

**Quarterly Report 60a for Members on MaineCare Waitlist for CI**

**Report Dates: 01/01/2016 To 03/31/2016**

**Report Run Date: 7/14/2016**

**Report Source: Authorization data from KEPRO 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 KEPRO CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in KEPRO 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** - KEPRO 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 474

For those who received the service:

Average number of days waiting: 13 days

Percent waiting 30 days or less: 87.6%

Percent waiting 90 days or less: 99.8%

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	444	439	5	385	58	1	13
AMHI Class Y	30	30	0	30	0	0	7
<b>Totals</b>	<b>474</b>	<b>469</b>	<b>5</b>	<b>415</b>	<b>58</b>	<b>1</b>	<b>13</b>

  

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	39	39	0	28	11	0	20
District 2	110	109	1	84	26	0	18
District 3	93	92	1	87	5	1	9
District 4	35	35	0	29	6	0	13
District 5	129	126	3	121	8	0	10
District 6	47	47	0	46	1	0	5
District 7	13	13	0	12	1	0	14
District 8	6	6	0	6	0	0	16
Unknown	2	2	0	2	0	0	16
<b>Totals</b>	<b>474</b>	<b>469</b>	<b>5</b>	<b>415</b>	<b>58</b>	<b>1</b>	<b>13</b>

<b>Providers</b>	<b># auth for CI service</b>	<b># with MaineCare auth</b>	<b># with State funded auth</b>	<b># auth in &lt; 30 days</b>	<b># auth in 31 - 90 days</b>	<b># auth in &gt; 91 days</b>	<b>Average # days waiting</b>
Alternative Wellness Services	1	1	0	1	0	0	6
Assistance Plus	40	40	0	40	0	0	4
Catholic Charities Maine	90	88	2	82	8	0	14
Charlotte White Center	9	9	0	9	0	0	6
Common Ties	73	72	1	72	1	0	7
Community Care	29	29	0	29	0	0	3
Community Counseling Center	1	1	0	1	0	0	8
Community Health & Counseling Services	14	14	0	12	2	0	20
Facing Change	1	1	0	1	0	0	0
Higher Ground Services	1	1	0	1	0	0	4
Kennebec Behavioral Health	78	76	2	70	8	0	11
Life by Design	4	4	0	4	0	0	14
MAS Home Care of Maine	1	1	0	1	0	0	15
Medical Care Development	1	1	0	0	1	0	53
Mid Coast Mental Health	14	14	0	10	4	0	17
OHI	1	1	0	1	0	0	11
Providence	3	3	0	1	2	0	23
Smart Child & Family Services	5	5	0	1	3	1	64
Sweetser	57	57	0	48	9	0	14
The Opportunity Alliance	46	46	0	28	18	0	22
Tri-County Mental Health	5	5	0	3	2	0	23
<b>Totals</b>	<b>474</b>	<b>469</b>	<b>5</b>	<b>415</b>	<b>58</b>	<b>1</b>	<b>13</b>

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

**Report Dates: 01/01/2016 To 03/31/2016**

**Report Run Date: 7/14/2016**

**Report Source: Authorization data from KEPRO 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 KEPRO CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in KEPRO 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** - KEPRO 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: 298

For those who received the service:

Average number of days waiting: 15 days

Percent waiting 30 days or less: 81.5%

Percent waiting 90 days or less: 97.3%

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	288	21	267	233	47	8	15
AMHI Class Y	10	1	9	10	0	0	3
<b>Totals</b>	<b>298</b>	<b>22</b>	<b>276</b>	<b>243</b>	<b>47</b>	<b>8</b>	<b>15</b>

  

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	37	4	33	25	12	0	23
District 2	61	2	59	42	18	1	21
District 3	59	4	55	54	5	0	9
District 4	42	2	40	36	5	1	13
District 5	53	8	45	49	4	0	9
District 6	29	1	28	21	2	6	27
District 7	9	0	9	9	0	0	0
District 8	1	1	0	1	0	0	0
Unknown	7	0	7	6	1	0	10
<b>Totals</b>	<b>298</b>	<b>22</b>	<b>276</b>	<b>243</b>	<b>47</b>	<b>8</b>	<b>15</b>

<b>Providers</b>	<b># auth for CI service</b>	<b># with MaineCare auth</b>	<b># with State funded auth</b>	<b># auth in &lt; 30 days</b>	<b># auth in 31 - 90 days</b>	<b># auth in &gt; 91 days</b>	<b>Average # days waiting</b>
Ascentria Care Alliance	1	1	0	0	1	0	64
Assistance Plus	23	3	20	21	2	0	5
Catholic Charities Maine	32	2	30	32	0	0	9
Charlotte White Center	4	0	4	4	0	0	2
Common Ties	44	2	42	44	0	0	6
Community Care	31	0	31	24	1	6	23
Community Counseling Center	9	0	9	3	6	0	38
Counseling Services Inc.	26	1	25	17	9	0	23
Kennebec Behavioral Health	27	5	22	25	2	0	11
Life by Design	1	1	0	1	0	0	0
Mid Coast Mental Health	29	2	27	29	0	0	3
OHI	1	1	0	0	1	0	30
Smart Child & Family Services	1	0	1	1	0	0	17
Sweetser	33	2	31	25	8	0	18
The Opportunity Alliance	23	1	22	9	13	1	32
Tri-County Mental Health	13	1	12	8	4	1	22
<b>Totals</b>	<b>298</b>	<b>22</b>	<b>276</b>	<b>243</b>	<b>47</b>	<b>8</b>	<b>15</b>



<u>Adult Age Groups</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>
18-20	115	17	34	166
21-24	140	25	60	225
25-64	1,978	276	674	2,928
65-74	98	25	45	168
Over 75 Years Old	21	2	9	32
<b>Total</b>	<b>2,352</b>	<b>345</b>	<b>822</b>	<b>3,519</b>

  

<u>AMHI Class</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>
AMHI Class N	2,191	323	780	3,294
AMHI Class Y	161	22	42	225
<b>Total</b>	<b>2,352</b>	<b>345</b>	<b>822</b>	<b>3,519</b>

  

<u>District</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>
District 1/ York County	176	41	130	347
District 2/ Cumberland County	376	58	190	624
District 3/ Androscoggin, Franklin, and Oxford Counties	494	119	218	831
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	266	36	66	368
District 5/ Somerset and Kennebec Counties	506	54	118	678
District 6/ Piscataquis and Penobscot Counties	393	25	50	468
District 7/ Washington and Hancock Counties	58	3	21	82
District 8/ Aroostook County	56	8	19	83
Unknown	27	1	10	38
<b>Total</b>	<b>2,352</b>	<b>345</b>	<b>822</b>	<b>3,519</b>

<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	63	8	10	81
Allies	18	0	0	18
Alternative Services	15	0	0	15
Alternative Wellness Services	22	5	22	49
AngleZ Behavioral Health Services-17 ACM	29	5	1	35
Aroostook Mental Health Services	25	1	3	29
Ascentria Care Alliance	20	0	4	24
Assistance Plus	164	12	44	220
Break of Day, Inc	14	6	0	20
Bright Future Healthier You	16	1	0	17
Broadreach Family & Community Services	23	0	1	24
Catholic Charities Maine	27	23	67	117
Central Maine Family Counseling	21	3	1	25
Charlotte White Center	5	3	4	12
Choices	6	0	0	6
Common Ties	27	24	19	70
Community Care	28	3	3	34
Community Counseling Center	70	5	34	109
Community Health & Counseling Services	72	10	26	108
Cornerstone Behavioral Healthcare	17	0	1	18
Counseling Services Inc.	100	12	82	194
Direct Community Care	13	0	2	15
Dirigo Counseling Clinic	37	0	3	40
Employment Specialist of Maine	0	0	5	5
Evergreen Behavioral Services	32	3	2	37
Facing Change	44	1	3	48
Fellowship Health Resources	4	0	0	4
Fullcircle Supports Inc	23	4	3	30
Gateway Community Services LLC	30	4	8	42
Goodwill Industries of Northern New England	1	0	0	1
Graham Behavioral Services	17	5	2	24
Healing Hearts LLC	5	1	3	9
Health Affiliates Maine	125	0	0	125
HealthReach network	2	0	1	3
Healthy Healing Counseling Inc	19	2	1	22
Higher Ground Services	25	1	0	26
Kennebec Behavioral Health	106	21	51	178
Learning Works	9	1	12	22
Life by Design	23	5	10	38
Maine Behavioral Health Organization	103	1	6	110
Maine Immigrant and Refugee Services	7	7	4	18
Maine Vocational & Rehabilitation Assoc.	10	2	5	17
Manna Inc	4	1	0	5
MAS Home Care of Maine	51	5	8	64
Medical Care Development	0	0	1	1
Merrymeeting	3	3	8	14
Mid Coast Mental Health	98	2	20	120
Motivational Services	13	7	1	21
Northeast Occupational Exchange	105	3	17	125

<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>
Northern Lighthouse	4	0	0	4
Northern Maine General	0	1	2	3
Ocean Way Mental Health Agency	10	0	0	10
OHI	11	0	0	11
Oxford County Mental Health Services	26	5	6	37
Paramount Behavioral Services, Inc	20	1	3	24
Partnerships for Nonprofits, dba Reach	5	0	0	5
Penobscot Community Health Center	27	0	0	27
Pine Tree Community Services	67	2	2	71
Protea Integrated Health & Wellness	26	0	0	26
Providence	8	1	9	18
Riverview	2	1	0	3
Rumford Group Homes	13	1	0	14
Sequel Care of Maine	8	1	5	14
Shalom House	10	0	3	13
Smart Child & Family Services	1	0	4	5
Spurwink	1	1	0	2
St. Andre Homes	2	0	0	2
Sunrise Opportunities	7	0	0	7
Sweetser	89	54	58	201
Sweetser 26 - BHH Adult	27	0	0	27
The Opportunity Alliance	71	14	37	122
Tri-County Mental Health	216	61	194	471
Volunteers of America	0	2	1	3
York County Shelter Program	10	0	0	10
<b>Total</b>	<b>2,352</b>	<b>345</b>	<b>822</b>	<b>3,519</b>

**Report 69**

**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 KEPRO)**

**Report Dates: 01/01/2016 To 03/31/2016**

**Run Date: 07/14/2016**

**Report Source: Authorization data from KEPRO CareConnection®**

**Definitions:**

- **Hospitalized member** - MaineCare member who is in an inpatient psychiatric facility at the time of application for services. This is indicated by the member having an open authorization for inpatient psychiatric services at the time a CFSN authorization is entered into CareConnection or on the day that 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 KEPRO CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in KEPRO 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** - KEPRO 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 hospitalized members authorized for any type of community support services and whether they a.) were assigned to a case manager within 2 working days, b.) Waited 3 - 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: 92

Total assigned within 2 working days: 59

% assigned within 2 working days: 64%

Total assigned in 3 - 7 working days: 15

% assigned in 3 -7 working days:16 %

Total assigned within 7 working days: 74

% assigned within 7 working days: 80%

Total assigned after 8 or more working days: 18

% assigned after 8 or more working days: 20%

<u>Service</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>
H0040 - Adult Assertive Community Treatment - ACT	11	4	5	20
H2015 - Community Integration (CI)	27	8	7	42
H2018 - Community Rehabilitation Services (CRS)	2	1	1	4
T2022HB - Behavioral Health Homes - Adult	19	2	5	26
<b>Total</b>	<b>59</b>	<b>15</b>	<b>18</b>	<b>92</b>
<u>Gender</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>
Female	30	6	6	42
Male	29	9	12	50
<b>Total</b>	<b>59</b>	<b>15</b>	<b>18</b>	<b>92</b>

<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	38	10	14	62
AMHI Class Y	21	5	4	30
<b>Total</b>	<b>59</b>	<b>15</b>	<b>18</b>	<b>92</b>

  

<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	4	0	6	10
District 2/ Cumberland County	7	5	4	16
District 3/ Androscoggin, Franklin, and Oxford Counties	4	4	3	11
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	7	1	0	8
District 5/ Somerset and Kennebec Counties	13	1	3	17
District 6/ Piscataquis and Penobscot Counties	18	3	0	21
District 7/ Washington and Hancock Counties	2	0	0	2
District 8/ Aroostook County	3	0	2	5
Unknown	1	1	0	2
<b>Total</b>	<b>59</b>	<b>15</b>	<b>18</b>	<b>92</b>

  

<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	11	1	1	13
AngleZ Behavioral Health Services-17 ACM	1	0	0	1
Aroostook Mental Health Services	1	0	0	1
Assistance Plus	3	0	0	3
Catholic Charities Maine	3	0	3	6
Common Ties	1	0	2	3
Community Counseling Center	0	1	2	3
Community Health & Counseling Services	6	1	0	7
Counseling Services Inc.	3	0	3	6
Dirigo Counseling Clinic	1	0	0	1
Fullcircle Supports Inc	1	0	0	1
Health Affiliates Maine	2	1	0	3
HealthReach network	3	0	0	3
Kennebec Behavioral Health	3	1	1	5
Life by Design	2	0	1	3
Maine Vocational & Rehabilitation Assoc.	0	1	0	1
MAS Home Care of Maine	1	0	0	1
Mid Coast Mental Health	6	0	0	6
Motivational Services	2	0	1	3
Northeast Occupational Exchange	1	0	0	1
Northern Maine General	1	0	0	1
Oxford County Mental Health Services	0	1	0	1
Sequel Care of Maine	0	1	0	1
Shalom House	3	0	0	3
Sweetser	1	4	0	5
Tri-County Mental Health	3	2	2	7
Volunteers of America	0	1	2	3
<b>Total</b>	<b>59</b>	<b>15</b>	<b>18</b>	<b>92</b>