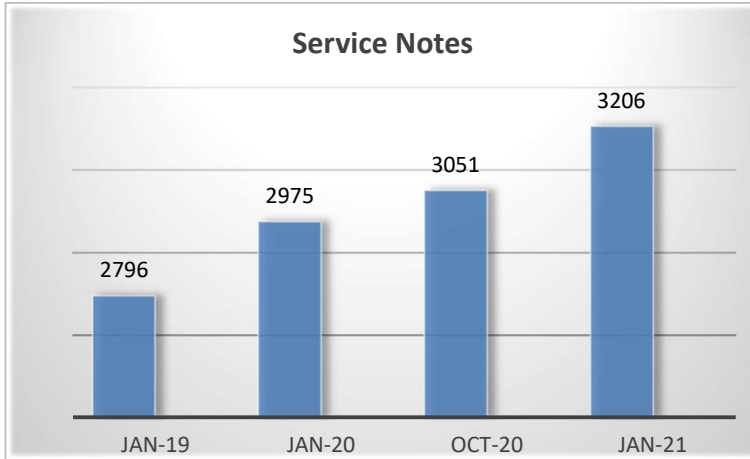


UTILIZATION MANAGEMENT UPDATE

Utilization Management (UM): The process by which a behavioral health organization ensures that individuals receive timely, quality, cost-effective services in the most appropriate and least restrictive treatment setting and ensures that the organization has an effective mechanism to manage the utilization of clinical resources.

ENSURING SERVICES DELIVERED

The Utilization Management Committee reviews the Quarterly Timeliness Monitoring four times per year. The report shows the timeliness for document completion for the previous quarter.



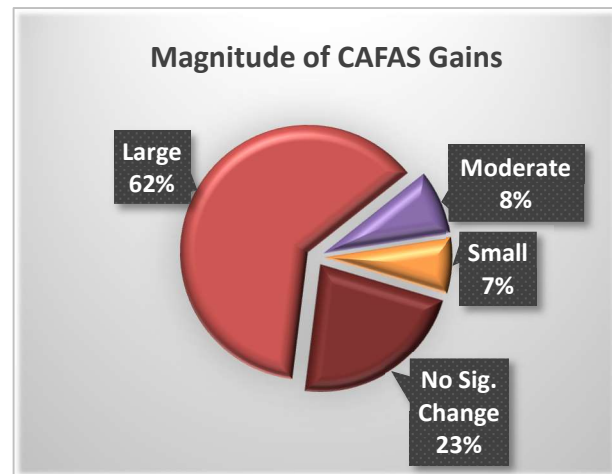
Assessments, service notes, and plans of services completion timeliness is summarized. The number of these documents are also monitored. The Quarterly Timeliness Monitoring reviewed during the January 2021 meeting showed a 15% increase in the number of service notes entered by the teams over the January 2019 total. More services are being provided even with the overall

number of consumers in the programs being steady during the same time period.

ENSURING QUALITY OF SERVICES

Utilization Management and IBH Analytics recently completed a study of cases discharged from the Homebased Program. The data included information from cases that were discharged beginning in FY'17 up until the FY'21 1st Quarter. The baseline Child And Adolescent Functional Assessment Scale (CAFAS) was compared to the discharge CAFAS. Cases by clinician and length of treatment were also explored.

The information showed that 80% of all cases discharging from the Homebased Program make CAFAS improvements categorized as "large" or "moderate". The overall average improvement is 53 points.



MONITORING TREATMENT PROVISION

Program Dashboards continue to be pulled and reviewed on an every other month rotation. These dashboards allow for a higher level review of the programs by the UM

UTILIZATION MANAGEMENT UPDATE

Committee. The case level specifics are also sent to Program Managers for follow up. The dashboard for Adult Outpatient was recently reviewed by UM Committee.

Current Authorizations	
Clinician	Consumer Count
Clinician A	37
Clinician B	32
Clinician C	28
Clinician D	25
Grand Total	122

Frequency of Individual Therapy Authorized	Percentage of Cases
Weekly	42.57%
Every two weeks	31.76%
Monthly	22.30%
Twice a month	2.70%
Every 3 weeks	0.68%
Grand Total	100.00%

The Current Authorization Table to the left shows some of the case assignments with current therapy authorizations in Adult Outpatient. By monitoring the number of cases assigned, the distribution of cases across clinicians can be assessed. The Frequency of Individual Therapy Authorized Table to the right shows how often services are being delivered. Over the last year there has been an increase in the number of cases receiving more intensive therapy of weekly or every two weeks has been observed.

Respectfully Submitted,
Michell Truax, MA LLP
Utilization Manager