

October 2014 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	187,064	215,908	255,263	658,235
Central	5,267	57,949	87,646	150,862
East	30,154	3,295	39,589	73,038
North	63,454	9,760	104,375	177,589
Southeast	37,118	6,537	74,003	117,658
Southwest	2,943	81,686	41,293	125,922
Statewide	326,000	375,135	602,169	1,303,304
GF Month-end Adjusted Process Results Summary - October 2014 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	92.7%	82.68%	84.05%
Abandonment Rate	0.4%	1.07%	1.0%
Blocked Calls	0.0%	0.0%	0.0%
Represents October 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			
December 2014			
Represents CMO payments to all provider types for October 2014. Source: CMO "Claims Processing Report"			

October 2014 MONTHLY REPORTING:

EMERGENCY ROOM CLAIMS PAYMENT

October 2014

	AMERIGROUP	PEACHSTATE	WELLCARE	TOTALS
# of ER Claims Submitted	18,645	14,910	33,271	66,826
ER Claims Paid at a Reduced amount (such as the Triage Rate)	847	8,315	14,650	23,812
# of Appeals	304	42	7	353
# of Appeals overturned where the Reduced rate is paid at a higher rate	145	16	1	162

**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 - October 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 October
Source: DCH Medicaid Division