Oklahoma Quality Improvement
Monthly Report
For
July 2010

Aug 30, 2010

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ATTACHMENT A

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

First Level Review Activities during July 2010

There were 26 technical denials for the sample month of April 2010. There were 89 technical denials for the sample month of May 2010. Twelve hundred fifty-three (1253) records from the April 2010 sample were closed after first level review. Twelve hundred seven (1207) records from the May 2010 sample were closed after first level review.

Second Level Review Activities during July 2010

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

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

Second Level Finding	***Sample Month***			
	Mar 10	***Apr 10***	***May 10***	***Jun 10***
Billing Error	7	4	7	10
Denial - Continued Stay - Initial	0	0	0	0
Denial - Level of Care - Initial	18	15	14	6
Admission Denial - Initial	0	8	8	0
Admission Denial - Reversed	0	0	0	0
Admission Denial - Upheld	0	0	0	0
Denial - Level of Care - Reversed	8	0	0	0
Denial - Level of Care - Upheld	0	0	0	0
Quality - Initial	53	38	60	18
Quality - Reversed	12	2	9	2
Quality - Upheld	0	0	0	0

Third Level Review Activities during July 2010

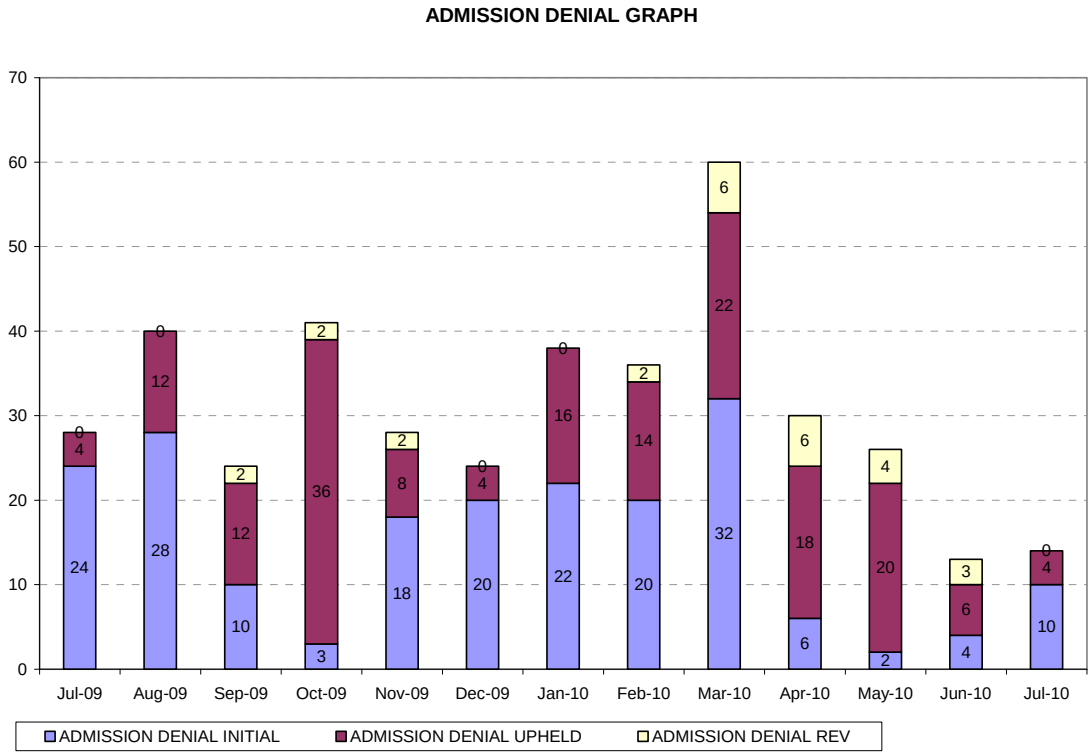
At this review level, the primary workload during July 2010 involved records requested from the March 2010, April 2010, and May 2010 samples.

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

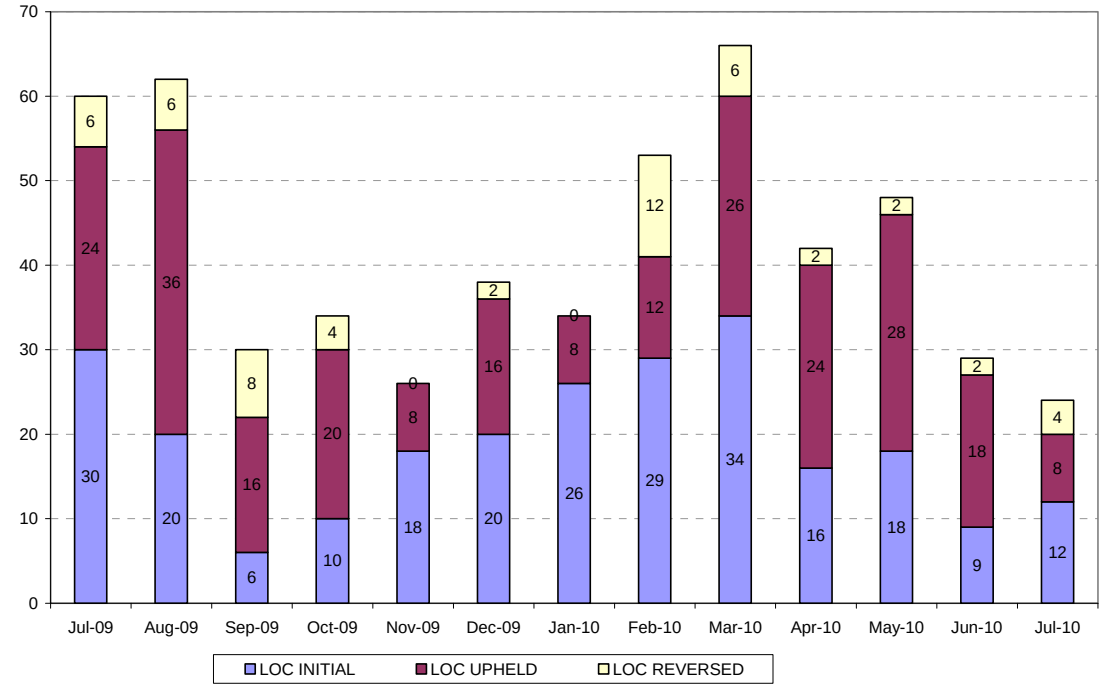
Third Level Finding	Sample Month			
	Feb 10	Mar 10	Apr 10	May 10
Billing Error	0	0	0	1
Denial - Continued Stay	0	0	0	0
Denial - Level of Care	22	6	2	0
Admission Denial - Initial	6	0	2	0
Admission Denial - Reversed	2	0	0	0
Admission Denial - Upheld	0	0	0	0
Denial - Level of Care Reversed	6	4	0	0
Denial - Level of Care Upheld	0	0	0	0
Quality - Initial	43	15	11	20
Quality - Reversed	22	5	2	8
Quality - Upheld	0	0	0	0

Findings for Letter Generation during July 2010

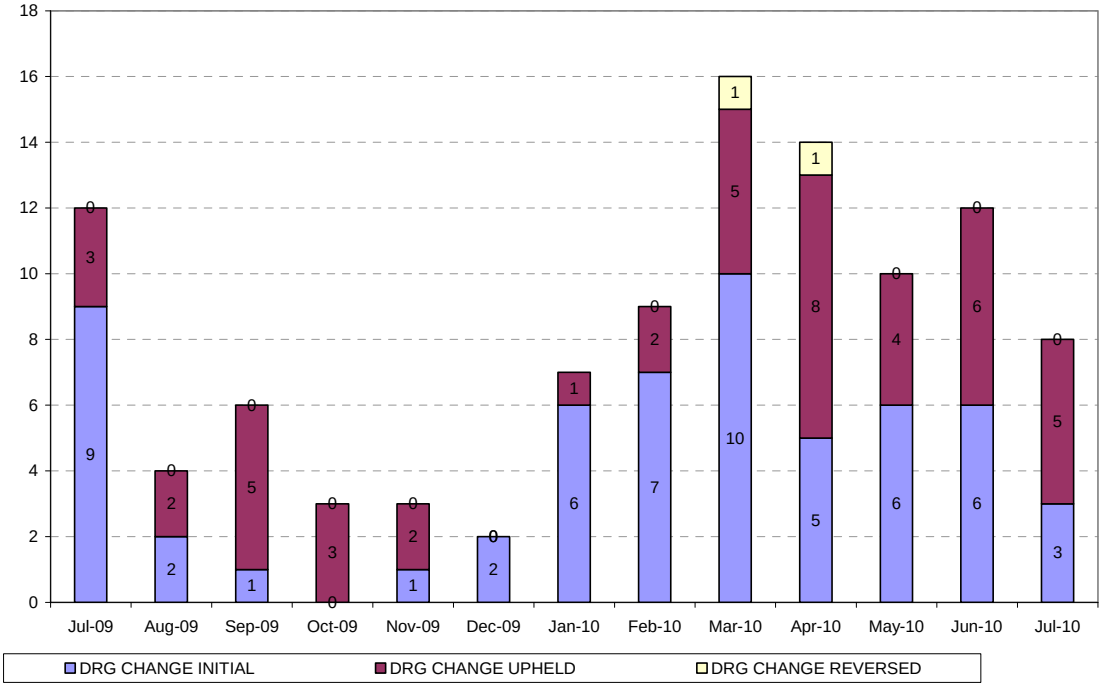
The following graphs depict letters mailed for each month, associated with their respective finding. Decisions that were upheld or reversed are included as well.



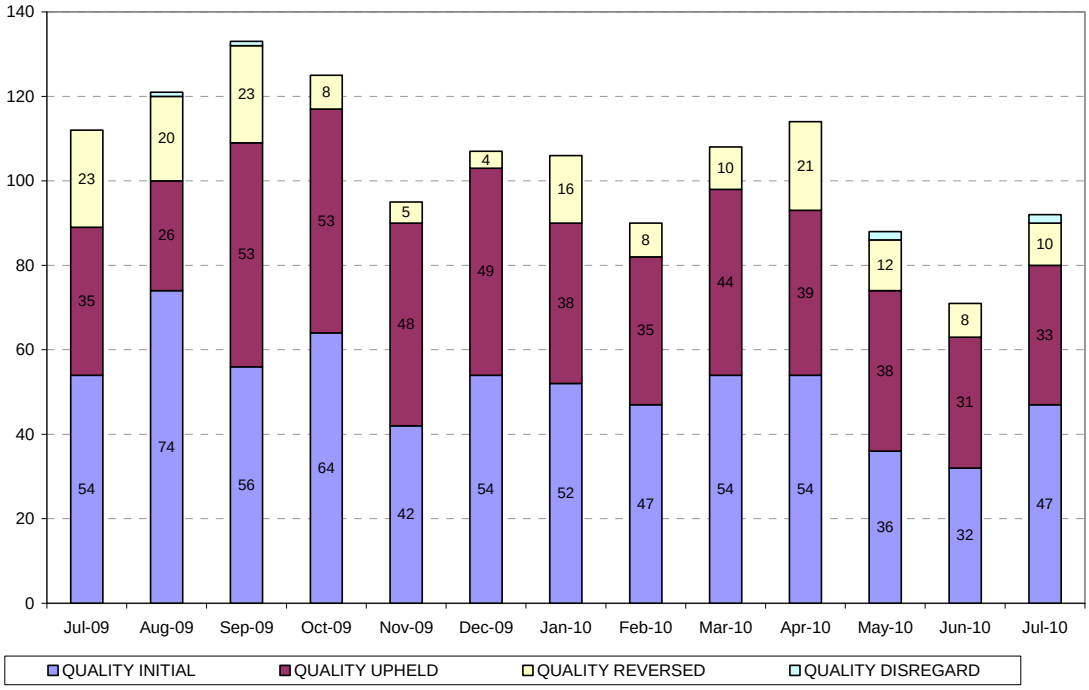
LOC DENIAL GRAPH



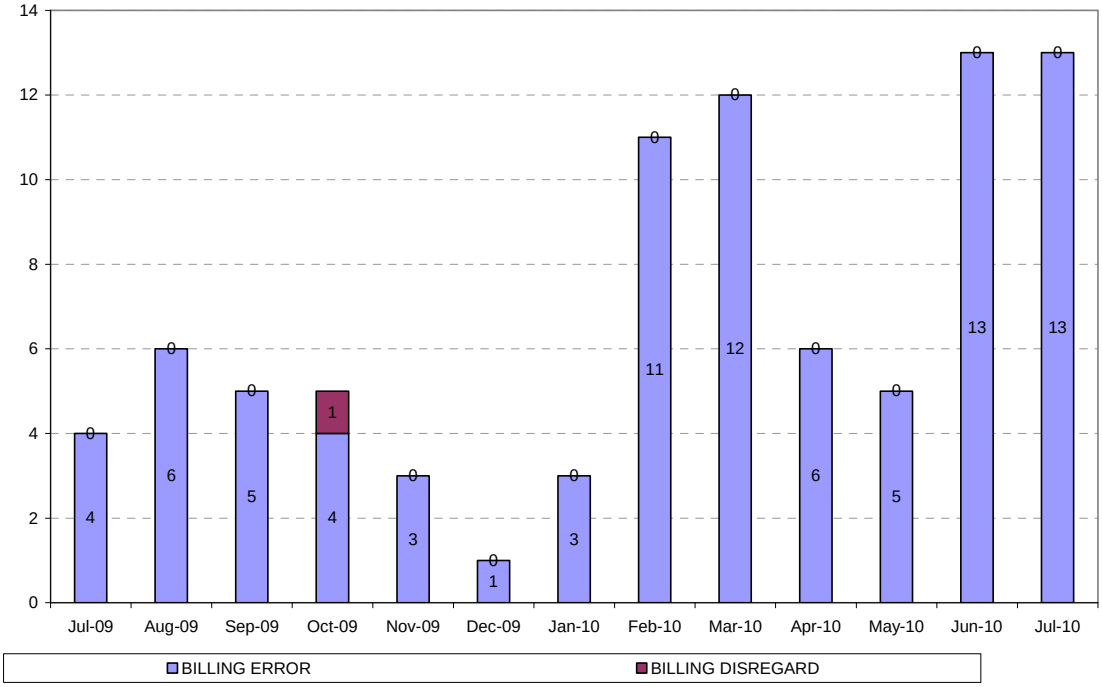
DRG CHANGE GRAPH



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

Report Date 7-2010

	Q4			Q1			Q2			Q3			Q4		
Sample From	**Apr 09**	**May 09**	**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**
Process Month	**May 09**	**June 09**	**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**
Running Total / Records Pulled (Inpatient Stays)	**923**	**914**	**933**	**926**	**909**	**913**	**900**	**1300**	**1300**	**1300**	**1300**	**1300**	**1299**	**1299**	**1300**
Date records requested	**5/16/09**	**6/17/09**	**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**
First Level Review															
Received In Database Within 30 Days	835	828	826	854	851	810	842	1206	1229	1271	1107	1259	1253	1207	568
Not Received Within 30 Days	88	86	107	72	58	103	58	94	71	29	193	41	46	92	732
Excluded	22	3	1	3	0	18	0	7	7	2	1	2	7	2	0
Closed at First Level	833	855	870	873	859	854	865	1208	1224	1233	1244	1236	1226	1217	367
Due Dates	**07/15/09**	**08/16/09**	**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**
Second Level Review															
Billing Error	7	4	6	6	3	1	2	10	12	7	7	4	7	10	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	54	24	16	22	24	22	34	44	30	36	18	15	14	6	0
Admission Denial - Initial	18	30	26	14	24	44	14	62	24	14	0	8	8	0	0
Admission Denial - Reversed	0	6	2	0	0	8	2	14	4	4	0	0	0	0	0
Admission Denial - Upheld	14	24	24	14	24	22	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Reversed	6	6	2	4	4	4	8	12	0	8	8	0	0	0	0
Denial - Level of Care - Upheld	43	20	14	18	20	8	4	2	0	0	0	0	0	0	0
Quality - Initial	63	75	79	78	62	63	37	74	70	66	53	38	60	18	0
Quality - Reversed	28	28	9	15	8	18	8	19	18	21	12	2	9	2	0
Quality - Upheld	38	48	69	65	54	49	29	8	0	0	0	0	0	0	0
Closed - 2nd Level Review	105	129	100	113	89	83	58	152	124	124	82	78	86	54	6
Due Date	**08/14/09**	**09/15/09**	**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**
Third Level Review															
Billing Error	0	1	0	1	0	0	0	1	1	0	0	0	1	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	24	16	4	6	10	4	10	14	8	22	6	2	0	0	0
Admission Denial - Initial	4	12	12	4	2	10	2	14	6	6	0	2	0	0	0
Admission Denial - Reversed	0	4	2	0	0	2	2	8	2	2	0	0	0	0	0
Admission Denial - Upheld	4	8	10	4	2	8	0	0	0	0	0	0	0	0	0
Denial - Level of Care - Reversed	6	10	2	4	4	2	6	8	0	6	4	0	0	0	0
Denial - Level of Care - Upheld	17	10	2	2	6	0	2	2	0	0	0	0	0	0	0
Quality - Initial	49	47	33	36	20	36	11	29	32	43	15	11	20	3	0
Quality - Reversed	31	24	7	14	5	12	6	11	14	22	5	2	8	2	0
Quality - Upheld	21	24	26	23	15	26	5	8	0	0	0	0	0	0	0
Closed - 3rd Level Review	44	42	26	28	18	19	11	28	25	41	12	7	10	2	0
Due Date	**09/13/09**	**10/15/09**	**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**
Technical Denials	83	86	109	75	57	83	22	85	46	21	24	26	20	89	0
Recoupment	69	42	84	7	69	6	6	47	53	56	58	58	58	58	58

InProcess

Complete

Oklahoma Quality Improvement
Monthly Report
For
July 2010

August 30, 2010

ATTACHMENT B

A total of 22 records from May 2010 were requested by APS on May 18, 2010. A total of 29 records from June 2010 were requested by APS on June 17, 2010.

First Level Review Activities during July 2010

There were no technical denials for the sample month of June 2010. There were no technical denials for the sample month of July 2010. Now completed, 31 records from the May 2010 sample month were closed after first level review. Thirty-one records from the June 2010 sample month were closed after first level review.

Second Level Review Activities during July 2010

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

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

Second Level Finding	***Sample Month***			
	Mar 10	***Apr 10***	***May 10***	***Jun 10***
Billing Error	0	2	3	3
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	1	0
Quality - Reversed	0	0	1	0
Quality - Upheld	0	0	0	0

Third Level Review Activities During July 2010

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

A summary of third level findings appears in the table below. Third level review activities for the December 2009 sample are now complete, and are included for comparative purposes.

Third Level Finding	***Sample Month***			
	Jan 10	***Feb 10***	***Mar 10***	***Apr 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	0	0	0
Quality - Reversed	0	0	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 *MONTHLY RETRO REVIEW STATUS REPORT*

OBSERVATION CASES *Report Date 7-2010*

	Q4			Q1			Q2			Q3			Q4		
Sample From	Apr 09	May 09	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
Process Month	May 09	June 09	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
Running Total / Records Pulled															
(Observation Stays)	7	4	4	6	6	9	6	5	33	21	34	50	34	22	29
Date records requested	5/16/09	6/17/09	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
First Level Review															
Received In Database Within 30 Days	4	0	3	6	6	9	6	5	32	21	24	50	34	22	7
Not Received Within 30 Days	3	4	1	0	0	0	0	0	1	0	10	0	0	0	22
Excluded	3	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Closed at First Level	4	4	3	5	6	8	6	5	32	21	34	47	31	31	6
Due Dates	06/15/09	07/17/09	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
Second Level Review															
Billing Error	0	0	0	1	0	1	0	0	0	0	0	2	3	3	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	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Quality - Reversed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Quality - Upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Number Closed - 2nd Level Review	0	0	1	1	0	1	0	1	4	0	0	3	5	3	0
Due Dates	07/15/09	08/16/09	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
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	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Quality - Reversed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Quality - Upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Number Closed - 3rd Level Review	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Due Dates	08/14/09	09/15/09	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
Technical Denials	1	1	1	0	0	0	0	0	1	0	0	1	0	0	0
Recoupment	1	0	0	0	0	0	0	1	1	0	26	26	26	26	26

In Process

Complete

Oklahoma Quality Improvement Organization
Monthly Report
For Behavioral Health:
Attachments H, I, J and K
July 2010

August 30, 2010

ATTACHMENT H

Inspections of Care in Psychiatric Facilities

The SFY 2010 Inspections of Care (IOCs) for inpatient facilities began July 9, 2009 at Camelot Schools, in Oklahoma City. 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 2009	Referral to OHCA MEIT	Quality Score 2010%	Quality Score 2009%	Recommended Recoupement
Varangon	200213300A	RTC	7/16/2009	8/17/2009	NA	No	NA	66	73	$450.00
Southern Plains	200130800A	RTC	7/21/2009	8/17/2009	NA	No	NA	76	74	$650.00
Camelot OKC	200106860A	RTC	7/9/2009	9/28/2009	8/18/2009	No	No	72	75	$3,500.00
Cedar Ridge	20085660B	Acute	08/11-13/2009	10/29/2009	9/21/2009	Yes	Yes : 10/29/2009	66	74	$4,320.28
Cedar Ridge	20085660A	RTC	08/11-13/2009	10/29/2009	9/21/2009	Yes	Yes : 10/29/2009	67	72	$5,141.48
Cedar Ridge	20085660C	RTC Neuro	08/11-13/2009	10/29/2009	9/21/2009	Yes	Yes : 10/29/2009	66	74	$4,040.47
Southwestern Behavioral	100697950B	Acute	09/08-9/2009	11/24/2009	10/17/2009	No	NA	66	77	$2,771.20
Southwestern Behavioral	100697950F	RTC	09/08-9/2009	11/24/2009	10/17/2009	No	NA	81	75	$2,600.00
Copper Hills	200010940A	RTC	10/6/2009	10/28/2009	NA	Yes	NA	72	70	$3,750.00
Parkside	10073860H	Acute	10/19-21/2009	11/24/2009	NA	No	NA	79	75	$150.00
Parkside	100738360I	RTC	10/19-21/2009	11/24/2009	NA	No	NA	80	74	$50.00
Parkside TCAT	100726170J	RTC	10/19-21/2009	11/24/2009	NA	No	NA	76	77	$350.00
Children's Recovery Center	100698370A	Acute	11/3-4/2009	1/12/2010	12/7/2009	Yes	Yes: 01/12/2010	71	73	$2,950.00
Children's Recovery Center	10068950A	RTC	11/3-4/2009	1/12/2010	12/7/2009	Yes	Yes: 01/12/2010	71	73	$3,100.00
White Horse Ranch	200211500A	RTC	11/5/2009	2/1/2010	12/21/2009	Yes	2/5/2010	38	46	$78,598.86
Rolling Hills	100701680A	Acute	12/14/2009	2/17/2010	1/8/2010	NA	NA	No IOC last	58	$14, 602.73
San Marcos	200032940A	RTC	12/2/2009	2/17/2010	1/7/2010	Yes	2/17/2010	72	73	$5,750.00
Texas Neuro Rehab	100696240A	RTC	12/1/2009	2/17/2010	12/29/2009	Yes	2/17/2010	59	61	$62, 316.56
Positive Outcomes	100699540P	RTC	01/5-6/2010	2/1/2010	NA	No	NA	87	78	$900.00
Integris Spencer	100860400X	Acute	01/19-21/2010	2/17/2010	NA	No	NA	72	84	$1,385.05
Integris Spencer	100860400W	Acute	01/19-21/2010	2/17/2010	NA	NA	NA	75	87	$1,656.64
UBH Denton	200075470A	Acute	2/10/2010	4/28/2010	3/24/2010	Yes	Yes/ 04/28/2010	60	68	$3,500.00
Shadow Mountain	200006820A	Acute	02/23-25/2010	4/28/2010	4/5/2010	No	NA	75	77	$1,000.00
Shadow Mountain	200006820F	RTC	02/23-25/2010	4/28/2010	4/5/2010	No	NA	75	77	$2,000.00
St. Anthony's	100699540A	Acute	03/02-03/04/2010	4/28/2010	NA	No	NA	74	77	$1,300.00
St. Anthony's	100699540H	RTC	03/02-03/04/2010	4/28/2010	NA	No	NA	74	76	$1,700
Piney Ridge, AR	200131960A	RTC	3/17/2010	5/19/2010	4/8/2010 None rec'd	No	NA	76	73	$19,000.00

Facility	Provider Number	Level of Care	Date of On-site Audit	Final Report to OHCA (invoice date)	CAP Requested (Date)	CAP for 2009	Referral to OHCA MEIT	Quality Score 2010%	Quality Score 2009%	Recommended Recoupement
Vista Health Fayetteville	20001210D	Acute	03/15-16/2010	4/28/2010	No	NA	No	71	NA	$6,500.00
Shadow Mountain Eagle Creek	200006820R	RTC	3/18/2010	5/17/2010	4/29/2010	No	NA	76	73	$2,500.00
Hillcrest	200044210A	Acute	03/30-04/1/2010	Pending Final to OHCA Invoiced 6/30/2010	4/29/2010	No	NA	76	73	$1,300.00
Hillcrest	200044210E	RTC	03/30-04/1/2010	Pending Final to OHCA Invoiced 6/30/2010	4/29/2010	No	NA	76	73	$1,906.64
Willowcrest	100701710B	Acute	04/13-15/2010	5/12/2010	No	No	NA	79	93	$50.00
Willowcrest	100701710D	RTC	04/13-15/2010	5/12/2010	No	No	NA	80	86	$450.00
Moccasin Bed Ranch	100701710F	RTC	04/13-15/2010	5/12/2010	No	No	NA	77	90	$550.00
National Deaf Academy	100697040A	RTC	4/26/2010	Pending Final to OHCA Invoiced 6/30/2010	7/1/2010	No	NA	84	82	Pending
Shadow Mountain Riverside	200006820G	RTC	5/5-6/2010	Pending Final to OHCA Invoiced 6/30/2010	No	No	NA	70	75	$350.00
Shadow Mountain Riverside	200006820Q	RTC	5/5-6/2010	Pending Final to OHCA Invoiced 6/30/2010	No	No	NA	82	77	$150.00
Shadow Mountain HOPE	200006820S	RTC	5/24/2010	Pending Final to OHCA Invoiced 6/30/2010	NA	No	NA	77	NA	$150.00
Vista Ft Smith	200012010B	Acute	05/17-18/2010	Pending Final to OHCA Invoiced 6/30/2010	Yes	Yes	Yes	69	62	$700.00
Vista Ft Smith	200012010C	RTC	05/17-18/2010	Pending Final to OHCA Invoiced 6/30/2010	Yes	Yes	Yes	74	64	$250.00
Heartland Behavioral Health	100963500A	Acute	Pending	Pending Final to OHCA Invoiced 6/30/2010	Pending	Yes	Pending	68	60	Pending Final
Heartland Behavioral Health	100963500A	RTC	Pending	Pending Final to OHCA Invoiced 6/30/2010	Pending	Yes	Pending	68	75	Pending Final
Piney Ridge, MO	100693530A	RTC	Pending	Pending Final to OHCA Invoiced 6/30/2010	Pending	No	No	78	74	Pending Final
Integris Bass	100699500A	Acute	Pending	Pending Final to OHCA Invoiced 6/30/2010	Pending	Yes	No	76	69	$150.00
Integris Bass	100699500S	RTC	Pending	Pending Final to OHCA Invoiced 6/30/2010	Pending	Yes	No	76	70	$150.00
Camelot, IL	200043170A	RTC	6/22/2010	Pending Final to OHCA Invoiced 6/30/2010	Pending	NA (No IOC	No	71	NA	Pending Final

ATTACHMENT I

Outpatient Behavioral Health, Substance Abuse, and Psychologist Services

During this month 36,074 outpatient behavioral health, substance abuse, psychologist and case management prior authorizations were processed, with 36,074 (100.0%) approved. The average turnaround time was 15.7 days.

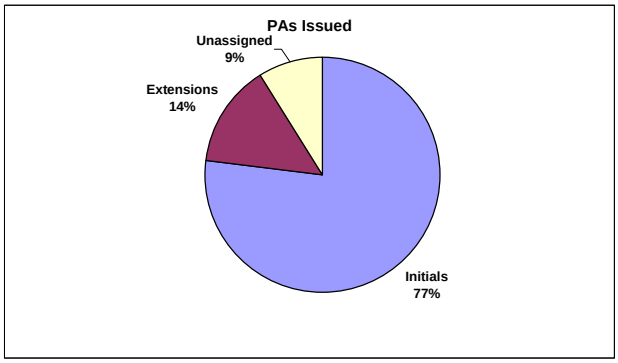
Section: I.25a:
Monthly Activity:

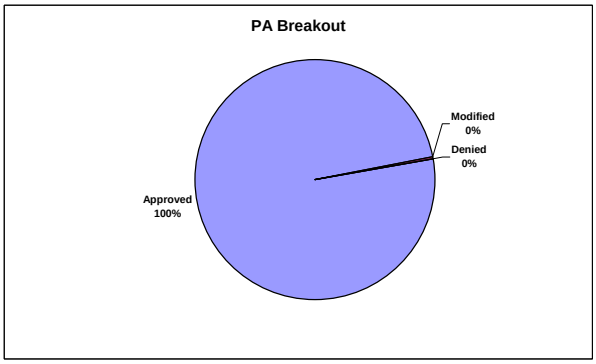
1. Total Number of PA Requests	Total: 36,074 ODMHSAS: 2,934 (2424 Initials, 510 Extensions) ODMHSAS-GF: 16,680 (16,680 Extensions) OHCA: 16,460 (12,263 Initials, 4197 Extensions)
2.a Number of PAs Approved	14,687 init / 21,387 ext
2b. Number of PAs Modified**	24 init / 23ext
2c. Number of PAs Denied/ Unable to auth****	0
2d. Number of Grandfathered PAs Approved	16,680
3. Average Response Time of PA decisions	15.7
4. Number of Reconsiderations	n/a
5. Reconsideration Detail	n/a
6. Average Response Time for Reconsideration.	n/a
7a. All cases by Level of Care: Level 1***	1164
7a. All cases by Level of Care: Level 2***	945
7a. All cases by Level of Care: Level 3***	3231
7a. All cases by Level of Care: Level 4***	2607
7a. All cases by Level of Care: 0-36 mo	17
7a. All cases by Level of Care: ICF-MR	35
7a. All cases by Level of Care: RBMS	1
PACT cases	66
8. Psychologist/ Testing requests*	734
Approved*	734
Modified*	0
Denials/unable to auth*	0
Transfers	200

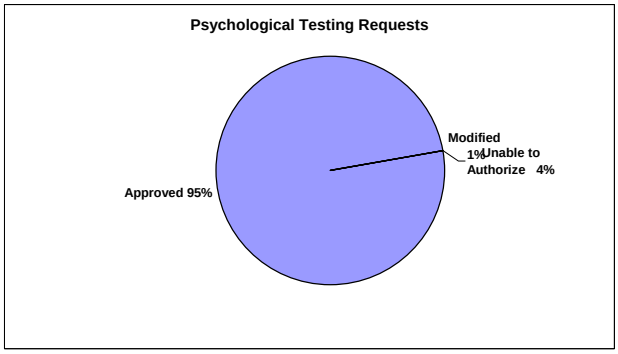
*Included in total count ** Included in approved PAs *** Approved PAs only; Level of care field not required in CC
********A decrease in denials can be attributed to the prescreening function of auto authorization.

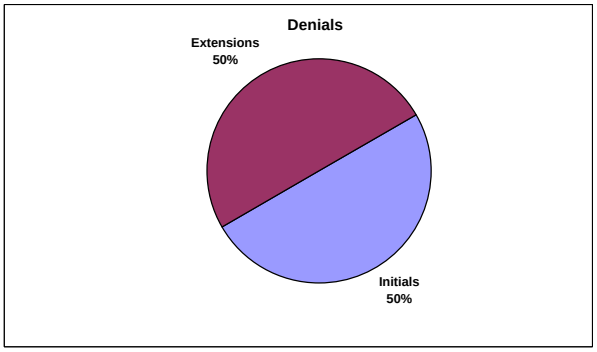
No denials were made for outpatient behavioral health services during July 2010. Forty-seven modifications and 200 transfers were made to outpatient behavioral health services.

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.



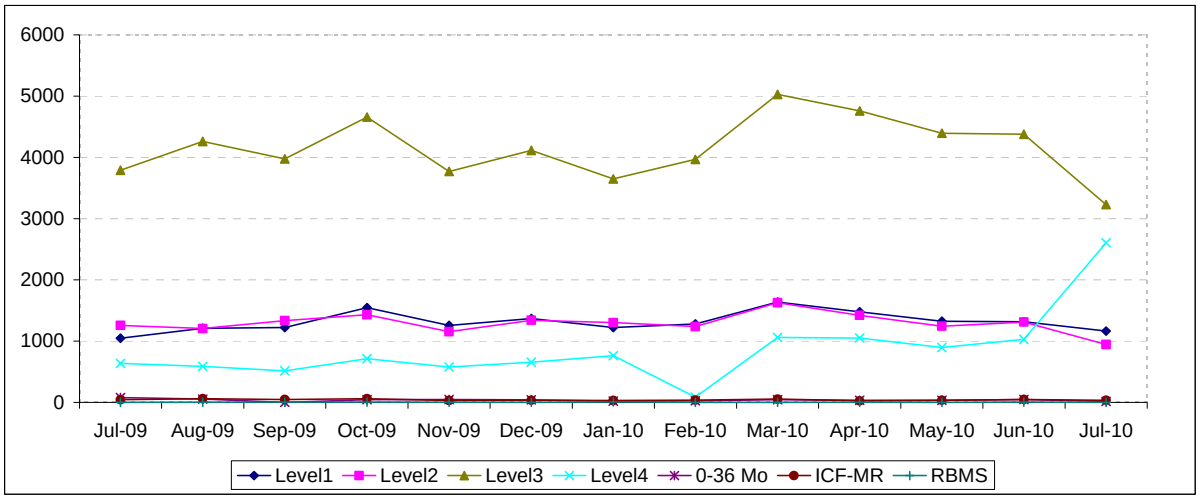






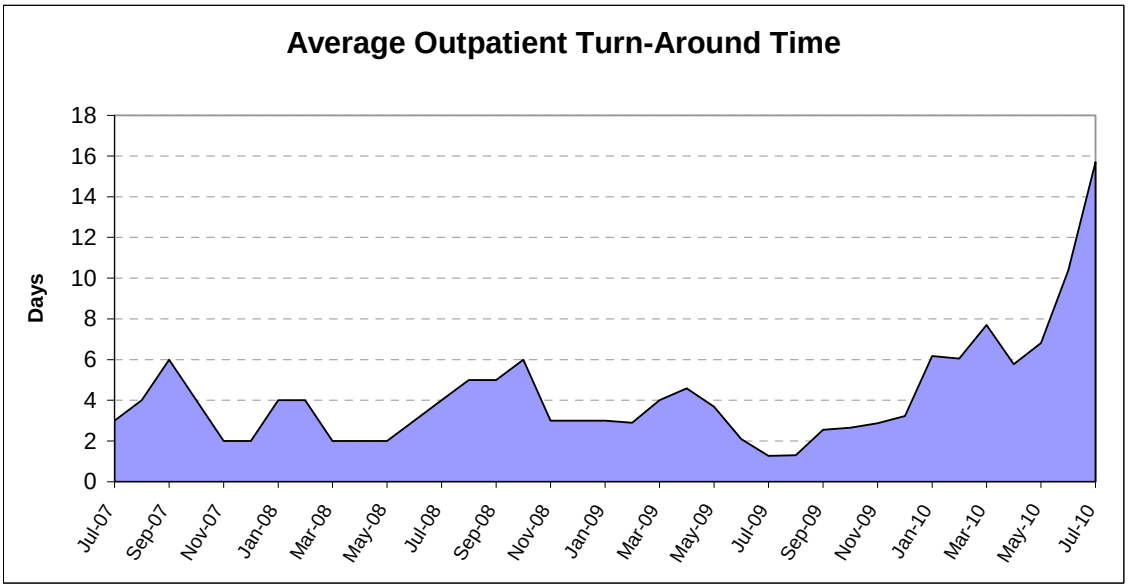
July 2010 PG and DH Code Authorization Counts					
PG001	69	PG027	3	DH501	239
PG002	1294	PG028	0	DH502	1
PG003	1233	PG029	259	DH503	39
PG004	4290	PG030	414	DH504	20
PG007	9	PG031	1	DH505	212
PG008	1762	PG033	89	DH506	75
PG011	37	PG034	6	DH507	307
PG014	38	PG035	1	DH508	24
PG015	24	PG036	2	DH509	571
PG016	1	PG037	20	DH510	289
PG018	73	PG038	7424	DH511	121
PG019	34	PG039	0	DH514	222
PG025	22	PG040	0	DH516	309
PG026	0			DH517	670
				DH518	4

The chart below depicts the volume of level of care since the beginning of July 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. Since July APS has added additional staff and overtime; due to this change the turn-around time has been reduced to nine days.



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 July 2010, the IQC result is 94%; 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 July 2010, the IRR outcome is 93%; 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.

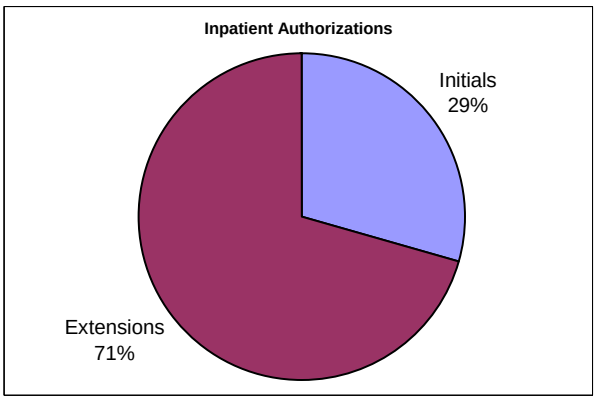
Section J.6.A
Monthly Activity:
A total of 3,061 prior authorizations requests were made for inpatient behavioral health services during July 2010. 3,009 requests were approved (98.3%). A total of 52 denials (1.7%) were rendered for inpatient behavioral health services during the month.

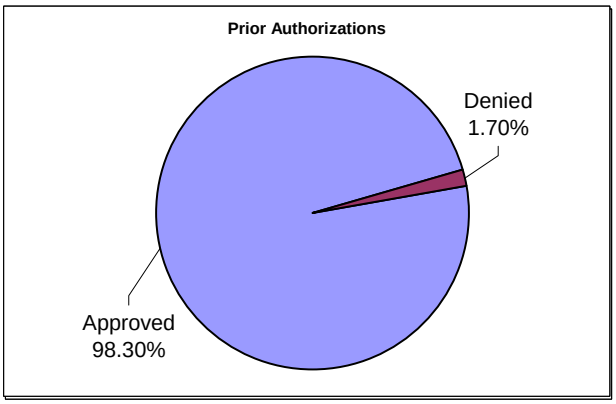
1. Total Number of PA Requests	Total Requests: 3,061 Initial Requests: 903 (879 Approved, 24 Denied) Extension Requests: 2,176 (2,148 Approved, 28 Denied)
2a Number of PAs Approved	3,009 (98.3%)
2b. Number of PAs Modified	0
2c. Number of PAs Denied	52 (1.4%) 24 initials, 28 extensions
3. Average Response Time of PA decisions	1 day
4. Number of Reconsiderations	0
5. Reconsideration Detail	NA
6a. All cases by Level of Care: Acute*	Initials: 349
	Extensions: 120
6b. All cases by Level of Care: RTC*	Initials: 444
	Extensions: 1,771
6c. All cases by Level of Care: TFC*	Initials: 62
	Extensions: 257
6c. All cases by Level of Care: CCU*	Initials: 24
	Extensions: 0

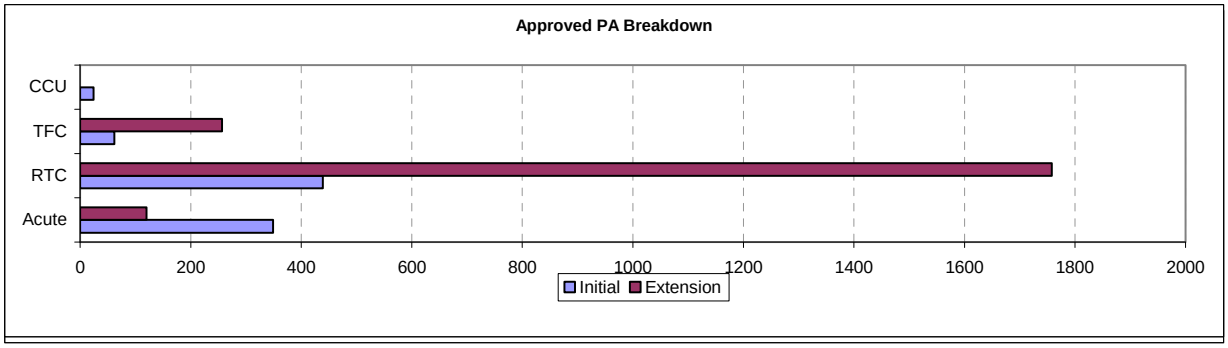
Denials added to respective request line.

Section J. 6. Detail:

Action	*Acute*	*RTC*	*TFC*	*CCU*
Approved	469	2197	319	24
Denials	30	16	6	0
Units approved	2,011	24,420	21,233	4,032







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 July 2010, the IQC result is 94%; 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 July 2010, the IRR outcome is 93%; 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 2009 Inspections of Care (IOCs) for Therapeutic Foster Care (TFC) programs began July 29, 2009, at Eagle Ridge in Oklahoma City. 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 2009	Referral to OHCA MEIT	Recommended Recoupement
Eagle Ridge	100726450B	07/14/2009	08/31/2009	08/07/2009	No	NA	$750.00
Southwest Foster Care	100685870A	08/25/2009	09/28/2009	NA	No	NA	$0.00
SAFY	100710730A	08/26/2009	10/30/2009	09/21/2009	No	NA	$200.00
Western Plains	100732920A	09/10/2009	10/28/2009	10/14/2009	No	NA	$100.00
Youth and Family of NCO	100731500A	09/22/2009	10/15/2009	NA	Yes	No	$30.00
Oklahoma Families First, Inc	100744520A	09/23/2009	10/15/2009	NA	No	NA	$ 0.00
Sunbeam	100728800A	11/18/2009	12/21/2009	NA	No	No	$0.00
Shadow Mountain	200006820J	02/09/2010	03/30/2010	NA	No	NA	$0.00
Wesleyan	100803130B	02/02/2010	03/30/2010	NA	No	NA	$0.00
Choices For Life	100745880A	04/20/2010	Pending Final Invoiced 6/30/2010	05/19/2010 None rec'd by 6/21/2010	No	NA	
The Bair Foundation	100709660A	04/22/2010	05/17/2010	NA	No	NA	
Hillcrest TFC	200044210D	05/04/2010	05/28/2010	NA	No	NA	
Human Skills/Resources	100726450B	05/25/2010	Pending Final Invoiced 6/30/2010	NA	No	NA	
St Francis	200219080B	6/11/2010	Pending Final Invoiced 6/30/2010	Pending	No	NA	