

CMO Monthly Flash Report - February 2014

Enrollment				
Regions	Amerigroup	Peachstate	Wellcare	Region Totals
Atlanta	162,913	179,192	222,911	565,016
Central	3,095	50,798	77,261	131,154
East	26,803	1,908	34,946	63,657
North	56,384	5,899	94,053	156,336
Southeast	33,130	3,710	64,567	101,407
Southwest	1,538	74,322	36,556	112,416
Statewide	283,863	315,829	530,294	1,129,986

GF Month-end Adjusted Process Results Summary -February 2014
Source: Fiscal Agent, ACS

Provider Call Center Statistics			
	Amerigroup	Peachstate	Wellcare
Avg Speed of Answering	90.5%	84.87%	84.0%
Abandonment Rate	0.4%	1.36%	2.0%
Blocked Calls	0.0%	0.0%	0.0%

Represents February 2014 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	\$52,866,590	\$182,348,072	\$90,825,443
February 2013	\$58,600,533	\$169,069,856	\$84,930,323
March 2013			
April 2013			
May 2013			
June 2013			
July 2013			
August 2013			
September 2013			
October 2013			
November 2013			
December 2013			

Represents CMO payments to all provider types for February 2014.
Source: CMO "Claims Processing Report"

CMO Quarterly Flash Report - February 2014

Emergency Room Claims Payment				
	Amerigroup	Peachstate	Wellcare	Totals
# of ER Claims Submitted	10,933	8,994	21,221	41,148
ER Claims Paid at a Reduced amount (such as the Triage Rate)	2,456	4,892	9,282	16,630
# of Appeals	254	238	79	571
# of Appeals overturned where the Reduced rate is paid at a higher rate	101	78	0	179

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 - February 2014

Corrective Action/Preventative Action Plans				
	Amerigroup	Peachstate	Wellcare	Total
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	2	2	2	6
2014	0	0	0	0
TOTAL	42	50	41	133

Note: For 2014, the numbers reflect CAPA plans from the period of February
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:

1Q14 (Jan-Mar) will be posted in the April 2014 Flash Report

2Q14 (Apr-Jun) will be posted in the July 2014 Flash Report

3Q14 (Jul-Sept) will be posted in the October 2014 Flash Report

4Q14 (Oct-Dec) will be posted in the January 2014 Flash Report

CMO Quarterly Flash Report - February 2014

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"