

CMO Flash Report - March 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	145,388	168,705	232,173	546,266
Central	350	51,729	81,250	133,329
East	27,415	304	37,347	65,066
North	56,130	906	101,263	158,299
Southeast	33,172	518	65,856	99,546
Southwest	170	76,466	37,278	113,914
Statewide	262,625	298,628	555,167	1,116,420

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	88.3%	81.42%	85.1%
Abandonment Rate	1.30%	1.59%	1.10%
Blocked Calls	0.0%	0.00%	0.0%

Represents March 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			
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 - March 2012.
Source: CMO "Claims Processing Report"

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Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	14,484	16,571	29,659	60,714
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,717	8,963	14,317	26,997
# of Appeals	249	80	1,214	1,543
# of Appeals overturned where the Reduced rate is paid at a higher rate	54	35	8	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 - March 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"