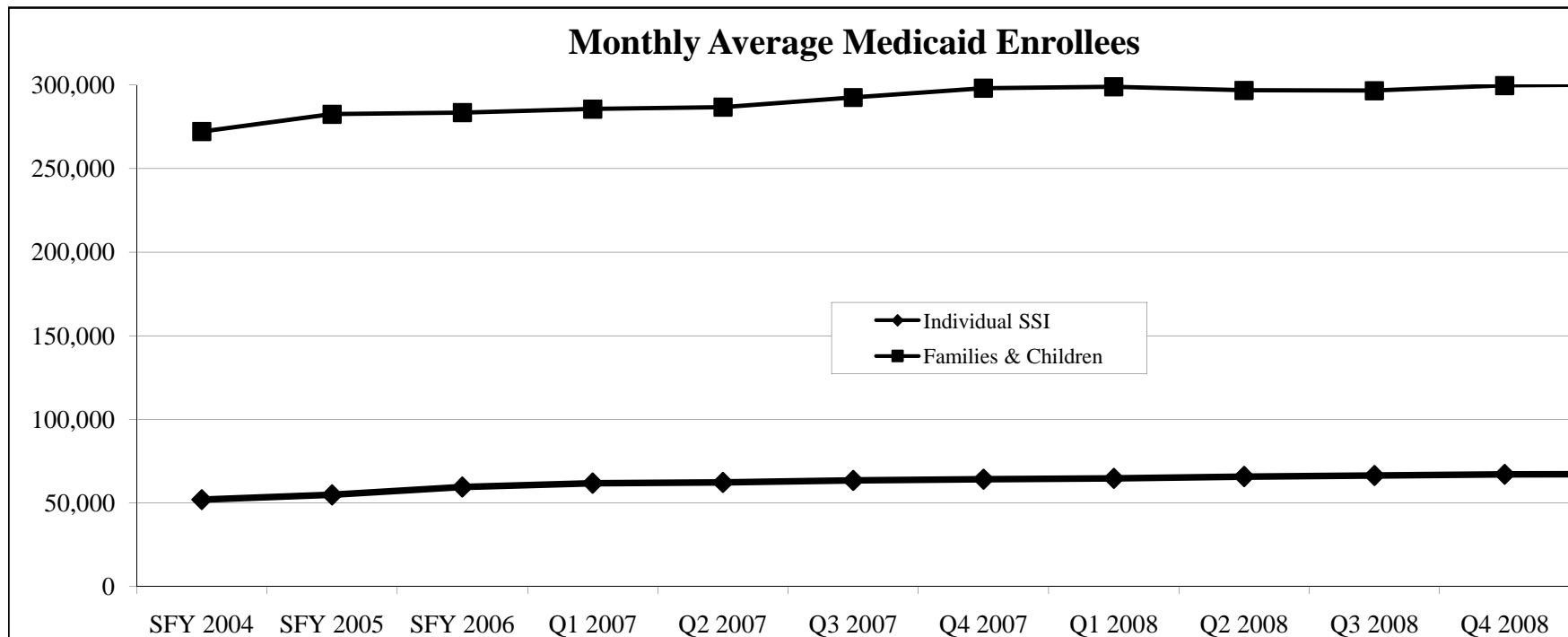


NorthSTAR Medicaid Enrollment

Medicaid

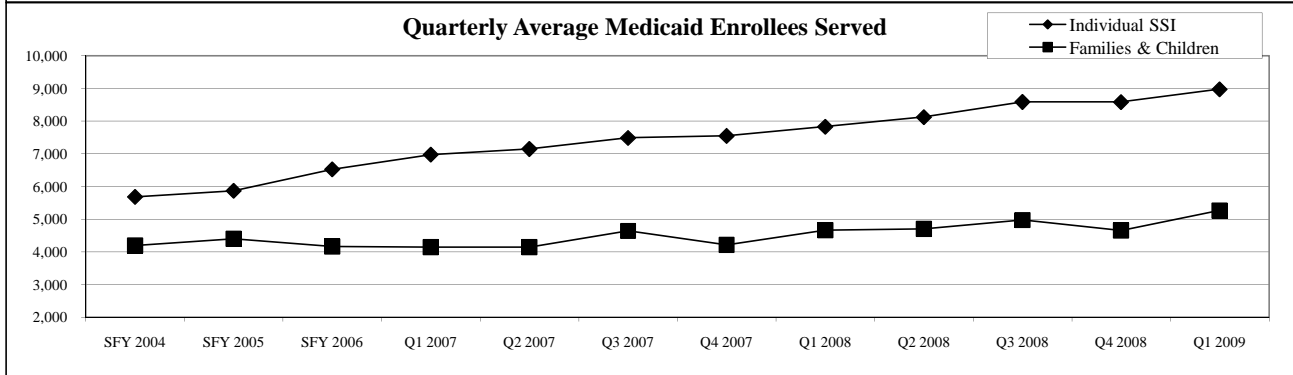
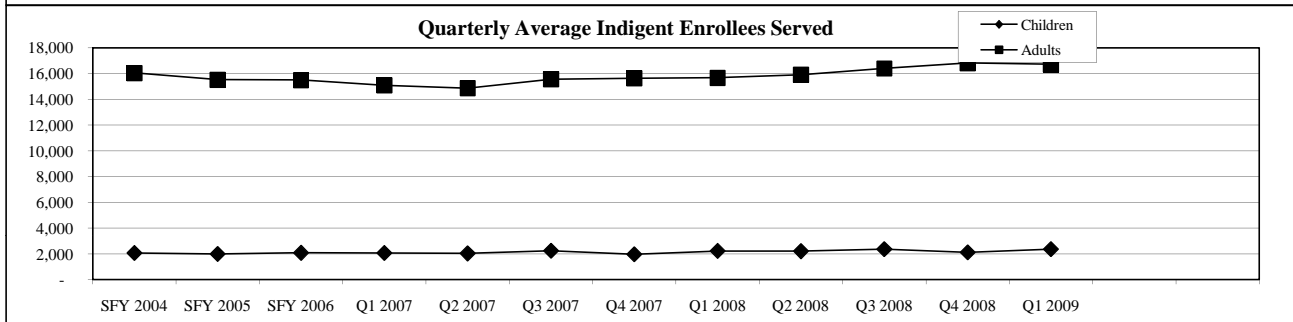
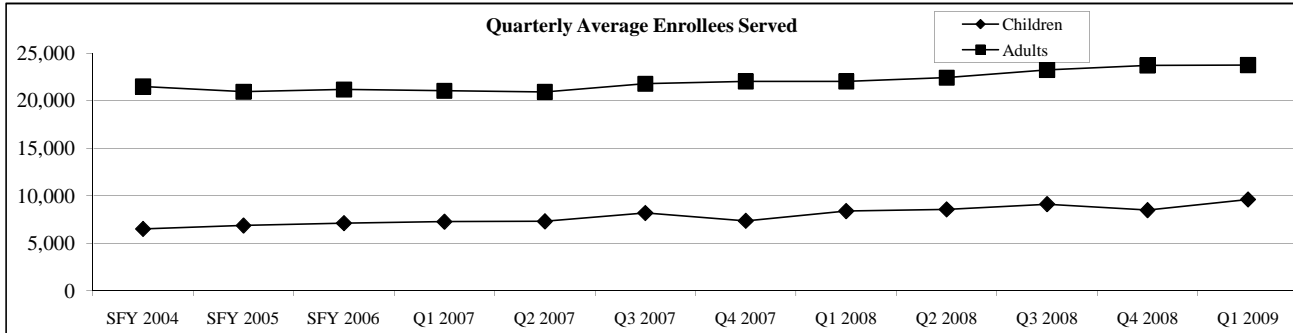
Enrollees	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008
SSI Child	9,512	10,811	12,609	13,529	13,729	14,500	14,812	15,033	15,507	15,669	15,938
SSI Adult	26,480	27,855	30,100	31,180	31,418	31,834	32,313	32,592	33,155	33,579	34,065
SSI Aged	15,879	16,079	16,690	17,075	17,017	17,016	17,036	17,015	17,085	17,092	17,042
TANF Child	251,012	263,505	265,942	268,657	270,150	275,995	281,701	283,138	281,648	281,918	284,797
TANF Adult	21,238	19,145	17,686	17,067	16,717	16,646	16,507	15,924	15,210	14,848	14,997
Grand Total	324,121	337,394	343,027	347,508	349,031	355,991	362,369	363,702	362,605	363,106	366,839

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.

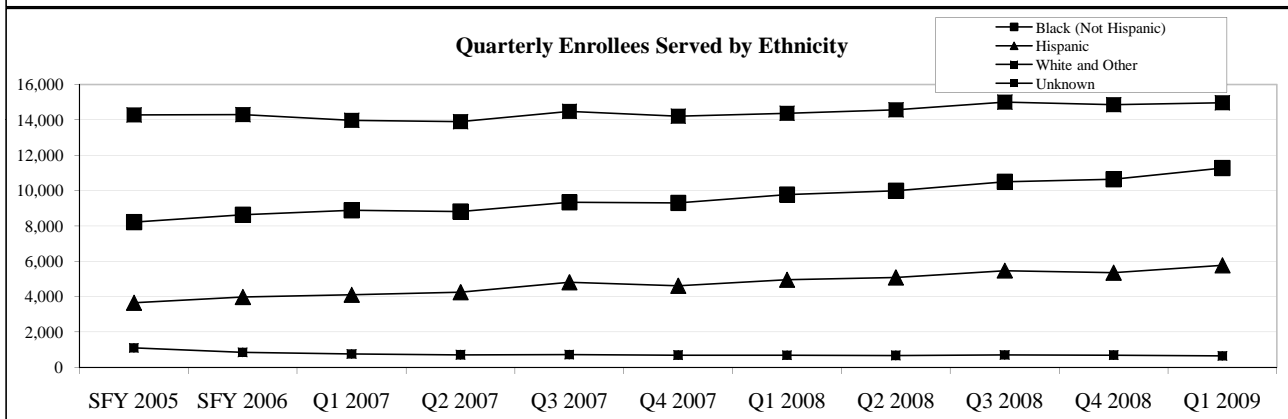
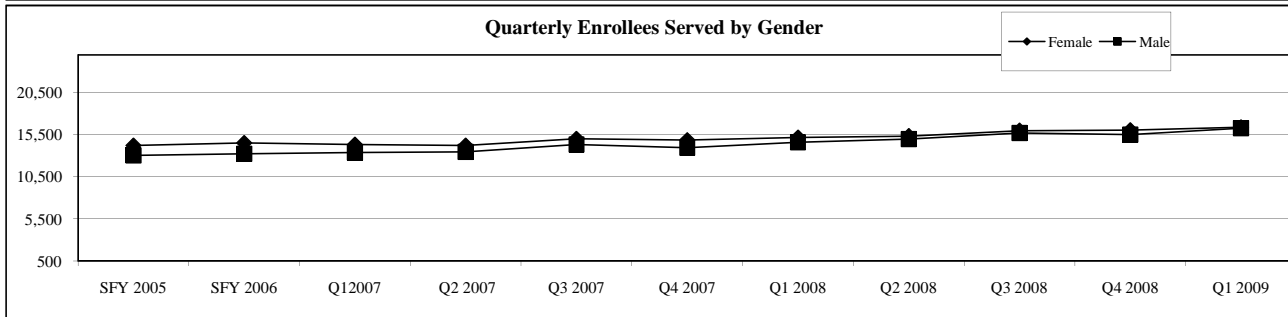
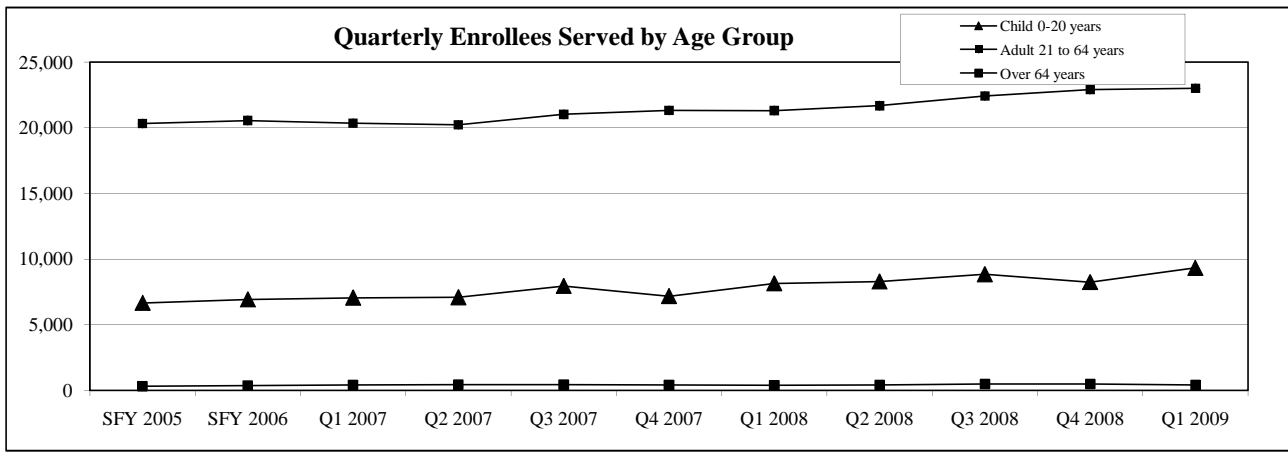


NorthSTAR Enrollees Served

Paid Services	SFY	SFY	SFY	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
	2004	2005	2006									
SSI Child	960	1,128	1,389	1,544	1,593	1,813	1,696	1,945	2,053	2,222	2,181	2,453
SSI Adult	4,590	4,658	5,027	5,307	5,425	5,542	5,725	5,776	5,945	6,213	6,269	6,399
SSI Aged	135	85	111	127	135	137	131	114	128	158	138	129
TANF Child	3,484	3,753	3,650	3,656	3,677	4,120	3,700	4,208	4,294	4,529	4,183	4,775
TANF Adult	714	653	521	491	472	524	517	461	414	450	474	495
Indigent Child	2,068	1,984	2,076	2,067	2,032	2,241	1,960	2,226	2,205	2,357	2,110	2,367
Indigent Adult	16,037	15,520	15,495	15,092	14,866	15,559	15,640	15,667	15,913	16,401	16,813	16,705
Grand Total	27,454	27,269	27,784	27,742	27,695	29,363	28,844	29,790	30,338	31,694	31,562	32,688



NorthSTAR Enrollees Served



*Based on at least one paid encounter

NorthSTAR Enrollees Served by County

NorthSTAR Enrollees Served by County, By Risk Group

Collin	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	71	89	92	99	104	105	124	137	139	110	113	124	123	114	126
SSI Adult	277	281	290	311	328	320	296	312	316	337	337	337	358	363	369
SSI Aged	10	6	8	8	13	13	8	8	11	13	10	7	11	10	13
TANF Child	302	346	339	304	319	300	315	299	336	301	284	297	337	296	336
TANF Adult	77	81	65	56	55	41	49	41	53	63	59	47	48	45	44
Indigent Child	191	184	224	221	214	203	219	188	191	192	190	187	200	184	186
Indigent Adult	1,511	1,407	1,454	1,361	1,413	1,434	1,341	1,298	1,387	1,339	1,256	1,321	1,311	1,327	1,361
Collin Total	2,403	2,362	2,425	2,319	2,409	2,384	2,308	2,242	2,403	2,318	2,210	2,294	2,357	2,306	2,395

Dallas	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	735	844	942	996	1106	1063	1,145	1,169	1,348	1,280	1,512	1,588	1,740	1,697	1,952
SSI Adult	3,730	3,715	3714	3863	4078	4130	4,169	4,229	4,284	4,449	4,530	4,697	4,923	4,968	5,105
SSI Aged	103	62	59	78	87	95	98	100	100	94	83	102	122	105	93
TANF Child	2,487	2,665	2608	2500	2610	2309	2,562	2,622	2,965	2,661	3,090	3,213	3,367	3,088	3,598
TANF Adult	529	460	377	373	387	348	337	329	371	356	307	292	310	340	343
Indigent Child	1,550	1,444	1429	1512	1643	1359	1,535	1,538	1,694	1,468	1,677	1,631	1,767	1,629	1,855
Indigent Adult	12,551	11,921	11321	11431	11877	11789	11,355	11,109	11,576	11,684	11,853	12,020	12,433	12,926	12,858
Dallas Total	21,284	20,722	20,156	20,412	21,423	20,710	20,817	20,734	21,907	21,610	22,606	23,071	24,174	24,306	25,327

Ellis	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	43	53	71	69	73	68	77	88	86	81	83	93	97	105	114
SSI Adult	124	134	146	158	180	182	188	204	214	215	213	212	222	238	243
SSI Aged	4	2	2	3	1	2	2	2	3	2	2	2	4	2	3
TANF Child	215	223	234	226	233	224	206	212	213	196	209	222	262	229	222
TANF Adult	39	35	33	34	35	34	40	35	26	23	21	20	23	26	27
Indigent Child	115	120	111	98	110	105	94	94	106	90	111	109	130	104	108
Indigent Adult	574	605	665	674	717	713	699	735	767	761	749	785	764	735	700
Ellis Total	1,087	1,145	1,231	1,242	1,328	1,311	1,283	1,342	1,394	1,347	1,367	1,422	1,483	1,405	1,395

Hunt	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	61	68	85	81	90	83	91	83	100	94	103	104	121	126	123
SSI Adult	224	243	240	258	269	284	291	283	290	289	282	285	299	289	241
SSI Aged	12	9	5	11	10	8	9	10	10	9	10	6	9	7	5
TANF Child	239	248	272	274	279	254	232	224	260	239	276	238	231	224	247
TANF Adult	23	25	22	15	20	15	14	10	21	25	30	25	19	23	25
Indigent Child	74	89	105	115	121	82	75	74	82	70	103	114	86	59	73
Indigent Adult	547	525	541	594	567	585	559	574	620	675	658	613	626	624	578
Hunt Total	1,154	1,181	1,250	1,315	1,324	1,281	1,241	1,235	1,354	1,386	1,423	1,357	1,359	1,325	1,257

Kaufman	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	19	21	29	28	34	38	39	43	47	46	51	52	51	56	52
SSI Adult	132	144	162	158	173	171	174	185	207	202	198	194	197	203	208
SSI Aged	5	5	3	5	5	4	5	6	5	4	4	6	7	8	6
TANF Child	140	145	142	162	168	159	162	160	157	135	163	155	158	165	186
TANF Adult	30	30	22	19	28	28	28	28	29	29	23	17	23	24	26
Indigent Child	63	61	71	62	60	51	53	48	68	48	55	64	66	51	62
Indigent Adult	460	486	503	523	487	485	501	512	548	546	550	553	591	571	569
Kaufmann Total	837	879	906	944	945	926	946	971	1,043	994	1,023	1,022	1,081	1,061	1,098

NorthSTAR Enrollees Served by County

NorthSTAR Enrollees Served by County

Navarro	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	24	40	62	50	61	58	58	60	73	70	67	76	70	69	67
SSI Adult	87	131	156	143	159	170	173	190	214	214	191	191	192	188	203
SSI Aged	2	3	6	5	7	6	5	9	8	9	5	5	5	6	9
TANF Child	61	86	116	110	123	120	118	101	127	117	137	116	126	123	127
TANF Adult	11	18	21	17	12	11	17	19	20	18	15	10	19	11	20
Indigent Child	24	32	40	39	34	38	36	24	31	31	32	40	48	35	44
Indigent Adult	168	296	324	303	353	319	322	333	363	366	350	338	375	361	403
Navarro Total	371	596	711	655	741	708	717	728	824	814	789	764	821	778	857

Rockwall	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	13	16	18	18	22	23	19	19	24	19	22	21	23	19	27
SSI Adult	29	25	30	31	29	28	35	38	36	40	43	41	40	40	43
TANF Child	62	56	5	2	2	7	73	76	76	62	64	60	69	75	79
TANF Adult	8	6	20	17	22	23	7	10	4	5	6	4	9	6	10
Indigent Child	21	16	122	120	124	125	18	26	24	14	25	21	29	21	20
Indigent Adult	132	135	131	128	126	129	117	114	125	131	126	136	153	148	142
Rockwall Total	260	251	264	245	262	265	269	280	286	266	282	277	318	304	315

Out of Area	SFY 2004	SFY 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Indigent Child	45	48	58	43	51	39	40	43	49	54	37	41	32	27	19
Indigent Adult	183	201	317	306	267	238	221	203	191	158	137	156	150	122	101
Out of Area Total	227	254	444	349	318	277	260	246	240	212	174	197	182	149	120
Grand Total	27,454	27,269	27,286	27,405	28,661	27,772	27,750	27,699	29,371	28,848	29,745	30,304	31,658	31,517	31,517

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 and Dual Diagnosis

Diagnosis	SFY									
	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Pct Chemical Dependence	6%	6%	5%	5%	6%	6%	6%	5%	6%	6%
Percent Both	21%	21%	23%	24%	25%	23%	24%	25%	25%	20%
Percent Mental Health	73%	73%	72%	71%	69%	71%	70%	70%	69%	74%
Chemical Dependency Cust.	1,670	1,627	1,427	1,590	1,736	1,868	1,718	1,693	1,795	1,916
Dual Diagnosis Customers	5,784	5,780	6,301	6,940	7,012	6,687	7,284	7,713	7,858	6,573
Mental Health Customers	20,317	20,298	19,840	20,597	19,843	21,009	21,092	21,951	21,532	24,074
Total Customers	27,770	27,705	27,568	29,127	28,591	29,564	30,094	31,357	31,185	32,563

2. Percent of enrollees new to NorthSTAR Care

New Enrollees	SFY									
	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Percent New in NorthSTAR	16%	14%	14%	16%	15%	16%	15%	15%	15%	15%
Not Served Previously	4,343	3,990	3,761	4,707	4,327	4,629	4,413	4,726	4,674	4,980
Total Customers	27,781	27,742	27,695	29,363	28,844	29,790	30,338	31,694	31,562	32,688

3. Percent of NorthSTAR enrollees who receive COMMUNITY SERVICES within 7 and 30 days after receiving Emergency Room Services (including 23 hours obs, not admitted to a Hospital)

ER Followup	SFY									
	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Percent within 7 Days	30%	32%	35%	33%	30%	27%	30%	29%	28%	30%
Number within 7 Days	578	593	629	650	666	493	497	565	513	536
Percent within 30 Days	46%	48%	49%	49%	46%	43%	46%	47%	44%	46%
Number within 30 Days	900	877	888	968	1,029	769	764	916	815	827
Number of Discharges	1,946	1,842	1,818	1,965	2,229	1,805	1,657	1,952	1,852	1,784

4. Percent of inpatient enrollees who received Emergency Room Services within 30 and 90 days

ER Followup Emergency Services after ER or 23 hrs svcs	SFY									
	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Percent within 30 Days	9%	9%	9%	9%	12%	9%	9%	10%	10%	9%
Number within 30 Days	261	235	262	265	396	246	257	295	291	255
Percent within 90 Days	15%	15%	16%	16%	18%	15%	16%	17%	17%	13%
Number within 90 Days	441	425	445	470	598	421	438	516	497	366
Number of Discharges	2,954	2,751	2,780	3,016	3,343	2,812	2,726	2,977	2,982	2,855

Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

1. Percent of Northstar mental Health enrollees who received Medication Services only

Med Services Only	SFY			Q3		Q4		Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	2007	2007					
Percent	18%	14%	15%	14%	14%	15%	14%	13%	15%	19%		
Med Only	4,710	3,692	3,802	3,719	3,747	4,139	3,970	3,785	4,344	5,699		
MH Customers	26,101	26,078	26,141	27,537	26,855	27,696	28,376	29,664	29,390	30,647		

2. Percent of NorthStar mental health enrollees who received Specialty Network Provider Services

SPN Services	SFY			Q3		Q4		Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	2007	2007					
Percent	83%	83%	82%	81%	82%	82%	80%	79%	70%	67%		
SPN Persons Served	21,534	21,620	21,372	22,245	22,004	22,632	22,577	23,477	20,486	20,455		

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 enrollees that received Community Services within 7 and 30 days of State Hospital discharge

	SFY			Q3		Q4		Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	2007	2007					
Percent within 7 Days	41%	43%	43%	38%	40%	48%	40%	43%	38%	49%		
Number within 7 Days	162	149	185	174	193	217	178	202	163	202		
Percent within 30 Days	63%	66%	66%	62%	59%	68%	62%	62%	61%	70%		
Number within 30 Days	248	229	284	280	282	309	272	292	258	288		
Number of Discharges	392	348	430	455	479	452	442	469	426	413		

4. Percent of enrollees that received Community Services within 7 and 30 days of Community Hospital discharge

Days To Community Services	SFY			Q3		Q4		Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	2007	2007					
Percent within 7 Days	38%	40%	41%	39%	33%	36%	37%	38%	37%	37%		
Number within 7 Days	326	313	359	435	323	381	397	403	352	392		
Percent within 30 Days	58%	61%	62%	57%	53%	55%	58%	58%	57%	58%		
Number within 30 Days	501	472	544	635	520	580	630	616	537	617		
Number of Discharges	862	780	881	1,115	973	1,059	1,080	1,058	948	1,056		

5. Percent of inpatient enrollees who received Emergency or Crisis Services within 7 and 30 days of State Hospital Discharge

Emergency after SH	SFY			Q3		Q4		Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	2007	2007					

Selected Quality and Outcome Measures; NorthSTAR Mental Health Performance

Percent within 7 Days	1%	1%	2%	2%	2%	1%	2%	3%	3%	1%
Number within 7 Days	5	5	8	8	11	3	7	14	14	4
Percent within 30 Days	4%	6%	4%	5%	6%	3%	4%	5%	6%	3%
Number within 30 Days	15	21	18	22	30	13	19	24	25	13
Number of Discharges	392	348	430	455	479	452	442	469	426	413

6. Percent of inpatient enrollees who received Emergency or Crisis Services within 7 and 30 days of Community Hospital discharge

Emergency after CH	SFY		Q3		Q4		Q3 2008		Q4 2008		Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	
Percent within 7 Days	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	
Number within 7 Days	14	14	13	12	15	15	7	13	13	19	
Percent within 30 Days	4%	4%	4%	3%	4%	3%	3%	4%	3%	4%	
Number within 30 Days	33	29	32	39	37	27	28	38	32	40	
Number of Discharges	862	780	881	1,115	973	1,059	1,080	1,058	948	1,056	

7. Percent NorthStar enrollees readmitted after discharged from a Psychiatric Hospital

Recidivism	SFY		Q3		Q4		Q3 2008		Q4 2008		Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	
Percent within 30 Days	14%	16%	12%	12%	12%	14%	17%	17%	17%	16%	
Number w/in 30 Days	236	254	194	240	213	260	322	326	313	298	
Percent Within 1 Year	50%	42%	38%	38%	39%	41%	40%	37%	Insufficient Time Elapsed to Calculate Recidivism for a Year		
One Year Recidivism	827	646	636	745	706	764	775	720			
Number Discharged	1,656	1,542	1,680	1,954	1,790	1,881	1,950	1,960	1,817	1,872	

8. Percent of inpatient enrollees admitted to a Psychiatric Hospital within 30 and 90 days of ER

Admission after ER or 23 hrs obs	SFY		Q1		Q2		Q3		Q4		Q1 2009	
	2006	Q1 2007	Q2 2007	2007	2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009		
Percent within 30 Days	35%	36%	37%	38%	38%	40%	43%	39%	41%	41%		
Number within 30 Days	1,035	997	1,016	1,153	1,221	1,121	1,177	1,136	1,215	1,195		
Percent within 90 Days	39%	40%	41%	42%	41%	44%	46%	43%	44%	44%		
Number within 90 Days	1,143	1,109	1,129	1,266	1,350	1,218	1,266	1,253	1,319	1,279		
Number of Discharges	2,941	2,740	2,760	3,004	3,255	2,789	2,732	2,932	2,987	2,889		

9. Percent enrollees with Schizophrenia receiving New Generation Medication

Percent New Gen Meds Receiving New Gen Meds Cust. w Schizophrenia	SFY		Q3		Q4		Q3 2008		Q4 2008		Q1 2009
	2006	Q1 2007	Q2 2007	2007	2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	
Percent New Gen Meds	39%	32%	31%	31%	31%	33%	32%	31%	37%	32%	
Receiving New Gen Meds	2,265	1,841	1,825	1,835	1,877	1,985	2,243	2,363	2,327	1,991	
Cust. w Schizophrenia	5,822	5,839	5,884	5,972	6,001	5,938	7,099	7,516	6,357	6,175	

Selected Quality and Outcome Measures; NorthSTAR Chemical Dependency Performance Measures

1. Percent of enrollees who received CD Residential treatment and returned to CD Residential treatment >30 days and within a year of treatment.

CD Recidivism	SFY											
	SFY 2004	2005	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Recidivism	8%	8%	15%	16%	15%	12%	13%	10%	9%	Insufficient Time Elapsed to Calculate for a Year		
Returned to Res., >30 days	148	140	255	237	239	210	197	129	115			
CD Residential Svcs	1870	1,688	1,651	1,452	1,600	1,738	1,511	1,292	1,266			

2. Percent of enrollees who received CD Residential Services and step down to Outpatient Services within 15 Days

From CD Residential to Outpatient	SFY											
	SFY 2004	2005	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
% Receiving Outpatient Services after Residential Services	26%	25%	22%	31%	29%	34%	42%	33%	34%	35%	28%	39%
Enrollees Receiving Outpatient Services after Residential Services	254	230	214	187	173	237	252	172	180	189	139	178
Total Receiving Residential Services	963	933	992	601	601	700	593	529	531	540	491	452

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

Continue CD Treatment	SFY											
	SFY 2004	2005	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Continue CD Treatment	9%	15%	14%	30%	35%	37%	35%	29%	29%	Insufficient Time Elapsed to Calculate for a Year		
Persons Continuous Service	134	195	260	486	493	590	595	552	506			
Persons - CD Specific Svcs	1,447	1,316	1,820	1,626	1,427	1,590	1,718	1,882	1,748			

4. Percent of enrollees who received CD Residential Detox Services Followed by Residential Services within 7 days

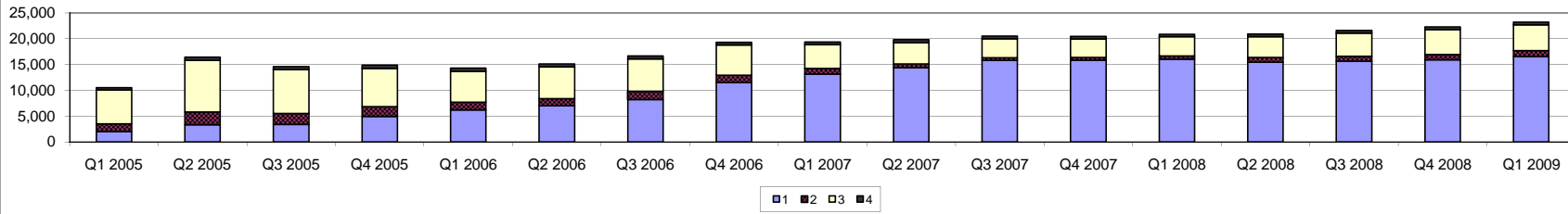
From CD Residential Detox to Residential	SFY											
	SFY 2004	2005	2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
% Receiving Residential Detox Services Followed by CD Residential Detox Services	65%	57%	46%	34%	27%	24%	24%	21%	28%	30%	20%	25%
Residential Detox Services Followed by CD Residential	205	180	169	123	96	102	90	63	89	98	67	75
Total Receiving Residential Detox Services	317	317	369	361	362	423	369	305	317	331	333	302

NorthSTAR Enrollees by Level of Care Authorized

Adult Service Package Assignment

	Q1 2005	Q2 2005	Q3 2005	Q4 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
1	2,020	3,336	3,351	4,899	6,171	6,994	8,230	11,452	13,165	14,365	15,780	15,871	16,037	15,467	15,596	15,898	16,517
2	1,450	2,457	2,136	1,929	1,539	1,401	1,561	1,485	1,081	756	554	503	627	889	1,002	1,025	1,157
3	6,581	10,003	8,525	7,425	5,964	6,127	6,281	5,826	4,573	4,131	3,647	3,581	3,699	4,034	4,498	4,840	5,001
4	463	610	573	614	614	572	558	546	555	539	516	499	504	505	522	518	533

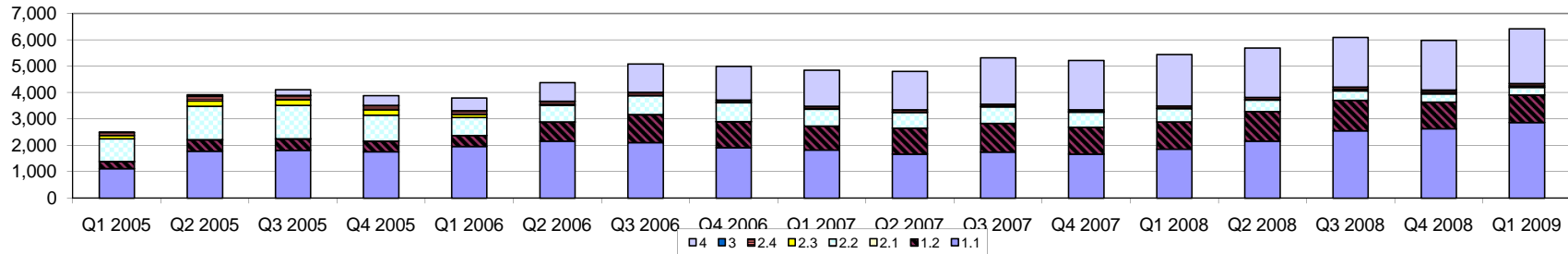
Unduplicated Quarterly Adults Authorized Package Trend



Children Service Package Assignment

	Q1 2005	Q2 2005	Q3 2005	Q4 2005	Q1 2006	Q2 2006	Q3 2006	Q4 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
1.1	1,117	1,778	1,820	1,764	1,959	2,162	2,113	1,917	1,823	1,669	1,747	1,676	1,859	2,168	2,551	2,633	2,866
1.2	270	446	435	398	421	725	1,051	988	915	986	1,086	1,015	1,030	1,113	1,163	1,014	1,042
2.1	1	1	1	1	1	2	3	1		1					1	1	1
2.2	867	1,266	1,268	988	681	629	717	718	641	592	627	572	507	441	359	310	291
2.3	118	198	206	203	111	33	22	14	26	28	24	17	23	27	52	56	55
2.4	122	179	175	160	143	127	101	88	86	73	78	76	82	78	92	91	94
3			1	1		1	1										
4	6	51	207	373	488	704	1,084	1,268	1,363	1,463	1,765	1,870	1,947	1,869	1,881	1,878	2,068

Unduplicated Quarterly Children Authorized Package Trend



RDM Outcome Measures FY 2006

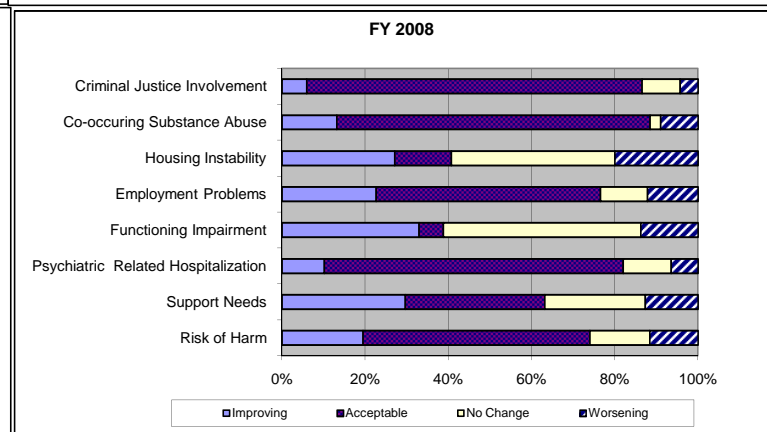
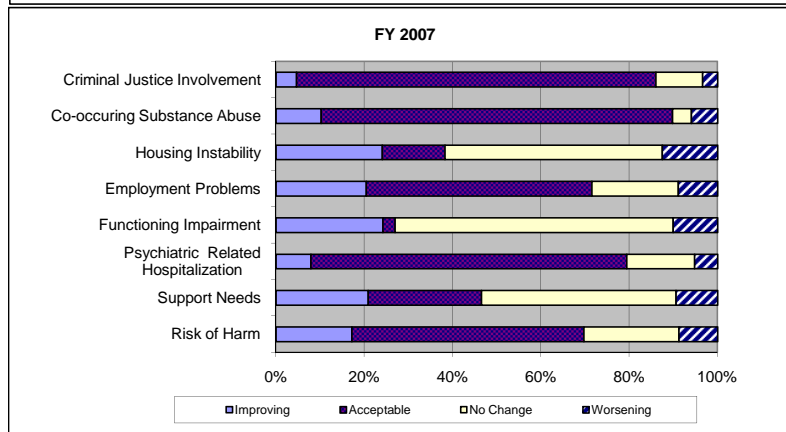
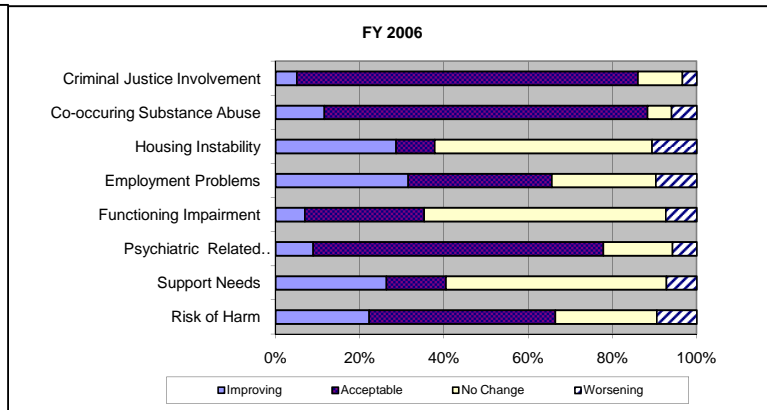
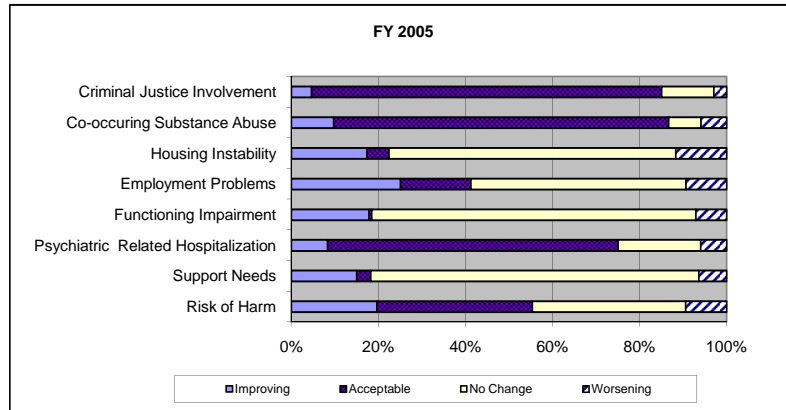
The outcomes for Resiliency Disease Management (RDM) is for fiscal year 2006, looking at an initial assessment during the fiscal year, and a follow-up assessment during that time frame which occurred at least 90 days after the initial assessment. Excluding level of care of crisis service.

improving=scores improved over time showing better functioning, acceptable=scores did not change but show good functioning

no change=scores did not change but show poor functioning, worsening=scores deteriorate over time showing more problems and poor functioning

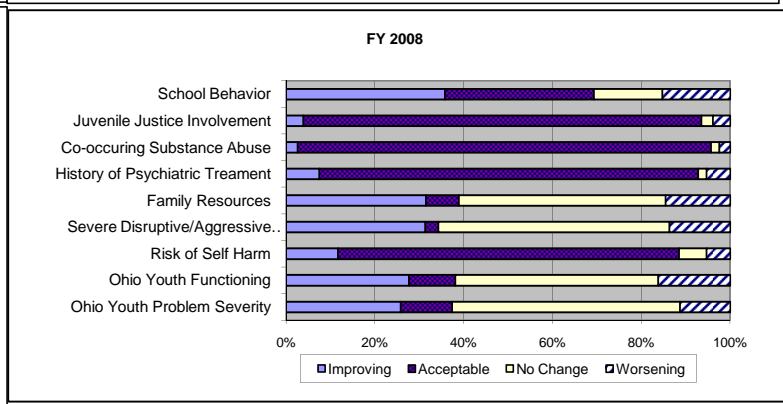
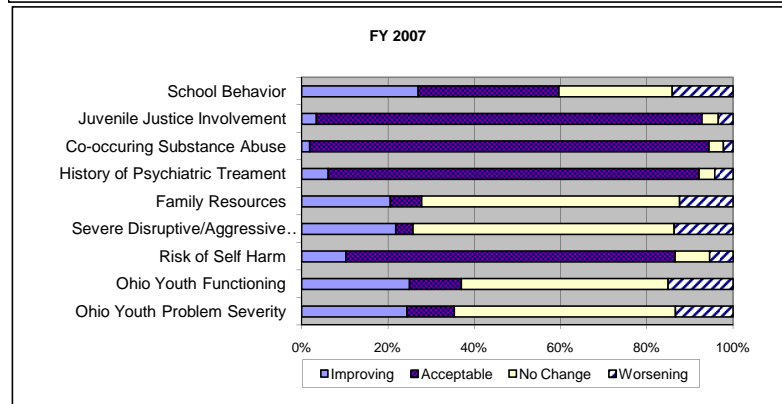
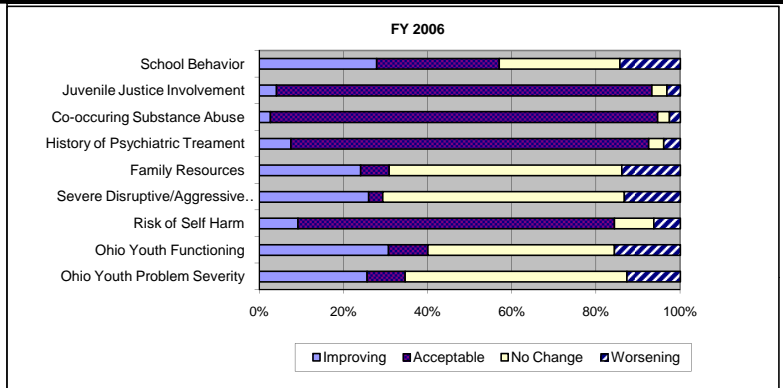
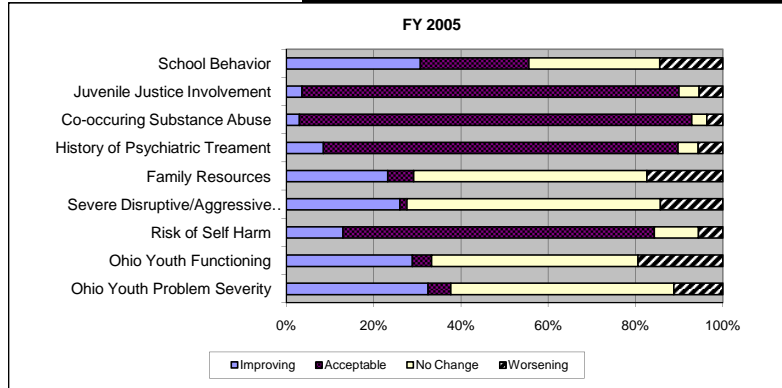
ADULT OUTCOMES

	FY05 N=16,610				FY06 N=13,242				FY07 N=12,667				FY08 N=12,869			
	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening
Risk of Harm	2,078	3,794	3,737	997	3,150	6,263	3,421	1,344	2,794	8,534	3,496	1,420	2,822	7,889	2,077	1,686
Support Needs	1,594	337	7,995	680	3,725	2,006	7,427	1,020	3,395	4,167	7,148	1,534	4,291	4,850	3,493	1,840
Psychiatric Related Hospitalization	884	7,076	2,012	634	1,265	9,773	2,318	822	1,281	11,626	2,486	851	1,467	10,400	1,672	935
Functioning Impairment	1,894	61	7,900	751	1,033	4,255	8,592	1,107	3,931	452	10,231	1,630	4,766	844	6,876	1,988
Employment Problems	2,659	1,718	5,241	988	4,458	4,845	3,503	1,372	3,323	8,295	3,174	1,452	3,269	7,809	1,636	1,760
Housing Instability	1,838	540	6,984	1,244	4,052	1,299	7,317	1,510	3,913	2,303	7,990	2,038	3,915	1,978	5,681	2,900
Co-occurring Substance Abuse	1,027	8,165	786	628	1,642	10,879	810	847	1,657	12,929	698	960	1,903	10,905	361	1,305
Criminal Justice Involvement	490	8,531	1,276	309	715	11,477	1,507	479	757	13,214	1,715	558	857	11,670	1,321	626



CHILDREN OUTCOMES

	FY05 N=3,408				FY06 N=5,578				FY07 N=4,334				FY08 N=4,924			
	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening	Improving	Acceptable	No Change	Worsening
Ohio Youth Problem Severity	759	122	1,195	263	597	211	1,229	296	731	329	1,535	400	911	408	1,810	398
Ohio Youth Functioning	676	103	1,105	455	717	217	1,035	364	748	361	1,434	452	977	368	1,611	571
Risk of Self Harm	303	1,669	237	130	215	1,754	217	147	307	2,284	240	164	413	2,708	219	187
Severe Disruptive/Aggressive Behav.	608	38	1,358	335	607	77	1,339	310	652	121	1,813	409	1,105	105	1,835	482
Family Resources	543	139	1,250	407	563	157	1,289	324	616	217	1,790	372	1,111	262	1,641	513
History of Psychiatric Treatment	198	1,900	109	132	175	1,984	83	91	183	2,575	110	127	266	3,007	67	187
Co-occurring Substance Abuse	70	2,103	79	87	62	2,145	67	59	55	2,772	101	67	92	3,284	65	86
Juvenile Justice Involvement	84	2,019	109	127	96	2,081	85	73	101	2,677	113	104	137	3,162	92	136
School Behavior	719	580	701	339	652	680	668	335	809	977	785	424	1,260	1,186	544	537



NorthSTAR Enrollees Served by Type of Service Received

Paid Services	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	960	1,128	1,389	1,544	1,593	1,813	1,696	1,945	2,053	2,222	2,181	2,453
SSI Adult	4,590	4,658	5,027	5,307	5,425	5,542	5,725	5,776	5,945	6,213	6,269	6,399
SSI Aged	135	85	111	127	135	137	131	114	128	158	138	129
TANF Child	3,484	3,753	3,650	3,656	3,677	4,120	3,700	4,208	4,294	4,529	4,183	4,775
TANF Adult	714	653	521	491	472	524	517	461	414	450	474	495
Indigent Child	2,068	1,984	2,076	2,067	2,032	2,241	1,960	2,226	2,205	2,357	2,110	2,367
Indigent Adult	16,037	15,520	15,492	15,092	14,866	15,559	15,640	15,667	15,913	16,401	16,813	16,705
Grand Total	27,454	27,269	27,784	27,742	27,695	29,363	28,844	29,790	30,338	31,694	31,562	32,688

RDM Services*	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	550	611	664	870	833	893	803	783	944	1,214	1,202	1,270
SSI Adult	2,985	3,156	3,429	4,033	4,148	4,279	4,345	4,355	4,569	4,885	4,571	4,412
SSI Aged	74	74	98	122	127	124	123	106	117	143	125	108
TANF Child	2,559	2,573	1,591	1,680	1,549	1,767	1,636	1,663	1,824	2,185	2,148	2,331
TANF Adult	363	364	234	244	246	278	254	223	202	238	231	261
Indigent Child	1,239	1,161	930	929	876	951	798	855	923	1,093	1,001	1,119
Indigent Adult	7,964	8,663	8,521	9,511	9,380	9,761	9,782	9,767	10,130	10,680	10,398	10,283
Grand Total	15,406	16,291	27,784	17,089	16,888	17,755	17,480	17,436	18,366	20,079	19,352	19,475

* Rehab, MH Outpatient, Case Management and ACT services

Community Inpatient	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	54	47	62	70	64	88	68	84	89	107	73	96
SSI Adult	180	173	208	206	211	241	270	235	235	259	268	258
SSI Aged	1	2	2	1		1		2				
TANF Child	123	110	121	125	127	151	96	141	154	156	101	160
TANF Adult	23	15	17	10	12	12	18	14	13	11	10	14
Indigent Child	108	118	142	143	169	204	158	186	176	190	117	173
Indigent Adult	443	551	654	585	624	754	778	728	756	698	755	733
Grand Total	927	1,012	1,199	1,135	1,206	1,447	1,382	1,388	1,414	1,415	1,320	1,429

ER / Observation

Room Services	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	35	50	47	50	46	50	37	38	51	53	53	57
SSI Adult	279	327	400	417	437	485	526	436	433	499	486	494
SSI Aged	2	3	1	1	1	1	2	3	1	1		1
TANF Child	81	120	60	55	40	43	33	47	45	37	24	36
TANF Adult	47	41	42	32	32	28	46	23	29	29	32	41
Indigent Child	182	231	215	196	188	202	188	176	188	179	179	202
Indigent Adult	1,519	1,762	1,874	1,716	1,735	1,896	2,063	1,783	1,693	1,820	1,851	1,730
Grand Total	2,143	2,527	2,642	2,463	2,470	2,699	2,881	2,501	2,429	2,608	2,618	2,553

NorthSTAR Enrollees Served by Type of Service Received

Medication Services	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	644	845	1,033	1,161	1,198	1,356	1,273	1,520	1,558	1,771	1,727	1,974
SSI Adult	2,813	3,143	3,212	3,378	3,393	3,574	3,677	3,773	3,930	4,086	4,192	4,417
SSI Aged	16	16	9	8	5	14	6	6	14	29	31	31
TANF Child	1,456	1,777	1,875	1,961	2,023	2,138	1,942	2,265	2,303	2,534	2,443	2,866
TANF Adult	384	385	270	233	237	257	257	229	216	236	242	255
Indigent Child	789	807	903	905	922	914	795	968	876	952	904	1,042
Indigent Adult	8,968	9,248	8,380	8,205	7,926	8,267	8,280	8,480	8,626	8,729	8,907	9,359
Grand Total	14,869	16,008	15,469	15,661	15,485	16,271	16,025	16,964	17,251	18,043	18,163	19,638

CD Residential & Inpatient

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	1	2	2	4	3	3	5	8	2	4	2	4
SSI Adult	53	50	53	47	53	57	59	56	46	45	65	58
SSI Aged	-	-	2								1	
TANF Child	7	14	19	35	31	52	25	36	35	29	28	25
TANF Adult	36	30	26	21	23	27	32	21	18	27	23	26
Indigent Child	42	45	61	49	84	95	65	64	63	67	45	47
Indigent Adult	841	807	835	741	748	842	721	633	646	641	610	557
Grand Total	976	943	993	889	938	1,067	901	811	808	803	771	708

CD Non-Residential & Outpatient

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	6	6	9	12	7	7	10	12	9	9	12	17
SSI Adult	135	152	173	191	175	177	205	205	212	196	181	213
SSI Aged	3	4	7	3	5	3	2	3	2	4	3	1
TANF Child	49	65	68	71	90	109	109	81	88	76	67	74
TANF Adult	108	91	90	103	87	89	99	90	74	66	76	69
Indigent Child	172	181	202	200	192	281	254	232	244	248	233	231
Indigent Adult	2,010	1,889	1,915	1,824	1,813	1,970	1,987	1,986	2,005	1,986	1,925	1,964
Grand Total	2,447	2,358	2,430	2,364	2,334	2,598	2,615	2,570	2,594	2,557	2,474	2,535

Other Community Services

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
SSI Child	526	144	160	204	205	246	218	367	310	327	315	397
SSI Adult	3,045	304	317	366	400	480	592	764	565	622	781	799
SSI Aged	114	2	3	3	5	7	4	3	2	5	1	7
TANF Child	2,156	926	845	904	924	1,111	950	1,364	1,262	1,323	1,118	1,414
TANF Adult	452	153	132	140	118	165	126	126	104	111	142	147
Indigent Child	1,231	416	381	403	378	599	458	622	610	614	555	605
Indigent Adult	10,372	2,284	2,342	2,566	2,356	3,091	3,225	3,684	3,582	3,813	4,109	3,573
Grand Total	17,658	4,217	4,176	4,576	4,376	5,682	5,560	6,909	6,415	6,792	6,979	6,914

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

Psychotropic Medications

State Funded Medications

Quarterly Average, All Meds -

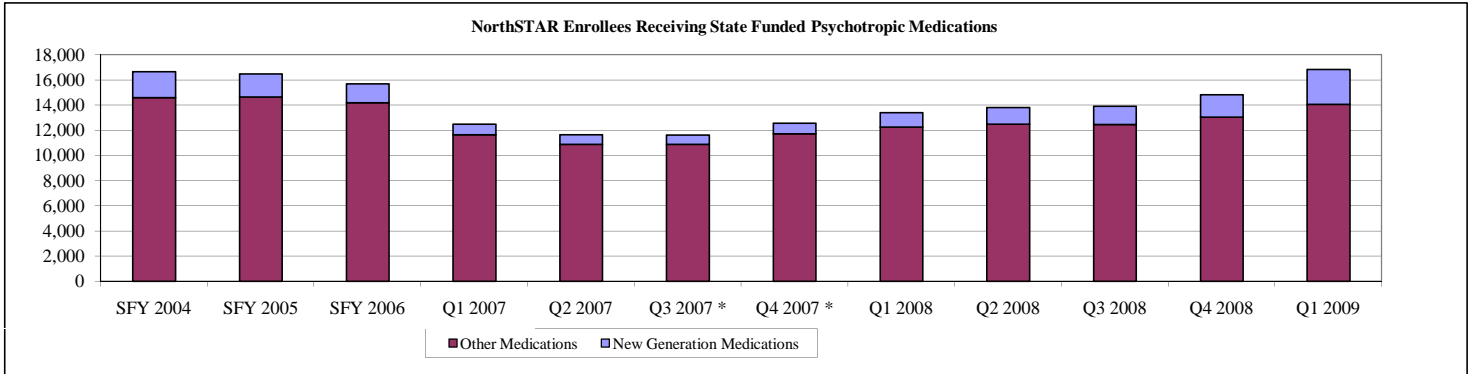
General Revenue

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007 *	Q4 2007 *	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Enrollees Served	14,591	14,656	14,176	11,657	10,883	10,879	11,720	12,265	12,473	12,462	13,042	14,054
Prescriptions Filled	90,620	92,655	85,141	65,717	59,017	56,356	66,779	69,679	70,553	71,983	75,752	80,670

Quarterly Average New Gen

Meds - General Revenue

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Enrollees Served	2,051	1,825	1,504	817	765	742	846	1,124	1,343	1,456	1,770	2,775
Prescriptions Filled	6,129	5,466	4,158	2,145	1,850	1,756	2,061	2,743	3,048	3,405	4,018	5,775



*Note: Atypical waiting list eliminated

Medicaid Funded Medications

Quarterly Average, All Meds -

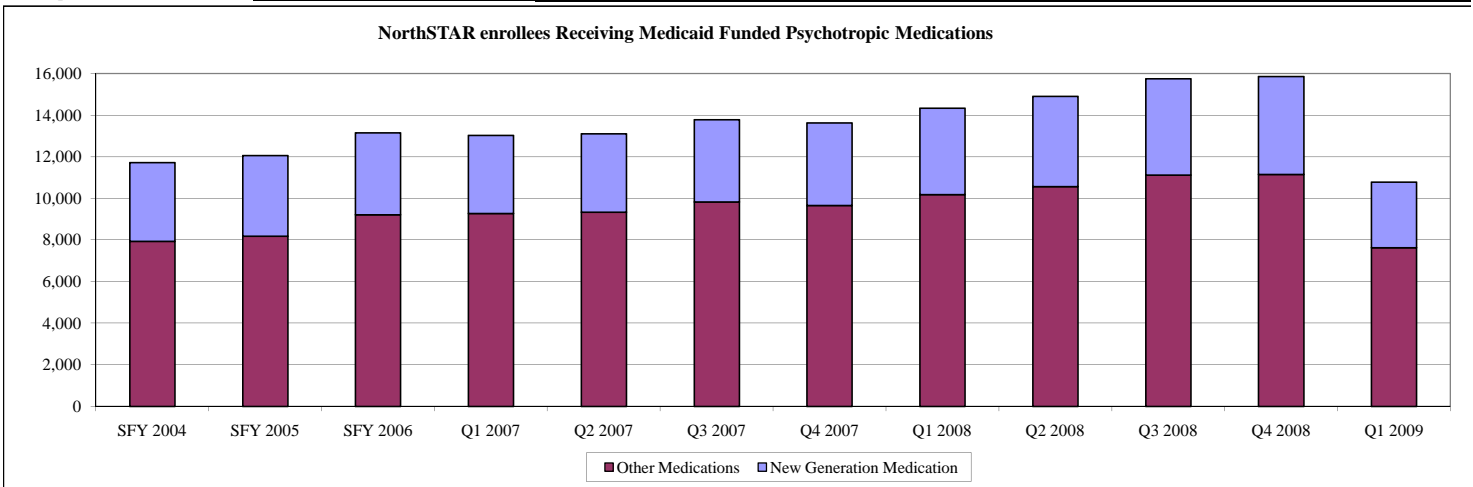
Medicaid

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Enrollees Served	7,940	8,185	9,226	9,280	9,339	9,839	9,663	10,192	10,567	11,136	11,162	7,637
Prescriptions Filled	22,147	21,865	31,953	33,152	33,518	36,258	36,012	36,708	38,474	41,808	42,760	14,901

Quarterly Average New Gen

Meds - Medicaid

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Enrollees served	3,796	3,887	3,935	3,762	3,770	3,958	3,971	4,159	4,348	4,629	4,705	3,155
Prescriptions Filled	7,423	7,645	8,291	8,185	8,167	8,873	8,853	9,174	9,603	10,353	10,539	3,659



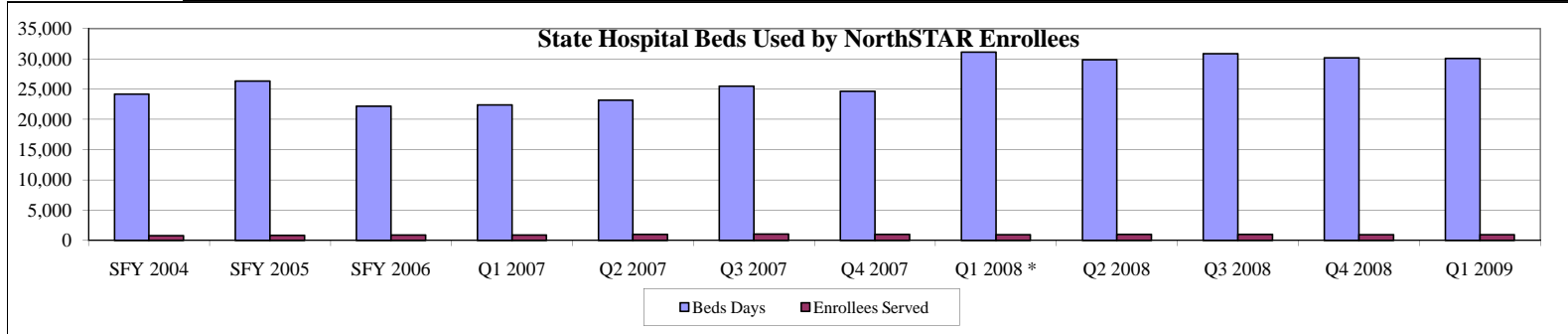
Note: Medicaid pharmacy information for Q3 08 not available at the time of report creation

NorthSTAR Hospital Utilization

Average quarterly served in inpatient settings

State Hospital

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008 *	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Beds Days	24,151	26,353	22,157	22,375	23,164	25,466	24,623	31,095	29,845	30,858	30,145	30,057
Enrollees Served	769	845	893	903	990	1,034	1,004	961	992	980	940	924
Average Bed Days	31.43	31.20	24.82	24.78	23.40	24.63	24.52	32.36	30.09	31.49	32.07	32.53

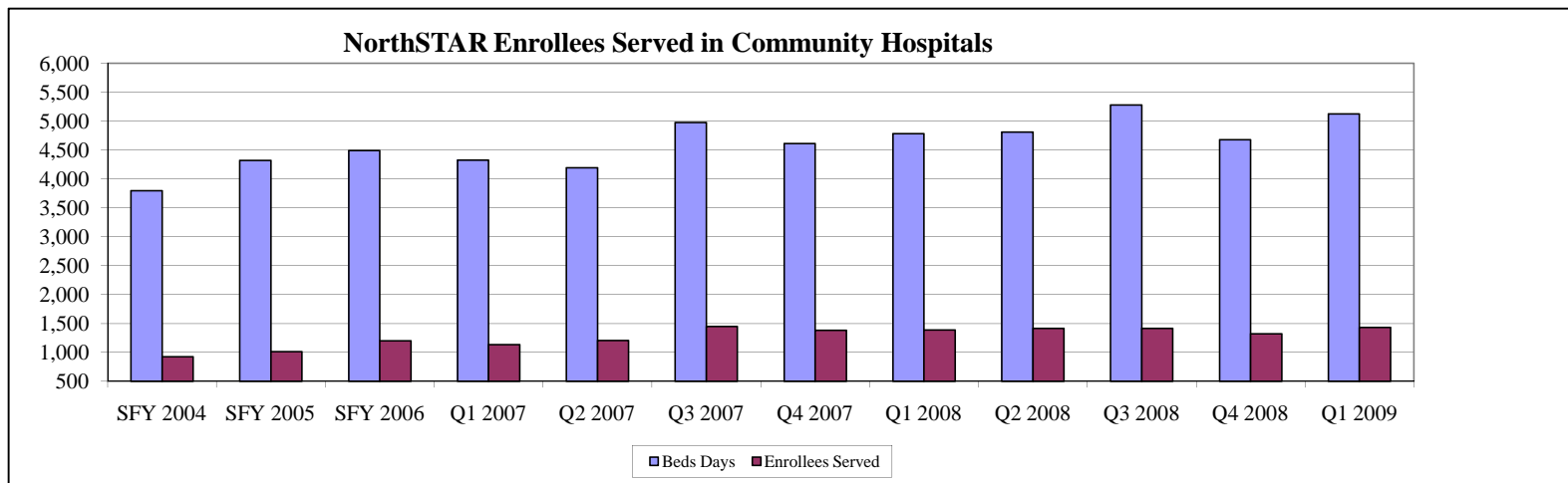


* Note: Sept 1 2008 NorthStar as well as LMHA include Forensics

Community

Hospital

	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Beds Days	3,796	4,321	4,493	4,327	4,193	4,975	4,610	4,780	4,808	5,276	4,676	5,122
Enrollees Served	927	1,012	1,199	1,135	1,206	1,447	1,382	1,388	1,414	1,415	1,320	1,429
Average Bed Days	4.09	4.27	3.75	3.81	3.48	3.44	3.34	3.44	3.40	3.73	3.54	3.58

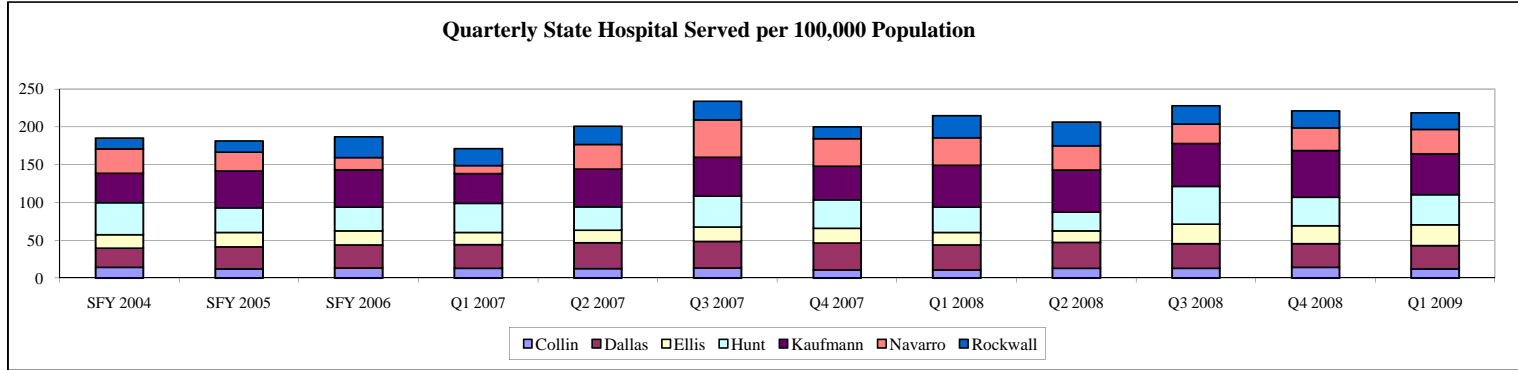


NorthSTAR Hospital Utilization

Quarterly State Hospital NorthSTAR enrollees served Per 100,000 Population, by County

Enrollees Served

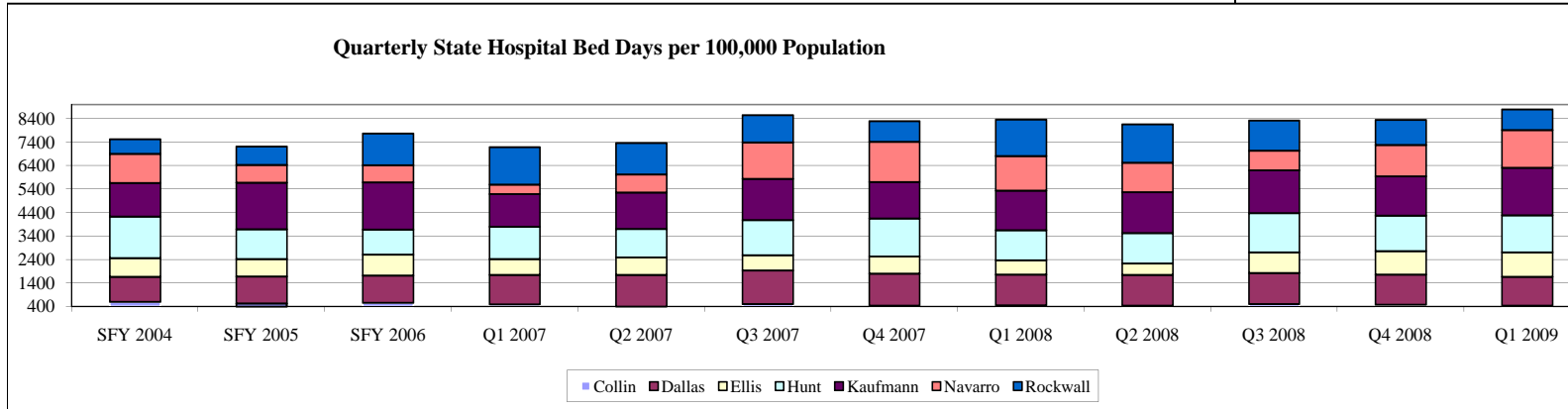
	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Collin	14	12	13	13	12	13	11	11	13	13	14	12
Dallas	26	29	30	31	35	35	35	33	35	33	31	31
Ellis	18	19	19	16	16	19	20	16	15	26	24	27
Hunt	42	32	32	39	31	41	37	34	25	50	37	40
Kaufmann	39	49	50	39	50	51	45	55	55	57	62	54
Navarro	32	25	16	11	32	50	37	37	32	26	30	32
Rockwall	15	15	27	22	24	24	16	29	31	24	22	22



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

Bed Days

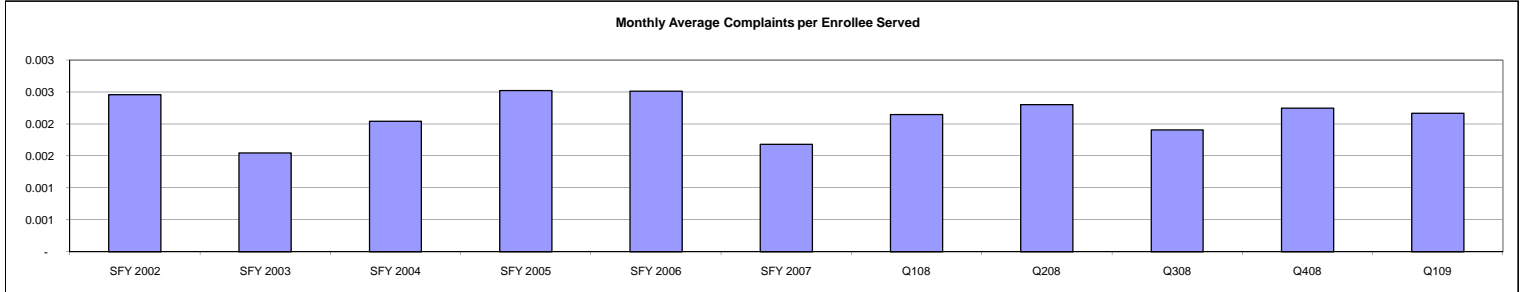
	SFY 2004	SFY 2005	SFY 2006	Q1 2007	Q2 2007	Q3 2007	Q4 2007	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
Collin	595	527	562	487	428	496	430	453	432	504	474	440
Dallas	1,062	1,153	1,154	1,255	1,320	1,437	1,373	1,307	1,317	1,320	1,281	1,224
Ellis	807	743	886	672	737	643	730	599	486	875	999	1,035
Hunt	1,757	1,262	1,072	1,384	1,212	1,507	1,608	1,294	1,293	1,671	1,513	1,580
Kaufmann	1,435	1,990	2,012	1,390	1,555	1,757	1,554	1,683	1,733	1,826	1,675	2,022
Navarro	1,239	756	732	409	773	1,551	1,725	1,465	1,256	844	1,338	1,615
Rockwall	628	786	1,351	1,589	1,336	1,158	873	1,552	1,636	1,282	1,066	875



NorthSTAR Complaints Received

Average Quarterly Customer

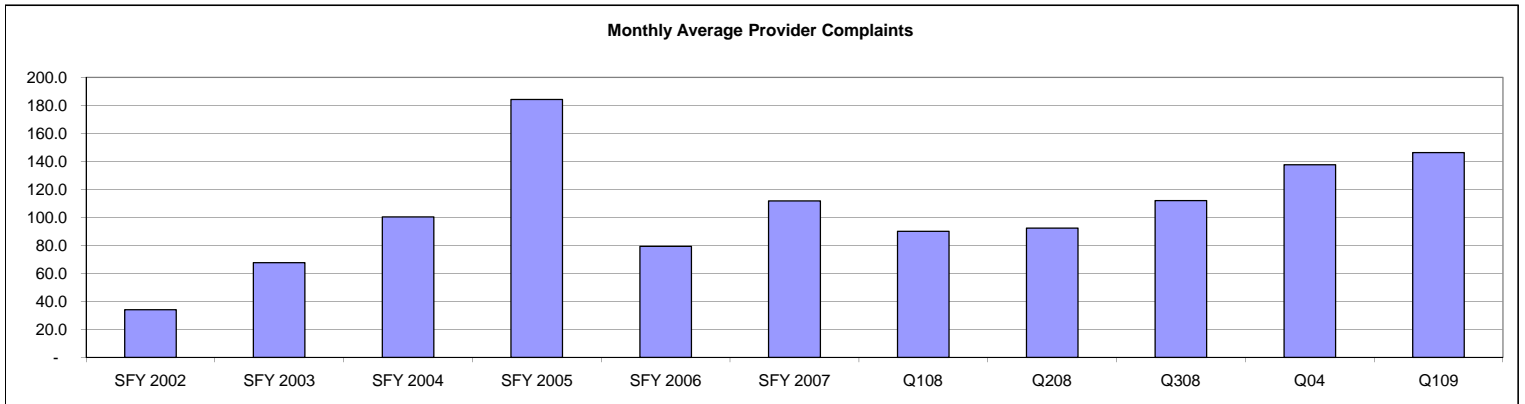
Complaints	SFY 2002	SFY 2003	SFY 2004	SFY 2005	SFY 2006	SFY 2007	Q108	Q208	Q308	Q408	Q109
Utilization Review/Management	9.8	4.8	8.0	4.4	2.5	2.0	2.0	1.0	2.0	1.7	1.3
Accessibility/Availability of Services	5.4	5.4	9.0	15.4	15.9	8.5	12.3	10.3	10.3	11.0	12.7
Quality of Care	13.5	12.9	18.3	18.6	19.8	14.7	20.3	28.0	22.3	22.7	23.0
Other	3.8	3.3	3.0	3.3	5.0	4.3	4.7	2.7	3.0	2.3	2.3
Total Complaints	32.5	26.4	38.3	41.8	43.2	29.4	39.3	42.0	37.7	43.7	42.0



	SFY 2002	SFY 2003	SFY 2004	SFY 2005	SFY 2006	SFY 2007	Q108	Q208	Q308	Q408	Q109
Complaints per Served Individual	0.002	0.002	0.002	0.003	0.003	0.002	0.002	0.002	0.002	0.002	0.002
Complaints Resolved in <30 Days	29.7	20.7	31.6	36.2	42.7	30.42	37.3	33.3	30.3	42.7	44.7
Resolved to Customer Satisfaction	21.9	16.8	25.3	21.3	16.3	11.58	21.0	18.3	23.0	35.0	36.7
Complaint Unfounded/Not Sat.	10.6	9.6	11.4	17.1	26.5	13.58	1.3	0.0	0.7	8.3	9.7
Complaints Outstanding	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Average Quarterly Provider

Complaints	SFY 2002	SFY 2003	SFY 2004	SFY 2005	SFY 2006	SFY 2007	Q108	Q208	Q308	Q04	Q109
Enrollee Issues	6.8	8.1	7.3	17.0000	15.4000	9.1	9.0	5.3	8.0	4.3	3.7
Provider Contract	0.4	0.2	1.9	1.0833	8.3000	12.1	6.3	9.3	45.7	56.3	64.3
Credentialing	0.2	0.1	0.0	0.0000	0.0000	0.6	0.0	0.0	0.0	0.0	0.0
Claims Payment	26.3	58.9	90.8	166.0833	55.5000	89.8	94.3	69.0	53.7	77.0	77.3
Other	0.6	0.4	0.3	0.1667	0.2000	0.3	0.7	0.7	0.3	0.0	1.0
Total Complaints	34.2	67.7	100.4	184.3333	79.4000	111.8	90.0	92.3	112.0	137.7	146.3
Complaints Resolved in <60 Days	31.8	53.4	89.2	182.2500	83.6000	104.8	90.3	80.0	105.7	144.0	145.3
Complaints Outstanding	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0



NorthSTAR Network Providers

Provider Network Activity-Adults

NorthSTAR Facility Providers Who Have served at Least one Adult NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	30	42	44	45	35	39	41	34	40	31
Dallas	45	61	64	64	57	48	56	58	53	42
Ellis	26	33	41	37	36	31	27	34	26	22
Hunt	25	36	39	36	32	26	27	27	25	24
Kaufmann	26	36	32	33	30	29	34	30	31	25
Navarro	19	26	26	27	24	24	22	21	17	15
Rockwall	22	28	30	30	26	27	27	27	26	22
Out of Area	28	38	41	35	33	26	28	29	26	19

NorthSTAR Facility Providers Who Have served at Least 10 Adult NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	13	24	26	25	26	24	23	22	21	18
Dallas	33	43	46	44	40	36	35	39	39	34
Ellis	8	13	15	15	17	14	12	11	11	7
Hunt	7	12	17	18	14	14	13	12	14	9
Kaufmann	7	10	15	14	13	13	12	15	14	8
Navarro	3	6	7	7	6	7	5	7	6	3
Rockwall	1	4	11	10	10	10	9	9	10	4
Out of Area	11	17	16	15	13	15	15	16	12	3

NorthSTAR Individual Providers Who Have served at Least one Adult NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	33	67	84	94	64	51	62	53	71	29
Dallas	146	211	252	253	205	181	207	183	182	114
Ellis	20	29	42	47	36	38	48	45	47	27
Hunt	17	30	35	39	30	22	35	30	40	13
Kaufmann	17	31	41	48	35	28	33	34	42	18
Navarro	10	17	16	19	17	11	18	22	28	12
Rockwall	18	30	30	29	25	22	20	20	23	20
Out of Area	16	30	26	38	25	28	33	28	33	17

NorthSTAR Network Providers

NorthSTAR Individual Providers Who Have served at Least 10 Adult NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	2	6	9	12	4	2	4	4	8	3
Dallas	21	46	65	73	53	47	54	55	56	31
Ellis	1	3	4	8	8	5	4	3	6	1
Hunt	2	4	2	5	4	3	3	5	8	3
Kaufmann	0	3	4	5	3	1	2	1	3	0
Navarro	0	1	4	3	4	2	3	5	6	31
Rockwall	0	1	1	1	2	1	2	2	1	0
Out of Area	0	0	0	1	1	0	5	2	3	0

Provider Network Activity-Children/Adolescents

NorthSTAR Facility Providers Who Have served at Least one Child/Adolescent NorthSTAR Enrollee

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	14	24	29	29	29	23	28	25	26	21
Dallas	33	43	41	45	39	41	30	33	34	29
Ellis	11	16	23	22	24	22	18	21	19	14
Hunt	8	11	16	16	16	16	17	18	21	13
Kaufmann	8	17	18	21	22	17	20	20	18	13
Navarro	7	14	15	15	15	15	11	9	12	9
Rockwall	7	12	20	15	18	17	20	18	17	13
Out of Area	15	20	20	18	22	22	17	22	19	4

NorthSTAR Facility Providers Who Have served at Least 10 Child/Adolescent NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	2	5	7	9	14	11	12	11	11	8
Dallas	13	19	27	31	28	24	25	27	28	20
Ellis	2	5	5	6	7	8	6	7	7	3
Hunt	2	3	3	4	6	6	5	6	6	3
Kaufmann	2	3	5	5	6	8	8	8	7	5
Navarro	1	2	3	4	5	3	4	4	5	1
Rockwall	0	1	2	5	3	3	3	2	6	4
Out of Area	2	3	2	4	3	5	2	3	2	0

NorthSTAR Individual Providers Who Have served at Least one Child/Adolescent NorthSTAR Enrollee

Updated 01/12/09

NorthSTAR Network Providers

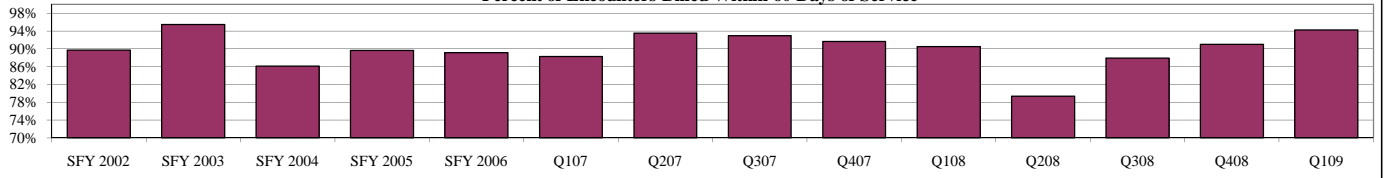
	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	17	41	44	44	43	48	60	51	42	26
Dallas	87	138	150	167	149	151	151	138	134	66
Ellis	17	27	25	29	36	36	46	35	30	21
Hunt	9	15	21	23	26	19	25	28	28	13
Kaufmann	16	21	20	32	21	22	28	28	30	13
Navarro	9	18	14	18	15	15	20	15	21	10
Rockwall	12	15	20	17	15	20	22	25	18	9
Out of Area	8	17	6	5	5	6	15	6	8	0

NorthSTAR Individual Providers Who Have served at Least 10 Child/Adolescent NorthSTAR Enrollees

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09
Collin	1	1	2	4	3	3	5	6	4	1
Dallas	8	24	32	45	47	38	58	37	36	21
Ellis	1	4	6	8	8	7	5	8	7	3
Hunt	3	4	4	6	6	5	6	7	6	4
Kaufmann	0	3	4	5	6	4	4	3	4	2
Navarro	1	1	3	3	2	2	2	5	5	0
Rockwall	1	2	1	2	3	3	6	6	4	2
Out of Area	0	0	0	0	0	0	0	0	0	0

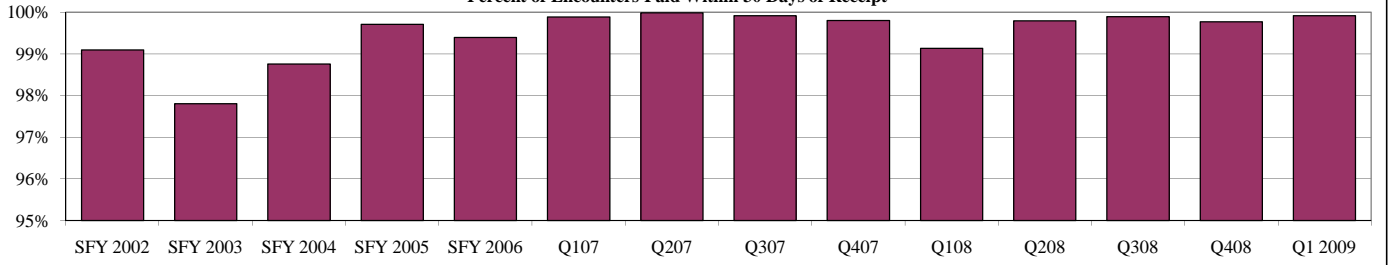
Provider Billing and Payment

Percent of Encounters Billed Within 60 Days of Service



Provider Bills	SFY 2002	SFY 2003	SFY 2004	SFY 2005	SFY 2006	Q107	Q207	Q307	Q407	Q108	Q208	Q308	Q408	Q109
% <61 Days	89.7%	95.4%	86.1%	89.6%	89.1%	88.3%	93.5%	93.0%	91.7%	90.5%	79.4%	87.9%	91.0%	94.2%
<15	267,559	409,287	347,125	324,775	70,788	69,534	59,474	66,215	59,078	70,080	75,856	92,552	87,455	93,867
15 to 30 days	152,673	153,790	144,543	136,359	34,676	36,309	50,575	51,597	48,726	49,253	29,344	36,783	39,844	45,138
31 to 60 days	117,317	122,180	156,377	82,324	25,629	27,177	28,983	35,746	39,743	30,416	25,642	25,036	23,987	23,579
61 to 90 days	30,241	21,597	54,253	36,432	12,173	14,502	7,390	4,122	4,855	4,816	9,072	8,153	7,637	6,953
>90 days	31,413	11,107	50,413	26,461	3,789	3,207	2,288	7,470	8,587	10,895	24,927	13,129	7,360	3,020
Unknown	2,712	176		869	735	1,013	1,362	1,688	1,478	1,609	364			
Total	599,203	717,961	752,711	606,351	147,054	150,729	148,710	165,150	160,989	165,460	164,841	175,653	166,283	172,557

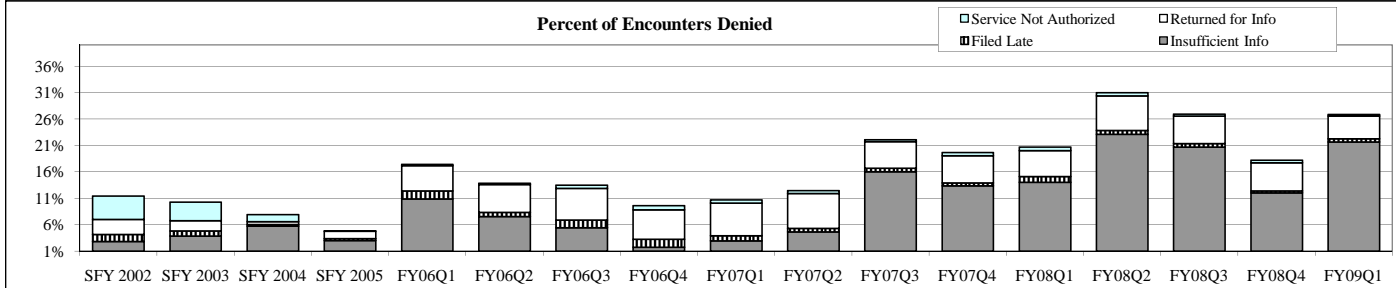
Percent of Encounters Paid Within 30 Days of Receipt



BHO Payment	SFY 2002	SFY 2003	SFY 2004	SFY 2005	SFY 2006	Q107	Q207	Q307	Q407	Q108	Q208	Q308	Q408	Q1 2009
% <31 Days	99.1%	97.8%	98.8%	99.7%	99.4%	99.9%	100.0%	99.9%	99.8%	99.1%	99.8%	99.9%	99.8%	99.9%
<15	523,851	552,934	621,387	566,992	125,051	149,245	148,370	162,044	134,370	129,401	147,893	160,923	130,756	153,470
15 to 30 days	72,595	150,039	145,890	41,964	21,819	2,319	1,667	4,635	27,765	36,224	16,964	14,541	35,150	18,935
31 to 60 days	3,152	12,217	7,621	1,292	865	136	11	136	183	1,366	251	103	357	149
61 to 90 days	1,467	1,575	1,715	333	7	25	2	2	16	45	70	50	16	3
>90 days	843	1,987	345	146	24	15	15	2	131	33	27	36	4	
Total	601,908	718,752	776,958	610,727	147,766	151,740	150,065	166,819	162,465	167,069	165,205	175,653	166,283	172,557

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

Percent of Encounters 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.

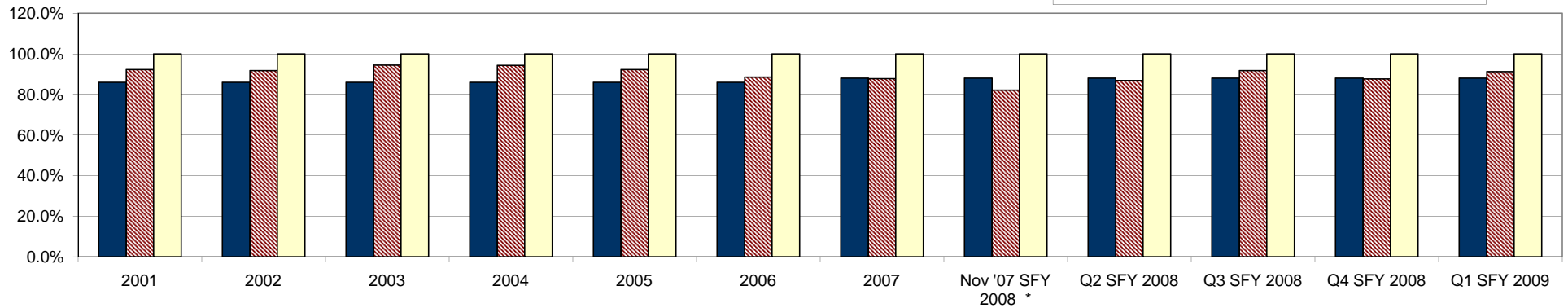
Insufficient Info = Encounters that were denied due to missing or inaccurate provider ID, unreadable form etc.

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

Financial Status

	2001	2002	2003	2004	2005	2006	2007	Nov '07 SFY 2008 *	Q2 SFY 2008	Q3 SFY 2008	Q4 SFY 2008	Q1 SFY 2009	Program
BHO Direct Service Expenditures	\$ 94,968,508.00	\$100,045,386	\$109,463,632	\$113,570,395	\$111,692,799	\$106,735,507	\$109,965,772	\$8,720,557	\$26,917,560	\$28,291,844	\$28,445,634	\$28,800,498	\$ 867,618,091.09
Total Payments to BHOs	#####	\$109,000,903	\$115,829,274	\$120,392,807	\$120,884,468	\$120,430,987	\$125,119,123	\$10,615,869	\$30,952,139	\$30,801,115	\$32,452,468	\$31,557,144	\$ 950,860,661.98
Direct Service Claim Target (DSCT)	\$88,428,955	\$93,740,777	\$99,613,176	\$103,537,814	\$103,960,642	\$103,570,649	\$110,104,828	\$9,341,964	\$27,237,882	\$27,104,981	\$28,558,172	\$27,770,287	\$ 822,970,126.44
Direct Service Expenditures													
as a Percent of DSCT	107.4%	106.7%	109.9%	109.7%	107.4%	103.1%	99.9%	93.3%	98.8%	104.4%	99.6%	103.7%	105%
as a Percent of Payment*	92.36%	91.78%	94.50%	94.33%	92.40%	88.63%	87.89%	82.15%	86.97%	91.85%	87.65%	91.26%	91.25%
*													
Max. Contracted Admin. & Profit	\$14,395,411	\$15,260,126	\$16,216,098	\$16,854,993	\$16,923,826	\$16,860,338	\$15,014,295	\$1,273,904	\$3,714,257	\$3,696,134	\$3,894,296	\$3,786,857	\$127,890,536
\$ Available for Admin and Profit	\$7,855,858	\$8,955,517	\$6,365,642	\$6,822,412	\$9,191,669	\$13,695,480	\$15,153,351	\$1,895,311	\$4,034,579	\$2,509,271	\$4,006,834	\$2,756,647	\$83,242,571
Gains/(Losses) based on DSCT	(\$6,539,553)	(\$6,304,609)	(\$9,850,456)	(\$10,032,581)	(\$7,732,157)	(\$3,164,858)	\$139,056	\$621,407	\$320,322	(\$1,186,863)	\$112,538	(\$1,030,211)	(\$44,647,965)

Customer Service Expenditures Compared to State Payment and Direct Service Claims Target DSCT



Note:
 * Expenditures and Revenues for years 2001 through 2007 reflect revenue and medical expenditure information from Texas Department of Insurance Filings. For the contract beginning 11/1/07, the methodology for calculating revenues and expenditures has changed. The DSHS revenues and service expenditures are extracted from ValueOptions encounter and financial reporting to DSHS. This new methodology includes a portion of the State Hospital Allocation as a revenue and an expenditure.