

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 10/01/2012 To 12/31/2012

Report Run Date: 4/11/2013

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.
- **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 authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **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 364

For those who received the service:

Average number of days waiting: 21 days

Percent waiting 30 days or less: 77%

Percent waiting 90 days or less: 97%

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	346	341	5	263	71	12	21
AMHI Class Y	18	18	0	18	0	0	8
<b>Totals</b>	<b>364</b>	<b>359</b>	<b>5</b>	<b>281</b>	<b>71</b>	<b>12</b>	<b>21</b>

  

CSN	# 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
CSN 1 Aroostook	12	12	0	10	1	1	25
CSN 2 Hancock, Washington, Penobscot, and Piscataquis	58	58	0	40	11	7	32
CSN 3 Kennebec and Somerset	27	27	0	25	2	0	12
CSN 4 Knox, Lincoln, Sagadahoc, and Waldo	18	18	0	16	2	0	13
CSN 5 Androscoggin, Franklin, and Oxford	20	18	2	16	3	1	20
CSN 6 Cumberland	140	137	3	125	14	1	12
CSN 7 York	86	86	0	47	37	2	31
Unknown	3	3	0	2	1	0	29
<b>Totals</b>	<b>364</b>	<b>359</b>	<b>5</b>	<b>281</b>	<b>71</b>	<b>12</b>	<b>21</b>

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Acadia Healthcare	13	13	0	12	1	0	14
Alternative Services	4	4	0	4	0	0	9
Assistance Plus	37	37	0	31	5	1	17
Break of Day, Inc	10	10	0	9	1	0	10
Catholic Charities Maine	44	43	1	42	2	0	8
Charlotte White Center	2	2	0	2	0	0	0
Community Care	21	21	0	6	8	7	66
Community Health & Counseling Services	2	2	0	2	0	0	19
Counseling Services Inc.	87	87	0	44	41	2	31
Graham Behavioral Services	2	2	0	2	0	0	7
Health Affiliates Maine	1	1	0	1	0	0	0
Higher Ground Services	17	17	0	16	1	0	8
Life by Design	13	13	0	11	1	1	24
Mid Coast Mental Health	7	7	0	6	1	0	17
Shalom House	7	7	0	7	0	0	13
Sweetser	13	13	0	6	7	0	38
The Opportunity Alliance	78	77	1	75	3	0	9
Tri-County Mental Health	3	0	3	2	0	1	49
York County Shelter Program	3	3	0	3	0	0	21
<b>Totals</b>	<b>364</b>	<b>359</b>	<b>5</b>	<b>281</b>	<b>71</b>	<b>12</b>	<b>21</b>

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

Report Dates: 10/01/2012 To 12/31/2012

Report Run Date: 4/11/2013

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.
- **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 authorization start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **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: 49

For those who received the service:

Average number of days waiting: 58 days

Percent waiting 30 days or less: 47%

Percent waiting 90 days or less: 65%

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	47	14	33	23	7	17	58
AMHI Class Y	2	0	2	0	2	0	55
<b>Totals</b>	<b>49</b>	<b>14</b>	<b>35</b>	<b>23</b>	<b>9</b>	<b>17</b>	<b>58</b>

  

CSN	# 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
CSN 1 Aroostook	1	0	1	0	0	1	126
CSN 2 Hancock, Washington, Penobscot, and Piscataquis	7	3	4	3	1	3	54
CSN 3 Kennebec and Somerset	6	2	4	1	4	1	47
CSN 4 Knox, Lincoln, Sagadahoc, and Waldo	3	0	3	2	0	1	47
CSN 5 Androscoggin, Franklin, and Oxford	5	0	5	3	2	0	21
CSN 6 Cumberland	17	6	11	12	1	4	43
CSN 7 York	9	3	6	1	1	7	115
Unknown	1	0	1	1	0	0	26
<b>Totals</b>	<b>49</b>	<b>14</b>	<b>35</b>	<b>23</b>	<b>9</b>	<b>17</b>	<b>58</b>

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90 days	# auth in > 91 days	Average # days waiting
Assistance Plus	11	2	9	5	5	1	33
Catholic Charities Maine	5	4	1	5	0	0	6
Charlotte White Center	2	1	1	1	1	0	29
Community Care	5	2	3	2	0	3	64
Community Counseling Center	3	0	3	3	0	0	17
Counseling Services Inc.	10	2	8	1	1	8	124
Life by Design	1	0	1	0	0	1	126
Sweetser	4	2	2	1	0	3	77
The Opportunity Alliance	4	0	4	2	1	1	61
Tri-County Mental Health	4	1	3	3	1	0	22
<b>Totals</b>	<b>49</b>	<b>14</b>	<b>35</b>	<b>23</b>	<b>9</b>	<b>17</b>	<b>58</b>

**Report Number: 27 and 28**

**Non-Hospitalized Members Assigned to Community Integration Service (CI) within 3 and 7 Working Days  
(Includes MaineCare members and Courtesy Reviews done by APS)**

**Report Dates: 10/01/2012 To 12/31/2012**

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

**Definitions:**

- **Non-hospitalized member** - MaineCare member who is not in an inpatient psychiatric facility at the time of application for services. This is indicated by the member not having an open authorization for inpatient psychiatric services on the day a CFSN is completed or on the day the member is referred for CI services.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **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 start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **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), Intensive Case Management (ICM), Assertive Community Treatment (ACT), Community Rehabilitation Services (CRS) as well as Daily Living Support Services, Day Supports-Day Treatment, Skills Development-Group Therapy, Skills Development-Ongoing Support to Maintain Employment, and the Specialized Group Services of WRAP, Recovery Wkbk, TREM, or DBT.

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

Total number of non-hospitalized members applying for CI: 1,808

Total assigned within 3 working days: 1,034

Total assigned in 4 - 7 working days: 243

Total assigned within 7 working days: 1,277

Total assigned after 8 or more working days: 531

% assigned within 3 working days: 57%

% assigned in 4 -7 working days: 13%

% assigned within 7 working days: 71%

% assigned after 8 or more working days: 29%

	<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>
<b>All Members</b>				
Total MaineCare	1,034	243	531	1,808
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

	<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>
<b>Gender</b>				
Female	631	166	327	1,124
Male	403	77	204	684
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

	<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>
<b>Adult Age Groups</b>				
18-20	72	25	34	131
21-24	83	21	51	155
25-64	827	187	430	1,444
65-74	34	7	13	54
Over 75 Years Old	18	3	3	24
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

	<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>
<b>SMI</b>				
SMI	1,034	243	531	1,808
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

	<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>
<b>AMHI Class</b>				
AMHI Class N	970	232	513	1,715
AMHI Class Y	64	11	18	93
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

	<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>
<b>District</b>				
District 1/ York County	67	18	83	168
District 2/ Cumberland County	178	56	113	347
District 3/ Androscoggin, Franklin, and Oxford Counties	234	39	104	377
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	133	29	44	206
District 5/ Somerset and Kennebec Counties	185	46	53	284
District 6/ Piscataquis and Penobscot Counties	160	32	90	282
District 7/ Washington and Hancock Counties	34	12	22	68
District 8/ Aroostook County	35	9	16	60
Unknown	8	2	6	16
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

<b>Providers</b>	<b><u>Waited 3 working days or less</u></b>	<b><u>Waited 4 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b>Total</b>
Acadia Healthcare	2	1	9	12
Allies	12	10	17	39
Alternative Services	19	1	1	21
Aroostook Mental Health Services	21	4	3	28
Assistance Plus	28	9	25	62
Break of Day, Inc	20	2	7	29
Broadreach Family & Community Services	14	4	2	20
Catholic Charities Maine	57	30	22	109
Charlotte White Center	3	1	17	21
Choices	13	0	0	13
Common Ties	29	16	41	86
Community Care	2	0	7	9
Community Counseling Center	58	12	20	90
Community Health & Counseling Services	89	16	20	125
Constellations, Inc.	11	1	0	12
Cornerstone Behavioral Healthcare -CM	7	0	2	9
Counseling Services Inc.	32	18	87	137
Dirigo Counseling Clinic	27	0	1	28
Employment Specialist of Maine	1	2	11	14
Fullcircle Supports Inc	22	0	0	22
Graham Behavioral Services	26	2	1	29
Health Affiliates Maine	119	0	0	119
Higher Ground Services	7	4	2	13
Kennebec Behavioral Health	45	7	17	69
Life by Design	5	3	8	16
Lutheran Social Services	8	0	0	8
Maine Behavioral Health Organization	10	8	9	27
Maine Vocational & Rehabilitation Assoc.	10	0	0	10
Manna Inc	10	3	1	14
Mid Coast Mental Health	3	1	3	7
Motivational Services	6	0	3	9
Northeast Occupational Exchange	8	15	68	91
Northern Maine General - Community Support	1	0	1	2
Ocean Way Mental Health Agency	16	0	0	16
OHI	9	0	1	10
Oxford County Mental Health Services	3	3	4	10
Rumford Group Homes	6	3	4	13
Shalom House	8	0	10	18
Spurwink	1	0	0	1
Stepping Stones	4	0	0	4
Sunrise Opportunities	4	0	0	4
Sweetser	104	19	36	159
The Opportunity Alliance	29	29	18	76
Tri-County Mental Health	88	11	45	144
Umbrella Mental Health Services	33	8	5	46
York County Shelter Program	4	0	3	7
<b>Total</b>	<b>1,034</b>	<b>243</b>	<b>531</b>	<b>1,808</b>

**Report Number: 29 and 30**

**Hospitalized Members Assigned to Community Integration Service (CI) within 2 and 7 Working Days  
(Includes MaineCare members and Courtesy Reviews done by APS)**

**Report Dates: 10/01/2012 To 12/31/2012**

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

**Definitions:**

- **Hospitalized member** - MaineCare member who is in an inpatient psychiatric facility at the time of application for services. This is indicated by the member having an open authorization for inpatient psychiatric services at the time a CFSN authorization is entered into CareConnection or on the day that the member is referred for CI services.
- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **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 start date of the service to determine the number of days the member waited.
- **Courtesy Review** - APS completes courtesy reviews when a member is not MaineCare eligible at the time of admission, but is expected to be served using either MaineCare and/or state funds.
- **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), Intensive Case Management (ICM), 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 Wkwb, TREM, or DBT.

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

Total number of hospitalized members applying for CI: 24

Total assigned within 2 working days: 9

% assigned within 2 working days: 38%

Total assigned in 3 - 7 working days: 8

% assigned in 3 -7 working days:33 %

Total assigned within 7 working days: 17

% assigned within 7 working days: 71%

Total assigned after 8 or more working days: 7

% assigned after 8 or more working days: 29%

	<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>
<b>All Members</b>				
Total MaineCare	9	8	7	24
<b>Total</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>24</b>
	<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>
<b>Gender</b>				
Female	5	4	4	13
Male	4	4	3	11
<b>Total</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>24</b>

	<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>
<b>SMI</b>				
SMI	9	8	7	24
<b>Total</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>24</b>
	<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>
<b>AMHI Class</b>				
AMHI Class N	8	4	5	17
AMHI Class Y	1	4	2	7
<b>Total</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>24</b>
	<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>
<b>District</b>				
District 1/ York County	0	1	1	2
District 2/ Cumberland County	2	1	0	3
District 3/ Androscoggin, Franklin, and Oxford Counties	1	3	2	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	5	0	0	5
District 5/ Somerset and Kennebec Counties	0	3	1	4
District 6/ Piscataquis and Penobscot Counties	0	0	1	1
District 7/ Washington and Hancock Counties	0	0	1	1
District 8/ Aroostook County	1	0	0	1
Unknown	0	0	1	1
<b>Total</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>24</b>

<b>Providers</b>	<b><u>Waited 2 working days or less</u></b>	<b><u>Waited 3 to 7 working days</u></b>	<b><u>Waited 8 or more working days</u></b>	<b><u>Total</u></b>
Assistance Plus	1	2	1	4
Break of Day, Inc	1	0	0	1
Catholic Charities Maine	1	1	0	2
Common Ties	0	1	1	2
Community Health & Counseling Services	0	0	1	1
Counseling Services Inc.	0	0	1	1
Employment Specialist of Maine	0	0	1	1
Kennebec Behavioral Health	0	1	0	1
Manna Inc	1	0	0	1
Motivational Services	0	2	0	2
Ocean Way Mental Health Agency	1	0	0	1
OHI	0	0	1	1
Shalom House	1	0	0	1
Sweetser	1	0	0	1
Tri-County Mental Health	0	1	0	1
Umbrella Mental Health Services	2	0	1	3
<b>Total</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>24</b>