

Verde Valley Guidance Clinic Provider Profile FY 2009-2010

NARBHA Enrollment Agency Requirements	Minimum, Goal	Frequency of Monitoring	Population	VVGC				
				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%	97%	100%	99%
			Quarterly	Child	100%	99%	99%	97%
	b) Routine appointments are available within 23 days of assessment	85%, 95%	Quarterly	Adult	100%	82%	~~	~~
			Quarterly	Child	100%	0%	~~	~~
	c) 7 day follow up appointment after discharge [^]	70%, 100% (LVL I)	Quarterly	Adult	94%	100%	100%	96%
				Child	86%	100%	*	*
d) 30 day follow up appointment after discharge [^]	80%, 100% (LVL I)	Quarterly	Adult	94%	100%	100%	*	
			Child	86%	100%	*	*	
Complaints								
3	a) # of Complaints per 1000 enrolled by type							
	~Access to Services		Quarterly	Adult/Child	0.39	0.05	0.42	1.27
	~Client Rights		Quarterly	Adult/Child	0.05	0.00	0.42	0.00
	~Clinical Decisions Related to Service		Quarterly	Adult/Child	0.24	0.05	3.39	0.85
	~Coordination of Care		Quarterly	Adult/Child	0.00	0.10	0.00	0.00
	~Customer Service		Quarterly	Adult/Child	0.05	0.00	0.42	0.00
	~Financial		Quarterly	Adult/Child	0.00	0.00	0.42	0.00
	~Information Sharing		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Other		Quarterly	Adult/Child	0.00	0.00	0.42	0.00
b) # of complaints resolved to satisfaction of complainant			Quarterly	Adult/Child	3	3	6	4
Consumer/Family Engagement								
4	a) Staff actively engage consumer and family involvement							
	Individuals involved	85%	Annually	Adult	90%	*	*	*
				Child	100%	*	*	*
	Families involved			Adult	57%	*	*	*
				Child	100%	*	*	*
	Other Agencies involved	Adult	75%	*	*	*		
		Child	88%	*	*	*		
	b) Assessments contain Family/Community Involvement			Annually	Adult	100%	*	*
			Child	88%	*	*	*	

* 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	79.5%	*	*	*
				Child	64.3%	*	*	*
	b) Members/families report positively about Access to Services to behavioral health services	85%	Annually, by April 1st	Adult	66.7%	*	*	*
				Child	62.1%	*	*	*
	c) Families report staff were Culturally Sensitive throughout members treatment (Child)	75%	Annually, by April 1st	Child	82.8%	*	*	*
	d) Members/families report positively about Service Quality and Appropriateness in behavioral health services they receive	85%	Annually, by April 1st	Adult	84.6%	*	*	*
				Child				
	e) Members/families report positive Outcomes to behavioral health services	85%	Annually, by April 1st	Adult	63.2%	*	*	*
				Child	50.0%	*	*	*
	f) Members/families report positively the opportunity for Participation in Treatment Planning	85%	Annually, by April 1st	Adult	71.8%	*	*	*
				Child	89.3%	*	*	*
	g) Members/families report positively on Social Connectedness with behavioral health services	85%	Annually, by April 1st	Adult	56.4%	*	*	*
				Child	69.2%	*	*	*
	h) Members/families report Improved Functioning with behavioral health services	85%	Annually, by April 1st	Adult	65.8%	*	*	*
				Child	53.6%	*	*	*
	i) Members/families report Symptom Improvement as a result of behavioral health services	85%	Annually, by April 1st	Adult	52.6%	*	*	*
				Child	40.7%	*	*	*
	j) Members report positively about their families involvement in their treatment (Adult)	85%	Annually, by April 1st	Adult	86.1%	*	*	*
k) Members'/families' report that NARBHA providers include their cultural preferences in planning the services	75%	Annually, by April 1st	Adult	70.6%	*	*	*	
			Child	82.1%	*	*	*	
l) Members and/or parents/guardians are informed about and give consent for prescribed medications	85%	Annually, by April 1st	Adult	81.1%	*	*	*	
			Child	77.3%	*	*	*	

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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	81%	100%	96%	100%
				Child (TXIX)	67%	100%	100%	100%
				Child (TXXI)	67%	100%	100%	100%
	b) COC#2 - Behavioral Health Care has been coordinated with the member's PCP as required [^]	70%, 90%	Quarterly	Adult	100%	100%	100%	85%
				Child (TXIX)	100%	100%	89%	86%
				Child (TXXI)	*	100%	80%	100%
Financial Reporting Requirements								
11	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	100.00%	100.00%	100.00%	100.00%
	b) Review of action taken on denied claims [^]	100%	Semi-Annually	Adult/Child	95%	78%	*	*
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	*	*	92%	*
	d) All Co-Pays are calculated correctly for member and TPL collection is demonstrated [^]	90%	Semi-Annually	Adult/Child	*	*	90%	60%
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	*	100%	*	47%

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