

CMO Flash Report - January 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	142,431	166,091	230,516	539,038
Central	10	50,510	80,631	131,151
East	27,400	70	37,184	64,654
North	55,305	204	99,362	154,871
Southeast	32,892	112	64,939	97,943
Southwest	11	75,873	37,219	113,103
Statewide	258,049	292,860	549,851	1,100,760

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	87.50%	81.44%	85.00%
Abandonment Rate	87.50%	1.83%	1.00%
Blocked Calls	0.0%	0.0%	0.0%

Represents January 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			
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 2012.
Source: CMO "Claims Processing Report"

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Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	14,924	12,547	22,518	49,989
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,874	6,705	10,812	21,391
# of Appeals	187	130	613	930
# of Appeals overturned where the Reduced rate is paid at a higher rate	109	46	52	207

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 - January 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	7	1	6	14
2011	8	11	8	27
2012	0	0	0	0
TOTAL	31	38	29	98

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"