



A COLLABORATIVE REPORT OF NORTHSTAR SYSTEM PERFORMANCE AND TRENDING DATA

September 29th, 2016

DSHS, NTBHA, ValueOptions

PERFORMANCE MEASURES: WHAT IS BEING MEASURED AND WHAT DATA ARE BEING USED?

Measures:

- Financial data-medical loss ratio, cost per person, acute costs relative to overall Costs
- Service penetration: Numbers served
- Clinical measures
- Acuity rates relative to persons served in non-acute services, overall and by SPN
- Mobile Crisis calls and face-to-face encounters
- Mobile Crisis diversion and provider engagement
- Complaints and appeals
- Utilization management
- Provider network activity
- NorthSTAR Member Satisfaction Survey

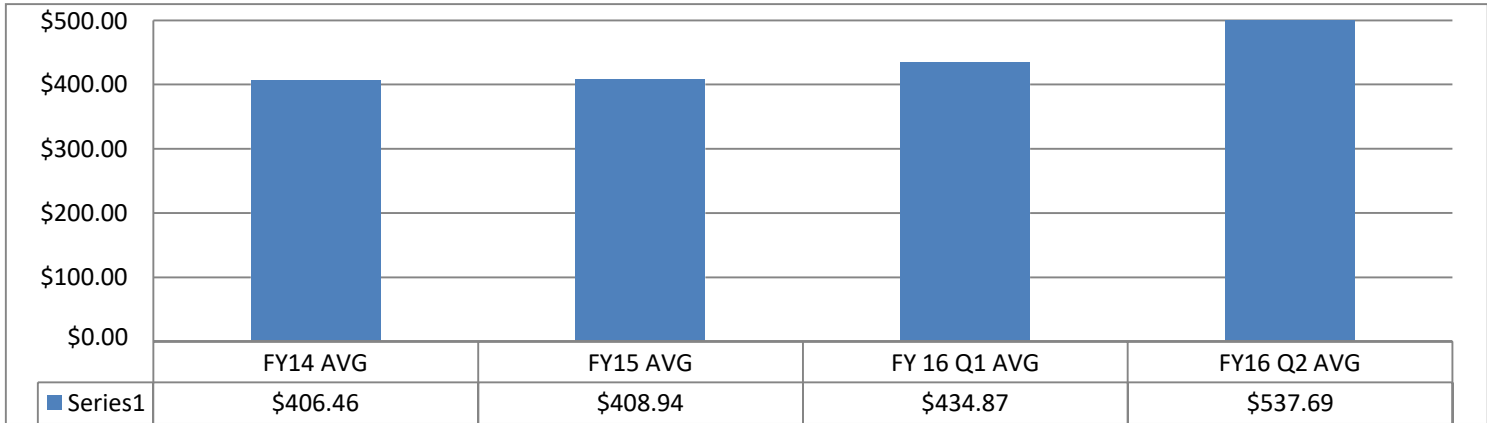
Data Sources:

NorthSTAR enrollment system, DSHS performance measures reports, paid claims data (services and medications), ValueOptions financial and utilization management reports, state hospital data system, complaints and appeals data collection system

Caveats to the Data: *Generally*, data represented in graphs or tables are incomplete in the last 1-2 months or latest fiscal quarter.

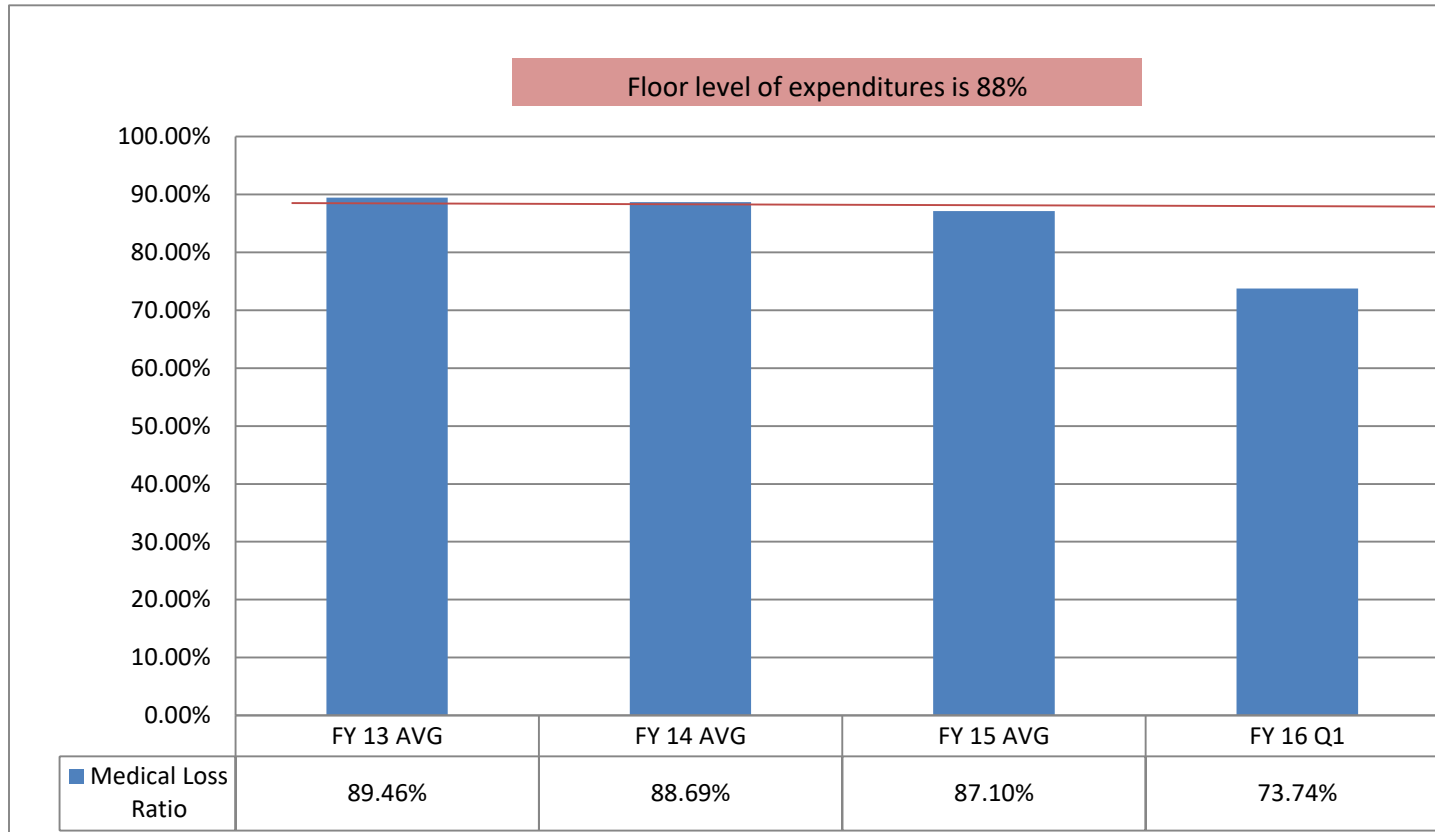
FINANCIAL PERFORMANCE

	FY14 AVG	FY15 AVG	FY 16 Q1 AVG	FY16 Q2 AVG
Monthly Cost Per Enrollee Served	\$406.46	\$408.94	\$434.87	\$537.69

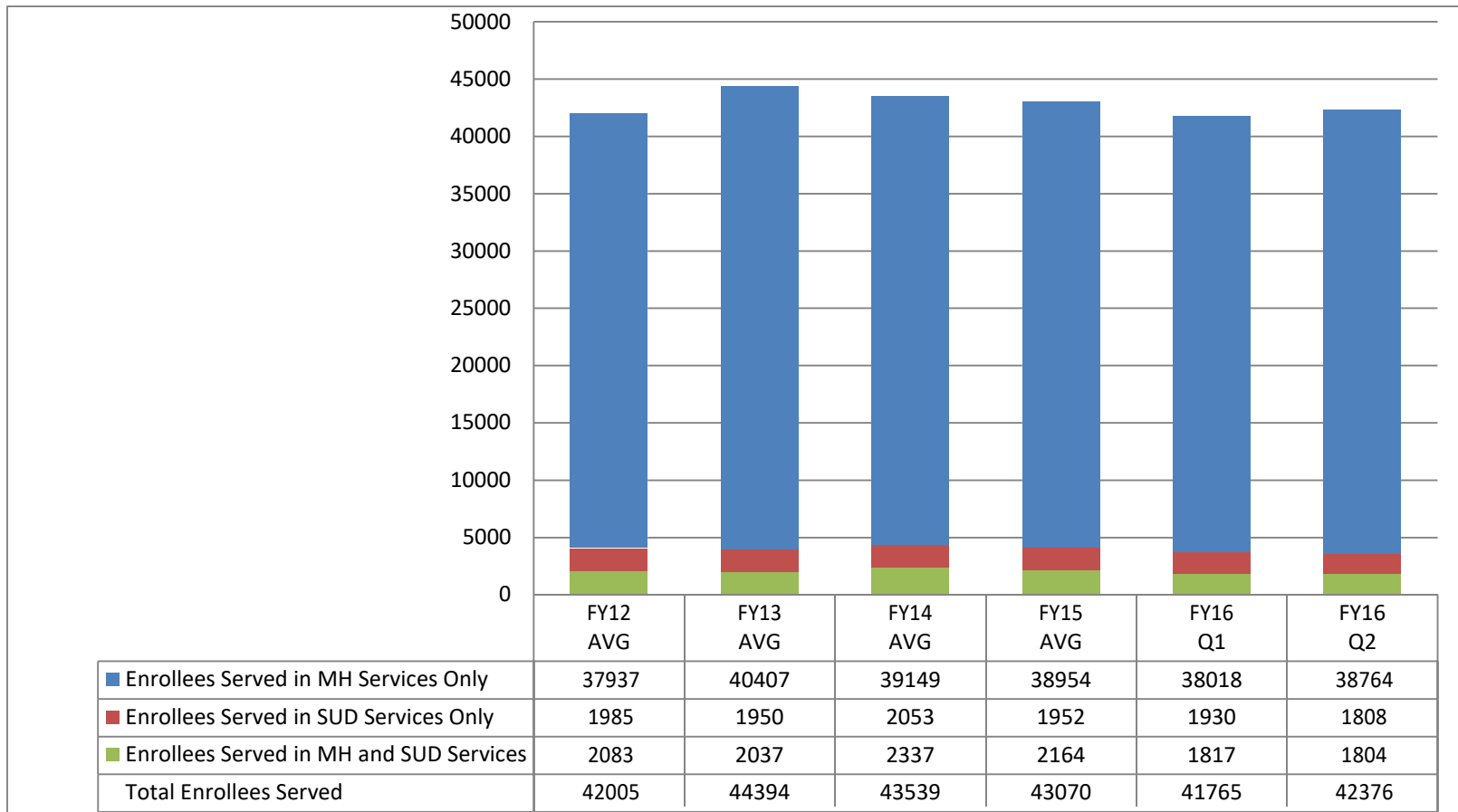


	FY14	FY15	FY16 Q1	FY16 Q2
Enrollees Served (MH and SUD)	73,025	71,913	41,765	42,376
Funding	\$131,095,441.00	\$128,773,018.00	\$33,967,778.18	\$41,600,266.78
Annual/Quarterly Funding per Enrollee Served	\$1,795	\$1,791	\$813	\$982

MEDICAL LOSS RATIO

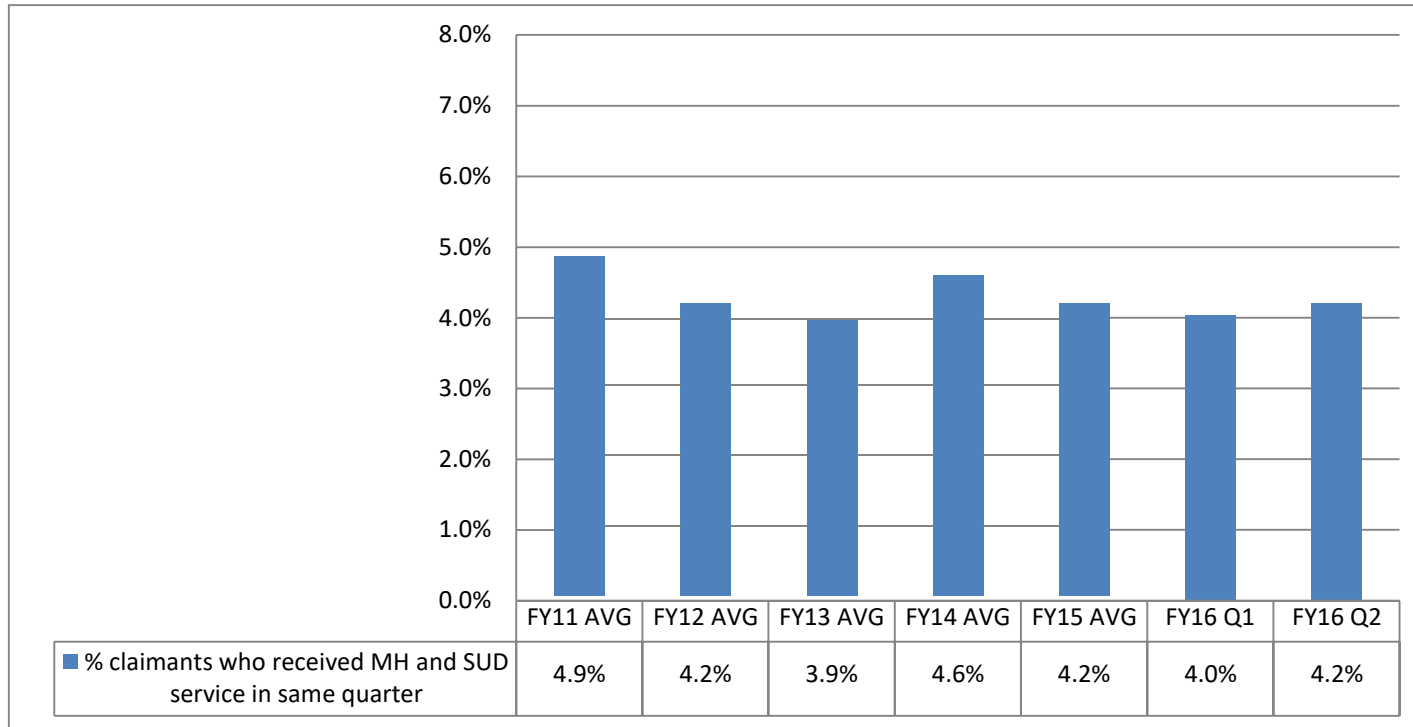


NUMBER OF ENROLLEES SERVED PER QUARTER



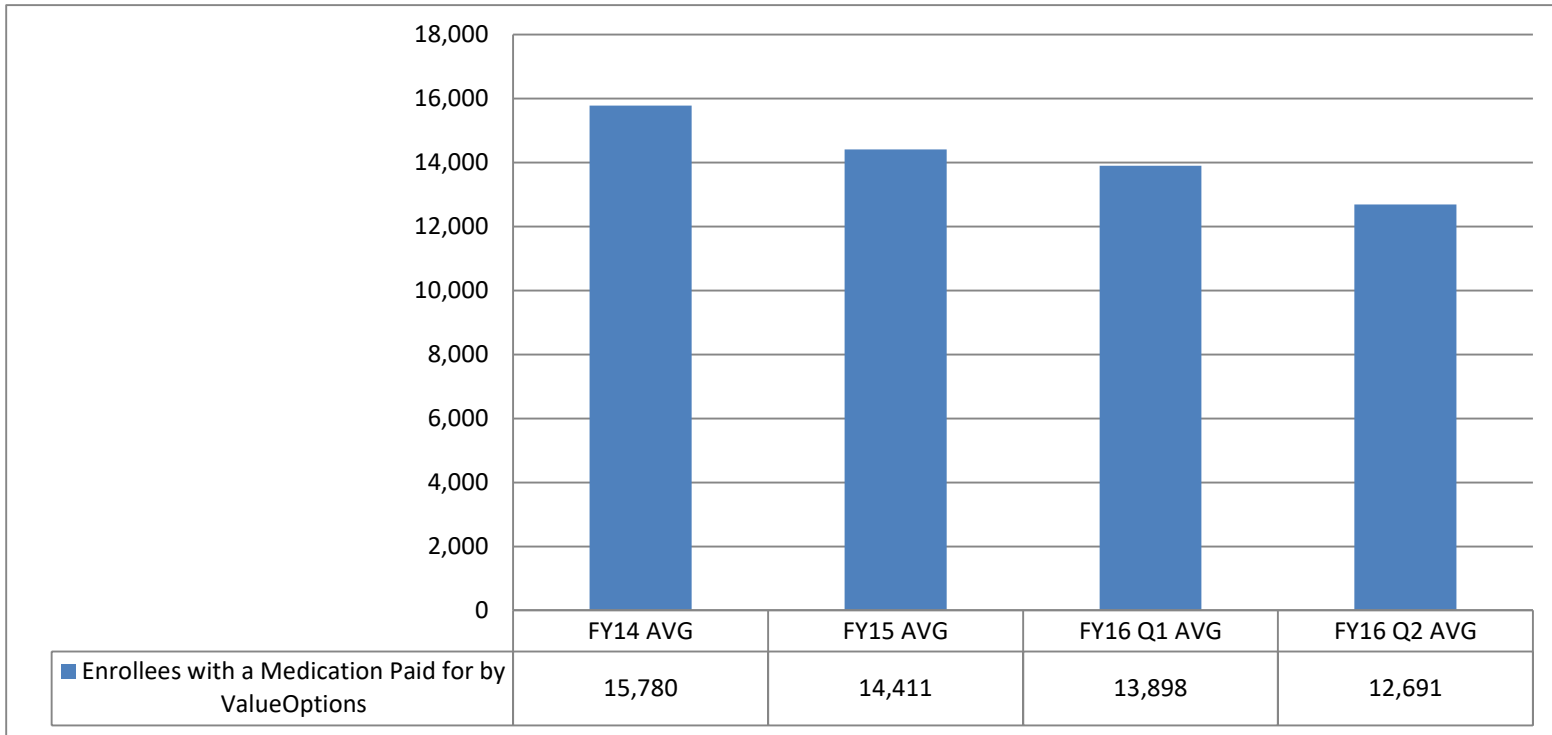
Note: SUD-specific services are those in CD Residential or CD Non Residential or those in ER, 23 hour observation, community inpatient or community inpatient services with a diagnosis of Alcohol Related Disorders or Drug Related Disorders. All other services are considered mental health services for the context of this report.

MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES



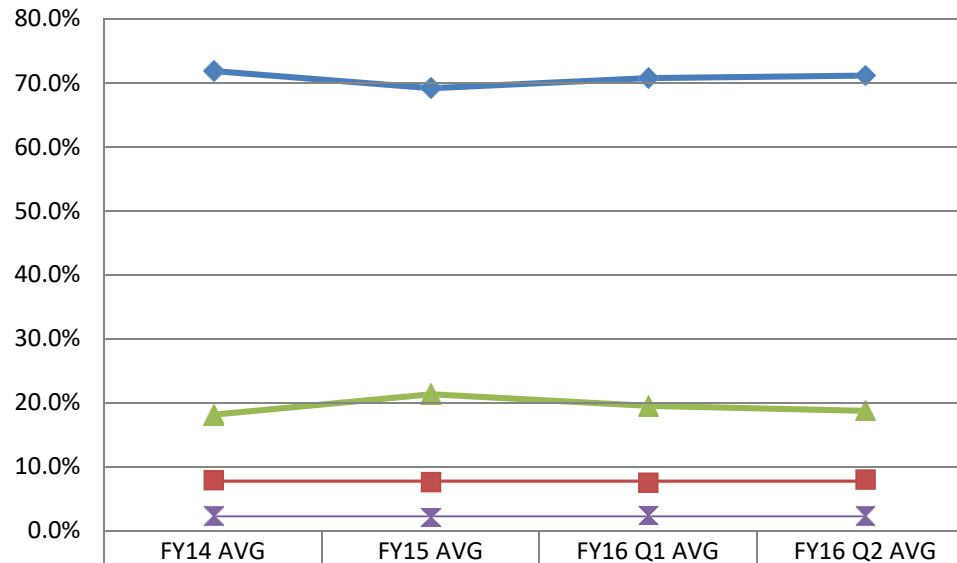
Note: SUD-specific services are those in CD Residential or CD Non Residential or those in ER, 23 hour observation, community inpatient or community inpatient services with a diagnosis of Alcohol Related Disorders or Drug Related Disorders.

ENROLLEES PER QUARTER WHO RECEIVED A PRESCRIPTION PAID FOR BY VALUEOPTIONS



DISTRIBUTION OF SERVICE PACKAGES

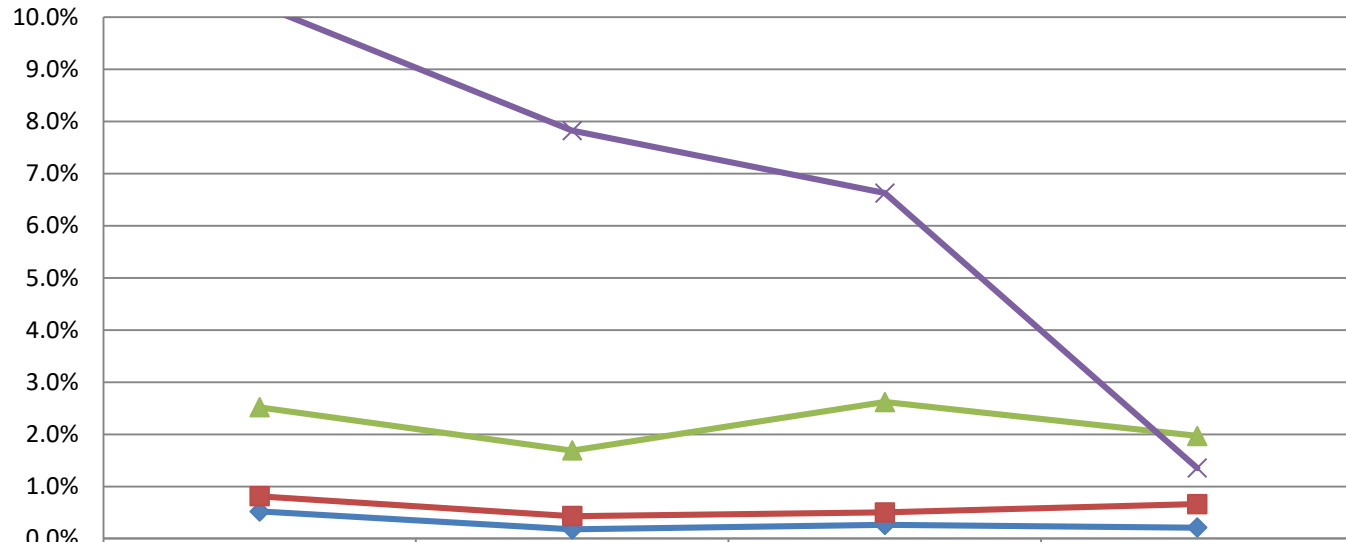
Adult Service Packages



	FY14 AVG	FY15 AVG	FY16 Q1 AVG	FY16 Q2 AVG
◆ LOC 1S: Basic Services - Skills Training	71.9%	69.2%	70.8%	71.2%
■ LOC 2: Basic Services (Including Counseling)	7.8%	7.5%	7.4%	7.9%
▲ LOC 3: Intensive Services (With Team Approach)	18.1%	21.3%	19.5%	18.7%
✕ LOC 4: Assertive Community Treatment (ACT)	2.2%	2.0%	2.3%	2.2%

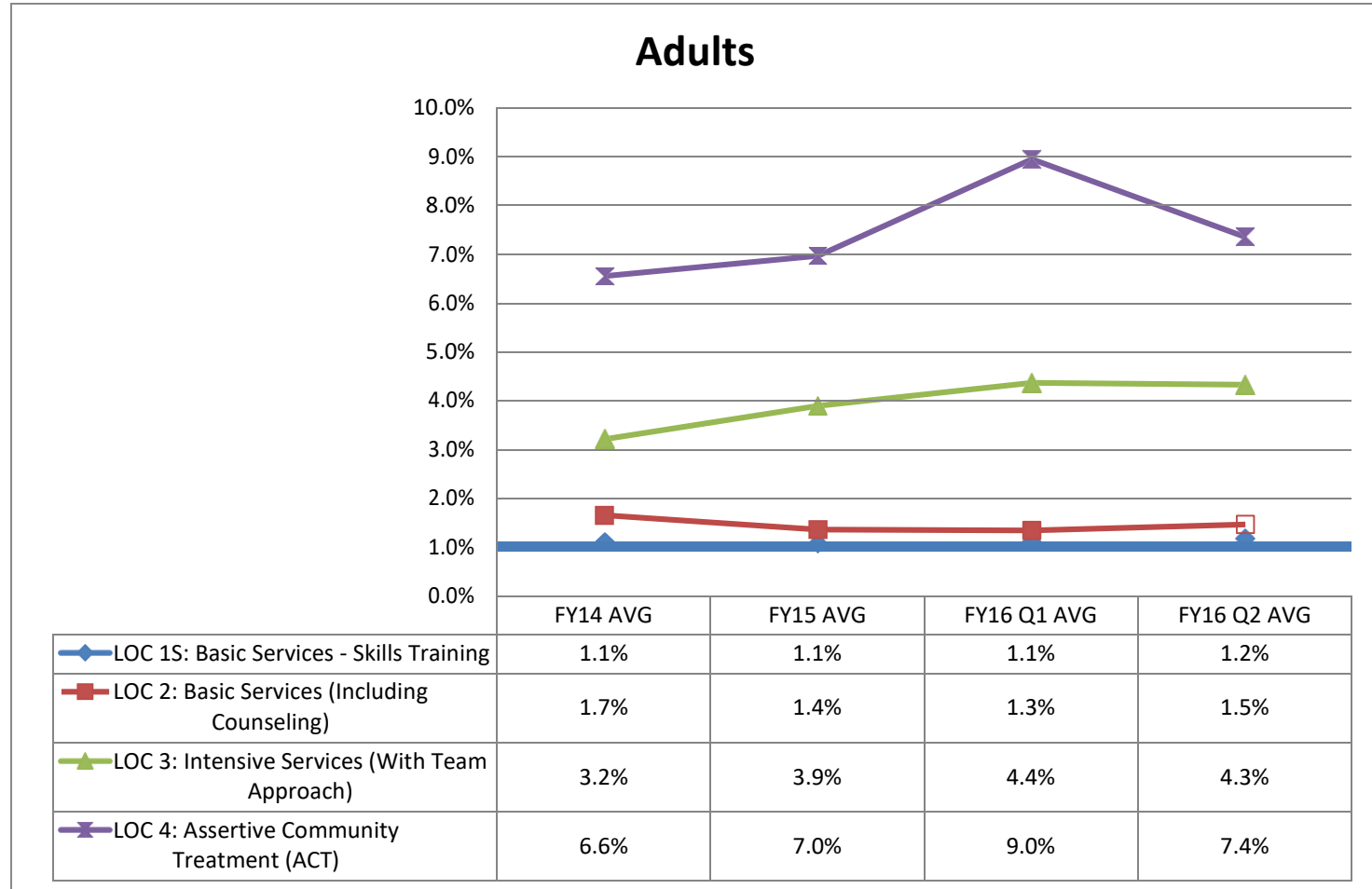
DISTRIBUTION OF SERVICE PACKAGES

Youth



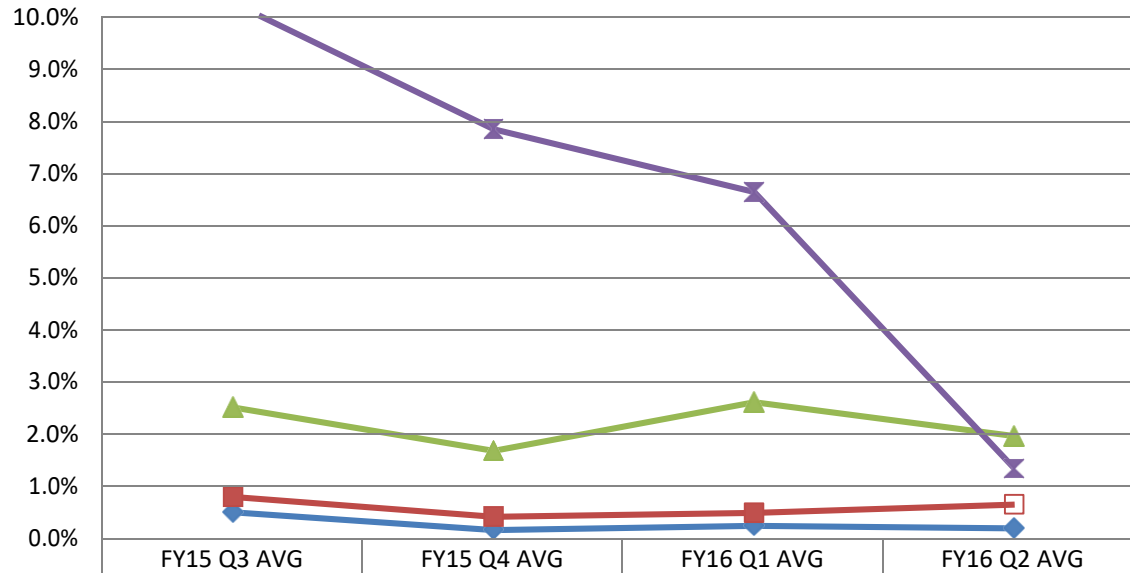
	FY15 Q3 AVG	FY15 Q4 AVG	FY16 Q1 AVG	FY16 Q2 AVG
LOC -1: Medication Management	0.5%	0.2%	0.3%	0.2%
LOC -2: Targeted Services	0.8%	0.4%	0.5%	0.7%
LOC -3: Complex Services	2.5%	1.7%	2.6%	2.0%
LOC -4: Intensive Family Services	10.2%	7.8%	6.6%	1.4%

ACUTE CARE BY LOCA



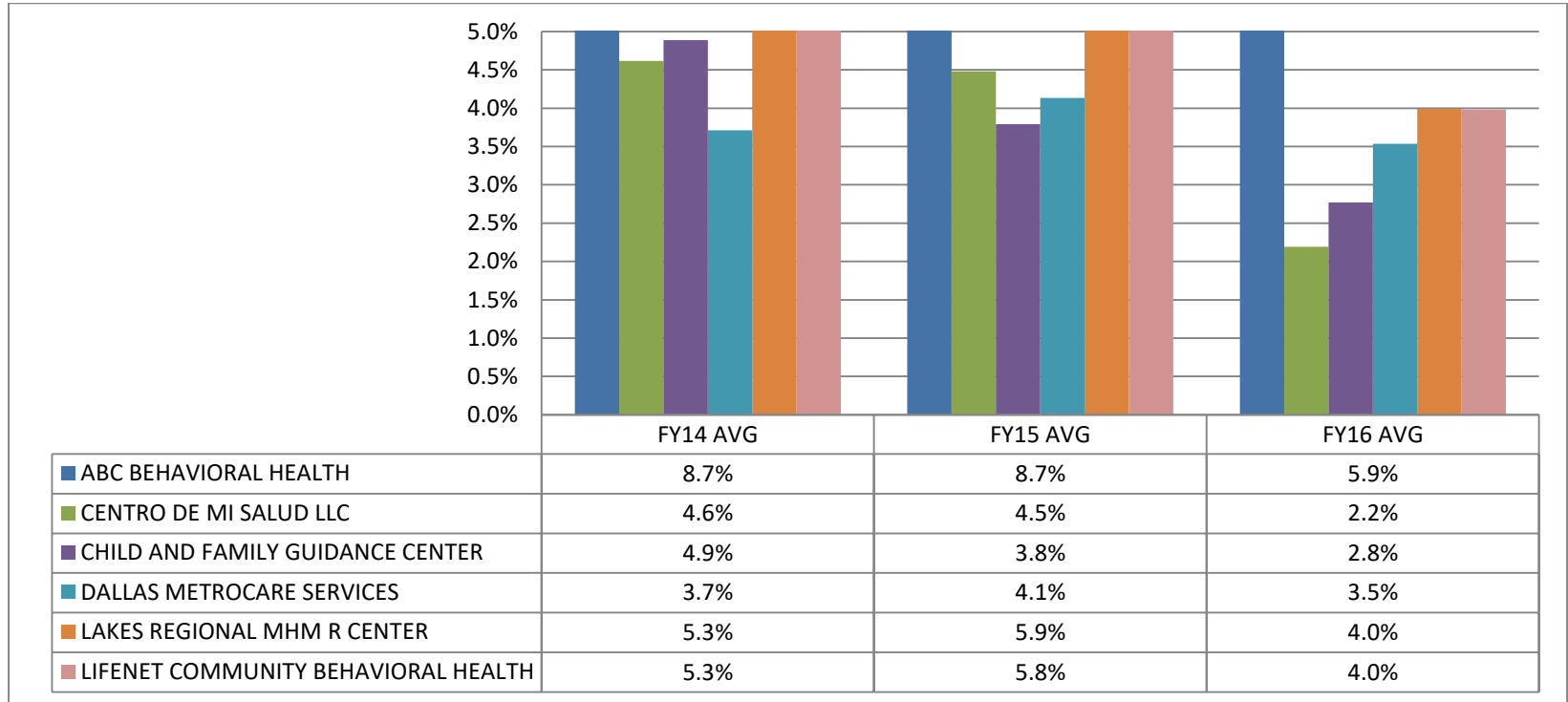
ACUTE CARE BY LOCA – CONT.

Youth



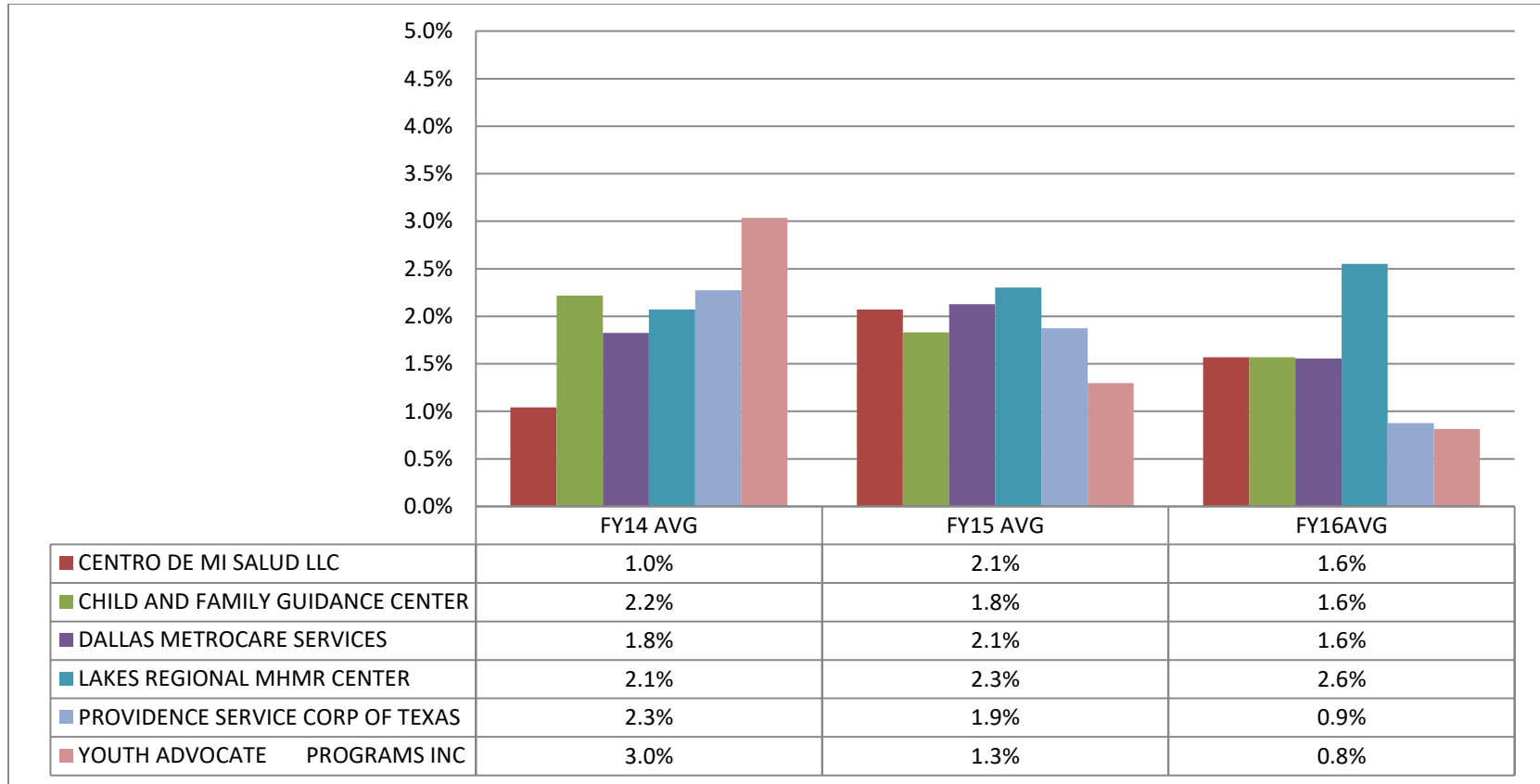
	FY15 Q3 AVG	FY15 Q4 AVG	FY16 Q1 AVG	FY16 Q2 AVG
LOC -1: Medication Management	0.5%	0.2%	0.3%	0.2%
LOC -2: Targeted Services	0.8%	0.4%	0.5%	0.7%
LOC -3: Complex Services	2.5%	1.7%	2.6%	2.0%
LOC -4: Intensive Family Services	10.2%	7.8%	6.6%	1.4%

ADULT ACUTE RATES BY SPN



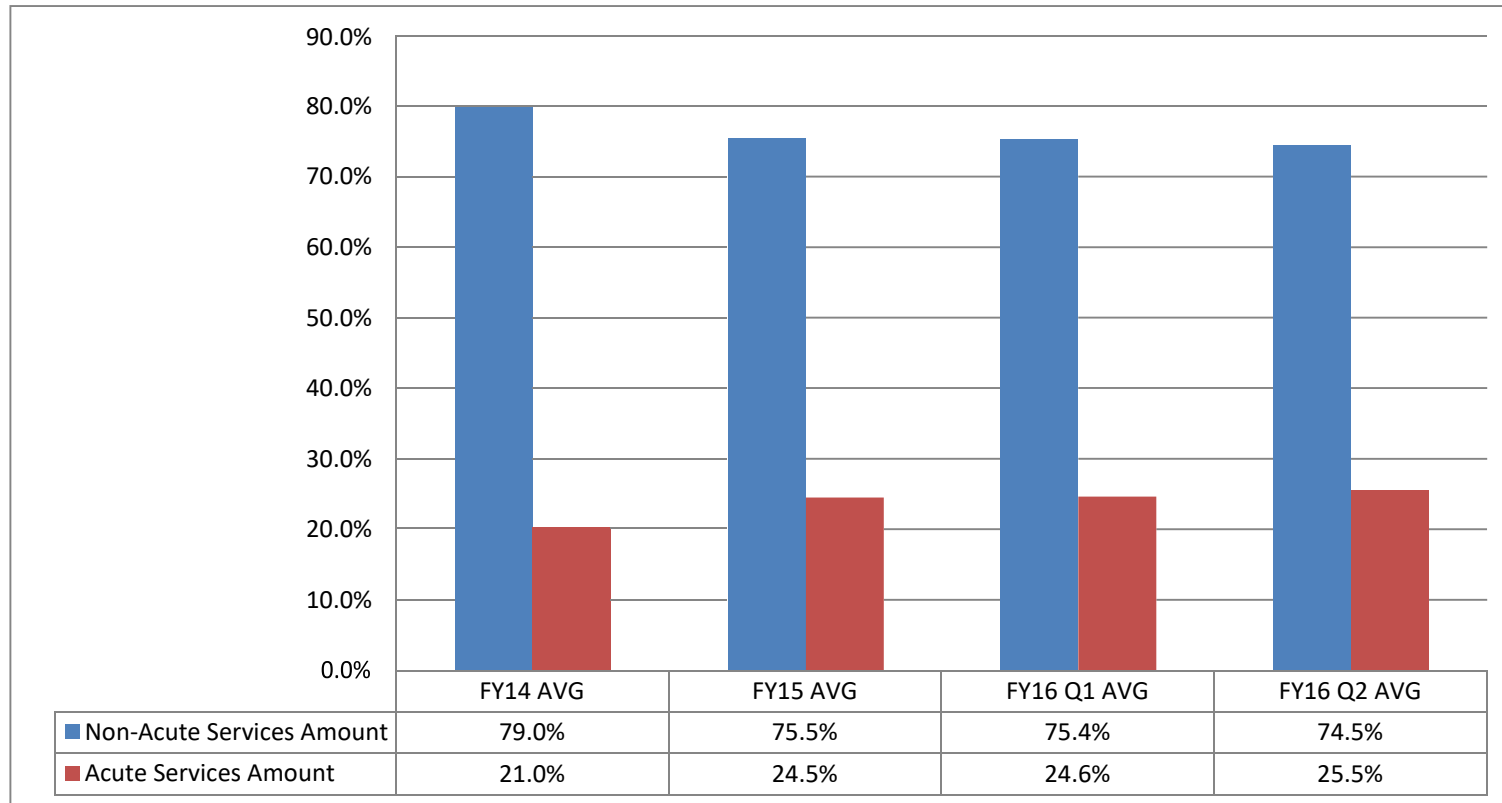
NOTE: FY16 includes Q1 and Q2 only. Data reflects encounters that occurred after the level of care was assigned.

YOUTH ACUTE RATES BY SPN

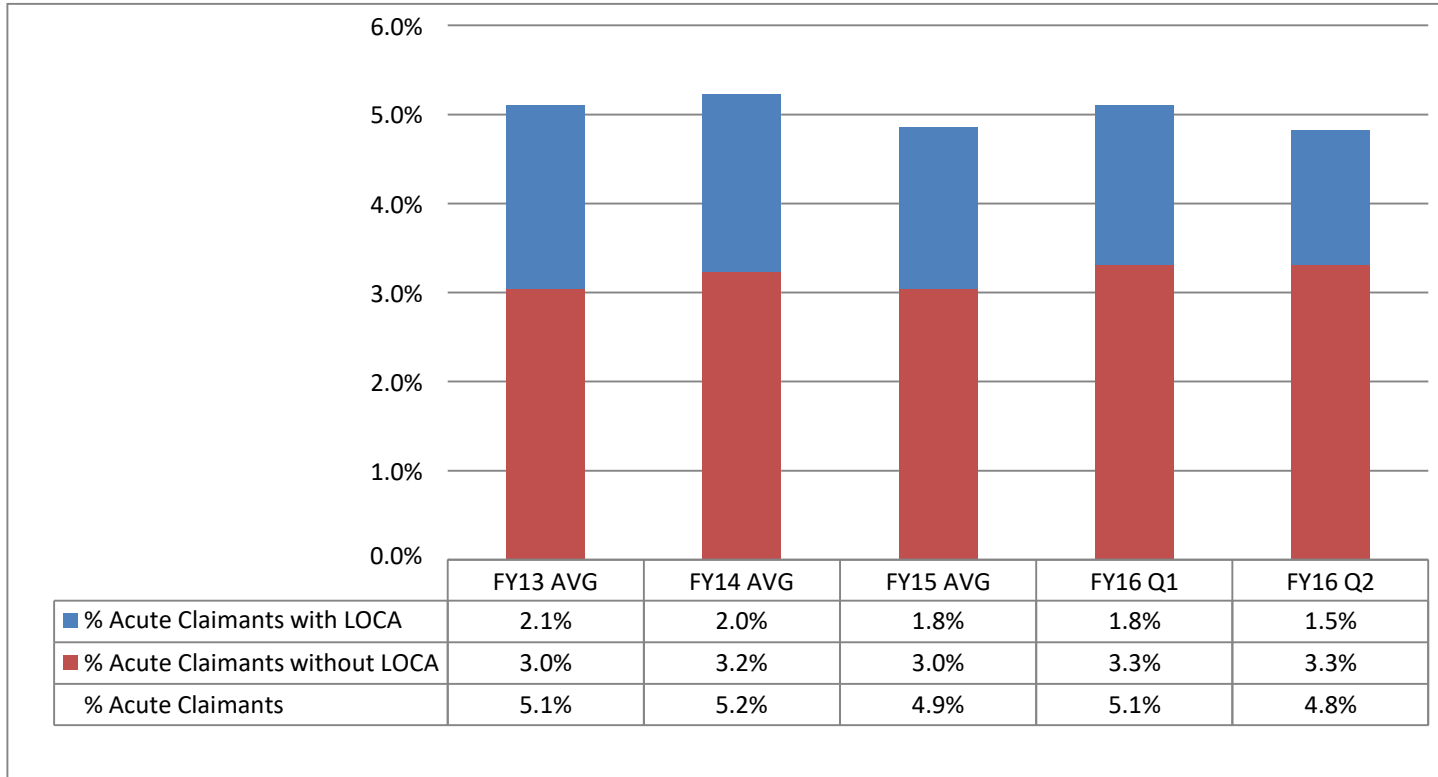


NOTE: FY16 includes Q1 and Q2 only. Data reflects encounters that occurred after the level of care was assigned.

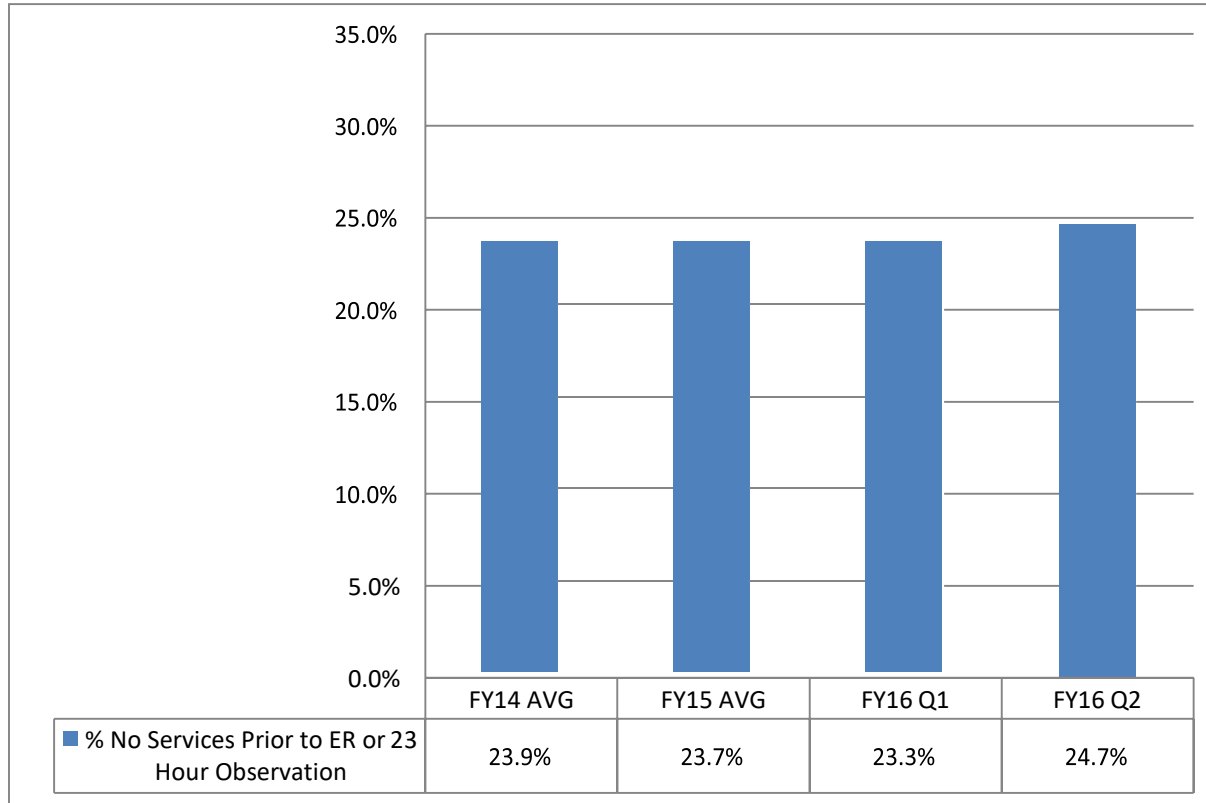
ACUTE VS NON-ACUTE SERVICE EXPENDITURES



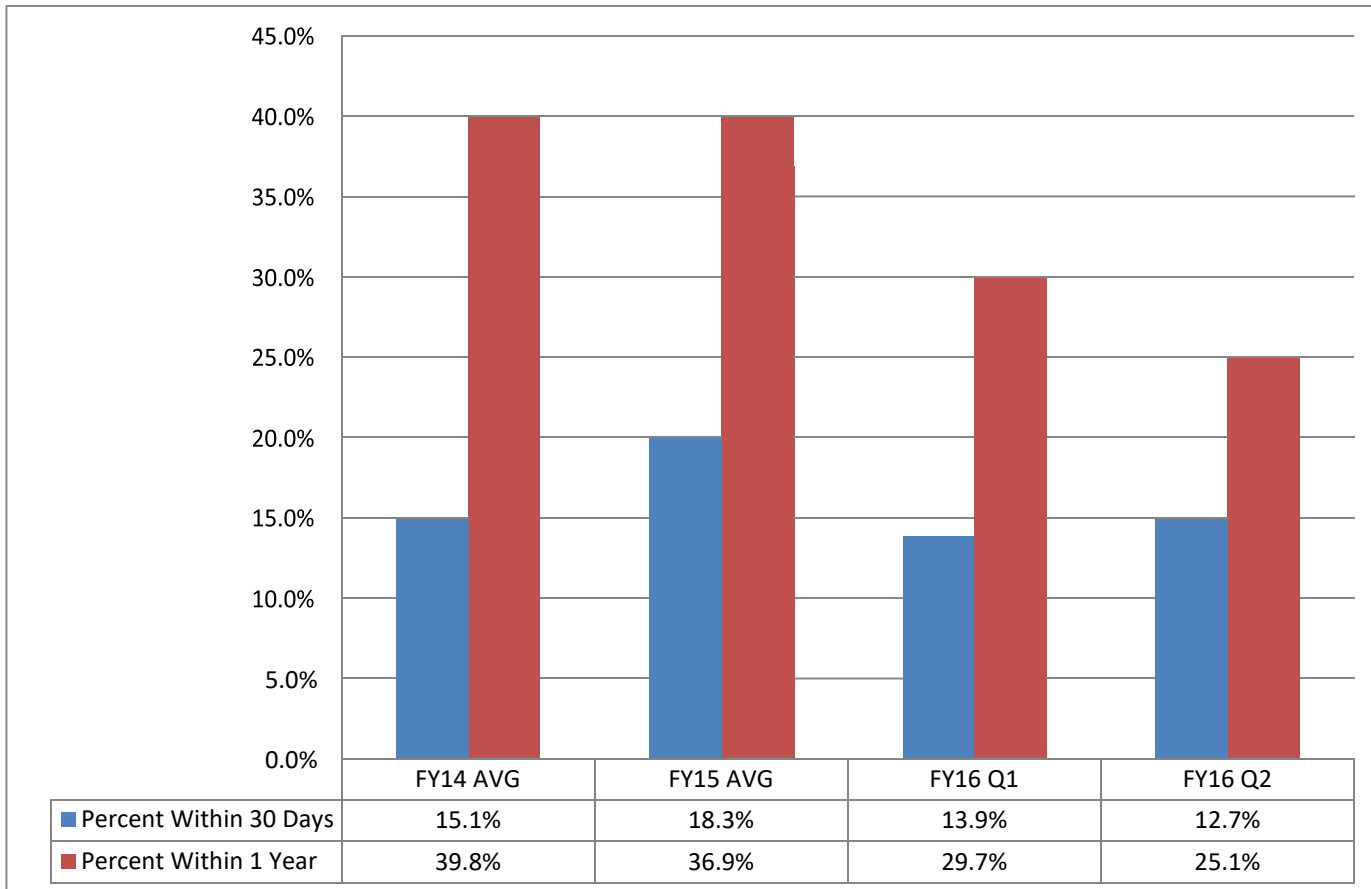
PERCENTAGE OF ACUTE CLAIMANTS



ER OR 23 HOUR OBSERVATION ON FIRST SERVICE DATE

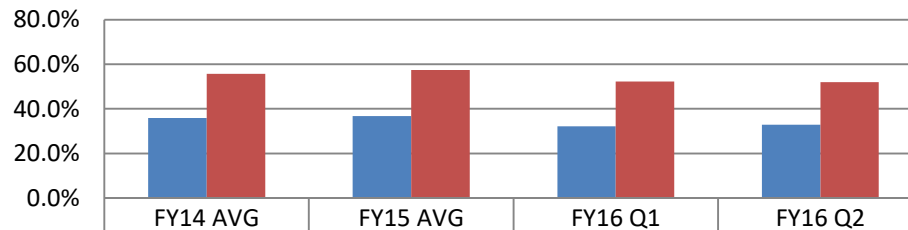


READMISSIONS TO PSYCHIATRIC HOSPITAL



FOLLOW-UP WITH COMMUNITY SERVICES AFTER DISCHARGE FROM COMMUNITY PSYCHIATRIC HOSPITAL

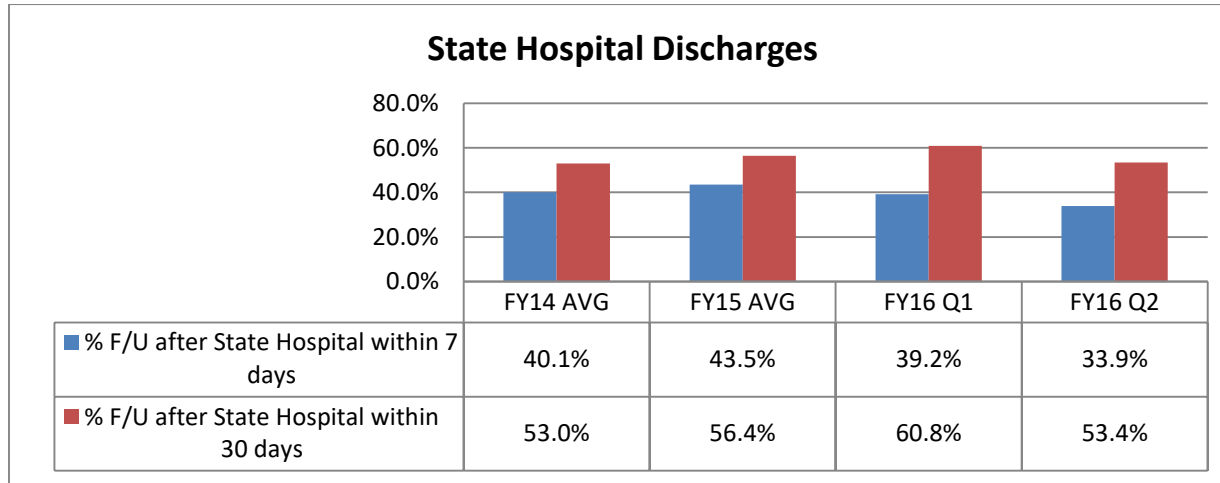
Community Hospital Discharges



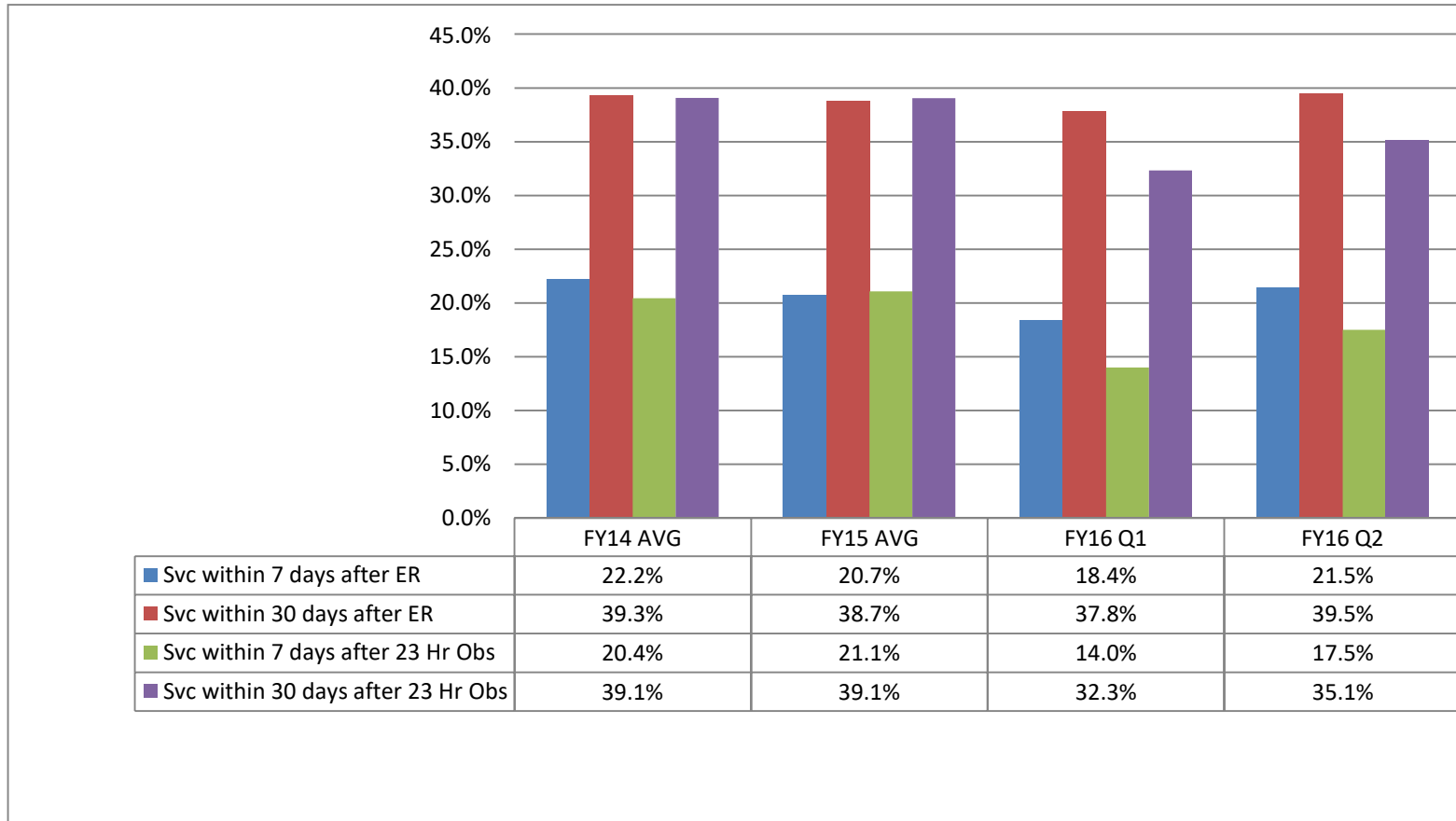
■ % F/U after Community Inpatient in 7 days
 ■ % F/U after Community Inpatient in 30 days

	FY14 AVG	FY15 AVG	FY16 Q1	FY16 Q2
% F/U after Community Inpatient in 7 days	35.9%	36.7%	32.1%	32.9%
% F/U after Community Inpatient in 30 days	55.6%	57.4%	52.2%	52.0%

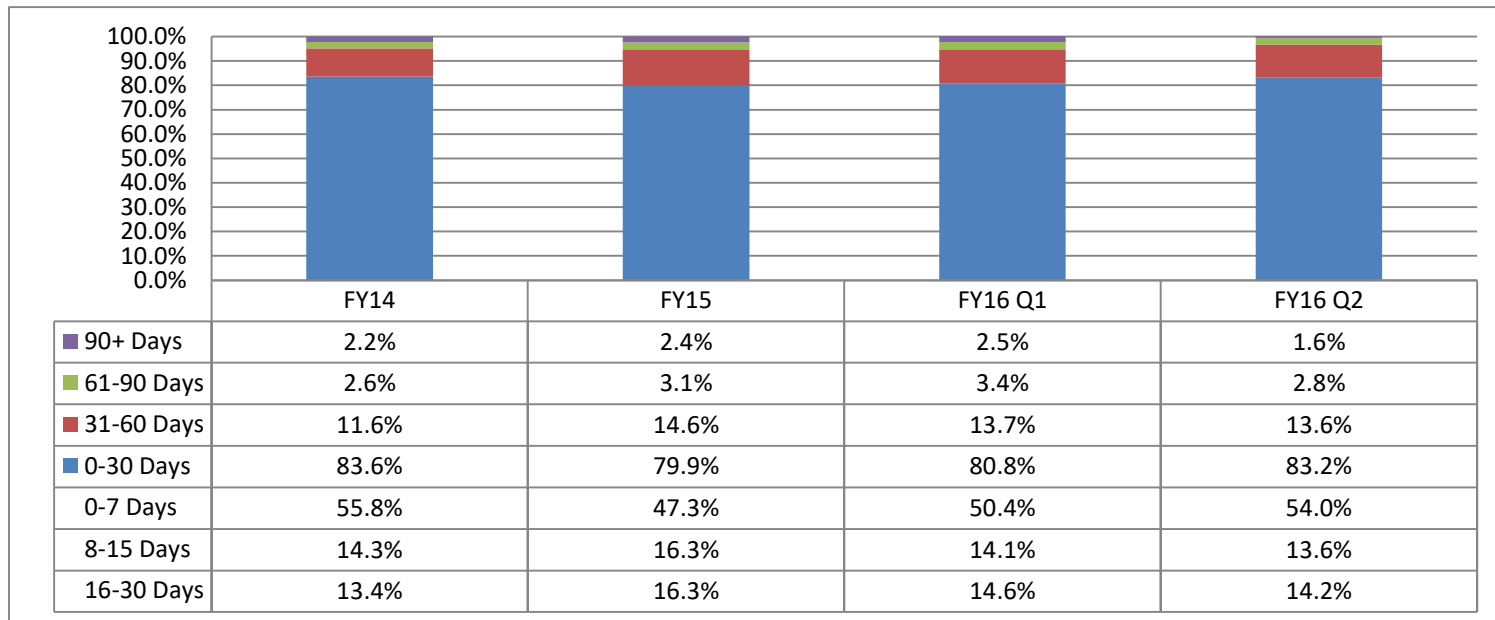
FOLLOW-UP WITH COMMUNITY SERVICES AFTER DISCHARGE FROM STATE PSYCHIATRIC HOSPITAL



ENROLLEES WHO RECEIVE COMMUNITY SERVICES AFTER ER OR 23 HOUR OBSERVATION

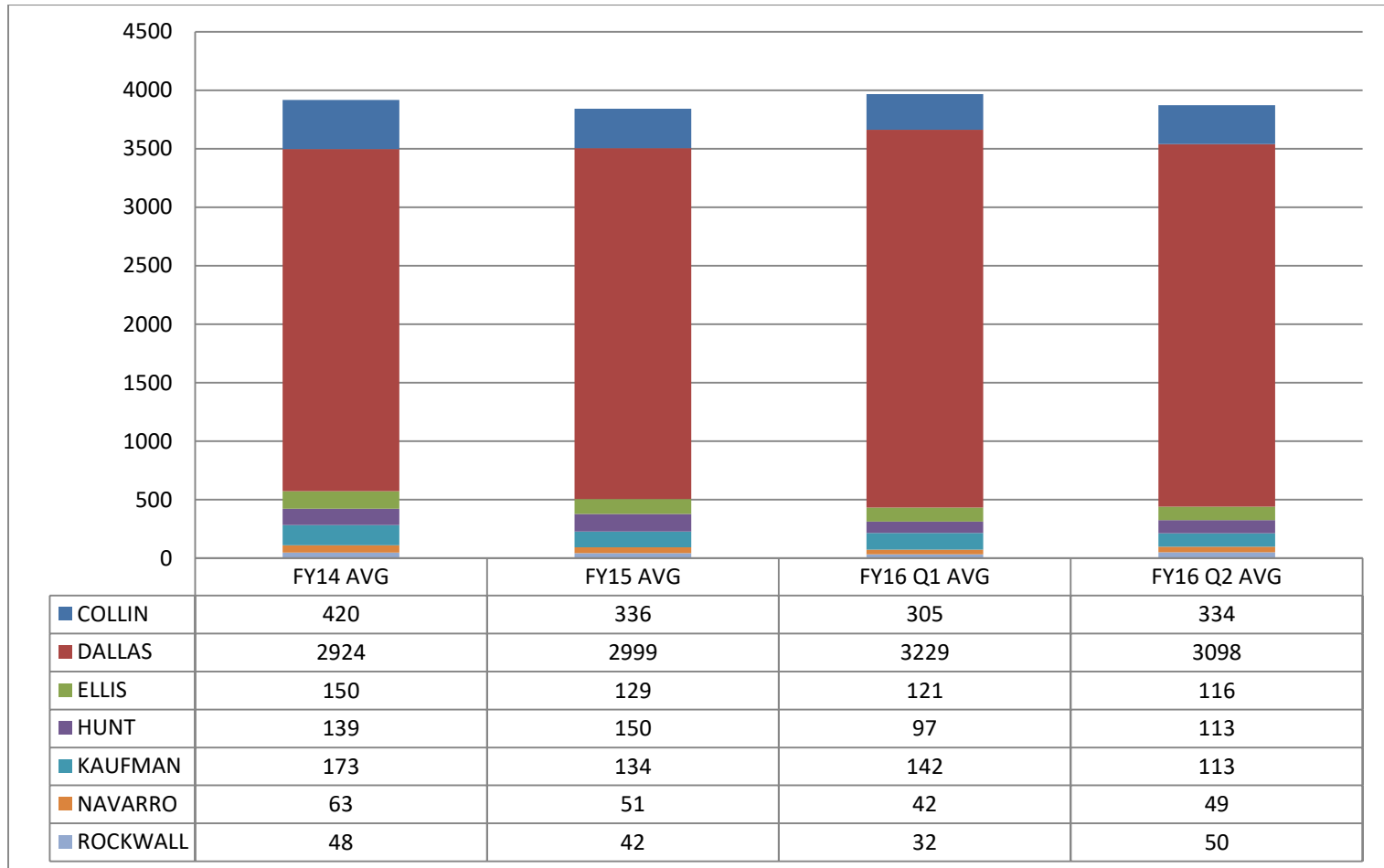


SUBSTANCE USE DISORDER – LENGTH OF TREATMENT EPISODE



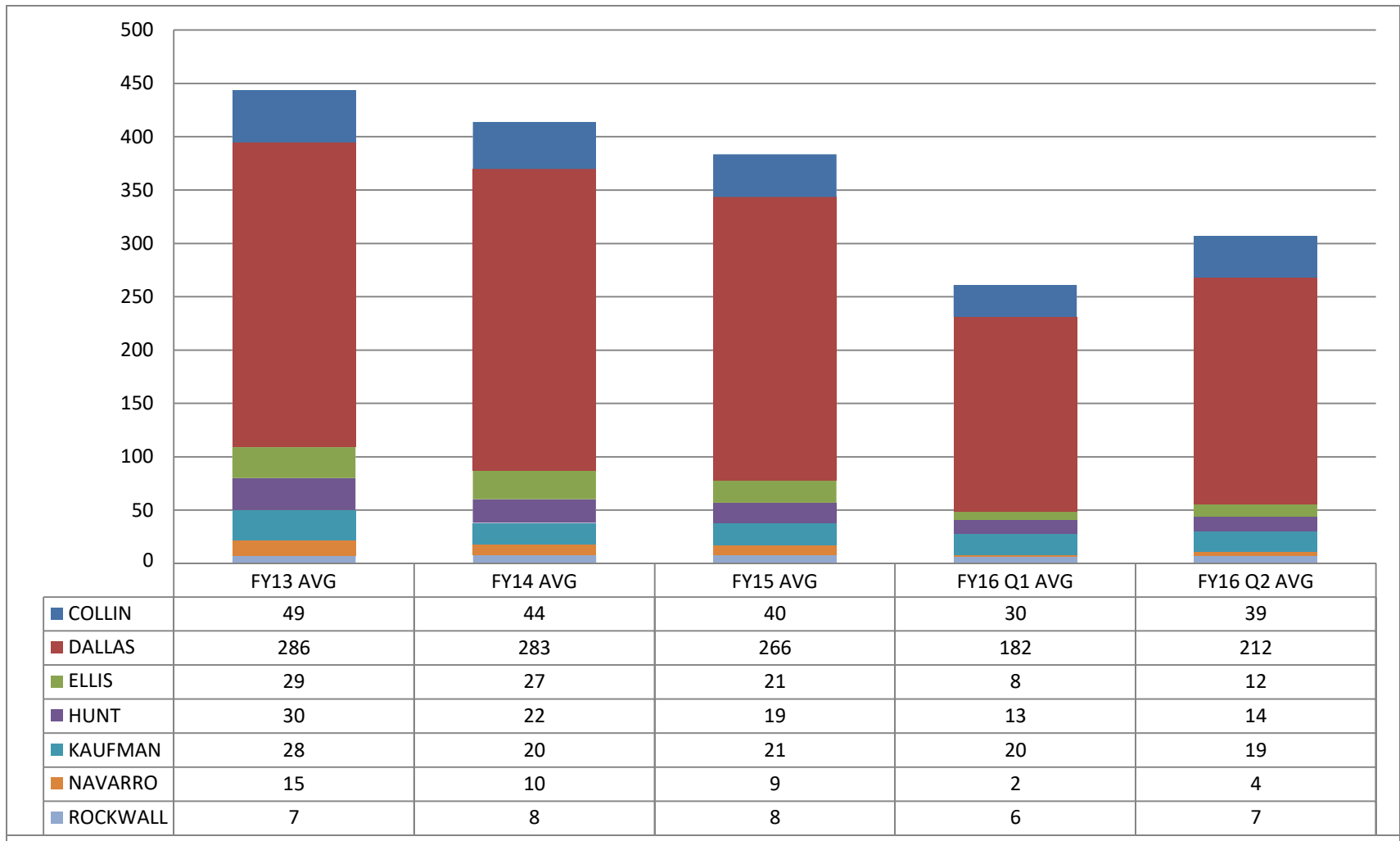
ADAPT COMMUNITY SOLUTIONS TELEPHONE HOTLINE DATA

(INCOMING CALLS PER MONTH)

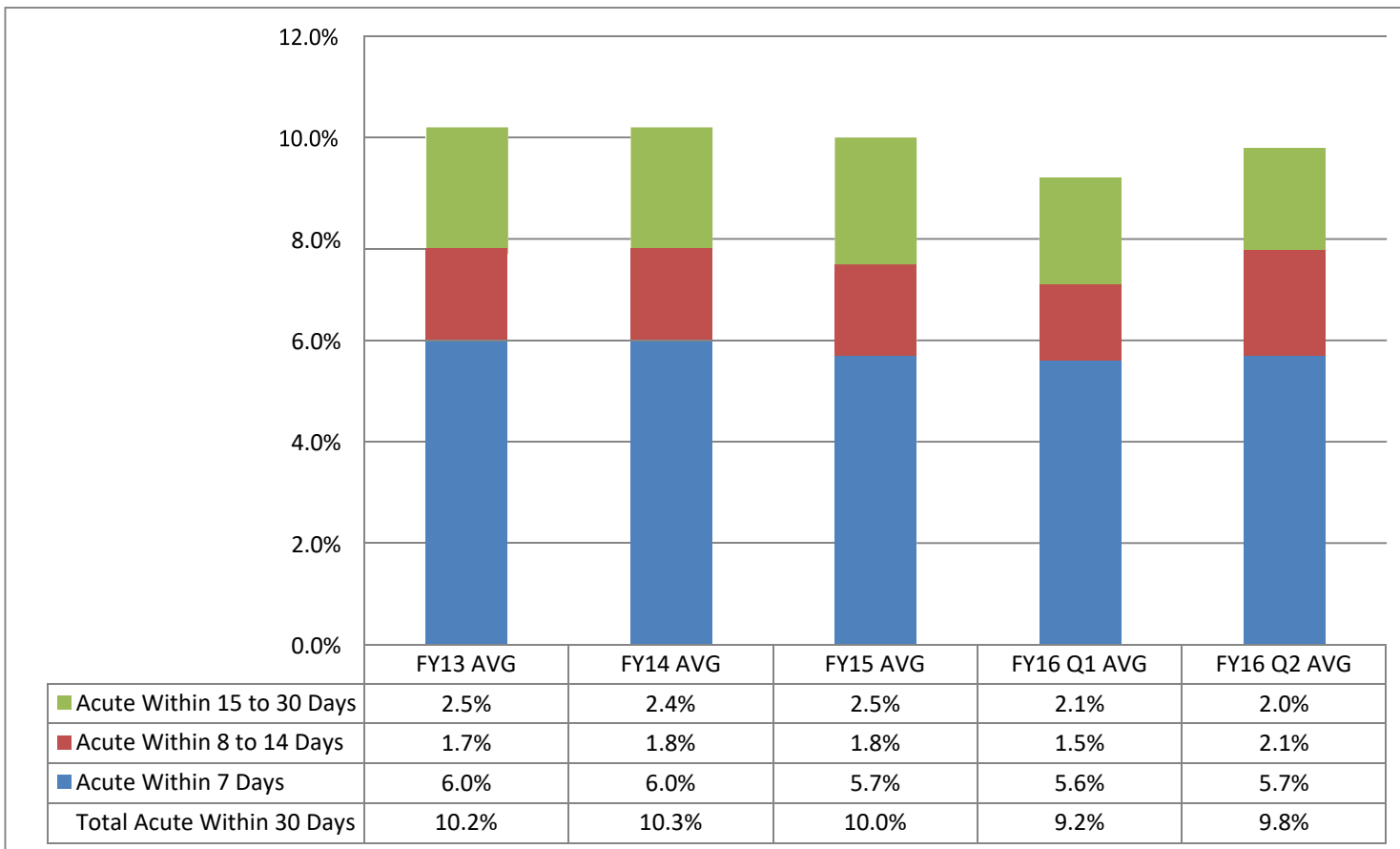


ADAPT COMMUNITY SOLUTIONS MOBILE CRISIS DATA

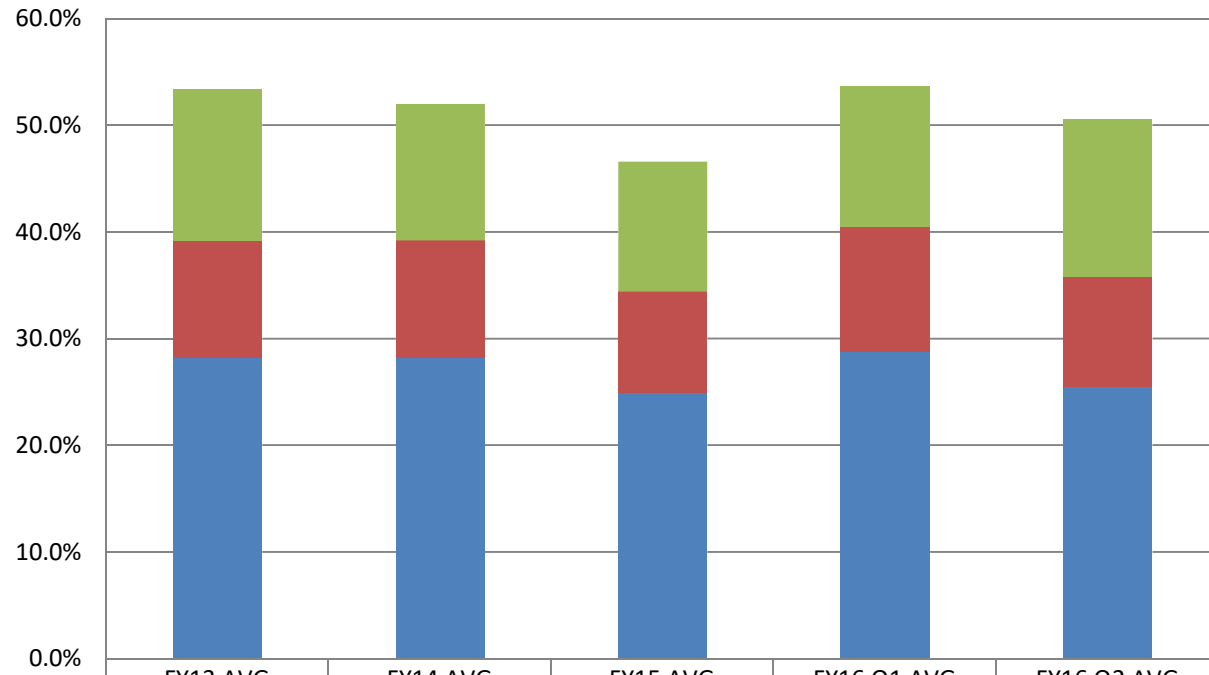
(FACE-TO-FACE ENCOUNTERS PER MONTH)



MOBILE CRISIS AND ACUTE ENCOUNTER



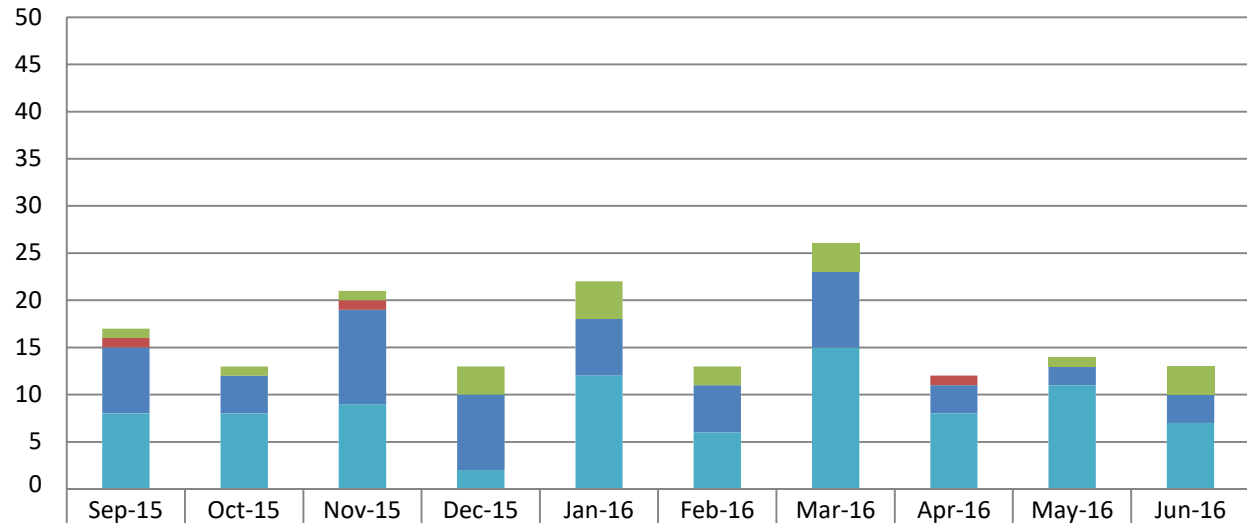
MOBILE CRISIS AND COMMUNITY SERVICE



	FY13 AVG	FY14 AVG	FY15 AVG	FY16 Q1 AVG	FY16 Q2 AVG
Community Svc Within 15 to 30 Days	14.2%	12.8%	12.2%	13.2%	14.8%
Community Svc Within 8 to 14 Days	11.0%	11.0%	9.5%	11.6%	10.3%
Community Svc Within 7 Days	28.2%	28.2%	24.9%	28.8%	25.5%
Total Community Svc Within 30 Days	53.4%	50.7%	46.6%	53.7%	50.6%

ENROLLEE COMPLAINTS

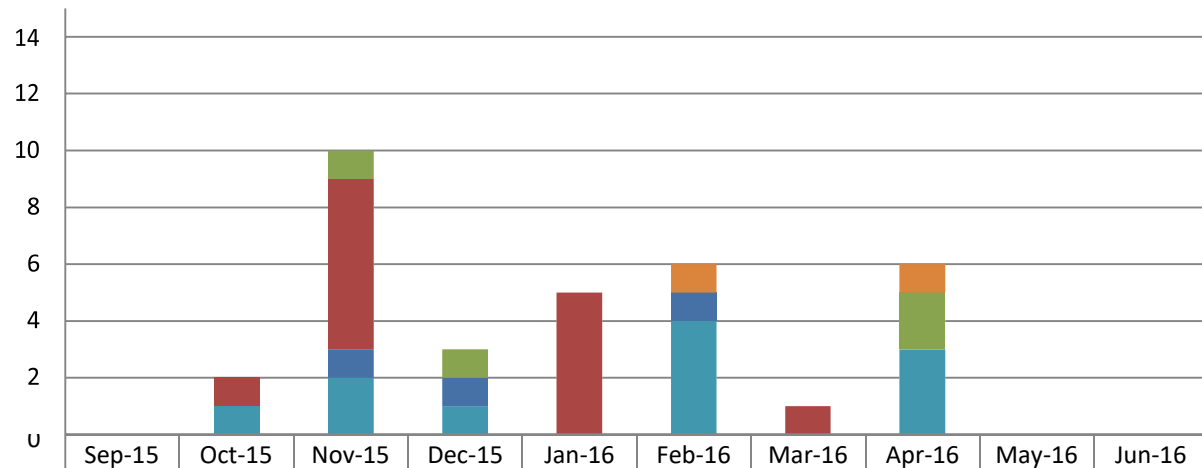
Enrollee Complaints



(EC) BHO Obligation to Enrollees	1	1	1	3	4	2	3	0	1	3
(UR) Utilization Review / Mgt	1	0	1	0	0	0	0	1	0	0
(AC) Accessibility/Availability	7	4	10	8	6	5	8	3	2	3
(QC) Quality of Care or Service	8	8	9	2	12	6	15	8	11	7
Total Enrollee Complaints	17	13	21	13	22	13	26	12	14	13

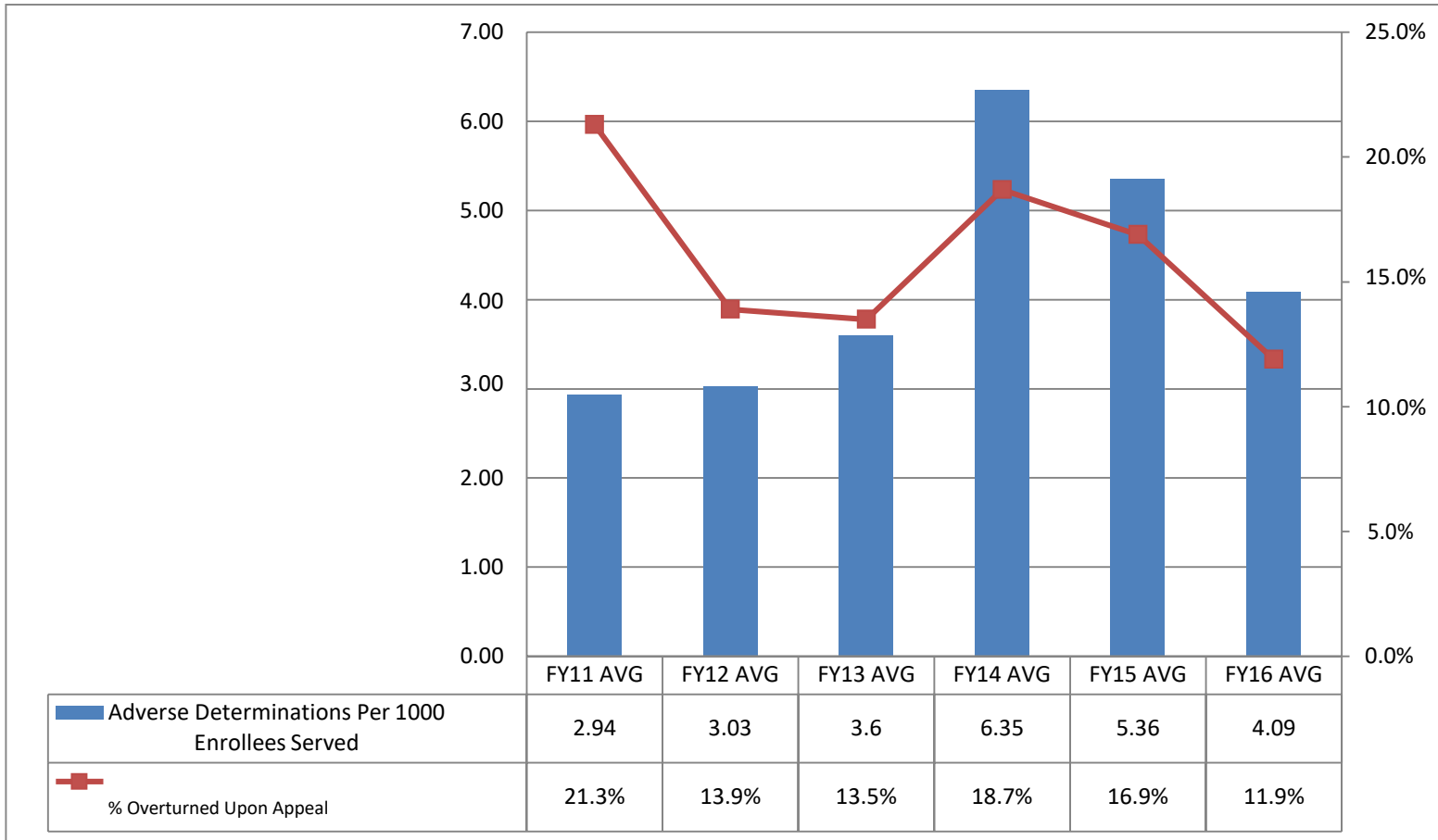
PROVIDER COMPLAINTS

Provider Complaints



	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
(MS) Miscellaneous Complaints	0	0	0	0	0	1	0	1	0	0
(EC) BHO Obligation to Enrollees	0	0	1	1	0	0	0	2	0	0
(UR) Utilization Review / Mgt	0	1	6	0	5	0	1	0	0	0
(AC) Accessibility/Availability	0	0	1	1	0	1	0	0	0	0
(QC) Quality of Care or Service	0	1	2	1	0	4	0	3	0	0
Total Provider Complaints	0	2	10	3	5	6	1	6	0	0

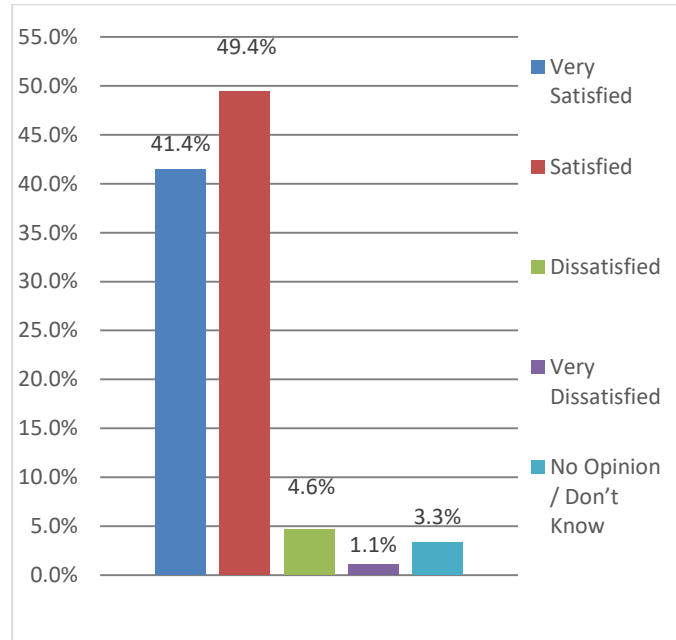
UTILIZATION MANAGEMENT – ADVERSE DETERMINATIONS AND OVERTURN RATE UPON APPEAL



NORTHSTAR MEMBER SATISFACTION SURVEY

OVERALL SATISFACTION

Overall, how satisfied are you with the mental health services of your clinic?
2016 Results



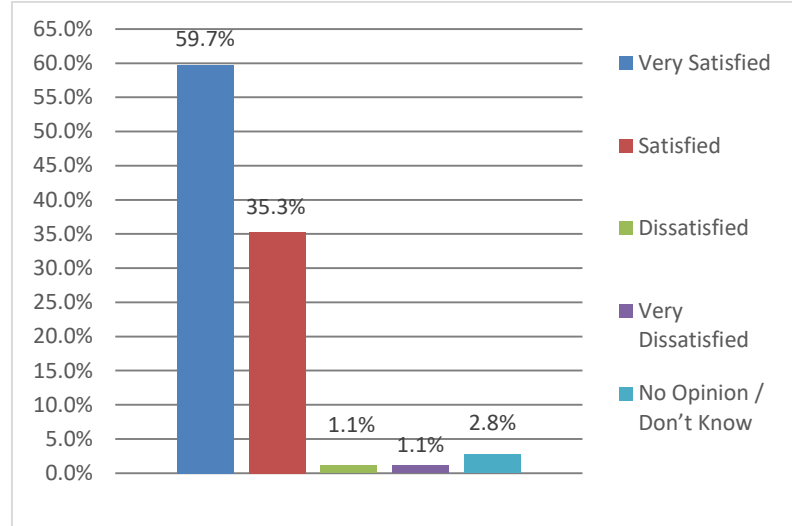
Overall Satisfaction with clinic services from 2010 to 2015 with the following results:

- 2010 result: 85.0% of members surveyed were very satisfied or satisfied
- 2011 result: 82.9% of members surveyed were very satisfied or satisfied
- 2012 result: 80.2% of members surveyed were very satisfied or satisfied
- 2013 result: 84.7% of members surveyed were very satisfied or satisfied
- 2014 result 87.7% of member surveyed were very satisfied or satisfied
- 2015 result 89.5% of member surveyed were very satisfied or satisfied
- **2016 result 90.8% of member surveyed were very satisfied or satisfied**

NORTHSTAR MEMBER SATISFACTION SURVEY

CLINIC EXPERIENCE AND RATINGS

How do you feel about how your clinic has shown respect for your ethnic, cultural or religious background (including race, language and sexual orientation)?



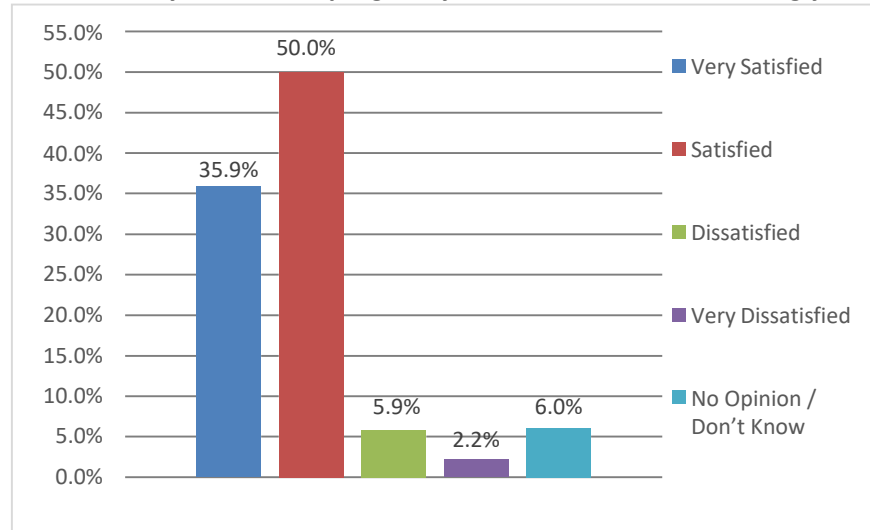
Satisfaction with cultural aspects of service from 2012 to 2016:

- 2012 result: 90.1% of members surveyed were very satisfied or satisfied
- 2013 result: 91.3% of members surveyed were very satisfied or satisfied
- 2014 result: 92.7% of members surveyed were very satisfied or satisfied
- 2015 result: 93.7% of members surveyed were very satisfied or satisfied
- **2016 result: 95.0% of members surveyed were very satisfied or satisfied**

Satisfaction with cultural respect went up slightly and has been consistent with positive ratings over the years.

NORTHSTAR MEMBER SATISFACTION SURVEY

How satisfied are you with the progress you've made toward reaching your goals?



Satisfaction with progress toward reaching goals from 2012 to 2016:

- 2012 result: 76.6% of members surveyed were very satisfied or satisfied
- 2013 result: 77.9% of members surveyed were very satisfied or satisfied
- 2014 result: 82.5% of members surveyed were very satisfied or satisfied
- 2015 result: 83.3% of members surveyed were very satisfied or satisfied
- **2016 result: 85.9% of members surveyed were very satisfied or satisfied**