

CMO Monthly Flash Report - September 2012

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	150,662	170,721	231,376	552,759
Central	1,026	51,314	80,843	133,183
East	27,192	799	37,321	65,312
North	55,793	2,136	99,510	157,439
Southeast	33,582	1,248	65,971	100,801
Southwest	522	75,336	37,618	113,476
Statewide	268,777	301,554	552,639	1,122,970

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	84.2%	82.67%	82.5%
Abandonment Rate	1.0%	1.21%	1.5%
Blocked Calls	0.0%	0.0%	0.0%

Represents September 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	\$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	\$49,724,999	\$48,538,896	\$112,525,909
July 2012	\$42,968,874	\$49,458,165	\$96,415,476
August 2012	\$54,352,244	\$52,844,135	\$112,885,046
September 2012	\$48,097,178	\$47,584,807	\$108,801,980
October 2012			
November 2012			
December 2012			

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

CMO Quarterly Flash Report - September 2012

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	13,650	14,066	28,185	55,901
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,201	7,194	13,189	23,584
# of Appeals	170	29	37	236
# of Appeals overturned where the Reduced rate is paid at a higher rate	33	12	37	82

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 - September 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	1	2	2	5
TOTAL	37	45	36	118

Note: The numbers reflect CAPA plans from the period of January-September
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 - September 2012

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"