



UnitedHealthcare CRS Presentation

BH Service Delivery to Children in Foster Care

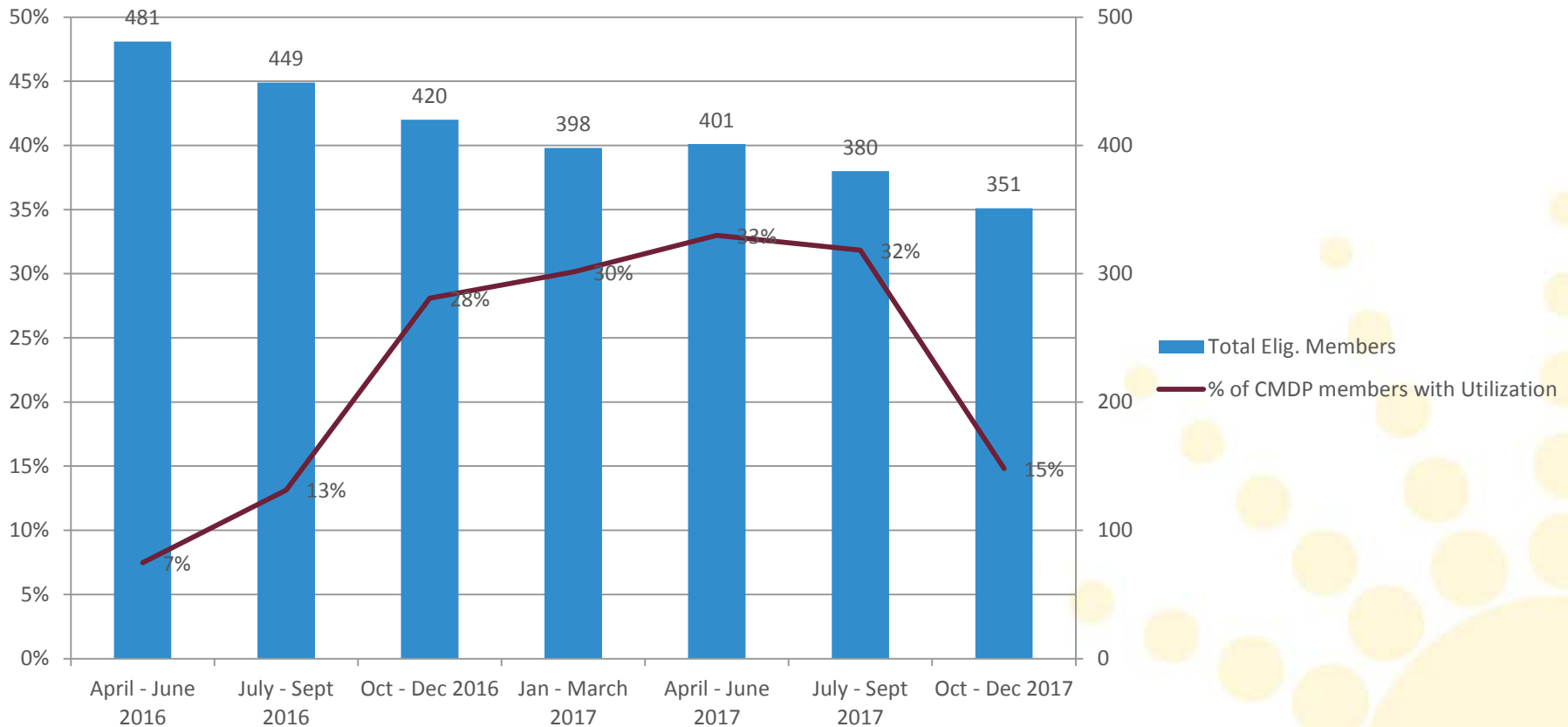
January 8, 2018

Summary of Measures

Quarterly trend data for 4/1/2016 - 12/31/2017

- Penetration Rate
- Top 5 Utilized Services by units
- Crisis Services Utilization – 2 hour response (performance vs contract requirement)
- Rapid Response – 72 hour response (performance vs contract requirement)
- HCTC Utilization - # of foster children, average LOS
- Respite Utilization
- Reunification Services
- Network Development

CRS Trended Quarterly CMDP Penetration Rate (April 2016 – Dec 2017)

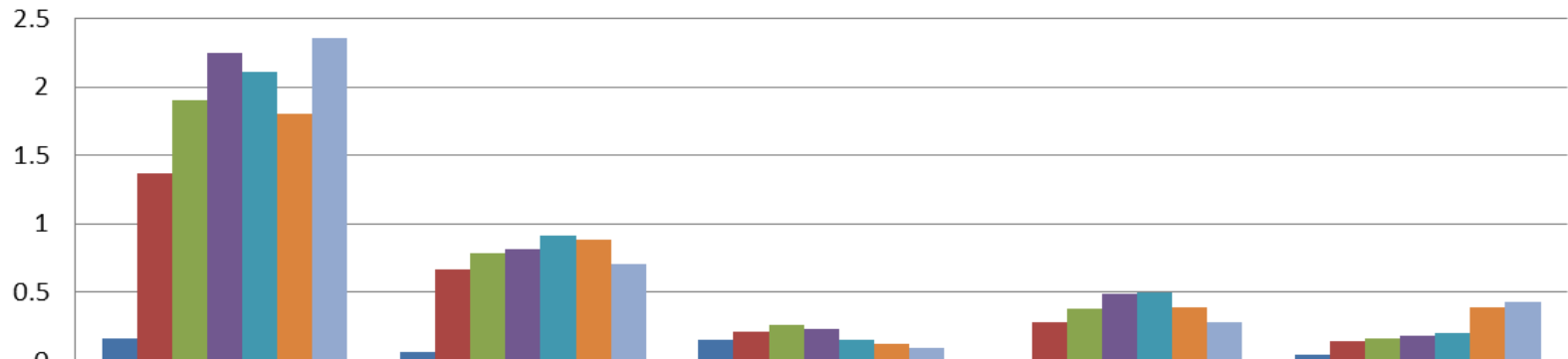


* Oct '17 – Dec '17 show decline due to claims lag

CRS CMDP Top 5 Services Per 1000 (Apr 2016 – Dec 2017)

Top 5 BH Services for CRS CMDP Per 1000

Count of Service Code per 1000

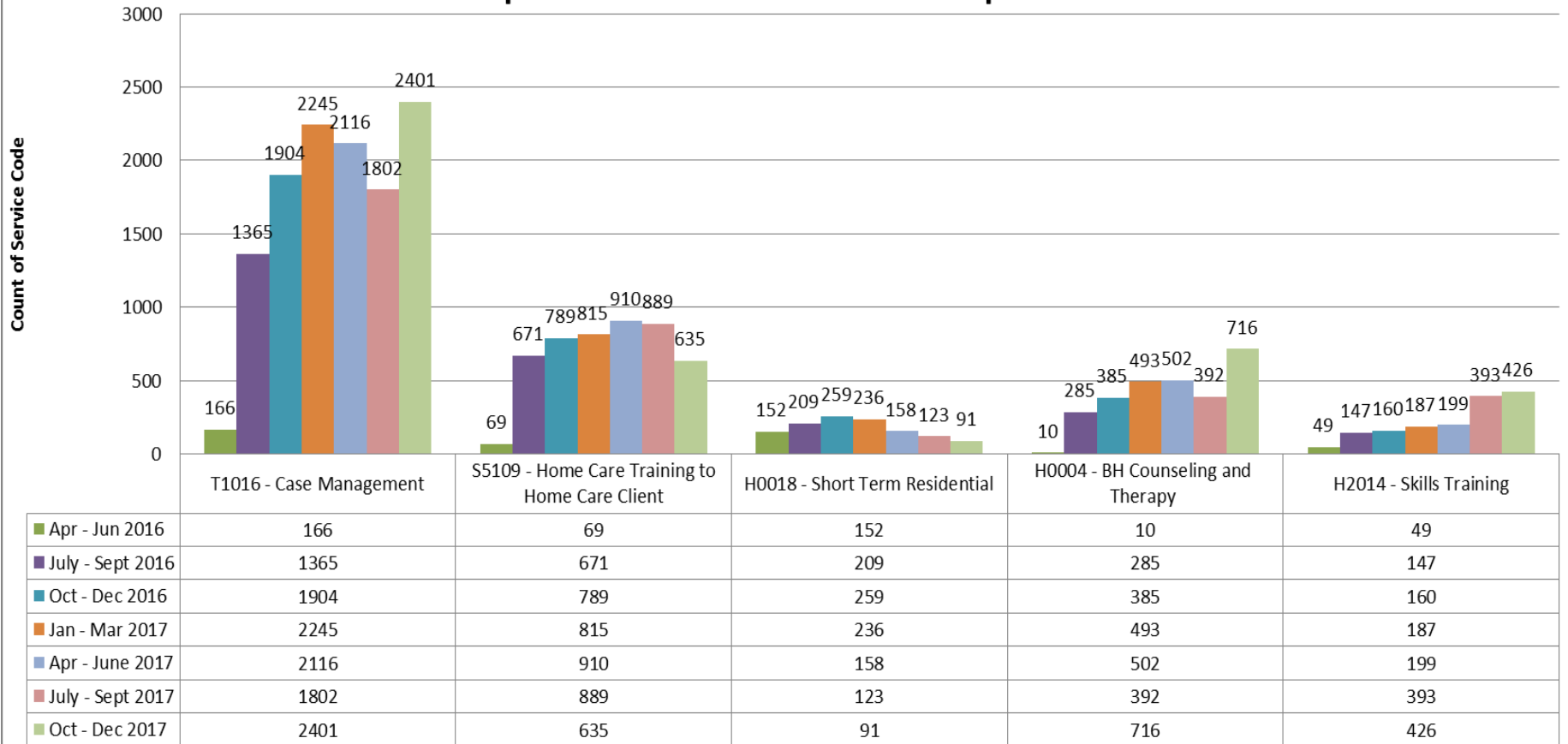


	T1016 - Case Management	S5109 - HCTC	H0018 - Short Term Residential	H0004 - BH Counseling	H2014 - Skills Training
■ Apr - Jun 2016	0.166	0.069	0.152	0.01	0.049
■ July - Sept 2016	1.365	0.671	0.209	0.285	0.147
■ Oct - Dec 2016	1.904	0.789	0.259	0.385	0.16
■ Jan - Mar 2017	2.245	0.815	0.236	0.493	0.187
■ Apr - June 2017	2.116	0.91	0.158	0.502	0.199
■ July - Sept 2017	1.802	0.889	0.123	0.392	0.393
■ Oct - Dec 2017	2.355	0.711	0.091	0.279	0.426

CRS CMDP Top 5 Services

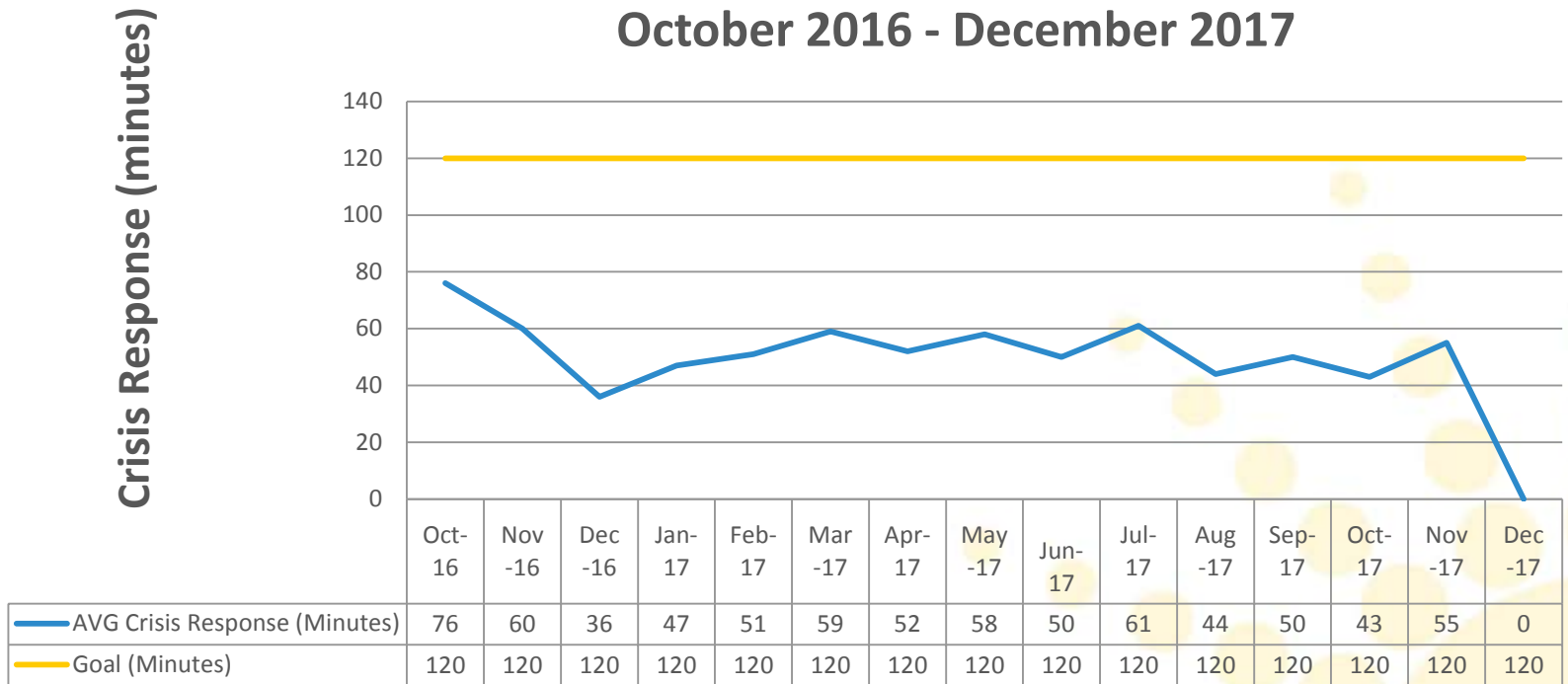
(Apr 2016– Dec 2017)

Top 5 BH Services for CRS CMDP Population



CRS Crisis Services (Oct 2016 – Dec 2017)

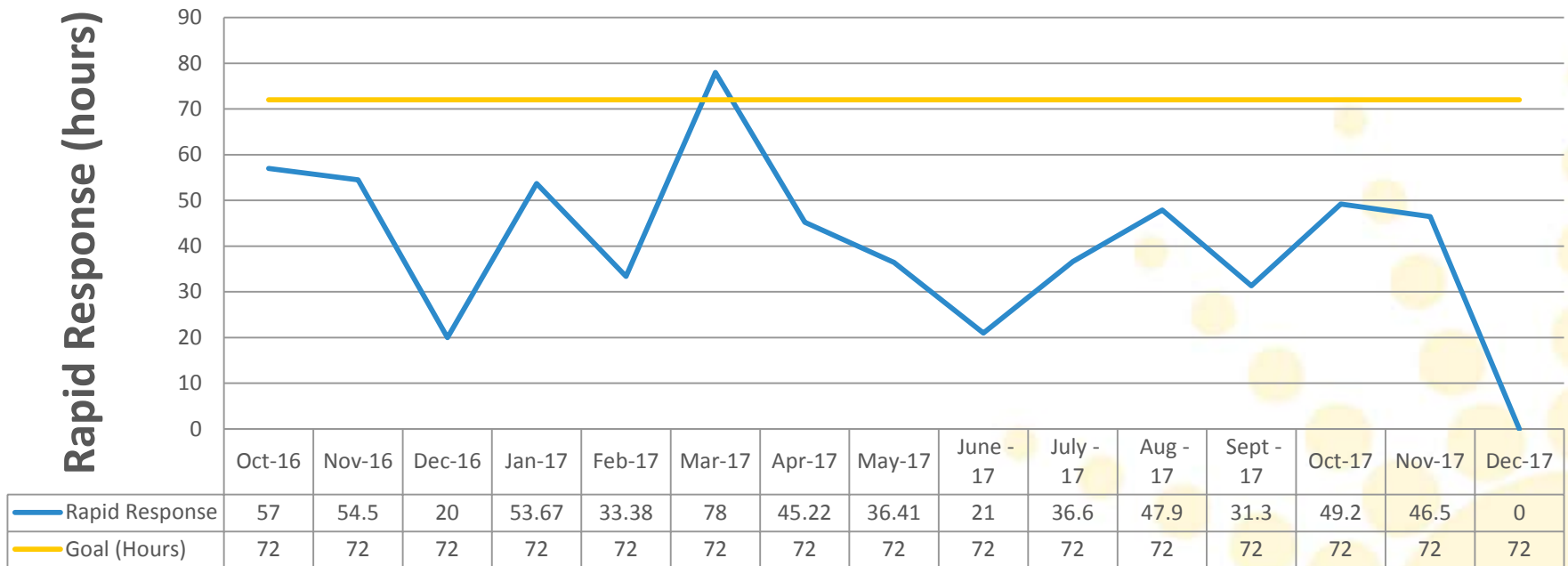
**CRS Crisis Services Performance
October 2016 - December 2017**



*December 2017 response time not available at time of report.

CRS Average Rapid Response Time (Oct 2016 – Dec 2017)

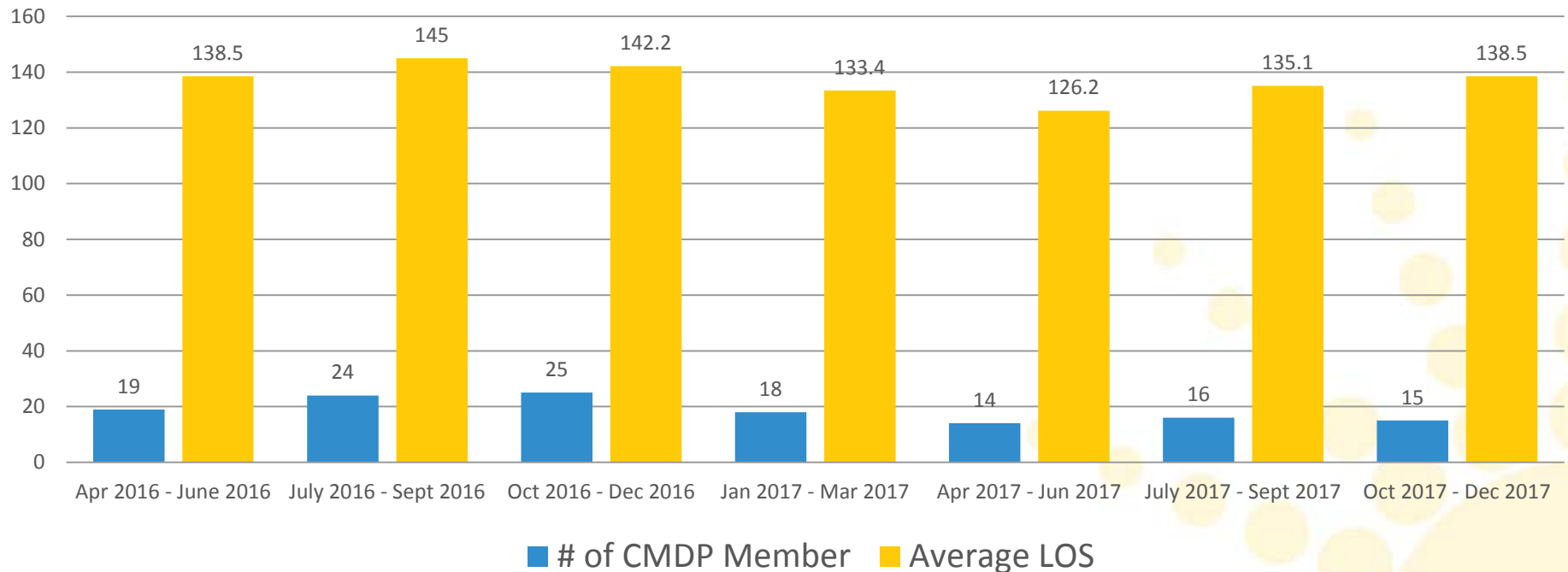
CRS Rapid Response Performance
October 2016 - December 2017



*December 2017 response time not available at time of report.

CRS CMDP HCTC & Average LOS (April 2016 – Dec 2017)

CRS CMDP HCTC Average LOS
April 2016 - December 2017



Overall Average Length of Stay for the CRS CMDP population is 137 days.

CRS CMDP Respite Utilization (Oct 2016 – Dec 2017)

UnitedHealthcare CRS CMDP Respite Utilization for CYE '17	Oct - Dec 2016	Jan - Mar 2017	Apr - Jun 2017	Jul - Sept 2017	Oct - Dec 2017
Total Elig CRS CMDP Members by Quarter	420	398	401	380	351
# of Respite Units	1568	1644	1702	1697	1578
# of CRS CMDP Utilized Respite Hours	114	172	189	163	156
% of Utilization	27%	43%	47%	43%	44%

CRS CMDP Reunification Services (Oct 2016 – Dec 2017)

- 2016 (Oct – Dec): Behavioral Counseling & Therapy
 - Total # of CRS Foster Care Members: 4
 - H0004 HR (Family/Couple with Client) = 59 Units
 - H0004 HS (Family/Couple w/o Client) = 0
 - TOTAL = 59 Units
- 2017 (January – December): Behavioral Counseling & Therapy
 - Total # of CRS Foster Care Members: 52
 - H0004 HR (Family/Couple with Client) = 628 Units
 - H0004 HS (Family/Couple w/o Client) = 210 Units
 - TOTAL = 838 Units

Network Development- CRS



CRS Network Development (as of Dec 2017)

- **Network Challenge**

- Step down from BH placement to a DCS group home or foster home for children with complex medical needs who are stable and have BH and DD needs.

Solution: Continue to work with contracted providers and DDD to create placements that can serve members with complex medical needs.

- **Single Case Agreement**

- Total # of Single Case Agreements = 1
 - Residential Treatment Center = 1

Questions?

