

## July 2014 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	188,534	212,236	259,641	660,411
Central	4,751	58,058	88,533	151,342
East	30,649	2,803	40,346	73,798
North	64,544	8,424	106,951	179,919
Southeast	37,935	5,547	75,154	118,636
Southwest	2,581	83,057	42,111	127,749
Statewide	328,994	370,125	612,736	1,311,855
GF Month-end Adjusted Process Results Summary - July 2014 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	82.8%	80.68%	88.0%
Abandonment Rate	0.7%	1.30%	0.0%
Blocked Calls	0.0%	0.0%	0.0%
Represents July 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			
September 2014			
October 2014			
November 2014			
December 2014			
Represents CMO payments to all provider types for July 2014. Source: CMO "Claims Processing Report"			

**July 2014 MONTHLY REPORTING:**

**EMERGENCY ROOM CLAIMS PAYMENT**

July 2014

	<b>AMERIGROUP</b>	<b>PEACHSTATE</b>	<b>WELLCARE</b>	<b>TOTALS</b>
# of ER Claims Submitted	16,734	11,381	23,139	51,254
ER Claims Paid at a Reduced amount (such as the Triage Rate)	673	5,956	9,894	16,523
# of Appeals	32	73	28	133
# of Appeals overturned where the Reduced rate is paid at a higher rate	23	14	28	65

**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 - July 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 July

**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)	98.5%	99.7%	99.8%
≤ 10 Days	95.1%	92.8%	89.2%
≤ 5 Days	88.2%	66.3%	79.2%
Represents quarterly CMO self-reported percentage of prior-authorizations completed within the contract required timelines. Reported to DCH <b>Source: Quarterly CMO "Prior Authorization Report"</b> <b>Based on the posting of the Quarterly Reports</b>			

PRIOR AUTHORIZATION REQUESTS DENIED			
	AMERIGROUP	PEACHSTATE	WELLCARE
Medical Inpatient	13.7%	19.6%	2.7%
Medical Outpatient	9.1%	12.2%	2.6%
Therapies	18.7%	9.0%	0.2%
Behavioral Health	11.5%	29.8%	3.6%
Vision	17.9%	Not Reported	9.5%
Dental	14.0%	21.4%	32.9%
Total	12.8%	14.1%	11.7%
Represents quarterly CMO self-reported percentage of standard prior-authorization requests that were determined to be not medically necessary. Reported to DCH <b>Source: Quarterly CMO "Prior Authorization Report"</b>			

CMO FINANCIAL FILINGS				
	AMERIGROUP (\$ Millions)	PEACHSTATE (\$ Millions)	WELLCARE (\$ Millions)	Total- All CMOs (\$ Millions)
Total Medical Expense	\$ 347.84	\$ 384.15	\$ 555.56	\$ 1,287.55
Health Benefit Ratio (Medical Expense/ Revenue)	76.84%	76.65%	81.31%	78.65%
Represents total CMO reported cost for medical services expenditure filed with Georgia Department of Insurance (DOI) . Reported to DOI <b>Source: Quarterly filings with Georgia DOI</b>				