

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: 01/01/2014 To 03/31/2014

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: 1,975

Total assigned within 3 working days: 1,263

% assigned within 3 working days: 64%

Total assigned in 4 - 7 working days: 217

% assigned in 4 -7 working days: 11%

Total assigned within 7 working days: 1,480

% assigned within 7 working days: 75%

Total assigned after 8 or more working days: 495

% assigned after 8 or more working days: 25%

	<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	812	137	316	1,265
Male	451	80	179	710
Total	1,263	217	495	1,975
	<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>
Adult Age Groups				
18-20	101	17	30	148
21-24	104	16	56	176
25-64	1,008	175	390	1,573
65-74	38	7	15	60
Over 75 Years Old	12	2	4	18
Total	1,263	217	495	1,975

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>	Total
AMHI Class N	1,199	212	483	1,894
AMHI Class Y	64	5	12	81
Total	1,263	217	495	1,975

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>	Total
District 1/ York County	100	27	42	169
District 2/ Cumberland County	215	56	128	399
District 3/ Androscoggin, Franklin, and Oxford Counties	322	40	86	448
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	104	15	65	184
District 5/ Somerset and Kennebec Counties	225	25	53	303
District 6/ Piscataquis and Penobscot Counties	182	36	76	294
District 7/ Washington and Hancock Counties	46	7	19	72
District 8/ Aroostook County	57	8	22	87
Unknown	12	3	4	19
Total	1,263	217	495	1,975

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>	Total
Acadia Healthcare	10	0	2	12
Allies	6	9	11	26
Alternative Services	18	0	0	18
Alternative Wellness Services	4	1	0	5
Aroostook Mental Health Services	34	3	3	40
Assistance Plus	34	2	9	45
Behavior Health Solutions for Me	4	0	0	4
Break of Day, Inc	2	2	10	14
Broadreach Family & Community Services	17	2	0	19
Catholic Charities Maine	35	18	44	97
Charlotte White Center	5	3	17	25
Choices	10	0	0	10
Common Ties	77	17	15	109
Community Care	10	0	7	17
Community Counseling Center	49	16	34	99
Community Health & Counseling Services	92	15	30	137
Connections for Kids	2	1	0	3
Cornerstone Behavioral Healthcare - CM	30	3	2	35
Counseling Services Inc.	58	28	26	112
Direct Community Care	12	4	1	17
Dirigo Counseling Clinic	10	4	0	14
Employment Specialist of Maine	3	4	7	14
Evergreen Behavioral Services	3	0	0	3
Fullcircle Supports Inc	32	1	2	35
Graham Behavioral Services	12	2	1	15
Harbor Family Services	0	0	2	2
Healing Hearts LLC	4	0	1	5
Health Affiliates Maine	143	0	5	148
Higher Ground Services	14	1	1	16
Kennebec Behavioral Health	69	1	9	79
Life by Design	13	2	9	24
Lutheran Social Services	3	0	1	4
Maine Behavioral Health Organization	55	3	2	60
Maine Vocational & Rehabilitation Assoc.	6	5	2	13
Manna Inc	5	1	2	8

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	8	2	1	11
Mid Coast Mental Health	18	0	29	47
Motivational Services	4	0	1	5
Northeast Occupational Exchange	26	10	34	70
Northern Maine General - Community Support	2	0	3	5
Ocean Way Mental Health Agency	6	0	0	6
OHI	3	4	6	13
Oxford County Mental Health Services	12	0	5	17
Port Resources-Sec 17	2	0	0	2
Rumford Group Homes	12	0	0	12
Sequel Care of Maine	9	1	0	10
Shalom House	12	1	1	14
Smart Child & Family Services	8	4	2	14
Somali Bantu Youth Association of Maine	6	0	4	10
St. Andre Homes	10	3	7	20
Stepping Stones	19	2	0	21
Sunrise Opportunities	5	0	0	5
Sweetser	87	13	45	145
The Opportunity Alliance	49	14	36	99
Tri-County Mental Health	81	14	62	157
UCP VI	0	1	3	4
York County Shelter Program	3	0	1	4
Total	1,263	217	495	1,975

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: 01/01/2014 To 03/31/2014

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

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: 44

Total assigned within 2 working days: 27

% assigned within 2 working days: 61%

Total assigned in 3 - 7 working days: 8

% assigned in 3 -7 working days:18 %

Total assigned within 7 working days: 35

% assigned within 7 working days: 80%

Total assigned after 8 or more working days: 9

% assigned after 8 or more working days: 20%

	<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	13	3	4	20
Male	14	5	5	24
Total	27	8	9	44
	<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	19	4	8	31
AMHI Class Y	8	4	1	13
Total	27	8	9	44

District	<u>Waited 2 working</u> <u>days or less</u>	<u>Waited 3 to 7</u> <u>working days</u>	<u>Waited 8 or more</u> <u>working days</u>	<u>Total</u>
District 1/ York County	3	2	1	6
District 2/ Cumberland County	6	1	2	9
District 3/ Androscoggin, Franklin, and Oxford Counties	3	2	3	8
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	1	0	0	1
District 5/ Somerset and Kennebec Counties	6	0	2	8
District 6/ Piscataquis and Penobscot Counties	7	3	1	11
District 8/ Aroostook County	1	0	0	1
Total	27	8	9	44

Providers	<u>Waited 2 working</u> <u>days or less</u>	<u>Waited 3 to 7</u> <u>working days</u>	<u>Waited 8 or more</u> <u>working days</u>	<u>Total</u>
Acadia Healthcare	2	1	1	4
Alternative Services	0	0	1	1
Aroostook Mental Health Services	1	0	0	1
Assistance Plus	3	0	0	3
Catholic Charities Maine	4	0	0	4
Common Ties	0	1	1	2
Community Care	1	0	0	1
Community Health & Counseling Services	2	2	0	4
Counseling Services Inc.	1	2	0	3
Graham Behavioral Services	2	0	0	2
Health Affiliates Maine	1	0	1	2
Kennebec Behavioral Health	2	1	2	5
Maine Vocational & Rehabilitation Assoc.	1	0	0	1
Mid Coast Mental Health	1	0	0	1
Motivational Services	0	0	1	1
Northeast Occupational Exchange	1	0	0	1
Shalom House	4	1	0	5
Sweetser	0	0	1	1
The Opportunity Alliance	0	0	1	1
Tri-County Mental Health	1	0	0	1
Total	27	8	9	44

Quarterly Report 60a for Members on MaineCare Waitlist for CI

Report Dates: 01/01/2014 To 03/31/2014

Report Run Date: 7/24/2014

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

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 752

For those who received the service:

Average number of days waiting: 12 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 days	# auth in > 91 days	Average # days waiting
AMHI Class N	716	710	6	627	82	7	12
AMHI Class Y	36	34	2	35	1	0	5
Totals	752	744	8	662	83	7	12
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	76	75	1	70	6	0	9
District 2	254	251	3	227	25	2	11
District 3	109	108	1	103	6	0	8
District 4	33	32	1	27	6	0	15
District 5	124	124	0	103	16	5	15
District 6	95	94	1	81	14	0	10
District 7	30	30	0	25	5	0	16
District 8	25	25	0	20	5	0	15
Unknown	6	5	1	6	0	0	6
Totals	752	744	8	662	83	7	12

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	52	52	0	44	7	1	10
Catholic Charities Maine	97	96	1	94	3	0	8
Common Ties	60	59	1	60	0	0	4
Community Care	17	16	1	13	4	0	13
Community Counseling Center	66	65	1	60	4	2	14
Community Health & Counseling Services	95	95	0	79	16	0	12
Counseling Services Inc.	84	83	1	75	9	0	11
Direct Community Care	8	8	0	7	1	0	9
Healing Hearts LLC	2	2	0	2	0	0	0
Higher Ground Services	8	8	0	8	0	0	6
Kennebec Behavioral Health	50	50	0	37	9	4	21
Life by Design	19	19	0	14	5	0	19
Mid Coast Mental Health	20	18	2	14	6	0	19
Motivational Services	1	1	0	1	0	0	0
OHI	2	2	0	2	0	0	4
Shalom House	7	7	0	7	0	0	2
Sweetser	16	16	0	12	4	0	22
The Opportunity Alliance	109	108	1	104	5	0	8
Tri-County Mental Health	35	35	0	26	9	0	21
UCP VI	4	4	0	3	1	0	15
Totals	752	744	8	662	83	7	12

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

Report Dates: 01/01/2014 To 03/31/2014

Report Run Date: 7/24/2014

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

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: 124

For those who received the service:

Average number of days waiting: 31 days

Percent waiting 30 days or less: 65%

Percent waiting 90 days or less: 87%

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	121	20	101	78	27	16	32
AMHI Class Y	3	1	2	3	0	0	11
Totals	124	21	103	81	27	16	31
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	3	20	7	10	6	52
District 2	18	3	15	7	2	9	74
District 3	32	5	27	26	6	0	15
District 4	21	3	18	14	6	1	25
District 5	14	5	9	13	1	0	14
District 6	10	1	9	9	1	0	6
District 7	4	1	3	3	1	0	13
District 8	2	0	2	2	0	0	17
Totals	124	21	103	81	27	16	31

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	3	8	10	1	0	9
Common Ties	15	5	10	11	4	0	16
Community Care	5	0	5	3	2	0	20
Community Counseling Center	1	1	0	1	0	0	17
Community Health & Counseling Services	2	1	1	2	0	0	0
Cornerstone Behavioral Healthcare - CM	7	1	6	7	0	0	1
Counseling Services Inc.	17	1	16	2	9	6	67
Kennebec Behavioral Health	10	3	7	9	1	0	15
Life by Design	2	0	2	2	0	0	17
Mid Coast Mental Health	10	2	8	6	3	1	33
Shalom House	1	0	1	1	0	0	0
Smart Child & Family Services	4	1	3	3	1	0	14
Sweetser	17	0	17	12	5	0	19
The Opportunity Alliance	11	2	9	1	1	9	113
Tri-County Mental Health	10	1	9	10	0	0	12
York County Shelter Program	1	0	1	1	0	0	0
Totals	124	21	103	81	27	16	31