Report to the Operations
Sub-Committee
April 13, 2007

Network Operations

Provider Relations Phone Stats

February 2007

291

Web Registration Inquiries

General Provider Inquiries

Rapid Response Team

- Reviewed authorization related claims issues for 180 providers (11/2006-present)

- Provider outreach letters sent to providers to offer assistance in the authorization process

Rapid Response Team, cont'd

- Provider Outreach Correspondence
  - 39 PHD Level
  - 25 MD Level
  - 15 APRN Level
- Provider Site Visits
  - 2 Group Practices
  - 19 Facilities

Web Registration

- Batch Process Update: Draft survey 3/15/07
  Awaiting feedback on draft survey
- Security Access/User ID Requests
  - 2,236 User Id's generated as of 3/30/2007

- Winfax – Non Web/Paper Registrations
  - 153 Providers currently using paper registration as of 3/31/07
  - Efforts continue to engage providers in the web process vs paper process
  - 289 Faxes Received - Nov 06
  - 379 Faxes Received - Dec 06
  - 250 Faxes Received - Jan 07
  - 249 Faxes Received - Feb 07

Web Registration cont'd

- Effective May 1, 2007 for dates of service May 1 and forward, no future dating will be allowed, must register for services after the initial face to face evaluation.

- Effectuate our ability to track true access.

- Cannot bill until services are registered.

- Electronic Network Alert issued on 4/2/07

Inpatient Psychiatric Bed Availability Roster

- The CT Inpatient Bed Tracking module will give Inpatient and PRTF providers the ability to update their inpatient bed availability in *real time* in a system called ABSolute. Inpatient users will be able to edit their own sites' bed availability based on a security code assigned to their user ID.

- **When?**
- July 1st is the current estimated go-live date.
- Bed Tracking trainings is TBA
- Planning for later inclusion of ED's conducting their own search
- **Participating Facilities**
- All CT inpatient psychiatric facilities (IPF and IMD)
- Several border hospitals
- Psychiatric Residential Treatment Facilities (PRTFs)

Why? What are the benefits of CT Inpatient Bed Tracking?

- Inpatient providers can indicate accurate bed availability as admissions and discharges occur, 24/7
- The Bed Search module in ABSolute will be able to "pull up" the appropriate matching inpatient facility <u>based on available bed(s) a provider has indicated</u>. This will save valuable time when a Member is in crisis and in need of inpatient level of care
- Multiple phone calls to hospitals to search for an available bed will not be necessary. One call to CT BHP to 1) review the case for a level of care decision and 2) to have a bed search conducted to locate an appropriate available inpatient bed *(a typical bed search takes less than 15 seconds)*
- Matches/bed searches can be made based on gender, age, specialty, populations served and County
- CT BHP Care Managers will begin using the Bed Search module on July 1st 2007.

Network Status

Prescribing and Non-Prescribing Providers 1st Quarter 2007

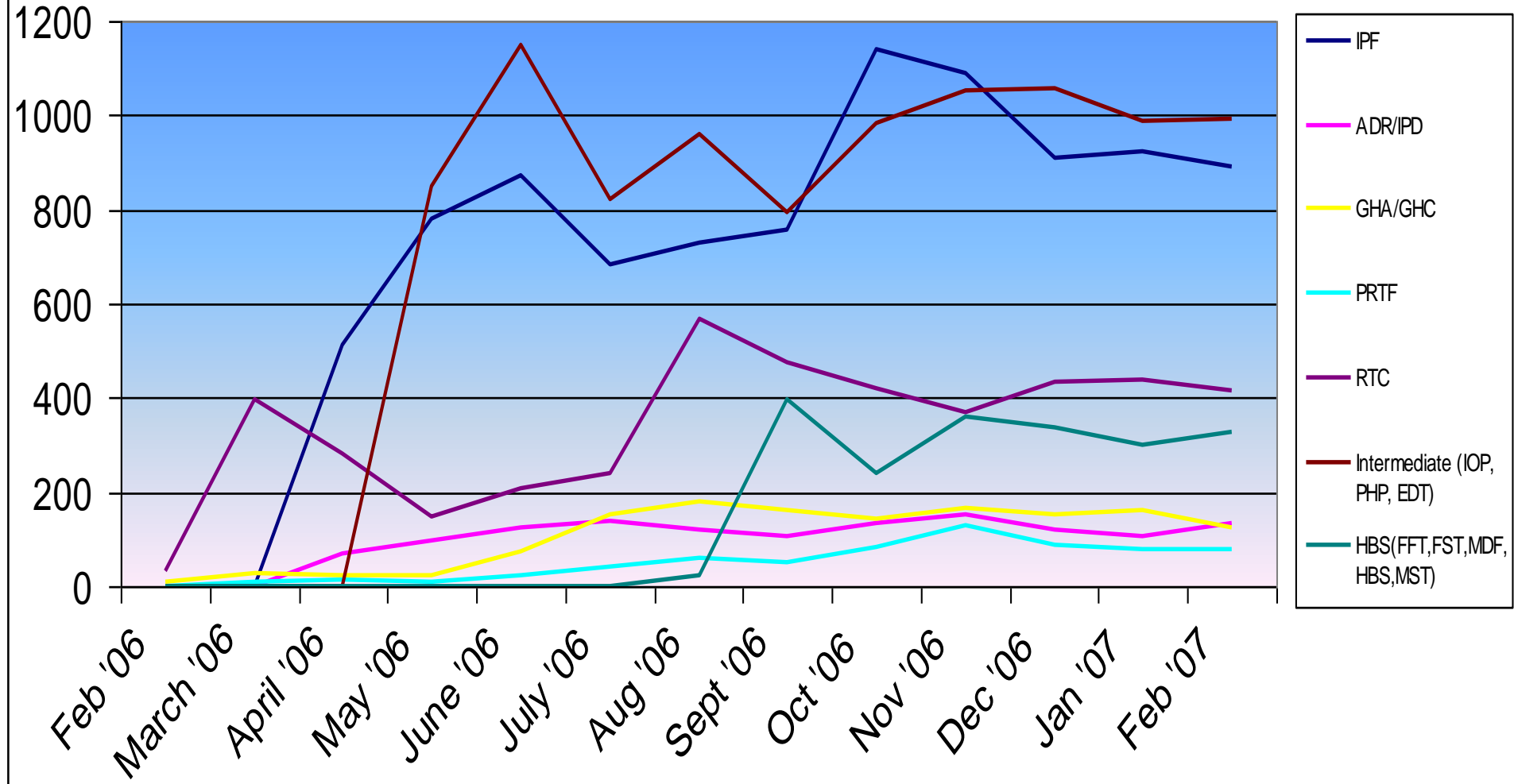| Beginning of Quarter	Beginning	Added	Deleted
Psychiatrists – 20/26	862	8	4
Psychiatric APRN – 23/26	210	5	0
Psychologist – 81/92	589	6	6
Social Workers – 81/9A	358	14	2
Marriage/Family Therapist – 81/9B	139	10	0
Alcohol/Drug Counselors – 81/9D	30	2	0

Clinical Operations
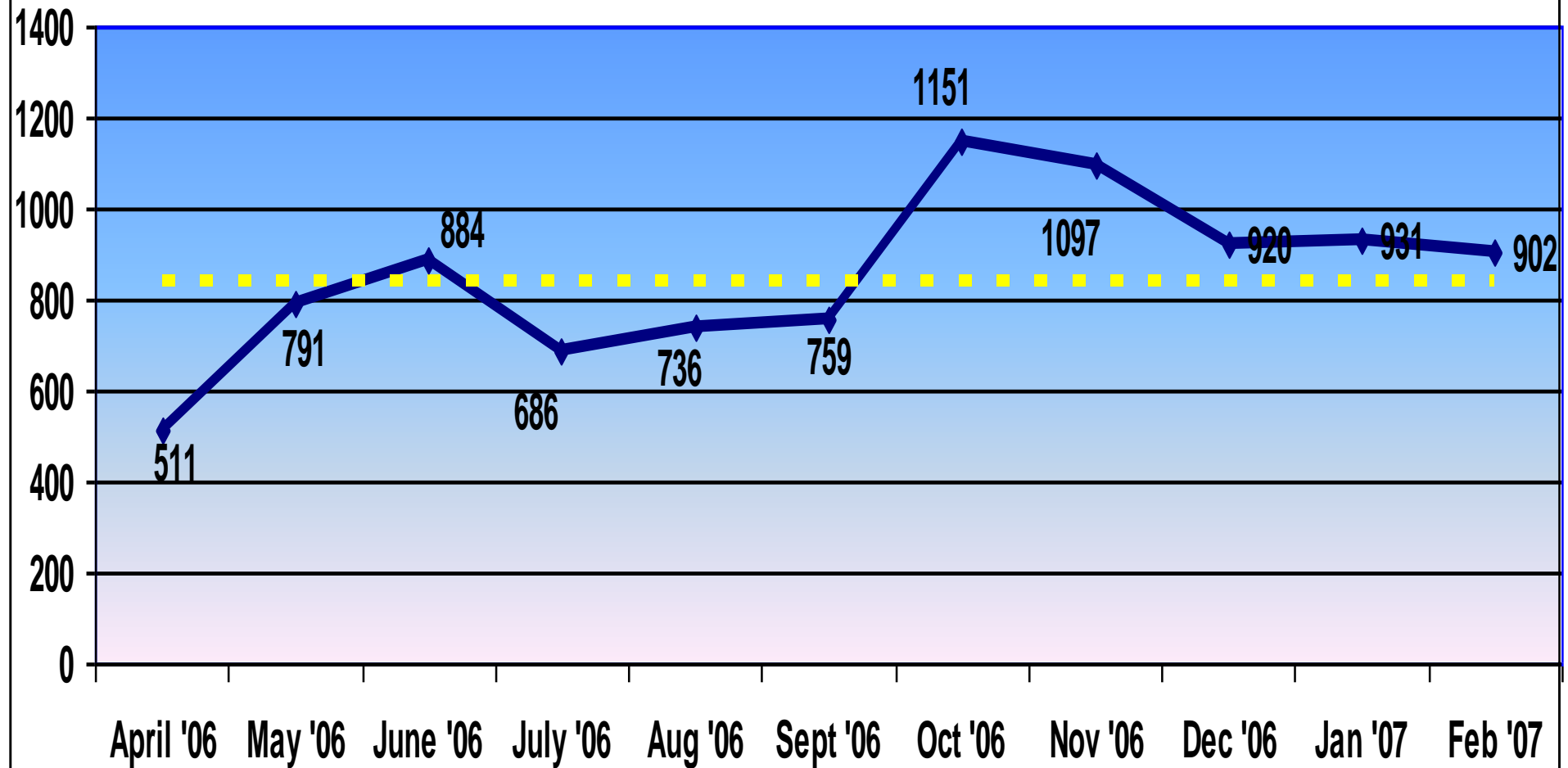
Timeliness of Pre-cert and CCR Process

- January and February analysis:
  - Pre certifications average = 15 minutes (1 outlier at 44 minutes)
  - Concurrent review average = 8-15 minutes (averaging a random sample from all four teams)
- This improvement is attributed to the following:
  - Four Teams: East, West, Residential and Home based
  - Providers being better prepared to conduct reviews
  - Increased comfort level with AIS screens, final revisions complete
  - Modified Outpatient CCR form complete

Authorizations and Concurrent Review

Auths per LOC for '06

Legend:
- IPF
- ADR/IPD
- GHA/GHC
- PRTF
- RTC
- Intermediate (IOP, PHP, EDT)
- HBS(FFT,FST,MDF, HBS,MST)

Authorizations and CCR for Acute Levels of Care
(IPF, & IPM)

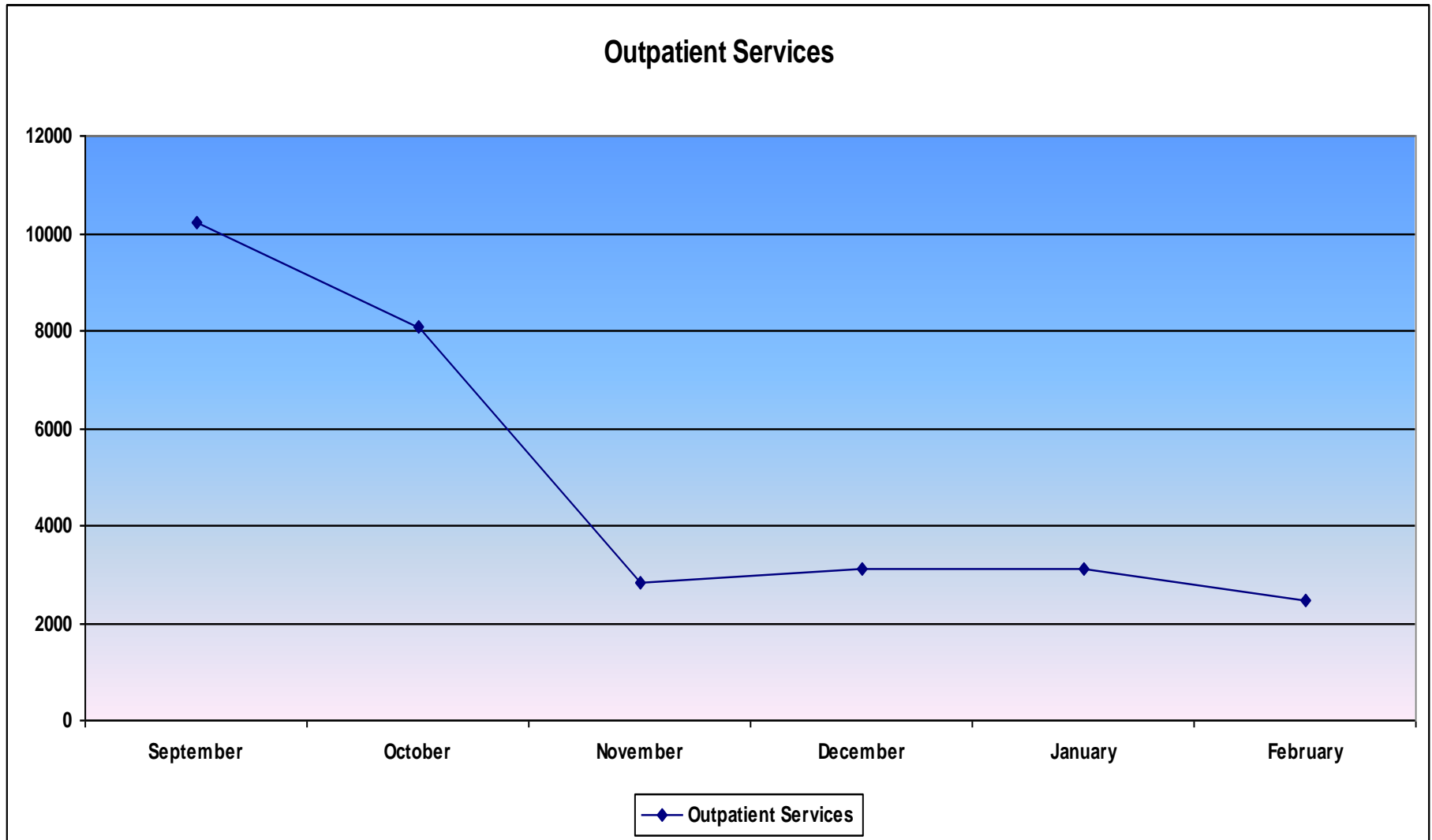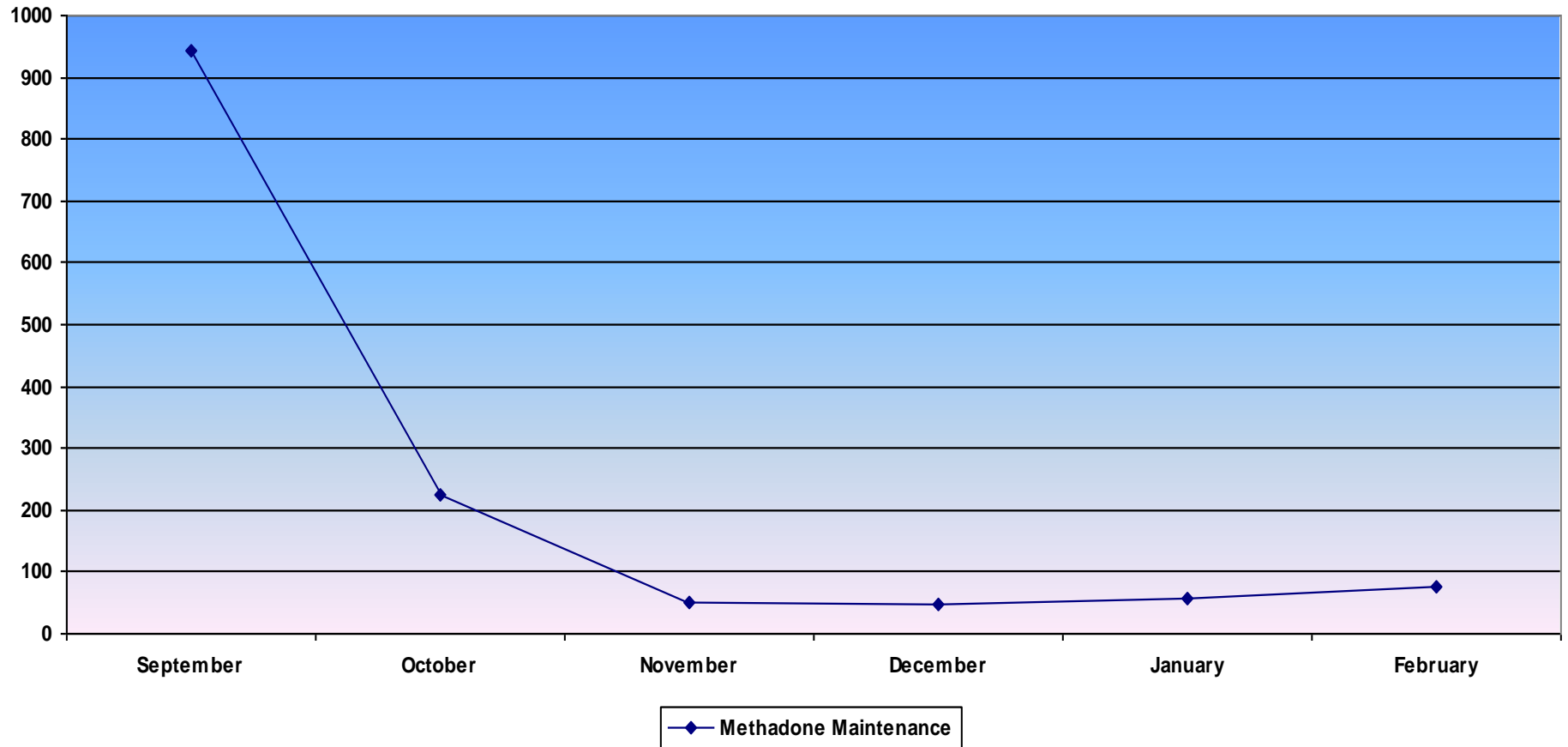|	April '06	May '06	June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07
Value	511	791	884	686	736	759	1151	1097	920	931	902

Outpatient Utilization

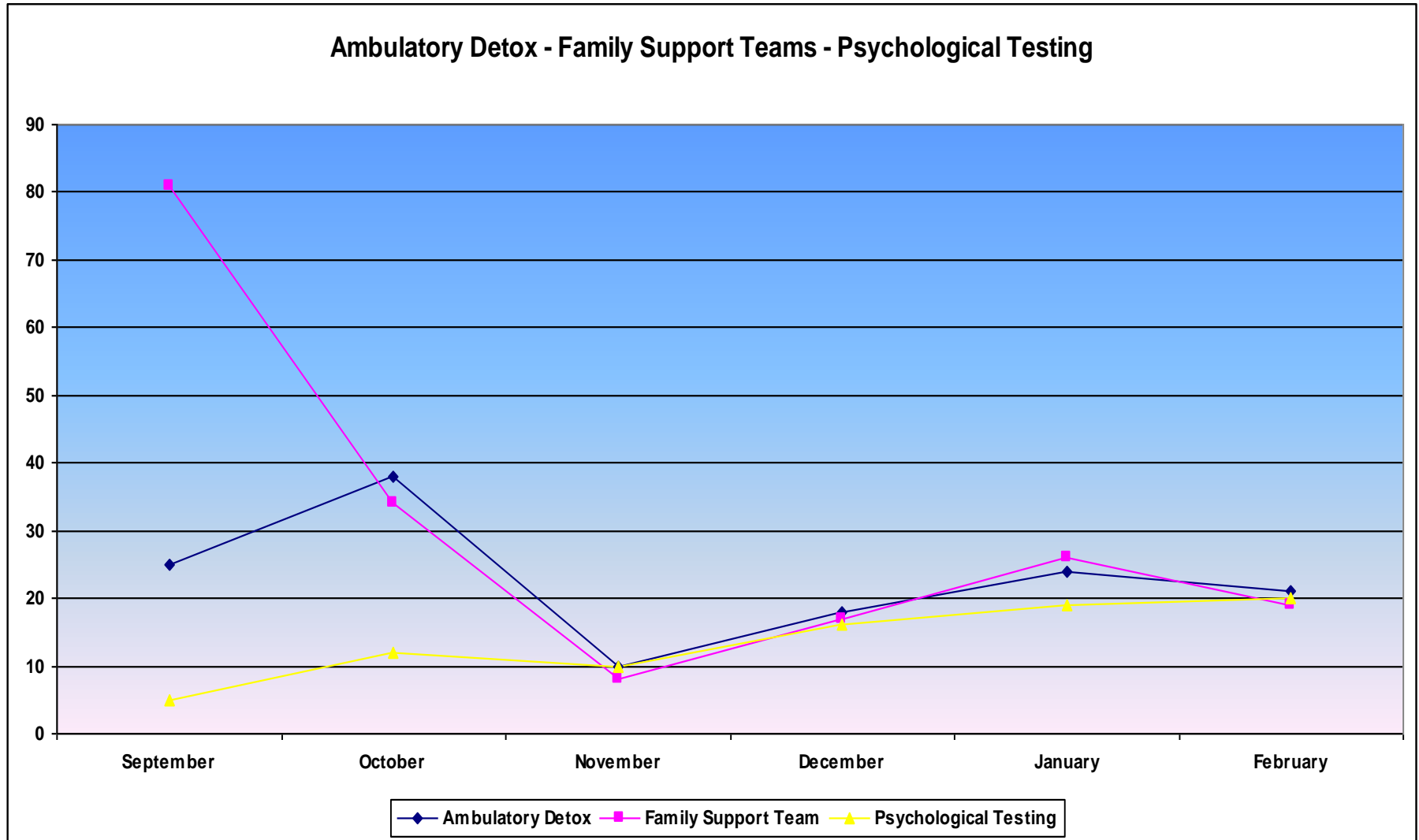# Outpatient Services
September 2006 – February 2007

Methadone Maintenance September 2006 – February 2007

Methadone Maintenance

Ambulatory Detox – FST – Psych Testing
September 2006 – February 2007

Ambulatory Detox - Family Support Teams - Psychological Testing

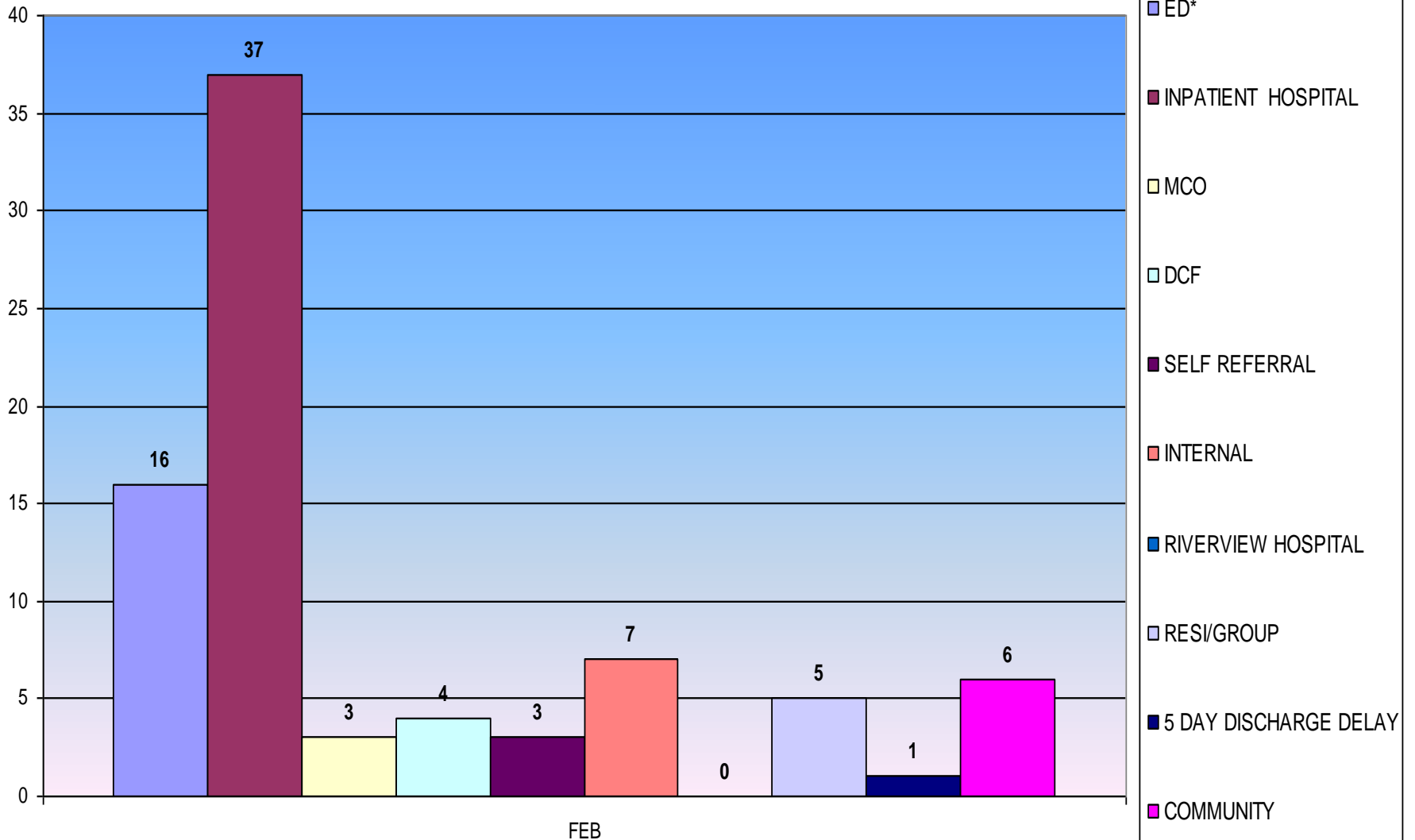Legend: Ambulatory Detox, Family Support Team, Psychological Testing

ICM Services

ICM Referrals February 2007

- ICM Referrals were down from previous month as a reflection of a shortened month rather than a change in trending with 82 new referrals accepted throughout the month of February 2007
- The highest source of referrals continued to come from inpatient hospital units as a result of heightened efforts to assist with disposition efforts
- The second highest source of referrals are coming through the EDs identified through daily calls in an effort to proactively divert members from inpatient levels of care
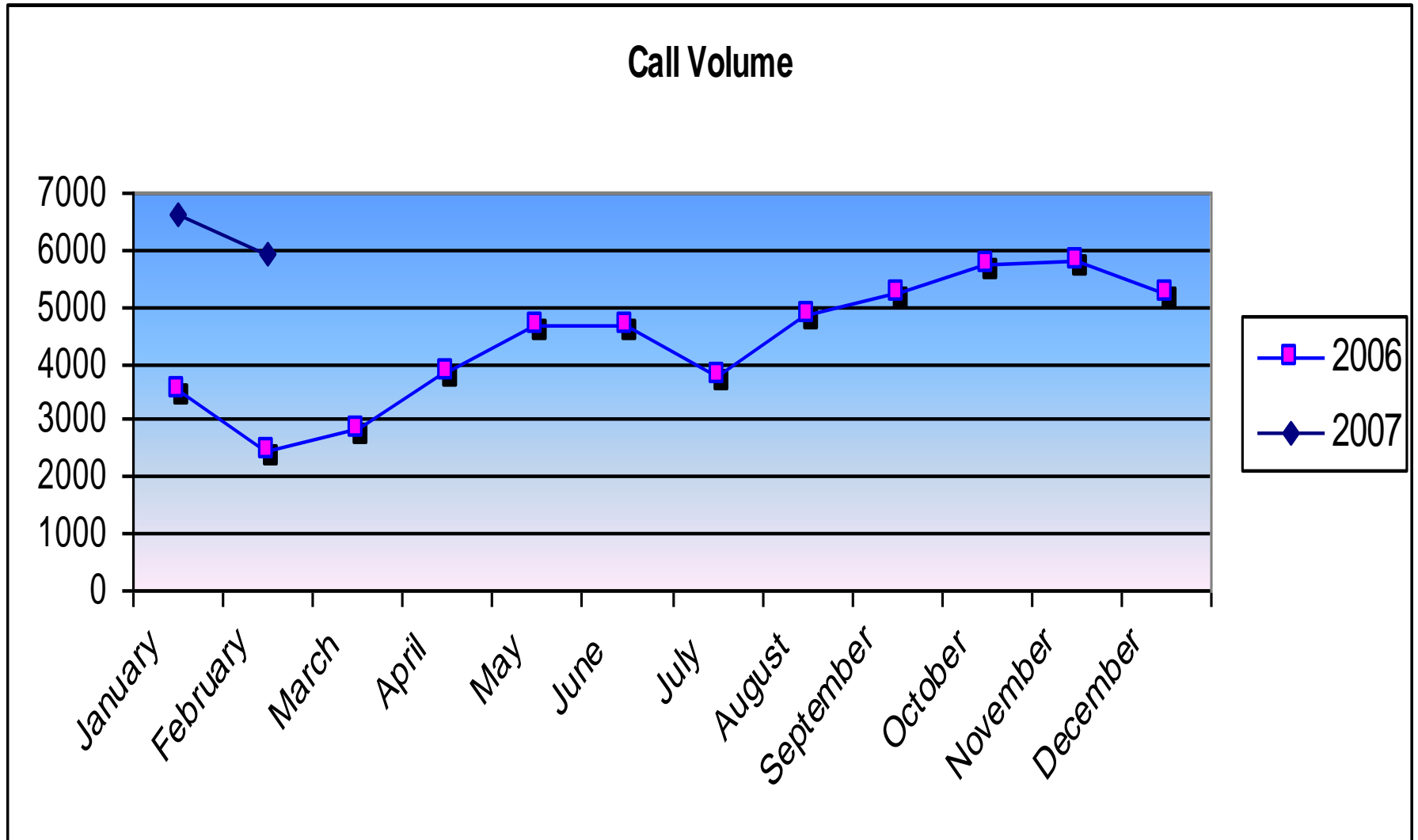- DCF and MCO referrals remained steady in February

ICM Tracking Referral Source
February 2007

Legend:
- ED*
- INPATIENT HOSPITAL
- MCO
- DCF
- SELF REFERRAL
- INTERNAL
- RIVERVIEW HOSPITAL
- RESI/GROUP
- 5 DAY DISCHARGE DELAY
- COMMUNITY

Values (FEB):
- ED*: 16
- INPATIENT HOSPITAL: 37
- MCO: 3
- DCF: 4
- SELF REFERRAL: 3
- INTERNAL: 7
- RIVERVIEW HOSPITAL: 0
- RESI/GROUP: 5
- 5 DAY DISCHARGE DELAY: 1
- COMMUNITY: 6

Customer Service/Call Center Activity

2006 and 2007 Call Volume YTD
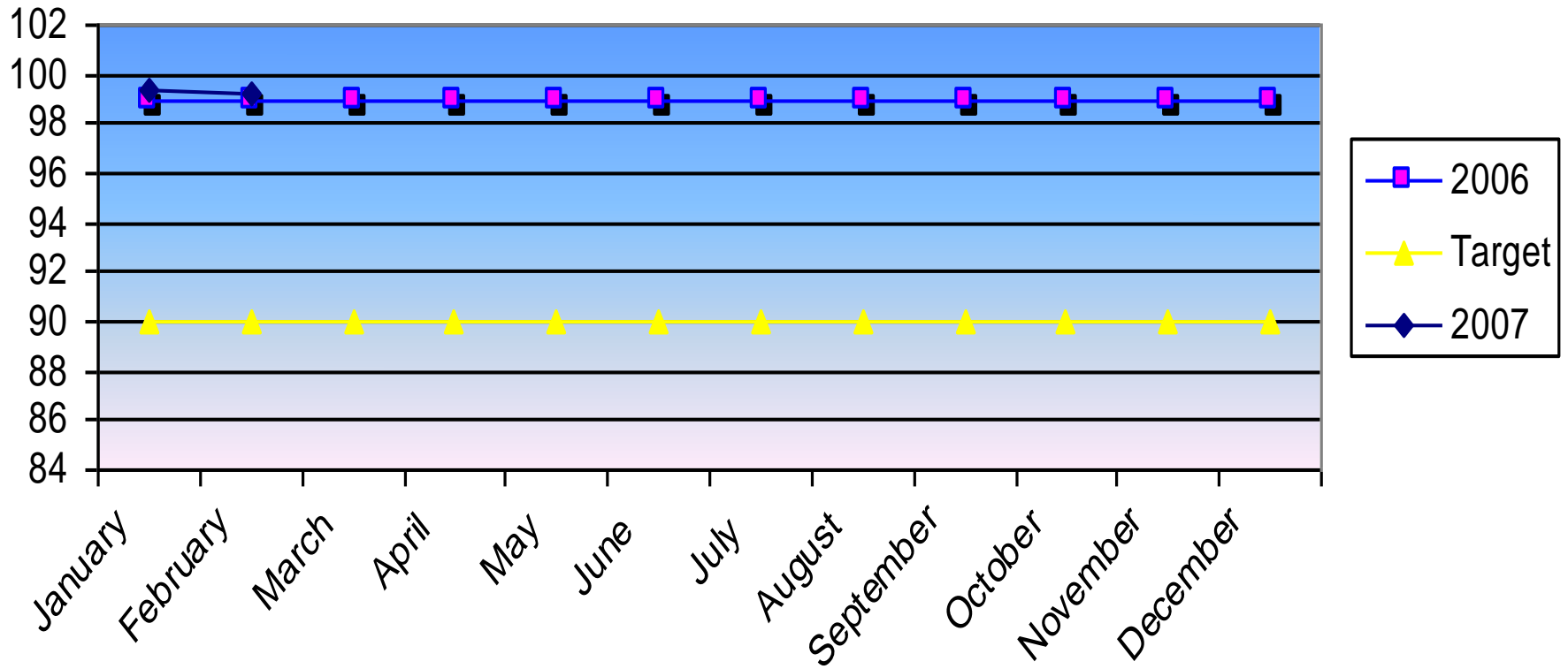

Call Volume

Calls answered in < 30 seconds YTD

% Answered in < 30 Seconds

CT BHP CALL MANAGEMENT
Incoming Calls Totals: February, 2007

Member Calls:	**1857**
Provider Calls:	**4016**
Crisis Calls:	**29**
Total	**5902**

Types of Service Connect Inquiries
February, 2007

33% - Provider Referrals for Members

11% - Member Eligibility Verification

53% - Provider Related/Authorization/Enrollment/Billing

3% - General Information

36% = Member Inquiries

Community Interaction: Peer/Family Services

Peer Support Unit

➢Peer and Family Peer Specialists attended 50 community meetings, examples include:

- ➢ Home Visits with Members
- ➢ DCF Meeting with Members/Families
- ➢ Child Specific Team Meeting
- ➢ Meeting with Family at Hospital
- ➢ Meeting at School
- ➢ Discharge Planning or Treatment Team Meetings with Family and Providers
- ➢ Community Collaboratives, Area Advisory Councils, and MSS Meetings
- ➢ Community Outreach Meetings

➢173 Consultations in March 2007

Outreach Activities for Peer Unit

- ➢ After Hours Evening for the Southeast Area
- ➢ Informational Meeting with Aspira Parent Support Group
- ➢ Children's Behavioral Health Advisory Committee Meeting and Sub-Committees Meetings
- ➢ CT BHP Consumer and Family Advisory Sub-Committee Meeting
- ➢ DCF Citizen Review Panel Meetings
- ➢ Families United Support Group in Plainville
- ➢ Focus Group for Foster Family Support Group in Thomaston
- ➢ Fourth Annual Summit Meeting in New Haven
- ➢ Helping Hands Support Group
- ➢ Help me Grow Networking Breakfast
- ➢ HBO Premier *Addiction Recovery* at CCAR
- ➢ Local Area Development Plan Workgroups
- ➢ Meeting with FAVOR
- ➢ Meeting with East Hartford Board of Education
- ➢ NAMI-CT Walk Kick-Off Luncheon
- ➢ Riverview Advisory Committee Meeting
- ➢ Youth Suicide Advisory Board Meeting
- ➢ Youth Suicide Prevention Initiative Meeting

Examples of Referrals Given by Peer Unit

- AFCAMP
- Alcoholics Anonymous (AA)
- Access Agency
- Autism Spectrum Resource Center (ASRC)
- Blue Care Family Plan
- Care-4-Kids
- Connecticut Association of Foster and Adoptive Parents (CAFAP)
- Connecticut Family Support Network (CFSN)
- Connecticut Parent Advocacy Center (CPAC)
- The COVE
- Department of Children and Families (DCF)
- Department of Education – Transportation
- Department of Mental Health and Addiction Services (DMHAS)
- Department of Social Services (DSS)
- Early Childhood Consultation Partnership
- Families United for Children's Mental Health
- FAVOR
- Grandparents Raising Grandchildren
- Helping Hands Support Group
- Malta House of Care
- Narcotics Anonymous (NA)
- Mary's Place
- National Alliance for Mental Illness of Connecticut (NAMI-CT)
- New Haven Diaper Bank
- New London PDD Support Group
- New Opportunities - Pantry and Energy Assistance
- North Star Support Group
- PEETA/AFCAMP Support Group
- State Department of Education's Special Education Resource Center (SERC)
- Statewide Legal Services
- Systems of Care
- Thompson Ecumenical Empowerment Group (TEEG)
- Tourette's Support Group
- Tri-State Support Network for Families Raising Children with Bipolar- The Connecticut Group
- WIC Program
- YMCA