

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: 07/01/2014 To 09/30/2014

Run Date: 01/15/2015

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: 2,458

Total assigned within 3 working days: 1,752

% assigned within 3 working days: 71%

Total assigned in 4 - 7 working days: 183

% assigned in 4 -7 working days: 7%

Total assigned within 7 working days: 1,935

% assigned within 7 working days: 79%

Total assigned after 8 or more working days: 523

% 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	23	14	33	70
H2015 - Community Integration (CI)	1,493	152	419	2,064
H2018 - Community Rehabilitation Services (CRS)	10	1	0	11
T2022HB - Behavioral Health Homes - Adult	226	16	71	313
Total	1,752	183	523	2,458
<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	1,122	116	350	1,588
Male	630	67	173	870
Total	1,752	183	523	2,458

<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	107	4	33	144
21-24	146	15	49	210
25-64	1,420	149	420	1,989
65-74	61	10	17	88
Over 75 Years Old	18	5	4	27
Total	1,752	183	523	2,458
<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	1,645	173	501	2,319
AMHI Class Y	107	10	22	139
Total	1,752	183	523	2,458
<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	123	26	76	225
District 2/ Cumberland County	335	33	139	507
District 3/ Androscoggin, Franklin, and Oxford Counties	368	41	123	532
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	156	10	37	203
District 5/ Somerset and Kennebec Counties	342	36	54	432
District 6/ Piscataquis and Penobscot Counties	290	24	55	369
District 7/ Washington and Hancock Counties	71	5	19	95
District 8/ Aroostook County	54	7	17	78
Unknown	13	1	3	17
Total	1,752	183	523	2,458

Providers	<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	30	0	1	31
Allies	23	0	2	25
Alternative Services	9	0	0	9
Alternative Wellness Services	10	1	1	12
Aroostook Mental Health Services	31	3	4	38
Assistance Plus	44	9	6	59
Behavior Health Solutions for Me	2	0	0	2
Break of Day, Inc	40	2	7	49
Bright Future Healthier You	30	1	0	31
Broadreach Family & Community Services	19	1	2	22
Catholic Charities Maine	98	14	26	138
Central Maine Family Counseling	4	0	0	4
Charlotte White Center	7	5	10	22
Choices	11	0	0	11
Common Ties	32	20	36	88
Community Care	30	3	5	38
Community Counseling Center	83	5	30	118
Community Counseling Center - ACCESS	0	3	9	12
Community Counseling Center - ACTION	0	0	5	5
Community Counseling Center - CORE	4	0	1	5
Community Health & Counseling Services	98	13	36	147
Cornerstone Behavioral Healthcare - CM	18	3	4	25
Counseling Services Inc.	54	17	36	107
Direct Community Care	18	2	1	21
Dirigo Counseling Clinic	17	3	2	22
Employment Specialist of Maine	6	2	4	12
Evergreen Behavioral Services	14	0	0	14
Fellowship Health Resources	5	0	0	5
Fullcircle Supports Inc	31	1	0	32
Graham Behavioral Services	11	0	1	12
Healing Hearts LLC	7	1	2	10
Health Affiliates Maine	192	1	7	200
HealthReach network	4	1	1	6
Higher Ground Services	4	0	2	6
Kennebec Behavioral Health	135	2	21	158
Life by Design	18	4	9	31
Lutheran Social Services	16	0	1	17
Maine Behavioral Health Organization	62	5	2	69
Maine Vocational & Rehabilitation Assoc.	7	1	4	12
Manna Inc	4	1	3	8
MAS Home Care of Maine - Bangor	6	0	0	6
MAS Home Care of Maine - Westbrook	8	0	0	8
Medical Care Development-CSS	5	0	0	5
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	4	3	2	9
Mid Coast Mental Health	23	3	6	32
Motivational Services	3	0	0	3
Northeast Occupational Exchange	52	1	12	65
Northern Maine General - Community Support	0	0	2	2
Ocean Way Mental Health Agency	4	1	1	6

<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>
OHI	9	1	1	11
Oxford County Mental Health Services	19	1	3	23
Penobscot Community Health Center-BHH	21	0	1	22
Providence	9	2	2	13
Riverview	1	0	1	2
Rumford Group Homes	10	0	0	10
Sequel Care of Maine	11	3	6	20
Shalom House	19	2	2	23
Smart Child & Family Services	12	1	4	17
Somali Bantu Youth Association of Maine	4	1	12	17
Spurwink	0	1	0	1
St. Andre Homes	4	1	1	6
Stepping Stones	36	3	0	39
Sunrise Opportunities	5	0	2	7
Sweetser	101	7	48	156
The Opportunity Alliance	74	13	63	150
Tri-County Mental Health	70	15	72	157
Volunteers of America	2	0	1	3
York County Shelter Program	12	0	0	12
Total	1,752	183	523	2,458

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 APS)**

Report Dates: 07/01/2014 To 09/30/2014

Run Date: 01/15/2015

Report Source: Authorization data from APS 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 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 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: 72	
Total assigned within 2 working days: 53	% assigned within 2 working days: 74%
Total assigned in 3 - 7 working days: 7	% assigned in 3 -7 working days:10 %
Total assigned within 7 working days: 60	% assigned within 7 working days: 83%
Total assigned after 8 or more working days: 12	% assigned after 8 or more working days: 17%

<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	4	3	4	11
H2015 - Community Integration (CI)	36	2	5	43
H2018 - Community Rehabilitation Services (CRS)	2	0	1	3
T2022HB - Behavioral Health Homes - Adult	11	2	2	15
Total	53	7	12	72
<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	25	3	7	35
Male	28	4	5	37
Total	53	7	12	72

<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	39	6	7	52
AMHI Class Y	14	1	5	20
Total	53	7	12	72

<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	3	2	1	6
District 2/ Cumberland County	18	0	2	20
District 3/ Androscoggin, Franklin, and Oxford Counties	2	0	4	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1	0	0	1
District 5/ Somerset and Kennebec Counties	20	3	2	25
District 6/ Piscataquis and Penobscot Counties	7	2	1	10
District 7/ Washington and Hancock Counties	1	0	1	2
District 8/ Aroostook County	1	0	0	1
Unknown	0	0	1	1
Total	53	7	12	72

<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	1	0	0	1
Alternative Services	1	0	0	1
Alternative Wellness Services	3	0	0	3
Assistance Plus	1	0	0	1
Break of Day, Inc	1	0	0	1
Catholic Charities Maine	7	1	0	8
Charlotte White Center	0	0	1	1
Common Ties	1	0	0	1
Community Counseling Center	5	0	0	5
Community Counseling Center - ACCESS	0	0	1	1
Community Counseling Center - ACTION	0	0	1	1
Community Health & Counseling Services	6	1	1	8
Cornerstone Behavioral Healthcare - CM	2	0	0	2
Counseling Services Inc.	1	0	1	2
Evergreen Behavioral Services	1	0	0	1
HealthReach network	1	1	0	2
Kennebec Behavioral Health	7	0	2	9
Life by Design	1	0	0	1
Lutheran Social Services	1	0	0	1
Maine Behavioral Health Organization	3	0	0	3
Medical Care Development-CSS	1	0	0	1
Mid Coast Mental Health	1	0	0	1
Northeast Occupational Exchange	1	0	0	1
Oxford County Mental Health Services	0	0	1	1
Penobscot Community Health Center-BHH	0	1	0	1
Shalom House	3	0	0	3
Stepping Stones	1	0	0	1
Sweetser	1	1	0	2
The Opportunity Alliance	1	0	0	1
Tri-County Mental Health	1	1	3	5
Volunteers of America	0	1	1	2
Total	53	7	12	72

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 07/01/2014 To 09/30/2014

Report Run Date: 1/12/2014

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 809

For those who received the service:

Average number of days waiting: 12 days

Percent waiting 30 days or less: 87.0%

Percent waiting 90 days or less: 98.6%

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	774	765	9	672	91	11	12
AMHI Class Y	35	34	1	32	3	0	8
Totals	809	799	10	704	94	11	12

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	114	113	1	83	27	4	20
District 2	204	203	1	171	26	7	15
District 3	121	120	1	112	9	0	12
District 4	59	58	1	48	11	0	15
District 5	153	150	3	143	10	0	7
District 6	108	106	2	102	6	0	6
District 7	22	22	0	19	3	0	12
District 8	24	24	0	22	2	0	8
Unknown	4	3	1	4	0	0	7
Totals	809	799	10	704	94	11	12

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	58	58	0	56	2	0	4
Catholic Charities Maine	112	112	0	110	2	0	5
Charlotte White Center	2	2	0	2	0	0	2
Common Ties	74	72	2	72	2	0	10
Community Care	24	22	2	24	0	0	1
Community Counseling Center	17	17	0	11	4	2	28
Community Health & Counseling Services	92	92	0	83	9	0	9
Counseling Services Inc.	52	51	1	49	3	0	9
Direct Community Care	5	5	0	5	0	0	3
Higher Ground Services	5	5	0	5	0	0	7
Kennebec Behavioral Health	89	86	3	76	12	1	10
Life by Design	18	18	0	16	2	0	10
Mid Coast Mental Health	29	29	0	23	6	0	15
Northeast Occupational Exchange	4	4	0	4	0	0	3
Northern Maine General - Community Support	3	3	0	3	0	0	0
OHI	6	6	0	6	0	0	5
Providence	2	2	0	2	0	0	15
Shalom House	4	4	0	4	0	0	4
Sweetser	70	70	0	33	32	5	35
The Opportunity Alliance	111	109	2	94	14	3	17
Tri-County Mental Health	32	32	0	26	6	0	18
Totals	809	799	10	704	94	11	12

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

Report Dates: 07/01/2014 To 09/30/2014

Report Run Date: 1/12/201

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: 224

For those who received the service:

Average number of days waiting: 18 days

Percent waiting 30 days or less: 81.3%

Percent waiting 90 days or less: 98.7%

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	218	28	190	176	39	3	19
AMHI Class Y	6	2	4	6	0	0	9
Totals	224	30	194	182	39	3	18

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	9	0	9	3	3	3	65
District 2	55	9	46	42	13	0	21
District 3	59	6	53	45	14	0	21
District 4	23	3	20	17	6	0	24
District 5	46	9	37	43	3	0	12
District 6	26	2	24	26	0	0	2
District 7	5	0	5	5	0	0	2
Unknown	1	1	0	1	0	0	7
Totals	224	30	194	182	39	3	18

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	1	0	1	0	1	0	70
Assistance Plus	14	0	14	13	1	0	6
Catholic Charities Maine	10	1	9	6	4	0	22
Charlotte White Center	1	0	1	1	0	0	28
Common Ties	24	1	23	22	2	0	17
Community Care	18	0	18	18	0	0	1
Community Counseling Center	5	0	5	4	1	0	20
Community Health & Counseling Services	3	1	2	3	0	0	0
Cornerstone Behavioral Healthcare - CM	1	0	1	1	0	0	0
Counseling Services Inc.	4	0	4	1	1	2	95
Kennebec Behavioral Health	41	10	31	38	3	0	13
Mid Coast Mental Health	16	3	13	11	5	0	22
Sweetser	10	1	9	4	5	1	51
The Opportunity Alliance	42	7	35	35	7	0	17
Tri-County Mental Health	34	6	28	25	9	0	21
Totals	224	30	194	182	39	3	18