

CMO Monthly Flash Report - August 2013

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	156,664	173,559	226,788	557,011
Central	2,314	50,411	80,613	133,338
East	26,830	1,582	36,506	64,918
North	55,068	4,696	96,107	155,871
Southeast	33,297	2,556	64,427	100,280
Southwest	1,051	73,885	37,517	112,453
Statewide	275,224	306,689	541,958	1,123,871

GF Month-end Adjusted Process Results Summary - August 2013
Source: Fiscal Agent, ACS

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	93.9%	81.29%	8.22%
Abandonment Rate	0.3%	1.38%	1.7%
Blocked Calls	0.0%	0.0%	0.0%

Represents August 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	\$48,050,095	\$46,600,030	\$108,605,493
June 2013	\$48,605,669	\$41,990,614	\$121,236,472
July 2013	\$44,740,060	\$52,014,790	\$104,258,498
August 2013	\$54,555,675	\$47,280,267	\$119,336,501
September 2013			
October 2013			
November 2013			
December 2013			

Represents CMO payments to all provider types for August 2013.
Source: CMO "Claims Processing Report"

CMO Quarterly Flash Report - August 2013

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	13,043	11,260	26,113	50,416
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,715	5,844	11,005	19,564
# of Appeals	518	48	229	795
# of Appeals overturned where the Reduced rate is paid at a higher rate	264	12	229	505

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 - August 2013

Corrective Action/Preventative Action Plans				
	Amerigroup	Peachstate	Wellcare	Total
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	8	9	8	25
2012	4	5	5	14
2013	1	1	1	3
TOTAL	41	49	40	130

Note: For 2013, the numbers reflect CAPA plans from the period of August
Source: DCH Medicaid Division

Prior Authorization Data			
# Days to PA Completion	Amerigroup	Peachstate	Wellcare
≤ 14 Days (contract)			
≤ 10 Days			
≤ 5 Days			

Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH
Source: Quarterly CMO "Prior Authorization Report"
Based on the posting of the Quarterly Reports

CMO Financial Filings				
	Amerigroup (\$ Millions)	Peachstate (\$ Millions)	Wellcare (\$ Millions)	Total - All CMOs (\$ Millions)
Total Medical				
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
Source: Quarterly filings with Georgia DOI

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

CMO Quarterly Flash Report - August 2013

Prior Authorization Requests Denied			
	Amerigroup	Peachstate	Wellcare
Medical Inpatient			
Medical Outpatient			
Therapies			
Behavioral Health			
Vision			
Dental			
Total			

Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Reported to DCH
Source: Quarterly CMO "Prior Authorization Report"