

Mohave Mental Health Clinic Provider Profile FY 2009-2010

NARBHA Enrollment Agency Requirements	Minimum, Goal	Frequency of Monitoring	Population	MMHC						
				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	99%	99%	100%	100%		
	Quarterly		Child	99%	99%	98%	99%			
	b) Routine appointments are available within 23 days of assessment	85%, 95%	Quarterly	Adult	99%	98%	~~	~~		
	Quarterly		Child	100%	100%	~~	~~			
	c) 7 day follow up appointment after discharge [^]	70%, 100% (LVL I)	Quarterly	Adult	97%	100%	100%	94%		
	Child			75%	75%	75%	100%			
d) 30 day follow up appointment after discharge [^]	80%, 100% (LVL I)	Quarterly	Adult	97%	100%	100%	96%			
Child			75%	75%	75%	100%				
Complaints										
3	a) # of Complaints per 1000 enrolled by type									
	~Access to Services		Quarterly	Adult/Child	0.67	0.12	0.33	1.02		
	~Client Rights		Quarterly	Adult/Child	0.00	0.08	0.50	0.34		
	~Clinical Decisions Related to Service		Quarterly	Adult/Child	0.34	0.20	1.83	1.36		
	~Coordination of Care		Quarterly	Adult/Child	0.34	0.14	0.50	0.17		
	~Customer Service		Quarterly	Adult/Child	0.22	0.10	1.99	0.85		
	~Financial		Quarterly	Adult/Child	0.02	0.00	0.00	0.17		
	~Information Sharing		Quarterly	Adult/Child	0.02	0.02	0.17	0.00		
	~Other		Quarterly	Adult/Child	0.00	0.00	0.17	0.00		
b) # of complaints resolved to satisfaction of complainant				Quarterly	Adult/Child	15	16	16	14	
Consumer/Family Engagement										
4	a) Staff actively engage consumer and family involvement									
	Individuals involved		85%	Annually	Adult	100%	*	*	*	
					Child	100%	*	*	*	
	Families involved				Adult	100%	*	*	*	
					Child	100%	*	*	*	
	Other Agencies involved				Adult	100%	*	*	*	
					Child	100%	*	*	*	
	b) Assessments contain Family/Community Involvement				85%	Annually	Adult	70%	*	*
		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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Consumer Satisfaction Survey								
5	a) Members/families report General Satisfaction with behavioral health services	85%	Annually, by April 1st	Adult	88.3%	*	*	*
				Child	90.1%	*	*	*
	b) Members/families report positively about Access to Services to behavioral health services	85%	Annually, by April 1st	Adult	82.9%	*	*	*
				Child	88.4%	*	*	*
	c) Families report staff were Culturally Sensitive throughout members treatment (Child)	75%	Annually, by April 1st	Child	95.6%	*	*	*
	d) Members/families report positively about Service Quality and Appropriateness in behavioral health services they receive	85%	Annually, by April 1st	Adult	88.3%	*	*	*
	e) Members/families report positive Outcomes to behavioral health services	85%	Annually, by April 1st	Adult	62.3%	*	*	*
				Child	68.1%	*	*	*
	f) Members/families report positively the opportunity for Participation in Treatment Planning	85%	Annually, by April 1st	Adult	86.8%	*	*	*
				Child	92.4%	*	*	*
	g) Members/families report positively on Social Connectedness with behavioral health services	85%	Annually, by April 1st	Adult	74.8%	*	*	*
				Child	89.1%	*	*	*
	h) Members/families report Improved Functioning with behavioral health services	85%	Annually, by April 1st	Adult	60.9%	*	*	*
				Child	68.6%	*	*	*
	i) Members/families report Symptom Improvement as a result of behavioral health services	85%	Annually, by April 1st	Adult	58.2%	*	*	*
				Child	62.4%	*	*	*
	j) Members report positively about their families involvement in their treatment (Adult)	85%	Annually, by April 1st	Adult	75.0%	*	*	*
	k) Members'/families' report that NARBHA providers include their cultural preferences in planning the services	75%	Annually, by April 1st	Adult	64.8%	*	*	*
Child				92.4%	*	*	*	
l) Members and/or parents/guardians are informed about and give consent for prescribed medications	85%	Annually, by April 1st	Adult	86.1%	*	*	*	
			Child	88.3%	*	*	*	

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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%	90%	90%	100%
				Child (TXIX)	100%	100%	92%	100%
				Child (TXXI)	100%	100%	*	100%
	b) COC#2 - Behavioral Health Care has been coordinated with the member's PCP as required [^]	70%, 90%	Quarterly	Adult	100%	84%	96%	89%
				Child (TXIX)	100%	83%	92%	86%
				Child (TXXI)	*	100%	100%	83%
Financial Reporting Requirements								
11	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	100.00%	99.14%	99.76%	100.00%
	b) Review of action taken on denied claims [^]	100%	Semi-Annually	Adult/Child	87%	93%	*	100%
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	*	68%	88%	*
	d) All Co-Pays are calculated correctly for member and TPL collection is demonstrated [^]	90%	Semi-Annually	Adult/Child	*	*	58%	40%
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	*	93%	*	76%

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