

CMO Monthly Flash Report - November 2013

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	155,055	169,861	215,598	540,514
Central	2,614	48,138	74,276	125,028
East	25,291	1,691	33,871	60,853
North	53,482	5,058	90,217	148,757
Southeast	32,397	3,124	63,074	98,595
Southwest	1,233	70,137	35,154	106,524
Statewide	270,072	298,009	512,190	1,080,271

GF Month-end Adjusted Process Results Summary -November 2013
Source: Fiscal Agent, ACS

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	91.6%	88.73%	83.1%
Abandonment Rate	0.7%	0.77%	1.7%
Blocked Calls	0.0%	0.0%	0.0%

Represents November 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	\$54,555,675	\$47,280,267	\$119,336,501
September 2013	\$45,034,656	\$53,450,661	\$102,235,337
October 2013	\$53,079,345	54,546,283	\$107,757,450
November 2013	\$53,199,397	\$56,393,965	\$99,485,070
December 2013			

Represents CMO payments to all provider types for November 2013.
Source: CMO "Claims Processing Report"

CMO Quarterly Flash Report - November 2013

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	13,766	11,384	29,521	54,671
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,903	5,518	13,429	21,850
# of Appeals	393	54	51	498
# of Appeals overturned where the Reduced rate is paid at a higher rate	75	21	51	147

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 - November 2013

Corrective Action/Preventative Action Plans				
	Amerigroup	Peachstate	Wellcare	Total
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	4	5	5	14
2013	1	1	1	3
TOTAL	41	49	40	130

Note: For 2013, the numbers reflect CAPA plans from the period of November
Source: DCH Medicaid Division

Prior Authorization Data			
# Days to PA Completion	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
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:

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 2014 Flash Report

CMO Quarterly Flash Report - November 2013

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"