



### ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	142,409	172,654	231,960	547,023
Central Region		51,643	85,163	136,806
East Region	29,358		37,292	66,650
North Region	57,530		99,930	157,460
Southeast Region	35,789		65,266	101,055
Southwest Region		78,579	38,610	117,189
Statewide Region	265,086	302,876	558,221	1,126,183

GF Month-end Adjusted Process Results Summary - January 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

Represents CMO payments to all provider types from January 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	20,062	16,887	30,641	67,590
ER Claims Paid at a Reduced amount (such as the Triage Rate)	5,966	8,066	16,493	30,525
# of Appeals	282	57	1,774	2,113
# of Appeals overturned where the Reduced rate is paid at a higher rate	92	16	259	327

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 January 2011.

### PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	90.1%	90.35%	92.8%
Abandonment Rate	0.7%	1.07%	0.9%
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%). January 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	1	2	1	4
<b>TOTAL</b>	<b>29</b>	<b>36</b>	<b>27</b>	<b>92</b>

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