



# UnitedHealthcare CRS Presentation

BH Service Delivery to Children in Foster Care

October 30, 2017



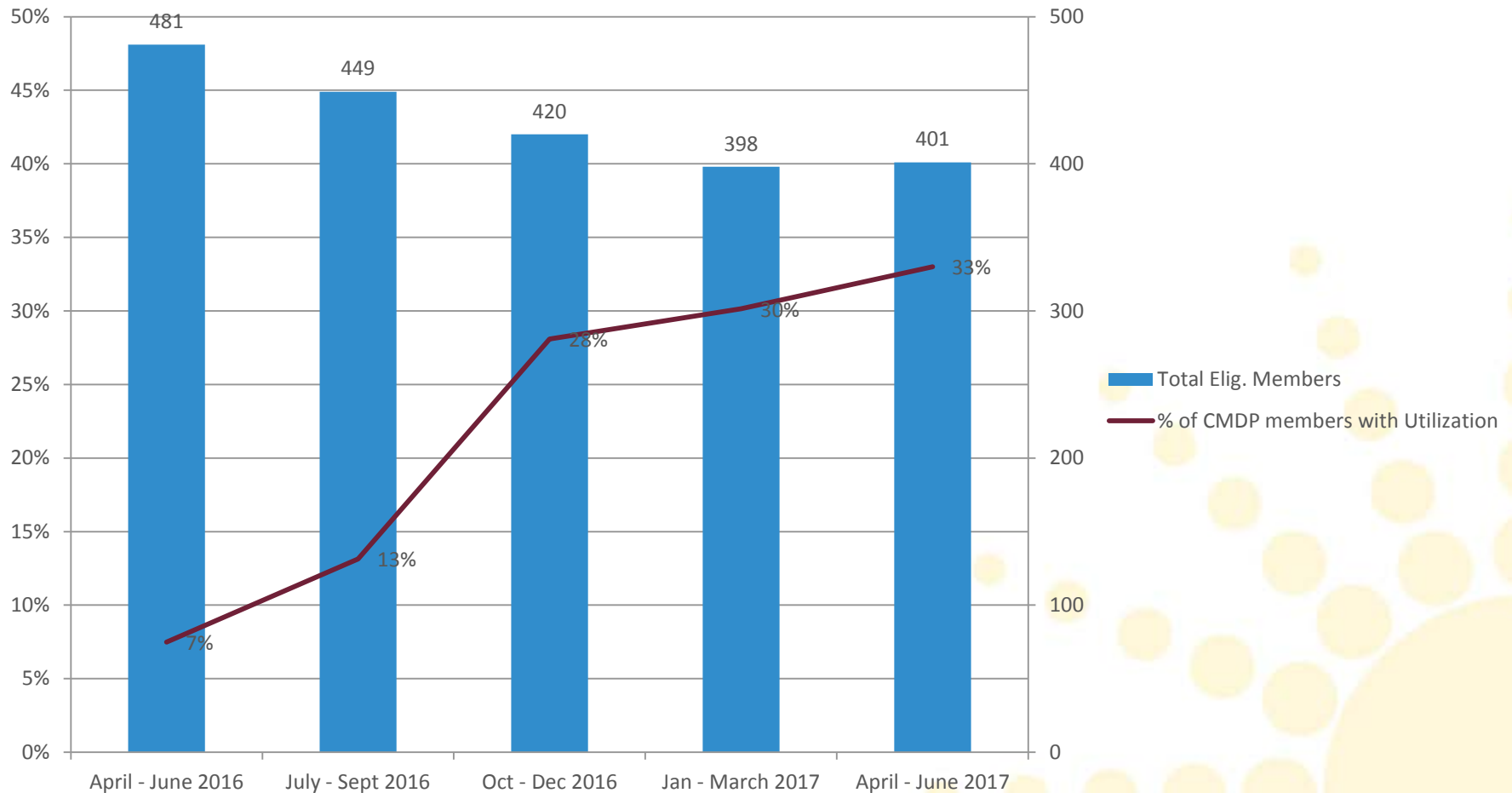
# Summary of Measures

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Quarterly trend data for 4/1/2016 - 6/30/2017

- Penetration Rate
- Top 5 Utilized Services by units
- Crisis Services Utilization – 2 hour response (performance vs contract requirement)
- Rapid Response – 72 hour response (performance vs contract requirement)
- HCTC Utilization - # of foster children, average LOS
- Respite Utilization
- Reunification Services

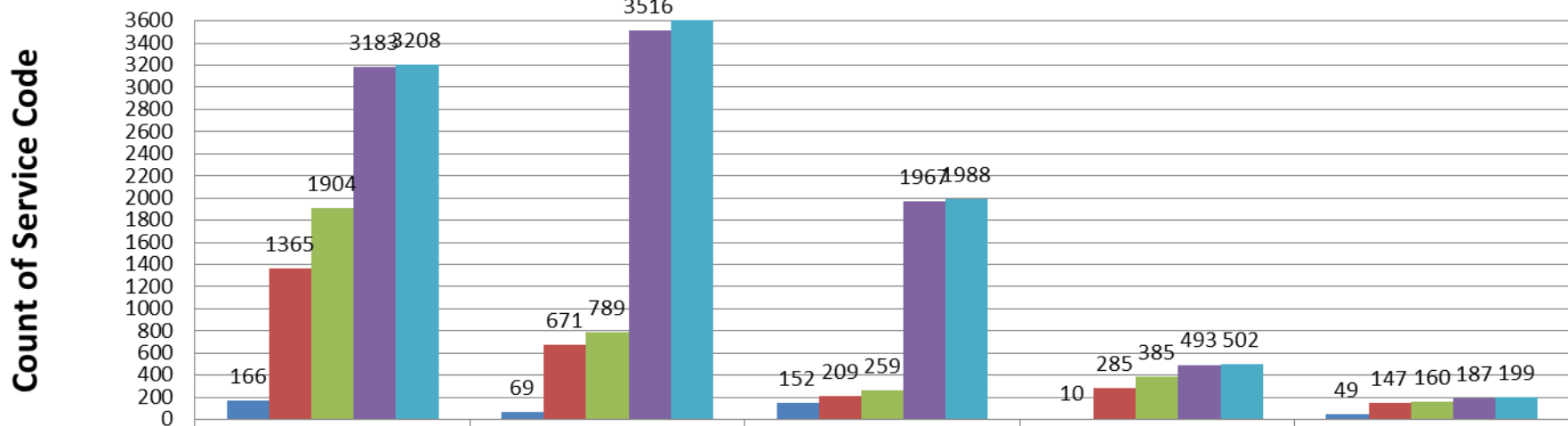
# CRS Trended Quarterly CMDP Penetration Rate (April 2016 – June 2017)



# CRS CMDP Top 5 Services

## (April 2016– June 2017)

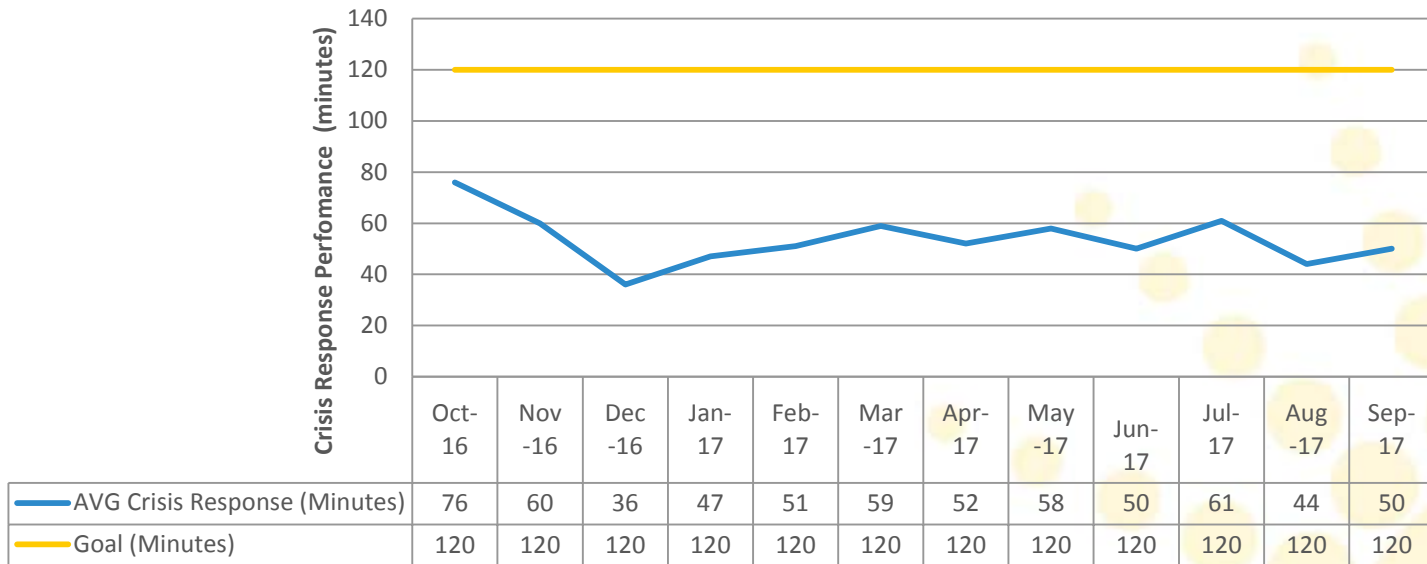
### Top 5 BH Services for CRS CMDP



Time Period	T1016 - Case Management	S5109 - Home Care Training to Home Care Client	H0018 - Short Term Residential	H0004 - BH Counseling and Therapy	H2014 - Skills Training
Apr - Jun 2016	166	69	152	10	49
July - Sept 2016	1365	671	209	285	147
Oct - Dec 2016	1904	789	259	385	160
Jan - Mar 2017	3183	3516	1967	493	187
Apr - June 2017	3208	3606	1988	502	199

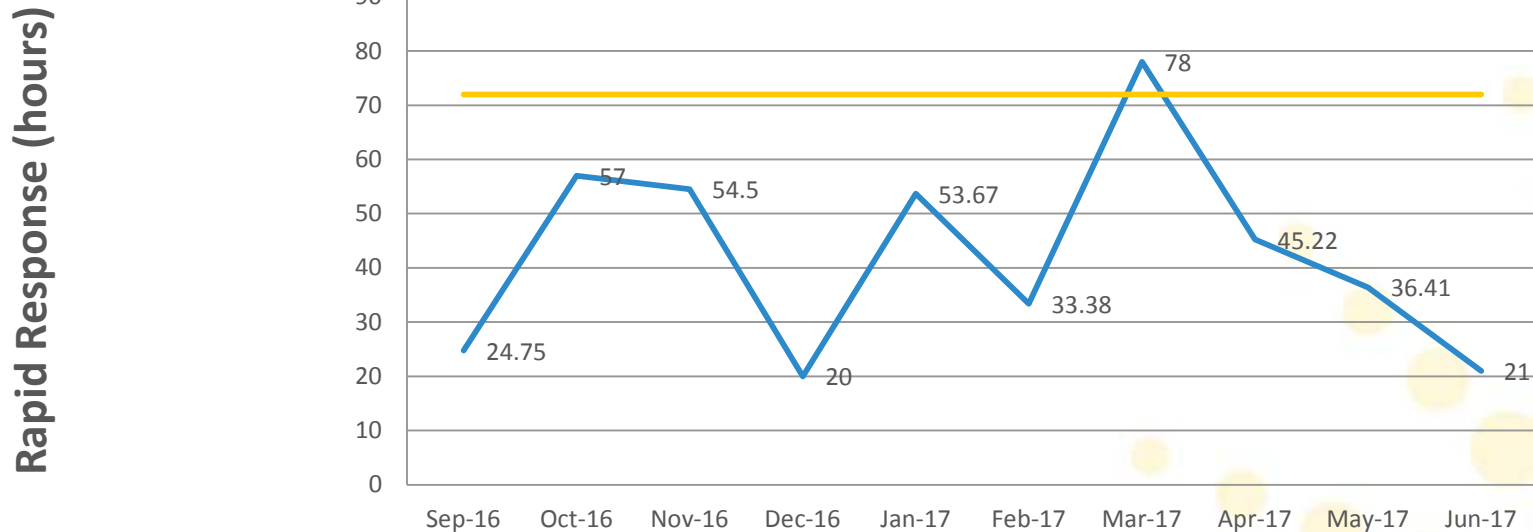
# CRS Crisis Services (Oct 2016 – Sept 2017)

CRS Crisis Services Performance (In Minutes)  
October 2016 - Sept 2017



# CRS Average Rapid Response Time (Sept 2016 – June 2017)

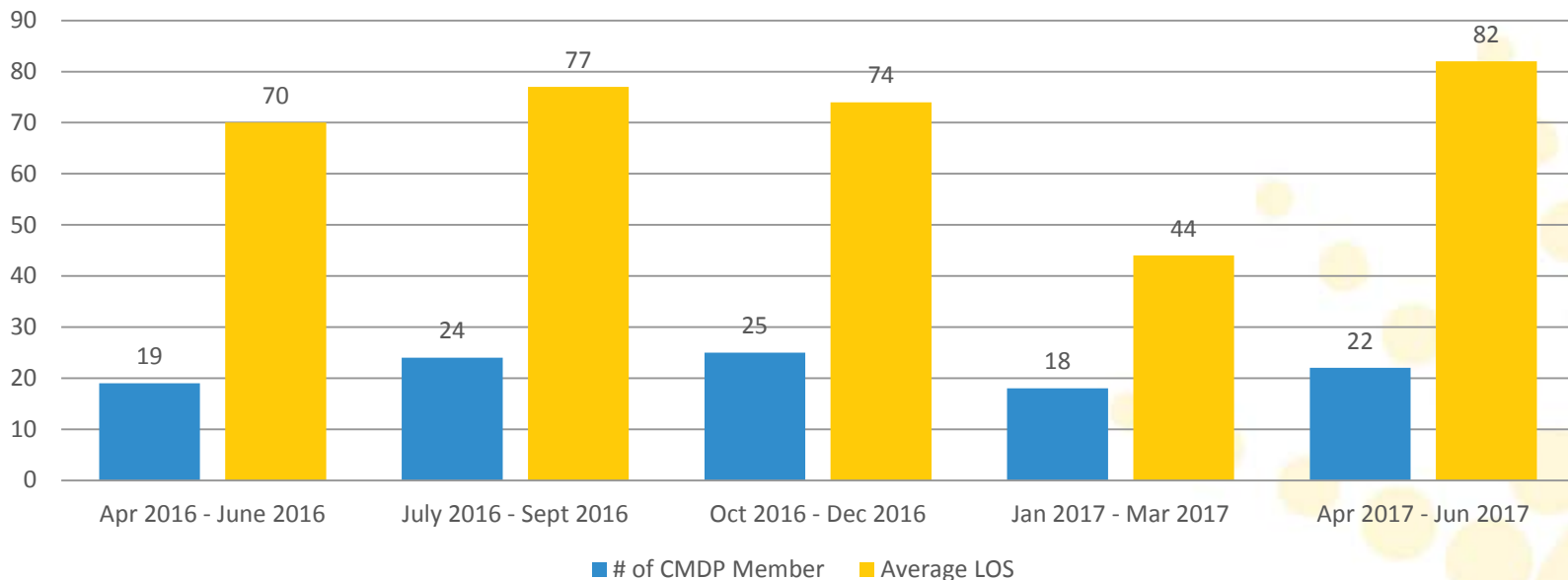
**CRS Rapid Response Performance  
Sept 2016-June 2017**



	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
— AVG RR Response Time (Hours)	24.75	57	54.5	20	53.67	33.38	78	45.22	36.41	21
— Goal (Hours)	72	72	72	72	72	72	72	72	72	72

# CRS CMDP HCTC & Average LOS (April 2016 – June 2017)

CRS CMDP HCTC Average LOS  
April 2016 - June 2017



# CRS CMDP Respite Utilization (Oct 2016 – June 2017)

<b>UnitedHealthcare CRS CMDP Respite Utilization for CYE '17</b>	<b>Oct - Dec 2016</b>	<b>Jan - Mar 2017</b>	<b>Apr - Jun 2017</b>
Total Elig CRS CMDP Members by Quarter	420	398	401
# of Respite Units	1568	1644	1702
# of CRS CMDP Utilized Respite Hours	114	172	189
% of Utilization	27%	43%	47%
Average Respite Hours used to date for CYE '17	281	296	314



# CRS CMDP Reunification Services (Oct 2016 – Aug 2017)

- 2016 (Oct – Dec): Behavioral Counseling & Therapy
  - Total # of CRS Foster Care Members: 4
    - H0004 HR (Family/Couple with Client) = 59 Units
    - H0004 HS (Family/Couple w/o Client) = 0
    - TOTAL = 59 Units
- 2017 (January – August): Behavioral Counseling & Therapy
  - Total # of CRS Foster Care Members: 45
    - H0004 HR (Family/Couple with Client) = 548 Units
    - H0004 HS (Family/Couple w/o Client) = 148 Units
    - TOTAL = 696 Units

# Network Development- CRS



# CRS Children's Network Development (as of October 2017)

<b><u>In Contracting Process:</u></b>		
Practitioner Name	Practice Type/ Level of Care	Comments
Phoenix Childrens Hospital	Level I-Acute Inpatient	in rate negotiations
Dr. Kathy Thomas (Banner Physicians Specialist Group)	Psychologist (Neuropsych)	In negotiations
Basami House	Level II-Residential (Children and Adolescents)	in contracting discussion, awaiting contracting documents
San Tan Behavioral Health	Outpatient-Community Based Services	awaiting site audit
Lexington, LLC	Outpatient-Habilitation Provider (In Home Services)	contracted effective 10/04/17, awaiting system loading
Ohana Care Givers	Level II-Residential (Children and Adolescents)	awaiting site audit
Intermountain Health Center	Outpatient Services	awaiting completion of credentialing

# CRS Adult Network Development (as of October 2017)

<b>Facility Adds:</b>		
Practitioner Name	Practice Type/ Level of Care	Comments
Touch Angels	Level II-Residential (Adults only)	contract effective 08/12/17
Roxbury Commons	Level II-Residential (Adults only)	contract effective 08/14/17
<b>Group Adds:</b>		
Practitioner Name	Practice Type/ Level of Care	Comments
Cathexis	Outpatient Counseling Services	contracted effective 08/25/17
<b>In Contracting Process:</b>		
Practitioner Name	Practice Type/ Level of Care	Comments
Phoenix Childrens Hospital	Level I-Acute Inpatient	in rate negotiations, awaiting response from facility regarding recent proposal
The Guidance Center	Inpatient, Level II (Adults Only)	contract effective 09/20/17, awaiting system loading
Recovery Innovations	Level I-Sub-Acute Inpatient	awaiting completion of credentialing
MND/Paradise Home	Level II-Residential (Adults only)	awaiting completion of credentialing
Connections Southern Arizona	Level I- Sub-Acute Inpatient	in rate negotiations
Empower House	Level II-Residential (Adults only)	contracted 10/27/17, awaiting system loading
Basami House	Level II-Residential (Children and Adolescents)	in contracting discussion, awaiting contracting documents
Neema Home	Level II-Residential (Adults only)	awaiting site audit
Comfort Behavioral Health Res	Level II-Residential (Adults only)	awaiting completion of site audit
San Tan Behavioral Health	Outpatient-Community Based Services	awaiting site audit

# CRS Adult Network Development con't. (as of October 2017)

Lexington, LLC	Outpatient-Habilitation Provider (In Home Services)	contracted effective 10/04/17, awaiting system loading
Panali Manor	Level II-Residential (Adults only)	awaiting completion of site audit
Bryan Miller	Outpatient Psychiatric Nurse Practitioner	pending addition to the network, already contracted for other lines of business
Abba Behavioral Health	Level II Residential-Adults Only	awaiting site audit
Summit Behavioral Health	Outpatient substance abuse services, including MAT	contracted, awaiting system/claims loading
Life Change	Level II-Residential	awaiting contracting documents
Ohana Care Givers	Level II-Residential (Children and Adolescents)	awaiting site audit
House of Hope	Level II-Residential (Adults only)	awaiting contracting documents
Intermountain Health Center	Outpatient Services	awaiting completion of credentialing
Saguaro Foundation	Level II-Residential (Adults only)	pending addition to the network, already contracted for other lines of business
Kewala Corporation	Level II-Residential (Adults only)	awaiting contracting documents
The Bridge Group	Outpatient Services	awaiting site audit
Pronghorn Psychiatry	Outpatient Services	awaiting contracting documents
Successful Journeys	Outpatient Services	awaiting site audit
Arizona West/Dr. David McIntyre (forensic psychologist, specialty specific to sexual behaviors)	Outpatient Services (Adults)	awaiting contracting documents
TERROS/Sojourner Center	Outpatient Services (Adults)	awaiting confirmation about scope of services
TERROS	Outpatient (Mobile Crisis Services)	entity already contracted, awaiting confirmation of scope of services to determine if services are already covered under contract
Southwest Center for HIV/AIDS	Outpatient Services	in contracting discussion, awaiting contracting documents
Native Health	Outpatient Services (FQHC)	awaiting contracting documents
Lifewell	Level II-Residential (Adults only), Outpatient Services	awaiting completion of site audit

# Stakeholder Engagement - CRS



# CRS Stakeholder Meetings

- ✓ 7/7/2017 Tucson Children's Clinic Back to School Event
- ✓ Foster, Adoptive and Kinship Parent Advisory Committee (FAKPAC) Orientation completed on 8/23/2017 & 8/31/2017. Training content was developed in collaboration with the Ombudsman/DD Program Manager who oversees the UHC Member Advisory Council.
- ✓ Fifty-seven (57%) percent of the Committee is comprised of family members.
- ✓ 8/23/2017 Brown Bag Session on Foster, Adoptive and Kinship Families for the DDD Community Health Nurses
- ✓ 9/21/2017 MIKID - Support Now (PSN)
- ✓ 9/29/2017 Overview of CRS Program and How It Interfaces with DDD and DCS Involved Members to the DDD Leadership, Customer Service Center, and Tribal Liaison

# Training - CRS





# CRS Ages & Stages Training

- Influenced by the complexity of chronic medical, developmental and behavioral health needs of approximately 400 DCS involved CRS members,
- Developed content as a result of day to day calls/contacts from foster, adoptive and kinship families, providers and community partners, and
- Based on coordination of care concerns identified by Ombudsman, High Risk Case Managers, DD Liaisons, Clinical Liaisons, and Medical and Behavioral Director.
- “How well did I build the individual’s capacity?”

# CRS Ages & Stages Training

Topic	Audience	# of Attendees
Stage 4: Pediatric to Adult Transition	Clinical liaisons, case managers, non-clinical staff	11
Stage 5: Adulthood and Aging Caregivers	Clinical liaisons, case managers, non-clinical staff	12
CRS Statewide Directory of Community Resources for Members, Families and Care Providers	Clinical liaisons, case managers, non-clinical staff	8

CRS Statewide Directory continues to grow and evolve from stakeholder, member and provider calls/contacts

# CRS Provider Training

Provider Forums	
Date	# of Attendees
8/2/2017 – In Person	75
8/29/2017 - Webinar	366

As a result of the Provider Forums, a “Frequently Asked Questions” document was created and posted to the BH Provider Website at [www.liveandworkwell.com](http://www.liveandworkwell.com). Some examples of questions:

**Q:** Can Members self-refer to BH services without obtaining pre-authorization?

**A:** Yes. The behavioral health network is an open access network for CRS members.

**Q:** If a child receiving benefits from CRS and is removed from the home, and the member is placed somewhere in the State, will benefits change?

**A:** No. CRS is a statewide contractor, benefits remain with CRS even if member moves into a different county.

# CRS Community Trainings

## Community WebEx Training Forums Planned 2017-2018

### "Ages & Stages 2.0"

- ✓ Based on identified needs from stakeholders, members, member families, providers and community partners
- ✓ Facilitate monthly one hour interactive learning sessions
- ✓ Collaborate with DDD on learning sessions for support coordinators and community health nurses
- ✓ Enhance existing Ages & Stages content with best/promising practices related to specific medical/behavioral health conditions that impact our members
- ✓ Coordinate schedules with community partners, guests who are subject matter experts
- ✓ Market to RBHAs, CRS provider network, peer to peer organizations, support groups, DCS Newsletter, UHC Newsletter, community partners
- ✓ Update Training Section in the CRS Statewide Directory of Resources for Members, Families and Care Providers

# Questions?

