



Early Warning Rapid Management Program

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Today's Talk

- Design and Function
 - Measures
 - Examples
 - Measures
 - Impact on service system
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Early Warning Program

- Measures
 - Limited set
 - Real time
 - Stakeholder collaboration
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Outcomes

- **Safety Net**

- Treatment access
- Community stability
- Providers strengthened

- **System strengths & challenges**

- Identified, addressed & tracked

- **Public Accountability - enhanced**

Public Accountability Stakeholders

- Stakeholders
 - Consumers, advocates
 - Providers
 - Governments
 - Participation
 - Indicator development
 - Evaluation of findings
 - Corrective activities
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Public Accountability

Results

- Forums for communication and problem solving
 - Enhanced stakeholder input
 - Increased confidence
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Measurements

- Rapid
 - Practical, reliable, valid
 - Lead indicators
 - Multiple & redundant
 - Measures
 - Sources
 - Specific indicators - event driven
Benchmarks
 - Broad indicators - open ended
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Measure Sources

- Occurrence
 - Encounters
 - Claims
 - Independently collected data
 - Arrests
 - Employment
 - Estimated Incidence
 - Consumers - complaints
 - Providers - surveys
 - Denials and Grievances
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Priority Populations

- Serious Mentally Ill
 - Children
 - Homeless
 - Minorities
 - Criminally Involved
 - Substance Abusers
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Examples

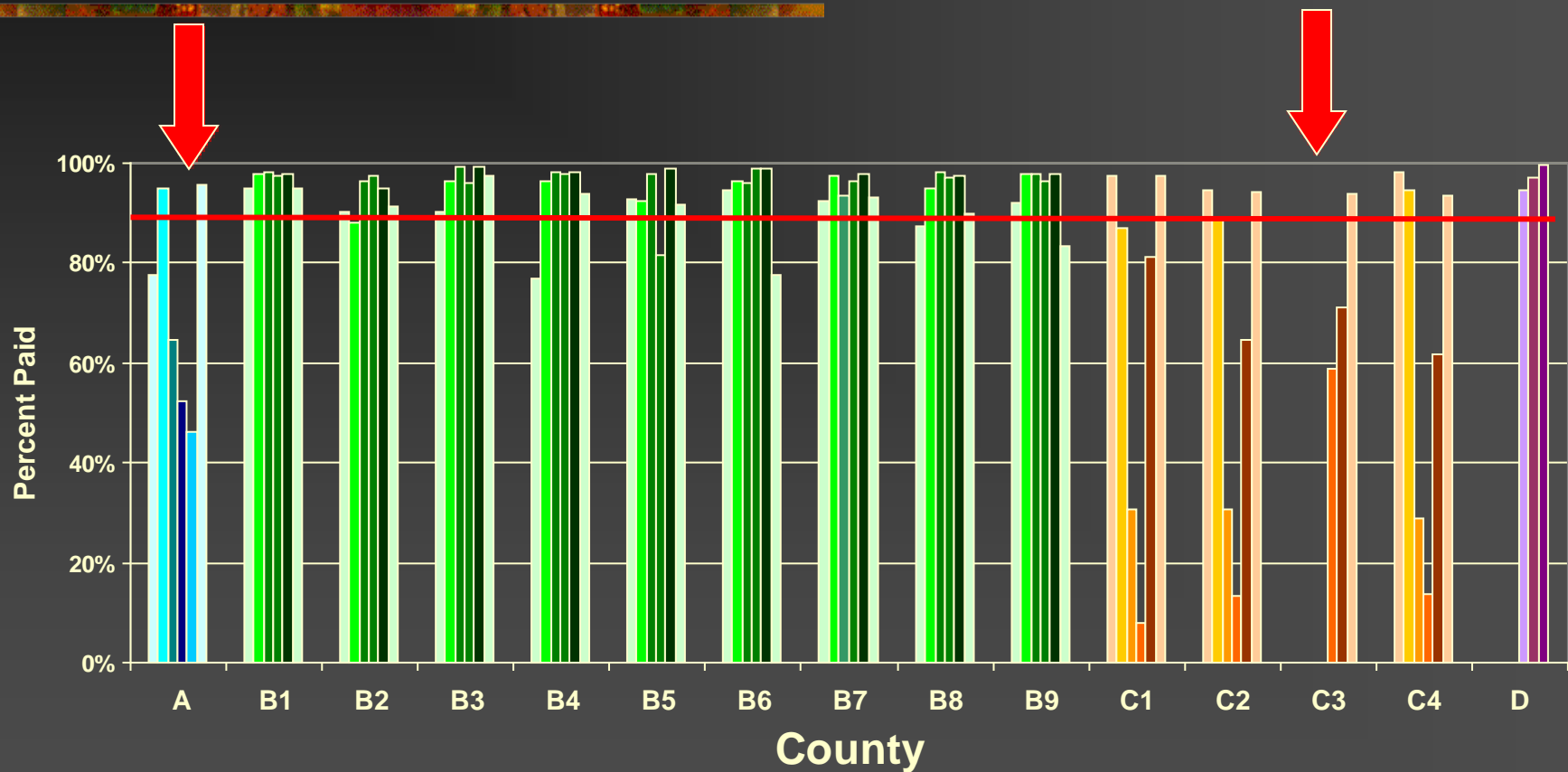
- Pennsylvania
 - Oklahoma
 - Wisconsin
 - District of Columbia
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Pennsylvania Behavioral Health

- **900,000 lives**
 - **25 Counties - Urban, Suburban, Rural**
 - **Start date 1/1/99**
 - **Medicaid - all categories**
 - **Counties or State contracts with MCO**
 - **BHO's -ValueOptions, Magellan, Local BH-MCOs**
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Clean Claims Paid By 30 Days Jan – Jun 2000

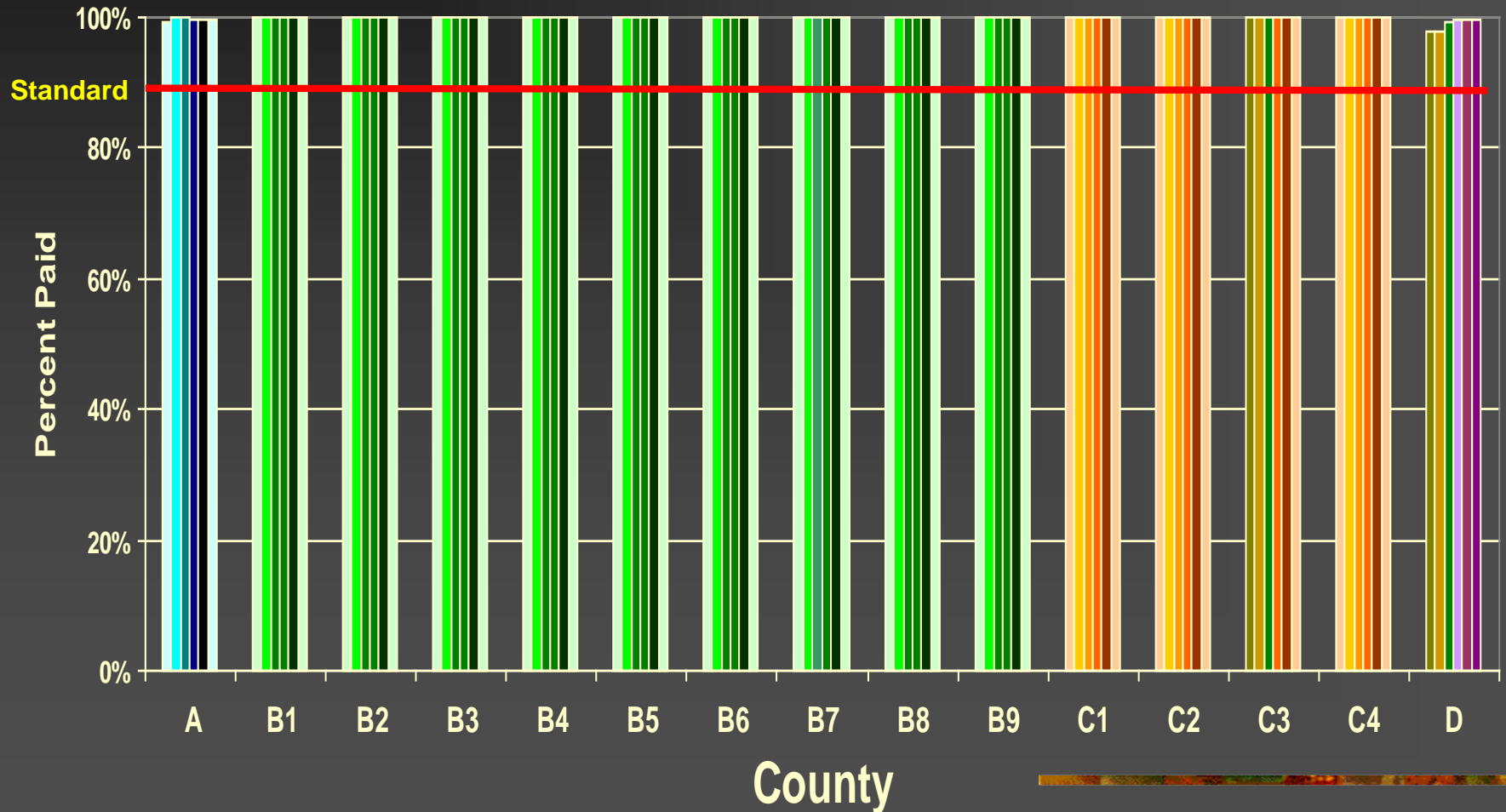
Were Providers Paid Timely?



PA HealthChoices Behavioral Health

Clean Claims Paid By 30 Days

April to September 2003



Access Examples

- SMI

- Effect of budget cut
- Outpatient & medication services

- Criminal & mental illness

- Pharmacy

Oklahoma RMP

- Indigent Adults & Children
 - Up to 200% of poverty
 - 800,000 adults, 500,000 children
 - Eight Regions – 2 urban
 - 14,000 adult SMI
 - All measures Medicaid compatible
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Serious Mental Illness (SMI):

■ Diagnosis

- Schizophrenia or Schizoaffective Disorders
- Major Depression (recurrent and severe)
- Bipolar Disorder (severe)
- Psychotic Disorders NOS

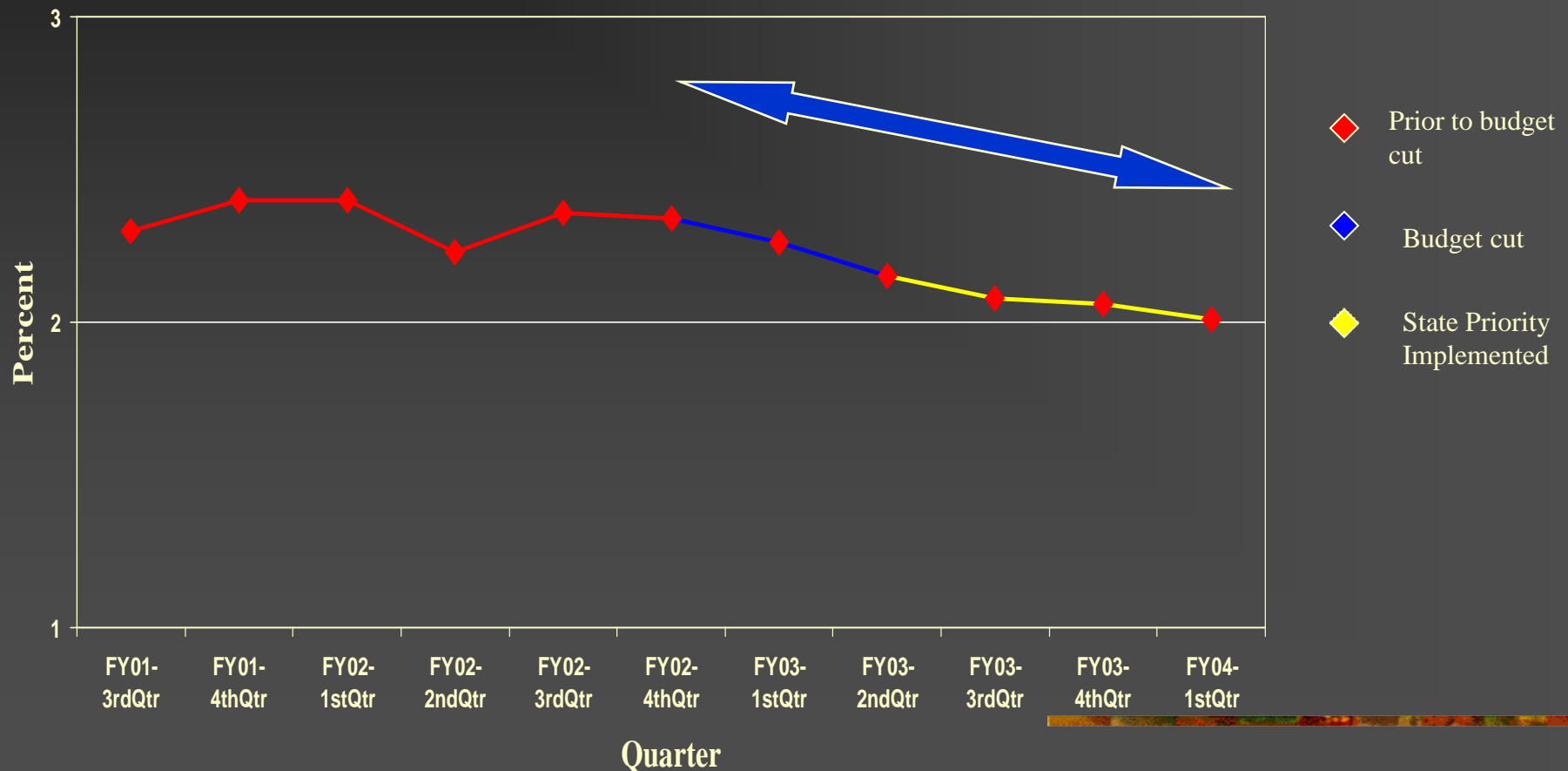
- No co morbidity (e.g. substance use disorders)
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Services Through Budget Cut

All Adults

Can services to SMI be preserved?

Penetration

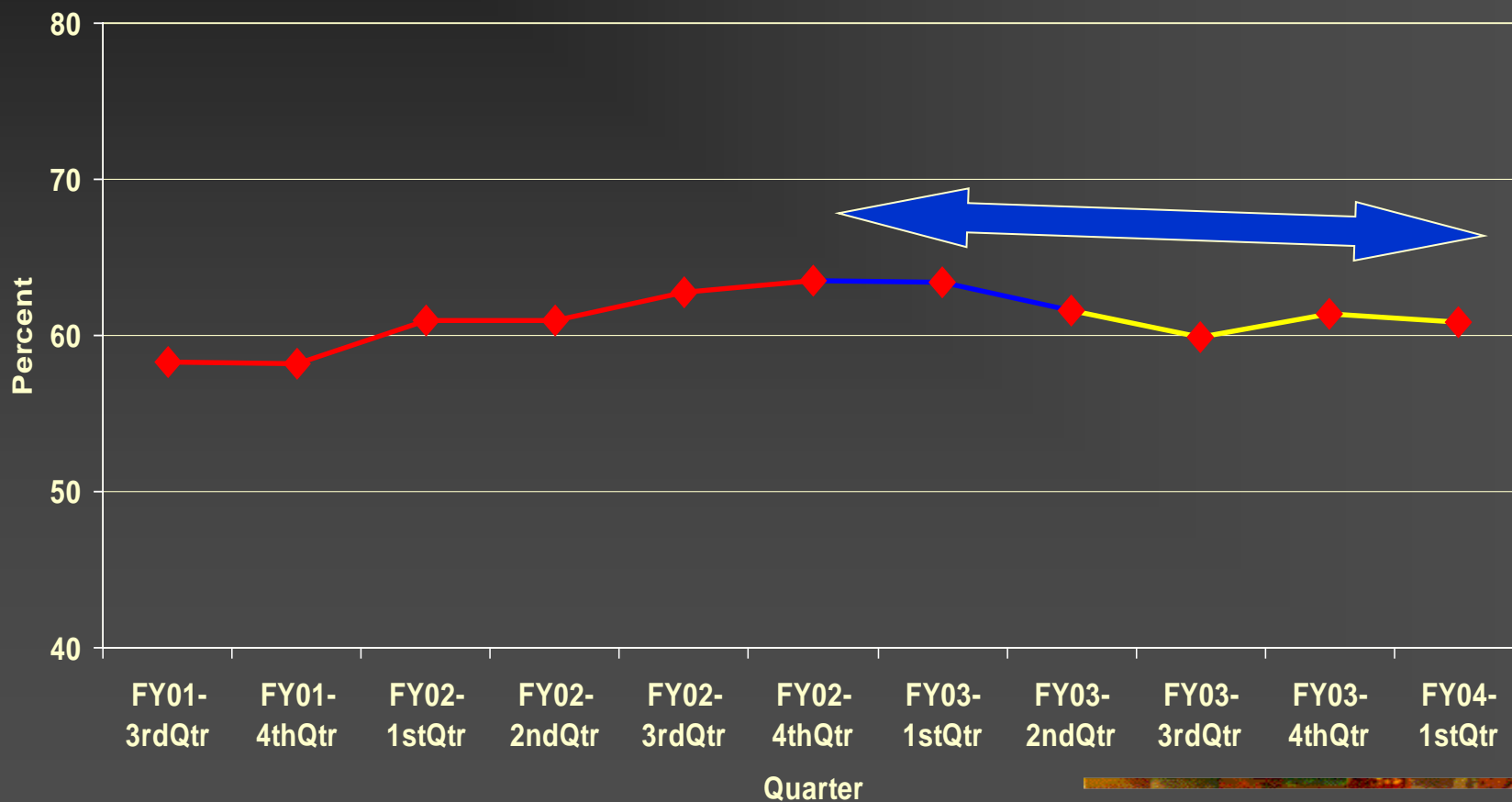


Services Through Budget Cut

SMI Adults

Access preserved after budget cut

Penetration

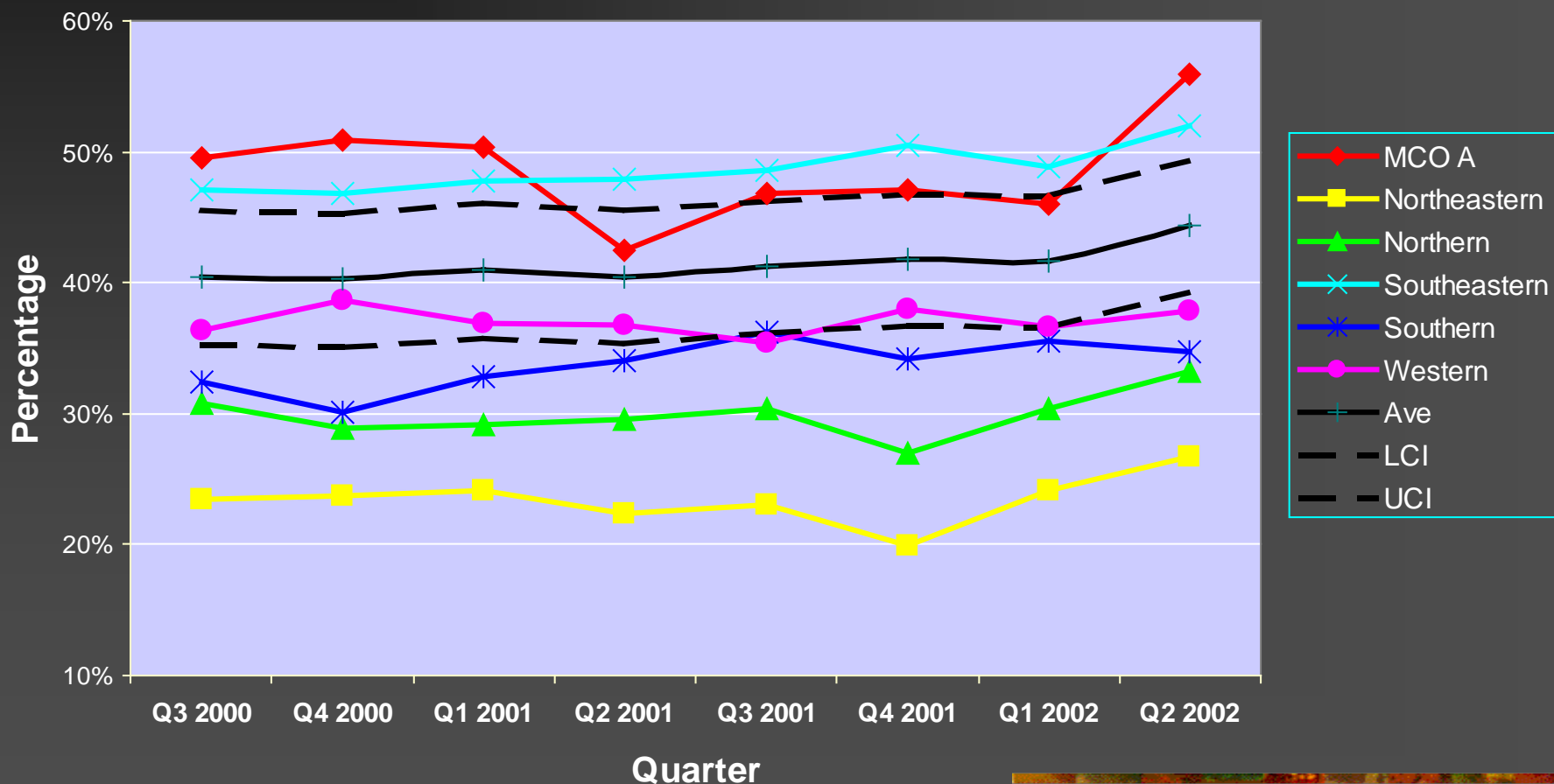


Wisconsin Early Warning Program

- 47,000 Medicaid Lives
 - 5 Regions
 - 1 MCO
 - 5,000 Adult MMI
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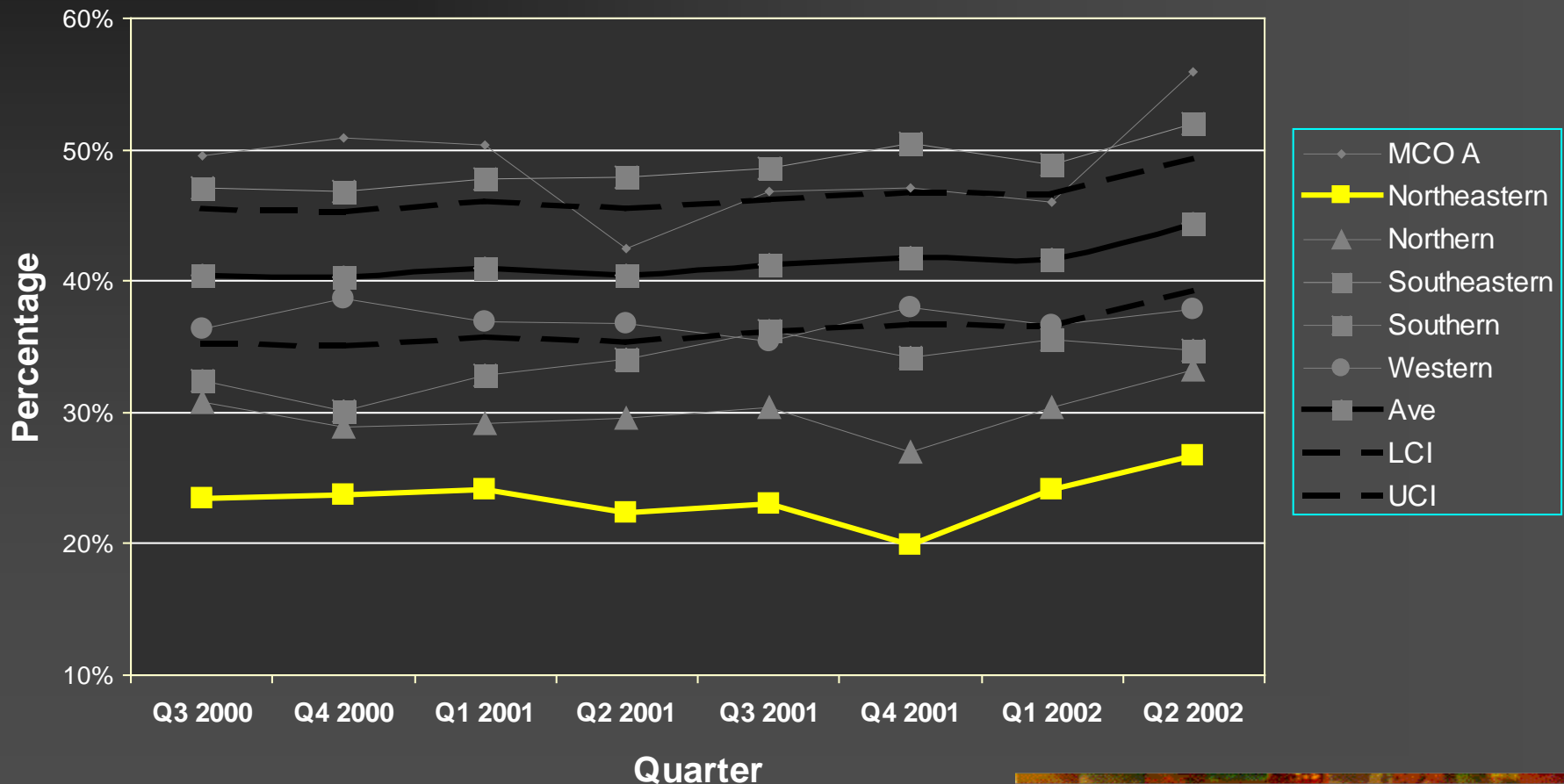
SMI Outpatient Services

Are Persons with SMI getting treatment?



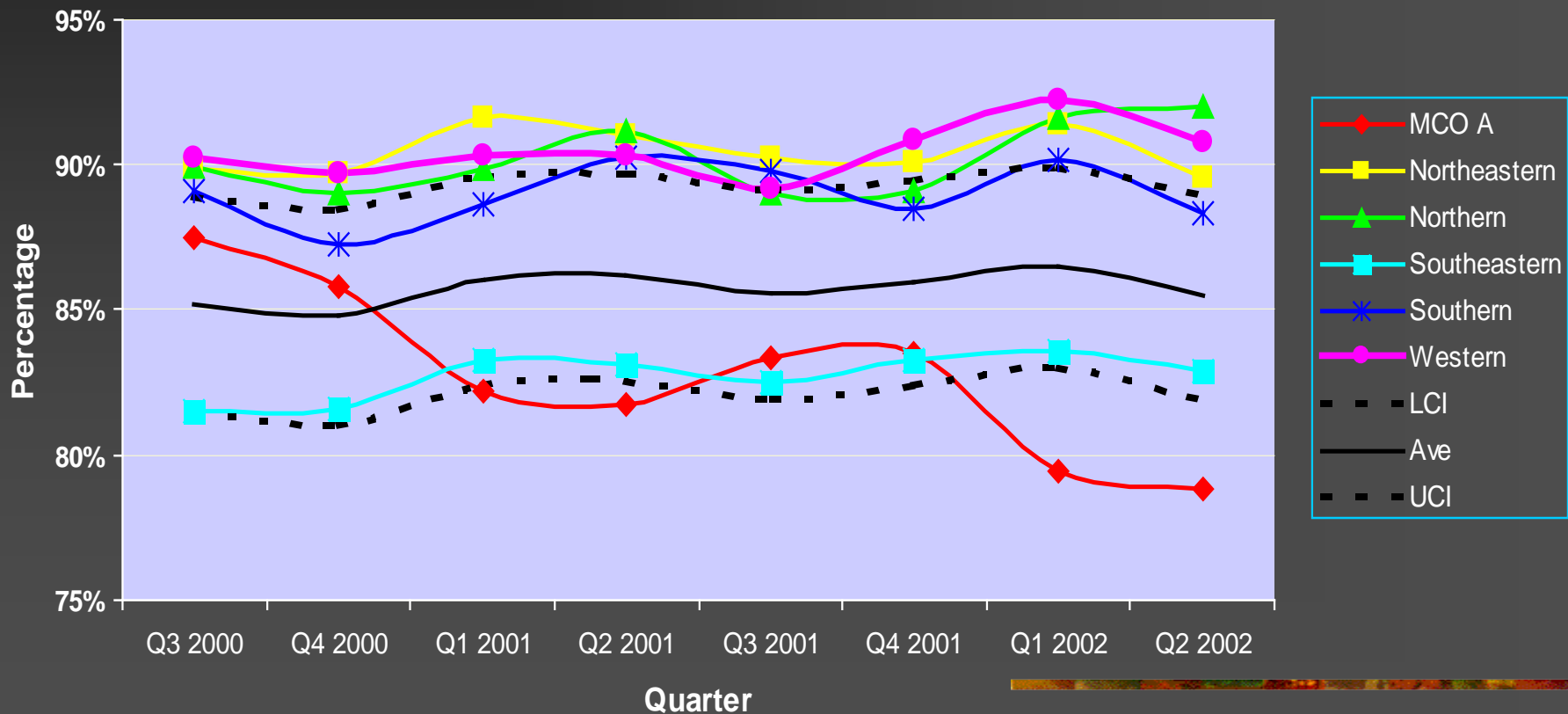
SMI Outpatient Services

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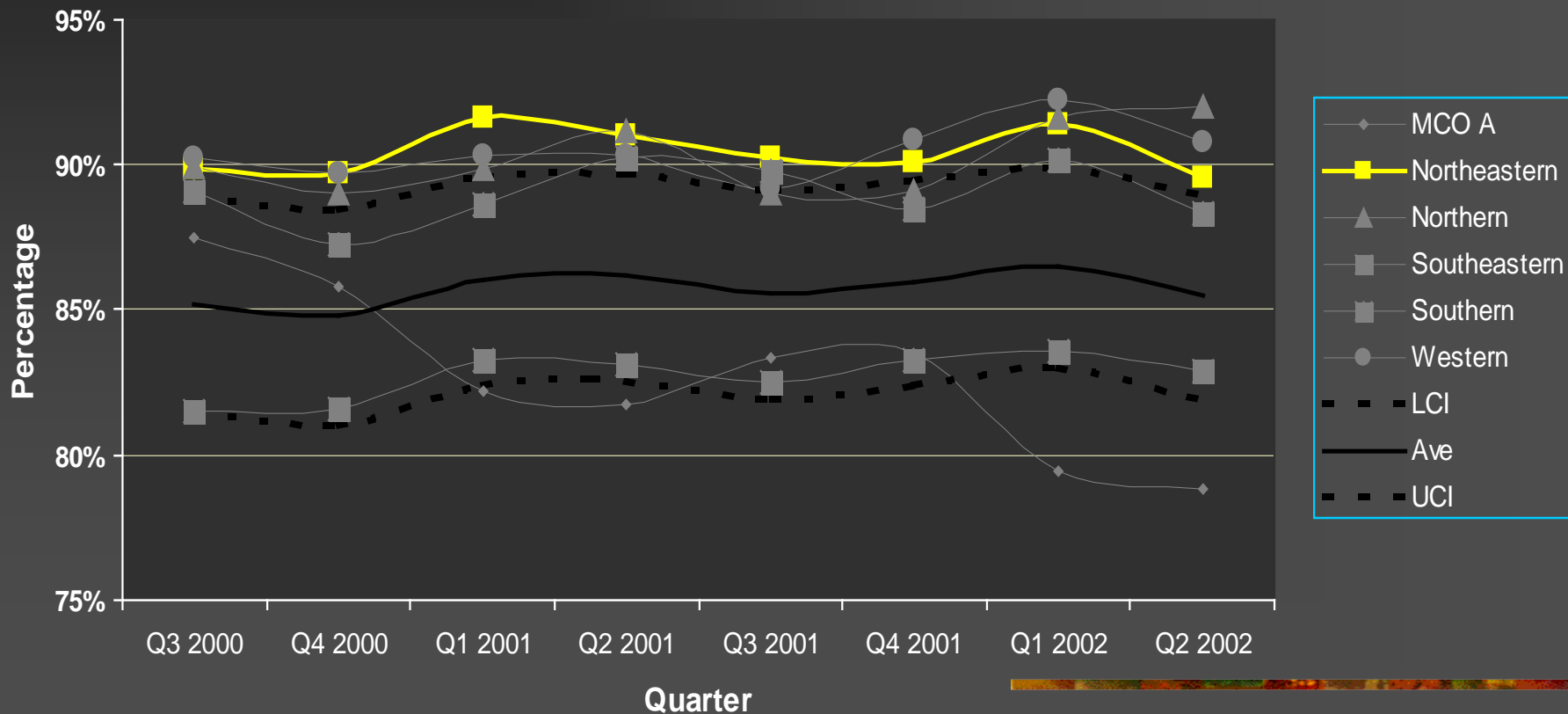
SMI Psychotropic Medication

Are Persons with SMI getting treatment?



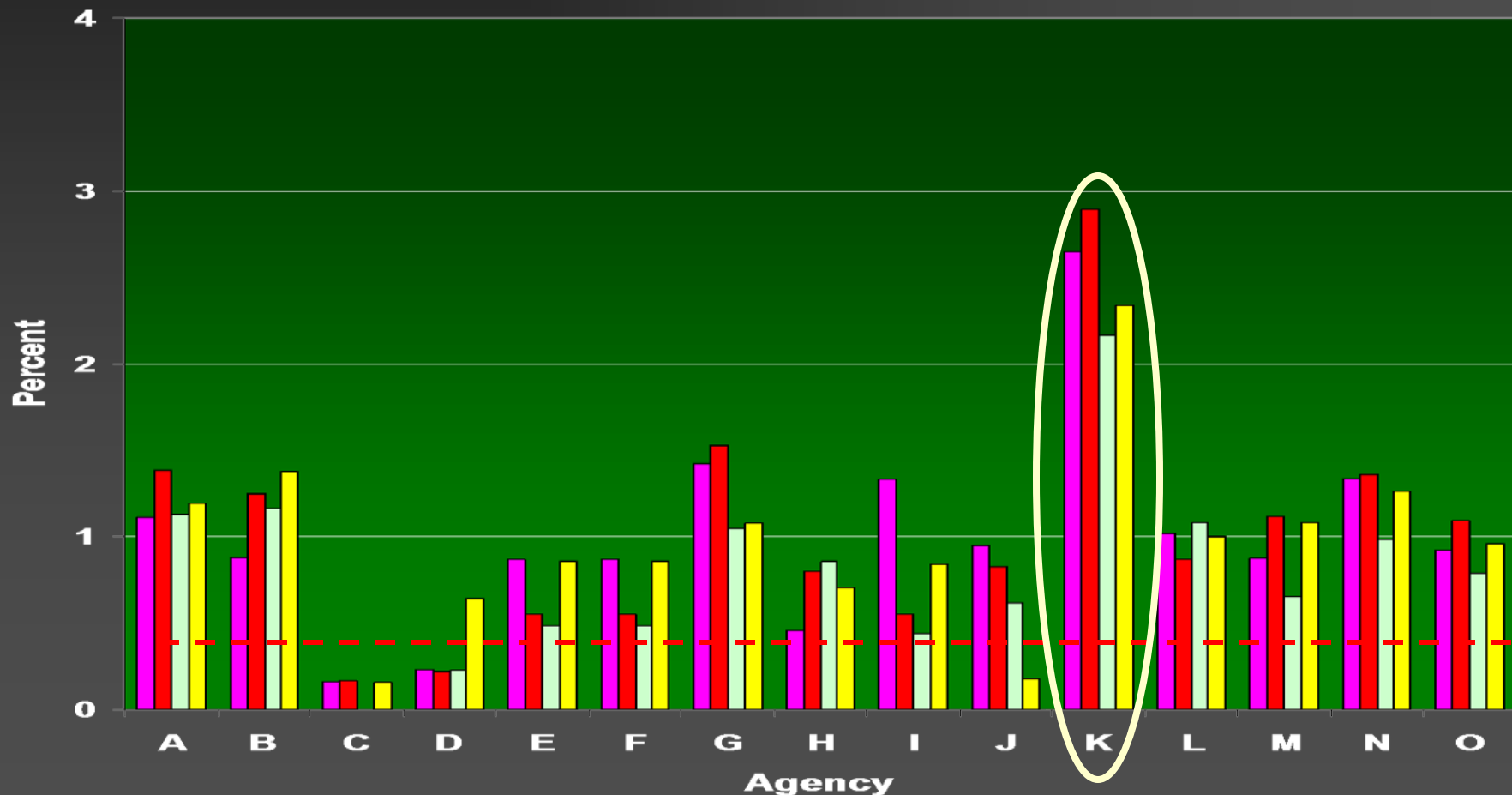
SMI Psychotropic Medication

Are Persons with SMI getting treatment?



New Arrests 30 Days Prior to Admission

Do agencies treat criminally involved mentally ill?

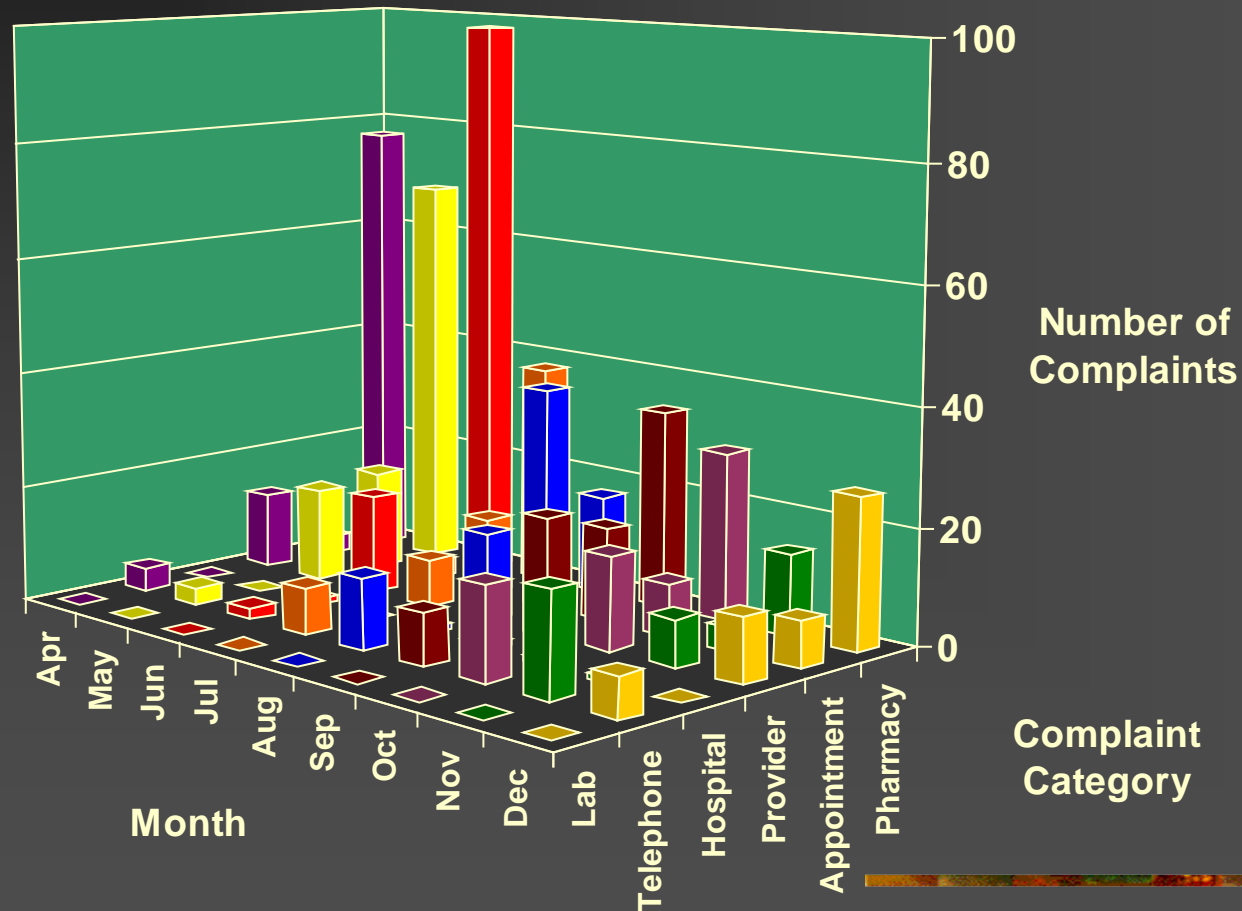


District of Columbia Physical Health

- 70,000 lives
 - Start Date 4/98
 - TANF Insurance
 - District contracts with MCO
 - 7 MCOs
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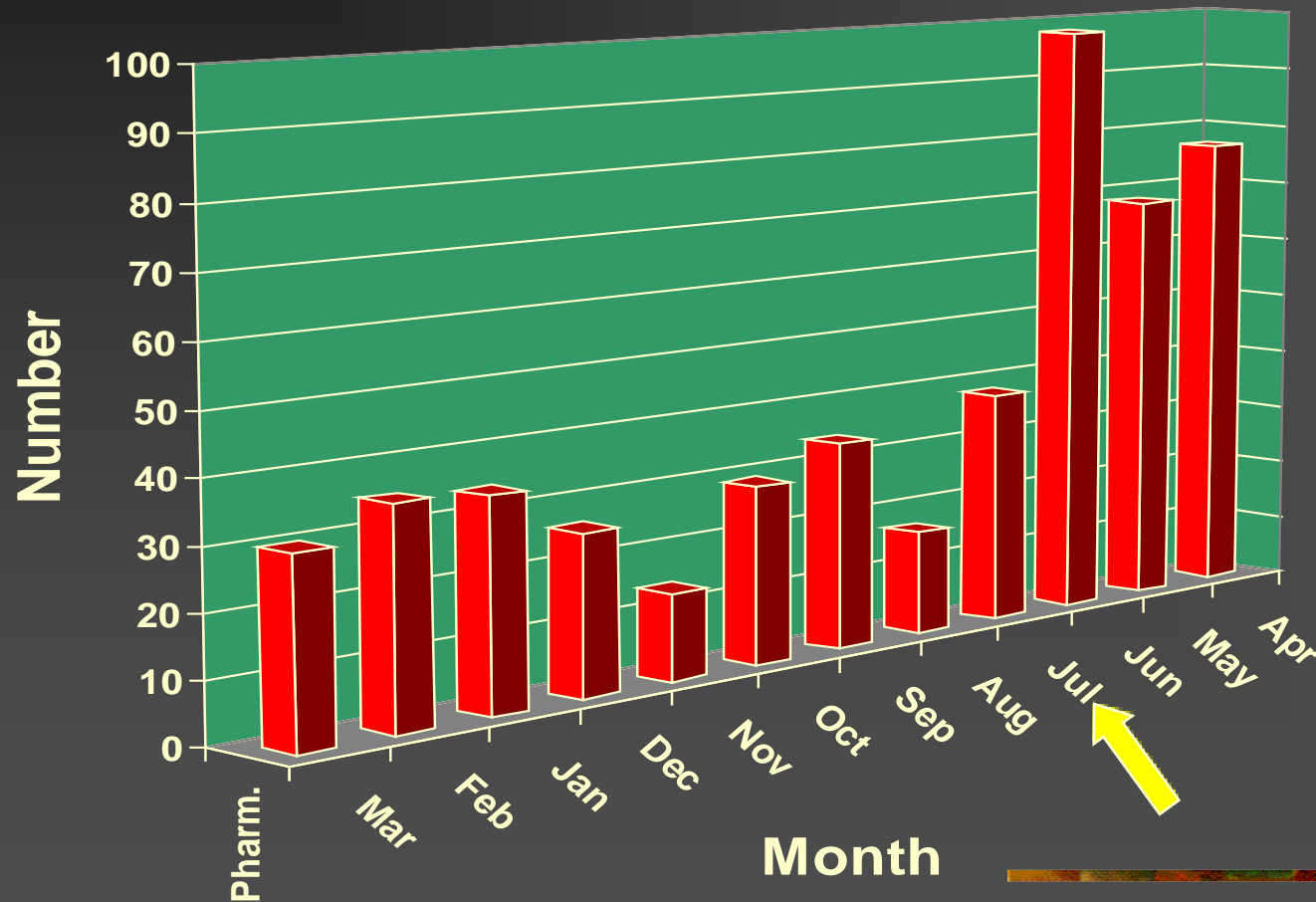
DC Provider Related Complaints

Why so many Pharmacy complaints?



Pharmacy Related Complaints

Year 1



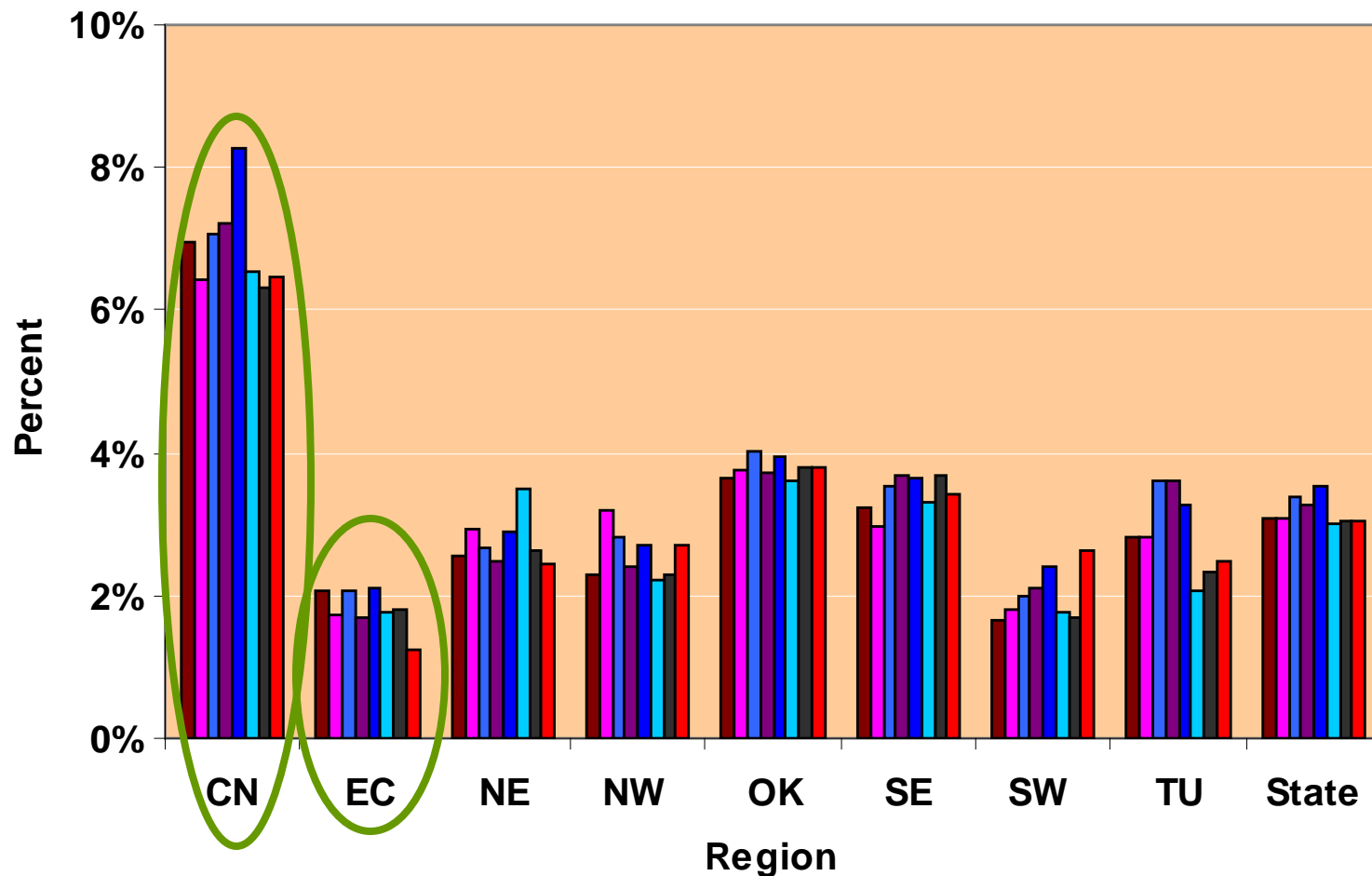
Treatment Effectiveness

- Community stability
- Engagement in substance abuse services

Percent of SMI Inpatient

Based on SMI prevalence estimates

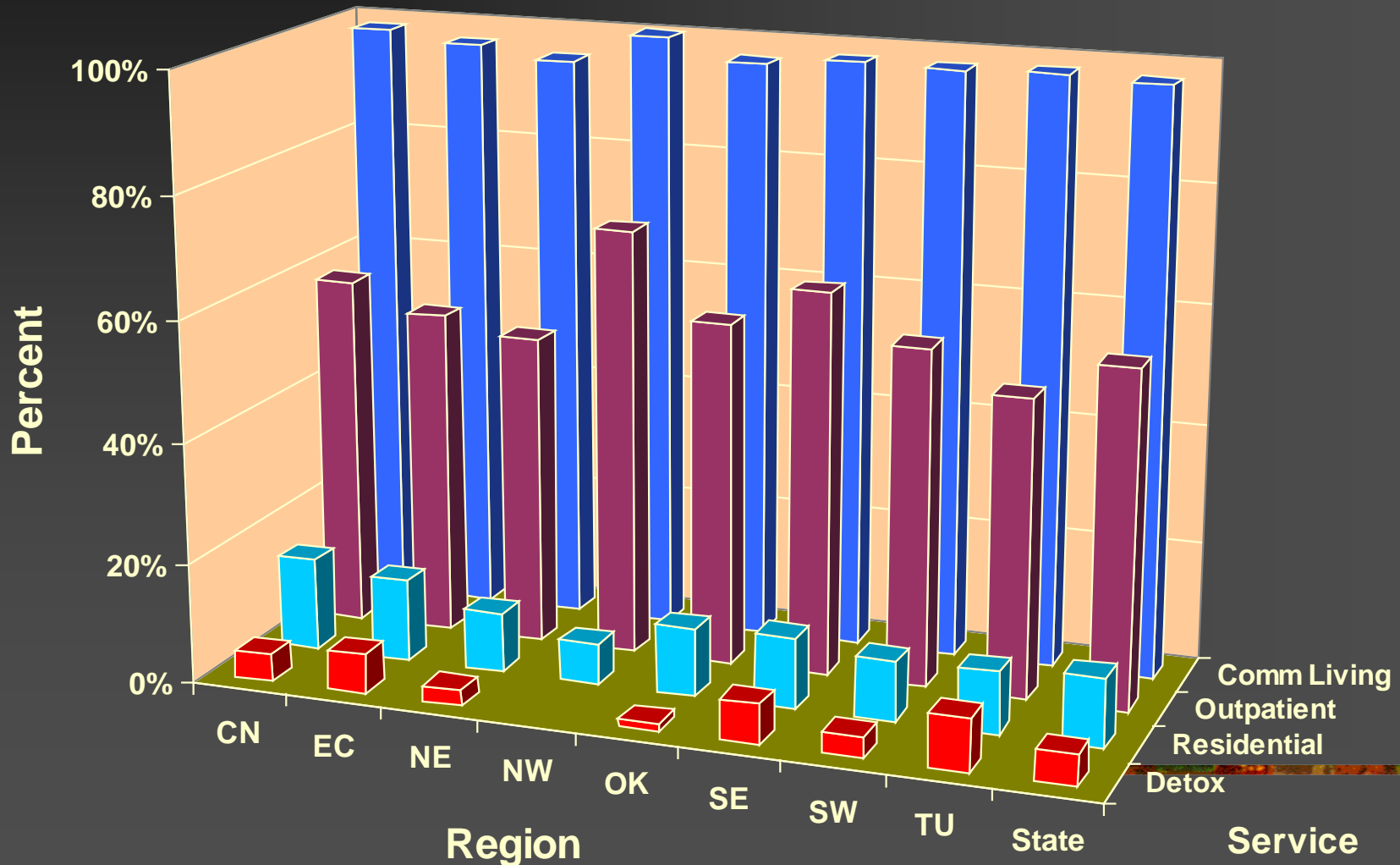
Can SMI live stably in the community?



Substance Abuse Engagement

July 2000 to June 2001

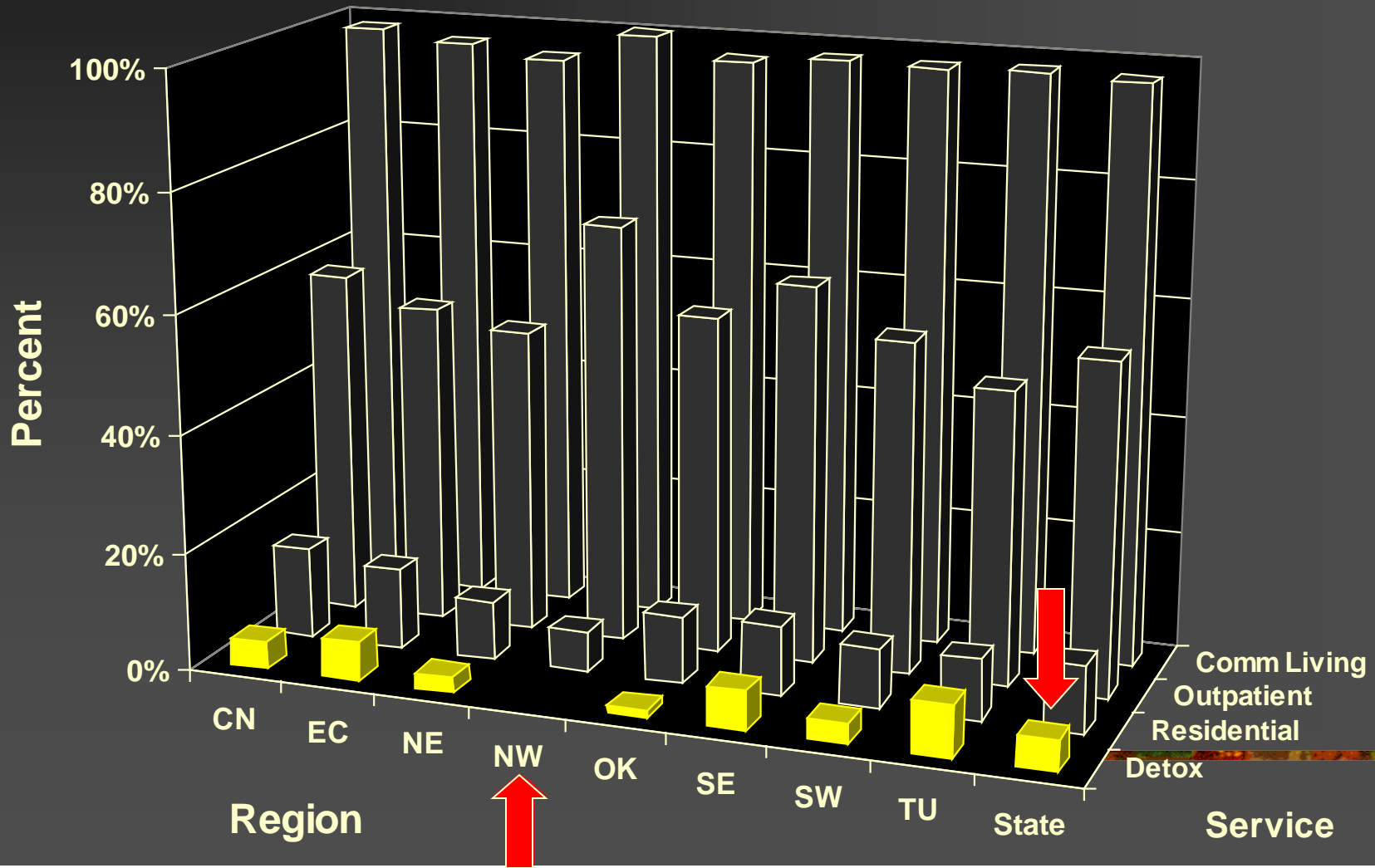
Are substance abusers staying in treatment?



Substance Abuse Engagement

July 2000 to June 2001

Are substance abusers staying in treatment?



Uses of Rapid Management Program

- Maintain safety net
 - Efficient use of resources
 - Strengthen providers
 - Improve stakeholder confidence
 - Prevent Crisis
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