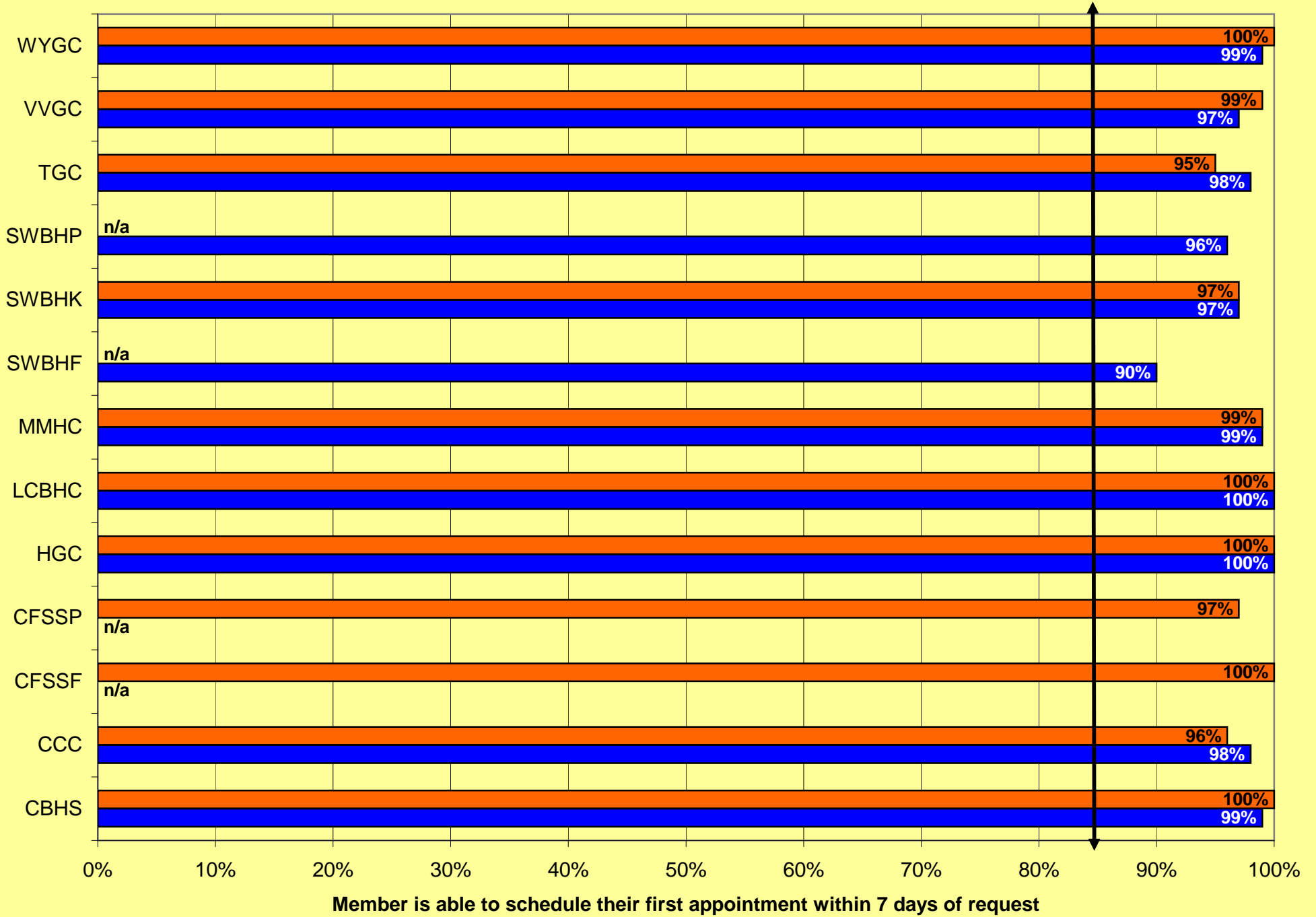


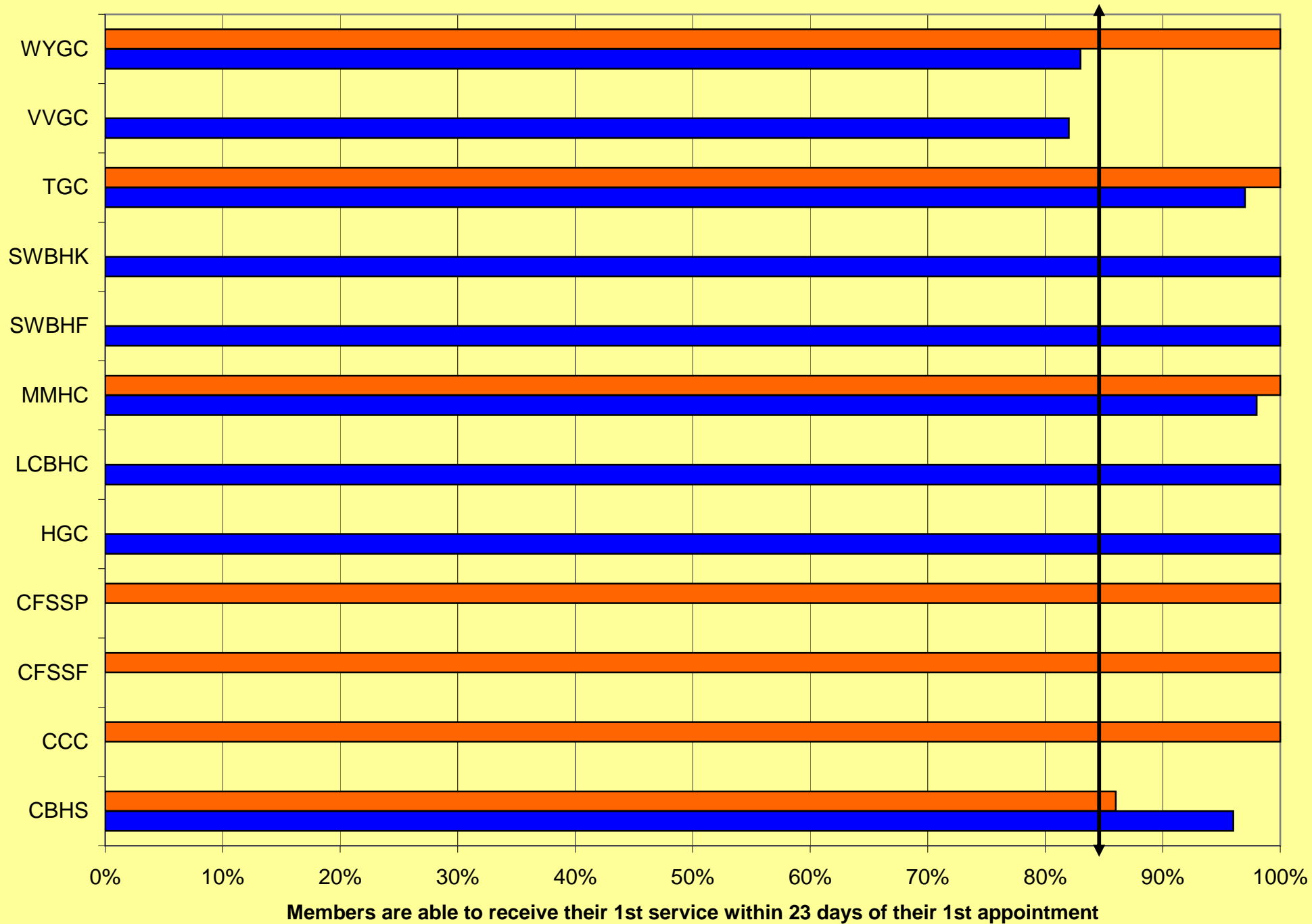
Availability of first appointment within 7 days
July - September 2009



■ Adult ■ Child

Minimum Performance Standard = 85%

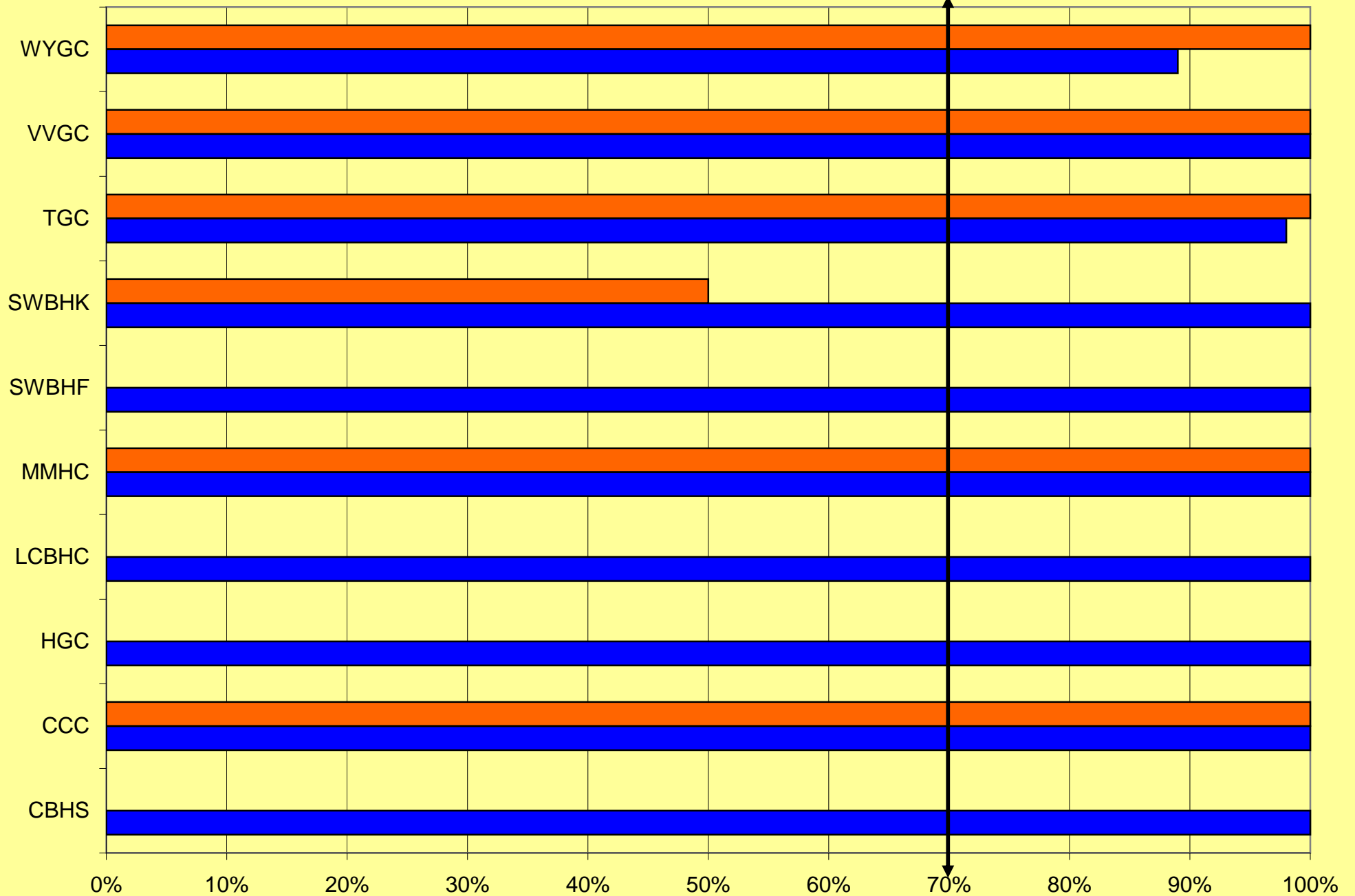
**Routine appointments are available within 23 days of assessment
October - December 2009**



■ Adult ■ Child

Minimum Performance Standard = 85%

**7 Day follow up appointment after discharge
July - September 2009**

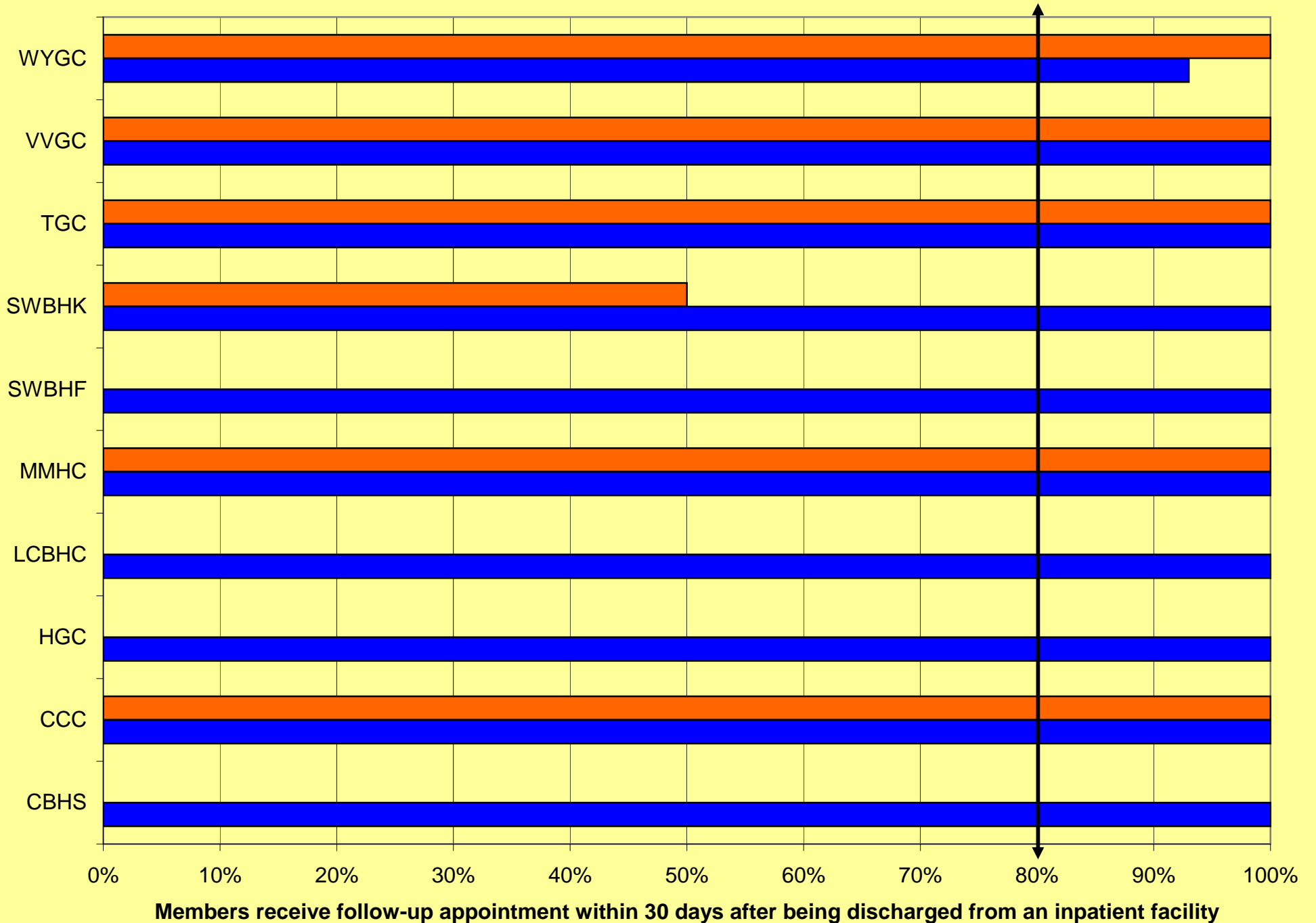


Members receive follow-up appointment within 7 days after being discharged from an inpatient facility

■ Adult ■ Child

Minimum Performance Standard = 70%

**Follow-up Appointment within 30 days
July - September 2009**



■ Adult ■ Child

Minimum Performance Standard = 80%