

CMO Monthly Flash Report - September 2013

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	156,447	172,599	223,6216	552,667
Central	2,439	50,010	78,958	131,407
East	26,652	1,657	35,912	64,221
North	54,346	4,845	94,019	153,210
Southeast	32,903	2,690	63,945	99,538
Southwest	1,084	72,830	36,734	110,648
Statewide	273,871	304,631	533,189	1,111,691

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

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	91.3%	86.50%	80.3%
Abandonment Rate	0.5%	1.02%	2.0%
Blocked Calls	0.0%	0.0%	0.0%

Represents September 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			
November 2013			
December 2013			

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

CMO Quarterly Flash Report - September 2013

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	14,351	11,697	22,019	48,067
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,005	6,019	10,067	19,091
# of Appeals	544	71	99	714
# of Appeals overturned where the Reduced rate is paid at a higher rate	141	16	99	256

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 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 for the period of September
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	\$438.53	\$499.35	\$890.49	\$1,828.38
Health Benefit Ratio (Medical Expense/Revenue)	77.49%	84.96%	87.15%	84.04%

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 - September 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"