

North Texas Behavioral Health Authority

Behavioral Health Organization Report

02-08-2012

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- Texas OIG requirement for all MCO's *(See Appendix A)*

ValueOptions Clinical Call Volume during Business Hours (Monday through Friday, 8:00AM - 5:00PM)

Month	TARGETS	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011	Sept 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	AVERAGE
Total Calls	N/A	2364	2072	1997	1493	2068	1964	1984	2040	1743	2038	2024	2218	1801	1676	2182	1978
Calls Accepted	N/A	2284	2000	1948	1454	2022	1916	1920	2003	1704	1986	1968	2148	1755	1648	2138	1926
Abandonment Rate	5% or less	3.40%	3.50%	2.50%	2.50%	2.20%	2.40%	3.20%	1.80%	2.20%	2.60%	2.67%	3.16%	2.55%	1.67%	2.02%	2.63%
Average Speed of Answer in seconds	30 or less	28	26	27	29	20	31	26	26	23	28	29	29	34	16	19	26

ValueOptions Clinical Call Volume during After Hours and Weekends

	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	AVERAGE
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	3121	2540	3355	2891
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	3033	2491	3298	2823
Abandonment Rate	5% or less	2.20%	1.88%	3.84%	2.33%	2.47%	2.32%	2.21%	2.88%	2.42%	1.92%	2.02%	2.82%	1.93%	1.70%	2.35%
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	10	8	9	12

Claims Processing

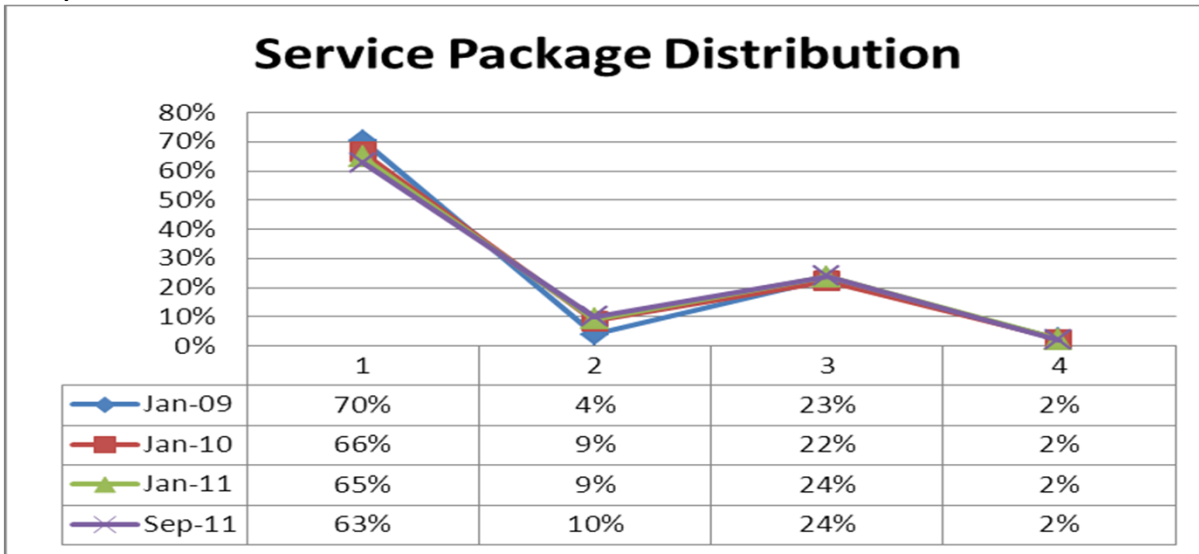
Month	Receipts	Number of Paid Claims	Financial Accuracy	Mechanical Accuracy
TARGETS	12 month avg= 58913	12 month avg= 52951	99%	98%
Sept 2010	66019	59436	99.52%	99.98%
Oct 2010	60968	51530	99.81%	99.96%
Nov 2010	63013	49142	99.92%	99.97%
Dec 2010	58994	51479	99.81%	99.97%
Jan 2011	48496	45213	99.80%	99.96%
Feb 2011	47105	45182	99.83%	99.99%
Mar 2011	68523	59652	99.95%	99.97%
Apr 2011	57811	48209	99.55%	99.96%
May 2011	57277	65096	99.91%	99.96%
June 2011	62180	65096	99.88%	99.97%
Jul 2011	49498	41445	99.74%	99.97%
Aug 2011	67071	53937	99.87%	99.98%
Sept 2011	49659	41899	99.91%	99.97%
Oct 2011	55640	48404	99.92%	99.97%
Nov 2011	53052	42780	99.98%	99.98%
Dec 2011	35755	34448	99.74%	99.95%

The table above provides information regarding claims processing for NorthSTAR. Financial accuracy refers to correct fee schedules, rates, etc. Mechanical accuracy refers to codes utilized or other process issues.

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171
Oct 2010	10654	162
Nov 2010	11203	165
Dec 2010	10759	200
Jan 2011	12604	390
Feb 2011	9848	276
Mar 2011	13138	503
Apr 2011	11350	349
May 2011	11484	362
June 2011	11921	330
Jul 2011	10223	358
Aug 2011	12962	470
Sept 2011	11811	292
Oct 2011	11933	342
Nov 2011	11416	369
Dec 2011	11128	372
Jan 2012	12637	408

iii. b)



The table above provides the package distribution for the entire adult population by service package over the past three years and 9 months across all SPN providers. This data reflects authorizations for services to be provided. There have been some distribution changes among individual SPNs but the only changes noted as a system are a downward trend in SP1 from 70%-63%, and an upward trend in SP2. SP3 and SP4 have shown little variability over this period of time.

SP1 – combinations of medication management, skills training, medication training, or routine case management. This package is for stable adults with severe and persistent mental illness.

SP2 – combination of medication management, skills training, medication training, routine case management and a primary focus on individual therapy.

SP3 – combination of medication management and a comprehensive psychosocial rehabilitation program (encompasses skills training, rehab, medication training, and case management).

SP4- Assertive Community Treatment (ACT) – national model of intensive community based wraparound and psychosocial rehabilitation.

Network Relations

	Hospital		CD Facility		MH Clinic		Individual Counselor		Psychiatrist	
	Added	Removed	Added	Removed	Added	Removed	Added	Removed	Added	Removed
January	0	0	0	0	0	0	1	1	1	1

Providers Added

Name	License/Provider Type	MH or SA	Age Group	Specialties	County	Effective Date
Andrew Gill	LPC	Mental Health and Substance Abuse	Adult and Adolescent	Alcohol/CD, Christian therapy, HIV/AIDS, Personality Disorders	Dallas	01/04/12
Paul Schneider	MD	Mental Health and Substance Abuse	Adult and Adolescent	Adjustment, Adol Behavior; affective and anxiety disorders, and alcohol/CD	Dallas	01/03/12

Providers Removed

Name	License/Provider Type	MH or SA	Age Group	Specialties	County	Effective Date
Robert Knipstein	MD	Mental Health and Substance Abuse	Adult and Adolescent	Anxiety, Personality, and Obsessive Compulsive Disorders, Alcohol/CD and Severe and Persistent Mental	Tarrant	01/13/12
Sherry Rust	LPC	Mental Health	Adult, Adolescent and Child	Anger Management, Family Violence, Marital/Separation/Divorce, women's issues and addiction-non chemical	Kaufman	01/10/12

2011 Eligibility and Enrollment

Month	Total Received	Total Enrolled	Inpatient	CD	Dis-enrollments	New Received	New Enrolled	Annual Received	Annual Enrolled
January	3497	2948	467	378	801	1933	1531	1564	1417
February	3025	2589	334	391	889	1083	664	1545	1410
March	4336	3735	323	290	1663	2070	1773	2266	1956
April	4147	3589	229	175	1159	1940	1675	2207	1892
May	4006	3249	239	153	861	1371	789	2013	1896
June	4428	3586	292	126	1104	1567	737	2273	2109
July	3960	3234	222	55	896	1399	706	2065	1905
Aug	4355	3594	452	46	833	1486	836	2369	2128
Sept	3869	3080	363	30	1014	1412	669	2028	1861
Oct	3482	2257	314	137	992	1707	628	1775	1629
Nov	3541	2403	584	119	759	1537	551	2004	1852
Dec	3205	2316	420	132	889	1070	447	1763	1493

2012 Eligibility and Enrollment

Month	Total Received	Total Enrolled	Inpatient	CD	Dis-enrollments	New Received	New Enrolled	Annual Received	Annual Enrolled
January	3025	2015	512	65	1067	862	419	1368	1219

Inpatient Utilization

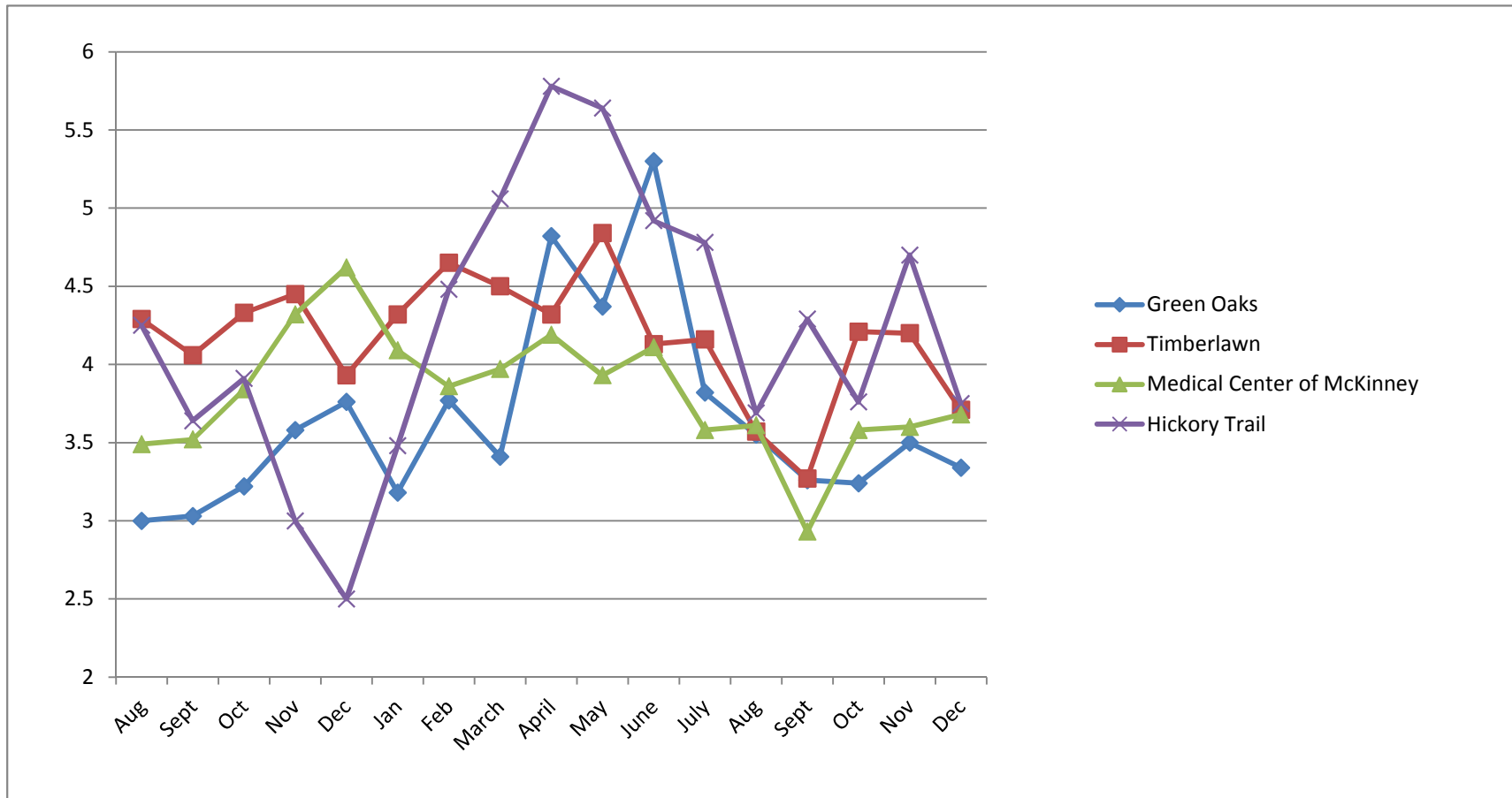
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Adult Inpatient Admissions	459	470	444	429	452	425	509	423	450	494	420	445	401	457	429	392	382	367
C&A Inpatient Admissions	107	106	154	152	123	97	103	114	113	149	114	94	91	75	104	128	117	107
23-Hr Observation	1038	1074	1019	931	928	768	997	901	1001	950	1012	929	960	988	960	928	893	891

Inpatient Utilization by facility

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Green Oaks																		
Adolescent Inpatient	21	33	35	25	20	29	15	25	23	30	25	18	27	22	27	21	26	25
Adult Inpatient	312	271	282	238	300	305	229	198	217	167	99	140	181	165	198	159	133	191
Total Inpatient	333	304	317	263	320	334	244	223	240	197	124	158	208	187	225	180	159	216
Timberlawn																		
Child/Adolescent Inpatient	86	73	119	127	103	68	88	89	90	119	89	76	64	53	77	107	91	82
Adult Inpatient	15	35	13	41	25	18	57	51	33	75	55	80	72	91	65	36	43	9
Total Inpatient	101	108	131	168	128	86	145	140	123	194	144	156	136	144	142	143	134	91
Medical Center of McKinney																		
Total Inpatient	111	148	120	118	99	95	174	113	149	160	182	138	108	137	119	128	156	147
Glen Oaks																		
Total Inpatient	10	6	12	15	8	0	15	12	15	14	13	8	11	14	8	15	7	10
Hickory Trail																		
Total Inpatient	7	4	11	11	15	4	27	46	33	74	66	73	25	44	34	43	33	4
Other (out of network)																		
Admissions	4	6	6	6	5	3	7	3	3	4	5	6	4	6	5	11	10	6

*Based on Authorizations

	2010						2011											
Average Length of Stay	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	
Green Oaks	3	3.03	3.22	3.58	3.76	3.18	3.77	3.41	4.82	4.37	5.3	3.82	3.55	3.26	3.24	3.5	3.34	
Timberlawn	4.29	4.06	4.33	4.45	3.93	4.32	4.65	4.5	4.32	4.84	4.13	4.16	3.57	3.27	4.21	4.2	3.71	
Medical Center of McKinney	3.49	3.52	3.84	4.32	4.62	4.09	3.86	3.97	4.19	3.93	4.11	3.58	3.61	2.93	3.58	3.6	3.68	
Hickory Trail	4.25	3.64	3.91	3	2.5	3.48	4.48	5.06	5.78	5.64	4.92	4.78	3.69	4.29	3.76	4.7	3.75	



Adult Mental Health Outpatient Service Hours by Package for the Month of [September 2011](#)

	1			2			3			4		
	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served
Collin	1811	0.6	63%	153	1.2	69%	131	1.8	76%	19	9.0	100%
Dallas	12104	0.5	52%	2594	0.8	58%	5698	1.1	61%	488	7.7	96%
Ellis	808	0.6	64%	21	0.8	67%	122	1.2	71%	15	9.5	100%
Hunt	741	0.5	54%	18	1.8	78%	147	4.5	88%	33	7.9	100%
Kaufman	628	0.6	68%	24	0.7	50%	206	2.8	85%	23	8.2	100%
Navarro	492	0.5	57%	35	1.7	80%	16	1.7	75%	1	0.3	100%
Rockwall	142	0.5	62%	17	1.5	88%	45	2.9	82%	5	10.0	100%
Undefined	300	0.5	55%	36	0.7	47%	133	1.2	62%	25	6.7	100%
Grand Total	17026	0.5	55%	2898	0.9	59%	6498	1.3	63%	609	7.8	97%

* Service Hours are based on claimed units

Adult Mental Health Outpatient Service Hours by Package for the Month of [August 2011](#)

	1			2			3			4		
	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served
Collin	1806	0.6	66%	150	1.2	67%	146	1.7	74%	23	8.5	96%
Dallas	12012	0.6	55%	2493	0.9	62%	5708	1.3	65%	493	8.2	98%
Ellis	803	0.7	67%	25	1.4	80%	116	1.0	74%	12	9.9	100%
Hunt	759	0.6	60%	14	2.1	79%	148	5.0	91%	33	8.3	100%
Kaufman	641	0.6	64%	20	1.0	65%	214	2.8	83%	22	9.2	95%
Navarro	532	0.5	66%	25	2.2	92%	18	1.8	72%	0	na	na
Rockwall	139	0.6	61%	11	1.3	91%	49	2.7	80%	4	10.9	100%
Undefined	276	0.6	54%	43	1.3	65%	113	1.2	60%	12	8.2	92%
Grand Total	16968	0.6	57%	2781	1.0	63%	6512	1.5	67%	599	8.3	97%

* Service Hours are based on claimed units

Child Mental Health Outpatient Service Hours by Package for the Month of [September 2011](#)

Lower Intensity

	1.1			1.2			4		
	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served
Collin	317	1.1	79%	96	0.9	61%	220	0.3	58%
Dallas	3813	0.7	73%	1524	1.5	71%	826	0.3	64%
Ellis	102	0.7	75%	85	1.3	64%	154	0.5	74%
Hunt	152	2.5	91%	51	1.7	71%	81	0.4	83%
Kaufman	154	1.3	84%	24	1.6	67%	69	0.3	75%
Navarro	74	0.7	80%	43	1.8	79%	55	0.6	76%
Rockwall	25	1.4	68%	23	1.1	43%	18	0.4	67%
Undefined	112	0.6	48%	33	0.8	42%	33	0.2	67%
Grand Total	4749	0.8	74%	1879	1.5	70%	1456	0.4	66%

Child Mental Health Outpatient Service Hours by Package for the Month of [August 2011](#)

Lower Intensity

	1.1			1.2			4		
	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served
Collin	305	1.1	79%	92	1.3	66%	228	0.4	62%
Dallas	3753	0.8	74%	1446	1.5	70%	828	0.4	67%
Ellis	88	0.8	86%	83	1.7	72%	176	0.6	80%
Hunt	149	3.0	97%	50	2.0	72%	79	0.5	85%
Kaufman	149	1.5	85%	20	1.2	55%	77	0.5	71%
Navarro	66	0.7	73%	35	1.9	91%	60	0.6	85%
Rockwall	31	0.8	68%	23	1.7	61%	21	0.3	52%
Undefined	120	0.6	53%	38	1.1	55%	35	0.3	66%
Grand Total	4661	0.9	75%	1787	1.5	70%	1504	0.4	70%

Child Mental Health Outpatient Service Hours by Package for the Month of **September 2011**

Higher Intensity

	2.2			2.3			2.4		
	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served
Collin	8	0.1	38%	4	4.2	100%	7	0.6	29%
Dallas	408	1.1	72%	118	1.2	62%	273	0.8	65%
Ellis	9	2.6	89%	1	0.0	0%	6	0.5	50%
Hunt	3	2.0	100%	0	0.0	na	1	0.3	100%
Kaufman	1	0.0	0%	0	0.0	na	0	0.0	na
Navarro	2	1.0	100%	1	4.0	100%	1	0.3	100%
Rockwall	1	0.3	100%	0	0.0	na	0	0.0	na
Undefined	11	1.0	36%	1	5.5	100%	11	0.1	45%
Grand Total	443	1.1	71%	125	1.3	63%	299	0.8	64%

Child Mental Health Outpatient Service Hours by Package for the Month of **August 2011**

Higher Intensity

	2.2			2.3			2.4		
	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served	Member Count	MH Outpt Service Hrs per Member	Percent Served
Collin	9	1.2	67%	5	3.1	100%	7	0.5	57%
Dallas	383	1.1	70%	116	1.3	65%	260	0.8	63%
Ellis	6	2.9	100%	1	1.0	100%	5	0.5	100%
Hunt	3	2.8	100%	1	0.0	0%	2	0.8	100%
Kaufman	4	1.0	75%	0	na	na	0	na	na
Navarro	2	0.5	100%	1	2.0	100%	1	0.3	100%
Rockwall	1	0.3	100%	0	na	na	0	na	na
Undefined	21	0.7	48%	1	0.0	0%	13	0.6	54%
Grand Total	429	1.1	70%	125	1.3	66%	288	0.8	64%

Atypical Summary

	FY10 Expenditures	FY11 Expenditures	FY12 YTD Expenditures (through January - January not complete)	FY12 Projected Expenditures
Atypical Allocation	\$ 6,693,468.00	\$ 6,693,468.00	\$ 2,788,945.00	\$ 6,693,468.00
Atypical Ingredients/PBM fee	\$ 5,650,769.33	\$ 5,317,263.88	\$ 1,857,736.98	\$ 4,802,161.44
Labs/utilization % of UTMB/support services	\$ 2,113,325.41	\$ 2,084,244.49	\$ 838,395.24	\$ 2,011,558.89
Variance - underspend/(overspend)	<u>\$ (1,070,626.74)</u>	<u>\$ (708,040.37)</u>	<u>\$ 92,812.78</u>	<u>\$ (120,252.33)</u>

FY10-FY12 Texas Correctional Office on Offenders with Medical and Mental Impairments Budget and Expenditures

Program Name/Description	FY10 Annual Budget	FY10 Expenditures	FY11 Annual Budget	FY11 Expenditures	FY12 Annual Budget *	FY12 YTD Expenditures through January
Juvenile Intensive Case Management	\$ 500,000	\$ 724,850	\$ 665,000	\$ 696,350	\$ 415,157	\$ 178,959.13
Adult Intensive Case Management	\$ 240,245	\$ 365,100	\$ 366,145	\$ 357,900	\$ 778,802	\$ 140,550
Metrocare (Continuity of Care)	\$ 89,755	\$ 89,755	\$ 90,855	\$ 90,855		\$ -
Adult Jail Diversion	\$ 400,000	\$ 563,152	\$ 335,745	\$ 351,300	\$ 650,000	\$ 127,950
Adult Residential (DDC)	\$ 520,000	\$ 651,119	\$ 650,498	\$ 643,433		\$ 268,873
	\$ 1,750,000.00	\$ 2,393,975.54	\$ 2,108,243.00	\$ 2,139,837.72	\$ 1,843,959.00	\$ 716,332.35

Adult Jail Diversion outside of
TCOOMMI

\$ - \$ 9,400.00

*** There have been several changes to the TCOOMMI budget:**

- 1) Juvenile ICM has moved to FTE reimbursement model effective 9/1/11
- 2) Adult Residential has moved to FTE reimbursement model effective 11/1/11 (FFS 9/1/11-10/31/11)
- 3) Adult ICM and Jail Diversion have moved to FTE reimbursement model effective 11/1/11 under 1 funding stream (FFS 9/1/11-10/31/11)

NORTHSTAR FY12 Expenditures by period

	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
State Hospital	\$ 3,831,180.00	\$ 3,879,546.00	\$ 3,744,966.00	\$ 3,753,245.00								
Inpatient/Acute Care	\$ 1,271,919.35	\$ 1,323,958.25	\$ 1,099,371.39	\$ 930,162.55								
23 Hour Observation	\$ 675,702.00	\$ 693,504.00	\$ 708,200.00	\$ 709,250.00								
Emergency Room	\$ 68,424.65	\$ 85,632.75	\$ 79,648.10	\$ 73,654.55								
Mobile Crisis/Crisis Clinics	\$ 260,925.00	\$ 260,925.00	\$ 260,925.00	\$ 210,925.00								
Chemical Dependency	\$ 945,964.58	\$ 967,274.33	\$ 951,370.55	\$ 745,013.00								
Outpatient SPN Services	\$ 3,333,577.46	\$ 3,544,639.78	\$ 3,384,987.71	\$ 3,098,483.84								
Outpatient Non-SPN Services	\$ 381,245.95	\$ 406,430.49	\$ 322,056.03	\$ 211,931.30								
Pharmacy/Labs	\$ 1,135,948.01	\$ 1,129,586.30	\$ 1,218,068.73	\$ 1,209,748.11								
Transportation/Other	\$ 286,167.71	\$ 236,294.75	\$ 255,243.56	\$ 235,110.56								
Totals	\$ 12,191,054.71	\$ 12,527,791.65	\$ 12,024,837.07	\$ 11,177,523.91	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Texas NorthSTAR

		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	
QM--Complaints & Grievances		Goal													13-Month Average
Total Complaints & Grievances Received	na	29	17	25	20	28	27	30	25	22	23	23	21	21	24
Total Complaints & Grievances Closed	na	21	18	26	18	25	31	32	20	23	20	28	26	15	25
Average TAT* (30 days)	30 days	18	12	28	23	20	20	16	19	17	17	20	18	17	19
% Completed within Required TAT	≥90%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
# of Complaints & Grievance Open At EOM*	na	20	16	14	17	16	13	12	16	15	15	12	8	15	14
Oldest Open Complaint & Grievance Date	na	1/7/11	2/11/11	3/15/11	4/4/11	5/4/11	6/12/11	7/8/11	8/11/11	9/12/11	10/5/11	11/7/11	12/15/11	1/6/12	na
QM--Administrative Appeals															
Number Of Level I Appeals	na	76	70	85	70	54	93	74	57	68	59	75	51	55	67
Level I Appeals Overturned	na	45	25	29	38	23	10	28	30	16	13	28	30	16	24
% Completed within Required TAT	≥95%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	99%	100%	99%
Number Of Level II Appeals	na	10	6	9	3	11	28	4	11	16	1	5	9	11	10
Level II Appeals Overturned	na	5	1	3	4	3	1	1	2	1	1	1	1	1	2
% Completed within Required TAT	≥95%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%
UM--Medical Necessity Appeals															
Number Of Level I Appeals	na	16	15	15	13	10	14	11	14	15	14	30	3	52	13.8
Level I Appeals Overturned	na	8	4	3	2	1	1	1	6	5	6	9	2	4	3.7
% Completed within Required TAT	≥95%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number Of Level II Appeals	na	1	15	1	0	0	0	0	1	1	0	1	5	0	0.9
Level II Appeals Reversed Overturned	na	0	3	0	0	0	0	0	0	0	0	0	0	0	0.0
% Completed within Required TAT	≥95%	100%	100%	100%	n/a	n/a	n/a	100%	100%	100%	100%	100%	100%	100%	100%

* Legend

QM = Quality Management

TAT = Turn Around Time

EOM = End of Month



DATE

JANE DOE
12345 ANYWHERE ST.
ANY PLACE, TX 75019

Dear MS. DOE:

Our records show that you got a NorthSTAR service at PROVIDER/FACILITY on XX-XX-XXXX.

If you did get this service, you do not need to do anything about this letter. It was only sent to you in case you did not get a service from NorthSTAR at PROVIDER/FACILITY on XX-XX-XXXX.

If you did not get this service call 1-888-800-6799 or TDD 1-888-800-6792, do not select any options, and speak with the next available Customer Service Representatives between 8am and 4pm CST, Monday through Friday.

Please tell the Customer Service Representative that you are calling about the SV-100 letter.

Regards,

ValueOptions