

NorthSTAR Quarterly Data Book

First and Second Quarter, SFY 2006

Created June 2006

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This edition covers quarters of operation through Q2, 2006 (Sep - Feb 2006). Both average monthly and quarterly information is reported in the data book. This is because monthly served is more consistent with Medicaid and national reporting standards. Quarterly information is more comparable with TDMHMR CARE 'open to service' information.

We will continue to emphasize and increase the number of quality and outcome measures reported.

All feedback is appreciated. Suggestions identifying important measures, additional information to include and distribution alternatives will be particularly helpful.

Please send comments, observations and recommendations to:

Dr. Ed Miles, Executive Director, emiles@ntbha.org or

Rhonda K. Davis, Director of Operations and IS, rdavis@ntbha.org.

NorthSTAR Program Overview

Historical Data

NorthSTAR is a public behavioral health insurance program. It provides access to and choice of providers for low-income Texans while improving accountability, interagency cooperation, and stakeholder involvement. The NorthSTAR Program enables the consumer to be a purchaser of services within a network of qualified providers.

In 1999, the Texas Health and Human services Commission (HHSC), Texas Department of Mental Health and Mental Retardation (TDMHMR) and Texas Commission on Alcohol & Drug Abuse (TCADA) worked together to create a single system of public behavioral health care that blended federal, state and local funding. The cooperative efforts of professionals from these three Texas State agencies resulted in the creation of the Dallas Area NorthSTAR Authority and the NorthSTAR Program.

The NorthSTAR Program is a behavioral health managed care program in which the State of Texas contracts with private providers for the provision of mental health services for Medicaid eligible and indigent Texans. The NorthSTAR model established competition in a care system that previously lacked incentives to respond efficiently. The NorthSTAR model reshaped earlier organizational interests of behavioral health programs to a current system of care that focuses on the treatment needs of individuals.

NorthSTAR's key innovations are:

- Integration of Medicaid and non-Medicaid indigent behavioral health care into a single system of service delivery.
- Blending of funding from multiple agencies and sources to create a private insurance model for eligible consumers.
- Unprecedented levels of accountability through data reporting requirement and a data warehouse.
- Separation of Authority and Provider functions.

The most significant achievements of NorthSTAR are:

- Consumer empowerment through open access and greater choice of providers
- Substantial increase in numbers of persons served
- Expanded provider network
- Cross agency policy integration recently enhanced by creation of the Texas Department of State Health Services
- Ability to change rapidly to meet financial and behavioral health needs
- High level of accountability and stakeholder participation

NorthSTAR operates in a system that has been historically under-funded during the NorthSTAR tenure. No additional funds were allocated as the state implemented this unique managed care model. NorthSTAR has forced intense community discussions on the values inherent in rationing resources.

Families and consumers support the separation of authority and provider; the access of treatment services to those who have been assessed that need it the most, and payment of actual services provided for the patient. The knowledge gained from this program has the potential to have long-range effects on defining what constitutes adequate funding for mental health and substance abuse treatment in Texas and elsewhere.

NorthSTAR News and Analysis

Effective May 1, 2006, Dallas Area NorthSTAR Authority changed its name to North Texas Behavioral Health Authority hereinafter referred to (NTBHA). The name change was approved in the February 2006 Board meeting. The new name is more inclusive of the seven counties that are served under NorthSTAR. The name change also reflects the progressive nature of the agency.

The 4th Quarter Data Book of FY 05 and the 1ST and 2nd Quarter Data Books of FY 06 were delayed due to problems with data completion. If additional information is needed please call the Technology Department at 214-366-9407 Ext. 102.

The 2003 Regional Needs Assessment Report is available at www.ntbha.org.

Video Conferencing and Computerized TMAP (Texas Medication Algorithm Project)

NTBHA has developed video conferencing in the NorthSTAR system for use in both clinical and non-clinical applications. NTBHA has also developed a network to support the Computerized TMAP software developed by Dr. Altshuler and a video conferencing system to work in tandem with one another for the ultimate benefit of the NorthSTAR clientele. Through partnerships with more than 15 public and private organizations, NTBHA is pursuing additional funding for this initiative. Although no longer in the early stages of implementation, video conferencing is continuously being evaluated for expansion. Video conferencing is also being utilized for civil commitments; for more information regarding this use reference SB 679.

Data Responsibilities

The Information Technology Department plays an important role in transitioning major responsibility for data analysis and reporting from Austin to Dallas. NTBHA staff coordinates production of data reports and distribution of reports to local authorities. Reports are available on the NTBHA web site.

Satisfaction: The TDMHMR Adult Mental Health Consumer Survey report was published in November 2000. The study shows little change in performance. The small increases in scores cannot be interpreted as improvements in that the changes are not outside the confidence interval of the survey. One reason for this is that the NorthSTAR response rate is lower than anticipated (14%, rather than 25%+ expected). The primary cause of the low response rate is that when TDMHMR sent the names of the survey participants to NTBHA, the names were reported with the wrong SPN. As a result, the surveys were mis-delivered to the provider sites. The corrected provider information was obtained, and the survey recovered and redistributed. But the delay greatly reduced timeliness of delivery and therefore completion rates.

In November TDMHMR published its first satisfaction survey of child and adolescent customers and their families. In most domains NorthSTAR results were lower than statewide results, but NorthSTAR outcomes scored substantially higher than other areas of the state. The TDMHMR reports are available on the TDMHMR web site <http://www.mhmr.state.tx.us/CentralOffice/ProgramStatisticsPlanning/Reports.html>

The 2003 Consumer Satisfaction Survey results were released at the end of January, 2004. The 2003 NTBHA study contains 419 completed responses and uses advanced statistical tools to identify key drivers of customer satisfaction. The report contains results broken down by both Adult and Youth respondents. Additionally, NTBHA has published the Regional Needs Assessment which is the basis for the Regional Plan. The study is available for viewing on the NTBHA web site. www.ntbha.org

Evaluation: The LBJ School of Public Affairs, University of Texas at Austin carried out an evaluation of the Medicaid and indigent NorthSTAR initiative and published a report; *NorthSTAR: A Successful Blended-Funding, Integrated Behavioral Health-Carve Out Model*, September, 2003. This report is available on the NTBHA web site at <http://www.ntbha.org/news.asp>.

The Health and Human Services Commission compared the effectiveness of NorthSTAR to the other Medicaid managed care efforts in Texas. They found that while the design of NorthSTAR does not lend itself to some comparisons, where there is comparable data, NorthSTAR is the more desirable approach to delivering Medicaid Managed Care. This report was published in December 2002 and is available on the HHSC web site at <http://www.hhsc.state.tx.us/medicaid/other.asp>.

NorthSTAR was named a Top 100 program in the 2001 and 2002 Innovations in American Government competition; an awards program of the Ford Foundation and Harvard University's John F. Kennedy School of Government in partnership with the Council for Excellence in Government.

Covered Lives: (page 1)

Covered lives for whom NTBHA pays a premium are individuals who, if they have a clinical need for NorthSTAR services, would be served. Beginning SFY 2002 (Sept 01 – August 02), the base of covered lives is smaller than the covered lives reported previously. There are two notable reasons for the smaller base of covered lives. First, the population projections (approximately 1.23 million) were revised downward resulting in fewer total persons residing in the covered counties even though the counties of Rockwall, Ellis, and Kaufman continue to see an increase in services. Second, large numbers of children who would have been covered by NorthSTAR are now covered by the Children's Health Insurance Program (CHIP).

The Children's Health Insurance Program (CHIP) is designed for families who earn too much money to qualify for Medicaid, yet cannot afford to buy private insurance for their children. CHIP coverage provides eligible children with coverage for a full range of health services including regular checkups, dental, immunizations, prescription drugs, lab tests, X-rays, hospital visits and more. <http://www.hhsc.state.tx.us/chip/index.html>

Increases in Families and Children on Medicaid are due to increasing enrollment in Medicaid due to changed Medicaid policies and increases in unemployment and underemployment. A drop in Medicaid enrollment September through November 2003 is the result of cancellation of some of the previously reduced eligibility requirements, particularly shorter periods of eligibility and increased re-enrollment requirements.

Total Medicaid Enrollment: (page 1)

Monthly Average Covered Lives for Q1 05 totaled 303,971, 305,697 for Q2 05, 305,618 for Q3 05, and 308,305 for Q4 05. For the first two QTRs of SFY 06, Monthly Average Covered Lives totaled 312,633 and 305,557, respectively.

Persons Served: (page 2-5)

As the demand for services continues to grow, this represents not only a problem locally, but statewide. Since 2005, NorthSTAR funding has not been adequate to continue to serve the monthly average from late 2004 of 18,000 persons. The problem is being addressed using tools the legislature provided, directing TDMHMR to focus efforts on disease management and best practice approaches to treatment. These changes apply to all Community Center operations. NTBHA, TDMHMR and ValueOptions used legislative direction and clinical policies developed to support Disease Management to revise NorthSTAR clinical policy. The policies are anticipated to result in better customer outcomes and thus savings in amount of service provided over time. Although the policies are anticipated to result in better customer outcomes, this simply cannot compensate for the inadequate funding of the NorthSTAR program.

Persons served in NorthSTAR appeared to settle in at around thirteen thousand per month, SFY 2001 and 2002. Increases in SFY 2004 were most likely due to decreases in employment which increased insurance coverage in the NorthSTAR counties. Persons served in NorthSTAR appeared to settle in around sixteen thousand per month for the 4th QTR, SFY 2005 and 1st and 2nd QTRs of 2006 reporting periods. The percentage of NorthSTAR members who received Emergency or Crisis Services within 7 to 30 days of discharge from a Community Hospital remained consistent during the fourth quarter of SFY 2005. The percentage of NorthSTAR members who received Emergency or Crises Services within 7 to 30 days of discharge from a State Hospital remained consistent during the third and fourth quarters of SFY 2005 along with the percentage of inpatient customers who received emergency or crisis services within 7 to 30 days of discharge from a Community Hospital.

NorthSTAR continues to increase numbers of persons served. Beginning 2003, increases in children served consisted of both Medicaid eligible and indigent children. This trend has continued into the FY 06. The state, NTBHA, ValueOptions and child serving providers engaged in several efforts to identify children in need of NorthSTAR services. Outreach efforts consisted of working with juvenile probation, school districts and other child serving agencies to increase identification of children in need of referrals for services. These efforts have doubled the numbers of Medicaid eligible children served and increased numbers of indigent children.

SFY 2004: NorthSTAR served an average of 17,850 individuals in the SFY 2004 (Sep 2004 – Aug 2004) compared to 15,850 in the SFY 2003, experiencing a 12.6% increase. The monthly average persons served for SFY 2004 was 17,548. SFY: 2005: NorthSTAR served an average of 16,988 in the SFY 2005 as compared to 17,899 in the SFY 2004, experiencing a 5.1% decrease. For the first two QTRs of 06, monthly average persons served was 16,785.50. (These averages were computed based on paid claims). Medicaid monthly average persons served for Q1 SFY 06 was 6,392 and Indigent monthly average persons served for Q1 SFY 06 was 10,342. Medicaid monthly average persons served for Q2 06 was 6,466 and Indigent monthly average persons served for Q2 06 was 10,370.

Monthly Average Persons Served by County and Percent of Total Monthly Average Served for SFY 2003, SFY 2004 and SFY 2005 are shown in the table below:

MONTHLY AVERAGE SERVED BY COUNTY

COUNTY	SFY 2003 AVERAGE SERVED / % OF TOTAL	SFY 2004 AVERAGE SERVED / % OF TOTAL	SFY 2005 AVERAGE SERVED / % OF TOTAL
Collin	1,356.3 / 8.56%	1,507.3 / 8.51%	1371.45 / 8.0%
Dallas	12,204.5 / 77.03%	13,743.7 / 77.57%	12,983.5 / 76.5%
Ellis	576.1 / 3.64%	741.6 / 4.19%	698.55 / 4.12%
Hunt	778.8 / 4.92%	793.6 / 4.48%	796.9 / 4.70%
Kaufman	478.6 / 3.02%	538.8 / 3.04%	568.7 / 3.3%
Navarro	253.9 / 1.60%	197.0 / 1.11%	284.0 / 1.6%
Rockwall	146.8 / .93%	165.5 / .93%	158.1 / .93%
Out of Area	48.0 / .30%	30.8 / .17%	90.7 / .10%

SFY 2005: As of August 2005, the monthly average served in the Q1 of SFY 2005 (Sep 2004 – Nov 2004) was 17,891, and Q2 (December 2004 – February 2005) of SFY 2005 was 18,049 and Q3 (Mar – May 2005) was 16,586. (Data shown is based on paid claims).

Quality and Outcomes: (page 6-10)

It is difficult to interpret performance in recent quarters because of the influx of persons over the last several quarters are persons who differ in their use patterns from those who had been and continue to be in service. Additionally, fewer people are leaving treatment compounding the growth in persons served and service expenditures. This makes it difficult to impart a meaning to changes that have notable implications. For example, while follow up after ER services is down, so is ER recidivism. This is unexpected in that lack of service is anticipated to lead to increased ER use. We are working to understand these trends and use them in service planning and development.

One effect of the changes in clinical policy is the introduction of a new assessment system, the Texas Recommended Authorization Guidelines (TRAG). NTBHA and VO are working to automate this instrumentation to replace the current assessment processes. The intent is to produce an automated system for completion that will reduce provider effort and generate more demographic and outcome data. On the CD side, TCADA implemented a fully automated, Internet based system that is used in most of the rest of the state (Behavioral Health Integrated Provider System, BHIPS). While this delays availability of data, experience indicates that this system will all but eliminate historical problems with CD assessment data collection and availability. September 1, 2004 marked the total Resiliency and Disease Management (RDM) implementation. RDM is intended to

better match services to Mental Health consumers' needs, and to use limited resources most effectively by providing the right service to the right person in the right amount to have the best outcomes.

RDM includes medication management, case management, skills training, family training, supports and partners, psychosocial rehabilitation, individual and group counseling, supported employment, supported housing, and Assertive Community Treatment (ACT).

The state is continuously looking for benchmarks, or standards of comparison, for Quality and Outcome information. Suggestions of measures that will be useful and sources of baseline or comparison data will be appreciated. A new SAMHSA report, currently in draft form and planned for publication shortly is expected to provide some additional guidance and comparison data concerning many of the items that are tracked in NorthSTAR.

Follow up and recidivism rates are not at desirable levels. Both TDMHMR and stakeholders in NorthSTAR are working to meet the needs of recidivistic customers. Customers who don't effectively engage or participate in their treatment plan tend to be more costly and frequently do not achieve long-term positive results from treatment.

Services Provided: (page 11-16)

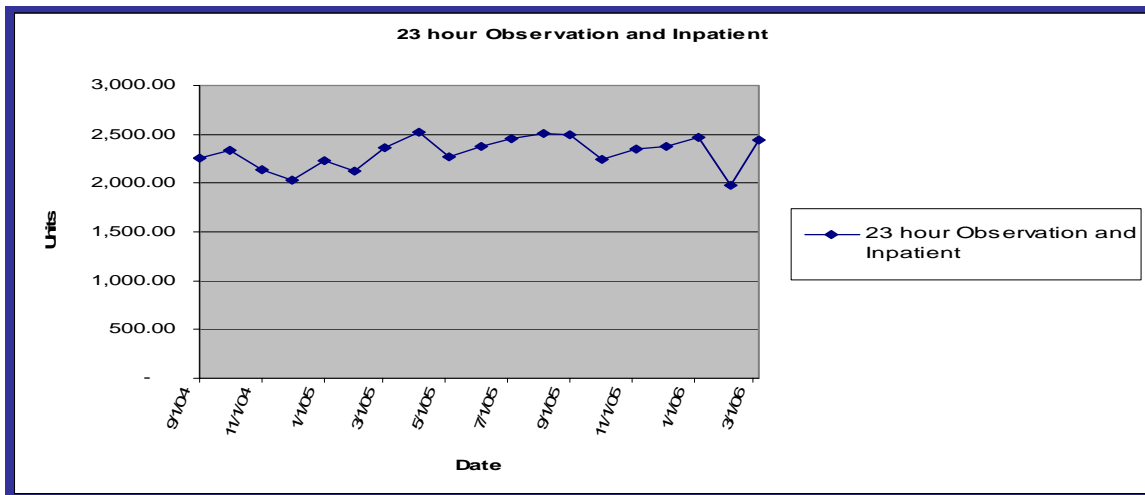
COMMUNITY SERVICES: In general, as with numbers of persons served, utilization of community services increased dramatically in SFY 2003. Use of the Green Oaks observation service shifted a large portion of hospital use from inpatient to observation room. This has avoided the stress of admission and discharge and the potential social displacement resulting from inpatient treatment for many customers. It also has reduced overall costs for services in NorthSTAR and made it increasingly likely that the BHO(s) will find contracting in NorthSTAR profitable. Another effect of the observation room service is that there has been some increase in emergency room use. Hospitals that might have admitted a customer now charge for emergency rather than inpatient treatment can transfer the person to Green Oaks for assessment.

The proportion of customers receiving medications and New Generation Medications has increased dramatically. The increase in state funded atypical antipsychotic medications ended in Q1 2003 because of limits on state funding for this class of drugs. But overall increases continue. NTBHA and VO have been working with stakeholders to identify ways to provide additional atypical antipsychotic medications for indigent customers.

NorthSTAR provided 11,548 individuals with MH Community services in the first quarter of SFY 2005 (Sep 2004 – Nov 2004) compared to 13,699 in fourth quarter of SFY 2004 experiencing a 16% decrease. Medication Services were provided to 9,402 individuals in the first quarter of SFY 2005 as compared to 8,775 in the fourth quarter of SFY 2004.

STATE HOSPITAL: During the first year of operation, the NorthSTAR multiple site access design led to the substantial overuse of State Hospital beds. The design assumed that every hospital would have the resources to implement least restrictive level of care for customers presenting with severe problems. This was not true because it takes substantial external cooperation and resources to provide appropriate diversion. It was not possible at that time to develop ongoing relationships with SPN providers and adequate staff to develop alternatives to inpatient hospitalization at most participating hospitals.

With State support, ValueOptions consolidated March 2001 much of the Single Portal (access to state operated or funded inpatient resources) function into a 'hospital gate' at Green Oaks. Having a single point of entry allowed a standardized application of eligibility and clinical need criteria plus staffing to maintain multiple SPN contacts and substantial referral capability. This change included the institution of a 23-hour observation service at Green Oaks. It resulted in a substantial drop in inpatient utilization, first at the State Hospitals and then in Community hospital beds. This drop in utilization continued until last year during which inpatient utilization increased. Reference 23-Hour Observation Chart on Page vii.



VO and NTBHA ended SFY 2003 with substantial apparent overuse of the State Hospitals. Further review of the CARE data used to generate the Trust Fund utilization information indicates that there were problems with the accuracy and adequacy of the information underlying the data due to problems with data entry. ValueOptions and NTBHA worked together to locate and update several hundred people whose county information was incorrectly entered into the CARE system.

County of Residence corrections moved \$1.6 million dollars of the Trust Fund for SFY 03 and SFY 04 for State Hospital Allocated Beds to the correct counties. ValueOptions currently uses a monthly reconciliation process that identifies cases needing COR adjustments. The adjustments are sent to NTBHA for processing.

Complaints (page 17):

Quality of Care complaints against a treating provider, are the most frequent types of complaints. Currently about half of enrollee complaints are resolved to satisfaction. In 2002 it appeared that a rate of about 3 complaints per thousand served individuals was an expected value and a target to try to beat. For FY 05 it appears that the average was 1.3 complaints per thousand served individuals. The first quarter of FY 06 saw a decrease in total consumer complaints. The second quarter of FY 06 saw an increase in total consumer complaints and appears to be due to simple variability.

Provider Complaints (page 17):

There was a rise in the total of provider complaints from FY 04 to FY 05 which was likely due to the complaint processes rather than complaining providers. Even though there were more complaints from providers in FY05 vs. FY04, 90% of provider complaints in each of those years were claims-related.

Beginning in March 05 thru Aug 05 (total 80%), there is a decrease in claims related complaints which is likely due to the implementation of RDM which includes some pre-payment contracts.

Provider Billing and Payment:(page 18-19):

Providers are submitting clean claims within 60 days over 95% of the time in SFY 2003. This performance is up from 60% at the start of the NorthSTAR project. The average for submitting claims within 60 days for the fourth quarter of SFY 2004 was 90%. The percentage of claims for services that were not authorized has decreased. It went from 8% in Q1 FY 2000 to 3% more recently. The increase above 3% in the most recent quarter is likely due to the large influx of new customers. Eligibility, and therefore, a valid authorization is more uncertain in the early stages of NorthSTAR participation. For Q3 and Q4 SFY 2004 the majority of the encounters denied were for insufficient information.

Timeliness of BHO payment has been consistently high throughout the NorthSTAR project. Recent performance has been about 99.8% paid in 30 or fewer days. In SFY 2001 there were notable rate changes for NorthSTAR Providers (page 16). There were no notable rate changes in SFY 2002 or SFY 2003. Provider Rates saw a 10%

reduction in rehabilitation rates in February of SFY 2004. There were no rate changes with the implementation of RDM in September of SFY 04. The implementation of RDM established new services, eliminated travel time, service coordination and change in rehabilitation billing units (more restrictive).

Financial (pages 20):

NorthSTAR is one of the more poorly funded service areas (35th of 40 Authorities in per-capita funding), in a state that ranks 43rd nationally for MH funding. At current funding levels, survivability of NorthSTAR depends on use of the priority population definition, and a 200% of poverty eligibility criterion for indigent persons. The current influx of customers threatens survivability even with those controls. The State, NTBHA, and VO will be working with the community to identify reasons for the unanticipated increases in customers, and to find solutions to the current financial shortfall.

Changes in the NorthSTAR system-design have increased financial eligibility screening accuracy and timeliness, and increased referrals of potentially eligible recipients to Medicaid. The state is also working toward long term solutions. Year 2001 legislation extended eligibility periods and simplified the Medicaid application. These changes were being phased in during SFY 2002 and 2003. The increase in eligibility periods is partially reversed in 2004 because of policy changes required to operate within reduced Medicaid funding. This trend has continued into SFY 06.

Most of the Medicaid growth has been in TANF related children's programs. The most important group to address in the future is the SPMI indigents who could be SSI eligible. Eligibility for these customers means some personal income in addition to full health care coverage. It also has a much larger impact on NorthSTAR funding in that the PMPM is higher and the term of eligibility for SSI is usually longer than for TANF and related categories of Medicaid.

Recent Legislation, that could possibly impact the NorthSTAR System, requires Medicaid clients to provide proof of citizenship. The Health and Human Services Commission will begin verifying the citizenship and identifying people applying for Medicaid to comply with a new federal law that takes effect July 1, 2006. The federal Deficit Reduction Act, passed earlier this year, does not change who is eligible to receive services. But the new law does require states to verify the citizenship or immigration status of all Medicaid clients. How these changes will be interpreted and ultimately implemented must be carefully monitored. The potential of cost shifting from federal to state funding is of grave concern.

More information about the new law, including a list of documents that can be used to prove citizenship and identity, is available at www.hhs.state.tx.us <<http://www.hhs.state.tx.us/>>. Consumers with questions about the requirement can call 2-1-1.

Direct Service Expenditures as a percent of payment for SFY 2005 was 90% for Q1, 87% for Q2, 91% for Q3 and 85% for Q4. Payment percentages for SFY 2006 were 84% and 90% for Q1 and Q2, respectively. Direct Service Expenditures as a Percent of Payment is often referred to as Medical Loss, Medical Loss Ratio and MLR.

Note: In the Percent of Expenditures by service category table, CD Community services are a diminishing proportion of the total expended. This is a result of additional MH funding (TCOOMMI; increased Medicaid and SH funds) that increased the total funds available, and is not a decrease in the amount of CD community services. CD expenditures closely track TCADA funding for NorthSTAR.

Feedback on the content, layout, and usefulness of this report is appreciated. Please send comments, observations, and recommendations to Nagla Elerian at TDMHMR.

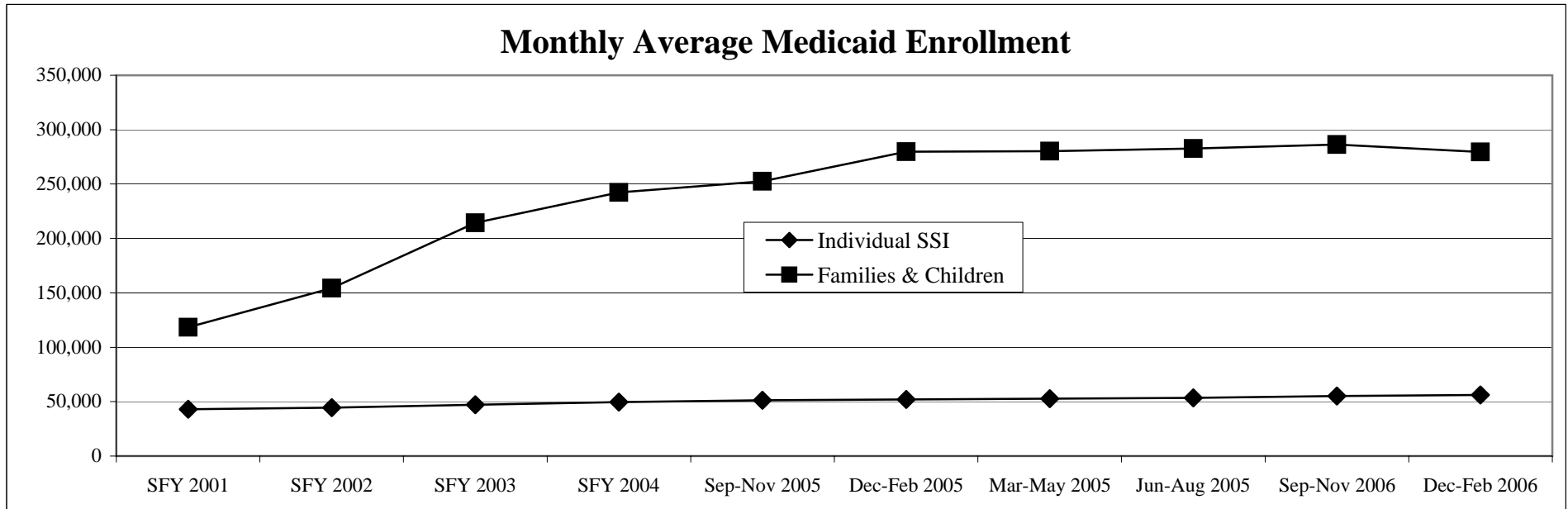
<p>nagla.elerian@mhm.state.tx.us Nagla Elerian</p>	<p>TXMHMR, NorthSTAR PO Box 12668 Austin, Texas 78711</p>
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NorthSTAR Medicaid Enrollment

Monthly Average

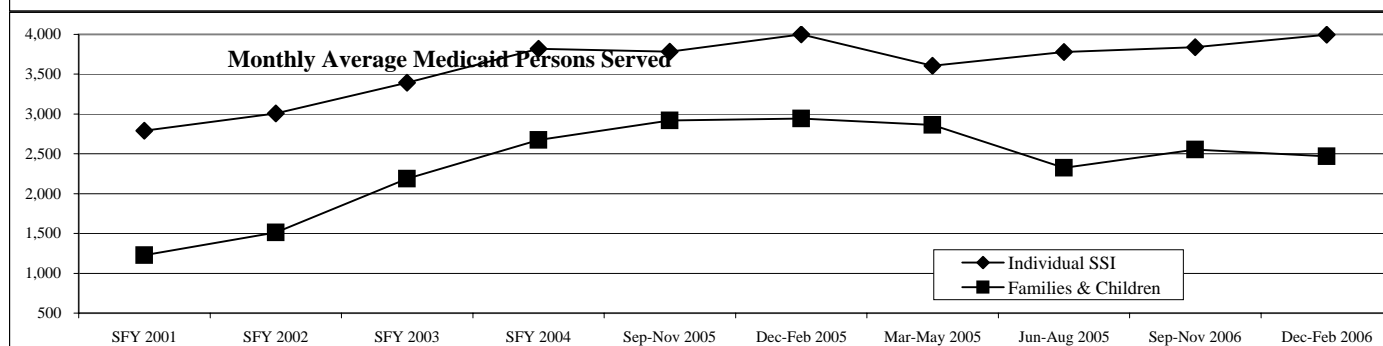
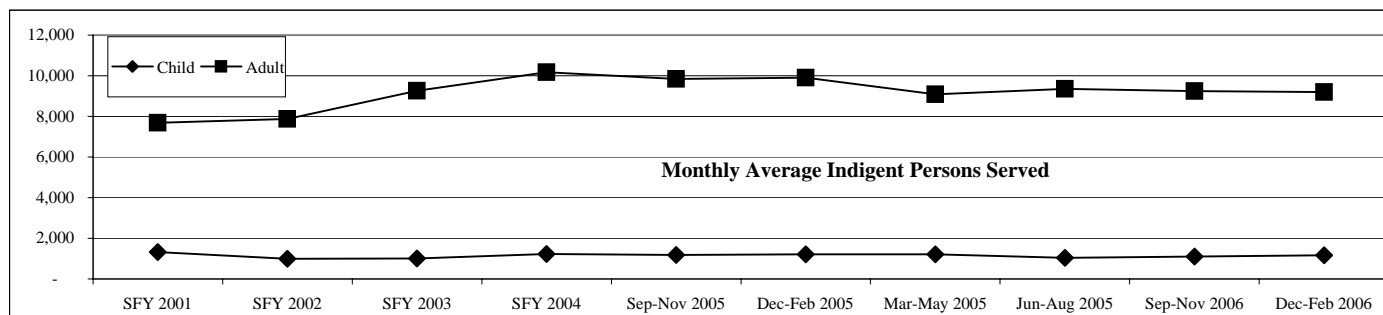
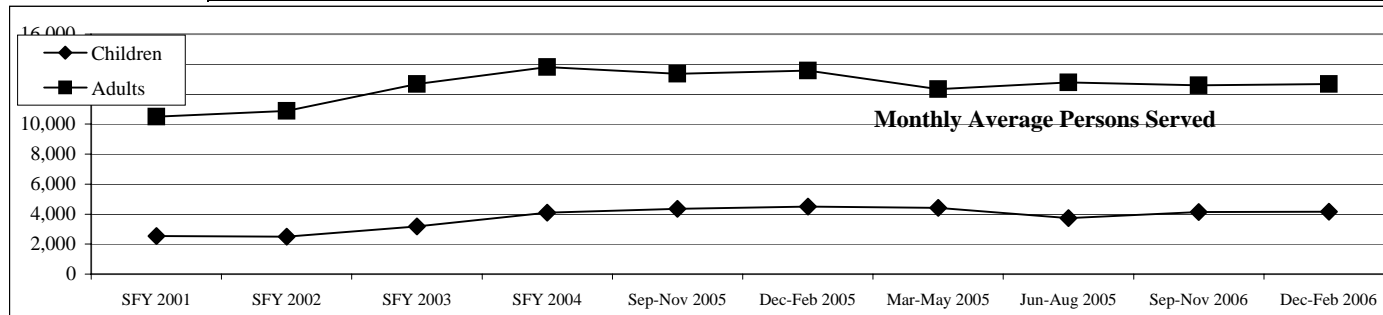
Covered Lives	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
SSI Child	7,015	7,290	7,957	8,991	9,688	10,082	10,448	10,763	11,358	11,737
SSI Adult	21,563	22,555	23,985	25,336	26,222	26,476	26,757	27,058	27,932	28,320
SSI Aged	14,351	14,744	15,193	15,376	15,450	15,436	15,625	15,716	15,924	16,026
TANF Child	103,990	137,195	194,840	225,051	236,143	237,928	237,812	239,859	242,545	235,288
TANF Adult	14,364	17,227	19,568	17,189	16,468	15,775	14,976	14,909	14,874	14,186

NorthSTAR began July 1, 1999 with coverage for all Non-Medicaid eligible Behavioral Health Indigent persons. Some Medicaid eligible individuals participated voluntarily. December 1, 1999, most Medicaid eligible individuals were required to participate in NorthSTAR.



NorthSTAR Persons Served

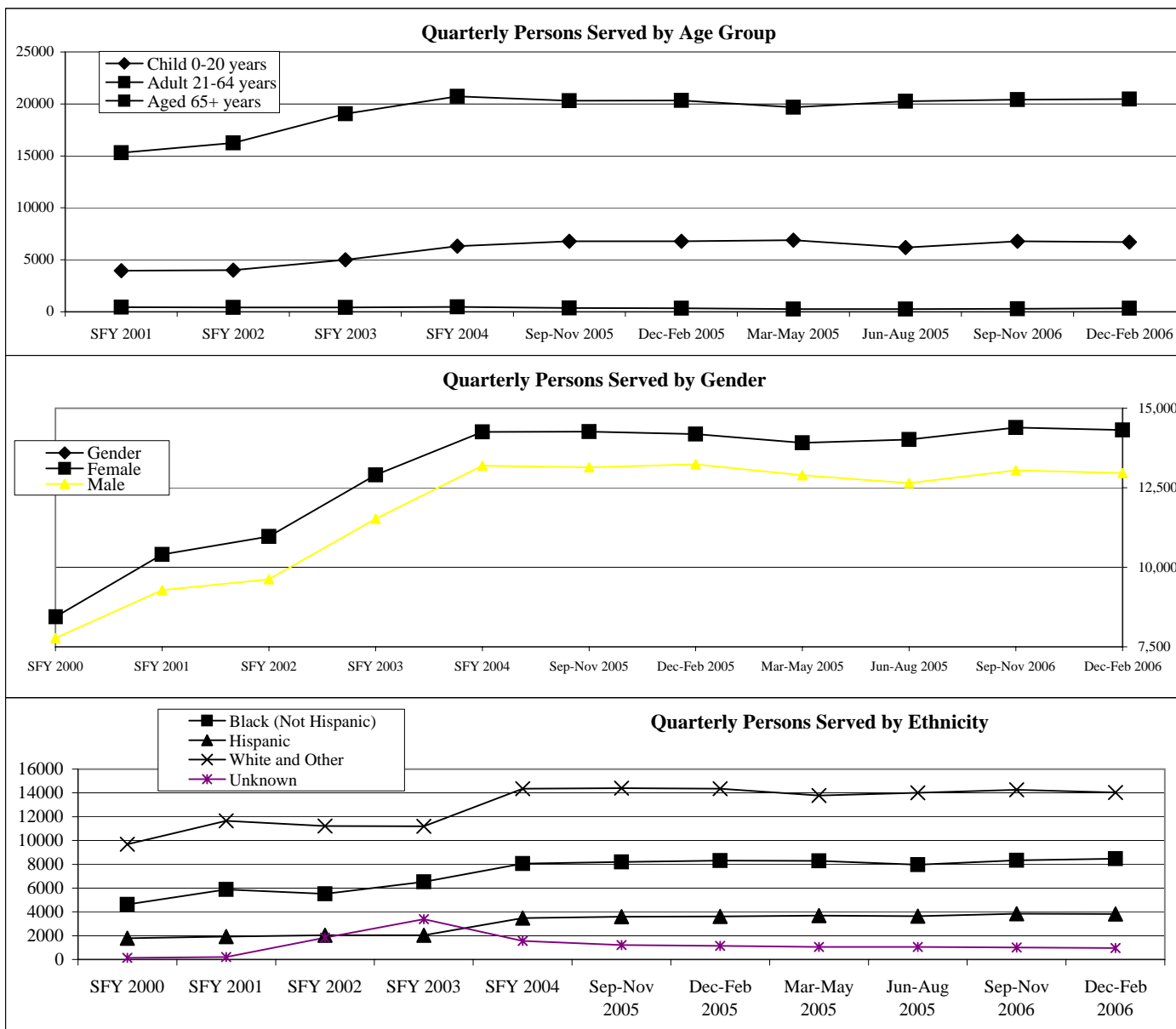
Paid Services	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
	SSI Child	343	381	470	610	683	724	695	665	771
SSI Adult	2,376	2,549	2,849	3,130	3,048	3,217	2,869	3,070	3,022	3,143
SSI Aged	73	77	73	81	52	57	42	45	46	61
TANF Child	876	1,116	1,702	2,271	2,501	2,553	2,520	2,025	2,270	2,198
TANF Adult	351	395	487	402	418	390	343	299	283	273
Indigent Child	1,317	992	1,014	1,222	1,174	1,215	1,206	1,044	1,098	1,167
Indigent Adult	7,690	7,867	9,255	10,181	9,846	9,900	9,087	9,356	9,245	9,203
Grand Total	13,026	13,377	15,850	17,896	17,722	18,056	16,761	16,504	16,599	16,819



Monthly Average is the more commonly used reporting standard. But TDMHMR CARE statistics are based on persons open to service, not necessarily served in a particular month. NorthSTAR Quarterly information, presented on this page is more comparable to CARE data, at the aggregate level. The translation doesn't hold up for some services that are recorded in CARE as encounters; ex, inpatient services, in-home crisis

NorthSTAR Persons Served

Quarterly Persons Served



NorthSTAR Persons Served by County

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Collin										
SSI Child	16.5	21.5	32.5	41.6	54.3	53.0	54.0	49.3	53.0	52.0
SSI Adult	142.4	166.9	174.8	178.9	166.7	173.7	164.7	172.0	171.7	176.3
SSI Aged	5.6	8.3	5.3	5.0	2.0	3.3	1.0	2.5	2.7	3.3
TANF Child	53.5	90.0	139.3	185.8	210.7	209.0	220.7	169.3	193.0	179.7
TANF Adult	18.3	29.5	49.7	45.8	47.3	48.3	41.3	41.3	35.0	29.3
Indigent Child	74.9	87.2	105.8	111.3	107.0	97.3	112.7	109.3	121.3	116.7
Indigent Adult	513.2	671.1	848.8	940.3	882.0	812.0	744.3	838.3	830.7	772.3
Collin Total	824.3	1,074.5	1,356.3	1,508.7	1,470.0	1,396.7	1,338.7	1,382.2	1,407.3	1,329.7

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Dallas										
SSI Child	264.3	284.2	347.4	460.8	508.3	549.3	508.0	476.7	539.0	570.3
SSI Adult	1,908.8	2,014.8	2,255.4	2,553.5	2,484.0	2,590.3	2,306.3	2,421.7	2,352.7	2,458.3
SSI Aged	50.2	53.8	54.8	61.1	39.7	42.7	28.7	31.7	32.3	44.3
TANF Child	581.2	744.4	1,192.8	1,612.6	1,791.7	1,829.7	1,716.3	1,379.0	1,525.0	1,472.3
TANF Adult	265.4	296.4	364.3	295.8	303.7	277.7	237.3	193.7	194.0	198.0
Indigent Child	998.3	718.8	735.5	913.0	872.3	901.7	850.7	743.0	772.3	830.3
Indigent Adult	6,051.3	6,138.8	7,254.3	7,970.9	7,690.7	7,745.7	6,959.0	7,142.3	6,955.7	6,960.0
Dallas Total	10,119.5	10,251.2	12,204.5	13,867.7	13,690.3	13,937.0	12,606.3	12,388.0	12,371.0	12,533.7

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Ellis										
SSI Child	10.8	15.6	24.8	30.5	35.3	32.0	33.3	45.0	52.3	47.0
SSI Adult	53.8	54.1	78.7	85.2	84.3	91.0	55.3	87.0	96.3	100.7
SSI Aged	-	1.8	1.7	1.7	-	-	1.5	1.0	1.0	1.3
TANF Child	49.8	68.3	102.1	148.0	158.0	162.3	121.7	144.7	160.3	148.0
TANF Adult	13.8	16.1	19.8	23.1	25.3	21.7	12.7	23.0	17.0	16.7
Indigent Child	48.7	37.7	61.4	72.4	68.0	74.7	56.3	64.3	61.0	65.7
Indigent Adult	233.8	214.4	287.6	378.1	354.0	376.0	319.0	382.0	424.7	442.7
Ellis Total	410.5	407.8	576.1	738.9	725.0	757.7	599.8	747.0	812.7	822.0

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Hunt										
SSI Child	34.6	33.3	31.5	43.4	46.3	45.7	55.7	44.7	58.3	60.3
SSI Adult	140.8	165.6	168.8	158.1	155.7	171.0	176.0	177.3	173.0	180.3
SSI Aged	9.9	8.7	4.6	8.2	5.3	5.7	7.0	7.0	5.0	6.0
TANF Child	106.8	115.8	137.8	167.5	172.3	179.7	185.0	162.7	185.7	195.0
TANF Adult	24.2	28.3	21.9	11.3	10.7	13.7	14.0	14.7	12.7	8.7
Indigent Child	104.3	76.9	50.3	48.7	47.3	59.3	67.3	56.0	67.0	76.3
Indigent Adult	419.6	373.6	364.0	350.8	327.7	323.3	329.3	339.7	337.7	365.0
Hunt Total	840.2	802.0	778.8	787.8	765.3	798.3	834.3	802.0	839.3	891.7

NorthSTAR Persons Served by County

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Kaufman										
SSI Child	4.7	9.7	8.6	10.6	13.3	12.3	15.3	15.0	22.0	19.3
SSI Adult	72.6	88.8	97.3	89.6	91.7	104.0	103.0	108.3	114.7	117.0
SSI Aged	6.5	5.5	5.5	4.6	3.7	3.7	3.7	3.0	2.3	4.0
TANF Child	29.6	37.3	60.3	83.8	89.3	91.3	93.7	90.7	93.3	97.3
TANF Adult	16.1	14.0	17.8	17.0	17.0	17.0	15.0	16.0	12.0	11.0
Indigent Child	36.7	30.6	23.3	34.1	35.3	35.7	37.0	36.7	37.7	40.3
Indigent Adult	225.3	231.2	265.8	292.3	292.0	306.0	314.0	322.3	338.3	355.7
Kaufmann Total	391.4	417.1	478.6	531.9	542.3	570.0	581.7	592.0	620.3	644.7

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Navarro										
SSI Child	9.3	12.3	16.3	13.2	14.0	19.7	14.0	23.3	33.3	30.7
SSI Adult	43.6	44.4	50.9	45.5	52.7	74.0	40.7	81.7	94.0	88.7
SSI Aged	1.7	1.3	1.3	1.0	1.7	1.7	3.0	1.3	3.0	2.5
TANF Child	35.8	34.6	41.0	33.6	40.3	49.0	34.7	41.3	68.3	65.0
TANF Adult	8.4	8.0	6.8	4.9	10.3	8.0	4.3	8.0	10.7	8.0
Indigent Child	26.5	19.6	17.0	11.5	16.7	17.3	11.7	15.0	17.3	20.0
Indigent Adult	113.5	129.0	120.6	89.1	136.0	165.7	108.0	160.7	174.3	160.7
Navarro Total	238.7	249.1	253.9	198.7	271.7	335.3	216.3	331.3	401.0	375.5

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Rockwall										
SSI Child	2.6	4.9	7.9	10.4	11.3	11.7	15.0	10.7	13.3	12.7
SSI Adult	14.2	14.2	18.4	18.9	13.0	13.3	15.3	22.0	19.3	21.7
SSI Aged	-	-	1.0	1.0	-	-	1.0	-	-	-
TANF Child	18.9	25.8	27.6	39.3	38.3	31.7	38.0	37.0	44.0	40.3
TANF Adult	4.7	2.8	6.8	4.6	3.7	3.3	2.7	2.3	2.0	1.5
Indigent Child	13.4	10.8	10.8	13.3	7.7	9.0	4.3	9.0	9.0	9.3
Indigent Adult	46.7	55.5	74.3	80.1	81.3	89.0	80.7	87.3	82.3	80.7
Rockwall Total	100.4	114.1	146.8	167.5	155.3	158.0	157.0	168.3	170.0	166.2

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2005	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Out of Area										
Indigent Child	16.7	11.1	11.1	17.7	20.0	20.3	13.7	11.0	12.0	8.3
Indigent Adult	89.3	53.1	36.9	79.0	82.3	82.7	76.0	83.7	101.0	66.3
Out of Area Total	105.9	64.2	48.0	96.7	102.3	103.0	89.7	94.7	113.0	74.7

Grand Total	13,030	13,386	14,304	17,880	17,722	18,056.0	16,420.7	16,504.3	16,599.3	16,818.7
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Data are based on service date and include all services except State Hospital and pharmacy activity.

Selected Quality and Outcome Measures; NorthSTAR Program Measures

1. Percent of customers receiving services for Mental Health & Chemical Dependency needs

(based on diagnosis)

Dual (MH&CD) Services	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Pct Chemical Dependence	9%	9%	8%	7%	7%	7%	7%	8%	9%	9%	8%
Percent Both	10%	12%	13%	15%	16%	18%	19%	19%	19%	15%	16%
Percent Mental Health	81%	79%	79%	77%	77%	75%	74%	72%	72%	76%	76%
Chemical Dependency Cust.	1,548	1,824	1,690	1,812	1,969	1,942	1,867	2,195	2,333	2,339	2,169
Dual Diagnosis Customers	1,808	2,352	2,600	3,789	4,321	4,930	5,220	5,218	5,189	4,152	4,300
Mental Health Customers	14,694	15,503	16,262	18,846	21,137	20,534	20,331	19,393	19,143	20,953	20,814
Total Customers	18,050	19,679	20,552	24,446	27,427	27,406	27,418	26,806	26,665	27,444	27,283

One of the purposes of NorthSTAR is to blend funding such that MH and CD treatment are available in the same system of care. Performance above 10% of customers receiving both MH and CD services per quarter indicates success in this endeavor.

2. Percent of customers who are new to NorthSTAR Care

New Customers	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent New in NorthSTAR	32%	19%	19%	19%	17%	16%	15%	16%	16%	17%	14%
Not Served Previously	5,751	3,703	3,990	4,743	4,765	4,453	4,237	4,386	4,094	4,369	3,596
Total Customers	18,050	19,679	20,552	24,467	27,448	27,410	27,420	26,703	25,987	26,080	25,973

Viewed with number served, new customers is a measure of turnover and demand. When the total increases sharply as in the last 3 quarters, and the percent new customers does not increase proportionally the program is gaining customers having a comensurate number completing treatment. This results in

3. Percent of NorthSTAR members who receive COMMUNITY SERVICES within 7 and 30 days after

receiving EMERGENCY ROOM (including 23 hours obs) Services (not admitted to a Hospital)

ER Followup	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 7 Days	25%	38%	38%	38%	41%	35%	37%	31%	26%	22%	22%
Number within 7 Days	350	757	1,030	652	799	632	730	704	572	395	252
Percent within 30 Days	47%	59%	60%	57%	55%	53%	52%	47%	42%	42%	38%
Number within 30 Days	669	1,166	1,614	970	1,069	954	1,042	1,080	932	749	432
Number of Discharges	1,421	1,977	2,688	1,705	1,943	1,801	1,992	2,307	2,241	1,773	1,127

4. Percent of NorthSTAR members who receive COMMUNITY SERVICES within 7 and 30 days after

receiving EMERGENCY ROOM (excluding 23 hours obs) Services (not admitted to a Hospital)

ER Followup	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 7 Days	25%	35%	34%	34%	38%	30%	32%	25%	22%	21%	20%
Number within 7 Days	347	537	618	364	418	270	329	279	235	128	74
Percent within 30 Days	47%	56%	57%	55%	55%	49%	50%	42%	39%	42%	36%
Number within 30 Days	665	866	1,025	578	602	443	512	476	406	252	134
Number of Discharges	1,410	1,548	1,802	1,059	1,089	895	1,020	1,124	1,046	604	372

5. Percent of NorthSTAR members who receive COMMUNITY SERVICES within 7 and 30 days after

ER Followup

23 Hours Stabilization Followup	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 7 Days	N/A	51%	46%	44%	45%	40%	41%	34%	27%	23%	24%
Number within 7 Days	N/A	220	412	323	438	408	449	461	367	290	189
Percent within 30 Days	N/A	70%	66%	60%	59%	56%	55%	50%	43%	42%	39%
Number within 30 Days	N/A	299	589	442	579	570	603	668	579	533	313
Number of Discharges	N/A	428	887	738	981	1,023	1,105	1,338	1,338	1,261	804

6. Percent of inpatient customers who receive EMERGENCY ROOM SERVICES within 30 and 90 days

Selected Quality and Outcome Measures; NorthSTAR Program Measures

ER Followup Emergency Services after ER or 23 hrs svcs											
	Avg. Q SFY 2000	Avg. Q SFY 2001	Avg. Q SFY 2002	Avg. Q SFY 2003	Avg. Q SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Percent within 30 Days	13%	16%	16%	10%	9%	8%	9%	7%	7%	5%	3%
Number within 30 Days	180	307	431	209	214	190	235	215	203	116	59
Percent within 90 Days	20%	24%	23%	17%	15%	15%	15%	13%	10%	8%	4%
Number within 90 Days	280	469	621	360	363	353	392	380	322	186	80
Number of Discharges	1,421	1,977	2,688	2,103	2,374	2,333	2,552	2,876	3,113	2,284	1,846

7. Percent of inpatient customers who receive EMERGENCY ROOM SERVICES within 30 and 90 days

Emergency Services after 23 hrs svcs											
	Avg. Q SFY 2000	Avg. Q SFY 2001	Avg. Q SFY 2002	Avg. Q SFY 2003	Avg. Q SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Percent within 30 Days	NA	11%	10%	8%	7%	6%	8%	7%	6%	5%	3%
Number within 30 Days	NA	46	92	68	81	81	110	107	119	88	39
Percent within 90 Days	NA	17%	16%	14%	12%	12%	13%	12%	9%	8%	4%
Number within 90 Days	NA	74	140	115	138	150	177	188	193	133	55
Number of Discharges	NA	428	887	845	1,137	1,288	1,398	1,613	2,075	1,707	1,469

Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

1. Percent of Mentally Ill Persons served who receive only Medication Services

Med Services Only	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent	20%	11%	14%	14%	13%	19%	20%	22%	25%	26%	22%
Med Only	3,131	1,896	2,576	3,098	3,203	4,830	5,160	5,330	6,052	6,437	5,486
MH Customers	15,366	17,293	18,161	22,637	25,452	25,410	25,513	24,471	23,995	24,562	24,616

NorthSTAR uses a Managed Care model to insure the appropriate level of services to eligible consumers. The percent of persons receiving Medication only services decreased substantially in SFY 2001. This decrease is desirable. The subsequent increase may not be unreasonable as expected values are not known

2. Percent of Mentally Ill customers who receive Specialty Network Provider services

- Other Than Service Coordination

SPN Services	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent	30%	48%	53%	53%	48%	52%	52%	47%	43%	40%	40%
SPN Persons Served	4,646	8,250	9,535	11,997	12,155	13,136	13,197	11,608	10,347	9,918	9,857

Analysis of the service history and diagnoses of customers receiving SPN services show that they tend to be high need individuals. This is an informational item. Change prompts examination of other areas of performance (diagnosis, # services, service intensity; etc.)

3. Percent of NorthSTAR members receive COMMUNITY SERVICES within 7 and 30 days of discharge from a STATE HOSPITAL.

Med Services Only	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb	HEDIS 2000
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006	
Percent within 7 Days	36%	52%	47%	55%	60%	39%	45%	35%	37%	36%	40%	48%
Number within 7 Days	122	132	101	224	185	122	155	125	150	130	161	
Percent within 30 Days	56%	67%	63%	67%	72%	61%	68%	55%	59%	58%	60%	71%
Number within 30 Days	191	173	136	275	220	187	236	197	239	211	241	
Number of Discharges	342	256	216	410	306	309	346	360	405	362	399	

4. Percent of NorthSTAR members receive COMMUNITY SERVICES within 7 and 30 days of discharge from a Community Hospital

Med Services Only	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb	HEDIS 2000
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006	
Percent within 7 Days	38%	38%	31%	55%	60%	48%	48%	40%	45%	34%	41%	48%
Number within 7 Days	136	128	86	420	466	389	362	275	312	255	285	
Percent within 30 Days	62%	65%	58%	67%	70%	65%	64%	61%	61%	57%	60%	71%
Number within 30 Days	222	220	164	513	540	530	488	413	430	429	412	
Number of Discharges	360	341	283	766	773	814	760	682	700	751	691	

5. Percent of inpatient customers who receive Emergency or Crisis Services within 7 and 30 days of discharge from a State Hospital

Emergency after SH	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 7 Days	2%	2%	1%	1%	2%	0%	1%	1%	1%	0%	1%
Number within 7 Days	7	6	4	5	5	1	2	2	6	1	2
Percent within 30 Days	6%	6%	7%	4%	4%	3%	3%	3%	4%	1%	2%
Number within 30 Days	20	17	16	16	13	9	10	12	18	4	6
Number of Discharges	342	289	234	410	306	309	346	360	405	362	399

6. Percent of inpatient customers who receive Emergency or Crisis Services within 7 and 30 days of discharge from a Community Hospital

Emergency after CH	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 7 Days	6%	3%	2%	2%	2%	1%	3%	1%	2%	1%	1%
Number within 7 Days	21	10	6	13	16	7	22	10	17	6	7
Percent within 30 Days	10%	8%	8%	5%	5%	3%	8%	5%	5%	2%	3%
Number within 30 Days	35	26	23	35	37	27	57	35	36	13	20
Number of Discharges	360	341	283	766	773	814	760	682	700	751	691

7. Readmission after Discharge from a Psychiatric Hospital

Recidivism	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 30 Days	8%	7%	6%	14%	13%	16%	17%	18%	19%	16%	20%
Number w/in 30 Days	162	102	79	215	176	178	178	186	190	173	213
Percent Within 1 Year	32%	27%	22%	37%	38%	37%	38%	Insufficient Time Elapsed to Calculate Recidivism for One Year			
One Year Recidivism	621	403	272	567	515	514	533				
Number Discharged	1,953	1,482	1,241	1,514	1,353	1,383	1,421	1,364	1,440	1,429	1,448

Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

8. Readmission after Discharge from a State Hospital

SH Recidivism	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 30 Days	9%	7%	9%	8%	6%	3%	3%	4%	5%	3%	5%
Number w/in 30 Days	59	45	44	46	27	36	32	41	52	30	50
Percent Within 1 Year	35%	30%	29%	29%	31%	29%	30%	Insufficient Time Elapsed to Calculate Recidivism for One Year			
One Year Recidivism	236	178	137	166	131	129	139				
Number Discharged	677	601	480	576	421	437	458	473	548	469	515

9. Readmission after Discharge from a Community Hospital

CH Recidivism	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 30 Days	8%	9%	8%	10%	10%	8%	9%	8%	7%	9%	8%
Number w/in 30 Days	103	77	52	103	105	87	93	81	70	94	88
Percent Within 1 Year	30%	27%	19%	30%	33%	31%	32%	Insufficient Time Elapsed to Calculate Recidivism for One Year			
One Year Recidivism	385	223	129	322	339	337	344				
Number Discharged	1,276	838	677	1,059	1,018	1,103	1,066	1,015	1,019	1,070	1,055

10. Percent of inpatient customers who are admitted to a Psychiatric Hospital within 30 and 90 days of receiving Emergency Room or 23 Hour Services and not being admitted

Admission after ER or 23 hrs obs	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent within 30 Days	31%	22%	23%	17%	16%	23%	23%	20%	32%	27%	42%
Number within 30 Days	465	351	621	339	411	522	549	555	977	613	800
Percent within 90 Days	35%	27%	28%	22%	20%	27%	26%	24%	34%	31%	43%
Number within 90 Days	526	435	743	425	503	613	643	680	1,044	696	828
Number of Discharges	1,504	1,628	2,688	1,966	2,494	2,246	2,430	2,780	3,098	2,280	1,919

11. Percent customers with Schizophrenia receiving New Generation Medication

Percent New Gen Meds Receiving New Gen Meds Cust. w Schizophrenia	Avg. Q	Avg. Q	Avg. Q	Avg. Q	Avg Q	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	2004	2005	2005	2005	2006	2006
Percent New Gen Meds Receiving New Gen Meds	44%	51%	54%	51%	46%	44%	43%	43%	43%	#VALUE!	0%
Cust. w Schizophrenia	1,371	2,114	2,546	2,604	2,706	2,435	2,456	2,323	2,263	Insufficient data	
	3,134	4,126	4,697	5,082	5,874	5,586	5,667	5,388	5,298	5,637	6,004

Selected Quality and Outcome Measures; NorthSTAR Chemical Dependency Performance Measures

1. Percent of NorthSTAR members who receive CD RESIDENTIAL TREATMENT who continue with outpatient services.

Continue CD Treatment	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	2000	2001	2002	2003	2004	2004	2005	2005	2005	2006	2006
Percent Continue Treatment	76%	81%	84%	91%	87%	62%	65%	67%	71%	59%	84%
Outpatient within 15 days	498	520	567	784	752	337	339	307	241	91	65
Number of Persons Served	659	640	676	860	865	542	519	459	340	155	77

2. Percent of NorthSTAR members who leave CD treatment for at least 15 days and return after 30 and 90 days, and within a year of treatment.

CD Recidivism	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	2000	2001	2002	2003	2004	2004	2005	2005	2005	2006	2006
Recidivism >30 days	39%	35%	41%	52%	48%	45%	53%	53%	47%	44%	
Returned >30 days	325	280	246	675	667	511	559	583	470	405	
Recidivism >90 days	22%	25%	33%	25%	23%	25%	28%	27%	25%	18%	
Returned >90 days	185	197	198	328	324	287	292	298	245	163	
Received Treatment	837	791	600	1295	1388	1129	1057	1092	992	913	

3. Percent of NorthSTAR members who receive CD RESIDENTIAL treatment who return to Residential >30 days and within a year of treatment.

CD Recidivism	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	2000	2001	2002	2003	2004	2004	2005	2005	2005	2006	2006
Recidivism	25%	23%	21%	23%	25%	28%	25%	28%	22%	21%	10%
Returned to Res., >30 days	183	147	132	165	143	142	123	138	111	94	39
CD Residential Svcs	726	633	619	712	579	510	492	486	502	448	399

4. Percent of customers who receive at least 7 days of CD Residential Services and step down to outpatient services within 15 days.

Continue CD Treatment	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	2000	2001	2002	2003	2004	2004	2005	2005	2005	2006	2006
Receive CD Outpatient Svc	73%	76%	81%	80%	79%	89%	90%	90%	92%	92%	94%
Outpatient Services w/ 15 days	377	315	356	524	404	401	416	492	468	403	398
Persons Received Res 7+ days	518	412	440	656	509	450	460	544	511	439	425

5. Percent of customers who receive CD Intensive Outpatient services and step down to other outpatient services within 15 days.

Continue CD Treatment	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	2000	2001	2002	2003	2004	2004	2005	2005	2005	2006	2006
Continue w/ OP Svcs	39%	71%	72%	83%	84%	78%	75%	78%	79%	81%	82%
Move to Outpatient Svcs	233	422	355	354	459	574	471	520	499	433	359
Receive Intensive Outpatient	593	593	494	429	546	734	629	668	628	534	436

6. Percent of CD customers who continue course of treatment for 90 days (no break in service of over 15 days).

Continue CD Treatment	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Avg. Q SFY	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
	2000	2001	2002	2003	2004	2004	2005	2005	2005	2006	2006
Continue CD Treatment	7%	8%	8%	10%	12%	17%	15%	15%	16%	12%	
Persons Continuous Service	58	82	75	161	219	377	209	244	289	197	
Persons - CD Specific Svcs	859	997	987	1,583	1841	2157	1404	1639	1783	1582	

NorthSTAR Persons Served by Type of Service Received

Average Monthly Persons served

Paid Services	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	168.1	342.7	381.3	469.1	610.4	683.0	723.7	695.3	664.7	771.3	792.3
SSI Adult	1,234.2	2,376.2	2,548.8	2,844.3	3,129.7	3,048.0	3,217.3	2,861.3	3,070.0	3,021.7	3,143.0
SSI Aged	38.6	73.0	77.3	72.7	80.9	52.3	57.0	42.7	45.3	46.0	60.7
TANF Child	554.9	875.6	1,116.2	1,700.8	2,270.5	2,500.7	2,552.7	2,410.0	2,024.7	2,269.7	2,197.7
TANF Adult	191.5	350.8	394.8	486.9	402.0	418.0	389.7	327.3	299.0	283.3	272.7
Indigent Child	1,540.5	1,317.3	992.1	1,013.8	1,221.9	1,174.3	1,215.3	1,153.7	1,044.3	1,097.7	1,167.0
Indigent Adult	6,020.3	7,690.3	7,866.7	9,252.3	10,180.5	9,846.0	9,900.3	8,930.3	9,356.3	9,244.7	9,203.3
Grand Total	9,748	13,026	13,377	15,849.8	17,895.9	16,970.0	18,056.0	16,420.7	16,504.3	16,734.3	16,836.7

Community Inpatient	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	7.2	11.4	12.6	15.4	21.3	22.3	16.7	19.0	14.7	24.3	23.0
SSI Adult	57.0	55.0	53.8	62.7	70.3	65.3	65.0	58.3	65.7	57.3	62.3
SSI Aged	NA	1.3	1.0	1.3	1.0	1.0	0.0	1.0	1.0	0.0	0.0
TANF Child	15.2	17.6	25.3	37.3	46.4	50.7	50.0	33.7	34.0	59.3	34.7
TANF Adult	10.0	10.1	8.6	9.6	8.2	4.0	8.3	4.3	2.3	4.3	3.7
Indigent Child	58.2	42.8	29.4	34.3	39.3	49.3	41.7	36.7	47.3	50.0	53.7
Indigent Adult	282.3	179.3	129.2	181.5	161.4	187.7	191.7	199.7	194.3	162.7	181.3
Grand Total	430	318	259.2	341.1	347.1	361.9	373.3	352.0	358.7	358.0	358.7

Hospital Observation	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	NA	NA	2.3	1.9	4.4	5.3	7.7	16.0	14.3	8.7	6.0
SSI Adult	NA	NA	30.3	28.8	39.3	40.0	54.7	60.3	109.3	101.0	98.3
SSI Aged	NA	NA	0.0	0.0	1.0	NA	1.0	0.0	0.0	0.0	1.0
TANF Child	NA	NA	7.0	5.7	12.8	13.0	26.0	40.0	29.3	10.3	4.7
TANF Adult	NA	NA	7.8	5.6	6.4	6.0	9.3	7.0	10.3	9.0	8.7
Indigent Child	NA	NA	24.6	23.8	34.8	43.0	40.7	54.3	56.3	43.7	36.3
Indigent Adult	NA	NA	212.9	231.8	293.3	340.0	338.3	374.0	515.7	470.0	401.3
Grand Total	NA	NA	284.9	296.8	390.9	588.5	477.0	551.7	735.3	642.7	555.7

ER Services	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	4.8	4.8	5.7	7.6	9.0	9.3	8.0	13.0	10.3	6.3	4.3
SSI Adult	42.7	45.5	55.2	74.8	78.3	75.0	77.0	71.0	94.3	43.0	34.7
SSI Aged	1.0	1.3	0.0	1.0	1.5	1.5	1.0	0.0	0.0	0.0	1.0
TANF Child	6.3	4.5	7.9	13.1	17.1	14.3	19.3	18.7	14.0	9.0	5.3
TANF Adult	5.3	6.6	8.6	11.0	10.9	4.7	6.7	7.7	8.3	6.0	3.7
Indigent Child	37.6	27.9	25.2	29.7	34.3	33.3	33.7	43.0	38.7	19.3	19.0
Indigent Adult	235.0	192.5	240.3	254.3	303.2	261.7	293.3	328.0	348.3	187.3	157.7
Grand Total	333	283	343	390.5	453.0	392.9	438.3	481.3	514.0	271.0	225.0

NorthSTAR Persons Served by Type of Service Received

CD Residential	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	1.0	1.0	1.0	1.3	1.0	1.0	1.5	1.0	2.0	0.0	1.0
SSI Adult	10.8	16.3	16.6	20.6	20.1	14.7	18.3	21.0	20.3	18.3	17.0
SSI Aged	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0
TANF Child	5.5	5.1	2.8	4.2	4.1	4.3	5.0	6.0	6.0	6.7	6.7
TANF Adult	12.8	18.5	17.8	19.8	15.3	16.3	14.0	12.3	12.0	13.0	11.3
Indigent Child	64.2	23.9	24.1	16.1	16.0	18.0	14.7	17.0	17.7	21.0	21.0
Indigent Adult	343.9	305.4	314.1	342.6	331.6	304.7	293.0	316.7	341.0	319.0	270.7
Grand Total	438	370	376	404.1	386.3	364.9	346.0	373.7	398.3	378.7	328.0

CD Non-Residential	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	1.6	2.1	1.9	1.6	4.2	3.3	1.7	2.0	6.7	6.0	4.7
SSI Adult	9.8	28.7	28.5	35.6	97.5	97.7	92.3	104.3	127.7	127.3	111.0
SSI Aged	NA	NA	NA	1.0	1.8	2.7	3.3	3.3	4.3	6.3	8.0
TANF Child	9.5	13.0	10.6	12.1	29.0	25.7	23.7	50.0	55.3	43.7	33.0
TANF Adult	13.8	35.0	39.5	44.2	62.6	61.0	52.7	53.7	46.7	42.7	42.0
Indigent Child	96.3	62.8	72.5	67.7	97.8	88.0	82.0	107.0	141.7	122.7	108.3
Indigent Adult	359.8	510.0	582.8	697.9	1,305.4	1,298.3	1,226.3	1,232.0	1,246.7	1,277.7	1,155.3
Grand Total	491	652	736	858.8	1,597.9	1,565.1	1,482.0	1,552.3	1,629.0	1,626.3	1,462.3

MH Other Community	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	156.0	319.7	360.7	436.9	423.4	413.0	443.0	437.3	384.0	410.7	462.0
SSI Adult	746.8	2,213.5	2,428.2	2,700.0	2,512.9	2,135.7	2,290.7	1,878.7	1,946.7	1,795.0	2,107.0
SSI Aged	46.2	69.0	75.9	69.1	75.6	42.3	50.3	34.0	35.7	35.0	50.0
TANF Child	404.3	816.3	993.0	1,552.9	1,922.8	1,960.7	1,997.3	1,862.0	1,461.7	1,619.3	1,597.7
TANF Adult	115.8	275.1	317.4	392.6	273.5	249.0	240.7	187.3	155.0	154.3	157.7
Indigent Child	1,428.9	1,298.7	932.4	906.5	912.8	808.0	854.7	778.7	625.7	662.7	755.0
Indigent Adult	4,835.7	6,451.5	6,566.8	7,593.8	6,930.3	5,751.7	5,833.0	4,729.7	4,739.0	4,654.3	5,184.3
Grand Total	7,734	11,444	11,674	13,651.8	13,051.3	10,165.1	11,709.7	9,907.7	9,347.7	9,331.3	10,313.7

Medication Services	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov	Dec-Feb	Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
						2005	2005	2005	2005	2006	2006
SSI Child	80.8	157.5	175.3	241.8	331.6	433.7	449.7	394.0	409.0	498.0	496.7
SSI Adult	674.4	1,146.2	1,231.5	1,369.3	1,521.5	1,712.0	1,793.0	1,558.0	1,675.0	1,749.3	1,752.7
SSI Aged	20.6	9.8	9.4	8.4	7.8	13.3	9.0	8.3	7.3	6.3	5.0
TANF Child	124.2	251.3	318.8	491.3	762.3	986.3	986.3	872.0	830.3	969.7	960.7
TANF Adult	64.0	137.0	160.7	213.8	193.3	233.3	212.3	150.7	153.3	143.3	133.3
Indigent Child	526.3	494.6	345.2	346.8	399.3	439.0	433.7	373.0	362.7	414.3	437.7
Indigent Adult	2,859.8	3,597.3	3,635.9	4,555.6	4,873.8	5,409.3	5,334.0	4,490.0	4,799.7	4,894.3	4,945.3
Grand Total	4,350	5,794	5,877	7,226.8	8,089.5	8,590.5	9,218.0	7,846.0	8,237.3	8,675.3	8,731.3

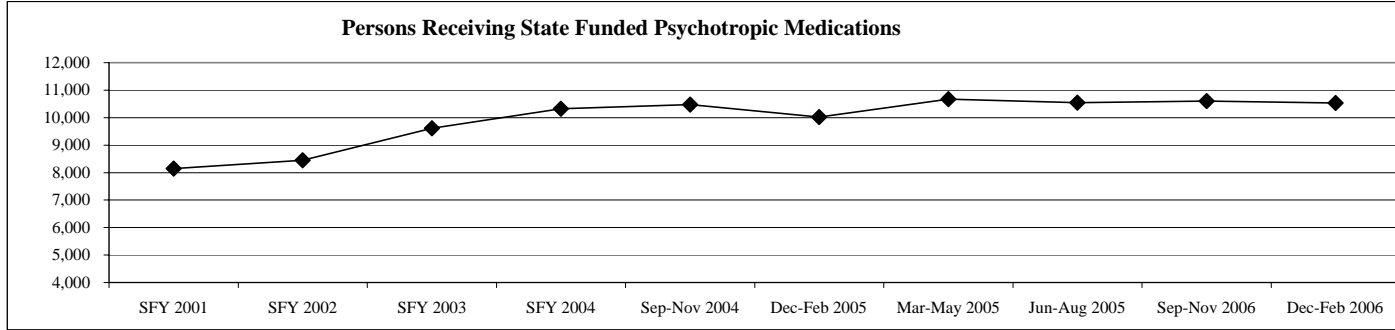
Data are based on service date and include all NorthSTAR services except MH State Hospital and pharmacy prescription activity.

Psychotropic Medications

Mo. Average, All Meds -

State Funded

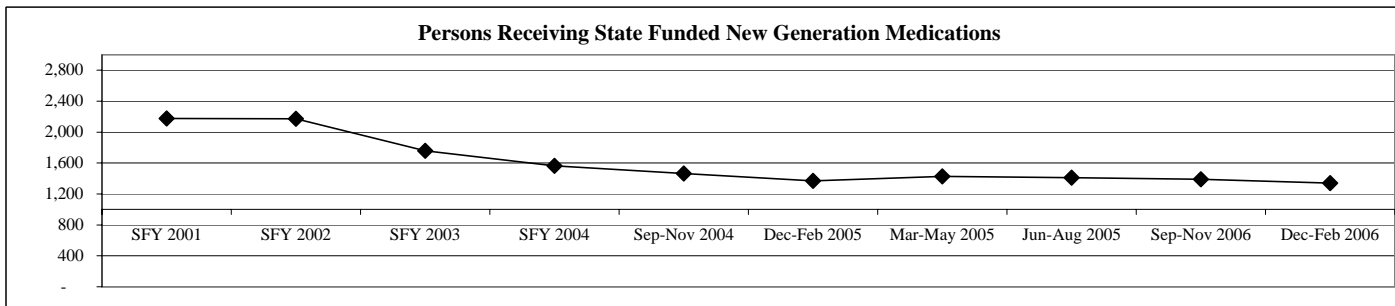
	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Persons Served	8,150	8,443	9,609	10,324	10,472	10,019	10,671	10,548	10,602	10,531
Prescriptions Filled	23,626	25,768	29,130	30,208	31,187	29,510	31,563	31,287	30,912	30,725



Monthly Average New Gen

State Funded

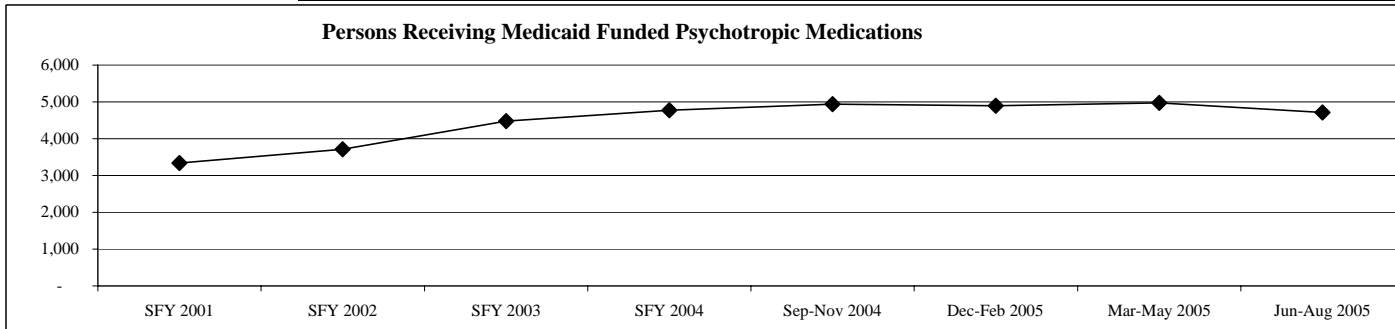
	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Mo Avg Persons	2,176	2,171	1,759	1,562	1,464	1,368	1,427	1,410	1,391	1,339
Prescriptions Filled	2,841	2,894	2,355	2,043	1,909	1,734	1,830	1,806	1,735	1,652



Mo. Average, All Meds -

Medicaid

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Persons Served	3,341	3,711	4,476	4,774	4,941	4,900	4,971	4,712	Data Unavailable	Data Unavailable
Prescriptions Filled	5,461	6,043	7,169	7,382	7,352	7,319	7,436	7,041	Data Unavailable	Data Unavailable



Psychotropic Medications

Monthly Average New Gen

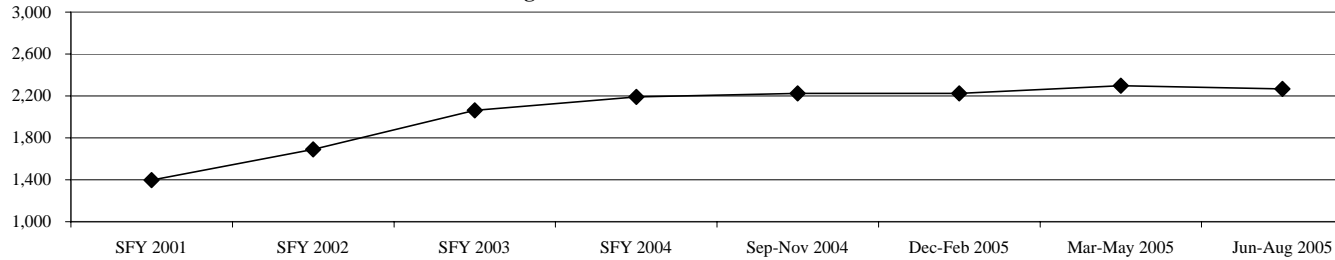
Meds - Medicaid

Mo Avg Persons

Prescriptions Filled

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
Mo Avg Persons	1,396	1,690	2,063	2,192	2,224	2,225	2,298	2,267	Data Unavailable	Data Unavailable
Prescriptions Filled	1,604	1,957	2,354	2,474	2,514	2,507	2,608	2,562	Data Unavailable	Data Unavailable

Persons Receiving Medicaid Funded New Generation Medications



Quarterly Persons Receiving

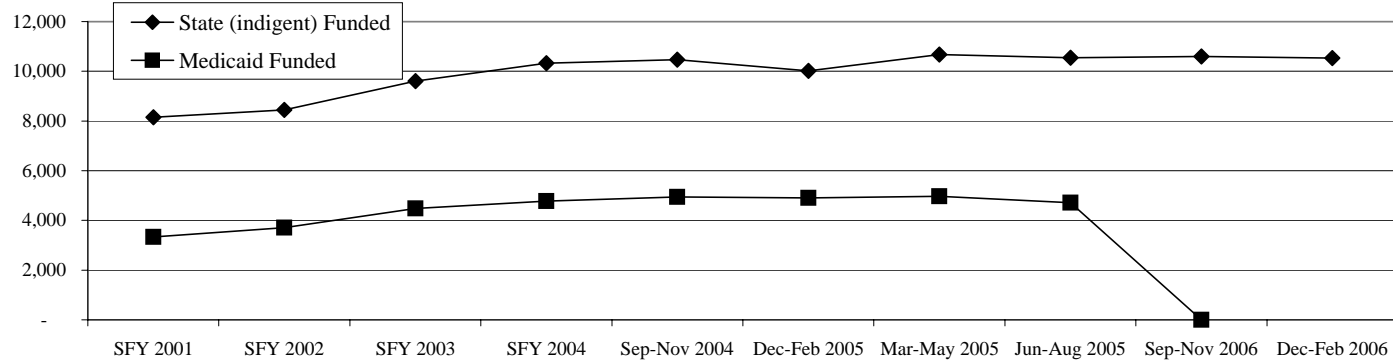
Medications

State (indigent) Funded

Medicaid Funded

	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 2004	Dec-Feb 2005	Mar-May 2005	Jun-Aug 2005	Sep-Nov 2006	Dec-Feb 2006
State (indigent) Funded	8,150	8,443	9,609	10,324	10,472	10,019	10,671	10,548	10,602	10,531
Medicaid Funded	3,341	3,711	4,476	4,774	4,941	4,900	4,971	4,712	Data Unavailable	Data Unavailable

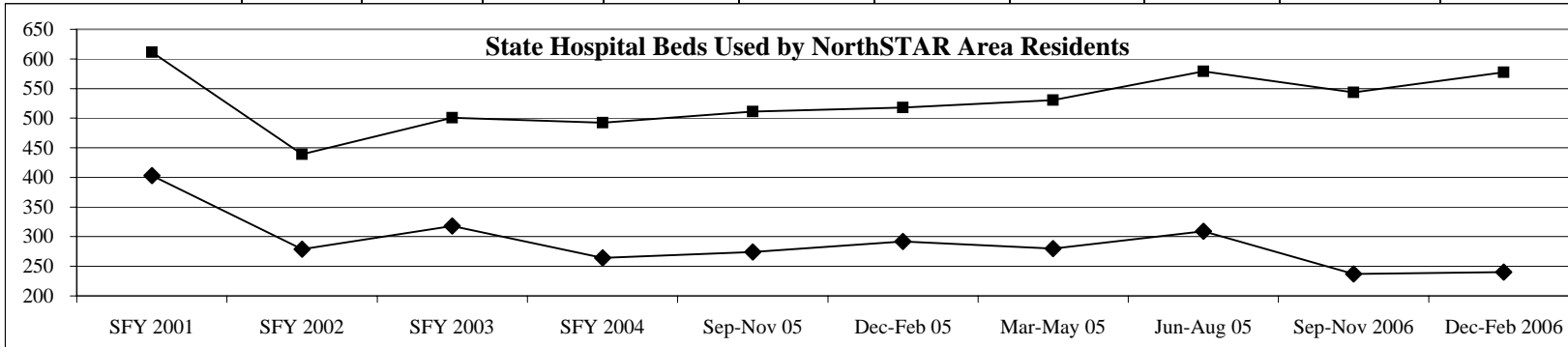
Quarterly Persons Receiving Psychotropic Medications



NorthSTAR Hospital Utilization

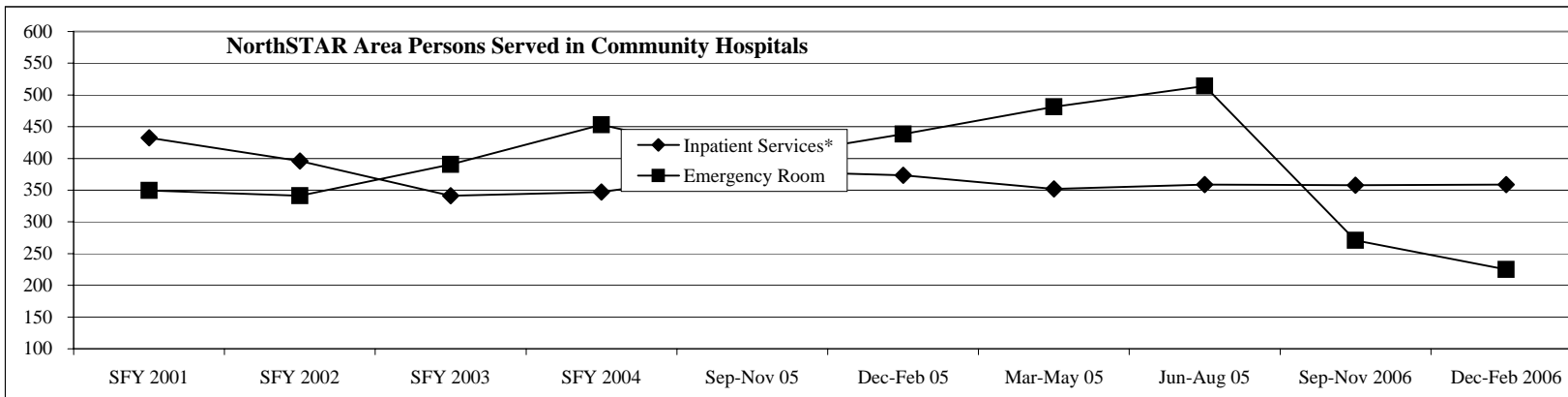
Average Monthly Beds Used

State Hospital	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 05	Dec-Feb 05	Mar-May 05	Jun-Aug 05	Sep-Nov 2006	Dec-Feb 2006
Beds Used	403	279	318	264	274	292	280	309	237	240
Persons Served	611	439	501	492	511	518	530	579	544	577



Community Hospital	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 05	Dec-Feb 05	Mar-May 05	Jun-Aug 05	Sep-Nov 2006	Dec-Feb 2006
Inpatient Services*	432	396	341	347	380	373	352	359	358	359
Emergency Room	350	341	391	453	399	438	481	514	271	225

* includes observation room

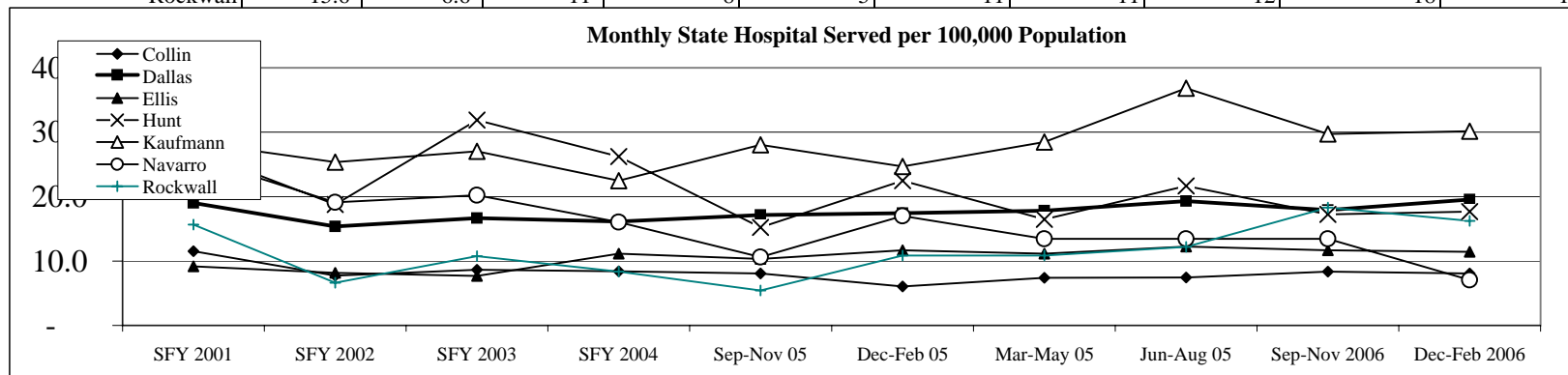


NorthSTAR Hospital Utilization

Monthly State Hospital Persons Served Per 100,000 Population, by County

Persons

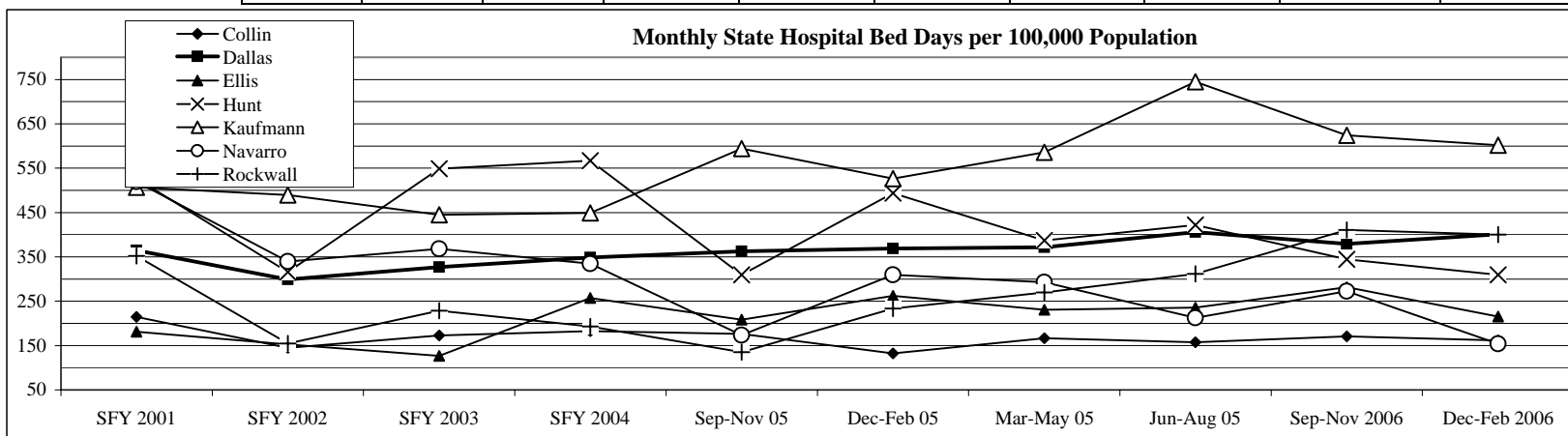
	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 05	Dec-Feb 05	Mar-May 05	Jun-Aug 05	Sep-Nov 2006	Dec-Feb 2006
Collin	11.5	7.7	9	8	8	6	7	7	8	8
Dallas	19.0	15.3	17	16	17	17	18	19	18	20
Ellis	9.2	8.2	8	11	10	12	11	12	12	11
Hunt	27.2	18.8	32	26	15	22	16	22	17	18
Kaufmann	28.4	25.3	27	22	28	25	28	37	30	30
Navarro	26.1	19.1	20	16	11	17	13	13	13	7
Rockwall	15.6	6.6	11	8	5	11	11	12	18	16



Monthly State Hospital Bed Days Per 100,000 Population, by County

Bed Days

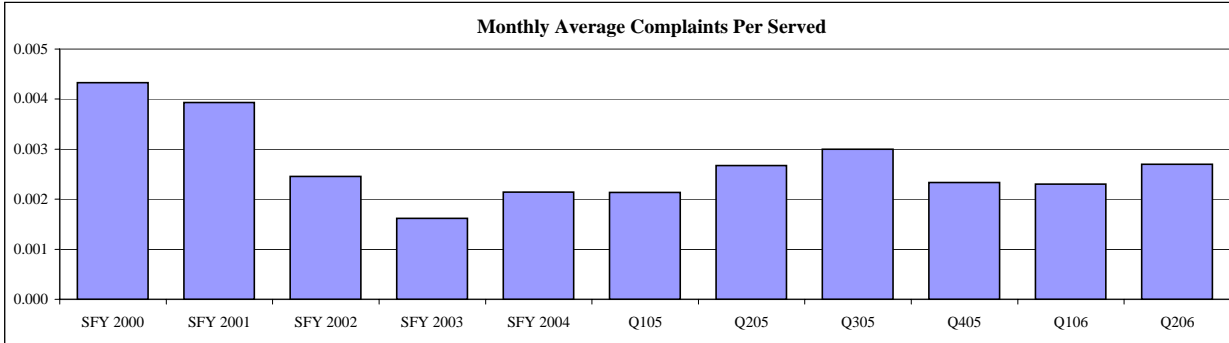
	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Sep-Nov 05	Dec-Feb 05	Mar-May 05	Jun-Aug 05	Sep-Nov 2006	Dec-Feb 2006
Collin	214.3	144.9	172	183	176	132	167	158	170	162
Dallas	364.6	298.7	327	349	363	369	372	406	379	401
Ellis	180.9	152.2	127	257	208	262	231	236	282	216
Hunt	526.2	316.0	549	567	309	494	387	422	345	309
Kaufmann	506.7	489.6	445	449	594	526	586	745	624	602
Navarro	519.8	339.5	368	335	173	310	293	212	272	154
Rockwall	351.9	154.6	229	193	135	234	270	311	411	400



NorthSTAR Complaints Received

Customer Complaints

	SFY 2000	SFY 2001	SFY 2002	SFY 2003	Q104	Q105	Q205	Q305	Q405	Q106	Q206
Utilization Review/Management	6.8	10.5	9.8	4.8	8.0	6.3	5.3	4.3	3.0	2.0	2.7
Accessibility/Availability of Services	12.2	12.6	5.4	5.4	9.0	10.3	24.3	16.0	18.0	10.7	13.7
Quality of Care	18.2	18.8	13.5	12.9	18.3	15.3	17.0	21.0	24.3	22.0	23.3
Other	9.6	9.3	3.8	3.3	3.0	6.0	4.7	2.0	2.7	4.0	5.7
Total Complaints	46.8	51.3	32.5	26.4	38.3	38.0	51.3	43.3	48.0	38.7	45.3

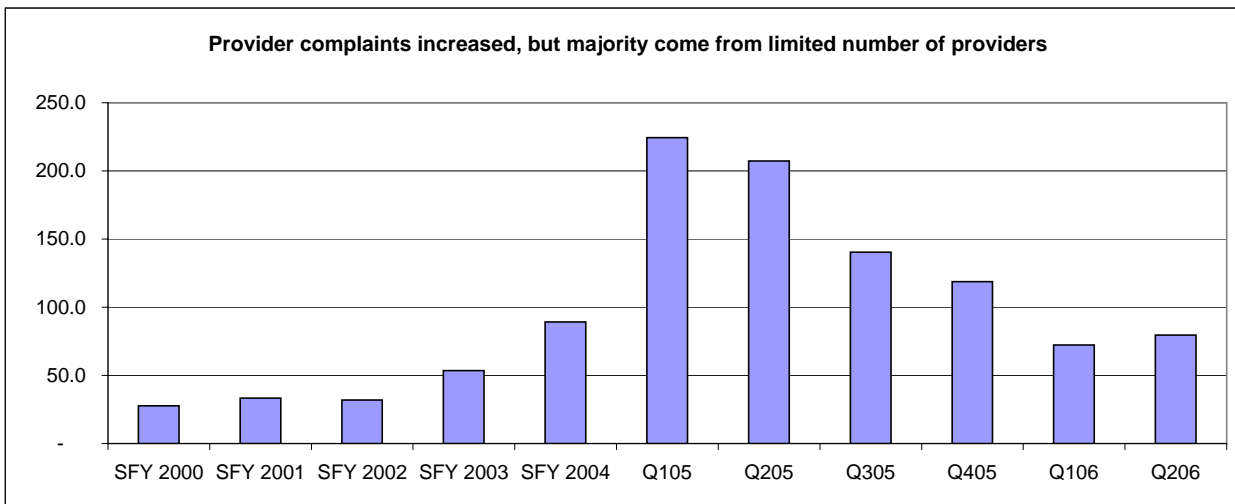


	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Q105	Q205	Q305	Q405	Q106	Q206
Complaints per Served Individual	0.00433	0.00393	0.00246	0.00162	0.00214	0.00213	0.003	0.0	0.0	0.0	0.0
Complaints Resolved in <30 Days	46.7	44.3	29.7	20.7	31.6	24.3	47.0	30.0	33.7	38.3	45.0
Resolved to Customer Satisfaction	21.3	35.6	21.9	16.8	25.3	24.3	27.3	15.0	18.7	18.7	15.7
Complaint Unfounded/Not Sat.	12.7	15.7	10.6	9.6	11.4	13.7	20.3	16.3	18.0	20.0	24.7
Complaints Outstanding	-	-	-	0.0	0.0	0.0	3.7	12.0	0.0	0.0	0.0

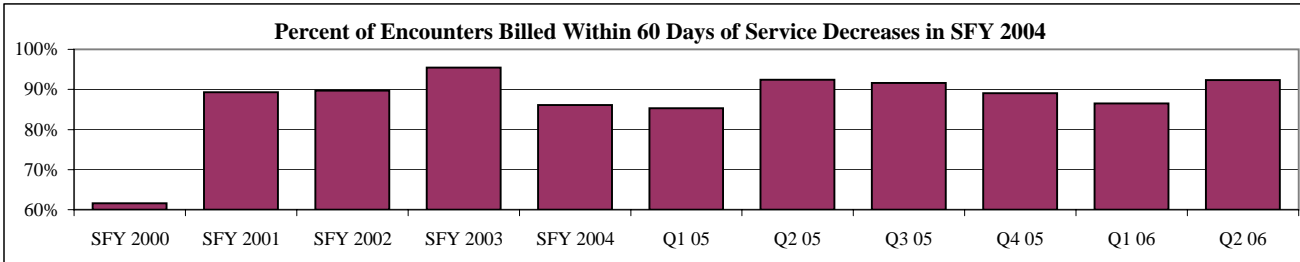
Provider Complaints

	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Q105	Q205	Q305	Q405	Q106	Q206
Enrollee Issues	12.6	10.9	6.8	8.1	7.3	8.3	8.0	28.3	23.3	22.3	14.7
Provider Contract	1.8	0.8	0.4	0.2	1.9	1.0	2.0	0.0	1.3	7.3	5.0
Credentialing	0.6	0.5	0.2	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Claims Payment	8.4	24.4	26.3	58.9	90.8	223.0	230.0	114.0	97.3	42.0	60.0
Other	5.8	1.3	0.6	0.4	0.3	0.0	0.3	0.3	0.0	0.3	0.3
Total Complaints	29.1	37.9	34.2	67.7	100.4	232.3	240.3	142.7	122.0	72.0	80.0

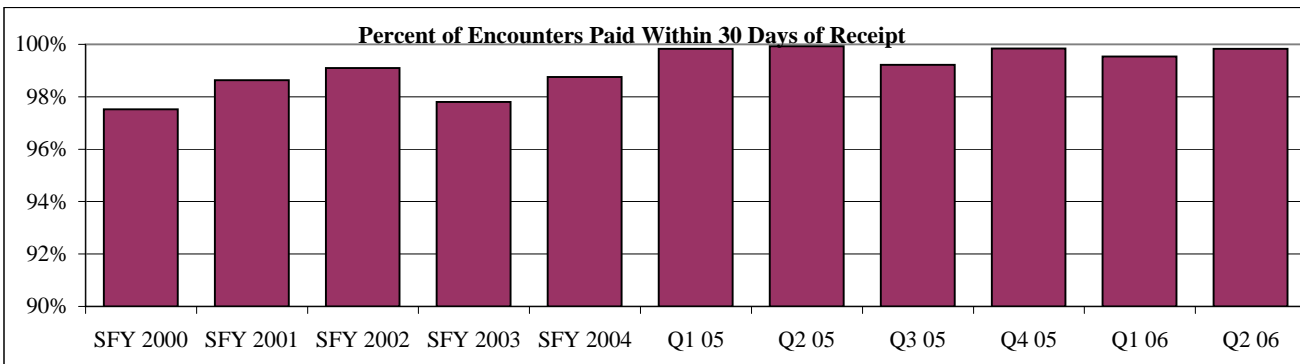
Complaints Resolved in <60 Days	27.8	33.3	31.8	53.4	89.2	224.3	207.3	140.3	118.7	72.3	79.7
Complaints Outstanding	-	-	-	0.0	0.0	2.0	33.0	2.3	1.0	0.0	0.3



Provider Billing and Payment



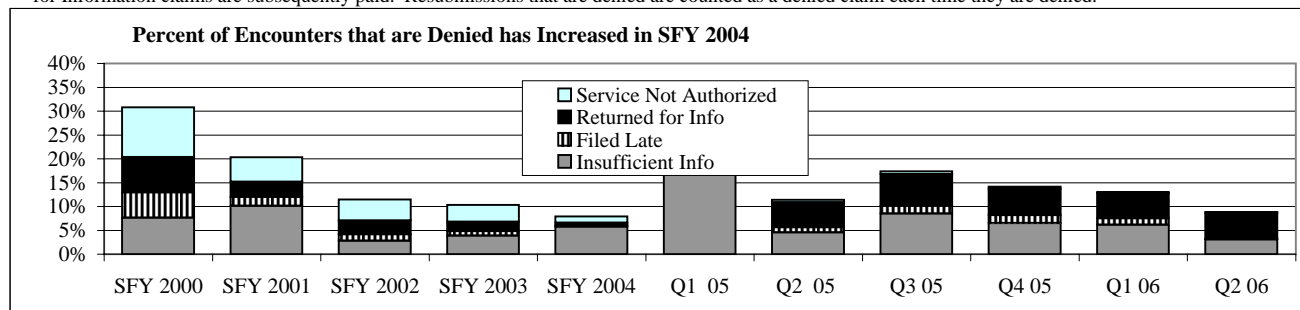
Provider I	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Q1 05	Q2 05	Q3 05	Q4 05	Q1 06	Q2 06
<61 Days	61.6%	89.3%	89.7%	95.4%	86.1%	85.3%	92.4%	91.6%	89.0%	86.5%	92.3%
<15	51,111	220,472	267,559	409,287	347,125	81,276	94,974	81,464	67,061	67,760	65,559
to 30 days	69,605	152,785	152,673	153,790	144,543	31,851	35,810	35,937	32,761	28,257	35,352
to 60 days	84,571	114,785	117,317	122,180	156,377	19,910	21,138	18,433	22,843	21,424	26,625
to 90 days	37,250	30,325	30,241	21,597	54,253	10,432	7,862	9,330	8,808	13,065	9,642
>90 days	90,937	28,198	31,413	11,107	50,413	12,438	4,575	3,162	6,286	5,274	937



BHO Pay	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Q1 05	Q2 05	Q3 05	Q4 05	Q1 06	Q2 06
<31 Days	97.5%	98.6%	99.1%	97.8%	98.8%	99.8%	99.9%	99.2%	99.8%	99.5%	99.8%
<15	268,846	460,740	523,851	552,934	621,387	157,586	163,624	131,006	114,776	87,568	121,942
to 30 days	57,821	83,352	72,595	150,039	145,890	1,220	1,505	16,470	22,769	47,581	15,935
to 60 days	7,412	6,128	3,152	12,217	7,621	231	112	885	64	576	237
to 90 days	370	937	1,467	1,575	1,715	14	8	227	84	50	1
>90 days	524	460	843	1,987	345	23	5	52	66	5	0

Days to bill and Days to Pay Tables do not total the same numbers because of missing transaction dates

Denied encounters remain in the file of denials if they are paid upon appeal or resubmission. Many Service not Authorized and most Returned for Information claims are subsequently paid. Resubmissions that are denied are counted as a denied claim each time they are denied.



Service not Authorized = not an emergency service, required authorization and no authorization is on file. May be appealed and paid in the future.

Returned for Information = Claim returned to the provider with an explanation of what information was missing or inaccurate.

Filed Late = Claim was filed after the filing deadline, currently 90 days. In early quarters filing deadlines were longer and frequently waived.

Insufficient Info = Encounters that were denied due to missing or inaccurate provider ID, unreadable form etc.

Missing service date is a frequent reason for denial of payment. Denied claims are analysed using date of BHO receipt.

NorthSTAR Network Providers

NorthSTAR Facility Sites	Collin	Dallas	Ellis	Hunt	Kaufmann	Navarro	Rockwall	Out of Area	Total
Inpatient MH	1	7		1	1			1	11
Outpatient MH	2	38	1	2	2	1		3	49
Residential MH		4						0	4
Inpatient Chemical Dep.	1	7						1	9
Outpatient Chemical Dep.	6	29	1		1			2	39
Specialized Female Residential		1							1
Res. Chemical Dependency		5		1				1	7
Dual Diagnosis Services	2	34	1	1	3	1		2	44
Pharmacotherapy	1	2							3
Total	13	127	3	5	7	2	0	10	167

NorthSTAR Individual Providers	Collin	Dallas	Ellis	Hunt	Kaufmann	Navarro	Rockwall	Out of Area	Total
Psychiatrist	3	32	1	4	3	0	2	3	48
Psychologist	7	48	2	2	2	2		10	73
LPC, LMSW-ACP, LMFT	29	197	9	5	4	4	3	28	279
LCDC and Other	2	13		2				2	19
Total	41	290	12	13	9	6	5	43	419

Psychiatrists	Collin	Dallas	Ellis	Hunt	Kaufmann	Navarro	Rockwall	Out of Area	Total
Accept New Referrals	6	83	3	5	25		2	15	139
Accept Outpatient Referrals	2	58	3	4	4		2	4	77
Facility Based Only	3	54	3	1	22			11	94
Private Practice Only		11		1	1			2	15
Facility & Private Practice	3	21	1	3	2		2	2	34
Unduplicated Total	14	97	3	5	28		2	17	166

Proportional Distribution	Collin	Dallas	Ellis	Hunt	Kaufmann	Navarro	Rockwall	Population
Percent of Population	17.0%	71.6%	3.7%	2.5%	2.4%	1.4%	1.5%	3,290,277
Percent of Facility Locations	7.8%	76.0%	1.8%	3.0%	4.2%	1.2%	0.0%	167
Percent of Indiv Providers	9.8%	69.2%	2.9%	3.1%	2.1%	1.4%	1.2%	419

Financial Status

	Q4 SFY1999	SFY 2000	SFY 2001	SFY 2002	SFY 2003	SFY 2004	Q1 SFY 2005	Q2 SFY 2005	Q3 SFY 2005	Q4 SFY 2005	Q1 SFY 2006	Q2 SFY 2006	Program
	7/1-8/31/99	Total	Total	Total	Total	Total	9/1-11/30/04	12/1/04-2/28/05	3/1/05-5/31/05	6/1/05-8/31/05	9/1/05-11/30/05	12/1/05-2/28/06	Total
BHO Direct Service Expenditures	\$9,879,070	\$80,111,031	\$92,217,131	\$97,096,327	\$107,064,913	\$116,220,848	\$27,388,577	\$26,601,627	\$27,239,497	\$26,142,054	\$24,613,834	\$26,073,699	\$609,961,074
Total Payments to BHOs	\$9,504,981	\$86,094,095	\$100,520,988	\$107,411,246	\$113,471,879	\$118,693,002	\$30,520,054	\$30,515,657	\$29,949,673	\$30,724,645	\$29,401,453	\$28,836,292	\$657,406,219
Direct Service Claim Target (DSCT)	\$8,366,515	\$75,824,131	\$86,593,632	\$92,373,672	\$97,585,816	\$102,075,982	\$26,247,247	\$26,243,465	\$25,756,719	\$26,423,195	\$25,285,250	\$24,799,211	\$567,490,372
Direct Service Expenditures													
as a Percent of DSCT	118%	106%	106%	105%	110%	114%	104%	101%	106%	99%	97%	105%	107%
as a Percent of Payment*	104%	93%	92%	90%	94%	98%	90%	87%	91%	85%	84%	90%	93%
* Direct Service Expenditures as a Percent of Payment is often referred to as Medical Loss, Medical Loss Ratio and MLR.													
Max. Contracted Admin. & Profit	\$1,138,466	\$10,269,964	\$13,927,356	\$15,037,575	\$15,886,063	\$16,617,020	\$4,272,808	\$4,272,192	\$4,192,954	\$4,301,450	\$4,116,203	\$4,037,081	\$89,915,847
\$ Available for Admin and Profit	(\$374,089)	\$5,983,064	\$8,303,857	\$10,314,919	\$6,406,965	\$2,472,154	\$3,131,477	\$3,914,030	\$2,710,176	\$4,582,591	\$4,787,620	\$2,762,593	\$47,445,145
Gains/(Losses) based on DSCT	(\$1,512,555)	(\$4,286,900)	(\$5,623,499)	(\$4,722,655)	(\$9,479,098)	(\$14,144,867)	(\$1,141,330)	(\$358,162)	(\$1,482,778)	\$281,141	\$671,416	(\$1,274,488)	(\$42,470,702)

