

CMO Monthly Flash Report - August 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	150,997	171,250	232,162	554,409
Central	896	51,932	81,394	134,222
East	27,560	702	37,337	65,599
North	56,429	1,868	100,255	158,552
Southeast	33,924	1,135	66,339	101,398
Southwest	449	76,009	37,551	114,009
Statewide	270,255	302,896	555,038	1,128,189

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	87.6%	82.09%	82.2%
Abandonment Rate	1.1%	1.32%	2.3%
Blocked Calls	0.0%	0.0%	0.0%

Represents August 2012 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	\$46,225,265	\$54,220,371	\$109,518,215
June 2012	\$49,724,999	\$48,538,896	\$112,525,909
July 2012	\$42,968,874	\$49,458,165	\$96,415,476
August 2012	\$54,352,244	\$52,844,135	\$112,885,046
September 2012			
October 2012			
November 2012			
December 2012			

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

CMO Quarterly Flash Report - August 2012

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	13,324	14,087	27,518	54,929
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,059	7,553	13,242	23,854
# of Appeals	250	154	10	414
# of Appeals overturned where the Reduced rate is paid at a higher rate	30	57	10	97

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 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	1	2	2	5
TOTAL	37	45	36	118

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

Prior Authorization Data			
# Days to PA Completion	Amerigroup	Peachstate	Wellcare
≤ 14 Days			
≤ 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:

1Q12 (Jan-Mar) will be posted in the April 2012 Flash Report

2Q12 (Apr-Jun) will be posted in the July 2012 Flash Report

3Q12 (Jul-Sept) will be posted in the October 2012 Flash Report

4Q12 (Oct-Dec) will be posted in the January 2013 Flash Report

CMO Quarterly Flash Report - August 2012

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"