

CMO Flash Report - November 2011

Enrollment				
	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta Region	141,724	169,455	235,506	546,685
Central Region		50,042	83,112	133,154
East Region	28,093		37,624	65,717
North Region	55,747		100,334	156,081
Southeast Region	33,404		65,777	99,181
Southwest Region		76,749	38,192	114,941
Statewide Region	258,968	296,246	560,545	1,115,759

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

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 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
August 2011	\$48,887,764	\$56,084,347	\$95,937,000
September 2011	\$42,989,338	\$48,299,315	\$104,003,197
October 2011	\$47,852,425	\$54,936,788	\$97,662,361
November 2011	\$44,936,457	\$54,219,842	\$109,780,263

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

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CMO Financial Filings				
	Amerigroup	Peachstate	Wellcare	Total - All CMOs
Total Medical Expense (\$ Millions)	\$427.28	\$480.42	\$912.83	\$1,820.53
Health Benefit Ratio (Medical Expense/ Revenue)	78.22%	82.65%	\$82.17	81.33%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance. Period January 2011 - September 2011.
Source: Quarterly filings with Georgia of Insurance

Prior Authorization Requests Denied			
	Amerigroup	Peachstate	Wellcare
Medical Inpatient	1.2%	12.5%	0.2%
Medical Outpatient	7.1%	15.5%	0.3%
Therapies	10.0%	19.9%	4.7%
Behavioral Health	7.0%	24.5%	0.0%
Vision	13.3%	0.0%	6.2%
Dental	8.6%	21.4%	23.1%
Total	27.2%	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 - September 2011. Reported to DCH October 2011.

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-authorizations completed within the contract required timelines.
 Period July 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	12,468	13,543	30,360	56,371
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,252	7,169	14,185	24,606
# of Appeals	45	130	1,531	1,706
# of Appeals overturned where the Reduced rate is paid at a higher rate	44	46	7	97

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 November 2011

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Provider Call Center Statistics

	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	88.4%	83.08%	84%
Abandonment Rate	0.6%	2.15%	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%). November 2011.

Source: CMO self-reported data

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	8	11	8	27
TOTAL	31	38	29	98

Note: For 2011, the numbers reflect CAPA plans for the period of January through November.

Source: DCH Medicaid Division