Quarterly Foster Care Service Delivery

August 30, 2019
Agenda

- TFC Update
- BHRF/BHIF
- Rapid Response
- CASII
- Data Dashboard
Data Dashboard - Sources

• Behavioral Health Utilization and Timeframes Deliverable
• Newly Enrolled CMDP Members – Governor’s Scorecard Measure
• Enrolled/Served Report – Percentage Served
• ACOM 449 Policy Deliverable
Enrolled Served

Reaching across Arizona to provide comprehensive quality health care for those in need

*SHCA – prior quarters corrected with updated methodology
Crisis Services

Reaching across Arizona to provide comprehensive quality health care for those in need

Avg. Minutes

- AzCH Avg. Dispatch Time
- SHCA Avg. Dispatch Time
- MC Avg. Dispatch Time in minutes
- AzCH Avg. Mobile Team Time
- SHCA Avg. Mobile Team Time
- MC Avg. Mobile Team Time in minutes

Graph showing average dispatch and mobile team times for different quarters.
Rapid Response

Reaching across Arizona to provide comprehensive quality health care for those in need
HCTC Utilization by Avg. Length of Stay

Total Members

AzCH # in HCTC – CMDP
SHCA # in HCTC – CMDP
MC # in HCTC – CMDP
AzCH Avg. Length of Stay in Days – CMDP
SHCA Avg. Length of Stay in Days – CMDP
MC Avg. Length of Stay in Days – CMDP

Reaching across Arizona to provide comprehensive quality health care for those in need
HCTC Utilization

Reaching across Arizona to provide comprehensive quality health care for those in need
Respite Utilization

Reaching across Arizona to provide comprehensive quality health care for those in need

**Mercy Care data revised for all prior quarters due to a calculation issue**
Grievances

Reaching across Arizona to provide comprehensive quality health care for those in need
Newly Enrolled CMDP Members – Received services first 6 months of enrollment

Reaching across Arizona to provide comprehensive quality health care for those in need
Enrolled/Served – Percentage Served

Reaching across Arizona to provide comprehensive quality health care for those in need
ACOM 449 – Liaison and After Hours Calls

Reaching across Arizona to provide comprehensive quality health care for those in need
## ACOM 449 – Access to Services

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<tr>
<td>Number of times recommended and approved behavioral health services were accessed directly by an out-of-home or adoptive parent that were provided by a non-contracted provider for 130% fee schedule</td>
<td>0</td>
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<td>Number of times single case agreements or newly contracted providers were used to ensure service accessed in-network instead of out of network at 130% fee schedule</td>
<td>0</td>
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<td>Number of times the contractor coordinated crisis services because a crisis service provider was unresponsive within two hours</td>
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Next Meeting – November 22, 2019