

The Guidance Center Provider Profile FY 2009-2010

NARBHA Enrollment Agency Requirements	Minimum, Goal	Frequency of Monitoring	Population	TGC				
				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	97%	98%	98%	98%
			Quarterly	Child	99%	95%	96%	95%
	b) Routine appointments are available within 23 days of assessment	85%, 95%	Quarterly	Adult	100%	97%	~~	~~
			Quarterly	Child	100%	100%	~~	~~
	c) 7 day follow up appointment after discharge [^]	70%, 100% (LVL I)	Quarterly	Adult	94%	98%	95%	100%
				Child	100%	100%	*	100%
d) 30 day follow up appointment after discharge [^]	80%, 100% (LVL I)	Quarterly	Adult	97%	100%	95%	100%	
			Child	100%	100%	100%	100%	
Complaints								
3	a) # of Complaints per 1000 enrolled by type							
	~Access to Services		Quarterly	Adult/Child	0.59	0.15	1.71	1.30
	~Client Rights		Quarterly	Adult/Child	0.00	0.15	2.56	1.73
	~Clinical Decisions Related to Service		Quarterly	Adult/Child	0.23	0.56	0.43	2.16
	~Coordination of Care		Quarterly	Adult/Child	0.09	0.10	0.00	0.43
	~Customer Service		Quarterly	Adult/Child	0.18	0.00	1.28	0.87
	~Financial		Quarterly	Adult/Child	0.00	0.00	0.00	0.43
	~Information Sharing		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Other		Quarterly	Adult/Child	0.00	0.00	0.43	0.00
b) # of complaints resolved to satisfaction of complainant		Quarterly	Adult/Child	6	7	5	11	
Consumer/Family Engagement								
4	a) Staff actively engage consumer and family involvement							
	Individuals involved	85%	Annually	Adult	100%	*	*	*
				Child	100%	*	*	*
	Families involved			Adult	80%	*	*	*
				Child	100%	*	*	*
	Other Agencies involved			Adult	100%	*	*	*
				Child	100%	*	*	*
	b) Assessments contain Family/Community Involvement	85%	Annually	Adult	100%	*	*	*
			Child	90%	*	*	*	

* 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	75.0%	*	*	*
				Child	82.1%	*	*	*
	b) Members/families report positively about Access to Services to behavioral health services	85%	Annually, by April 1st	Adult	68.8%	*	*	*
				Child	89.3%	*	*	*
	c) Families report staff were Culturally Sensitive throughout members treatment (Child)	75%	Annually, by April 1st	Child	100.0%	*	*	*
	d) Members/families report positively about Service Quality and Appropriateness in behavioral health services they receive	85%	Annually, by April 1st	Adult	78.1%	*	*	*
	e) Members/families report positive Outcomes to behavioral health services	85%	Annually, by April 1st	Adult	54.8%	*	*	*
				Child	67.9%	*	*	*
	f) Members/families report positively the opportunity for Participation in Treatment Planning	85%	Annually, by April 1st	Adult	71.0%	*	*	*
				Child	89.3%	*	*	*
	g) Members/families report positively on Social Connectedness with behavioral health services	85%	Annually, by April 1st	Adult	66.7%	*	*	*
				Child	82.1%	*	*	*
	h) Members/families report Improved Functioning with behavioral health services	85%	Annually, by April 1st	Adult	53.1%	*	*	*
				Child	64.3%	*	*	*
	i) Members/families report Symptom Improvement as a result of behavioral health services	85%	Annually, by April 1st	Adult	56.3%	*	*	*
				Child	63.0%	*	*	*
	j) Members report positively about their families involvement in their treatment (Adult)	85%	Annually, by April 1st	Adult	64.3%	*	*	*
	k) Members'/families' report that NARBHA providers include their cultural preferences in planning the services	75%	Annually, by April 1st	Adult	59.1%	*	*	*
			Child	87.5%	*	*	*	
l) Members and/or parents/guardians are informed about and give consent for prescribed medications	85%	Annually, by April 1st	Adult	90.3%	*	*	*	
			Child	63.2%	*	*	*	

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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	63%	100%	100%	100%
				Child (TXIX)	100%	100%	100%	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	92%	90%	100%	100%
				Child (TXIX)	100%	100%	100%	100%
				Child (TXXI)	*	100%	90%	100%
Financial Reporting Requirements								
11	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	99.96%	100.00%	98.97%	99.49%
	b) Review of action taken on denied claims [^]	100%	Semi-Annually	Adult/Child	31%	59%	*	*
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	94%	*	98%	*
	d) All Co-Pays are calculated correctly for member and TPL collection is demonstrated [^]	90%	Semi-Annually	Adult/Child	*	*	90%	*
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	*	33%	*	78%

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