

Southwest Behavioral Health Services - Flagstaff Provider Profile FY 2009-2010

NARBHA Enrollment Agency Requirements	Minimum, Goal	Frequency of Monitoring	Population	SWBHF				
				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	100%	90%	92%	100%
			Quarterly	Child	*	*	*	*
	b) Routine appointments are available within 23 days of assessment	85%, 95%	Quarterly	Adult	100%	100%	~~	~~
			Quarterly	Child	*	*	~~	~~
	c) 7 day follow up appointment after discharge [^]	70%, 100% (LVL I)	Quarterly	Adult	*	100%	*	100%
				Child	*	*	*	*
d) 30 day follow up appointment after discharge [^]	80%, 100% (LVL I)	Quarterly	Adult	*	100%	*	100%	
			Child	*	*	*	*	
Complaints								
3	a) # of Complaints per 1000 enrolled by type							
		~Access to Services	Quarterly	Adult/Child	*	0.00	3.22	0.00
		~Client Rights	Quarterly	Adult/Child	*	1.16	1.61	1.05
		~Clinical Decisions Related to Service	Quarterly	Adult/Child	*	0.00	6.43	0.00
		~Coordination of Care	Quarterly	Adult/Child	*	0.58	0.00	0.00
		~Customer Service	Quarterly	Adult/Child	*	0.00	1.61	0.00
		~Financial	Quarterly	Adult/Child	*	0.00	0.00	0.00
		~Information Sharing	Quarterly	Adult/Child	*	0.00	0.00	0.00
		~Other	Quarterly	Adult/Child	*	0.00	0.00	0.00
	b) # of complaints resolved to satisfaction of complainant		Quarterly	Adult/Child	*	1	5	1
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%	*	*
				Child (TXIX)	*	100%	*	*
				Child (TXXI)	*	100%	*	*
	b) COC#2 - Behavioral Health Care has been coordinated with the member's PCP as required [^]	70%, 90%	Quarterly	Adult	*	*	100%	100%
				Child (TXIX)	*	*	*	100%
				Child (TXXI)	*	*	*	*
Financial Reporting Requirements								
11	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	*	*	0.00%	100.00%
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	*	83%	*	86%

* 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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