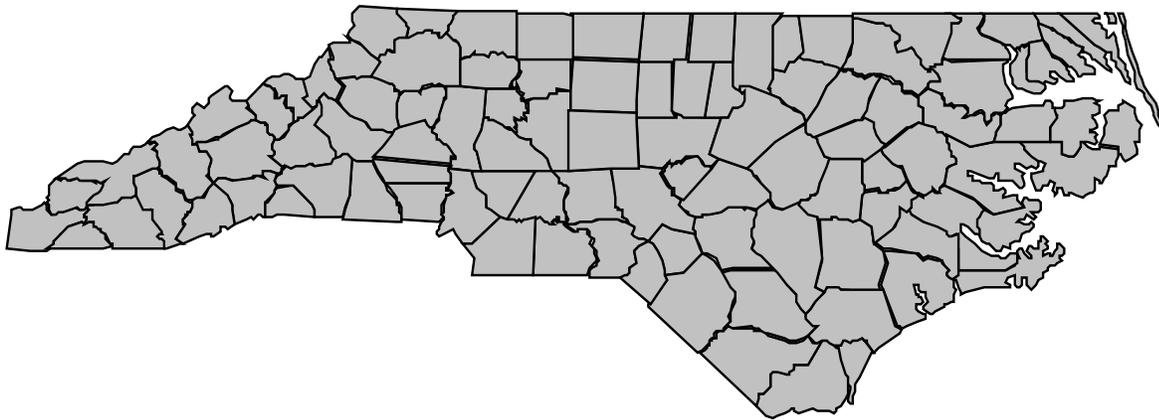


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
and Substance Abuse Services**

**SFY 2015 Performance Contract
With Local Management Entities - Managed Care Organizations
Report/Data Submission Requirements**

**First Quarter Report
July 1, 2014 - September 30, 2014**



Prepared by

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

November 2014



SFY 2015 Performance Contract
 Report/Data Submission Requirements
 First Quarter Report
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Introduction

This is the **First Quarter Report** for SFY 2014-2015 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 80 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.

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 2015 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. Projects For Assistance In Transitions From Homelessness (PATH) Report	X	X	X	X
6. Quarterly Complaints Report	X	X	X	X
7. Client Data Warehouse (CDW) - Screening Record	X	X	X	X
8. Client Data Warehouse (CDW) - Admissions	X	X	X	X
9. Client Data Warehouse (CDW) - ICD-9 Diagnosis	X	X	X	X
10. Client Data Warehouse (CDW) - Unknown Data (Admissions)	X	X	X	X
11. Client Data Warehouse (CDW) - Unknown Data (Discharges)	X	X	X	X
12. Client Data Warehouse (CDW) - Identifying and Demographic Records	X	X	X	X
13. Client Data Warehouse (CDW) - Drug of Choice	X	X	X	X
14. Client Data Warehouse (CDW) - Episode Completion Record (SA Clients)	X	X	X	X
15. NC Treatment Outcomes and Program Performance System (Initial)	Report under revision			
16. NC Treatment Outcomes and Program Performance System (Update)	X	X	X	X
17. NC Support Needs Assessment Profile (NC-SNAP)	X	X	X	X
18. System of Care Report		X		X
19. SAPTBG Compliance Report		X		X
20. 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 2015 Performance Contract Report/Data Submission Requirements Summary Of Performance
First Quarter Report
July 1, 2014 - September 30, 2014

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. SAJJJ Initiative Quarterly Report	3. Work First Initiative Quarterly Report	4. TBI Services Quarterly Report	5. PATH quarterly Report	6. Quarterly Complaints Report	Number of Data Submission Measures Met	Total Number of Data Submission Measures	Percent of Data Submission Measures Met	7. CDW - Screening Record	9. CDW - ICD-9 Diagnosis	10. CDW - Unknown Data (Admissions)	11. CDW - Unknown Data (Discharges)	12. CDW - Identifying and Demographic Records	13. CDW - Drug of Choice	14. CDW - Episode Completion Records (SA Clients)	15. NC TOPPS - Initial	16. NC TOPPS - Update	17. NC-SMAP	
Alliance Behavioral Healthcare	2	5	40%		★	★		This results of this report were not reported this quarter.		6	9	67%		★	★	★	★	★		This measure is under revision and the results were not reported this quarter.	★		
Cardinal Innovations Healthcare Solutions	3	5	60%		★	★				8	8	100%	★	★	★	★	★	★	★			★	N/A
CenterPoint Human Services	5	5	100%	★	★	★	★			9	9	100%	★	★	★	★	★	★	★			★	★
Coastal Care	5	5	100%	★	★	★	★			8	9	89%	★	★	★	★	★	★				★	★
East Carolina Behavioral Health	4	5	80%		★	★	★			1	9	11%										★	
Eastpointe	4	5	80%		★	★	★			9	9	100%	★	★	★	★	★	★	★			★	★
Partners Behavioral Health Management	5	5	100%	★	★	★	★			8	9	89%	★	★	★	★	★	★				★	★
Sandhills Center	3	5	60%		★	★	★			9	9	100%	★	★	★	★	★	★	★			★	★
Smoky Mountain Center	5	5	100%	★	★	★	★			7	9	78%	★	★	★	★	★	★					★
STATEWIDE - Number			80%	4	9	9	7		0	7			81%	7	8	8	8	8	8		4	0	8
STATEWIDE - Percent				44.4%	100.0%	100.0%	77.8%	0.0%	77.8%				77.8%	88.9%	88.9%	88.9%	88.9%	88.9%	44.4%	0.0%	88.9%	75.0%	

* 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 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 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 2015 Standard: Reports are accurate, complete, and received by the due date.

LME-MCO	JUN Report Due 7/31/14		JUL Report Due 8/31/14		AUG Report Due 9/22/14		Standard Met ¹
	Date Received ²	Accurate, Complete	Date Received ²	Accurate, Complete	Date Received ²	Accurate, Complete	
Alliance Behavioral Healthcare	8/4/14	Yes	8/18/14	No	9/22/14	Yes	
Cardinal Innovations Healthcare Solutions	7/31/14	No	8/25/14	Yes	9/19/14	Yes	
CenterPoint Human Services	7/30/14	Yes	8/26/14	Yes	9/19/14	Yes	★
CoastalCare	7/21/14	Yes	8/27/14	Yes	9/18/14	Yes	★
East Carolina Behavioral Health	8/1/14	No	8/26/14	Yes	9/16/14	No	
Eastpointe	7/31/14	Yes	8/27/14	No	9/22/14	Yes	
Partners Behavioral Health Management	7/31/14	Yes	8/20/14	Yes	9/22/14	Yes	★
Sandhills Center	7/31/14	Yes	8/20/14	No	9/22/14	No	
Smoky Mountain Center	7/31/14	Yes	8/25/14	Yes	9/22/14	Yes	★

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

4 (44.4%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Red shading indicates reports that are not received by the due date or are not accurate and complete.
3. DMH/DD/SAS extended the report submission dates for the June report to 7/31/14 and for the July report to 8/31/14.
4. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 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 2015 Standard: All reports are accurate and complete and are received no later than 10 days after the due date.

LME-MCO	1st Qtr Report Due 10/20/14				Standard Met ¹
	Juvenile Detention		JJSAMH Partnership		
	Date Received ²	Accurate And Complete	Date Received ²	Accurate And Complete	
Alliance Behavioral Healthcare	10/10/14	Yes	10/10/14	Yes	★
Cardinal Innovations Healthcare Solutions			10/15/14	Yes	★
CenterPoint Human Services	10/7/14	Yes	10/8/14	Yes	★
CoastalCare	10/7/14	Yes	10/10/14	Yes	★
East Carolina Behavioral Health	10/8/14	Yes	10/10/14	Yes	★
Eastpointe			10/6/14	Yes	★
Partners Behavioral Health Management	10/15/14	Yes	10/15/14	Yes	★
Sandhills Center	10/3/14	Yes	10/16/14	Yes	★
Smoky Mountain Center	10/10/14	Yes	10/10/14	Yes	★

Number of Percent of LME-MCOs that Met the SFY2015 Standard: 9 (100%)

Notes:

1. ★ = Met the Performance Contract Standard. **N/A** = Not Applicable this quarter.
2. Reports that are not complete or that were received >10 days after the due date are shaded red.
3. Reports with *italicized* dates and yellow shading were received within 10 days after the due date.
4. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 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 2015 Standard: All reports are accurate and complete and are received no later than 10 days after the due date.

LME-MCO	1st Qtr Report Due 10/20/14		Standard Met ¹
	Date Received ²	Accurate And Complete	
Alliance Behavioral Healthcare	10/20/2014	Yes	★
Cardinal Innovations Healthcare Solutions	10/17/2014	Yes	★
CenterPoint Human Services	10/13/2014	Yes	★
CoastalCare	10/15/2014	Yes	★
East Carolina Behavioral Health	10/13/2014	Yes	★
Eastpointe	10/13/2014	Yes	★
Partners Behavioral Health Management	10/16/2014	Yes	★
Sandhills Center	10/14/2014	Yes	★
Smoky Mountain Center	10/17/2014	Yes	★

Number and Percent of LME-MCOs that met the SFY 2015 Standard: 9 (100%)

Notes:

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

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 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 2015 Standard: Reports are accurate, complete, and received by the due date.

LME-MCO	4th Qtr Report Due 9/2/14		
	Date Received ²	Accurate, Complete	Standard Met ¹
Alliance Behavioral Healthcare	9/2/14	No	
Cardinal Innovations Healthcare Solutions	9/2/14	No	
CenterPoint Human Services	8/29/14	Yes	★
CoastalCare	8/29/14	Yes	★
East Carolina Behavioral Health	8/29/14	Yes	★
Eastpointe	8/18/14	Yes	★
Partners Behavioral Health Management	8/27/14	Yes	★
Sandhills Center	8/25/14	Yes	★
Smoky Mountain Center	9/2/14	Yes	★

Number and Percent of LME-MCOs that met the Performance Standard: 7 (77.8%)

Notes:

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

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 30, 2014

6. 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 2015 Standard:

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

LME-MCO	1st Qtr Report Due 11/17/14		
	Date Received ²	Accurate, Complete	Standard Met ¹
Alliance Behavioral Healthcare	11/18/14	Yes	
Cardinal Innovations Healthcare Solutions	11/14/14	Yes	★
CenterPoint Human Services	11/13/14	Yes	★
CoastalCare	11/14/14	Yes	★
East Carolina Behavioral Health	11/14/14	Yes	★
Eastpointe	11/13/14	Yes	★
Partners Behavioral Health Management	11/7/14	Yes	★
Sandhills Center	11/18/14	Yes	
Smoky Mountain Center	11/17/14	Yes	★

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

7 (77.8%)

Notes:

1. ★ = Met the Performance Contract Standard.

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

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

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 30, 2014

**7. 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 (April 1, 2014 - June 30, 2014) with a cross-reference to the CNDS completed within 30 days of initial contact.

SFY 2015 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 ²	Standard Met ¹
Alliance Behavioral Healthcare	16	2	14	88%	
Cardinal Innovations Healthcare Solutions	1,998	60	1,938	97%	★
CenterPoint Human Services	529	0	529	100%	★
CoastalCare	43	0	43	100%	★
East Carolina Behavioral Health	0	0	0	0%	
Eastpointe	3,980	23	3,957	99%	★
Partners Behavioral Health Management	126	0	126	100%	★
Sandhills Center	768	71	697	91%	★
Smoky Mountain Center	107	2	105	98%	★
TOTAL	7,567	158	7,409	98%	★

Number and Percent of LME-MCOs that met the SFY 2015 Performance Standard: 7 (77.8%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 30, 2014

**8. 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 October 31, 2014.

LME-MCO	Facility Code	JUL	AUG	SEP	First Quarter Adm SFY2015	First Quarter Adm SFY2014	Monthly Average SFY2015	Monthly Average SFY2014
Alliance Behavioral Healthcare	23141	427	378	399	1,204	643	401	214
CenterPoint Human Services	23021	437	392	361	1,190	809	397	270
CoastalCare	43141	190	166	175	531	637	177	212
East Carolina Behavioral Health	43071	338	340	105	783	2,071	261	690
Eastpointe	43081	1,219	1,128	1,172	3,519	1,126	1,173	375
Partners Behavioral Health Management	13114	544	571	559	1,674	1,379	558	460
Cardinal Innovations Healthcare Solutions	13121	1,166	919	627	2,712	3,480	904	1,160
Sandhills Center	33031	305	329	336	970	3,712	323	1,237
Smoky Mountain Center	13010	249	402	383	1,034	3,091	345	1,030
TOTAL ADMISSIONS		4,875	4,625	4,117	13,617	16,948	4,539	5,649

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 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 30, 2014

**9. 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 (April 1, 2014 - June 30, 2014) with a diagnosis completed within 30 days of beginning date of service.

SFY 2015 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 ²	Standard Met ¹
Alliance Behavioral Healthcare	1,701	20	1,681	99%	★
Cardinal Innovations Healthcare Solutions	4,572	2	4,570	100%	★
CenterPoint Human Services	1,363	8	1,355	99%	★
CoastalCare	791	0	791	100%	★
East Carolina Behavioral Health	278	31	247	89%	
Eastpointe	3,815	68	3,747	98%	★
Partners Behavioral Health Management	1,763	4	1,759	100%	★
Sandhills Center	1,030	0	1,030	100%	★
Smoky Mountain Center	1,802	84	1,718	95%	★
TOTAL	17,115	217	16,898	99%	★

Number and Percent of LME-MCOs that met the SFY 2015 Standard: 8 (88.9%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 30, 2014

**10. 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 (April 1, 2014 - June 30, 2014) where all mandatory data fields contain a value other than 'unknown'.

SFY 2015 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 ¹
Alliance Behavioral Healthcare	1,701	99%	98%	99%	100%	98%	99%	99%	100%	100%	100%	100%	100%	★
Cardinal Innovations Healthcare Solutions	4,572	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
CenterPoint Human Services	1,363	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
CoastalCare	791	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
East Carolina Behavioral Health	278	100%	76%	98%	100%	99%	100%	95%	94%	100%	100%	100%	100%	
Eastpointe	3,815	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
Partners Behavioral Health Management	1,763	99%	100%	100%	100%	100%	100%	96%	98%	100%	100%	100%	100%	★
Sandhills Center	1,030	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
Smoky Mountain Center	1,802	99%	99%	99%	100%	98%	100%	93%	95%	100%	100%	100%	100%	★
TOTAL	17,115	100%	99%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	★

Number and Percent of LME-MCOs that met the SFY 2015 Standard:

8 (88.9%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
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**11, 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 (April 1, 2014 - June 30, 2014) where all mandatory data fields contain a value other than 'unknown'.

SFY 2015 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 ¹
Alliance Behavioral Healthcare	101	100%	100%	100%	98%	100%	100%	★
Cardinal Innovations Healthcare Solutions	1,410	100%	100%	100%	100%	100%	100%	★
CenterPoint Human Services	163	100%	100%	100%	100%	100%	100%	★
CoastalCare	249	100%	100%	100%	100%	100%	100%	★
East Carolina Behavioral Health	0	0%	0%	0%	0%	0%	0%	
Eastpointe	20	100%	100%	100%	100%	100%	100%	★
Partners Behavioral Health Management	445	100%	100%	100%	100%	100%	100%	★
Sandhills Center	1,565	100%	100%	100%	100%	100%	100%	★
Smoky Mountain Center	1,018	100%	91%	100%	91%	99%	100%	★
TOTAL	4,971	100%	98%	100%	98%	100%	100%	★

Number and Pct of LME-MCOs that met the SFY 2015 Standard:

8 (88.9%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

SFY 2015 Performance Contract Data/Report Submission Requirements
 First Quarter Report
 July 1, 2014 - September 30, 2014

**12. 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 (April 1, 2014 - June 30, 2014) with an identifying record and demographic record completed within 30 days of the beginning date of service.

SFY 2015 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 ²	Standard Met ¹
Alliance Behavioral Healthcare	4,498	262	4,236	94%	★
Cardinal Innovations Healthcare Solutions	1,831	18	1,813	99%	★
CenterPoint Human Services	2,078	5	2,073	100%	★
CoastalCare	2,533	20	2,513	99%	★
East Carolina Behavioral Health	2,405	1,069	1,336	56%	
Eastpointe	3,384	21	3,363	99%	★
Partners Behavioral Health Management	4,029	106	3,923	97%	★
Sandhills Center	1,602	82	1,520	95%	★
Smoky Mountain Center	4,287	347	3,940	92%	★
TOTAL	26,647	1,930	24,717	93%	★

Number and Percent of LME-MCOs that met the SFY 2015 Standard:

8 (88.9%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. Only includes IPRS claims.
4. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

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**13. 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 (April 1, 2014 - June 30, 2014) with a drug of choice record completed within 60 days of the beginning date of service.

SFY 2015 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 ²	Standard Met ¹
Alliance Behavioral Healthcare	1,106	34	1,072	97%	★
Cardinal Innovations Healthcare Solutions	634	7	627	99%	★
CenterPoint Human Services	761	1	760	100%	★
CoastalCare	735	23	712	97%	★
East Carolina Behavioral Health	455	192	263	58%	
Eastpointe	965	6	959	99%	★
Partners Behavioral Health Management	1,222	2	1,220	100%	★
Sandhills Center	454	5	449	99%	★
Smoky Mountain Center	1,073	23	1,050	98%	★
TOTAL	7,405	293	7,112	96%	★

Number and Pct of LME-MCOs that met the SFY 2015 Standard:

8 (88.9%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. Only includes IPRS claims.
4. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

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**14. 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 (April 1, 2014 - June 30, 2014) have had a billable service, administrative activity, or if neither occurred for at least 60 days, have submitted an episode completion record.

SFY 2015 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 ²	Standard Met ¹
Alliance Behavioral Healthcare	318	250	68	21%	
Cardinal Innovations Healthcare Solutions	364	7	357	98%	★
CenterPoint Human Services	167	3	164	98%	★
CoastalCare	202	26	176	87%	
East Carolina Behavioral Health	45	32	13	29%	
Eastpointe	596	16	580	97%	★
Partners Behavioral Health Management	354	53	301	85%	
Sandhills Center	67	5	62	93%	★
Smoky Mountain Center	315	194	121	38%	
TOTAL	2,428	586	1,842	76%	

Number and Pct of LME-MCOs that met the SFY 2015 Standard:

4 (44.4%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
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.
5. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

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**16. 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 2015 Standard: 90% of the expected update forms are received and are timely.

LME-MCO	Expected # of Update Instruments	Receipt		Timeliness		Standard Met ¹
		# of Update Assessments Received	% of Expected Assessments Received ²	# of Update Assessments Received On-Time	% of Expected Assessments Received On-Time ²	
Alliance Behavioral Healthcare	1,851	1,758	95.0%	1,710	92.4%	★
Cardinal Innovations Healthcare Solutions	2,407	2,329	96.8%	2,286	95.0%	★
CenterPoint Human Services	529	526	99.4%	525	99.2%	★
CoastalCare	801	795	99.3%	793	99.0%	★
East Carolina Behavioral Health	498	496	99.6%	496	99.6%	★
Eastpointe	1,362	1,357	99.6%	1,357	99.6%	★
Partners Behavioral Health Management	1,414	1,397	98.8%	1,370	96.9%	★
Sandhills Center	1,574	1,554	98.7%	1,542	98.0%	★
Smoky Mountain Center	1,289	1,214	94.2%	1,155	89.6%	
Totals	11,725	11,426	97.4%	11,234	95.8%	★

Number and Percent of LME-MCOs that met the SFY 2015 Standard:

8 (88.9%)

Notes:

1. ★ = Met the Performance Contract Standard.
2. Percentages less than 90% are shaded red.
3. MeckLINK merged with Cardinal as of April 1, 2014, results have been combined.

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17. 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 2015 Standard: 90% of current assessments are no more than 15 months old.

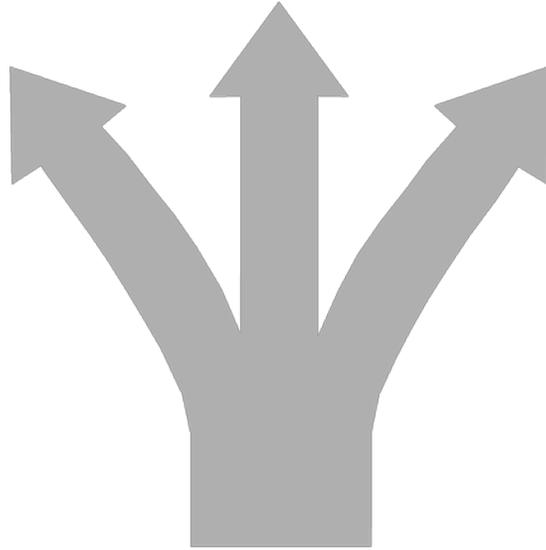
LME-MCO	Currency Of Assessments			Standard Met ¹
	# Received	# No More Than 15 Months Old	% No More Than 15 Months Old ²	
Alliance Behavioral Healthcare	3,237	2,632	81.3%	
Cardinal Innovations Healthcare Solutions	LME submits data through special waiver not the NC-SNAP			N/A
CenterPoint Human Services	1,263	1,260	99.8%	★
CoastalCare	1,431	1,426	99.7%	★
East Carolina Behavioral Health	1,613	1,445	89.6%	
Eastpointe	2,293	2,153	93.9%	★
Partners Behavioral Health Management	2,133	1,924	90.2%	★
Sandhills Center	2,093	1,943	92.8%	★
Smoky Mountain Center	2,134	2,070	97.0%	★
Totals	16,197	14,853	91.7%	★

Number and Percent of LME-MCOs that met the SFY 2015 Standard:

6 (75%)

Notes:

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



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