



ENROLLMENT

| | AMERIGROUP® | Peach State® | Wellcare® | Region Totals |
|------------------|-------------|--------------|-----------|---------------|
| Atlanta Region | 145,125 | 171,782 | 230,679 | 547,586 |
| Central Region | | 50,980 | 83,734 | 134,714 |
| East Region | 29,195 | | 37,170 | 66,365 |
| North Region | 58,407 | | 101,182 | 159,589 |
| Southeast Region | 35,369 | | 65,996 | 101,365 |
| Southwest Region | | 77,654 | 38,594 | 116,248 |
| Statewide Region | 268,096 | 300,416 | 557,355 | 1,125,867 |

GF Month-end Adjusted Process Results Summary - June 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 |
| March 2011 | \$52,809,844 | \$49,824,790 | \$86,309,749 |
| April 2011 | \$49,354,363 | \$52,505,975 | \$71,074,298 |
| May 2011 | \$38,427,996 | \$48,034,841 | \$85,478,226 |
| June 2011 | \$32,965,082 | \$41,332,838 | \$81,357,233 |

Represents CMO payments to all provider types from
 January 2011 - June 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) | \$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 August 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% | 100.0% | 100.0% |
| ≤10 Days | 97.2% | 98.8% | 98.1% |
| ≤ 5 Days | 88.9% | 76.4% | 87.4% |

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

PRIOR AUTHORIZATION REQUESTS DENIED

| | AMERIGROUP® | Peach State® | Wellcare® |
|--------------------|-------------|--------------|-----------|
| Medical Inpatient | 12.5% | 8.8% | 0.6% |
| Medical Outpatient | 7.0% | 10.0% | 0.1% |
| Therapies | 8.0% | 22.3% | 4.1% |
| Behaviorial Health | 23.2% | 15.3% | 0.0% |
| Vision | 14.8% | 0.0% | 23.5% |
| Dental | 57.3% | 24.4% | 27.4% |
| Total | 29.9% | 15.0% | 3.8% |

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

EMERGENCY ROOM CLAIMS PAYMENT

| | AMERIGROUP® | Peach State® | Wellcare® | Totals |
|---|-------------|--------------|-----------|--------|
| # of ER Claims Submitted | 13,163 | 14,864 | 28,338 | 56,365 |
| ER Claims Paid at a Reduced amount (such as the Triage Rate) | 3,617 | 7,197 | 13,111 | 23,925 |
| # of Appeals | 314 | 13 | 724 | 1,051 |
| # of Appeals overturned where the Reduced rate is paid at a higher rate | 45 | 1 | 26 | 72 |

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 June 2011.

PROVIDER CALL CENTER STATISTICS

| | AMERIGROUP® | Peach State® | Wellcare® |
|------------------------|-------------|--------------|-----------|
| Avg Speed of Answering | 88.4% | 90.67% | 87% |
| Abandonment Rate | 0.8% | 1.03% | 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%). June 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 | 7 | 1 | 6 | 14 |
| 2011 | 4 | 4 | 5 | 13 |
| TOTAL | 27 | 31 | 26 | 84 |

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