Oklahoma Quality Improvement
Monthly Report
For
September 2010

October 26, 2010

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A total of 1300 records from July 2010 were requested by APS on August 20, 2010.

First Level Review Activities during September 2010

There were 22 technical denials for the sample month of June 2010. There were 31 technical denials for the sample month of July 2010. Twelve hundred and thirty-one (1231) records from the June 2010 sample were closed after first level review. Twelve hundred and fifty (1250) records from the July 2010 sample were closed after first level review.

Second Level Review Activities during September 2010

At this review level, the primary workload during September 2010 involved records requested from the June 2010 and July 2010 samples.

A summary of second level findings appears in the table below. Second level review activities for the May 2010 sample are now complete, and are included as a comparison.

Second Level Finding	***Sample Month***			
	May 10	***Jun 10***	***Jul 10***	***Aug 10***
Billing Error	10	7	9	0
Denial - Continued Stay - Initial	0	0	0	0
Denial - Level of Care - Initial	10	18	8	0
Admission Denial - Initial	2	4	4	0
Admission Denial - Reversed	0	0	0	0
Admission Denial - Upheld	0	0	0	0
Denial - Level of Care - Reversed	0	0	0	0
Denial - Level of Care - Upheld	0	0	0	0
Quality - Initial	40	24	25	0
Quality - Reversed	7	1	4	0
Quality - Upheld	0	0	0	0

Third Level Review Activities during September 2010

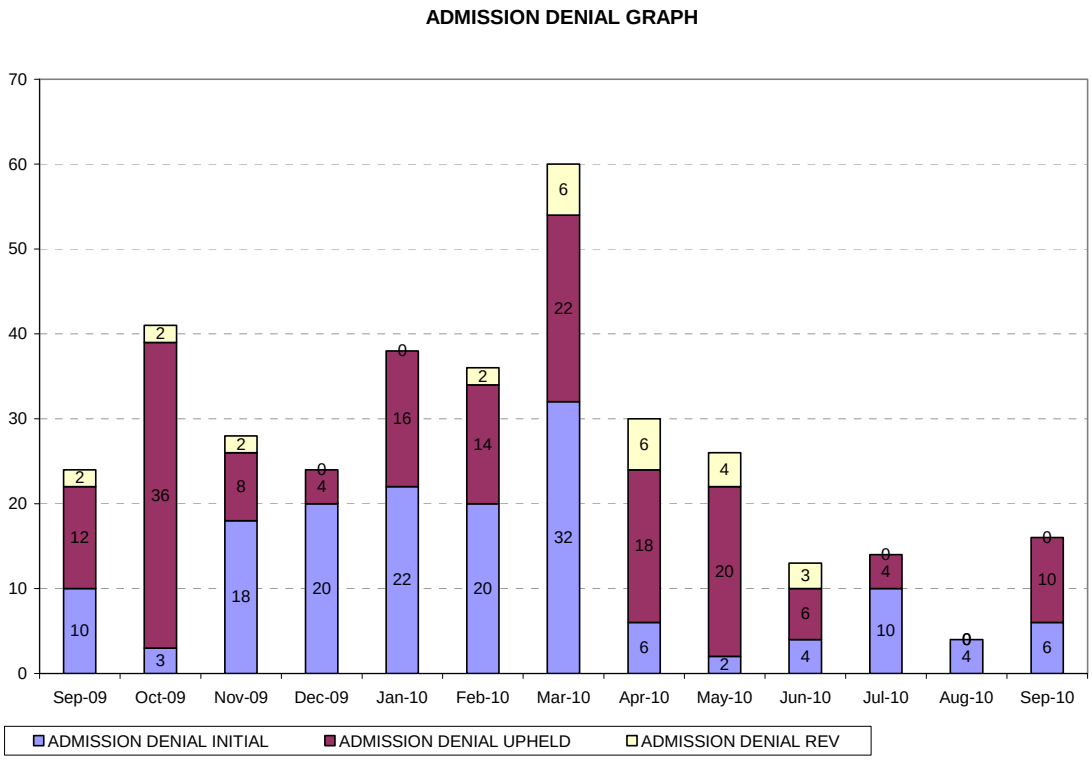
At this review level, the primary workload during September 2010 involved records requested from the May 2010, June 2010, and July 2010 samples.

A summary of third level findings appears in the table below. Third level review activities for the April 2010 sample are now complete, and are included for comparative purposes.

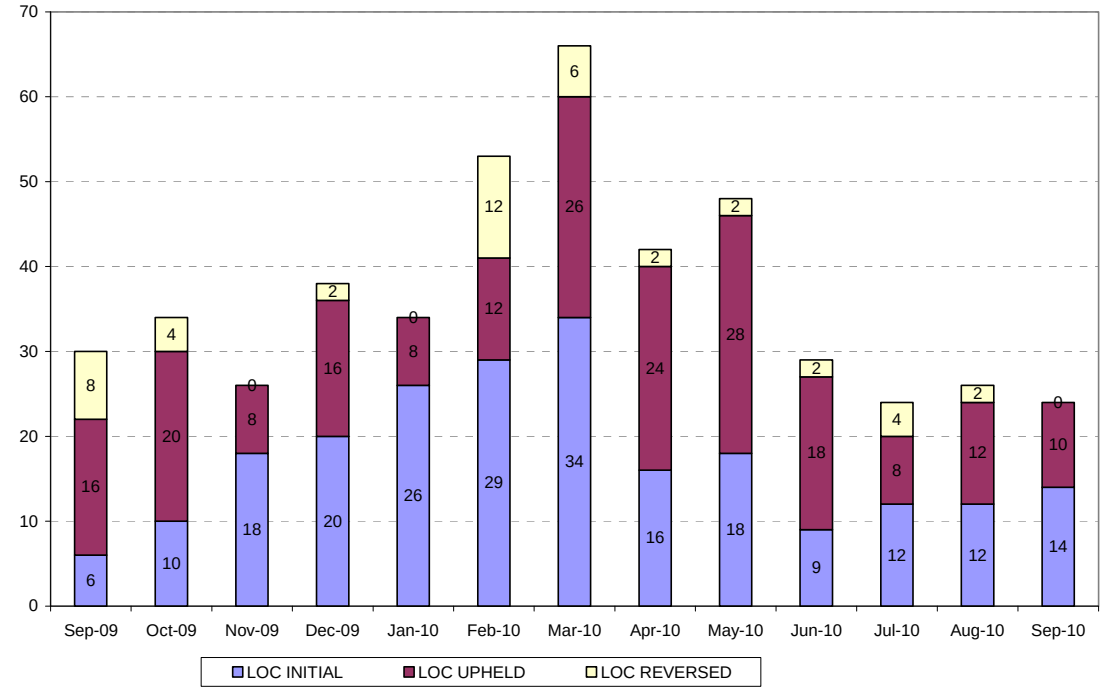
Third Level Finding	Sample Month			
	Apr 10	May 10	Jun 10	Jul 10
Billing Error	1	0	0	0
Denial - Continued Stay	0	0	0	0
Denial - Level of Care	2	2	2	2
Admission Denial - Initial	6	0	2	0
Admission Denial - Reversed	0	0	0	0
Admission Denial - Upheld	0	0	0	0
Denial - Level of Care Reversed	0	0	0	0
Denial - Level of Care Upheld	0	0	0	0
Quality - Initial	39	15	12	4
Quality - Reversed	17	7	1	2
Quality - Upheld	0	0	0	0

Findings for Letter Generation during September 2010

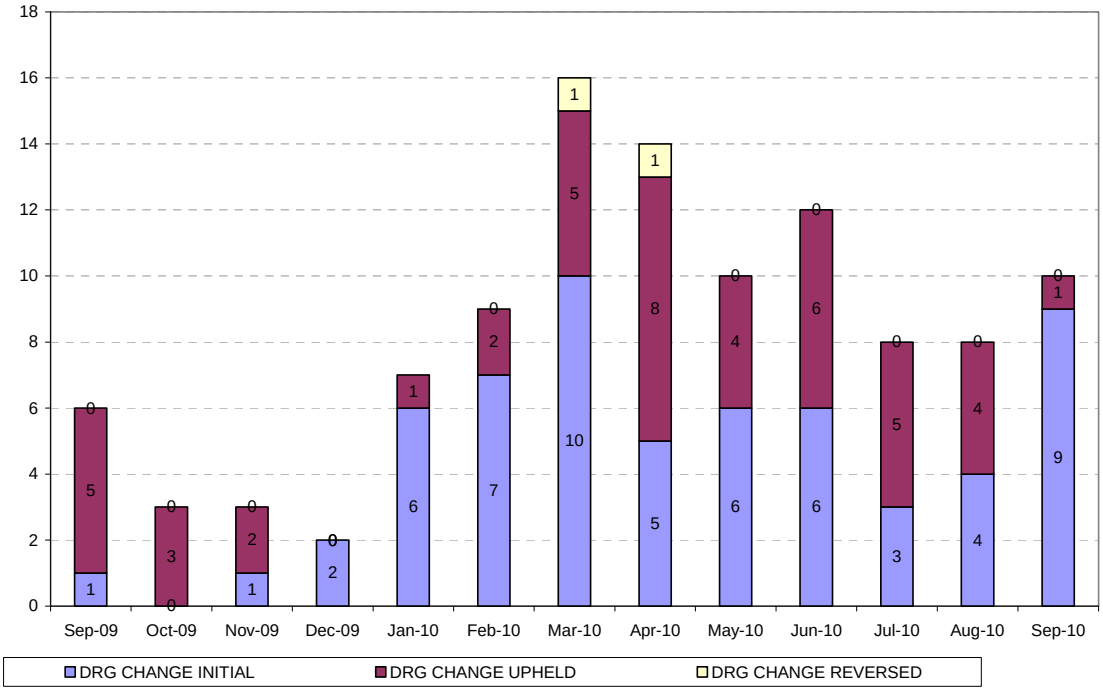
The following graphs depict letters mailed for each month, associated with their respective finding. Decisions that were upheld or reversed are included as well.



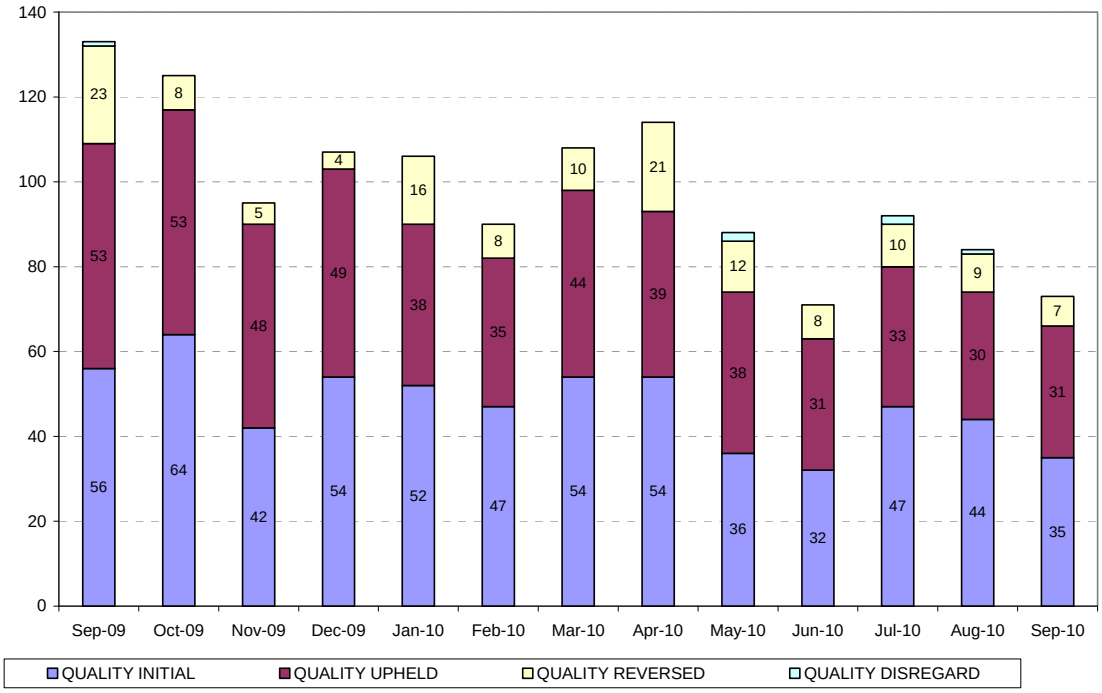
LOC DENIAL GRAPH



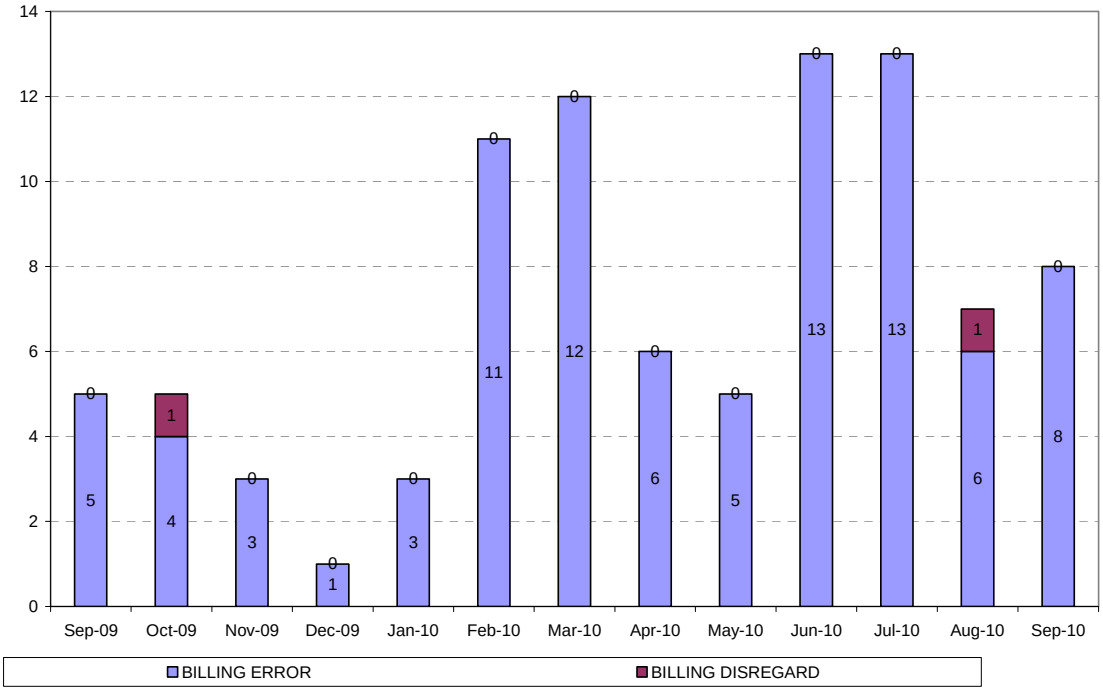
DRG CHANGE GRAPH



QUALITY LETTERS GRAPH



BILLING ERROR GRAPH



A table of activities and findings for inpatient cases appears behind the narrative portion of this report.

APS OKLAHOMA QIO

INPATIENT CASES

		Q1			Q2			Q3			Q4				
Sample From	**June 09**	**July 09**	**Aug 09**	**Sep-09**	**Oct-09**	**Nov-09**	**Dec-09**	**Jan-10**	**Feb-10**	**Mar-10**	**Apr-10**	**May-10**	**Jun-10**	**Jul-10**	**Aug-10**
Process Month	**July 09**	**Aug 09**	**Sept 09**	**Oct-09**	**Nov-09**	**Dec-09**	**Jan-10**	**Feb-10**	**Mar-10**	**Apr-10**	**May-10**	**Jun-10**	**Jul-10**	**Aug-10**	**Sep-10**
Running Total / Records Pulled															
(Inpatient Stays)	**933**	**926**	**909**	**913**	**900**	**1300**	**1300**	**1300**	**1300**	**1300**	**1299**	**1299**	**1300**	**1435**	**1435**
Date records requested	**7/15/09**	**8/17/09**	**9/16/09**	**10/14/09**	**11/16/09**	**12/20/09**	**1/13/10**	**2/17/10**	**3/17/10**	**4/19/10**	**5/18/10**	**6/17/10**	**7/20/10**	**8/20/10**	**9/20/10**
First Level Review															
Received In Database Within 30 Days	826	854	851	810	842	1206	1229	1271	1107	1259	1253	1222	1257	1378	213
Not Received Within 30 Days	107	72	58	103	58	94	71	29	193	41	46	77	43	57	1222
Excluded	1	3	0	18	0	7	7	2	1	2	7	2	1	2	1
Closed at First Level	870	873	859	854	865	1209	1227	1236	1245	1241	1234	1244	1231	1250	0
Due Dates	**09/13/09**	**10/16/09**	**11/15/09**	**12/13/09**	**01/15/10**	**02/18/10**	**03/14/10**	**04/18/10**	**05/16/10**	**06/18/10**	**07/17/10**	**08/16/10**	**09/18/10**	**10/19/10**	**11/19/10**
Second Level Review															
Billing Error	6	6	3	1	2	10	12	7	7	4	7	10	7	9	0
Denial - Continued Stay - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Initial	16	22	24	22	34	44	30	36	18	17	18	10	18	8	0
Admission Denial - Initial	26	14	24	44	14	62	24	16	0	10	8	2	4	4	0
Admission Denial - Reversed	2	0	0	8	2	14	4	4	0	0	0	0	0	0	0
Admission Denial - Upheld	24	14	24	22	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Reversed	2	4	4	4	8	12	0	8	8	0	0	0	0	0	0
Denial - Level of Care - Upheld	14	18	20	8	4	2	0	0	0	0	0	0	0	0	0
Quality - Initial	79	78	62	63	37	74	70	68	53	42	73	40	24	25	0
Quality - Reversed	9	15	8	18	8	19	18	21	12	8	21	7	1	4	0
Quality - Upheld	69	65	54	49	29	8	0	0	0	0	0	0	0	0	0
Closed - 2nd Level Review	100	113	89	83	58	152	124	124	82	81	89	62	54	59	0
Due Date	**10/13/09**	**11/15/09**	**12/15/09**	**01/12/10**	**02/14/10**	**03/20/10**	**04/13/10**	**05/18/10**	**06/15/10**	**07/18/10**	**08/16/10**	**09/15/10**	**10/18/10**	**11/18/10**	**12/19/10**
Third Level Review															
Billing Error	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0
Denial - Continued Stay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Initial	4	6	10	4	10	14	8	22	6	6	2	2	2	2	0
Admission Denial - Initial	12	4	2	10	2	14	6	6	0	4	6	0	2	0	0
Admission Denial - Reversed	2	0	0	2	2	8	2	2	0	0	0	0	0	0	0
Admission Denial - Upheld	10	4	2	8	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Reversed	2	4	4	2	6	8	0	6	4	0	0	0	0	0	0
Denial - Level of Care - Upheld	2	2	6	0	2	2	0	0	0	0	0	0	0	0	0
Quality - Initial	33	36	20	36	11	29	32	43	15	14	39	15	12	4	0
Quality - Reversed	7	14	5	12	6	11	14	22	5	4	17	7	1	2	0
Quality - Upheld	26	23	15	26	5	8	0	0	0	0	0	0	0	0	0
Closed - 3rd Level Review	26	28	18	19	11	28	25	41	12	12	23	11	8	0	0
Due Date	**11/12/09**	**12/15/09**	**01/14/10**	**02/11/10**	**03/16/10**	**04/19/10**	**05/13/10**	**06/17/10**	**07/15/10**	**08/17/10**	**09/15/10**	**10/15/10**	**11/17/10**	**12/18/10**	**01/18/11**
Technical Denials	109	75	57	83	22	85	46	21	27	26	20	89	22	31	0
Recoupment	84	7	69	6	6	47	53	56	75	75	73	62	52	0	0

InProcess

Complete

Oklahoma Quality Improvement
Monthly Report
For
September 2010

October 26, 2010

ATTACHMENT B

A total of 10 records from July 2010 were requested by APS on August 20, 2010. A total of 10 records from August 2010 were requested by APS on September 20, 2010.

First Level Review Activities during September 2010

There were no technical denials for the sample month of July 2010. There were no technical denials for the sample month of August 2010. Now completed, 28 records from the June 2010 sample month were closed after first level review. Twenty-eight records from the July 2010 sample month were closed after first level review.

Second Level Review Activities during September 2010

At this review level, the primary workload during September 2010 involved records requested from the July 2010 and August 2010 samples.

A summary of second level findings appears in the table below. Second level review activities for the May 2010 sample are now complete, and are included as a comparison.

Second Level Finding	***Sample Month***			
	May 10	***Jun 10***	***Jul 10***	***Aug 10***
Billing Error	3	0	0	0
Denial - Continued Stay	0	0	0	0
Denial - Level of Care	0	0	0	0
Admission Denial - Initial	0	0	0	0
Admission Denial - Reversed	0	0	0	0
Admission Denial - Upheld	0	0	0	0
Denial - Level of Care Reversed	0	0	0	0
Denial - Level of Care Upheld	0	0	0	0
Quality - Initial	0	0	0	0
Quality - Reversed	0	0	0	0
Quality - Upheld	0	0	0	0

Third Level Review Activities During September 2010

At this review level, the primary workload during August 2010 involved records requested from the May 2010, June 2010, and July 2010 samples.

A summary of third level findings appears in the table below. Third level review activities for the March 20010 samples are now complete, and are included for comparative purposes.

Third Level Finding	***Sample Month***			
	Mar 10	***Apr 10***	***May 10***	***Jun 10***
Coding Error	0	0	0	0
Denial - Continued Stay	0	0	0	0
Denial - Level of Care	0	0	0	0
Admission Denial - Initial	0	0	0	0
Admission Denial - Reversed	0	0	0	0
Admission Denial - Upheld	0	0	0	0
Denial - Level of Care Reversed	0	0	0	0
Denial - Level of Care Upheld	0	0	0	0
Quality - Initial	0	1	0	0
Quality - Reversed	0	1	0	0
Quality - Upheld	0	0	0	0

A table of activities and findings for observations cases appears behind the narrative portion of this report.

APS OKLAHOMA QIO

OBSERVATION CASES

		Q1			Q2			Q3			Q4				
Sample From	June 09	July 09	Aug 09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10
Process Month	July 09	Aug 09	Sept 09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
Running Total / Records Pulled															
(Observation Stays)	4	6	6	9	6	5	33	21	34	50	34	22	29	10	10
Date records requested	7/15/09	8/17/09	9/16/09	10/14/09	11/16/09	12/20/09	1/13/10	2/17/10	3/17/10	4/19/10	5/18/10	6/17/10	7/20/10	8/20/10	9/20/10
First Level Review															
Received In Database Within 30 Days	3	6	6	9	6	5	32	21	24	50	34	22	28	9	1
Not Received Within 30 Days	1	0	0	0	0	0	1	0	10	0	0	0	1	1	9
Excluded	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Closed at First Level	3	5	6	8	6	5	32	21	34	47	31	31	28	28	0
Due Dates	08/14/09	09/16/09	10/16/09	11/13/09	12/16/09	01/19/10	02/12/10	03/19/10	04/16/10	05/19/10	06/17/10	07/17/10	08/19/10	09/19/10	10/20/10
Second Level Review															
Billing Error	0	1	0	1	0	0	0	0	0	2	3	3	0	0	0
Denial - Continued Stay - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admission Denial - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admission Denial - Reversed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admission Denial - Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Reversed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quality - Initial	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Quality - Reversed	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Quality - Upheld	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number Closed - 2nd Level Review	1	1	0	1	0	1	4	0	0	3	5	3	0	0	0
Due Dates	09/13/09	10/16/09	11/15/09	12/13/09	01/15/10	02/18/10	03/14/10	04/18/10	05/16/10	06/18/10	07/17/10	08/16/10	09/18/10	10/19/10	11/19/10
Third Level Review															
Billing Error	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Continued Stay - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admission Denial - Initial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admission Denial - Reversed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admission Denial - Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Reversed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quality - Initial	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Quality - Reversed	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Quality - Upheld	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number Closed - 3rd Level Review	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Due Dates	10/13/09	11/15/09	12/15/09	01/12/10	02/14/10	03/20/10	04/13/10	05/18/10	06/15/10	07/18/10	08/16/10	09/15/10	10/18/10	11/18/10	12/19/10
Technical Denials	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0
Recoupment	0	0	0	0	0	1	1	0	10	0	0	4	2	2	

In Process

Complete

APS Healthcare

Oklahoma Quality Improvement Organization

Attachments C

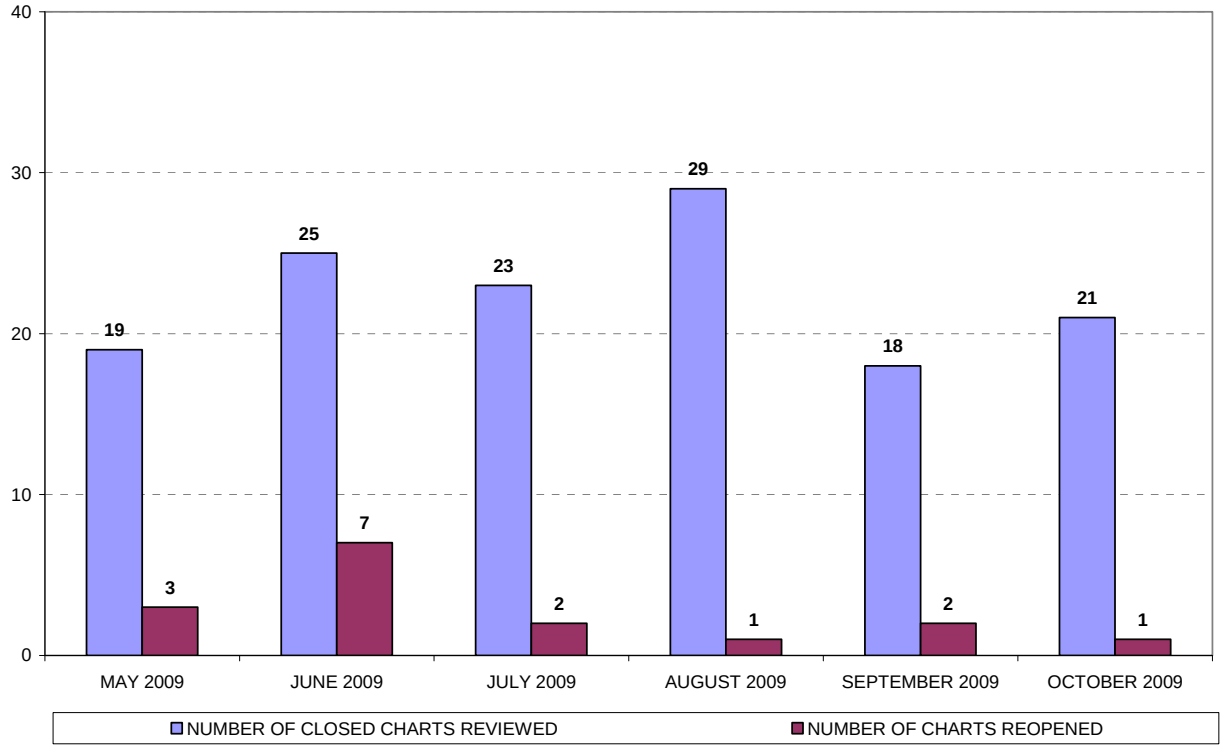
Monthly Report For

September 2010

October 26, 2010

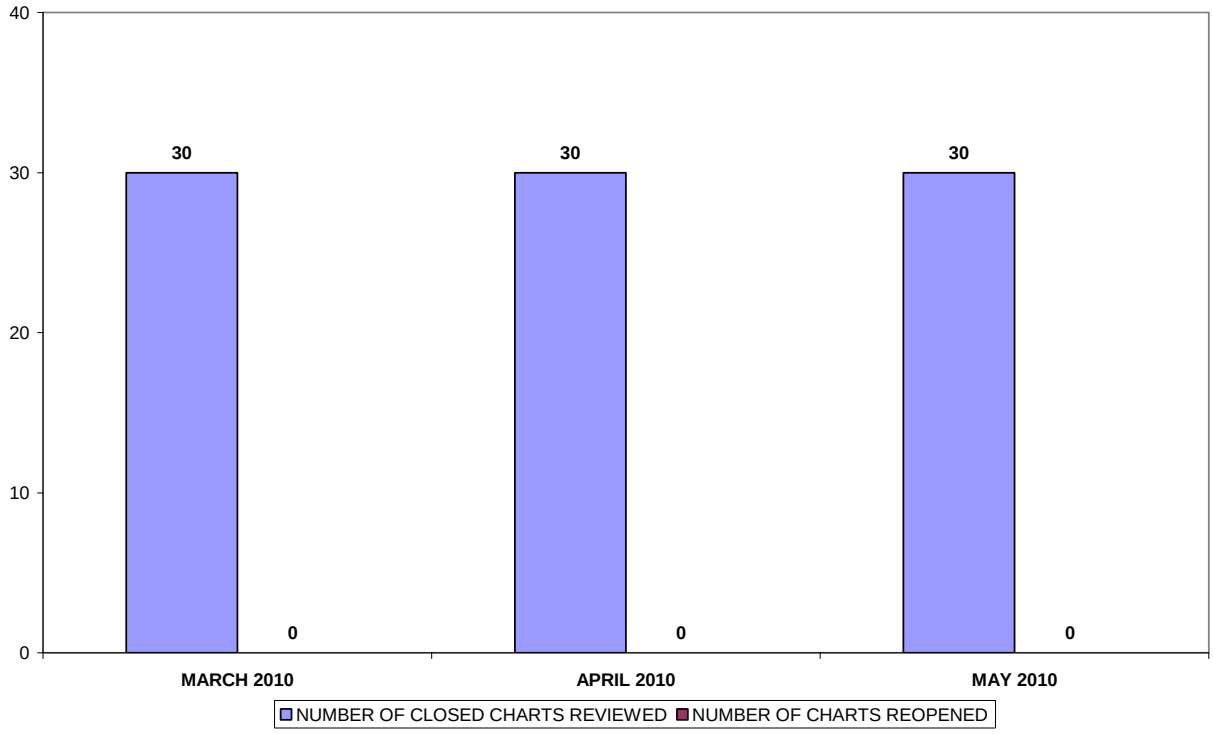
	MAY 2009	JUNE 2009	JULY 2009	AUGUST 2009	SEPTEMBER 2009	OCTOBER 2009
NUMBER OF CLOSED CHARTS REVIEWED	19	25	23	29	18	21
NUMBER OF CHARTS REOPENED	3	7	2	1	2	1
PERCENTAGE REOPENED	15.79%	28.00%	8.70%	3.45%	11.11%	4.76%
ISSUE REOPENED	2 Quality 1 Billing	6 Quality 1 Admission Denial	2 Quality	1 Quality	1 Quality	1 Admission Denial
FINAL DETERMINATION	1 Quality reversed 1 Quality upheld No appeal for billing	3 Quality reversed 3 Quality upheld 1 Adm denial upheld	1 Quality reversed 1 still pending	1 Quality pending	1 Quality pending 1 Admission Denial	1 Admission Denial upheld

CLOSED CHART REVIEW GRAPHS 2009



	MARCH 2010	APRIL 2010	MAY 2010
NUMBER OF CLOSED CHARTS REVIEWED	30	30	30
NUMBER OF CHARTS REOPENED	0	0	0
PERCENTAGE REOPENED	0.00%	0.00%	0.00%
ISSUE REOPENED	0	0	0
FINAL DETERMINATION	N/A	N/A	N/A

Closed Chart Review Graphs 2010



Oklahoma Quality Improvement Organization
Monthly Report
For Behavioral Health:
Attachments H, I, J and K

September 2010

October 26, 2010

ATTACHMENT H

Inspections of Care in Psychiatric Facilities

The SFY 2010 Inspections of Care (IOCs) for inpatient facilities began July 2010 at Southwestern Behavioral. This met the contract specified start date of September 15, 2009.

Facility	Provider Number	Level of Care	Date of On-site Audit	Final Report to OHCA (invoice date)	CAP Requested (Date)	CAP for 2010	CAP for 2009	Recommen-dations to OHCA QA	Quality Score 2011 (%)	Quality Score 2010 (%)	Quality Score 2009 (%)	Recommended Recoupement
Southwestern Behavioral	100697950B	Acute	07/14-15/2010	9/20/2010	8/11/2010	Yes	No	Yes	Pending	66	77	$1,350.00
Southwestern Behavioral	100697950F	RTC	07/14-15/2010	9/20/2010	8/11/2010	Yes	No	YEs	Pending	81	75	$3,800.00
Positive Outcomes	100699540P	RTC	08/10-11/2010	9/8/2010	No	NA	NA	NA	Pending	91	78	$850.00
Rolling Hills	100701680A	Acute	7/28/10	Pending	Yes	Yes	Yes	Pending	62	60	NA	$850.00
Camelot of OKC	2001068860A	RTC	8/23/10	Pending	Pending	Yes	Yes	Pending	64	72	75	Pending
White Horse Ranch	200211500A	RTC	8/25/10	Pending	Pending	Yes	Yes	Pending	39	41	46	Pending
Cedar Ridge	20085660A	Acute	09/07-09/2010	Pending	Pending	Yes	Yes	Pending	Pending	67	74	Pending
Cedar Ridge	20085660B	RTC	09/07-09/2010	Pending	Pending	Yes	Yes	Pending	Pending	66	72	Pending
Southern Plains	200130800A	RTC	9/22/10	Pending	Pending			Pending	Pending	76	74	Pending
Varagon	200213300A	RTC	9/23/10	Pending	Pending			Pending	Pending	66	73	Pending
Piney Ridge – Fayetteville	200131960A	RTC		Pending	Pending	Yes	Yes	Pending	Pending	76	73	Pending
Vista Health Fayetteville	2000120120D	Acute		Pending	Pending	No	NA	NA	Pending	71	NA	Pending
Vista Health Fayetteville	2000120120E	RTC		Pending	Pending	NA	NA	NA	Pending	NA	NA	Pending

ATTACHMENT I

Outpatient Behavioral Health, Substance Abuse, and Psychologist Services

During this month 24,286 outpatient behavioral health, substance abuse, psychologist and case management prior authorizations were processed, with 24,132 (99.9%) approved. The average turnaround time was 12.02 days.

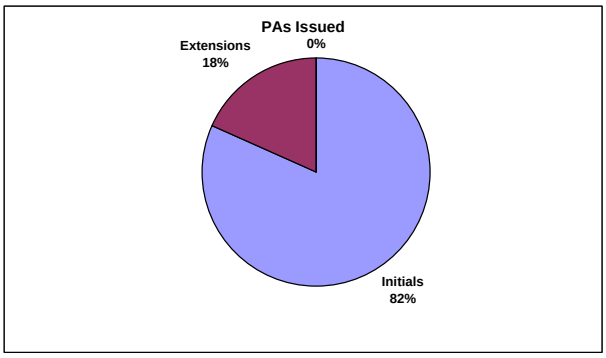
Section: I.25a: *Monthly Activity:*

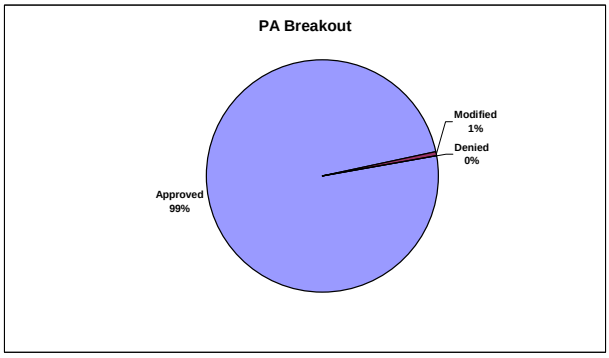
1. Total Number of PA Requests	OHCA Total: 21,069 Initial: 17,182 Extensions: 3,887	ODMHSAS Total: 3,218 Initial: 3,010 Extensions: 208	Combined Total: 24,287 Initial: 20,192 Extensions: 4,095
2.a Number of PAs Approved	17075 init / 3848 ext	3003 init / 206 ext	20078 init / 4054 ext
2b. Number of PAs Modified**	105 init / 38 ext	7 init / 2 ext	112 init /40 ext
2c. Number of PAs Denied/ Unable to auth	2 init / 1 ext	0 init / 0 ext	2 init /1 ext
3. Average Response Time of PA decisions			12.02
4. Number of Reconsiderations	n/a	n/a	n/a
5. Reconsideration Detail	n/a	n/a	n/a
6. Average Response Time for Reconsideration.	n/a	n/a	n/a
7a. All cases by Level of Care: Level 1***	1998	209	2207
7a. All cases by Level of Care: Level 2***	1736	165	1901
7a. All cases by Level of Care: Level 3***	5508	601	6109
7a. All cases by Level of Care: Level 4***	1108	62	1170
7a. All cases by Level of Care: 0-36 mo	265	10	275
7a. All cases by Level of Care: ICF-MR	62	0	62
7a. All cases by Level of Care: RBMS	2	0	2
7a.PACT cases	32	0	32
8. Psychologist/ Testing requests*	614	0	614
Approved*	584		584
Modified*	30		30
Denials/unable to auth*	0		0
9. Transfers	407		407

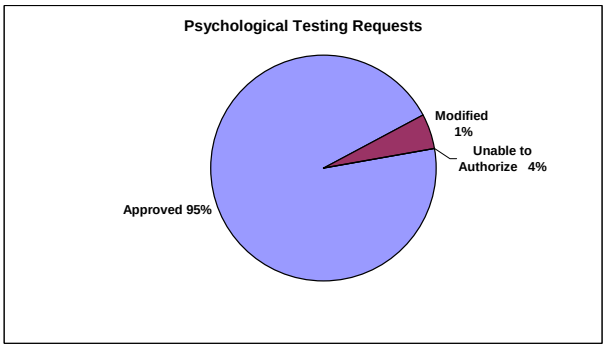
*Included in total count ** Included in approved PAs *** Approved PAs only; Level of care field not required in CC
********A decrease in denials can be attributed to the prescreening function of auto authorization.

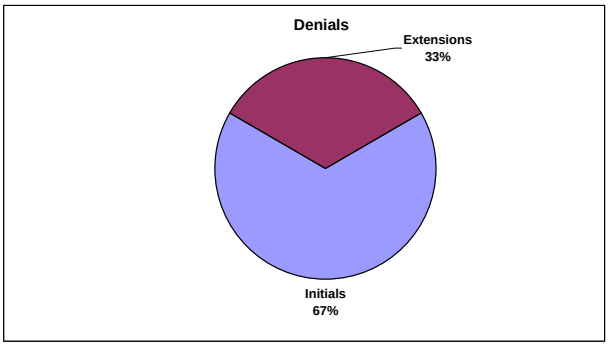
One denial and 152 modifications were made for outpatient behavioral health services during September 2010.

There is no data element for the procedure groups in the data warehouse. The PG counts on the following page are estimates using the monthly dollar caps or unit amounts.



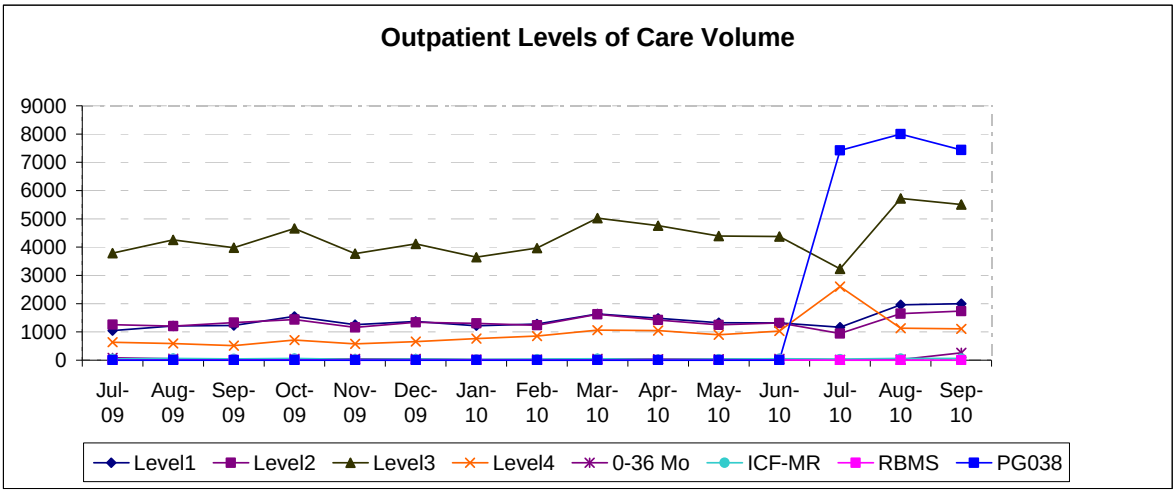






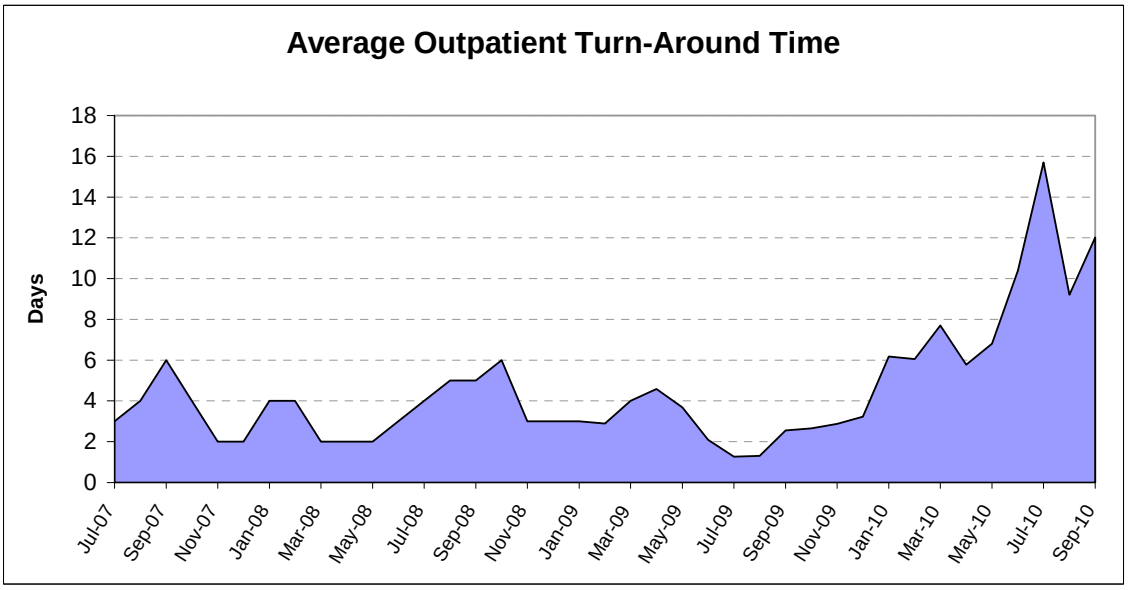
CODE	OHCA	ODMHSAS	Combined	CODE	OHCA	ODMHSAS	Combined
PG001	80	23	103	PG035	2	0	2
PG002	1998	209	2207	PG036	3	2	5
PG003	1736	165	1901	PG037	4	4	8
PG004	5508	601	6109	PG038	7436	1477	8913
PG007	8	0	8	PG040	39	0	39
PG008	1108	62	1170	PG041	0	0	0
PG011	64	1	65	DH501	242	123	365
PG013	0	0	0	DH502	8	7	15
PG014	40	15	55	DH503	20	7	27
PG015	18	1	19	DH504	5	1	6
PG016	3	0	3	DH505	115	111	226
PG018	32	0	32	DH506	25	6	31
PG019	62	0	62	DH507	186	99	285
PG025	18	0	18	DH508	1	0	1
PG026	5	0	5	DH509	366	180	546
PG027	0	0	0	DH510	47	6	53
PG028	3	0	3	DH511	56	34	90
PG029	584	2	586	DH514	120	37	157
PG030	739	3	742	DH516	0	0	0
PG031	2	0	2	DH517	231	30	261
PG033	183	19	202	DH518	1	0	1
PG034	8	4	12				

The chart below depicts the volume of level of care since the beginning of August 2009.



Outpatient Average Turnaround Time

The chart below depicts the average turnaround time for PA decisions since July 2007. The increases in 2010 are attributable to several factors: the behavioral health reorganization into care management teams; the deployment of an automated authorization function that had unanticipated effects; EDI technical issues resulting in duplicate records which needed closing; and the placement by OHCA of a test eligibility file into the CareConnection production environment, which was subsequently loaded into production. Each of these factors caused an increase in the processing turnaround time. APS Healthcare is working diligently to bring the turnaround time back within contractual standards



Section I.40: Case Management:

The APS Care Connection system no longer contains the specific procedure code for Case Management services. APS will consult with OHCA to determine an appropriate methodology for identifying and counting case management services.

EDI Project
APS' Electronic Data Interchange (EDI) has been in production since October, 2007. There are currently 96 provider accounts for file transfer.

APS is continuing our effort to conduct on-site trainings to help increase the submission of outpatient PA requests through CareConnection®.

Section I.30:

Training and Education Activities
This report is submitted separately.

Section I.8-10

Outpatient Behavioral Health performs both Inter- Rater Reliability (IRR) and Internal Quality Control (IQC) studies monthly.

Section I.9:

OUTPATIENT INTERNAL QUALITY CONTROL:
For IQC, the Outpatient Manager reviews five cases per reviewer that were completed in the previous month. The Manager determines the appropriateness of the decision and identifies any areas for clarification or education. Both IRR and IQC have a benchmark of 85%; however continuous quality improvement and education are ongoing. For September 2010, the IQC result is 98%; therefore no specific reviewer training is required.

Section I.13:
INTER-RATER RELIABILITY:
For IRR at least three cases are reviewed by all reviewers. The responses to the individual questions are compared in order to discover any disagreement. The overall agreement between all reviewers to each question is determined. Any disagreement is reviewed with the reviewer. The Outpatient Manager is also available to staff to discuss any questions regarding criteria and processes. For September 2010, the IRR outcome is 96%; therefore no specific reviewer training is required. Although these issues impacted the IRR outcome no specific reviewer training is required. Informal training is ongoing.

ATTACHMENT J

Inpatient, TFC, and Medical Prior Authorization of Behavioral Health Services

Section J.5.J:
Out of State Census and Case Study Report:
The full report will be delivered under separate cover. The cases are reviewed in a monthly joint meeting with OHCA, DHS and APS representatives.

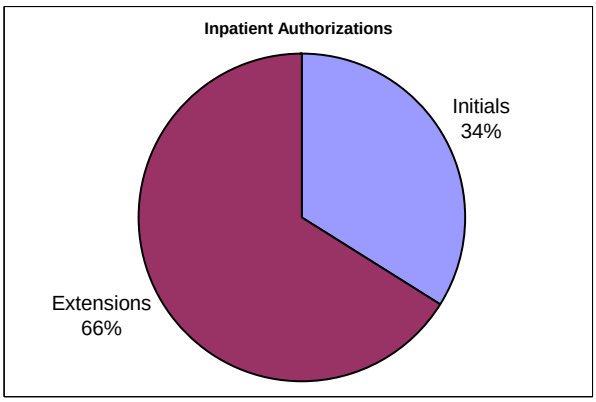
Section J.6.A
Monthly Activity:
A total of 3,385 prior authorizations requests were made for inpatient behavioral health services during September 2010. 3,347 requests were approved (98.9%). A total of 38 denials (1.1%) were rendered for inpatient behavioral health services during the month.

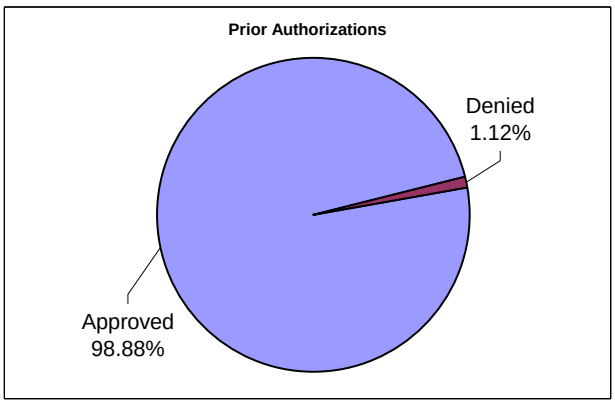
1. Total Number of PA Requests	Total Requests: 3,385 Initial Requests: 1145 (1128 Approved, 17 Denied) Extension Requests: 2,240 (2,219 Approved, 21 Denied)
2a Number of PAs Approved	3,347 (98.9%)
2b. Number of PAs Modified	0
2c. Number of PAs Denied	38 (1.1%) 17 initials, 21 extensions
3. Average Response Time of PA decisions	1 day
4. Number of Reconsiderations	0
5. Reconsideration Detail	NA
6a. All cases by Level of Care: Acute*	Initials: 432
	Extensions: 136
6b. All cases by Level of Care: RTC*	Initials: 531
	Extensions: 1,861
6c. All cases by Level of Care: TFC*	Initials: 107
	Extensions: 240
6c. All cases by Level of Care: CCU*	Initials: 75
	Extensions: 3

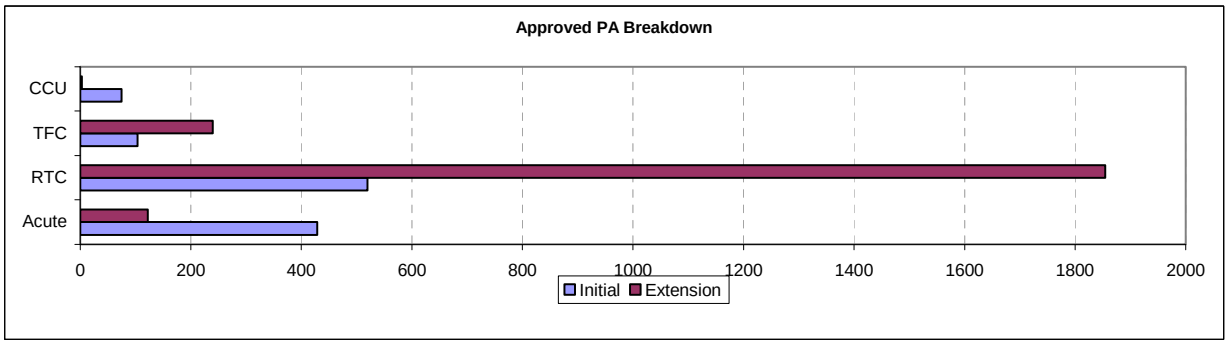
Denials added to respective request line.

Section J. 6. Detail:

Action	*Acute*	*RTC*	*TFC*	*CCU*
Approved	551	2,374	344	78
Denials	17	18	3	0
Units approved	2,439	25,671	22,018	1,269







Section J.7

Inpatient Behavioral Health performs both Inter-Rater Reliability (IRR) and Internal Quality Control (IQC) studies monthly. Care coordination and management documentation will be emphasized as part of the quality assurance process.

Section J.8-10

INTERNAL QUALITY CONTROL:

For IQC, the Outpatient Manager reviews five cases per reviewer that were completed in the previous month. The Manager determines the appropriateness of the decision and identifies any areas for clarification or education. Both IRR and IQC have a benchmark of 85%; however continuous quality improvement and education are ongoing. For September 2010, the IQC result is 98%; therefore no specific reviewer training is required.

Section J.12-13

INPATIENT INTER-RATER RELIABILITY

For IRR at least three cases are reviewed by all reviewers. The responses to the individual questions are compared in order to discover any disagreement. The overall agreement between all reviewers to each question is determined. Any disagreement is reviewed with the reviewer. The Outpatient Manager is also available to staff to discuss any questions regarding criteria and processes. For September 2010, the IRR outcome is 96%; therefore no specific reviewer training is required. Although these issues impacted the IRR outcome no specific reviewer training is required. Informal training is ongoing.

ATTACHMENT K

Inspections of Care of Therapeutic Foster Care Programs

The SFY 2010 Inspections of Care (IOCs) for Therapeutic Foster Care (TFC) programs began July 2010, at Western Plains. This met the contract specified start date of July 31, 2009.

Facility	Provider Number	Date of On-site Audit	Final Report to OHCA (invoice date)	CAP Requested (Date)	Cap FOR 2010	CAP for 2009	2011 Quality Score	Referral to OHCA MEIT	Recommended Recoupement
Western Plains	100732920A	07/13/2010	08/30/2010	NA	No	No	49	NA	$50.00
Wesleyan	100803130B	08/11/2010	09/20/2010	NA	No	No	Pending	NA	$ 30.00
SAFY	100710730A	09/15/2010	Pending	Pending	Yes	No	Pending	Pending	Pending