

# CMO Flash Report - May 2012

| Enrollment |            |            |          |               |
|------------|------------|------------|----------|---------------|
| Regions    | Amerigroup | Peachstate | Wellcare | Region Totals |
| Atlanta    | 148,500    | 169,638    | 232,954  | 549,608       |
| Central    | 569        | 52,202     | 81,429   | 134,200       |
| East       | 27,472     | 436        | 37,396   | 65,304        |
| North      | 56,379     | 1,212      | 101,426  | 159,017       |
| Southeast  | 33,403     | 668        | 66,147   | 100,218       |
| Southwest  | 251        | 76,739     | 37,393   | 114,383       |
| Statewide  | 265,090    | 300,895    | 556,745  | 1,122,730     |

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

| Provider Call Center Statistics |            |            |          |
|---------------------------------|------------|------------|----------|
|                                 | Amerigroup | Peachstate | Wellcare |
| Avg Speed of Answering          | 92.6%      | 82.61%     | 83.0%    |
| Abandonment Rate                | 0.40%      | 1.37%      | 2.00%    |
| 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                | \$44,731,367             | \$54,137,307             | \$108,932,204          |
| May 2012                  | \$46,225,265             | \$54,220,371             | \$109,518,215          |
| June 2012                 |                          |                          |                        |
| July 2012                 |                          |                          |                        |
| August 2012               |                          |                          |                        |
| September 2012            |                          |                          |                        |
| October 2012              |                          |                          |                        |
| November 2012             |                          |                          |                        |
| December 2012             |                          |                          |                        |

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

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| Emergency Room Claims Payment                                           |            |            |          |        |
|-------------------------------------------------------------------------|------------|------------|----------|--------|
|                                                                         | Amerigroup | Peachstate | Wellcare | Totals |
| # of ER Claims Submitted                                                | 15,121     | 14,405     | 30,892   | 60,418 |
| ER Claims Paid at a Reduced amount (such as the Triage Rate)            | 3,951      | 7,674      | 14,623   | 26,248 |
| # of Appeals                                                            | 167        | 214        | 1,385    | 1,766  |
| # of Appeals overturned where the Reduced rate is paid at a higher rate | 48         | 78         | 115      | 241    |

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 - May 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          |
| <b>TOTAL</b>                                | <b>36</b>  | <b>43</b>  | <b>34</b> | <b>113</b> |

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) for the period January - March 2012. Reported to DOI  
Source: Quarterly filings with Georgia DOI

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| <b>Prior Authorization Requests Denied</b> |                   |                   |                 |
|--------------------------------------------|-------------------|-------------------|-----------------|
|                                            | <b>Amerigroup</b> | <b>Peachstate</b> | <b>Wellcare</b> |
| 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"**