

**March 2015**  
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Report Number: 27 and 28

**Non-Hospitalized Members Assigned to Community Integration Service (CI) within 3 and 7 Working Days**

(Includes MaineCare members and Courtesy Reviews done by APS)

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

Run Date: 04/27/2015

Report Source: Authorization data from APS CareConnection®

**Definitions:**

- **Non-hospitalized member** - MaineCare member who is not in an inpatient psychiatric facility at the time of application for services. This is indicated by the member not having an open authorization for inpatient psychiatric services on the day a CFSN is completed or on the day the member is referred for CI services.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Prior Authorization (PA)** Whenever a provider is requesting to begin a service with a member, they are required to submit a request for prior authorization (PA) in APS CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in APS CareConnection "Date worker assigned". The date worker assigned indicates the day that a specific CI case worker has been assigned to begin providing the service to the member.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a waiting list for service. When there is a CFSN, it is used in conjunction with the start date of the service to determine the number of days the member waited.
- **Referral Date** is a field in CareConnection that the Provider may fill in when a member applies for a service. If the member is not put on a waiting list, (i.e. no CFSN) the referral date is used with the date of assignment to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

**What This Report Measures:** The number of non-hospitalized members authorized for Community Integration (CI) and whether they a.) were assigned to a case manager in the CI service within 3 working days, b.) Waited 4 - 7 working days to be assigned to a CI worker or c.) waited longer than 8 days but were eventually assigned to the CI service.

Total number of non-hospitalized members applying for CI: 2,006

Total assigned within 3 working days: 1,371

% assigned within 3 working days: 68%

Total assigned in 4 - 7 working days: 219

% assigned in 4 -7 working days: 11%

Total assigned within 7 working days: 1,590

% assigned within 7 working days: 79%

Total assigned after 8 or more working days: 416

% assigned after 8 or more working days: 21%

<u>Gender</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Female	876	139	292	1,307
Male	495	80	124	699
<b>Total</b>	<b>1,371</b>	<b>219</b>	<b>416</b>	<b>2,006</b>

  

<u>Adult Age Groups</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
18-20	88	13	24	125
21-24	112	17	26	155
25-64	1,100	170	347	1,617
65-74	57	17	13	87
Over 75 Years Old	14	2	6	22
<b>Total</b>	<b>1,371</b>	<b>219</b>	<b>416</b>	<b>2,006</b>

  

<u>AMHI Class</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	1,284	208	401	1,893
AMHI Class Y	87	11	15	113
<b>Total</b>	<b>1,371</b>	<b>219</b>	<b>416</b>	<b>2,006</b>

<u>District</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	107	29	73	209
District 2/ Cumberland County	187	32	108	327
District 3/ Androscoggin, Franklin, and Oxford Counties	310	52	100	462
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	138	19	31	188
District 5/ Somerset and Kennebec Counties	289	38	48	375
District 6/ Piscataquis and Penobscot Counties	232	30	24	286
District 7/ Washington and Hancock Counties	50	5	11	66
District 8/ Aroostook County	49	12	15	76
Unknown	9	2	6	17
<b>Total</b>	<b>1,371</b>	<b>219</b>	<b>416</b>	<b>2,006</b>

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	2	0	0	2
Allies	22	0	0	22
Alternative Services	17	0	1	18
Alternative Wellness Services	22	2	0	24
AngleZ Behavioral Health Services-17 ACM	31	1	4	36
Aroostook Mental Health Services	33	5	2	40
Assistance Plus	24	8	8	40
Break of Day, Inc	24	4	3	31
Bright Future Healthier You	2	0	0	2
Broadreach Family & Community Services	12	1	1	14
Catholic Charities Maine	51	32	29	112
Central Maine Family Counseling	8	2	0	10
Charlotte White Center	10	6	2	18
Choices	5	0	0	5
Common Ties	17	24	43	84
Community Care	38	4	6	48
Community Counseling Center	25	2	5	32
Community Health & Counseling Services	81	17	23	121
Cornerstone Behavioral Healthcare - CM	4	0	0	4
Counseling Services Inc.	58	18	21	97
Direct Community Care	8	0	4	12
Dirigo Counseling Clinic	6	2	1	9
Employment Specialist of Maine	5	1	2	8
Evergreen Behavioral Services	21	0	0	21
Facing Change	12	1	0	13
Fellowship Health Resources	4	0	0	4
Fullcircle Supports Inc	36	1	0	37
Goodwill Industries of Northern New England	0	0	1	1
Graham Behavioral Services	23	0	5	28
Healing Hearts LLC	2	1	1	4
Health Affiliates Maine	187	1	3	191
HealthReach network	1	0	0	1
Higher Ground Services	6	2	2	10
Kennebec Behavioral Health	78	11	21	110
Learning Works	3	0	0	3
Life by Design	21	4	8	33
Lutheran Social Services	20	0	0	20
Maine Behavioral Health Organization	40	1	3	44
Maine Immigrant and Refugee Services	7	5	6	18
Maine Vocational & Rehabilitation Assoc.	9	1	2	12
Manna Inc	3	2	2	7
MAS Home Care of Maine - Bangor	12	1	0	13
MAS Home Care of Maine - Westbrook	11	3	6	20
Medical Care Development-CSS	6	0	0	6
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	3	2	6	11
Mid Coast Mental Health	19	3	10	32
Motivational Services	4	1	2	7
Northeast Occupational Exchange	44	0	1	45
Northern Maine General - Community Support	0	1	4	5
Ocean Way Mental Health Agency	8	1	0	9

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
OHI	9	0	0	9
Oxford County Mental Health Services	29	2	4	35
Protea Integrated Health & Wellness	7	1	2	10
Providence	5	0	0	5
Riverview	8	0	1	9
Rumford Group Homes	6	0	0	6
Sequel Care of Maine	25	2	3	30
Shalom House	18	4	2	24
Smart Child & Family Services	10	0	7	17
St. Andre Homes	4	1	1	6
Stepping Stones	16	1	0	17
Sunrise Opportunities	4	0	0	4
Sweetser	67	11	63	141
The Opportunity Alliance	45	13	42	100
Tri-County Mental Health	28	13	53	94
York County Shelter Program	5	0	0	5
<b>Total</b>	<b>1,371</b>	<b>219</b>	<b>416</b>	<b>2,006</b>

**Report Number: 29 and 30**

**Hospitalized Members Assigned to Community Integration Service (CI) within 2 and 7 Working Days**

**(Includes MaineCare members and Courtesy Reviews done by APS)**

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

**Run Date: 04/27/2015**

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

**Definitions:**

- **Hospitalized member** - MaineCare member who is in an inpatient psychiatric facility at the time of application for services. This is indicated by the member having an open authorization for inpatient psychiatric services at the time a CFSN authorization is entered into CareConnection or on the day that the member is referred for CI services.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Prior Authorization (PA)** Whenever a provider is requesting to begin a service with a member, they are required to submit a request for prior authorization (PA) in APS CareConnection.
- **Date of Assignment:** When providers submit a prior authorization (PA), they are required to fill in APS CareConnection "Date worker assigned". The date worker assigned indicates the day that a specific CI case worker has been assigned to begin providing the service to the member.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnection whenever a member is put on a waiting list for service. When there is a CFSN, it is used in conjunction with the start date of the service to determine the number of days the member waited.
- **Referral Date** is a field in CareConnection that the Provider may fill in when a member applies for a service. If the member is not put on a waiting list, (i.e. no CFSN) the referral date is used with the date of assignment to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

**What This Report Measures:** The number of hospitalized members authorized for Community Integration (CI) and whether they a.) were assigned to a case manager in the CI service within 2 working days, b.) Waited 3-7 working days be assigned a CI worker, or c.) waited longer than 8 days but were eventually assigned to the service

Total number of hospitalized members applying for CI: 26

Total assigned within 2 working days: 16

% assigned within 2 working days: 62%

Total assigned in 3 - 7 working days: 4

% assigned in 3 -7 working days:15 %

Total assigned within 7 working days: 20

% assigned within 7 working days: 77%

Total assigned after 8 or more working days: 6

% assigned after 8 or more working days: 23%

<u>Gender</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Female	8	3	4	15
Male	8	1	2	11
<b>Total</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>26</b>
<u>AMHI Class</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	12	3	4	19
AMHI Class Y	4	1	2	7
<b>Total</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>26</b>
<u>District</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	0	0	1	1
District 2/ Cumberland County	5	1	2	8
District 3/ Androscoggin, Franklin, and Oxford Counties	0	0	1	1
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	3	0	1	4
District 5/ Somerset and Kennebec Counties	3	3	1	7
District 6/ Piscataquis and Penobscot Counties	5	0	0	5
<b>Total</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>26</b>

<u>Providers</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Alternative Wellness Services	2	0	0	2
Assistance Plus	0	0	1	1
Catholic Charities Maine	3	1	0	4
Charlotte White Center	1	0	0	1
Community Health & Counseling Services	1	0	0	1
Counseling Services Inc.	0	0	1	1
Kennebec Behavioral Health	2	2	1	5
Maine Behavioral Health Organization	1	0	0	1
Maine Vocational & Rehabilitation Assoc.	1	0	0	1
Mid Coast Mental Health	2	0	0	2
Motivational Services	1	1	0	2
OHI	1	0	0	1
Sweetser	1	0	0	1
The Opportunity Alliance	0	0	2	2
Tri-County Mental Health	0	0	1	1
<b>Total</b>	<b>16</b>	<b>4</b>	<b>6</b>	<b>26</b>

**Report 67**

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

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

**Run Date: 04/27/2015**

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

**Definitions:**

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

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

Total number of non-hospitalized members admitted to any community support service: 2,448  
 Total assigned within 3 working days: 1,672 % assigned within 3 working days: 68%  
 Total assigned in 4 - 7 working days: 251 % assigned in 4 -7 working days: 10%  
 Total assigned within 7 working days: 1,923 % assigned within 7 working days: 79%  
 Total assigned after 8 or more working days: 525 % assigned after 8 or more working days: 21%

<u>Service</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
H0040 - Adult Assertive Community Treatment - ACT	25	9	22	56
H2015 - Community Integration (CI)	1,371	219	416	2,006
H2018 - Community Rehabilitation Services (CRS)	12	1	3	16
T2022HB - Behavioral Health Homes - Adult	264	22	84	370
<b>Total</b>	<b>1,672</b>	<b>251</b>	<b>525</b>	<b>2,448</b>

  

<u>Gender</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Female	1,066	156	361	1,583
Male	606	95	164	865
<b>Total</b>	<b>1,672</b>	<b>251</b>	<b>525</b>	<b>2,448</b>

**Adult Age Groups**

	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
18-20	109	14	30	153
21-24	135	20	34	189
25-64	1,340	196	438	1,974
65-74	71	19	15	105
Over 75 Years Old	17	2	8	27
<b>Total</b>	<b>1,672</b>	<b>251</b>	<b>525</b>	<b>2,448</b>

**AMHI Class**

	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	1,552	238	501	2,291
AMHI Class Y	120	13	24	157
<b>Total</b>	<b>1,672</b>	<b>251</b>	<b>525</b>	<b>2,448</b>

**District**

	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	126	31	87	244
District 2/ Cumberland County	317	47	159	523
District 3/ Androscoggin, Franklin, and Oxford Counties	346	57	114	517
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	141	20	32	193
District 5/ Somerset and Kennebec Counties	331	39	54	424
District 6/ Piscataquis and Penobscot Counties	294	32	27	353
District 7/ Washington and Hancock Counties	58	11	31	100
District 8/ Aroostook County	49	12	15	76
Unknown	10	2	6	18
<b>Total</b>	<b>1,672</b>	<b>251</b>	<b>525</b>	<b>2,448</b>

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	29	0	1	30
Allies	22	0	0	22
Alternative Services	17	0	1	18
Alternative Wellness Services	22	2	0	24
AngleZ Behavioral Health Services-17 ACM	31	1	4	36
Aroostook Mental Health Services	33	5	2	40
Assistance Plus	24	8	8	40
Break of Day, Inc	24	4	3	31
Bright Future Healthier You	2	0	0	2
Broadreach Family & Community Services	12	1	1	14
Catholic Charities Maine	66	33	34	133
Central Maine Family Counseling	8	2	0	10
Charlotte White Center	11	6	2	19
Choices	5	0	0	5
Common Ties	17	24	43	84
Community Care	38	4	6	48
Community Counseling Center	101	7	34	142
Community Counseling Center - ACCESS	2	0	3	5
Community Counseling Center - CORE	5	1	0	6
Community Health & Counseling Services	89	25	42	156
Cornerstone Behavioral Healthcare - CM	22	1	5	28
Counseling Services Inc.	61	18	29	108
Crisis and Counseling Centers Inc-Section 92	2	0	0	2
Direct Community Care	8	0	4	12
Dirigo Counseling Clinic	6	2	1	9
Employment Specialist of Maine	5	1	2	8
Evergreen Behavioral Services	21	0	0	21
Facing Change	12	1	0	13
Fellowship Health Resources	4	0	0	4
Fullcircle Supports Inc	36	1	0	37
Goodwill Industries of Northern New England	0	0	1	1
Graham Behavioral Services	23	0	5	28
Healing Hearts LLC	2	1	1	4
Health Affiliates Maine	187	1	3	191
HealthReach network	2	0	0	2
Higher Ground Services	6	2	2	10
Kennebec Behavioral Health	99	11	24	134
Learning Works	3	0	0	3
Life by Design	21	4	8	33
Lutheran Social Services	20	0	0	20
Maine Behavioral Health Organization	40	1	3	44
Maine Immigrant and Refugee Services	7	5	6	18
Maine Vocational & Rehabilitation Assoc.	9	1	2	12
Manna Inc	3	2	2	7
MAS Home Care of Maine - Bangor	12	1	0	13
MAS Home Care of Maine - Westbrook	11	3	6	20
Medical Care Development-CSS	6	0	0	6
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	3	2	6	11
Mid Coast Mental Health	19	3	10	32
Motivational Services	5	1	2	8

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Northeast Occupational Exchange	57	0	1	58
Northern Maine General - Community Support	0	1	4	5
Ocean Way Mental Health Agency	8	1	0	9
OHI	9	0	0	9
OHI-Behavioral Health Home	1	0	0	1
Oxford County Mental Health Services	29	2	4	35
Penobscot Community Health Center-BHH	20	0	0	20
Protea Integrated Health & Wellness	7	1	2	10
Providence	5	0	0	5
Riverview	8	0	1	9
Rumford Group Homes	6	0	0	6
Sequel Care of Maine	25	2	3	30
Shalom House	20	5	3	28
Smart Child & Family Services	10	0	7	17
Spurwink	1	0	1	2
St. Andre Homes	4	1	1	6
Stepping Stones	16	1	0	17
Sunrise Opportunities	4	0	0	4
Sweetser	71	14	64	149
The Opportunity Alliance	82	18	57	157
Tri-County Mental Health	63	20	71	154
York County Shelter Program	13	0	0	13
<b>Total</b>	<b>1,672</b>	<b>251</b>	<b>525</b>	<b>2,448</b>



<u>AMHI Class</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	26	6	13	45
AMHI Class Y	7	3	5	15
<b>Total</b>	<b>33</b>	<b>9</b>	<b>18</b>	<b>60</b>

<u>District</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	1	2	2	5
District 2/ Cumberland County	11	1	5	17
District 3/ Androscoggin, Franklin, and Oxford Counties	1	1	3	5
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	4	0	2	6
District 5/ Somerset and Kennebec Counties	5	4	3	12
District 6/ Piscataquis and Penobscot Counties	10	1	3	14
District 8/ Aroostook County	1	0	0	1
<b>Total</b>	<b>33</b>	<b>9</b>	<b>18</b>	<b>60</b>

<u>Providers</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	7	0	0	7
Alternative Wellness Services	2	0	0	2
Assistance Plus	0	0	1	1
Catholic Charities Maine	3	1	0	4
Charlotte White Center	1	0	0	1
Community Counseling Center	5	0	0	5
Community Counseling Center - ACCESS	0	0	2	2
Community Counseling Center - ACTION	0	0	2	2
Community Counseling Center - CORE	1	0	0	1
Community Health & Counseling Services	1	1	2	4
Counseling Services Inc.	0	2	2	4
HealthReach network	0	1	2	3
Kennebec Behavioral Health	3	2	1	6
Maine Behavioral Health Organization	1	0	0	1
Maine Vocational & Rehabilitation Assoc.	1	0	0	1
Mid Coast Mental Health	2	0	0	2
Motivational Services	1	1	0	2
OHI	1	0	0	1
Sweetser	1	0	1	2
The Opportunity Alliance	0	0	2	2
Tri-County Mental Health	2	1	3	6
Volunteers of America	1	0	0	1
<b>Total</b>	<b>33</b>	<b>9</b>	<b>18</b>	<b>60</b>

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

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

**Report Run Date: 4/30/2015**

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

**Definitions:**

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

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

Number of people who were authorized for CI from the MaineCare wait list during the quarter 872

For those who received the service:

Average number of days waiting: 13 days

Percent waiting 30 days or less: 84.7%

Percent waiting 90 days or less: 99.4%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
AMHI Class N	827	820	7	701	122	4	13
AMHI Class Y	45	45	0	38	6	1	11
<b>Totals</b>	<b>872</b>	<b>865</b>	<b>7</b>	<b>739</b>	<b>128</b>	<b>5</b>	<b>13</b>

  

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
District 1	112	111	1	87	25	0	15
District 2	159	157	2	122	37	0	15
District 3	115	114	1	106	9	0	11
District 4	94	93	1	62	30	2	24
District 5	191	190	1	174	15	2	10
District 6	156	155	1	146	10	0	6
District 7	21	21	0	19	1	1	15
District 8	16	16	0	15	1	0	10
Unknown	8	8	0	8	0	0	11
<b>Totals</b>	<b>872</b>	<b>865</b>	<b>7</b>	<b>739</b>	<b>128</b>	<b>5</b>	<b>13</b>

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Alternative Wellness Services	5	5	0	5	0	0	2
AngleZ Behavioral Health Services-17 ACM	40	40	0	39	1	0	2
Assistance Plus	38	37	1	35	3	0	10
Catholic Charities Maine	109	109	0	106	3	0	7
Charlotte White Center	21	19	2	20	1	0	7
Common Ties	48	47	1	48	0	0	9
Community Care	46	46	0	42	4	0	6
Community Counseling Center	1	1	0	1	0	0	8
Community Health & Counseling Services	96	96	0	92	3	1	6
Counseling Services Inc.	63	63	0	55	8	0	10
Direct Community Care	1	1	0	1	0	0	14
Facing Change	5	5	0	4	1	0	19
Health Affiliates Maine	2	2	0	1	1	0	31
Higher Ground Services	9	9	0	8	1	0	12
Kennebec Behavioral Health	118	118	0	103	13	2	12
Life by Design	11	11	0	11	0	0	6
Mid Coast Mental Health	42	42	0	22	18	2	35
Northeast Occupational Exchange	1	1	0	1	0	0	23
Northern Maine General - Community Support	2	2	0	2	0	0	12
OHI	6	6	0	6	0	0	0
Shalom House	8	8	0	6	2	0	18
Sunrise Opportunities	1	1	0	1	0	0	17
Sweetser	78	76	2	41	37	0	29
The Opportunity Alliance	78	77	1	54	24	0	18
Tri-County Mental Health	43	43	0	35	8	0	14
<b>Totals</b>	<b>872</b>	<b>865</b>	<b>7</b>	<b>739</b>	<b>128</b>	<b>5</b>	<b>13</b>

**Quarterly Report 60a2 Reasons Members Are Removed from MaineCare Waitlist for CI  
Without Being Authorized for CI  
Report Dates: 10/01/2014 To 12/31/2014**

**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.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnecton whenever a member is put on a wait list for service. The CFSN is used in conjunction with the authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

**What This Report Measures:** This report shows the reasons members were removed from the MaineCare CI waitlist without being authorized for either MaineCare CI or state-funded CI. The report is run 2 quarters ago to give time for providers to contact the potential clients. Providers enter the reasons for removal from the waitlist by filling in the discharge plan when they discharge a CFSN in APS CareConnection.

Number of people who were removed from the MaineCare CI wait list waitlist by providers without being authorized for the service: 373

Number of people with information about the reason for removal from the waitlist entered: 189

<b>Reasons for removal from the waitlist</b>	<b># of members</b>
Unable to contact	139
Withdrawal of request by client	22
Client does not have MH goals	10
Transfer	10
Error	2
Client did not engage	1
Client is not eligible for service	1
Denied	1
Transfer to different CI Provider	1
Transfer to PATH	1
Other: Made another contract by accident	1
<b>Total</b>	<b>189</b>

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

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

**Report Run Date: 4/27/201**

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

**Definitions:**

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

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

Number of people who were authorized for CI from the state-funded wait list during the quarter: 224

For those who received the service:

Average number of days waiting: 21 days

Percent waiting 30 days or less: 73.7%

Percent waiting 90 days or less: 95.1%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
AMHI Class N	212	25	187	153	48	11	22
AMHI Class Y	12	2	10	12	0	0	3
<b>Totals</b>	<b>224</b>	<b>27</b>	<b>197</b>	<b>165</b>	<b>48</b>	<b>11</b>	<b>21</b>

  

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
District 1	17	2	15	11	2	4	40
District 2	47	10	37	28	17	2	26
District 3	38	1	37	29	8	1	21
District 4	28	2	26	17	10	1	25
District 5	50	8	42	44	4	2	13
District 6	28	2	26	23	5	0	15
District 7	9	2	7	8	0	1	16
District 8	1	0	1	1	0	0	17
Unknown	6	0	6	4	2	0	23
<b>Totals</b>	<b>224</b>	<b>27</b>	<b>197</b>	<b>165</b>	<b>48</b>	<b>11</b>	<b>21</b>

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Assistance Plus	4	0	4	4	0	0	6
Break of Day, Inc	1	1	0	1	0	0	0
Catholic Charities Maine	13	3	10	12	0	1	16
Charlotte White Center	7	0	7	5	2	0	27
Common Ties	9	0	9	7	2	0	25
Community Care	28	3	25	23	4	1	13
Community Counseling Center	5	0	5	0	3	2	75
Community Health & Counseling Services	6	0	6	6	0	0	8
Counseling Services Inc.	9	2	7	4	1	4	58
Kennebec Behavioral Health	38	4	34	34	2	2	13
Life by Design	1	1	0	1	0	0	5
Mid Coast Mental Health	20	1	19	9	10	1	29
Smart Child & Family Services	3	0	3	3	0	0	14
Sweetser	19	3	16	12	7	0	23
The Opportunity Alliance	28	6	22	17	11	0	22
Tri-County Mental Health	33	3	30	27	6	0	18
<b>Totals</b>	<b>224</b>	<b>27</b>	<b>197</b>	<b>165</b>	<b>48</b>	<b>11</b>	<b>21</b>

**Quarterly Report 60b2 Reasons Members Are Removed from State-Funded Waitlist for CI  
Without Being Authorized for CI  
Report Dates: 10/01/2014 To 12/31/2014**

**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.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into CareConnecton whenever a member is put on a wait list for service. The CFSN is used in conjunction with the authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.

**What This Report Measures:** This report shows the reasons members were removed from the state-funded CI waitlist without being authorized for either MaineCare CI or state-funded CI. The report is run 2 quarters ago to give time for providers to contact the potential clients. Providers enter the reasons for removal from the waitlist by filling in the discharge plan when they discharge a CFSN in APS CareConnection.

Number of people who were removed from the state-funded CI wait list waitlist by providers without being authorized for the service: 240

Number of people with information about the reason for removal from the waitlist entered: 113

<b>Reasons for removal from the waitlist</b>	<b># of members</b>
Unable to contact	81
Transfer	12
Client is not eligible for service	3
Client did not engage	2
Client does not have MH goals	2
Error	2
Withdrawal of request by client	2
Satisfied	1
Other: Client has MaineCare	2
Other: Provider referred to CI but no CI authorization in place	2
Other: Provider referred to CI. CI started 14 – 30 days later	2
Other: DHHS is picking up the tab as the case is in reunification!	1
Other: Transferred funding source from DHHS OCFS	1
<b>Total</b>	<b>113</b>

**Performance Based Contract Measure: No inpatient in 6 months**  
**95% of current Adult BHH recipients will have no inpatient psychiatric admissions during the past six months**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**

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

**Run Date: 04/27/2015**

**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.
- **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.
- **Long-term BHH Recipient** is defined as a member who is currently authorized for Behavioral Health home and has been in the service for 6 months or longer.
- **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. This report includes only adult inpatient psychiatric services.

**What This Report Measures:** The percent of long-term Adult BHH recipients who do not have any inpatient admissions for at least 6 months. The denominator includes Adult BHH recipients who at some point in the quarter were in service more than 180 days (even if they were discharged later in the quarter.) The numerator is everyone in the denominator who had no authorizations for inpatient psychiatric services going back 180 days from the last day of the quarter. An exception to this rule is, if the person was discharged during the quarter, then this report looks back 6 months from the date of discharge instead of last day of the quarter.

# Long -term BHH recipients: 1,106

# Long -term BHH recipients with no inpatient admissions in last 6 months: 1,077

Percent with no inpatient admissions in last 6 months: 97.4%

<u>Providers</u>	<u># Long-term BHH recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Acadia Healthcare	53	44	83%	Target not met
Assistance Plus	51	50	98%	Target met
Catholic Charities Maine	29	29	100%	Target met
Community Counseling Center	106	102	96%	Target met
Community Health & Counseling Services	212	207	98%	Target met
Cornerstone Behavioral Healthcare - CM	118	113	96%	Target met
Kennebec Behavioral Health	56	56	100%	Target met
Northeast Occupational Exchange	89	87	98%	Target met
OHI-Behavioral Health Home	2	2	100%	Target met
Penobscot Community Health Center-BHH	30	30	100%	Target met
The Opportunity Alliance	189	188	99%	Target met
Tri-County Mental Health	160	159	99%	Target met
Volunteers of America	11	10	91%	Target not met
<b>Totals</b>	<b>1,106</b>	<b>1,077</b>	<b>97.4%</b>	

**These BHH providers had members in the BHH service but no recipients in the service over 6 months**

**Providers**

Charlotte White Center

Counseling Services Inc.

Crisis and Counseling Centers Inc-Section 92

Evergreen Behavioral Services

Motivational Services

### Adult Behavioral Health Homes

#### Transfer to other care coordination service within 30 days of discharge from Behavioral Health Homes (Includes MaineCare members and Courtesy Reviews done by APS)

10/01/2014 to 12/31/2014

Run Date: 04/27/2015

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.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Adult Assertive Community Treatment (ACT)** provides individualized intensive integrated community-based services that are delivered by a multi-disciplinary team of practitioners and are available twenty-four(24) hours a day. ACT is available to a subset of adults with serious mental illness.
- **Community Rehabilitation Services (CRS)** support the development of the necessary skills for living in the community, and promote recovery, and community inclusion. Services are delivered by a team, with primary case management for each member assigned to one team member.

**What This Report Measures:** This report shows if a member has started an new care coordination service upon discharge from an Adult Behavioral Health Home. This is indicated by a an authorization for CI, ACT or CRS in APS CareConnection within 30 days from the date of the discharge from the Adult Behavioral Health Home.

# discharged from Adult Behavioral Health Homes: 234 # entering CI, ACT or CRS within 30 days: 56 Percent transferred within 30 days: 24%

<u>Adult Behavioral Health Homes Providers</u>	<u># to CI</u>	<u># to ACT</u>	<u># to CRS</u>	<u># unique transferred</u>	<u>Total # of discharges</u>	<u>Percent transferred</u>
Acadia Healthcare	2	0	0	2	8	25%
Assistance Plus	1	0	0	1	3	33%
Catholic Charities Maine	1	0	0	1	7	14%
Community Counseling Center	7	1	0	8	35	23%
Community Health & Counseling Services	6	2	0	8	36	22%
Cornerstone Behavioral Healthcare - CM	3	0	0	3	16	19%
Kennebec Behavioral Health	1	0	0	1	5	20%
Northeast Occupational Exchange	3	0	0	3	5	60%
OHI-Behavioral Health Home	0	0	0	0	1	0%
Penobscot Community Health Center-BHH	1	0	0	1	6	17%
The Opportunity Alliance	21	0	0	21	49	43%
Tri-County Mental Health	4	2	0	6	61	10%
Volunteers of America	1	0	0	1	2	50%
<b>Total</b>	<b>51</b>	<b>5</b>	<b>0</b>	<b>56</b>	<b>234</b>	<b>24%</b>

Admissions to Adult Behavioral Health Home  
Demographics & Prior Use of Care Coordination Services  
(Includes MaineCare members and Courtesy Reviews done by APS)

Report Dates: 04/01/2014 To 03/31/2015

Run Date: 04/29/2015

**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.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Adult Assertive Community Treatment (ACT)** provides individualized intensive integrated community-based services that are delivered by a multi-disciplinary team of practitioners and are available twenty-four(24) hours a day. ACT is available to a subset of adults with serious mental illness.
- **Targeted Case Management (TCM)** is case management for youth under age 21. APS reports on two types of TCM services:
  - **TCM - BH** is targeted case management for children with behavioral health/mental health issues.
  - **TCM - DD** is targeted case management for children with developmental disabilities.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected served using either MaineCare and/or state funds.
- **Accessed APS-reviewed substance abuse service in last year:** This report contains a breakout showing if a member had an authorization in the past year for an APS-reviewed substance abuse service including- outpatient counseling, intensive outpatient in community-based or hospital setting or an inpatient hospitalization for substance abuse. (Residential treatment for substance abuse is not an APS- reviewed service.)

**What This Report Measures:** Demographics of who has been admitted to Adult Behavioral Health Homes as well as what type of case management services a member had within 30 days of admission. Case management services include the adult services of: CI and ACT and the child services of TCM-BH for mental health or TCM-DD for intellectual disabilities.

# admitted to Adult BHH: 3,236      # In any type of case management service before Adult BHH : 2,404

% In case management service before Adult BHH : 74%

Gender	From TCM			From Any	Percent from case mgmt.	All Adult BHH Admissions
	From CI	From ACT	BH or DD			
Female	1,479	14	2	1,494	76%	1,978
Male	892	20	3	910	72%	1,257
Unknown	0	0	0	0	0%	1
<b>Total</b>	<b>2,371</b>	<b>34</b>	<b>5</b>	<b>2,404</b>	<b>74%</b>	<b>3,236</b>

  

Age Groups	From TCM			From Any	Percent from case mgmt.	All Adult BHH Admissions
	From CI	From ACT	BH or DD			
13-17	3	0	1	4	31%	13
18-20	61	1	4	65	57%	114
21-24	117	4	0	120	67%	178
25-34	431	6	0	436	70%	620
35-54	1,171	12	0	1,181	75%	1,567
55-61	325	8	0	332	79%	422
62-64	69	2	0	71	77%	92
65-74	151	1	0	152	86%	177
Over 75 Years Old	43	0	0	43	81%	53
<b>Total</b>	<b>2,371</b>	<b>34</b>	<b>5</b>	<b>2,404</b>	<b>74%</b>	<b>3,236</b>

Note: Age as of 04/01/2014

<b>AMHI Class</b>	<b><u>From CI</u></b>	<b><u>From ACT</u></b>	<b><u>From TCM BH or DD</u></b>	<b><u>From Any</u></b>	<b><u>Percent from case mgmt.</u></b>	<b><u>All Adult BHH Admissions</u></b>
AMHI Class N	2,152	16	5	2,170	74%	2,952
AMHI Class Y	219	18	0	234	82%	284
<b>Total</b>	<b>2,371</b>	<b>34</b>	<b>5</b>	<b>2,404</b>	<b>74%</b>	<b>3,236</b>

  

<b>Accessed substance abuse service</b>	<b><u>From CI</u></b>	<b><u>From ACT</u></b>	<b><u>From TCM BH or DD</u></b>	<b><u>From Any</u></b>	<b><u>Percent from case mgmt.</u></b>	<b><u>All Adult BHH Admissions</u></b>
Auth. For SA in last year	261	4	0	265	73%	363
No SA service in last year	2,110	30	5	2,139	74%	2,873
<b>Total</b>	<b>2,371</b>	<b>34</b>	<b>5</b>	<b>2,404</b>	<b>74%</b>	<b>3,236</b>

  

<b>District</b>	<b><u>From CI</u></b>	<b><u>From ACT</u></b>	<b><u>From TCM BH or DD</u></b>	<b><u>From Any</u></b>	<b><u>Percent from case mgmt.</u></b>	<b><u>All Adult BHH Admissions</u></b>
District 1	86	4	0	89	79%	112
District 2	805	11	1	816	78%	1,052
District 3	371	15	1	385	71%	545
District 4	31	0	0	31	67%	46
District 5	307	0	2	308	83%	370
District 6	535	3	0	538	71%	756
District 7	192	0	0	192	64%	301
District 8	5	0	0	5	71%	7
Unknown	39	1	1	40	85%	47
<b>Total</b>	<b>2,371</b>	<b>34</b>	<b>5</b>	<b>2,404</b>	<b>74%</b>	<b>3,236</b>

<b>Providers</b>	<b><u>From CI</u></b>	<b><u>From ACT</u></b>	<b><u>From TCM BH or DD</u></b>	<b><u>From Any</u></b>	<b><u>Percent from case mgmt.</u></b>	<b><u>All Adult BHH Admissions</u></b>
Acadia Healthcare	61	0	0	61	36%	171
Assistance Plus	93	0	0	93	99%	94
Catholic Charities Maine	81	0	0	81	85%	95
Charlotte White Center	2	0	0	2	67%	3
Common Ties	0	1	0	1	100%	1
Community Counseling Center	230	6	1	237	57%	417
Community Health & Counseling Services	340	3	0	343	76%	450
Cornerstone Behavioral Healthcare - CM	185	0	2	186	71%	261
Counseling Services Inc.	20	1	0	21	31%	67
Crisis and Counseling Centers Inc-Section 92	0	0	0	0	0%	2
Dirigo Counseling Clinic	22	0	0	22	100%	22
Evergreen Behavioral Services	33	0	1	34	64%	53
Kennebec Behavioral Health	174	0	0	174	96%	181
Maine Behavioral Health Organization	1	0	0	1	100%	1
Motivational Services	12	0	0	12	100%	12
Northeast Occupational Exchange	190	0	0	190	90%	212
OHI-Behavioral Health Home	9	0	0	9	100%	9
Penobscot Community Health Center-BHH	2	0	1	3	4%	85
The Opportunity Alliance	570	2	0	570	99%	573
Tri-County Mental Health	332	16	0	345	70%	496
UCP VI	1	0	0	1	100%	1
Volunteers of America	13	5	0	18	60%	30
<b>Total</b>	<b>2,371</b>	<b>34</b>	<b>5</b>	<b>2,404</b>	<b>74%</b>	<b>3,236</b>

**Report Number: 34**  
**Number of Acute Involuntary Inpatient Admissions**

**Report Dates**  
**From 07/01/2013 To 06/30/2014**

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

**Definitions:**

Involuntary Inpatient Admissions = When a provider discharges a member there are two related questions in the discharge information for the provider to answer. "Was this Patient admitted involuntarily?", and "If this admission was involuntary, did this admission convert from involuntary to voluntary?".

**What This Report Measures:** Unduplicated count year to date of members served.

Total Number of In-Patient Discharges = 4,470

Number of Involuntary Admissions = 287

Number of Involuntary Admissions that Converted to Voluntary = 273

% of Discharges that were Admitted Involuntarily = 6.42%

Rate per 1000 of Involuntary Admissions = 64

	<u>Involuntary Admissions</u>	<u>Admissions Converted to</u> <u>Voluntary</u>
<b>Gender</b>		
Female	126	121
Male	161	152
<b>Total</b>	<b>287</b>	<b>273</b>

	<u>Involuntary Admissions</u>	<u>Admissions Converted to</u> <u>Voluntary</u>
<b>Age Groups</b>		
0-3	0	0
4-5	0	0
6-12	1	1
13-17	3	3
18-20	39	39
21-24	26	25
25-64	212	199
65-74	5	5
Over 75 Years Old	1	1
<b>Total</b>	<b>287</b>	<b>273</b>

	<u>Involuntary Admissions</u>	<u>Admissions Converted to</u> <u>Voluntary</u>
<b>Child/Adult</b>		
Children (ages 0 -17)	4	4
Adult (ages 18+)	283	269
<b>Total</b>	<b>287</b>	<b>273</b>

	<u>Involuntary Admissions</u>	<u>Admissions Converted to Voluntary</u>
<b>SMI</b>		
SMI	208	198
Not SMI	79	75
<b>Total</b>	<b>287</b>	<b>273</b>

	<u>Involuntary Admissions</u>	<u>Admissions Converted to Voluntary</u>
<b>AMHI Class</b>		
AMHI Class N	189	181
AMHI Class Y	98	92
<b>Total</b>	<b>287</b>	<b>273</b>

	<u>Involuntary Admissions</u>	<u>Admissions Converted to Voluntary</u>
<b>District</b>		
District 1/ York County	54	53
District 2/ Cumberland County	117	114
District 3/ Androscoggin, Franklin, and Oxford Counties	42	38
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	22	19
District 5/ Somerset and Kennebec Counties	35	34
District 6/ Piscataquis and Penobscot Counties	6	5
District 7/ Washington and Hancock Counties	2	1
District 8/ Aroostook County	3	3
Unknown	6	6
<b>Total</b>	<b>287</b>	<b>273</b>

	<u>Involuntary Admissions</u>	<u>Admissions Converted to Voluntary</u>
<b>Providers</b>		
Acadia Hospital	15	9
Dorothea Dix Psychiatric Center	0	0
Maine General Medical Center	0	0
Maine Medical Center	1	0
Mid Coast Hospital	36	32
Northern Maine Medical Center	0	0
PenBay	0	0
Riverview Psychiatric Center	0	0
Southern Maine Medical Center	10	10
Spring Harbor Hospital	214	213
St. Marys Regional Medical Center	11	9
<b>Total</b>	<b>287</b>	<b>273</b>

**Quarterly Report Number: 34.1a**  
**Adult Hospitals Obtain Members ISP From Their CI or ACT Provider**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**  
**Report Dates: 01/01/2015 To 03/31/2015**

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

**Definitions:**

- **ISP** - Individual Service Plan prepared quarterly by member and member's CI or ACT Provider.
- **Inpatient psychiatric services** - Inpatient psychiatric services in private psychiatric hospitals serving children or community hospitals with child 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.
- **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.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- 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 Wkbc, TREM, or DBT.

**What This Report Measures:** The responses by the discharging hospital to the question:"Did the hospital obtain the Member's ISP from their CI or ACT Provider?" Hospitals are supposed to obtain the member's ISP. Some hospitals may be leaving the question blank or erroneously selecting N/A, when in fact I the member does have a CI or ACT Provider and an ISP.

**Total # of discharges = 472**

**Total # of N/A responses: 345 Percent of all responses that were N/A: 73.1%**

**Of those who answered, yes or no, percent of discharges where hospital obtained ISP = 52.8%**

	Obtain ISP from CI or ACT Provider		
	<u>Yes</u>	<u>No</u>	<u>N/A</u>
<b>SMI</b>			
SMI	59	34	179
Not SMI	8	26	166
<b>Total</b>	<b>67</b>	<b>60</b>	<b>345</b>
<b>AMHI Class</b>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
AMHI Class N	48	53	284
AMHI Class Y	19	7	61
<b>Total</b>	<b>67</b>	<b>60</b>	<b>345</b>
<b>District</b>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
District 1/ York County	7	0	34
District 2/ Cumberland County	3	3	57
District 3/ Androscoggin, Franklin, and Oxford Counties	2	5	115
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	22	3	45
District 5/ Somerset and Kennebec Counties	30	12	67
District 6/ Piscataquis and Penobscot Counties	2	5	13
District 7/ Washington and Hancock Counties	1	12	8
District 8/ Aroostook County	0	19	4
Unknown	0	1	2
<b>Total</b>	<b>67</b>	<b>60</b>	<b>345</b>

Obtain ISP from  
CI or ACT Provider

<b>Providers</b>	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>N/A</u></b>
Acadia Hospital	1	0	1
Dorothea Dix Psychiatric Center	0	0	19
Maine General Medical Center	36	15	59
Mid Coast Hospital	1	2	53
Northern Maine Medical Center	0	41	0
PenBay	21	0	17
Riverview Psychiatric Center	0	0	32
Southern Maine Medical Center	7	0	24
Spring Harbor Hospital	0	0	12
St. Marys Regional Medical Center	1	2	128
<b>Total</b>	<b><u>67</u></b>	<b><u>60</u></b>	<b><u>345</u></b>

**Quarterly Report Number: 34.1b and 34.1c**  
**Adult Hospital Invite CI/ACT Provider to Participate in Discharge Planning**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**  
**Report Dates: 01/01/2015 To 03/31/2015**

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

**Definitions:**

- **ISP** - Individual Service Plan prepared quarterly by member and member's CI or ACT Provider.
- **Inpatient psychiatric services** - Inpatient psychiatric services in private psychiatric hospitals serving children or community hospitals with child 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.
- **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.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- 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,

**What This Report Measures:** The responses by the discharging hospital to the following questions:

- "Did the Hospital invite the Member's CI or ACT Provider to participate in treatment or discharge planning?"
- "Did the Member's CI or ACT Provider participate in treatment or discharge planning?"

Hospitals are supposed to include the member's CI or ACT provider in discharge planning. Some hospitals may be leaving the question blank or erroneously choosing N/A when in fact the member does have a CI or ACT Provider.

**Total # of discharges = 472**

**Total # of N/A responses to the question "Did the Hospital invite Member's CI or ACT Provider..?" = 320**

**Percentage of responses to the above question that were N/A = 67.8%**

SMI	Invite CI or ACT Provider to treatment or discharge planning			CI or ACT Provider participated in treatment or discharge planning		
	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
SMI	113	3	156	109	10	153
Not SMI	34	2	164	34	3	163
<b>Total</b>	<b>147</b>	<b>5</b>	<b>320</b>	<b>143</b>	<b>13</b>	<b>316</b>
AMHI Class	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
AMHI Class N	111	5	269	110	8	267
AMHI Class Y	36	0	51	33	5	49
<b>Total</b>	<b>147</b>	<b>5</b>	<b>320</b>	<b>143</b>	<b>13</b>	<b>316</b>

District	Invite CI or ACT Provider to treatment or discharge planning			CI or ACT Provider participated in treatment or discharge planning		
	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
District 1/ York County	9	0	32	9	0	32
District 2/ Cumberland County	17	0	46	17	3	43
District 3/ Androscoggin, Franklin, and Oxford Counties	9	2	111	9	1	112
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	30	0	40	30	0	40
District 5/ Somerset and Kennebec Counties	41	2	66	37	8	64
District 6/ Piscataquis and Penobscot Counties	7	0	13	7	0	13
District 7/ Washington and Hancock Counties	14	0	7	14	0	7
District 8/ Aroostook County	20	0	3	20	0	3
Unknown	0	1	2	0	1	2
<b>Total</b>	<b>147</b>	<b>5</b>	<b>320</b>	<b>143</b>	<b>13</b>	<b>316</b>
Providers	<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Yes</u>	<u>No</u>	<u>N/A</u>
Acadia Hospital	1	0	1	1	0	1
Dorothea Dix Psychiatric Center	0	0	19	0	0	19
Maine General Medical Center	49	3	58	45	7	58
Mid Coast Hospital	22	0	34	22	0	34
Northern Maine Medical Center	41	0	0	41	0	0
PenBay	21	0	17	21	0	17
Riverview Psychiatric Center	0	0	32	0	0	32
Southern Maine Medical Center	7	0	24	7	0	24
Spring Harbor Hospital	5	0	7	5	5	2
St. Marys Regional Medical Center	1	2	128	1	1	129
<b>Total</b>	<b>147</b>	<b>5</b>	<b>320</b>	<b>143</b>	<b>13</b>	<b>316</b>

**Report Number: 38b**  
**Members Discharged from Adult In-Patient Psychiatric Services who are Readmitted within 180 days**  
**(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 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 - 180 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:** Quarterly 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 180 days. The second column shows members not readmitted within 180 days. The third column is the total number of discharges. Members may have more than one discharge. Note that this report is about members in inpatient psychiatric services seven to ten months ago. This allows 180 days to pass before looking to assess if members were readmitted within that time frame.

Total number of discharges:\*\* 782

Total number of members readmitted within 180 days: 261

% of members discharged from inpatient psychiatric facilities that are readmitted within 180 days: 33.4%

	<u>Members Readmitted within 180 days</u>	<u>Members Not Readmitted within 180 days</u>	<u>Total # of Discharges</u>
<b>All Members</b>			
Total MaineCare	261	521	782
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>
	<u>Members Readmitted within 180 days</u>	<u>Members Not Readmitted within 180 days</u>	<u>Total # of Discharges</u>
<b>Gender</b>			
Female	120	263	383
Male	141	258	399
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>
	<u>Members Readmitted within 180 days</u>	<u>Members Not Readmitted within 180 days</u>	<u>Total # of Discharges</u>
<b>Age Groups</b>			
18-20	13	36	49
21-24	15	49	64
25-64	223	418	641
65-74	8	14	22
Over 75 Years Old	2	4	6
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>

\*Note: Members readmitted in 0 or 1 days are counted in the overall number of discharges. However, these are not counted in the number of readmissions. These are likely either transfers or continued stays, not true readmissions.

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

\*\*\*Members age 17 & younger reported as receiving adult inpatient psychiatric services are removed from this report. These were most likely data entry errors.

	<u>Members Readmitted</u> <u>within 180 days</u>	<u>Members Not Readmitted</u> <u>within 180 days</u>	<u>Total # of</u> <u>Discharges</u>
<b>SMI</b>			
SMI	216	366	582
Not SMI	45	155	200
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>
	<u>Members Readmitted</u> <u>within 180 days</u>	<u>Members Not Readmitted</u> <u>within 180 days</u>	<u>Total # of</u> <u>Discharges</u>
<b>AMHI Class</b>			
AMHI Class N	189	442	631
AMHI Class Y	72	79	151
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>
	<u>Members Readmitted</u> <u>within 180 days</u>	<u>Members Not Readmitted</u> <u>within 180 days</u>	<u>Total # of</u> <u>Discharges</u>
<b>District</b>			
District 1/ York County	16	46	62
District 2/ Cumberland County	60	105	165
District 3/ Androscoggin, Franklin, and Oxford Counties	47	79	126
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	18	52	70
District 5/ Somerset and Kennebec Counties	53	112	165
District 6/ Piscataquis and Penobscot Counties	42	63	105
District 7/ Washington and Hancock Counties	6	18	24
District 8/ Aroostook County	18	38	56
Unknown	1	8	9
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>
	<u>Members Readmitted</u> <u>within 180 days</u>	<u>Members Not Readmitted</u> <u>within 180 days</u>	<u>Total # of</u> <u>Discharges</u>
<b>Providers</b>			
Acadia Hospital	49	90	139
Dorothea Dix Psychiatric Center	12	19	31
Maine General Medical Center	33	92	125
Mid Coast Hospital	22	34	56
Northern Maine Medical Center	14	42	56
PenBay	13	20	33
Riverview Psychiatric Center	13	15	28
Southern Maine Medical Center	4	20	24
Spring Harbor Hospital	64	118	182
St. Marys Regional Medical Center	37	71	108
<b>Total</b>	<b>261</b>	<b>521</b>	<b>782</b>

**Performance Based Contract Measure: No inpatient in 6 months**

**Performance Measure: 95% of current CI recipients will have no inpatient psychiatric admissions during the past six months**

**(Includes MaineCare members and Courtesy Reviews done by APS)**

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

**Run Date: 04/27/2015**

**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.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Long-term CI Recipient** is defined as a member who is currently authorized for community integration and has been in the service for 6 months or longer.
- **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. This report includes only adult inpatient psychiatric services.

**What This Report Measures:** The percent of long-term CI recipients who do not have any inpatient admissions for at least 6 months. The denominator includes CI recipients who at some point in the quarter were in service more than 180 days (even if they were discharged later in the quarter.) The numerator is everyone in the denominator who had no authorizations for inpatient psychiatric services going back 180 days from the last day of the quarter. An exception to this rule is, if the person was discharged during the quarter, then this report looks back 6 months from the date of discharge instead of last day of the quarter.

# Long -term CI recipients: 6,249

# Long -term CI recipients with no inpatient admissions in last 6 months: 6,073

Percent with no inpatient admissions in last 6 months: 97.2%

<u>Providers</u>	<u># Long-term CI recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Allies	170	164	96%	Target met
Alternative Services	103	97	94%	Target not met
Alternative Wellness Services	23	22	96%	Target met
Aroostook Mental Health Services	159	155	97%	Target met
Assistance Plus	145	143	99%	Target met
Behavior Health Solutions for Me	7	7	100%	Target met
Break of Day, Inc	199	196	98%	Target met
Bright Future Healthier You	30	30	100%	Target met
Broadreach Family & Community Services	39	38	97%	Target met
Catholic Charities Maine	795	779	98%	Target met
Central Maine Family Counseling	1	1	100%	Target met
Charlotte White Center	113	112	99%	Target met
Choices	60	59	98%	Target met
Common Ties	201	193	96%	Target met
Community Care	58	55	95%	Target met
Community Counseling Center	50	49	98%	Target met
Community Health & Counseling Services	223	216	97%	Target met
Counseling Services Inc.	341	336	99%	Target met
Direct Community Care	50	48	96%	Target met
Dirigo Counseling Clinic	33	33	100%	Target met
Employment Specialist of Maine	89	83	93%	Target not met
Evergreen Behavioral Services	1	1	100%	Target met
Fellowship Health Resources	3	3	100%	Target met

<u>Providers</u>	<u># Long-term CI recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Fullcircle Supports Inc	170	165	97%	Target met
Goodwill Industries of Northern New England	22	21	95%	Target met
Graham Behavioral Services	109	105	96%	Target met
Healing Hearts LLC	27	27	100%	Target met
Health Affiliates Maine	470	458	97%	Target met
HealthReach network	1	1	100%	Target met
Higher Ground Services	33	32	97%	Target met
Kennebec Behavioral Health	350	340	97%	Target met
Life by Design	99	96	97%	Target met
Lutheran Social Services	108	104	96%	Target met
Maine Behavioral Health Organization	250	240	96%	Target met
Maine Immigrant and Refugee Services	31	31	100%	Target met
Maine Vocational & Rehabilitation Assoc.	45	43	96%	Target met
Manna Inc	18	18	100%	Target met
MAS Home Care of Maine - Bangor	7	7	100%	Target met
MAS Home Care of Maine - Westbrook	8	7	88%	Target not met
Medical Care Development-CSS	8	8	100%	Target met
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	34	34	100%	Target met
Mid Coast Mental Health	40	33	83%	Target not met
Motivational Services	84	77	92%	Target not met
Northeast Occupational Exchange	52	51	98%	Target met
Northern Maine General - Community Support	25	25	100%	Target met
Ocean Way Mental Health Agency	24	24	100%	Target met
OHI	25	25	100%	Target met
Oxford County Mental Health Services	62	61	98%	Target met
Port Resources-Sec 17	5	5	100%	Target met
Providence	66	66	100%	Target met
Riverview	27	27	100%	Target met
Rumford Group Homes	20	20	100%	Target met
Sequel Care of Maine	44	43	98%	Target met
Shalom House	152	148	97%	Target met
Smart Child & Family Services	25	25	100%	Target met
St. Andre Homes	2	2	100%	Target met
Stepping Stones	38	37	97%	Target met
Sunrise Opportunities	44	44	100%	Target met
Sweetser	432	415	96%	Target met
The Opportunity Alliance	128	125	98%	Target met
Tri-County Mental Health	250	242	97%	Target met
York County Shelter Program	21	21	100%	Target met
<b>Totals</b>	<b>6,249</b>	<b>6,073</b>	<b>97.2%</b>	

**These CI providers had members in the CI service but no recipients in the service over 6 months**

**Providers**

Acadia Healthcare

AngleZ Behavioral Health Services-17 ACM

Cornerstone Behavioral Healthcare - CM

Facing Change

Learning Works

Northern Lighthouse-Section 17

Paramount Behavioral Services, Inc

Protea Integrated Health & Wellness

The Umbrella Agency

**APS Quarterly Report Adult Perf Measure Active CRS with NO Inpatient**

**Performance Measure: 95% of current CRS recipients will have no inpatient psychiatric admissions during the past six months**

**(Includes MaineCare members and Courtesy Reviews done by APS)**

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

**Report Run Date: 4/27/2015**

**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.
- **Community Rehabilitation Services (CRS)** support the development of the necessary skills for living in the community, and promote recovery, and community inclusion. Services are delivered by a team, with primary case management for each member assigned to one team member.
- **Long-term CRS Recipient** is defined as a member who is currently authorized for Community Rehabilitation Services and has been in the service for 6 months or longer.
- **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. This report includes only adult inpatient psychiatric services.

**What This Report Measures:** The percent of long-term CRS recipients who do not have any inpatient admissions for at least 6 months. The denominator includes CRS recipients who at some point in the quarter were in service more than 180 days (even if they were discharged later in the quarter.) The numerator is everyone in the denominator who had no authorizations for inpatient psychiatric services going back 180 days from the last day of the quarter. An exception to this rule is, if the person was discharged during the quarter, then this report looks back 6 months from the date of discharge instead of last day of the quarter.

# Long -term CRS recipients: 121

# Long -term CRS recipients with no inpatient admissions in last 6 months: 112

Percent with no inpatient admissions in last 6 months: 92.6%

<u>CategoryName</u>	<u># Long-term CRS recipients</u>	<u># with NO Inpatient admissions</u>	<u>% with NO inpatient admissions</u>	<u>At least 95% with NO inpatient admissions</u>
Community Health & Counseling Services	24	22	92%	Target not met
Counseling Services Inc.	12	12	100%	Target met
Fellowship Health Resources	1	1	100%	Target met
Kennebec Behavioral Health	22	20	91%	Target not met
Motivational Services	2	2	100%	Target met
OHI	6	5	83%	Target not met
Shalom House	45	41	91%	Target not met
Tri-County Mental Health	5	5	100%	Target met
York County Shelter Program	4	4	100%	Target met
<b>Totals</b>	<b>121</b>	<b>112</b>	<b>93%</b>	

**Performance Based Contract Measure: ACT hospitalizations**

**Performance Measure: 65% of ACT recipients will have a decrease in or no inpatient psychiatric hospitalizations in the quarter**

**(Includes MaineCare members and Courtesy Reviews done by APS)**

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

**Report Run Date: 4/27/2015**

**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.
- **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.
- **ACT Recipient** is defined as a member who is authorized for adult assertive community treatment on the last day of the quarter and has been in the service for the entire quarter.

**What This Report Measures:** The purpose of this report is to show the percentage of ACT recipients who either have no hospitalizations in the quarter OR who decrease the number of inpatient psychiatric admissions compared to the previous quarter. The denominator is anyone with an open authorization for ACT for 90 days as of the last day of the quarter. The numerator includes the ACT recipients with no inpatient psych admissions in the current quarter AND any long-term ACT recipients who have fewer inpatient psych admissions this quarter compared to the previous quarter.

# ACT recipients: 491

# with no inpatient psych admissions: 459

% with no inpatient psych admissions: 93.5%

# with fewer inpatient psych admissions than previous quarter: 2

% with fewer inpatient psych admissions than previous quarter: 0.4%

# with a decrease in or no inpatient psychiatric hospitalizations: 461

% with a decrease in or no inpatient psychiatric hospitalizations: 93.9%

<u>Providers</u>	<u># ACT recipients</u>	<u># of no inpatient psych admissions</u>	<u># with fewer inpatient psych admissions</u>	<u># with decrease in or no inpatient admissions</u>	<u>Percent</u>
Catholic Charities Maine	58	52	1	53	91 %
Community Counseling Center - ACCESS	50	48	0	48	96 %
Community Counseling Center - ACTION	20	20	0	20	100 %
Community Counseling Center - CORE	12	9	0	9	75 %
Community Health & Counseling Services	41	37	0	37	90 %
Counseling Services Inc.	90	89	0	89	99 %
HealthReach network	67	62	0	62	93 %
Spurwink	38	38	0	38	100 %
Sweetser	31	28	0	28	90 %
Tri-County Mental Health	84	76	1	77	92 %
<b>Totals</b>	<b>491</b>	<b>459</b>	<b>2</b>	<b>461</b>	<b>93.9 %</b>

**Performance Based Contract Measure: Crisis Stabilization Units**

**Performance Measure: 85% of individuals will have no psychiatric hospitalization within 30 days of discharge from crisis stabilization units**

**(Includes MaineCare members, Courtesy and Grant funded Reviews done by APS)**

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

**Report Run Date: 4/27/2015**

**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.
- **Crisis Stabilization Services** is short-term, out-of-home treatment for a person experiencing a mental health crisis. The service is provided in acrisis stabilization unit. The code for crisis services for adults is: H0018 Adult Crisis Residential - Crisis Units.
- **Psychiatric hospitalization**- includes inpatient psychiatric services in either 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.

**What This Report Measures:** The percent of clients who leave adult crisis units and do not have an authorization for any inpatient psychiatric service within 30 days of being discharged from the crisis unit. The denominator is all discharges (or authorization end) from adult crisis stabilization units within a quarter. The numerator is the number of these people who did not have an admission to any inpatient psychiatric hospital from the same day to 30 days after the discharge (or authorization end) from the Crisis Stabilization Unit. It excludes individuals those with no MaineCare IDs. It includes a handful of cases where adult crisis services were authorized for youth.

# discharges from crisis stabilization units: 566

# with NO inpatient psychiatric hospitalizations in next 30 days: 505

% with NO inpatient psychiatric hospitalizations in next 30 days: 89%

<u>Providers</u>	<u># of Discharges</u>	<u># NOT admitted to inpatient psych</u>	<u>% NOT admitted to inpatient psych</u>	<u>At least 85% NOT admitted to inpatient</u>
Aroostook Mental Health Services	54	51	94%	Target met
Community Health & Counseling Services	156	143	92%	Target met
Counseling Services Inc.	39	32	82%	Target not met
Crisis and Counseling Centers	80	68	85%	Target met
Mid Coast Mental Health	38	32	84%	Target not met
Oxford County Mental Health Services	45	42	93%	Target met
Sweetser	38	34	89%	Target met
The Opportunity Alliance	48	42	88%	Target met
Tri-County Mental Health	68	61	90%	Target met
<b>Totals</b>	<b>566</b>	<b>505</b>	<b>89%</b>	

### LTSE Contract Performance Report FY 2015 Quarter 3 *(prepared 4/30/15)*

APS Healthcare is contracted to provide quarterly reports about the Long Term Supported Employment Program (LTSE) to Maine’s office of Substance Abuse and Mental Health Services. For this service, APS Healthcare processes both authorizations and invoices. The report below shows the contract performance measure for LTSE. It is based on invoices received as of April 30, 2015 for the month of February 2015.

#### Contract Performance Goal: Ratio of LTSE Service/ Client Hours Worked

**90%** of individuals receiving LTSE will have a ratio of LTSE service hours to hours worked of 25% or less during the reported quarter. **RESULTS: 81% of all clients had a ratio less than or equal to 1 hour of LTSE support for each 4 hours worked (25%).** (60 clients of 74 clients with invoices in February 2015 met this criterion.)

The table below shows the average ratio of LTSE Service to client’s hours worked for each LTSE Provider. The pink column indicates Providers below the contract performance standard.

**Ratio of LTSE Service Provided to Client's hours of work February 2015**

LTSE Provider	Noncompliant # Over the 25% ratio	Compliant: # at or less than 25% ratio	% of clients within 25% ratio	Total # of LTSE clients
Independence Association	0	1	100%	1
Kennebec Behavioral Health	0	7	100%	7
Maine Medical Center	0	15	100%	15
Margaret Tartre	0	1	100%	1
Pathways Inc.	0	2	100%	2
Work Opportunities Unlimited	1	10	91%	11
MVRA	1	8	89%	9
Creative Work Systems	1	5	83%	6
Goodwill Employment Service	6	7	54%	13
Amicus	1	1	50%	2
Hope Association	2	2	50%	4
Employment Connections Maine, LLC	2	1	33%	3
All LTSE Providers in February 2015	14	60	81%	74

#### Notes:

Unless there are unusual circumstances, clients in LTSE are expected to work at least 4 hours for every one hour of LTSE support provided. There are two exceptions.

1. The LTSE clients over the 25% ratio, and especially over the 50% ratio, have complex needs and require high levels of employment supports to maintain employment. APS Healthcare approves each person above the 25% ratio on a case-by-case basis and this info is reported to the coordinator of LTSE at the Office of Substance Abuse & Mental Health.
2. Clients must have a job to begin receiving LTSE. If they subsequently lose their job, LTSE allows up to 8 hours of LTSE support to help a client find a job. For February 2015, there were no clients of LTSE who had invoices but no work hours.

**SAMHS Adult Performance Standard- 75% Do Not Access PNMI Within 1 Year of Discharge from PNMI  
(Includes MaineCare members and Courtesy Reviews done by APS)**

**01/01/2014 To 03/31/2014**

**Run Date: 04/27/2015**

**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.
- **PNMI** stands for Private Non-Medical Institution (PNMI). PNMIs are a type of residential treatment where food, shelter, personal care, and treatment services are provided to residents in single or scattered site facilities. PNMI services are not provided in medical settings such as hospitals or nursing homes.

**What This Report Measures:** The number of adults discharged from residential treatment and whether or not they return to residential treatment within 1 Year. (A member who re-enters residential treatment within 1 day is presumed to have transferred. In this report, transfers are not counted as discharges, so are not included in the numerator or denominator.) Note that this report is about members discharged from services over a year ago. This allows time to pass before assessing the outcomes of treatment. It includes the members discharged from APS CareConnection system as well as the members whose authorization for the service has expired.

Total number of members discharged from residential treatment during the quarter: 96

Total number of members who did NOT return to residential treatment within 1 year: 70

Percent of members who did NOT return to residential treatment within 1 year: 73%

<b>Providers</b>	<b># NOT returning to residential treatment within 1 year</b>	<b># Discharged</b>	<b>% NOT returning to residential treatment within 1 year</b>
	Alternative Services	1	1
Aroostook Mental Health Services	2	3	67%
Community Health & Counseling Services	1	2	50%
Counseling Services Inc.	2	2	100%
Employment Specialist of Maine	1	1	100%
Kennebec Behavioral Health	5	5	100%
Mid Coast Mental Health	5	6	83%
Motivational Services	4	8	50%
NFI North	4	4	100%
OHI	1	3	33%
Oxford County Mental Health Services	2	2	100%
Shalom House	9	12	75%
The Opportunity Alliance	19	23	83%
Tri-County Mental Health	2	2	100%
Volunteers of America	1	3	33%
York County Shelter Program	11	19	58%
	<b>70</b>	<b>96</b>	<b>73%</b>

**SAMHS Adult Performance Standard- 80% Do Not Access PNMI Within 90 Days of Discharge from PNMI**  
(Includes MaineCare members and Courtesy Reviews done by APS)

10/01/2014 To 12/31/2014

Run Date: 04/27/2015

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.
- **PNMI** stands for Private Non-Medical Institution (PNMI). PNMIs are a type of residential treatment where food, shelter, personal care, and treatment services are provided to residents in single or scattered site facilities. PNMI services are not provided in medical settings such as hospitals or nursing homes.

**What This Report Measures:** The number of adults discharged from residential treatment and whether or not they return to residential treatment within 90 Days. (A member who re-enters residential treatment within 1 day is presumed to have transferred. In this report, transfers are not counted as discharges, so are not included in the numerator or denominator.) Note that this report is about members discharged from services more than a quarter ago. This allows time to pass before assessing the outcomes of treatment. It includes the members discharged from APS CareConnection system as well as the members whose authorization for the service has expired.

Total number of members discharged from residential treatment during the quarter: 76

Total number of members who did NOT return to residential treatment within 90 Days: 69

Percent of members who did NOT return to residential treatment within 90 Days: 91%

Providers	<u># NOT returning to residential treatment within 90 Days</u>	<u># Discharged</u>	<u>% NOT returning to residential treatment within 90 Days</u>
Alternative Services	1	1	100%
Aroostook Mental Health Services	0	1	0%
Charlotte White Center	1	1	100%
Community Health & Counseling Services	2	2	100%
Counseling Services Inc.	1	1	100%
Employment Specialist of Maine	2	2	100%
Kennebec Behavioral Health	3	3	100%
Medical Care Development	1	1	100%
Mid Coast Mental Health	4	4	100%
Motivational Services	4	4	100%
OHI	2	2	100%
Shalom House	7	8	88%
The Opportunity Alliance	12	12	100%
Tri-County Mental Health	1	1	100%
Volunteers of America	2	2	100%
York County Shelter Program	26	31	84%
	<b>69</b>	<b>76</b>	<b>91%</b>

**Performance Based Contract Measure: Adult PNMI - Percent to IP in quarter**

**Performance Measure: 80% of Adult PNMI recipients will have no inpatient psychiatric hospitalizations in the quarter**

**(Includes MaineCare members and Courtesy Reviews done by APS)**

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

**Report Run Date: 4/27/2015**

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

**Definitions:**

- **Adult Residential Mental Health Services** provides community residential treatment for adults with serious mental illnesses. The code for Adult Mental Health PNMI is Section 97 H0019 Adult PNMI - Rehabilitation Services.
- **Private Non-Medical Institution (PNMI)** is defined as an agency or facility that is not, as a matter or regular business, a health insuring organization, hospital, nursing home, or a community health care center, that provides food, shelter, personal care, and treatment services to four or more residents in a single or multiple facilities or scattered sites facilities.
- **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 the percentage of adults in residential treatment (PNMI) who have no hospitalizations in the quarter.

# of adults in residential treatment 90 days or longer: 502

# with no inpatient psych admissions: 490

% with no inpatient psych admissions: 97.6%

<u>Providers</u>	<u># in service over 90 days</u>	<u># of no inpatient psych admissions</u>	<u>Percent</u>	<u>Target Met?</u>
Alternative Services	17	17	100.0%	Target met
Aroostook Mental Health Services	15	15	100.0%	Target met
Charlotte White Center	14	13	92.9%	Target met
Community Health & Counseling Services	27	26	96.3%	Target met
Counseling Services Inc.	25	25	100.0%	Target met
Employment Specialist of Maine	18	18	100.0%	Target met
Fellowship Health Resources	12	11	91.7%	Target met
Kennebec Behavioral Health	21	19	90.5%	Target met
Lutheran Social Services	16	16	100.0%	Target met
Medical Care Development	17	17	100.0%	Target met
Mid Coast Mental Health	24	24	100.0%	Target met
Motivational Services	54	50	92.6%	Target met
NFI North	17	17	100.0%	Target met
Northern Maine General	12	12	100.0%	Target met
OHI	21	21	100.0%	Target met
Oxford County Mental Health Services	4	4	100.0%	Target met
Peregrine Corp	12	11	91.7%	Target met
Shalom House	76	74	97.4%	Target met
Sunrise Opportunities	20	20	100.0%	Target met
The Opportunity Alliance	24	24	100.0%	Target met
Tri-County Mental Health	35	35	100.0%	Target met
Volunteers of America	21	21	100.0%	Target met
<b>Totals</b>	<b>502</b>	<b>490</b>	<b>97.6%</b>	<b>Target met</b>

**Performance Based Contract Measure: Gero-psych nursing home residents-- No inpatient**  
**95% of current Gero-psych nursing home residents will have no inpatient psychiatric admissions in quarter**  
**Report Dates: 01/01/2015 To 03/31/2015**

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

**Definitions:**

- **Geriatric-psychiatric unit in a nursing home facility-(Gero-psych)** refers to a specialized locked unit within a nursing care facility. The gero-psych unit has in-house psychiatry services as well as staff trained in providing behavioral health services and also provides traditional nursing home services.
- **Inpatient psychiatric services** - Inpatient psychiatric services in private psychiatric hospitals, community hospitals with inpatient psychiatric units or state psychiatric hospitals.
- **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 MaineCare.

**What This Report Measures:** Of the members currently living in gero-psych units, how many have had an inpatient hospitalization during the past quarter. This is indicated by a MaineCare authorization or courtesy review in APS CareConnection system indicating an admission to a MaineCare funded inpatient psychiatric service. (If a person is admitted to inpatient psychiatric services using Medicare, not MaineCare, then APS will not have this information.)

# in geriatric-psychiatric unit in a nursing home facility: 52

# admitted to Inpatient psychiatric services: 0 # not admitted to Inpatient psychiatric services: 51

% NOT admitted to # not in Inpatient psychiatric services: 98.1%

<u>Gero-psych Providers</u>	<u># in Gero Psych</u>	<u># with NO IP</u>	<u># with IP admission</u>	<u>% with NO IP admission</u>
Gorham House	17	16	0	94.1%
Hawthorne House	18	18	0	100.0%
Mount St. Joseph	17	17	0	100.0%
<b>Total</b>	<b>52</b>	<b>51</b>	<b>0</b>	<b>98.1%</b>