

Adult Monthly Scheduled Package September 2014

Table of Contents

Adult Monthly Reports

Dashboards

[Summary Report](#)

[Adult Services FY2014](#)

Appendix C Reports

[Report 01 Members Auth for MH Services](#)

[Report 01a Race of Members Auth for MH Services](#)

[Report 03 Discharges from Inpatient Psych Services](#)

[Report 04b ALOS for Adult Inpatient Psych](#)

[Report 06a Adult Members Auth Outpatient Services](#)

[Report 07 Adult Members Experiencing SMI](#)

[Report 14 Units of MH Services](#)

[Report 14b Units of Service by Provider for Selected Adult Services](#)

[Report 16a ALOS in Adult Crisis Units](#)

[Report 16c ALOS in Adult PNMI](#)

[Report 16j ALOS in Adult ACT](#)

[Report 16k ALOS in CI](#)

[Report 16q ALOS in Adult BHH](#)

[Report 18-19 PNMI Bed Capacity and Occupancy](#)

[Report 20-21 Crisis Stabilization Bed Capacity and Occupancy](#)

[Report 31a Step Down Services For Adult Inpatient](#)

[Report 38a 30 Day Adult Hospital readmission](#)

[Report 40 Service Denials](#)

[Report 52-56 Timeliness of File transfers](#)

[Report 62a BHH Annual Adult Cumulative](#)

Phone Metrics & Appeals and Denials

[APS-Maine Phone Mgmt Report](#)

[APS Monthly Report Appeal-Denial Trending](#)

Adult monthly reports with PHI sent FTP and not included here

APS Monthly Report 17 Adult PNMI with 8 or more beds detail PHI Attached

Section 21 Bed Capacity and Occupancy

Behavioral Health Homes Adult Waitlist

Gero-psych waitlist PHI

APS Healthcare-Maine Fiscal Year 2015 Summary Report			
(Includes MaineCare members and Courtesy Reviews done by APS)			
Demographics, Utilization, and Access - Monthly <u>Cumulative</u> Totals For Fiscal Year 2014			
From: July 1, 2013 - The End of Each Month of the Fiscal Year			
	July 14	August 14	September 14
Total # MaineCare Eligible Members*	264,784	264,784	259,522
Total # Members in any APS reviewed service	49,215	51,335	53,351
Total # Members Authorized Mental Health Services: Children/Adolescents age 0-17	17,643	18,219	19,200
Total # Members Authorized Mental Health Services: Adults age 18+	31,572	33,078	34,150
Total # Members Authorized Mental Health Services: Female	27,211	28,398	29,575
Total # Members Authorized Mental Health Services: Male	21,994	22,898	23,773
Total # Members Authorized for Outpatient Therapy	33,701	35,490	37,596
Total # Members Authorized Services Diagnosed with a Serious Mental Illness	15,451	15,946	16,499
Administrative ASO Measures - The following indicators are totaled for each month and are NOT cumulative			
Total # Administrative Denials (post reconsiderations)	0	0	0
Total # Clinical Denials (post reconsiderations)	119	100	133
Total # Partial Authorizations (post reconsiderations)	195	118	154
Total # Administrative Denials, Clinical Denials, or Partial Authorizations Reconsidered then Resulting in Authorized or Partially Authorized Services	59	26	66
Denial Rate (post reconsiderations)	1.25%	0.94%	1.40%
Total # Complaints	0	0	0
Total # Grievances	0	0	0
Total # Appeals	5	2	5
Total # of APS Cases Processed	24368	22091	25,650
Total # of Services Processed	29,176	26,435	30,073
Average # Services per APS Cases Processed	1.20	1.20	1.17
Total # of Services Discharged	7,170	6,549	6,778
Total # Phone Calls Received	7,061	6,133	6,807
Average # Calls Received per work day	321	292	324
Average Answer Speed in Seconds (target < 30 seconds)	7	7	7
Average Length of Calls in Minutes: Seconds	2:44	2:55	2:58
Administrative ASO Measures - Quarterly			
Fiscal Year (1Qtr=Jul,Aug,Sep; 2Qtr=Oct,Nov,Dec; 3Qtr=Jan,Feb,Mar; 4Qtr=Apr,May,June)			
Contract Standard 1, Indicator 1 - Data Transfer of Eligibility Files Incorporated within 24 hours (target 95%)			100%
Contract Standard 1, Indicator 2 - Data Transfer of Provider Files Incorporated within 24 hours (target 95%)			100%
Contract Standard 1, Indicator 3 - 98% Data Transfer of Authorization data entered into MECMS (target within 3 business days of Provider notification)			100%
Contract Standard 2, Indicator 1 - Response to Service Appeals meets time frames stated in agreement (target 98%)			100%
Contract Standard 2, Indicator 2 - Appeals that reach the hearing level have accurate information provided to the Department in less than 48 hours (target 98%)			100%
Contract Standard 3 - Members contacting Member Services are satisfied with their experience (target 90%)			100%
Contract Standard 4 - All required reports are completed and submitted within 30 days of the period for which the report is due (target 100%)			100%
Contract Standard 5, Indicator 1 - Telephone calls answered live within 6 rings (target 95%)			98%

APS Healthcare-Maine Fiscal Year 2015 Summary Report			
Contract Standard 5, Indicator 2 - Fewer than 5% of telephone calls to APS will be abandoned (target < 5%)			1%

2015			
(Includes MaineCare members and Courtesy Reviews done by APS)			
Demographics, Utilization and Access Measures: Active Authorization <u>Census on the Last Day of Each</u>			
Month	July	August	September
Total # MaineCare Eligible Members Ages 21 & over*	188,464	188,464	185,638
Total # Authorized in any APS reviewed adult service	28,327	28,188	28,362
Ages 18-20	1139	1079	1,083
21-64	25675	25582	25,704
65-74	1162	1174	1209
Over 75 Years Old	351	353	366
Females # authorized in any adult APS reviewed service	17767	17683	17,799
Males # authorized in any adult APS reviewed service	10560	10505	10,563
Total # Members Currently Authorized Adult Community Support & PNMI Services	9584	9646	9,748
Demographics, Utilization and Access Measures: The following indicators are totaled for each month and are NOT cumulative			
	July	August	September
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in Community Hospitals with Inpatient Units	155	139	141
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in Private Psychiatric Hospitals (Spring Harbor and Acadia)	116	122	98
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in State Hospitals (civil admissions only: Riverview and Dorothea Dix)	29	21	21
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in State Hospital Forensic Admissions at Riverview)	9	12	11
Total # Adult Members Authorized ALL Psychiatric Inpatient Services (New Admissions)	309	294	271
Total # of Discharges from Community Hospitals with Psychiatric Inpatient Units	140	133	136
Total # of Discharges from Private Psychiatric Hospitals (Spring Harbor and Acadia)	111	117	101
Total # Adult Discharges from Psychiatric Inpatient Services in State Hospitals (civil discharges only: Riverview and Dorothea Dix)	31	15	7
Total # Adult Discharges Psychiatric Inpatient Services in State Hospital Forensic Discharges at Riverview)	7	1	0
Total # of Discharges from ALL Psychiatric Inpatient Units	289	266	244
Average Length Of Stay (in days) for members discharged from Community Hospitals with In-Patient Units	8	9	9
Average Length Of Stay (in days) for members discharged from Private Psychiatric Hospitals	11	11	14
Average Length Of Stay (in days) for members discharged from civic admissions to State Hospitals	83	351	66
Average Length Of Stay (in days) for members discharged from forensic admissions to State Hospitals	81	611	NA
Total # of Discharges from Community Hosp. with Psych. Inpatient Units who are then Readmitted within 30 days	25	15	17
Total # of Discharges from Private Psychiatric Hospitals who are then Readmitted within 30 days	13	16	13
Total # of Discharges from State Hospitals CIVIL admissions who are then Readmitted within 30 days	6	2	0
Total # of Discharges from State Hospitals FORENSIC admissions who are then Readmitted within 30 days	0	0	NA
# of New Admissions of members authorized for Adult Individual Outpatient Services	1256	1139	1,280
# of New Admissions of members authorized for Adult Group Outpatient Services	234	209	251
# of New Admissions of members authorized for Adult Medication Management Services	575	519	578
Total # Members Authorized to Receive Adult Residential Services (PNMI) (New Admissions)	49	46	37
Total # of Discharges from Adult Residential Services (PNMI)	34	38	33
Average Length Of Stay (in days) for Adult Residential Services (PNMI) discharged	375	196	296
Total # Members Authorized Adult Crisis Unit Services (New Admissions)	244	231	213
Total # Members Discharged from Adult Crisis Unit Svs in the month	225	197	191
Average Length Of Stay (in days) for Adult Crisis Unit Services discharged in the month	5	5	6
# of New Admissions of adult members authorized for CI Services	705	651	705
# of New Admissions of adult members authorized for ACT Services	29	30	20
# of New Admissions of adult members authorized for CRS Services	7	5	2
Total # New Admissions of adult members for CI,ACT or CRS (three types of Community Support/Integration Services)	741	686	727
Total # adult members who are Discharged from CI, ACT or CRS	505	457	489
Average Length Of Stay (in days) for adult members discharged from CI, ACT or CRS	373	437	417
Utilization, Access, and Continuity of Care Measures - End of Each Quarter			
Fiscal Year (1Qtr=Jul,Aug,Sep; 2Qtr=Oct,Nov,Dec; 3Qtr=Jan,Feb,Mar; 4Qtr=Apr,May,June)			
Total % of non-hospitalized adult members assigned Community Support/Integration Services within 7 working days of application of services (Quarterly)			80%
Total % of non-hospitalized adult members assigned Community Support/Integration Services within 3 working days of application of services (Quarterly)			72%
Total % of adult members who apply for and are assigned CI Services while an inpatient in a psychiatric facility within 7 working days (Quarterly)			86%
Total % of adult members who apply for and are assigned CI Services while an inpatient in a psychiatric facility within 2 working days (Quarterly)			82%

Report Number: 1
Members Authorized for APS-Reviewed Services
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **APS-Reviewed Services-** APS Healthcare is contracted with the state of Maine to authorize behavioral health services and selected other services for MaineCare members. For a list of MaineCare services that are included see the updated service grid available on the Qualitycareforme website: http://www.qualitycareforme.com/documents/provider_providermanual_servicegrid.pdf
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbb, TREM, or DBT.

What This Report Measures : Unduplicated count of members who have an authorization for any APS-reviewed service.

Total # MaineCare Eligible Members on last day of prior quarter = 259,522

Members authorized for an APS-reviewed service = 52,787

% of total members authorized for an APS-reviewed service = 20.3%

<u>Gender</u>	<u>Members</u>
Female	29,303
Male	23,483
Unknown	<u>1</u>
Total	52,787

<u>Age Groups</u>	<u>Members</u>
0-3	938
4-5	1,858
6-12	9,352
13-17	7,046
18-20	2,679
21-24	2,452
25-34	8,349
35-54	14,236
55-61	3,331
62-64	873
65-74	1,279
Over 75 Years Old	393
Unknown	<u>1</u>
Total	52,787

Note: Age as of 07/01/2014

<u>Child/Adult</u>	<u>Members</u>
Children (ages 0 -17)	19,194
Adult (ages 18+)	33,592
Unknown	1
Total	52,787

Note: Age as of 07/01/2014

<u>SMI</u>	<u>Members</u>
SMI	16,565
Not SMI	36,339
Total	52,904

<u>AMHI Class</u>	<u>Members</u>
AMHI Class N	51,042
AMHI Class Y	1,745
Total	52,787

<u>District</u>	<u>Members</u>
District 1/ York County	6,993
District 2/ Cumberland County	9,294
District 3/ Androscoggin, Franklin, and Oxford Counties	9,068
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	5,282
District 5/ Somerset and Kennebec Counties	8,908
District 6/ Piscataquis and Penobscot Counties	7,207
District 7/ Washington and Hancock Counties	2,659
District 8/ Aroostook County	2,900
Unknown	476
Total	52,787

Report Number: 1a
Race of Members Authorized for APS Reviewed Services
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Report Source: Authorization data from APS CareConnection®

Definitions:

- **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.
- **APS-Reviewed Services**- APS Healthcare is contracted with the state of Maine to authorize behavioral health services and selected other services for MaineCare members For a list of MaineCare services that are included see the updated service grid available on the Qualitycareforme website: http://www.qualitycareforme.com/documents/provider_providermanual_servicegrid.pdf

What This Report Measures : The race of members served YTD using categories in the MIHMS system.

<u>Race</u>	<u>Members</u>
AFRICAN AMERICAN	6
ALASKAN/AMER INDIAN	1
Asian	146
Asian Hisp	1
Asian Indeter	3
Asian NatvAm	1
ASIAN/PACIFIC	2
Black	1,169
Black Asian	2
Black Hisp	32
Black Indeter	10
Black Indeter Hisp	1
Black NatvAm	7
Black NatvAm Hisp	1
Black NatvAm Indeter	1
Black Pacf	2
Black, Pacific Islander & Indeterminate	1
CAUCASIAN	106
FILIPINO	1
Hisp	111
Indeter	2,056
Indeter Hisp	47
NatvAm	537
NatvAm Hisp	12
NatvAm Indeter	12

None	2,310
Pacf	33
Pacf Hisp	9
Pacf Indeter	1
Pacf NatvAm	1
UNKNOWN	31
White	44,515
White Asian	45
White Asian Hisp	2
White Asian Indeter	1
White Asian NatvAm	1
White Black	305
White Black Asian	2
White Black Hisp	22
White Black Indeter	7
White Black NatvAm	15
White Black NatvAm Hisp	5
White Black Pacf	1
White Hisp	470
White Indeter	359
White Indeter Hisp	6
White NatvAm	341
White NatvAm Hisp	9
White NatvAm Indeter	2
White Pacf	22
White Pacf Hisp	4
Total	52,787

Report Number: 3
Discharges from Inpatient Psychiatric Services
(Includes MaineCare members and Courtesy Reviews done by APS)
Report Dates: 07/01/2014 To 09/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Inpatient Psychiatric Services** - Inpatient psychiatric services in any of three types of facilities: community hospitals with inpatient psychiatric units, private psychiatric hospitals and state psychiatric facilities. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children's inpatient services.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbb, TREM, or DBT.

What This Report Measures: Year to date number of discharges from inpatient psychiatric facilities, including community hospitals with inpatient units, private psychiatric hospitals and state hospitals. Members may be discharged more than once.

Total Members = 259,522

Members Discharged from Inpatient Psychiatric Services = 1,155

% of Total Members Discharged from Inpatient Psychiatric Services = 0.4%

Rate per 1000 Total Members Discharged from Inpatient Psychiatric Episodes = 4

<u>Gender</u>	<u>Children</u>	<u>Adult</u>
Female	184	394
Male	177	400
Total	361	794
<u>Age Groups</u>	<u>Children</u>	<u>Adult</u>
4-5	6	0
6-12	117	0
13-17	202	0
18-20	36	50
21-24	0	65
25-64	0	649
65-74	0	25
Over 75 Years Old	0	5
Total	361	794
<u>Child/Adult</u>	<u>Children</u>	<u>Adult</u>
Children (ages 0 -17)	325	0
Adult (ages 18+)	36	794
Total	361	794

<u>SMI</u>	<u>Children</u>	<u>Adult</u>
SMI	23	533
Not SMI	338	261
Total	361	794
<u>AMHI Class</u>	<u>Children</u>	<u>Adult</u>
AMHI Class N	359	655
AMHI Class Y	2	139
Total	361	794
<u>District</u>	<u>Children</u>	<u>Adult</u>
District 1/ York County	44	64
District 2/ Cumberland County	54	171
District 3/ Androscoggin, Franklin, and Oxford Counties	78	133
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	47	68
District 5/ Somerset and Kennebec Counties	47	161
District 6/ Piscataquis and Penobscot Counties	59	112
District 7/ Washington and Hancock Counties	13	26
District 8/ Aroostook County	18	54
Unknown	1	5
Total	361	794
<u>Providers</u>	<u>Children</u>	<u>Adult</u>
Acadia Hospital	128	142
Dorothea Dix Psychiatric Center	0	36
Hampstead Hospital	4	0
Maine General Medical Center	0	128
Mid Coast Hospital	0	56
Northern Maine Medical Center	10	59
PenBay	0	33
Riverview Psychiatric Center	0	17
Southern Maine Medical Center	0	24
Spring Harbor Hospital	164	189
St. Marys Regional Medical Center	55	110
Total	361	794

Report Number: 4b
Average Length of Stay for Adult Inpatient Psychiatric Services
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Inpatient psychiatric services** - Inpatient psychiatric services in state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children's inpatient services.
- **ALOS** - average length of stay in days of stay of members discharged in CareConnecton® from inpatient psychiatric services during this month.
- **Median** - The median is defined as the middle number in a series of numbers ordered from lowest to highest. For example the median of 1,9, & 80 days = 9 days, while the average is 90/3 = 30 days.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used Section 17 (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

What This Report Measures: The average length of stay and the median length of stay of members discharged from all types of adult inpatient psychiatric facilities. Members may be discharged more than once.

Total Number of Members Discharged = 244

Average Length of Stay (ALOS) in days = 13

Median Length of Stay in days = 8

<u>Gender</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
Female	115	12	8
Male	129	13	8
Total	244	13	8

<u>Age Groups</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
18-20	12	19	12
21-24	17	13	7
25-64	209	12	8
65-74	4	35	24
Over 75 Years Old	2	20	20
Total	244	13	8

<u>SMI</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
SMI	174	12	8
Not SMI	70	15	7
Total	244	13	8

<u>AMHI Class</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
AMHI Class N	204	13	8
AMHI Class Y	40	13	9
Total	244	13	8

<u>District</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
District 1/ York County	24	13	10
District 2/ Cumberland County	49	12	8
District 3/ Androscoggin, Franklin, and Oxford Counties	39	8	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	30	10	8
District 5/ Somerset and Kennebec Counties	43	10	7
District 6/ Piscataquis and Penobscot Counties	36	23	13
District 7/ Washington and Hancock Counties	4	27	23
District 8/ Aroostook County	18	13	8
Unknown	1	3	3
Total	244	13	8

<u>Providers</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
Acadia Hospital	48	15	11
Dorothea Dix Psychiatric Center	7	66	64
Maine General Medical Center	36	10	7
Mid Coast Hospital	21	7	7
Northern Maine Medical Center	18	9	8
PenBay	18	10	8
Southern Maine Medical Center	8	18	10
Spring Harbor Hospital	41	12	9
Spring Harbor Hospital-IMD	12	14	12
St. Marys Regional Medical Center	35	8	6
Total	244	13	8

Report Number: 6a
Adult Members Authorized for Outpatient Services
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Definitions:

- **Outpatient** While the term outpatient services sometimes refers to all services not delivered in a hospital or residential setting, for this report outpatient is defined as either: a.) individual therapy b.) group therapy c.) medication management that is authorized by APS.
 - Group Therapy-** includes group therapy at a mental health facility, independent psychologists (H0004 HQ and H0004HQ independent psychological services) or Specialized Group Services (H2019 DBT, Recovery Wkbc, TREM or WRAP).
 - Individual therapy-** includes individual therapy with a single clinician (H0004 codes including outpatient therapy, independent psychological services and substance abuse therapy).
 - Medication Management:-** includes traditional medication management and telehealth medication management authorized by APS (H2010). Note: Hospitals providing medication management do not use the APS authorization process.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used Section 17 (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbc, TREM, or DBT.

What This Report Measures: Year to date count of adults in each of these types of outpatient services: group therapy, individual therapy and medication management. This report counts people ages 18 and over authorized for adult mental health services.

Total members authorized for any adult mental health service or adult members authorized independent psychological services = 32,545

Total number of adults with MaineCare= 185,638* % of MaineCare adults with outpatient services = 17.5%

Members authorized for adult individual outpatient services = 15,443

% of total members authorized for adult Individual outpatient services = 8.3%

Members authorized for adult group outpatient services = 1,936

% of total members authorized for adult group outpatient services = 1.0%

Members authorized for adult medication management services = 13,573

% of total members authorized for adult medication management services = 7.3%

<u>Gender</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
Female	10,670	1,319	8,517
Male	4,773	617	5,056
Total	15,443	1,936	13,573

* This number is the number of people age 21 & over who were MaineCare members at any time in the previous quarter.

<u>Age Groups</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
18-20	838	108	405
21-24	1,364	179	998
25-64	12,837	1,611	11,757
65-74	329	30	329
Over 75 Years Old	75	8	84
Total	15,443	1,936	13,573
<u>SMI</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
SMI	6,998	1,160	6,610
Not SMI	8,445	776	6,963
Total	15,443	1,936	13,573
<u>AMHI Class</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
AMHI Class N	15,052	1,861	12,803
AMHI Class Y	391	75	770
Total	15,443	1,936	13,573
<u>District</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
District 1/ York County	2,081	87	2,152
District 2/ Cumberland County	2,902	159	2,326
District 3/ Androscoggin, Franklin, and Oxford Counties	2,713	304	1,561
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1,530	90	1,020
District 5/ Somerset and Kennebec Counties	2,446	962	3,525
District 6/ Piscataquis and Penobscot Counties	1,970	187	1,779
District 7/ Washington and Hancock Counties	773	51	571
District 8/ Aroostook County	904	90	500
Unknown	124	6	139
Total	15,443	1,936	13,573

Report Number: 7
Adult Members Experiencing a Serious Mental Illness (SMI)
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbb, TREM, or DBT.

What This Report Measures: Year to date count of adult members experiencing an SMI.

Total number of adults age 21 & over who were MaineCare members at any point in the previous quarter = 185,638

Total Adult Members (age >=18) Authorized SA or MH Services = 32,545

Total Adult Members Experiencing an SMI = 16,499

% of Total Adult MaineCare Members who are authorized for any SA or MH Services = 17.5%

Rate per 1000 Total Adult MaineCare Members who are authorized for any SA or MH Services = 175

% of Total Adult MaineCare Members who are experiencing SMI = 8.9%

Rate per 1000 Total Adult MaineCare Members who are experiencing SMI = 89

<u>Gender</u>	<u>Members Experiencing an SMI</u>
Female	10,263
Male	6,236
Total	16,499
<u>Adult Age Groups</u>	<u>Members Experiencing an SMI</u>
18-20	707
21-24	1,207
25-64	13,577
65-74	783
Over 75 Years Old	225
Total	16,499
<u>AMHI Class</u>	<u>Members Experiencing an SMI</u>
AMHI Class N	15,055
AMHI Class Y	1,444
Total	16,499

<u>District</u>	<u>Members Experiencing an SMI</u>
District 1/ York County	1,736
District 2/ Cumberland County	3,315
District 3/ Androscoggin, Franklin, and Oxford Counties	3,149
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1,393
District 5/ Somerset and Kennebec Counties	3,112
District 6/ Piscataquis and Penobscot Counties	2,413
District 7/ Washington and Hancock Counties	582
District 8/ Aroostook County	677
Unknown	122
Total	16,499

Report Number: 14
Units of Services Reviewed BY APS
(Includes MaineCare members and Courtesy Reviews done by APS)
Report Dates 07/01/2014 To 09/30/2014

Report Source: Authorization Data from APS CareConnection®

Definitions:

- **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.
- **Initial Case** - The initial case is the first authorization in an episode of care for a member in a particular service. If a member is discharged from a service and returns after 2 or more days, this would be a new episode of care and it would require a new initial case review. Initial case review types are: Registrations, Prior Authorizations or Initial Courtesy Reviews.
- **CSR Case** - A service is extended when necessary through the Continued Stay review process (CSR). The continued stay review types are: Registration Continued Stay Reviews (of a registration) Continued Stay Reviews (of a prior authorization) and Courtesy Continued Stay Reviews (of an initial courtesy review).
- **Services** - For more information about each of the services please view the MaineCare Benefits Manual at the following DHHS Website: <http://www.maine.gov/sos/cec/rules/10/ch101.htm>

What This Report Measures: This report shows every service that APS authorizes by service code. It includes the fiscal year to date number of members authorized and units of service authorized for both initial cases and continued stay reviews. The average number of units per service is separated into average initial units/case and average CSR units/ case.

Note: the column titled "Members" does not refer to the # of members who have received the service so far this year, but rather the number of unique members who have had a PA and/or a CSR or CSRs so far this fiscal year. Even if a member has multiple continued stays or is discharged and returns to the service, they are counted only once.

<u>Service Code</u>	<u>Service</u>	<u>Initial Cases</u>	<u>Initial Units</u>	<u>Average Initial Units/Cases</u>	<u>CSR Cases</u>	<u>CSR Units</u>	<u>Average CSR Units/Cases</u>	<u>Members</u>	<u>Billing Unit</u>
0169	Children's PNMI - CBHS Approved Only - Room & Board	78	2,400	30.8	271	18,717	69.1	258	1 Day
100-219	Appendix F Adult	3	90	30.0	23	2,070	90.0	23	1 Day
100-219	General Hospital	457	457	1.0	0	0	0.0	409	Case
100-219	Geropsychiatric Unit GPU Waitlist	1	1	1.0	0	0	0.0	1	
100-219	Inpatient Services	63	11,161	177.2	0	0	0.0	60	1 Day
100-219	Medicaid Emergency Psych Demo	116	344	3.0	333	981	2.9	116	
100-219	Nursing Home Facility Services	0	0	0.0	26	4,680	180.0	26	1 Day
100-219	Reg Adults Ages 21-64; Spring Harbor and Acadia Hospitals Only	211	37,836	179.3	0	0	0.0	190	1 Day
100-219	State Hospitals - Dorothea Dix/Riverview Only	71	51,830	730.0	0	0	0.0	71	1 Day
100-219	State Hospitals - Riverview Forensic Only	32	23,360	730.0	0	0	0.0	32	
BLNKT	Children Out of State Hospitals ONLY	4	120	30.0	3	78	26.0	5	1 Day
G9007HE	HCT - Collateral - FFT	23	920	40.0	7	244	34.9	30	
G9007HK	HCT - Collateral - MST - Problem Sex. Behaviors	50	8,750	175.0	5	260	52.0	54	15 min
G9007HN	HCT - Collateral - Bachelor's	555	10,432	18.8	5	200	40.0	554	15 min
G9007HO	HCT - Collateral - Master's	593	13,500	22.8	6	220	36.7	588	15 min
G9007HT	HCT - Collateral - MST	98	12,250	125.0	36	1,571	43.6	124	15 min
G9007HU	HCT - Collateral - Child Welfare	55	2,168	39.4	1	40	40.0	56	15 min

<u>Service Code</u>	<u>Service</u>	<u>Initial Cases</u>	<u>Initial Units</u>	<u>Average Initial Units/Cases</u>	<u>CSR Cases</u>	<u>CSR Units</u>	<u>Average CSR Units/Cases</u>	<u>Members</u>	<u>Billing Unit</u>
H0004	Adult OP Therapy Ind. Lic. LCSW, LCPC, LMFT - Non Agency	151	10,736	71.1	113	9,147	80.9	256	15 min
H0004	Adult OP Therapy MH Agency-Deaf & Geriatric	4	288	72.0	7	442	63.1	10	15 min
H0004	Adult Outpatient Therapy - LIMITED MC ONLY - Mental Health Agency	4	288	72.0	0	0	0.0	4	15 Min.
H0004	Adult Outpatient Therapy- Mental Health Agency	3,357	239,629	71.4	2,849	249,595	87.6	6,033	15 min
H0004	Child OP Therapy Ind. Lic. LCSW, LCPC, LMFT - Non Agency	54	3,828	70.9	58	4,814	83.0	109	15 min
H0004	Child Outpatient Therapy- Mental Health Agency	2,843	204,375	71.9	2,636	239,771	91.0	5,288	15 min
H0004	Outpatient Therapy- Psychologist- Independent	243	16,818	69.2	201	17,899	89.0	430	15 min
H0004	TF-CBT Child OP Contracted Providers ONLY	2	102	51.0	2	104	52.0	4	15 Min.
H0004GT	Telehealth-Adult Outpatient Therapy- Mental Health Agency	4	288	72.0	3	264	88.0	7	15 Min.
H0004GT	Telehealth-Outpatient Therapy- Psychologist- Independent	1	72	72.0	0	0	0.0	1	15 Min.
H0004HH	Adult OP Therapy MH Agency - Co-occurring	93	6,696	72.0	59	4,996	84.7	147	15 min
H0004HH	Child OP Therapy MH Agency - Co-occurring	15	1,080	72.0	4	261	65.3	19	15 min
H0004HQ	Adult OP Group Therapy Ind. Lic. LCSW, LCPC, LMFT-Non Agency	20	1,956	97.8	8	898	112.3	21	15 min
H0004HQ	Adult Outpatient Group Therapy- Mental Health Agency	574	89,544	156.0	70	9,605	137.2	632	15 min
H0004HQ	Child OP Group Therapy Ind. Lic. LCSW, LCPC, LMFT-Non Agency	4	624	156.0	0	0	0.0	4	15 min
H0004HQ	Child Outpatient Group Therapy- Mental Health Agency	373	58,104	155.8	5	224	44.8	372	15 min
H0004HQ	Outpatient Group Therapy- Psychologist- Independent	6	936	156.0	0	0	0.0	6	15 min
H0004HQHH	Adult OP Group Therapy MH Agency- Co-occurring	4	624	156.0	1	150	150.0	5	15 min
H0018	Adult Crisis Residential-Crisis Units	694	4,858	7.0	190	1,209	6.4	623	1 Day
H0018HA	Child Crisis Residential - Crisis Units	227	1,579	7.0	316	2,185	6.9	230	
H0019	Adult PNMI - Rehabilitation Services	132	11,880	90.0	557	49,464	88.8	624	1 Day
H0019CG	Child PNMI - Mental Health Level II	29	870	30.0	80	5,371	67.1	76	1 Day
H0019HE	Child PNMI - Mental Health Level I	55	1,662	30.2	209	14,194	67.9	184	1 Day
H0019HU	Treatment Foster Care Level C	65	5,850	90.0	39	6,840	175.4	102	1 Day
H0019HU	Treatment Foster Care Level D	13	1,170	90.0	93	15,606	167.8	102	1 Day
H0019HU	Treatment Foster Care Level E	4	360	90.0	41	6,840	166.8	45	1 Day
H0019HY	Multidimensional Juvenile Justice Program TFC	2	180	90.0	3	90	30.0	3	1 Day
H0019SE	Child PNMI - Mental Retardation Level I	15	450	30.0	33	2,342	71.0	37	1 Day
H0019U9	Child PNMI - Mental Retardation Level II	9	270	30.0	68	5,802	85.3	69	1 Day
H0040	Adult Assertive Community Treatment - ACT	79	4,977	63.0	530	32,761	61.8	580	1 Day
H2000	Adult OP Comp Assess Ind. Lic. LCSW, LCPC, LMFT - Non Agency	88	699	7.9	0	0	0.0	88	15 min
H2000	Adult OP Comp Assess MH Agency- Deaf & Geriatric	4	32	8.0	0	0	0.0	4	15 min
H2000	Adult Outpatient Comp Assess-Mental Health Agency	3,418	26,296	7.7	7	56	8.0	3,304	15 min

<u>Service Code</u>	<u>Service</u>	<u>Initial Cases</u>	<u>Initial Units</u>	<u>Average Initial Units/Cases</u>	<u>CSR Cases</u>	<u>CSR Units</u>	<u>Average CSR Units/Cases</u>	<u>Members</u>	<u>Billing Unit</u>
H2000	Child OP Comp Assess Ind. Lic. LCSW, LCPC, LMFT - Non Agency	44	340	7.7	0	0	0.0	44	15 min
H2000	Child Outpatient Comp Assess-Mental Health Agency	2,820	21,700	7.7	4	32	8.0	2,726	15 min
H2000	Outpatient Comp Assess-Psychologist- Independent	294	2,352	8.0	2	16	8.0	295	15 min
H2000GT	Telehealth-Adult OP Comp Assess MH Agency- Deaf & Geriatric	1	4	4.0	0	0	0.0	1	15 Min.
H2000GT	Telehealth-Adult Outpatient Comp Assess-Mental Health Agency	120	578	4.8	0	0	0.0	120	15 Min.
H2000GT	Telehealth-Child OP Comp Assess-Mental Health Agency	45	232	5.2	0	0	0.0	45	15 Min.
H2000GT	Telehealth-Child OP Comp Assess Ind. Lic- Non Agency	1	4	4.0	0	0	0.0	1	15 Min.
H2000HH	Adult OP Comp Assess MH Agency-Co-occurring	83	664	8.0	0	0	0.0	83	15 min
H2000HH	Child OP Comp Assess MH Agency- Co-occurring	26	208	8.0	0	0	0.0	26	15 min
H2010	Adult Medication Management	1,753	28,398	16.2	2,073	77,480	37.4	3,725	15 min
H2010GT	Adult Medication Management-Telehealth	120	1,920	16.0	53	1,668	31.5	171	15 Min.
H2010HA	Child Medication Management	655	10,512	16.0	811	30,099	37.1	1,393	15 Min
H2010HAGT	Child Medication Management - Telehealth	66	1,056	16.0	25	800	32.0	91	15 Min
H2012	Day Supports-Day Treatment	165	8,755	53.1	402	151,955	378.0	505	1 hour
H2014	Skills Development	174	17,616	101.2	443	136,086	307.2	533	15 min
H2014HQ	Skills Development - Group Therapy	1	104	104.0	7	728	104.0	8	15 Min.
H2015	Community Integration (CI)	2,088	164,253	78.7	9,257	675,318	73.0	9,633	15 min
H2017	Daily Living Support Services	361	2,888	8.0	1,763	396,291	792.0	1,704	15 min
H2018	Community Rehabilitation Services (CRS)	14	1,260	90.0	155	13,905	89.7	166	1 Day
H2019	Specialized Group Services - DBT	84	43,680	520.0	36	3,946	109.6	120	15 min
H2019	Specialized Group Services - Recovery Wkbk	15	3,600	240.0	0	0	0.0	15	15 min
H2021HE	HCT - FFT	24	4,800	200.0	20	2,043	102.2	43	
H2021HN	HCT - Children's Home & Com. Based Tx - Bachelor's	654	5,232	8.0	1,283	430,189	335.3	1,344	15 min
H2021HO	HCT - Children's Home & Com. Based Tx - Master's	656	15,728	24.0	1,295	228,232	176.2	1,354	15 min
H2021HU	HCT - Child Welfare - Master's	60	1,516	25.3	127	23,661	186.3	139	15 min
H2021HUU1	HCT - Child Welfare - Bachelor's	59	864	14.6	124	34,815	280.8	136	15 min
H2025	Skills Development - Ongoing Support to Maintain Emp	2	208	104.0	2	1,232	616.0	4	15 min
H2033	HCT - MST	102	40,480	396.9	33	3,484	105.6	127	15 min
H2033HK	HCT - MST - Problem Sex. Behaviors	53	27,943	527.2	5	874	174.8	57	15 min
S9485	Temporary High Intensity Service	14	1,189	84.9	184	16,046	87.2	26	1 Hour
T1017UB	Targeted Case Management - Chronic Medical Care Needs	4	240	60.0	55	2,397	43.6	52	15 Min.
T1017UC	Targeted Case Management - Behavioral Health	1,476	88,415	59.9	5,165	272,964	52.8	4,865	15 Min.
T1017UD	Targeted Case Management - Developmental Disabilities	364	21,735	59.7	2,037	98,383	48.3	1,846	15 Min.

<u>Service Code</u>	<u>Service</u>	<u>Initial Cases</u>	<u>Initial Units</u>	<u>Average Initial Units/Cases</u>	<u>CSR Cases</u>	<u>CSR Units</u>	<u>Average CSR Units/Cases</u>	<u>Members</u>	<u>Billing Unit</u>
T1020HE	Adult PNMI - Personal Care	126	11,340	90.0	495	43,884	88.7	567	
T2016PD	Temporary Emergency Housing Services	5	3,600	720.0	2	3,240	1,620.0	4	
T2022HA	Behavioral Health Homes - Child	72	115	1.6	71	429	6.0	113	
T2022HB	Behavioral Health Homes - Adult	325	1,161	3.6	1,353	4,471	3.3	1,663	

APS Monthly Report: 14b
Units of Service by Provider for Selected Adult Services
(Includes MaineCare, Courtesy Reviews and Grant Funded review members done by APS)
Report Dates: 09/01/2014 To 09/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

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: This report shows for each Provider the number of MaineCare members and persons who are grant funded authorized for various types of adult community support services as well as the number of units authorized. If a person is authorized for more than one type of community support service, they are counted once for each service. The average is shown twice, once for the number of people new to the service with a (PA) and also the average for those members receiving a new continued stay authorization. In each case, the average is the number of members authorized for a given service divided by the number of units authorized.

It is possible for a person to receive more than one CSR in a time period, if so they are counted as separate cases. The second to last column shows the number of unique members. Unique members does not refer to the # of members in service, but rather to the number of unique members who have had a PA and/or a CSR or CSRs in the month.

H0040 Adult Assertive Community Treatment - ACT

<u>Provider</u>	<u>Provider District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Catholic Charities Maine	District 5	0	0	0	19	1,111	58	17	1 Day
Community Counseling Center - ACCESS	District 2	5	315	63	19	1,134	60	24	1 Day
Community Counseling Center - ACTION	District 2	3	189	63	5	315	63	8	1 Day
Community Counseling Center - CORE	District 2	2	126	63	4	252	63	6	1 Day
Community Health & Counseling Services	District 6	0	0	0	18	1,103	61	18	1 Day
Counseling Services Inc.	District 1	4	252	63	46	2,948	64	49	1 Day
HealthReach network	District 5	4	252	63	24	1,512	63	28	1 Day
Spurwink	District 2	0	0	0	13	819	63	13	1 Day
Sweetser	District 1	5	315	63	15	913	61	20	1 Day
Tri-County Mental Health	District 3	5	378	76	31	1,919	62	36	1 Day

H2012 Day Supports-Day Treatment

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Aroostook Mental Health Services	District 8	0	0	0	5	976	195	5	1 hour
Community Counseling Center	District 2	3	156	52	7	2,470	353	10	1 hour
Counseling Services Inc.	District 1	4	208	52	0	0	0	4	1 hour
Goodwill Industries of Northern New England	District 2	0	0	0	8	722	90	8	1 hour
Kennebec Behavioral Health	District 5	48	2,548	53	68	17,854	263	109	1 hour
Northeast Occupational Exchange	District 6	5	260	52	16	7,098	444	21	1 hour
Penobscot Community Health Center	District 6	12	624	52	35	28,742	821	45	1 hour
Tri-County Mental Health	District 3	1	52	52	8	1,752	219	7	1 hour

H2014 Skills Development

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Alternative Wellness Services	District 1	5	520	104	7	3,292	470	12	15 min
Aroostook Mental Health Services	District 8	0	0	0	4	612	153	4	15 min
Assistance Plus	District 5	0	0	0	3	1,092	364	3	15 min
Break of Day, Inc	District 4	0	0	0	18	11,544	641	18	15 min
Bright Future Healthier You	District 3	1	104	104	0	0	0	1	15 min
Charlotte White Center	District 6	3	312	104	17	1,944	114	20	15 min
Direct Community Care	District 5	4	416	104	10	3,952	395	14	15 min
Dirigo Counseling Clinic	District 6	1	104	104	1	468	468	1	15 min
Downeast Horizons Inc	District 7	2	208	104	0	0	0	2	15 min
Graham Behavioral Services	District 5	6	624	104	39	19,084	489	43	15 min
Kennebec Behavioral Health	District 5	18	1,872	104	4	458	115	22	15 min
Maine Vocational & Rehabilitation Assoc.	District 5	0	0	0	1	156	156	1	15 min
Maine Vocational & Rehabilitation Assoc.	District 2	0	0	0	1	288	288	1	15 min
MAS Home Care of Maine - Bangor	District 6	0	0	0	1	515	515	1	15 min
Northeast Occupational Exchange	District 6	0	0	0	75	6,024	80	75	15 min
Northern Maine General - Community Support	District 8	0	0	0	3	352	117	3	15 min
OHI	District 6	2	208	104	2	1,820	910	2	15 min
Port Resources-Sec 17	District 2	0	0	0	3	694	231	3	15 min
Sequel Care of Maine	District 6	1	8	8	1	1,560	1,560	1	15 min
Sequel Care of Maine	District 4	2	112	56	0	0	0	2	15 min
St. Andre Homes	District 1	0	0	0	2	208	104	2	15 min
Tri-County Mental Health	District 3	0	0	0	5	608	122	5	15 min

H2015 Community Integration (CI)

Provider	District	Total # of cases receiving an auth for a new service (PA)	Total # of new units		Total # of cases receiving a new continued stay auth (CSR)	Total # of units authorized for cases with new continued stay auth (CSR units)		Total # of unique members receiving authorization (PA or CSR)	Billing Unit
			auth for members new to the service (PA units)	Average new PA units authorized per case		Average new CSR units authorized per case			
Acadia Healthcare	District 6	8	640	80	3	240	80	10	15 min
Allies	District 6	5	400	80	92	6,317	69	94	15 min
Alternative Services	District 3	8	630	79	61	4,238	69	65	15 min
Alternative Wellness Services	District 1	5	400	80	8	972	122	13	15 min
Aroostook Mental Health Services	District 8	20	1,660	83	92	6,069	66	109	15 min
Assistance Plus	District 5	33	2,422	73	70	4,311	62	99	15 min
Behavior Health Solutions for Me	District 6	1	80	80	13	977	75	14	15 min
Break of Day, Inc	District 4	14	1,120	80	85	7,012	82	99	15 min
Bright Future Healthier You	District 3	7	560	80	19	2,472	130	26	15 min
Broadreach Family & Community Services	District 4	5	400	80	35	2,306	66	40	15 min
Catholic Charities Maine	District 5	55	4,222	77	395	28,005	71	431	15 min
Central Maine Family Counseling	District 3	4	320	80	0	0	0	4	15 min
Charlotte White Center	District 6	8	640	80	49	3,845	78	57	15 min
Choices	District 6	3	240	80	29	2,276	78	32	15 min
Common Ties	District 3	52	4,035	78	146	9,973	68	193	15 min
Community Care	District 6	28	2,320	83	15	845	56	43	15 min
Community Counseling Center	District 2	29	2,080	72	63	3,786	60	91	15 min
Community Health & Counseling Services	District 6	41	3,280	80	100	7,077	71	141	15 min
Cornerstone Behavioral Healthcare - CM	District 6	13	908	70	14	964	69	27	15 min
Counseling Services Inc.	District 1	41	3,280	80	192	14,777	77	233	15 min
Direct Community Care	District 5	5	370	74	47	3,434	73	49	15 min
Dirigo Counseling Clinic	District 6	1	80	80	8	670	84	9	15 min
Employment Specialist of Maine	District 5	6	436	73	49	3,224	66	55	15 min
Evergreen Behavioral Services	District 3	8	640	80	6	410	68	14	15 min
Fellowship Health Resources	District 6	0	0	0	1	80	80	1	15 min
Fullcircle Supports Inc	District 5	13	1,040	80	84	5,722	68	87	15 min

H2015 Community Integration (CI)

<u>Provider</u>	<u>Provider</u>	<u>Total # of cases receiving an auth for a new service</u>	<u>Total # of new units auth for members new to the service</u>	<u>Average new PA units authorized</u>	<u>Total # of cases receiving a new continued stay auth</u>	<u>Total # of units authorized for cases with new continued stay auth</u>	<u>Average new CSR units authorized</u>	<u>Total # of unique members receiving authorization</u>	<u>Billing Unit</u>
	<u>District</u>	<u>(PA)</u>	<u>(PA units)</u>	<u>per case</u>	<u>(CSR)</u>	<u>(CSR units)</u>	<u>per case</u>	<u>(PA or CSR)</u>	
Goodwill Industries of Northern New England	District 2	0	0	0	10	656	66	10	15 min
Graham Behavioral Services	District 5	2	160	80	59	5,603	95	60	15 min
Healing Hearts LLC	District 8	4	320	80	9	772	86	13	15 min
Health Affiliates Maine	District 3	71	5,755	81	255	19,737	77	326	15 min
HealthReach network	District 5	1	80	80	0	0	0	1	15 min
Higher Ground Services	District 6	1	80	80	13	958	74	14	15 min
Kennebec Behavioral Health	District 5	66	5,237	79	144	8,573	60	207	15 min
Life by Design	District 8	16	1,230	77	40	2,605	65	56	15 min
Lutheran Social Services	District 3	3	240	80	29	2,380	82	32	15 min
Maine Behavioral Health Organization	District 5	41	3,485	85	116	8,429	73	155	15 min
Maine Vocational & Rehabilitation Assoc.	District 5	0	0	0	14	1,120	80	14	15 min
Maine Vocational & Rehabilitation Assoc.	District 2	3	240	80	12	881	73	14	15 min
Manna Inc	District 6	2	160	80	10	679	68	12	15 min
MAS Home Care of Maine - Bangor	District 6	0	0	0	6	480	80	6	15 min
MAS Home Care of Maine - Westbrook	District 2	1	80	80	0	0	0	1	15 min
Medical Care Development-CSS	District 2	3	240	80	2	160	80	5	15 min
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	District 2	2	100	50	14	629	45	16	15 min
Mid Coast Mental Health	District 4	20	1,600	80	22	1,556	71	41	15 min
Motivational Services	District 5	1	80	80	52	3,155	61	46	15 min
Northeast Occupational Exchange	District 6	34	2,656	78	50	3,277	66	83	15 min
Northern Maine General - Community Support	District 8	1	80	80	4	218	55	5	15 min
Ocean Way Mental Health Agency	District 4	3	240	80	18	1,538	85	21	15 min
OHI	District 6	4	320	80	12	704	59	16	15 min
Oxford County Mental Health Services	District 3	12	408	34	38	2,830	74	49	15 min

H2015 Community Integration (CI)

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Port Resources-Sec 17	District 2	0	0	0	1	52	52	1	15 min
Providence	District 2	3	240	80	22	1,164	53	25	15 min
Riverview	District 5	0	0	0	10	593	59	10	15 min
Rumford Group Homes	District 3	4	320	80	9	720	80	13	15 min
Sequel Care of Maine	District 6	0	0	0	1	80	80	1	15 min
Sequel Care of Maine	District 4	13	1,040	80	17	1,397	82	26	15 min
Shalom House	District 2	5	344	69	80	6,306	79	85	15 min
Smart Child & Family Services	District 2	16	1,280	80	14	1,040	74	29	15 min
Somali Bantu Youth Association of Maine	District 3	5	400	80	11	955	87	16	15 min
St. Andre Homes	District 1	0	0	0	3	240	80	3	15 min
Stepping Stones	District 6	17	1,360	80	20	1,952	98	37	15 min
Sunrise Opportunities	District 7	3	240	80	22	1,510	69	25	15 min
Sweetser	District 1	69	5,526	80	218	17,330	79	282	15 min
The Opportunity Alliance	District 2	49	3,896	80	86	6,748	78	133	15 min
Tri-County Mental Health	District 3	49	3,786	77	137	9,078	66	184	15 min
York County Shelter Program	District 1	5	400	80	8	670	84	13	15 min

H2017 Daily Living Support Services

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Alternative Services	District 3	7	56	8	39	16,827	431	39	15 min
Alternative Wellness Services	District 1	2	16	8	10	7,576	758	10	15 min
Assistance Plus	District 5	12	96	8	69	50,184	727	79	15 min
Break of Day, Inc	District 4	5	40	8	43	26,104	607	45	15 min
Coastal Maine Behavioral Health Inc.	District 4	1	8	8	17	14,703	865	18	15 min
Direct Community Care	District 5	6	48	8	29	19,318	666	29	15 min
Employment Specialist of Maine	District 5	3	24	8	9	49,836	5,537	10	15 min
Fullcircle Supports Inc	District 5	10	80	8	35	42,560	1,216	35	15 min
Goodwill Industries of Northern New England	District 2	0	0	0	8	1,132	142	8	15 min
Graham Behavioral Services	District 5	4	32	8	31	25,688	829	32	15 min
Independence Association	District 2	0	0	0	3	1,704	568	3	15 min
Lutheran Social Services	District 3	2	16	8	22	13,270	603	24	15 min
Maine Vocational & Rehabilitation Assoc.	District 5	4	32	8	28	18,716	668	27	15 min
Maine Vocational & Rehabilitation Assoc.	District 2	4	32	8	7	2,304	329	7	15 min
MAS Home Care of Maine - Bangor	District 6	4	32	8	4	2,780	695	6	15 min
Merrymeeting Behavioral Health	District 2	20	160	8	123	109,935	894	130	15 min
Northern Maine General - Community Support	District 8	0	0	0	4	1,984	496	4	15 min
Ocean Way Mental Health Agency	District 4	1	8	8	7	4,160	594	8	15 min
OHI	District 6	3	24	8	31	23,504	758	31	15 min
Oxford County Mental Health Services	District 3	0	0	0	3	1,660	553	3	15 min
Pillars Community Outreach, Inc	District 5	7	56	8	17	22,266	1,310	20	15 min
Port Resources-Sec 17	District 2	0	0	0	3	888	296	3	15 min
Sequel Care of Maine	District 6	1	8	8	0	0	0	1	15 min
Sequel Care of Maine	District 4	6	48	8	11	10,326	939	16	15 min
Shalom House	District 2	1	8	8	2	504	252	3	15 min

H2017 Daily Living Support Services

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Sunrise Opportunities	District 7	0	0	0	5	1,521	304	5	15 min
Tri-County Mental Health	District 3	23	184	8	39	9,846	252	55	15 min
Volunteers of America	District 2	1	8	8	4	9,052	2,263	4	15 min

H2018 Community Rehabilitation Services (CRS)

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Community Health & Counseling Services	District 6	0	0	0	15	1,350	90	15	1 Day
Counseling Services Inc.	District 1	1	90	90	6	540	90	7	1 Day
Fellowship Health Resources	District 6	0	0	0	1	90	90	1	1 Day
Kennebec Behavioral Health	District 5	1	90	90	13	1,170	90	14	1 Day
Motivational Services	District 5	0	0	0	2	180	90	2	1 Day
OHI	District 6	0	0	0	1	90	90	1	1 Day
Shalom House	District 2	1	90	90	9	810	90	10	1 Day
Tri-County Mental Health	District 3	0	0	0	5	450	90	5	1 Day
York County Shelter Program	District 1	0	0	0	7	630	90	7	1 Day

H2019 Specialized Group Services - DBT

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Care & Comfort	District 5	0	0	0	1	130	130	1	15 min
Direct Community Care	District 5	2	1,040	520	3	390	130	5	15 min
Kennebec Behavioral Health	District 5	15	7,800	520	9	864	96	24	15 min
Lutheran Social Services	District 3	1	520	520	0	0	0	1	15 min
Northeast Occupational Exchange	District 6	2	1,040	520	1	104	104	3	15 min
Tri-County Mental Health	District 3	9	4,680	520	1	130	130	10	15 min

H2019 Specialized Group Services - Recovery Wkbk

<u>Provider</u>	<u>District</u>	<u>Total # of cases receiving an auth for a new service (PA)</u>	<u>Total # of new units auth for members new to the service (PA units)</u>	<u>Average new PA units authorized per case</u>	<u>Total # of cases receiving a new continued stay auth (CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth (CSR units)</u>	<u>Average new CSR units authorized per case</u>	<u>Total # of unique members receiving authorization (PA or CSR)</u>	<u>Billing Unit</u>
Tri-County Mental Health	District 3	13	3,120	240	0	0	0	13	15 min

Report Number: 16a
Average Length of Stay in Adult Crisis Unit
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- A **crisis stabilization unit** provides short-term, out-of-home treatment for a person experiencing a mental health crisis. The code for crisis services for adults is: H0018 Adult Crisis Residential - Crisis Units.
- **ALOS** - average length of stay in days of members discharged in CareConnecton® from adult crisis units during this month.
- **Median** - The median is defined as the middle number in a series of numbers ordered from lowest to highest. For example the median of 1,9, & 80 days = 9 days, while the average is 90/3 = 30 days.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbbk, TREM, or DBT.

What This Report Measures: Average length of stay and the median length of members discharged from adult crisis units during this month. Members may be discharged more than once

Total number of members discharged = 191 Average length of stay (ALOS) in days = 6 Median length of stay in days = 5

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	95	5	5
Male	95	6	5
Unknown	1	5	5
Total	191	6	5
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	7	5	4
21-24	16	5	4
25-34	35	5	4
35-54	91	6	5
55-61	29	5	5
62-64	8	9	7
65-74	4	6	6
Over 75 Years Old	1	3	3
Total	191	6	5

<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	107	5	5
Not SMI	84	6	5
Total	191	6	5
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	168	5	5
AMHI Class Y	23	6	5
Total	191	6	5
<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	9	9	8
District 2/ Cumberland County	21	6	5
District 3/ Androscoggin, Franklin, and Oxford Counties	36	6	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	17	5	4
District 5/ Somerset and Kennebec Counties	37	6	5
District 6/ Piscataquis and Penobscot Counties	40	4	4
District 7/ Washington and Hancock Counties	6	3	2
District 8/ Aroostook County	20	5	4
Unknown	5	11	9
Total	191	6	5
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Aroostook Mental Health Services	18	5	4
Community Health & Counseling Services	55	4	4
Counseling Services Inc.	14	11	8
Crisis and Counseling Centers	33	5	5
Mid Coast Mental Health	10	6	5
Oxford County Mental Health Services	13	5	5
Sweetser	14	6	6
The Opportunity Alliance	9	7	5
Tri-County Mental Health	25	6	6
Total	191	6	5

Report Number: 16c
Average Length of Stay in Adult Private Non-Medical Institution
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Adult Residential Mental Health Services** provides community residential treatment for adults with serious mental illnesses. The codes for Adult Mental Health PNMI are: Section 97 H0019 Adult PNMI - Rehabilitation Services and Section 97 H0020 Adult PNMI - Personal Care.
- **PNMI** - A Private Non-Medical Institution (PNMI) provides food, shelter, personal care, and treatment services to four or more residents in single or scattered site facilities. PNMI services are not provided in medical settings such as hospitals or nursing homes.
- **ALOS** - average length of stay in days of members discharged in CareConnecton® from Adult Residential Mental Health Services (Adult MH PNMI) during this month.
- **Median** - The median is defined as the middle number in a series of numbers ordered from lowest to highest. For example the median of 1,9, & 80 days = 9 days, while the average is $90/3 = 30$ days.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

What This Report Measures: Average length of stay and median length of stay of members discharged from Adult Mental Health Residential Services (adult MH PNMI). Members may be discharged more than once.

Total number of members discharged = 35 Average length of stay (ALOS) in days = 296 Median length of stay in days = 117

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	19	324	103
Male	16	263	236
Total	35	296	117
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	1	16	16
21-24	3	374	508
25-34	10	183	83
35-54	12	125	62
55-61	6	299	269
62-64	1	1,034	1,034
65-74	2	1,529	1,529
Total	35	296	117

<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	35	296	117
Total	35	296	117
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	18	215	68
AMHI Class Y	17	382	233
Total	35	296	117
<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	11	204	47
District 2/ Cumberland County	16	309	110
District 5/ Somerset and Kennebec Counties	5	351	299
District 6/ Piscataquis and Penobscot Counties	1	508	508
District 8/ Aroostook County	2	446	446
Total	35	296	117
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Aroostook Mental Health Services	1	70	70
Counseling Services Inc.	1	477	477
Employment Specialist of Maine	2	257	257
Kennebec Behavioral Health	1	54	54
Mid Coast Mental Health	1	308	308
Motivational Services	2	588	588
Northern Maine General	1	822	822
OHI	1	508	508
Shalom House	3	643	546
The Opportunity Alliance	8	123	101
Volunteers of America	4	811	441
York County Shelter Program	10	27	21
Total	35	296	117

Report Number: 16j
Average Length of Stay in Adult Assertive Community Treatment
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Adult Assertive Community Treatment (ACT)** provides individualized intensive integrated community-based services that are delivered by a multi-disciplinary team of practitioners and are available twenty-four(24) hours a day. ACT is available to a subset of adults with serious mental illness.
- **ALOS** - average length of stay in days of members discharged in CareConnecton® from Adult ACT during this month.
- **Median** - The median is defined as the middle number in a series of numbers ordered from lowest to highest. For example the median of 1,9, & 80 days = 9 days, while the average is 90/3 = 30 days.
- **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.
- A proxy for serious mental illness (SMI) is the use of specific services.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

What This Report Measures: Average length of stay and median length of stay of members discharged from Adult Assertive Community Treatment services during this month. Members may be discharged more than once.

Total number of members discharged = 29 Average length of stay (ALOS) in days = 661 Median length of stay in days = 505

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	13	821	443
Male	16	532	506
Total	29	661	505
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	1	179	179
21-24	3	668	563
25-64	25	680	505
Total	29	661	505
<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	29	661	505
Total	29	661	505
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	21	713	506
AMHI Class Y	8	525	429
Total	29	661	505

<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	9	938	512
District 2/ Cumberland County	5	332	231
District 3/ Androscoggin, Franklin, and Oxford Counties	9	617	505
District 5/ Somerset and Kennebec Counties	5	561	179
District 6/ Piscataquis and Penobscot Counties	1	719	719
Total	29	661	505
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Community Counseling Center - ACCESS	3	345	231
Community Counseling Center - ACTION	2	640	640
Community Counseling Center - CORE	3	116	141
Community Health & Counseling Services	1	719	719
Counseling Services Inc.	7	1,089	512
HealthReach network	2	1,177	1,177
Spurwink	1	101	101
Tri-County Mental Health	10	572	474
Total	29	661	505

Report Number: 16k
Average Length of Stay in Adult Community Integration
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

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.
- **ALOS** - average length of stay in days of members discharged in CareConnecton® from Community Integration during this month.
- **Median** - The median is defined as the middle number in a series of numbers ordered from lowest to highest. For example the median of 1,9, & 80 days = 9 days, while the average is 90/3 = 30 days.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbb, TREM, or DBT.

What This Report Measures: Average length of stay and median length of stay of members discharged from Community Integration services during this month. Members may be discharged more than once.

Total number of members discharged = 454 Average length of stay (ALOS) in days = 402 Median length of stay in days = 200

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	302	427	205
Male	152	352	180
Total	454	402	200
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	21	176	118
21-24	39	304	159
25-64	367	386	210
65-74	23	956	467
Over 75 Years Old	4	733	301
Total	454	402	200
<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	454	402	200
Total	454	402	200
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	421	377	197
AMHI Class Y	33	711	285
Total	454	402	200

<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	36	271	170
District 2/ Cumberland County	97	448	199
District 3/ Androscoggin, Franklin, and Oxford Counties	122	404	226
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	48	405	153
District 5/ Somerset and Kennebec Counties	65	522	274
District 6/ Piscataquis and Penobscot Counties	50	269	140
District 7/ Washington and Hancock Counties	10	186	115
District 8/ Aroostook County	17	488	232
Unknown	9	307	215
Total	454	402	200

<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Acadia Healthcare	4	100	84
Allies	7	493	166
Alternative Services	1	587	587
Alternative Wellness Services	3	107	90
Aroostook Mental Health Services	2	369	369
Assistance Plus	13	477	246
Break of Day, Inc	3	749	540
Broadreach Family & Community Services	12	384	300
Catholic Charities Maine	38	727	438
Charlotte White Center	3	989	1,299
Choices	3	326	172
Common Ties	29	277	208
Community Care	4	161	138
Community Counseling Center	24	302	219
Community Health & Counseling Services	16	308	131
Counseling Services Inc.	26	207	180
Direct Community Care	3	320	333
Dirigo Counseling Clinic	4	114	94
Employment Specialist of Maine	8	529	507
Evergreen Behavioral Services	1	353	353
Graham Behavioral Services	3	1,336	784
Healing Hearts LLC	3	187	201
Health Affiliates Maine	40	461	325
Higher Ground Services	3	139	129
Kennebec Behavioral Health	40	501	148
Life by Design	8	250	156
Lutheran Social Services	1	628	628
Maine Vocational & Rehabilitation Assoc.	3	447	221
Manna Inc	4	247	165
MAS Home Care of Maine - Westbrook	1	62	62
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	1	32	32
Mid Coast Mental Health	9	96	88
Northeast Occupational Exchange	7	152	148
OHI	2	140	140
Oxford County Mental Health Services	3	339	391
Port Resources-Sec 17	1	225	225
Rumford Group Homes	3	204	177

Sequel Care of Maine	6	135	106
Shalom House	11	645	377
St. Andre Homes	17	147	164
Stepping Stones	2	149	149
Sweetser	20	607	289
The Opportunity Alliance	21	98	90
Tri-County Mental Health	40	555	235
York County Shelter Program	1	305	305
Total	454	402	200

Report Number: 16q
Average Length of Stay in Adult Behavioral Health Homes
(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Behavioral Health Home Organization (BHHO)** - A BHHO is a community-based mental health organization that delivers services through a team-based model of care. It is designed to integrate the systems of care of behavioral health and physical health. The service code of adult behavioral health homes is for members ages 18 & over and emancipated minors.
- **ALOS** - average length of stay in days of members discharged in CareConnection® from Adult Behavioral Health Homes during this month.
- **Median** - The median is defined as the middle number in a series of numbers ordered from lowest to highest. For example the median of 1,9, & 80 days = 9 days, while the average is 90/3 = 30 days.
- **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: Average length of stay and median length of stay of members discharged from Adult Behavioral Health Homes services during this month. Members may be discharged more than once.

Total number of members discharged = 110 Average length of stay (ALOS) in days = 138 Median length of stay in days = 162

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	63	139	162
Male	47	138	164
Total	110	138	162
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	2	167	167
21-24	9	122	162
25-34	22	135	163
35-54	50	136	161
55-61	16	150	167
62-64	2	143	143
65-74	5	160	173
Over 75 Years Old	4	143	159
Total	110	138	162
<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	110	138	162
Total	110	138	162
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	104	137	162
AMHI Class Y	6	159	166
Total	110	138	162

<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	4	138	173
District 2/ Cumberland County	25	130	162
District 3/ Androscoggin, Franklin, and Oxford Counties	25	113	138
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1	173	173
District 5/ Somerset and Kennebec Counties	22	157	170
District 6/ Piscataquis and Penobscot Counties	27	154	173
District 7/ Washington and Hancock Counties	6	143	161
Total	110	138	162
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Acadia Healthcare	5	119	146
Assistance Plus	6	152	157
Catholic Charities Maine	5	143	173
Community Counseling Center	9	58	73
Community Health & Counseling Services	9	147	157
Cornerstone Behavioral Healthcare - CM	7	148	173
Kennebec Behavioral Health	12	147	151
Northeast Occupational Exchange	14	167	173
OHI-Behavioral Health Home	1	174	174
Penobscot Community Health Center-BHH	4	156	157
The Opportunity Alliance	17	162	173
Tri-County Mental Health	20	114	148
Volunteers of America	1	183	183
Total	110	138	162

**Report 18 & 19 PNMI Bed Capacity/Occupancy
(Includes MaineCare members and Courtesy Reviews done by APS)**

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

Report Source: Authorization data from APS CareConnection

What This Report Measures: Bed status on the left side shows the number of people in the various PNMI locations on the last day of the month. Monthly averages on the right side shows occupancy rate for the month by computing bed days used by possible bed days. Persons with MaineCare and Courtesy Reviews are included. It is possible for someone to be in a PNMI location and not be using MaineCare or have a Courtesy Review. Therefore, a location showing an available bed on the last day of the month may in fact be full.

Definitions:

- **Possible bed days** = number of beds in a location times the number of days in a month. For a ten bed facility this would be 10 * 31 = 310 on a month with 31 days.
- **PNMI** - A Private Non-Medical Institution (PNMI) provides food, shelter, personal care, and treatment services to four or more residents in single or scattered site facilities. PNMI services are not provided in medical settings such as hospitals or nursing homes.
- **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.

Statewide overall occupancy rate: Adult PNMI: 95.6% Child PNMI: 72.3%

Report 18 & 19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Adult PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Alternative Services	Green Home Green, ME	3	3	0	0%	0	90	90	100%
Alternative Services	Leighton Street Waterville, ME	5	5	0	0%	0	150	150	100%
Alternative Services	LRBP Burns Rd Augusta, ME	3	3	0	0%	0	90	90	100%
Alternative Services	LRBP Pittston Pittston, ME	3	3	0	0%	0	90	90	100%
Alternative Services	LRBP Plummer St Lisbon Falls, ME	3	3	0	0%	0	90	90	100%
Alternative Services	LRBP Rabbit Valley Oxford, ME	3	3	0	0%	0	90	90	100%
Alternative Services	LRBP Summer St Lisbon Falls, ME	3	3	0	0%	0	90	90	100%
Aroostook Mental Health Services	Madawaska Group Home Madawaska, ME	7	7	0	0%	0	210	210	100%
Aroostook Mental Health Services	Skyhaven Presque Isle, ME	10	10	0	0%	1	300	299	100%
Becket Houses of Maine	Gorham Gorham, ME	7	6	1	14%	1	210	172	82%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Adult PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Charlotte White Center	Eastern Ave Brewer, ME	3	3	0	0%	0	90	90	100%
Charlotte White Center	Lookout Avenue Dover-Foxcroft, ME	2	2	0	0%	0	60	60	100%
Charlotte White Center	Madison Ave Brewer, ME	2	2	0	0%	0	60	60	100%
Charlotte White Center	Starks House Dover-Foxcroft, ME	5	5	0	0%	0	150	150	100%
Community Health & Counseling Services	Ellsworth Group Home Ellsworth, ME	4	4	0	0%	0	120	120	100%
Community Health & Counseling Services	Fieldstone Dr Bangor, ME	6	5	1	17%	0	180	150	83%
Community Health & Counseling Services	Grove St Group Home Bangor, ME	4	4	0	0%	0	120	120	100%
Community Health & Counseling Services	Husson Hollow Group Home Bangor, ME	8	8	0	0%	0	240	240	100%
Community Health & Counseling Services	Orono Geriatric Grp Home Orono, ME	8	8	0	0%	0	240	240	100%
Counseling Services Inc.	Bacon Street Apartments Biddeford, ME	6	6	0	0%	0	180	180	100%
Counseling Services Inc.	Crescent Place Biddeford, ME	6	6	0	0%	0	180	180	100%
Counseling Services Inc.	High Street Biddeford, ME	7	7	0	0%	1	210	204	97%
Counseling Services Inc.	Woodbridge Rd Group Home York, ME	7	7	0	0%	0	210	210	100%
Employment Specialist of Maine	Eastern Ave House Augusta, ME	2	1	1	50%	1	60	59	98%
Employment Specialist of Maine	South China House South China, ME	3	3	0	0%	1	90	69	77%
Employment Specialist of Maine	The Athens House Athens, ME	3	3	0	0%	0	90	90	100%
Employment Specialist of Maine	Windsor House Windsor, ME	6	6	0	0%	0	180	180	100%
Fellowship Health Resources	Broadway House- Ralph & Broadway Bangor, ME	6	6	0	0%	0	180	180	100%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Adult PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Fellowship Health Resources	Ralph St- Ralph & Broadway Bangor, ME	6	6	0	0%	0	180	180	100%
Kennebec Behavioral Health	Augusta House- Augusta Supported Housing Augusta, ME	7	8	0	0%	0	210	240	100%
Kennebec Behavioral Health	Valley View- Augusta Supported Housing Augusta, ME	8	7	1	13%	0	240	195	81%
Kennebec Behavioral Health	Wilson Place- Skowhegan Supported Housing Skowhegan, ME	7	6	1	14%	0	210	180	86%
Lutheran Social Services	Church Street Home Lewiston, ME	3	3	0	0%	0	90	87	97%
Lutheran Social Services	Martin Drive Lewiston, ME	4	4	0	0%	0	120	120	100%
Lutheran Social Services	Oak St #1 Lewiston, ME	2	2	0	0%	0	60	60	100%
Lutheran Social Services	Oak St #2 Lewiston, ME	2	2	0	0%	0	60	60	100%
Lutheran Social Services	Pettingill MH Residential Facility Lewiston, ME	3	3	0	0%	0	90	90	100%
Medical Care Development	Auburn Group Home Auburn, ME	7	7	0	0%	0	210	210	100%
Medical Care Development	Friendship House AKA Bucksport Group Home Bucksport, ME	6	6	0	0%	0	180	163	91%
Medical Care Development	Marston St Norway, ME	4	4	0	0%	0	120	120	100%
Medical Care Development	Round Hill Biddeford, ME	4	4	0	0%	0	120	120	100%
Mid Coast Mental Health	Belfast Apartments- BASS Belfast, ME	8	7	1	13%	0	240	209	87%
Mid Coast Mental Health	GAP - Cedar St Rockland, ME	3	2	1	33%	1	90	74	82%
Mid Coast Mental Health	GAP - Warren St Rockland, ME	5	6	0	0%	0	150	180	100%
Mid Coast Mental Health	Owl's Head Group Home Owl's Head, ME	7	7	0	0%	0	210	210	100%
Mid Coast Mental Health	Pleasant St Owl's Head Rockland, ME	3	3	0	0%	0	90	66	73%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
		<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
<u>Adult PNMI Provider</u>	<u>Provider Location</u>								
Motivational Services	10 Noyes Place Augusta, ME	7	5	2	29%	0	210	150	71%
Motivational Services	105 Western Avenue Service Waterville, ME	5	5	0	0%	0	150	150	100%
Motivational Services	115 Commercial Street Augusta, ME	10	10	0	0%	1	300	301	100%
Motivational Services	14 Elm Street Augusta, ME	8	7	1	13%	1	240	238	99%
Motivational Services	14 Glenridge Drive Augusta, ME	8	7	1	13%	1	240	224	93%
Motivational Services	2128 North Belfast Ave Augusta, ME	5	5	0	0%	0	150	150	100%
Motivational Services	22 Green Street Program Augusta, ME	8	8	0	0%	0	240	226	94%
Motivational Services	45 Middle Street Augusta, ME	6	5	1	17%	1	180	180	100%
Motivational Services	73 Pleasant Street Waterville, ME	6	6	0	0%	0	180	178	99%
Motivational Services	81 Winthrop Street Augusta, ME	6	6	0	0%	0	180	180	100%
Mount St. Joseph	3R-Keystone Waterville, ME	16	15	1	6%	1	480	444	93%
NFI North	Finson Road Bangor, ME	8	8	0	0%	0	240	237	99%
NFI North	Miller Terraces Bangor, ME	10	10	0	0%	0	300	300	100%
Northern Maine General	Franciscan Home Eagle Lake, ME	16	14	2	13%	1	480	421	88%
OHI	Harrington House Holden, ME	7	7	0	0%	0	210	210	100%
OHI	Hudson St Bangor, ME	6	6	0	0%	0	180	180	100%
OHI	Mount Hope Ave Bangor, ME	4	4	0	0%	0	120	120	100%
OHI	OHI-Clewleyville Eddington, ME	4	4	0	0%	0	120	120	100%

Report 18 & 19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Adult PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
OHI	OHI-Division Bangor, ME	4	4	0	0%	0	120	120	100%
OHI	Ohio St-Grove St Brewer, ME	4	3	1	25%	1	120	111	93%
Oxford County Mental Health Services	Andy's Place Rumford, ME	4	4	0	0%	0	120	119	99%
Peregrine Corp	Chesley Street Westbrook, ME	3	3	0	0%	0	90	90	100%
Peregrine Corp	Wall Street Portland, ME	10	10	0	0%	0	300	300	100%
Shalom House	Action Program Portland, ME	18	16	2	11%	4	540	454	84%
Shalom House	Auburn House Portland, ME	7	7	0	0%	0	210	200	95%
Shalom House	Center Street House Biddeford, ME	7	7	0	0%	0	210	210	100%
Shalom House	Clark Street Portland, ME	8	8	0	0%	0	240	240	100%
Shalom House	North St Supported Housing YC Saco, ME	7	7	0	0%	0	210	210	100%
Shalom House	O'Brion Street Portland, ME	6	6	0	0%	0	180	180	100%
Shalom House	Park Street Portland, ME	9	9	0	0%	0	270	270	100%
Shalom House	Read Street Portland, ME	6	6	0	0%	0	180	180	100%
Shalom House	School St Supported Housing YC Saco, ME	7	7	0	0%	0	210	210	100%
Shalom House	Wilson Street S Portland, ME	7	7	0	0%	0	210	192	91%
Shalom House	Woodford Street Portland, ME	6	6	0	0%	0	180	180	100%
Sunrise Opportunities	Eastport Residential Care Facility Eastport, ME	14	14	0	0%	0	420	420	100%
Sunrise Opportunities	Milbridge Residence Milbridge, ME	6	6	0	0%	0	180	180	100%

Report 18 & 19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Adult PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
The Opportunity Alliance	MaineStay Portland, ME	8	8	0	0%	2	240	226	94%
The Opportunity Alliance	Morrison Place Portland, ME	12	10	2	17%	3	360	316	88%
The Opportunity Alliance	Ray House-Helen Winslow South Portland, ME	7	7	0	0%	0	210	210	100%
The Opportunity Alliance	The Bridge Portland, ME	12	12	0	0%	3	360	329	91%
Tri-County Mental Health	Franklin St Group Home Rumford, ME	5	5	0	0%	0	150	128	85%
Tri-County Mental Health	Kelley Drive Sabattus, ME	6	6	0	0%	0	180	180	100%
Tri-County Mental Health	Pine St Group Home Lewiston, ME	5	5	0	0%	0	150	132	88%
Tri-County Mental Health	Village Street Lisbon, ME	7	7	0	0%	0	210	210	100%
Volunteers of America	Beach Street Residence Saco, ME	6	5	1	17%	1	180	180	100%
Volunteers of America	Brackett Street Portland, ME	6	6	0	0%	1	180	169	94%
Volunteers of America	Bradley Street Saco, ME	5	3	2	40%	1	150	118	79%
Volunteers of America	Sawyer Street Residence S Portland, ME	7	6	1	14%	1	210	190	90%
York County Shelter Program	MH Transitional-Transition Beds-Shelter B Alfred, ME	14	12	2	14%	10	420	401	95%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Child PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Aroostook Mental Health Services	Calais Childrens Residential Calais, ME	10	7	3	30%	0	300	191	64%
Becket Houses of Maine	Auburn Auburn, ME	8	8	0	0%	1	240	235	98%
Becket Houses of Maine	Belgrade Belgrade, ME	14	13	1	7%	1	420	373	89%
Becket Houses of Maine	Litchfield Litchfield, ME	10	10	0	0%	0	300	280	93%
Community Health & Counseling Services	Multidimensional Treatment Program East Winthrop, ME	7	3	4	57%	0	210	83	40%
Harbor Family Services	Rockport 2 Rockport, ME	14	0	14	100%	1	420	2	0%
Harbor Family Services	Winterport Winterport, ME	12	0	12	100%	1	360	12	3%
KidsPeace	Autism Spectrum Disorder Program Ellsworth, ME	22	19	3	14%	0	660	562	85%
KidsPeace	Residential MH Ellsworth, ME	11	9	2	18%	1	330	260	79%
NFI North	Beacon House Buxton, ME	8	6	2	25%	1	240	188	78%
NFI North	Bridge Crossing Bridgton, ME	12	7	5	42%	2	360	231	64%
NFI North	Dirigo Place Lewiston, ME	7	4	3	43%	1	210	98	47%
NFI North	Oliver Place Bath, ME	6	4	2	33%	1	180	119	66%
NFI North	Riverbend Sidney, ME	8	6	2	25%	1	240	160	67%
NFI North	Stetson Ranch Stetson, ME	8	5	3	38%	2	240	171	71%
NFI North	Summit View Bangor, ME	6	2	4	67%	0	180	60	33%
Northern Lighthouse	Northern Lighthouse Mars Hill, ME	6	6	0	0%	0	180	178	99%
Port Resources	Dingley Spring Gorham, ME	6	5	1	17%	1	180	150	83%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Child PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Spurwink	Brunswick Program Brunswick, ME	3	12	0	0%	1	90	355	100%
Spurwink	Casco Program Casco, ME	5	12	0	0%	1	150	374	100%
Spurwink	Chelsea Program Augusta, ME	3	14	0	0%	0	90	412	100%
Spurwink	Cornville Program Skowhegan, ME	12	11	1	8%	1	360	343	95%
Spurwink	Lewiston-Auburn Program Auburn, ME	5	12	0	0%	1	150	318	100%
Spurwink	Options Program Augusta, ME	2	7	0	0%	1	60	212	100%
Spurwink	Raymond Program Raymond, ME	4	6	0	0%	1	120	187	100%
Spurwink	Southern Region Program Portland, ME	7	25	0	0%	3	210	738	100%
Sweetser	Belfast Cottage Staff Intensive Saco, ME	9	6	3	33%	0	270	180	67%
Sweetser	Belfast Staff Intensive Belfast, ME	9	11	0	0%	1	270	360	100%
Sweetser	Belfast Staff Intensive 2 Belfast, ME	4	3	1	25%	0	120	90	75%
Sweetser	Belfast Staff Intensive 3 Belfast, ME	6	6	0	0%	1	180	196	100%
Sweetser	Cape Cottage Staff Intensive Saco, ME	5	6	0	0%	0	150	135	90%
Sweetser	Plymouth Trail Lodge Staff Intensive Plymouth, ME	5	1	4	80%	1	150	47	31%
Sweetser	Portland Adolescent Unit Saco, ME	9	8	1	11%	1	270	238	88%
Sweetser	Rockport 2 Residential Rockport, ME	12	6	6	50%	2	360	173	48%
Sweetser	Saco Family Focus Saco, ME	8	6	2	25%	2	240	180	75%
Sweetser	Saco Me Home East Staff Intensive Saco, ME	10	5	5	50%	1	300	155	52%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Child PNMI Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Sweetser	Saco Me Home West Staff Intensive Saco, ME	10	10	0	0%	0	300	271	90%
Sweetser	Winterport Residential Winterport, ME	8	7	1	13%	2	240	235	98%
The Opportunity Alliance	Edgewood Scarborough, ME	6	5	1	17%	1	180	160	89%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Child PNMI Provider Out of State</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Easter Seals	Manchester Lancaster, NH	N/A	16	N/A	N/A	2	N/A	460	N/A
Lakeview Neurorehabilitation Center	Effingham Effingham, NH	N/A	1	N/A	N/A	0	N/A	30	N/A
Learning Center for Deaf	Walden Framingham, MA	N/A	1	N/A	N/A	0	N/A	30	N/A
May Center School for Autism and Developmental Disabilities	May Center School of Autism and Dev.Dis Randolph, MA	N/A	1	N/A	N/A	0	N/A	30	N/A
Spaulding Youth Center	Spaulding Youth Center Northfield, NH	N/A	4	N/A	N/A	1	N/A	139	N/A

*If actual bed days exceeds possible bed days, this is an indication that one or more discharges have not been entered into CareConnection. It is also possible that the Provider has added beds without notifying APS of this change.

**Report 20 & 21 Crisis Stabilization Bed Capacity/Occupancy
(Includes MaineCare members and Courtesy Reviews done by APS)**

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

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection

What This Report Measures: Bed status on the left side shows the number of people in the various Crisis Stabilization locations on the last day of the month. Monthly averages on the right side shows the occupancy rate for the month by computing bed days used by possible bed days. Persons with MaineCare and Courtesy Reviews are included. It is possible for someone to be in a Crisis Stabilization location and not be using MaineCare or have a Courtesy Review. Therefore, a location showing an available bed on the last day of the month, may in fact be full.

Definitions:

- **Possible Bed Days** - number of beds in a location times the number of days in a month. For a ten bed facility this would be 10 * 31 = 310 on a month with 31 days.
- **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.

Statewide overall occupancy rate: Adult Crisis Stabilization: 83.0% Child Crisis Stabilization: 78.0%

Report 20 & 21 Crisis Stabilization Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Adult Crisis Stabilization Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Aroostook Mental Health Services	Aroostook Mental Health Ctr Presque Isle, ME	5	5	0	0%	16	150	90	60.0%
Community Health & Counseling Services	Riverstone CSU Brewer, ME	8	9	0	0%	55	240	242	100.0%
Counseling Services Inc.	Counseling Services Inc - Beech St Saco, ME	6	7	0	0%	18	180	217	100.0%
Crisis and Counseling Centers	Adult Crisis Units Waterville, ME	8	6	2	25%	32	240	157	65.4%
Mid Coast Mental Health	Crisis Stabilization Unit Rockland, ME	4	3	1	25%	15	120	112	93.3%
Oxford County Mental Health Services	Crisis Stabilization Unit Rumford, ME	5	2	3	60%	12	150	64	42.7%
Sweetser	Brunswick Brunswick, ME	4	4	0	0%	15	120	127	100.0%
The Opportunity Alliance	Broadway Crossings S Portland, ME	8	9	0	0%	26	240	252	100.0%
Tri-County Mental Health	Tri County -Respite Lewiston, ME	6	5	1	17%	26	180	148	82.2%

Report 20 & 21 Crisis Stabilization Bed Capacity/Occupancy		Bed Status on 09/30/2014				Monthly Averages			
<u>Child Crisis Stabilization Provider</u>	<u>Provider Location</u>	<u>Bed Capacity</u>	<u>Beds Filled (Occupancy)</u>	<u>Beds Available</u>	<u>% Open Beds</u>	<u>Discharged In Period</u>	<u>Possible Bed Days</u>	<u>Bed Days Used</u>	<u>Occupancy Rate</u>
Aroostook Mental Health Services	Calais Childrens Crisis Calais, ME	6	7	0	0%	11	180	195	100.0%
Aroostook Mental Health Services	Fort Fairfield Childrens Crisis Fort Fairfield, ME	6	6	0	0%	9	180	140	77.8%
Community Health & Counseling Services	Sojourn CRU Bangor, ME	6	4	2	33%	19	180	127	70.6%
Crisis and Counseling Centers	Crisis MH Winslow, ME	5	1	4	80%	16	150	76	50.7%
Rumford Group Homes	Turner Family Support Center Leeds, ME	4	6	0	0%	9	120	71	59.2%
Sweetser	Belfast Crisis Stabilization Belfast, ME	7	5	2	29%	10	210	173	82.4%
Sweetser	Saco Campus Crisis Saco, ME	9	9	0	0%	18	270	243	90.0%

*If actual bed days exceeds possible bed days, this is an indication that one or more discharges have not been entered into CareConnection. It is also possible that the Provider has added beds without notifying APS of this change.

Report Number: 31a
Adult Inpatient Psychiatric Services - Step Down Services
(Includes MaineCare members and Courtesy Reviews done by APS)
09/01/2014 To 09/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Inpatient psychiatric services** - Inpatient psychiatric services in state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units.
- **Outpatient** - In this context, outpatient therapy only includes clinic based visits, individual therapy with a single clinician. Outpatient services does not include, Community Support, PNMI, or Inpatient services.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used Section 17 (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

What This Report Measures: When a hospital is discharging a patient from adult inpatient psychiatric services, the hospital is asked to enter the dates of appointments for various “step down” services. This shows how many people being discharged had any appointments scheduled and what kind of appointments these were.

Total number of members discharged = 244

Total number of members discharged for whom any step-down service was entered = 53

Percent of members discharged for whom any step-down service was entered = 22%

Step-down Services

<u>Gender</u>	<u>Medication Management</u>	<u>Outpatient</u>	<u>Case management</u>	<u>Substance Abuse Tx</u>	<u>Crisis Unit</u>	<u># of discharge:</u>
Female	19	9	14	0	0	115
Male	15	9	12	1	1	129
Totals	34	18	26	1	1	244

<u>SMI</u>	<u>Medication Management</u>	<u>Outpatient</u>	<u>Case management</u>	<u>Substance Abuse Tx</u>	<u>Crisis Unit</u>	<u># of discharge:</u>
SMI	22	15	17	0	1	174
Not SMI	12	3	9	1	0	70
Totals	34	18	26	1	1	244

<u>AMHI Class</u>	<u>Medication Management</u>	<u>Outpatient</u>	<u>Case management</u>	<u>Substance Abuse Tx</u>	<u>Crisis Unit</u>	<u># of discharge:</u>
AMHI Class N	31	16	23	1	1	204
AMHI Class Y	3	2	3	0	0	40
Totals	34	18	26	1	1	244

Step-down Services

<u>District</u>	<u>Medication Management</u>	<u>Outpatient</u>	<u>Case management</u>	<u>Substance Abuse Tx</u>	<u>Crisis Unit</u>	<u># of discharge:</u>
District 1/ York County	0	0	0	0	0	24
District 2/ Cumberland County	4	3	4	0	1	49
District 3/ Androscoggin, Franklin, and Oxford Counties	4	2	4	0	0	39
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	5	1	2	0	0	30
District 5/ Somerset and Kennebec Counties	2	0	2	0	0	43
District 6/ Piscataquis and Penobscot Counties	6	8	4	0	0	36
District 7/ Washington and Hancock Counties	1	2	0	0	0	4
District 8/ Aroostook County	12	1	10	1	0	18
Unknown	0	1	0	0	0	1
Totals	34	18	26	1	1	244

<u>Providers</u>	<u>Medication Management</u>	<u>Outpatient</u>	<u>Case management</u>	<u>Substance Abuse Tx</u>	<u>Crisis Unit</u>	<u># of discharge:</u>
Acadia Hospital	7	11	4	0	0	48
Dorothea Dix Psychiatric Center	0	0	0	0	0	7
Maine General Medical Center	0	0	0	0	0	36
Mid Coast Hospital	11	5	9	0	1	21
Northern Maine Medical Center	16	2	13	1	0	18
PenBay	0	0	0	0	0	18
Southern Maine Medical Center	0	0	0	0	0	8
Spring Harbor Hospital	0	0	0	0	0	53
St. Marys Regional Medical Center	0	0	0	0	0	35
Totals	34	18	26	1	1	244

Report Number: 38a
Members Discharged from Adult In-Patient Psychiatric Services who are Readmitted in 2 to 30 days
(Includes MaineCare members and Courtesy Reviews done by APS)
Report Dates: 09/01/2014 To 09/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Inpatient psychiatric services** - Inpatient psychiatric services in state psychiatric hospitals, private psychiatric hospitals or community hospitals with inpatient psychiatric units. Hospitals designate whether they are providing child or adult inpatient psychiatric services to a member. Thus, a 18 year old may be authorized for adult inpatient services or a 20 year old may be receiving children’s inpatient services.
- **Readmission:** A readmission occurs when a MaineCare member is discharged in CareConnecton® from any adult inpatient psychiatric service and is then admitted into a same or different inpatient psychiatric facility within 2 - 30 days.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

What This Report Measures: Monthly count of members discharged from adult inpatient psychiatric facilities who are readmitted to the same or a different hospital. The first column shows members who were readmitted within 30 days. The second column shows members not readmitted within 30 days and the third column is the total number of discharges. Members may have more than one discharge.

Total number of discharges:** 239

Total number of members readmitted within 30 days: 30

% of members discharged from inpatient psychiatric facilities that are readmitted within 30 days: 12.6%

	<u>Members Readmitted</u> <u>within 30 days</u>	<u>Members Not Readmitted</u> <u>within 30 days</u>	<u>Total # of</u> <u>Discharges</u>
All Members			
Total MaineCare	30	209	239
Total	30	209	239
	<u>Members Readmitted</u> <u>within 30 days</u>	<u>Members Not Readmitted</u> <u>within 30 days</u>	<u>Total # of</u> <u>Discharges</u>
Gender			
Female	15	99	114
Male	15	110	125
Total	30	209	239
	<u>Members Readmitted</u> <u>within 30 days</u>	<u>Members Not Readmitted</u> <u>within 30 days</u>	<u>Total # of</u> <u>Discharges</u>
Age Groups			
18-20	0	12	12
21-24	1	15	16
25-64	29	177	206
65-74	0	3	3
Over 75 Years Old	0	2	2
Total	30	209	239

*Note: Discharges and authorizations can be processed retroactively causing numbers to fluctuate when rerunning reports.

**Note: Members readmitted in 0 or 1 days are excluded from this report. These are likely either transfers or continued stays, not true readmissions.

	<u>Members Readmitted</u>	<u>Members Not Readmitted</u>	<u>Total # of</u>
	<u>within 30 days</u>	<u>within 30 days</u>	<u>Discharges</u>
SMI			
SMI	25	150	175
Not SMI	5	59	64
Total	30	209	239
	<u>Members Readmitted</u>	<u>Members Not Readmitted</u>	<u>Total # of</u>
	<u>within 30 days</u>	<u>within 30 days</u>	<u>Discharges</u>
AMHI Class			
AMHI Class N	25	178	203
AMHI Class Y	5	31	36
Total	30	209	239
	<u>Members Readmitted</u>	<u>Members Not Readmitted</u>	<u>Total # of</u>
	<u>within 30 days</u>	<u>within 30 days</u>	<u>Discharges</u>
District			
District 1/ York County	1	21	22
District 2/ Cumberland County	7	41	48
District 3/ Androscoggin, Franklin, and Oxford Counties	7	32	39
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	6	24	30
District 5/ Somerset and Kennebec Counties	1	41	42
District 6/ Piscataquis and Penobscot Counties	6	30	36
District 7/ Washington and Hancock Counties	0	4	4
District 8/ Aroostook County	2	15	17
Unknown	0	1	1
Total	30	209	239
	<u>Members Readmitted</u>	<u>Members Not Readmitted</u>	<u>Total # of</u>
	<u>within 30 days</u>	<u>within 30 days</u>	<u>Discharges</u>
Providers			
Acadia Hospital	8	40	48
Dorothea Dix Psychiatric Center	0	7	7
Maine General Medical Center	1	34	35
Mid Coast Hospital	4	17	21
Northern Maine Medical Center	0	17	17
PenBay	6	12	18
Southern Maine Medical Center	1	7	8
Spring Harbor Hospital	5	45	50
St. Marys Regional Medical Center	5	30	35
Total	30	209	239

Report Number: 40
Service Denials
(Includes MaineCare members and Courtesy Reviews done by APS)
Report Dates: 09/01/2014 to 09/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- Service Type** - The type of service that a member is receiving, such as Outpatient Therapy.
- Provider Type** - The provider who is providing the services, such as Tri-County Mental Health.
- Denial** - A decision to reduce or suspend services to a member based on not meeting medical necessity or eligibility requirements outlined in the MaineCare Benefits Manual (MBM)

What This Report Measures: Number of denials by provider type and by service type

Total Denials: 359

Total APS Case Requests for the Month (PA's & CSR's)	Total Number of Initial Service Denials	Number Initially Denied per 1000 APS Case Requests	% of Total APS Case Requests Initially Denied
25,666 *	359	14	1.40%

***Total Case Requests** updated for FY15 to reflect a more accurate measure. The denial rate will appear lower because not all service types are clinically reviewed the same.

Total Case Requests	Prior Authorization (PA)	Continued Stay Review (CSR)	Total
September	11,331	14,335	25,666
FY2015	30,680	43,416	74,096

Denial Type

Clinical Denial	176
Partial Authorization	183
Total	359

Gender

FEMALE	141
MALE	217
UNKNOWN	1
Total	359

District

District 1	34
District 2	63
District 3	39

District 4	34
District 5	24
District 6	49
District 7	27
District 8	13
Unknown	1
Unknown	75
Total	359

Service Type

Total Denials

Section 13 T1017UC - Targeted Case Management - Behavioral Health	35
Section 13 T1017UD - Targeted Case Management - Developmental Disabilities	36
Section 17 H0040 - Adult Assertive Community Treatment - ACT	1
Section 17 H2015 - Community Integration (CI)	27
Section 21 T2016PD - Agency Home Support	12
Section 21 T2017 - Home Supports	2
Section 28 100-219 - Section 28 Eligibility Determination	10
Section 28 H2021HI - School-Based Services for Children with Cognitive Impairments and Functional Limitations - 1:1	6
Section 28 H2021HI - Services for Children with Cognitive Impairments and Functional Limitations - 1:1	21
Section 28 H2021HK - Specialized Services for Children with Cognitive Impairments and Functional Limitations - 1:1	1
Section 46 100-219 - Child Psychiatric Inpatient - SHH & Acadia Only	31
Section 65 G9007HN - HCT - Collateral - Bachelor's	12
Section 65 G9007HO - HCT - Collateral - Master's	10
Section 65 H0004 - Child OP Therapy Ind. Lic. LCSW, LCPC, LMFT - Non Agency	1
Section 65 H0004 - Child Outpatient Therapy- Mental Health Agency	10
Section 65 H0015 - Intensive Outpatient Program	21
Section 65 H2012HN - Child BH Day Treatment-PROVIDED BY ED. SYS.-Bachelor's	11
Section 65 H2012HO - Child BH Day Treatment-PROVIDED BY ED. SYS.-Master's	4
Section 65 H2021HN - HCT - Children's Home & Com. Based Tx - Bachelor's	39
Section 65 H2021HO - HCT - Children's Home & Com. Based Tx - Master's	28
Section 97 0169 - Children's PNMI - CBHS Approved Only - Room & Board	11
Section 97 100-219 - Section 97 ITRT Eligibility Determination	15
Section 97 H0019CG - Child PNMI - Mental Health Level II	3
Section 97 H0019HE - Child PNMI - Mental Health Level I	9
Section 97 H0019HY - Multidimensional Juvenile Justice Program TFC	1
Section 97 H0019SE - Child PNMI - Mental Retardation Level I	1
Section 97 H0019U9 - Child PNMI - Mental Retardation Level II	1
Total	359

Provider Type

Total Denials

AB Home Healthcare	1
Acadia	1
Acadia Hospital Corp.	18

Addison	1
Affinity	1
Area IV	1
Aroostook	4
Aroostook Mental Health Services Inc.	8
Assistance Plus	4
Becket Houses of Maine	3
Blue School	2
Broadreach Family & Community Services	6
Care & Comfort	12
Catholic Charities Maine	9
Central Maine Counseling Services	9
Christopher Aaron Counseling Center	2
Common Ground Counseling	2
Community Care	6
Community Counseling Center	10
Community Health & Counseling Services	9
Compass Behavioral Health	1
Connections for Kids	5
Counseling Services Inc.	1
CWC	1
Cynthia Peterson	1
Dirigo Counseling Clinic	3
Easter Seals	1
Employment Specialist of Maine	1
Families United	2
Families Matter, Inc	1
Farwell Associates	1
Grace Street Recovery Services	3
Graham Behavioral Services	1
Granite Bay Care	2
Group Main Stream	1
Health Affiliates Maine	4
Independence Association	1
John F. Murphy Homes Inc	3
Katahdin Friends Inc	1
Kennebec Behavioral Health	2
KidsPeace	10
Learning Works	1
Living Innovations Support Services	3
Lutheran Social Services	1
Maine Behavioral Health Organization	3

Maine Vocational & Rehabilitation Assoc.	1
MAS Home Care of Maine	10
MC Community Services	1
Merrymeeting	1
MERT Enterprises, Inc.	1
Midcoast Regional Child Dev.Services	3
Mobius, Inc	1
MSAD	5
MSAD #68 - RSU #68	2
NFI North	4
Northeast Occupational Exchange	1
Northern Lighthouse	4
Northern Maine General	1
Port Resources	4
Providence	39
Regional School Unit 20	2
RSU #25	1
Saco River Health Service	4
Sandcastle Clinical and Educational Services	7
Section 28 Eligibility Determination	2
Section 97 ITRT Eligibility Determination	17
Sequel Care of Maine	2
Smart Child & Family Services	1
SOCHS	2
Somali Bantu Youth Association of Maine	1
Southern Maine Medical Center	1
Spring Harbor Hospital	12
Spurwink	6
Stepping Stones	3
Sweetser	14
The Getchell Agency	3
The Opportunity Alliance	3
The Progress Center	1
Tri-County Mental Health	2
United Cerebral Palsy of Maine	4
Waban Projects	2
Wings	12
Woodfords Family Services	16
Total	359

- #52 Number of eligibility data file transfers meeting timeliness target (24 hours)
- #53 Number of provider data file transfers meeting timeliness target (24 hours)
- #54 Number of authorization file transfers meeting timeliness target (3 business days)
- #55 Number of authorization file errors
- #56 Number of authorization file errors corrected within targeted timeframe (3 business days)

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

Report Source: Authorization data from APS CareConnection®, APS Staff, Providers, MHIMS and DHHS.

Findings:

<u>Report Number:</u>	<u>Description</u>	<u>Number Meeting Target</u>	<u>Total File Uploads/Downloads</u>	<u>% Compliance Meeting Timeliness of Target</u>
52	# of Eligibility data files transfers meeting timeliness target (within 24 hours)	21	21	100.0%
53	# of Provider data file transfers meeting timeliness target (within 24 hours)	N/A	0	0
54	Number of authorization file transfers meeting timeliness target (within 3 business days)	20,478	20,478	100.0%

<u>Report Number:</u>	<u>Description</u>	<u>Number of File Errors</u>	<u>Total File Uploads/Downloads</u>	<u>Percent Total Authorization Records with Errors</u>
55	Number of authorization file errors	0	0	100.0%

<u>Report Number:</u>	<u>Description</u>	<u>Number of File Errors</u>	<u># of File Errors Corrected within Time frame</u>	<u>Percent File Errors Corrected within Timeframe</u>
56	Number of authorization file errors corrected within targeted timeframe (within 3 business days)	0	0	100.0%

*Note: File errors can occur from Provider data entry, MECMS, and APS data entry.

Report Number 62a
Cumulative Admissions & Discharges from Adult Behavioral Health Homes
(Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 04/01/2014 To 09/30/2014

Run Date: 10/30/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Behavioral Health Home Organization (BHHO)** - A BHHO is a community-based mental health organization that delivers services through a team-based model of care. It is designed to integrate the systems of care of behavioral health and physical health. The service code of adult behavioral health homes is for members ages 18 & over and emancipated minors.
- **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.
- **SMI - Serious Mental Illness.** A proxy for serious mental illness (SMI) is the use of specific services. All active adult members who used either the service of Behavioral Health Homes or any Section 17 service (Community Support) or resided in a PNMI setting within 12 months of the date of this report. Section 17 services include: Community Integration (CI), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

What This Report Measures: Year to date number of admissions and discharges from Adult Behavioral Health Homes. Members may be admitted or discharged more than once.

Members admitted to Adult Behavioral Health Homes = 2,377

Members discharged from Adult Behavioral Health Homes = 716

<u>Gender</u>	# Admissions	# of Discharges
Female	1,443	416
Male	<u>934</u>	<u>300</u>
Total	2,377	716

<u>Age Groups</u>	# Admissions	# of Discharges
18-20	51	17
21-24	123	47
25-64	2,017	604
65-74	141	29
Over 75 Years Old	<u>45</u>	<u>19</u>
Total	2,377	716

<u>SMI</u>	# Admissions	# of Discharges
SMI	<u>2,377</u>	<u>716</u>
Total	2,377	716

<u>AMHI Class</u>	# Admissions	# of Discharges
AMHI Class N	2,161	653
AMHI Class Y	<u>216</u>	<u>63</u>
Total	2,377	716

<u>District</u>	# Admissions	# of Discharges
District 1/ York County	61	27
District 2/ Cumberland County	723	223
District 3/ Androscoggin, Franklin, and Oxford Counties	403	109
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	36	9
District 5/ Somerset and Kennebec Counties	295	123
District 6/ Piscataquis and Penobscot Counties	618	171
District 7/ Washington and Hancock Counties	218	37
District 8/ Aroostook County	1	0
Unknown	<u>22</u>	<u>17</u>
Total	2,377	716

<u>Providers</u>	# Admissions	# of Discharges
Acadia Healthcare	94	15
Assistance Plus	92	30
Catholic Charities Maine	66	27
Charlotte White Center	2	1
Common Ties	1	0
Community Counseling Center	245	45
Community Health & Counseling Services	380	88
Cornerstone Behavioral Healthcare - CM	212	36
Dirigo Counseling Clinic	22	22
Kennebec Behavioral Health	150	77
Maine Behavioral Health Organization	1	0
Northeast Occupational Exchange	172	71
OHI-Behavioral Health Home	7	4
Penobscot Community Health Center-BHH	53	9
The Opportunity Alliance	466	187
Tri-County Mental Health	389	101
UCP VI	1	0
Volunteers of America	<u>24</u>	<u>3</u>
Total	2,377	716

REPORT

Date of Report: 10/23/2014

Report: Administrative Measures: Phone Management Report

Reporting Period: Start: September 1, 2014 End: September 30, 2014

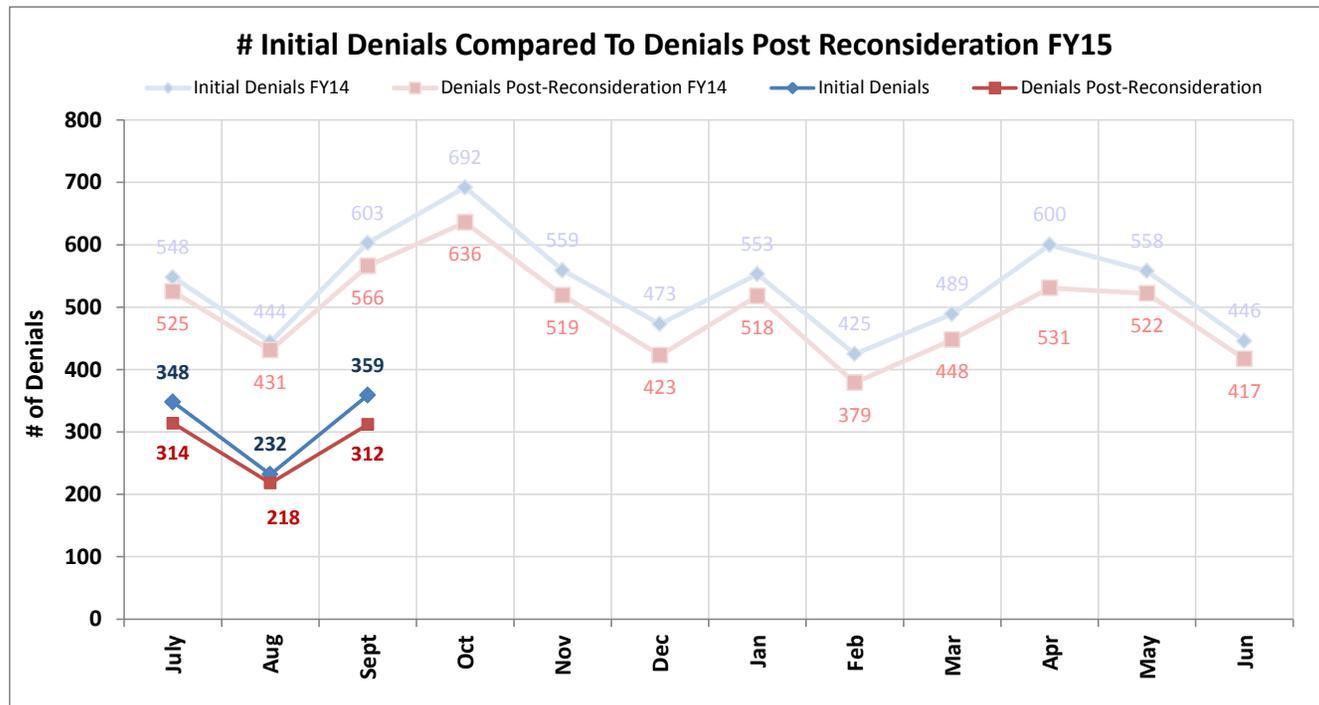
Source: APS Healthcare Call Tracking System

Findings:

	#41: Total #	#42& #44: Avg Answer Speed/Hold (in seconds)	#44: % Calls On- Hold 90+ Sec	#45: % Abandoned Calls	Avg Abandoned Call Time (in seconds)	% Ans. w/in 6 Rings	#43: Avg Call Length (in minutes/ seconds)
	6807 or 324 calls/day	7 seconds	0.2% (17 out of 6807)	1.2 % (80 out of 6807)	:39 seconds	98.0% (6673 out of 6807)	2:58
Target		30 Seconds		<5%		95%	

Report: Appeals & Denials Trending
Reporting Period: FY2015 as of 7/31/14

	July	Aug	Sept	YTD
# PA, CSR, UMCSR	25187	23243	25666	74096
Total # Denials (Clinical Denials + Partial Denials/Partial Auths Post Reconsiderations)	314	218	312	844
Post-reconsideration denial rate: Total Denials/#PA, CSR, UMCSR x 100	1.25%	0.94%	1.22%	1.14%
Denial Rate per 1000 PA,CSR,UMCSR	12	9	12	11
# Member Initiated Appeals	5	2	5	12
Appeals Filed Rate: Appeal/Denials x 100	1.59%	0.92%	1.60%	1.42%
Appeal Rate per 1000 Denials	16	9	16	14



Report: Appeals & Denials Trending
Reporting Period: FY2015 as of 7/31/14

