

Smoky Mountain LME/MCO (Smoky)

Operations at a Glance – September 2015



Individuals Eligible for Services through Smoky

Smoky is responsible for the oversight of behavioral health and intellectual/developmental disability Medicaid and State-funded (including county-funded and federal block grant) services in our 23-county area. For September:

- ❖ Individuals served by the NC Innovations waiver: **1,643**
- ❖ Other individuals who receive Medicaid: **153,589**
- ❖ Estimated uninsured eligible for State-funding: **137,660**

Registry of Unmet Needs

- ❖ **828** of the **1,034** individuals potentially eligible for NC Innovations received services during the month of September. (An individual is potentially eligible for an Innovations slot when he or she has a documented intellectual disability or a condition, other than mental illness, that is closely related to an intellectual disability.)

Customer Services

Customer service representatives take calls related to accessing services, answering questions, and providing support. Smoky is required to answer calls within 30 seconds.

Measure	Medicaid and State-funded calls combined	
	September	YTD*
Calls from SM consumers/ stakeholders	4,873	42,937
CenterPoint/PBHM calls answered by SM	59	724
Average time to answer calls	6 seconds	6.34 seconds

Care Management/Utilization Management

Many services require prior authorization. A care manager reviews a request for services along with supporting documentation. Reviews must demonstrate that the request is for the right service in the right amount, and must be completed within 14 calendar days of receipt. Unable to Process are those requests that are considered invalid, while those that are not authorized for administrative reasons are missing required information.

Measure	Medicaid		State-funded	
	September	YTD	September	YTD
Requests processed	3,440	30,416	684	6,906
Average time between submission and decision (days)	4.2	5.2	2.0	2.8
Requests for mental health and substance abuse services	2,564	22,478	462	4,747
Requests for intellectual/developmental disability services	876	7,938	222	2,159
Requests unable to process	360	2,833	95	708
Requests not authorized - administrative reasons	0.2%	0.9%	0.0%	1.2%
Requests not authorized - clinical reasons (right service/amount)	2.2%	2.4%	0.6%	0.7%
First level appeal requests	22	106	0	12
Second level appeal requests	2	14	0	0

*YTD - Year to date. For the purpose of this report, it is everything that has occurred since January 1, 2015.

Care Coordination – Numbers of Persons Served

The LME/MCO must ensure that care coordination occurs for those individuals considered to have special needs according to the 1915 (b)/(c) waiver. Individuals who have high-risk conditions or those who use an amount of services considered high-cost (the top 20% of service dollars) also receive care coordination.

Measure	Medicaid		State-funded	
	September	YTD	September	YTD
Persons with intellectual/developmental disabilities (I/DD)	1,806	2,136	47	200
Individuals with mental health or substance use needs	1,707	3,466	1,211	3,211

Quality Management – Grievances/Complaints

Smoky is required to track all grievances. The definition of grievance is “an expression of dissatisfaction by or on behalf of an Enrollee.” A grievance is about any matter other than a service request that does not get prior authorization. Smoky is required to resolve grievances within 30 days of their receipt.

Measure	Medicaid		State-funded		Other*	
	September	YTD	September	YTD	September	YTD
Grievances about Smoky	10	44	3	8	1	15
Grievances about providers	18	212	8	47	5	59
Total grievances received	28	256	11	55	6	74
Average time to resolve a grievance (days)	11.94	13.04	13.43	14.16	13.5	11.47
Grievances fully resolved	18	246	7	51	4	72

* Other is defined by unknown or outside of purview.

Finance/Claims

Smoky is required to process a claim within 18 days of receipt, and is required to pay 90% of clean claims within 30 days. A clean claim is a claim that has all the information necessary to process.

Measure	Medicaid		State-funded	
	September	YTD	September	YTD
Claims processed	196,819	1,662,029	41,180	395,507
Claims approved and paid	169,340	1,459,546	35,312	327,446
Average time to process a “clean claim” (days)	1.0	1.0	0.9	1.0
Service dollars paid out to providers/vendors	21,377,519	192,321,782	3,146,106	29,230,831
Providers paid	425	555	80	95

Provider Network (Medicaid and State-funded)

Measure	Total	Mental Health	Substance Abuse	I/DD
Contracted providers	578	*	*	*
Out of Network Agreements	41	*	*	*

❖ Note: Some provider agencies provide services for more than one type of service need.

❖ Of the total contracted providers, **357** have locations within one or more of Smoky’s 23 counties.

❖ Of the providers with single-case agreements, **6** are located within one of Smoky’s 23 counties.

*Report in development. Numbers will fluctuate based on the transition to using AlphaMCS data instead of manually updated spreadsheets.