

**July 2013 MONTHLY REPORTING:**

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	157,771	174,982	229,994	562,747
Central	1,938	50,793	81,863	134,594
East	27,160	1,567	37,147	65,874
North	55,617	4,419	98,425	158,461
Southeast	33,691	2,364	65,711	101,766
Southwest	1,049	74,811	38,267	114,127
Statewide	277,226	308,936	551,407	1,137,569
GF Month-end Adjusted Process Results Summary - July 2013 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	93.9%	81.61%	81.0%
Abandonment Rate	0.3%	1.48%	3.2%
Blocked Calls	0.0%	0.0%	0.0%
Represents July 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	\$ 52,769,247	\$ 51,648,364	\$ 119,939,122
April 2013	\$ 45,525,542	\$ 47,900,431	\$ 105,245,134
May 2013	\$ 48,050,095	\$ 46,600,030	\$ 108,605,493
June 2013	\$ 48,605,669	\$ 41,990,614	\$ 121,236,472
July 2013	44,740,060	52,014,790	104,258,498
August 2013			
September 2013			
October 2013			
November 2013			
December 2013			
Represents CMO payments to all provider types for July 2013. Source: CMO "Claims Processing Report"			

**July 2013 MONTHLY REPORTING:**

<b>EMERGENCY ROOM CLAIMS PAYMENT</b>				
	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTALS</b>
# of ER Claims Submitted	13,344	9,228	23,139	45,711
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,852	3,872	9,894	16,618
# of Appeals	284	109	28	421
# of Appeals overturned where the Reduced rate is paid at a higher rate	126	30	28	184
<p><b>Source: CMO Monthly CMO self-reported number of Emergency Room claims submitted, claims paid, the number of appeals and the number of appeals overturned.</b>                      Period - July 2013</p>				

<b>CORRECTIVE ACTION/PREVENTIVE ACTION PLANS</b>				
	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTAL</b>
2005	0	0	0	<b>0</b>
2006	0	0	0	<b>0</b>
2007	9	13	9	<b>31</b>
2008	2	8	5	<b>15</b>
2009	5	5	1	<b>11</b>
2010	12	8	11	<b>31</b>
2011	8	9	8	<b>25</b>
2012	4	5	5	<b>14</b>
2013	1	1	1	<b>3</b>
<b>TOTAL</b>	<b>41</b>	<b>49</b>	<b>40</b>	<b>130</b>
<p>Note: For 2013, the numbers reflect CAPA plans for the period of July  <b>Source: DCH Medicaid Division</b></p>				

**QUARTERLY REPORTING:**

1Q13 (Jan-Mar) will be posted in the April 2013 Flash Report

2Q13 (Apr-Jun) will be posted in the July 2013 Flash Report

3Q13 (Jul-Sept) will be posted in the October 2013 Flash Report

4Q13 (Oct-Dec) will be posted in the January 2013 Flash Report

PRIOR AUTHORIZATION DATA			
# Days to PA	AMERIGROUP	PEACHSTATE	WELLCARE
≤ 14 Days (contract)			
≤ 10 Days			
≤ 5 Days			
Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH <b>Source: Quarterly CMO "Prior Authorization Report"</b> <b>Based on the posting of the Quarterly Reports</b>			

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 <b>Source: Quarterly CMO "Prior Authorization Report"</b>			

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 <b>Source: Quarterly filings with Georgia DOI</b>				