

## Hopi Guidance Center Provider Profile FY 2009-2010

NARBHA Enrollment Agency Requirements		Minimum, Goal	Frequency of Monitoring	Population	HGC				
					1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
<b>Access to Service</b>									
1	a) Referral to availability of first appointment within 7 days	85%, 95%	Quarterly	Adult	100%	100%	100%	100%	
	Quarterly		Child	100%	100%	100%	100%		
	b) Routine appointments are available within 23 days of	85%, 95%	Quarterly	Adult	100%	100%	~~	~~	
	Quarterly		Child	*	*	~~	~~		
	c) 7 day follow up appointment after discharge <sup>^</sup>	70%, 100% (LVL I)	Quarterly	Adult	100%	100%	50%	0%	
	Child			*	*	*	*		
d) 30 day follow up appointment after discharge <sup>^</sup>	80%, 100% (LVL I)	Quarterly	Adult	100%	100%	50%	0%		
Child			*	*	*	*			
<b>Complaints</b>									
3	a) # of Complaints per 1000 enrolled by type								
	~Access to Services		Quarterly	Adult/Child	0.00	0.00	0.00	0.00	
	~Client Rights		Quarterly	Adult/Child	0.00	0.00	31.25	0.00	
	~Clinical Decisions Related to Service		Quarterly	Adult/Child	0.00	0.00	0.00	0.00	
	~Coordination of Care		Quarterly	Adult/Child	0.00	0.00	0.00	0.00	
	~Customer Service		Quarterly	Adult/Child	0.00	0.00	0.00	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	0	0	0	0	
<b>Consumer/Family Engagement</b>									
4	a) Staff actively engage consumer and family involvement								
	Individuals involved		85%	Annually	Adult	82%	*	*	*
					Child	100%	*	*	*
	Families involved		85%	Annually	Adult	67%	*	*	*
					Child	100%	*	*	*
	Other Agencies involved		85%	Annually	Adult	82%	*	*	*
					Child	100%	*	*	*
	b) Assessments contain Family/Community Involvement		85%	Annually	Adult	78%	*	*	*
Child				Child	75%	*	*	*	
<b>Financial Reporting Requirements</b>									
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 <sup>^</sup>	100%	Semi-Annually	Adult/Child	0%	*	*	*	
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	*	78%	*	80%	
<b>Outreach and Engagement</b>									
14	a) Outreach Activities completed	90%	Annually by Jun. 30th	Adult/Child	*	*	*	100.0%	

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

<sup>^</sup> 1 quarter lag in data reporting

<sup>^^</sup> 2 quarter lag in data reporting

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