

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 01/01/2015 To 03/31/2015

Report Run Date: 7/13/2015

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Prior Authorization (PA)** Whenever a provider is requesting to begin a service with a member, they are required to submit a request for prior authorization (PA) in APS CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in APS CareConnection "Date worker assigned". The date worker assigned indicates the day that a specific CI case worker has been assigned to begin providing the service to the member.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a wait list for service. The CFSN is used in conjunction with the date of assignment to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **State-funded** is funding through State of Maine for individuals who are not eligible to receive a particular service using MaineCare funds.

What This Report Measures: For members on the CI wait list who were authorized for the service, how long they waited. This report counts the number of days from the date the CFSN was opened to the date the service was authorized. The report is run 2 quarters ago so nearly everyone who was entered on the wait list will have started the service. If someone on the MaineCare waitlist is authorized for the state-funded service, it is counted as being authorized for the service.

Number of people who were authorized for CI from the MaineCare wait list during the quarter 805

For those who received the service:

Average number of days waiting: 10 days

Percent waiting 30 days or less: 91.6%

Percent waiting 90 days or less: 99.9%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
AMHI Class N	766	765	1	699	66	1	10
AMHI Class Y	39	39	0	38	1	0	6
Totals	805	804	1	737	67	1	10

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
District 1	79	79	0	75	4	0	8
District 2	207	207	0	196	11	0	9
District 3	104	104	0	95	9	0	11
District 4	70	70	0	62	8	0	11
District 5	161	161	0	138	23	0	12
District 6	140	139	1	136	4	0	5
District 7	18	18	0	15	3	0	12
District 8	15	15	0	10	4	1	28
Unknown	11	11	0	10	1	0	9
Totals	805	804	1	737	67	1	10

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Alternative Wellness Services	5	5	0	5	0	0	1
AngleZ Behavioral Health Services-17 ACM	18	18	0	18	0	0	3
AngleZ Behavioral Health Services-17 DLS	1	1	0	1	0	0	0
Assistance Plus	39	39	0	38	1	0	6
Catholic Charities Maine	134	134	0	129	5	0	9
Charlotte White Center	21	20	1	20	1	0	10
Common Ties	64	64	0	60	4	0	10
Community Care	34	34	0	34	0	0	2
Community Health & Counseling Services	87	87	0	79	7	1	8
Counseling Services Inc.	52	52	0	49	3	0	6
Direct Community Care	1	1	0	1	0	0	3
Health Affiliates Maine	7	7	0	4	3	0	23
Higher Ground Services	8	8	0	8	0	0	6
Kennebec Behavioral Health	89	89	0	64	25	0	19
Life by Design	1	1	0	1	0	0	7
Mid Coast Mental Health	43	43	0	37	6	0	12
Northern Lighthouse-Section 17	2	2	0	2	0	0	0
Northern Maine General - Community Support	7	7	0	4	3	0	37
OHI	9	9	0	9	0	0	3
Protea Integrated Health & Wellness	2	2	0	2	0	0	0
Shalom House	1	1	0	0	1	0	33
Sweetser	24	24	0	20	4	0	21
The Opportunity Alliance	138	138	0	134	4	0	6
Tri-County Mental Health	18	18	0	18	0	0	12
Totals	805	804	1	737	67	1	10

Quarterly Report 60b for People on State-funded Waitlist for CI

Report Dates: 01/01/2015 To 03/31/2015

Report Run Date: 7/13/2015

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Prior Authorization (PA)** Whenever a provider is requesting to begin a service with a member, they are required to submit a request for prior authorization (PA) in APS CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in APS CareConnection "Date worker assigned". The date worker assigned indicates the day that a specific CI case worker has been assigned to begin providing the service to the member.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a wait list for service. The CFSN is used in conjunction with the date of assignment to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **State-funded** is funding through State of Maine for individuals who are not eligible to receive a particular service using MaineCare funds.

What This Report Measures: For members on the State-funded CI wait list who were authorized for the service, how long they waited. This report counts the number of days from the date the CFSN was opened to the date the service was authorized. The report is run 2 quarters ago so nearly everyone who was entered on the wait list will have started the service. If someone on the state-funded waitlist is authorized for the MaineCare service, it is counted as being authorized for the service.

Number of people who were authorized for CI from the state-funded wait list during the quarter: 180

For those who received the service:

Average number of days waiting: 40 days

Percent waiting 30 days or less: 53.9%

Percent waiting 90 days or less: 86.1%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
AMHI Class N	175	37	138	93	58	24	41
AMHI Class Y	5	0	5	4	0	1	27
Totals	180	37	143	97	58	25	40

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
District 1	32	6	26	12	11	9	57
District 2	52	10	42	30	12	10	42
District 3	21	6	15	10	8	3	44
District 4	30	5	25	8	20	2	53
District 5	16	5	11	13	3	0	18
District 6	19	3	16	15	4	0	15
District 7	5	2	3	5	0	0	3
District 8	1	0	1	1	0	0	12
Unknown	4	0	4	3	0	1	37
Totals	180	37	143	97	58	25	40

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Assistance Plus	8	2	6	7	1	0	10
Catholic Charities Maine	20	3	17	18	1	1	15
Charlotte White Center	6	2	4	5	1	0	13
Common Ties	1	0	1	1	0	0	0
Community Care	11	2	9	9	2	0	15
Community Counseling Center	7	2	5	3	4	0	40
Community Health & Counseling Services	10	2	8	10	0	0	4
Counseling Services Inc.	18	4	14	5	7	6	65
Kennebec Behavioral Health	7	3	4	4	3	0	36
Maine Vocational & Rehabilitation Assoc.	4	1	3	4	0	0	4
Medical Care Development-CSS	1	1	0	0	1	0	43
Mid Coast Mental Health	15	2	13	3	10	2	65
Shalom House	1	0	1	1	0	0	0
Smart Child & Family Services	2	0	2	1	1	0	45
Sweetser	42	10	32	15	23	4	45
The Opportunity Alliance	15	0	15	2	3	10	97
Tri-County Mental Health	12	3	9	9	1	2	33
Totals	180	37	143	97	58	25	40

Report 67

Non-Hospitalized Members Assigned to Any Community Support Service (CI,CRS,ACT or Adult BHH) within 3 and 7 Working Days (Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 01/01/2015 To 03/31/2015

Run Date: 07/20/2015

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Non-hospitalized member** - MaineCare member who is not in an inpatient psychiatric facility at the time of application for services. This is indicated by the member not having an open authorization for inpatient psychiatric services on the day a CFSN is completed or on the day the member is referred for CI services.
- **Community support services:** Community support services is a group of mental health services providing support in the community to persons with serious mental illness. It includes CI, CRS, ACT and Adult Behavioral Health Homes
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Adult Assertive Community Treatment (ACT)** provides individualized intensive integrated community-based services that are delivered by a multi-disciplinary team of practitioners who are available twenty-four(24) hours a day.
- **Behavioral Health Home (BHH)** is a service designed to integrate the systems of care of behavioral health and physical health.
- **Community Rehabilitation Services (CRS)** are delivered by a team, with primary case management for each member assigned to one team member.
- **Prior Authorization (PA)** Whenever a provider is requesting to begin a service with a member, they are required to submit a request for prior authorization (PA) in APS CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in APS CareConnection "Date worker assigned". The date worker assigned indicates the day that a specific CI case worker has been assigned to begin providing the service to the member.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a waiting list for service. When there is a CFSN, it is used in conjunction with the start date of the service to determine the number of days the member waited.
- **Referral Date** is a field in CareConnection that the Provider may fill in when a member applies for a service. If the member is not put on a waiting list, (i.e. no CFSN) the referral date is used with the date of assignment to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

What This Report Measures: The number of non-hospitalized members authorized for any type of community support services and whether they a.) were assigned to a case manager within 3 working days, b.) Waited 4 - 7 working days to be assigned or c.) waited longer than 8 days but were eventually assigned to a case manager.

Total number of non-hospitalized members admitted to any community support service: 2,553

Total assigned within 3 working days: 1,754

% assigned within 3 working days: 69%

Total assigned in 4 - 7 working days: 261

% assigned in 4 -7 working days: 10%

Total assigned within 7 working days: 2,015

% assigned within 7 working days: 79%

Total assigned after 8 or more working days: 538

% assigned after 8 or more working days: 21%

<u>Service</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
H0040 - Adult Assertive Community Treatment - ACT	24	8	20	52
H2015 - Community Integration (CI)	1,385	238	436	2,059
H2018 - Community Rehabilitation Services (CRS)	11	0	3	14
T2022HB - Behavioral Health Homes - Adult	334	15	79	428
Total	1,754	261	538	2,553
<u>Gender</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Female	1,058	172	352	1,582
Male	695	89	186	970
Unknown	1	0	0	1
Total	1,754	261	538	2,553

Adult Age Groups

18-20
21-24
25-64
65-74
Over 75 Years Old

Total

AMHI Class

AMHI Class N
AMHI Class Y

Total

District

District 1/ York County
District 2/ Cumberland County
District 3/ Androscoggin, Franklin, and Oxford Counties
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties
District 5/ Somerset and Kennebec Counties
District 6/ Piscataquis and Penobscot Counties
District 7/ Washington and Hancock Counties
District 8/ Aroostook County
Unknown

Total

	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
	119	15	26	160
	111	25	43	179
	1,433	204	449	2,086
	78	15	17	110
	13	2	3	18
<u>Total</u>	1,754	261	538	2,553
	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
	1,652	248	513	2,413
	102	13	25	140
<u>Total</u>	1,754	261	538	2,553
	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
	129	37	57	223
	344	70	119	533
	368	50	107	525
	177	26	61	264
	293	37	80	410
	289	26	58	373
	69	6	28	103
	61	7	25	93
	24	2	3	29
<u>Total</u>	1,754	261	538	2,553

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	33	0	2	35
Allies	22	0	2	24
Alternative Services	15	0	2	17
Alternative Wellness Services	56	6	7	69
AngleZ Behavioral Health Services-17 ACM	17	1	3	21
Aroostook Mental Health Services	25	1	5	31
Assistance Plus	22	4	15	41
Behavior Health Solutions for Me	7	0	0	7
Break of Day, Inc	19	7	3	29
Bright Future Healthier You	16	1	0	17
Broadreach Family & Community Services	20	2	2	24
Catholic Charities Maine	43	43	42	128
Central Maine Family Counseling	9	0	2	11
Charlotte White Center	12	3	9	24
Choices	7	0	0	7
Common Ties	21	20	21	62
Community Care	40	0	4	44
Community Counseling Center	65	0	14	79
Community Counseling Center - ACCESS	1	0	7	8
Community Counseling Center - ACTION	0	0	1	1
Community Counseling Center - CORE	2	1	0	3
Community Health & Counseling Services	95	18	43	156
Cornerstone Behavioral Healthcare - CM	23	1	7	31
Counseling Services Inc.	95	26	35	156
Direct Community Care	9	0	2	11
Dirigo Counseling Clinic	11	1	0	12
Employment Specialist of Maine	9	2	1	12
Evergreen Behavioral Services	51	2	5	58
Facing Change	10	0	1	11
Fellowship Health Resources	1	0	0	1
Fullcircle Supports Inc	28	0	0	28
Graham Behavioral Services	12	4	2	18
Healing Hearts LLC	2	0	3	5
Health Affiliates Maine	145	0	6	151
HealthReach network	4	0	1	5
Higher Ground Services	12	1	4	17
Kennebec Behavioral Health	58	6	31	95
Learning Works	3	1	0	4
Life by Design	34	4	9	47
Lutheran Social Services	21	3	0	24
Maine Behavioral Health Organization	26	3	8	37
Maine Immigrant and Refugee Services	9	4	8	21
Maine Vocational & Rehabilitation Assoc.	12	2	2	16
Manna Inc	7	0	6	13
MAS Home Care of Maine - Bangor	15	1	1	17
MAS Home Care of Maine - Westbrook	15	3	1	19
Medical Care Development-CSS	7	1	0	8
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	9	1	5	15
Mid Coast Mental Health	29	6	28	63
Motivational Services	11	1	3	15

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Northeast Occupational Exchange	41	4	10	55
Northern Lighthouse-Section 17	2	0	0	2
Northern Maine General - Community Support	0	2	2	4
Ocean Way Mental Health Agency	11	0	0	11
OHI	11	1	0	12
OHI-Behavioral Health Home	1	0	0	1
Oxford County Mental Health Services	18	1	4	23
Paramount Behavioral Services, Inc	4	0	0	4
Partnerships for Nonprofits, dba Reach	1	0	0	1
Penobscot Community Health Center-BHH	12	0	0	12
Protea Integrated Health & Wellness	15	4	2	21
Providence	0	1	0	1
Riverview	1	0	0	1
Rumford Group Homes	7	2	2	11
Sequel Care of Maine	14	3	3	20
Shalom House	14	1	1	16
Smart Child & Family Services	19	4	8	31
Spurwink	1	1	0	2
St. Andre Homes	3	0	1	4
Stepping Stones	39	0	2	41
Stepping Stones - Outpatient	0	0	1	1
Sunrise Opportunities	6	0	0	6
Sweetser	102	12	52	166
The Opportunity Alliance	109	30	39	178
The Umbrella Agency	1	0	1	2
Tri-County Mental Health	96	15	56	167
Volunteers of America	1	0	1	2
York County Shelter Program	10	0	0	10
Total	1,754	261	538	2,553

<u>AMHI Class</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	30	5	13	48
AMHI Class Y	11	2	5	18
Total	41	7	18	66

<u>District</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	0	1	3	4
District 2/ Cumberland County	8	1	4	13
District 3/ Androscoggin, Franklin, and Oxford Counties	7	0	4	11
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	3	1	1	5
District 5/ Somerset and Kennebec Counties	12	3	2	17
District 6/ Piscataquis and Penobscot Counties	8	1	2	11
District 7/ Washington and Hancock Counties	2	0	1	3
District 8/ Aroostook County	0	0	1	1
Unknown	1	0	0	1
Total	41	7	18	66

<u>Providers</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	7	0	0	7
Broadreach Family & Community Services	1	0	0	1
Catholic Charities Maine	3	2	0	5
Charlotte White Center	0	1	0	1
Community Counseling Center	1	0	0	1
Community Counseling Center - ACCESS	0	0	2	2
Community Counseling Center - CORE	1	0	0	1
Community Health & Counseling Services	2	0	1	3
Cornerstone Behavioral Healthcare - CM	2	0	0	2
Counseling Services Inc.	2	0	3	5
Employment Specialist of Maine	1	0	0	1
Evergreen Behavioral Services	4	0	0	4
Fullcircle Supports Inc	3	0	0	3
Graham Behavioral Services	0	1	0	1
HealthReach network	2	0	0	2
Kennebec Behavioral Health	1	0	1	2
Lutheran Social Services	1	0	0	1
Maine Behavioral Health Organization	1	0	0	1
Mid Coast Mental Health	1	1	1	3
Motivational Services	1	0	0	1
Northeast Occupational Exchange	0	0	2	2
OHI	0	0	2	2
Oxford County Mental Health Services	1	0	0	1
Shalom House	2	0	0	2
Spurwink	1	0	0	1
Stepping Stones	0	1	0	1
Sweetser	1	0	0	1
The Opportunity Alliance	0	0	1	1
Tri-County Mental Health	1	0	4	5
Volunteers of America	1	1	1	3
Total	41	7	18	66