



DHHS Update

NC FARO

2010 Spring Conference

April 28, 2010

Governor Perdue's Proposed Budget

| | Dollars | Positions | Recurring/ Non Recurring |
|--|---------------|-----------|--------------------------------|
| Central Management: | | | |
| Send After-Hour Careline Calls to Martin County Call Center | (257,004) | (2) | R |
| Reduce Key Rental Subsidies for 187 Units not ready for occupancy | (561,000) | | NR |
| Grant In-Aid to NC Special Olympics | 100,000 | | R |
| <i>Subtotal Central Management</i> | (718,004) | (2) | |
| Division of Medical Assistance: | | | |
| Program Integrity Initiatives | (36,188,013) | | R |
| Increase staffing in Medicaid Fraud - AG's Office | (243,716) | 34 | R |
| Narcotics Users - single physician/pharmacy | (603,000) | | R |
| CCNC Savings | (45,000,000) | | R |
| Supplemental Rebates/Manage Off-Label Use of MH Drugs | (9,500,000) | | R |
| Behavioral Health Expansion to Additional LMEs | (1,560,600) | | R |
| Increase Co-Pays to \$3.40 for outpatient; \$6.80 for non-emergency ER | (4,530,404) | | R |
| Independent Assessment on High-Cost Services | (21,000,000) | | R |
| Reform In-Home Personal Care | (59,805,207) | | R |
| CST and Peer Support Savings | (41,000,000) | | R |
| Reduce Child MH/SA Outpatient Unmanaged Visits - 16 | (933,547) | | R |
| Adult Care Home Waiver | 9,000,000 | | R |
| <i>Subtotal DMA</i> | (211,364,487) | 34 | |
| Division of Mental Health, Developmental Disabilities and Substance Abuse Services: | | | |
| Eliminate School-Based Child & Family Team Care Coordinators | (523,638) | (18) | R |
| Convert Whitaker School to PRTF | (1,938,465) | | R |
| Increase 3-Way Hospital Contracts | 12,000,000 | | R |
| Training for State Facility Staff | 534,795 | | R |
| Restore Community Services Funding | 40,000,000 | | NR |
| <i>Subtotal DMH/DD/SAS</i> | 50,072,692 | (18) | |
| Department of Juvenile Justice and Delinquency Prevention: | | | |
| Eliminate Woodson Wilderness Camp (Swannanoa) | (1,016,041) | (21) | R |
| Reduce Eckerd Wilderness Camp by 155 Beds | (7,634,231) | | R |
| Close Macon County Multi-Purpose Home | (600,000) | | R |
| Restore funding for Samarkand YDC | 3,521,954 | 62 | R |
| <i>Subtotal DJJDP</i> | (5,728,318) | 41 | |

* Represents LME positions, not DMH/DD/SAS

** \$23 million in state appropriations, \$17 million in TANF ARRA funds



Other Legislative Issues

- Medicaid Recipient Appeals process
- 1st Commitment Pilot – extend sunset or expand statewide?
- Study MH services for young children
- Other LOC recommendations



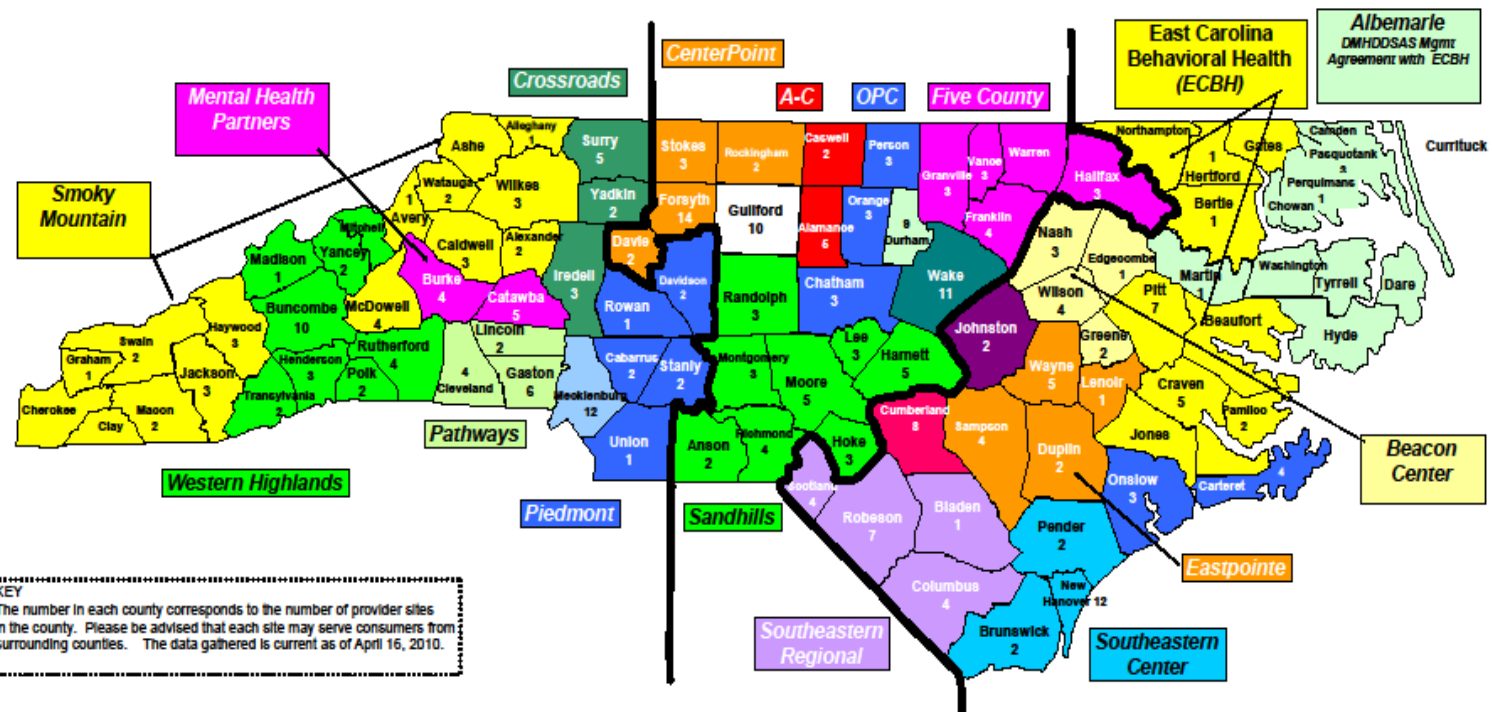
CABHA Update

- Numbers:
 - Initial Attestation letters submitted: 557
 - Initial Attestation letters reviewed: 468
 - Initial Attestation letters to be reviewed this week: 89
 - Attestation letters passing desk review: 75
 - Providers ready for verification: 36
 - Providers completed verification: 11; 10 passed
 - Attestation letter resubmission letters anticipated: 350
- No final word from CMS yet on extension request

Coverage of Providers Clearing Desk Review Process as of April 20

Current Capacity of CABHAs to Provide CST, Day Tx, IHH Services Statewide (PHASE I - Desk Review)

(NOTE: The map and attached document includes providers that have met one or both checksheets for the desk review. It does not include the Good Standing Results, nor the MD search)



The counties within an LME share the same color. Unless otherwise indicated, the LME name is the county name(s).



Medicaid Waiver Update

- 4 LMEs submitted applications:
 - East Carolina Behavioral Health
 - Mecklenburg
 - Sandhills
 - Western Highlands Network
- Desk reviews complete; on-site May 3-6
- Announce participants by July 1, 2010
- “Go Live” January 2011



State Plan

- State Plan 2007-2010 developed through broad stakeholder input process.
- 5 Objectives:
 - Stable and high quality provider system
 - Expand crisis services
 - Standardize processes and procedures
 - Housing
 - Education and employment
- Made progress on some goals, less on others, primarily due to \$



State Plan 2010-2013

- \$ will continue to be a challenge for next three years
- Objectives from 2007-2010 plan remain valid
- 2010-2013, focus on same objectives, using new initiatives
 - CABHA: Stable, high quality providers, standardization
 - 3-Way Hospital Contracts – crisis system
 - Medicaid 1915 b/c waivers – providers, standardization, ability to use \$ creatively to achieve other goals



Provider Report Cards

- Annual reports
- Working to develop at both provider and endorsed site level
- Incorporate FEM, NC TOPPS, Customer Satisfaction surveys – inclusive of Medicaid and state \$ - collaborative effort
- Begin with Intensive In-Home, expand to other services
- First draft to providers October 2010
- Publish on web January 2011

Provider Report Card – Mock Up

(example only) DRAFT - Provider Performance Report - DRAFT (example only)

| | |
|---|----------------------------------|
| Reporting period | SFY 2010 (7/1/2009 - 6/30/2010) |
| Provider ID | 123456789 |
| Provider Agency | ACME Mental Health Agency |
| Address | 123 Main Street |
| City | Cabhanville |
| LME | All |
| County | Every |
| Age/Disability group served | Child MH |
| Name of Service | Intensive In-Home |
| CABHA agency status | In Process |
| Current Accreditation Status | Full (3 year) |
| Provider is being accredited by: | COA |
| Standing with oversight agencies | Satisfactory-No problems found |
| Includes DHSR, DMA, DMH/DD/SAS, LME, & Accrediting Agency | |

| | Agency Scores | | Average for Service Type | |
|--|---------------|-----------|--------------------------|--|
| | High | Moderate | | |
| LME Confidence: Overall Rating | | | | |
| <i>Change from Previous Rating</i> | | | | |
| <i>Provider Performance (30 possible points)</i> | 25 | 20 | | |
| <i>Oversight Results (30 possible points)</i> | 20 | 15 | | |
| <i>Incidents (20 possible points)</i> | 18 | 15 | | |
| <i>Complaints (20 possible points)</i> | 18 | 15 | | |
| Total Score (100 possible points) | 81 | 65 | | |

Latest Frequency & Extent of Monitoring (FEM) completed: 1 to 2 years ago

| | Percent Positive | Average for Service Type | Percent Positive | Average for Service Type |
|----------------------------|---|--------------------------|------------------|--------------------------|
| | Consumer Perceptions: Overall Satisfaction | 80% | 93% | 100% |
| Respondents: | Parents of Children Ages 3-11 | Youth Ages 12-17 | | |
| Access | 80% | 92% | 67% | 85% |
| Participation in Treatment | 100% | 95% | 100% | 80% |
| Personal Outcomes | 40% | 65% | 67% | 67% |

| | | | | |
|--------------------|---------------|-----|---------------|-----|
| Number Responding: | Agency | All | Agency | All |
| Number Responding: | 5 | 482 | 7 | 641 |
| Survey Date: | Fall SFY 2010 | | Fall SFY 2010 | |

Scores for providers with fewer than 5 respondents are not displayed.

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| Name of Service | Intensive In-Home |

| Personal Outcomes | Agency Scores | | Average for Service Type | |
|--|-------------------|------------------|--------------------------|--------------------|
| | Percent Positive* | Number Reporting | Average for Service Type | Agency vs. Average |
| <i>Reduced Symptoms</i> | 35% | 65 | 45% | Below |
| <i>Reduced Alcohol Use</i> | 75% | 35 | 80% | Below |
| <i>Reduced Illicit Drug Use</i> | 100% | 32 | 80% | Above |
| <i>Improved Housing Stability</i> | 35% | 65 | 35% | Equal |
| <i>Improved Educational Involvement</i> | 52% | 65 | 52% | Equal |
| <i>Improved Extracurricular / Community Activities</i> | 35% | 65 | 35% | Equal |
| <i>Reduced Arrests</i> | 100% | 20 | 95% | Above |

*Number of consumers who improved or maintained a positive status out of all consumers reported to NC-TOPPS during the report period.

| Recovery Progress | Agency Scores | | Average for Service Type | |
|--|-------------------|------------------|--------------------------|--------------------|
| | Percent Positive* | Number Reporting | Average for Service Type | Agency vs. Average |
| <i>Improved Participation in Recovery Groups</i> | 80% | 65 | 60% | Above |
| <i>Reduced Use of Emergency Departments</i> | 35% | 65 | 40% | Below |
| <i>Reduced Psychiatric Hospitalizations</i> | 65% | 65 | 50% | Above |

| Data Quality | Agency Scores | | Average for Service Type | |
|---|---------------|--------|--------------------------|--------------------|
| | Percent | Number | Average for Service Type | Agency vs. Average |
| <i>Consumers with any NC-TOPPS data</i> | 58% | 72 | 65% | Below |
| <i>Consumers with Update or Completion data</i> | 52% | 65 | 45% | Above |
| <i>Consumers served during report period</i> | | 125 | | 3,500 |

Scores for providers reporting on fewer than 5 consumers are not displayed.



Health Care Reform

- Eligibility – 133% FPL becomes mandatory
- Benchmark service package
- Long term support changes
- Program Integrity
- Timelines



Other DMA Updates

- CBRS
- Provider Enrollment
- Health Choice



Questions?
