



ENROLLMENT

	AMERIGROUP®	Peach State®	Wellcare®	Region Totals
Atlanta Region	145,031	171,622	231,723	548,376
Central Region		51,291	85,056	136,347
East Region	29,493		37,364	66,857
North Region	58,272		100,653	158,925
Southeast Region	36,062		65,520	101,582
Southwest Region		78,134	38,952	117,086
Statewide Region	268,858	301,047	559,268	1,129,173

GF Month-end Adjusted Process Results Summary - March 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

Represents CMO payments to all provider types from
January 2011 - March 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	15,221	17,469	31,279	63,969
ER Claims Paid at a Reduced amount (such as the Triage Rate)	4,226	8,517	16,063	28,806
# of Appeals	417	100	779	1,296
# of Appeals overturned where the Reduced rate is paid at a higher rate	94	18	74	186

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 March 2011.

PROVIDER CALL CENTER STATISTICS

	AMERIGROUP®	Peach State®	Wellcare®
Avg Speed of Answering	92.1%	87.17%	85.0%
Abandonment Rate	0.4%	1.38%	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%). March 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	4	3	5	12
TOTAL	32	37	31	100

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