,788	\$9,873,825	\$16,229,717	\$34,378,330
Quality Assessment Fee Paid to DCH				
Net Payments	\$49,689,051	\$60,781,635	\$107,576,807	\$218,047,493

Represents DCH allocated payments to the CMO for total cost of services for January 2010.



PRIOR AUTHORIZATION DATA

# Days to PA Completion	AMERIGROUP®	Peach State®	Wellcare®
≤ 14 Days (contract requirement)	100.0%	96.0%	99.9%
≤10 Days	87.6%	83.4%	93.7%
≤ 5 Days	67.3%	65.2%	78.6%

Represents monthly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH January 2010.

ADDITIONAL PRIOR AUTHORIZATION DATA

Denial Rates	AMERIGROUP®	Peach State®	Wellcare®
DME	16.5%	0.5%	7.0%
Medical Inpatient	4.1%	14.5%	0.5%
Medical Outpatient	8.1%	8.6%	0.4%
Therapies	26.5%	27.9%	1.1%
Total	12.1%	11.9%	4.6%

Represents monthly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Reported to DCH January 2010.

TIMELY ACCESS PERFORMANCE REPORT

Provider Type	AMERIGROUP®	Peach State®	Wellcare®
PCPs (routine visits)	100%	95.05%	94%
PCP (adult sick visit)	100%	96.95%	93%
PCP (pediatric sick visit)	100%	100%	96%
Specialist (OBGYN)	100%	100%	95%
Mental Health Providers	100%	99.08%	84%
Urgent Care Providers	100%	99.08%	0%

Represents CMO 4th Quarter 2009 timely access performance survey results for the network capacity of appointment wait times.

TRENDS 2 WATCH

Opportunities	Solutions Found
<ul style="list-style-type: none"> ▪ Providers burdened with 3 different CMO forms ▪ Claims payment delays ▪ Inconsistent Policy Guidelines Among CMOs 	<ul style="list-style-type: none"> ▪ Common Synagis prior authorization form ▪ Provider Resolution Hotline ▪ Common prior authorization for therapy requests
Resolution Status: ■ In Progress ■ Active ■ Future	

Represents the quarterly action items of opportunities and solutions for the Managed Care and Quality Division for areas of improvement.