

Smoky Mountain LME/MCO (Smoky)

Operations at a Glance – July 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 July:

- ❖ Individuals served by the NC Innovations waiver: **1,642**
- ❖ Other individuals who receive Medicaid: **153,484**
- ❖ Estimated uninsured eligible for State-funding: **137,660**

Registry of Unmet Needs

- ❖ **830** of the **1,002** individuals potentially eligible for NC Innovations received services during the month of July. (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	
	July	YTD*
Calls from SM consumers/ stakeholders	4,938	33,226
CenterPoint/PBHM calls answered by SM	70	606
Average time to answer calls	7 seconds	6.42 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	
	July	YTD	July	YTD
Requests processed	3,549	23,219	776	5,520
Average time between submission and decision (days)	4.8	5.5	2.1	3.0
Requests for mental health and substance abuse services	2,590	17,105	518	3,797
Requests for intellectual/developmental disability services	959	6,114	258	1,723
Requests unable to process	330	2,125	98	566
Requests not authorized - administrative reasons	0.7%	0.3%	0.4%	0.1%
Requests not authorized - clinical reasons (right service/amount)	2.2%	0.4%	0.6%	0.1%
First level appeal requests	9	69	3	10
Second level appeal requests	0	11	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	
	July	YTD	July	YTD
Persons with intellectual/developmental disabilities (I/DD)	1,781	2,071	46	176
Individuals with mental health or substance use needs	1,654	3,026	1,179	2,682

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*	
	July	YTD	July	YTD	July	YTD
Grievances about Smoky	8	28	2	4	1	10
Grievances about providers	26	172	6	34	6	42
Total grievances received	34	200	8	38	7	52
Average time to resolve a grievance (days)	10.67	12.77	17.67	13.94	6.5	10.1
Grievances fully resolved	24	190	3	33	4	49

* Other is defined by unknown or outside of purview. Five compliments were received in July: two for Smoky staff, three for provider agencies.

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	
	July	YTD	July	YTD
Claims processed	197,021	1,282,042	47,565	314,738
Claims approved and paid	173,266	1,133,638	32,999	257,623
Average time to process a “clean claim” (days)	0.8	1.0	0.9	1.0
Service dollars paid out to providers/vendors	22,234,305	150,421,688	3,210,197	23,155,221
Providers paid	440	548	82	94

Provider Network (Medicaid and State-funded)

Measure	Total	Mental Health	Substance Abuse	I/DD
Contracted providers	590	*	*	*
Out of Network Agreements	40	*	*	*

- ❖ Note: Some provider agencies provide services for more than one type of service need.
- ❖ Of the total contracted providers, **356** 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.