

Early Warning Program (EWP)

By Howard Dichter MD

Early Warning Program

- Monitoring program
- Performance Based Measures
- Real Time
- Limited Set

EWP Purpose

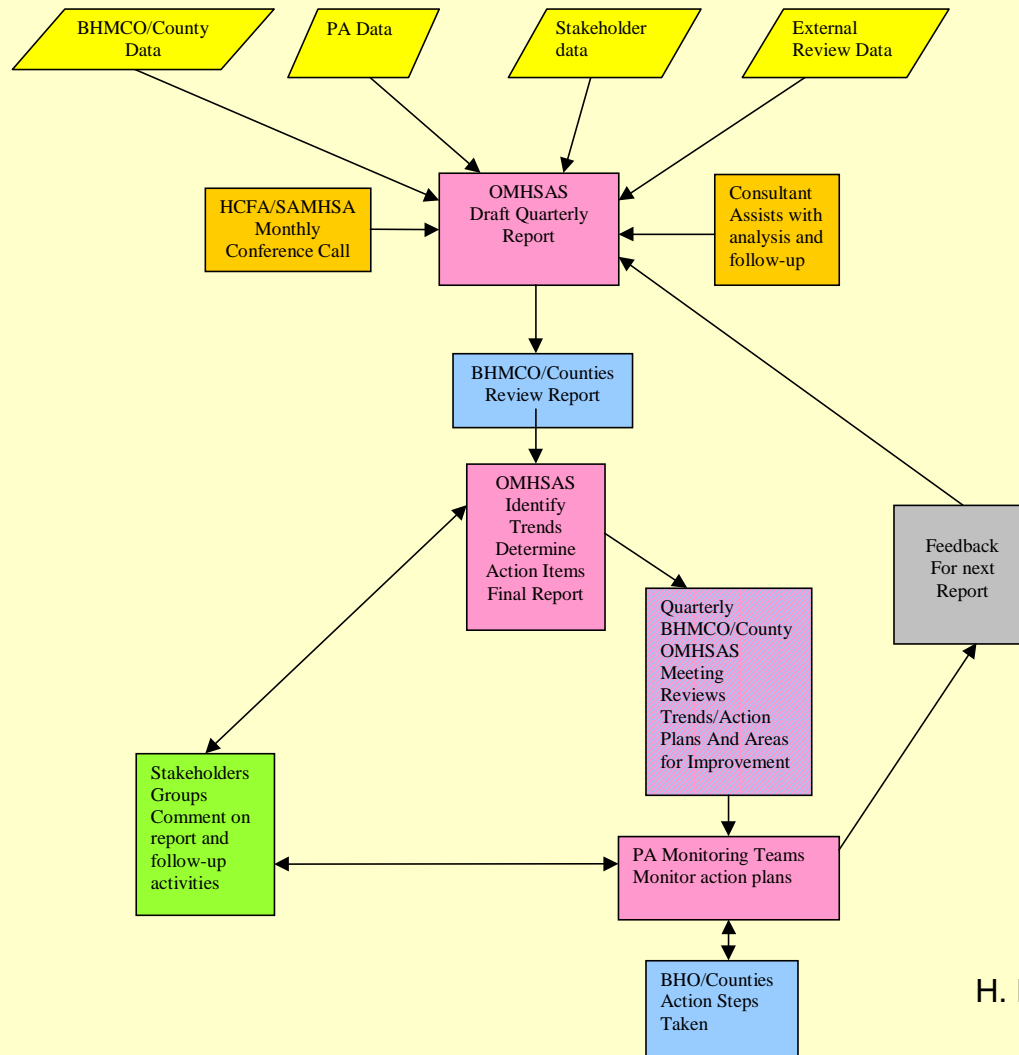
- Improve healthcare safety net
- Direct oversight to problems
 - Identify systemic stress
 - Minimize burden
- Enhance public accountability

Public Accountability

- Stakeholders:
 - Indicator development
 - Evaluation of findings
 - Current information
 - Prioritize problems
 - Corrective activities
 - Facilitate Change
 - Enhanced confidence
- New forums for communication and problem solving

Early Warning Monitoring Care Program

PA Data Flow



Special Needs Populations

- Children
- Serious and Persistently Mentally Ill
 - Involuntarily Committed
 - Homeless
- Minorities
- Substance Abusers

Measurements

- Rapid
- Practical, reliable, valid
- Lead indicators
- Multiple & redundant
 - Measures
 - Sources
- Specific indicators - event driven
 - Outcomes
 - Benchmarks
- Broad indicators - open ended

EWP Indicators

Access

- Authorizations
- Service encounters
 - Core services
 - No Core services
 - Children's residential
- Denials
- Provider surveys
- Consumer complaints
- Provider grievances
- Change in MCO Policy
- Stakeholder feedback
- Proxy Calls

EWP Indicators

Quality

- Rehospitalization
- Involuntary
Commitment
- Provider survey
- Consumer complaints
- Grievances
- Stakeholder feedback

EWP Indicators

MCO Operations

- Payment
 - Claims paid
 - Case rate expenditures
- Consumer complaints
- Provider survey
- Grievances
- Change in MCO policy
- Telephone
- Stakeholder feedback

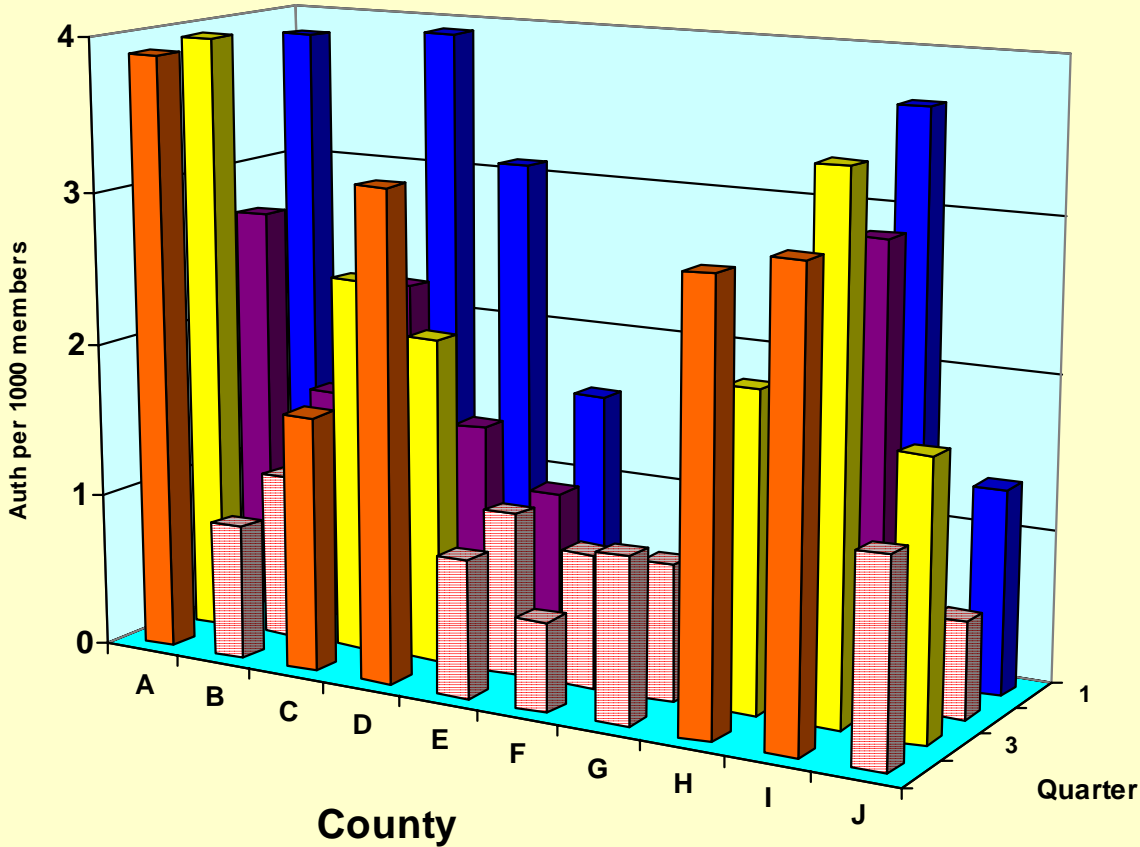
Pennsylvania Behavioral Health

- **740,000 lives**
- **Western PA**
 - 15 Counties - 1 Urban, 9 Rural, 4 suburban
- **Start date 1/1/99**
- **All categories of Medicaid**
- **Counties or State contracts with MCO**
- **BHO's** -ValueOptions of PA, Magellan, CCBH, CCBH

SW PA HealthChoices Behavioral Health

Detox Authorizations

1999

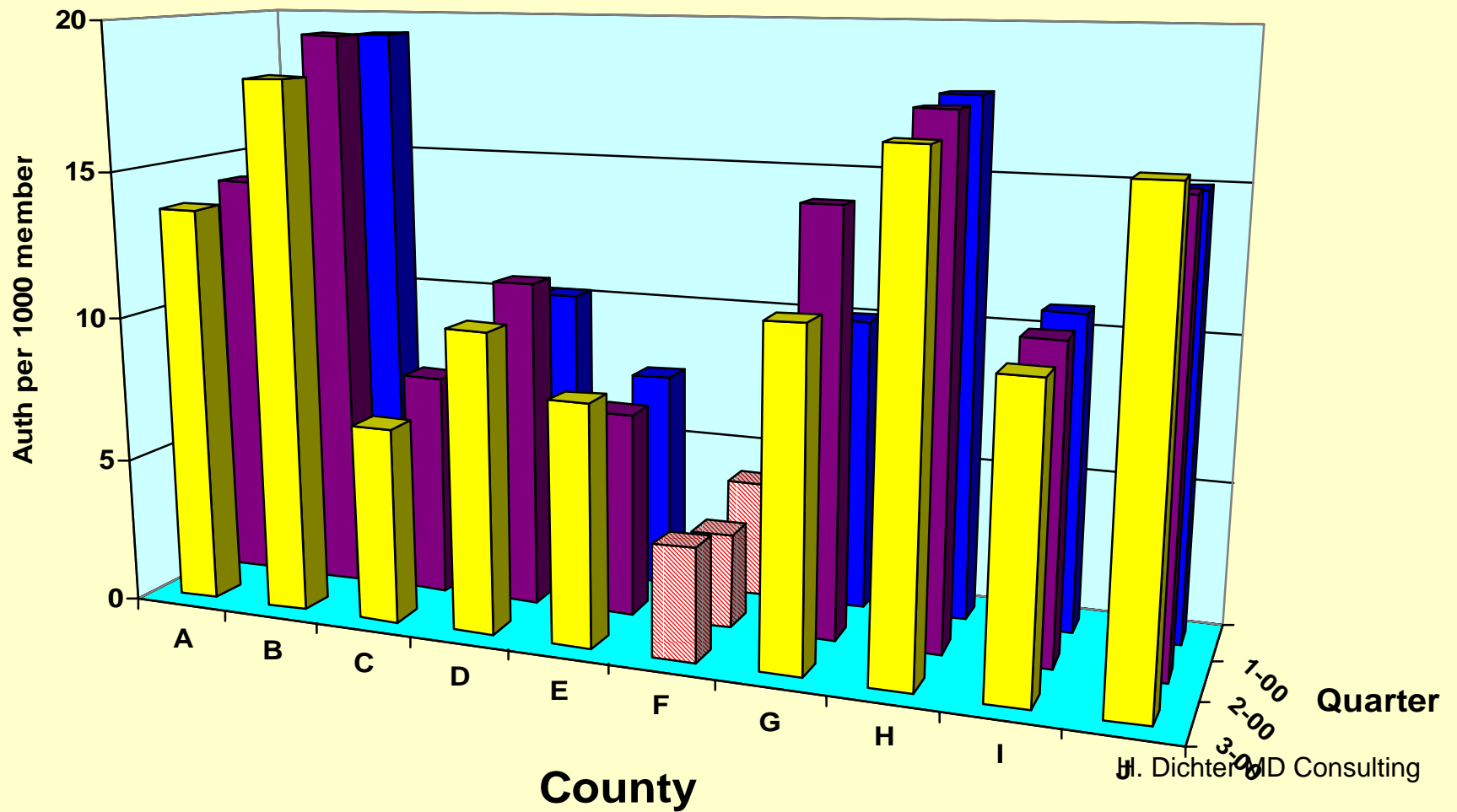


PA HealthChoices Behavioral Health
Drug & Alcohol Detox
Comparing Authorization & Utilization Data 1999

County	A	B	C	D	E	F	G	H	I	J
Authorization	Blue	Red	Blue	Blue	Red	Red	Red	Blue	Blue	Blue
Encounter	Blue	Red	Blue	Blue	Red	Red	Red	Blue	Blue	Blue

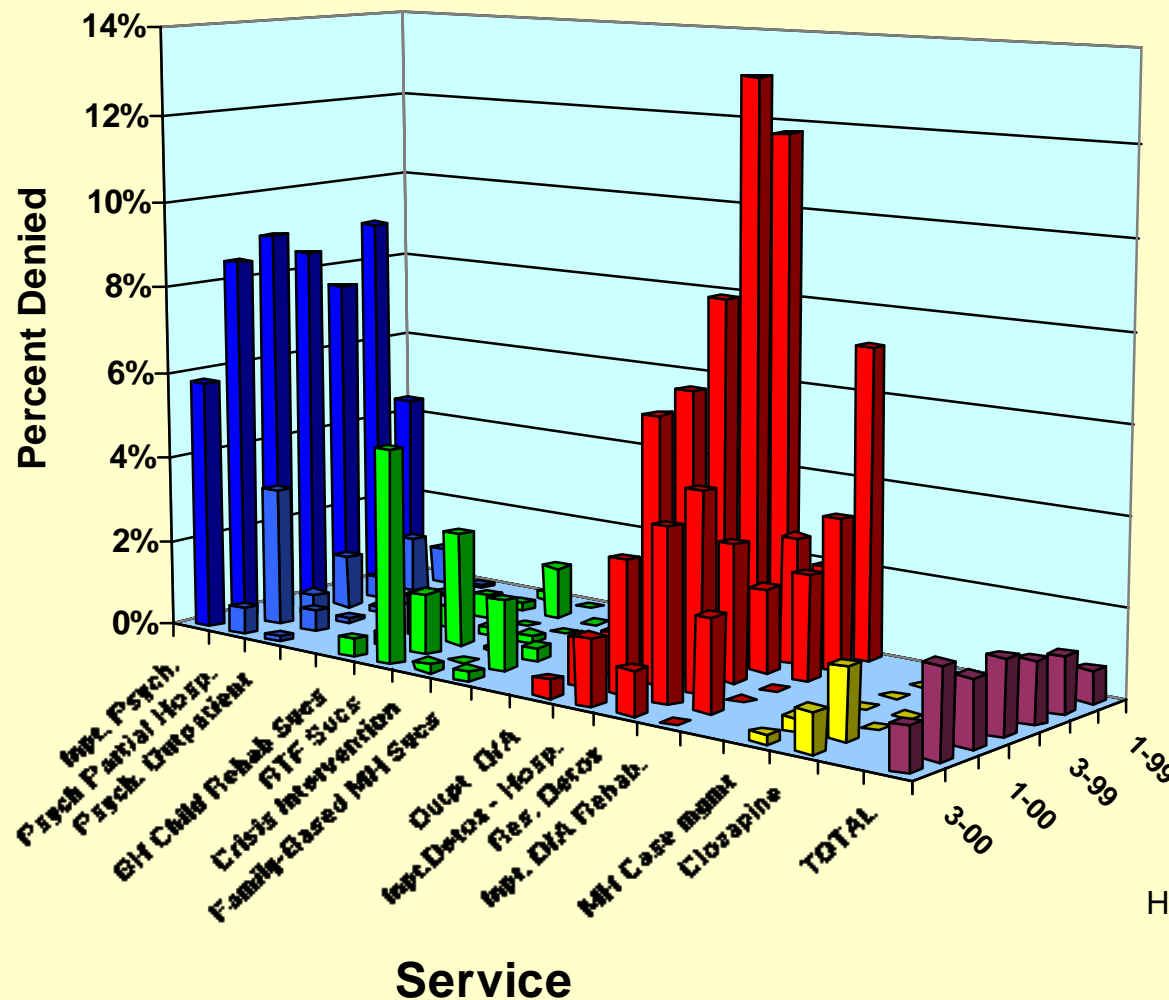
High	Green
Low	Red
Neither	Blue

SW PA HealthChoices Behavioral Health Targeted MH Case Management (ICM & RC) Authorizations Qrt. 1-3 '00



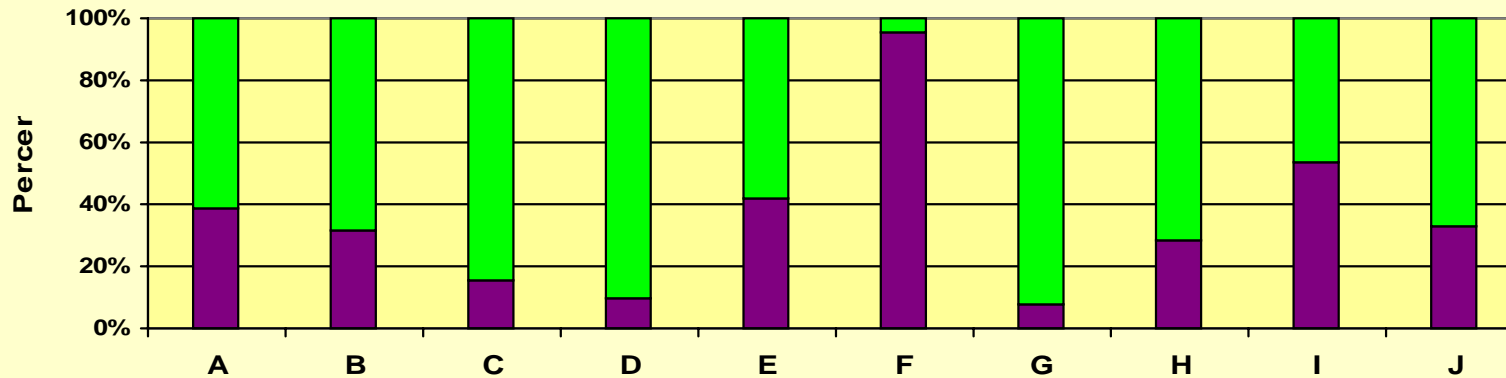
Percent of Members Denied Services

Qrt. 1'99 – Qrt. 3'00

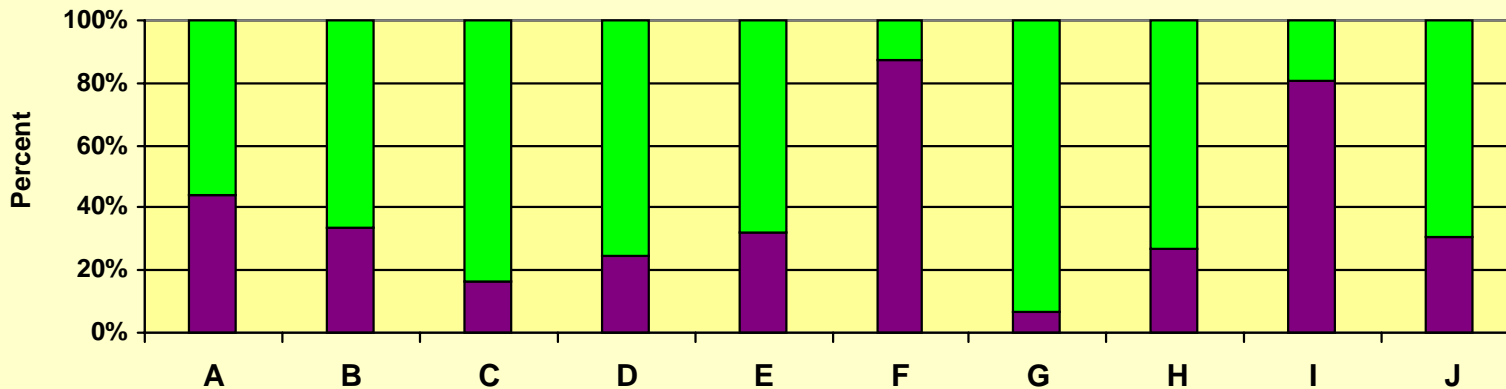


PA Behavioral HealthChoices
Children's Residential Census
**Payment by: BH- MCO or Children & Youth or
 Juvenile Justice**

Qrt 3 & 4 1999



Qrt 1 - 3 2000



County

■ BH-MCO
■ CY & JJ

H. Dichter, MD Consulting

Complaints

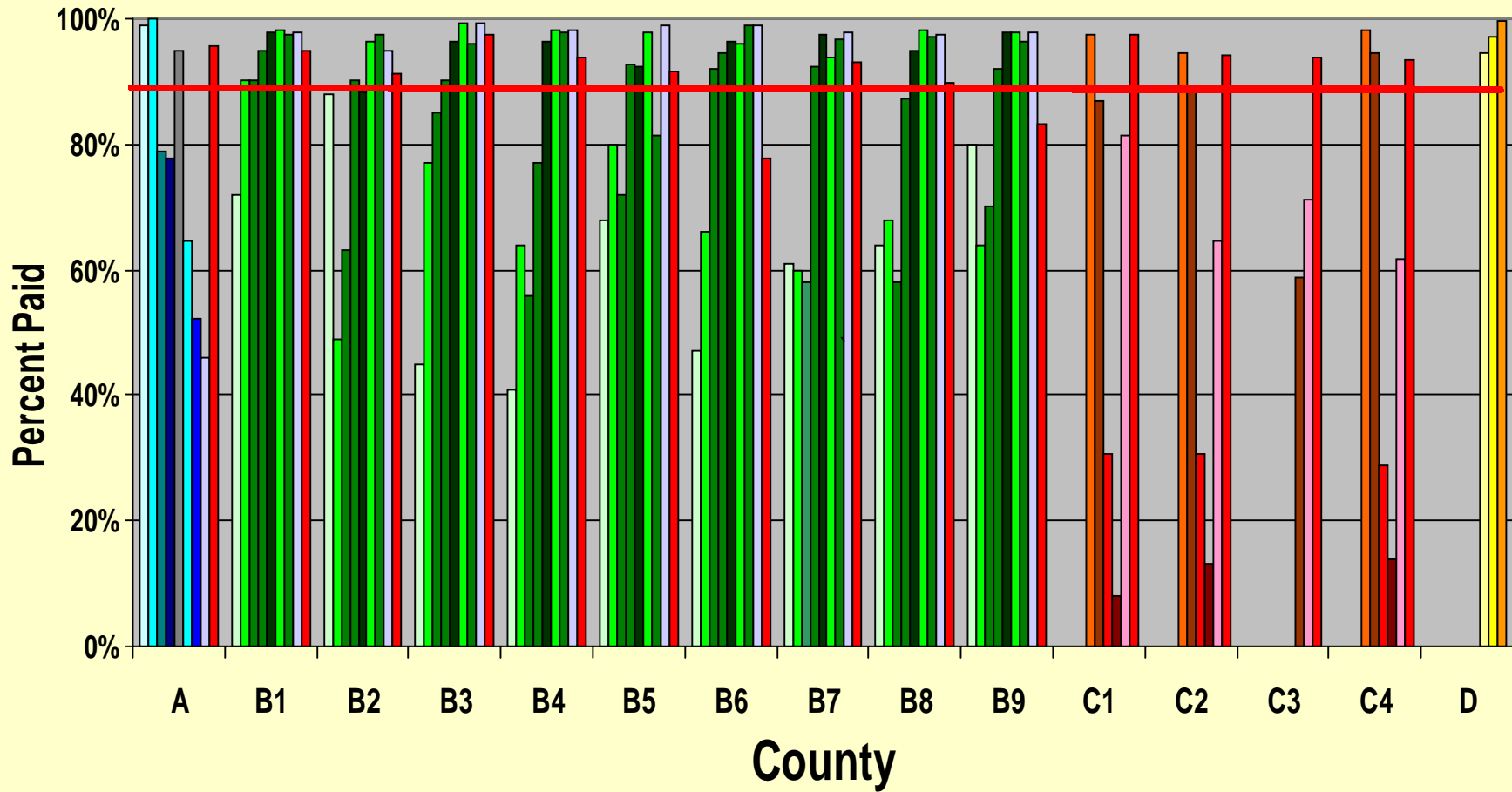
Quarter 3, 2000

11 consumer Ambulance complaints

- 2 – 6 complaints per county
- One BH-MCO
- Delayed arrival
- Unclear payment responsibility
- No complaints in following Quarter after corrective action taken

PA HealthChoices Behavioral Health Clean Claims Paid By 30 Days

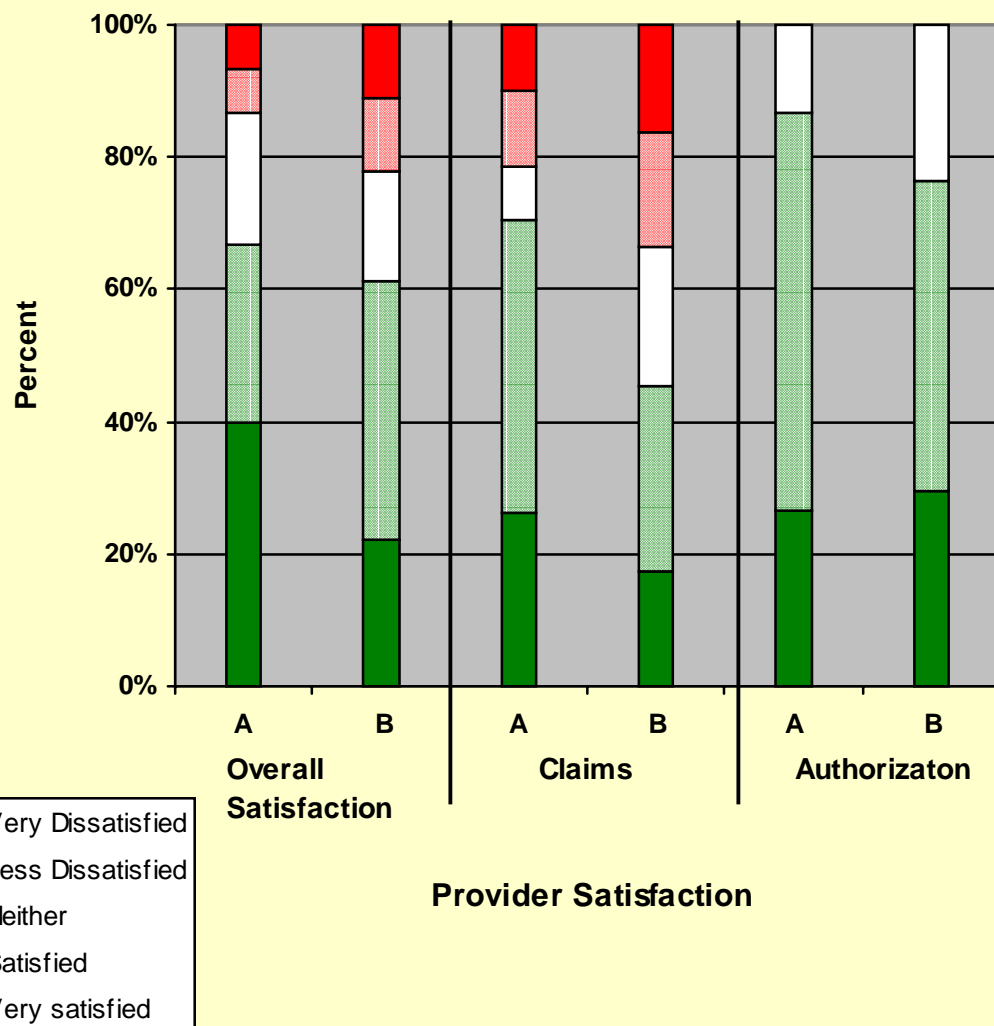
Jan – Jun 2000



PA HealthChoices Behavioral Health

Provider Opinions - Outpatient Drug and Alcohol Providers

Quarter 4, 1999



Claims Questions

1. Consistency of Payment with Fee Schedule
2. Accuracy of response to claims questions

Timeliness of:

- 3. Payment receipt**
4. Response to inquiries
- 5. Claims Complaint resolution**

Claims Activities

- Plans of corrections initiated in three counties
- Advanced funds to providers with cash flow problems
- Prioritized providers payments
- Reorganized Service Center Claims Dept.
- Provider forums
- Removed barriers ---Third party liability

Vermont

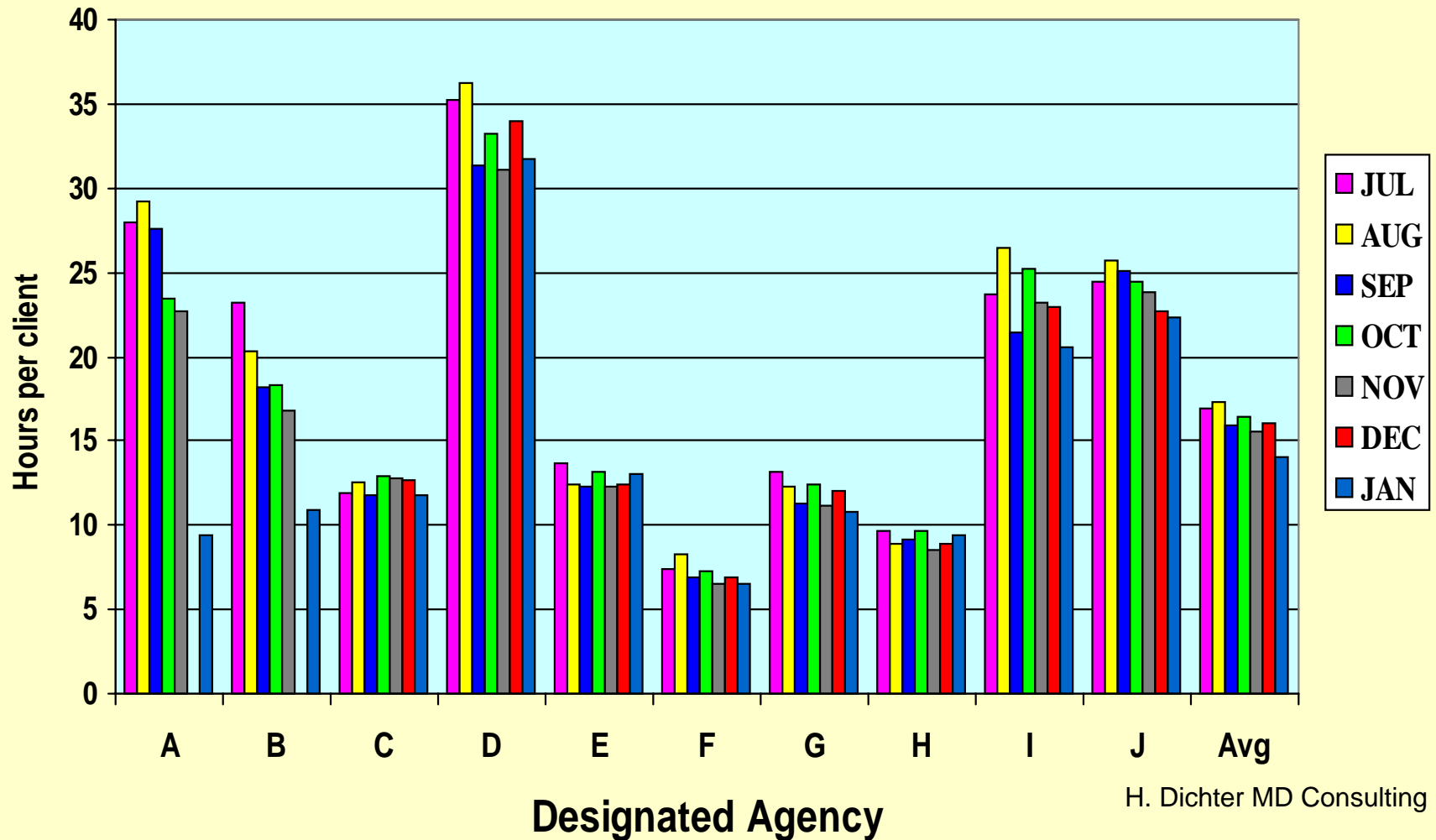
Behavioral Health

- **3000 lives** - Serious and Persistent Mentally Ill
- **Entire State**
- **Began 7/1/99**
- **Insurance** -Medicaid, dual eligible and no Insurance
- **State acting as MCO**
- **Capitated payments**
 - 10 Designated Agencies
 - **Tiers** - three based on service needs

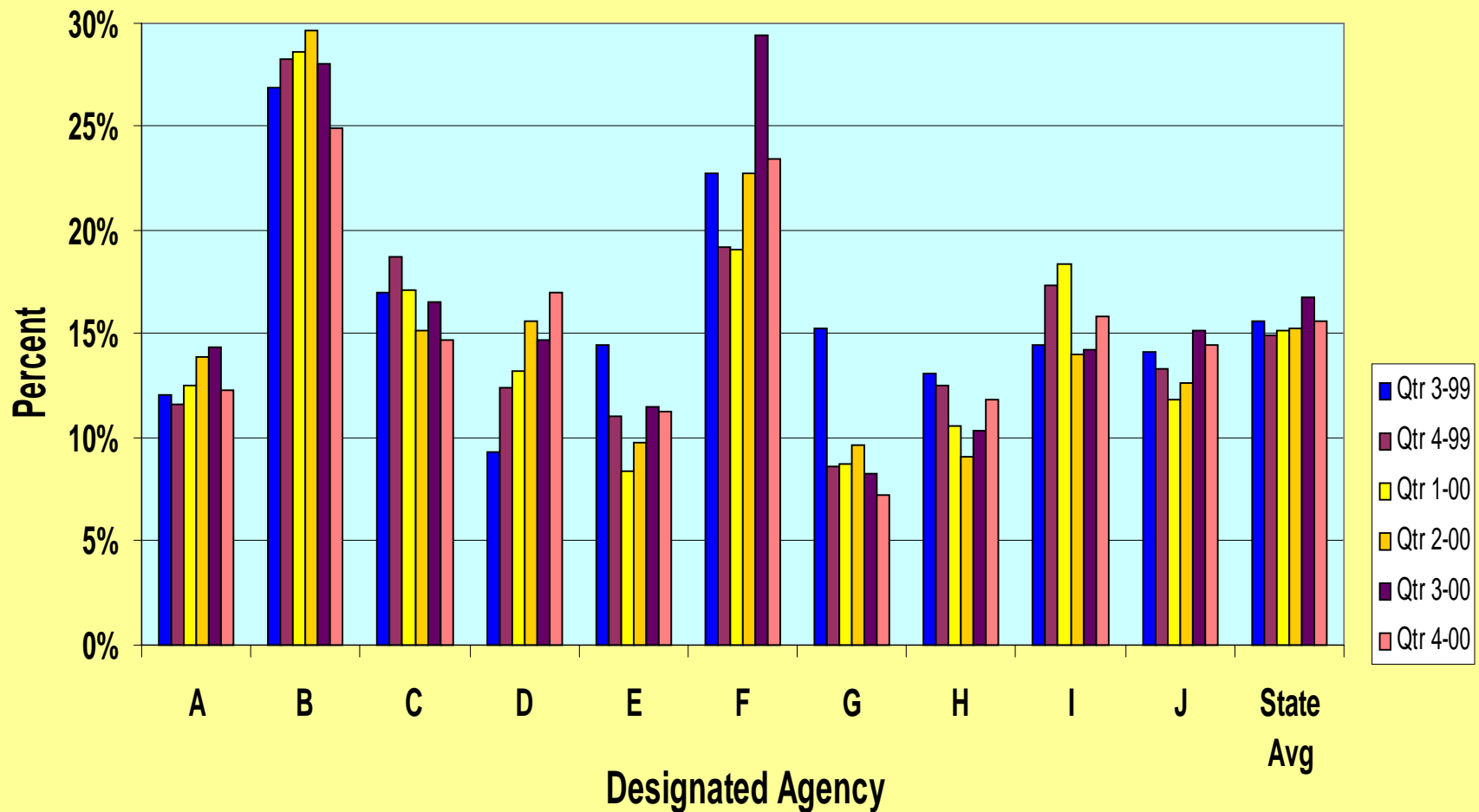
Vermont CRT Program

Average Core Hours Encounters Per Client

Jul '99 - Jan '00



Vermont Adult CRT Program
**AVERAGE NUMBER OF CRT CLIENTS RECEIVING NO CORE SERVICES
 IN A GIVEN MONTH**
 Qrt. 3 -99 to Qrt 4-00

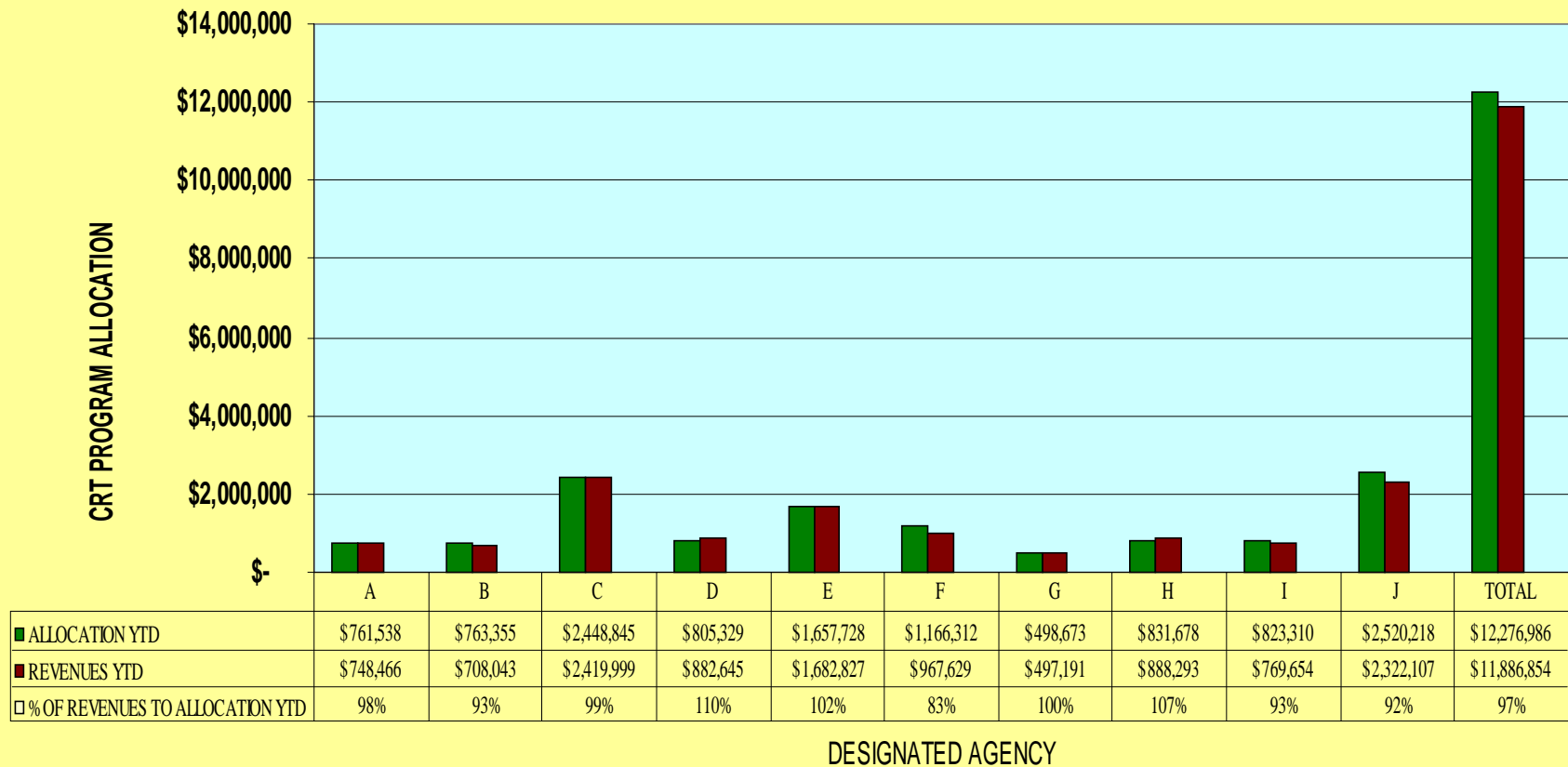


Vermont CRT Program

CASE RATE REVENUES Vs. ALLOCATION

By Designated Agency

July - December 2000



Future Trends

- **Added populations**
 - Homeless SMI Adults indicator
- **New Questions**
 - Continuity of care
 - Person level encounter data
- **Expanded program**
 - New Mexico planning similar program