



### ENROLLMENT

|                  | AMERIGROUP® | Peach State® | Wellcare® | Region Totals |
|------------------|-------------|--------------|-----------|---------------|
| Atlanta Region   | 142,690     | 169,935      | 228,282   | 540,907       |
| Central Region   |             | 50,591       | 83,334    | 133,925       |
| East Region      | 28,902      |              | 37,047    | 65,949        |
| North Region     | 57,855      |              | 100,510   | 158,365       |
| Southeast Region | 35,295      |              | 65,474    | 100,769       |
| Southwest Region |             | 77,257       | 38,241    | 115,498       |
| Statewide Region | 264,742     | 297,783      | 552,888   | 1,115,413     |

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

### CMO PAYMENTS TO PROVIDERS

|               | AMERIGROUP®<br>(\$ Millions) | Peach State®<br>(\$ Millions) | Wellcare®<br>(\$ 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               |

Represents CMO payments to all provider types from  
January 2011 - May 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<br>(includes OB delivery<br>payments for prior months and<br>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<br>Expense/Revenue) | 87.79%      | 86.36%       | 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"

### PROVIDER CALL CENTER STATISTICS

|                        | AMERIGROUP® | Peach State® | Wellcare® |
|------------------------|-------------|--------------|-----------|
| Avg Speed of Answering | 90.0%       | 92.06%       | 85.8%     |
| Abandonment Rate       | 0.4%        | 0.63%        | 1.4%      |
| 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%). May 2011  
Source: CMO self-reported data

### 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

### 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        |
| <b>TOTAL</b> | <b>27</b>   | <b>31</b>    | <b>26</b> | <b>84</b> |

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

### EMERGENCY ROOM CLAIMS PAYMENT

|   | AMERIGROUP® | Peach State® | Wellcare® | Totals |
|---|-------------|--------------|-----------|--------|
| # of ER Claims Submitted  | 14,869      | 14,656       | 27,830    | 57,355 |
| ER Claims Paid at a Reduced amount (such as the Triage Rate)            | 3,502       | 7,455        | 12,840    | 23,797 |
| # of Appeals  | 326         | 120          | 405       | 851    |
| # of Appeals overturned where the Reduced rate is paid at a higher rate | 52          | 41           | 26        | 119    |

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 May 2011.