DSS and DCF report to the
Behavioral Health Partnership Oversight Council
August 12, 2009
Updates
Performance Initiatives

• Hospital LOS
  – Initiative in final stage of negotiation
  – LOS target is settled
  – Family engagement target under review

• PRTF LOS
  – LOS target is settled
  – LOS already reduced to average of 6 months
Performance Initiatives

- EDT Initiative
  - Current LOA extends through SFY10
  - Amendment under consideration
- EMPS and Hospital ED
  - TBD
Miscellaneous

- Utilization reporting
- Rate updates
- Claims denial reporting
- 1115 Waiver
- Sustinet
- Child rehab regulation
- CT BHP regulation
Enrollment
HUSKY B Enrollment Growth - All

Nov-07 16,713
Dec-07 16,460
Jan-08 16,132
Feb-08 16,234
Mar-08 16,344
Apr-08 16,276
May-08 16,400
Jun-08 15,838
Jul-08 15,238
Aug-08 14,660
Sep-08 14,235
Oct-08 13,959
Nov-08 13,654
Dec-08 13,704
Jan-09 13,999
Feb-09 15,063
Mar-09 15,217
Apr-09 15,053
May-09 15,192
Jun-09 15,174
Jul-09 15,217
Aug-09 15,174
Expenditures
### Annual CT BHP Expenditures by State Fiscal Year

<table>
<thead>
<tr>
<th></th>
<th>SFY06</th>
<th>SFY07</th>
<th>SFY08</th>
<th>SFY09</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUSKY A</td>
<td>$32,560,572</td>
<td>$94,563,848</td>
<td>$104,931,636</td>
<td>$130,578,440</td>
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<tr>
<td>HUSKY B</td>
<td>$723,599</td>
<td>$3,389,493</td>
<td>$3,604,812</td>
<td>$3,989,433</td>
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</tbody>
</table>

Note: Does not include State Ops
Therapeutic Group Home Expenditures by Quarter

- Q1CY06
- Q2CY06
- Q3CY06
- Q4CY06
- Q1CY07
- Q2CY07
- Q3CY07
- Q4CY07
- Q1CY08
- Q2CY08
- Q3CY08
- Q4CY08
- Q1CY09
- Q2CY09
Community Based Programs*

- Crisis Stabilization
- Care Coordination
- EMPS
- Enhanced Care Coordination
- Extended Day
- Home-Based
- OP Child Psych
- Op Adolescent Substance Abuse
Behavioral Health
Charter Oak Behavioral Health
Applications and enrollment as of 8/10/09

- Applications Received 27,945
- Applications Approved 21,450
- Clients Enrolled 9,566
Charter Oak Behavioral Health
Enrollment by Plan

• Aetna Better Health – 4,858
• AmeriChoice by United Healthcare – 1,422
• CHNCT – 3,286

- 3,121 referred to DSS for other publicly funded programs (HUSKY, SAGA, Medical for Working Disabled, Medicaid (MAABD))
- 16,380 either denied or closed due to voluntary termination request
Charter Oak
Behavioral Health Utilization
Charter Oak
Behavioral Health
Call Volume and Peer Specialist
Inbound Monthly Call Volume
2008 - 2009
Monthly Average Speed of Answer

2008 - 2009

Month

Seconds

0.00
0.01
0.02
0.03
0.04
0.05
0.06
0.07
0.08

08-2008
09-2008
10-2008
11-2008
12-2008
01-2009
02-2009
03-2009
04-2009
05-2009
06-2009

ASA
Behavioral Health

Monthly Service Level:
% of Calls Answered within 30 Seconds
2008 - 2009

<table>
<thead>
<tr>
<th>Month</th>
<th>% Ans. Within 30 Seconds</th>
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</thead>
<tbody>
<tr>
<td>08-2008</td>
<td>84.00%</td>
</tr>
<tr>
<td>09-2008</td>
<td>86.00%</td>
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<tr>
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<td>92.00%</td>
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<tr>
<td>05-2009</td>
<td>102.00%</td>
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<tr>
<td>06-2009</td>
<td>102.00%</td>
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</table>
Peer Support Specialists

Peer Specialists
“Practicing the principles of recovery and resiliency”

What is a Peer Specialist?
- Peer Specialists understand mental illness/substance abuse through personal experience.

How can a Peer Specialist help you?
He/she can:
- Provide support, by telephone or in person, when symptoms interfere with day to day life
- Assist in finding alternatives to the emergency room
- Help members learn how to get the services they need
- Encourage members to become involved in their own treatment planning
- Encourage members to speak freely about their concerns with providers
- Help members find and use family and community supports
  - Ease stress when member’s care changes
- Help members understand services, special programs, and paperwork
- Inform members of their rights, responsibilities and the complaint and grievance process

Peer Specialists offer help and hope because they have been there.
If you are interested in Peer Support call: 1 (877) 286-2524
Member Testimonials

“Dear Peer Specialist, Thank you again for kindly acting as my advocate with respect to Dr. XXXX; you really are a treasure when it comes to resolving problems requiring delicate touch.”

Thank you, Charter Oak member

“Dear Management, I am writing to compliment your Peer Specialists. In the eight months that I’ve been a Charter Oak member, I have had two occasions to seek assistance and both times the Peer Specialist was extraordinarily personable, kind and competent. The situations were adroitly diffused and resolved by his calm can-do spirit. Thank you for having such a politic and professional employee in this very important position.”

Thank you, Charter Oak member