

# North Texas Behavioral Health Authority

## Behavioral Health Organization Report

08-10-2011

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**ValueOptions Clinical Call Volume during Business Hours**

Month	June 2010	July 2010	Aug 2010	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011
<b>Total Calls</b>	1921	1761	2008	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040
<b>Calls Accepted</b>	1875	1717	1961	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003
<b>Abandonment Rate</b>	2.4%	2.5%	2.3%	2.5%	3.4%	3.4%	3.5%	2.5%	2.5%	2.2%	2.4%	3.2%	1.8%
<b>Average Speed of Answer in seconds</b>	35	28	22	34	34	28	26	27	29	20	31	26	26

**ValueOptions Clinical Call Volume during After Hours and Weekends**

	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	June 2011	July 2011
<b>Total Calls</b>	2410	2812	2841	2785	2794	2929	2935	3199
<b>Calls Accepted</b>	2357	2759	2732	2720	2725	2861	2870	3107
<b>Abandonment Rate</b>	2.2	1.88	3.84	2.33	2.47	2.32	2.21	2.88
<b>Average Speed of Answer in Seconds</b>	11	17	15	9	12	11	11	13

## Claims Processing

Month	Receipts	Number of Paid Claims	Financial Accuracy	Mechanical Accuracy
May-10	61354	43608	99.57%	99.93%
Jun-10	63251	57997	99.80%	99.90%
Jul-10	51891	45600	99.82%	99.91%
Aug-10	73376	46202	99.84%	99.90%
Sep-10	66019	59436	99.52%	99.98%
Oct-10	60968	51530	99.81%	99.96%
Nov-10	63013	49142	99.92%	99.97%
Dec-10	58994	51479	99.81%	99.97%
Jan-11	48496	45213	99.80%	99.96%
Feb-11	47105	45182	99.83%	99.99%
Mar-11	68523	59652	99.95%	99.97%
Apr-11	57811	48209	99.55%	99.96%
May-11	57277	65096	99.91%	99.96%
June -11	62180	65096	99.88%	99.97%
July-11	49498			

The table above provides information regarding claims processing for NorthSTAR. Financial accuracy refers to correct fee schedules, rates, etc. which mechanical accuracy refers to codes utilized or other process issues. Denial rates were impacted in May and August primarily due to a single large provider who re-submitted thousands of claims weekly related to their own internal clean up process.

i. Uniform Assessment Processing

<b>MONTH</b>	<b>UAs Received</b>	<b>Admin Denials</b>
Apr-10	11245	341
May-10	10478	319
Jun-10	11450	115
Jul-10	10573	128
Aug-10	11586	133
Sep-10	11132	171
Oct-10	10654	162
Nov-10	11203	165
Dec-10	10759	200
Jan-11	12604	390
Feb-11	9848	276
Mar-11	13138	503
Apr-11	11350	349
May-11	11484	362
June-11	11921	330
July-11	10223	358

## Network Relations

	Hospital		CD Facility		MH Clinic		Individual Counselor		Psychiatrist	
	Added	Removed	Added	Removed	Added	Removed	Added	Removed	Added	Removed
<b>January</b>	0	0	0	0	0	0	<b>3</b>	<b>1</b>	<b>1</b>	0
<b>February</b>	0	0	<b>1</b>	<b>1</b>	0	0	<b>2</b>	<b>2</b>	0	0
<b>March</b>	0	0	0	0	0	<b>1</b>	<b>1</b>	0	<b>1</b>	0
<b>April</b>	0	0	<b>1</b>	0	<b>1</b>	0	<b>1</b>	<b>3</b>	<b>1</b>	0
<b>May</b>	0	0	0	0	0	0	0	<b>3</b>	0	0
<b>June</b>	0	0	0	0	0	0	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>

Number of **Providers Added** from time period of Jan-June 2011   **20**  

Number of **Providers Removed** from time period of Jan- June 2011   **16**

## 2011 Eligibility and Enrollment

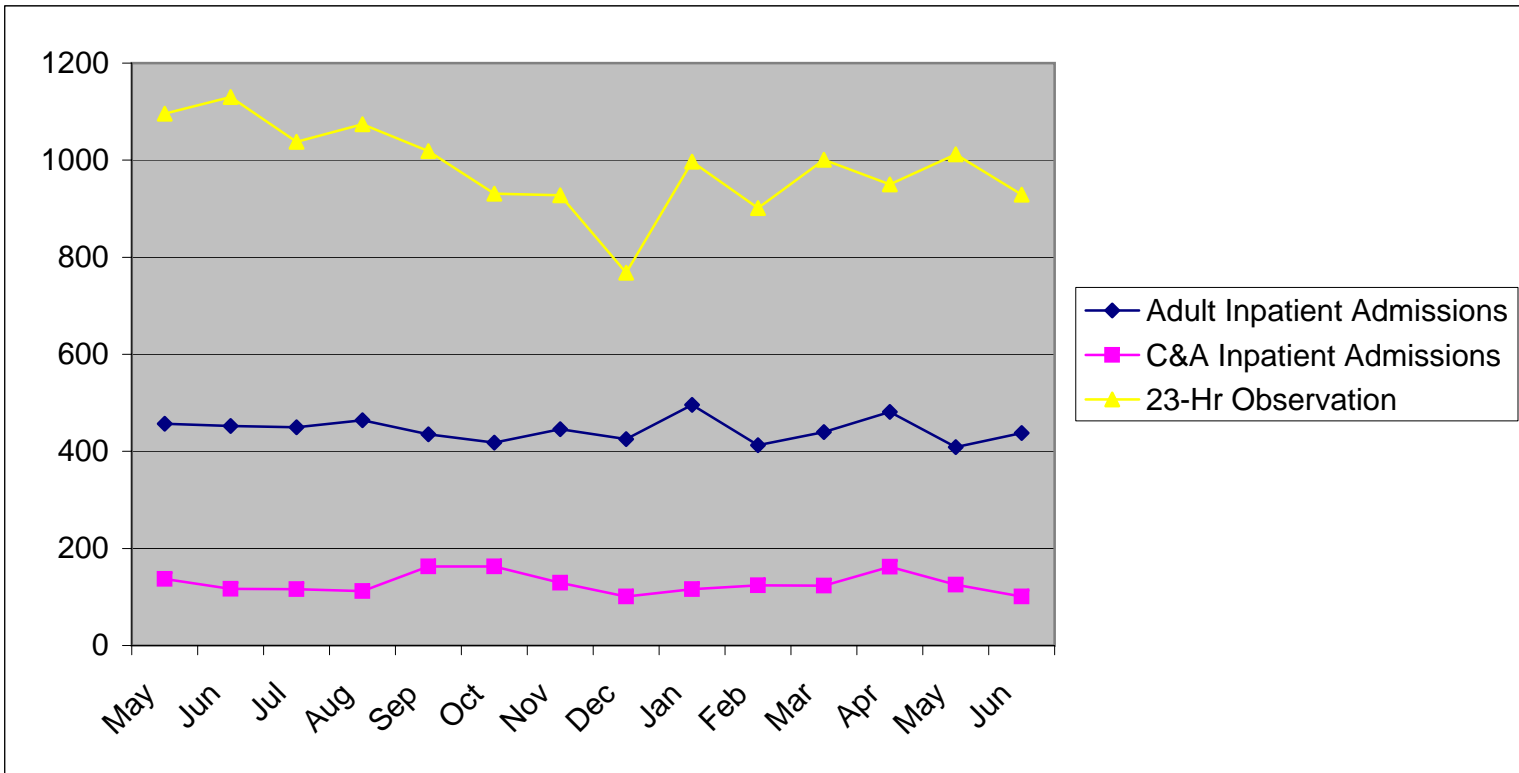
Month	Total Received	Total Enrolled	Inpatient	CD	Dis-enrollments	New Received	New Enrolled	Annual Received	Annual Enrolled
January	3497	2948	467	378	801	1933	1531	1564	1417
February	3025	2589	334	391	889	1083	664	1545	1410
March	4336	3735	323	290	1663	2070	1773	2266	1956
April	4147	3589	229	175	1159	1940	1675	2207	1892
May	4006	3249	239	153	861	1371	789	2013	1896
June	4428	3586	292	126	1104	1567	737	2273	2109

## Inpatient Utilization

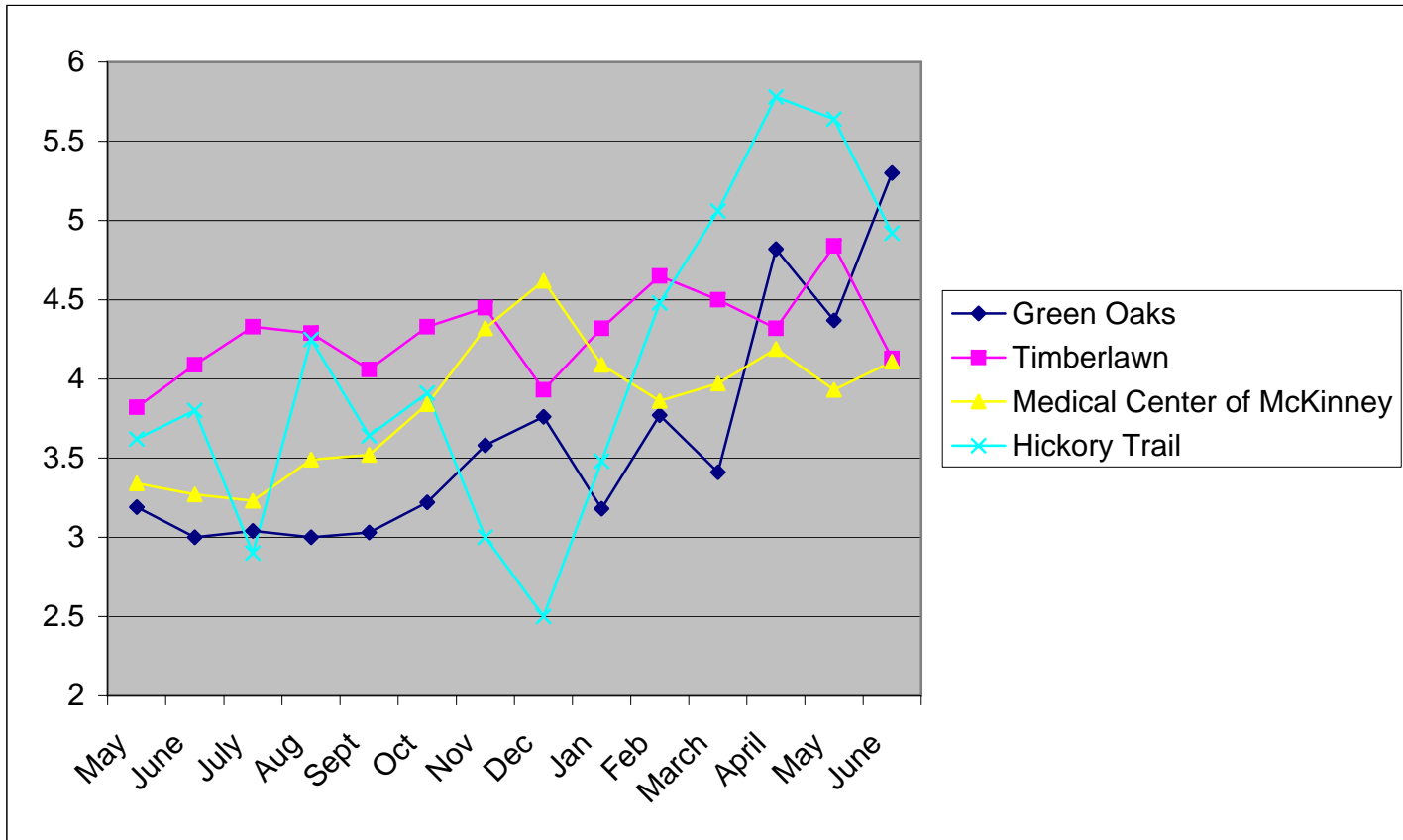
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
<b>Adult Inpatient Admissions</b>	457	452	450	464	435	418	446	425	496	413	440	481	409	438
<b>C&amp;A Inpatient Admissions</b>	137	117	116	112	163	163	129	101	116	124	123	162	125	101
<b>23-Hr Observation</b>	1096	1130	1038	1074	1019	931	928	768	997	901	1001	950	1012	929

## Inpatient Utilization by facility

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	May	June
<b>Green Oaks</b>															
<b>Adolescent Inpatient</b>	29	24	21	33	35	25	20	29	15	25	23	30	25	18	18
<b>Adult Inpatient</b>	252	226	312	271	282	238	300	305	229	198	217	167	99	140	140
<b>Total Inpatient</b>	281	250	333	304	317	263	320	334	244	223	240	197	124	158	158
<b>Timberlawn</b>															
<b>Child/Adolescent Inpatient</b>	99	83	86	73	119	127	103	68	88	89	90	119	89	76	76
<b>Adult Inpatient</b>	43	69	15	35	13	41	25	18	57	51	33	75	55	80	80
<b>Total Inpatient</b>	142	152	101	108	131	168	128	86	145	140	123	194	144	156	156
<b>Medical Center of McKinney</b>															
<b>Total Inpatient</b>	143	146	111	148	120	118	99	95	174	113	149	160	182	138	138
<b>Glen Oaks</b>															
<b>Child/Adolescent Inpatient</b>	9	10	9	6	9	11	6	4	13	10	10	13	11	7	7
<b>Adult Inpatient</b>	1	3	1	0	3	4	2	0	2	2	5	1	2	1	1
<b>Total Inpatient</b>	10	13	10	6	12	15	8	0	15	12	15	14	13	8	8
<b>Hickory Trail</b>															
<b>Total Inpatient</b>	13	5	7	4	11	11	15	4	27	46	33	74	66	73	73
<b>Other (out of network)</b>															
<b>Admissions</b>	5	3	4	6	6	6	5	3	7	3	3	4	5	6	6



Average Length of Stay	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Green Oaks	3.19	3	3.04	3	3.03	3.22	3.58	3.76	3.18	3.77	3.41	4.82	4.37	5.3
Timberlawn	3.82	4.09	4.33	4.29	4.06	4.33	4.45	3.93	4.32	4.65	4.5	4.32	4.84	4.13
Medical Center of McKinney	3.34	3.27	3.23	3.49	3.52	3.84	4.32	4.62	4.09	3.86	3.97	4.19	3.93	4.11
Hickory Trail	3.62	3.8	2.9	4.25	3.64	3.91	3	2.5	3.48	4.48	5.06	5.78	5.64	4.92



### Emergency Room Claims for NorthSTAR Members

Sum of Allowed Units	Month							Grand Total
Provider Name	201009	201010	201011	201012	201101	201102	201103	Grand Total
BAYLOR MEDICAL CTR GARLAND		0						0
BAYLOR MEDICAL CTR-IRVING HEALTHCARE		0		0				0
BAYLOR UNIVERSITY MEDICAL CENTER	0	0	1	1				2
CENTENNIAL MEDICAL CENTER			0					0
CHARLTON METHODIST HOSPITAL	1	0	0		0	1		2
CHILDRENS HOSPITAL MED CENTER	1							1
CHRISTUS SPOHN HOSPITAL CORPUS	0	0						0
CONROE REGIONAL MEDICAL CTR						1		1
CORPUS CHRISTI MEDICAL CENTER	0							0
COVENANT MEDICAL CENTER LAKESIDE		0						0
EAST TEXAS MEDICAL CENTER			0					0
ECTOR COUNTY HOSPITAL DIST	0							0
FAIRVIEW BEHAVIORAL SERVICES		0						0
GREEN OAKS HOSPITAL	152	166	159	143	67	85	32	804
GRIMES ST JOSEPH HEALTH CENTER	0	0	0			0		0
HERMANN HOSPITAL						0		0
HICKORY TRAIL HOSPITAL			9					9
HUGULEY MEMORIAL MEDICAL CENTER			0					0
LAKE POINTE OPERATING COMPANY		0	0					0
MD CR ARLINGTON COLUMBIA						0		0
MED CTR OF PLANO		0						0
MEDICAL CENTER OF MCKINNEY	3	2	2	2	3	1	5	18
MEDICAL CITY DALLAS	0	0	1	1		0		2
MEMORIAL HERMANN HOSPITAL SYSTEM						0		0
METHODIST RICHARDSON		1	0					1
NAVARRO REGIONAL HOSPITAL		0	1		0			1
NORTHWEST HOSPITAL CENTER				1				1
ORLANDO HEALTH INC				0				0
PARKLAND HEALTH AND HOSPITAL SYS	441	462	502	523	486	483	474	3371
PROVIDENCE MEMORIAL HOSPITAL			0					0
RENAISSANCE HOSPITAL		0		0	0	0		0
ST VINCENT HOSPITAL					0			0
ST VINCENT'S DOCTORS HOSPITAL				0				0
TEXAS HEALTH ARLINGTON MEM HOSP					0			0
TEXAS HEALTH PRESBYTERIAN HOSP ALLN		0				0		0
TEXAS HEALTH PRESBYTERIAN HOSP DAL	0		0	4	0	0		4
TEXAS HEALTH SEAY BEHAVIORAL HEALTH			1	0				1
TRINITY MEDICAL CENTER	1							1
TRINITY SPRINGS PAVILION	2	4	2	2	1	1	3	15
UHS OF TIMBERLAWN, INC	12	12	7	2	12	21	3	69
UNIVERSITY HEALTH SYSTEM					1			1
UNIVERSITY OF CALIFORNIA SAN DIEGO M						0		0
WESLEY MEDICAL CENTER					0			0
<b>Grand Total</b>	<b>613</b>	<b>647</b>	<b>685</b>	<b>679</b>	<b>570</b>	<b>593</b>	<b>517</b>	<b>4304</b>

**Adult Mental Health Outpatient Service Hours by Package for the Month of March 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	1902	0.7	68%	115	1.3	73%	125	1.6	66%	17	9.0	100%
Dallas	11910	0.6	57%	2254	0.8	63%	5790	1.3	64%	478	9.6	97%
Ellis	830	0.6	67%	25	1.1	64%	102	1.3	72%	4	7.7	100%
Hunt	795	0.5	62%	9	1.4	56%	151	3.8	89%	27	8.5	100%
Kaufman	642	0.6	72%	11	0.5	73%	195	3.1	86%	25	9.1	96%
Navarro	573	0.8	76%	5	1.9	80%	18	1.3	78%	1	13.0	100%
Rockwall	138	0.7	64%	10	0.4	40%	42	3.0	90%	8	8.0	88%
Undefined	283	0.4	52%	38	0.5	55%	119	1.3	61%	21	8.9	90%
<b>Grand Total</b>	<b>17073</b>	<b>0.6</b>	<b>60%</b>	<b>2467</b>	<b>0.8</b>	<b>63%</b>	<b>6542</b>	<b>1.4</b>	<b>65%</b>	<b>581</b>	<b>9.4</b>	<b>97%</b>

\* Service Hours are based on claimed units

## Child Mental Health Outpatient Service Hours by Package for the Month of March 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	1.3	77%	96	1.7	84%	222	0.3	57%
Dallas	3990	0.8	76%	1515	1.6	75%	839	0.4	65%
Ellis	74	0.8	73%	47	1.9	74%	198	0.8	85%
Hunt	171	2.2	85%	33	2.5	88%	64	0.5	75%
Kaufman	175	1.9	81%	21	1.6	81%	54	0.3	69%
Navarro	26	0.7	73%	23	1.2	70%	85	0.7	69%
Rockwall	26	1.3	92%	19	1.3	63%	17	0.4	47%
Undefined	99	0.7	62%	27	0.9	52%	41	0.8	59%
Grand Total	4866	0.9	76%	1781	1.6	75%	1520	0.5	67%

### 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	2.5	78%	2	3.0	50%	6	50%	50%
Dallas	448	1.0	68%	89	1.4	76%	270	72%	60%
Ellis	5	2.2	100%	0	0.0	na	7	43%	50%
Hunt	1	0.0	0%	0	0.0	na	2	100%	100%
Kaufman	6	1.6	67%	0	0.0	na	3	67%	60%
Navarro	0	0.0	na	0	0.0	na	1	100%	100%
Rockwall	5	1.9	100%	1	1.0	100%	2	50%	50%
Undefined	9	0.8	67%	1	0.3	100%	7	57%	45%
Grand Total	483	1.0	69%	93	1.4	76%	298	70%	59%

**Pathways After Hours Clinic Service Summary**  
**% Inpatient or 23-Observation Within 30 Days**

	Jan-11			Feb-11			Mar-11			
	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	Quarterly Rate
Collin	23	1	4%	22	1	5%	24	2	8%	6%
Dallas	181	10	6%	139	2	1%	197	9	5%	4%
Ellis	4	0	0%	7	0	0%	4	1	25%	7%
Hunt	1	0	0%	1	0	0%	2	0	0%	0%
Kaufman	7	1	14%	6	1	17%	5	0	0%	11%
Navarro	1	0	0%	1	0	0%	1	0	0%	0%
Rockwall	3	1	33%	1	0	0%	0	0	na	25%
Undefined	11	1	9%	9	0	0%	6	0	0%	4%
Grand Total	231	14	6%	186	4	2%	239	12	5%	5%

**Southern Area After Hours Clinic Service Summary**  
**% Inpatient or 23-Observation Within 30 Days**

	Jan-11			Feb-11			Mar-11			
	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	# Member-Service Days	Intensive within 30 Days	Percent with Intensive	Quarterly Rate
Collin	9	1	11%	5	0	0%	9	1	11%	9%
Dallas	46	0	0%	40	3	8%	39	2	5%	4%
Ellis	13	0	0%	16	1	6%	22	0	0%	2%
Hunt	4	1	25%	3	0	0%	1	0	0%	13%
Kaufman	2	0	0%	1	0	0%	14	1	7%	6%
Navarro	2	0	0%	4	0	0%	5	2	40%	18%
Rockwall	1	0	0%	1	0	0%	1	0	0%	0%
Undefined	3	0	0%	3	0	0%	1	0	0%	0%
Grand Total	80	2	3%	73	4	5%	92	6	7%	5%

## Atypical Summary

	FY10 Expenditures	FY11 YTD Expenditures (through 6/30/11)	FY11 Projections
<b>Atypical Allocation</b>	\$ 6,693,468.00	\$ 5,577,890.00	\$ 6,693,468.00
<b>Atypical Ingredients/PBM fee</b>	\$ 5,650,769.33	\$ 4,395,741.11	\$ 5,274,889.33
<b>Labs/utilization % of UTMB/support services</b>	\$ 2,113,325.41	\$ 1,668,392.48	\$ 2,002,070.97
 <b>Variance - underspend/(overspend)</b>	 \$ (1,070,626.74)	 \$ (486,243.58)	 \$ (583,492.30)

**Atypical Monthly Spending Trends**

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	SFY11 YTD	SFY11 Projections
FY11 Monthly Atypical Allocation	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 557,789.00	\$ 5,577,890.00	\$ 6,693,468.00
Atypical Ingredients/PBM fee	\$ 467,112.29	\$ 444,292.07	\$ 450,848.06	\$ 456,526.68	\$ 431,726.22	\$ 381,319.02	\$ 453,377.21	\$ 444,509.60	\$ 408,401.67	\$ 457,628.29	\$ 4,395,741.11	\$ 5,274,889.33
Labs/utilization % of UTMB/support services	\$ 166,899.17	\$ 166,723.07	\$ 166,619.36	\$ 166,386.03	\$ 166,411.62	\$ 167,246.02	\$ 167,055.30	\$ 167,055.30	\$ 167,055.30	\$ 166,941.28	\$ 1,668,392.48	\$ 2,002,070.97
<b>Variance - underspend/(overspend)</b>	<b>\$ (76,222.46)</b>	<b>\$ (53,226.14)</b>	<b>\$ (59,678.42)</b>	<b>\$ (65,123.71)</b>	<b>\$ (40,348.84)</b>	<b>\$ 9,223.96</b>	<b>\$ (62,643.51)</b>	<b>\$ (53,775.90)</b>	<b>\$ (17,667.97)</b>	<b>\$ (66,780.57)</b>	<b>\$ (486,243.59)</b>	<b>\$ (583,492.30)</b>

	% of Total Pharmacy Spend
Atypical Medications	48.82%
Non-Atypical Medications	51.18%

**Total Pharmacy Monthly Spending Trends**

	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	SFY11 YTD	SFY11 Projections
Monthly Atypical Expenditures	\$ 467,112.29	\$ 444,292.07	\$ 450,848.06	\$ 456,526.68	\$ 431,726.22	\$ 381,319.02	\$ 453,377.21	\$ 444,509.60	\$ 408,401.67	\$ 457,628.29	\$ 4,395,741.11	\$ 5,274,889.33
Monthly Non-Atypical Expenditures	\$ 436,013.95	\$ 438,595.07	\$ 457,821.27	\$ 473,735.20	\$ 476,177.08	\$ 419,164.83	\$ 503,487.90	\$ 472,960.40	\$ 439,349.28	\$ 490,196.89	\$ 4,607,501.87	\$ 5,529,002.24
<b>Totals</b>	<b>\$ 903,126.24</b>	<b>\$ 882,887.14</b>	<b>\$ 908,669.33</b>	<b>\$ 930,261.88</b>	<b>\$ 907,903.30</b>	<b>\$ 800,483.85</b>	<b>\$ 956,865.11</b>	<b>\$ 917,470.00</b>	<b>\$ 847,750.95</b>	<b>\$ 947,825.18</b>	<b>\$ 9,003,242.98</b>	<b>\$ 10,803,891.58</b>
Percentage of Atypical Spend to Totals	51.72%	50.32%	49.62%	49.08%	47.55%	47.64%	47.38%	48.45%	48.17%	48.28%	48.82%	

**FY10-FY11 Texas Correctional Office on Offenders with Medical and Mental Impairments Budget and Expenditures**

<b>Program Name/Description</b>	<b>FY10 Annual Budget</b>	<b>FY10 Expenditures</b>	<b>FY10 Over budget amount</b>	<b>FY11 Annual Budget *</b>	<b>FY11 Expenditures (Sep-June)</b>	<b>FY11 Projected Expenditures **</b>	<b>FY11 Over budget amount</b>
Juvenile Intensive Case Management	\$ 500,000	\$ 724,850	\$ 224,850	\$ 665,000	\$ 593,750	\$ 712,500	\$ 47,500
Adult Intensive Case Management	\$ 240,245	\$ 365,100	\$ 124,855	\$ 366,145	\$ 300,000	\$ 360,000	\$ (6,145)
Metrocare (Continuity of Care)	\$ 89,755	\$ 89,755	\$ (1)	\$ 90,855	\$ 67,544	\$ 90,855	\$ -
Adult Jail Diversion	\$ 400,000	\$ 563,152	\$ 163,152	\$ 335,745	\$ 293,700	\$ 352,440	\$ 16,695
Adult Residential (DDC)	\$ 520,000	\$ 651,119	\$ 131,119	\$ 650,498	\$ 535,338	\$ 642,406	\$ (8,092)
	\$ 1,750,000.00	\$ 2,393,975.54	\$ 643,975.54	\$ 2,108,243.00	\$ 1,790,331.88	\$ 2,158,200.79	\$ 49,957.79

\* FY11 budget numbers updated as of 7/26/11 per DSHS

\*\* FY11 projected amount assumes no changes to current volumes or rates

	<b>FY11 Spend through 6/30/11</b>
<b>Adult Intensive Case Management</b>	
Collin	\$ -
Dallas	\$ 299,100.00
Ellis	\$ 600.00
Hunt	\$ -
Kaufman	\$ -
Navarro	\$ 300.00
Rockwall	\$ -
<b>Totals</b>	<b>\$ 300,000.00</b>

<b>Jail Diversion</b>	
Collin	\$ 3,600.00
Dallas	\$ 283,500.00
Ellis	\$ 3,900.00
Hunt	\$ 1,200.00
Kaufman	\$ 1,500.00
Navarro	\$ -
Rockwall	\$ -
<b>Totals</b>	<b>\$ 293,700.00</b>

<b>Juvenile Intensive Case Management</b>	
Collin	\$ -
Dallas	\$ 507,300.00
Ellis	\$ 86,450.00
Hunt	\$ -
Kaufman	\$ -
Navarro	\$ -
Rockwall	\$ -
<b>Totals</b>	<b>\$ 593,750.00</b>

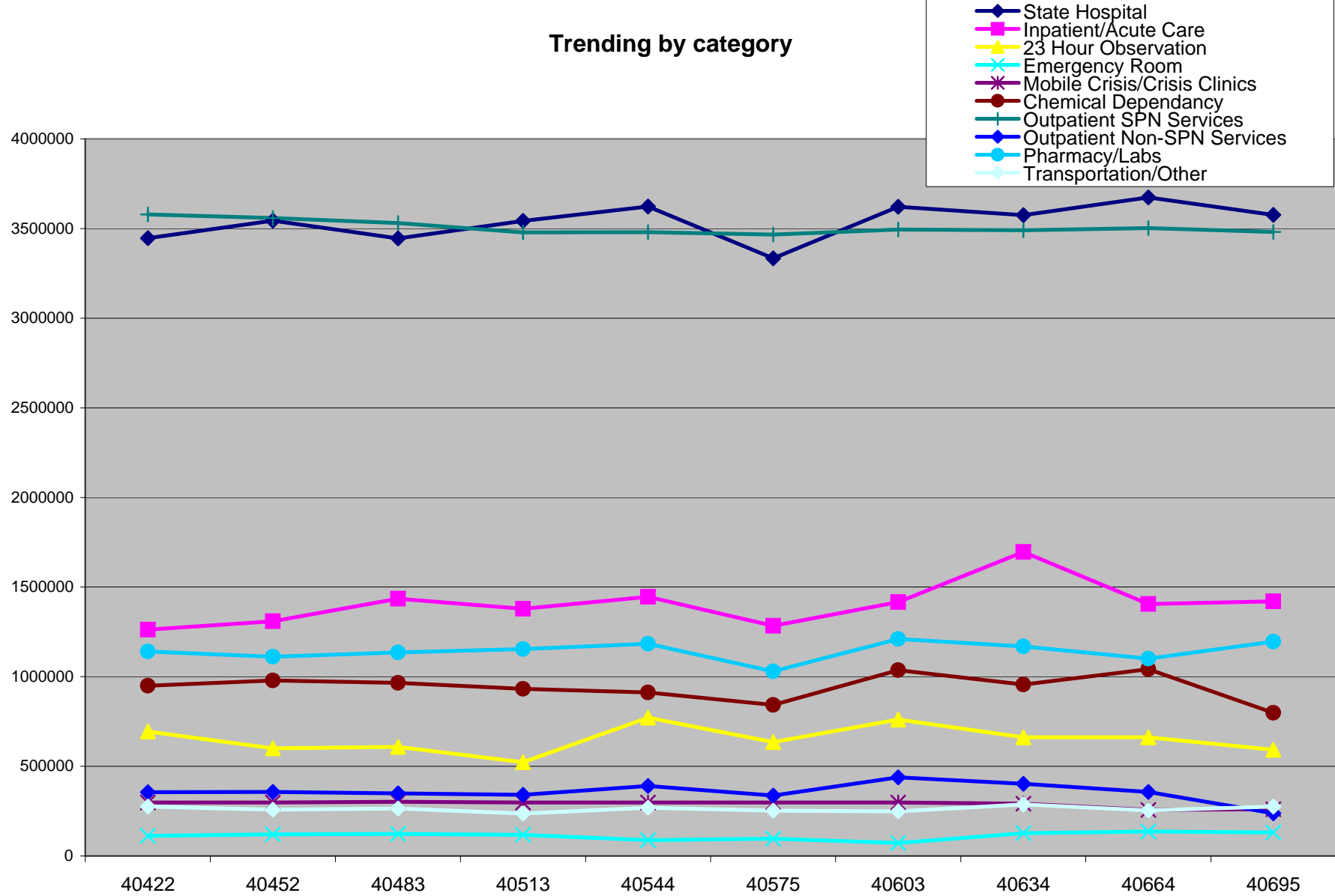
<b>Wilmer Residential/DDC</b>	
Collin	\$ 6,915.44
Dallas	\$ 508,893.28
Ellis	\$ 2,700.88
Hunt	\$ 5,045.60
Kaufman	\$ 11,782.96
Navarro	\$ -
Rockwall	\$ -
<b>Totals</b>	<b>\$ 535,338.16</b>



**NORTHSTAR FY11 Expenditures by period**

	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-11</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>
State Hospital	\$ 3,446,049.25	\$ 3,543,867.25	\$ 3,444,849.25	\$ 3,542,067.25	\$ 3,622,339.33	\$ 3,334,289.33	\$ 3,621,139.33	\$ 3,574,413.33	\$ 3,673,431.33	\$ 3,576,213.33
Inpatient/Acute Care	\$ 1,262,773.00	\$ 1,309,168.00	\$ 1,435,146.00	\$ 1,379,269.00	\$ 1,445,983.50	\$ 1,283,947.00	\$ 1,416,523.40	\$ 1,696,414.35	\$ 1,405,952.75	\$ 1,419,776.00
23 Hour Observation	\$ 693,504.00	\$ 600,624.00	\$ 608,364.00	\$ 523,224.00	\$ 771,678.00	\$ 634,680.00	\$ 761,616.00	\$ 662,544.00	\$ 661,770.00	\$ 592,110.00
Emergency Room	\$ 112,697.00	\$ 119,973.00	\$ 123,435.00	\$ 117,548.00	\$ 88,189.17	\$ 95,999.00	\$ 72,632.75	\$ 127,000.00	\$ 136,817.64	\$ 131,411.55
Mobile Crisis/Crisis Clinics	\$ 298,625.00	\$ 298,625.00	\$ 302,625.00	\$ 298,625.00	\$ 298,625.00	\$ 298,625.00	\$ 298,625.00	\$ 291,425.00	\$ 256,925.00	\$ 260,925.00
Chemical Dependency	\$ 949,110.84	\$ 979,522.43	\$ 965,795.28	\$ 932,317.83	\$ 911,821.28	\$ 842,560.83	\$ 1,036,965.88	\$ 955,967.43	\$ 1,041,461.28	\$ 798,467.08
Outpatient SPN Services	\$ 3,578,172.44	\$ 3,558,233.90	\$ 3,531,227.36	\$ 3,478,083.67	\$ 3,479,132.87	\$ 3,466,448.00	\$ 3,494,786.95	\$ 3,490,944.60	\$ 3,502,886.95	\$ 3,481,186.75
Outpatient Non-SPN Services	\$ 355,355.37	\$ 357,510.71	\$ 349,449.89	\$ 341,328.88	\$ 390,024.43	\$ 336,461.43	\$ 438,557.04	\$ 402,566.68	\$ 357,667.71	\$ 237,926.97
Pharmacy/Labs	\$ 1,140,784.45	\$ 1,111,444.16	\$ 1,135,788.74	\$ 1,154,176.83	\$ 1,183,268.48	\$ 1,029,779.09	\$ 1,210,185.05	\$ 1,169,091.34	\$ 1,100,096.99	\$ 1,196,024.48
Transportation/Other	\$ 275,202.63	\$ 257,791.12	\$ 265,236.29	\$ 236,205.96	\$ 268,342.27	\$ 252,774.01	\$ 249,401.35	\$ 286,993.29	\$ 254,387.33	\$ 275,379.15
<b>Totals</b>	<b>\$ 12,112,273.98</b>	<b>\$ 12,136,759.57</b>	<b>\$ 12,161,916.81</b>	<b>\$ 12,002,846.42</b>	<b>\$ 12,459,404.33</b>	<b>\$ 11,575,563.69</b>	<b>\$ 12,600,432.75</b>	<b>\$ 12,657,360.02</b>	<b>\$ 12,391,396.98</b>	<b>\$ 11,969,420.31</b>

### Trending by category



Texas NorthSTAR

		Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	
<b>QM--Complaints &amp; Grievances</b>		<b>Goal</b>													<b>13-Month Average</b>
Total Complaints & Grievances Received	na	32	37	25	33	23	25	19	29	17	25	20	28	27	26
Total Complaints & Grievances Closed	na	40	30	11	10	22	24	18	21	18	26	18	25	31	23
Average TAT* ( 30 days)	30 days	28	17	20	23	22	20	17	18	12	28	23	20	20	21
% Completed within Required TAT	≥90%	100%	100%	100%	100%	100%	100%	100%	90%	100%	100%	100%	100%	100%	99%
# of Complaints & Grievance Open At EOM*	na	12	15	13	13	12	13	14	20	16	14	17	16	13	14
Oldest Open Complaint & Grievance Date	na	6/16/10	7/8/10	8/6/10	9/8/10	10/7/10	11/4/10	12/9/10	1/7/11	2/11/11	3/15/11	4/4/11	5/4/11	6/12/11	na
<b>QM--Administrative Appeals</b>															
Number Of Level I Appeals	na	86	77	105	83	111	138	125	76	70	85	70	54	93	90
Level I Appeals Overturned	na	19	28	32	52	49	36	47	45	25	29	38	23	10	33
% Completed within Required TAT	≥95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%
Number Of Level II Appeals	na	9	8	6	6	5	7	14	10	6	9	3	11	28	9
Level II Appeals Overturned	na	4	3	0	2	4	1	2	5	1	3	4	3	1	3
% Completed within Required TAT	≥95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
<b>UM--Medical Necessity Appeals</b>															
Number Of Level I Appeals	na	31	28	26	22	37	9	13	16	15	15	13	10	14	19.2
Level I Appeals Overturned	na	8	3	7	5	9	0	5	8	4	3	2	1	1	4.3
% Completed within Required TAT	≥95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%
Number Of Level II Appeals	na	0	1	1	0	0	3	0	1	15	1	0	0	0	1.7
Level II Appeals Reversed Overturned	na	0	1	0	0	0	0	0	0	3	0	0	0	0	0.3
% Completed within Required TAT	≥95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	n/a	n/a	n/a	100%

\* Legend

QM = Quality Management

TAT = Turn Around Time

EOM = End of Month