

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	135,443	177,127	223,945	536,515
Central Region		51,449	84,228	135,677
East Region	28,684		36,806	65,490
North Region	56,846		101,837	158,683
Southeast Region	35,355		65,665	101,020
Southwest Region		78,950	38,402	117,352
Statewide Members	256,328	307,526	550,883	1,114,737

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%	88.7%

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
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%	99.9%	100%
≤10 Days	92.0%	93.9%	96.7%
≤ 5 Days	69.8%	68.4%	83.0%

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

ADDITIONAL PRIOR AUTHORIZATION DATA

Denial Rates	AMERIGROUP®	Peach State®	Wellcare®
DME	21.8%	0.3%	8.4%
Medical Inpatient	3.6%	12.5%	0.0%
Medical Outpatient	7.4%	12.5%	0.8%
Therapies	24.8%	36.6%	1.6%
Total	11.7%	14.1%	4.6%

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

TIMELY ACCESS PERFORMANCE REPORT

Provider Type	AMERIGROUP®	Peach State®	Wellcare®
PCPs (routine visits)	98%	93.46%	98%
PCP (adult sick visit)	98%	93.88%	89%
PCP (pediatric sick visit)	100%	95.79%	90%
Specialist (OBGYN)	98%	95.31%	96%
Mental Health Providers	100%	85.37%	94%
Urgent Care Providers	99%	96.34%	100%

Represents CMO 1st Quarter 2010 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.