

North Texas Behavioral Health Authority

Behavioral Health Organization Report 11-9-2011

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

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	
Month	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
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	
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 %	
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	
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%							

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171

Value Options Clinical Call Volume during After Hours and Weekends

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
Total Calls	N/A	2099	1872	2364	2072	1999
Calls Accepted	N/A	2047	1808	2284	2000	1944
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011
Total Calls	N/A	2410	2812	2841	2785	2799
Calls Accepted	N/A	2357	2759	2732	2720	2724
Abandonment Rate	5% or less	2.20 %	1.88 %	3.84 %	2.33 %	2.40 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12
Month	Receipts	Number of Paid Claims				
TARGETS	12 month avg= 58913	12 month avg= 52951				
Sept 2010	66019	59436				
Oct 2010	60968	51530				
Nov 2010	63013	49142				
Dec 2010	58994	51479				
Jan 2011	48496	45213				
Feb 2011	47105	45182				
Mar 2011	68523	59652				
Apr 2011	57811	48209				
May 2011	57277	65096				
June 2011	62180	65096				
Jul 2011	49498	41445				
Aug 2011	67071	53937				
Sept 2011	49659	41899				

The table above provides

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2069	1964	1984	2040	1743
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.40 %	2.40 %	3.20 %	1.80 %	2.20 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	27	31	26	26	23
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903
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 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11
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		99.05%		99.97%						
Apr 2011	57811	49200		99.55%		99.96%						

Claims Processing

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Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
Total Calls	N/A	2099	1872	2364	2072	1997
Calls Accepted	N/A	2047	1808	2284	2000	1948
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27
	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011
Total Calls	N/A	2410	2812	2841	2785	2794
Calls Accepted	N/A	2357	2759	2732	2720	2725
Abandonment Rate	5% or less	2.20 %	1.88 %	3.84 %	2.33 %	2.47 %
Average Speed of Answer in seconds	30 or less	11	17	15	9	12

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

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	August 2011	Sept 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	2038	2024
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	1986	1968
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2.60%	2.67 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	28	29
	TARGETS	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	AVERA GE	

Providers Added

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	Ma 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	198
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	192

Providers Removed

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	Ma 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	198
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	192
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %
Average Speed of	30 or less	34	34	28	26	27	29	20	31	26

Case Rate Reconciliation Process

As part of the contract between ValueOptions and the Specialty Network Providers under the case rate model, the providers are paid a monthly pre-payment at the beginning of each month as an estimated amount of the total value that the providers were anticipated to earn for that period. Since this pre-payment is an estimate, there is a required true up process to determine the actual number of members seen by the providers and the actual amount of claims filed for the services to those members in order to arrive at the final earned payment amount for each provider for each month. The overall timeframes for this process are as follows:

- 1 Reconciliations are performed quarterly for the 3 individual months of that period.
- 2 Since there is a 90 day claims filing period allowed in the provider contracts based on TDI filing guidelines, the reconciliation process begins 90 days after the final month during the period in which the reconciliation is to cover.
- 3 ValueOptions pulls the data sets for each of the months in the reconciliation period during the month following the 90 day claims run out.
- 4 ValueOptions sends the data sets to the providers for their individual review and give a two week period for providers to respond to the data sets provided.
- 5 If the providers submit formal disputes to the ValueOptions data, ValueOptions performs a secondary review on those specific disputes over the next two weeks.
- 6 Once ValueOptions has completed the second review, ValueOptions releases the final calculations for the period.
- 7 Any payments owed to providers are paid on the next monthly pre-payment and any recoupments are withheld from the next monthly pre-payment.

The process for the data collection that makes up the data sets is as follows:

- 1 All members who have a valid Uniformed Assessment during the month in question are pulled.
- 2 A claims run is performed to match up those members with a valid claim that also have a valid Uniformed Assessment.
- 3 Next any member who is in an all-inclusive program is removed from the pool along with all of those encounters (*for example ACT*).
- 4 Next any member who has claims for a fee for service program but is still allowed in the case rate has only those fee for service claims removed (*for example jail diversion*).
- 5 The final count of remaining members is then used to calculate, based on the current payment rates within or above the baseline and upper limits, the actual amount earned for member counts by the provider. This is then compared to the original pre-payment amount to see if the provider has a payment or recoupment. If the provider saw more members than they were paid for, the provider would receive an additional payment. If the provider saw fewer members than they were paid for, the difference would be recouped.
- 6 Next the calculation for encountering is performed by taking the final amount earned by the providers in Step #5 and multiplying it by 90%.
- 7 Then the actual encounters billed by the provider are matched up to the 90% encountering mark. If the provider is over the target, no further action is taken. If the provider is below the 90% threshold, the difference of actual encounters to the 90% mark is recouped.
- 8 The net amount of the membership calculated in Step #5 and the encounters calculated in Step #7 is presented as the final additional payment earned or to be recouped.

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Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743
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Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963
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Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11
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%						
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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%						

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171
Oct 2010	10654	162
Nov 2010	11203	165
Dec 2010	10750	200

Notes: 1)
 Case rate members row represents the total number of case rate users where a case rate was paid. 2) Case rate members reconciliati on row represents the dollar amount earned/(recouped) by the providers for that month above and beyond their original baseline pre-payme nt. 3) Case rate encounters reconciliati on row represents the dollar amount to be recouped from the providers for failure to meet the 90% encounterin g targets of total earned amount for mem bers served. 4) Overall encounter % row represents combined percentage of all claims as compared to earned amounts for case rate mem bers. 5) Net Reconciliation row represents the net payout/(recoupment) to providers above and beyond their original baseline pre-payme nt.

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	A
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011	A
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	
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
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	
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%							

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iii. a) Uniform Assessment Processing

Month	Month	TARGETS		Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011
Total Calls	Total Calls N/A	2099	1872	2369	2072	1964	1732	2087	1963	1888	2064	1784
Calls Accepted	Calls Accepted N/A	2047	1808	2287	2088	1984	1690	2028	1954	1922	2036	1720
Abandonment Rate	Abandonment Rate 5% or less	2.50%	3.40%	32450%	33500%	23500%	23560%	22260%	22460%	32220%	12840%	23220%
Average Speed of Answer in seconds	Average Speed of Answer in seconds 30 or less	3430	184s	284	284	278	296	297	329	260	261	226
		TARGETS		Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011
Total Calls	Total Calls N/A	2410	2812	28410	27852	27841	29295	29794	32929	29935	28699	29638
Calls Accepted	Calls Accepted N/A	2357	2759	27327	27269	27232	28620	28705	32871	28670	28097	29867
Abandonment Rate	Abandonment Rate 5% or less	2.20%	1.88%	32820%	21388%	23484%	22323%	22247%	22882%	22421%	12988%	22042%
Average Speed of Answer in Seconds	Average Speed of Answer in Seconds 30 or less	1130	17s	151	97	125	19	112	131	131	113	113
Month	Month	Receipts		Number of Paid Claims		Financial Accuracy		Me	A			
TAR	TARGETS	12 month avg= 58913		12 month avg= 52951		99%						
Sept 2010	Sept 2010	6019	66019	5436	59436	952%	99.52%	99%	98%			
Oct 2010	Oct 2010	6968	60968	51530	51530	981%	99.81%	99%	96%			
Nov 2010	Nov 2010	63013	63013	49142	49142	992%	99.92%	99%	97%			
Dec 2010	Dec 2010	58994	58994	51479	51479	981%	99.81%	99%	97%			
Jan 2011	Jan 2011	48496	48496	45213	45213	980%	99.80%	99%	96%			
Feb 2011	Feb 2011	47105	47105	45182	45182	983%	99.83%	99%	99%			
Mar 2011	Mar 2011	68523	68523	59652	59652	995%	99.95%	99%	97%			
Apr 2011	Apr 2011	57811	57811	48209	48209	985%	99.55%	99%	96%			
May 2011	May 2011	57277	57277	45096	45096	981%	99.91%	99%	96%			
June 2011	June 2011	62180	62180	45096	45096	988%	99.88%	99%	97%			
July 2011	July 2011	49498	49498	41445	41445	974%	99.74%	99%	97%			
Aug 2011	Aug 2011	67071	67071	43937	43937	987%	99.87%	99%	98%			
Sept 2011	Sept 2011	49659	49659	41899	41899	991%	99.91%	99%	97%			

In patient Utilization

iii. a) Uniform Assessment Processing

Month	Month	UAs Received	UAs Received	Admin Denials	Admin Denials
Apr 2010	Apr 2010	11245	11245	11245	341
May 2010	May 2010	10078	10078	10078	319
June 2010	June 2010	11450	11450	11450	115
July 2010	July 2010	10772	10772	10772	128

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	2031
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	1981
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2.60 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	28
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011	AVE GR
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	2864
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	2794
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 %	2.41 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	12

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%

iii. a) Uniform Assessment Processing

Month

UAs Received

Admin
Denials

Adult Mental Health Outpatient Service Hours by Package for the Month of June 2011

Month	TARGETS	Gr			Month	TARGETS	Gr											
		Sept 2010	Oct 2010	Nov 2010			Sept 2010	Oct 2010	Nov 2010	Dec 2010								
Total Calls	N/A	1681	1872	2364	Total Calls	N/A	1681	1872	2364	2072	1997	1498	N/A	2068	1694	1824	2240	2072
Calls Accepted	N/A	1065	1808	2284	Calls Accepted	N/A	1065	1808	2284	2000	1948	1454	N/A	2022	1616	1820	2280	2000
Abandonment Rate	5% or less	2.50%	3.40%	3.40%	Abandonment Rate	5% or less	2.50%	3.40%	3.40%	2.50%	2.50%	2.20%	N/A	2.20%	2.50%	3.30%	3.10%	3.30%
Average Speed of Answer in seconds	30 or less	34.66	34	28	Average Speed of Answer in seconds	30 or less	34.66	34	28	26	27	20	N/A	20	20	34	34	26
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011								
Total Calls	N/A	2410	2812	2841	Total Calls	N/A	2410	2812	2841	2794	2929	N/A	2935	2410	2812	2841	2864	2794
Calls Accepted	N/A	2359	2759	2732	Calls Accepted	N/A	2359	2759	2732	2725	2861	N/A	2870	2359	2759	2732	2809	2725
Abandonment Rate	5% or less	2.20%	1.88%	3.84%	Abandonment Rate	5% or less	2.20%	1.88%	3.84%	2.20%	2.32%	N/A	2.21%	2.20%	1.88%	3.84%	3.84%	2.30%
Average Speed of Answer in Seconds	30 or less	11	17	15	Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	N/A	11	11	17	15	15	9
Month	Receipts	Number of Patients	Month	Receipts	Number of Patients													
TARGETS	12 month avg= 58913	1	TARGETS	12 month avg= 58913	12 month avg= 52													
Sept 2010	66019	59436	Sept 2010	66019	59436													
Oct 2010	60968	51530	Oct 2010	60968	51530													
Nov 2010	63013	49142	Nov 2010	63013	49142													
Dec 2010	58994	51479	Dec 2010	58994	51479													
Jan 2011	48496	45213	Jan 2011	48496	45213													
Feb 2011	47105	45182	Feb 2011	47105	45182													
Mar 2011	68523	59652	Mar 2011	68523	59652													
Apr 2011	57811	48209	Apr 2011	57811	48209													
May 2011	57277	65096	May 2011	57277	65096													
June 2011	62180	65096	June 2011	62180	65096													
Jul 2011	49498	41445	Jul 2011	49498	41445													
Aug 2011	67071	53937	Aug 2011	67071	53937													
Sept 2011	49659	41895	Sept 2011	49659	41895													

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171

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

Month	TARGETS	Gr				Month	TARGETS	Gr						
		Sept 2010	Oct 2010	Nov 2010	Dec 2010			Sept 2010	Oct 2010	Nov 2010	Dec 2010			
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1962	1919	1848	2204	2341	2423
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1910	1871	1808	2022	2341	2423
Abandonment Rate	5% or less	2.50%	3.40%	3.40%	3.50%	2.50%	2.50%	2.20%	2.40%	2.50%	2.08%	3.08%	3.02%	2.08%
Average Speed of Answer in seconds	30 or less	34.59	34	28	26	27	29	30	30	31	26	34	26	23
	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011		TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011			
Total Calls	N/A	2410	2812	2841	2785	2709	2929	2925	3192	4029	3882	2868	4296	3263
Calls Accepted	N/A	2357	2759	2781	2720	2627	2861	2870	3102	3728	3275	2928	2732	2903
Abandonment Rate	5% or less	2.20%	1.88%	3.81%	2.37%	2.00%	2.32%	2.21%	2.38%	2.02%	2.81%	1.92%	3.42%	2.02%
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	30	13	11	13	17	11	11
Month		Receipts		Number		Month		Receipts		Number				
TARGETS		12 month avg= 58913		12 month		TARGETS		12 month avg= 58913		12 month				
Sept 2010		66019		59436		Sept 2010		99.52%		66019		99.98%		
Oct 2010		60968		51530		Oct 2010		99.81%		60968		99.96%		
Nov 2010		63013		49142		Nov 2010		99.92%		63013		99.97%		
Dec 2010		58994		51479		Dec 2010		99.81%		58994		99.97%		
Jan 2011		48496		45213		Jan 2011		99.80%		48496		99.96%		
Feb 2011		47105		45182		Feb 2011		99.83%		47105		99.99%		
Mar 2011		68523		59652		Mar 2011		99.95%		68523		99.97%		
Apr 2011		57811		48209		Apr 2011		99.55%		57811		99.96%		
May 2011		57277		65096		May 2011		99.91%		57277		99.96%		
June 2011		62188		65006		June 2011		99.88%		62188		99.97%		

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

Month	TARGETS	Gr			Month	TARGETS	Gr			Month	TARGETS	Gr		
		Sept 2010	Oct 2010	Nov 2010			Sept 2010	Oct 2010	Nov 2010			Dec 2010	Jan 2011	Feb 2011
Total Calls	N/A	2099	1872	2364	Total Calls	1493	N/A	2068	1209	1987	2264	2072	1	
Calls Accepted	N/A	2047	1808	2084	Calls Accepted	1454	N/A	2022	1207	1920	2084	2000	1	
Abandonment Rate	5% or less	2.50%	3.40%	3.40%	Abandonment Rate	2.50%	2.20%	2.50%	2.45%	3.30%	3.30%	3.50%	2	
Average Speed of Answer in seconds	30 or less	34.8	34	34	Average Speed of Answer in seconds	2930	26	27	33.9	26	28	26		
	TARGETS	Dec 2010	Jan 2011	Feb 2011		TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011				
Total Calls	N/A	2410	2812	2841	Total Calls	2929	N/A	2935	3290	2882	2841	2785	2	
Calls Accepted	N/A	2357	2759	2732	Calls Accepted	2861	N/A	2870	3157	2759	2792	2720	2	
Abandonment Rate	5% or less	2.20%	1.88%	3.84%	Abandonment Rate	2.32%	2.21%	2.50%	2.88%	2.14%	3.92%	2.33%	2	
Average Speed of Answer in Seconds	30 or less	11	17	15	Average Speed of Answer in Seconds	1130	12	12	181	187	115	9		
Month		Receipts		Num	Month		Receipts		Number of Paid Claims					
TARGETS		12 month avg= 58913		12 m	TARGETS		12 month avg= 58913		12 month avg= 52951					
Sept 2010		66019		th	Sept 2010		99.52%	66019	99.98%	59436				
Oct 2010		60968		of	Oct 2010		99.81%	60968	99.96%	51530				
Nov 2010	Collin, Dallas, Kaufman, Navarro, Rockwall, Tarrant	63013		ay	Nov 2010	Collin, Dallas, Kaufman, Navarro, Rockwall, Tarrant	99.92%	63013	99.97%	49142				
Dec 2010		58994		20	Dec 2010		99.81%	58994	99.97%	51479				
Jan 2011		48496		11	Jan 2011		99.80%	48496	99.96%	45213				

Atypical Summary

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2000
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2860
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2800
Abandonment Rate	5% or less	2.20 %	1.88 %	3.84 %	2.33 %	2.47 %	2.32 %	2.21 %	2.88 %	2.42 %	1.90 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11
Month	Receipts	Number of Paid Claims		Financial Accuracy		Mechanical Accuracy					
TARGETS	12 month avg= 58913	12 month avg= 52951		99%							
Sept 2010	66019	59436		99.52%		99%					
Oct 2010	60968	51530		99.81%		99%					
Nov 2010	63013	49142		99.92%		99%					
Dec 2010	58994	51479		99.81%		99%					
Jan 2011	48496	45213		99.80%		99%					
Feb 2011	47105	45182		99.83%		99%					
Mar 2011	68523	59652		99.95%		99%					
Apr 2011	57811	48209		99.55%		99%					
May 2011	57277	65096		99.91%		99%					
June 2011	62180	65096		99.88%		99%					
Jul 2011	49498	41445		99.74%		99%					
Aug 2011	67071	53937		99.87%		99%					
Sept 2011	49659	41899		99.91%		99%					

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Jan 2010	11245	211

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	203
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	198
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2.60
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	28
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011	AVE GR
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	286
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	279
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 %	2.42
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	12
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%							

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171
Oct 2010	10654	162
Nov 2010	11203	165

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1964
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1916
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	2.40 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	31
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	3199
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	3107
Abandonment Rate	5% or less	2.20 %	1.88 %	3.84 %	2.33 %	2.47 %	2.32 %	2.21 %	2.88 %	2.88 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13
Month	Receipts	Number of Paid Claims		Financial Accuracy						
TARGETS	12 month avg= 58913	12 month avg= 52951		99%						
Sept 2010	66019	59436		99.52%						
Oct 2010	60968	51530		99.81%						
Nov 2010	63013	49142		99.92%						
Dec 2010	58994	51479		99.81%						
Jan 2011	48496	45213		99.80%						
Feb 2011	47105	45182		99.83%						
Mar 2011	68523	59652		99.95%						
Apr 2011	57811	48209		99.55%						
May 2011	57277	65096		99.91%						
June 2011	62180	65096		99.88%						
Jul 2011	49498	41445		99.74%						
Aug 2011	67071	53937		99.87%						
Sept 2011	49659	41899		99.91%						

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171
Oct 2010	10654	162
Nov 2010	11203	165

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Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	2011
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	1911
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2.10 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	23
Month	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
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	2911
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	2811
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 %	2.10 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	11
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%							

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171
Oct 2010	10654	162

\$ 1,750,000.00

\$ 2,393,975.54

* 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)

North STAR Expenditures

Month	TARGETS	Sept 2010	Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
Total Calls	N/A	2099	Total Calls 1872 2364	2072 1997	2099	2062	2064	2072	2097	2097
Calls Accepted	N/A	2047	Calls Accepted 1808 2284	2000 1948	2047	2088	2064	2000	2098	2098
Abandonment Rate	5% or less	2.50 %	Abandonment Rate %	3.50 % or less	2.50 %	2.40 %	2.40 %	3.20 %	2.80 %	2.80 %
Average Speed of Answer in seconds	30 or less	34	Average Speed of Answer in seconds 34 28	260 or less	29	29	328	26	27	27
Month	TARGETS	Dec 2010	Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011
Total Calls	N/A	2410	Total Calls 2411 2785	2794	2410	2362	2391	2385	2364	2364
Calls Accepted	N/A	2357	Calls Accepted 2332 2720	2725	2357	2359	2092	2370	2305	2305
Abandonment Rate	5% or less	2.20 %	Abandonment Rate %	2.33 % or less	2.32 %	2.28 %	2.84 %	2.42 %	2.97 %	2.97 %
Average Speed of Answer in Seconds	30 or less	11	Average Speed of Answer in Seconds 17 15	930 or less	111	117	115	19	112	112
Month	Receipts	Month	Receipts	Number of Paid Claims	Number of Paid Claims					
TARGETS	12 month avg= 58913	TARGETS	12 month avg= 58913	12 month avg= 52951	12 month avg= 52951					
Sept 2010	66019	Sept 2010	6436	5943	598%					
Oct 2010	60968	Oct 2010	61530	5153	596%					
Nov 2010	63013	Nov 2010	6142	4914	597%					
Dec 2010	58994	Dec 2010	6479	5147	597%					
Jan 2011	48496	Jan 2011	6213	4521	596%					
Feb 2011	47105	Feb 2011	6182	4518	599%					
Mar 2011	68523	Mar 2011	6652	5965	597%					
Apr 2011	57811	Apr 2011	6209	4820	596%					
May 2011	57277	May 2011	6096	6509	596%					
June 2011	62180	June 2011	6096	6509	597%					
Jul 2011	49498	Jul 2011	6445	4144	597%					
Aug 2011	67071	Aug 2011	6937	5393	598%					
Sept 2011	49659	Sept 2011	6899	4189	597%					

iii. a) Uniform Assessment Processing iii. a) Uniform Assessment Processing

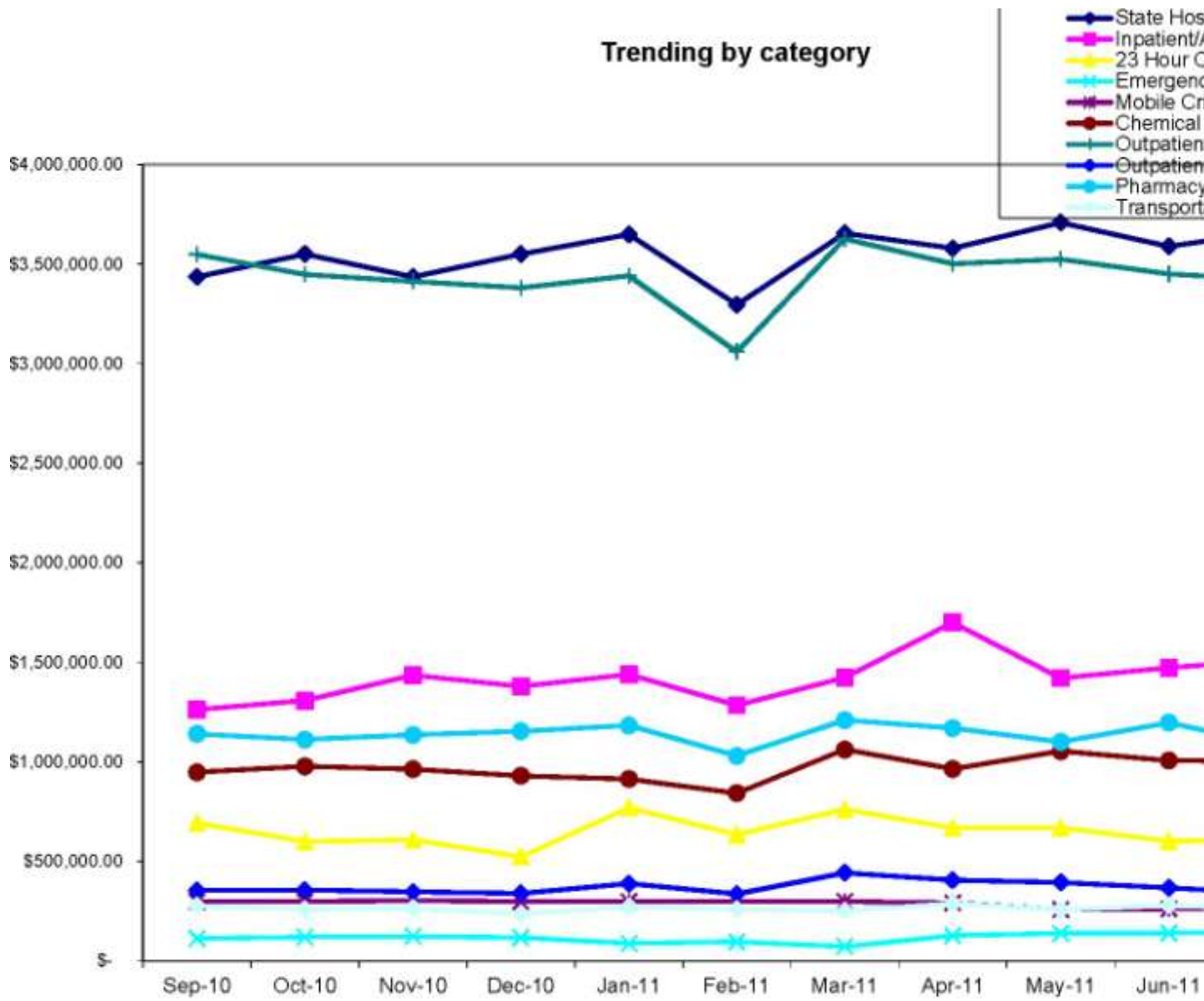
Month	UAs Received	Month	Admin Denials	UAs Received	Admin Denials
Apr 2010	11245	Apr 2010	340	11245	341
May 2010	10478	May 2010	312	10478	319
June 2010	11450	June 2010	130	11450	115
July 2010	10573	July 2010	220	10573	128
Aug 2010	11586	Aug 2010	330	11586	133
Sept 2010	11132	Sept 2010	171	11132	171
Oct 2010	10654	Oct 2010	620	10654	162
Nov 2010	11203	Nov 2010	620	11203	165

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Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704
Abandonment Rate	5% or less Total	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23

Trending by category



Sep-10 Oct-10 Nov-10 Dec-10 Jan-11 Feb-11 Mar-11 Apr-11 May-11 Jun-11 Jul-11 Aug-11

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Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	2011
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	1911
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2.10 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	24
Month	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
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	2911
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	2811
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 %	2.10 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	11
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%							

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10573	128
Aug 2010	11586	133
Sept 2010	11132	171
Oct 2010	10654	162
Nov 2010	11203	165
Dec 2010	10750	200

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LAB Report 2011

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Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	AUG 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	2038
Calls Accepted													
Abandonment Rate													
Average Speed of Answer in seconds													

Reasons

- Mislabeled Specimens
- Requisition Mismatch
- Unlabeled Specimen Clotted
- Container Leaking
- Contaminated Hemolyzed
- Improperly Collected
- Improperly Handled QNS
- Specimen not received
- Specimen not suitable for test
- Tube Overfilled Tube Underfilled
- Duplicated Order

Lab Complaint Detail

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	August 2011	September 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743	2038	2038
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704	1986	1986
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %	2.60%	2.60%
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23	28	28
	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011	AVERAGE	
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963	2860	
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903	2791	
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 %	2.41%	
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11	12	
Month	Receipts	Number of Paid Claims			Financial Accuracy			Mechanical Accuracy			Attachment 12			
		12 month avg=			12 month avg=									

Exhibit D - Service Outcomes Incentives

A quarterly incentive of \$2.25 per Case Rate User will be paid in total for each quarter in which five of the eight service outcome minimums below are achieved during the quarter. Once achieved, an individual outcome target is reset to the actual-achieved, and thus must be exceeded in future quarters to obtain the quarterly incentive. If 5 of 8 quality measures are not met, a quarterly penalty of \$2.25 per case rate user during that quarter will be assessed. Service outcomes under this section shall be calculated and reported to Metrocare by the 15th of the month that follows the end of the quarter. Payments are due by the fifth day of the subsequent month.

Clinical Outcome Measures –

- a) **Time in community rates** - Greater than 30% of Members with a recent history of psychiatric-related hospitalizations showed a reduction in hospitalizations during the current quarter; that is, greater than 30% of the Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.
- b) **Consumer employment** – Greater than 47% of adult Members with a recent history of employment problems showed a reduction in problems during the current quarter; that is, greater than 47% of the adult Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.
- c) **Criminal Justice involvement** Greater than 22% of adult Members with a recent history of criminal justice involvement showed a reduction in involvement during the current quarter; that is, greater than 22% of the adult Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.
- d) **Physician engagement** – Face-to-face follow-up within 7 days with a physician for Members discharged from the hospital is greater than or equal to 90%.
- e) **Housing stabilization** – Greater than 35% of adult Members with a recent history of housing instability showed an improvement in housing stability during the current quarter; that is, greater than 35% of the adult Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.
- f) **Functioning** – Greater than 25% of adult Members with a recent history of functional impairment showed an improvement in function during the current quarter; that is, greater than 25% of the adult Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.
- g) **Co-occurring Substance use** – Greater than 47% of adult Members with a recent history of co-occurring substance use showed a reduction in use during the current quarter; that is, greater than 23% of the adult Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.
- h) **School behavior** – Greater than 15% of child/adolescent Members with a recent history of school behavior problems showed an improvement in school behavior during the current quarter; that is, greater than 15% of the child/adolescent Members in Active Care who scored 2 or greater on this Dimension in either of the past two quarters showed an improvement in their score during the current quarter.

Case Rate Incentive/ Penalty

Month	TARGETS	Sept 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011
Total Calls	N/A	2099	1872	2364	2072	1997	1493	2068	1964	1984	2040	1743
Calls Accepted	N/A	2047	1808	2284	2000	1948	1454	2022	1916	1920	2003	1704
Abandonment Rate	5% or less	2.50 %	3.40 %	3.40 %	3.50 %	2.50 %	2.50 %	2.20 %	2.40 %	3.20 %	1.80 %	2.20 %
Average Speed of Answer in seconds	30 or less	34	34	28	26	27	29	20	31	26	26	23
Month	TARGETS	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sept 2011	Oct 2011
Total Calls	N/A	2410	2812	2841	2785	2794	2929	2935	3199	2938	2864	2963
Calls Accepted	N/A	2357	2759	2732	2720	2725	2861	2870	3107	2867	2809	2903
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 %
Average Speed of Answer in Seconds	30 or less	11	17	15	9	12	11	11	13	13	11	11
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%						
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Jul 2011	49498	41445		99.74%		99.97%						
Aug 2011	67071	53937		99.87%		99.98%						
Sept 2011	49659	41899		99.91%		99.97%						

iii. a) Uniform Assessment Processing

Month	UAs Received	Admin Denials
Apr 2010	11245	341
May 2010	10478	319
June 2010	11450	115
July 2010	10775	100