

FINAL REPORT

Behavioral Health Utilization Review staff assisting SESA

Progress on Request for Information (ROI)

Nov. 16, 2009

Behavioral Health Utilization Review staff is assisting SESA with obtaining ROIs for their services. Behavioral Health Utilization Review staff mails out SESA information to parents who have custody of their youth upon admission into an RPTC (in and out of state) and prior to discharge from an RPTC. This process began July 2009. Mail outs include a cover letter from BH (approved by SESA), SESA brochure, and an ROI. At the end of each month SESA informs BH staff of the #'s of contacts SESA received from parents and ROIs received from the mailing list. Behavioral Health Utilization Review staff follows up by contacting parents who have not responded to SESA.

1st QUARTER ADMISSION DATA

July 2009

OOS= 7; IS= 28; T= 35

- ✓ Previous month's inpatient data received mid month
- ✓ RPTCs called to verify contact info (35)*
- ✓ Certified letters mailed in August
 - One came back twice
 - One was unclaimed

*Data feeds from Eligibility Information System (EIS) at Public Assistance. This information may only accurate at the application to Medicaid. Contact information is only updated in the Qualis database if the inpatient provider staff enters current information.

- ✓ Results
 - # contacts SESA received from parents on mailing list = 3
 - # ROIs SESA received from parents on mailing list = 2
 - Recipient over 18 and has GED = 1
 - Youth admitted into acute care = 3

- Parent(s) had 2 youth in RPTCs = 1
- UR staff calls parents who did not have contact w/SESA= 25
 - At least 2 attempts made to each contact parent
 - Total phone calls made =51
 - Wrong number/disconnected (1:3) = 4
 - Total parents contacted = 10
 - Wanted info resent but would not commit to signing ROI = 7
 - Stated they would look for the info at home = 2
 - Youth was turning 18 and had GED = 1
- ✓ Comments from parents
 - Parents expressed being overwhelmed with the amount of paperwork they had received since their youth admitted
 - Do not remember receiving the info
 - Parents were unsure what SESA was about
 - Parents thought SESA was only for special ed services because their name is “Special Education Service Agency”
- ✓ Challenges/Barriers with Admission Process
 - Confidentiality
 - caller ID identifies SAK#
 - messages can’t be left on recorders
 - Restraining orders
 - Custody changes
 - Parents may not have picked up certified letters
 - Contact information for families comes from EIS (Eligibility Information System)

- High rate of inaccuracy
- UR staff phone after hours to accommodate parents work schedules
- Administrative challenges with staffing and resources available

1st QUARTER ADMISSION DATA cont.

- ✓ 56 letters sent out for August and September
- ✓ RPTCs not being called to verify contact info due to staffing and resources available
- ✓ Letters being mailed (not certified) w/stamped envelopes addressed to SESA

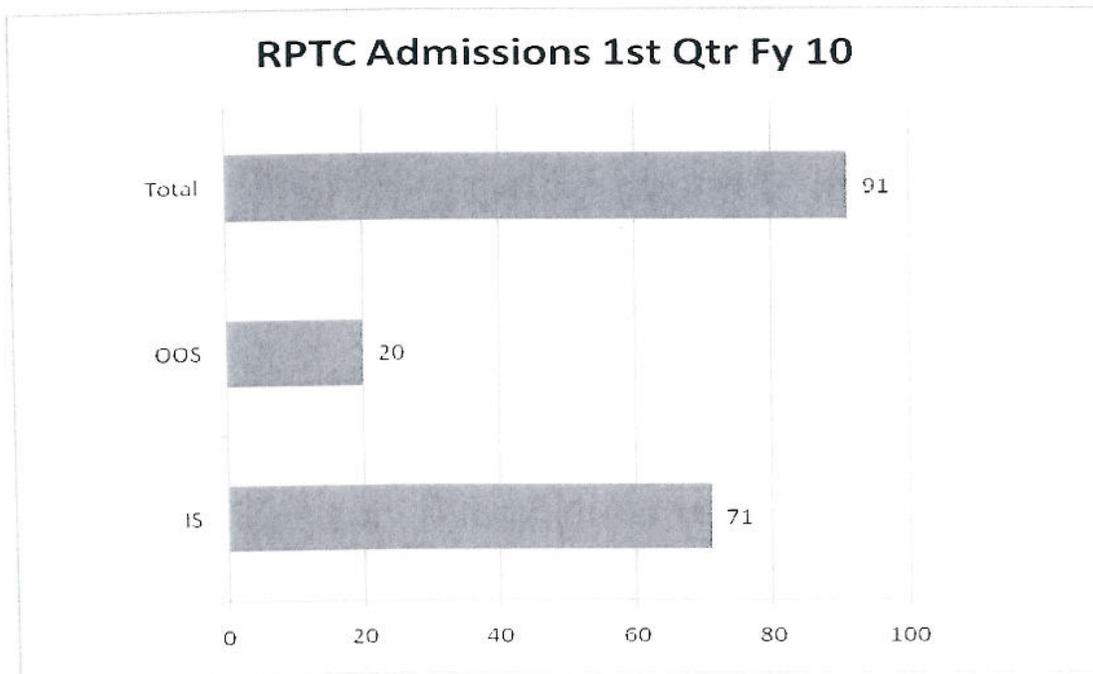
August 2009

Aug 2009: OOS= 7; IS= 25; T= 32

Sept 2009

Sept 2009: OOS= 6; IS= 18; T= 24

1st Qtr admission totals: OOS= 20; IS= 71; T= 91



1st QUARTER DISCHARGE DATA

Due to the project being initiated during the summer months when school is in recess, BH and SESA staff agreed not to pursue discharge follow up contacts until fall. UR staff will begin to phone families by 10/31/09 that has youth discharging in November and December from RPTCs.

July 2009

OOS= 19; IS= 28; T= 42

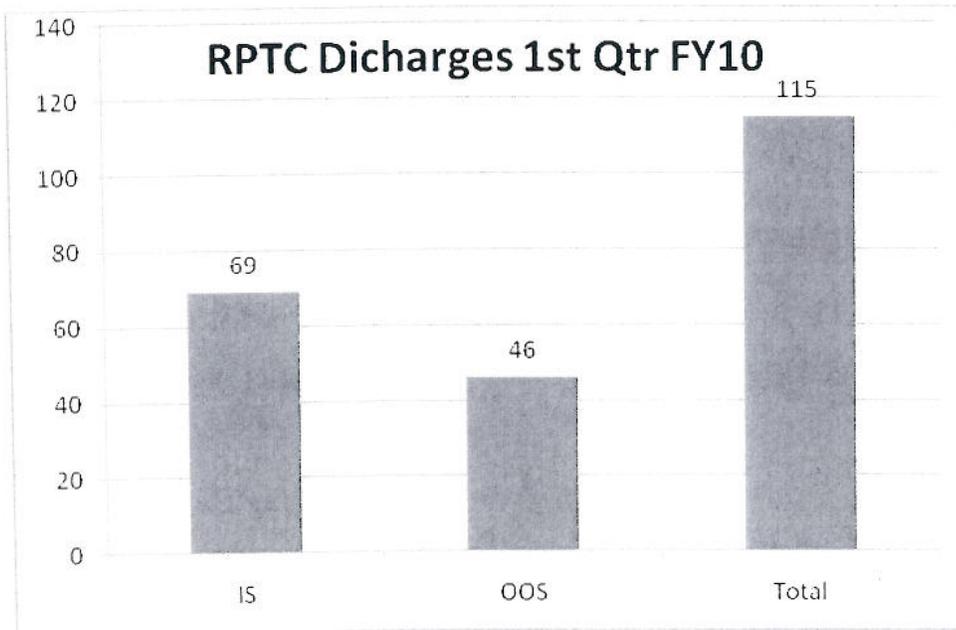
August 2009

OOS= 19; IS= 21; T=40

September 2009

OOS= 9; IS= 8; T= 17

1st Qtr discharge totals: OOS= 46; IS= 69; T= 115



✓ Anticipated Challenges/Barriers w/Discharge Process

- May miss some families whose youth may have discharged by the time we get the month delayed data disk (that is why we had added the process for admission also)
- Discharge dates are not reliable until closer to actual discharge

- Contact info for families come from EIS (Eligibility Information System) that has a significant rate of inaccuracy
- Administrative challenges with staffing and resources available

Other SESA Promoting Activities 1st Qtr – (in addition to other state contracts i.e., Stone Soup, Codi, AYFN)

- ✓ SESA brochure, ROI included on BH's discharge resource disk for RPTCs
- ✓ Marketed at during RPTC site reviews (4) to date
 - RPTCs encouraged to include in discharge planning
 - RPTCs encouraged to include in admission packet
 - RPTCs encouraged to include treatment planning with family
- ✓ SESA presented at monthly RPTC teleconference in Oct.
- ✓ Qualis provided 18 RPTC training episodes regarding SESA and discharge planning in the month of July
- ✓ Qualis provided 37 RPTC training episodes regarding SESA and discharge planning in the month of August
- ✓ Qualis provides 18 RPTC training episodes regarding SESA and discharge planning in the month of September
- ✓ Qualis reports referring RPTCs to SESA 100% of the time for youth discharging.

Policy Implications/Questions

- 1) There has been a significant decrease in the number of youth being treated in OOS RPTCs since the inception of BTKH. Should focus shift to assessing and identifying the needs in state RPTCs and school districts?
- 2) What are the implications for keeping current contact information in HSS databases?
- 3) Implications of the cost benefit ratio of resources to outcomes.
- 4) Given the expressed value of this project, resources needs may need to be reevaluated for full support.