



Annual Utilization Management Plan
Evaluation
Contract Year 2014/2015

Wellplace Michigan

Contract Year 2014-2015 Annual Utilization Management Evaluation

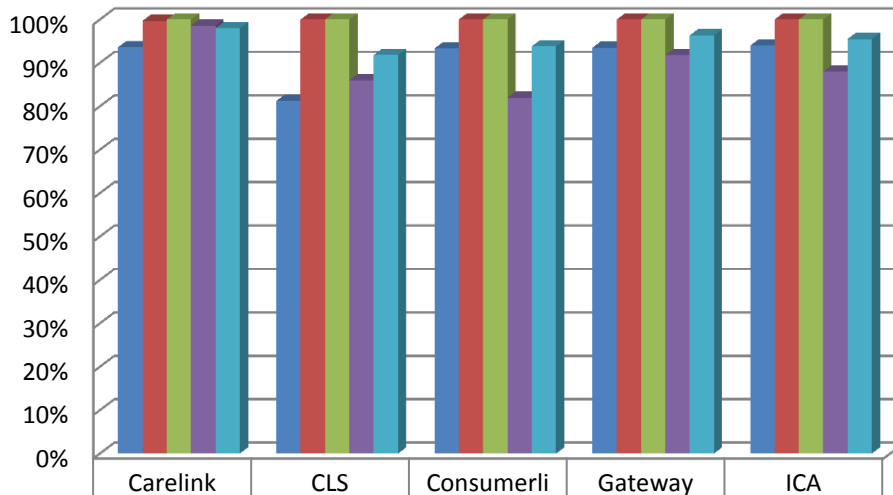
Turnaround Time for Routine, Emergent, and Urgent Authorization Requests

The Access Center seeks to schedule all routine appointments within 14 calendar days of determination of eligibility as required by DWMHA contract. According to data collected as indicated in the charts below, CLS displayed the lowest cumulative average percentage of routine appointments scheduled within 14 days at 91.81 %, while Carelink had the highest cumulative average percentage of Routine appointments scheduled within 14 days at 98%. ICA displayed the lowest cumulative average number of days for Routine appointments at 8.48 days, while Consumerlink displayed the highest cumulative average number of days for Routine appointments at 10.86 days. The average number of days per MCPN were all under 14 days for routine appointments. During Contract Year 2014/2015, there were 42 Emergent calls, and 62 Urgent calls.

Percentage of Routine Appointments Scheduled within 14 Days

Routine	Carelink	CLS	Consumerlink	Gateway	ICA
1st Quarter	94%	81%	93%	94%	94%
2nd Quarter	100%	100%	100%	100%	100%
3rd Quarter	100%	100%	100%	100%	100%
4th Quarter	99%	86%	82%	92%	88%
CY 14/15 Cumulative Average	98%	91.81%	94%	96%	96%

Percentage of Routine Appointments Scheduled within 14 Days

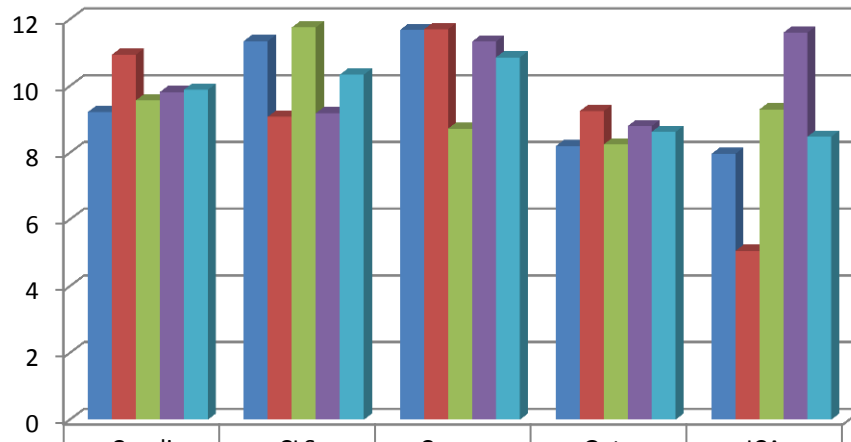


■ 1st Quarter	94%	81%	93%	94%	94%
■ 2nd Quarter	100%	100%	100%	100%	100%
■ 3rd Quarter	100%	100%	100%	100%	100%
■ 4th Quarter	99%	86%	82%	92%	88%
■ CY 14/15 Cumulative Average	98%	91.81%	94%	96%	96%

Average Number of Days Intake Appointment was set within 14 days

Routine	Carelink	CLS	Consumerlink	Gateway	ICA
1 st Quarter	9.22	11.35	11.68	8.2	7.97
2 nd Quarter	10.94	9.08	11.7	9.25	5.06
3 rd Quarter	9.57	11.76	8.72	8.25	9.3
4 th Quarter	9.82	9.19	11.33	8.8	11.6
CY 14/15 Cumulative Average	9.89	10.35	10.86	8.63	8.48

Average Number of Days Intake Appointment was set within 14 days



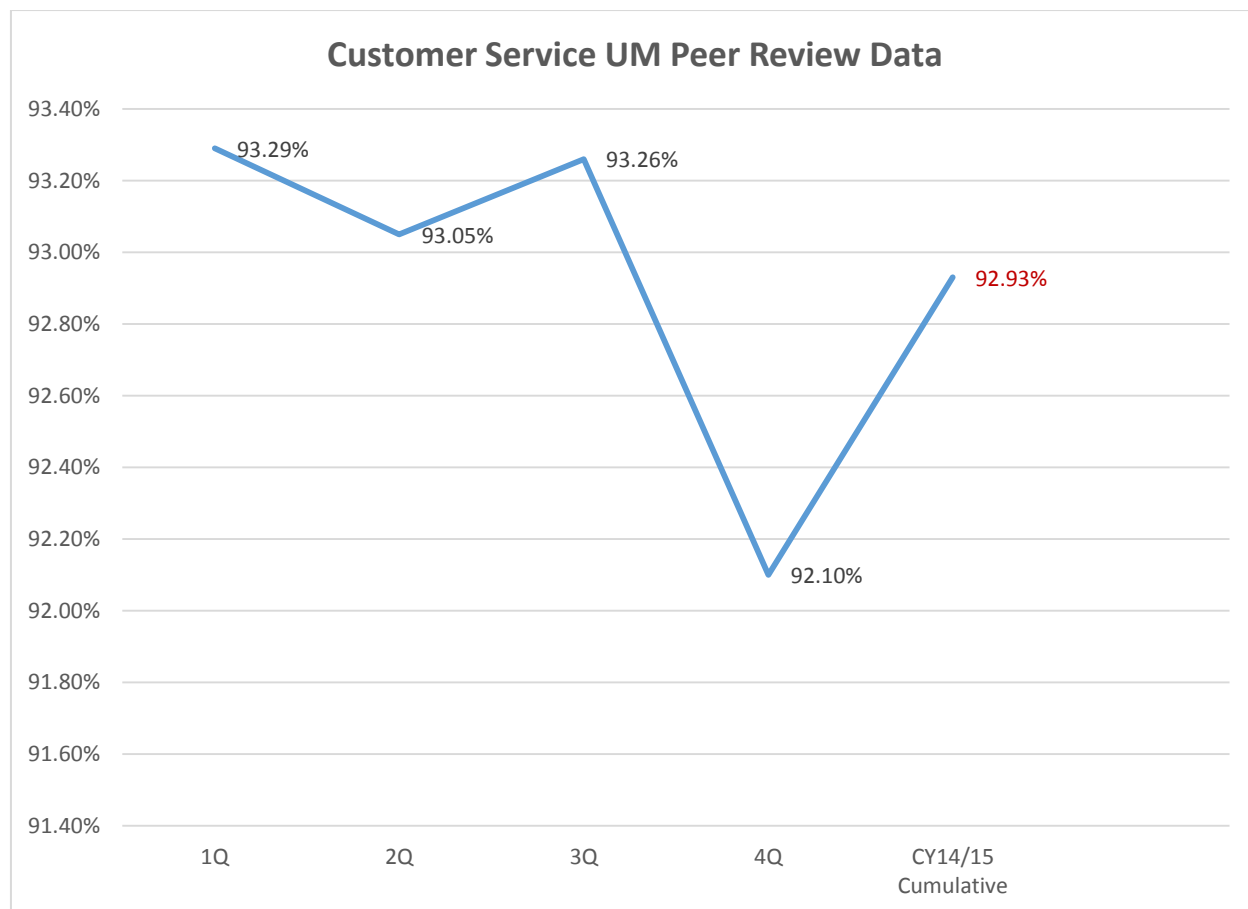
	Carelink	CLS	Consumerlink	Gateway	ICA
1 st Quarter	9.22	11.35	11.68	8.2	7.97
2 nd Quarter	10.94	9.08	11.7	9.25	5.06
3 rd Quarter	9.57	11.76	8.72	8.25	9.3
4 th Quarter	9.82	9.19	11.33	8.8	11.6
CY 14/15 Cumulative Average	9.89	10.35	10.86	8.63	8.48

DWHMA Access Center Utilization Management Peer Reviews

In order to ensure quality services are provided, Wellplace Michigan conducts peer utilization management review for the DWHMA Access Center Customer Service and Clinical Units. UM Review is an internal quality evaluation measurement utilized to ensure adherence to call center documentation and clinical standards. All staff are monitored through the UM review process. Each case is given a percentage rating based on quality review items. Any item receiving a score of 79% or below receives follow up and corrective response from the unit manager. Both units met the internal benchmark for Contract Year 2014/2015. The breakdown of UM Peer Reviews and scores by quarter are displayed in the charts below. Access center peer review data for Customer Service Specialists received a 92.93 % cumulative average score. UM Clinical Peer Reviews received a 96.78% Cumulative average Score for CY 14/15 which is a slight increase from the last CY for Clinical Peer reviews. Customer Service Specialists Peer Reviews experienced a slight decrease in score from the previous year.

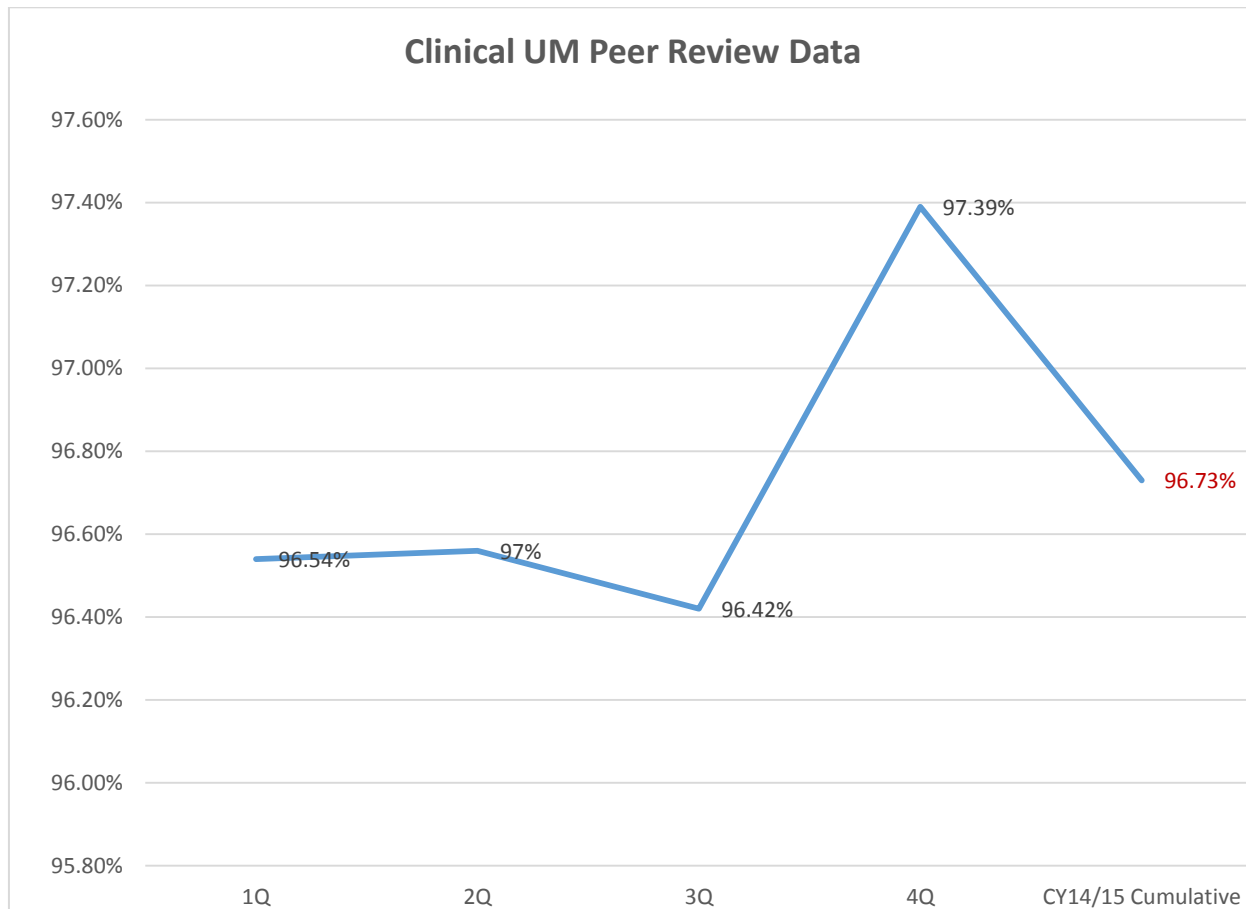
DWHMA Access Center UM Peer Reviews Customer Service

	1Q	2Q	3Q	4Q	CY14/15 Cumulative	CY13/14 Cumulative
Cases Reviewed	167	149	171	115	602	593
Cumulative Score	93.29%	93.05%	93.26%	92.10%	92.93%	94.25%



DWMHA Access Center UM Peer Reviews Clinical

	1Q	2Q	3Q	4Q	CY14/15 Cumulative	CY13/14 Cumulative
Cases Reviewed	115	150	161	148	574	373
Cumulative Score	96.54%	97%	96.42%	97.39%	96.73%	95.85%



Peer Review of Service Eligibility Review

The Access Center also completes peer reviews on service eligibility to ensure appropriate documentation, appropriate level of care decisions, and to meet external quality requirements relative to utilization management as determined by the Detroit Wayne Mental Health Authority. During Contract Year 2014/2015 there were 240 peer reviews completed on service eligibility. Of the 240 peer reviews, 44 (18.33%) of the cases involved the clinician utilizing either the LOCUS/CALOCUS/DD screening tools. In February 2015, DWMHA revised the clinical screening tool and removed the LOCUS/CALOCUS screening from the tool as it is now conducted by the service provider at the intake appointment. This accounts for the lower number of cases that are documented as having completed the screening tool. Based on the reviews completed, the Inter-Rater Reliability for use of these screening tools was valid 100% of the time as it was demonstrated that the screening tools were utilized appropriately. The Clinical Services Manager works regularly with specific clinicians to provide additional training/consultation regarding the screening tools as needed. In addition, prior to discontinuation of the tool, all Access Center Clinicians completed LOCUS/CALOCUS training and reliability vignettes on an annual basis to ensure that the clinicians remained accurate with their use of the tools. Any clinician who did not receive passing scores on the appropriate number of reliability

vignettes received additional training and were made to complete additional vignettes in order to demonstrate reliability.

There were 2 face-to-face assessments completed during Contract Year 2014/2015. Access Center Clinicians utilized the Face to Face protocol that was developed in conjunction with DWMHA Clinical Staff to ensure that an effective screening process occurred with the consumer. Wellplace continues to encourage and support the advancement of a competent workforce by routinely providing training opportunities to enhance professional development. The Wellplace staff who are conducting UM functions are also required to maintain the appropriate qualifications outlined in the Authority’s credentialing policy and UM Program Description. The Access Center Clinicians participated in a variety of in-service trainings on a monthly basis with presenters from various presenters from the provider community. Wellplace plans to continue to enhance the skills of our Clinicians by continuing to develop a comprehensive training schedule for the upcoming contract year.

Follow Up Referrals on Denials

Wellplace utilizes an internal database to track follow up referrals for consumers that agree to a follow up call that were denied/found not eligible for services. Wellplace establishes contact with callers to ensure they are connected appropriately with referrals. The following is a breakdown of follow up referrals. During Contract Year 2014/2015, there were 667 calls that were referred to a Medicaid Health Plan, 19 to commercial insurance, and 74 to other low cost community resources. The goal of Wellplace is to continue to work with the Detroit Wayne Mental Health Authority and PCE to add a function in MHWIN to track follow up referrals in order streamline accuracy and efficiency.

Month	Total number of Denials	Total number agreed to follow up	Referral Type
Oct-14	91	51	90- Medicaid Health Plan
			1- Commercial Insurance
Nov-14	94	48	88- Medicaid Health Plan
			2 – Commercial Insurance
			4- Other
Dec-14	61	29	60- Medicaid Health Plan
			1-Other
Jan-15	41	22	37- Medicaid Health Plan
			4-Other
Feb-15	47	25	42-Medicaid Health Plan
			5-Other
Mar-15	73	50	61-Medicaid Health Plan
			4-Commercial

			Insurance
			8-Other
Apr-15	88	61	64-Medicaid Health Plan
			3- Commercial Insurance
			21-Other
May-15	53	36	42-Medicaid Health Plan
			1 -Commercial Insurance
			10 - Other
Jun-15	67	44	59- Medicaid Health Plan
			4 - Commercial Insurance
			4 - Other
Jul-15	47	22	40- Medicaid Health Plan
			3 - Commercial Insurance
			3 - Other
Aug-15	46	26	41-Medicaid Health Plan
			1 - Commercial Insurance
			4 - Other
Sep-15	53	25	53- Medicaid Health Plan
			10 - Other
Cumulative	761	439	667-Medicaid Health Plan
			19- Commercial
			74-Other

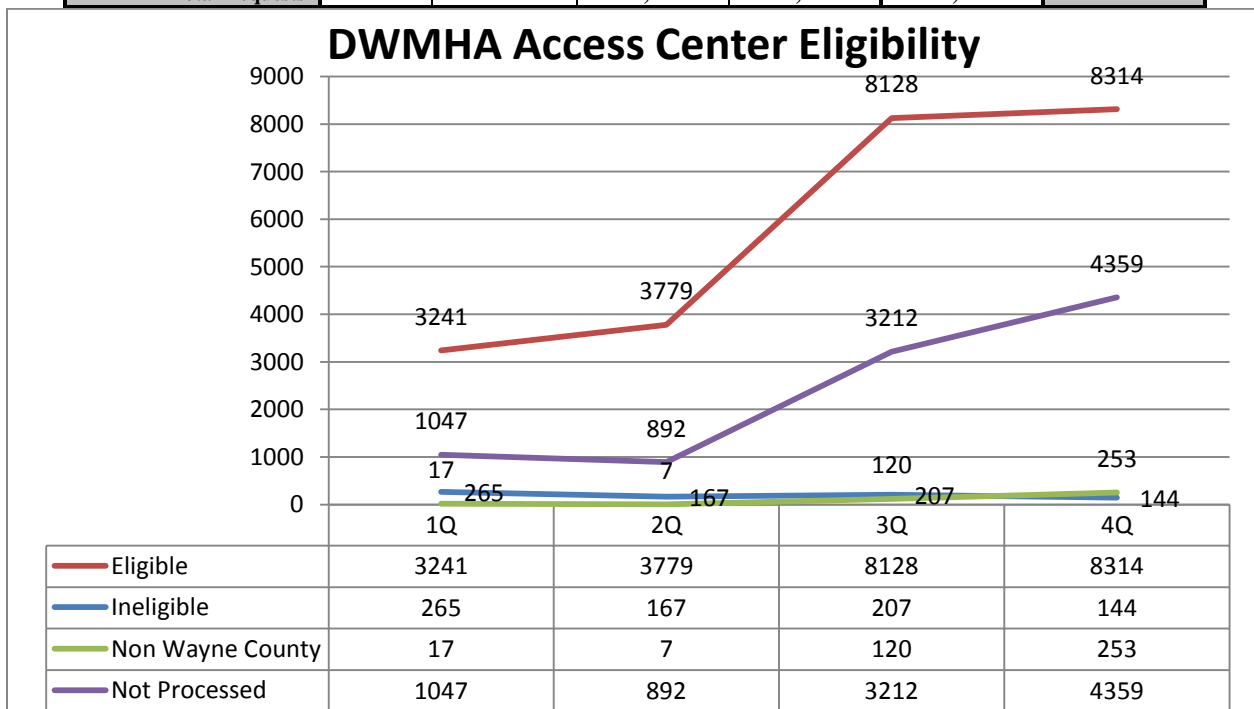
DWMHA Access Center Eligibility Determination

Wellplace, as the Access Center for DWMHA, serves as the entry point for Community Mental Health (CMH) services in Wayne County. Any person contacting the Access Center for CMH services will be screened for eligibility by the Clinical Unit or Substance Use Unit of the Access Center. During the Contract Year 2014/2015 there were thirty four thousand one hundred and fifty two (34,152) requests for eligibility screens. Of those requests, twenty three thousand four hundred and sixty two (23,462) were determined to be eligible for CMH services, seven-hundred and eighty three (783) were determined to be ineligible for CMH services, three hundred and ninety seven (397) were non Wayne county residents, and nine thousand five hundred and ten (9,510) eligibility screenings were not processed. Of the 11,667 third quarter total requests, there were a total of 4,490 Substance Use Disorder Eligible requests, and of the 13,070 total requests for the fourth quarter, there were 6,185 Substance Use Disorder requests. Wellplace began conducting substance use screenings in April 2015.

The increase of screenings that were not processed may be attributed to new processes that began in April and May. In April, the Access Center began completing substance use screenings. There are significantly more screenings for substance use services as clients are screened each time they enter services or change level of care if they are going to a different provider. Additionally, there are times when callers seeking substance use services are not prepared to enter treatment on that day, therefore the screening is incomplete and they are re-screened when they decide to enter treatment. The screenings are completed as they enter treatment in order to ensure the most accurate and up to date information regarding the caller's current substance use in order to make accurate level of care determinations. The other contributing factor to the increase in calls that were not processed is the MI Health Link program. Since these referrals are sent electronically from the Integrated Care Organization, Access Center staff set up the screening and then reach out to the consumer to offer services and a screening. There have been a significant number of consumers who have at that point, declined services and therefore the screening is not completed. The breakdown of screenings per quarter can be found in the table below.

DWMHA Access Center Eligibility Screening Statistics

	1Q	2Q	3Q	4Q	CY 14/15 Cumulative	CY13/14 Cumulative
Eligible	3241	3779	8128	8314	23,462	9765
Ineligible	265	167	207	144	783	779
Non Wayne County	17	7	120	253	397	121
Not Processed	1047	892	3212	4359	9,510	3265
Total Requests	4570	4846	11,667	13,070	34,152	13930



Appeals & Disputes

Wellplace ensures that Medicaid and Non-Medicaid beneficiaries receiving and requesting mental health and substance abuse services have access to local appeals/disputes consistent with the Michigan Department of Community Health (MDCH) federal waivers, contracts, policy guidelines and technical advisories. During the Contract Year 2014/2015, there was 1 initial appeal Medicaid cases through the month of November, which was upheld. There weren't any initial dispute Non-Medicaid cases through the month of November. Beginning in December 2015, the appeal/dispute processed was transitioned from Wellplace processing our own requests to the Authority's Customer Service department handling

the appeal/dispute process. At the time of this report, Wellplace has requested data regarding the number of appeals from December 2014 – September 2015 and the outcome of those appeals however it has not been received.

Critical & Sentinel Events

Critical Events that occur in the Access Center are divided into three categories: *Sentinel events* as defined by DWMHA policies based on consumers who are actively receiving services at the time of the call, *Critical Events* as defined by DWMHA policies based on consumers who are actively receiving services at the time of the call and Unusual Events as defined by internal Wellplace policy.

As indicated by the conditions of a high risk call and Wellplace crisis response policy for Critical Events, a Clinician will file a report with Child Protective Services following the phone call and document all information or will either contact 911 to have the caller transported to the nearest hospital/crisis center for evaluation or will speak to another adult present in the home who agrees to ensure the caller’s safety and transport the caller to the nearest hospital/crisis center for evaluation. Additionally, clinicians then complete follow-up calls to the caller/family the following day to ensure they receive the proper services/support and assist with any additional follow-up as needed.

Critical Events	1Q	2Q	3Q	4Q	CY 14/15 Cumulative	CY13/14 Cumulative
Suicidal/Homicidal Ideation & Emergency Services (Police/911) were contacted	0	0		1	1	<i>1</i>
Reports of Abuse and/or Neglect	0	0	0	0	0	<i>0</i>

DWMHA Access Center Telephone Performance Statistics

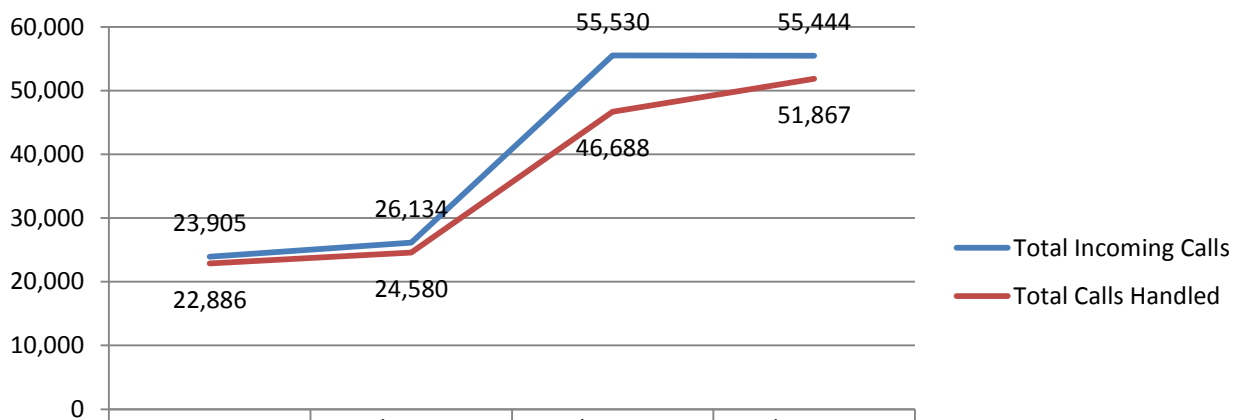
Wellplace maintains the Detroit Wayne Mental Health Authority Access Center by determining eligibility for enrollment, assuring existing enrollment and assigning Managed Care Provider Networks (MCPN) to consumers in Wayne County. During the Contract Year 2014/2015 reporting period, Wellplace received 156,013 calls while handling 146,021 calls. This is a substantial increase compared to the previous contract year. During Contract Year 2014/2015, the average abandonment rate was 5.65% with a contractually required performance indicator of 5%. During the 4th quarter, the Wellplace abandonment rate was at 6.30% which is the peak for the year. This trend was also observed during Contract Year 2014/2015 in 3rd quarter as the large increase in the calls being handled was much larger than the previous two quarters which also resulted in an increase in call abandonment rate. The increases in call volume and increases in abandonment rate were directly connected to expansions of services in the Access Center where the call volume were not able to be predicted. Wellplace began the screening process for all Substance use services in April 2015 which contributed to the increase in call volume and abandonment rate. During the first few months of implementation, the call volume was unpredictable and much higher than anticipated. In addition, to the consumers calling for services, Wellplace initially received a large volume of calls from substance use providers who were needing assistance with navigating the new system and understanding the new processes. Additionally, beginning in May 2015 Wellplace began the MI Health Link project which also contributed to additional calls and call volume. Wellplace has continued to evaluate staffing patterns and add additional staff to accommodate the increased call volume to assist with improving the abandonment

rate overall. The average time to answer for Contract Year 2014/2015 is 6.03 seconds with a contractually required performance indicator of 30 seconds. During the Contract Year 2014/2015, there were 13,459 clinical callbacks that were processed in the same day and a total of 7,399 crisis calls. Telephone statistics for the Access Center can be found below.

Telephone Performance Statistics

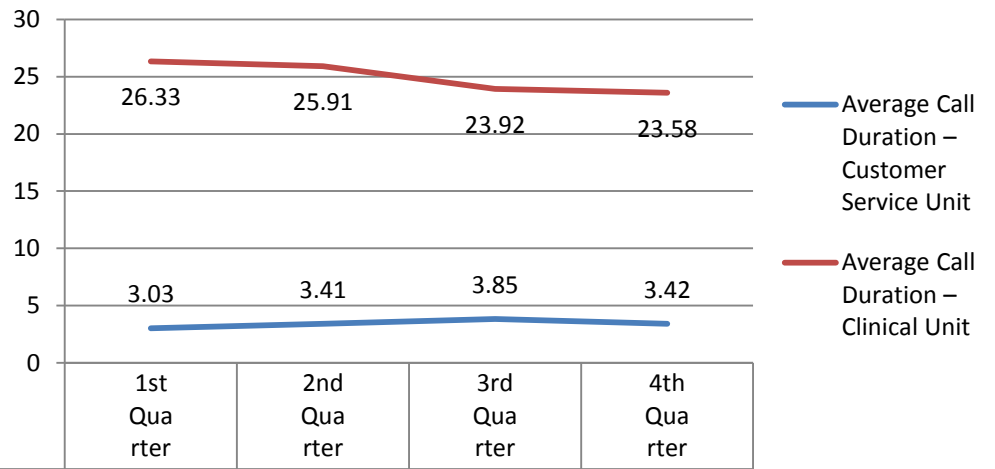
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	CY 14/15 Cumulative	CY13/14 Cumulative
Total Incoming Calls	23,905	26,134	55,530	55,444	156,013	101,276
Total Calls Handled	22,886	24,580	46,688	51,867	146,021	95,602
Average Call Duration – Customer Service Unit	3.03 Minutes	3.41 Minutes	3.85 Minutes	3.42 Minutes	3.43 Minutes	3.43 Minutes
Average Call Duration – Clinical Unit	26.33 Minutes	25.91 Minutes	23.92 Minutes	23.58 Minutes	24.94 Minutes	31.54 Minutes
Average Time to Answer	6	6.33	5.67	6.33	6.03 Seconds	5.95 Seconds
Clinical Callbacks Processed in the Same Day	2638	2563	3952	4306	13,459	5,756
Crisis Calls	1992	2081	1661	1665	7399	9184
Average Abandonment Rate	4.47%	5.63%	6.20%	6.30%	5.65%	3.80%

DWMHA Access Center Call Volume



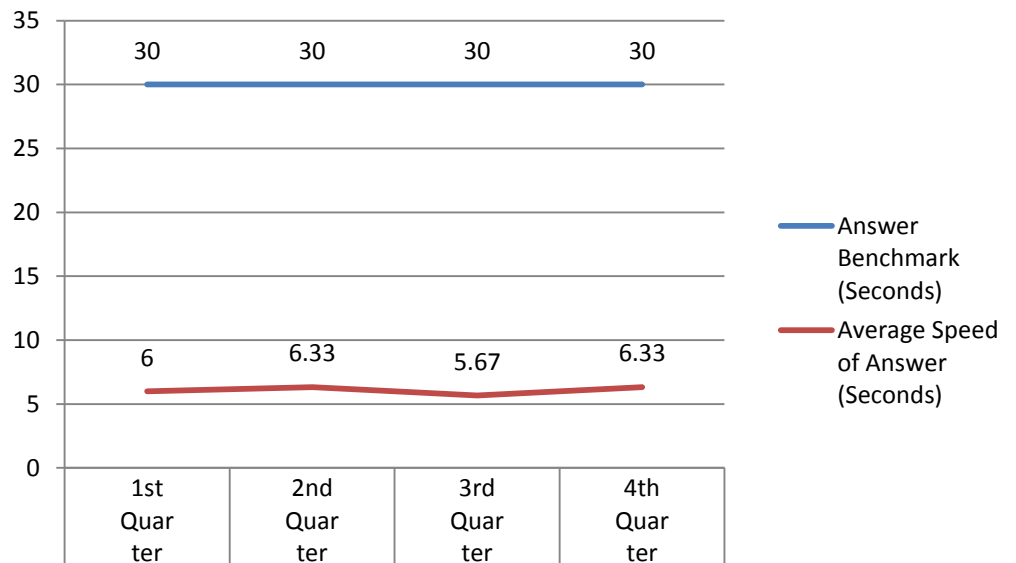
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Total Incoming Calls	23,905	26,134	55,530	55,444
Total Calls Handled	22,886	24,580	46,688	51,867

DWMHA Average Call Duration



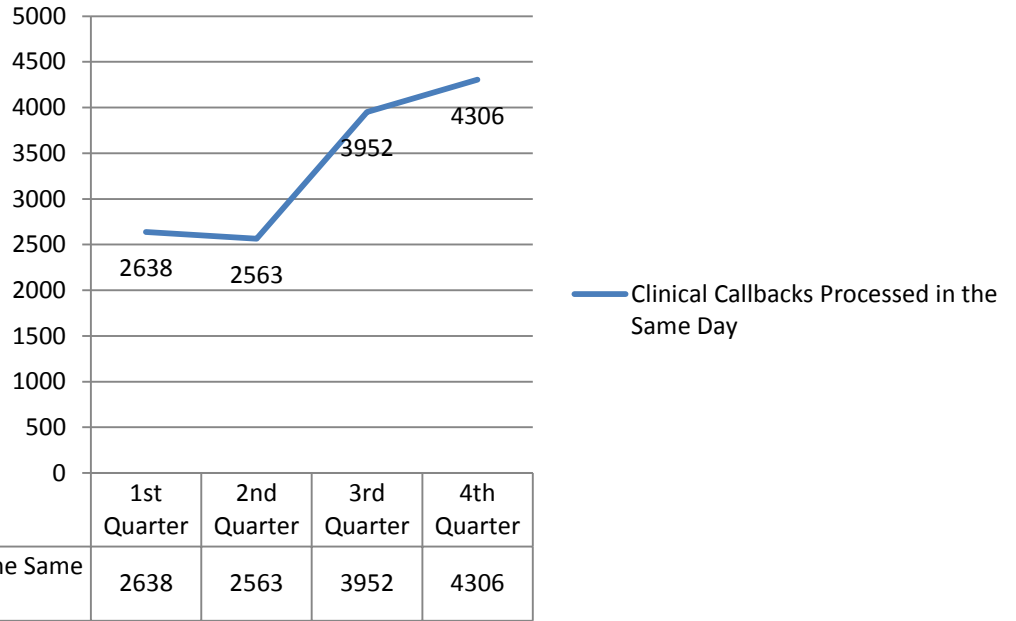
Average Call Duration – Customer Service Unit	3.03	3.41	3.85	3.42
Average Call Duration – Clinical Unit	26.33	25.91	23.92	23.58

DWMHA Access Center Average Speed of Answer

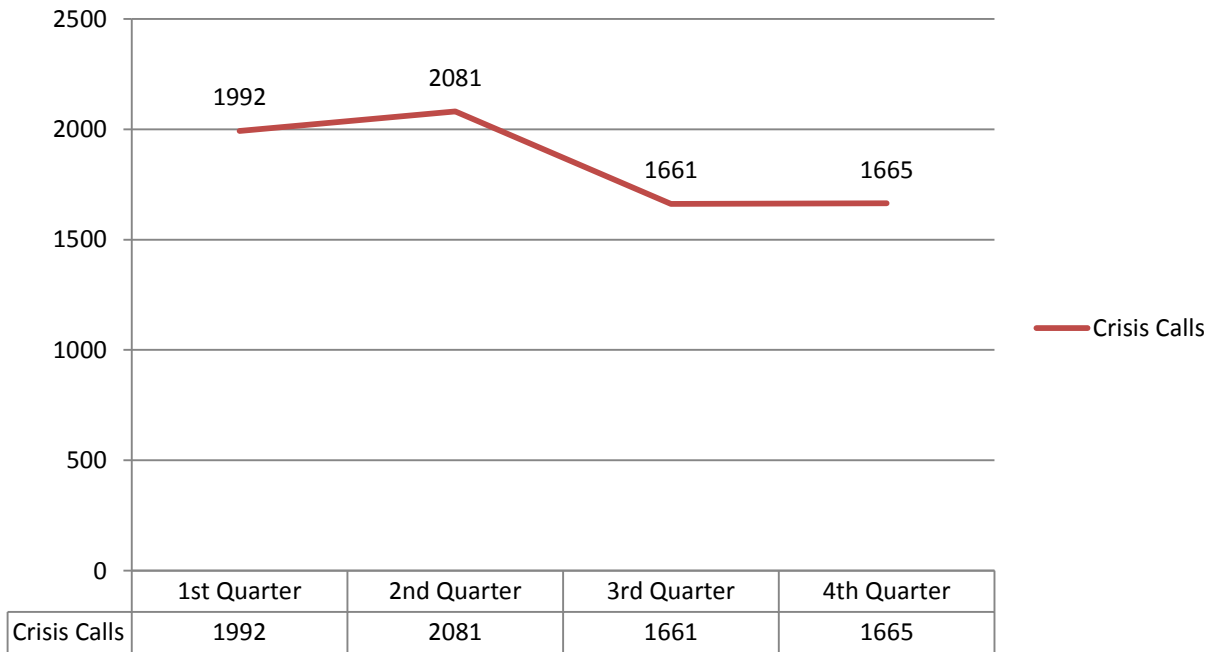


Answer Benchmark (Seconds)	30	30	30	30
Average Speed of Answer (Seconds)	6	6.33	5.67	6.33

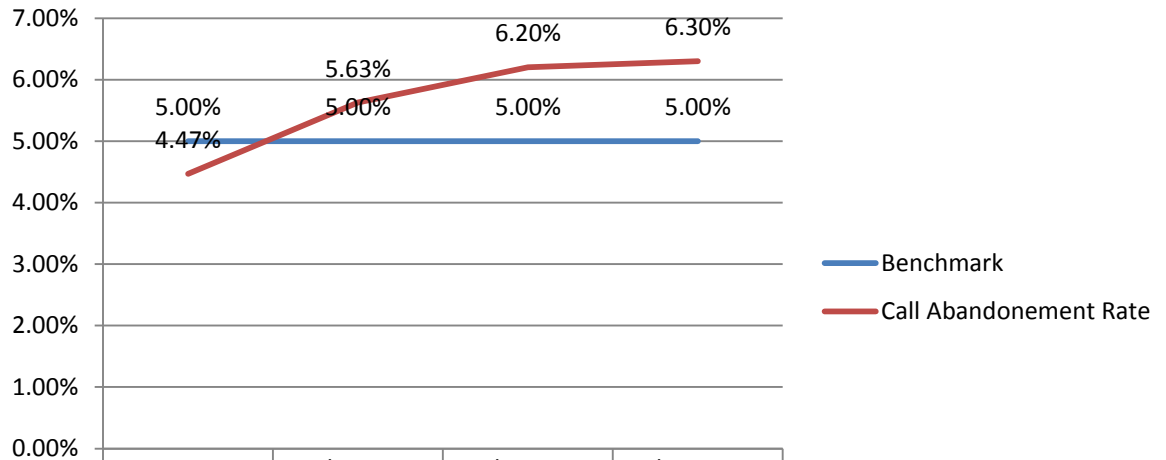
DWMHA Clinical Callbacks Processed in the Same Day



DWMHA Crisis Calls



DWMHA Access Center Abandonment Rate



	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Benchmark	5.00%	5.00%	5.00%	5.00%
Call Abandonment Rate	4.47%	5.63%	6.20%	6.30%

DWHMA Access Center Satisfaction Surveys

The satisfaction survey process was established to capture the satisfaction levels of the services provided in the Access Center. Providers and Consumers are administered separate surveys consisting of similar questions. The surveys are compiled of 8-10 questions that address: Quality of Care, Access and Attitude/Service. All items are rated on a scale of 1 (poor) to 5 (excellent) or n/a. A report of the data is distributed on a quarterly basis. During Contract Year 2014/2015 Wellplace met the benchmark of 95% consumer satisfaction rating. The breakdown of surveys administered and satisfaction ratings by quarter is displayed in the charts below.

DWMHA Access Center Consumer Satisfaction

Consumer Satisfaction Survey	CY 14/15 Cumulative
The percentage of calls that were answered by live voice	98.54%
The percentage of persons served that report they were treated with politeness, respect, and dignity by staff	99.66%
For those callers determined not eligible for services, the percentage that were offered alternative resources and referral information	78.21
For those callers determined not eligible for services, the percentage that were satisfied with alternative resources and referral information	71.15%
For those callers determined not eligible for services, the percentage that were informed of right to a second opinion	77.27%

DWMHA Access Provider Satisfaction Survey

Provider Satisfaction Survey	CY 14/15 Cumulative
The percentage of providers who report satisfaction with response to concerns after talking with Access Center staff	97.00%
The percentage of providers who report satisfaction with being assisted in a timely manner by the Access Center staff	95.40%
The percentage of providers who report/express a complaint broken down by quality categories (quality of care, access, attitude and service, billing/financial)	7.30%
The percentage of providers who report/express a compliment broken down by quality categories (quality of care, access, attitude and service, billing/financial)	23.80%