

CMO Flash Report - April 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	147,016	169,638	232,954	549,608
Central	569	52,202	81,429	134,200
East	27,472	436	37,396	65,304
North	56,379	1,212	101,426	159,017
Southeast	33,403	668	66,147	100,218
Southwest	251	76,739	37,393	114,383
Statewide	265,090	300,895	556,745	1,122,730

GF Month-end Adjusted Process Results Summary - April 2012
Source: Fiscal Agent, ACS

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	89.2%	82.61%	85.1%
Abandonment Rate	0.90%	1.37%	1.10%
Blocked Calls	0.0%	0.00%	0.0%

Represents March 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 2012	\$37,019,737	\$44,448,447	\$88,869,602
February 2012	\$44,943,222	\$55,499,962	\$108,058,571
March 2012	\$56,510,706	\$54,374,899	\$111,401,645
April 2012	\$44,731,367	\$54,137,307	\$108,932,204
May 2012			
June 2012			
July 2012			
August 2012			
September 2012			
October 2012			
November 2012			
December 2012			

Represents CMO payments to all provider types for January - April 2012.
Source: CMO "Claims Processing Report"

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Emergency Room Claims Payment

	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	15,821	16,571	29,659	62,051
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,640	8,963	14,317	26,920
# of Appeals	246	80	1,214	1,540
# of Appeals overturned where the Reduced rate is paid at a higher rate	39	35	8	82

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 - March 2012

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	12	8	11	31
2011	8	9	8	25
2012	0	0	0	0
TOTAL	36	43	34	113

Note: The numbers reflect CAPA plans from the period of January-December
Source: DCH Medicaid Division

Prior Authorization Data

# Days to PA Completion	Amerigroup	Peachstate	Wellcare
≤ 14 Days (contract requirements)	99.90%	100.00%	99.80%
≤ 10 Days	97.00%	98.90%	96.10%
≤ 5 Days	95.50%	88.60%	89.70%

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	Peachstate	Wellcare	Total - All CMOs
Total Medical	\$140.98	\$167.73	\$314.62	\$623.34
Health Benefit Ratio (Medical Expense/Revenue)	80.20%	87.00%	82.80%	83.27%

Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance (DOI) for the period January - March 2012. Reported to DOI

Source: Quarterly filings with Georgia DOI

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Prior Authorization Requests Denied			
	Amerigroup	Peachstate	Wellcare
Medical Inpatient	1.40%	8.70%	0.00%
Medical Outpatient	7.80%	12.60%	0.20%
Therapies	16.20%	19.60%	3.90%
Behavioral	7.10%	24.60%	6.10%
Vision	4.50%	Not reported	9.10%
Dental	19.80%	20.50%	24.50%
Total	13.70%	15.20%	5.30%

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"