

CMO Flash Report - September 2011

Enrollment				
	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta Region	142,374	168,417	232,536	543,327
Central Region		50,174	83,305	133,479
East Region	28,371		37,508	65,879
North Region	56,774		100,606	157,380
Southeast Region	33,958		65,701	99,659
Southwest Region		76,801	38,046	114,847
Statewide Region	261,477	295,392	557,702	1,114,571

GF Month-end Adjusted Process Results Summary - September 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

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

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

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Prior Authorization Data			
# Days to PA Completion	Amerigroup	Peachstate	Wellcare
< 14 Days (contract requirements)	99.9%	100.0%	99.9%
< 10 Days	98.6%	98.9%	97.7%
< 5 Days	95.5%	83.0%	89.7%

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

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	13,326	15,359	28,685	57,370
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,410	7,556	13,836	24,802
# of Appeals	57	80	746	883
# of Appeals overturned where the Reduced rate is paid at a higher rate	28	29	15	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 September 2011

Prior Authorization Requests Denied			
	Amerigroup	Peachstate	Wellcare
Medical Inpatient	11.0%	15.6%	0.1%
Medical Outpatient	7.4%	13.8%	0.2%
Therapies	10.2%	24.5%	3.8%
Behavioral Health	17.0%	12.6%	0.0%
Vision	6.9%	0.0%	6.9%
Dental	31.3%	25.2%	26.3%
Total	19.4%	17.1%	3.9%

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	85.6%	81.99%	85%
Abandonment Rate	0.7%	1.46%	1%
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%). September 2011
Source: CMO self-reported data

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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	9	8	25
TOTAL	31	36	29	96

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