

**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: 04/01/2014 To 06/30/2014**

**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: 2,253

Total assigned within 3 working days: 1,449

% assigned within 3 working days: 64%

Total assigned in 4 - 7 working days: 259

% assigned in 4 -7 working days: 11%

Total assigned within 7 working days: 1,708

% assigned within 7 working days: 76%

Total assigned after 8 or more working days: 545

% assigned after 8 or more working days: 24%

	<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	917	164	358	1,439
Male	532	95	187	814
<b>Total</b>	<b>1,449</b>	<b>259</b>	<b>545</b>	<b>2,253</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	97	14	26	137
21-24	118	17	35	170
25-64	1,152	214	466	1,832
65-74	53	11	14	78
Over 75 Years Old	29	3	4	36
<b>Total</b>	<b>1,449</b>	<b>259</b>	<b>545</b>	<b>2,253</b>

<b>AMHI Class</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><u>Total</u></b>
AMHI Class N	1,383	246	522	2,151
AMHI Class Y	66	13	23	102
<b>Total</b>	<b>1,449</b>	<b>259</b>	<b>545</b>	<b>2,253</b>

  

<b>District</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><u>Total</u></b>
District 1/ York County	106	36	55	197
District 2/ Cumberland County	310	66	194	570
District 3/ Androscoggin, Franklin, and Oxford Counties	327	52	71	450
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	104	20	50	174
District 5/ Somerset and Kennebec Counties	270	33	54	357
District 6/ Piscataquis and Penobscot Counties	217	32	61	310
District 7/ Washington and Hancock Counties	34	5	18	57
District 8/ Aroostook County	68	13	36	117
Unknown	13	2	6	21
<b>Total</b>	<b>1,449</b>	<b>259</b>	<b>545</b>	<b>2,253</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><u>Total</u></b>
Acadia Healthcare	5	0	1	6
Allies	15	4	20	39
Alternative Services	15	0	0	15
Alternative Wellness Services	9	0	2	11
Aroostook Mental Health Services	40	3	1	44
Assistance Plus	40	5	19	64
Behavior Health Solutions for Me	6	1	2	9
Break of Day, Inc	39	4	6	49
Broadreach Family & Community Services	21	1	2	24
Catholic Charities Maine	54	25	22	101
Charlotte White Center	8	5	8	21
Choices	18	0	0	18
Common Ties	58	22	15	95
Community Care	17	2	2	21
Community Counseling Center	25	1	16	42
Community Health & Counseling Services	72	14	28	114
Connections for Kids	1	0	0	1
Cornerstone Behavioral Healthcare - CM	2	0	0	2
Counseling Services Inc.	65	31	41	137
Direct Community Care	25	3	2	30
Dirigo Counseling Clinic	18	4	0	22
Employment Specialist of Maine	3	0	2	5
Evergreen Behavioral Services	6	3	1	10
Fellowship Health Resources	0	1	0	1
Fullcircle Supports Inc	38	0	1	39
Goodwill Industries of Northern New England	1	0	0	1
Graham Behavioral Services	22	6	1	29
Harbor Family Services	1	1	5	7
Healing Hearts LLC	3	0	1	4
Health Affiliates Maine	172	0	6	178

<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><u>Total</u></b>
HealthReach network	1	0	0	1
Higher Ground Services	10	0	2	12
Kennebec Behavioral Health	80	5	25	110
Life by Design	18	8	19	45
Lutheran Social Services	17	1	0	18
Maine Behavioral Health Organization	46	1	7	54
Maine Vocational & Rehabilitation Assoc.	13	5	2	20
Manna Inc	9	0	4	13
MAS Home Care of Maine - Westbrook	4	0	0	4
Medical Care Development-CSS	4	0	0	4
Merrymeeting Behavioral Health Associates-Adult Case Mgmt	6	1	4	11
Mid Coast Mental Health	18	4	11	33
Motivational Services	2	1	1	4
Northeast Occupational Exchange	37	5	9	51
Northern Maine General - Community Support	4	1	12	17
Ocean Way Mental Health Agency	3	0	1	4
OHI	5	0	1	6
Oxford County Mental Health Services	16	3	3	22
Port Resources-Sec 17	2	0	0	2
Providence	19	13	66	98
Riverview	3	0	0	3
Rumford Group Homes	13	0	0	13
Sequel Care of Maine	17	1	0	18
Shalom House	20	4	2	26
Smart Child & Family Services	3	0	7	10
Somali Bantu Youth Association of Maine	7	4	3	14
St. Andre Homes	5	1	0	6
Stepping Stones	18	2	2	22
Sunrise Opportunities	7	0	1	8
Sweetser	87	12	44	143
The Opportunity Alliance	90	32	77	199
Tri-County Mental Health	62	19	38	119
York County Shelter Program	4	0	0	4
<b>Total</b>	<b>1,449</b>	<b>259</b>	<b>545</b>	<b>2,253</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: 04/01/2014 To 06/30/2014**

**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: 60

Total assigned within 2 working days: 39

% assigned within 2 working days: 65%

Total assigned in 3 - 7 working days: 8

% assigned in 3 -7 working days:13 %

Total assigned within 7 working days: 47

% assigned within 7 working days: 78%

Total assigned after 8 or more working days: 13

% assigned after 8 or more working days: 22%

Gender	<u>Waited 2 working</u>	<u>Waited 3 to 7</u>	<u>Waited 8 or more</u>	Total
	<u>days or less</u>	<u>working days</u>	<u>working days</u>	
Female	25	5	9	39
Male	14	3	4	21
<b>Total</b>	<b>39</b>	<b>8</b>	<b>13</b>	<b>60</b>

  

AMHI Class	<u>Waited 2 working</u>	<u>Waited 3 to 7</u>	<u>Waited 8 or more</u>	Total
	<u>days or less</u>	<u>working days</u>	<u>working days</u>	
AMHI Class N	24	5	11	40
AMHI Class Y	15	3	2	20
<b>Total</b>	<b>39</b>	<b>8</b>	<b>13</b>	<b>60</b>

<b>District</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>Total</b>
District 2/ Cumberland County	11	0	2	13
District 3/ Androscoggin, Franklin, and Oxford Counties	5	3	0	8
District 4/ Knox, Lincoln, Sagadahoc, and Waldo Counties	6	1	0	7
District 5/ Somerset and Kennebec Counties	12	3	5	20
District 6/ Piscataquis and Penobscot Counties	3	0	5	8
District 7/ Washington and Hancock Counties	1	1	0	2
District 8/ Aroostook County	1	0	1	2
<b>Total</b>	<b>39</b>	<b>8</b>	<b>13</b>	<b>60</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>Total</b>
Allies	0	0	1	1
Alternative Wellness Services	1	0	0	1
Aroostook Mental Health Services	0	0	1	1
Assistance Plus	1	0	1	2
Break of Day, Inc	1	0	0	1
Catholic Charities Maine	3	1	0	4
Charlotte White Center	0	0	1	1
Common Ties	2	2	0	4
Community Counseling Center	2	0	0	2
Community Health & Counseling Services	0	0	2	2
Cornerstone Behavioral Healthcare - CM	1	0	0	1
Counseling Services Inc.	1	0	0	1
Fullcircle Supports Inc	0	0	1	1
Graham Behavioral Services	3	0	0	3
Health Affiliates Maine	1	0	0	1
Kennebec Behavioral Health	3	1	3	7
Lutheran Social Services	1	0	0	1
Maine Vocational & Rehabilitation Assoc.	2	0	0	2
Mid Coast Mental Health	2	1	0	3
Motivational Services	3	2	0	5
Northern Maine General - Community Support	1	0	0	1
Ocean Way Mental Health Agency	1	0	0	1
OHI	1	0	1	2
Oxford County Mental Health Services	1	0	0	1
Sequel Care of Maine	1	0	0	1
Shalom House	4	0	0	4
Somali Bantu Youth Association of Maine	0	1	0	1
Sweetser	3	0	0	3
The Opportunity Alliance	0	0	2	2
<b>Total</b>	<b>39</b>	<b>8</b>	<b>13</b>	<b>60</b>

**Quarterly Report 60a for Members on MaineCare Waitlist for CI**

**Report Dates: 04/01/2014 To 06/30/2014**

**Report Run Date: 10/16/20**

**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 878

For those who received the service:  
Percent waiting 30 days or less: 87%

Average number of days waiting: 12 days  
Percent waiting 90 days or less: 100%

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	835	825	10	723	109	3	12
AMHI Class Y	43	43	0	39	4	0	8
<b>Totals</b>	<b>878</b>	<b>868</b>	<b>10</b>	<b>762</b>	<b>113</b>	<b>3</b>	<b>12</b>

  

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	118	118	0	105	13	0	13
District 2	249	248	1	208	39	2	13
District 3	136	135	1	116	20	0	12
District 4	73	69	4	62	10	1	13
District 5	136	134	2	124	12	0	9
District 6	115	113	2	101	14	0	10
District 7	33	33	0	30	3	0	11
District 8	14	14	0	12	2	0	12
Unknown	4	4	0	4	0	0	5
<b>Totals</b>	<b>878</b>	<b>868</b>	<b>10</b>	<b>762</b>	<b>113</b>	<b>3</b>	<b>12</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	46	46	0	42	4	0	8
Catholic Charities Maine	114	113	1	112	2	0	5
Common Ties	63	63	0	63	0	0	3
Community Care	22	21	1	19	3	0	7
Community Counseling Center	41	41	0	16	24	1	39
Community Health & Counseling Services	108	107	1	93	15	0	12
Counseling Services Inc.	88	88	0	83	5	0	8
Direct Community Care	2	2	0	2	0	0	0
Higher Ground Services	10	10	0	10	0	0	4
Kennebec Behavioral Health	88	86	2	77	11	0	11
Life by Design	11	11	0	10	1	0	10
Mid Coast Mental Health	31	28	3	28	3	0	6
OHI	6	6	0	6	0	0	0
Shalom House	25	25	0	25	0	0	4
Sweetser	58	58	0	40	16	2	30
The Opportunity Alliance	107	105	2	95	12	0	11
Tri-County Mental Health	58	58	0	41	17	0	20
<b>Totals</b>	<b>878</b>	<b>868</b>	<b>10</b>	<b>762</b>	<b>113</b>	<b>3</b>	<b>12</b>

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

**Report Dates: 04/01/2014 To 06/30/2014**

**Report Run Date: 10/16/20**

**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: 142

For those who received the service:  
Percent waiting 30 days or less: 68%

Average number of days waiting: 23 days  
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	135	28	107	92	39	4	23
AMHI Class Y	7	2	5	5	2	0	22
<b>Totals</b>	<b>142</b>	<b>30</b>	<b>112</b>	<b>97</b>	<b>41</b>	<b>4</b>	<b>23</b>

  

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	6	15	2	53
District 2	42	13	29	30	11	1	23
District 3	23	5	18	17	5	1	18
District 4	14	3	11	10	4	0	14
District 5	15	3	12	11	4	0	17
District 6	18	3	15	16	2	0	8
District 7	2	0	2	2	0	0	0
District 8	5	0	5	5	0	0	4
<b>Totals</b>	<b>142</b>	<b>30</b>	<b>112</b>	<b>97</b>	<b>41</b>	<b>4</b>	<b>23</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
Aroostook Mental Health Services	1	0	1	1	0	0	0
Assistance Plus	2	0	2	2	0	0	4
Catholic Charities Maine	4	1	3	4	0	0	4
Common Ties	7	1	6	7	0	0	4
Community Care	16	2	14	14	2	0	5
Community Counseling Center	2	1	1	2	0	0	9
Community Health & Counseling Services	2	1	1	2	0	0	16
Counseling Services Inc.	17	2	15	3	12	2	59
Direct Community Care	1	0	1	1	0	0	11
Evergreen Behavioral Services	1	1	0	1	0	0	0
Harbor Family Services	1	1	0	1	0	0	0
Kennebec Behavioral Health	9	2	7	7	2	0	15
Life by Design	3	0	3	3	0	0	7
Mid Coast Mental Health	4	0	4	3	1	0	14
Shalom House	4	2	2	2	2	0	27
Smart Child & Family Services	2	0	2	0	1	1	87
Sweetser	13	4	9	5	8	0	34
The Opportunity Alliance	33	9	24	27	6	0	18
Tri-County Mental Health	20	3	17	12	7	1	26
<b>Totals</b>	<b>142</b>	<b>30</b>	<b>112</b>	<b>97</b>	<b>41</b>	<b>4</b>	<b>23</b>