

## November 2015 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	199,140	217,256	240,533	656,929
Central	8,953	57,657	85,589	152,199
East	29,672	3,921	39,130	72,723
North	66,151	11,589	100,955	178,695
Southeast	38,497	7,716	71,599	117,812
Southwest	4,992	80,053	39,432	124,477
Statewide	347,405	378,192	577,238	1,302,835
GF Month-end Adjusted Process Results Summary - November 2015 Source: Fiscal Agent, HPE				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	81.68%	87.78%	86.0%
Abandonment Rate	0.63%	0.83%	1.0%
Blocked Calls	0.00%	0.02%	0.00%
Represents November 2015 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 2015	\$72,807,382	\$57,037,302	\$111,473,460
February 2015	\$ 69,995,918	\$ 59,271,618	\$ 106,012,983
March 2015	\$ 66,103,921	\$ 69,648,442	\$ 109,865,346
April 2015	\$ 74,640,132	\$ 66,450,822	\$ 114,642,156
May 2015	\$ 75,092,381	\$ 55,575,276	\$ 110,796,482
June 2015	\$ 63,629,448	\$ 60,137,277	\$ 99,448,695
July 2015	\$ 79,721,117	\$ 59,519,677	\$ 106,455,958
August 2015	\$ 78,688,840	\$ 66,726,565	\$ 110,090,091
September 2015	\$ 82,525,424	\$ 64,704,627	\$ 111,090,752
October 2015	\$ 85,597,061	\$ 52,552,537	\$ 105,113,752
November 2015	\$ 76,690,709	\$ 66,344,825	\$ 103,822,724
December 2015			
Represents CMO payments to all provider types for November 2015. Source: CMO "Claims Processing Report"			

**November 2015 MONTHLY REPORTING:****EMERGENCY ROOM CLAIMS PAYMENT  
November 2015**

	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTALS</b>
# of ER Claims Submitted	16,982	14,304	28,476	59,762
ER Claims Paid at a Reduced amount (such as the Triage Rate)	4,538	6,928	11,680	23,146
# of Appeals	0	107	1,090	1,197
# of Appeals overturned where the Reduced rate is paid at a higher rate	0	51	22	73

**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 2015