



DSS and DCF report to the
Behavioral Health Partnership
Oversight Council

August 12, 2009

Updates

Performance Initiatives

- Hospital LOS
 - Initiative in final stage of negotiation
 - LOS target is settled
 - Family engagement target under review
- PRTF LOS
 - LOS target is settled
 - LOS already reduced to average of 6 months

Performance Initiatives

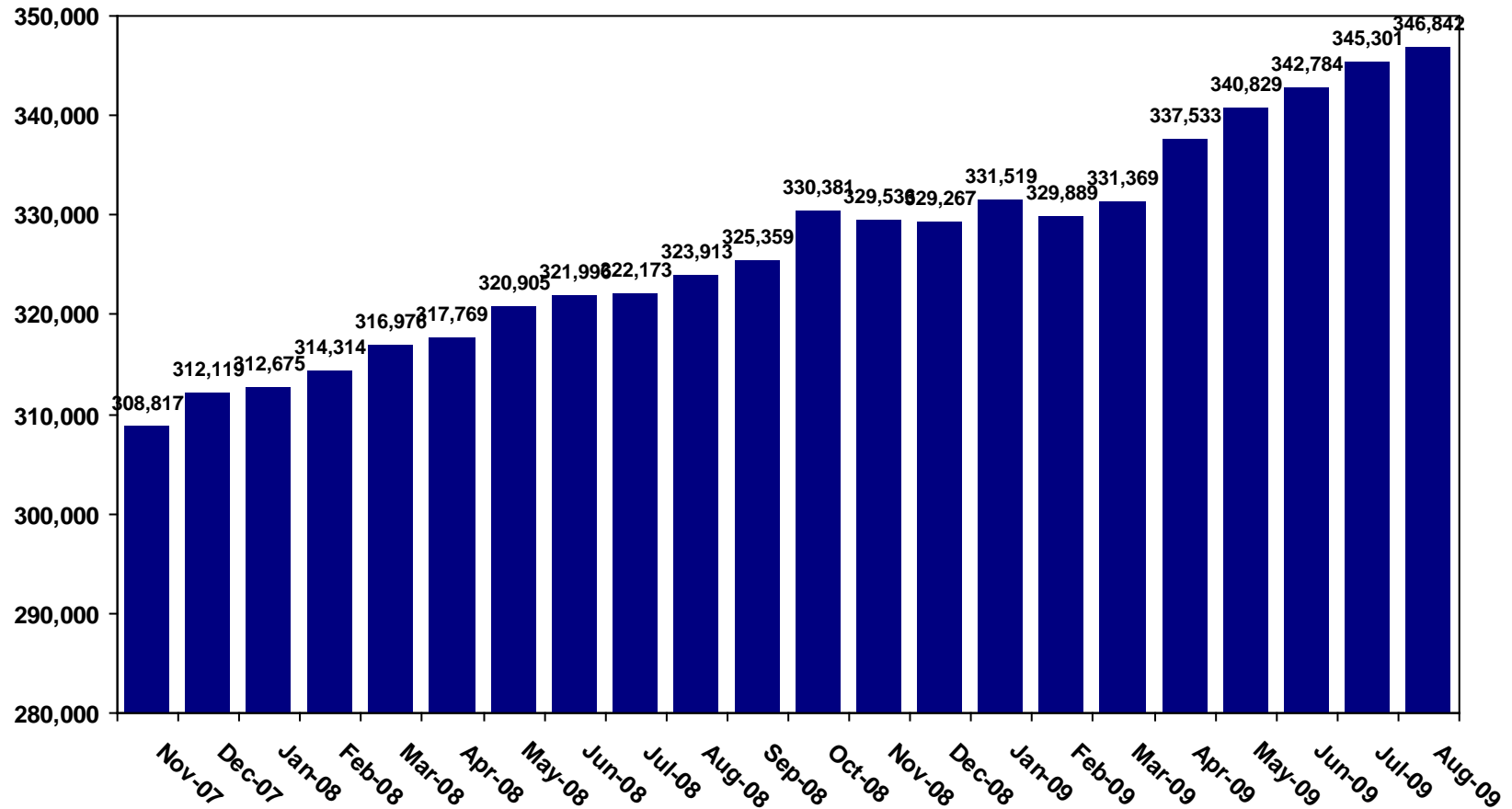
- EDT Initiative
 - Current LOA extends through SFY10
 - Amendment under consideration
- EMPS and Hospital ED
 - TBD

Miscellaneous

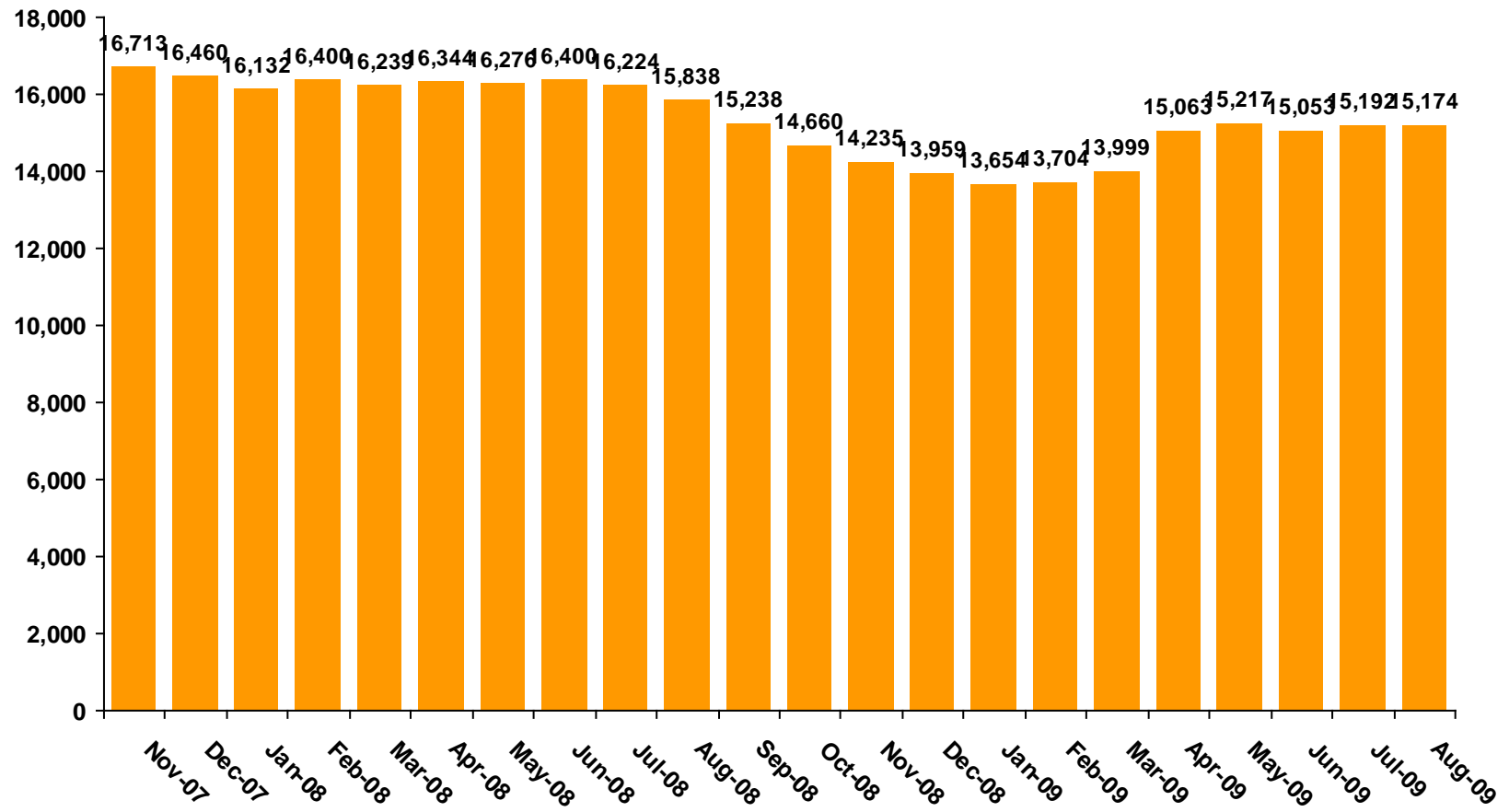
- Utilization reporting
- Rate updates
- Claims denial reporting
- 1115 Waiver
- Sustinet
- Child rehab regulation
- CT BHP regulation

Enrollment

HUSKY A Enrollment Growth - All

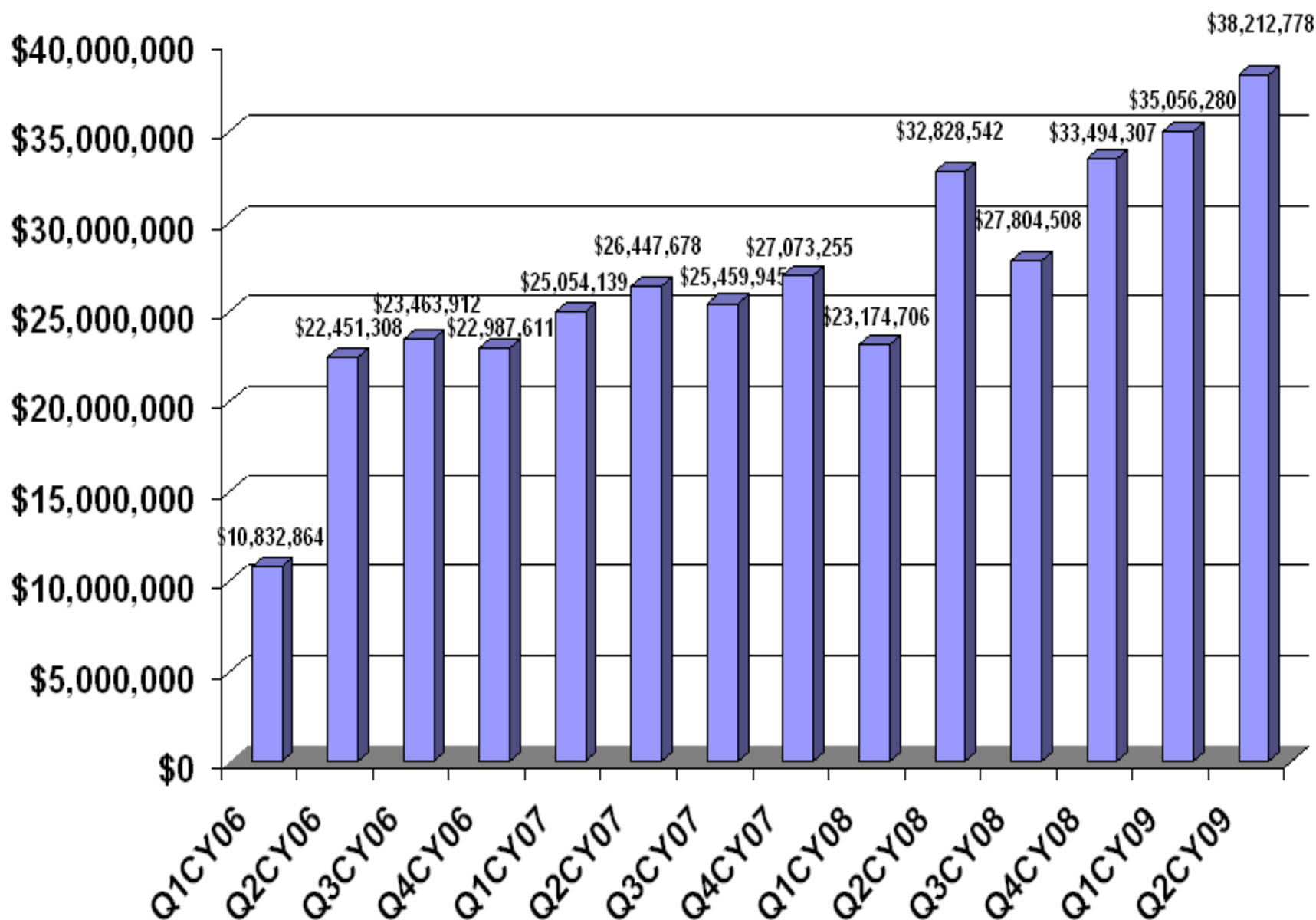


HUSKY B Enrollment Growth - All



Expenditures

CT BHP DOP Expenditures by Quarter

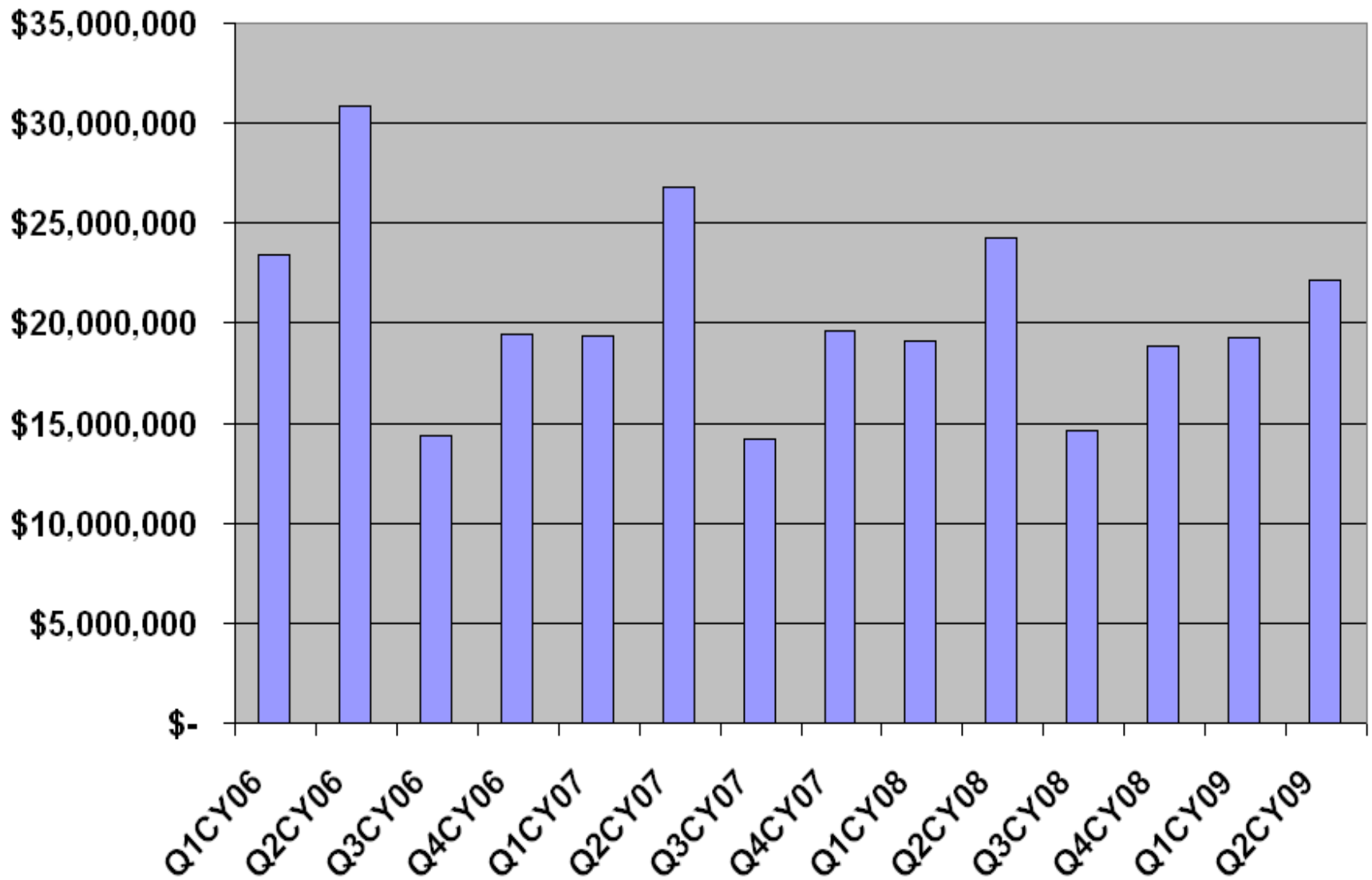


Annual CT BHP Expenditures by State Fiscal Year

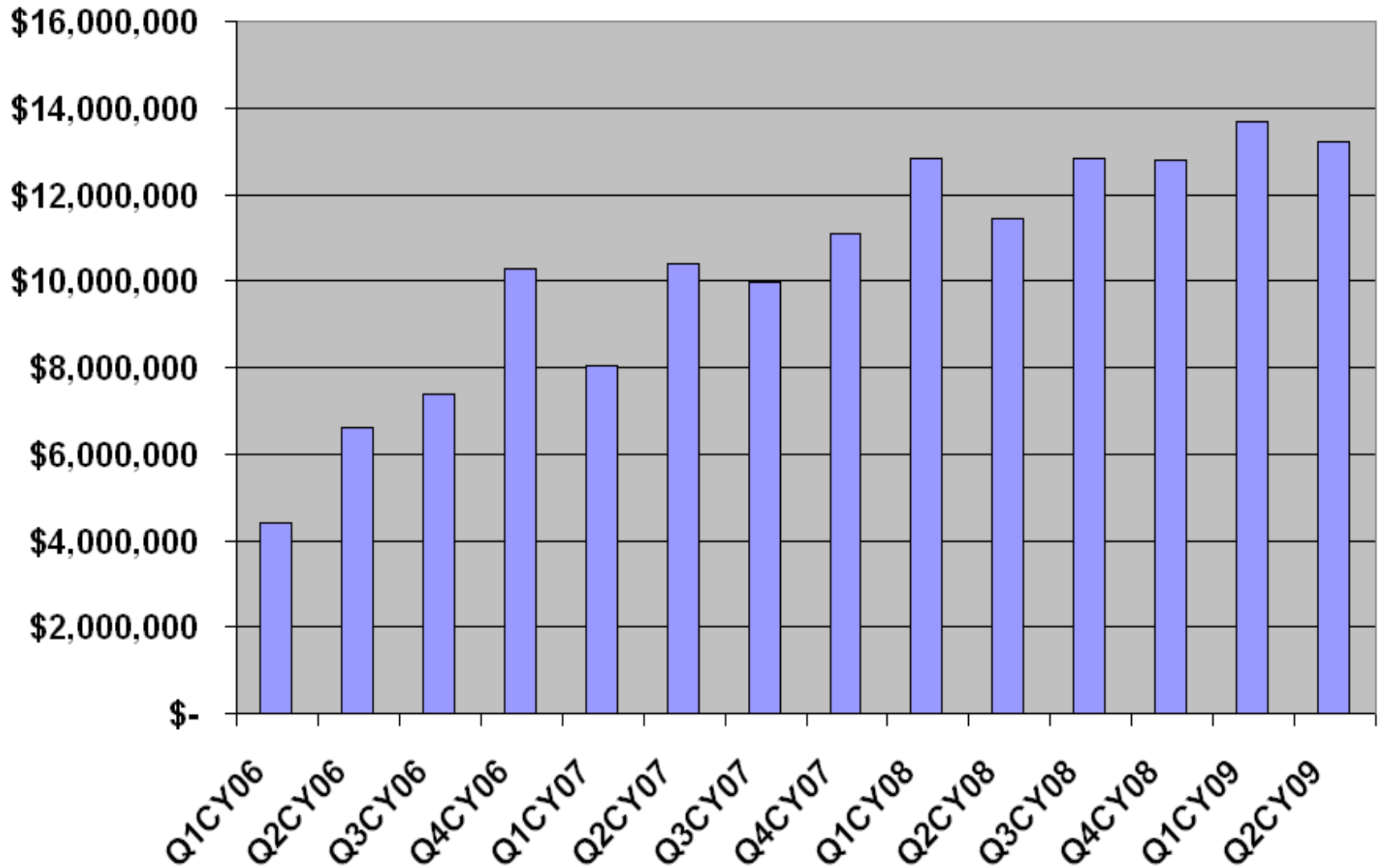
	SFY06	SFY07	SFY08	SFY09
HUSKY A	\$32,560,572	\$94,563,848	\$104,931,636	\$130,578,440
HUSKY B	\$723,599	\$3,389,493	\$3,604,812	\$3,989,433

Note: Does not include State Ops

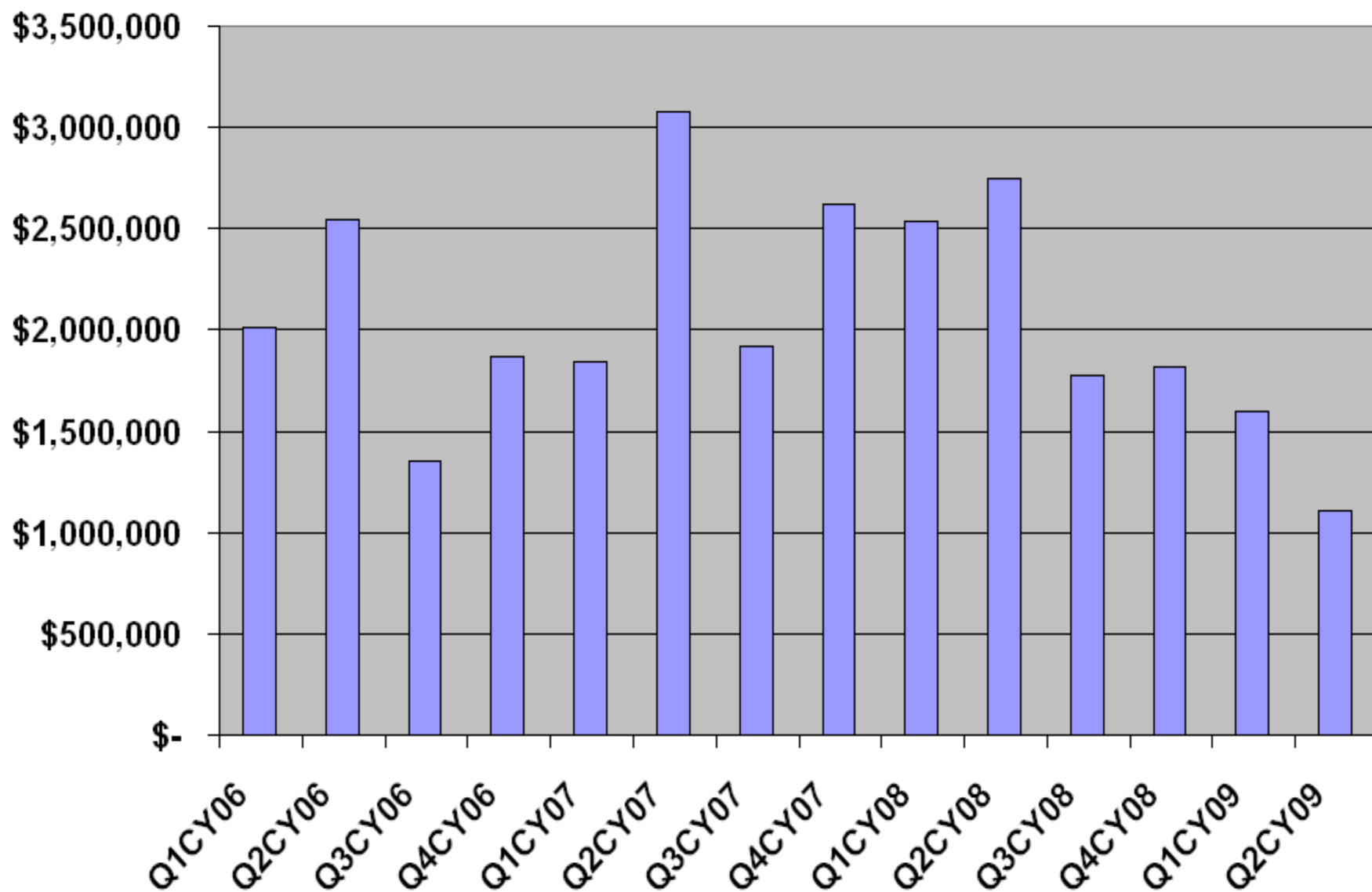
Residential Expenditures by Quarter



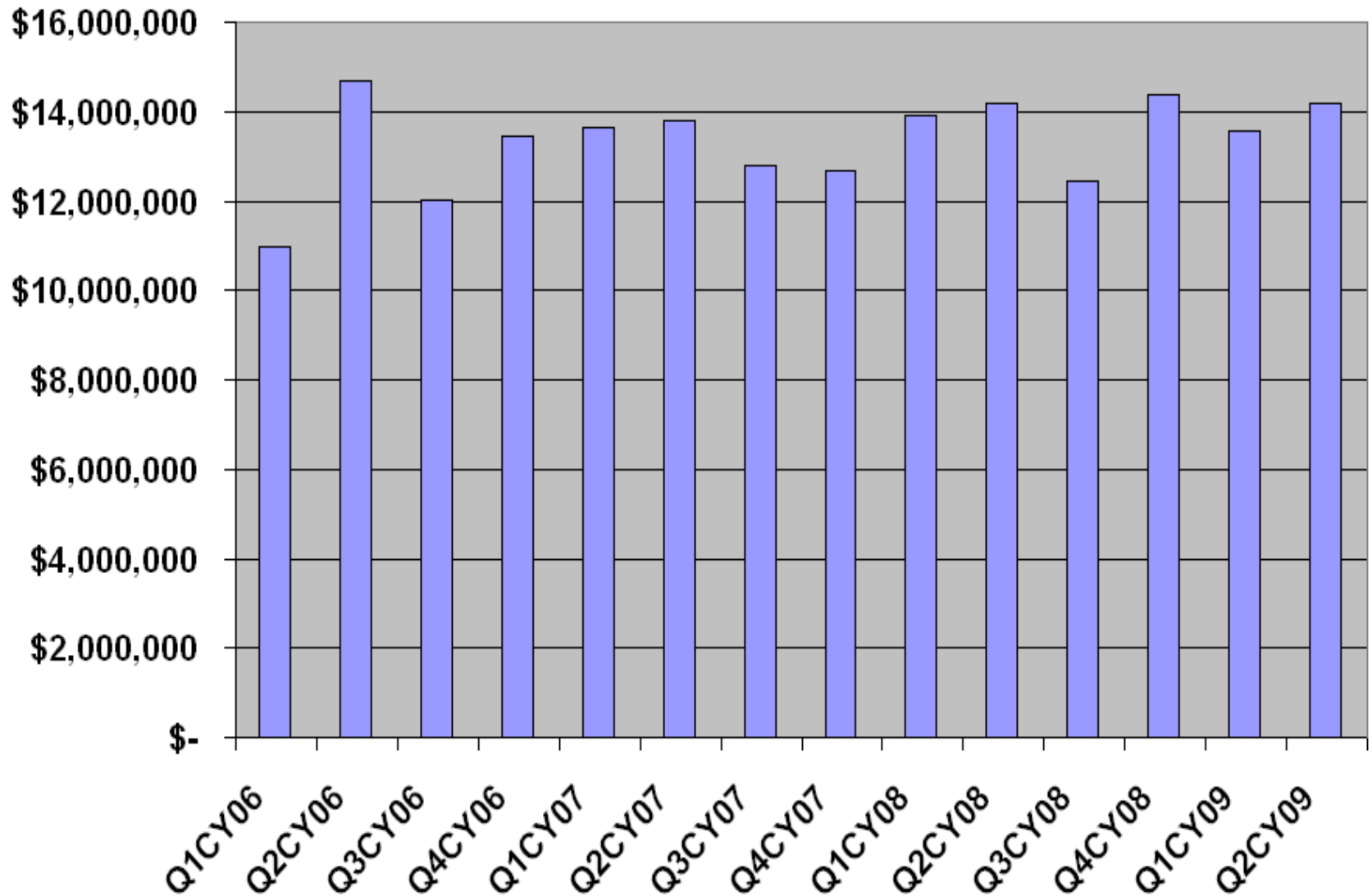
Therapeutic Group Home Expenditures by Quarter



PASS Group Home Expenditures by Quarter



Community Based* Services Expenditures by Quarter



Community Based Programs*

- Crisis Stabilization
- Care Coordination
- EMPS
- Enhanced Care Coordination
- Extended Day
- Home-Based
- OP Child Psych
- Op Adolescent Substance Abuse



Behavioral Health

Charter Oak Behavioral Health

Applications and enrollment as of 8/10/09

- Applications Received 27,945
- Applications Approved 21,450
- Clients Enrolled 9,566



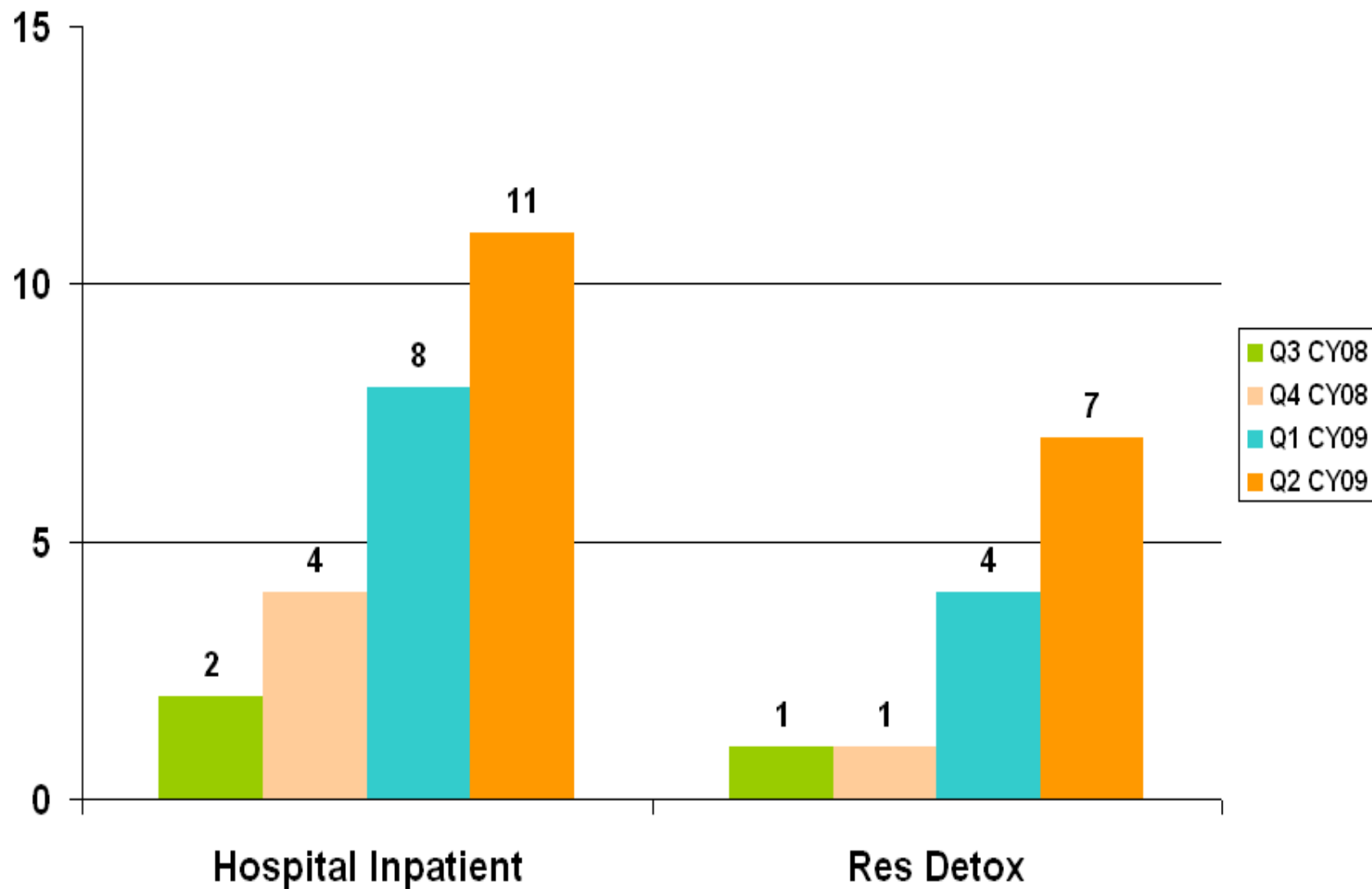
Charter Oak Behavioral Health

Enrollment by Plan

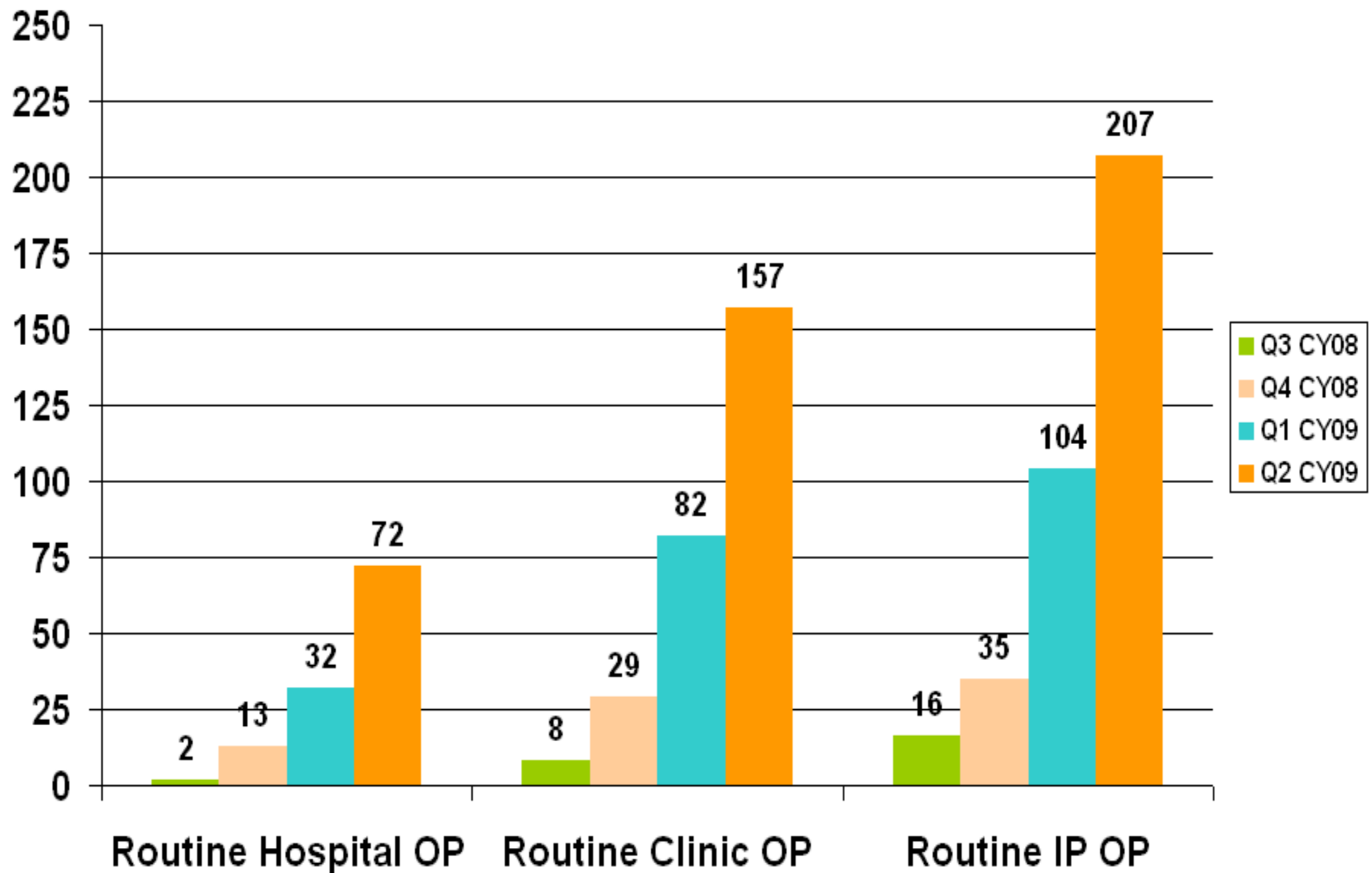
- Aetna Better Health – 4,858
- AmeriChoice by United Healthcare – 1,422
- CHNCT – 3,286
 - ❑ 3,121 referred to DSS for other publicly funded programs (HUSKY, SAGA, Medical for Working Disabled, Medicaid (MAABD))
 - ❑ 16,380 either denied or closed due to voluntary termination request

Charter Oak Behavioral Health Utilization

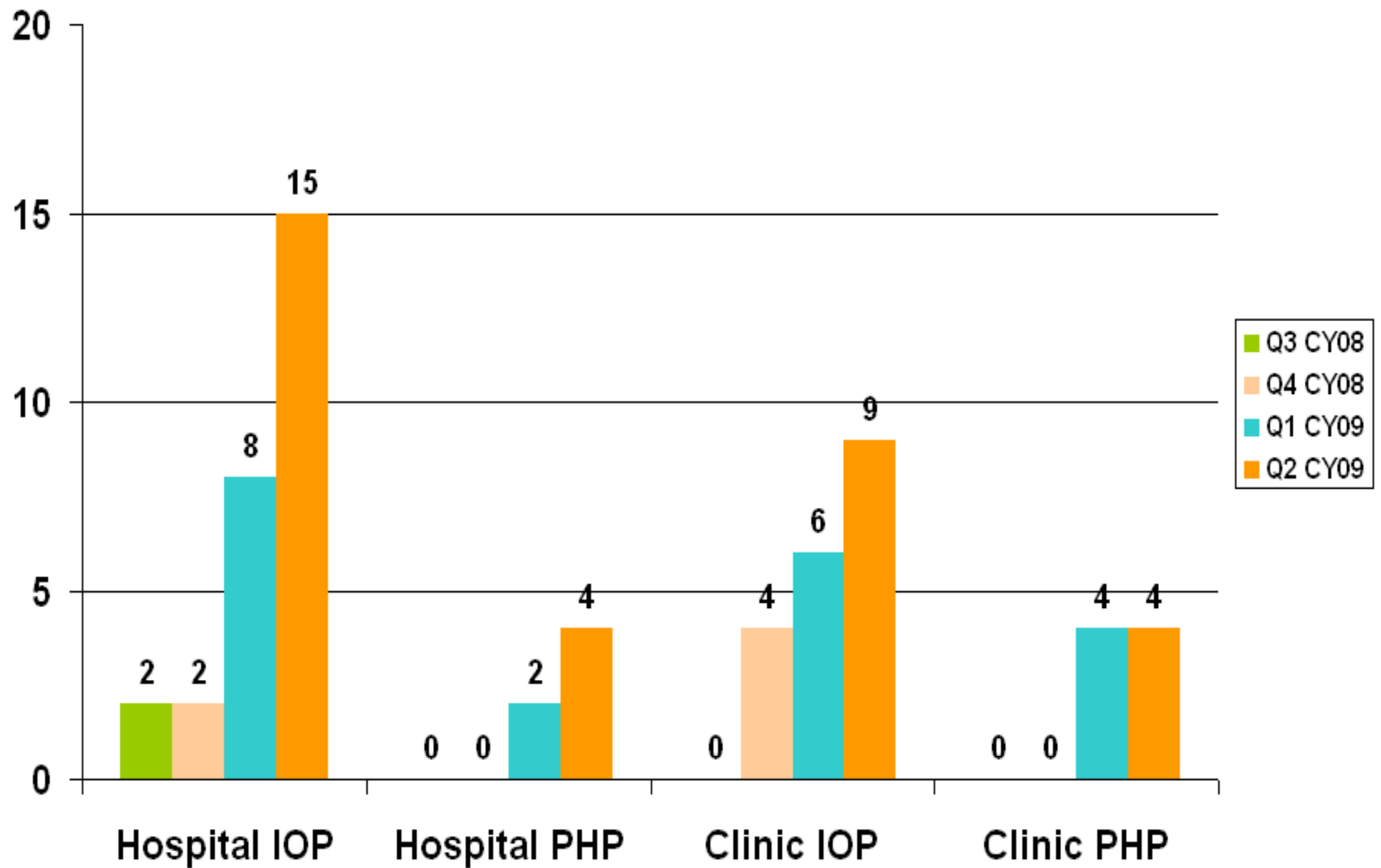
Charter Oak BH Undup Recipients



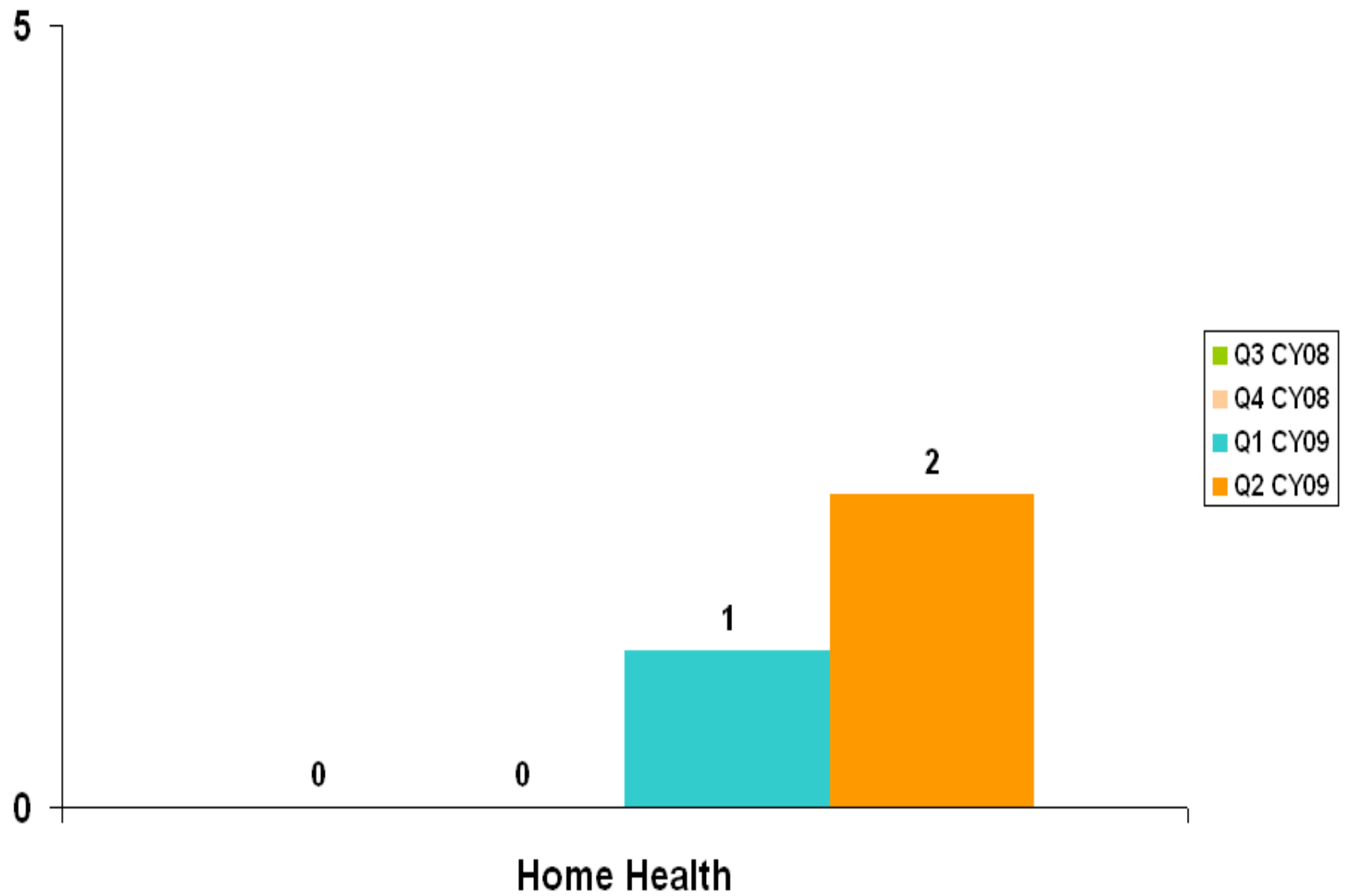
Charter Oak BH Undup Recipients



Charter Oak BH Undup Recipients

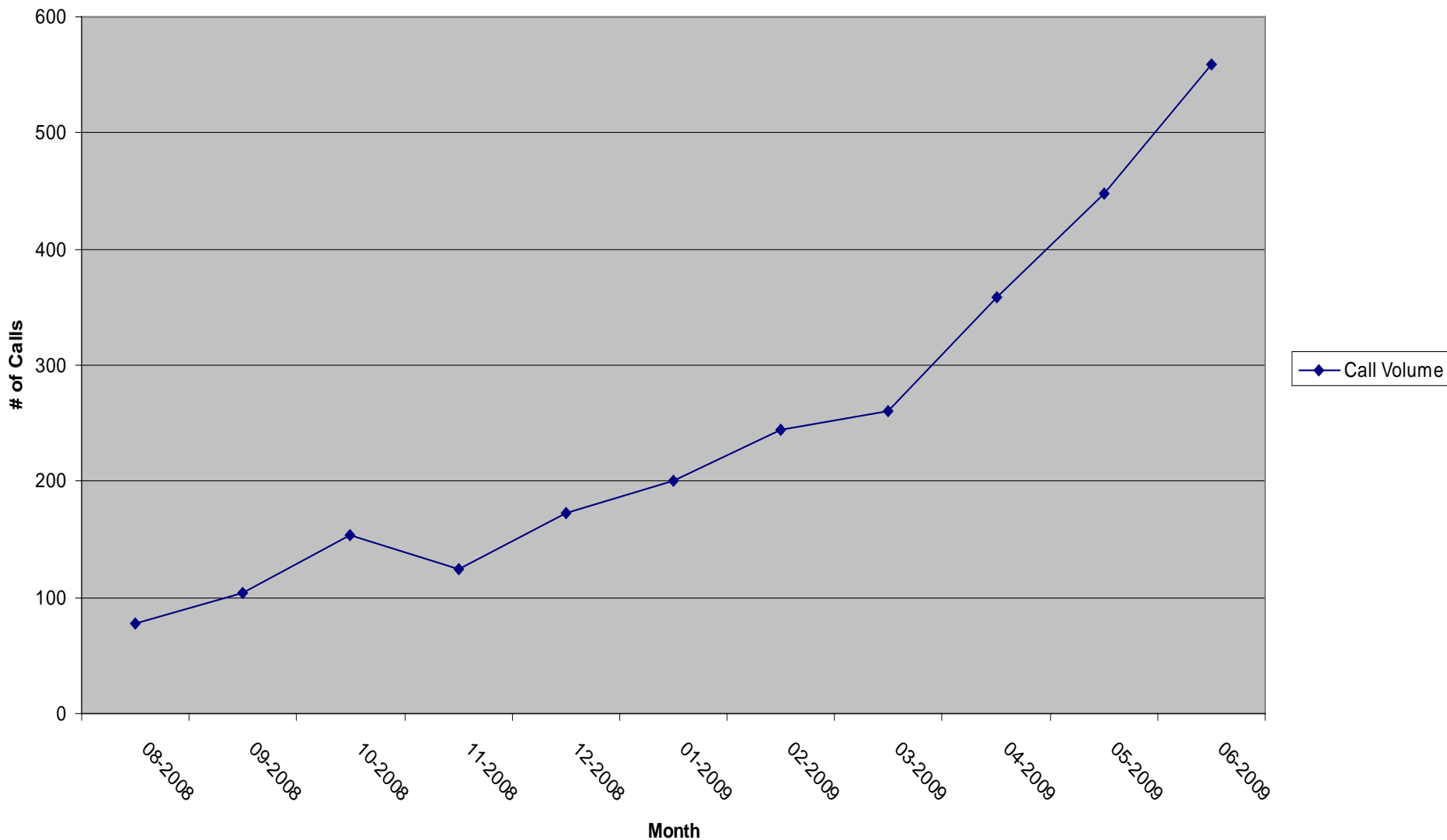


Charter Oak BH Undup Recipients

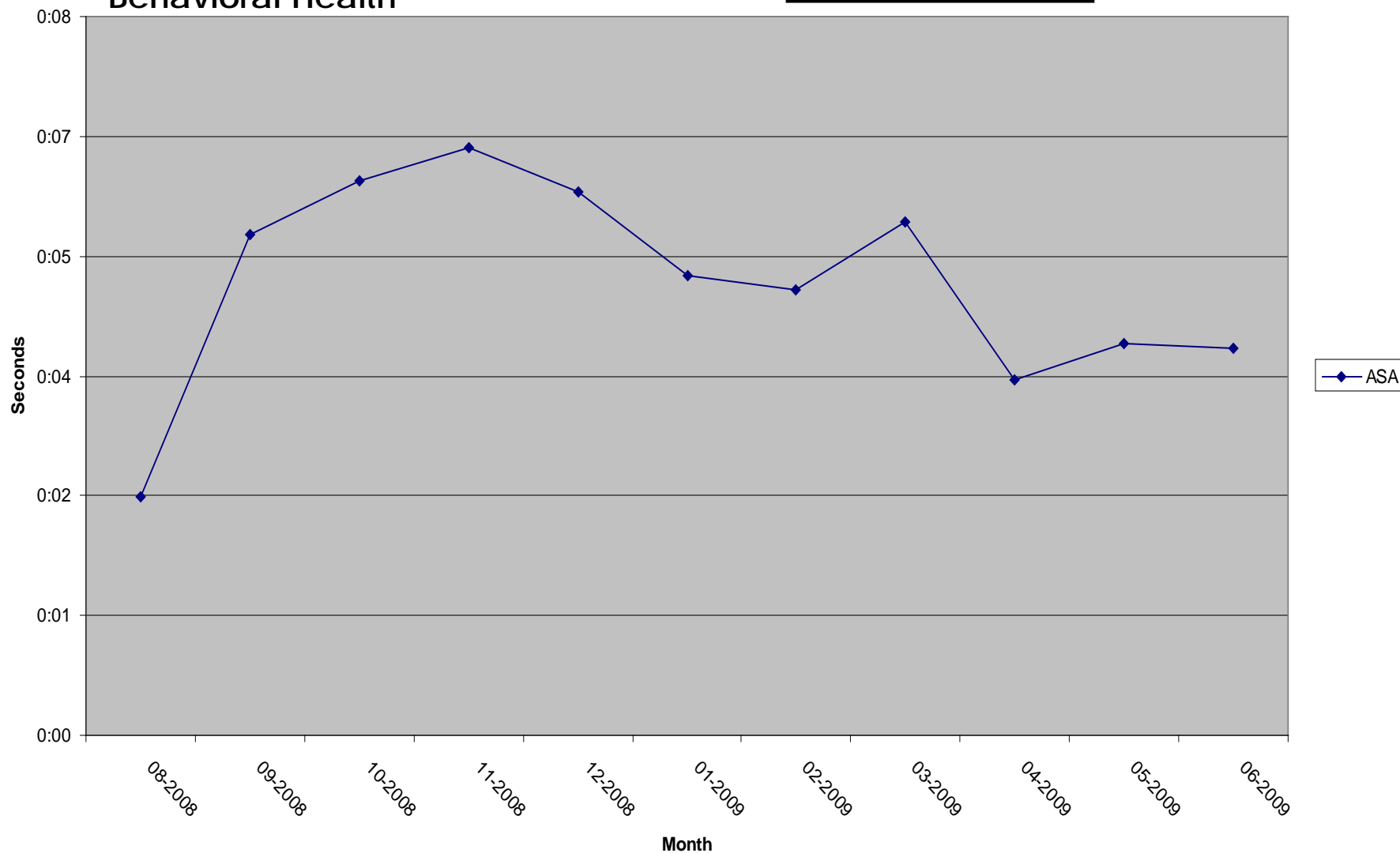


Charter Oak
Behavioral Health
Call Volume and Peer Specialist

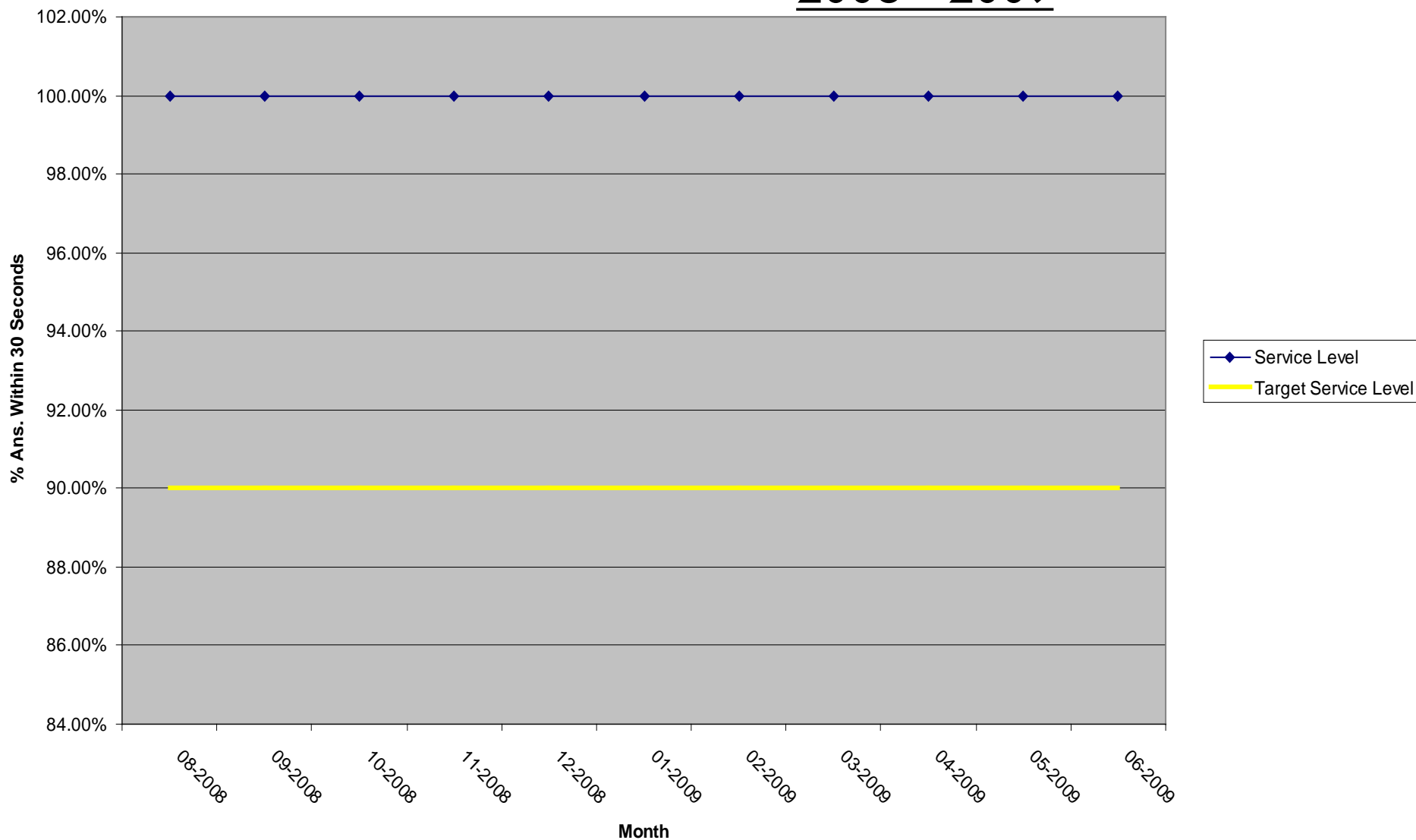
Inbound Monthly Call Volume 2008 - 2009



Monthly Average Speed of Answer 2008 - 2009



Monthly Service Level: % of Calls Answered within 30 Seconds 2008 - 2009



Peer Support Specialists

Peer Specialists

“Practicing the principles of recovery and resiliency”

What is a Peer Specialist?

➤ *Peer Specialists* understand mental illness/substance abuse through personal experience.

How can a Peer Specialist help you?

He/she can:

- Provide support, by telephone or in person, when symptoms interfere with day to day life
- Assist in finding alternatives to the emergency room
- Help members learn how to get the services they need
- Encourage members to become involved in their own treatment planning
- Encourage members to speak freely about their concerns with providers
- Help members find and use family and community supports
 - Ease stress when member's care changes
- Help members understand services, special programs, and paperwork
- Inform members of their rights, responsibilities and the complaint and grievance process

Peer Specialists offer help and hope because they have been there.

If you are interested in Peer Support call: 1 (877) 286-2524

Member Testimonials

“Dear Peer Specialist, Thank you again for kindly acting as my advocate with respect to Dr. XXXX; you really are a treasure when it comes to resolving problems requiring delicate touch.”

Thank you, Charter Oak member

“Dear Management, I am writing to compliment your Peer Specialists. In the eight months that I’ve been a Charter Oak member, I have had two occasions to seek assistance and both times the Peer Specialist was extraordinarily personable, kind and competent. The situations were adroitly diffused and resolved by his calm can-do spirit. Thank you for having such a politic and professional employee in this very important position.”

Thank you, Charter Oak member

Questions?