



**ENROLLMENT**

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	143,241	171,183	231,670	546,094
Central Region		51,025	84,350	135,375
East Region	29,105		36,887	65,992
North Region	57,591		99,951	157,542
Southeast Region	35,587		64,865	100,452
Southwest Region		77,617	37,788	115,405
Statewide Region	265,524	299,825	555,511	1,120,860

GF Month-end Adjusted Process Results Summary - February 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

Represents CMO payments to all provider types from  
January 2011 - February 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%	99.9%	100.0%
≤ 10 Days	83.9%	84.5%	92.1%
≤ 5 Days	67.4%	53.2%	81.0%

Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Period October 2010 - November 2010 - December 2010. Reported to DCH January 2011.  
Source: Quarterly CMO "Prior Authorization Report"

### PRIOR AUTHORIZATION REQUESTS DENIED

	AMERIGROUP®	Peach State®	Wellcare®
Medical Inpatient	10.9%	14.4%	0.4%
Medical Outpatient	6.0%	8.3%	0.3%
Therapies	3.9%	23.3%	4.4%
Behaviorial Health	18.1%	16.2%	0.0%
Vision	0.0%	0.0%	21.2%
Dental	33.38%	17.8%	28.1%
Total	13.6%	13.2%	4.4%

Source: Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary.  
Period October 2010 - December 2010. Reported to DCH January 2011.

### EMERGENCY ROOM CLAIMS PAYMENT

	AMERIGROUP®	Peach State®	Wellcare®	Totals
# of ER Claims Submitted	14,804	15,295	30,656	60,755
ER Claims Paid at a Reduced amount (such as the Triage Rate)	4,086	7,585	15,041	26,712
# of Appeals	535	72	912	1,519
# of Appeals overturned where the Reduced rate is paid at a higher rate	122	15	117	254

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 February 2011.

### PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	87.7%	89.32%	90.0%
Abandonment Rate	1.0%	.77%	0.6%
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%). February 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	12	8	11	31
2011	3	2	4	9
<b>TOTAL</b>	<b>31</b>	<b>36</b>	<b>30</b>	<b>97</b>

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