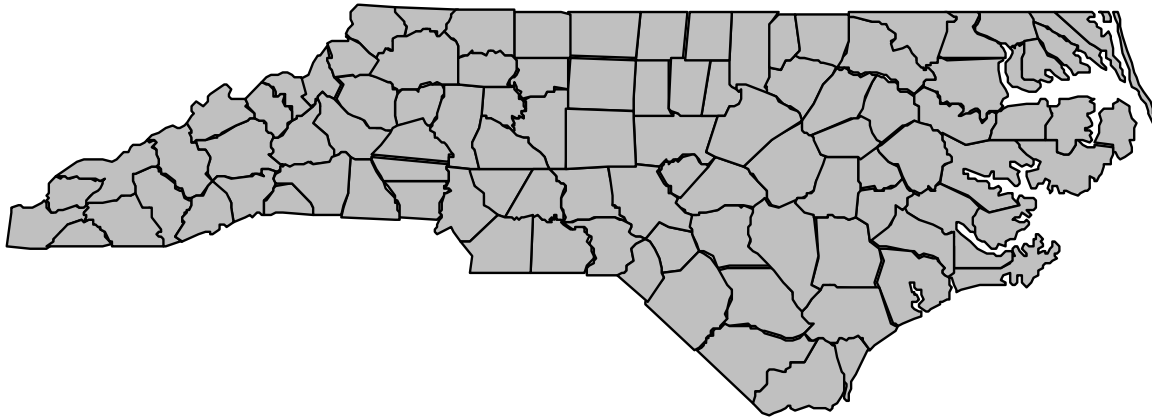


**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
and Substance Abuse Services**

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

**Second Quarter Report
October 1, 2013 - December 31, 2013**



Prepared by

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North Carolina Department of Health and Human Services

February 2014



SFY 2014 Performance Contract
 Report/Data Submission Requirements
 Second Quarter Report

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Introduction

This is the **Second 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. The Fiscal Monitoring Report is currently under revision.

Overall, the LME-MCOs met 75 percent of the four report submission requirements and 80 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. Due to the merge of Western Highlands Network with Smoky Mountain Center, some reports may show combined results for both LME-MCOs.

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

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

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

SFY 2014 Performance Contract Report/Data Submission Requirements Summary Of Performance
Second Quarter Report
October 1, 2013 - December 31, 2013

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. Quarterly Fiscal Monitoring Report (Current Qtr)	2. SAJJ Initiative Quarterly Report	3. Work First Initiative Quarterly Report	4. TBI Services Quarterly Report	5. Quarterly Complaints Report	17. System of Care Quarterly Report	18. SAPTBG Compliance Semi-Annual 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-SNAP
Alliance Behavioral Healthcare	6	6	100%	★	★	★	★	★	★	★	5	9	56%	★		★		★	★				★
Cardinal Innovations Healthcare Solutions	5	6	83%	★	★		★	★	★	★	6	8	75%		★	★	★	★	★	★			N/A
CenterPoint Human Services	6	6	100%	★	★	★	★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★
Coastal Care	6	6	100%	★	★	★	★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★
East Carolina Behavioral Health	5	6	83%	★	★	★	★	★	★	★	7	8	88%	★	★	★	★	★		N/A		★	★
Eastpointe	5	6	83%	★	★	★	★	★	★	★	9	9	100%	★	★	★	★	★	★	★		★	★
MeckLINK Behavioral Healthcare	4	5	80%	N/A	★	★		★	★	★	5	9	56%	★		★	★	★	★				
Partners Behavioral Health Management	6	6	100%	★	★	★	★	★	★	★	8	9	89%	★	★	★	★	★	★	★			★
Sandhills Center	6	6	100%	★	★	★	★	★	★	★	8	9	89%	★	★	★	★	★	★	★			★
Smoky Mountain Center	6	6	100%	★	★	★	★	★	★	★	4	9	44%	★		★	★	★	★				★
Western Highlands Network	2	2	100%	N/A	★	N/A	N/A	N/A	N/A	★	8	9	89%	★	★	★	★	★	★				★
STATEWIDE - Number			93%	0	9	11	8	9	10	10			80%	10	8	11	10	10	9	8	0	4	8
STATEWIDE - Percent				0.0%	100.0%	100.0%	80.0%	90.0%	100.0%	90.9%				90.9%	72.7%	100.0%	90.9%	90.9%	81.8%	80.0%	0.0%	36.4%	80.0%

* 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 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

1. Monthly Fiscal Monitoring Reports

Performance Requirement: LME-MCO submits all required monthly fiscal monitoring 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	OCT Report Due 10/21/13		NOV Report Due 11/20/13		DEC Report Due 12/20/13		Standard Met ²
	Date Received ¹	Accurate, Complete	Date Received ¹	Accurate, Complete	Date Received ¹	Accurate, Complete	
Alliance Behavioral Healthcare							
Cardinal Innovations Healthcare Solutions							
CenterPoint Human Services	This report is under revision the results were not reported this quarter.						
CoastalCare							
East Carolina Behavioral Health							
Eastpointe							
MeckLINK Behavioral Healthcare							
Partners Behavioral Health Management							
Sandhills Center							
Smoky Mountain Center							

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

0 (0%)

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
 Second Quarter Report
 October 1, 2013 - December 31, 2013

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	2nd Qtr Report Due 1/20/14				
	Juvenile Detention		JJSAMH Partnership		Standard Met ²
	Date Received ¹	Accurate And Complete	Date Received ¹	Accurate And Complete	
Alliance Behavioral Healthcare	1/10/14	Yes	1/10/14	Yes	★
Cardinal Innovations Healthcare Solutions			1/17/14	Yes	★
CenterPoint Human Services	1/13/14	Yes	1/13/14	Yes	★
CoastalCare	1/8/14	Yes	1/20/14	Yes	★
East Carolina Behavioral Health	1/10/14	Yes	1/10/14	Yes	★
Eastpointe			1/8/14	Yes	★
MeckLINK Behavioral Healthcare					N/A
Partners Behavioral Health Management	1/7/14	Yes	1/7/14	Yes	★
Sandhills Center	1/13/14	Yes	1/13/14	Yes	★
Smoky Mountain Center	1/8/14	Yes	1/8/14	Yes	★

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

9 (100%)

Notes:

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

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

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

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	2nd Qtr Report Due 1/20/14		Standard Met ²
	Date Received ¹	Accurate And Complete	
Alliance Behavioral Healthcare	1/23/2014	Yes	★
Cardinal Innovations Healthcare Solutions	1/17/2014	Yes	★
CenterPoint Human Services	1/13/2014	Yes	★
CoastalCare	1/15/2014	Yes	★
East Carolina Behavioral Health	1/20/2014	Yes	★
Eastpointe	1/19/2014	Yes	★
MeckLINK Behavioral Healthcare	1/23/2014	Yes	★
Partners Behavioral Health Management	1/17/2014	Yes	★
Sandhills Center	1/13/2014	Yes	★
Smoky Mountain Center	1/19/2014	Yes	★
Western Highlands	1/19/2014	Yes	★

Number and Percent of LME-MCOs that met the SFY 2014 Standard: 11 (100%)

Notes:

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

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

2. ★ = Met the Performance Contract Standard.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

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	1st Qtr Report Due 12/31/13		
	Date Received ¹	Accurate, Complete	Standard Met ²
Alliance Behavioral Healthcare	12/23/13	Yes	★
Cardinal Innovations Healthcare Solutions	1/8/14	Yes	
CenterPoint Human Services	12/31/13	Yes	★
CoastalCare	12/30/13	Yes	★
East Carolina Behavioral Health	12/30/13	Yes	★
Eastpointe	1/22/14	Yes	
MeckLINK Behavioral Healthcare	12/28/13	Yes	★
Partners Behavioral Health Management	12/20/13	Yes	★
Sandhills Center	12/19/13	Yes	★
Smoky Mountain Center	12/31/13	Yes	★

Number and Percent of LME-MCOs that met the Performance Standard: 8 (80%)

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
 Second Quarter Report
 October 1, 2013 - December 31, 2013

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	2nd Qtr Report Due 2/17/14		
	Date Received ¹	Accurate, Complete	Standard Met ²
Alliance Behavioral Healthcare	2/13/14	Yes	★
Cardinal Innovations Healthcare Solutions	2/14/14	Yes	★
CenterPoint Human Services	2/11/14	Yes	★
CoastalCare	2/7/14	Yes	★
East Carolina Behavioral Health	2/14/14	Yes	★
Eastpointe	2/12/14	Yes	★
MeckLINK Behavioral Healthcare	Not Received		
Partners Behavioral Health Management	2/17/14	Yes	★
Sandhills Center	2/10/14	Yes	★
Smoky Mountain Center	2/17/14	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.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

**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 (July 1, 2013 - September 30, 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	223	0	223	100%	★
Cardinal Innovations Healthcare Solutions	2,397	282	2,115	88%	
CenterPoint Human Services	593	1	592	100%	★
CoastalCare	432	39	393	91%	★
East Carolina Behavioral Health	1,317	31	1,286	98%	★
Eastpointe	4,309	46	4,263	99%	★
MeckLINK Behavioral Healthcare	392	3	389	99%	★
Partners Behavioral Health Management	749	4	745	99%	★
Sandhills Center	164	6	158	96%	★
Smoky Mountain Center	691	52	639	92%	★
Western Highlands Network	2,882	0	2,882	100%	★
TOTAL	14,149	464	13,685	97%	★

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

10 (90.9%)

Notes:

1. Percentages less than 90% are shaded red.

2. ★ = Met the Performance Contract Standard.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

**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 January 31, 2014.

LME-MCO	Facility Code	OCT	NOV	DEC	Second Quarter Adm SFY2014	Second Quarter Adm SFY2013	Monthly Average SFY2014	Monthly Average SFY2013
Alliance Behavioral Healthcare	23141	805	551	421	1,777	1,379	592	460
CenterPoint Human Services	23021	392	285	250	927	650	309	217
CoastalCare	43141	196	187	173	556	593	185	198
East Carolina Behavioral Health	43071	1,197	953	726	2,876	3,263	959	1,088
Eastpointe	43081	1,126	804	746	2,676	2,562	892	854
MeckLINK Behavioral Healthcare	13102	603	473	424	1,500	988	500	329
Partners Behavioral Health Management	13114	350	414	471	1,235	800	412	267
Cardinal Innovations Healthcare Solutions	13121	1,159	728	309	2,196	4,075	732	1,358
Sandhills Center	33031	1,682	1,265	937	3,884	3,064	1,295	1,021
Smoky Mountain Center	13010	6,240	925	368	7,533	1,236	2,511	412
Western Highlands Network	13131	WH merged with Smoky as of Oct. 1, 2013			0	2,172	0	724
TOTAL ADMISSIONS		13,750	6,585	4,825	25,160	20,782	8,387	6,927

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

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 (July 1, 2013 - September 30, 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	1,747	412	1,335	76%	
Cardinal Innovations Healthcare Solutions	4,280	41	4,239	99%	★
CenterPoint Human Services	921	6	915	99%	★
CoastalCare	758	63	695	92%	★
East Carolina Behavioral Health	3,305	17	3,288	99%	★
Eastpointe	1,760	87	1,673	95%	★
MeckLINK Behavioral Healthcare	971	315	656	68%	
Partners Behavioral Health Management	1,668	159	1,509	90%	★
Sandhills Center	4,361	17	4,344	100%	★
Smoky Mountain Center	1,216	616	600	49%	
Western Highlands Network	2,111	3	2,108	100%	★
TOTAL	23,098	1,736	21,362	92%	★

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

8 (72.7%)

Notes:

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

**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 (July 1, 2013 - September 30, 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	1,714	99%	97%	99%	100%	98%	100%	97%	97%	100%	100%	100%	100%	★
Cardinal Innovations Healthcare Solutions	4,280	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
CenterPoint Human Services	921	97%	98%	99%	100%	97%	91%	91%	96%	100%	100%	100%	100%	★
CoastalCare	758	97%	100%	100%	100%	91%	100%	91%	99%	100%	100%	100%	100%	★
East Carolina Behavioral Health	3,305	100%	98%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	★
Eastpointe	1,760	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
MeckLINK Behavioral Healthcare	971	98%	99%	99%	100%	97%	100%	96%	100%	100%	100%	100%	100%	★
Partners Behavioral Health Management	1,668	97%	100%	100%	100%	100%	100%	98%	99%	100%	100%	100%	100%	★
Sandhills Center	4,361	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
Smoky Mountain Center	1,216	94%	99%	97%	100%	97%	100%	95%	98%	100%	100%	100%	100%	★
Western Highlands Network	2,111	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	★
TOTAL	23,065	99%	99%	99%	100%	99%	100%	98%	99%	100%	100%	100%	100%	★

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

11 (100%)

Notes:

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

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

**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 (July 1, 2013 - September 30, 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	313	42%	42%	42%	42%	42%	42%	
Cardinal Innovations Healthcare Solutions	1,483	100%	100%	100%	100%	100%	100%	★
CenterPoint Human Services	26	100%	100%	100%	100%	100%	100%	★
CoastalCare	15	100%	100%	100%	100%	100%	100%	★
East Carolina Behavioral Health	657	100%	100%	100%	100%	100%	100%	★
Eastpointe	9	100%	100%	100%	100%	100%	100%	★
MeckLINK Behavioral Healthcare	1,359	100%	100%	100%	100%	100%	100%	★
Partners Behavioral Health Management	30	100%	100%	100%	100%	100%	100%	★
Sandhills Center	683	100%	100%	100%	100%	100%	100%	★
Smoky Mountain Center	38	100%	100%	100%	92%	100%	100%	★
Western Highlands Network	16,383	100%	100%	100%	100%	100%	100%	★
TOTAL	20,996	99%	99%	99%	99%	99%	99%	★

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

10 (90.9%)

Notes:

1. Percentages less than 90% are shaded red.

2. ★ = Met the Performance Contract Standard.

SFY 2014 Performance Contract Data/Report Submission Requirements
 Second Quarter Report
 October 1, 2013 - December 31, 2013

**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 (July 1, 2013 - September 30, 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	2,431	154	2,277	94%	★
Cardinal Innovations Healthcare Solutions	2,090	42	2,048	98%	★
CenterPoint Human Services	1,963	43	1,920	98%	★
CoastalCare	1,081	50	1,031	95%	★
East Carolina Behavioral Health	5	0	5	100%	★
Eastpointe	2,178	85	2,093	96%	★
MeckLINK Behavioral Healthcare	1,072	85	987	92%	★
Partners Behavioral Health Management	2,648	103	2,545	96%	★
Sandhills Center	522	34	488	93%	★
Smoky Mountain Center	1,729	183	1,546	89%	
Western Highlands Network	1,629	1	1,628	100%	★
TOTAL	17,348	780	16,568	96%	★

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

10 (90.9%)

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 (July 1, 2013 - September 30, 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	621	4	617	99%	★
Cardinal Innovations Healthcare Solutions	698	59	639	92%	★
CenterPoint Human Services	441	3	438	99%	★
CoastalCare	251	14	237	94%	★
East Carolina Behavioral Health	0	0	0	0%	
Eastpointe	556	30	526	95%	★
MeckLINK Behavioral Healthcare	736	13	723	98%	★
Partners Behavioral Health Management	691	9	682	99%	★
Sandhills Center	164	15	149	91%	★
Smoky Mountain Center	205	59	146	71%	
Western Highlands Network	428	0	428	100%	★
TOTAL	4,791	206	4,585	96%	★

Number and Pct of LME-MCOs that met the SFY 2014 Standard: 9 (81.8%)

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 (July 1, 2013 - September 30, 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	184	23	161	88%	
Cardinal Innovations Healthcare Solution	485	3	482	99%	★
CenterPoint Human Services	90	4	86	96%	★
CoastalCare	78	5	73	94%	★
East Carolina Behavioral Health				N/A	
Eastpointe	307	2	305	99%	★
MeckLINK Behavioral Healthcare	268	51	217	81%	
Partners Behavioral Health Management	267	16	251	94%	★
Sandhills Center	1,092	46	1,046	96%	★
Smoky Mountain Center	58	6	52	90%	★
Western Highlands Network	144	1	143	99%	★
TOTAL	2,973	157	2,816	95%	★

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. 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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**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	1,846	1,654	89.6%	1,473	79.8%	
Cardinal Innovations Healthcare Solutions	1,186	1,123	94.7%	1,048	88.4%	
CenterPoint Human Services	528	521	98.7%	506	95.8%	★
CoastalCare	800	795	99.4%	779	97.4%	★
East Carolina Behavioral Health	499	499	100.0%	481	96.4%	★
Eastpointe	1,363	1,356	99.5%	1,342	98.5%	★
MeckLINK Behavioral Healthcare	1,214	1,177	97.0%	1,087	89.5%	
Partners Behavioral Health Management	1,413	1,361	96.3%	1,219	86.3%	
Sandhills Center	1,579	1,436	90.9%	1,326	84.0%	
Smoky Mountain Center	664	567	85.4%	486	73.2%	
Western Highlands Network	633	511	80.7%	456	72.0%	
Totals	11,725	11,000	93.8%	10,203	87.0%	

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

4 (36.4%)

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	3,143	3,091	98.3%	★
Cardinal Innovations Healthcare Solutions	LME submits data through special waiver not the NC-SNAP			N/A
CenterPoint Human Services	1,241	1,241	100.0%	★
CoastalCare	1,446	1,446	100.0%	★
East Carolina Behavioral Health	1,622	1,602	98.8%	★
Eastpointe	2,214	2,178	98.4%	★
MeckLINK Behavioral Healthcare	1,957	1,537	78.5%	
Partners Behavioral Health Management	2,205	2,129	96.6%	★
Sandhills Center	1,795	1,795	100.0%	★
Smoky Mountain Center	1,398	1,187	84.9%	
Western Highlands Network	1,311	1,265	96.5%	★
Totals	18,332	17,471	95.3%	★

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. N/A = Not Applicable this quarter.

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17. System of Care

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

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

LME-MCO	2nd Qtr Report Due 1/15/14		Standard Met ²
	Date Received ¹	Complete	
Alliance Behavioral Healthcare	1/15/14	Yes	★
Cardinal Innovations Healthcare Solutions	1/15/14	Yes	★
CenterPoint Human Services	1/6/14	Yes	★
CoastalCare	1/15/14	Yes	★
East Carolina Behavioral Health	1/14/14	Yes	★
Eastpointe	1/15/14	Yes	★
MeckLINK Behavioral Healthcare	1/15/14	Yes	★
Partners Behavioral Health Management	1/13/14	Yes	★
Sandhills Center	1/13/14	Yes	★
Smoky Mountain Center	1/14/14	Yes	★

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

Notes:

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

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

2. ★ = Met the Performance Contract Standard.

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18. SAPTBG Compliance Report

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

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

LME-MCO	Mid-Year Report (Due 1/22/14)			Standard Met ²
	Date Received ¹	Accurate and Complete	48 Hours Of Synar Activity	
Alliance Behavioral Healthcare	1/24/14	Yes	Yes	★
Cardinal Innovations Healthcare Solutions	1/22/14	Yes	Yes	★
CenterPoint Human Services	1/21/14	Yes	Yes	★
CoastalCare	1/21/14	Yes	Yes	★
East Carolina Behavioral Health	1/24/14	No	Yes	
Eastpointe	1/22/14	Yes	Yes	★
MeckLINK Behavioral Healthcare	1/21/14	Yes	Yes	★
Partners Behavioral Health Management	1/21/14	Yes	Yes	★
Sandhills Center	1/16/14	Yes	Yes	★
Smoky Mountain Center	1/22/14	Yes	Yes	★
Western Highlands Network	1/22/14	Yes	Yes	★

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

10 (90.9%)

Notes:

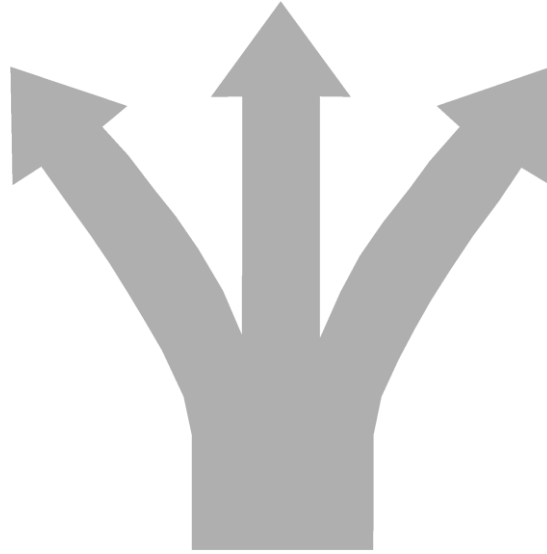
1. Dates that are highlighted red indicate reports received more than 10 days after the due date.

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

2. ★ = Met the Performance Contract Standard.

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

Quarterly Complaints Report - *Eastpointe 'Date Received' amended to reflect the date the Quarterly Complaint Report was received by DMA



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

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