

**November 2014 MONTHLY REPORTING:**

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	186,267	216,772	253,316	656,355
Central	5,473	57,990	87,411	150,874
East	29,911	3,409	39,439	72,759
North	63,204	10,217	103,498	176,919
Southeast	36,747	6,720	73,614	117,081
Southwest	2,952	81,305	41,133	125,390
Statewide	324,554	376,413	598,411	1,299,378
GF Month-end Adjusted Process Results Summary - November 2014 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	90.5%	91.12%	87.0%
Abandonment Rate	0.9%	1.01%	2.0%
Blocked Calls	0.0%	0.0%	0.0%
Represents November 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 2014	\$52,866,590	\$54,514,035	\$90,825,443
February 2014	\$ 58,600,533	\$ 47,633,496	\$ 84,930,323
March 2014	\$ 67,928,502	\$ 58,754,733	\$ 101,994,837
April 2014	\$ 72,836,475	\$ 61,801,651	\$ 98,932,245
May 2014	\$ 73,002,279	\$ 53,058,203	\$ 94,857,504
June 2014	\$ 59,326,162	\$ 61,589,533	\$ 93,560,816
July 2014	\$ 71,184,678	\$ 58,280,234	\$ 100,277,954
August 2014	\$ 76,828,951	\$ 58,383,728	\$ 111,323,091
September 2014	\$ 69,227,564	\$ 60,801,399	\$ 111,408,979
October 2014	\$ 73,428,545	\$ 66,400,484	\$ 122,884,071
November 2014	\$ 71,426,825	\$ 54,301,584	\$ 117,781,076
December 2014			
Represents CMO payments to all provider types for November 2014. Source: CMO "Claims Processing Report"			

**November 2014 MONTHLY REPORTING:**

**EMERGENCY ROOM CLAIMS PAYMENT**

November 2014

	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTALS</b>
# of ER Claims Submitted	17,769	15,097	32,476	65,342
ER Claims Paid at a Reduced amount (such as the Triage Rate)	728	8,346	14,447	23,521
# of Appeals	299	13	3	315
# of Appeals overturned where the Reduced rate is paid at a higher rate	185	3	0	188

**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 2014**

**CORRECTIVE ACTION/PREVENTIVE ACTION PLANS**

	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTAL</b>
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
<b>TOTAL</b>	<b>33</b>	<b>37</b>	<b>32</b>	<b>102</b>

Note: For 2014, the numbers reflect CAPA plans for the period of November  
Source: DCH Medicaid Division