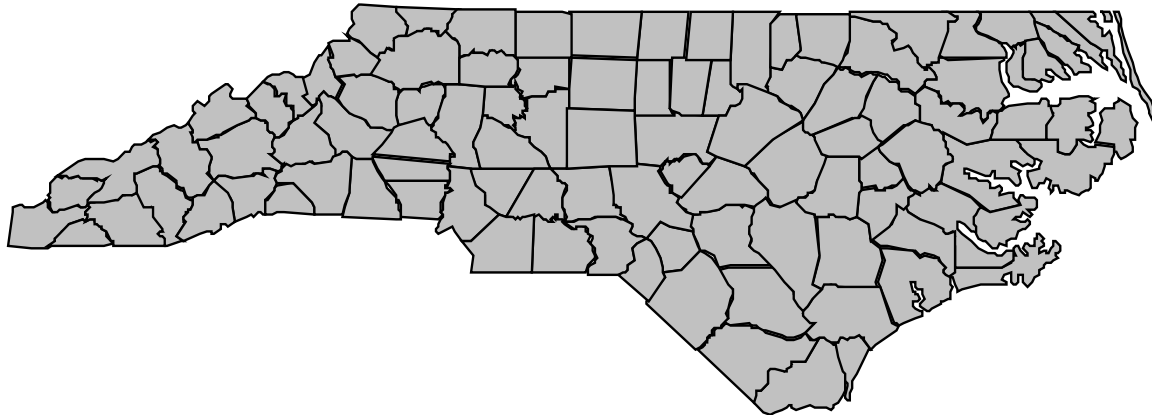


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
and Substance Abuse Services**

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

**Third Quarter Report
January 1, 2014 - March 31, 2014**



Prepared by

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North Carolina Department of Health and Human Services

May 2014



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

This is the **Third 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 86 percent of the five report submission requirements and 79 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. The Western Highlands Network counties became part of Smoky Mountain Center on October 1, 2013. Data on these counties is included with Smoky Mountain, except where footnoted below the table. 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 |

*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
Third Quarter Report
January 1, 2014 - March 31, 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 | Number of Data Submission Measures Met | Total Number of Data Submission Measures | Percent of Data Submission Measures Met | 6. CDW - Screening Record | 8. CDW - ICD-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 | 4 | 5 | 80% | | ★ | ★ | ★ | ★ | 6 | 9 | 67% | ★ | ★ | ★ | | ★ | ★ | | | | ★ |
| Cardinal Innovations Healthcare Solutions | 4 | 5 | 80% | | ★ | ★ | ★ | ★ | 7 | 8 | 88% | ★ | ★ | ★ | ★ | ★ | ★ | | | | N/A |
| CenterPoint Human Services | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 9 | 9 | 100% | ★ | ★ | ★ | ★ | ★ | ★ | | | ★ | ★ |
| Coastal Care | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 9 | 9 | 100% | ★ | ★ | ★ | ★ | ★ | ★ | | | ★ | ★ |
| East Carolina Behavioral Health | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 6 | 9 | 67% | ★ | ★ | ★ | ★ | | | | | ★ | ★ |
| Eastpointe | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 8 | 9 | 89% | ★ | ★ | ★ | ★ | ★ | ★ | | | ★ | ★ |
| MeckLINK Behavioral Healthcare | 0 | 5 | 0% | | N/A | N/A | N/A | N/A | 6 | 9 | 67% | | | ★ | ★ | ★ | ★ | | | ★ | N/A |
| Partners Behavioral Health Management | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 6 | 9 | 67% | ★ | ★ | ★ | ★ | | ★ | | | | ★ |
| Sandhills Center | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 9 | 9 | 100% | ★ | ★ | ★ | ★ | ★ | ★ | | | ★ | ★ |
| Smoky Mountain Center | 5 | 5 | 100% | ★ | ★ | ★ | ★ | ★ | 3 | 9 | 33% | | | ★ | ★ | ★ | | | | | |
| STATEWIDE - Number | | | 86% | 7 | 9 | 9 | 9 | 9 | | | 78% | 8 | 8 | 10 | 9 | 8 | 8 | 5 | 0 | 6 | 7 |
| STATEWIDE - Percent | | | 70.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | | | | 80.0% | 80.0% | 100.0% | 90.0% | 80.0% | 80.0% | 50.0% | 0.0% | 60.0% | 77.8% |

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

* 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.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Third Quarter Report
 January 1, 2014 - March 31, 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 each month (or next business day if the due date is a weekend or holiday).

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

| LME-MCO | JAN Report Due 1/21/14 | | FEB Report Due 2/20/14 | | MAR Report Due 3/20/14 | | Standard Met ² |
|---|----------------------------|--------------------|----------------------------|--------------------|----------------------------|--------------------|---------------------------|
| | Date Received ¹ | Accurate, Complete | Date Received ¹ | Accurate, Complete | Date Received ¹ | Accurate, Complete | |
| Alliance Behavioral Healthcare | Partial Report | No | Partial Report | No | 3/19/14 | No | |
| Cardinal Innovations Healthcare Solutions | 1/20/14 | Yes | 2/20/14 | Yes | 3/24/14 | Yes | |
| CenterPoint Human Services | 1/17/14 | Yes | 2/20/14 | Yes | 3/20/14 | Yes | ★ |
| CoastalCare | 1/21/14 | Yes | 2/20/14 | Yes | 3/20/14 | Yes | ★ |
| East Carolina Behavioral Health | 1/16/14 | Yes | 2/18/14 | Yes | 3/20/14 | Yes | ★ |
| Eastpointe | 1/16/14 | Yes | 2/18/14 | Yes | 3/17/14 | Yes | ★ |
| MeckLINK Behavioral Healthcare | 1/22/14 | Yes | 2/21/14 | Yes | 3/20/14 | Yes | |
| Partners Behavioral Health Management | 1/16/14 | Yes | 2/20/14 | Yes | 3/20/14 | Yes | ★ |
| Sandhills Center | 1/17/14 | Yes | 2/20/14 | Yes | 3/20/14 | Yes | ★ |
| Smoky Mountain Center | 1/20/14 | Yes | 2/19/14 | Yes | 3/20/14 | Yes | ★ |

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

7 (70%)

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.

SFY 2014 Performance Contract Data/Report Submission Requirements
Third Quarter Report
January 1, 2014 - March 31, 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 | 3rd Qtr Report Due 4/21/14 | | | | |
|---|---|-----------------------|----------------------------|-----------------------|---------------------------|
| | Juvenile Detention | | JJSAMH Partnership | | Standard Met ² |
| | Date Received ¹ | Accurate And Complete | Date Received ¹ | Accurate And Complete | |
| Alliance Behavioral Healthcare | 4/10/14 | Yes | 4/10/14 | Yes | ★ |
| Cardinal Innovations Healthcare Solutions | | | 4/11/14 | Yes | ★ |
| CenterPoint Human Services | 4/10/14 | Yes | 4/10/14 | Yes | ★ |
| CoastalCare | 4/6/14 | Yes | 4/16/14 | Yes | ★ |
| East Carolina Behavioral Health | 4/10/14 | Yes | 4/10/14 | Yes | ★ |
| Eastpointe | | | 4/7/14 | Yes | ★ |
| MeckLINK Behavioral Healthcare | Data is combined with Cardinal Innovations Healthcare Solutions | | | | |
| Partners Behavioral Health Management | 4/9/14 | Yes | 4/15/14 | Yes | ★ |
| Sandhills Center | 4/10/14 | Yes | 4/10/14 | Yes | ★ |
| Smoky Mountain Center | 4/10/14 | Yes | 4/10/14 | Yes | ★ |

Number of Percent of LME-MCOs that Met the SFY2014 Standard:

9 (90%)

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.

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

SFY 2014 Performance Contract Data/Report Submission Requirements
Third Quarter Report
January 1, 2014 - March 31, 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 | 3rd Qtr Report Due 4/21/14 | | Standard Met ² |
|---|---|-----------------------|---------------------------|
| | Date Received ¹ | Accurate And Complete | |
| Alliance Behavioral Healthcare | 4/20/2014 | Yes | ★ |
| Cardinal Innovations Healthcare Solutions | 4/18/2014 | Yes | ★ |
| CenterPoint Human Services | 4/15/2014 | Yes | ★ |
| CoastalCare | 4/15/2014 | Yes | ★ |
| East Carolina Behavioral Health | 4/17/2014 | Yes | ★ |
| Eastpointe | 4/15/2014 | Yes | ★ |
| MeckLINK Behavioral Healthcare | Data is combined with Cardinal Innovations Healthcare Solutions | | |
| Partners Behavioral Health Management | 4/17/2014 | Yes | ★ |
| Sandhills Center | 4/15/2014 | Yes | ★ |
| Smoky Mountain Center | 4/16/2014 | Yes | ★ |

Number and Percent of LME-MCOs that met the SFY 2014 Standard: 9 (90%)

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.

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Third Quarter Report
 January 1, 2014 - March 31, 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 | 2nd Qtr Report Due 3/31/14 | | |
|---|---|--------------------|---------------------------|
| | Date Received ¹ | Accurate, Complete | Standard Met ² |
| Alliance Behavioral Healthcare | 3/31/14 | Yes | ★ |
| Cardinal Innovations Healthcare Solutions | 3/31/14 | Yes | ★ |
| CenterPoint Human Services | 3/31/14 | Yes | ★ |
| CoastalCare | 3/21/14 | Yes | ★ |
| East Carolina Behavioral Health | 3/31/14 | Yes | ★ |
| Eastpointe | 3/31/14 | Yes | ★ |
| MeckLINK Behavioral Healthcare | Data is combined with Cardinal Innovations Healthcare Solutions | | |
| Partners Behavioral Health Management | 3/31/14 | Yes | ★ |
| Sandhills Center | 3/31/14 | Yes | ★ |
| Smoky Mountain Center | 3/31/14 | 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.

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Third Quarter Report
 January 1, 2014 - March 31, 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 | 3rd Qtr Report Due 5/15/14 | | |
|---|---|--------------------|---------------------------|
| | Date Received ¹ | Accurate, Complete | Standard Met ² |
| Alliance Behavioral Healthcare | 5/15/14 | Yes | ★ |
| Cardinal Innovations Healthcare Solutions | 5/15/14 | Yes | ★ |
| CenterPoint Human Services | 5/15/14 | Yes | ★ |
| CoastalCare | 4/14/14 | Yes | ★ |
| East Carolina Behavioral Health | 5/15/14 | Yes | ★ |
| Eastpointe | 5/15/14 | Yes | ★ |
| MeckLINK Behavioral Healthcare | Data is combined with Cardinal Innovations Healthcare Solutions | | |
| Partners Behavioral Health Management | 5/14/14 | Yes | ★ |
| Sandhills Center | 5/8/14 | Yes | ★ |
| Smoky Mountain Center | 5/15/14 | Yes | ★ |

Number and Percent of LME-MCOs that met the Performance Standard: 9 (90%)

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.

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

SFY 2014 Performance Contract Data/Report Submission Requirements
Third Quarter Report
January 1, 2014 - March 31, 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 (October 1, 2013 - December 31, 2013) 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 | 59 | 0 | 59 | 100% | ★ |
| Cardinal Innovations Healthcare Solutions | 1,860 | 188 | 1,672 | 90% | ★ |
| CenterPoint Human Services | 587 | 1 | 586 | 100% | ★ |
| CoastalCare | 98 | 0 | 98 | 100% | ★ |
| East Carolina Behavioral Health | 751 | 11 | 740 | 99% | ★ |
| Eastpointe | 4,245 | 110 | 4,135 | 97% | ★ |
| MeckLINK Behavioral Healthcare | 765 | 312 | 453 | 59% | |
| Partners Behavioral Health Management | 1 | 0 | 1 | 100% | ★ |
| Sandhills Center | 383 | 14 | 369 | 96% | ★ |
| Smoky Mountain Center | 1,604 | 484 | 1,120 | 70% | |
| TOTAL | 10,353 | 1,120 | 9,233 | 89% | |

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

8 (80%)

Notes:

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Third Quarter Report
 January 1, 2014 - March 31, 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 April 30, 2014.

| LME-MCO | Facility Code | JAN | FEB | MAR | Third Quarter Adm SFY2014 | Third Quarter Adm SFY2013 | Monthly Average SFY2014 | Monthly Average SFY2013 |
|---|---------------|--------------|--------------|--------------|---------------------------|---------------------------|-------------------------|-------------------------|
| Alliance Behavioral Healthcare | 23141 | 489 | 491 | 443 | 1,423 | 621 | 474 | 207 |
| CenterPoint Human Services | 23021 | 287 | 240 | 259 | 786 | 678 | 262 | 226 |
| CoastalCare | 43141 | 222 | 140 | 196 | 558 | 525 | 186 | 175 |
| East Carolina Behavioral Health | 43071 | 72 | 0 | 0 | 72 | 3,221 | 24 | 1,074 |
| Eastpointe | 43081 | 1,144 | 1,043 | 1,268 | 3,455 | 14,802 | 1,152 | 4,934 |
| MeckLINK Behavioral Healthcare | 13102 | 318 | 249 | 163 | 730 | 242 | 243 | 81 |
| Partners Behavioral Health Management | 13114 | 276 | 483 | 521 | 1,280 | 159 | 427 | 53 |
| Cardinal Innovations Healthcare Solutions | 13121 | 805 | 674 | 618 | 2,097 | 4,170 | 699 | 1,390 |
| Sandhills Center | 33031 | 1,509 | 1,184 | 889 | 3,582 | 1,213 | 1,194 | 404 |
| Smoky Mountain Center | 13010 | 431 | 621 | 472 | 1,524 | 2,512 | 508 | 837 |
| TOTAL ADMISSIONS | | 5,553 | 5,125 | 4,829 | 15,507 | 28,143 | 5,169 | 9,381 |

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.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Third Quarter Report
 January 1, 2014 - March 31, 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 (October 1, 2013 - December 31, 2013) 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 | 2,050 | 123 | 1,927 | 94% | ★ |
| Cardinal Innovations Healthcare Solutions | 2,464 | 2 | 2,462 | 100% | ★ |
| CenterPoint Human Services | 973 | 5 | 968 | 99% | ★ |
| CoastalCare | 742 | 0 | 742 | 100% | ★ |
| East Carolina Behavioral Health | 2,876 | 4 | 2,872 | 100% | ★ |
| Eastpointe | 2,970 | 119 | 2,851 | 96% | ★ |
| MeckLINK Behavioral Healthcare | 1,505 | 650 | 855 | 57% | |
| Partners Behavioral Health Management | 1,400 | 69 | 1,331 | 95% | ★ |
| Sandhills Center | 4,422 | 1 | 4,421 | 100% | ★ |
| Smoky Mountain Center | 8,130 | 5,177 | 2,953 | 36% | |
| TOTAL | 27,532 | 6,150 | 21,382 | 78% | |

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

8 (80%)

Notes:

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

SFY 2014 Performance Contract Data/Report Submission Requirements
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**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 (October 1, 2013 - December 31, 2013) 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 | 2,050 | 100% | 98% | 99% | 100% | 99% | 100% | 98% | 97% | 100% | 100% | 100% | 100% | ★ |
| Cardinal Innovations Healthcare Solutions | 2,464 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| CenterPoint Human Services | 973 | 97% | 98% | 99% | 100% | 99% | 100% | 95% | 98% | 100% | 100% | 100% | 100% | ★ |
| CoastalCare | 742 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| East Carolina Behavioral Health | 2,876 | 100% | 97% | 100% | 100% | 97% | 100% | 97% | 100% | 100% | 100% | 100% | 100% | ★ |
| Eastpointe | 2,970 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| MeckLINK Behavioral Healthcare | 1,505 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| Partners Behavioral Health Management | 1,400 | 92% | 100% | 100% | 100% | 100% | 100% | 98% | 100% | 100% | 100% | 100% | 100% | ★ |
| Sandhills Center | 4,422 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| Smoky Mountain Center | 8,130 | 99% | 98% | 98% | 100% | 96% | 100% | 95% | 95% | 100% | 100% | 99% | 100% | ★ |
| TOTAL | 27,532 | 99% | 99% | 99% | 100% | 98% | 100% | 98% | 98% | 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.

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**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 (October 1, 2013 - December 31, 2013) 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 | 234 | 91% | 91% | 91% | 89% | 91% | 91% | |
| Cardinal Innovations Healthcare Solutions | 1,038 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| CenterPoint Human Services | 62 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| CoastalCare | 90 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| East Carolina Behavioral Health | 88 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| Eastpointe | 19 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| MeckLINK Behavioral Healthcare | 511 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| Partners Behavioral Health Management | 232 | 100% | 100% | 100% | 98% | 100% | 100% | ★ |
| Sandhills Center | 822 | 100% | 100% | 100% | 100% | 100% | 100% | ★ |
| Smoky Mountain Center | 100 | 100% | 100% | 100% | 96% | 100% | 100% | ★ |
| TOTAL | 3,196 | 99% | 99% | 99% | 99% | 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 (October 1, 2013 - December 31, 2013) 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 | 2,845 | 165 | 2,680 | 94% | ★ |
| Cardinal Innovations Healthcare Solutions | 1,867 | 52 | 1,815 | 97% | ★ |
| CenterPoint Human Services | 2,137 | 168 | 1,969 | 92% | ★ |
| CoastalCare | 1,588 | 29 | 1,559 | 98% | ★ |
| East Carolina Behavioral Health | 1,790 | 404 | 1,386 | 77% | |
| Eastpointe | 3,022 | 56 | 2,966 | 98% | ★ |
| MeckLINK Behavioral Healthcare | 1,118 | 92 | 1,026 | 92% | ★ |
| Partners Behavioral Health Management | 3,744 | 441 | 3,303 | 88% | |
| Sandhills Center | 1,381 | 16 | 1,365 | 99% | ★ |
| Smoky Mountain Center | 2,841 | 193 | 2,648 | 93% | ★ |
| TOTAL | 22,333 | 1,616 | 20,717 | 93% | ★ |

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

8 (80%)

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 (October 1, 2013 - December 31, 2013) 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 days.

| 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 | 745 | 8 | 737 | 99% | ★ |
| Cardinal Innovations Healthcare Solutions | 521 | 9 | 512 | 98% | ★ |
| CenterPoint Human Services | 607 | 15 | 592 | 98% | ★ |
| CoastalCare | 549 | 0 | 549 | 100% | ★ |
| East Carolina Behavioral Health | 611 | 346 | 265 | 43% | |
| Eastpointe | 867 | 56 | 811 | 94% | ★ |
| MeckLINK Behavioral Healthcare | 756 | 1 | 755 | 100% | ★ |
| Partners Behavioral Health Management | 950 | 65 | 885 | 93% | ★ |
| Sandhills Center | 371 | 24 | 347 | 94% | ★ |
| Smoky Mountain Center | 494 | 85 | 409 | 83% | |
| TOTAL | 6,471 | 609 | 5,862 | 91% | ★ |

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

8 (80%)

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 (October 1, 2013 - December 31, 2013) 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 | 146 | 33 | 113 | 77% | |
| Cardinal Innovations Healthcare Solutions | 278 | 10 | 268 | 96% | ★ |
| CenterPoint Human Services | 69 | 2 | 67 | 97% | ★ |
| CoastalCare | 171 | 5 | 166 | 97% | ★ |
| East Carolina Behavioral Health | 217 | 176 | 41 | 19% | |
| Eastpointe | 482 | 107 | 375 | 78% | |
| MeckLINK Behavioral Healthcare | 240 | 0 | 240 | 100% | ★ |
| Partners Behavioral Health Management | 280 | 133 | 147 | 53% | |
| Sandhills Center | 841 | 17 | 824 | 98% | ★ |
| Smoky Mountain Center | 349 | 165 | 184 | 53% | |
| TOTAL | 3,073 | 648 | 2,425 | 79% | |

Number and Pct 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. 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 | | Report under revision | | | | |
| CoastalCare | | | | | | |
| East Carolina Behavioral Health | | | | | | |
| Eastpointe | | | | | | |
| MeckLINK Behavioral Healthcare | | | | | | |
| Partners Behavioral Health Management | | | | | | |
| Sandhills Center | | | | | | |
| Smoky Mountain Center | | | | | | |
| Totals | | | | | | |

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 | 1,737 | 1,504 | 86.6% | 1,344 | 77.4% | |
| Cardinal Innovations Healthcare Solutions | 1,159 | 1,096 | 94.6% | 1,011 | 87.2% | |
| CenterPoint Human Services | 519 | 502 | 96.7% | 498 | 96.0% | ★ |
| CoastalCare | 859 | 858 | 99.9% | 837 | 97.4% | ★ |
| East Carolina Behavioral Health | 429 | 429 | 100.0% | 409 | 95.3% | ★ |
| Eastpointe | 1,225 | 1,224 | 99.9% | 1,203 | 98.2% | ★ |
| MeckLINK Behavioral Healthcare | 1,056 | 1,026 | 97.2% | 976 | 92.4% | ★ |
| Partners Behavioral Health Management | 1,245 | 1,197 | 96.1% | 1,029 | 82.7% | |
| Sandhills Center | 1,545 | 1,506 | 97.5% | 1,458 | 94.4% | ★ |
| Smoky Mountain Center | 1,437 | 1,172 | 81.6% | 1,006 | 70.0% | |
| Totals | 11,211 | 10,514 | 93.8% | 9,771 | 87.2% | |

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

6 (60%)

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.

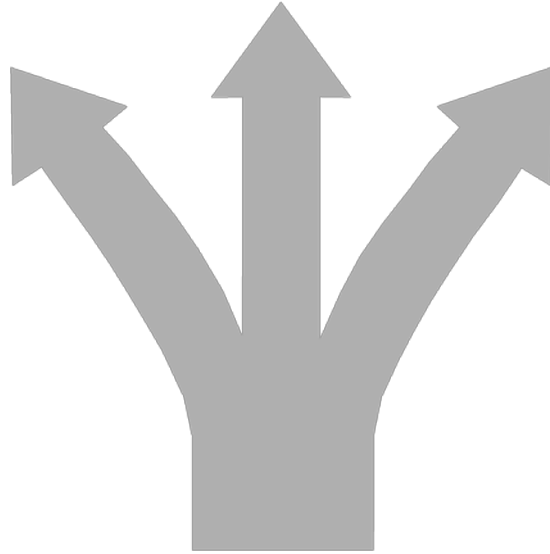
| LME-MCO | Currency Of Assessments | | | Standard Met ² |
|---|---|------------------------------|---|---------------------------|
| | # Received | # No More Than 15 Months Old | % No More Than 15 Months Old ¹ | |
| Alliance Behavioral Healthcare | 3,159 | 3,118 | 98.7% | ★ |
| Cardinal Innovations Healthcare Solutions | LME submits data through special waiver not the NC-SNAP | | | N/A |
| CenterPoint Human Services | 1,283 | 1,283 | 100.0% | ★ |
| CoastalCare | 1,440 | 1,440 | 100.0% | ★ |
| East Carolina Behavioral Health | 1,628 | 1,600 | 98.3% | ★ |
| Eastpointe | 2,239 | 2,239 | 100.0% | ★ |
| MeckLINK Behavioral Healthcare | Data is combined with Cardinal Innovations Healthcare Solutions | | | |
| Partners Behavioral Health Management | 2,556 | 2,526 | 98.8% | ★ |
| Sandhills Center | 1,932 | 1,930 | 99.9% | ★ |
| Smoky Mountain Center | 2,980 | 2,517 | 84.5% | |
| Totals | 17,217 | 16,653 | 96.7% | ★ |

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

7 (77.8%)

Notes:

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



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

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