

May 2014 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	180,345	199,786	247,084	627,215
Central	4,033	55,553	84,421	144,007
East	29,527	2,372	38,680	70,579
North	62,029	7,185	102,795	172,009
Southeast	36,331	4,662	71,327	112,320
Southwest	2,101	79,910	40,082	122,093
Statewide	314,366	349,468	584,389	1,248,223
GF Month-end Adjusted Process Results Summary - May 2014 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	89.7%	86.52%	82.0%
Abandonment Rate	0.5%	0.83%	3.0%
Blocked Calls	0.0%	0.0%	0.0%
Represents May 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			
July 2014			
August 2014			
September 2014			
October 2014			
November 2014			
December 2014			
Represents CMO payments to all provider types for May 2014. Source: CMO "Claims Processing Report"			

May 2014 MONTHLY REPORTING:

EMERGENCY ROOM CLAIMS PAYMENT				
May 2014				
	AMERIGROUP	PEACHSTATE	WELLCARE	TOTALS
# of ER Claims Submitted	16,094	12,840	26,267	55,201
ER Claims Paid at a Reduced amount (such as the Triage Rate)	3,381	7,118	11,504	22,003
# of Appeals	257	107	66	430
# of Appeals overturned where the Reduced rate is paid at a higher rate	86	40	11	137
<p>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 - May 2014</p>				

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
<p>Note: For 2014, the numbers reflect CAPA plans for the period of May Source: DCH Medicaid Division</p>				

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)			
≤ 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				

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"			