

# **CBHI Service Utilization**

**July 1, 2009 through March 31, 2010**

**Prepared by Office of Behavioral Health staff**

**Revised 8/12/2010**





## Number of Members Using CBHI Services

July 1, 2009 through April 30, 2010

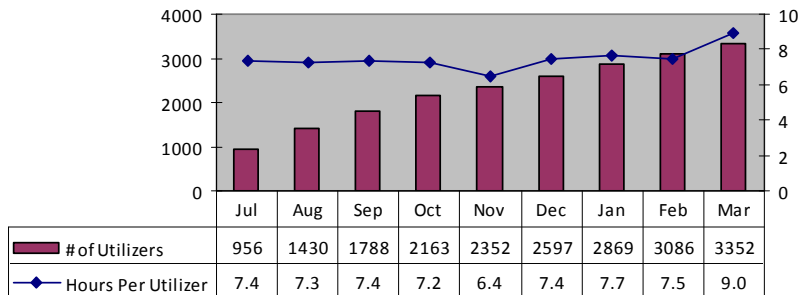
Percent of MassHealth Membership, under 21, Receiving CBHI Services through 04/30/2010		
Average Number of MassHealth Members under 21*:		478,500
<b>CBHI Services</b>	<b>YTD Number of Unique Utilizers</b>	<b>Percentage</b>
Intensive Care Coordination	5,721	1.20%
Family Support & Training	4,613	0.96%
In-Home Behavioral Services	165	0.03%
Therapeutic Mentoring	2,125	0.44%
*Includes members in Standard and CommonHealth		
Average Number of MassHealth Members under 21**:		521,000
<b>CBHI Services</b>	<b>YTD Number of Unique Utilizers</b>	<b>Percentage</b>
In-Home Therapy	6,120	1.17%
Youth Mobile Crisis Intervention	8,241	1.58%
**Includes members in Standard, CommonHealth and managed care enrolled members in Basic, Essential and Family Assistance		

- 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.

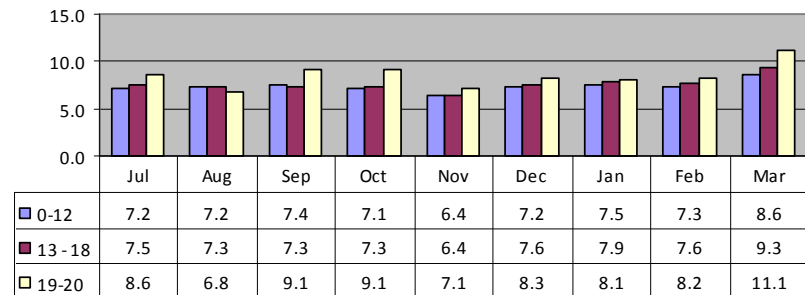


## Number of Members Using Intensive Care Coordination by Month and Age with Average Hours of Service Utilization Per Month July 1, 2009 through March 31, 2010

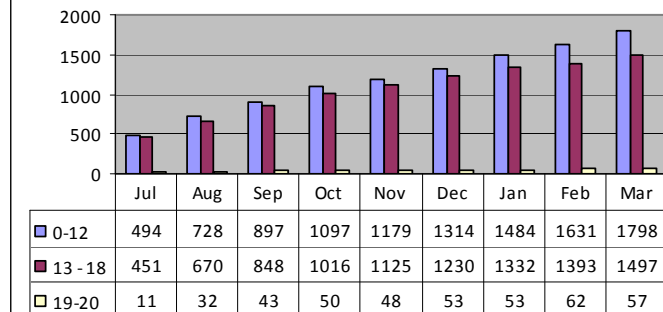
**Chart 1: Hours and Utilizers -  
Intensive Care Coordination**



**Chart 2: Hours Per Utilizer by Age and Month -  
Intensive Care Coordination**



**Chart 3: # of Utilizers by Age and Month -  
Intensive Care Coordination**

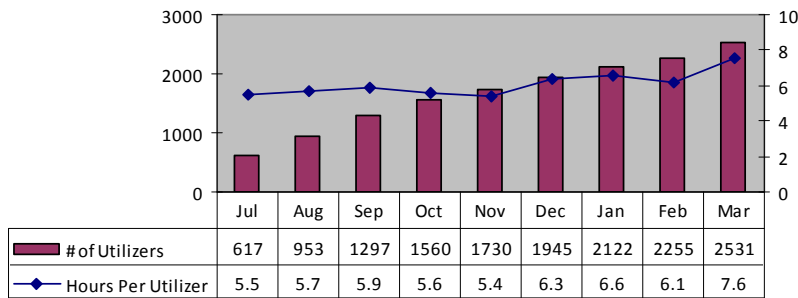


- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of Intensive Care Coordination (ICC) service utilizers and the average number of service hours that are billed per service utilizer.
- These data 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.

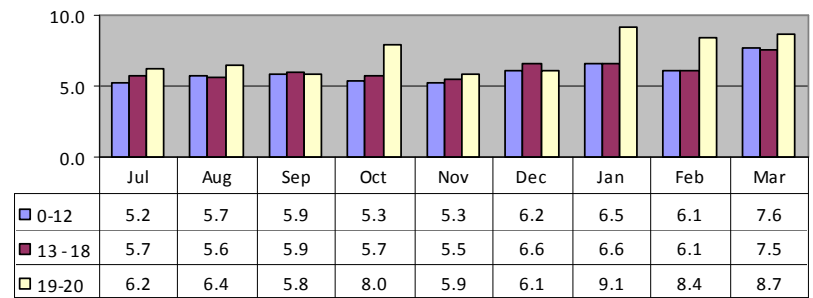


## Number of Members Using Family Support and Training by Month and Age with Average Hours of Service Utilization Per Month July 1, 2009 through March 31, 2010

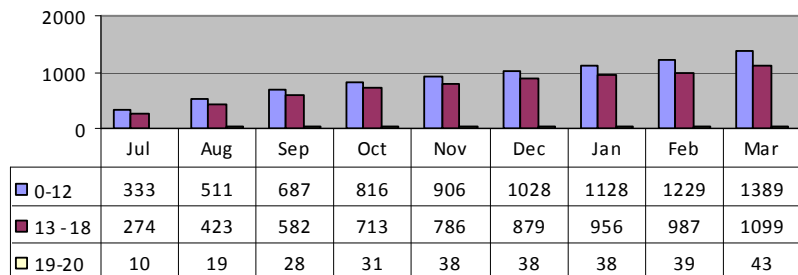
**Chart 4: Hours and Utilizers -  
Family Support and Training**



**Chart 5: Hours Per Utilizer by Age and Month -  
Family Support and Training**



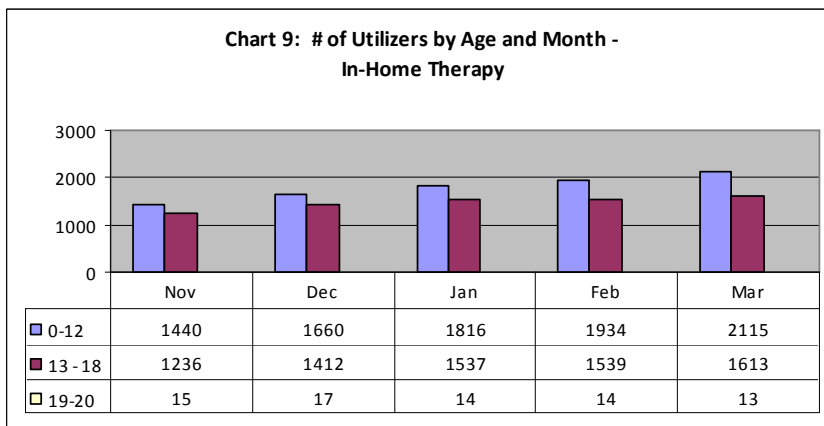
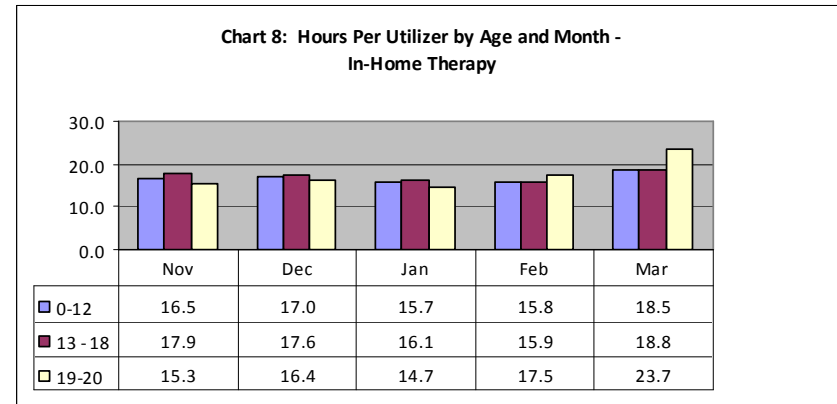
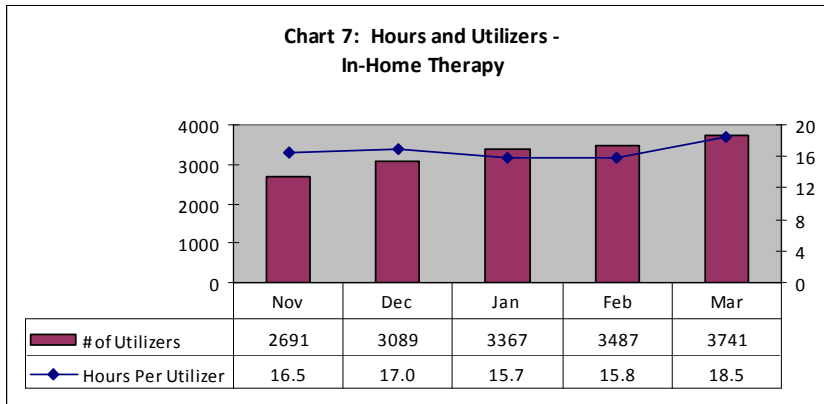
**Chart 6: # of Utilizers by Age and Month -  
Family Support and Training**



- 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 utilizer.
- 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

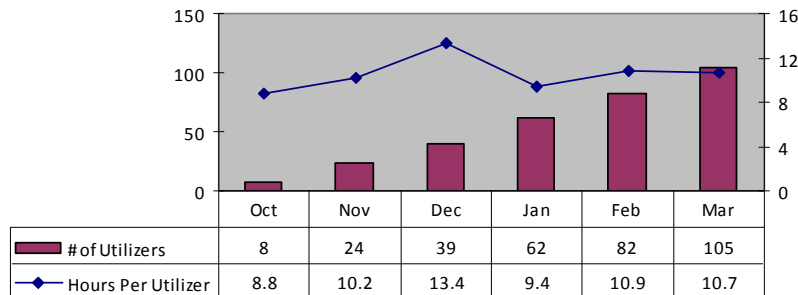


- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of In-Home Therapy service utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on Managed 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.

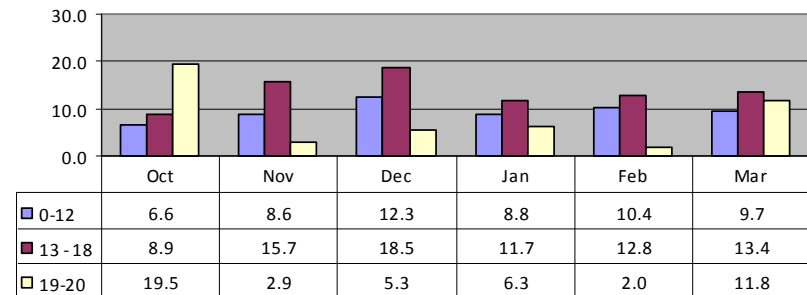


## Number of Members Using In-Home Behavioral Services by Month and Age with Average Hours of Service Utilization Per Month July 1, 2009 through March 31, 2010

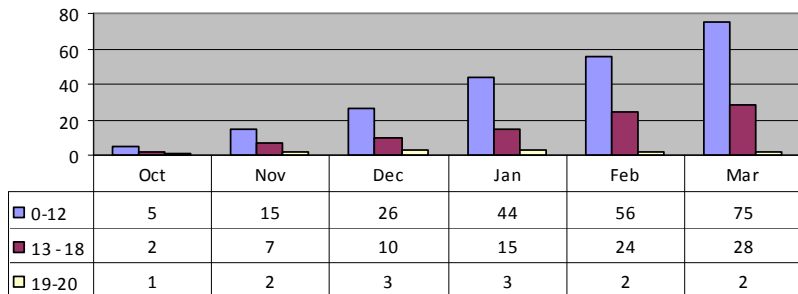
**Chart 10: Hours and Utilizers -  
In-Home Behavioral Services**



**Chart 11: Hours Per Utilizer by Age and Month -  
In-Home Behavioral Services**



**Chart 12: # of Utilizers by Age and Month -  
In-Home Behavioral Services**

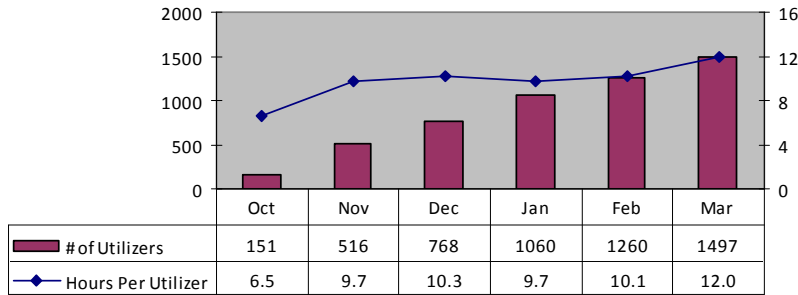


- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of In-Home Behavioral Services utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on 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.

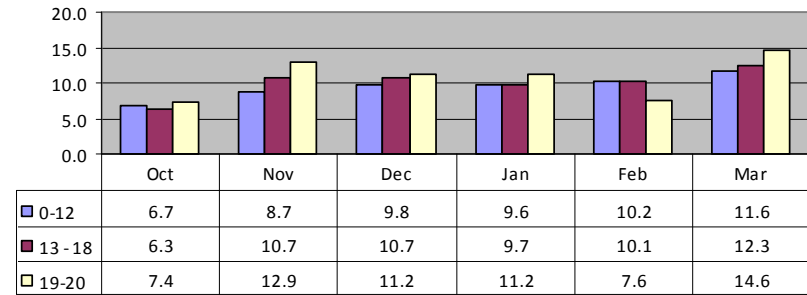


## Number of Members Using Therapeutic Mentoring by Month and Age with Average Hours of Service Utilization Per Month July 1, 2009 through March 31, 2010

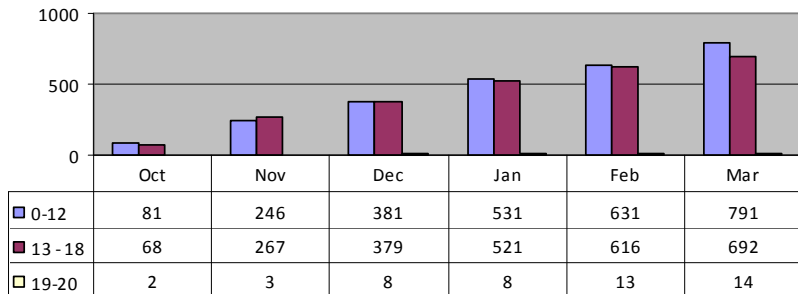
**Chart 13: Hours and Utilizers -  
Therapeutic Mentoring**



**Chart 14: Hours Per Utilizer by Age and Month -  
Therapeutic Mentoring**



**Chart 15: # of Utilizers by Age and Month -  
Therapeutic Mentoring**

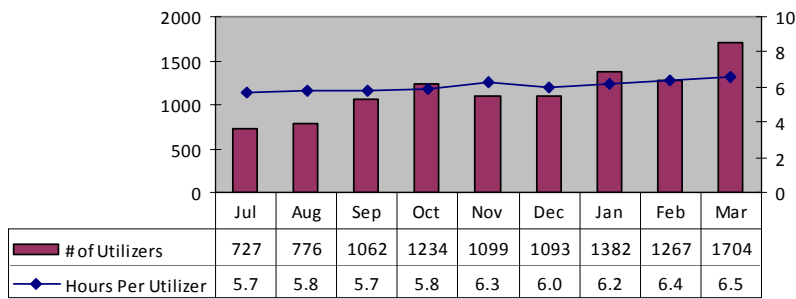


- Data is provided through March 31, 2010 to allow adequate time for billing and payment of claims.
- The data on this page represents the estimated number of Therapeutic Mentoring service utilizers and the average number of service hours that are billed per service utilizer.
- These data are based on 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 utilizer.
- Chart 14 shows average billed service hours by age group.
- Chart 15 shows service utilizers by age group.

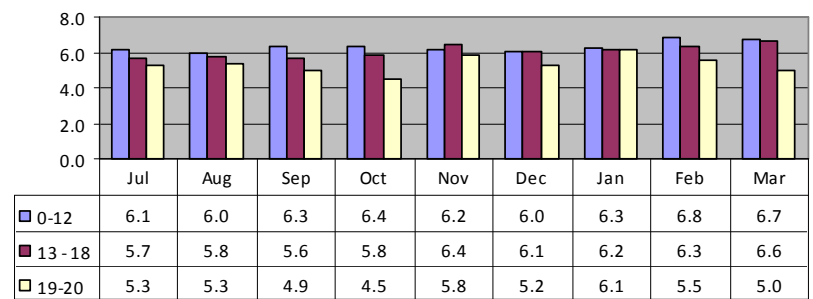


## Number of Members Using Youth Mobile Crisis Intervention by Month and Age with Average Hours of Service Utilization Per Month July 1, 2009 through March 31, 2010

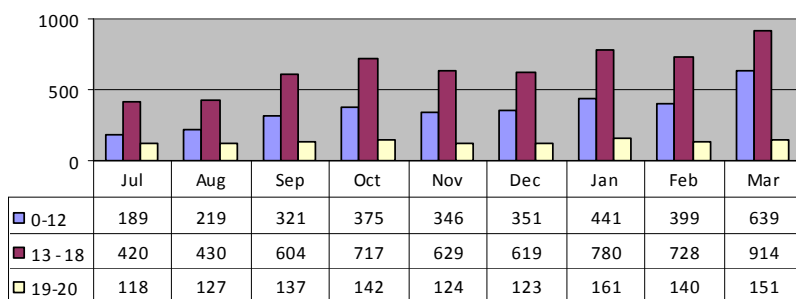
**Chart 16: Hours and Utilizers - Youth Mobile Crisis Intervention**



**Chart 17: Hours Per Utilizer by Age and Month - Youth Mobile Crisis Intervention**



**Chart 18: # of Utilizers by Age and Month - Youth Mobile Crisis Intervention**



- 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 utilizer.
- 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**

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

- 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.



**Average Hours of Behavioral Health Services  
 Accessed by Members Receiving Intensive Care Coordination  
 July 1, 2009 through March 31, 2010**

Average Hours of Behavioral Health Services Accessed Per ICC Utilizer											
		Mean Hours per ICC Utilizer per Month									Mean Days per ICC Utilizer per Month
	Number of ICC Utilizers	ICC - MA	ICC - Non MA	FS&T	In-Home Therapy - MA	In-Home Therapy - Non MA	In-Home Behavioral Therapy - MA	In-Home Behavioral Monitoring - Non MA	Therapeutic Mentoring	MCI	24 Hour Level of Care
Jul	957	6.65	6.24	5.33	N/A	N/A	N/A	N/A	N/A	7.55	16.42
Aug	1,429	6.76	6.15	5.47	N/A	N/A	N/A	N/A	N/A	5.69	15.28
Sept	1,787	6.86	6.65	5.73	N/A	N/A	N/A	N/A	N/A	6.35	15.08
Oct	2,163	6.75	6.69	5.45	N/A	N/A	6.43	6.19	6.41	6.76	14.47
Nov	2,350	6.19	6.02	5.26	11.40	9.79	7.40	6.00	8.29	7.27	15.12
Dec	2,598	7.19	6.60	5.99	11.73	9.68	9.54	6.84	9.77	7.33	14.55
Jan	2,869	7.31	7.13	6.41	11.08	9.68	7.46	4.25	9.86	7.10	14.32
Feb	3,084	7.06	7.09	6.09	11.40	10.09	8.83	5.60	10.27	6.98	14.84
Mar	3,352	8.38	8.62	7.73	13.26	11.45	7.98	6.35	12.12	7.55	14.57

- 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.