

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 04/01/2015 To 06/30/2015

Report Run Date: 10/12/2015

Report Source: Authorization data from APS CareConnection®

Definitions:

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

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

Number of people who were authorized for CI from the MaineCare wait list during the quarter 712

For those who received the service:

Average number of days waiting: 9 days

Percent waiting 30 days or less: 90.9%

Percent waiting 90 days or less: 100.0%

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	668	665	3	607	61	0	9
AMHI Class Y	44	43	1	40	4	0	7
Totals	712	708	4	647	65	0	9

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	70	70	0	52	18	0	16
District 2	165	165	0	161	4	0	6
District 3	111	111	0	107	4	0	6
District 4	57	57	0	49	8	0	10
District 5	158	157	1	136	22	0	12
District 6	115	114	1	113	2	0	4
District 7	24	22	2	20	4	0	18
District 8	8	8	0	5	3	0	19
Unknown	4	4	0	4	0	0	1
Totals	712	708	4	647	65	0	9

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
AngleZ Behavioral Health Services-17 ACM	23	23	0	22	1	0	3
Assistance Plus	27	27	0	26	1	0	9
Catholic Charities Maine	115	115	0	113	2	0	6
Charlotte White Center	17	17	0	17	0	0	5
Common Ties	71	71	0	70	1	0	4
Community Care	33	30	3	33	0	0	1
Community Health & Counseling Services	88	87	1	83	5	0	7
Counseling Services Inc.	61	61	0	48	13	0	16
Health Affiliates Maine	1	1	0	1	0	0	0
Healthy Healing Counseling Inc	12	12	0	11	1	0	6
Higher Ground Services	5	5	0	5	0	0	5
Kennebec Behavioral Health	80	80	0	58	22	0	18
MAS Home Care of Maine	11	11	0	9	2	0	18
Mid Coast Mental Health	35	35	0	34	1	0	6
Northern Lighthouse	3	3	0	1	2	0	26
Protea Integrated Health & Wellness	1	1	0	1	0	0	0
Sweetser	13	13	0	3	10	0	38
The Opportunity Alliance	95	95	0	93	2	0	7
Tri-County Mental Health	21	21	0	19	2	0	10
Totals	712	708	4	647	65	0	9

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

Report Dates: 04/01/2015 To 06/30/2015

Report Run Date: 10/12/2015

Report Source: Authorization data from APS CareConnection®

Definitions:

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

What This Report Measures: For members on the 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: 135

For those who received the service:

Average number of days waiting: 24 days

Percent waiting 30 days or less: 68.9%

Percent waiting 90 days or less: 96.3%

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	129	17	112	88	36	5	24
AMHI Class Y	6	1	5	5	1	0	13
Totals	135	18	117	93	37	5	24

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	9	1	8	3	5	1	50
District 2	34	7	27	20	11	3	34
District 3	13	1	12	9	4	0	19
District 4	20	3	17	10	10	0	28
District 5	28	4	24	25	2	1	14
District 6	24	1	23	22	2	0	7
District 7	2	1	1	1	1	0	25
District 8	1	0	1	1	0	0	1
Unknown	4	0	4	2	2	0	45
Totals	135	18	117	93	37	5	24

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	20	1	19	19	1	0	8
Catholic Charities Maine	18	3	15	15	3	0	14
Community Care	20	1	19	19	1	0	3
Community Counseling Center	8	0	8	5	3	0	32
Community Health & Counseling Services	4	0	4	4	0	0	8
Counseling Services Inc.	6	0	6	2	3	1	56
Kennebec Behavioral Health	7	2	5	6	1	0	21
Mid Coast Mental Health	13	1	12	6	7	0	28
Sweetser	14	2	12	5	8	1	33
The Opportunity Alliance	12	5	7	5	5	2	59
Tri-County Mental Health	13	3	10	7	5	1	32
Totals	135	18	117	93	37	5	24

Report 67

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

Report Dates: 04/01/2015 To 06/30/2015

Run Date: 10/12/2015

Report Source: Authorization data from APS CareConnection®

Definitions:

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

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

Total number of non-hospitalized members admitted to any community support service: 2,864

Total assigned within 3 working days: 2,093

% assigned within 3 working days: 73%

Total assigned in 4 - 7 working days: 264

% assigned in 4 -7 working days: 9%

Total assigned within 7 working days: 2,357

% assigned within 7 working days: 82%

Total assigned after 8 or more working days: 507

% assigned after 8 or more working days: 18%

<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	20	5	21	46
H2015 - Community Integration (CI)	1,643	225	386	2,254
H2018 - Community Rehabilitation Services (CRS)	8	0	3	11
T2022HB - Behavioral Health Homes - Adult	422	34	97	553
Total	2,093	264	507	2,864
<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	1,279	184	321	1,784
Male	814	80	186	1,080
Total	2,093	264	507	2,864

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>
	120	16	37	173
	148	19	33	200
	1,711	212	411	2,334
	86	13	16	115
	28	4	10	42
Total	2,093	264	507	2,864
	<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>
	1,949	250	481	2,680
	144	14	26	184
Total	2,093	264	507	2,864
	<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>
	193	21	45	259
	353	58	151	562
	431	59	103	593
	164	25	32	221
	420	53	81	554
	354	29	36	419
	60	6	35	101
	98	12	19	129
	20	1	5	26
Total	2,093	264	507	2,864

<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	49	1	0	50
Allies	20	0	0	20
Alternative Services	19	1	0	20
Alternative Wellness Services	36	6	10	52
AngleZ Behavioral Health Services-17 ACM	46	2	3	51
Aroostook Mental Health Services	38	1	4	43
Ascentria Care Alliance	27	0	1	28
Assistance Plus	20	4	7	31
Behavior Health Solutions for Me	3	0	0	3
Break of Day, Inc	28	2	0	30
Bright Future Healthier You	15	0	0	15
Broadreach Family & Community Services	16	4	2	22
Catholic Charities Maine	78	32	53	163
Central Maine Family Counseling	25	13	3	41
Charlotte White Center	9	3	9	21
Choices	14	0	0	14
Common Ties	57	29	24	110
Community Care	35	0	1	36
Community Counseling Center	57	5	42	104
Community Health & Counseling Services	124	15	48	187
Cornerstone Behavioral Healthcare	27	2	3	32
Counseling Services Inc.	127	18	36	181
Direct Community Care	7	0	0	7
Dirigo Counseling Clinic	58	5	0	63
Employment Specialist of Maine	1	1	3	5
Evergreen Behavioral Services	19	0	0	19
Facing Change	22	0	0	22
Fellowship Health Resources	1	0	0	1
Fullcircle Supports Inc	35	4	0	39
Graham Behavioral Services	17	2	0	19
Healing Hearts LLC	24	3	0	27
Health Affiliates Maine	136	0	4	140
HealthReach network	2	0	0	2
Healthy Healing Counseling Inc	44	2	4	50
Higher Ground Services	8	3	2	13
Kennebec Behavioral Health	78	7	34	119
Learning Works	6	0	0	6
Life by Design	28	6	9	43
Maine Behavioral Health Organization	29	3	10	42
Maine Immigrant and Refugee Services	6	5	24	35
Maine Vocational & Rehabilitation Assoc.	9	1	0	10
Manna Inc	3	1	0	4
MAS Home Care of Maine	40	5	9	54
Medical Care Development	2	0	1	3
Merrymeeting	3	4	4	11
Mid Coast Mental Health	29	3	13	45
Motivational Services	44	2	7	53
Northeast Occupational Exchange	30	2	5	37
Northern Lighthouse	4	2	0	6
Northern Maine General	0	1	7	8

<u>Providers</u>	<u>Waited 3 working days or less</u>	<u>Waited 4 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Ocean Way Mental Health Agency	5	0	2	7
OHI	6	0	1	7
Oxford County Mental Health Services	17	0	2	19
Paramount Behavioral Services, Inc	39	3	2	44
Partnerships for Nonprofits, dba Reach	12	1	1	14
Penobscot Community Health Center	7	0	0	7
Protea Integrated Health & Wellness	40	2	1	43
Riverview	1	0	0	1
Rumford Group Homes	12	0	0	12
Sequel Care of Maine	17	2	4	23
Shalom House	28	1	4	33
Smart Child & Family Services	12	5	3	20
Spurwink	1	0	1	2
St. Andre Homes	2	0	1	3
Stepping Stones	4	0	0	4
Sunrise Opportunities	8	0	1	9
Sweetser	134	11	10	155
The Opportunity Alliance	89	21	34	144
The Umbrella Agency	6	2	0	8
Tri-County Mental Health	92	16	56	164
Volunteers of America	0	0	2	2
York County Shelter Program	6	0	0	6
Total	2,093	264	507	2,864

<u>AMHI Class</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
AMHI Class N	29	8	11	48
AMHI Class Y	13	5	7	25
Total	42	13	18	73

<u>District</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
District 1/ York County	2	4	3	9
District 2/ Cumberland County	7	3	7	17
District 3/ Androscoggin, Franklin, and Oxford Counties	3	1	2	6
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	3	1	1	5
District 5/ Somerset and Kennebec Counties	17	4	1	22
District 6/ Piscataquis and Penobscot Counties	6	0	3	9
District 7/ Washington and Hancock Counties	2	0	1	3
Unknown	2	0	0	2
Total	42	13	18	73

<u>Providers</u>	<u>Waited 2 working days or less</u>	<u>Waited 3 to 7 working days</u>	<u>Waited 8 or more working days</u>	<u>Total</u>
Acadia Healthcare	5	0	0	5
AngleZ Behavioral Health Services-17 ACM	1	0	0	1
Assistance Plus	1	1	0	2
Catholic Charities Maine	2	0	1	3
Common Ties	2	0	0	2
Community Counseling Center	5	6	4	15
Community Health & Counseling Services	3	0	3	6
Counseling Services Inc.	2	1	1	4
Employment Specialist of Maine	0	0	2	2
Fullcircle Supports Inc	1	0	0	1
HealthReach network	3	0	0	3
Kennebec Behavioral Health	2	0	0	2
Life by Design	2	0	0	2
Maine Behavioral Health Organization	1	1	1	3
Maine Vocational & Rehabilitation Assoc.	1	0	0	1
MAS Home Care of Maine	1	0	0	1
Mid Coast Mental Health	0	1	0	1
Motivational Services	3	1	0	4
Oxford County Mental Health Services	1	0	0	1
Protea Integrated Health & Wellness	1	0	0	1
Riverview	1	0	0	1
Shalom House	3	0	0	3
Sweetser	1	0	1	2
The Opportunity Alliance	0	0	2	2
Tri-County Mental Health	0	2	1	3
Volunteers of America	0	0	2	2
Total	42	13	18	73