

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: 10/01/2013 To 12/31/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

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

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

Total number of non-hospitalized members applying for CI: 1,974

Total assigned within 3 working days: 1,371

% assigned within 3 working days: 69%

Total assigned in 4 - 7 working days: 203

% assigned in 4 - 7 working days: 10%

Total assigned within 7 working days: 1,574

% assigned within 7 working days: 80%

Total assigned after 8 or more working days: 400

% assigned after 8 or more working days: 20%

	<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>
Gender				
Female	861	135	271	1,267
Male	510	68	129	707
Total	1,371	203	400	1,974
Adult Age Groups				
18-20	92	14	33	139
21-24	98	19	26	143
25-64	1,125	160	319	1,604
65-74	43	9	18	70
Over 75 Years Old	13	1	4	18
Total	1,371	203	400	1,974

AMHI Class	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	1,299	197	385	1,881
AMHI Class Y	72	6	15	93
Total	1,371	203	400	1,974

District	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	87	21	63	171
District 2/ Cumberland County	191	47	104	342
District 3/ Androscoggin, Franklin, and Oxford Counties	360	36	57	453
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	161	20	33	214
District 5/ Somerset and Kennebec Counties	249	27	59	335
District 6/ Piscataquis and Penobscot Counties	198	31	55	284
District 7/ Washington and Hancock Counties	55	10	14	79
District 8/ Aroostook County	58	9	12	79
Unknown	12	2	3	17
Total	1,371	203	400	1,974

Providers	<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	9	0	0	9
Allies	13	4	10	27
Alternative Services	14	0	1	15
Alternative Wellness Services	2	0	0	2
Aroostook Mental Health Services	41	3	2	46
Assistance Plus	48	1	7	56
Behavior Health Solutions for Me	10	1	0	11
Break of Day, Inc	12	10	15	37
Broadreach Family & Community Services	20	4	0	24
Catholic Charities Maine	23	28	37	88
Charlotte White Center	12	3	8	23
Choices	13	0	0	13
Common Ties	52	10	22	84
Community Care	21	0	1	22
Community Counseling Center	47	10	24	81
Community Health & Counseling Services	94	17	19	130
Connections for Kids	1	0	3	4
Cornerstone Behavioral Healthcare - CM	31	3	5	39
Counseling Services Inc.	77	16	46	139
Direct Community Care	48	4	3	55
Dirigo Counseling Clinic	14	4	1	19
Employment Specialist of Maine	4	1	2	7
Evergreen Behavioral Services	18	1	1	20
Fullcircle Supports Inc	44	2	1	47
Graham Behavioral Services	24	1	0	25
Harbor Family Services	3	2	3	8
Healing Hearts LLC	5	0	0	5
Health Affiliates Maine	139	1	4	144
Higher Ground Services	5	1	1	7
Kennebec Behavioral Health	90	3	10	103
Life by Design	14	3	5	22
Lutheran Social Services	11	0	0	11
Maine Behavioral Health Organization	39	0	1	40
Maine Vocational & Rehabilitation Assoc.	3	1	2	6
Manna Inc	10	0	1	11

Providers	<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>
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	20	0	0	20
Mid Coast Mental Health	16	3	8	27
Motivational Services	7	0	0	7
Northeast Occupational Exchange	11	11	37	59
Northern Maine General - Community Support	1	0	0	1
Ocean Way Mental Health Agency	3	0	0	3
OHI	4	2	5	11
Oxford County Mental Health Services	11	8	3	22
Port Resources-Sec 17	1	0	0	1
Rumford Group Homes	13	0	1	14
Sequel Care of Maine	27	0	0	27
Shalom House	15	1	2	18
Smart Child & Family Services	10	2	6	18
Somali Bantu Youth Association of Maine	15	2	0	17
St. Andre Homes	6	1	1	8
Stepping Stones	14	1	0	15
Sunrise Opportunities	5	0	0	5
Sweetser	69	10	48	127
The Opportunity Alliance	29	16	20	65
Tri-County Mental Health	74	11	33	118
UCP VI	1	1	1	3
York County Shelter Program	8	0	0	8
Total	1,371	203	400	1,974

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: 10/01/2013 To 12/31/2013

Report Source: Authorization data from APS CareConnection®

Definitions:

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

What This Report Measures: The number of hospitalized members authorized for Community Integration (CI) and whether they a.) were assigned to a case manager in the CI service within 2 working days, b.) Waited 3-7 working days 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: 47

Total assigned within 2 working days: 36

% assigned within 2 working days: 77%

Total assigned in 3 - 7 working days: 4

% assigned in 3 -7 working days:9 %

Total assigned within 7 working days: 40

% assigned within 7 working days: 85%

Total assigned after 8 or more working days: 7

% assigned after 8 or more working days: 15%

	<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>
Gender				
Female	15	2	3	20
Male	21	2	4	27
Total	36	4	7	47
	<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				
AMHI Class N	29	3	6	38
AMHI Class Y	7	1	1	9
Total	36	4	7	47

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	3	0	2	5
District 2/ Cumberland County	4	0	1	5
District 3/ Androscoggin, Franklin, and Oxford Counties	6	0	1	7
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	0	0	1	1
District 5/ Somerset and Kennebec Counties	10	2	2	14
District 6/ Piscataquis and Penobscot Counties	7	1	0	8
District 7/ Washington and Hancock Counties	3	1	0	4
District 8/ Aroostook County	2	0	0	2
Unknown	1	0	0	1
Total	36	4	7	47

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	4	0	0	4
Alternative Services	4	0	0	4
Aroostook Mental Health Services	1	0	0	1
Assistance Plus	2	0	0	2
Catholic Charities Maine	2	0	0	2
Common Ties	3	0	0	3
Community Health & Counseling Services	2	1	0	3
Cornerstone Behavioral Healthcare - CM	1	0	0	1
Counseling Services Inc.	1	0	2	3
Direct Community Care	0	0	1	1
Employment Specialist of Maine	0	1	1	2
Graham Behavioral Services	2	0	0	2
Healing Hearts LLC	1	0	0	1
Kennebec Behavioral Health	6	1	0	7
Maine Behavioral Health Organization	1	0	0	1
Northeast Occupational Exchange	0	1	0	1
Oxford County Mental Health Services	1	0	0	1
Shalom House	2	0	0	2
Sweetser	0	0	1	1
The Opportunity Alliance	2	0	0	2
Tri-County Mental Health	0	0	2	2
UCP VI	1	0	0	1
Total	36	4	7	47

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 10/01/2013 To 12/31/2013

Report Run Date: 4/11/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **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 768

For those who received the service:

Average number of days waiting: 11 days

Percent waiting 30 days or less: 88%

Percent waiting 90 days or less: 99%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
AMHI Class N	726	707	19	635	87	4	11
AMHI Class Y	42	42	0	39	3	0	8
Totals	768	749	19	674	90	4	11

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
District 1	91	87	4	80	11	0	12
District 2	221	217	4	195	25	1	11
District 3	110	108	2	100	9	1	10
District 4	66	66	0	55	11	0	13
District 5	141	135	6	132	9	0	7
District 6	77	76	1	66	9	2	12
District 7	32	32	0	24	8	0	18
District 8	20	19	1	13	7	0	23
Unknown	10	9	1	9	1	0	8
Totals	768	749	19	674	90	4	11

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
Assistance Plus	62	61	1	57	5	0	5
Break of Day, Inc	2	2	0	2	0	0	6
Catholic Charities Maine	82	82	0	82	0	0	8
Charlotte White Center	3	3	0	2	0	1	47
Common Ties	42	40	2	41	0	1	11
Community Care	22	21	1	17	5	0	15
Community Counseling Center	59	57	2	44	14	1	19
Community Health & Counseling Services	69	69	0	57	11	1	13
Counseling Services Inc.	95	93	2	93	2	0	5
Direct Community Care	37	37	0	37	0	0	1
Fullcircle Supports Inc	2	2	0	2	0	0	0
Graham Behavioral Services	2	2	0	2	0	0	0
Healing Hearts LLC	2	2	0	2	0	0	3
Health Affiliates Maine	2	2	0	1	1	0	32
Higher Ground Services	8	8	0	8	0	0	3
Kennebec Behavioral Health	66	61	5	60	6	0	8
Life by Design	12	11	1	6	6	0	32
Lutheran Social Services	1	1	0	1	0	0	2
Maine Behavioral Health Organization	1	1	0	1	0	0	0
Mid Coast Mental Health	23	23	0	17	6	0	18
Shalom House	6	6	0	6	0	0	4
Sweetser	60	57	3	41	19	0	24
The Opportunity Alliance	78	77	1	72	6	0	9
Tri-County Mental Health	29	28	1	21	8	0	19
UCP VI	3	3	0	2	1	0	12
Totals	768	749	19	674	90	4	11

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

Report Dates: 10/01/2013 To 12/31/2013

Report Run Date: 4/11/2014

Report Source: Authorization data from APS CareConnection®

Definitions:

- **Community Integration (CI)** was formerly known as "case management" or "community support". It is a service available to adults with serious mental illness.
- **Contact for Service Notification (CFSN)** is a form submitted by a Provider into 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.

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: 187

For those who received the service: Average number of days waiting: 17 days
Percent waiting 30 days or less: 79% Percent waiting 90 days or less: 99%

AMHI Class	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
AMHI Class N	178	30	148	139	37	2	17
AMHI Class Y	9	2	7	9	0	0	7
Totals	187	32	155	148	37	2	17

District	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
District 1	26	5	21	18	7	1	25
District 2	66	7	59	55	11	0	14
District 3	21	9	12	16	5	0	18
District 4	14	2	12	8	6	0	29
District 5	30	4	26	25	4	1	17
District 6	27	5	22	24	3	0	8
District 7	1	0	1	1	0	0	0
District 8	2	0	2	1	1	0	30
Totals	187	32	155	148	37	2	17

Providers	# auth for CI service	# with MaineCare auth	# with State funded auth	# auth in < 30 days	# auth in 31 - 90	# auth in > 91	Average # days waiting
Assistance Plus	20	5	15	18	2	0	12
Break of Day, Inc	1	0	1	0	1	0	40
Catholic Charities Maine	3	0	3	3	0	0	6
Common Ties	3	3	0	3	0	0	10
Community Care	15	1	14	13	2	0	9
Community Counseling Center	22	0	22	20	2	0	10
Community Health & Counseling Services	9	3	6	8	1	0	8
Counseling Services Inc.	23	8	15	17	6	0	22
Direct Community Care	2	0	2	2	0	0	2
Kennebec Behavioral Health	13	3	10	11	1	1	20
Life by Design	3	0	3	2	1	0	22
Mid Coast Mental Health	7	0	7	3	4	0	38
Shalom House	2	1	1	1	1	0	19
Smart Child & Family Services	2	0	2	2	0	0	24
Sweetser	11	1	10	6	4	1	31
The Opportunity Alliance	38	3	35	31	7	0	14
Tri-County Mental Health	12	3	9	7	5	0	26
UCP VI	1	1	0	1	0	0	7
Totals	187	32	155	148	37	2	17

