

CMO Monthly Flash Report - February 2013

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	154,797	172,462	231,776	559,035
Central	1,317	50,608	82,152	134,077
East	26,937	1,226	37,212	65,375
North	56,349	3,284	99,700	159,333
Southeast	33,334	1,814	65,803	100,951
Southwest	775	74,897	38,728	114,400
Statewide	273,509	304,291	555,371	1,133,171

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	82.1%	82.52%	83.4%
Abandonment Rate	0.9%	1.69%	1.9%
Blocked Calls	0.0%	0.0%	0.0%

Represents February 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			
April 2013			
May 2013			
June 2013			
July 2013			
August 2013			
September 2013			
October 2013			
November 2013			
December 2013			

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

CMO Quarterly Flash Report - February 2013

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	14,664	15,337	29,620	59,621
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,737	8,149	13,725	25,611
# of Appeals	188	210	1	399
# of Appeals overturned where the Reduced rate is paid at a higher rate	36	69	1	106

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 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	0	0	1
TOTAL	41	48	39	128

Note: For 2013, the numbers reflect CAPA plans from the period of February
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				
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 - February 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"