



# UnitedHealthcare CRS Presentation

BH Service Delivery to Children in Foster Care

May 18, 2018



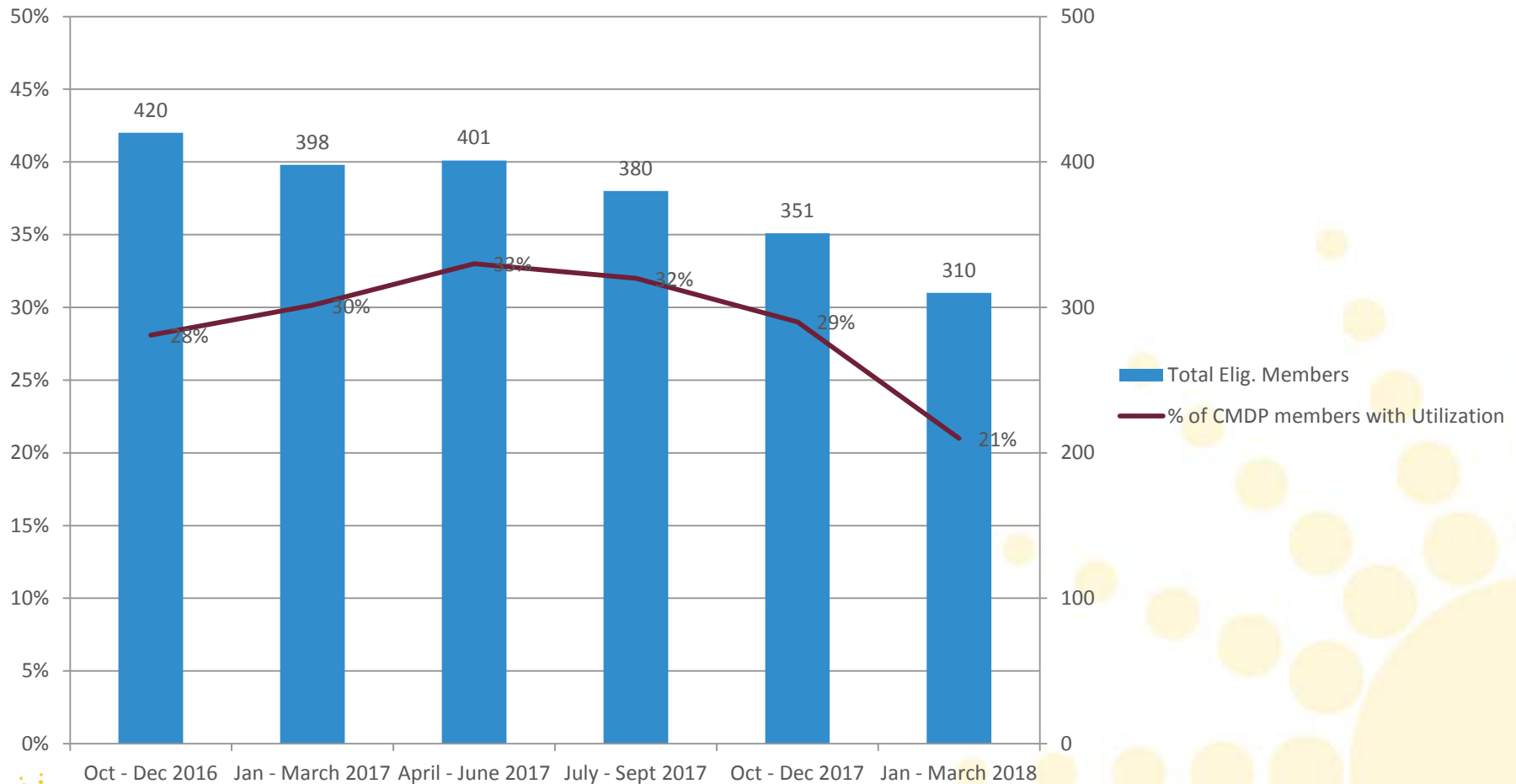
# Summary of Measures

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Quarterly trend data for 10/1/2016 - 3/1/2018

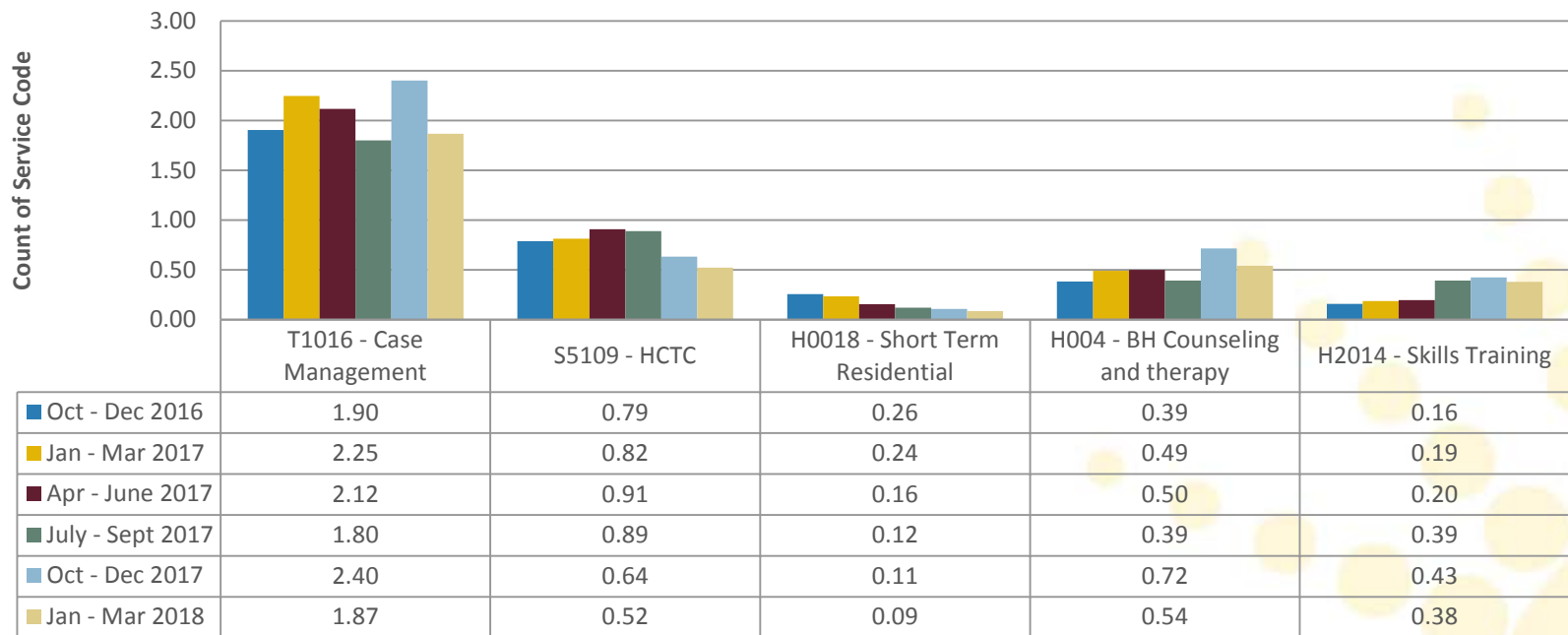
- Penetration Rate
- Top 5 Utilized Services by units
- Crisis Services Utilization – 2 hour response (performance vs contract requirement)
- Rapid Response – 72 hour response (performance vs contract requirement)
- HCTC Utilization - # of foster children, average LOS
- Respite Utilization
- Reunification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

# CRS Trended Quarterly CMDP Penetration Rate (Oct 2016 – Mar 2018)



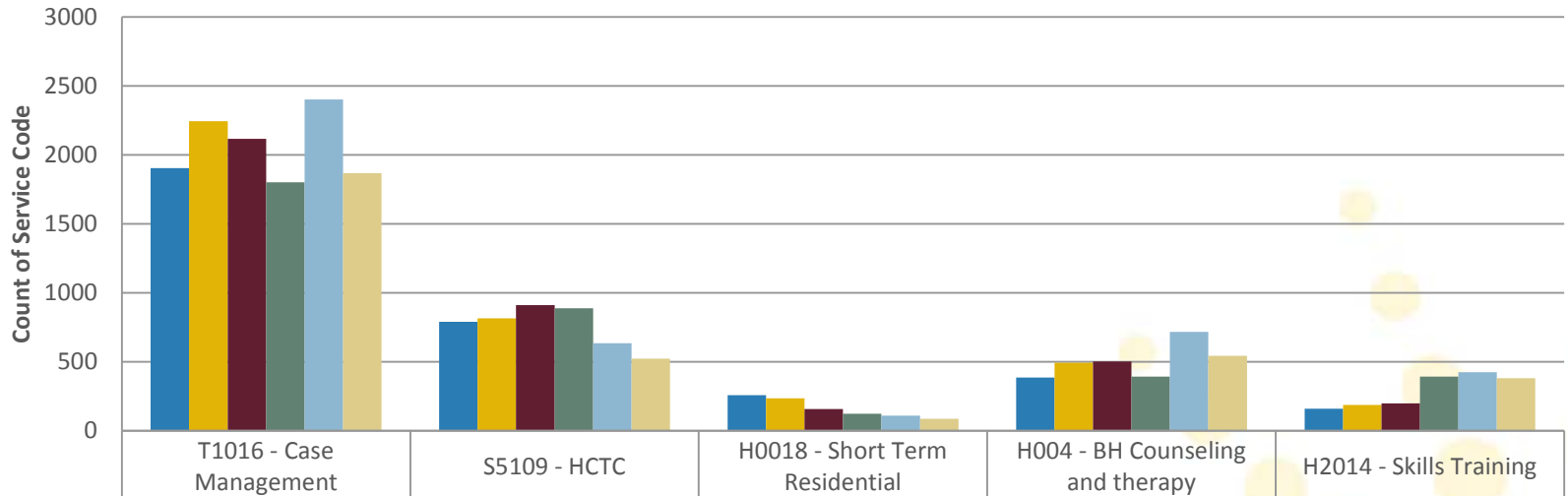
# CRS CMDP Top 5 Services Per 1000 (Oct 2016 – Mar 2018)

Top 5 BH Services for CRS CMDP per 1000



# CRS CMDP Top 5 Services (Oct 2016 – Mar 2018)

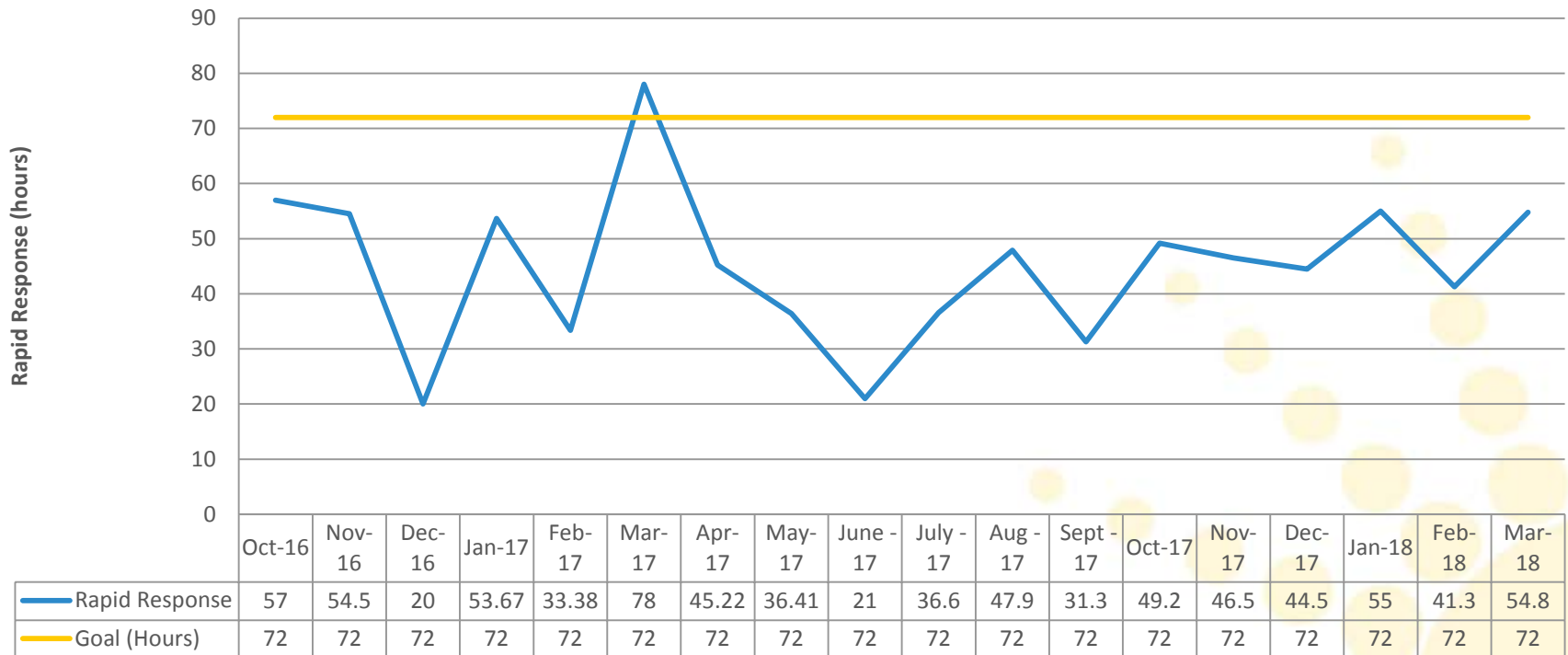
Top 5 BH Services For CRS CMDP Population



	T1016 - Case Management	S5109 - HCTC	H0018 - Short Term Residential	H004 - BH Counseling and therapy	H2014 - Skills Training
■ Oct - Dec 2016	1904	789	259	385	160
■ Jan - Mar 2017	2245	815	236	493	187
■ Apr - June 2017	2116	910	158	502	199
■ July - Sept 2017	1802	889	123	392	393
■ Oct - Dec 2017	2401	635	109	716	426
■ Jan - Mar 2018	1867	522	88	543	381

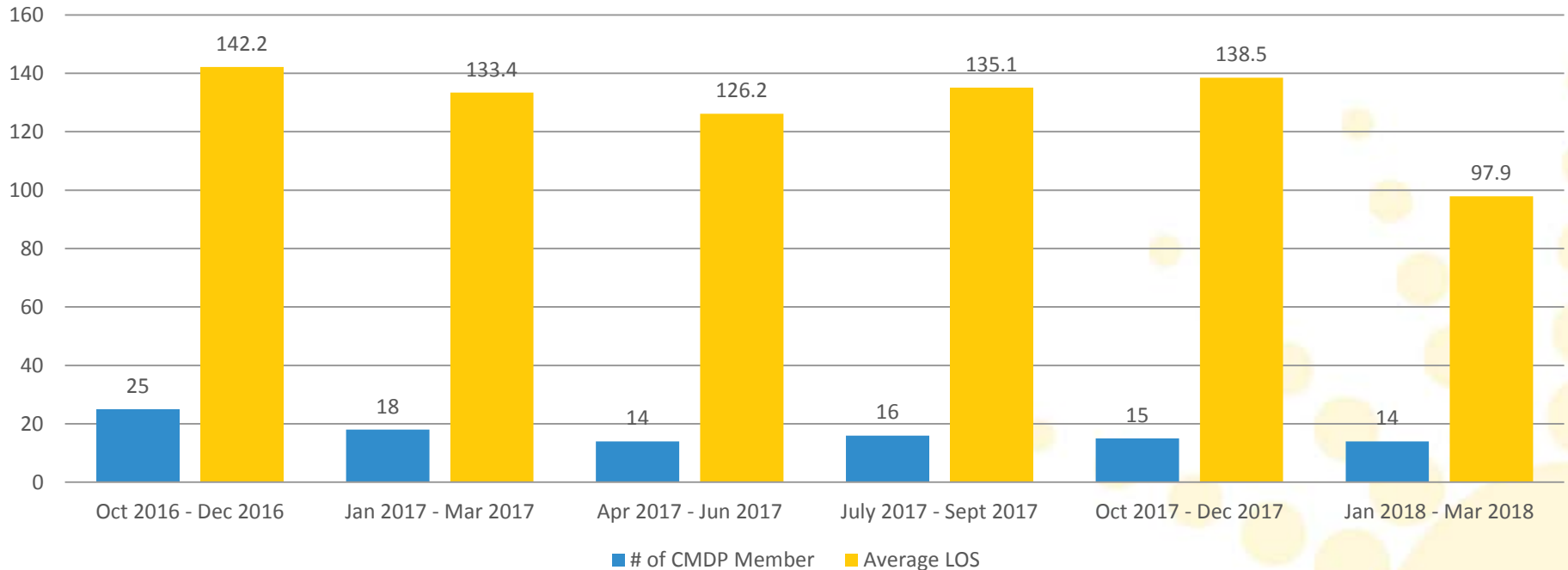
# CRS Crisis Services (Oct 2016 – Mar 2018)

CRS Rapid Response Performance  
October 2016 - March 2018



# CRS CMDP HCTC & Average LOS (April 2016 – March 2018)

CRS CMDP HCTC Average LOS  
April 2016 – March 2018



Overall Average Length of Stay for the CRS CMDP population is 128 days.

# CRS CMDP Respite Utilization (Oct 2016 – Mar 2018)

UnitedHealthcare CRS CMDP Respite Utilization for CYE '17-'18	Oct - Dec 2016	Jan - Mar 2017	Apr - Jun 2017	Jul - Sept 2017	Oct - Dec 2017	Jan - Mar 2018
Total Elig CRS CMDP Members by Quarter	420	398	401	380	351	310
# of Respite Units	1568	1644	1702	1697	1578	1321
# of CRS CMDP Members Utilized Respite Hours	114	172	189	163	156	139
% of Utilization	27%	43%	47%	43%	44%	45%



# CRS CMDP Reunification Services (January 2017 – March 2018)

2017 (January – December): Behavioral Counseling & Therapy

- Total # of CRS Foster Care Members: 52
  - H0004 HR (Family/Couple with Client) = 628 Units
  - H0004 HS (Family/Couple w/o Client) = 210 Units
  - TOTAL = 838 Units

2018 (January – March): Behavioral Counseling & Therapy

- Total # of CRS Foster Care Members: 25
  - H0004 HR(Family/Couple with Client) = 97 Units
  - H0004 HS(Family/Couple w/o Client) = 24
  - TOTAL = 121

# Network Development- CRS



# CRS 2018 Ages and Stages Online Forums

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- UnitedHealthcare is hosting several webinars highlighting specific medical/behavioral health conditions that impact children and youth with special needs.
- Families, Community Partners, Providers, and others may join from anywhere to hear several topics that include:
  - People First Language
  - Legal guide for Adults and their families or caregivers
  - Child and Youth with Special Healthcare Needs
  - Caregiver Supports
  - Recovery & Resilience
  - Transition Aged Youth (two sessions)
  - Self Determination: A Youth Perspective

# CRS 2018 Ages and Stages Calendar

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## **Tuesday, June 12, 2018 People First Language**

Words are powerful! Let's discuss ways of communicating that reflects knowledge and respect for people with special health care needs (SHCN) and disabilities.

## **Wednesday, June 20, 2018 Legal Options: Range of Options Explored**

Discuss and review the different legal options for adults with a disability who need assistance and a guide developed to advise individuals, families and caregivers.

## **Wednesday, July 11, 2018 Children & Youth with Special Health Care Needs (CYSHCN)?**

How are CYSHCN defined, what does the National Survey of Children's Health tell us about them and what resources exist to support them.

## **Tuesday, July 17, 2018 Caregivers, "Put Your Oxygen Mask on First"**

What have we heard time and time again during the safety presentation in an airplane? "Put your oxygen mask on first." Tips and strategies will be shared to keep ahead of caregiver stress and burnout.

## **Wednesday, July 25, 2018 Recovery and Resiliency**

Join us for an open discussion about establishing and maintaining wellness. *"This is the only brain I'll ever have, it will require some attention."*

## **Thursday, August 2, 2018 Transition Aged Youth: Family Support (Part I)**

Explore the available family support services and resources available to families of transition aged youth with focus on increasing confidence in parenting, skill building and positive parent-child relationships.

## **Thursday, August 9, 2018 Transition Aged Youth: Self-Advocacy (Part II)**

Explore educational opportunities that support transition aged youth to increase their skills, knowledge and supports with focus on attaining self-sufficiency.

## **Thursday, August 16, 2018 Self-Determination: A Youth Perspective**

Discuss a young adult's point of view on being self-determined, their attitudes and abilities that led him/her to set goals for them self, and to take the initiative to reach these goals.

# Questions?

