

**NARBHA Provider Monitoring Results FY 2009-2010
Quarter 4 Report**

NARBHA Enrollment Agency Requirements	Minimum Goal	Frequency of Monitoring	Population	Time Period of Data Reviewed	Enrollment/Outpatient Agency																
					CBHS	CBAZH	CBAZW	CCC	CFSSF	CFSSP	HGC	LCBHC	MMHC	SWBHF	SWBHK	SWBHP	TGC	VVGC	WYGC		
Access to Service																					
1	a) Referral to availability of first appointment within 7 days	85%, 95%	Quarterly	Adult	Apr-Jun '10	100%	*	*	100%	n/a	n/a	100%	89%	100%	100%	100%	100%	98%	99%	100%	
			Quarterly	Child		100%	*	*	98%	100%	83%	100%	85%	99%	n/a	100%	n/a	95%	97%	100%	
	b) Routine appointments are available within 23 days of assessment	85%, 95%	Quarterly	Adult		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
			Quarterly	Child		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
1	c) 7 day follow up appointment after discharge	70%, 90% (LVL I)	Quarterly	Adult	Jan-Mar '10	100%	50%	*	98%	*	*	0%	100%	94%	100%	100%	100%	100%	96%	94%	
		Child			*	*	*	100%	*	*	*	*	100%	*	0%	*	100%	*	100%	*	67%
	d) 30 day follow up appointment after discharge	80%, 90% (LVL I)	Quarterly	Adult	Jan-Mar '10	100%	50%	*	98%	*	*	0%	100%	96%	100%	100%	100%	100%	100%	*	99%
		Child			*	*	*	100%	*	*	*	*	100%	*	0%	*	100%	*	100%	*	67%
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	Jan-Mar '10	*	*	*	*	*	*	*	100%	100%	*	*	*	100%	100%	100%	
				Child (TXIX)		*	*	*	*	*	*	*	100%	100%	*	*	*	100%	100%	100%	
				Child (TXXI)		*	*	*	*	*	*	*	100%	100%	*	*	*	100%	100%	100%	
	b) COC#2 - Behavioral Health Care has been coordinated with the member's PCP as required	70%, 90%	Quarterly	Adult	Jan-Mar '10	100%	*	*	82%	*	*	*	100%	89%	100%	100%	100%	100%	100%	85%	75%
	Child (TXIX)			100%	*	*	100%	100%	100%	*	*	86%	100%	100%	100%	100%	100%	100%	86%	100%	
	Child (TXXI)			*	*	*	100%	*	*	*	*	83%	*	*	*	100%	100%	85%			
Financial Reporting Requirements																					
11	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	Apr-Jun '10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.49%	100.00%	100.00%	
	b) Review of action taken on denied claims ^A	100%	Semi-annually	Adult/Child	Jan-Mar '10	*	*	*	*	96%	96%	*	*	100%	*	*	*	*	*	*	
	c) Encounter Data Validation Reviews	85%	Semi-annually	Adult/Child	Apr-Jun '10	*	*	*	*	*	*	80%	86%	*	86%	86%	86%	*	*	95%	
	d) All Co-Pays are calculated correctly for member and TPL collection is demonstrated ^A	90%	Semi-annually	Adult/Child	Jan-Mar '10	*	*	*	55%	*	*	*	90%	40%	*	*	*	*	60%	*	
Outreach and Engagement																					
14	a) Outreach Activities completed	90%	Annually by Jun. 30th	Adult/Child		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	*	*	*	100.0%	100.0%	100.0%	
	b) Outreach & Engagement Audit	85%	Semi-Annually; January 1st & July 1st	Adult/Child	Nov-Dec '09	79%	*	*	65%	*	*	*	73%	76%	*	*	*	78%	47%	73%	

* null values (no data collected). "0" indicates an actual value
 ~data not available