

CMO Flash Report - February 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	143,782	167,333	231,647	542,762
Central	168	51,495	81,230	132,893
East	27,366	186	37,246	64,798
North	55,757	523	100,470	156,750
Southeast	33,135	311	65,435	98,881
Southwest	94	75,958	37,164	113,216
Statewide	260,302	295,806	553,192	1,109,300

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	83.7%	83.76%	90%
Abandonment Rate	1.30%	1.37%	1%
Blocked Calls	0.0%	0.00%	0.0%

Represents February 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			
April 2012			
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 - February 2012.
Source: CMO "Claims Processing Report"

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Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	12,775	14,687	29,829	57,291
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,410	7,594	14,871	25,875
# of Appeals	178	80	1,891	2,149
# of Appeals overturned where the Reduced rate is paid at a higher rate	55	32	350	437

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 - February 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)			
≤ 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	Peachstate	Wellcare	Total - All CMOs
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

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Prior Authorization Requests Denied			
	Amerigroup	Peachstate	Wellcare
Medical Inpatient			
Medical Outpatient			
Therapies			
Behavioral			
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"