

CMO Monthly Flash Report - December 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	153,755	171,895	231,891	557,541
Central	1,217	51,050	82,032	134,299
East	27,460	1,065	37,565	66,090
North	55,856	2,887	99,655	158,398
Southeast	33,503	1,622	66,231	101,388
Southwest	693	75,385	38,316	114,394
Statewide	272,484	303,904	555,672	1,132,060

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	86.5%	82.02%	83.5%
Abandonment Rate	0.5%	1.62%	2.1%
Blocked Calls	0.0%	0.0%	0.0%

Represents December 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	\$48,097,178	\$47,584,807	\$108,801,980
October 2012	\$52,795,431	\$61,771,226	\$116,036,742
November 2012	\$44,408,936	\$47,927,725	\$106,753,300
December 2012	\$52,389,408	\$52,863,457	\$111,590,226

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

CMO Quarterly Flash Report - December 2012

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	17,601	17,127	36,515	71,243
ER Claims Paid at a Reduced amount (such as the Triage Rate)	4,518	7,523	18,701	30,742
# of Appeals	233	234	46	513
# of Appeals overturned where the Reduced rate is paid at a higher rate	34	84	46	164

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 - December 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	4	5	5	14
TOTAL	40	48	39	127

Note: For 2012, 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			
≤ 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 Expense	\$592.41	\$679.11	\$1,165.71	\$2,437.23
Health Benefit Ratio (Medical Expense/Revenue)	80.66%	88.87%	88.77%	86.68%

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 - December 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"