

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 10/01/2015 To 12/31/2015

Report Run Date: 4/12/2016

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 518

For those who received the service:

Average number of days waiting: 13 days

Percent waiting 30 days or less: 84.6%

Percent waiting 90 days or less: 99.8%

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	490	486	4	411	78	1	14
AMHI Class Y	28	27	1	27	1	0	6
Totals	518	513	5	438	79	1	13
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	44	25	1	28
District 2	102	100	2	77	25	0	18
District 3	87	86	1	80	7	0	10
District 4	45	45	0	39	6	0	9
District 5	146	145	1	135	11	0	9
District 6	47	46	1	44	3	0	5
District 7	12	12	0	11	1	0	13
District 8	6	6	0	5	1	0	7
Unknown	3	3	0	3	0	0	6
Totals	518	513	5	438	79	1	13

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	11	11	0	11	0	0	6
Assistance Plus	47	46	1	47	0	0	1
Catholic Charities Maine	82	81	1	66	16	0	18
Charlotte White Center	19	19	0	17	2	0	6
Common Ties	61	60	1	58	3	0	9
Community Care	24	23	1	23	1	0	6
Community Health & Counseling Services	21	21	0	19	2	0	8
Counseling Services Inc.	27	27	0	21	6	0	17
Health Affiliates Maine	1	1	0	1	0	0	22
Kennebec Behavioral Health	87	87	0	71	16	0	15
Learning Works	2	2	0	2	0	0	3
MAS Home Care of Maine	2	2	0	1	1	0	29
Mid Coast Mental Health	27	27	0	26	1	0	5
Northern Lighthouse	1	1	0	1	0	0	0
Providence	3	3	0	3	0	0	10
Smart Child & Family Services	4	4	0	3	1	0	19
Sweetser	35	35	0	14	20	1	40
The Opportunity Alliance	64	63	1	54	10	0	13
Totals	518	513	5	438	79	1	13

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

Report Dates: 10/01/2015 To 12/31/2015

Report Run Date: 4/12/2016

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: 237

For those who received the service:

Average number of days waiting: 16 days

Percent waiting 30 days or less: 81.4%

Percent waiting 90 days or less: 98.3%

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	230	34	196	188	38	4	16
AMHI Class Y	7	1	6	5	2	0	24
Totals	237	35	202	193	40	4	16

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	26	3	23	12	10	4	44
District 2	61	13	48	43	18	0	21
District 3	48	3	45	45	3	0	10
District 4	23	4	19	18	5	0	15
District 5	34	9	25	31	3	0	10
District 6	32	0	32	31	1	0	5
District 7	1	1	0	1	0	0	0
District 8	3	1	2	3	0	0	12
Unknown	9	1	8	9	0	0	4
Totals	237	35	202	193	40	4	16

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	21	5	16	21	0	0	6
Catholic Charities Maine	7	1	6	3	4	0	43
Charlotte White Center	4	0	4	4	0	0	3
Common Ties	39	3	36	39	0	0	8
Community Care	26	1	25	26	0	0	4
Community Counseling Center	7	0	7	3	4	0	30
Community Health & Counseling Services	2	0	2	2	0	0	11
Cornerstone Behavioral Healthcare	1	0	1	1	0	0	0
Counseling Services Inc.	22	2	20	10	11	1	37
Kennebec Behavioral Health	20	6	14	17	3	0	14
Learning Works	1	0	1	0	0	1	106
Life by Design	1	1	0	1	0	0	15
Mid Coast Mental Health	19	3	16	15	4	0	12
Smart Child & Family Services	3	0	3	2	0	1	66
Sweetser	20	3	17	17	3	0	15
The Opportunity Alliance	31	9	22	24	6	1	17
Tri-County Mental Health	13	1	12	8	5	0	23
Totals	237	35	202	193	40	4	16

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: 10/01/2015 To 12/31/2015

Run Date: 04/12/2016

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: 2,491
 Total assigned within 3 working days: 1,680 % assigned within 3 working days: 67%
 Total assigned in 4 - 7 working days: 230 % assigned in 4 -7 working days: 9%
 Total assigned within 7 working days: 1,910 % assigned within 7 working days: 77%
 Total assigned after 8 or more working days: 581 % assigned after 8 or more working days: 23%

<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	37	61
H2015 - Community Integration (CI)	1,339	185	410	1,934
H2018 - Community Rehabilitation Services (CRS)	5	1	2	8
T2022HB - Behavioral Health Homes - Adult	318	38	132	488
Total	1,680	230	581	2,491
<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	1,047	144	371	1,562
Male	633	86	210	929
Total	1,680	230	581	2,491

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>
	92	9	26	127
	119	20	43	182
	1,387	187	487	2,061
	66	11	19	96
	16	3	6	25
<i>Total</i>	1,680	230	581	2,491
	<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>
	1,580	220	549	2,349
	100	10	32	142
<i>Total</i>	1,680	230	581	2,491
	<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>
	178	36	108	322
	238	37	172	447
	348	34	115	497
	129	29	35	193
	382	51	87	520
	262	28	30	320
	59	2	13	74
	72	10	18	100
	12	3	3	18
<i>Total</i>	1,680	230	581	2,491

<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	34	9	9	52
Allies	18	0	0	18
Alternative Services	22	0	3	25
Alternative Wellness Services	28	15	9	52
AngleZ Behavioral Health Services-17 ACM	14	0	3	17
Aroostook Mental Health Services	36	3	2	41
Ascentria Care Alliance	21	1	2	24
Assistance Plus	43	1	8	52
Break of Day, Inc	16	1	2	19
Bright Future Healthier You	27	0	1	28
Broadreach Family & Community Services	15	1	1	17
Catholic Charities Maine	26	19	45	90
Central Maine Family Counseling	10	0	1	11
Charlotte White Center	12	6	4	22
Choices	10	0	0	10
Common Ties	27	16	30	73
Community Care	27	3	7	37
Community Counseling Center	47	7	36	90
Community Health & Counseling Services	102	7	16	125
Cornerstone Behavioral Healthcare	15	1	1	17
Counseling Services Inc.	94	15	77	186
Crisis and Counseling Centers	1	0	0	1
Direct Community Care	6	0	2	8
Dirigo Counseling Clinic	28	1	0	29
Employment Specialist of Maine	1	2	1	4
Evergreen Behavioral Services	19	0	1	20
Facing Change	26	0	0	26
Fellowship Health Resources	1	0	0	1
Fullcircle Supports Inc	27	2	3	32
Gateway Community Services LLC	18	0	2	20
Graham Behavioral Services	12	0	1	13
Healing Hearts LLC	9	0	0	9
Health Affiliates Maine	140	0	4	144
HealthReach network	2	1	3	6
Healthy Healing Counseling Inc	46	1	2	49
Higher Ground Services	6	1	0	7
Kennebec Behavioral Health	76	15	55	146
Learning Works	15	4	10	29
Life by Design	30	3	7	40
Maine Behavioral Health Organization	56	1	4	61
Maine Immigrant and Refugee Services	9	4	7	20
Maine Vocational & Rehabilitation Assoc.	11	2	2	15
Manna Inc	3	0	1	4
MAS Home Care of Maine	18	5	5	28
Merrymeeting	1	4	3	8
Mid Coast Mental Health	20	3	10	33
Motivational Services	15	3	0	18
Northeast Occupational Exchange	28	0	8	36
Northern Lighthouse	3	0	1	4
Northern Maine General	0	0	1	1

<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	7	2	2	11
OHI	11	2	0	13
Oxford County Mental Health Services	13	3	2	18
Paramount Behavioral Services, Inc	15	2	0	17
Partnerships for Nonprofits, dba Reach	7	0	0	7
Penobscot Community Health Center	7	0	0	7
Protea Integrated Health & Wellness	88	2	3	93
Providence	10	6	12	28
Riverview	1	0	0	1
Rumford Group Homes	12	0	0	12
Sequel Care of Maine	9	0	6	15
Shalom House	12	1	3	16
Sinfonia Family Services	2	0	0	2
Smart Child & Family Services	6	2	10	18
Spurwink	1	0	1	2
St. Andre Homes	1	1	2	4
Sunrise Opportunities	3	0	0	3
Sweetser	92	28	31	151
The Opportunity Alliance	48	11	62	121
The Umbrella Agency	6	0	0	6
Tri-County Mental Health	47	12	55	114
Volunteers of America	2	1	2	5
York County Shelter Program	9	0	0	9
Total	1,680	230	581	2,491

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	27	5	11	43
AMHI Class Y	16	3	4	23
Total	43	8	15	66

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	5	0	1	6
District 2/ Cumberland County	6	0	5	11
District 3/ Androscoggin, Franklin, and Oxford Counties	2	1	2	5
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1	1	1	3
District 5/ Somerset and Kennebec Counties	16	4	3	23
District 6/ Piscataquis and Penobscot Counties	9	0	2	11
District 7/ Washington and Hancock Counties	2	2	1	5
District 8/ Aroostook County	1	0	0	1
Unknown	1	0	0	1
Total	43	8	15	66

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	9	1	0	10
Aroostook Mental Health Services	2	0	0	2
Catholic Charities Maine	2	0	2	4
Common Ties	0	0	1	1
Community Care	1	0	0	1
Community Counseling Center	0	0	3	3
Community Health & Counseling Services	2	2	2	6
Counseling Services Inc.	4	0	1	5
Fullcircle Supports Inc	3	0	0	3
Graham Behavioral Services	1	1	0	2
HealthReach network	1	1	0	2
Healthy Healing Counseling Inc	1	0	0	1
Kennebec Behavioral Health	3	1	1	5
Maine Vocational & Rehabilitation Assoc.	1	0	0	1
Motivational Services	3	1	1	5
Northeast Occupational Exchange	2	0	0	2
OHI	1	0	0	1
Sweetser	3	0	0	3
Tri-County Mental Health	2	1	2	5
Volunteers of America	1	0	2	3
York County Shelter Program	1	0	0	1
Total	43	8	15	66