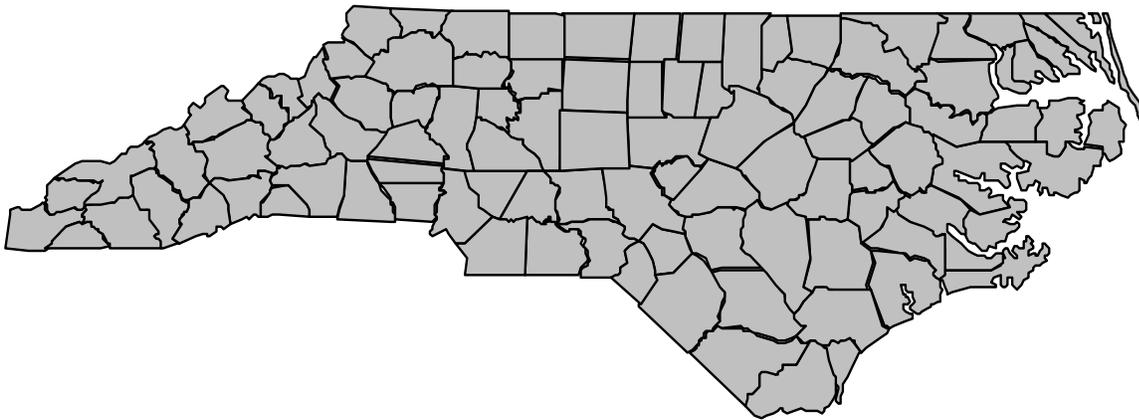


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
and Substance Abuse Services**

**SFY 2014 Performance Contract
With Local Management Entities - Managed Care Organizations
Report/Data Submission Requirements**

**Fourth Quarter Report
April 1, 2014 - June 30, 2014**



Prepared by

Quality Management Team
Community Policy Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services

Revised November 2014



SFY 2014 Performance Contract
 Report/Data Submission Requirements
 Fourth Quarter Report
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Introduction

This is the **Fourth Quarter Report** for SFY 2013-2014 under the Performance Contract between the LME-MCOs and NC DHHS.

This report tracks LME-MCO performance (timeliness, completeness, accuracy) in submitting required data/reports to the Division of MH/DD/SAS. Some requirements are quarterly while others are semi-annual or annual requirements. For reasons of economy, only those requirements with a report due in the current quarter are included in this report.

The tables on the following pages list the report schedule, provide the performance requirements, and show LME-MCO performance for the current quarter. Data submission/report requirements that have been met are depicted with a star (★) in the standard met column for each report. If the requirement was not met, this column will be blank, and the element that caused the standard not to be met will be shaded red.

Overall, the LME-MCOs met 93 percent of the eight report submission requirements and 81 percent of the nine data submission/report requirements measured this quarter. Items that are marked "N/A" on the Summary of Performance matrix indicate reports or data submission requirements that do not apply to a specific LME-MCO. MeckLINK Behavioral Healthcare became part of Cardinal Innovations Healthcare Solutions on April 1, 2014. As a result, some data for MeckLINK Behavioral Healthcare was combined for this quarter. Where this has occurred a footnote is included below the table.

Questions or Concerns

If staff of an LME-MCO have questions about any of the individual requirements or believe that information contained in this report is in error, they should contact their LME-MCO liaison within 30 days of the report date. The LME-MCO liaison will assist in getting answers to questions and/or having errors corrected. The Division will publish a revised report at the time of the next quarterly report if corrections are necessary due to Division errors.

SFY 2014 Performance Contract Report Schedule

*The table below shows which requirements will be reported by quarter**

Requirement	1st Qtr Nov 30	2nd Qtr Feb 28	3rd Qtr May 30	4th Qtr Aug 30
1. Monthly Financial Reports	X	X	X	X
2. Substance Abuse/Juvenile Justice Initiative Quarterly Report	X	X	X	X
3. Work First Initiative Quarterly Reports	X	X	X	X
4. Traumatic Brain Injury (TBI) Services Quarterly Report	X	X	X	X
5. Quarterly Complaints Report	X	X	X	X
6. Client Data Warehouse (CDW) - Screening Record	X	X	X	X
7. Client Data Warehouse (CDW) - Admissions	X	X	X	X
8. Client Data Warehouse (CDW) - ICD-9 Diagnosis	X	X	X	X
9. Client Data Warehouse (CDW) - Unknown Data (Admissions)	X	X	X	X
10. Client Data Warehouse (CDW) - Unknown Data (Discharges)	X	X	X	X
11. Client Data Warehouse (CDW) - Identifying and Demographic Records	X	X	X	X
12. Client Data Warehouse (CDW) - Drug of Choice	X	X	X	X
13. Client Data Warehouse (CDW) - Episode Completion Record (SA Clients)	X	X	X	X
14. NC Treatment Outcomes and Program Performance System (Initial)	Report under revision			
15. NC Treatment Outcomes and Program Performance System (Update)	X	X	X	X
16. NC Support Needs Assessment Profile (NC-SNAP)	X	X	X	X
17. System of Care Report		X		X
18. SAPTBG Compliance Report		X		X
19. National Core Indicators (NCI) Consents, Pre-Surveys, and Mail Surveys				X

*The dates listed for the quarterly reports are the scheduled dates for the Division to publish the Performance Contract Report. For this to happen, LME-MCO required reports are due to the Division's Report Contact/Requirement Sponsor by the due date indicated on the report (typically the end of the month prior to publishing), and the Report Contact/Requirement Sponsor's reports are due to the Division's Quality Management Team by the 15th of the month indicated above.

**SFY 2014 Performance Contract Report/Data Submission Requirements Summary Of Performance
Fourth Quarter Report
April 1, 2014 - June 30, 2014**

Report Submission Measures

Data Submission Measures

LME-MCO	Report Submission Measures											Data Submission Measures													
	Number of Report Submission Measures Met	Total Number of Report Submission Measures	Percent of Report Submission Measures Met	1. Monthly Financial Report (Current Qtr)	2. SAJJ Initiative Quarterly Report	3. Work First Initiative Quarterly Report	4. TBI Services Quarterly Report	5. Quarterly Complaints Report	17. System of Care Quarterly Report	18. SAPTEG Compliance Semi-Annual Report	19. National Core Indicators Consents, Pre-Surveys, and Mail Surveys	Number of Data Submission Measures Met	Total Number of Data Submission Measures	Percent of Data Submission Measures Met	6. CDW - Screening Record	8. CDW - (CD-9 Diagnosis	9. CDW - Unknown Data (Admissions)	10. CDW - Unknown Data (Discharges)	11. CDW - Identifying and Demographic Records	12. CDW - Drug of Choice	13. CDW - Episode Completion Records (SA Clients)	14. NC TOPPS - Initial	15. NC TOPPS - Update	16. NC-SMAP	
Alliance Behavioral Healthcare	8	8	100%	★	★	★	★	★	★	★	★	5	9	56%	★	★	★	★		★					
Cardinal Innovations Healthcare Solutions	7	8	88%	★	★	★		★	★	★	★	6	8	75%	★	★	★	★		★	★				N/A
CenterPoint Human Services	8	8	100%	★	★	★	★	★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★	
Coastal Care	8	8	100%	★	★	★	★	★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★	
East Carolina Behavioral Health	8	8	100%	★	★	★	★	★	★	★	★	5	9	56%	★	★	★						★	★	
Eastpointe	8	8	100%	★	★	★	★	★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★	
MeckLINK Behavioral Healthcare	1	3	33%		N/A	★	N/A	N/A	N/A	N/A		7	8	88%	★	★	★	★	★	★	★				N/A
Partners Behavioral Health Management	7	8	88%	★	★	★		★	★	★	★	7	9	78%	★	★	★	★		★	★			★	
Sandhills Center	7	8	88%	★	★	★		★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★	
Smoky Mountain Center	8	8	100%	★	★	★	★	★	★	★	★	5	9	56%	★		★	★		★				★	
STATEWIDE - Number			93%	9	9	10	6	9	9	9	9			81%	10	9	10	9	5	9	7	0	5	7	
STATEWIDE - Percent				90.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	90.0%				100.0%	90.0%	100.0%	90.0%	50.0%	90.0%	70.0%	0.0%	50.0%	87.5%	

- * This column shows the total number of **report submission** measures that apply this quarter. Some reports are due quarterly, two are due semi-annually, and one is due annually.
- ★ Indicates the LME-MCO met the performance standard for the measure.
- % Percents that are highlighted green indicate the LME-MCO met the performance standards for at least 65% of the measures in the respective category (e.g. report submission and/or data submission). Meeting the performance standards for at least 65% of the measures is one of the factors considered in LME-MCO monitoring decisions.
- N/A Indicates measures that were not applicable this quarter.

This measure is under revision and the results were not reported this quarter.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

1. Monthly Financial Reports

Performance Requirement: LME-MCO submits all required monthly financial reports in acceptable format, completeness, and accuracy by the 20th of the month (or next business day if the due date is a weekend or holiday) following the month covered by the report. For example, the financial report covering the month of Jan is due by Feb 20.

SFY 2014 Standard: Reports are accurate, complete, and received by the due date.

LME-MCO	MAR Report Due 4/21/14		APR Report Due 5/20/14		MAY Report Due 6/20/14		Standard Met ²
	Date Received ¹	Accurate, Complete	Date Received ¹	Accurate, Complete	Date Received ¹	Accurate, Complete	
Alliance Behavioral Healthcare	4/9/14	Yes	5/9/14	Yes	6/16/14	Yes	★
Cardinal Innovations Healthcare Solutions	4/21/14	Yes	5/15/14	Yes	6/16/14	Yes	★
CenterPoint Human Services	4/17/14	Yes	5/19/14	Yes	6/19/14	Yes	★
CoastalCare	4/9/14	Yes	5/9/14	Yes	6/20/14	Yes	★
East Carolina Behavioral Health	4/16/14	Yes	5/16/14	Yes	6/9/14	Yes	★
Eastpointe	4/21/14	Yes	5/20/14	Yes	6/20/14	Yes	★
MeckLINK Behavioral Healthcare	5/30/14	No	See Note 3				
Partners Behavioral Health Management	4/8/14	Yes	5/8/14	Yes	6/12/14	Yes	★
Sandhills Center	4/21/14	Yes	5/20/14	Yes	6/20/14	Yes	★
Smoky Mountain Center	4/21/14	Yes	5/20/14	Yes	6/20/14	Yes	★

Number and Percent of LME-MCOs that met the Performance Standard:

9 (90%)

Notes:

1. Red shading indicates reports that are not received by the due date or are not accurate and complete.
2. ★ = Met the Performance Contract Standard.
3. The financial report for March due 4/21/14 did not contain county financial data. Following the merger of MeckLINK BH with Cardinal Innovations on 4/1/14, financial reporting for the MeckLINK BH operating center has been integrated into the Cardinal Innovations reporting.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

2. Substance Abuse/Juvenile Justice Initiative Quarterly Reports

Performance Requirement: LME-MCO submits a quarterly SA/Juvenile Justice Initiative Report by the 20th of the month following the end of the quarter (or next business day if the due date is a weekend or holiday).

SFY 2014 Standard: All reports are accurate and complete and are received no later than 10 days after the due date.

LME-MCO	4th Qtr Report Due 7/21/14				
	Juvenile Detention		JJSAMH Partnership		Standard Met ²
	Date Received ¹	Accurate And Complete	Date Received ¹	Accurate And Complete	
Alliance Behavioral Healthcare	7/10/14	Yes	7/10/14	Yes	★
Cardinal Innovations Healthcare Solutions			7/17/14	Yes	★
CenterPoint Human Services	7/10/14	Yes	7/10/14	Yes	★
CoastalCare	7/2/14	Yes	7/11/14	Yes	★
East Carolina Behavioral Health	7/11/14	Yes	7/11/14	Yes	★
Eastpointe			7/8/14	Yes	★
MeckLINK Behavioral Healthcare	Data is combined with Cardinal Innovations Healthcare Solutions				
Partners Behavioral Health Management	7/10/14	Yes	7/17/14	Yes	★
Sandhills Center	7/2/14	Yes	7/7/14	Yes	★
Smoky Mountain Center	7/8/14	Yes	7/8/14	Yes	★

Number of Percent of LME-MCOs that Met the SFY2014 Standard: 9 (100%)

Notes:

1. Reports that are not complete or that were received >10 days after the due date are shaded red.

Reports with ***italicized*** dates and yellow shading were received within 10 days after the due date.

2. ★ = Met the Performance Contract Standard. N/A = Not Applicable this quarter.

3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

3. Work First Initiative Quarterly Reports

Performance Requirement: LME-MCO submits a quarterly Work First Initiative Report by the 20th of the month following the end of the quarter (or next business day if the due date is a weekend or holiday).

SFY 2014 Standard: All reports are accurate and complete and are received no later than 10 days after the due date.

LME-MCO	4th Qtr Report Due 7/21/14		Standard Met ²
	Date Received ¹	Accurate And Complete	
Alliance Behavioral Healthcare	7/18/2014	Yes	★
Cardinal Innovations Healthcare Solutions	7/20/2014	Yes	★
CenterPoint Human Services	7/17/2014	Yes	★
CoastalCare	7/18/2014	Yes	★
East Carolina Behavioral Health	7/18/2014	Yes	★
Eastpointe	7/17/2014	Yes	★
MeckLINK Behavioral Healthcare	7/20/2014	Yes	★
Partners Behavioral Health Management	7/16/2014	Yes	★
Sandhills Center	7/14/2014	Yes	★
Smoky Mountain Center	7/19/2014	Yes	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard: 10 (100%)

Notes:

1. Dates that are shaded red indicate reports received >10 days after the due date.

Dates with yellow shading are within 10 days after the due date.

2. ★ = Met the Performance Contract Standard.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

4. Quarterly Traumatic Brain Injury (TBI) Services Report

Performance Requirement: LME-MCO submits all required Traumatic Brain Injury (TBI) Services reports in acceptable format by the following due dates (or next business day if the due date is a weekend or holiday):

- First quarter report = Dec 31.
- Second quarter report = Mar 31.
- Third quarter report = Jun 30.
- Fourth quarter report = Aug 31.

SFY 2014 Standard:

Reports are accurate, complete, and received by the due date.

LME-MCO	3rd Qtr Report Due 6/30/14		
	Date Received ¹	Accurate, Complete	Standard Met ²
Alliance Behavioral Healthcare	6/27/14	Yes	★
Cardinal Innovations Healthcare Solutions	6/30/14	No	
CenterPoint Human Services	6/30/14	Yes	★
CoastalCare	4/25/14	Yes	★
East Carolina Behavioral Health	6/30/14	Yes	★
Eastpointe	6/16/14	Yes	★
MeckLINK Behavioral Healthcare	Data is combined with Cardinal Innovations Healthcare Solutions		
Partners Behavioral Health Management	6/27/14	No	
Sandhills Center	7/3/14	Yes	
Smoky Mountain Center	6/30/14	Yes	★

Number and Percent of LME-MCOs that met the Performance Standard:

6 (66.7%)

Notes:

1. Red shading indicates reports that are not received by the due date or are not accurate and complete.
2. ★ = Met the Performance Contract Standard.
3. MeckLINK merged with Cardinal on April 1, 2014, results have been combined.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

5. Quarterly Complaints Report

Performance Requirement: LME-MCO submits all required Complaints reports in acceptable format by the following due dates (or next business day if the due date is a weekend or holiday):

- First quarter report = Nov 15.
- Second quarter report = Feb 15.
- Third quarter report = May 15.
- Fourth quarter report = Aug 15.

SFY 2014 Standard:

Reports are accurate, complete, and received by the due date.

LME-MCO	4th Qtr Report Due 8/15/14		
	Date Received ¹	Accurate, Complete	Standard Met ²
Alliance Behavioral Healthcare	8/14/14	Yes	★
Cardinal Innovations Healthcare Solutions	8/15/14	Yes	★
CenterPoint Human Services	8/14/14	Yes	★
CoastalCare	7/25/14	Yes	★
East Carolina Behavioral Health	8/15/14	Yes	★
Eastpointe	8/13/14	Yes	★
MeckLINK Behavioral Healthcare	Data is combined with Cardinal Innovations Healthcare Solutions		
Partners Behavioral Health Management	8/12/14	Yes	★
Sandhills Center	8/11/14	Yes	★
Smoky Mountain Center	8/15/14	Yes	★

Number and Percent of LME-MCOs that met the Performance Standard:

9 (100%)

Notes:

1. Red shading indicates reports that are received before the quarter has ended, not received by the due date, or are not accurate and complete.

2. ★ = Met the Performance Contract Standard.

3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

**6. Client Data Warehouse (CDW)
 Screening Records**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. Consumers who are screened by the LME-MCO's Access Unit and determined to have a mh/dd/sa problem will have a completed cross-reference to the Common Name Data Service (CNDS) in CDW within 30 days of the initial contact.

The table below shows the percentage of consumers screened by the LME-MCO's Access Unit during the prior quarter (January 1, 2014 - March 31, 2014) with a cross-reference to the CNDS completed within 30 days of initial contact.

SFY 2014 Standard: 90% of consumers screened by the LME-MCO's Access Unit who are determined to have a mh/dd/sa problem have a completed cross-reference to the CNDS within 30 days of initial contact.

LME-MCO	Number Screened With A MH/DD/SA Problem	Number Missing CNDS Cross-reference	Number Completed within 30 days	Percent With Records Completed Within 30 Days	Standard Met ²
Alliance Behavioral Healthcare	13	1	12	92%	★
Cardinal Innovations Healthcare Solutions	1,774	32	1,742	98%	★
CenterPoint Human Services	475	0	475	100%	★
CoastalCare	41	0	41	100%	★
East Carolina Behavioral Health	8	0	8	100%	★
Eastpointe	3,576	155	3,421	96%	★
MeckLINK Behavioral Healthcare	46	0	46	100%	★
Partners Behavioral Health Management	35	0	35	100%	★
Sandhills Center	396	6	390	98%	★
Smoky Mountain Center	16	0	16	100%	★
TOTAL	6,380	194	6,186	97%	★

Number and Percent of LME-MCOs that met the SFY 2014 Performance Standard: 10 (100%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.

SFY 2014 Performance Contract Data/Report Submission Requirements
Fourth Quarter Report
April 1, 2014 - June 30, 2014

**7. Client Data Warehouse (CDW)
Admissions**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. Submitted admission records (record type 11) are complete and accurate.

The table below shows the number of admissions for which data was submitted to the CDW as of July 31, 2014.

LME-MCO	Facility Code	APR	MAY	JUN	Fourth Quarter Adm SFY2014	Fourth Quarter Adm SFY2013	Monthly Average SFY2014	Monthly Average SFY2013
Alliance Behavioral Healthcare	23141	553	452	429	1,434	859	478	286
CenterPoint Human Services	23021	359	301	291	951	987	317	329
CoastalCare	43141	234	227	172	633	595	211	198
East Carolina Behavioral Health	43071	11	62	149	222	3,162	74	1,054
Eastpointe	43081	1,304	1,199	920	3,423	2,998	1,141	999
Partners Behavioral Health Management	13114	549	647	534	1,730	94	577	31
Cardinal Innovations Healthcare Solutions	13121	2,575	875	569	4,019	4,625	1,340	1,542
Sandhills Center	33031	283	362	364	1,009	3,044	336	1,015
Smoky Mountain Center	13010	607	543	445	1,595	2,602	532	867
TOTAL ADMISSIONS		6,475	4,668	3,873	15,016	18,966	5,005	6,322

Data that are shaded are incomplete or appear to be inaccurate (e.g. <100 or <40% of the prior year's quarter total).

Western Highland merged with Smoky as of October 1, 2013.

Data for Smoky Mountain for SFY2013 includes WHN as though they were a merged entity.

MeckLINK merged with Cardinal Innovations as of April 1, 2014.

Data for Cardinal Innovations for SFY2013 includes MeckLINK as though they were a merged entity.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

**8. Client Data Warehouse (CDW)
 Diagnosis Records**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. Open clients who are enrolled in a target population and receive a billable service will have a completed diagnosis in CDW within 30 days of the beginning date of service (1 quarter lag time is allowed for submission). A missing diagnosis is defined as DHHS not being able to secure a diagnosis from a service claim (IPRS or Medicaid) or a Record Type 13.

The table below shows the percentage of clients admitted during the prior quarter (January 1, 2014 - March 31, 2014) with a diagnosis completed within 30 days of beginning date of service.

SFY 2014 Standard: 90% of open clients who are enrolled in a target population and receive a billable service have a diagnosis in CDW within 30 days of beginning service.

LME-MCO	Number of Admissions	Number Missing Diagnosis	Number Completed within 30 days	Percent With Records Completed Within 30 Days	Standard Met ²
Alliance Behavioral Healthcare	1,700	113	1,587	93%	★
Cardinal Innovations Healthcare Solutions	2,186	0	2,186	100%	★
CenterPoint Human Services	937	4	933	100%	★
CoastalCare	795	5	790	99%	★
East Carolina Behavioral Health	74	0	74	100%	★
Eastpointe	3,753	45	3,708	99%	★
MeckLINK Behavioral Healthcare	910	0	910	100%	★
Partners Behavioral Health Management	1,609	5	1,604	100%	★
Sandhills Center	3,609	1	3,608	100%	★
Smoky Mountain Center	1,856	558	1,298	70%	
TOTAL	17,429	731	16,698	96%	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

9 (90%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

**9. Client Data Warehouse (CDW)
 'Unknown' Value In Mandatory Fields (Admissions)**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. Mandatory fields contain a value other than 'unknown'.

The table below shows the percentage of clients admitted during the prior quarter (January 1, 2014 - March 31, 2014) where all mandatory data fields contain a value other than 'unknown'.

SFY 2014 Standard: 90% of all mandatory data fields for the prior quarter contain a value other than 'unknown'.

LME-MCO	Admission Records	County	Race	Ethnicity	Gender	Marital Status	Employment	Education	Veteran Status	Family Income	Family Size	Arrests 30 Days	Attention Self Help	Standard Met ²
Alliance Behavioral Healthcare	1,700	100%	99%	99%	100%	99%	100%	99%	99%	100%	100%	100%	100%	★
Cardinal Innovations Healthcare Solutions	2,186	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
CenterPoint Human Services	937	100%	100%	100%	100%	100%	100%	96%	99%	100%	100%	100%	100%	★
CoastalCare	795	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
East Carolina Behavioral Health	74	100%	99%	100%	100%	99%	100%	97%	99%	100%	100%	100%	100%	★
Eastpointe	3,753	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
MeckLINK Behavioral Healthcare	910	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
Partners Behavioral Health Management	1,609	100%	100%	100%	100%	100%	100%	98%	99%	100%	100%	100%	100%	★
Sandhills Center	3,609	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
Smoky Mountain Center	1,856	98%	99%	100%	96%	96%	100%	91%	94%	100%	100%	99%	100%	★
TOTAL	17,429	100%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

10 (100%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Fourth Quarter Report
 April 1, 2014 - June 30, 2014

**10. Client Data Warehouse (CDW)
 'Unknown' Value In Mandatory Fields (Discharges)**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. Mandatory fields contain a value other than 'unknown'.

The table below shows the percentage of clients discharged during the prior quarter (January 1, 2014 - March 31, 2014) where all mandatory data fields contain a value other than 'unknown'.

SFY 2014 Standard: 90% of all mandatory data fields for the prior quarter contain a value other than 'unknown'.

LME-MCO	Discharge Records	Discharge Reason	Referral To	Living Arrangement	Employment Status	Arrests Prior 30 Days	Attention Self Help	Standard Met ²
Alliance Behavioral Healthcare	1,531	98%	98%	98%	95%	98%	98%	★
Cardinal Innovations Healthcare Solutions	1,015	100%	100%	100%	100%	100%	100%	★
CenterPoint Human Services	109	100%	100%	100%	100%	100%	100%	★
CoastalCare	154	100%	100%	100%	100%	100%	100%	★
East Carolina Behavioral Health	0	0%	0%	0%	0%	0%	0%	
Eastpointe	13	100%	100%	100%	100%	100%	100%	★
MeckLINK Behavioral Healthcare	242	100%	100%	100%	100%	100%	100%	★
Partners Behavioral Health Management	453	100%	100%	100%	100%	100%	100%	★
Sandhills Center	703	100%	100%	100%	100%	100%	100%	★
Smoky Mountain Center	246	100%	100%	100%	90%	98%	100%	★
TOTAL	4,466	99%	99%	99%	98%	99%	99%	★

Number and Pct of LME-MCOs that met the SFY 2014 Standard:

9 (90%)

Notes:

1. Percentages less than 90% are shaded red.

2. ★ = Met the Performance Contract Standard.

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**11. Client Data Warehouse (CDW)
Identifying and Demographic Records**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. Open clients who are enrolled in a target population and receive a billable service will have a completed identifying record (record type 10) and a completed demographic record (record type 11) in CDW within 30 days of the beginning date of service on the paid claims record.

The table below shows the percentage of clients admitted during the prior quarter (January 1, 2014 - March 31, 2014) with an identifying record and demographic record completed within 30 days of the beginning date of service.

SFY 2014 Standard: 90% of open clients who are enrolled in a target population and receive a billable service have completed identifying and demographic records within 30 days of the beginning date of service.

LME-MCO	Number of Claims ³	Number Missing Records	Number Completed within 30 days	Percent With Records Completed Within 30 Days	Standard Met ²
Alliance Behavioral Healthcare	1,393	302	1,091	78%	
Cardinal Innovations Healthcare Solutions	1,009	332	677	67%	
CenterPoint Human Services	1,046	3	1,043	100%	★
CoastalCare	1,394	32	1,362	98%	★
East Carolina Behavioral Health	2,421	948	1,473	61%	
Eastpointe	460	12	448	97%	★
MeckLINK Behavioral Healthcare	286	0	286	100%	★
Partners Behavioral Health Management	909	158	751	83%	
Sandhills Center	718	10	708	99%	★
Smoky Mountain Center	1,133	287	846	75%	
TOTAL	10,769	2,084	8,685	81%	

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

5 (50%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.
3. Only includes IPRS claims.

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**12. Client Data Warehouse (CDW)
 Drug Of Choice Data**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. A drug of choice record (record type 17) is completed within 60 days of the beginning date of service for clients enrolled in any of the following target populations: ASCDR, ASCJO, ASCS, ASDSS, ASTNC, CSTNC, ASTER, ASWOM, CSCS, CSMAJ, and CSSAD.

The table below shows the percentage of open clients in the designated target populations (January 1, 2014 - March 31, 2014) with a drug of choice record completed within 60 days of the beginning date of service.

SFY 2014 Standard: 90% of open clients in the designated target populations have a drug of choice record completed within 60

LME-MCO	Number of Claims ³	Number Missing Records	Number Completed within 60 days	Percent With Records Completed Within 60 Days	Standard Met ²
Alliance Behavioral Healthcare	394	6	388	98%	★
Cardinal Innovations Healthcare Solutions	214	5	209	98%	★
CenterPoint Human Services	322	0	322	100%	★
CoastalCare	435	6	429	99%	★
East Carolina Behavioral Health	535	249	286	53%	
Eastpointe	146	10	136	93%	★
MeckLINK Behavioral Healthcare	151	0	151	100%	★
Partners Behavioral Health Management	269	5	264	98%	★
Sandhills Center	247	12	235	95%	★
Smoky Mountain Center	210	3	207	99%	★
TOTAL	2,923	296	2,627	90%	★

Number and Pct of LME-MCOs that met the SFY 2014 Standard:

9 (90%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.
3. Only includes IPRS claims.

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**13. Client Data Warehouse (CDW)
 Episode Completion (Discharge) Record - Substance Abuse Clients**

Performance Requirement: LME-MCO submits required CDW record types by the 15th of each month. An episode completion (discharge) record (Record Type 12) is completed for all consumers (except for members of the AMSRE target population) who have had no billable service for at least 60 days. This report separately focuses on **SA clients** who are identified for reporting to TEDS (Treatment Episodes Data System).

The table below shows the percentage of SA clients admitted since October 1, 2006, when this measure began, who during the prior quarter (January 1, 2014 - March 31, 2014) have had a billable service, administrative activity, or if neither occurred for at least 60 days, have submitted an episode completion record.

SFY 2014 Standard: 90% of SA clients admitted since October 1, 2006, who are not in the AMSRE target population, have had a billable service, administrative activity, or if neither occurred for at least 60 days, have submitted an episode completion record.

LME-MCO	Number of Clients Admitted Since October 1, 2006, Not in the AMSRE Target Population	Number <u>without</u> Appropriate Activity or an Episode Completion Record ³	Number <u>with</u> Appropriate Activity or an Episode Completion Record ⁴	Percent <u>with</u> Appropriate Activity or an Episode Completion Record	Standard Met ²
Alliance Behavioral Healthcare	250	82	168	67%	
Cardinal Innovations Healthcare Solutions	487	5	482	99%	★
CenterPoint Human Services	145	5	140	97%	★
CoastalCare	241	9	232	96%	★
East Carolina Behavioral Health	6	4	2	33%	
Eastpointe	549	14	535	97%	★
MeckLINK Behavioral Healthcare	71	1	70	99%	★
Partners Behavioral Health Management	403	15	388	96%	★
Sandhills Center	684	16	668	98%	★
Smoky Mountain Center	289	56	233	81%	
TOTAL	3,125	207	2,918	93%	★

Number and Pct of LME-MCOs that met the SFY 2014 Standard:

7 (70%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.
3. Number without a billable service or administrative activity for at least 60 days, and an Episode Completion Record was not submitted.
4. Number with a billable service, administrative activity, or if neither occurred for at least 60 Days, an Episode Completion Record was submitted.

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**14. NC Treatment Outcomes and Program Performance System (NC-TOPPS)
 Initial Assessments**

Performance Requirement: The LME-MCO, through providers, will collect outcomes information on its consumers following sampling methods and reporting schedules for the instrument being used. The instrument used will depend on the type of consumer. The NC-TOPPS is required for all MH/SA consumers ages six and older and shall be entered in the web-based system within 30 days of completion of the assessment as specified in the NC-TOPPS Implementation Guidelines. The expected number of initial assessments will be based on the number of consumers in the relevant target populations for whom services are reimbursed through the IPRS or MMIS reimbursement systems during the time period under review. To ensure accuracy and completeness, data reported below are for two quarters ago (time-lagged two quarters).

SFY 2014 Standard: 90% of the expected initial forms are received on time.

LME-MCO	Expected # of Initial Assessments ³	Criterion 1: Receipt		Criterion 2: Timeliness		Standard Met ²
		# of Initial Assessments Received	% of Expected Assessments Received ¹	# of Initial Assessments Received On-Time	% of Expected Assessments Received On-Time ¹	
Alliance Behavioral Healthcare						
Cardinal Innovations Healthcare Solutions						
CenterPoint Human Services						
CoastalCare						
East Carolina Behavioral Health						
Eastpointe						
MeckLINK Behavioral Healthcare						
Partners Behavioral Health Management						
Sandhills Center						
Smoky Mountain Center						
Totals						

Report under revision

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

0 (0%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.
3. The expected and actual numbers of initial assessments this quarter are based on consumers whose claims were reimbursed through the IPRS system only.

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**15. NC Treatment Outcomes and Program Performance System (NC-TOPPS)
 Update Assessments**

Performance Requirement: The LME-MCO, through providers, will collect outcomes information on its consumers following sampling methods and reporting schedules for the instrument being used. The instrument used will depend on the type of consumer. The NC-TOPPS is required for all MH/SA consumers ages six and older and shall be entered in the web-based system within 30 days of completion of the assessment as specified in the NC-TOPPS Implementation Guidelines. An update assessment must be completed within two weeks before or after the required update month (e.g. 3-months, 6-months, 12-months, 18-months, etc). All update assessments shall be complete and accurate. The DMH/DD/SAS shall annually sample consumers with initial assessments to determine the timeliness and accuracy of 3-month update assessments. The 3-month update assessments shall be administered between 76 and 104 days after the initial assessment. To ensure accuracy and completeness, data reported below are for two quarters ago (time-lagged two quarters).

SFY 2014 Standard: 90% of the expected update forms are received and are timely.

LME-MCO	Expected # of Update Instruments	Receipt		Timeliness		Standard Met ²
		# of Update Assessments Received	% of Expected Assessments Received ¹	# of Update Assessments Received On-Time	% of Expected Assessments Received On-Time ¹	
Alliance Behavioral Healthcare	1,545	1,407	91.1%	1,254	81.2%	
Cardinal Innovations Healthcare Solutions	1,312	1,209	92.1%	1,096	83.5%	
CenterPoint Human Services	530	513	96.8%	505	95.3%	★
CoastalCare	980	980	100.0%	974	99.4%	★
East Carolina Behavioral Health	427	426	99.8%	419	98.1%	★
Eastpointe	1,513	1,512	99.9%	1,479	97.8%	★
MeckLINK Behavioral Healthcare	1,034	939	90.8%	870	84.1%	
Partners Behavioral Health Management	1,108	1,084	97.8%	942	85.0%	
Sandhills Center	1,513	1,469	97.1%	1,380	91.2%	★
Smoky Mountain Center	1,195	1,017	85.1%	876	73.3%	
Totals	11,157	10,556	94.6%	9,795	87.8%	

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

5 (50%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard.

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16. NC Support Needs Assessment Profile (NC-SNAP)

Performance Requirement: The LME-MCO, through providers, will submit to DMH/DD/SAS, by the 15th of each month (or next business day if the due date is a weekend or holiday), an electronically transmitted file (SQL or FTP) containing current assessment forms for all consumers receiving or requesting DD services.

SFY 2014 Standard: 90% of current assessments are no more than 15 months old.

LME-MCO	Currency Of Assessments			Standard Met ²
	# Received	# No More Than 15 Months Old	% No More Than 15 Months Old ¹	
Alliance Behavioral Healthcare	3,186	2,753	86.4%	
Cardinal Innovations Healthcare Solutions	LME submits data through special waiver not the NC-SNAP			N/A
CenterPoint Human Services	1,303	1,303	100.0%	★
CoastalCare	1,442	1,436	99.6%	★
East Carolina Behavioral Health	1,597	1,461	91.5%	★
Eastpointe	2,255	2,127	94.3%	★
MeckLINK Behavioral Healthcare	Data is combined with Cardinal Innovations Healthcare Solutions			N/A
Partners Behavioral Health Management	2,153	1,941	90.2%	★
Sandhills Center	2,027	1,897	93.6%	★
Smoky Mountain Center	1,996	1,967	98.5%	★
Totals	15,959	14,885	93.3%	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

7 (87.5%)

Notes:

1. Percentages less than 90% are shaded red.
2. ★ = Met the Performance Contract Standard. N/A = Not Applicable this quarter.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

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17. System of Care

Performance Requirement: LME-MCO submits a quarterly System of Care Report by the 15th of the month following the end of the quarter (or next business day if the due date is a weekend or holiday).

SFY 2014 Standard: All reports are accurate and complete and are received no later than 7 days after the due date.

LME-MCO	4th Qtr Report Due 7/15/14		Standard Met ²
	Date Received ¹	Complete	
Alliance Behavioral Healthcare	7/17/14	Yes	★
Cardinal Innovations Healthcare Solutions	7/15/14	Yes	★
CenterPoint Human Services	7/1/14	Yes	★
CoastalCare	7/10/14	Yes	★
East Carolina Behavioral Health	7/14/14	Yes	★
Eastpointe	7/11/14	Yes	★
MeckLINK Behavioral Healthcare	Data is combined with Cardinal Innovations Healthcare Solutions		
Partners Behavioral Health Management	7/14/14	Yes	★
Sandhills Center	7/2/14	Yes	★
Smoky Mountain Center	7/15/14	Yes	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

9 (100%)

Notes:

1. Dates that are shaded red indicate reports received >7 days after the due date.

Dates with yellow shading are within 7 days after the due date.

2. ★ = Met the Performance Contract Standard.

3. MeckLINK merged with Cardinal on April 1, 2014, results have been combined.

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18. SAPTBG Compliance Report

Performance Requirement: The LME-MCO shall submit a semi-annual SAPTBG Compliance Report by the 20th of the month (or next business day if on a holiday or weekend) following the end of the semi-annual period. Reports are accurate and complete and show at least 48 hours of Synar activity for the period.

SFY 2014 Standard: All reports are accurate and complete, show 48 hours of Synar activity, and are received no later than 10 days after the due date.

LME-MCO	End Of Year Report (Due 7/21/14)			Standard Met ²
	Date Received ¹	Accurate and Complete	48 Hours Of Synar Activity	
Alliance Behavioral Healthcare	7/22/14	Yes	Yes	★
Cardinal Innovations Healthcare Solutions	7/24/14	Yes	Yes	★
CenterPoint Human Services	7/22/14	Yes	Yes	★
CoastalCare	7/22/14	Yes	Yes	★
East Carolina Behavioral Health	7/23/14	Yes	Yes	★
Eastpointe	7/23/14	Yes	Yes	★
MeckLINK Behavioral Healthcare	Data is combined with Cardinal Innovations Healthcare Solutions			
Partners Behavioral Health Management	7/22/14	Yes	Yes	★
Sandhills Center	7/16/14	Yes	Yes	★
Smoky Mountain Center	7/21/14	Yes	Yes	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

9 (100%)

Notes:

1. Dates that are highlighted red indicate reports received more than 10 days after the due date.

Dates that are highlighted yellow indicate reports received within 10 days after the due date.

2. ★ = Met the Performance Contract Standard.

3. MeckLINK merged with Cardinal on April 1, 2014, results have been combined.

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19. National Core Indicators (NCI) Consents And Pre-Surveys

Performance Requirement: The LME-MCO, through providers, will submit a consent form and a pre-survey for each person selected to participate in the NCI project within the specified timeframes. The LME will also submit information needed for the mailed survey. All submissions are complete.

SFY 2014 Standard: 75% of the pre-surveys, consents, and mail survey information are received by the due date and complete.

LME-MCO	Timeliness of Submission		Completeness (# Forms Received / # Expected)			Standard Met ²
	Pre-Surveys & Consents	Mailed Surveys	# Received	# Expected	% Complete ¹	
Alliance Behavioral Healthcare	Received On-Time	Received On-Time	57	50	114.0%	★
Cardinal Innovations Healthcare Solutions	Received On-Time	Received On-Time	204	200	102.0%	★
CenterPoint Human Services	Received On-Time	Received On-Time	69	50	138.0%	★
CoastalCare	Received On-Time	Received On-Time	53	50	106.0%	★
East Carolina Behavioral Health	Received On-Time	Received On-Time	45	50	90.0%	★
Eastpointe	Received On-Time	Received On-Time	52	50	104.0%	★
MeckLINK Behavioral Healthcare	Received On-Time	Not Received	12	50	24.0%	
Partners Behavioral Health Management	Received On-Time	Received On-Time	47	50	94.0%	★
Sandhills Center	Received On-Time	Received On-Time	107	100	107.0%	★
Smoky Mountain Center	Received On-Time	Received On-Time	120	100	120.0%	★
Totals			766	750	102.1%	

Number and Percent of LME-MCOs that met the SFY 2014 Standard:

9 (90%)

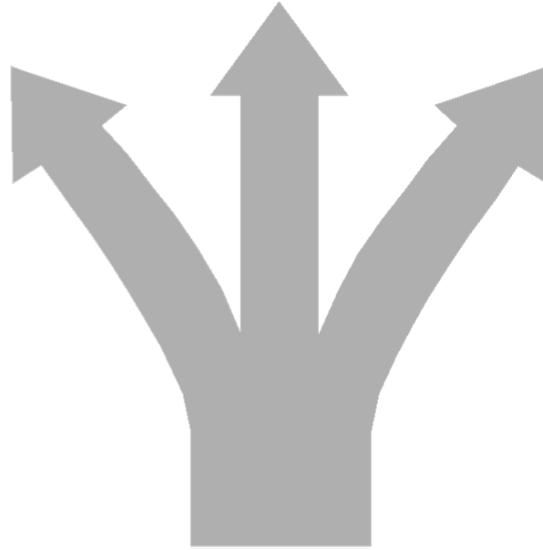
Notes:

1. Percentages less than 75% are shaded red.

2. ★ = Met the Performance Contract Standard.

Appendix: Summary of Revisions Made to the SFY2014 Fourth Quarter Report

- Quarterly TBI Report - CenterPoint 'Date Received' amended to reflect the correct date their report was received, which gave them full credit for meeting this requirement.



Please give us feedback so we can improve these reports by making them more informative and more useful to you!

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