CBHI Service Utilization

July 1, 2009 through March 31, 2010
Prepared by Office of Behavioral Health staff
Revised 8/12/2010
Data is provided through April 30, 2010, allowing 2 month from date of service to report production. Industry standards recommend 3 months between date of service to report production to allow adequate time for billing and payment.

This data is based on Managed Care claims data on members for whom providers have billed each of the listed CBHI services. The data is submitted to MassHealth by each MassHealth managed care entity in the CBHI Cost and Utilization Reports, and is combined by Office of Behavioral Health Analytic Staff.

The estimated number of utilizers is slightly inflated because members who switch between plans are counted more than once.

Because there are different eligibility requirements for some CBHI services, the table above reflects the appropriate denominator for each CBHI service.
Number of Members Using Intensive Care Coordination by Month and Age with Average Hours of Service Utilization Per Month
July 1, 2009 through March 31, 2010

- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of Intensive Care Coordination (ICC) service utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on Managed Care claims data on members for whom providers have billed the ICC service.
- The data is submitted to MassHealth by each managed care entity in the CBHI Cost and Utilization Reports, and combined by Office of Behavioral Health Analytic Staff.
- The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
- Chart 1 is a summary report showing both estimated utilizers and average billed service hours per utilizer.
- Chart 2 shows average billed service hours by age group.
- Chart 3 shows service utilizers by age group.
Number of Members Using Family Support and Training by Month and Age with Average Hours of Service Utilization Per Month
July 1, 2009 through March 31, 2010

- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of Family Support and Training service utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on Managed Care claims data on members for whom providers have billed the Family Support and Training service.
- The data is submitted to MassHealth by each managed care entity in the CBHI Cost and Utilization Reports, and combined by Office of Behavioral Health Analytic Staff.
- The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
- Chart 4 is a summary report showing both estimated utilizers and average billed service hours per user.
- Chart 5 shows average billed service hours by age group.
- Chart 6 shows service utilizers by age group.
Number of Members Using In-Home Therapy by Month and Age with Average Hours of Service Utilization Per Month
July 1, 2009 through March 31, 2010

- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of In-Home Therapy service utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on Managed Care claims data on members for whom providers have billed the In-Home Therapy service.
- The data is submitted to MassHealth by each managed care entity in the CBHI Cost and Utilization Reports, and combined by Office of Behavioral Health Analytic Staff.
- The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
- Chart 7 is a summary report showing both estimated utilizers and average billed service hours per utilizer.
- Chart 8 shows average billed service hours by age group.
- Chart 9 shows service utilizers by age group.
Number of Members Using In-Home Behavioral Services by Month and Age with Average Hours of Service Utilization Per Month July 1, 2009 through March 31, 2010

- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of In-Home Behavioral Services utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on Managed Care claims data on members for whom providers have billed the In-Home Behavioral Services.
- The data is submitted to MassHealth by each managed care entity in the CBHI Cost and Utilization Reports, and combined by Office of Behavioral Health Analytic Staff.
- The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
- Chart 10 is a summary report showing both estimated utilizers and average billed service hours per utilizer.
- Chart 11 shows average billed service hours by age group.
- Chart 12 shows service utilizers by age group.
Number of Members Using Therapeutic Mentoring by Month and Age with Average Hours of Service Utilization Per Month
July 1, 2009 through March 31, 2010

- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of Therapeutic Mentoring service utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on Managed Care claims data on members for whom providers have billed the Therapeutic mentoring service.
- The data is submitted to MassHealth by each managed care entity in the CBHI Cost and Utilization Reports, and combined by Office of Behavioral Health Analytic Staff.
- The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
- Chart 13 is a summary report showing both estimated utilizers and average billed service hours per user.
- Chart 14 shows average billed service hours by age group.
- Chart 15 shows service utilizers by age group.
Number of Members Using Youth Mobile Crisis Intervention
by Month and Age with
Average Hours of Service Utilization Per Month
July 1, 2009 through March 31, 2010

Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
The data on this page represents the estimated number of Youth Mobile Crisis Intervention service utilizers and the average number of service hours that are billed per service utilizer.
These data are based on Managed Care claims data on members for whom providers have billed the Youth Mobile Crisis Intervention Services.
The data is submitted to MassHealth by each managed care entity in the CBHI Cost and Utilization Reports, and combined by Office of Behavioral Health Analytic Staff.
The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
Chart 16 is a summary report showing both estimated utilizers and average billed service hours per utilizor.
Chart 17 shows average billed service hours by age group.
Chart 18 shows service utilizers by age group.
Percentage of Members Receiving Intensive Care Coordination Accessing Other Behavioral Health Services
July 1, 2009 through March 31, 2010

This table represents the percent of youth receiving ICC who also used other Behavioral Health Services in that month.
This data is based on the Managed Care claims data on members for whom providers billed ICC and other behavioral health services during the month. The data is submitted to MassHealth by each managed care entity in the ICC Key Indicator Report, and combined by Office of Behavioral Health Analytic Staff.
The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.
The numbers do not exactly match the data in the other charts, because they are based on a different report, which are run on a different date.
The percent of ICC youth using non-24 hour diversionary services dropped because one plan discovered that they had a coding error in their earlier reporting. This data in this report is now accurate.

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of ICC Utilizers</th>
<th>% Using 24 Hour Level of Care</th>
<th>% Using Non-24 Hour Diversionary services</th>
<th>% Using Outpatient Services</th>
<th>% Receiving FS&amp;T</th>
<th>% Receiving MCI Services</th>
<th>% Receiving In-Home Therapy</th>
<th>% Receiving In-Home Behavioral Services</th>
<th>% Receiving Therapeutic Mentoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>957</td>
<td>10.1%</td>
<td>5.2%</td>
<td>65.6%</td>
<td>60.3%</td>
<td>10.2%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Aug</td>
<td>1,429</td>
<td>10.7%</td>
<td>5.2%</td>
<td>63.5%</td>
<td>61.6%</td>
<td>9.5%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Sept</td>
<td>1,787</td>
<td>9.2%</td>
<td>5.5%</td>
<td>66.3%</td>
<td>66.9%</td>
<td>10.8%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Oct</td>
<td>2,163</td>
<td>10.2%</td>
<td>4.8%</td>
<td>67.1%</td>
<td>65.1%</td>
<td>8.9%</td>
<td>N/A</td>
<td>0.3%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Nov</td>
<td>2,350</td>
<td>8.6%</td>
<td>4.1%</td>
<td>64.3%</td>
<td>67.1%</td>
<td>6.7%</td>
<td>21.8%</td>
<td>2.7%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Dec</td>
<td>2,598</td>
<td>6.9%</td>
<td>3.1%</td>
<td>64.9%</td>
<td>71.0%</td>
<td>5.9%</td>
<td>24.6%</td>
<td>3.5%</td>
<td>15.5%</td>
</tr>
<tr>
<td>Jan</td>
<td>2,869</td>
<td>6.8%</td>
<td>3.4%</td>
<td>64.2%</td>
<td>70.3%</td>
<td>7.1%</td>
<td>25.5%</td>
<td>3.9%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Feb</td>
<td>3,084</td>
<td>6.3%</td>
<td>3.2%</td>
<td>63.1%</td>
<td>69.4%</td>
<td>6.8%</td>
<td>26.1%</td>
<td>4.6%</td>
<td>21.8%</td>
</tr>
<tr>
<td>Mar</td>
<td>3,352</td>
<td>6.0%</td>
<td>2.9%</td>
<td>65.8%</td>
<td>72.1%</td>
<td>7.6%</td>
<td>26.9%</td>
<td>8.4%</td>
<td>23.1%</td>
</tr>
</tbody>
</table>
Average Hours of Behavioral Health Services Accessed by Members Receiving Intensive Care Coordination
July 1, 2009 through March 31, 2010

This table represents the average number of hours for services received by youth receiving ICC and other Behavioral Health Services in that month. Hours are calculated based on the number of units of service provided per utilizer. For 24 Hour Level of Care, which includes inpatient and Community Based Acute Treatment services, the data represents the average number of days of service.

This data is based on the Managed Care claims data on members for whom providers billed ICC and other services during the month. The data is submitted to MassHealth by each managed care entity in the ICC Key Indicator report, and combined by Office of Behavioral Health Analytic Staff.

The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.

The numbers do not exactly match the data in the other charts, because they are based on a different report, which are run on a different date.

### Average Hours of Behavioral Health Services Accessed Per ICC Utilizer

<table>
<thead>
<tr>
<th></th>
<th>Number of ICC Utilizers</th>
<th>ICC - MA</th>
<th>ICC - Non MA</th>
<th>FS&amp;T</th>
<th>In-Home Therapy - MA</th>
<th>In-Home Therapy - Non MA</th>
<th>In-Home Behavioral Therapy - MA</th>
<th>In-Home Behavioral Monitoring - Non MA</th>
<th>Therapeutic Mentoring</th>
<th>MCI</th>
<th>24 Hour Level of Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>957</td>
<td>6.65</td>
<td>6.24</td>
<td>5.33</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>7.55</td>
</tr>
<tr>
<td>Aug</td>
<td>1,429</td>
<td>6.76</td>
<td>6.15</td>
<td>5.47</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>5.69</td>
</tr>
<tr>
<td>Sept</td>
<td>1,787</td>
<td>6.86</td>
<td>6.65</td>
<td>5.73</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>6.35</td>
</tr>
<tr>
<td>Oct</td>
<td>2,163</td>
<td>6.75</td>
<td>6.69</td>
<td>5.45</td>
<td>N/A</td>
<td>N/A</td>
<td>6.43</td>
<td>6.19</td>
<td>6.41</td>
<td>6.76</td>
<td>14.47</td>
</tr>
<tr>
<td>Nov</td>
<td>2,350</td>
<td>6.19</td>
<td>6.02</td>
<td>5.26</td>
<td>11.40</td>
<td>9.79</td>
<td>7.40</td>
<td>6.00</td>
<td>8.29</td>
<td>7.27</td>
<td>15.12</td>
</tr>
<tr>
<td>Dec</td>
<td>2,598</td>
<td>7.19</td>
<td>6.60</td>
<td>5.99</td>
<td>11.73</td>
<td>9.68</td>
<td>9.54</td>
<td>6.84</td>
<td>9.77</td>
<td>7.33</td>
<td>14.55</td>
</tr>
<tr>
<td>Jan</td>
<td>2,869</td>
<td>7.31</td>
<td>7.13</td>
<td>6.41</td>
<td>11.08</td>
<td>9.68</td>
<td>7.46</td>
<td>4.25</td>
<td>9.86</td>
<td>7.10</td>
<td>14.32</td>
</tr>
<tr>
<td>Feb</td>
<td>3,084</td>
<td>7.06</td>
<td>7.09</td>
<td>6.09</td>
<td>11.40</td>
<td>10.09</td>
<td>8.83</td>
<td>5.60</td>
<td>10.27</td>
<td>6.98</td>
<td>14.84</td>
</tr>
</tbody>
</table>

---

- This table represents the average number of hours for services received by youth receiving ICC and other Behavioral Health Services in that month. Hours are calculated based on the number of units of service provided per utilizer. For 24 Hour Level of Care, which includes inpatient and Community Based Acute Treatment services, the data represents the average number of days of service.

- This data is based on the Managed Care claims data on members for whom providers billed ICC and other services during the month. The data is submitted to MassHealth by each managed care entity in the ICC Key Indicator report, and combined by Office of Behavioral Health Analytic Staff.

- The estimated number of utilizers is slightly inflated because members who switch between health plans are counted more than once.

- The numbers do not exactly match the data in the other charts, because they are based on a different report, which are run on a different date.