



Report to the Operations
Sub-Committee
January 12, 2006

Network Operations

Web Registration

- Security Access/User ID Requests
 - 2,095 User Id's generated as of 12/29/2006
 - 8 Requests currently in process
 - Increase of 61 since 11/2006
- Winfax – Non Web/Paper Registrations
 - 142 Providers currently using paper registration as of 12/29/06
 - Increase of 38 since 11/2006. Efforts continue to engage providers in the web process vs paper process

Web Registration continued

Total Web Registrations since 9/1/06

Outpatient Services.....24,604

Methadone Maintenance.....1,267

Ambulatory Detoxification91

Family Support Team.....143
(Home Based Service)

Psychological Testing.....43

26,148 - Registrations completed as of December 31, 2006
(2,718 entered between 12/4/06 - 12/29/06)

Provider Relations Phone Stats

October 2006 - December 2006

1923 Calls

(increase of 300 calls since 11/2006)

Web Registration Inquiries

General Provider Inquiries

Rapid Response Team Findings

- Reviewed authorization related claims issues for 62 providers
 - Reviewed 30 in November, December saw a significant increase in analysis at the RRT
 - Volume of outreach doubled to individual providers
 - Outreach to group practices and facilities consistent with previous month
- Provider outreach letters sent to providers to offer assistance in the authorization process

Rapid Response Team

Provider Outreach Correspondences

- 32 - PH.D. level
- 18 - MD level
- 10 - APRN level

Provider Site Visits

- 1 - Group Practice
- 4 - Facilities

Provider Data Verification Stats

2005

PDVs Received	1300
PDVs Keyed	1300
PDVs mailed to date	3142
Number of changes completed for the second – fourth qtr	919
New providers added to Network for the second – fourth qtr	275

Network Status for September 2006 – December 2006

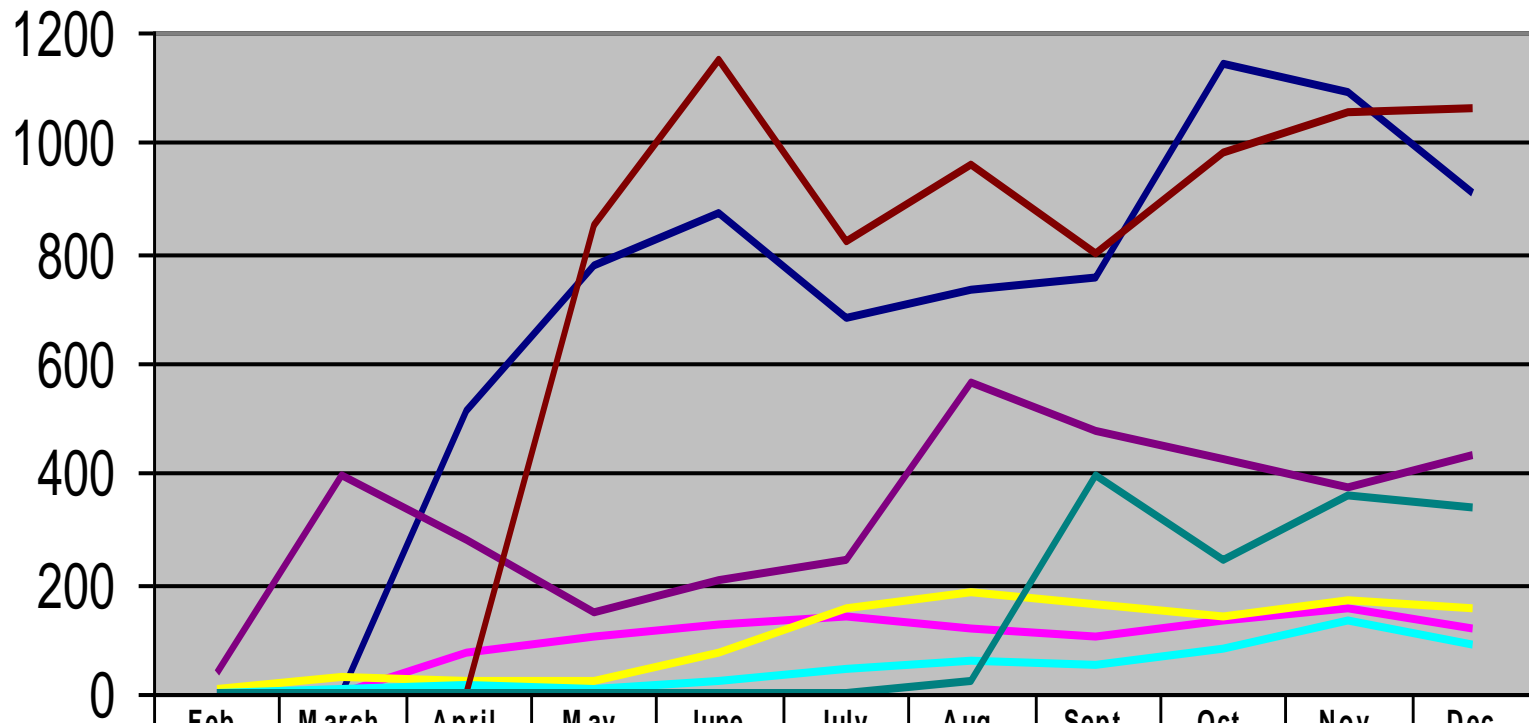
Provider	Additions	Deletions	Reason
Clinicians	48	6	Lack of Claim Activity, Voluntary Withdrawal, Have not Re-Enrolled;
Hospitals and Clinics	10	6	Lack of Claim Activity, Voluntary Withdrawal, Did Not Re-Enrolled, Administrative Action;
Groups	11	4	Lack of Claim Activity, Did Not Re-Enrolled;
Individual Practitioners	24	6	Lack of Claim Activity, Voluntary Withdrawal, Did Not Re-Enrolled, Became MCO Provider.
Residential Treatment Facilities/Group Homes	2	1	Voluntary Withdrawal

Individual Practioners

Type	Additions	Deletions	Reason	Total In-Network as of 12/25/06
Physician, MD Psychiatry – 20/26	12	5	Voluntary, Moved, MCO Provider, Lack of Claim Activity	352
Physician, MD Osteopath – 20/37	1	0		6
Nurse Practioners, Psychiatry – 23/26	11	3	Did not Re-Enroll, Deceased	115

Clinical Operations

Auths per LOC for '06

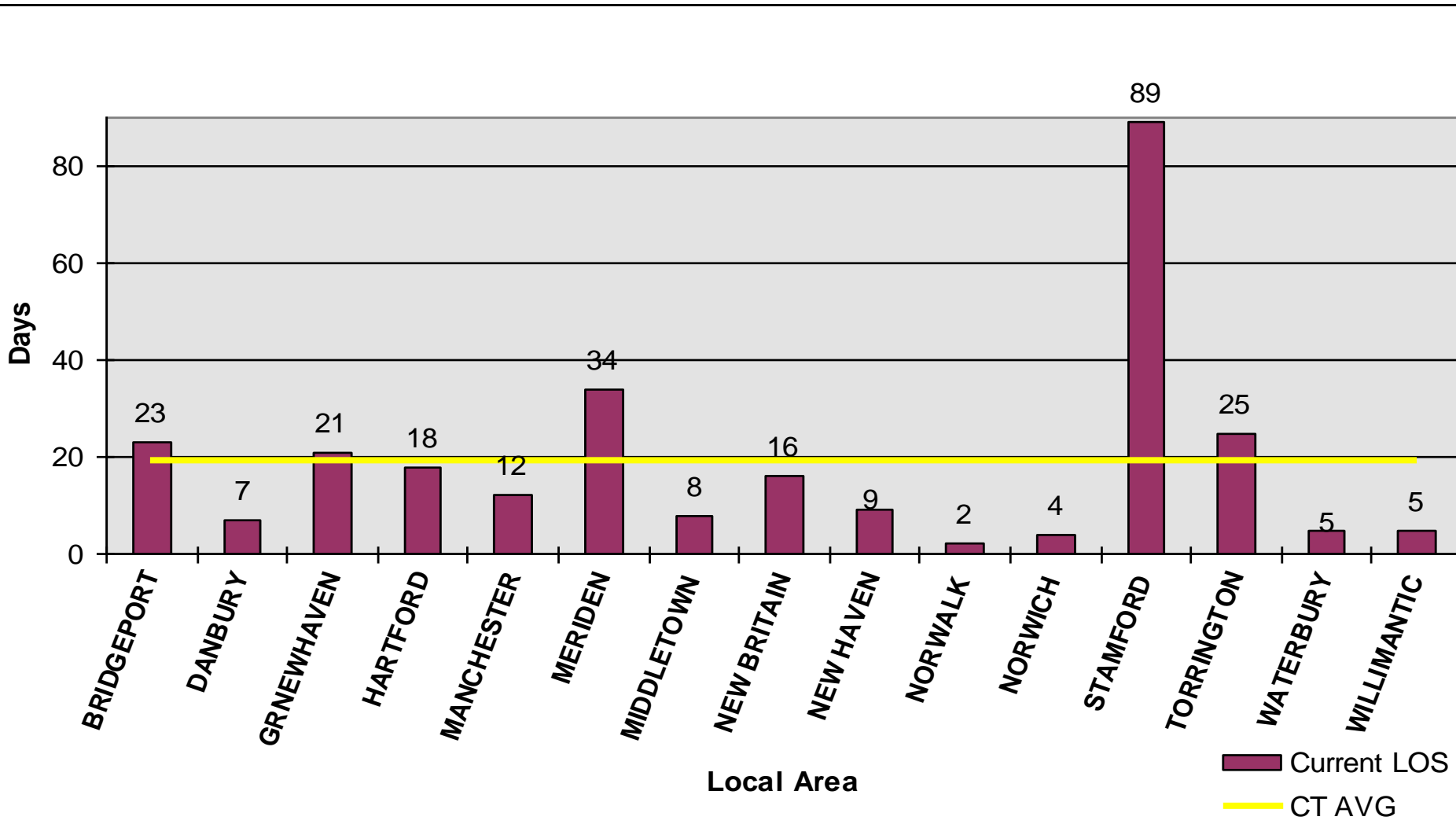


	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
IPF	0	0	511	779	874	682	731	755	1141	1090	908
ADR/IPD	0	0	70	99	125	137	120	105	132	154	120
GHA/GHC	8	30	23	25	74	151	180	162	141	168	152
PRTF	0	10	13	9	24	42	59	53	84	130	89
RTC	34	395	281	147	207	241	566	476	422	371	433
Intermediate (IOP, PHP, EDT)	0	0	0	850	1148	820	958	794	981	1054	1058
HBS(FFT,FST,M DF,HBS,M ST)	0	0	0	0	0	0	23	396	239	362	335

Average Length of Inpatient Stay

not including Riverview

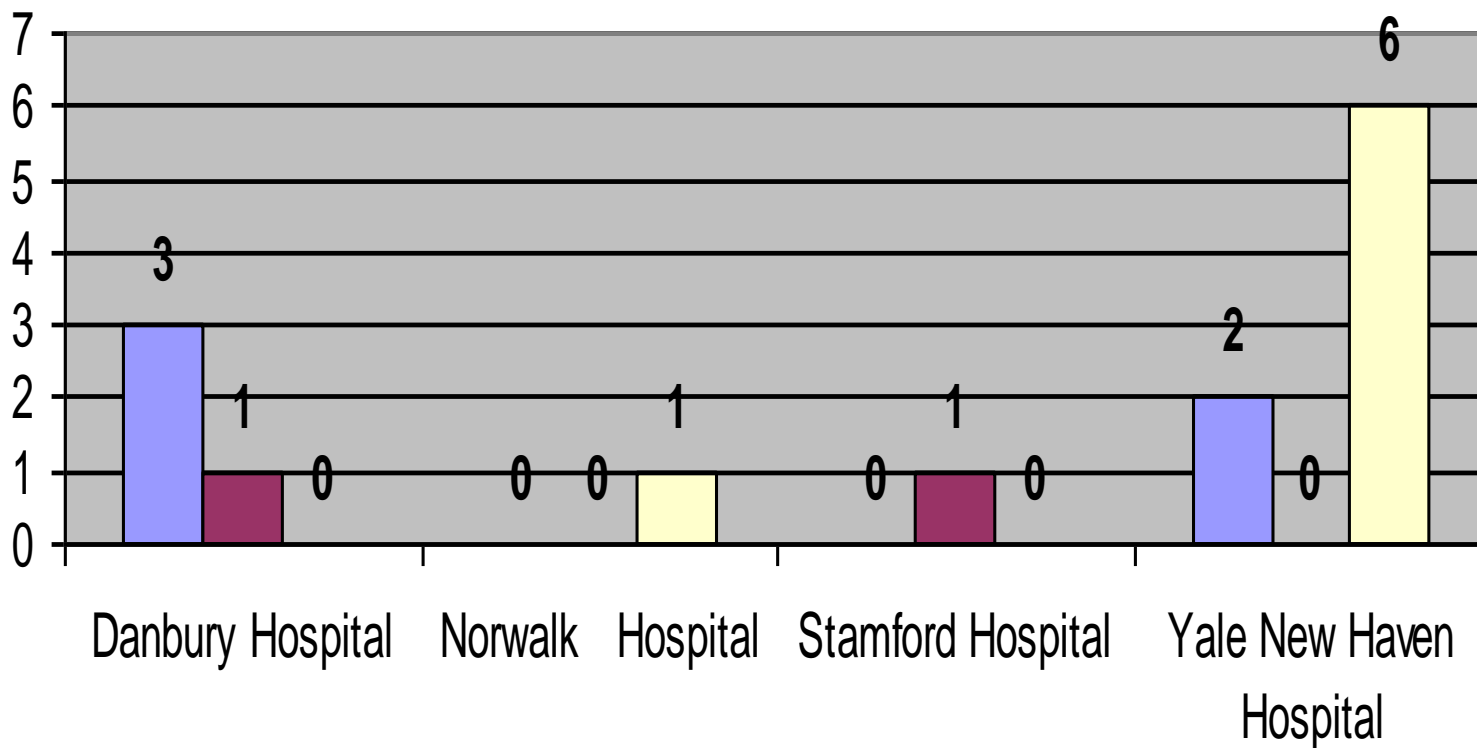
(not including discharge delays)



Admissions to Medical Units

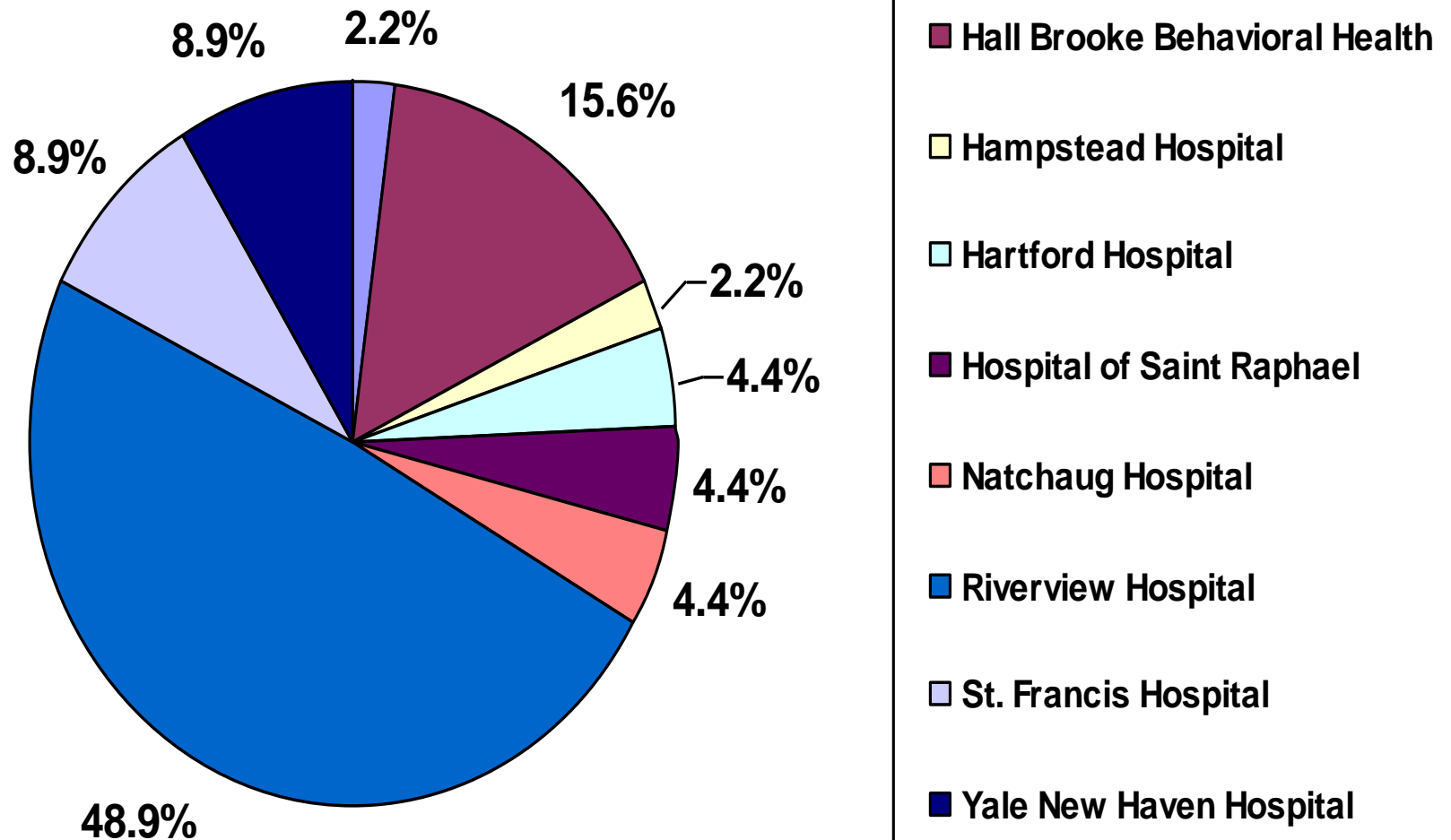
4th Quarter 2006

Number of Admissions

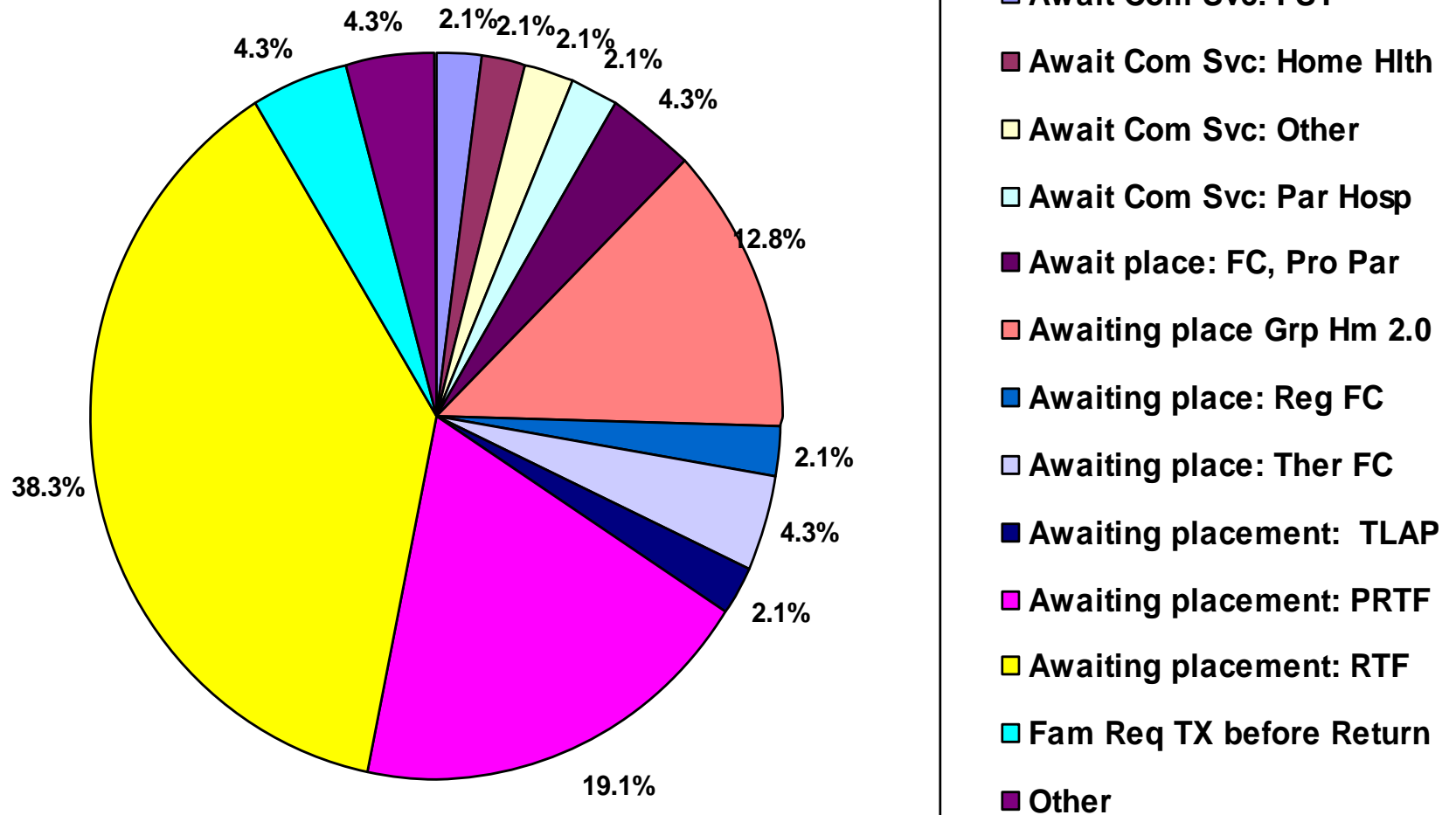


OCT
NOV
DEC

Percent Per Facility of Discharge Delays



Discharge Delay Reason Codes

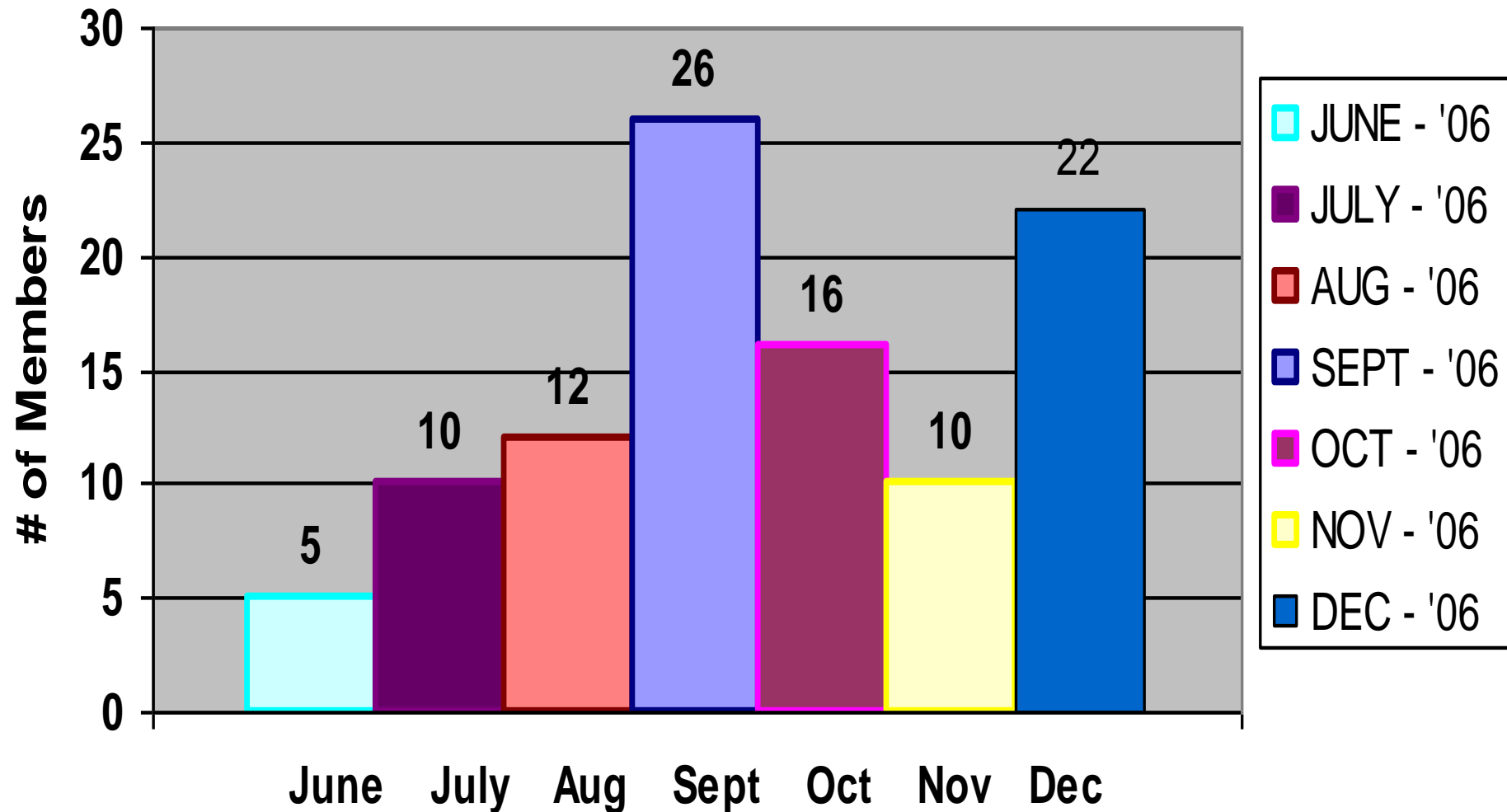


Inpatient Discharge Delay Status

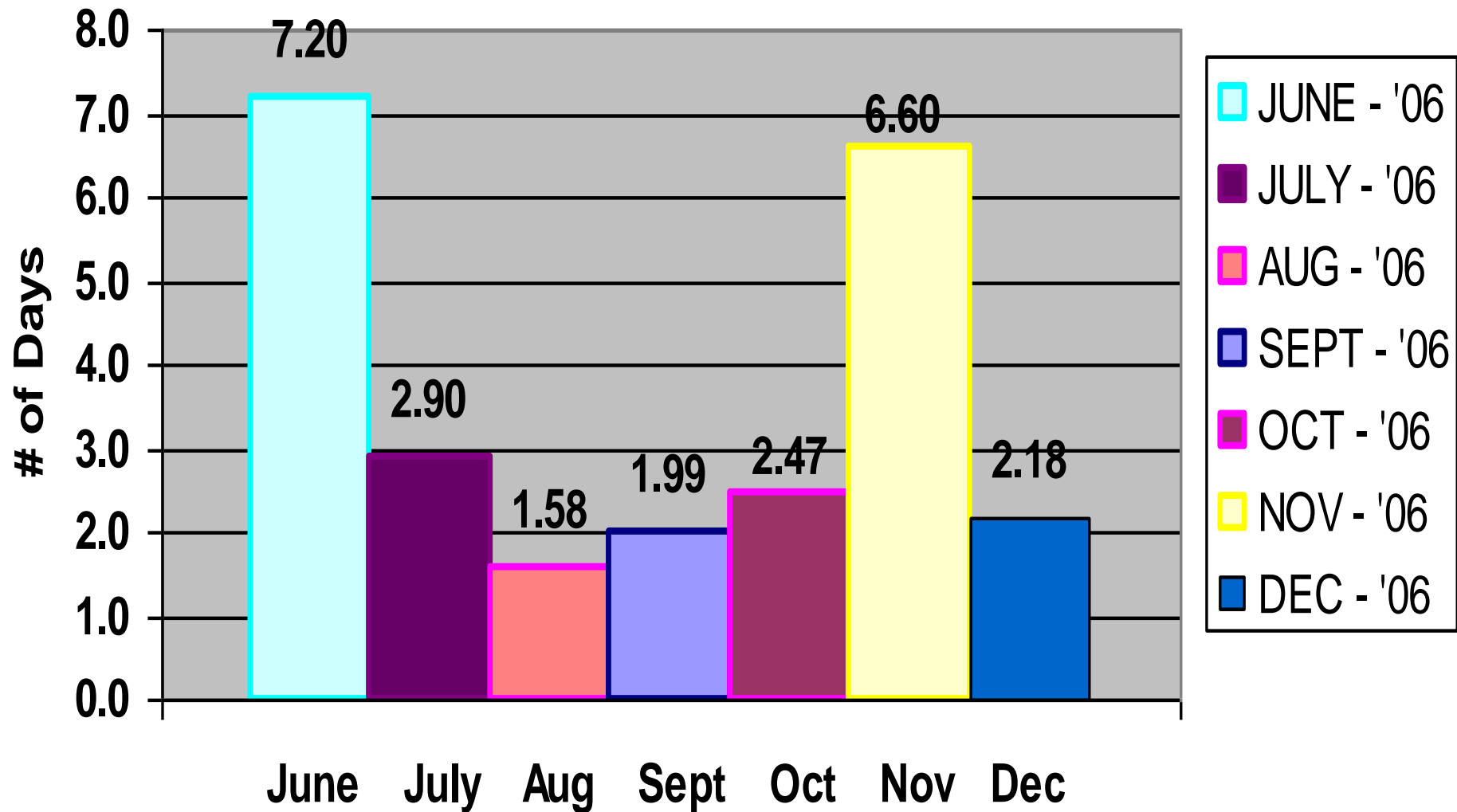
December, 2006

- Resources developed to assist clinicians in the early identification of Discharge Delayed stays
- Marked increase in Discharge Delay cases identified in December as clinical focus brought to discussion during concurrent reviews
- Increase focus on clinical reviews of the discharge delayed children will explore opportunities for alternative planning
- Data gathered regarding the delay reason will assist in identifying system needs

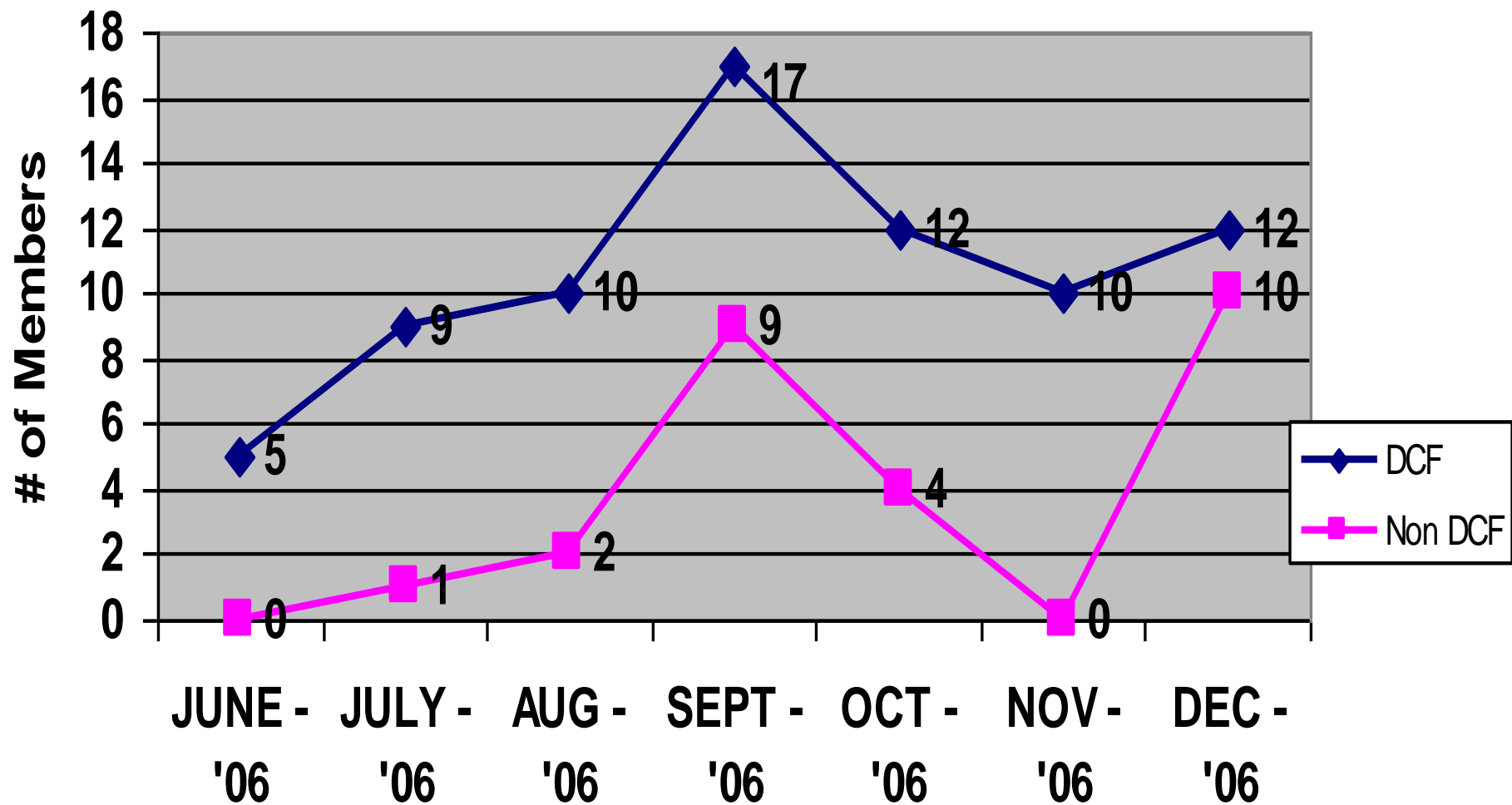
Number of Members in ED Delay Tracking Status per Month



Average Days Stuck in ED Delay Tracking Status per Month

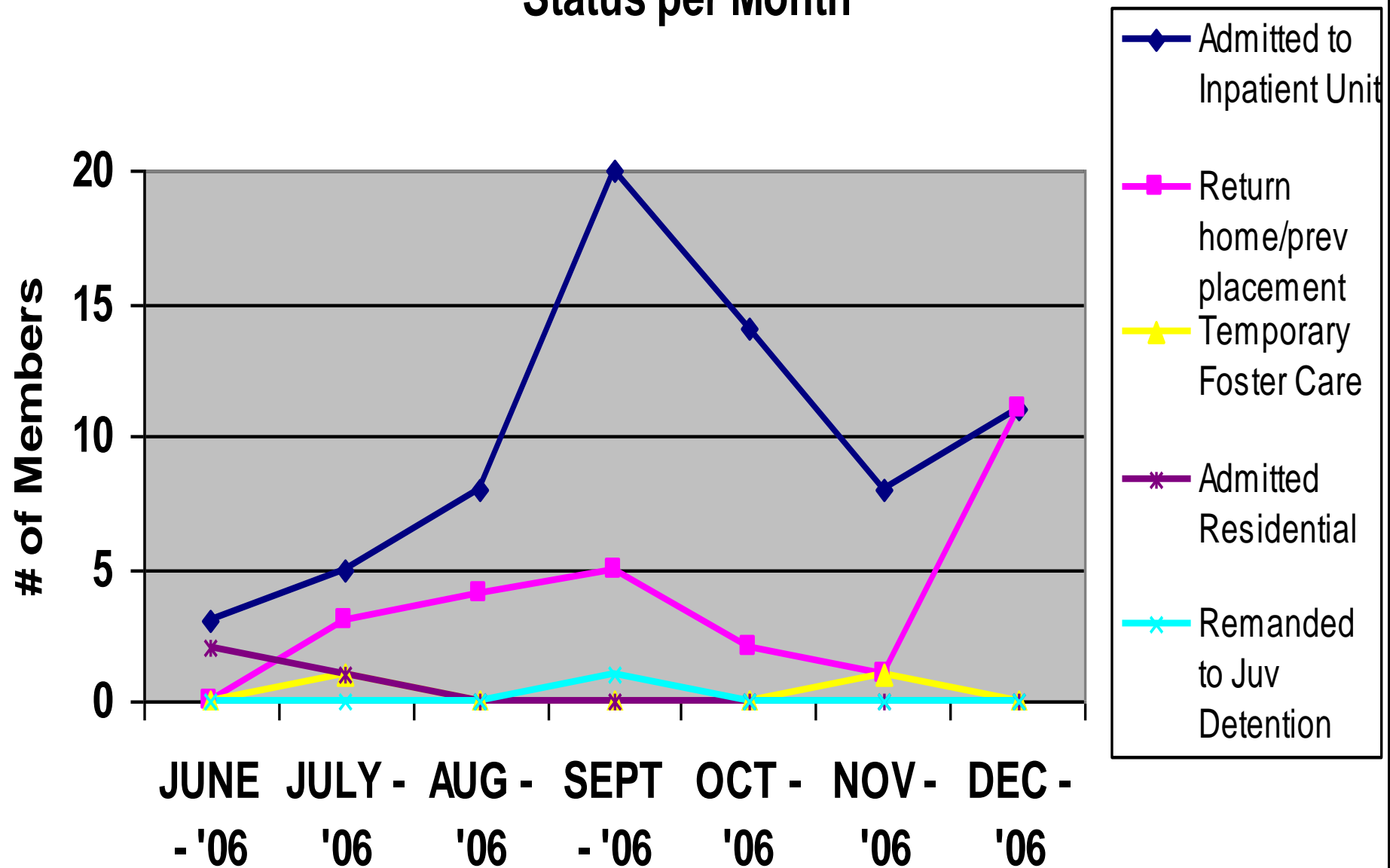


Number of DCF vs. Non DCF Identified Members in ED Delay Tracking Status per Month



Actual Disposition for Members in ED Delay Tracking

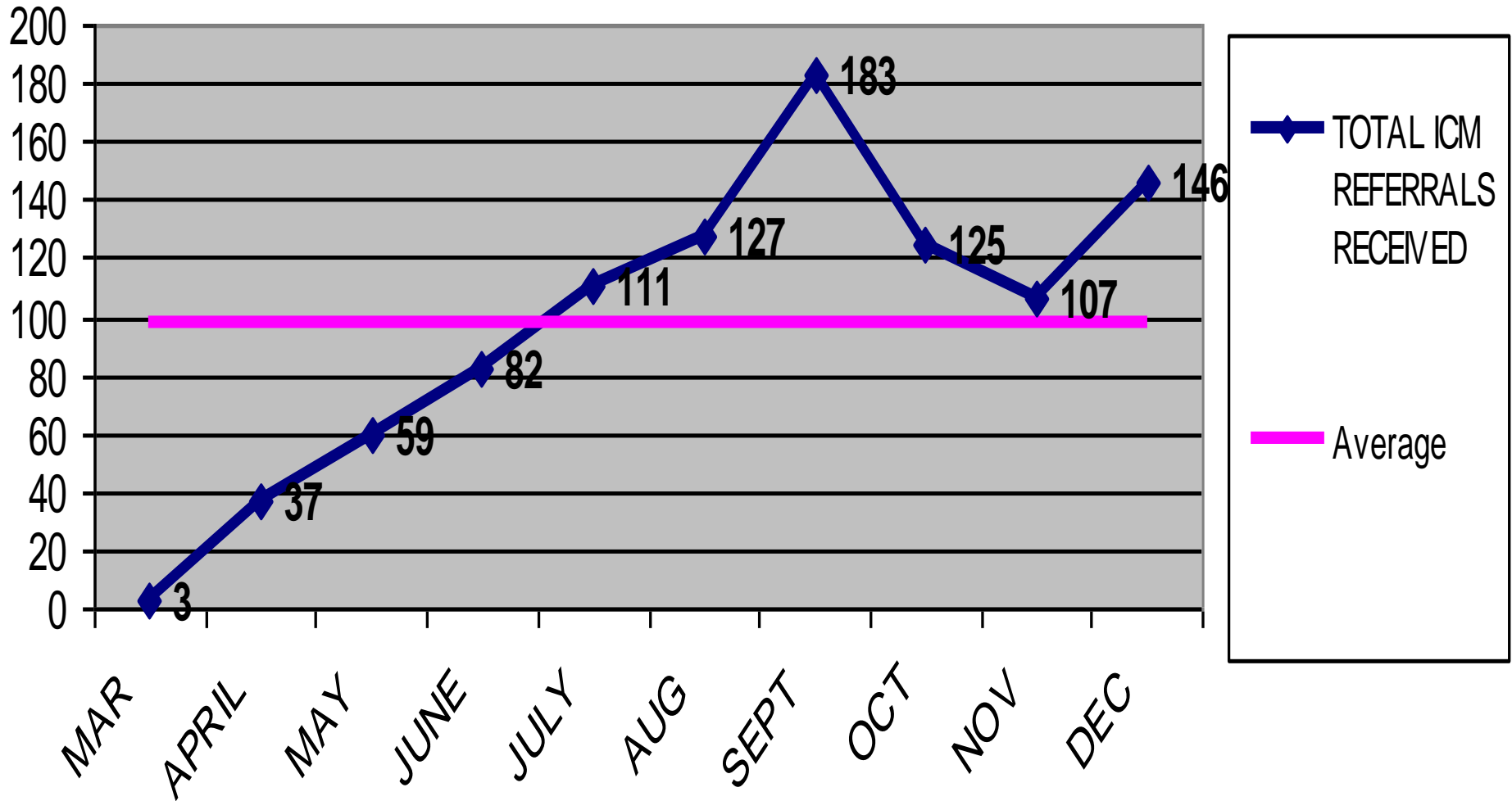
Status per Month



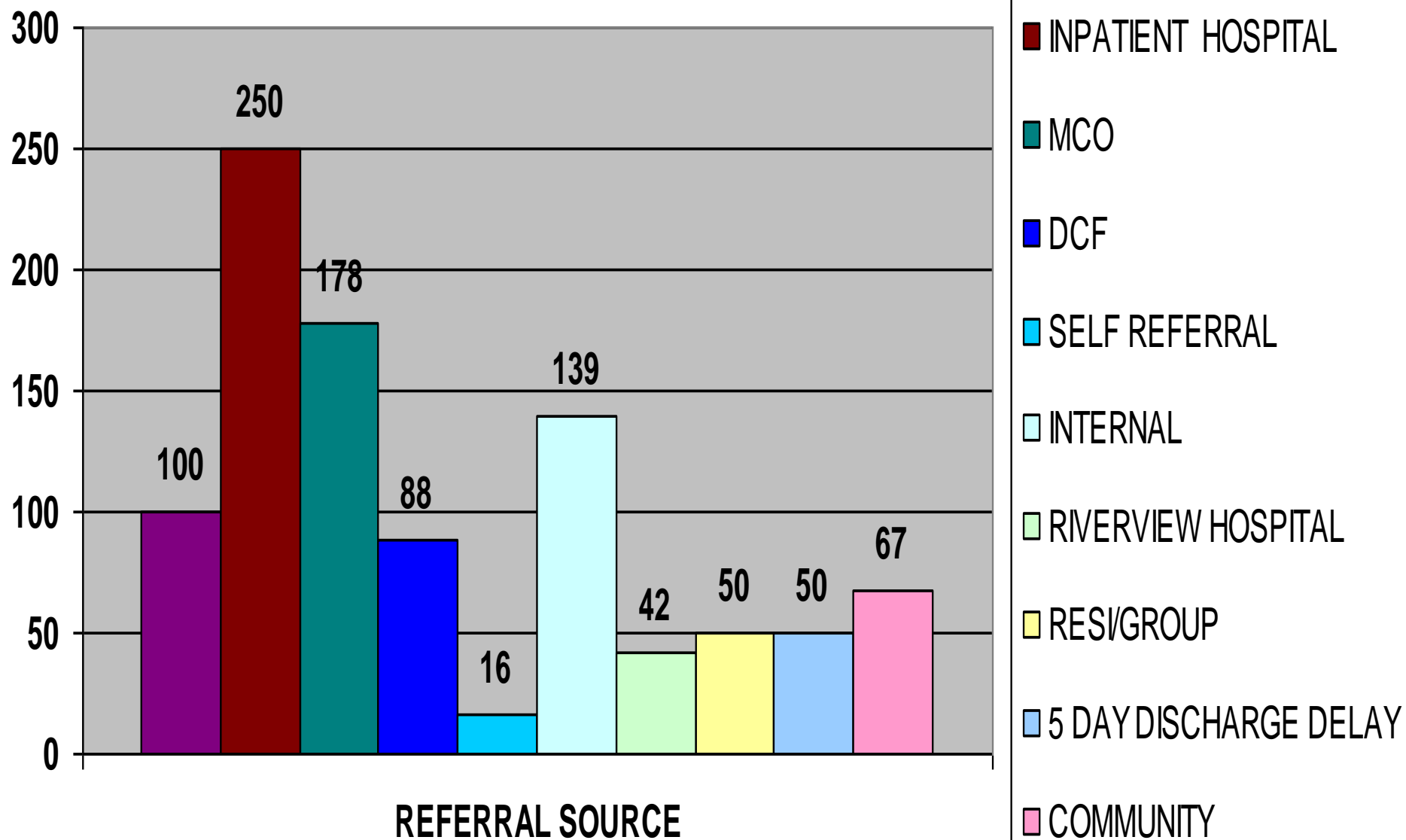
ED Delayed Discharge Activity

- There was a marked increase in the number of non-DCF members presenting to the ED in December. Non – DCF members typically represent < 20% of members presenting to the ED
- December marks an increase of non – DCF members to 48% of total in ED
- Lack of movement in inpatient settings in December strained the system's ability to find an inpatient bed for ED delayed children resulting in increase in ED delays

TOTAL ICM REFERRALS RECEIVED 2006



ICM Referrals

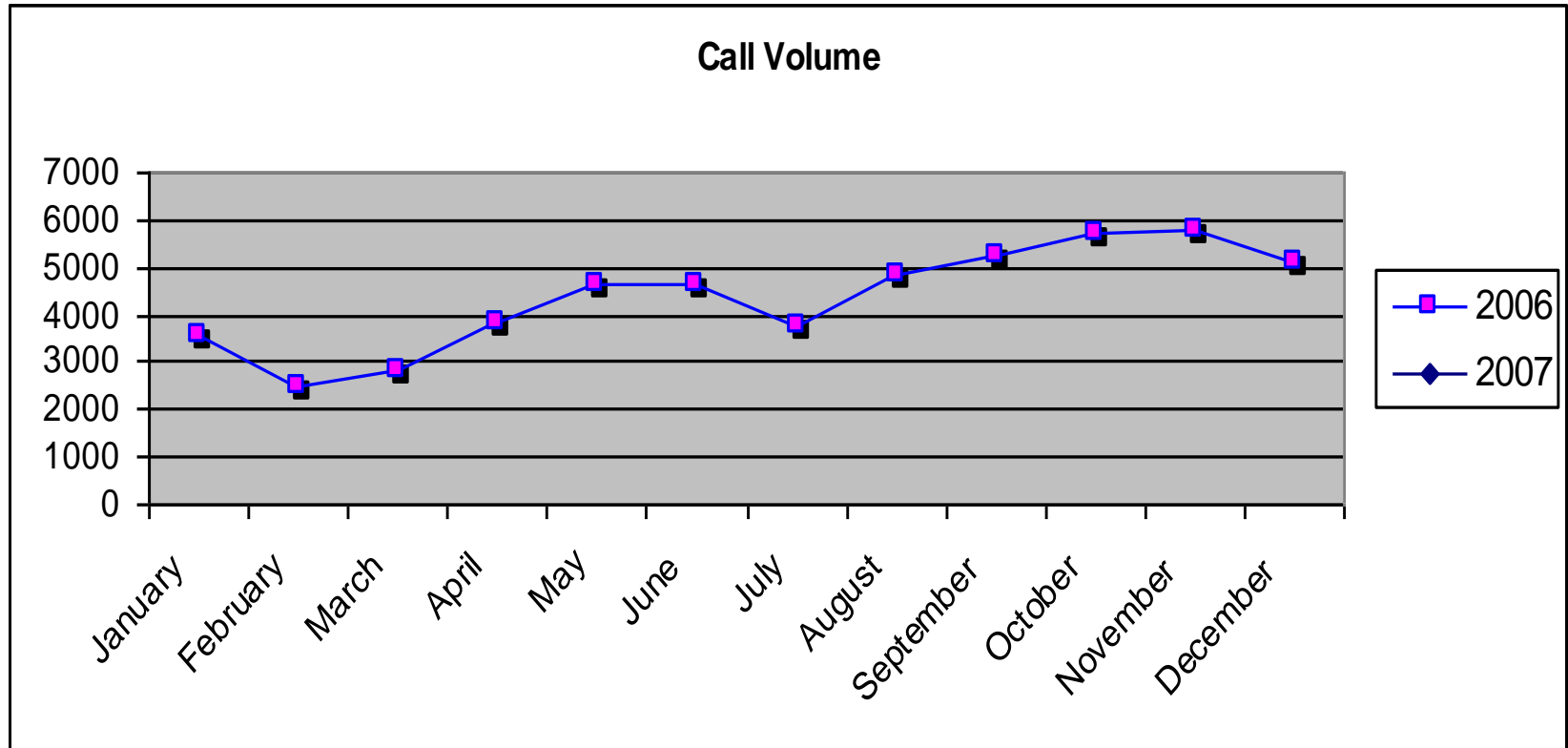


Residential Care Team Transition

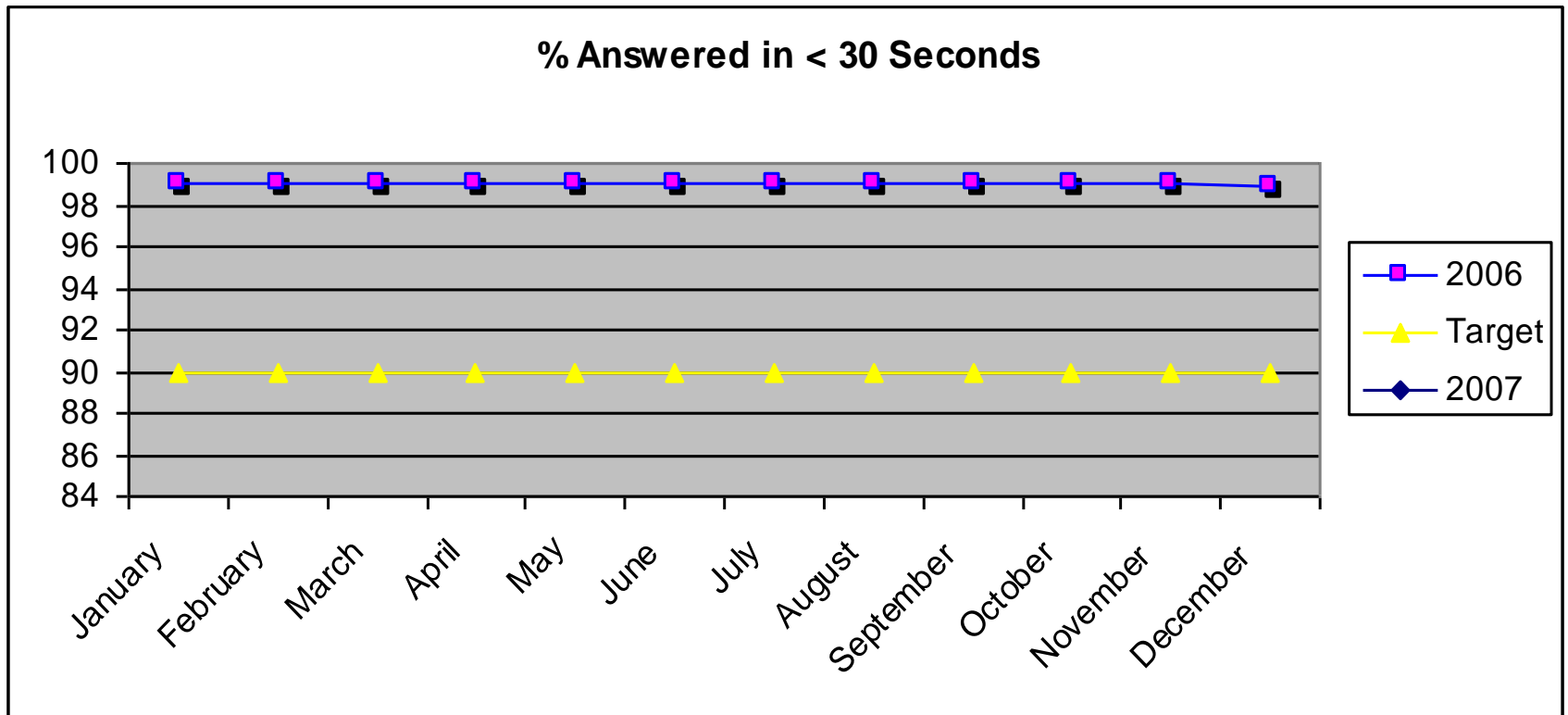
- Averaging 29 CANS referrals weekly
- 60+ matches have been made in the twice weekly rounds
- Children are entering Facilities where CANS was the referral mechanism – 5 authorized
- Modified Direct Review Process with Area Offices/Probation/Parole to Expedite Process
- IT Department – has begun daily report of tracking progress through the process

Customer Service/Call Center Activity

2006 Call Volume YTD



Calls answered in < 30 seconds YTD



Types of Service Connect Inquiries

December, 2006

39% - Provider Referrals for Members

17% - Member Eligibility Verification

40% - Provider Related/Authorization/Enrollment/Billing

4% - General Information

43% = Member Inquiries

CT BHP CALL MANAGEMENT

Incoming Calls Totals: December, 2006

Member Calls: 1956

Provider Calls: 3232

Crisis Calls: 24

Total 5212

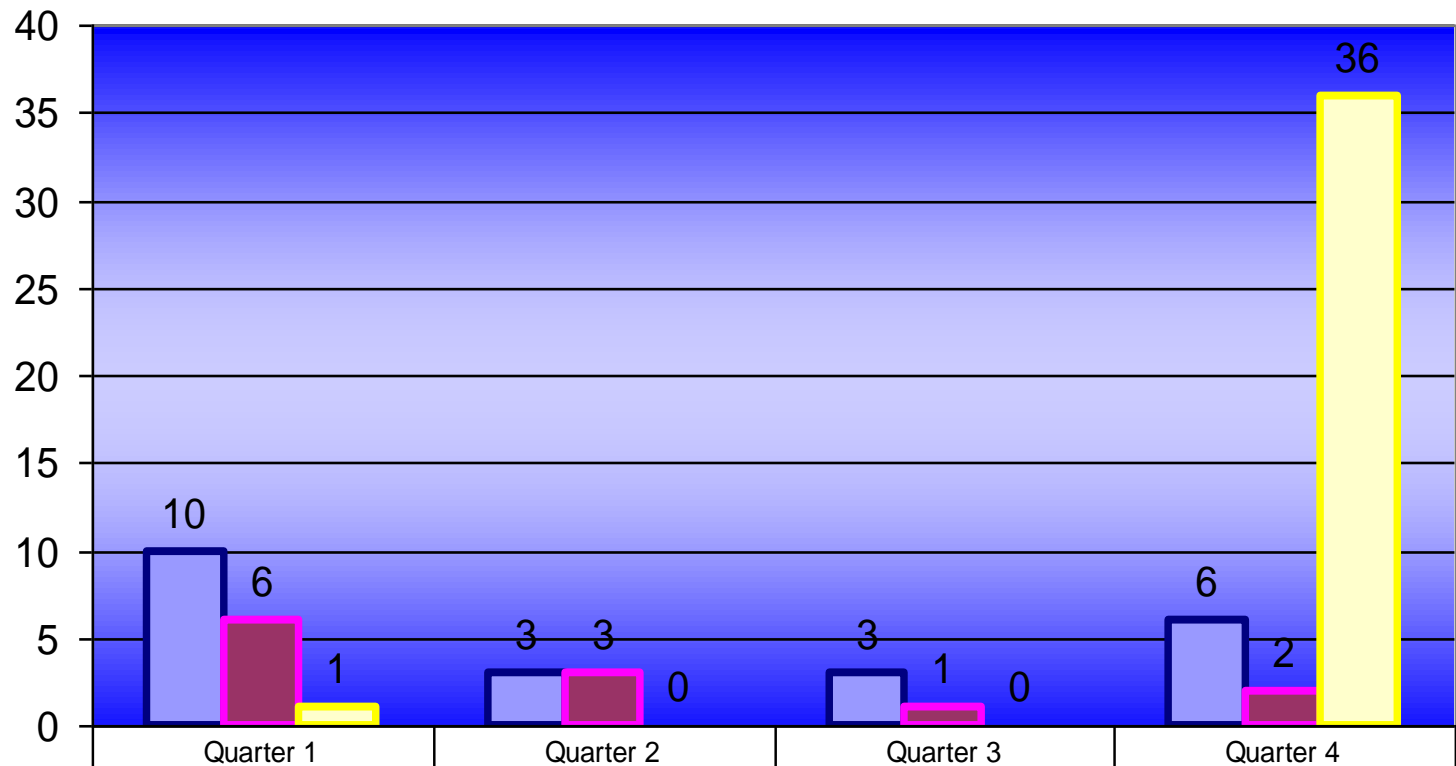
***11% decrease from November likely due to
seasonal variation***

Quality Management

On-going Quality Initiatives

- Adult and Child Studies underway
- Final analysis of Provider Satisfaction survey underway
- Member Satisfaction close to completion
- Mercer Post-Implementation evaluation held January 3-5, 2007
- Continues to support all departments at the CT BHP

Total Number of Complaints Monthly 2006



■ Adult Member Complaints
■ Child member Complaints
■ Provider Complaints

10

3

3

6

6

3

1

2

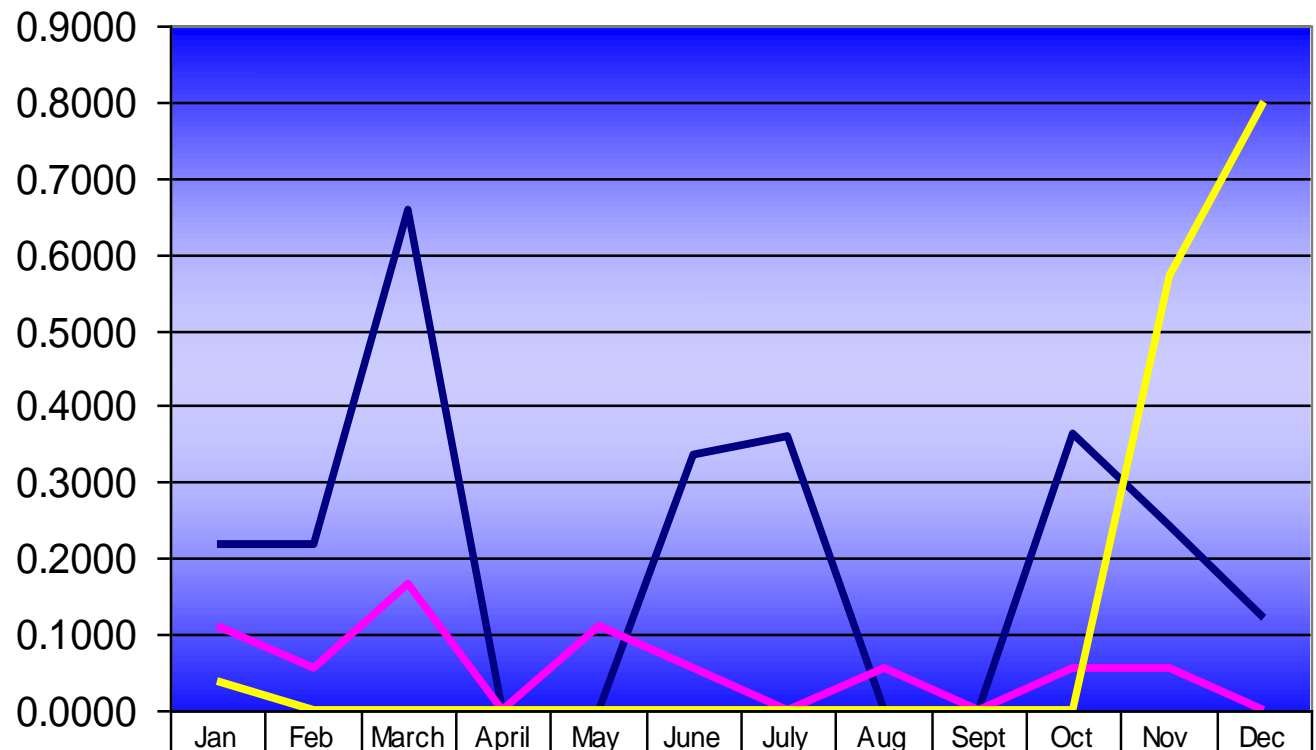
1

0

0

36

Complaints per 1,000 members

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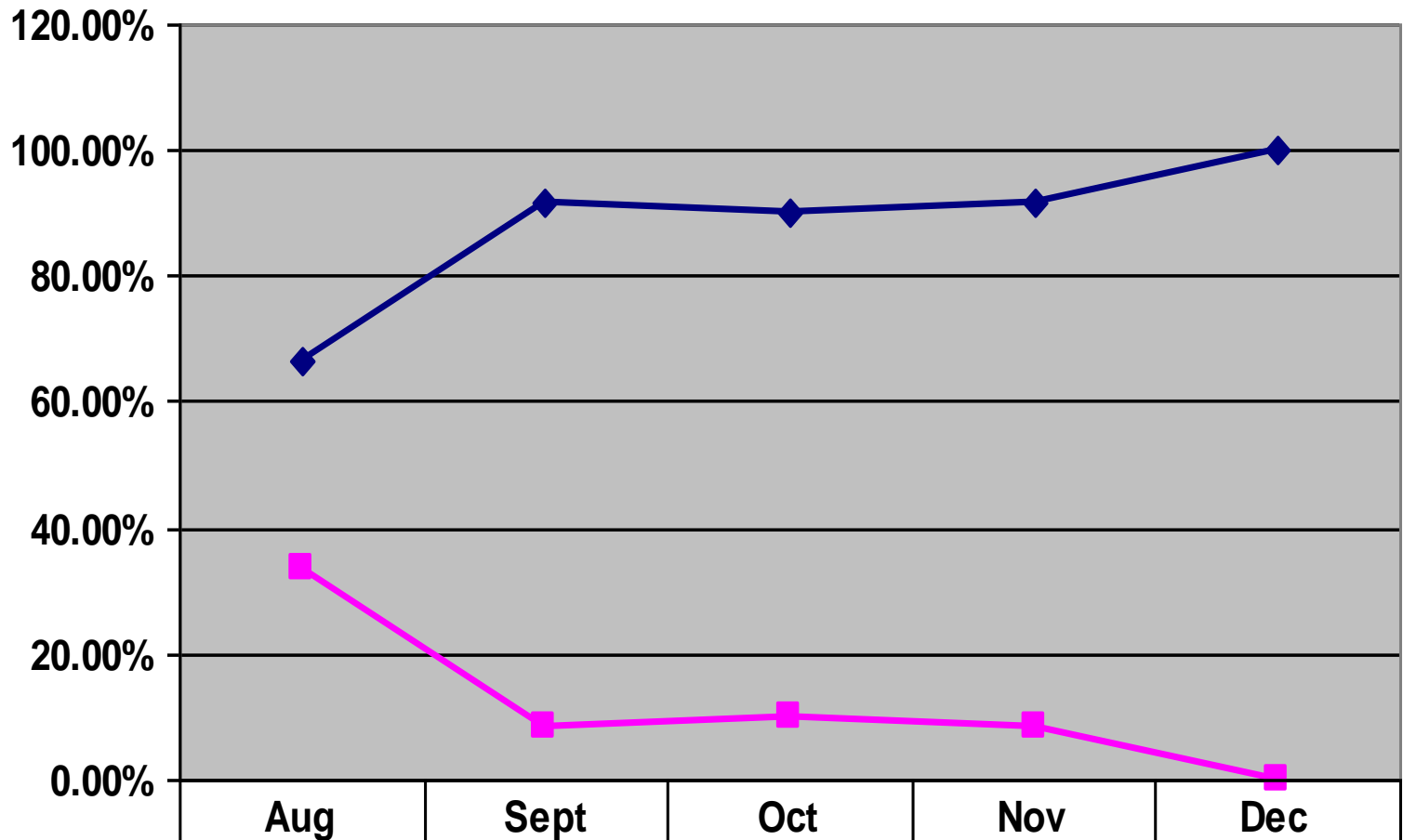
Complaints

- Increase in provider calls in fourth Quarter related to the use of the Web Registration
- Majority of the issues related to providers wanting to back date authorizations beyond the allowed timeframe

Grievances

- No Grievances have been filed since first Quarter 2006

Percent of Denials



◆ % Administrative

66.67%

91.67%

90.24%

91.67%

100.00%

■ % Medical Necessity

33.33%

8.33%

9.76%

8.33%

0.00%

Appeals

- Overall appeal rate is less than 1% of authorizations
- A typical denial (>90%) is generated by failure to adhere to administrative process rather than a Medical Necessity determination

System's Management

System Managers Update

- LADP presentation to the Oversight Committee 12/13/06
- Collaborative work with the Department regarding statewide initiatives
- Implementation of LADP action steps across the 15 plans
- Work with many Community Collaboratives to enhance their infrastructures
- Research related to LADP objectives
- Provider related recruitment efforts to address general/Geo Access identified issues

Community Interaction: Peer/Family Services

Peer Support Unit

- Peer and Family Peer Specialists attended:
 - 3 Home visits with members
 - 1 Child Specific Team Meeting
 - 5 Treatment/Discharge Planning Mtgs with Members/families
 - 1 Conference Call to assist family to prepare for school meeting
 - 20 Referrals given to various agencies and organizations
 - 10 Community Collaboratives, Area Advisory Council and MSS mtgs
 - 14 Community Outreach mtgs
 - 1 CT BHP Consumer and Family Advisory Sub-Committee mtg
- 96 Case Consultations in December
(27% increase from November)

Outreach Activities for Peer Unit

- Meeting with member's parent to assist with HUSKY application
- Introductory Meeting with Help Me Grow Program
- Attended Help Me Grow Networking Breakfast in Hartford
- Attended the Families United Support Groups in Enfield and Plainville
- Attended Helping Hands Support Group in Manchester
- Attended Eastern Connecticut Cooperative Workgroup
- Attended Assessing and Intervening Suicidal and Self-Injurious Youth Training
- Attended Juvenile Justice Legislative Breakfast in Waterbury
- Attended Presentation on Restraint and Seclusion held at the Legislative Office Building

Referrals Given by Peer Unit

- Access Agency
- African Caribbean American Parents of Children with Disabilities, Inc. (AFCAMP)
- Birth to Three Program
- Children's Law Center of Connecticut
- Connecticut Autism Spectrum Resource Center
- Connecticut Family Support Network-Northwest and Northeast Regions
- Connecticut Lifespan Respite Coalition
- Department of Children's and Families – Voluntary Services, DCF Ombudsman
- Department of Mental Health and Addiction Services (DMHAS) Young Adult Unit
- Families United for Children's Mental Health
- FAVOR – Advocacy Program
- Grandparents Raising Grandchildren Support Group
- Housing Authority
- Infoline 211
- KUHN Employment Agency
- Meriden VNA
- Middletown Youth and Family Services
- National Alliance for Mental Illness of Connecticut (NAMI-CT)
- North Star Support Group
- Neil Quatrano's Parenting Workshop
- Office of Protection and Advocacy
- Padres Abriendo Puertas (PAP)
- Parent Leadership Training Institute for upcoming training
- Special Education Resource Center
- Statewide Legal Services of Connecticut
- Systems of Care
- Tri-State Support Network for Families Raising Children with Bipolar- The Connecticut Group