

**April 2013 MONTHLY REPORTING:**

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	154,711	171,673	231,158	557,542
Central	1,401	50,058	81,849	133,308
East	26,693	1,343	37,167	65,203
North	55,641	3,623	99,208	158,472
Southeast	33,235	1,901	65,642	100,778
Southwest	854	74,201	38,347	113,402
Statewide	272,535	302,799	553,371	1,128,705
GF Month-end Adjusted Process Results Summary - April 2013 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	89.4%	83.02%	80.6%
Abandonment Rate	0.5%	1.47%	1.9%
Blocked Calls	0.0%	0.0%	0.0%
Represents April 2013 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%). Source: CMO Self-Reported data.			

CMO PAYMENTS TO PROVIDERS			
MONTH	AMERIGROUP (\$ Millions)	PEACHSTATE (\$ Millions)	WELLCARE (\$ Millions)
January 2013	\$ 46,433,684	\$ 54,963,535	\$ 99,736,911
February 2013	\$ 47,284,709	\$ 481,060,308	\$ 107,247,946
March 2013	\$ 52,769,247	\$ 51,648,364	\$ 119,939,122
April 2013	\$ 45,525,542	\$ 47,900,431	\$ 105,245,134
May 2013			
June 2013			
July 2013			
August 2013			
September 2013			
October 2013			
November 2013			
December 2013			
Represents CMO payments to all provider types for April 2013. Source: CMO "Claims Processing Report"			

**April 2013 MONTHLY REPORTING:**

**EMERGENCY ROOM CLAIMS PAYMENT**

	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTALS</b>
# of ER Claims Submitted	15,354	14,731	26,477	56,562
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,738	8,125	12,040	23,903
# of Appeals	163	284	2	449
# of Appeals overturned where the Reduced rate is paid at a higher rate	53	65	2	120

**Source: CMO Monthly CMO self-reported number of Emergency Room claims submitted, claims paid, the number of appeals and the number of appeals overturned.**  
 Period - April 2013

**CORRECTIVE ACTION/PREVENTIVE ACTION PLANS**

	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTAL</b>
2005	0	0	0	<b>0</b>
2006	0	0	0	<b>0</b>
2007	9	13	9	<b>31</b>
2008	2	8	5	<b>15</b>
2009	5	5	1	<b>11</b>
2010	12	8	11	<b>31</b>
2011	8	9	8	<b>25</b>
2012	4	5	5	<b>14</b>
2013	1	1	1	<b>3</b>
<b>TOTAL</b>	<b>41</b>	<b>49</b>	<b>40</b>	<b>130</b>

Note: For 2013, the numbers reflect CAPA plans for the period of April  
**Source: DCH Medicaid Division**

## QUARTERLY REPORTING:

1Q13 (Jan-Mar) will be posted in the April 2013 Flash Report

2Q13 (Apr-Jun) will be posted in the July 2013 Flash Report

3Q13 (Jul-Sept) will be posted in the October 2013 Flash Report

4Q13 (Oct-Dec) will be posted in the January 2013 Flash Report

PRIOR AUTHORIZATION DATA			
# Days to PA	AMERIGROUP	PEACHSTATE	WELLCARE
≤ 14 Days (contract)	99.9%	99.6%	97.3%
≤ 10 Days	95.8%	94.9%	73.4%
≤ 5 Days	92.5%	72.6%	60.8%
Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH <b>Source: Quarterly CMO "Prior Authorization Report"</b> <b>Based on the posting of the Quarterly Reports</b>			

CMO FINANCIAL FILINGS				
	AMERIGROUP (\$ Millions)	PEACHSTATE (\$ Millions)	WELLCARE (\$ Millions)	Total- All CMOs (\$ Millions)
Total Medical Expense				
Health Benefit Ratio (Medical Expense/ Revenue)				
Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance (DOI) . Reported to DOI <b>Source: Quarterly filings with Georgia DOI</b>				

PRIOR AUTHORIZATION REQUESTS DENIED			
	AMERIGROUP	PEACHSTATE	WELLCARE
Medical Inpatient	3.3%	19.1%	0.0%
Medical Outpatient	11.5%	10.7%	0.5%
Therapies	25.6%	3.6%	10.3%
Behavioral Health	12.4%	21.1%	4.6%
Vision	24.7%	Not Reported	21.9%
Dental	17.3%	36.4%	23.7%
Total	14.8%	14.0%	10.7%
Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Reported to DCH <b>Source: Quarterly CMO "Prior Authorization Report"</b>			