# Operations
Sub-Committee

September 18, 2009

CT BHP Call Center

Call Center - Departmental Update

- Department continues to exceed established performance standards

- Department remains fully staffed

  – zero turnover in the last 18 months

- Supporting Clinical Department and Provider Relations Department on special projects and data entry

CT BHP Call Center Call Volume
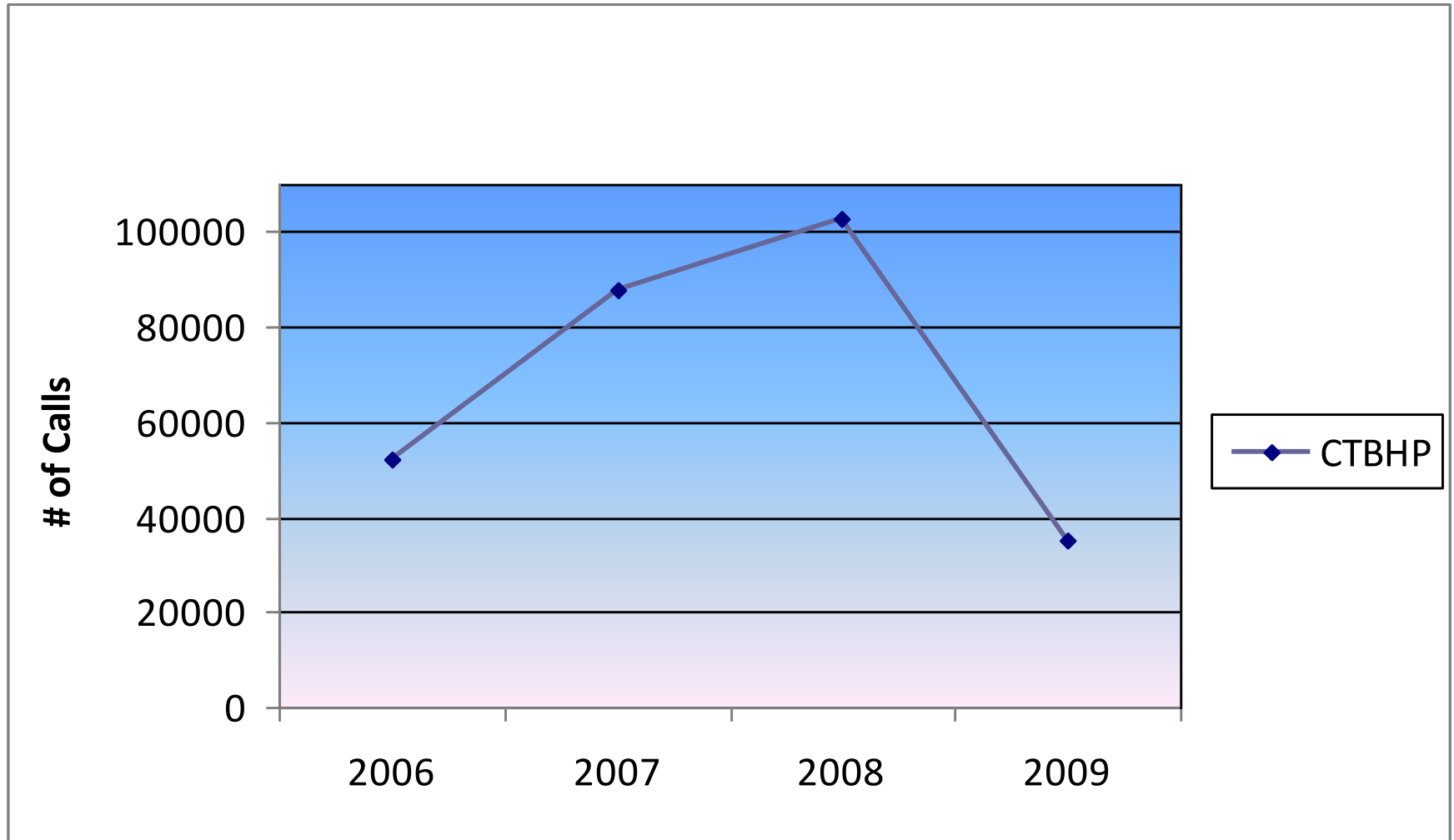
CT BHP Average Speed of Answer (ASA)
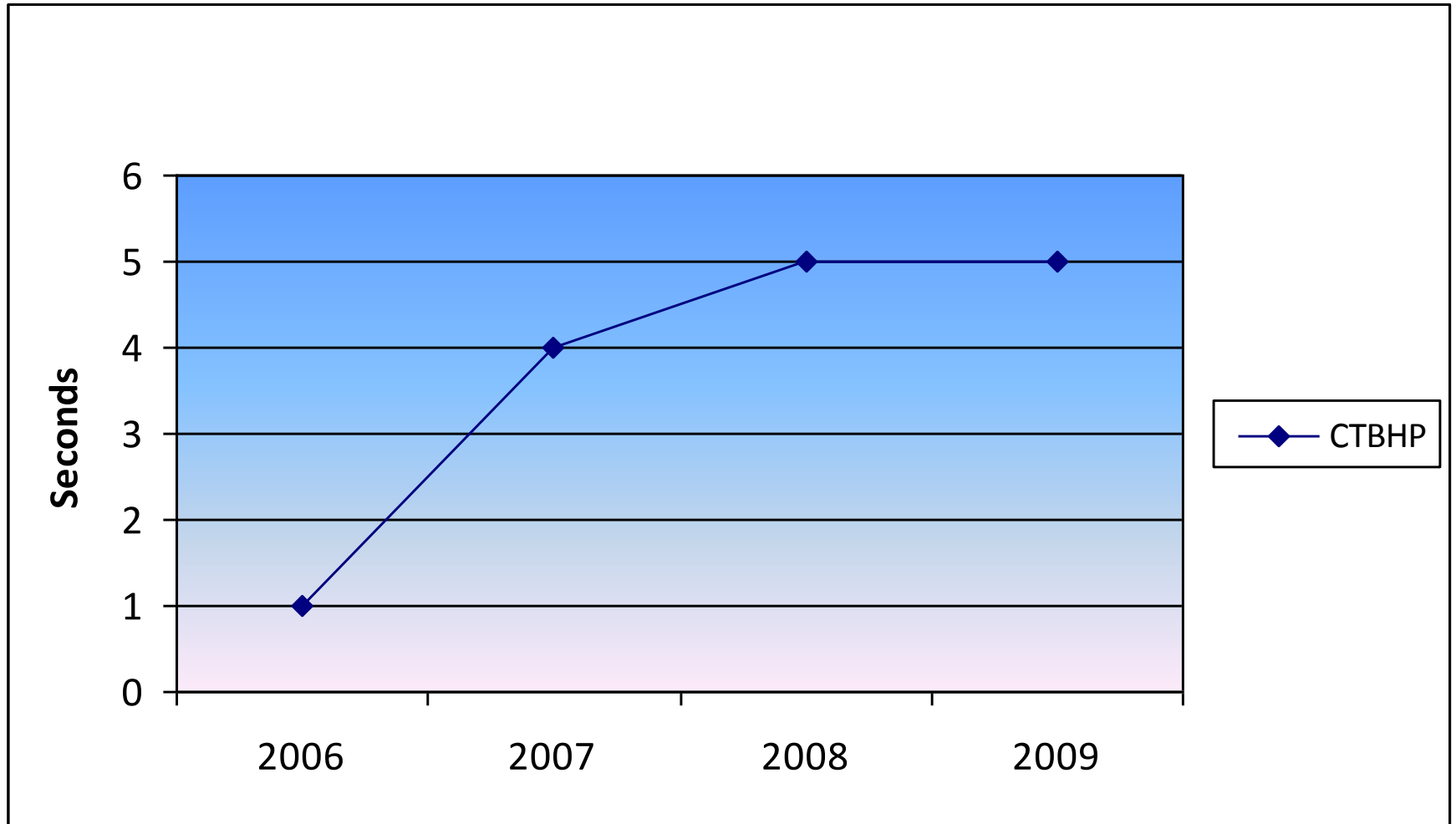
Quality Management

QM - Departmental Update

- Continue to meet or exceed all contractual standards

- One vacancy in the RNM department

- Lynne Ringer named QM Director
  - Internal QA
  - Chart Audits
  - Complaints, Grievances, Appeals, Denials
  - Grants

- Debra Struzinski named PARs Director
  - RNM Supervision
  - Oversight of current and future PARs and P4P processes and programs

CT BHP Denials & Appeals

DENIALS	Administrative	Medical Necessity
2006	116	10
2007	403	48
2008	518	162
2009 (YTD)	307	59
TOTAL	**1344**	**279**

APPEALS	Administrative	Medical Necessity
2006	19	0
2007	194	23
2008	248	51
2009 (YTD)	139	25
TOTAL	**600**	**99**

CT BHP Complaints & Grievances

COMPLAINTS & GRIEVANCES	Complaints	Grievances
2006	68	3
2007	43	4
2008	42	2
2009	18	0
TOTAL	171	9

Provider Analysis and Reporting

- Q2 2009 Inpatient data being shared

- Inpatient goals finalized for SFY 2010

- PRTF profile being run for distribution – will inform SFY LOS initiative/performance

- RNMs meeting with EDs and EMPS providers to gather data related to P4P initiative

- Secret Shopper and on-going reporting with ECCs

Clinical Management
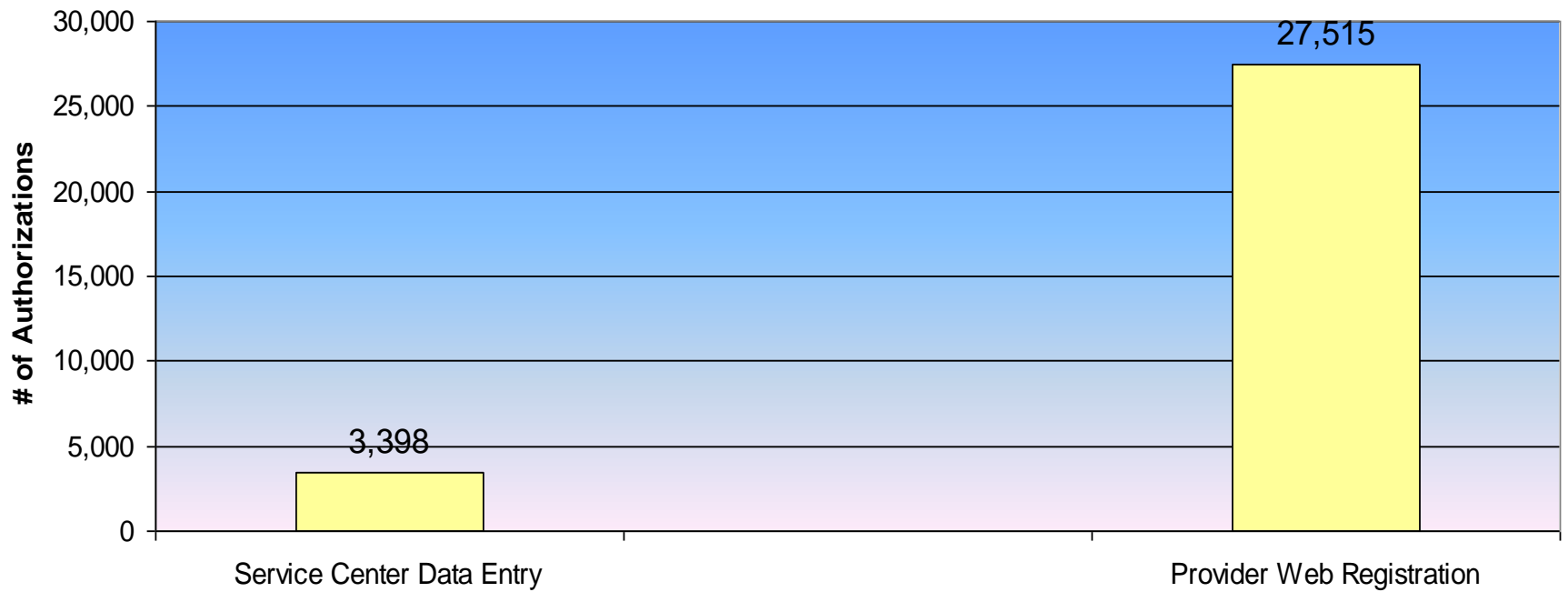
Clinical - Departmental Update

- Continue to meet or exceed all contractual assignments

- 3 current vacancies

- Moving home-based services to web registration in October

- Adult Inpatient Bypass program going well

- Introduced an Adult Detox Bypass program in July – results pending

- Continued review and refinement as needed of RTC processes

Clinical Operations Update
1/1/09 – 6/30/09

- New ICM cases opened: 653

- New Peer Cases: 435

- Pre-cert average call time: 16 minutes (remains static since March 2008)

- Concurrent Review average call time: 16 minutes *(remains static since beginning of the year 2008)*

Outpatient Registration
Data Entry Point
1/1/09 - 6/30/09

IT and Reporting

IT - Departmental Updates

- Meeting or exceeding all standards
- Fully staffed
  - zero turnover in last 18 months
- Approximately 1000 reports delivered per month (not unique, scrub reports, ad hoc, exhibit e, management)
- System migration planned for 2010
- Staff being trained in new technologies