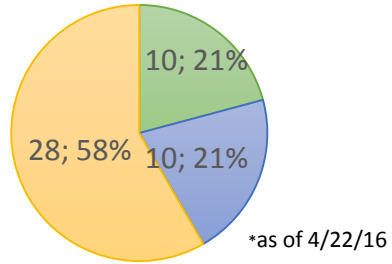
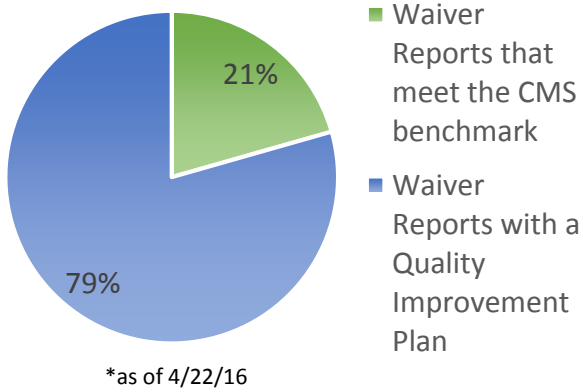


CSoC Compliance & Quality Dashboard

Quality Report Status



- Initial Reports Accepted
- Initial Reports that Require Resubmission
- Reports Under OBH Review



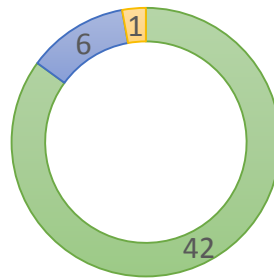
- Waiver Reports that meet the CMS benchmark
- Waiver Reports with a Quality Improvement Plan

External Quality Review Activities

ACTIVITY	RESULTS	STATUS
Compliance Review for LBHP Contract Year 4 (conducted by IPRO)	96.2% compliant considering full and substantial review elements	Letter requesting corrective action and response sent to Magellan on 4/18/16.
	82.6% compliant considering only full review elements	Response due no later than 5/18/16.
Independent Assessment (conducted by ULM)	Pending	Draft report due by 7/1/16 Final report due by 8/1/16

Implementation Deliverable Status

*includes unduplicated report data



- Implementation Deliverables Approved
- Implementation Deliverables Returned to Magellan
- Implementation Deliverables Under Review by OBH

Performance Improvement Project for Contract Year 1

PROJECT TITLE: Increase in the Attendance of Behavioral Health Providers at the Child and Family Team (CFT) Meetings

RATIONALE: Research indicates that consistent involvement by team members is essential in supporting the goals of the CSoC. In addition, provider participation in the CFT meetings can enhance development of interventions/strategies to assist members in meeting their goals.

GOAL: 50% participation in CFT meetings by behavioral health providers

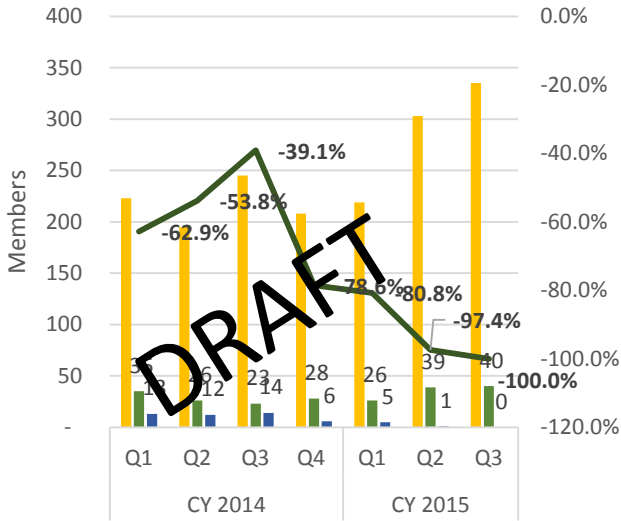
RESULTS: Pending

Results will be reported quarterly as follows:

- % of unique BH providers who actively participated in person during the CFT meeting
- % of unique providers who actively participated by phone during the CFT meeting
- % of unique providers who participated in the CFT meeting by other means (e.g., submitted summary report, provided verbal report prior to meeting)

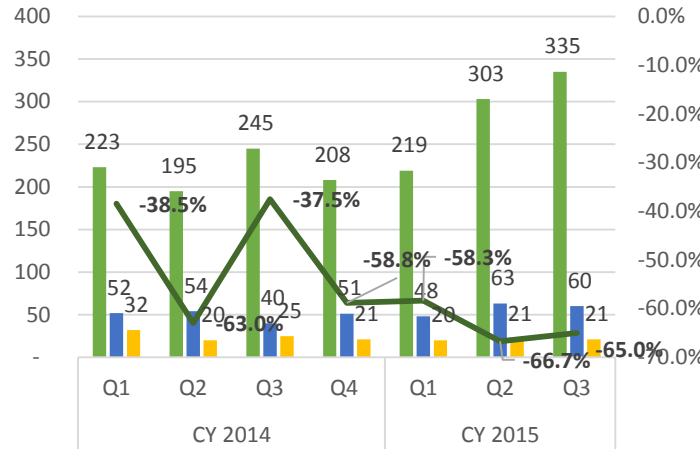
TOTAL REFERRALS AS OF 3/1/12	CURRENT ENROLLMENT AS OF 4/15/16	TOTAL ENROLLMENT (CURRENT & DISCHARGED) SINCE 3/1/12	PERCENT OF ENGAGEMENT SINCE 3/1/12	TOTAL DECLINED SINCE 3/1/12	TOTAL DISCHARGED SINCE 3/1/12
10,077	2,180	7,340	73%	2,646	5,160

Percent Change in ER Visits



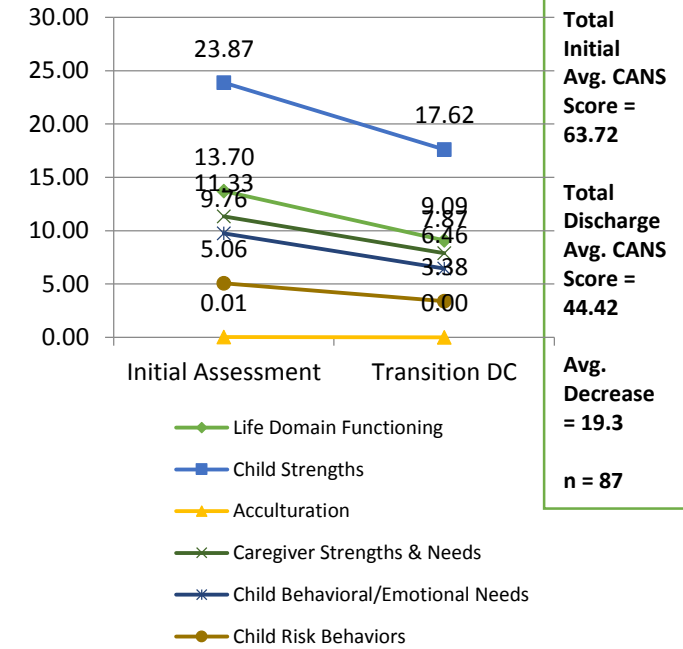
- Clients discharged and had stayed in CSoc more than 90 days
- ER visit within 90 days prior to CSoc enrollment
- ER visit within 90 days after CSoc discharge
- Percent change

Percent Change in Inpatient Utilization

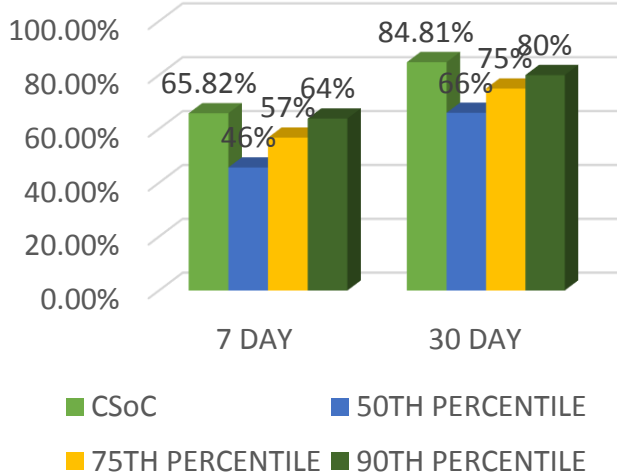


- Clients discharged and had stayed in CSoc more than 90 days
- Clients utilizing inpatient services within 90 days prior to CSoc enrollment
- Client utilizing inpatient services within 90 days after CSoc discharge
- Percent change

Domain-Specific Average Change Scores

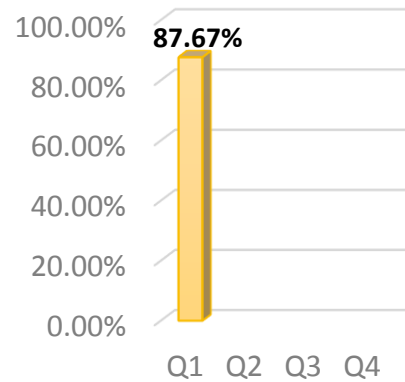


Follow-Up After Hospitalization for Mental Illness



*includes CSoc specific data for the period 1/1/15 – 10/31/15

Percent of Children Whose Living Situation at Discharge is a HCB Setting



Percent of Children Whose Living Situation at Discharge is a HCB Setting

Member Satisfaction Survey

Magellan is required to conduct member surveys that assess member satisfaction with the quality, availability, and accessibility of care and experience with his/her providers and Magellan. The survey tool to be used is the ECHO survey, with a few supplemental questions added by OBH. The survey results must be provided to OBH by March 2017.

In the last 12 months, how would you rate the counseling or treatments your child received?

In general, how would you rate your child's overall mental health now?

Charts will be populated with actual survey data by March 2017; at this time, charts are presented for illustrative purposes only

- Excellent
- Very Good
- Good
- Fair
- Poor