

April 2014 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	170,614	188,520	233,484	592,618
Central	3,548	53,056	80,230	136,834
East	27,986	2,157	36,677	66,820
North	59,024	6,480	97,975	163,479
Southeast	34,679	4,152	67,618	106,449
Southwest	1,803	76,756	38,093	116,652
Statewide	297,654	331,121	554,077	1,182,852
GF Month-end Adjusted Process Results Summary - April 2014 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	87.0%	84.95%	87.0%
Abandonment Rate	0.6%	1.08%	1.0%
Blocked Calls	0.0%	0.0%	0.0%
Represents April 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			
June 2014			
July 2014			
August 2014			
September 2014			
October 2014			
November 2014			
December 2014			
Represents CMO payments to all provider types for April 2014. Source: CMO "Claims Processing Report"			

April 2014 MONTHLY REPORTING:

EMERGENCY ROOM CLAIMS PAYMENT

April 2014

	AMERIGROUP	PEACHSTATE	WELLCARE	TOTALS
# of ER Claims Submitted	15,891	10,946	26,405	53,242
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,453	5,529	11,145	20,127
# of Appeals	333	127	56	516
# of Appeals overturned where the Reduced rate is paid at a higher rate	57	38	0	95

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 - April 2014

CORRECTIVE ACTION/PREVENTIVE ACTION PLANS

	AMERIGROUP	PEACHSTATE	WELLCARE	TOTAL
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	33	37	32	102

Note: For 2014, the numbers reflect CAPA plans for the period of April

Source: DCH Medicaid Division

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

PRIOR AUTHORIZATION DATA			
# Days to PA	AMERIGROUP	PEACHSTATE	WELLCARE
≤ 14 Days (contract)	99.0%	99.8%	99.7%
≤ 10 Days	96.5%	94.9%	86.7%
≤ 5 Days	93.4%	74.4%	82.6%
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	\$ 161.79	\$ 184.40	\$ 273.94	\$ 620.13
Health Benefit Ratio (Medical Expense/Revenue)	67.16%	72.03%	84.54%	75.54%
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				

PRIOR AUTHORIZATION REQUESTS DENIED			
	AMERIGROUP	PEACHSTATE	WELLCARE
Medical Inpatient	14.5%	18.5%	2.3%
Medical Outpatient	10.0%	9.5%	1.2%
Therapies	19.8%	9.3%	2.5%
Behavioral Health	15.1%	24.0%	5.2%
Vision	7.0%	Not Reported	5.4%
Dental	13.8%	25.0%	34.3%
Total	13.0%	13.4%	9.0%
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"			