

# CMO Flash Report - July 2011

Enrollment				
	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta Region	144,472	171,856	232,336	548,664
Central Region		50,906	83,961	134,867
East Region	29,033		37,364	66,397
North Region	57,972		101,381	159,353
Southeast Region	35,058		66,189	101,247
Southwest Region		77,703	38,549	116,252
Statewide Region	266,535	300,465	559,780	1,126,780

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

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

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

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 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-authorization completions 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	10,675	12,059	24,883	47,617
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,704	5,892	11,330	19,926
# of Appeals	101	119	687	907
# of Appeals overturned where the Reduced rate is paid at a higher rate	23	32	0	55

**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 July 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%	5.2%
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 - Sept 2011. Reported to DCH October 2011.

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	90.1%	90.86%	69.1%
Abandonment Rate	0.5%	1.00%	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%). July 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	7	7	7	21
<b>TOTAL</b>	<b>30</b>	<b>34</b>	<b>28</b>	<b>92</b>

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