

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 10/01/2014 To 12/31/2014

Report Run Date: 4/13/201

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 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 872

For those who received the service:

Average number of days waiting: 13 days

Percent waiting 30 days or less: 84.7%

Percent waiting 90 days or less: 99.4%

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	827	820	7	701	122	4	13
AMHI Class Y	45	45	0	38	6	1	11
Totals	872	865	7	739	128	5	13

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	88	26	0	15
District 2	159	157	2	123	36	0	14
District 3	117	116	1	108	9	0	11
District 4	91	90	1	59	30	2	25
District 5	191	190	1	174	15	2	10
District 6	157	156	1	147	10	0	6
District 7	20	20	0	18	1	1	16
District 8	17	17	0	16	1	0	9
Unknown	6	6	0	6	0	0	13
Totals	872	865	7	739	128	5	13

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	2
AngleZ Behavioral Health Services-17 ACM	40	40	0	39	1	0	2
Assistance Plus	38	37	1	35	3	0	10
Catholic Charities Maine	109	109	0	106	3	0	7
Charlotte White Center	21	19	2	20	1	0	7
Common Ties	48	47	1	48	0	0	9
Community Care	46	46	0	42	4	0	6
Community Counseling Center	1	1	0	1	0	0	8
Community Health & Counseling Services	96	96	0	92	3	1	6
Counseling Services Inc.	63	63	0	55	8	0	10
Direct Community Care	1	1	0	1	0	0	14
Facing Change	5	5	0	4	1	0	19
Health Affiliates Maine	2	2	0	1	1	0	31
Higher Ground Services	9	9	0	8	1	0	12
Kennebec Behavioral Health	118	118	0	103	13	2	12
Life by Design	11	11	0	11	0	0	6
Mid Coast Mental Health	42	42	0	22	18	2	35
Northeast Occupational Exchange	1	1	0	1	0	0	23
Northern Maine General - Community Support	2	2	0	2	0	0	12
OHI	6	6	0	6	0	0	0
Shalom House	8	8	0	6	2	0	18
Sunrise Opportunities	1	1	0	1	0	0	17
Sweetser	78	76	2	41	37	0	29
The Opportunity Alliance	78	77	1	54	24	0	18
Tri-County Mental Health	43	43	0	35	8	0	14
Totals	872	865	7	739	128	5	13

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

Report Dates: 10/01/2014 To 12/31/2014

Report Run Date: 4/13/201

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: 220

For those who received the service:

Average number of days waiting: 20 days

Percent waiting 30 days or less: 74.1%

Percent waiting 90 days or less: 95.9%

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	208	23	185	151	48	9	21
AMHI Class Y	12	2	10	12	0	0	3
Totals	220	25	195	163	48	9	20

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	16	2	14	11	2	3	35
District 2	47	10	37	28	17	2	26
District 3	35	1	34	26	8	1	21
District 4	27	2	25	17	10	0	22
District 5	52	6	46	46	4	2	13
District 6	27	2	25	22	5	0	15
District 7	8	1	7	7	0	1	17
District 8	2	1	1	2	0	0	11
Unknown	6	0	6	4	2	0	23
Totals	220	25	195	163	48	9	20

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	4	0	4	4	0	0	6
Break of Day, Inc	1	1	0	1	0	0	0
Catholic Charities Maine	13	3	10	12	0	1	16
Charlotte White Center	7	0	7	5	2	0	27
Common Ties	9	0	9	7	2	0	25
Community Care	27	3	24	22	4	1	13
Community Counseling Center	5	0	5	0	3	2	75
Community Health & Counseling Services	6	0	6	6	0	0	8
Counseling Services Inc.	8	2	6	4	1	3	49
Kennebec Behavioral Health	38	2	36	34	2	2	13
Life by Design	1	1	0	1	0	0	5
Mid Coast Mental Health	19	1	18	9	10	0	25
Smart Child & Family Services	3	0	3	3	0	0	14
Sweetser	19	3	16	12	7	0	23
The Opportunity Alliance	28	6	22	17	11	0	22
Tri-County Mental Health	32	3	29	26	6	0	18
Totals	220	25	195	163	48	9	20

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: 10/01/2014 To 12/31/2014

Run Date: 04/13/2015

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: 2,445
 Total assigned within 3 working days: 1,671 % assigned within 3 working days: 68%
 Total assigned in 4 - 7 working days: 250 % assigned in 4 -7 working days: 10%
 Total assigned within 7 working days: 1,921 % assigned within 7 working days: 79%
 Total assigned after 8 or more working days: 524 % 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	25	9	22	56
H2015 - Community Integration (CI)	1,371	218	415	2,004
H2018 - Community Rehabilitation Services (CRS)	12	1	3	16
T2022HB - Behavioral Health Homes - Adult	263	22	84	369
Total	1,671	250	524	2,445
<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	1,067	155	360	1,582
Male	604	95	164	863
Total	1,671	250	524	2,445

Adult Age Groups

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

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>
109	14	30	153
135	20	34	189
1,339	196	437	1,972
71	18	15	104
17	2	8	27
1,671	250	524	2,445

AMHI Class

AMHI Class N
AMHI Class Y

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>
1,552	237	500	2,289
119	13	24	156
1,671	250	524	2,445

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>
126	30	87	243
317	48	160	525
348	57	111	516
141	20	32	193
327	38	55	420
292	32	28	352
56	11	31	98
52	12	15	79
12	2	5	19
1,671	250	524	2,445

<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	29	0	1	30
Allies	22	0	0	22
Alternative Services	17	0	1	18
Alternative Wellness Services	22	2	0	24
AngleZ Behavioral Health Services-17 ACM	31	1	4	36
Aroostook Mental Health Services	33	5	2	40
Assistance Plus	24	8	8	40
Break of Day, Inc	24	4	3	31
Bright Future Healthier You	2	0	0	2
Broadreach Family & Community Services	12	1	1	14
Catholic Charities Maine	66	33	34	133
Central Maine Family Counseling	8	2	0	10
Charlotte White Center	11	6	2	19
Choices	5	0	0	5
Common Ties	18	24	42	84
Community Care	38	4	6	48
Community Counseling Center	101	7	34	142
Community Counseling Center - ACCESS	2	0	3	5
Community Counseling Center - CORE	5	1	0	6
Community Health & Counseling Services	89	25	42	156
Cornerstone Behavioral Healthcare - CM	21	1	5	27
Counseling Services Inc.	61	18	29	108
Crisis and Counseling Centers Inc-Section 92	2	0	0	2
Direct Community Care	8	0	4	12
Dirigo Counseling Clinic	6	2	1	9
Employment Specialist of Maine	5	1	2	8
Evergreen Behavioral Services	21	0	0	21
Facing Change	12	1	0	13
Fellowship Health Resources	4	0	0	4
Fullcircle Supports Inc	36	1	0	37
Goodwill Industries of Northern New England	0	0	1	1
Graham Behavioral Services	23	0	5	28
Healing Hearts LLC	2	1	1	4
Health Affiliates Maine	187	1	3	191
HealthReach network	2	0	0	2
Higher Ground Services	6	2	2	10
Kennebec Behavioral Health	98	10	24	132
Learning Works	3	0	0	3
Life by Design	21	4	8	33
Lutheran Social Services	20	0	0	20
Maine Behavioral Health Organization	40	1	3	44
Maine Immigrant and Refugee Services	7	5	6	18
Maine Vocational & Rehabilitation Assoc.	9	1	2	12
Manna Inc	3	2	2	7
MAS Home Care of Maine - Bangor	12	1	0	13
MAS Home Care of Maine - Westbrook	11	3	6	20
Medical Care Development-CSS	6	0	0	6
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	3	2	6	11
Mid Coast Mental Health	19	3	10	32
Motivational Services	5	1	2	8

<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	57	0	1	58
Northern Maine General - Community Support	0	1	4	5
Ocean Way Mental Health Agency	8	1	0	9
OHI	9	0	0	9
OHI-Behavioral Health Home	1	0	0	1
Oxford County Mental Health Services	29	2	4	35
Penobscot Community Health Center-BHH	20	0	0	20
Protea Integrated Health & Wellness	7	1	2	10
Providence	5	0	0	5
Riverview	8	0	1	9
Rumford Group Homes	6	0	0	6
Sequel Care of Maine	25	2	3	30
Shalom House	20	5	3	28
Smart Child & Family Services	10	0	7	17
Spurwink	1	0	1	2
St. Andre Homes	4	1	1	6
Stepping Stones	16	1	0	17
Sunrise Opportunities	4	0	0	4
Sweetser	71	14	64	149
The Opportunity Alliance	82	18	57	157
Tri-County Mental Health	63	20	71	154
York County Shelter Program	13	0	0	13
Total	1,671	250	524	2,445

<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	26	6	13	45
AMHI Class Y	7	3	5	15
Total	33	9	18	60

<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	2	2	4
District 2/ Cumberland County	11	1	5	17
District 3/ Androscoggin, Franklin, and Oxford Counties	1	1	3	5
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	4	0	2	6
District 5/ Somerset and Kennebec Counties	6	4	3	13
District 6/ Piscataquis and Penobscot Counties	10	1	3	14
District 8/ Aroostook County	1	0	0	1
Total	33	9	18	60

<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
Alternative Wellness Services	2	0	0	2
Assistance Plus	0	0	1	1
Catholic Charities Maine	3	1	0	4
Charlotte White Center	1	0	0	1
Community Counseling Center	5	0	0	5
Community Counseling Center - ACCESS	0	0	2	2
Community Counseling Center - ACTION	0	0	2	2
Community Counseling Center - CORE	1	0	0	1
Community Health & Counseling Services	1	1	2	4
Counseling Services Inc.	0	2	2	4
HealthReach network	0	1	2	3
Kennebec Behavioral Health	3	2	1	6
Maine Behavioral Health Organization	1	0	0	1
Maine Vocational & Rehabilitation Assoc.	1	0	0	1
Mid Coast Mental Health	2	0	0	2
Motivational Services	1	1	0	2
OHI	1	0	0	1
Sweetser	1	0	1	2
The Opportunity Alliance	0	0	2	2
Tri-County Mental Health	2	1	3	6
Volunteers of America	1	0	0	1
Total	33	9	18	60