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## APS Healthcare-Maine Fiscal Year 2014 Summary Report

(Includes MaineCare members and Courtesy Reviews done by APS)

### Demographics, Utilization, and Access - Monthly Cumulative Totals For Fiscal Year 2014

From: July 1, 2013 - The End of Each Month of the Fiscal Year

	July 13	August 13	September 13	October 13	November 13	December 13
Total # MaineCare Eligible Members*	285,951	285,951	280,988	280,988	280,988	
Total # Members in any APS reviewed service	50,218	52,429	54,773	57,339	59,329	
Total # Members Authorized Mental Health Services: Children/Adolescents age 0-17	17,446	18,120	19,121	20,275	21,143	
Total # Members Authorized Mental Health Services: Adults age 18+	32,771	34,305	35,647	37,058	38,178	
Total # Members Authorized Mental Health Services: Female	27,753	28,987	30,277	31,715	32,803	
Total # Members Authorized Mental Health Services: Male	22,458	23,435	24,489	25,617	26,517	
Total # Members Authorized for Outpatient Therapy	35,368	37,187	39,324	41,578	43,321	
Total # Members Authorized Services Diagnosed with a Serious Mental Illness	14,793	15,332	15,791	16,286	16,668	

### Administrative ASO Measures - The following indicators are totaled for each month and are

NOT cumulative

Total # Administrative Denials (post reconsiderations)	0	0	0	0	0	
Total # Clinical Denials (post reconsiderations)	161	144	144	130	122	
Total # Partial Authorizations (post reconsiderations)	364	287	422	506	397	
Total # Administrative Denials, Clinical Denials, or Partial Authorizations Reconsidered then Resulting in Authorized or Partially Authorized Services	38	29	92	103	76	
Denial Rate (post reconsiderations)	3.76%	3.34%	5.03%	4.45%	4.12%	
Total # Complaints	0	0	0	0	1	
Total # Grievances	0	0	0	0	0	
Total # Appeals	11	19	12	9	8	
Total # of APS Cases Processed	27,141	24,266	23,610	28,823	24,611	
Total # of Services Processed	32,058	30,712	29,329	34,346	29,228	
Average # Services per APS Cases Processed	1.18	1.27	1.24	1.19	1.19	
Total # of Services Discharged	7,704	7,060	6,807	6,698	6,271	
Total # Phone Calls Received	5,433	4,917	5,250	5,688	4,721	
Average # Calls Received per work day	247	224	263	259	225	
Average Answer Speed in Seconds (target < 30 seconds)	7	7	7	7	7	
Average Length of Calls in Minutes: Seconds	2:53	2:49	2:45	2:45	2:39	
Total # DHHS Meetings	5	6	12	7	9	
Total # Attendees at the DHHS Meetings	11	41	59	29	33	
Total # Provider Meetings	7	11	9	6	7	
Total # Attendees at the Provider Meetings	101	93	208	31	222	
Total # Member Meetings	0	1	1	1	0	
Total # Attendees at the Member Meetings	0	2	3	5	0	

### Administrative ASO Measures - Quarterly

Fiscal Year (1Qtr=Jul,Aug,Sep; 2Qtr=Oct,Nov,Dec; 3Qtr=Jan,Feb,Mar; 4Qtr=Apr,May,June)

	FY14 Quarter 1	FY14 Quarter 2
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%	
Contract Standard 5, Indicator 2 - Fewer than 5% of telephone calls to APS will be abandoned (target < 5%)	1%	

APS Healthcare-Maine: Summary Report Adult Mental Health Fiscal Year 2014						
(Includes MaineCare members and Courtesy Reviews done by APS)						
<b>Demographics, Utilization and Access Measures: Active Authorization <u>Census on the Last Day of Each</u></b>						
<b>Month</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>
Total # MaineCare Eligible Members Ages 21 & over*	212,487	212,487	203,746	203,746	203,746	
Total # Authorized in any APS reviewed adult service	29,587	29,454	29,404	29,460	28,250	
Ages 18-20	1170	1,199	1,157	1,136	1,114	
21-64	26,988	26,829	26,815	26,889	25,711	
65-74	1080	1072	1088	1097	1,085	
Over 75 Years Old	349	354	344	338	340	
Females # authorized in any adult APS reviewed service	18,487	18,345	18,305	18,366	18,169	
Males # authorized in any adult APS reviewed service	11,100	11,109	11,099	11,094	11,063	
Total # Members Currently Authorized Adult Community Support & PNMI Services	10,966	10,899	10,933	10,922	10,811	
<b>Demographics, Utilization and Access Measures: The following indicators are totaled for each month and are NOT cumulative</b>						
	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in Community Hospitals with Inpatient Units	174	146	119	149	122	
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in Private Psychiatric Hospitals ( Spring Harbor and Acadia)	98	93	107	93	86	
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in State Hospitals (civil admissions only: Riverview and Dorothea Dix)	28	21	17	14	11	
Total # Adult New Admissions Authorized Psychiatric Inpatient Services in State Hospital Forensic Admissions at Riverview)	10	11	8	11	3	
Total # Adult Members Authorized ALL Psychiatric Inpatient Services (New Admissions)	310	271	251	267	222	
Total # of Discharges from Community Hospitals with Psychiatric Inpatient Units	177	138	120	145	113	
Total # of Discharges from Private Psychiatric Hospitals ( Spring Harbor and Acadia)	94	93	96	101	84	
Total # Adult Discharges from Psychiatric Inpatient Services in State Hospitals (civil discharges only: Riverview and Dorothea Dix)	22	20	17	20	12	
Total # Adult Discharges Psychiatric Inpatient Services in State Hospital Forensic Discharges at Riverview)	12	8	8	7	8	
Total # of Discharges from ALL Psychiatric Inpatient Units	305	259	241	273	217	
Average Length Of Stay (in days) for members discharged from Community Hospitals with In-Patient Units	8	9	10	9	8	
Average Length Of Stay (in days) for members discharged from Private Psychiatric Hospitals	12	12	11	11	13	
Average Length Of Stay (in days) for members discharged from civic admissions to State Hospitals	75	80	99	72	83	
Average Length Of Stay (in days) for members discharged from forensic admissions to State Hospitals	53	74	50	42	59	
Total # of Discharges from Community Hosp. with Psych. Inpatient Units who are then Readmitted within 30 days	18	3	11	11	10	
Total # of Discharges from Private Psychiatric Hospitals who are then Readmitted within 30 days	12	9	8	17	7	
Total # of Discharges from State Hospitals CIVIL admissions who are then Readmitted within 30 days	3	0	2	2	0	
Total # of Discharges from State Hospitals FORENSIC admissions who are then Readmitted within 30 days	0	0	0	0	0	
# of New Admissions of a members authorized for Adult Individual Outpatient Services	1,480	1,421	1,414	1,456	1,180	
# of New Admissions of members authorized for Adult Group Outpatient Services	202	234	265	260	173	
# of New Admissions of members authorized for Adult Medication Management Services	678	583	614	760	649	
Total # Members Authorized to Receive Adult Residential Services (PNMI) (New Admissions)	29	27	37	46	63	
Total # of Discharges from Adult Residential Services (PNMI)	30	32	33	39	32	
Average Length Of Stay (in days) for Adult Residential Services (PNMI) discharged	454	356	205	383	327	
Total # Members Authorized Adult Crisis Unit Services (New Admissions)	275	255	255	243	231	
Total # Members Discharged from Adult Crisis Unit Svs in the month	257	232	243	231	214	
Average Length Of Stay (in days) for Adult Crisis Unit Services discharged in the month	5	5	6	6	6	
# of New Admissions of adult members authorized for CI Services	769	683	686	829	607	
# of New Admissions of adult members authorized for ACT Services	29	24	29	34	21	
# of New Admissions of adult members authorized for CRS Services	3	8	6	6	9	
Total # New Admissions of adult members for CI,ACT or CRS (three types of Community Support/Integration Services)	801	715	721	869	637	
Total # adult members who are Discharged from CI, ACT or CRS	522	489	481	505	411	
Average Length Of Stay (in days) for adult members discharged from CI, ACT or CRS	372	404	394	430	422	
<b>Utilization, Access, and Continuity of Care Measures - End of Each Quarter</b>						
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)			76%			
Total % of non-hospitalized adult members assigned Community Support/Integration Services within 3 working days of application of services (Quarterly)			62%			
Total % of adult members who apply for and are assigned CI Services while an inpatient in a psychiatric facility within 7 working days (Quarterly)			79%			
Total % of adult members who apply for and are assigned CI Services while an inpatient in a psychiatric facility within 2 working days (Quarterly)			64%			

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

**Report Dates: 07/01/2013 To 11/30/2013**

**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](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 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

**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 = 280,988

Members authorized for an APS-reviewed service = 58,793

% of total members authorized for an APS-reviewed service = 20.9%

<u>Gender</u>	<u>Members</u>
Female	32,562
Male	26,231
<b>Total</b>	<b>58,793</b>
<u>Detailed Age Groups</u>	<u>Members</u>
0-3	1,199
4-5	2,058
6-12	10,094
13-17	7,686
18-20	3,024
21-24	2,904
25-34	9,942
35-54	15,993
55-61	3,426
62-64	790
65-74	1,251
Over 75 Years Old	419
Unknown	8
<b>Total</b>	<b>58,794</b>

Note: Age as of 07/01/2013

<u>Child/Adult</u>	<u>Members</u>
Children (ages 0 -17)	21,036
Adult (ages 18+)	37,749
Unknown	8
<b>Total</b>	<b>58,793</b>

Note: Age as of 07/01/2013

<u>SMI</u>	<u>Members</u>
SMI	16,727
Not SMI	42,219
<b>Total</b>	<b>58,946</b>

<u>AMHI Class</u>	<u>Members</u>
AMHI Class N	56,957
AMHI Class Y	1,836
<b>Total</b>	<b>58,793</b>

<u>District</u>	<u>Members</u>
District 1/ York County	7,702
District 2/ Cumberland County	10,415
District 3/ Androscoggin, Franklin, and Oxford Counties	9,830
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	6,016
District 5/ Somerset and Kennebec Counties	9,828
District 6/ Piscataquis and Penobscot Counties	8,219
District 7/ Washington and Hancock Counties	2,950
District 8/ Aroostook County	3,207
Unknown	626
<b>Total</b>	<b>58,793</b>

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

**Report Dates: 07/01/2013 To 11/30/2013**

**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](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	19
ALASKAN/AMER INDIAN	3
Asian	168
Asian Hisp	1
Asian Indeter	4
Asian NatvAm	2
Asian NatvAm Hisp	1
ASIAN/PACIFIC	3
Black	1,170
Black Asian	7
Black Asian Hisp	1
Black Hisp	37
Black Indeter	14
Black Indeter Hisp	1
Black NatvAm	10
Black NatvAm Hisp	1
Black NatvAm Indeter	1
Black Pacf	2
Black, Pacific Islander & Indeterminate	1
CAUCASIAN	518
FILIPINO	1
HAWAIIAN	1
Hisp	108
HISPANIC	3
Indeter	2,526
Indeter Hisp	50

NatvAm	574
NatvAm Hisp	14
NatvAm Indeter	15
None	2,462
Pacf	29
Pacf Hisp	10
Pacf Indeter	1
Pacf NatvAm	2
UNKNOWN	91
White	49,510
White Asian	43
White Asian Hisp	1
White Asian Indeter	1
White Black	285
White Black Asian	2
White Black Asian Pacf Hisp	1
White Black Asian Pacf NatvAm Indeter	2
White Black Hisp	15
White Black Indeter	4
White Black NatvAm	16
White Black NatvAm Hisp	4
White Black Pacf	1
White Black Pacf Hisp	1
White Hisp	511
White Indeter	425
White Indeter Hisp	9
White NatvAm	312
White NatvAm Hisp	9
White NatvAm Indeter	5
White Pacf	16
White Pacf Hisp	3
White, Pacific Islander & Indeterminate	1
<b>Total</b>	<b>59,028</b>

**Report Number: 3**  
**Discharges from Inpatient Psychiatric Services**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**  
**Report Dates: 07/01/2013 To 11/30/2013**

**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 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:** 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 = 280,988

Members Discharged from Inpatient Psychiatric Services = 1,814

% of Total Members Discharged from Inpatient Psychiatric Services = 0.6%

Rate per 1000 Total Members Discharged from Inpatient Psychiatric Episodes = 6

<u>Gender</u>	<u>Children</u>	<u>Adult</u>
Female	269	657
Male	285	603
<b>Total</b>	<b>554</b>	<b>1,260</b>
<u>Age Groups</u>	<u>Children</u>	<u>Adult</u>
4-5	11	0
6-12	167	0
13-17	334	0
18-20	41	98
21-24	1	111
25-64	0	1,027
65-74	0	19
Over 75 Years Old	0	5
<b>Total</b>	<b>554</b>	<b>1,260</b>
<u>Child/Adult</u>	<u>Children</u>	<u>Adult</u>
Children (ages 0 -17)	512	0
Adult (ages 18+)	42	1,260
<b>Total</b>	<b>554</b>	<b>1,260</b>

<u>SMI</u>	<u>Children</u>	<u>Adult</u>
SMI	18	753
Not SMI	536	507
<b>Total</b>	<b>554</b>	<b>1,260</b>
<u>AMHI Class</u>	<u>Children</u>	<u>Adult</u>
AMHI Class N	553	1,038
AMHI Class Y	1	222
<b>Total</b>	<b>554</b>	<b>1,260</b>
<u>District</u>	<u>Children</u>	<u>Adult</u>
District 1/ York County	85	158
District 2/ Cumberland County	101	256
District 3/ Androscoggin, Franklin, and Oxford Counties	112	230
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	62	163
District 5/ Somerset and Kennebec Counties	54	198
District 6/ Piscataquis and Penobscot Counties	85	135
District 7/ Washington and Hancock Counties	27	47
District 8/ Aroostook County	25	61
Unknown	3	12
<b>Total</b>	<b>554</b>	<b>1,260</b>
<u>Providers</u>	<u>Children</u>	<u>Adult</u>
Acadia Hospital	173	146
Dorothea Dix Psychiatric Center	0	53
Hampstead Hospital	6	0
Maine General Medical Center	0	171
Maine Medical Center	0	6
Mid Coast Hospital	0	101
Northern Maine Medical Center	9	72
PenBay	0	88
Riverview Psychiatric Center	0	38
Southern Maine Medical Center	0	58
Spring Harbor Hospital	260	326
St. Marys Regional Medical Center	106	201
<b>Total</b>	<b>554</b>	<b>1,260</b>

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

**Report Dates: 11/01/2013 To 11/30/2013**

**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 Wkbbk, 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 = 209

Average Length of Stay (ALOS) in days = 14

Median Length of Stay in days = 7

<u>Gender</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
Female	109	13	7
Male	100	16	7
<b>Total</b>	<b>209</b>	<b>14</b>	<b>7</b>
<u>Age Groups</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
18-20	14	9	5
21-24	18	11	7
25-64	171	15	8
65-74	4	9	9
Over 75 Years Old	2	5	5
<b>Total</b>	<b>209</b>	<b>14</b>	<b>7</b>
<u>SMI</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
SMI	119	12	8
Not SMI	90	18	7
<b>Total</b>	<b>209</b>	<b>14</b>	<b>7</b>
<u>AMHI Class</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
AMHI Class N	177	12	7
AMHI Class Y	32	26	13
<b>Total</b>	<b>209</b>	<b>14</b>	<b>7</b>

<u>District</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
District 1/ York County	26	13	6
District 2/ Cumberland County	47	13	9
District 3/ Androscoggin, Franklin, and Oxford Counties	35	14	7
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	26	14	7
District 5/ Somerset and Kennebec Counties	32	16	9
District 6/ Piscataquis and Penobscot Counties	24	21	8
District 7/ Washington and Hancock Counties	7	11	6
District 8/ Aroostook County	12	10	8
<b>Total</b>	<b>209</b>	<b>14</b>	<b>7</b>

<u>Providers</u>	<u>Members</u>	<u>ALOS in Days</u>	<u>Median LOS In Days</u>
Acadia Hospital	29	11	6
Dorothea Dix Psychiatric Center	7	79	75
Maine General Medical Center	29	9	6
Maine Medical Center	1	5	5
Mid Coast Hospital	17	7	6
Northern Maine Medical Center	15	9	5
PenBay	11	9	7
Riverview Psychiatric Center	5	90	91
Southern Maine Medical Center	8	5	5
Spring Harbor Hospital	38	14	10
Spring Harbor Hospital-IMD	17	11	10
St. Marys Regional Medical Center	32	9	6
<b>Total</b>	<b>209</b>	<b>14</b>	<b>7</b>

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

**Report Dates: 07/01/2013 To 11/30/2013**

**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 Wkbk, 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 Wkbk, 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 = 36,754

Total number of adults with MaineCare= 203,746\* % of MaineCare adults with outpatient services = 18.0%

Members authorized for adult individual outpatient services = 18,850

% of total members authorized for adult Individual outpatient services = 9.3%

Members authorized for adult group outpatient services = 2,541

% of total members authorized for adult group outpatient services = 1.2%

Members authorized for adult medication management services = 14,790

% 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	13,018	1,712	9,270
Male	5,832	829	5,520
<b>Total</b>	<b>18,850</b>	<b>2,541</b>	<b>14,790</b>
<u>Age Groups</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
18-20	1,094	193	515
21-24	1,644	228	1,145
25-64	15,580	2,059	12,735
65-74	412	51	315
Over 75 Years Old	120	10	80
<b>Total</b>	<b>18,850</b>	<b>2,541</b>	<b>14,790</b>

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

<u>SMI</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
SMI	7,986	1,504	6,752
Not SMI	10,864	1,037	8,038
<b>Total</b>	<b>18,850</b>	<b>2,541</b>	<b>14,790</b>
<u>AMHI Class</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
AMHI Class N	18,372	2,439	14,069
AMHI Class Y	478	102	721
<b>Total</b>	<b>18,850</b>	<b>2,541</b>	<b>14,790</b>
<u>District</u>	<u>Individual Therapy</u>	<u>Group Therapy</u>	<u>Med Management</u>
District 1/ York County	2,398	103	2,422
District 2/ Cumberland County	3,380	220	2,506
District 3/ Androscoggin, Franklin, and Oxford Counties	3,272	412	1,469
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	2,004	115	1,202
District 5/ Somerset and Kennebec Counties	2,987	1,290	3,959
District 6/ Piscataquis and Penobscot Counties	2,585	234	1,950
District 7/ Washington and Hancock Counties	960	29	564
District 8/ Aroostook County	1,082	117	542
Unknown	182	21	176
<b>Total</b>	<b>18,850</b>	<b>2,541</b>	<b>14,790</b>

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

**Report Dates: 07/01/2013 To 11/30/2013**

**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 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:** 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 = 203,746

Total Adult Members (age >=18) Authorized SA or MH Services = 36,754

Total Adult Members Experiencing an SMI = 16,668

% of Total Adult MaineCare Members who are authorized for any SA or MH Services = 18.0%

Rate per 1000 Total Adult MaineCare Members who are authorized for any SA or MH Services = 180

% of Total Adult MaineCare Members who are experiencing SMI = 8.2%

Rate per 1000 Total Adult MaineCare Members who are experiencing SMI = 82

<u>Gender</u>	<u>Members Experiencing an SMI</u>
Female	10,300
Male	6,368
<b>Total</b>	<b>16,668</b>
<u>Adult Age Groups</u>	<u>Members Experiencing an SMI</u>
18-20	818
21-24	1,236
25-64	13,656
65-74	716
Over 75 Years Old	242
<b>Total</b>	<b>16,668</b>
<u>AMHI Class</u>	<u>Members Experiencing an SMI</u>
AMHI Class N	15,182
AMHI Class Y	1,486
<b>Total</b>	<b>16,668</b>

<u>District</u>	<u>Members Experiencing an SMI</u>
District 1/ York County	1,726
District 2/ Cumberland County	3,411
District 3/ Androscoggin, Franklin, and Oxford Counties	3,140
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1,459
District 5/ Somerset and Kennebec Counties	3,048
District 6/ Piscataquis and Penobscot Counties	2,472
District 7/ Washington and Hancock Counties	554
District 8/ Aroostook County	692
Unknown	166
<b>Total</b>	<b>16,668</b>

**Report Number: 14**  
**Units of Services Reviewed BY APS**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**  
**Report Dates 07/01/2013 To 11/30/2013**

**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	137	3,683	26.9	559	32,222	57.6	303	1 Day
100-219	Appendix F Adult	12	360	30.0	75	6,750	90.0	45	1 Day
100-219	General Hospital	817	817	1.0	0	0	0.0	742	Case
100-219	Inpatient Services	16	2,880	180.0	0	0	0.0	16	1 Day
100-219	Medicaid Emergency Psych Demo	62	183	3.0	189	556	2.9	59	
100-219	Nursing Home Facility Services	4	720	180.0	39	7,020	180.0	42	1 Day
100-219	Reg Adults Ages 21-64; Spring Harbor and Acadia Hospitals Only	414	74,292	179.4	0	0	0.0	361	1 Day
100-219	State Hospitals - Dorothea Dix/Riverview Only	91	66,430	730.0	0	0	0.0	91	1 Day
100-219	State Hospitals - Riverview Forensic Only	43	31,390	730.0	0	0	0.0	43	
BLNKT	Children Out of State Hospitals ONLY	7	210	30.0	11	330	30.0	9	1 Day
G9007HE	HCT - Collateral - FFT	43	1,720	40.0	11	394	35.8	50	
G9007HK	HCT - Collateral - MST - Problem Sex. Behaviors	54	9,450	175.0	19	1,055	55.5	71	15 min
G9007HN	HCT - Collateral - Bachelor's	1,087	20,662	19.0	9	296	32.9	1,025	15 min
G9007HO	HCT - Collateral - Master's	1,185	26,568	22.4	11	400	36.4	1,119	15 min
G9007HT	HCT - Collateral - MST	172	21,475	124.9	65	3,392	52.2	217	15 min
G9007HU	HCT - Collateral - Child Welfare	91	3,640	40.0	0	0	0.0	89	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 - LIMITED MC ONLY - Ind. Lic. LCSW, LCPC, LMFT - Non Agency	12	864	72.0	8	489	61.1	19	15 Min.
H0004	Adult OP Therapy Ind. Lic. LCSW, LCPC, LMFT - Non Agency	210	14,794	70.4	192	15,566	81.1	370	15 min
H0004	Adult OP Therapy MH Agency-Deaf & Geriatric	24	1,728	72.0	10	874	87.4	33	15 min
H0004	Adult Outpatient Therapy - LIMITED MC ONLY - Mental Health Agency	336	23,812	70.9	197	13,853	70.3	497	15 Min.
H0004	Adult Outpatient Therapy- Mental Health Agency	6,403	452,068	70.6	4,860	416,740	85.7	10,334	15 min
H0004	Child OP Therapy Ind. Lic. LCSW, LCPC, LMFT - Non Agency	118	8,392	71.1	125	9,304	74.4	225	15 min
H0004	Child Outpatient Therapy- Mental Health Agency	5,413	382,528	70.7	4,356	361,536	83.0	8,721	15 min
H0004	Outpatient Therapy - LIMITED MC ONLY - Psychologist - Independent	13	936	72.0	9	624	69.3	20	15 Min.
H0004	Outpatient Therapy- Psychologist- Independent	464	30,864	66.5	367	33,662	91.7	787	15 min
H0004	TF-CBT Child OP Contracted Providers ONLY	15	1,080	72.0	16	822	51.4	28	15 Min.
H0004GT	Telehealth-Adult OP Therapy Ind. Lic.- Non Agency	1	72	72.0	0	0	0.0	1	15 Min.
H0004GT	Telehealth-Adult Outpatient Therapy- Mental Health Agency	4	288	72.0	4	400	100.0	8	15 Min.
H0004GT	Telehealth-Child OP Therapy Ind. Lic. - Non Agency	1	72	72.0	0	0	0.0	1	15 Min.
H0004HH	Adult OP Therapy - LIMITED MC ONLY - MH Agency Co-occurring	19	1,368	72.0	9	576	64.0	28	15 Min.
H0004HH	Adult OP Therapy MH Agency - Co-occurring	135	9,614	71.2	94	8,056	85.7	217	15 min
H0004HH	Child OP Therapy MH Agency - Co-occurring	27	1,944	72.0	8	752	94.0	35	15 min
H0004HQ	Adult OP Group Therapy Ind. Lic. LCSW, LCPC, LMFT-Non Agency	12	1,722	143.5	2	156	78.0	9	15 min
H0004HQ	Adult Outpatient Group Therapy - LIMITED MC ONLY - Mental Health Agency	48	4,668	97.3	30	2,338	77.9	71	15 Min.
H0004HQ	Adult Outpatient Group Therapy- Mental Health Agency	974	151,860	155.9	142	19,800	139.4	1,078	15 min
H0004HQ	Child OP Group Therapy Ind. Lic. LCSW, LCPC, LMFT-Non Agency	11	1,124	102.2	1	40	40.0	10	15 min
H0004HQ	Child Outpatient Group Therapy- Mental Health Agency	661	102,972	155.8	16	1,850	115.6	646	15 min
H0004HQ	Outpatient Group Therapy - LIMITED MC ONLY - Psychologist - Independent	1	96	96.0	1	72	72.0	1	15 Min.
H0004HQ	Outpatient Group Therapy- Psychologist- Independent	1	156	156.0	0	0	0.0	1	15 min
H0004HQHH	Adult OP Group Therapy MH Agency- Co-occurring	7	1,092	156.0	0	0	0.0	7	15 min
H0018	Adult Crisis Residential-Crisis Units	1,263	8,841	7.0	347	1,980	5.7	1,052	1 Day
H0018HA	Child Crisis Residential - Crisis Units	379	2,792	7.4	292	2,021	6.9	334	
H0019	Adult PNMI - Rehabilitation Services	202	16,926	83.8	879	78,075	88.8	660	1 Day
H0019CG	Child PNMI - Mental Health Level II	36	1,140	31.7	145	10,546	72.7	82	1 Day
H0019HA	Child PNMI - Crisis Residential	29	203	7.0	79	525	6.6	29	1 Day
H0019HE	Child PNMI - Mental Health Level I	82	2,460	30.0	350	21,571	61.6	206	1 Day
H0019HU	Treatment Foster Care Level C	116	10,440	90.0	91	15,695	172.5	184	1 Day
H0019HU	Treatment Foster Care Level D	16	1,440	90.0	138	23,330	169.1	144	1 Day
H0019HU	Treatment Foster Care Level E	5	450	90.0	90	14,625	162.5	87	1 Day

<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>
H0019HY	Multidimensional Juvenile Justice Program TFC	4	360	90.0	7	339	48.4	7	1 Day
H0019SE	Child PNMI - Mental Retardation Level I	14	420	30.0	57	4,208	73.8	39	1 Day
H0019U9	Child PNMI - Mental Retardation Level II	18	540	30.0	134	10,120	75.5	76	1 Day
H0040	Adult Assertive Community Treatment - ACT	139	8,694	62.5	1,032	58,755	56.9	691	1 Day
H2000	Adult OP Comp Assess - LIMITED MC ONLY - Ind. Lic. LCSW, LCPC, LMFT - Non Agency	3	24	8.0	0	0	0.0	3	15 Min.
H2000	Adult OP Comp Assess - LIMITED MC ONLY - Mental Health Agency	325	2,568	7.9	2	8	4.0	313	15 Min.
H2000	Adult OP Comp Assess Ind. Lic. LCSW, LCPC, LMFT - Non Agency	95	760	8.0	0	0	0.0	94	15 min
H2000	Adult OP Comp Assess MH Agency- Deaf & Geriatric	10	80	8.0	0	0	0.0	10	15 min
H2000	Adult Outpatient Comp Assess-Mental Health Agency	5,763	44,539	7.7	18	129	7.2	5,474	15 min
H2000	Child OP Comp Assess Ind. Lic. LCSW, LCPC, LMFT - Non Agency	77	612	7.9	0	0	0.0	76	15 min
H2000	Child Outpatient Comp Assess-Mental Health Agency	4,939	38,513	7.8	22	170	7.7	4,724	15 min
H2000	Outpatient Comp Assess-Psychologist- Independent	480	3,832	8.0	14	108	7.7	482	15 min
H2000	Outpatient Comp Assess - LIMITED MC ONLY - Psychologist - Independent	10	80	8.0	0	0	0.0	10	15 Min.
H2000GT	Telehealth-Adult Outpatient Comp Assess-Mental Health Agency	121	572	4.7	0	0	0.0	120	15 Min.
H2000GT	Telehealth-Child OP Comp Assess-Mental Health Agency	80	359	4.5	0	0	0.0	80	15 Min.
H2000GT	Telehealth-Outpatient Comp Assess-Psychologist- Independent	1	8	8.0	0	0	0.0	1	15 Min.
H2000HH	Adult OP Comp Assess - LIMITED MC ONLY - MH Agency Co-occurring	17	124	7.3	0	0	0.0	17	15 Min.
H2000HH	Adult OP Comp Assess MH Agency-Co-occurring	105	832	7.9	0	0	0.0	103	15 min
H2000HH	Child OP Comp Assess MH Agency- Co-occurring	32	256	8.0	0	0	0.0	32	15 min
H2000HHGT	Telehealth-Adult OP Comp Assess MH Agency- Co-occurring	1	8	8.0	0	0	0.0	1	15 Min.
H2010	Adult Medication Management	3,286	52,568	16.0	4,063	154,155	37.9	6,703	15 min
H2010GT	Adult Medication Management-Telehealth	58	928	16.0	12	212	17.7	67	15 Min.
H2010HA	Child Medication Management	1,092	17,460	16.0	1,598	63,244	39.6	2,427	15 Min
H2010HAGT	Child Medication Management - Telehealth	51	816	16.0	7	336	48.0	53	15 Min
H2012	Day Supports-Day Treatment	250	13,000	52.0	696	254,153	365.2	766	1 hour
H2014	Skills Development	299	29,910	100.0	604	223,280	369.7	572	15 min
H2014HQ	Skills Development - Group Therapy	4	416	104.0	0	0	0.0	4	15 Min.
H2015	Community Integration (CI)	3,627	285,701	78.8	18,060	1,245,562	69.0	12,067	15 min
H2017	Daily Living Support Services	551	4,400	8.0	2,520	2,096,449	831.9	1,716	15 min
H2018	Community Rehabilitation Services (CRS)	32	2,803	87.6	244	19,666	80.6	158	1 Day
H2019	Specialized Group Services - DBT	137	71,240	520.0	28	4,619	165.0	160	15 min
H2019	Specialized Group Services - TREM	11	1,815	165.0	0	0	0.0	11	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>
H2021HE	HCT - FFT	44	8,800	200.0	32	2,422	75.7	69	
H2021HI	School-Based Services for Children with Cognitive Impairments and Functional Limitations - 1:1	125	528,848	4,230.8	0	0	0.0	124	
H2021HK	School-Based Specialized Svcs for Children w/Cognitive Impairments & Functional Limitations - 1:1	52	261,302	5,025.0	0	0	0.0	52	
H2021HN	HCT - Children's Home & Com. Based Tx - Bachelor's	1,289	11,750	9.1	2,547	763,433	299.7	2,006	15 min
H2021HO	HCT - Children's Home & Com. Based Tx - Master's	1,288	31,672	24.6	2,574	407,576	158.3	2,009	15 min
H2021HQHIUN	School-Based Svcs for Children w/Cognitive Impairments & Functional Limitations - 2 Patients	66	263,003	3,984.9	0	0	0.0	66	
H2021HQHIUP	School-Based Svcs for Children w/Cognitive Impairments & Functional Limitations - 3 Patients	51	211,858	4,154.1	0	0	0.0	51	
H2021HQHIUQ	School-Based Svcs for Children w/Cognitive Impairments & Functional Limitations - 4 Patients	42	163,473	3,892.2	0	0	0.0	42	
H2021HQHKUN	School-Based Specialized Svcs-Children w/Cognitive Impairments & Functional Limitations - 2 Patients	6	27,264	4,544.0	0	0	0.0	6	
H2021HQHKUP	School-Based Specialized Svcs-Children w/Cognitive Impairments & Functional Limitations - 3 Patients	3	8,240	2,746.7	0	0	0.0	3	
H2021HQHKUQ	School-Based Specialized Svcs-Children w/Cognitive Impairments & Functional Limitations - 4 Patients	1	3,640	3,640.0	0	0	0.0	1	
H2021HU	HCT - Child Welfare - Master's	96	2,528	26.3	233	46,149	198.1	166	15 min
H2021HUU1	HCT - Child Welfare - Bachelor's	95	1,014	10.7	229	69,285	302.6	164	15 min
H2025	Skills Development - Ongoing Support to Maintain Emp	1	8	8.0	5	1,664	332.8	4	15 min
H2033	HCT - MST	175	69,720	398.4	74	8,700	117.6	226	15 min
H2033HK	HCT - MST - Problem Sex. Behaviors	58	30,080	518.6	19	3,264	171.8	74	15 min
S9485	Temporary High Intensity Service	19	2,412	126.9	274	29,693	108.4	30	1 Hour
T1017UB	Targeted Case Management - Chronic Medical Care Needs	27	1,590	58.9	115	4,665	40.6	63	15 Min.
T1017UC	Targeted Case Management - Behavioral Health	2,346	139,569	59.5	9,575	479,299	50.1	5,724	15 Min.
T1017UD	Targeted Case Management - Developmental Disabilities	630	37,533	59.6	4,063	183,218	45.1	2,319	15 Min.
T1020HE	Adult PNMI - Personal Care	198	16,930	85.5	788	69,907	88.7	610	
T2016PD	Temporary Emergency Housing Services	18	12,615	700.8	8	17,055	2,131.9	12	

**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: 11/01/2013 To 11/30/2013**

**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>CSN</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 per case</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 per case</u>		<u>Total # of unique members receiving authorization</u>		<u>Billing Unit</u>
		<u>(PA)</u>	<u>(PA units)</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>							
Catholic Charities Maine	CSN 3	1	63	63	26	1,554	60	27	1 Day							
Community Counseling Center - ACCESS	CSN 6	7	399	57	22	1,322	60	29	1 Day							
Community Counseling Center - ACTION	CSN 6	1	63	63	7	341	49	7	1 Day							
Community Health & Counseling Services	CSN 2	3	189	63	22	1,278	58	25	1 Day							
Counseling Services Inc.	CSN 7	10	630	63	38	2,004	53	48	1 Day							
HealthReach network	CSN 3	1	63	63	35	2,088	60	36	1 Day							
Riverview	CSN 3	0	0	0	7	441	63	7	1 Day							
Spurwink	CSN 6	0	0	0	15	856	57	15	1 Day							
Sweetser	CSN 7	6	378	63	6	311	52	11	1 Day							
Tri-County Mental Health	CSN 5	5	315	63	43	2,423	56	47	1 Day							

H2012 Day Supports-Day Treatment

<u>Provider</u>	<u>CSN</u>	<u>Total # of cases receiving an auth for a new service</u> <u>(PA)</u>	<u>Total # of new units auth for members new to the service</u> <u>(PA units)</u>	<u>Average new PA units authorized</u> <u>per case</u>	<u>Total # of cases receiving a new continued stay auth</u> <u>(CSR)</u>	<u>Total # of units authorized for cases with new continued stay auth</u> <u>(CSR units)</u>	<u>Average new CSR units authorized</u> <u>per case</u>	<u>Total # of unique members receiving authorization</u> <u>(PA or CSR)</u>	<u>Billing Unit</u>
Aroostook Mental Health Services	CSN 1	2	104	52	10	618	62	12	1 hour
Community Counseling Center	CSN 6	0	0	0	4	1,430	358	4	1 hour
Goodwill Industries of Northern New England	CSN 6	0	0	0	2	208	104	2	1 hour
Kennebec Behavioral Health	CSN 3	23	1,196	52	59	11,116	188	80	1 hour
Northeast Occupational Exchange	CSN 2	11	572	52	11	3,519	320	21	1 hour
Penobscot Community Health Center	CSN 2	5	260	52	27	28,480	1,055	32	1 hour
Sweetser	CSN 7	5	260	52	4	1,274	319	9	1 hour
Tri-County Mental Health	CSN 5	3	156	52	11	3,780	344	13	1 hour

H2014 Skills Development

<u>Provider</u>	<u>CSN</u>	<u>Total # of new units</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>Total # of unique members receiving authorization</u>	<u>Billing Unit</u>
		<u>Total # of cases receiving an auth for a new service</u>	<u>auth for members new to the service</u>	<u>Average new PA units authorized</u>		<u>Average new CSR units authorized</u>	<u>per case</u>		
Aroostook Mental Health Services	CSN 1	1	104	104	1	104	104	2	15 min
Assistance Plus	CSN 3	0	0	0	2	988	494	2	15 min
Break of Day, Inc	CSN 4	1	104	104	16	8,944	559	17	15 min
Charlotte White Center	CSN 2	12	1,248	104	24	4,368	182	35	15 min
Cornerstone Behavioral Healthcare - CM	CSN 2	1	70	70	2	208	104	3	15 min
Counseling Services Inc.	CSN 7	0	0	0	1	300	300	1	15 min
Direct Community Care	CSN 3	0	0	0	13	7,280	560	12	15 min
Graham Behavioral Services	CSN 3	6	624	104	25	12,064	483	28	15 min
Kennebec Behavioral Health	CSN 3	18	1,872	104	16	1,285	80	34	15 min
Northeast Occupational Exchange	CSN 2	0	0	0	11	3,628	330	11	15 min
Northern Maine General - Community Support	CSN 1	0	0	0	2	492	246	2	15 min
OHI	CSN 2	0	0	0	2	1,456	728	2	15 min
Port Resources-Sec 17	CSN 6	0	0	0	3	1,004	335	3	15 min
Somali Bantu Youth Association of Maine	CSN 5	10	1,040	104	0	0	0	10	15 min
Sweetser	CSN 7	0	0	0	14	1,456	104	14	15 min
Tri-County Mental Health	CSN 5	2	208	104	0	0	0	2	15 min

H2015 Community Integration (CI)

Provider	CSN	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		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		authorized for cases with new continued stay auth (CSR units)	Average new CSR units authorized per case		
Acadia Healthcare	CSN 2	4	320	80	17	1,424	84	21	15 min
Allies	CSN 2	9	680	76	118	7,183	61	119	15 min
Alternative Services	CSN 5	6	480	80	70	4,635	66	71	15 min
Alternative Wellness Services	CSN 7	2	160	80	0	0	0	2	15 min
Aroostook Mental Health Services	CSN 1	21	1,680	80	83	5,251	63	99	15 min
Assistance Plus	CSN 3	19	1,363	72	112	6,080	54	130	15 min
Behavior Health Solutions for Me	CSN 2	4	320	80	3	190	63	7	15 min
Break of Day, Inc	CSN 4	12	960	80	59	4,129	70	68	15 min
Broadreach Family & Community Services	CSN 4	4	294	74	35	2,296	66	37	15 min
Catholic Charities Maine	CSN 3	31	2,304	74	490	34,156	70	487	15 min
Charlotte White Center	CSN 2	11	880	80	46	3,424	74	54	15 min
Choices	CSN 2	4	320	80	21	1,668	79	25	15 min
Common Ties	CSN 5	44	3,440	78	143	9,021	63	183	15 min
Community Care	CSN 2	17	1,360	80	39	2,321	60	54	15 min
Community Counseling Center	CSN 6	43	2,580	60	120	7,526	63	159	15 min
Community Health & Counseling Services	CSN 2	67	5,345	80	226	14,310	63	290	15 min
Cornerstone Behavioral Healthcare - CM	CSN 2	22	1,654	75	75	5,241	70	92	15 min
Counseling Services Inc.	CSN 7	68	5,372	79	211	14,172	67	277	15 min
Direct Community Care	CSN 3	14	1,120	80	28	2,472	88	42	15 min
Dirigo Counseling Clinic	CSN 2	6	480	80	20	1,375	69	26	15 min
Employment Specialist of Maine	CSN 3	4	264	66	52	2,948	57	52	15 min
Evergreen Behavioral Services	CSN 5	8	640	80	0	0	0	8	15 min
Fullcircle Supports Inc	CSN 3	12	960	80	50	4,545	91	62	15 min
Goodwill Industries of Northern New England	CSN 6	0	0	0	6	480	80	6	15 min
Graham Behavioral Services	CSN 3	6	480	80	66	4,546	69	70	15 min
Harbor Family Services	CSN 99	3	240	80	10	854	85	13	15 min
Healing Hearts LLC	CSN 1	1	80	80	9	661	73	10	15 min
Health Affiliates Maine	CSN 5	47	3,760	80	232	19,133	82	277	15 min

H2015 Community Integration (CI)

Provider	CSN	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		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		authorized for cases with new continued stay auth (CSR units)	Average new CSR units authorized per case		
Higher Ground Services	CSN 2	4	320	80	10	797	80	13	15 min
Kennebec Behavioral Health	CSN 3	51	4,080	80	216	10,779	50	263	15 min
Life by Design	CSN 1	11	880	80	34	1,889	56	44	15 min
Lutheran Social Services	CSN 5	0	0	0	34	2,546	75	34	15 min
Maine Behavioral Health Organization	CSN 3	13	1,040	80	105	7,869	75	117	15 min
Maine Vocational & Rehabilitation Assoc.	CSN 3	2	160	80	11	880	80	13	15 min
Maine Vocational & Rehabilitation Assoc.	CSN 6	1	80	80	9	795	88	10	15 min
Manna Inc	CSN 2	4	320	80	13	959	74	16	15 min
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	CSN 6	5	340	68	0	0	0	5	15 min
Mid Coast Mental Health	CSN 4	6	440	73	31	2,280	74	35	15 min
Motivational Services	CSN 3	0	0	0	52	3,119	60	49	15 min
Northeast Occupational Exchange	CSN 2	31	2,149	69	136	7,909	58	164	15 min
Northern Maine General - Community Support	CSN 1	0	0	0	3	228	76	3	15 min
Ocean Way Mental Health Agency	CSN 4	1	80	80	16	1,290	81	17	15 min
OHI	CSN 2	4	320	80	17	1,090	64	21	15 min
Oxford County Mental Health Services	CSN 5	7	597	85	29	1,833	63	36	15 min
Port Resources-Sec 17	CSN 6	0	0	0	3	240	80	3	15 min
Rumford Group Homes	CSN 5	7	560	80	9	641	71	16	15 min
Sequel Care of Maine	CSN 4	20	1,474	74	2	240	120	20	15 min
Shalom House	CSN 6	10	800	80	81	5,280	65	88	15 min
Smart Child & Family Services	CSN 6	5	395	79	20	1,440	72	24	15 min
Somali Bantu Youth Association of Maine	CSN 5	7	560	80	0	0	0	7	15 min
St. Andre Homes	CSN 7	0	0	0	4	330	83	4	15 min
Stepping Stones	CSN 2	4	320	80	11	836	76	15	15 min
Sunrise Opportunities	CSN 2	1	80	80	17	1,063	63	18	15 min
Sweetser	CSN 7	60	4,880	81	220	15,890	72	276	15 min

H2015 Community Integration (CI)

<u>Provider</u>	<u>CSN</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>(PA)</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>			
The Opportunity Alliance	CSN 6	30		2,397	80	146	10,183	70	169	15 min		
Tri-County Mental Health	CSN 5	61		4,388	72	288	17,468	61	341	15 min		
UCP VI	CSN 2	2		160	80	0	0	0	2	15 min		
York County Shelter Program	CSN 7	3		240	80	10	760	76	13	15 min		

H2017 Daily Living Support Services

Provider	CSN	<u>Total # of new units</u>			<u>Total # of cases</u>		<u>Total # of units</u>		<u>Total # of unique</u>		<u>Billing</u> <u>Unit</u>
		<u>Total # of cases receiving</u> <u>an auth for a new service</u>	<u>auth for members</u> <u>new to the service</u>	<u>Average new PA</u> <u>units authorized</u>	<u>receiving a new</u> <u>continued stay auth</u>	<u>authorized for cases with</u> <u>new continued stay auth</u>	<u>Average new CSR</u> <u>units authorized</u>	<u>members receiving</u> <u>authorization</u>			
	(PA)	(PA units)	per case	(CSR)	(CSR units)	per case	(PA or CSR)				
Alternative Services	CSN 5	6	48	8	43	26,933	42	15 min			
Assistance Plus	CSN 3	17	136	8	75	59,090	84	15 min			
Break of Day, Inc	CSN 4	5	40	8	46	28,392	49	15 min			
Charlotte White Center	CSN 2	5	40	8	17	4,440	18	15 min			
Coastal Maine Behavioral Health Inc.	CSN 4	1	8	8	12	9,945	12	15 min			
Direct Community Care	CSN 3	7	56	8	8	8,164	12	15 min			
Employment Specialist of Maine	CSN 3	2	16	8	8	28,216	8	15 min			
Fullcircle Supports Inc	CSN 3	8	64	8	21	21,944	26	15 min			
Goodwill Industries of Northern New England	CSN 6	0	0	0	3	4,928	3	15 min			
Graham Behavioral Services	CSN 3	5	40	8	21	23,088	22	15 min			
Lutheran Social Services	CSN 5	4	32	8	21	13,676	23	15 min			
Maine Vocational & Rehabilitation Assoc.	CSN 3	0	0	0	15	10,892	15	15 min			
Maine Vocational & Rehabilitation Assoc.	CSN 6	3	24	8	5	2,068	5	15 min			
Merrymeeting Behavioral Health	CSN 6	12	96	8	73	63,661	79	15 min			
Northern Maine General - Community Support	CSN 1	0	0	0	1	1,440	1	15 min			
Ocean Way Mental Health Agency	CSN 4	0	0	0	3	1,248	3	15 min			
OHI	CSN 2	4	32	8	24	13,104	26	15 min			
Oxford County Mental Health Services	CSN 5	3	20	7	7	3,176	8	15 min			
Port Resources-Sec 17	CSN 6	1	8	8	0	0	1	15 min			
Sequel Care of Maine	CSN 4	1	8	8	0	0	1	15 min			
Shalom House	CSN 6	2	16	8	14	3,070	13	15 min			
Sunrise Opportunities	CSN 2	2	16	8	4	1,098	4	15 min			
Tri-County Mental Health	CSN 5	11	88	8	10	2,832	21	15 min			
Volunteers of America- CRS Program	CSN 6	1	8	8	1	5,760	1	15 min			

**H2018 Community Rehabilitation Services (CRS)**

<u>Provider</u>	<u>CSN</u>	<u>(PA)</u>	<u>Total # of new units</u>		<u>Total # of cases</u> <u>receiving a new</u> <u>continued stay auth</u>	<u>Total # of units</u>		<u>Average new CSR</u> <u>units authorized</u> <u>per case</u>	<u>Total # of unique</u> <u>members receiving</u> <u>authorization</u> <u>(PA or CSR)</u>	<u>Billing</u> <u>Unit</u>
			<u>Total # of cases receiving</u> <u>an auth for a new service</u>	<u>auth for members</u> <u>new to the service</u> <u>(PA units)</u>		<u>Average new PA</u> <u>units authorized</u> <u>per case</u>	<u>authorized for cases with</u> <u>new continued stay auth</u> <u>(CSR units)</u>			
Community Health & Counseling Services	CSN 2	2	180	90	10	807	81	12	1 Day	
Counseling Services Inc.	CSN 7	0	0	0	3	210	70	3	1 Day	
Kennebec Behavioral Health	CSN 3	2	180	90	4	360	90	6	1 Day	
Motivational Services	CSN 3	0	0	0	1	90	90	1	1 Day	
OHI	CSN 2	0	0	0	5	450	90	5	1 Day	
Shalom House	CSN 6	1	90	90	22	1,689	77	22	1 Day	
Tri-County Mental Health	CSN 5	1	90	90	2	132	66	3	1 Day	
York County Shelter Program	CSN 7	2	180	90	5	450	90	7	1 Day	

**H2019 Specialized Group Services - DBT**

<u>Provider</u>	<u>CSN</u>	<u>(PA)</u>	<u>Total # of new units</u>		<u>Total # of cases</u> <u>receiving a new</u> <u>continued stay auth</u>	<u>Total # of units</u>		<u>Average new CSR</u> <u>units authorized</u> <u>per case</u>	<u>Total # of unique</u> <u>members receiving</u> <u>authorization</u> <u>(PA or CSR)</u>	<u>Billing</u> <u>Unit</u>
			<u>Total # of cases receiving</u> <u>an auth for a new service</u>	<u>auth for members</u> <u>new to the service</u> <u>(PA units)</u>		<u>Average new PA</u> <u>units authorized</u> <u>per case</u>	<u>authorized for cases with</u> <u>new continued stay auth</u> <u>(CSR units)</u>			
Community Health & Counseling Services	CSN 2	2	1,040	520	0	0	0	2	15 min	
Counseling Services Inc.	CSN 7	7	3,640	520	0	0	0	7	15 min	
Kennebec Behavioral Health	CSN 3	3	1,560	520	1	96	96	4	15 min	
Northeast Occupational Exchange	CSN 2	3	1,560	520	0	0	0	3	15 min	

**Report Number: 14c**  
**Units of Services -- New Services Being Reviewed By APS Effective February 2013**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**

**Report Dates 07/01/2013 To 11/30/2013**

**Run date: 12/30/2013**

**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 for each the services that APS began reviewing in February 2013, the cumulative 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. School-based services such as “Services for Children with Cognitive Impairments and Functional Limitations - 1:1” are not included below because APS does not clinically review these services.

<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>
<b>Section 21</b>									
T2016PD	Agency Home Support	220	621,803	2,826.4	1,527	4,086,486	2,676.2	1,495	Hour
T2016SC	Agency Home Support with Medical Add-On	23	43,016	1,870.3	92	154,626	1,680.7	95	Hour
T2017	Home Supports	68	246,963	3,631.8	264	792,112	3,000.4	315	15 min
T2017SC	Home Supports with Medical Add-On	0	0	0.0	3	11,712	3,904.0	2	15 min
T2034	Crisis Intervention Services	44	5,172	117.5	40	9,184	229.6	36	15 min
<b>Section 28</b>									
H2021HI	Services for Children with Cognitive Impairments and Functional Limitations - 1:1	593	33,910	57.2	1,825	2,277,306	1,247.8	1,755	15 min
H2021HK	Specialized Services for Children with Cognitive Impairments and Functional Limitations - 1:1	63	2,520	40.0	160	272,882	1,705.5	163	15 min
<b>Section 45</b>									
100-219	Intensive Outpatient Program - Behavioral Health	189	1,674	8.9	694	2,957	4.3	259	One Day
100-219	Intensive Outpatient Program - Substance Abuse	189	1,599	8.5	337	1,256	3.7	200	One Day
<b>Section 45/46</b>									
100-219	Child Psychiatric Inpatient - SHH & Acadia Only	532	1,620	3.0	2,205	7,332	3.3	507	One Day
100-219	Partial Hospitalization	248	1,149	4.6	520	2,054	4.0	250	One Day

<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>
<b>Section 65</b>									
H0015	Intensive Outpatient Program	604	4,870	8.1	1,570	6,176	3.9	619	One Day

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

**Report Dates: 11/01/2013 To 11/30/2013**

**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 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:** 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 = 214    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	126	6	5
Male	88	6	4
<b>Total</b>	<b>214</b>	<b>6</b>	<b>5</b>
<u>Detailed Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	19	4	4
21-24	25	6	4
25-34	51	6	5
35-54	90	6	5
55-61	24	7	5
62-64	1	5	5
65-74	3	5	5
Over 75 Years Old	1	1	1
<b>Total</b>	<b>214</b>	<b>6</b>	<b>5</b>

<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	126	6	5
Not SMI	88	6	5
<b>Total</b>	<b>214</b>	<b>6</b>	<b>5</b>
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	188	6	5
AMHI Class Y	26	8	5
<b>Total</b>	<b>214</b>	<b>6</b>	<b>5</b>
<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	15	8	4
District 2/ Cumberland County	37	10	7
District 3/ Androscoggin, Franklin, and Oxford Counties	26	5	5
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	19	8	5
District 5/ Somerset and Kennebec Counties	43	4	4
District 6/ Piscataquis and Penobscot Counties	45	5	4
District 7/ Washington and Hancock Counties	9	4	4
District 8/ Aroostook County	17	6	4
Unknown	3	4	3
<b>Total</b>	<b>214</b>	<b>6</b>	<b>5</b>
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Aroostook Mental Health Services	22	6	5
Community Health & Counseling Services	53	5	4
Counseling Services Inc.	14	10	9
Crisis and Counseling Centers	47	4	4
Mid Coast Mental Health	10	10	5
Oxford County Mental Health Services	14	4	4
Sweetser	14	6	6
The Opportunity Alliance	25	11	7
Tri-County Mental Health	15	6	7
<b>Total</b>	<b>214</b>	<b>6</b>	<b>5</b>

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

**Report Dates: 11/01/2013 To 11/30/2013**

**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 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:** 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 = 32    Average length of stay (ALOS) in days = 327    Median length of stay in days = 91

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	13	528	83
Male	19	189	99
<b>Total</b>	<b>32</b>	<b>327</b>	<b>91</b>
<u>Detailed Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	4	158	144
21-24	1	37	37
25-34	2	1,099	1,099
35-54	17	256	80
55-61	6	240	226
Over 75 Years Old	2	902	902
<b>Total</b>	<b>32</b>	<b>327</b>	<b>91</b>

<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	32	327	91
<b>Total</b>	<b>32</b>	<b>327</b>	<b>91</b>
<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	19	239	42
AMHI Class Y	13	455	336
<b>Total</b>	<b>32</b>	<b>327</b>	<b>91</b>
<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	17	118	42
District 2/ Cumberland County	4	210	249
District 3/ Androscoggin, Franklin, and Oxford Counties	4	787	477
District 5/ Somerset and Kennebec Counties	4	643	183
District 6/ Piscataquis and Penobscot Counties	2	440	440
District 7/ Washington and Hancock Counties	1	1,001	1,001
<b>Total</b>	<b>32</b>	<b>327</b>	<b>91</b>
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Alternative Services	2	1,325	1,325
Kennebec Behavioral Health	1	251	251
Lutheran Social Services	3	888	470
Mid Coast Mental Health	1	40	40
Motivational Services	1	115	115
OHI	2	440	440
Shalom House	3	306	261
Sunrise Opportunities	1	1,001	1,001
The Opportunity Alliance	2	172	172
Volunteers of America	3	362	336
York County Shelter Program	13	39	36
<b>Total</b>	<b>32</b>	<b>327</b>	<b>91</b>

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

**Report Dates: 11/01/2013 To 11/30/2013**

**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 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:** 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 = 27    Average length of stay (ALOS) in days = 472    Median length of stay in days = 398

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	15	389	290
Male	12	576	589
<b>Total</b>	<b>27</b>	<b>472</b>	<b>398</b>
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	2	83	83
21-24	1	179	179
25-64	22	511	457
65-74	1	396	396
Over 75 Years Old	1	775	775
<b>Total</b>	<b>27</b>	<b>472</b>	<b>398</b>
<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	27	472	398
<b>Total</b>	<b>27</b>	<b>472</b>	<b>398</b>

<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	21	474	398
AMHI Class Y	6	467	394
<b>Total</b>	<b>27</b>	<b>472</b>	<b>398</b>
<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	6	437	195
District 2/ Cumberland County	7	324	396
District 3/ Androscoggin, Franklin, and Oxford Counties	8	508	356
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	2	674	674
District 5/ Somerset and Kennebec Counties	1	194	194
District 6/ Piscataquis and Penobscot Counties	3	754	775
<b>Total</b>	<b>27</b>	<b>472</b>	<b>398</b>
<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Catholic Charities Maine	4	348	105
Community Counseling Center - ACCESS	3	356	398
Community Health & Counseling Services	3	754	775
Counseling Services Inc.	5	292	100
Sweetser	4	597	587
Tri-County Mental Health	8	523	363
<b>Total</b>	<b>27</b>	<b>472</b>	<b>398</b>

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

**Report Dates: 11/01/2013 To 11/30/2013**

**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 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:** 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 = 382    Average length of stay (ALOS) in days = 415    Median length of stay in days = 204

<u>Gender</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Female	239	416	206
Male	143	414	198
<b>Total</b>	<b>382</b>	<b>415</b>	<b>204</b>
<u>Age Groups</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
18-20	30	141	132
21-24	37	232	170
25-64	291	421	211
65-74	22	929	527
Over 75 Years Old	2	1,440	1,440
<b>Total</b>	<b>382</b>	<b>415</b>	<b>204</b>
<u>SMI</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
SMI	382	415	204
<b>Total</b>	<b>382</b>	<b>415</b>	<b>204</b>

<u>AMHI Class</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
AMHI Class N	355	395	186
AMHI Class Y	27	680	343
<b>Total</b>	<b>382</b>	<b>415</b>	<b>204</b>
<u>District</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
District 1/ York County	32	383	201
District 2/ Cumberland County	70	452	237
District 3/ Androscoggin, Franklin, and Oxford Counties	90	342	179
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	34	340	186
District 5/ Somerset and Kennebec Counties	68	540	251
District 6/ Piscataquis and Penobscot Counties	48	368	145
District 7/ Washington and Hancock Counties	10	415	154
District 8/ Aroostook County	20	427	247
Unknown	10	530	286
<b>Total</b>	<b>382</b>	<b>415</b>	<b>204</b>

<u>Providers</u>	<u># of Discharges</u>	<u>ALOS</u>	<u>Median</u>
Allies	10	736	566
Alternative Services	5	329	66
Aroostook Mental Health Services	5	434	399
Assistance Plus	21	623	270
Break of Day, Inc	9	437	253
Broadreach Family & Community Services	6	426	480
Catholic Charities Maine	39	518	388
Charlotte White Center	1	283	283
Choices	3	820	761
Common Ties	27	220	163
Community Care	11	181	160
Community Counseling Center	10	114	118
Community Health & Counseling Services	22	353	89
Cornerstone Behavioral Healthcare - CM	4	275	275
Counseling Services Inc.	29	371	120
Direct Community Care	2	91	91
Dirigo Counseling Clinic	3	67	90
Evergreen Behavioral Services	1	63	63
Graham Behavioral Services	8	760	687
Harbor Family Services	4	168	145
Healing Hearts LLC	1	47	47
Health Affiliates Maine	28	280	211
Kennebec Behavioral Health	25	765	259
Life by Design	4	463	402
Maine Behavioral Health Organization	2	370	370
Maine Vocational & Rehabilitation Assoc.	1	357	357
Manna Inc	3	82	44
Northeast Occupational Exchange	9	478	169
OHI	1	2,139	2,139
Oxford County Mental Health Services	2	193	193

Rumford Group Homes	3	292	257
Shalom House	10	733	648
Smart Child & Family Services	1	22	22
St. Andre Homes	4	92	109
Stepping Stones	4	167	193
Sweetser	19	305	136
The Opportunity Alliance	13	275	168
Tri-County Mental Health	30	441	240
UCP VI	1	17	17
Umbrella Mental Health Services	1	90	90
<b>Total</b>	<b>382</b>	<b>415</b>	<b>204</b>

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

**Report Dates: 11/01/2013 To 11/30/2013**

**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: 96.1% Child PNMI: 72.4%

<b>Report 18 &amp; 19 PNMI Bed Capacity/Occupancy</b>		<b>Bed Status on 11/30/2013</b>				<b>Monthly Averages</b>			
<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	4	1	20%	0	150	120	80%
Alternative Services	LRBP Burns Rd Augusta, ME	3	3	0	0%	0	90	90	100%
Alternative Services	LRBP Pittston Pittston, ME	3	4	0	0%	1	90	103	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	2	1	33%	1	90	64	71%
Aroostook Mental Health Services	Madawaska Group Home Madawaska, ME	7	6	1	14%	1	210	180	86%
Aroostook Mental Health Services	Skyhaven Presque Isle, ME	10	9	1	10%	1	300	270	90%
Becket Houses of Maine	Gorham Gorham, ME	7	7	0	0%	0	210	210	100%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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	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	6	0	0%	0	180	180	100%
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	5	1	17%	0	180	150	83%
Counseling Services Inc.	Crescent Place Biddeford, ME	6	6	0	0%	0	180	180	100%
Counseling Services Inc.	High Street Biddeford, ME	7	6	1	14%	1	210	209	100%
Counseling Services Inc.	Woodbridge Rd Group Home York, ME	7	7	0	0%	0	210	210	100%
CWC - Madison Ave PNMI	Madison Ave Brewer, ME	2	2	0	0%	0	60	60	100%
Employment Specialist of Maine	Eastern Ave House Augusta, ME	2	2	0	0%	0	60	57	95%
Employment Specialist of Maine	South China House South China, ME	3	3	0	0%	0	90	77	86%
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 11/30/2013				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	9	9	0	0%	1	270	254	94%
Kennebec Behavioral Health	Valley View- Augusta Supported Housing Augusta, ME	9	9	0	0%	0	270	270	100%
Kennebec Behavioral Health	Wilson Place- Skowhegan Supported Housing Skowhegan, ME	8	7	1	13%	0	240	210	88%
Lutheran Social Services	Church Street Home Lewiston, ME	3	3	0	0%	0	90	90	100%
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%	1	60	62	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%	1	90	91	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	4	2	33%	0	180	119	66%
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	5	3	38%	0	240	150	63%
Mid Coast Mental Health	GAP - Cedar St Rockland, ME	3	3	0	0%	0	90	90	100%
Mid Coast Mental Health	GAP - Warren St Rockland, ME	5	5	0	0%	1	150	151	100%
Mid Coast Mental Health	Grace St Owl's Head Group Home Rockland, ME	3	2	1	33%	1	90	70	78%
Mid Coast Mental Health	Owl's Head Group Home Owl's Head, ME	7	5	2	29%	2	210	200	95%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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>
Mid Coast Mental Health	Pleasant St Owl's Head Rockland, ME	3	3	0	0%	0	90	90	100%
Motivational Services	10 Noyes Place Augusta, ME	7	7	0	0%	0	210	210	100%
Motivational Services	105 Western Avenue Service Waterville, ME	5	5	0	0%	1	150	141	94%
Motivational Services	115 Commercial Street Augusta, ME	10	10	0	0%	0	300	300	100%
Motivational Services	14 Elm Street Augusta, ME	8	8	0	0%	1	240	240	100%
Motivational Services	14 Glenridge Drive Augusta, ME	8	8	0	0%	0	240	240	100%
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	240	100%
Motivational Services	45 Middle Street Augusta, ME	6	6	0	0%	0	180	180	100%
Motivational Services	73 Pleasant Street Waterville, ME	6	6	0	0%	0	180	180	100%
Motivational Services	81 Winthrop Street Augusta, ME	6	6	0	0%	0	180	180	100%
Mount St. Joseph	3R-Keystone Waterville, ME	16	14	2	13%	4	480	439	91%
NFI North	Finson Road Bangor, ME	8	8	0	0%	0	240	240	100%
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	437	91%
OHI	Harrington House Holden, ME	7	7	0	0%	1	210	190	90%
OHI	Hudson St Bangor, ME	6	6	0	0%	0	180	180	100%
OHI	Mount Hope Ave Bangor, ME	4	3	1	25%	1	120	111	93%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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-Clewleyville Eddington, ME	4	4	0	0%	0	120	120	100%
OHI	OHI-Division Bangor, ME	4	4	0	0%	0	120	117	98%
OHI	Ohio St-Grove St Brewer, ME	4	4	0	0%	0	120	120	100%
Oxford County Mental Health Services	Andy's Place Rumford, ME	4	4	0	0%	1	120	115	96%
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	18	0	0%	0	540	540	100%
Shalom House	Auburn House Portland, ME	7	5	2	29%	2	210	196	93%
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	Forest Avenue Portland, ME	6	5	1	17%	1	180	175	97%
Shalom House	North St Supported Housing YC Saco, ME	7	7	0	0%	1	210	187	89%
Shalom House	O'Brion Street Portland, ME	6	6	0	0%	0	180	168	93%
Shalom House	Park Street Portland, ME	9	9	0	0%	0	270	266	99%
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	210	100%
Sunrise Opportunities	Eastport Residential Care Facility Eastport, ME	14	13	1	7%	1	420	408	97%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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>
Sunrise Opportunities	Milbridge Residence Milbridge, ME	6	6	0	0%	0	180	180	100%
The Opportunity Alliance	MaineStay Portland, ME	8	8	0	0%	2	240	230	96%
The Opportunity Alliance	Morrison Place Portland, ME	12	12	0	0%	0	360	360	100%
The Opportunity Alliance	Ray House-Helen Winslow South Portland, ME	7	7	0	0%	0	210	198	94%
The Opportunity Alliance	The Bridge Portland, ME	12	12	0	0%	0	360	354	98%
Tri-County Mental Health	Franklin St Group Home Rumford, ME	5	5	0	0%	0	150	150	100%
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	150	100%
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	6	0	0%	1	180	179	99%
Volunteers of America	Brackett Street Portland, ME	6	6	0	0%	0	180	180	100%
Volunteers of America	Bradley Street Saco, ME	5	3	2	40%	2	150	96	64%
Volunteers of America	Ocean St Apartments S Portland, ME	2	2	0	0%	0	60	60	100%
Volunteers of America	Sawyer Street Residence S Portland, ME	7	6	1	14%	1	210	210	100%
York County Shelter Program	MH Transitional-Transition Beds-Shelter B Alfred, ME	14	11	3	21%	13	420	390	93%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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	6	4	40%	0	300	163	54%
Becket Houses of Maine	Auburn Auburn, ME	8	8	0	0%	1	240	240	100%
Becket Houses of Maine	Belgrade Belgrade, ME	12	12	0	0%	0	360	349	97%
Becket Houses of Maine	Litchfield Litchfield, ME	10	8	2	20%	0	300	234	78%
Becket Houses of Maine	Norridgewock Norridgewock, ME	8	8	0	0%	0	240	228	95%
Community Health & Counseling Services	Youth & Family Ctr Hermon Hermon, ME	6	3	3	50%	0	180	90	50%
Harbor Family Services	Rockport 1 Rockport, ME	8	3	5	63%	2	240	130	54%
Harbor Family Services	Rockport 2 Rockport, ME	14	4	10	71%	0	420	82	20%
Harbor Family Services	Winterport Winterport, ME	12	6	6	50%	2	360	177	49%
KidsPeace	Autism Spectrum Disorder Program Ellsworth, ME	22	15	7	32%	0	660	450	68%
KidsPeace	Residential MH Ellsworth, ME	11	8	3	27%	0	330	236	72%
NFI North	Beacon House Buxton, ME	8	6	2	25%	1	240	207	86%
NFI North	Bridge Crossing Bridgton, ME	12	9	3	25%	3	360	308	86%
NFI North	Dirigo Place Lewiston, ME	7	4	3	43%	0	210	115	55%
NFI North	Oliver Place Bath, ME	6	3	3	50%	3	180	123	68%
NFI North	Riverbend Sidney, ME	8	5	3	38%	1	240	130	54%
NFI North	Stetson Ranch Stetson, ME	8	5	3	38%	2	240	149	62%
NFI North	Summit View Bangor, ME	6	4	2	33%	1	180	121	67%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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>
Northern Lighthouse	Northern Lighthouse Mars Hill, ME	6	2	4	67%	2	180	89	49%
Port Resources	Dingley Spring Gorham, ME	6	5	1	17%	0	180	150	83%
Spurwink	Brunswick Program Brunswick, ME	2	1	1	50%	0	60	30	50%
Spurwink	Brunswick Program Brunswick, ME	3	2	1	33%	1	90	55	61%
Spurwink	Brunswick Program Brunswick, ME	3	2	1	33%	0	90	60	67%
Spurwink	Brunswick Program Brunswick, ME	3	3	0	0%	0	90	73	81%
Spurwink	Brunswick Program Brunswick, ME	5	4	1	20%	0	150	120	80%
Spurwink	Casco Program Casco, ME	4	3	1	25%	0	120	80	67%
Spurwink	Casco Program Casco, ME	4	4	0	0%	0	120	120	100%
Spurwink	Casco Program Casco, ME	5	2	3	60%	1	150	75	50%
Spurwink	Chelsea Program Augusta, ME	3	2	1	33%	0	90	50	56%
Spurwink	Chelsea Program Augusta, ME	3	2	1	33%	0	90	60	67%
Spurwink	Chelsea Program Augusta, ME	3	3	0	0%	0	90	90	100%
Spurwink	Chelsea Program Pittston, ME	3	3	0	0%	0	90	66	73%
Spurwink	Chelsea Program Augusta, ME	4	3	1	25%	0	120	90	75%
Spurwink	Cornville Program Cornville, ME	6	6	0	0%	1	180	177	98%
Spurwink	Lewiston-Auburn Program Auburn, ME	3	3	0	0%	0	90	90	100%
Spurwink	Lewiston-Auburn Program Lewiston, ME	3	3	0	0%	0	90	80	89%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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	Lewiston-Auburn Program Auburn, ME	5	3	2	40%	0	150	87	58%
Spurwink	Lewiston-Auburn Program Lewiston, ME	5	2	3	60%	0	150	60	40%
Spurwink	Options Program Augusta, ME	2	2	0	0%	0	60	60	100%
Spurwink	Options Program Vassalboro, ME	3	2	1	33%	0	90	49	54%
Spurwink	Options Program Vassalboro, ME	3	2	1	33%	0	90	60	67%
Spurwink	Options Program Gardiner, ME	4	2	2	50%	0	120	60	50%
Spurwink	Raymond Program Naples, ME	2	2	0	0%	0	60	60	100%
Spurwink	Raymond Program Raymond, ME	3	2	1	33%	0	90	40	44%
Spurwink	Raymond Program Raymond, ME	4	3	1	25%	0	120	90	75%
Spurwink	Southern Region Program Portland, ME	2	2	0	0%	0	60	60	100%
Spurwink	Southern Region Program Portland, ME	3	2	1	33%	1	90	68	76%
Spurwink	Southern Region Program Portland, ME	3	3	0	0%	0	90	86	96%
Spurwink	Southern Region Program Portland, ME	3	6	0	0%	0	90	90	100%
Spurwink	Southern Region Program Portland, ME	4	3	1	25%	0	120	90	75%
Spurwink	Southern Region Program Portland, ME	10	9	1	10%	1	300	255	85%
Sweetser	Belfast Cottage Staff Intensive Saco, ME	9	8	1	11%	0	270	210	78%
Sweetser	Belfast Staff Intensive Belfast, ME	9	8	1	11%	1	270	244	90%
Sweetser	Belfast Staff Intensive 2 Belfast, ME	4	4	0	0%	1	120	119	99%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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	Belfast Staff Intensive 3 Belfast, ME	6	7	0	0%	0	180	197	100%
Sweetser	Plymouth Friendship Farm Staff Intensive Plymouth, ME	6	6	0	0%	0	180	162	90%
Sweetser	Plymouth Trail Lodge Staff Intensive Plymouth, ME	5	5	0	0%	0	150	150	100%
Sweetser	Portland Adolescent Unit Saco, ME	9	7	2	22%	1	270	222	82%
Sweetser	Saco Family Focus Saco, ME	8	8	0	0%	0	240	195	81%
Sweetser	Saco Me Home East Staff Intensive Saco, ME	10	5	5	50%	0	300	150	50%
Sweetser	Saco Me Home West Staff Intensive Saco, ME	10	6	4	40%	3	300	211	70%
The Opportunity Alliance	Edgewood Scarborough, ME	6	5	1	17%	1	180	169	94%

Report 18 &19 PNMI Bed Capacity/Occupancy		Bed Status on 11/30/2013				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	15	N/A	N/A	0	N/A	450	N/A
Lakeview Neurorehabilitation Center	Effingham Effingham, NH	N/A	1	N/A	N/A	0	N/A	17	N/A
Spaulding Youth Center	Spaulding Youth Center Northfield, NH	N/A	5	N/A	N/A	0	N/A	149	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: 11/01/2013 To 11/30/2013**

**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 sideshows 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: 89.0%    Child Crisis Stabilization: 70.0%

<b>Report 20 &amp; 21 Crisis Stabilization Bed Capacity/Occupancy</b>		<b>Bed Status on 11/30/2013</b>				<b>Monthly Averages</b>			
<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	3	2	40%	25	150	144	96.0%
Community Health & Counseling Services	Riverstone CSU Brewer, ME	8	6	2	25%	49	240	252	100.0%
Counseling Services Inc.	Counseling Services Inc - Beech St Saco, ME	6	8	0	0%	14	180	213	100.0%
Crisis and Counseling Centers	Adult Crisis Units Waterville, ME	8	4	4	50%	51	240	217	90.4%
Mid Coast Mental Health	Crisis Stabilization Unit Rockland, ME	4	4	0	0%	11	120	97	80.8%
Oxford County Mental Health Services	Crisis Stabilization Unit Rumford, ME	5	1	4	80%	14	150	88	58.7%
Sweetser	Brunswick Brunswick, ME	4	4	0	0%	14	120	123	100.0%
The Opportunity Alliance	Broadway Crossings S Portland, ME	8	8	0	0%	29	240	262	100.0%
Tri-County Mental Health	Tri County -Respite Lewiston, ME	6	5	1	17%	16	180	123	68.3%

Report 20 & 21 Crisis Stabilization Bed Capacity/Occupancy		Bed Status on 11/30/2013				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	5	1	17%	3	180	163	90.6%
Aroostook Mental Health Services	Fort Fairfield Childrens Crisis Fort Fairfield, ME	6	3	3	50%	9	180	105	58.3%
Community Health & Counseling Services	Sojourn CRU Bangor, ME	6	1	5	83%	17	180	93	51.7%
Crisis and Counseling Centers	Crisis MH Winslow, ME	5	0	5	100%	13	150	56	37.3%
Rumford Group Homes	Turner Family Support Center Leeds, ME	4	4	0	0%	11	120	81	67.5%
Sweetser	Belfast Crisis Stabilization Belfast, ME	7	4	3	43%	10	210	141	67.1%
Sweetser	Saco Campus Crisis Saco, ME	9	9	0	0%	12	270	273	100.0%

\*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)**  
**11/01/2013 To 11/30/2013**

**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 = 209

Total number of members discharged for whom any step-down service was entered = 57

Percent of members discharged for whom any step-down service was entered = 27%

**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 discharges</u>
Female	24	18	13	2	1	109
Male	14	10	8	0	4	100
<b>Totals</b>	<b>38</b>	<b>28</b>	<b>21</b>	<b>2</b>	<b>5</b>	<b>209</b>

<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 discharges</u>
SMI	21	19	9	2	3	119
Not SMI	17	9	12	0	2	90
<b>Totals</b>	<b>38</b>	<b>28</b>	<b>21</b>	<b>2</b>	<b>5</b>	<b>209</b>

<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 discharges</u>
AMHI Class N	33	25	20	2	5	177
AMHI Class Y	5	3	1	0	0	32
<b>Totals</b>	<b>38</b>	<b>28</b>	<b>21</b>	<b>2</b>	<b>5</b>	<b>209</b>

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 discharges</u>
District 1/ York County	3	2	1	0	0	26
District 2/ Cumberland County	5	4	1	0	0	47
District 3/ Androscoggin, Franklin, and Oxford Counties	3	1	1	0	0	35
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	3	4	1	1	0	26
District 5/ Somerset and Kennebec Counties	3	3	2	0	0	32
District 6/ Piscataquis and Penobscot Counties	8	10	4	0	1	24
District 7/ Washington and Hancock Counties	3	3	1	0	2	7
District 8/ Aroostook County	10	1	10	1	2	12
<b>Totals</b>	<b>38</b>	<b>28</b>	<b>21</b>	<b>2</b>	<b>5</b>	<b>209</b>

<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 discharges</u>
Acadia Hospital	15	19	7	0	2	29
Dorothea Dix Psychiatric Center	0	0	0	0	0	7
Maine General Medical Center	0	0	0	0	0	29
Maine Medical Center	0	0	0	0	0	1
Mid Coast Hospital	7	6	2	1	1	17
Northern Maine Medical Center	14	2	12	1	2	15
PenBay	0	0	0	0	0	11
Riverview Psychiatric Center	0	0	0	0	0	5
Southern Maine Medical Center	0	0	0	0	0	8
Spring Harbor Hospital	2	1	0	0	0	55
St. Marys Regional Medical Center	0	0	0	0	0	32
<b>Totals</b>	<b>38</b>	<b>28</b>	<b>21</b>	<b>2</b>	<b>5</b>	<b>209</b>

**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: 11/01/2013 To 11/30/2013**

**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 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:** 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:\*\* 201

Total number of members readmitted within 30 days: 17

% of members discharged from inpatient psychiatric facilities that are readmitted within 30 days: 8.5%

	<u>Members</u> <u>Readmitted</u>	<u>Members Not</u> <u>Readmitted within 30</u>	<u>Total # of</u> <u>Discharges</u>
<b>All Members</b>			
Total MaineCare	17	184	201
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>
	<u>Members</u> <u>Readmitted</u>	<u>Members Not</u> <u>Readmitted within 30</u>	<u>Total # of</u> <u>Discharges</u>
<b>Gender</b>			
Female	7	100	107
Male	10	84	94
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>
	<u>Members</u> <u>Readmitted</u>	<u>Members Not</u> <u>Readmitted within 30</u>	<u>Total # of</u> <u>Discharges</u>
<b>Age Groups</b>			
18-20	1	11	12
21-24	0	16	16
25-64	16	151	167
65-74	0	4	4
Over 75 Years Old	0	2	2
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>

\*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. Beginning in FY 13, these discharges are not counted in the total number of discharges or in the count of those readmitted.

\*\*\*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>Members Not Readmitted within 30</u>	<u>Total # of Discharges</u>
<b>SMI</b>			
SMI	10	116	126
Not SMI	7	68	75
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>
	<u>Members Readmitted</u>	<u>Members Not Readmitted within 30</u>	<u>Total # of Discharges</u>
<b>AMHI Class</b>			
AMHI Class N	14	156	170
AMHI Class Y	3	28	31
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>
	<u>Members Readmitted</u>	<u>Members Not Readmitted within 30</u>	<u>Total # of Discharges</u>
<b>District</b>			
District 1/ York County	2	23	25
District 2/ Cumberland County	5	40	45
District 3/ Androscoggin, Franklin, and Oxford Counties	3	31	34
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1	23	24
District 5/ Somerset and Kennebec Counties	3	29	32
District 6/ Piscataquis and Penobscot Counties	3	19	22
District 7/ Washington and Hancock Counties	0	7	7
District 8/ Aroostook County	0	12	12
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>
	<u>Members Readmitted</u>	<u>Members Not Readmitted within 30</u>	<u>Total # of Discharges</u>
<b>Providers</b>			
Acadia Hospital	2	25	27
Dorothea Dix Psychiatric Center	0	6	6
Maine General Medical Center	3	26	29
Maine Medical Center	1	0	1
Mid Coast Hospital	1	15	16
Northern Maine Medical Center	1	14	15
PenBay	1	9	10
Riverview Psychiatric Center	0	4	4
Southern Maine Medical Center	0	8	8
Spring Harbor Hospital	5	49	54
St. Marys Regional Medical Center	3	28	31
<b>Total</b>	<b>17</b>	<b>184</b>	<b>201</b>

**Report Number: 40**  
**Service Denials**  
**(Includes MaineCare members and Courtesy Reviews done by APS)**  
**Report Dates: 11/01/2013 to 11/30/2013**

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:** 559

Total APS Case Requests for the Month (PA's, CSR's, UMCSR's)	Total Number of Initial Service Denials	Number Initially Denied per 1000 APS Case Requests	% of Total APS Case Requests Initially Denied
12,599	559	44	4.44%

Total Case Requests	Prior Authorization (PA)	Continued Stay Review (CSR)	Registration Continued Stay Review (UMCSR)	Total
November	1,283	4,724	6,592	12,599
<b>FY2014</b>	<b>7,297</b>	<b>24,449</b>	<b>33,278</b>	<b>65,024</b>

<u>Denial Type</u>	<u>Total Denials</u>
Clinical Denial	144
Partial Authorization	415
<b>Total</b>	<b>559</b>

<u>Gender</u>	<u>Total Denials</u>
FEMALE	205
MALE	349
UNKNOWN	5
<b>Total</b>	<b>559</b>

<u>District</u>	<u>Total Denials</u>
District 1	57
District 2	83
District 3	73
District 4	68
District 5	70

District 6	83
District 7	36
District 8	42
Unknown	47
<b>Total</b>	<b>559</b>

<b><u>Service Type</u></b>	<b><u>Total Denials</u></b>
Section 13 T1017UC - Targeted Case Management - Behavioral Health	148
Section 13 T1017UD - Targeted Case Management - Developmental Disabilities	63
Section 17 H0040 - Adult Assertive Community Treatment - ACT	3
Section 17 H2015 - Community Integration (CI)	54
Section 21 T2016PD - Agency Home Support	7
Section 21 T2016SC - Agency Home Support with Medical Add-On	4
Section 28 H2021HI - Services for Children with Cognitive Impairments and Functional Limitations - 1:1	78
Section 28 H2021HK - Specialized Services for Children with Cognitive Impairments and Functional Limitations - 1:1	8
Section 46 100-219 - Child Psychiatric Inpatient - SHH & Acadia Only	10
Section 46 100-219 - Partial Hospitalization	7
Section 46.03-3, 46.05, 46.10 100-219 - Intensive Outpatient Program - Behavioral Health	3
Section 65 G9007HN - HCT - Collateral - Bachelor's	12
Section 65 G9007HO - HCT - Collateral - Master's	12
Section 65 H0004 - Child Outpatient Therapy- Mental Health Agency	20
Section 65 H0015 - Intensive Outpatient Program	12
Section 65 H0019HA - Child PNMI - Crisis Residential	1
Section 65 H2021HN - HCT - Children's Home & Com. Based Tx - Bachelor's	48
Section 65 H2021HO - HCT - Children's Home & Com. Based Tx - Master's	36
Section 65 H2021HU - HCT - Child Welfare - Master's	1
Section 65 H2021HUU1 - HCT - Child Welfare - Bachelor's	2
Section 97 0169 - Children's PNMI - CBHS Approved Only - Room & Board	10
Section 97 100-219 - Section 97 ITRT Eligibility Determination	1
Section 97 H0019CG - Child PNMI - Mental Health Level II	2
Section 97 H0019HE - Child PNMI - Mental Health Level I	8
Section 97 H0019HU - Treatment Foster Care Level C	4
Section 97 H0019HU - Treatment Foster Care Level D	1
Section 97 H0019HY - Multidimensional Juvenile Justice Program TFC	1
Section 97 H0019SE - Child PNMI - Mental Retardation Level I	2
Section 97 H0019U9 - Child PNMI - Mental Retardation Level II	1
<b>Total</b>	<b>559</b>

<b><u>Provider Type</u></b>	<b><u>Total Denials</u></b>
Acadia Hospital	1
Acadia Hospital Corp	4
Acadia Hospital Corp.	4

Acadia Hospital Corp.	11
Addison Point Agency	12
Affinity	4
Allies, Inc.	2
Aroostook Home Health Services	3
Aroostook Mental Health Services, Inc.	6
Assistance Plus	14
Becket Houses of Maine	4
Behavior Health Solutions for Me	3
Blue School	3
Bridge to Success	1
Bridges of Maine LLC, North	2
Bridges of Maine, LLC - South	3
Broadreach Family & Community Services	10
Care & Comfort	16
Casa, Inc.	1
Catch A Falling Star	1
Catholic Charities Maine	16
Central Aroostook Association	1
Central Maine Counseling Services	3
Children's Center	9
Christopher Aaron Counseling Center	7
Community Care	9
Community Counseling Center	5
Community Health & Counseling Services	12
Community Partners Inc.	3
Connections for Kids	9
Cornerstone Behavioral Healthcare	2
Counseling Services Inc.	12
Crisis and Counseling Centers	1
CWC	4
Day One	1
Eastern Maine Counseling and Testing Services Inc.	1
Employment Specialist of Maine	1
Families United	4
Families Matter, Inc	2
Families United	4
Full Circle Supports	6
Gallant Therapy Services	1
Graham Behavioral Services	1
Granite Bay Care	1

Harbor Family Services	17
Health Affiliates Maine	10
Home Counselors Inc	2
Kennebec Behavioral Health	5
KidsPeace	11
Learning Works	2
Life by Design	4
Maine Behavioral Health Organization	4
maine general IOP-SA	1
Maine Vocational & Rehabilitation Assoc.	3
MAS Home Care of Maine	20
MC Community Services	3
Merrymeeting	2
Mid Coast Mental Health	1
Milestones Family Services	2
Mobius, Inc	1
New Day Counseling	4
NFI North	8
Northeast Occupational Exchange	6
Northern Lighthouse	12
Northern Maine General	3
Our Father's House Recovery Center	1
Pine Tree Society	2
Port Resources	5
Progressions Behavioral Health	1
Progressive Housing Association	5
Providence	38
Riverview	1
Saco River Health Service	3
Section 97 ITRT Eligibility Determination	1
Sequel Care of Maine	18
Smart Child & Family Services	3
Somali Bantu Youth Association of Maine	3
Spring Harbor Hospital	3
Spurwink	13
Stepping Stones	2
Sweetser	35
The Opportunity Alliance	8
Tri-County Mental Health	8
United Cerebral Palsy of Maine	13
Waban Projects	3

Wings	28
Woodfords Family Services	24
<b>Total</b>	<hr/> <b>559</b>

- #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: 11/01/2013 To 11/30/2013

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	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)	18,815	18,815	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	0	0	100.0%

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

**Report Name: PASRR MI/ORC Monthly Tracking Report**

**Report Date:** December 28, 2013

**Reporting Period: Start:** November 1, 2013

**End:** November 30, 2013

**Report Source:** Data from APS CareConnection®

**What This Report Measures:** The number and outcomes of preadmission screening and resident reviews (PASRR) for anyone being admitted to a nursing home, or experiencing a change in mental status or functional limitations while living permanently in a nursing home.

**Definitions/Abbreviations:**

**PASRR:** Preadmission Screening and Resident Review

**MI:** Mental Illness

**ORC:** Other Related Condition is any other condition, other than a serious mental illness, found to be closely related to mental retardation, resulting in impairment of general intellectual functioning or adaptive behavior similar to that of individuals with mental retardation, and requires treatment or services similar to those required for individuals with mental retardation.

**PASRR-Level I-MI or PASRR-Level I-ORC:** The initial screening for mental illness or for other related conditions for anyone being admitted to nursing facility level of care.

**PASRR-CIC-MI or PASRR-CIC-ORC:** PASRR for suspected Change in Condition: A preliminary screening, similar to Level I, for a current nursing facility resident who has experienced a significant change in their mental status (MI), that is not due to a medical condition, OR has experienced a change in their functional limitations which are subsequent to other related conditions (ORC).

**PASRR-Level II-MI or PASRR-Level II-ORC** is done if the results of the PASRR-Level I OR PASRR-Change in Condition (CIC) show the need for a comprehensive assessment. The Level II determines if an individual's mental illness diagnosis meets State criteria for severe mental illness (MI) or for other related conditions (ORC) and if so, if specialized services are necessary.

**Table 1: PASRR Level I Assessments Completed:** (Definitions of column headings are on page 2)

PASRR Type	Does Not Meet Criteria	Dementia Waiver	Less Than 30 Day	Terminal Illness Waiver	Other	Level II Required	Total
PASRR-Level I-MI	363	35	104	1	0	2	505
PASRR-Change In Condition-MI	2	8	0	0	0	1	11
PASRR-Level I-ORC	11	0	2	0	0	2	15
PASRR-Change In Condition-OF	0	0	0	0	0	0	0
<b>PASRR Level I/CIC Totals</b>	<b>376</b>	<b>43</b>	<b>106</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>531</b>

**Does Not Meet Criteria:** the individual’s condition does not meet State criteria for severe mental illness or other related conditions.

**Dementia Waiver:** the individual’s behavior or symptoms that may appear to be related to a mental illness are primarily related to the individual’s diagnosis of dementia. A Level II Assessment is waived because a diagnosis of dementia is not considered mental illness.

**Less Than 30 Day Waiver:** the individual may or may not have a serious mental illness or other related condition, but the Level II Assessment is waived as the individual is going to the nursing facility for short-term skilled care and will return to his/her home in the community once treatment is complete.

**Terminal Illness Waiver:** the individual may or may not have a serious mental illness or other related condition, and the Level II Assessment is waived as the individual has less than six months left to live, as documented by a physician.

**Level II Required:** the results of the Level I Screen have determined it is necessary to further assess the individual’s condition in order to ascertain if the condition meets State criteria for serious mental illness or other related conditions and if so, whether or not the individual needs specialized supports for this condition while living in a nursing facility, as one’s permanent place of residence.

Table 2 below shows the number of Level II Assessments completed. There may be some Level II Assessments still pending.

**Table 2: PASRR Level II Assessments completed:**

PASRR Type	Does Not Meet	Dementia Waiver	Meets Criteria No Spec Services	Meets Criteria with Spec Services/Rec	Other	Total
PASRR-Level II-MI	1	0	0	3	0	4
PASRR-Level II-ORC	0	0	0	0	0	0

**Does Not Meet Criteria:** The Level II comprehensive assessment determined that the individual’s condition does not meet State criteria for severe mental illness or other related conditions.

**Meets Criteria No Special Services Required:** the final outcome of the Level II Assessment states that the individual’s mental illness or other related condition meets State criteria for a serious mental illness or other related condition. However, no specialized services are required.

**Meets Criteria with Spec Svcs/Rec:** the final outcome of the Level II Assessment states that the individual’s mental illness or other related condition meets State criteria and that specialized supports for this condition are necessary to help him/her remain at the highest level of functioning possible, while living at the nursing facility as their permanent place of residence.

**Report Name: PASRR MI/ORC Cumulative YTD Tracking Report**

**Report Date:** December 28, 2013

**Reporting Period: Start:** July 1, 2013

**End:** November 30, 2013

**Report Source:** Data from APS CareConnection®

**What This Report Measures:** The number and outcomes of preadmission screening and resident reviews (PASRR) for anyone being admitted to a nursing home, or experiencing a change in mental status or functional limitations while living permanently in a nursing home.

**Definitions/Abbreviations:**

**PASRR:** Preadmission Screening and Resident Review

**MI:** Mental Illness

**ORC:** Other Related Condition is any other condition, other than a serious mental illness, found to be closely related to mental retardation, resulting in impairment of general intellectual functioning or adaptive behavior similar to that of individuals with mental retardation, and requires treatment or services similar to those required for individuals with mental retardation.

**PASRR-Level I-MI or PASRR-Level I-ORC:** The initial screening for mental illness or for other related conditions for anyone being admitted to nursing facility level of care.

**PASRR-CIC-MI or PASRR-CIC-ORC:** PASRR for suspected Change in Condition: A preliminary screening, similar to Level I, for a current nursing facility resident who has experienced a significant change in their mental status (MI), that is not due to a medical condition, OR has experienced a change in their functional limitations which are subsequent to other related conditions (ORC).

**PASRR-Level II-MI or PASRR-Level II-ORC** is done if the results of the PASRR-Level I OR PASRR-Change in Condition (CIC) show the need for a comprehensive assessment. The Level II determines if an individual's mental illness diagnosis meets State criteria for severe mental illness (MI) or for other related conditions (ORC) and if so, if specialized services are necessary.

**Table 1: PASRR Level I Assessments Completed:** (Definitions of column headings are on page 2)

PASRR Type	Does Not Meet Criteria	Dementia Waiver	Less Than 30 Day	Terminal Illness Waiver	Other	Level II Required	Total
PASRR-Level I-MI	1,895	171	615	9	6	12	<b>2,708</b>
PASRR-Change In Condition-MI	8	29	0	0	4	1	<b>43</b>
PASRR-Level I-ORC	95	0	21	1	0	2	<b>119</b>
PASRR-Change In Condition-OF	0	0	0	0	0	0	<b>0</b>
<b>PASRR Level I/CIC Totals</b>	<b>1,998</b>	<b>200</b>	<b>636</b>	<b>10</b>	<b>10</b>	<b>15</b>	<b>2,870</b>

**Does Not Meet Criteria:** the individual’s condition does not meet State criteria for severe mental illness or other related conditions.

**Dementia Waiver:** the individual’s behavior or symptoms that may appear to be related to a mental illness are primarily related to the individual’s diagnosis of dementia. A Level II Assessment is waived because a diagnosis of dementia is not considered mental illness.

**Less Than 30 Day Waiver:** the individual may or may not have a serious mental illness or other related condition, but the Level II Assessment is waived as the individual is going to the nursing facility for short-term skilled care and will return to his/her home in the community once treatment is complete.

**Terminal Illness Waiver:** the individual may or may not have a serious mental illness or other related condition, and the Level II Assessment is waived as the individual has less than six months left to live, as documented by a physician.

**Level II Required:** the results of the Level I Screen have determined it is necessary to further assess the individual’s condition in order to ascertain if the condition meets State criteria for serious mental illness or other related conditions and if so, whether or not the individual needs specialized supports for this condition while living in a nursing facility, as one’s permanent place of residence.

Table 2 below shows the number of Level II Assessments completed YTD. There may be some Level II Assessments still pending.

**Table 2: PASRR Level II Assessments completed:**

PASRR Type	Does Not Meet	Dementia Waiver	Meets Criteria No Spec Services	Meets Criteria with Spec Services/Rec	Other	Total
PASRR-Level II-MI	3	1	0	12	0	16
PASRR-Level II-ORC	2	0	0	1	0	3

**Does Not Meet Criteria:** The Level II comprehensive assessment determined that the individual’s condition does not meet State criteria for severe mental illness or other related conditions.

**Meets Criteria No Special Services Required:** the final outcome of the Level II Assessment states that the individual’s mental illness or other related condition meets State criteria for a serious mental illness or other related condition. However, no specialized services are required.

**Meets Criteria with Spec Svcs/Rec:** the final outcome of the Level II Assessment states that the individual’s mental illness or other related condition meets State criteria and that specialized supports for this condition are necessary to help him/her remain at the highest level of functioning possible, while living at the nursing facility as their permanent place of residence.

**PASRR ID (Intellectual Disabilities) Monthly Tracking Report**

**Report Date:** December 28, 2013

**Reporting Period: Start:** November 1, 2013

**End:** November 30, 2013

**Report Source:** Data from APS CareConnection®

**What This Report Measures:** The number and outcomes of preadmission screening and resident reviews (PASRR) for anyone with intellectual disabilities (ID) being admitted to a nursing home, or anyone with intellectual disabilities who experiences a change in condition while living permanently in a nursing home.

**Definitions/Abbreviations:**

**ID: An Intellectual Disability** is a condition that is manifested by: 1) significant sub-average intellectual functioning (IQ score of 70 or below) as measured on a standardized intelligence test; 2) significant deficits in adaptive behavior and/or functioning (e.g., daily living, communication and social skills); and 3) onset during the developmental period of life (prior to age 18).

**PASRR-Level I-ID:** The initial screening for intellectual disability for anyone being admitted to nursing facility level of care.

**PASRR-Change in Condition-ID:** PASRR for suspected Change in Condition: A preliminary screening, similar to a Level I Screen, for a current nursing facility resident who has experienced a significant change in their functioning, that is not due to a medical condition or medication changes.

**PASRR-Level II-ID:** is conducted if the results of the PASRR-Level I-ID show the need for a comprehensive assessment. The Level II Assessment determines if an individual's intellectual impairment meets State criteria for ID and if so, if specialized services are necessary.

**Does Not Meet Criteria:** the individual's impairment does not meet State criteria for an intellectual disability (ID).

**Dementia Waiver:** the individual's behavior or symptoms that may appear to be related to an intellectual disability are primarily related to the individual's diagnosis of dementia. A Level II Assessment is waived because a diagnosis of dementia is not considered to be an intellectual disability.

**Less Than 30 Day Waiver:** the individual may or may not have an intellectual disability, but the Level II Assessment is waived as the individual is going to the nursing facility for short-term skilled care and will return to his/her home in the community once treatment is complete.

**Terminal Illness Waiver:** the individual may or may not have an intellectual disability, and the Level II Assessment is waived as the individual has less than six months left to live, as documented by a physician.

**Level II Required:** the results of the Level I Screen have determined it is necessary to further assess the individual's condition in order to ascertain if it meets State criteria for an intellectual disability (ID) and if so, whether or not the individual needs specialized services to address these needs.

**Table 1: PASRR Level I Assessments Completed:**

PASRR Type	Does Not Meet Criteria	Dementia Waiver	Less Than 30 Day	Terminal Illness Waiver	Other	Level II Required	Total
PASRR - Level I - ID	0	0	6	0	0	0	6
PASRR - Change in Condition - ID	0	0	0	0	0	0	0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>

**Does Not Meet Criteria:** the individual's impairment does not meet State criteria for an intellectual disability (ID).

**Meets Criteria No Special Services Required:** the final outcome of the Level II Assessment states that the individual's impairment or other related condition meets State criteria for an intellectual disability (ID) or other related condition. However, no specialized services are required.

**Meets Criteria with Spec Svcs/Rec:** the final outcome of the Level II Assessment states that the individual's impairment or other related condition meets State criteria and that specialized supports for this condition are necessary to help him/her remain at the highest level of functioning possible, while living at the nursing facility as their permanent place of residence.

**Table 2: PASRR Level II Assessments completed:**

PASRR Type	Does Not Meet	Dementia Waiver	Meets Criteria No Spec Services Required	Meets Criteria with Spec Services/Rec	Other	Total
PASRR - Level II - ID	0	0	0	0	0	0

## PASRR ID (Intellectual Disabilities) FY Tracking Report

**Report Date:** December 28, 2013

**Reporting Period: Start:** July 1, 2013

**End:** November 30, 2013

**Report Source:** Data from APS CareConnection®

**What This Report Measures:** The number and outcomes of preadmission screening and resident reviews (PASRR) for anyone with intellectual disabilities (ID) being admitted to a nursing home, or anyone with intellectual disabilities who experiences a change in condition while living permanently in a nursing home.

### Definitions/Abbreviations:

**ID: An Intellectual Disability** is a condition that is manifested by: 1) significant sub-average intellectual functioning (IQ score of 70 or below) as measured on a standardized intelligence test; 2) significant deficits in adaptive behavior and/or functioning (e.g., daily living, communication and social skills); and 3) onset during the developmental period of life (prior to age 18).

**PASRR-Level I-ID:** The initial screening for intellectual disability for anyone being admitted to nursing facility level of care.

**PASRR-Change in Condition-ID:** PASRR for suspected Change in Condition: A preliminary screening, similar to a Level I Screen, for a current nursing facility resident who has experienced a significant change in their functioning, that is not due to a medical condition or medication changes.

**PASRR-Level II-ID:** is conducted if the results of the PASRR-Level I-ID show the need for a comprehensive assessment. The Level II Assessment determines if an individual's intellectual impairment meets State criteria for ID and if so, if specialized services are necessary.

**Does Not Meet Criteria:** the individual's impairment does not meet State criteria for an intellectual disability (ID).

**Dementia Waiver:** the individual's behavior or symptoms that may appear to be related to an intellectual disability are primarily related to the individual's diagnosis of dementia. A Level II Assessment is waived because a diagnosis of dementia is not considered to be an intellectual disability.

**Less Than 30 Day Waiver:** the individual may or may not have an intellectual disability, but the Level II Assessment is waived as the individual is going to the nursing facility for short-term skilled care and will return to his/her home in the community once treatment is complete.

**Terminal Illness Waiver:** the individual may or may not have an intellectual disability, and the Level II Assessment is waived as the individual has less than six months left to live, as documented by a physician.

**Level II Required:** the results of the Level I Screen have determined it is necessary to further assess the individual's condition in order to ascertain if it meets State criteria for an intellectual disability (ID) and if so, whether or not the individual needs specialized services to address these needs.

**Table 1: PASRR Level I Assessments Completed:**

PASRR Type	Does Not Meet Criteria	Dementia Waiver	Less Than 30 Day	Terminal Illness Waiver	Other	Level II Required	Total
PASRR - Level I - ID	1	0	48	0	2	3	55
PASRR - Change in Condition - ID	0	0	0	0	0	0	0
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>48</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>55</b>

**Does Not Meet Criteria:** the individual's impairment does not meet State criteria for an intellectual disability (ID).

**Meets Criteria No Special Services Required:** the final outcome of the Level II Assessment states that the individual's impairment or other related condition meets State criteria for an intellectual disability (ID) or other related condition. However, no specialized services are required.

**Meets Criteria with Spec Svcs/Rec:** the final outcome of the Level II Assessment states that the individual's impairment or other related condition meets State criteria and that specialized supports for this condition are necessary to help him/her remain at the highest level of functioning possible, while living at the nursing facility as their permanent place of residence.

**Table 2: PASRR Level II Assessments completed:**

PASRR Type	Does Not Meet	Dementia Waiver	Meets Criteria No Spec Services Required	Meets Criteria with Spec Services/Rec	Other	Total
PASRR - Level II - ID	1	0	1	4	0	6

## REPORT

Date of Report: 12/03/2013

Report: Administrative Measures: Phone Management Report

Reporting Period: Start: November 1, 2013 End: November 30, 2013

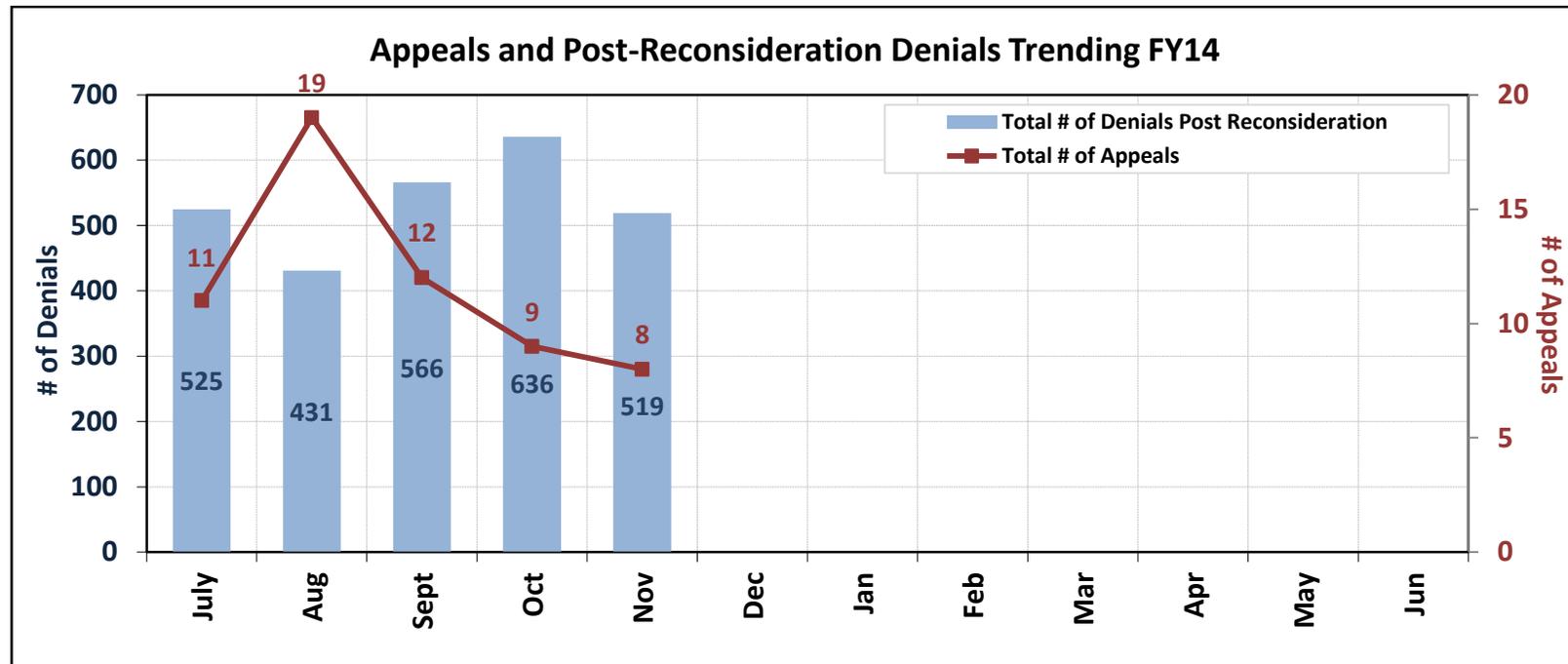
Source: APS Healthcare Call Tracking System

### Findings:

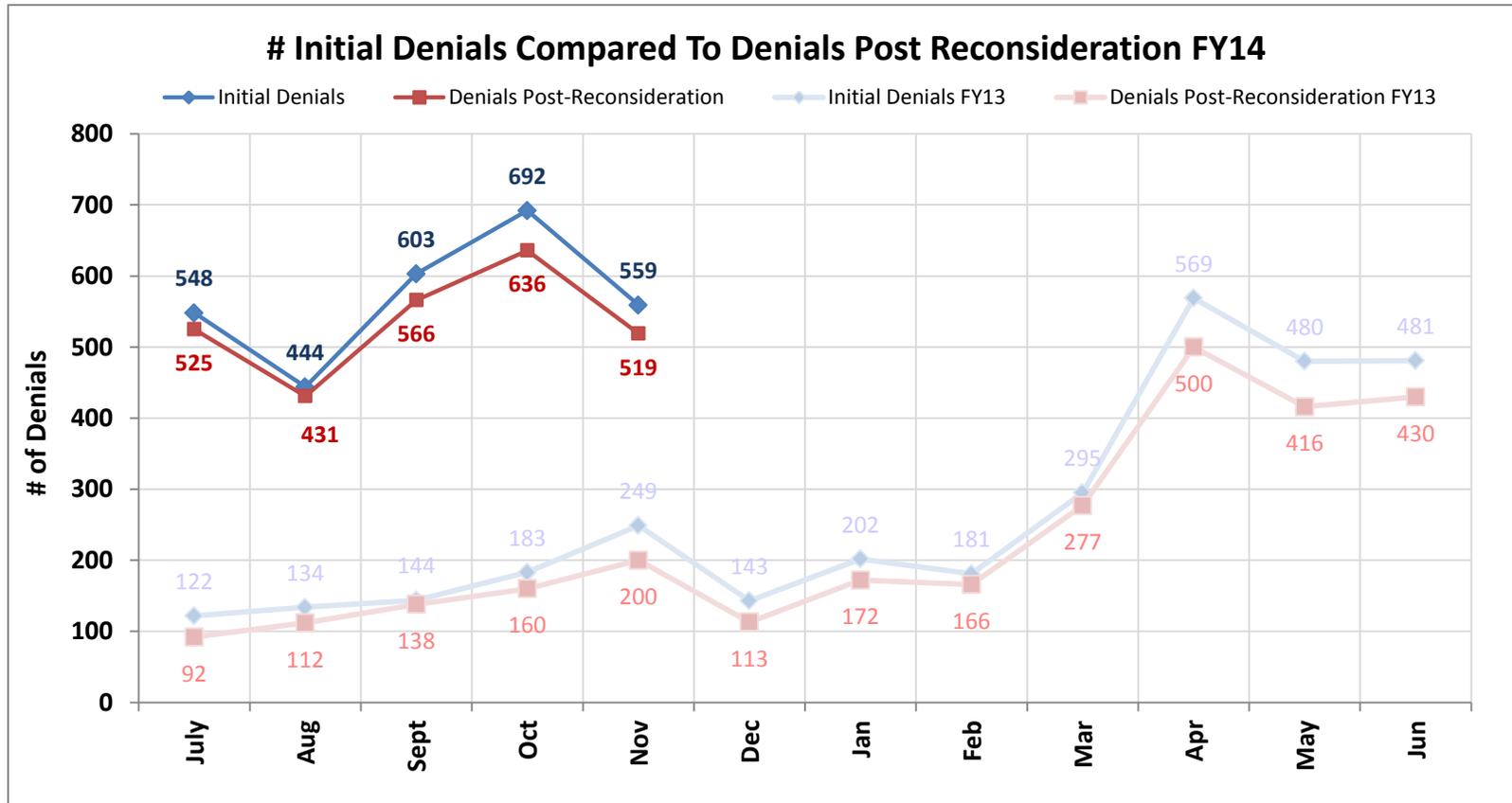
	#41: Total #	#42& #44: Avg Answer Speed/Hold (in seconds)	#44: % Calls On- Hold 90+ Sec	#45: % Abandoned Calls	Avg Abandoned Call Time (in seconds)	% Ans. w/in 6 Rings	#43: Avg Call Length (in minutes/ seconds)
	4721 or 225 calls/day	7 seconds	0.00% (0 out of 4721)	0.7 % (31 out of 4721)	30.9 seconds	97.3% (4594 out of 4721)	2:39
Target		30 Seconds		<5%		95%	

Report: Appeals & Denials Trending  
Reporting Period: FY2014 as of 11/30/13

	July	Aug	Sept	Oct	Nov	YTD
# PA, CSR, UMCSR	13965	12910	11251	14299	12599	<b>65024</b>
Total # Denials (Clinical Denials + Partial Denials/Partial Auths Post Reconsiderations)	525	431	566	636	519	<b>2677</b>
Post-reconsideration denial rate: Total Denials/#PA, CSR, UMCSR x 100	3.76%	3.34%	5.03%	4.45%	4.12%	<b>4.12%</b>
Denial Rate per 1000 PA,CSR,UMCSR	38	33	50	44	41	<b>41</b>
# Member Initiated Appeals	11	19	12	9	8	<b>59</b>
Appeals Filed Rate: Appeal/Denials x 100	2.10%	4.41%	2.12%	1.42%	1.54%	<b>2.20%</b>
Appeal Rate per 1000 Denials	21	44	21	14	15	<b>22</b>



Report: Appeals & Denials Trending  
Reporting Period: FY2014 as of 11/30/13



*\*The previous fiscal year is faded for comparison*

*\*\* Reconsiderations may be requested up to 60 calendar days, therefore, additional denials could be overturned.*