

Community Counseling Centers Provider Profile FY 2009-2010

| NARBHA Enrollment Agency Requirements | Minimum, Goal | Frequency of Monitoring | Population | CCC | | | | |
|--|--|-------------------------|-------------|-------------|---------|---------|---------|------|
| | | | | 1st Qtr | 2nd Qtr | 3rd Qtr | 4th Qtr | |
| Access to Service | | | | | | | | |
| 1 | a) Referral to availability of first appointment within 7 days | 85%, 95% | Quarterly | Adult | 98% | 98% | 99% | 100% |
| | | | Quarterly | Child | 92% | 96% | 95% | 98% |
| | b) Routine appointments are available within 23 days of | 85%, 95% | Quarterly | Adult | 98% | * | ~~ | ~~ |
| | | | Quarterly | Child | 100% | 100% | ~~ | ~~ |
| | c) 7 day follow up appointment after discharge [^] | 70%, 100% (LVL I) | Quarterly | Adult | 98% | 100% | 73% | 98% |
| | | | | Child | 100% | 100% | 33% | 100% |
| d) 30 day follow up appointment after discharge [^] | 80%, 100% (LVL I) | Quarterly | Adult | 100% | 100% | 75% | 98% | |
| | | | Child | 100% | 100% | 67% | 100% | |
| Complaints | | | | | | | | |
| 3 | a) # of Complaints per 1000 enrolled by type | | | | | | | |
| | ~Access to Services | | Quarterly | Adult/Child | 0.06 | 0.06 | 0.00 | 0.48 |
| | ~Client Rights | | Quarterly | Adult/Child | 0.06 | 0.12 | 0.00 | 0.00 |
| | ~Clinical Decisions Related to Service | | Quarterly | Adult/Child | 0.11 | 0.12 | 0.95 | 1.92 |
| | ~Coordination of Care | | Quarterly | Adult/Child | 0.00 | 0.06 | 0.00 | 0.00 |
| | ~Customer Service | | Quarterly | Adult/Child | 0.00 | 0.00 | 1.43 | 0.00 |
| | ~Financial | | Quarterly | Adult/Child | 0.00 | 0.00 | 0.00 | 0.00 |
| | ~Information Sharing | | Quarterly | Adult/Child | 0.00 | 0.00 | 0.00 | 0.00 |
| | ~Other | | Quarterly | Adult/Child | 0.00 | 0.00 | 0.00 | 0.00 |
| b) # of complaints resolved to satisfaction of complainant | | Quarterly | Adult/Child | 1 | 4 | 0 | 4 | |
| Consumer/Family Engagement | | | | | | | | |
| 4 | a) Staff actively engage consumer and family involvement | | | | | | | |
| | Individuals involved | 85% | Annually | Adult | 100% | * | * | * |
| | | | | Child | 100% | * | * | * |
| | Families involved | | | Adult | 94% | * | * | * |
| | | | | Child | 100% | * | * | * |
| | Other Agencies involved | | | Adult | 73% | * | * | * |
| | | | | Child | 100% | * | * | * |
| | b) Assessments contain Family/Community Involvement | 85% | Annually | Adult | 100% | * | * | * |
| | | | Child | 100% | * | * | * | |

* null values (no data collected. "0" indicates an actual value)

[^] 1 quarter lag in data reporting

^{^^} 2 quarter lag in data reporting

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| | | | | 1st Qtr | 2nd Qtr | 3rd Qtr | 4th Qtr | |
| Consumer Satisfaction Survey | | | | | | | | |
| 5 | a) Members/families report General Satisfaction with behavioral health services | 85% | Annually, by April 1st | Adult | 84.8% | * | * | * |
| | | | | Child | 75.6% | * | * | * |
| | b) Members/families report positively about Access to Services to behavioral health services | 85% | Annually, by April 1st | Adult | 87.9% | * | * | * |
| | | | | Child | 62.2% | * | * | * |
| | c) Families report staff were Culturally Sensitive throughout members treatment (Child) | 75% | Annually, by April 1st | Child | 86.8% | * | * | * |
| | d) Members/families report positively about Service Quality and Appropriateness in behavioral health services they receive | 85% | Annually, by April 1st | Adult | 96.9% | * | * | * |
| | e) Members/families report positive Outcomes to behavioral health services | 85% | Annually, by April 1st | Adult | 65.6% | * | * | * |
| | | | | Child | 68.9% | * | * | * |
| | f) Members/families report positively the opportunity for Participation in Treatment Planning | 85% | Annually, by April 1st | Adult | 87.5% | * | * | * |
| | | | | Child | 97.7% | * | * | * |
| | g) Members/families report positively on Social Connectedness with behavioral health services | 85% | Annually, by April 1st | Adult | 65.6% | * | * | * |
| | | | | Child | 85.7% | * | * | * |
| | h) Members/families report Improved Functioning with behavioral health services | 85% | Annually, by April 1st | Adult | 65.6% | * | * | * |
| | | | | Child | 71.1% | * | * | * |
| | i) Members/families report Symptom Improvement as a result of behavioral health services | 85% | Annually, by April 1st | Adult | 54.8% | * | * | * |
| | | | | Child | 56.8% | * | * | * |
| | j) Members report positively about their families involvement in their treatment (Adult) | 85% | Annually, by April 1st | Adult | 74.2% | * | * | * |
| | k) Members'/families' report that NARBHA providers include their cultural preferences in planning the services | 75% | Annually, by April 1st | Adult | 64.0% | * | * | * |
| Child | | | | 84.2% | * | * | * | |
| l) Members and/or parents/guardians are informed about and give consent for prescribed medications | 85% | Annually, by April 1st | Adult | 87.5% | * | * | * | |
| | | | Child | 73.7% | * | * | * | |

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| Coordination of Care | | | | | | | | |
| 6 | a) COC#1 - The disposition of the referral is communicated with the PCP/HP within 30 days of the initial assessment or, if the services are declined, within 30 days of the referral [^] | 80%, 95% | Quarterly | Adult | 100% | 100% | * | * |
| | | | | Child (TXIX) | 100% | 100% | * | * |
| | | | | Child (TXXI) | 100% | 100% | * | * |
| | b) COC#2 - Behavioral Health Care has been coordinated with the member's PCP as required [^] | 70%, 90% | Quarterly | Adult | 100% | 46% | 100% | 82% |
| | | | | Child (TXIX) | 90% | 75% | 100% | 100% |
| | | | | Child (TXXI) | * | * | 100% | 100% |
| Financial Reporting Requirements | | | | | | | | |
| 11 | a) Claims reviewed must be submitted within 12 months from date of service | 100% | Quarterly | Adult/Child | 100.00% | 100.00% | 99.76% | 100.00% |
| | b) Review of action taken on denied claims [^] | 100% | Semi-Annually | Adult/Child | 61% | * | 100% | * |
| | c) Encounter Data Validation Reviews | 85% | Semi-Annually | Adult/Child | * | 83% | 100% | * |
| | d) All Co-Pays are calculated correctly for member and TPL collection is demonstrated [^] | 90% | Semi-Annually | Adult/Child | 52% | * | * | 55% |
| Outreach and Engagement | | | | | | | | |
| 14 | a) Outreach Activities completed | 90% | Annually by Jun. 30th | Adult/Child | * | * | * | 100.0% |
| | b) Outreach & Engagement Audit [^] | 85% | Semi-Annually; January 1st & July 1st | Adult/Child | * | 100% | * | 65% |

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