

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 07/01/2015 To 09/30/2015

Report Run Date: 1/13/2016

Report Source: Authorization data from APS CareConnection®

Definitions:

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

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

Number of people who were authorized for CI from the MaineCare wait list during the quarter 703

For those who received the service:

Average number of days waiting: 10 days

Percent waiting 30 days or less: 89.8%

Percent waiting 90 days or less: 99.4%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
AMHI Class N	672	670	2	601	67	4	11
AMHI Class Y	31	29	2	30	1	0	3
Totals	703	699	4	631	68	4	10

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
District 1	77	77	0	59	16	2	22
District 2	168	168	0	154	13	1	8
District 3	91	90	1	83	8	0	10
District 4	64	64	0	59	5	0	7
District 5	163	162	1	141	21	1	12
District 6	114	112	2	111	3	0	5
District 7	15	15	0	14	1	0	9
District 8	4	4	0	4	0	0	12
Unknown	7	7	0	6	1	0	11
Totals	703	699	4	631	68	4	10

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Alternative Wellness Services	2	2	0	2	0	0	0
AngleZ Behavioral Health Services-17 ACM	14	14	0	14	0	0	1
Assistance Plus	54	51	3	52	2	0	4
Catholic Charities Maine	116	116	0	109	6	1	7
Charlotte White Center	14	14	0	14	0	0	4
Common Ties	59	59	0	58	1	0	7
Community Care	40	40	0	39	1	0	4
Community Health & Counseling Services	48	47	1	47	1	0	4
Counseling Services Inc.	26	26	0	15	9	2	30
Health Affiliates Maine	2	2	0	2	0	0	15
Higher Ground Services	5	5	0	5	0	0	12
Kennebec Behavioral Health	95	95	0	72	22	1	18
MAS Home Care of Maine	27	27	0	25	2	0	10
Medical Care Development	1	1	0	1	0	0	9
Mid Coast Mental Health	45	45	0	41	4	0	7
Northern Lighthouse	1	1	0	1	0	0	28
OHI	2	2	0	2	0	0	2
Providence	1	1	0	1	0	0	0
Sweetser	55	55	0	45	10	0	18
The Opportunity Alliance	92	92	0	84	8	0	10
Tri-County Mental Health	4	4	0	2	2	0	25
Totals	703	699	4	631	68	4	10

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

Report Dates: 07/01/2015 To 09/30/2015

Report Run Date: 1/13/2016

Report Source: Authorization data from APS CareConnection®

Definitions:

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

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

Number of people who were authorized for CI from the state-funded wait list during the quarter: 238

For those who received the service:

Average number of days waiting: 22 days

Percent waiting 30 days or less: 70.6%

Percent waiting 90 days or less: 95.4%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
AMHI Class N	232	42	190	163	58	11	22
AMHI Class Y	6	1	5	5	1	0	7
Totals	238	43	195	168	59	11	22

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
District 1	23	8	15	10	11	2	43
District 2	46	8	38	16	24	6	44
District 3	38	7	31	29	9	0	19
District 4	31	6	25	21	9	1	22
District 5	42	6	36	39	2	1	8
District 6	46	7	39	44	2	0	5
District 7	5	0	5	5	0	0	1
District 8	2	0	2	1	1	0	28
Unknown	5	1	4	3	1	1	39
Totals	238	43	195	168	59	11	22

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Ascentria Care Alliance	1	1	0	1	0	0	0
Assistance Plus	23	3	20	23	0	0	4
Catholic Charities Maine	13	3	10	7	4	2	37
Charlotte White Center	4	0	4	4	0	0	2
Common Ties	13	2	11	13	0	0	7
Community Care	44	5	39	42	2	0	4
Community Counseling Center	3	0	3	0	3	0	50
Community Health & Counseling Services	4	2	2	4	0	0	0
Counseling Services Inc.	11	3	8	3	7	1	51
Healthy Healing Counseling Inc	1	1	0	1	0	0	0
Kennebec Behavioral Health	21	3	18	19	1	1	16
Mid Coast Mental Health	16	4	12	11	5	0	19
Sweetser	41	10	31	19	16	6	40
The Opportunity Alliance	27	5	22	11	15	1	37
Tri-County Mental Health	16	1	15	10	6	0	24
Totals	238	43	195	168	59	11	22

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

Report Dates: 07/01/2015 To 09/30/2015

Run Date: 01/14/2016

Report Source: Authorization data from APS CareConnection®

Definitions:

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

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

Total number of non-hospitalized members admitted to any community support service: 2,597

Total assigned within 3 working days: 1,854

% assigned within 3 working days: 71%

Total assigned in 4 - 7 working days: 240

% assigned in 4 -7 working days: 9%

Total assigned within 7 working days: 2,094

% assigned within 7 working days: 81%

Total assigned after 8 or more working days: 503

% assigned after 8 or more working days: 19%

<u>Service</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
H0040 - Adult Assertive Community Treatment - ACT	18	6	30	54
H2015 - Community Integration (CI)	1,494	202	386	2,082
H2018 - Community Rehabilitation Services (CRS)	12	0	1	13
T2022HB - Behavioral Health Homes - Adult	330	32	86	448
Total	1,854	240	503	2,597
<u>Gender</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Female	1,161	149	335	1,645
Male	693	91	168	952
Total	1,854	240	503	2,597

Adult Age Groups

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

Total

AMHI Class

AMHI Class N
AMHI Class Y

Total

District

District 1/ York County
District 2/ Cumberland County
District 3/ Androscoggin, Franklin, and Oxford Counties
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties
District 5/ Somerset and Kennebec Counties
District 6/ Piscataquis and Penobscot Counties
District 7/ Washington and Hancock Counties
District 8/ Aroostook County
Unknown

Total

	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
	105	10	24	139
	120	26	41	187
	1,530	192	416	2,138
	75	12	16	103
	24	0	6	30
<i>Total</i>	1,854	240	503	2,597
	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
	1,739	232	483	2,454
	115	8	20	143
<i>Total</i>	1,854	240	503	2,597
	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
	149	18	74	241
	324	48	129	501
	397	52	104	553
	156	18	39	213
	354	56	88	498
	308	24	35	367
	59	10	16	85
	92	11	12	115
	15	3	6	24
<i>Total</i>	1,854	240	503	2,597

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	41	7	5	53
Allies	10	0	0	10
Alternative Services	13	0	0	13
Alternative Wellness Services	50	5	3	58
AngleZ Behavioral Health Services-17 ACM	28	6	2	36
Aroostook Mental Health Services	46	2	4	52
Ascentria Care Alliance	16	0	3	19
Assistance Plus	29	2	13	44
Behavior Health Solutions for Me	1	0	0	1
Break of Day, Inc	16	2	0	18
Bright Future Healthier You	23	0	1	24
Broadreach Family & Community Services	13	0	2	15
Catholic Charities Maine	93	25	18	136
Central Maine Family Counseling	24	1	1	26
Charlotte White Center	12	1	2	15
Choices	11	0	0	11
Common Ties	37	23	22	82
Community Care	45	3	1	49
Community Counseling Center	34	5	29	68
Community Health & Counseling Services	92	10	24	126
Cornerstone Behavioral Healthcare	24	1	1	26
Counseling Services Inc.	87	4	40	131
Crisis and Counseling Centers	1	0	0	1
Direct Community Care	6	0	0	6
Dirigo Counseling Clinic	34	0	2	36
Easter Seals Maine	1	1	0	2
Employment Specialist of Maine	0	2	4	6
Evergreen Behavioral Services	18	0	2	20
Facing Change	23	0	1	24
Fellowship Health Resources	2	0	0	2
Fullcircle Supports Inc	37	1	0	38
Graham Behavioral Services	16	1	2	19
Healing Hearts LLC	9	0	0	9
Health Affiliates Maine	166	1	4	171
HealthReach network	3	0	2	5
Healthy Healing Counseling Inc	66	3	1	70
Higher Ground Services	7	2	2	11
Kennebec Behavioral Health	66	7	49	122
Learning Works	4	2	6	12
Life by Design	42	7	4	53
Maine Behavioral Health Organization	21	4	12	37
Maine Immigrant and Refugee Services	13	6	5	24
Maine Vocational & Rehabilitation Assoc.	8	4	3	15
Manna Inc	4	2	2	8
MAS Home Care of Maine	33	9	13	55
Medical Care Development	2	1	0	3
Merrymeeting	3	1	2	6
Mid Coast Mental Health	45	3	3	51
Motivational Services	16	2	2	20
Northeast Occupational Exchange	42	1	3	46

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Northern Lighthouse	5	0	2	7
Northern Maine General	0	0	1	1
Ocean Way Mental Health Agency	3	0	0	3
OHI	8	0	0	8
Oxford County Mental Health Services	18	3	5	26
Paramount Behavioral Services, Inc	37	6	3	46
Partnerships for Nonprofits, dba Reach	5	0	0	5
Penobscot Community Health Center	6	0	0	6
Protea Integrated Health & Wellness	38	6	0	44
Providence	4	0	2	6
Riverview	6	0	0	6
Rumford Group Homes	9	0	1	10
Sequel Care of Maine	20	3	7	30
Shalom House	22	1	5	28
Sinfonia Family Services	1	0	0	1
Smart Child & Family Services	3	4	4	11
Spurwink	1	0	0	1
St. Andre Homes	4	0	0	4
Sunrise Opportunities	7	0	0	7
Sweetser	91	12	42	145
The Opportunity Alliance	60	27	71	158
The Umbrella Agency	2	0	0	2
Tri-County Mental Health	55	20	65	140
Volunteers of America	4	1	0	5
York County Shelter Program	12	0	0	12
Total	1,854	240	503	2,597

AMHI Class	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	30	11	13	54
AMHI Class Y	8	1	7	16
Total	38	12	20	70

District	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	1	1	1	3
District 2/ Cumberland County	8	3	10	21
District 3/ Androscoggin, Franklin, and Oxford Counties	2	2	2	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	2	1	2	5
District 5/ Somerset and Kennebec Counties	8	0	0	8
District 6/ Piscataquis and Penobscot Counties	15	3	2	20
District 7/ Washington and Hancock Counties	1	1	3	5
District 8/ Aroostook County	1	1	0	2
Total	38	12	20	70

Providers	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	11	2	0	13
Aroostook Mental Health Services	0	1	0	1
Assistance Plus	1	0	1	2
Break of Day, Inc	1	0	0	1
Catholic Charities Maine	0	0	1	1
Common Ties	0	1	0	1
Community Counseling Center	1	2	6	9
Community Health & Counseling Services	3	1	4	8
Fellowship Health Resources	1	0	0	1
Graham Behavioral Services	1	0	0	1
Kennebec Behavioral Health	2	0	0	2
Learning Works	0	0	1	1
Maine Vocational & Rehabilitation Assoc.	1	0	1	2
Motivational Services	1	0	0	1
Northeast Occupational Exchange	1	0	0	1
OHI	4	0	0	4
Paramount Behavioral Services, Inc	1	0	0	1
Shalom House	4	0	0	4
Sweetser	3	2	1	6
The Opportunity Alliance	0	0	2	2
Tri-County Mental Health	1	2	2	5
Volunteers of America	1	1	1	3
Total	38	12	20	70