

CBHI Service Utilization

July 1, 2010 through March 31, 2011

Prepared by Office of Behavioral Health staff

Revised 08/15/2011





Number of Members Using CBHI Services

July 1, 2010 through March 31, 2011

- This CBHI service data is based on Managed Care claims data for members who have received the listed CBHI services. The data is submitted to MassHealth by each MassHealth managed care organization.
- MassHealth membership data is from the MassHealth data warehouse.
- Because there are different eligibility requirements for some CBHI services, the Table 1 reflects the appropriate denominator for each CBHI service.



Number of Members Using CBHI Services

July 1, 2010 through March 31, 2011

TABLE 1		
Percent of MassHealth Membership, under 21, Receiving CBHI Services, July 1, 2010 through March 31, 2011		
Average Number of MassHealth Members under 21 eligible *		494,217
*Includes members in Standard and CommonHealth		
CBHI Services	FY 2011 Number of Unique Utilizers	Percentage of Eligible Members
Intensive Care Coordination	7,469	1.51%
Family Support and Training	6,269	1.27%
In-Home Behavioral Services	699	0.14%
Therapeutic Mentoring	4,996	1.01%
Average Number of MassHealth Members under 21 eligible **		554,592
**Includes members in Standard, CommonHealth, and managed care enrolled members in Basic, Essential, and Family Assistance		
CBHI Services	FY 2011 Number of Unique Utilizers	Percentage of Eligible Members
In-Home Therapy	9,949	1.79%
Youth Mobile Crisis Intervention	8,591	1.55%
ALL CBHI Services	21,126	3.81%



Number of Members Using CBHI Services

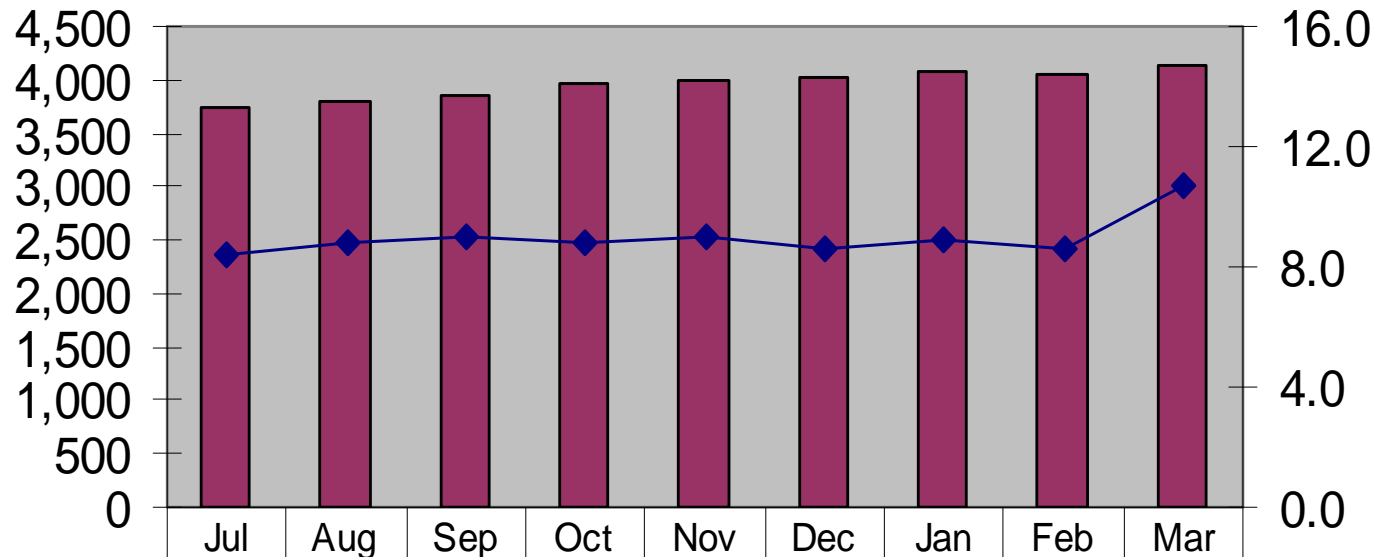
July 1, 2010 through March 31, 2011



- CBHI Service data on the following pages is provided through March 31, 2011.
- The data is for the following six CBHI services:
 - Intensive Care Coordination
 - Family Support and Training
 - In-Home Therapy
 - In-Home Behavioral Services
 - Therapeutic Mentoring
 - Youth Mobile Crisis Intervention
- Each of the services has three charts:
 - The first chart is a summary report showing both estimated utilizers and average billed service hours per utilizer.
 - The second chart shows average billed service hours by age group.
 - The third chart shows service utilizers by age group.
- These data are based on Managed Care claims on members for whom providers have billed the CBHI 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.



**Number of Members Using Intensive Care Coordination
by Month with
Average Hours of Service Utilization Per Utilizer
July 1, 2010 through March 31, 2011**

Hours and Utilizers - Intensive Care Coordination

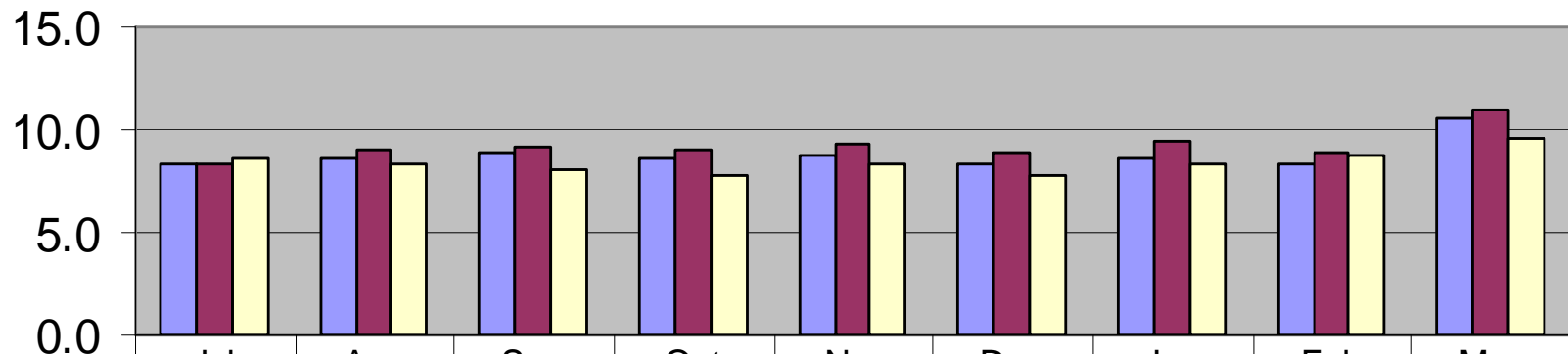


 # of Utilizers	3,747	3,799	3,863	3,972	3,992	4,012	4,082	4,036	4,139
 Hours Per Utilizer	8.4	8.8	9.0	8.8	9.0	8.6	8.9	8.6	10.7



**Number of Members Using Intensive Care Coordination
 by Month and Age with
 Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011**

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



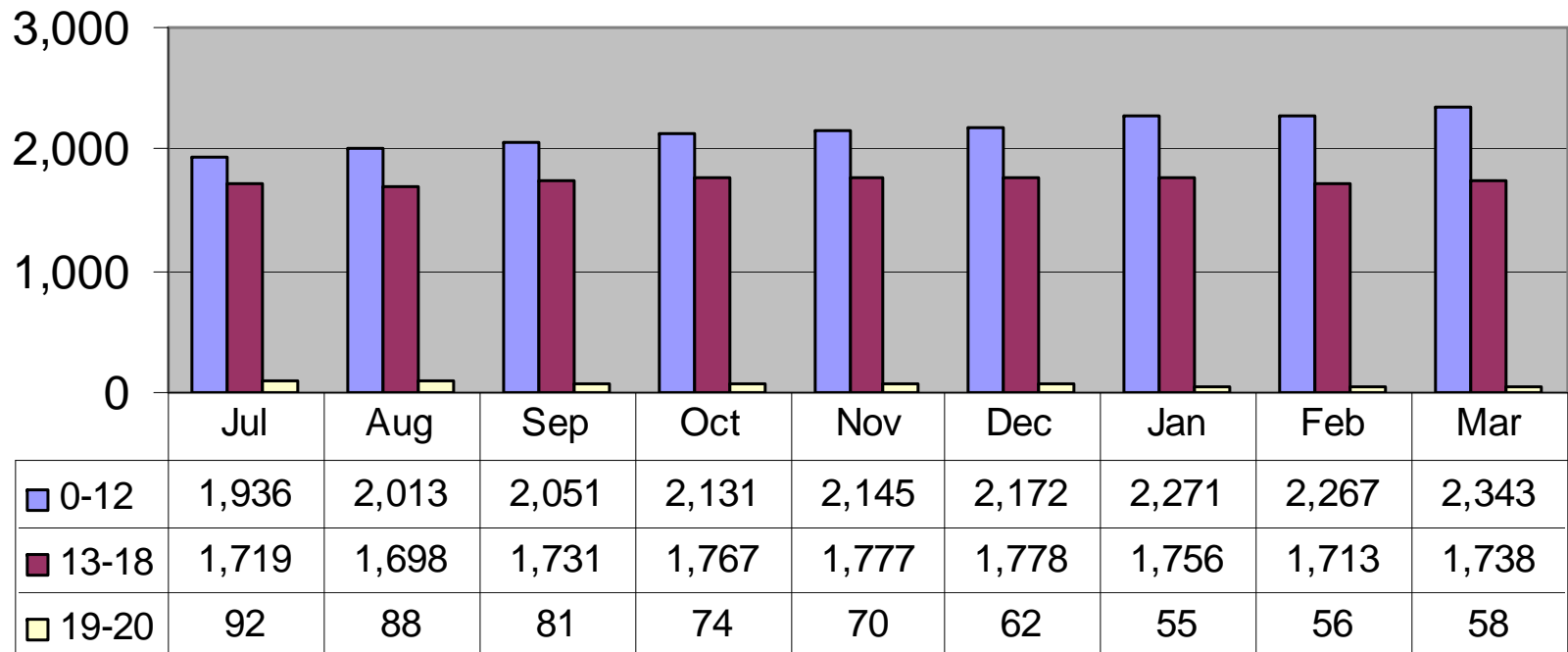
0-12	8.4	8.6	8.9	8.7	8.8	8.4	8.6	8.4	10.5
13-18	8.4	9.0	9.2	9.0	9.3	9.0	9.4	8.9	11.0
19-20	8.5	8.3	8.1	7.8	8.4	7.8	8.3	8.7	9.6



**Number of Members Using Intensive Care Coordination
by Month and Age**

July 1, 2010 through March 31, 2011

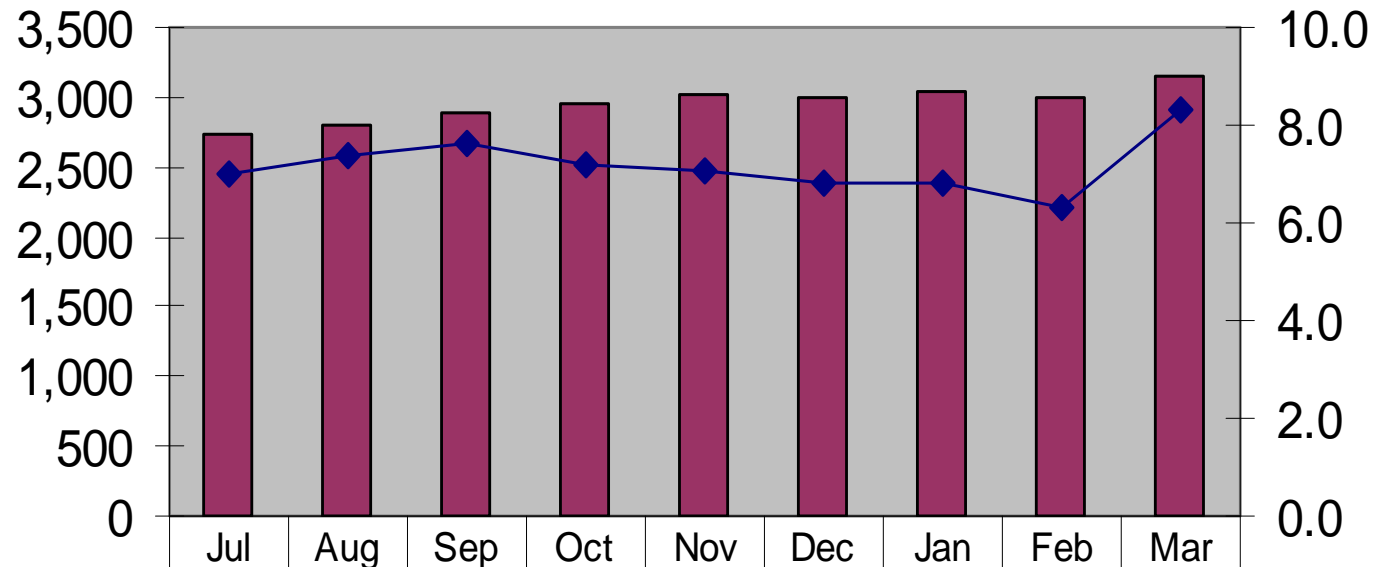
of Utilizers by Age and Month - Intensive Care Coordination







**Number of Members Using Family Support and Training
 by Month with
 Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011**

Hours and Utilizers - Family Support and Training

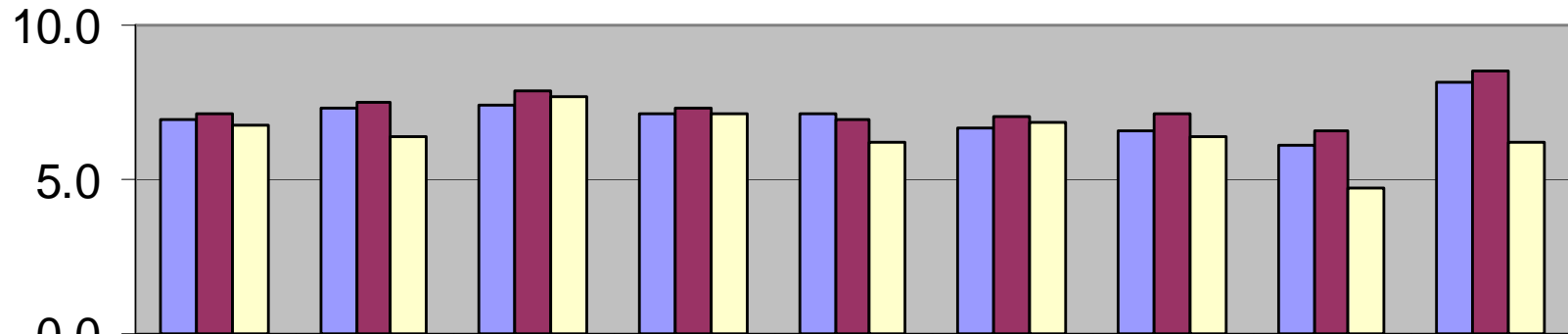


 # of Utilizers	2,734	2,804	2,894	2,953	3,015	3,003	3,042	2,993	3,155
 Hours Per Utilizer	7.0	7.4	7.6	7.2	7.0	6.8	6.8	6.3	8.3



Members Using Family Support and Training
by Month and Age with
Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011

Hours Per Utilizer by Age and Month - Family Support and Training

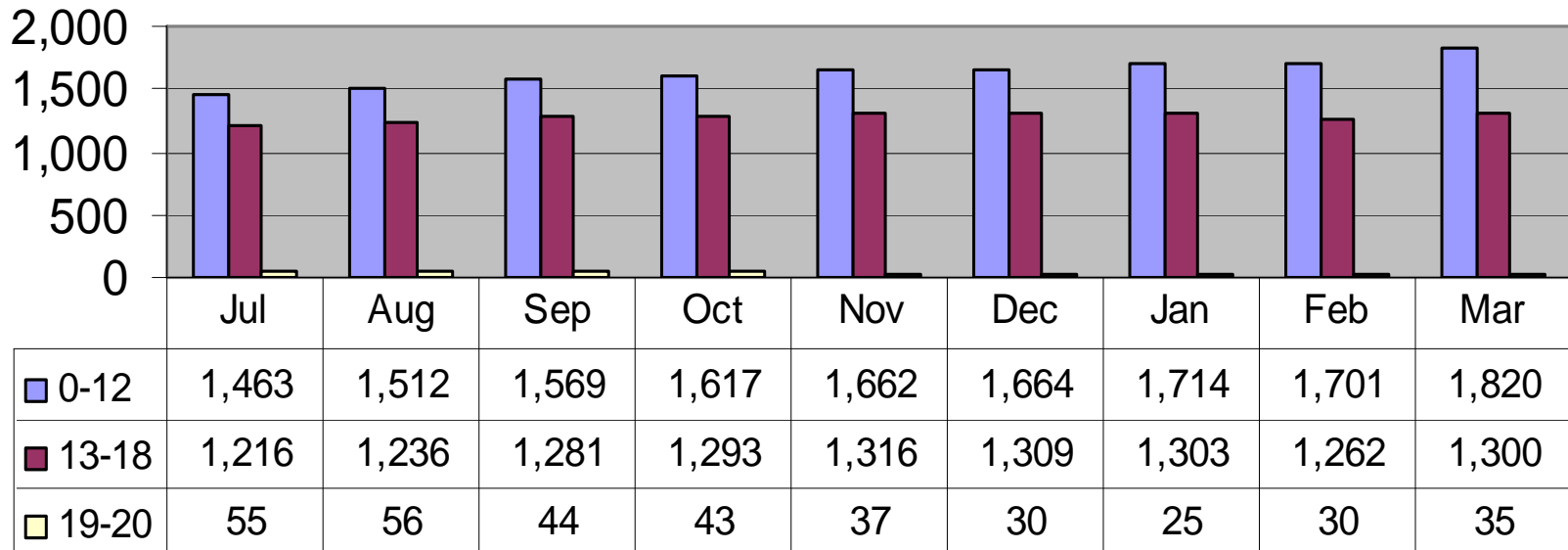


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0-12	6.9	7.3	7.4	7.1	7.1	6.7	6.5	6.1	8.2
13-18	7.1	7.5	7.9	7.3	7.0	7.0	7.2	6.6	8.5
19-20	6.8	6.4	7.7	7.1	6.2	6.9	6.4	4.7	6.2



**Number of Members Using Family Support and Training
by Month and Age**
July 1, 2010 through March 31, 2011

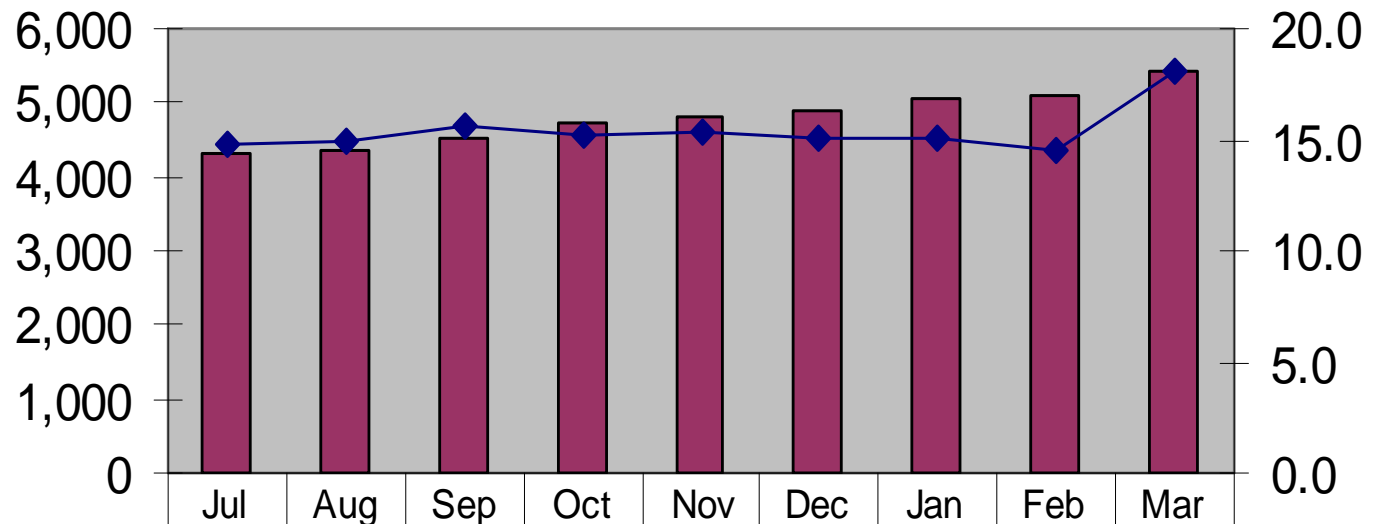
**# of Utilizers by Age and Month - Family Support
and Training**







**Number of Members Using In-Home Therapy
 by Month with
 Average Hours of Service Utilization Per Utilizer**
 July 1, 2010 through March 31, 2011

Hours and Utilizers - In-Home Therapy

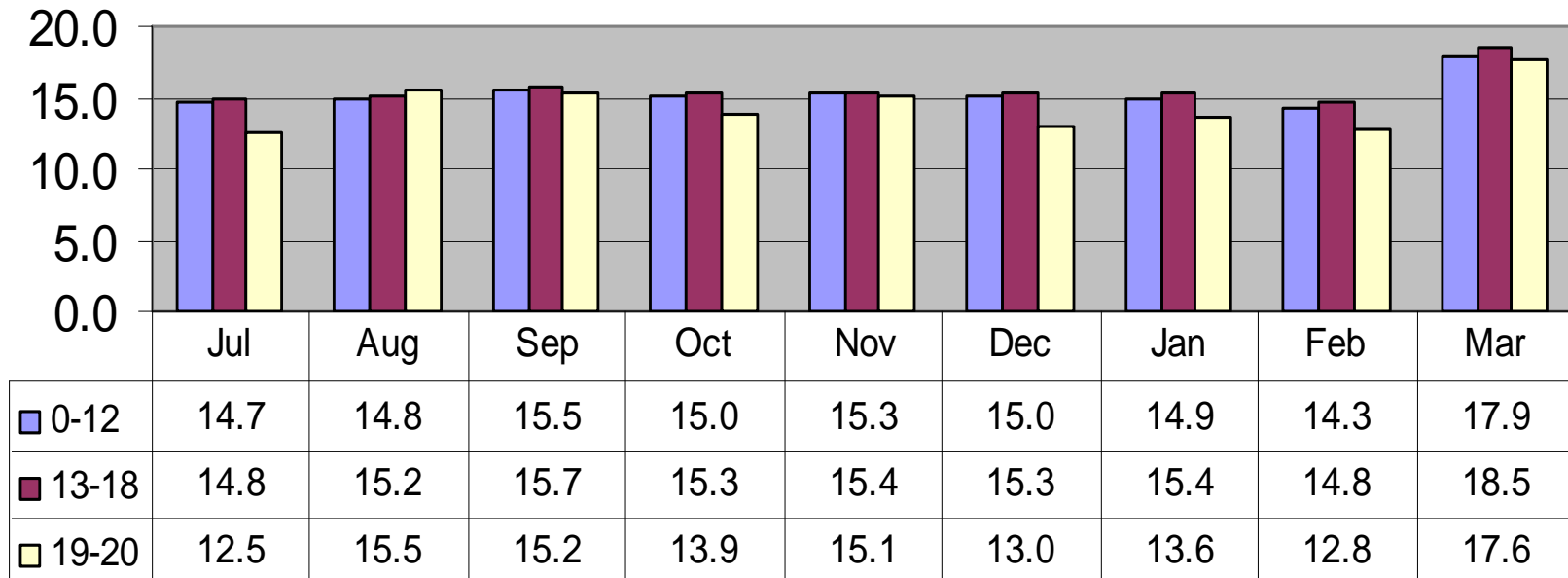


 # of Utilizers	4,296	4,352	4,533	4,713	4,794	4,885	5,051	5,100	5,414
 Hours Per Utilizer	14.7	15.0	15.6	15.1	15.3	15.1	15.1	14.5	18.1



**Number of Members Using In-Home Therapy
 by Month and Age with
 Average Hours of Service Utilization Per Utilizer**
 July 1, 2010 through March 31, 2011

**Hours Per Utilizer by Age and Month - In-Home
 Therapy**

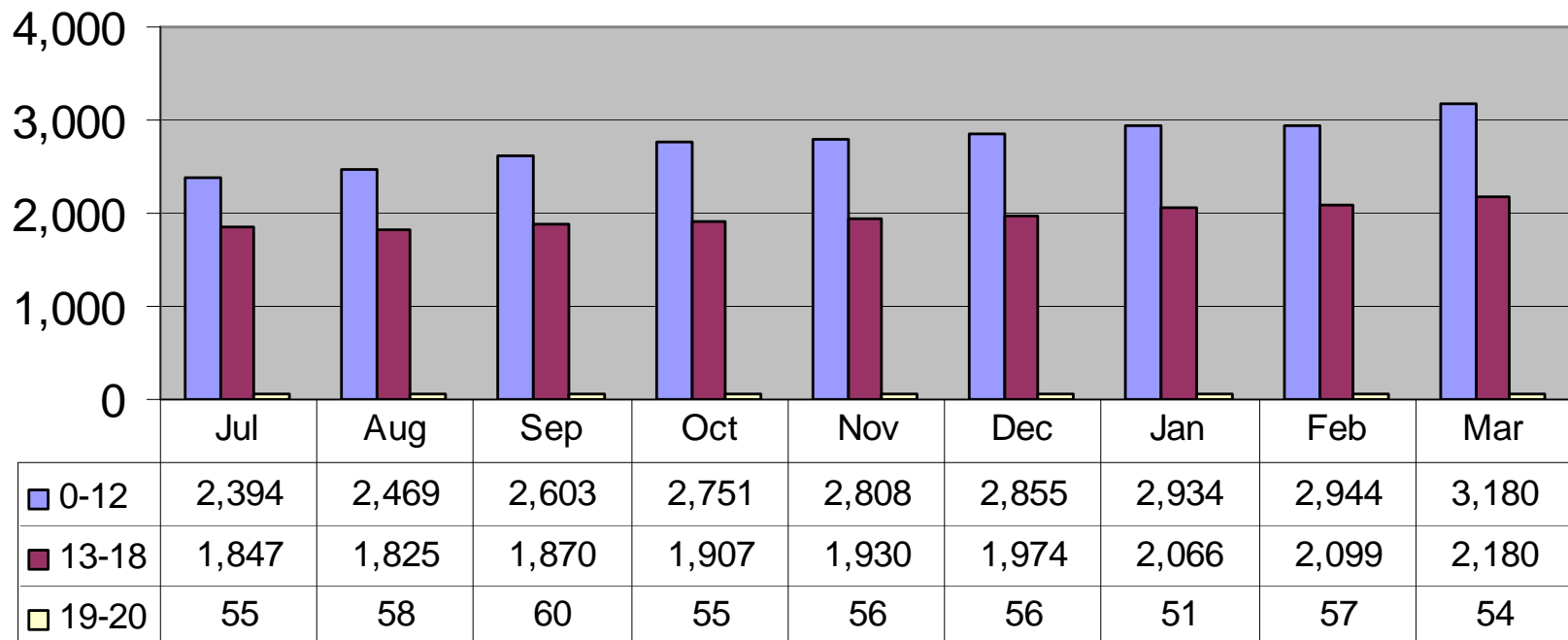




Number of Members Using In-Home Therapy by Month and Age

July 1, 2010 through March 31, 2011

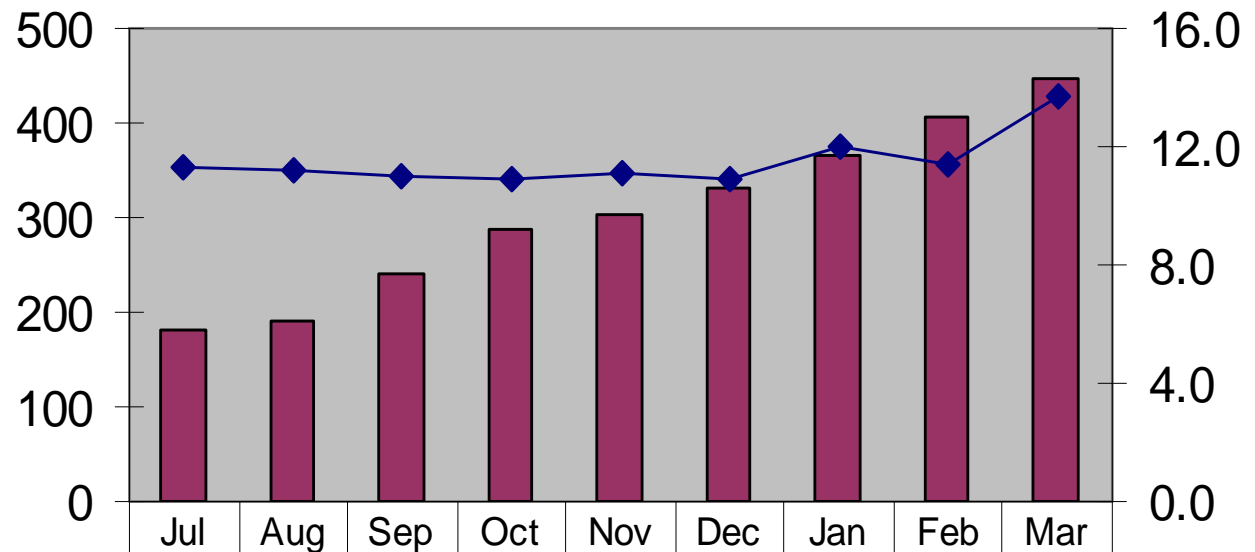
of Utilizers by Age and Month - In-Home Therapy







**Number of Members Using In-Home Behavioral Services
 by Month with
 Average Hours of Service Utilization Per Utilizer**
 July 1, 2010 through March 31, 2011

Hours and Utilizers - In-Home Behavioral Services

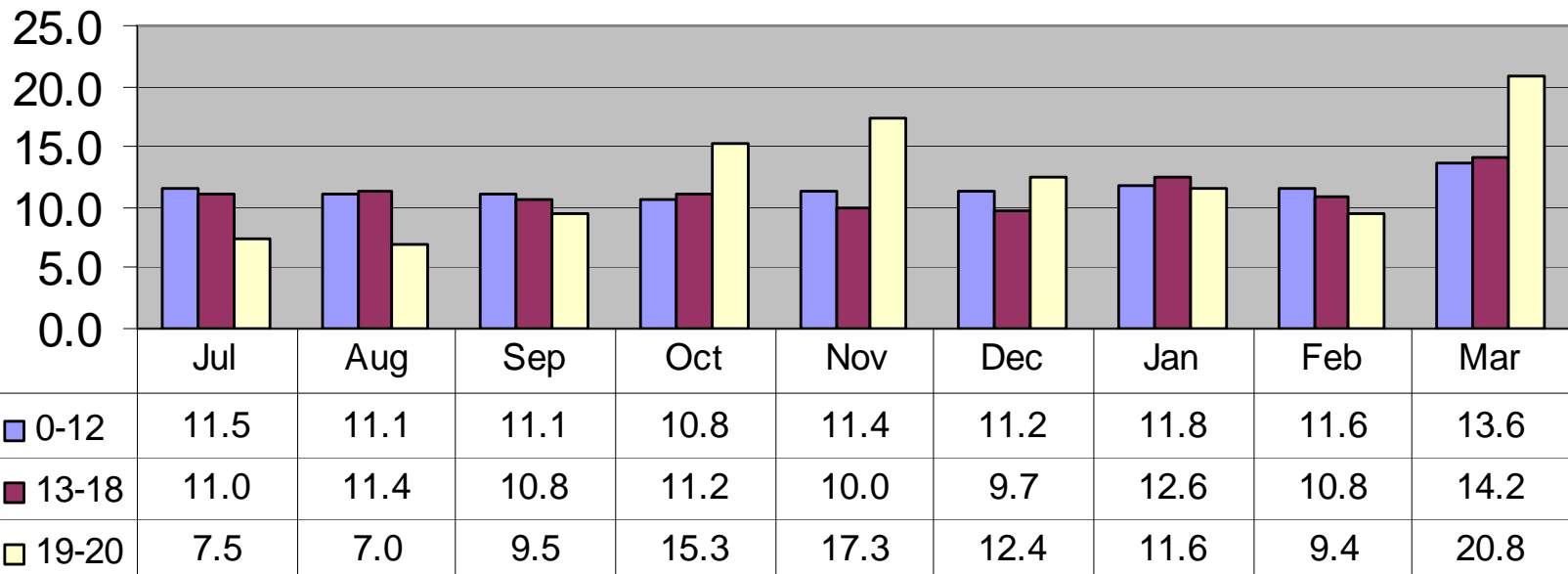


 # of Utilizers	180	192	240	287	303	330	367	405	446
 Hours Per Utilizer	11.3	11.2	11.0	10.9	11.1	10.9	12.0	11.4	13.7



**Number of Members Using In-Home Behavioral Services
by Month and Age with
Average Hours of Service Utilization Per Utilizer
July 1, 2010 through March 31, 2011**

Hours Per Utilizer by Age and Month - In-Home Behavioral Services

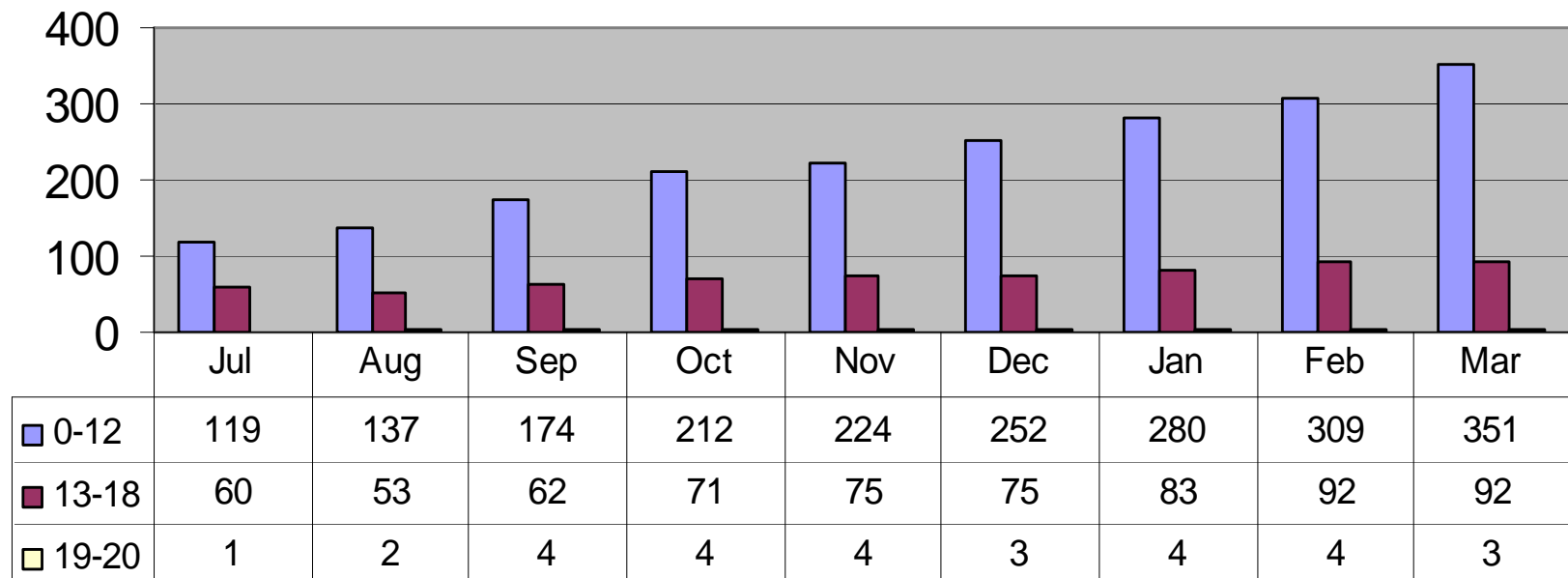




**Number of Members Using In-Home Behavioral Services
by Month and Age**

July 1, 2010 through March 31, 2011

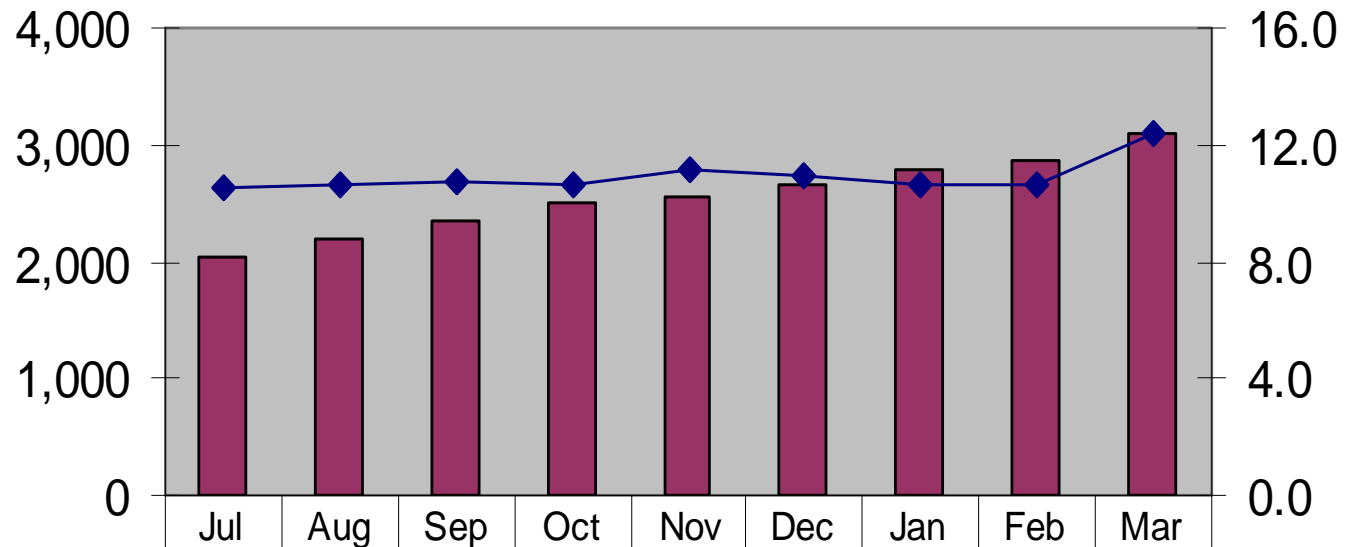
of Utilizers by Age and Month - In-Home Behavioral Services







**Number of Members Using Therapeutic Mentoring
 by Month with
 Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011**

Hours and Utilizers - Therapeutic Mentoring

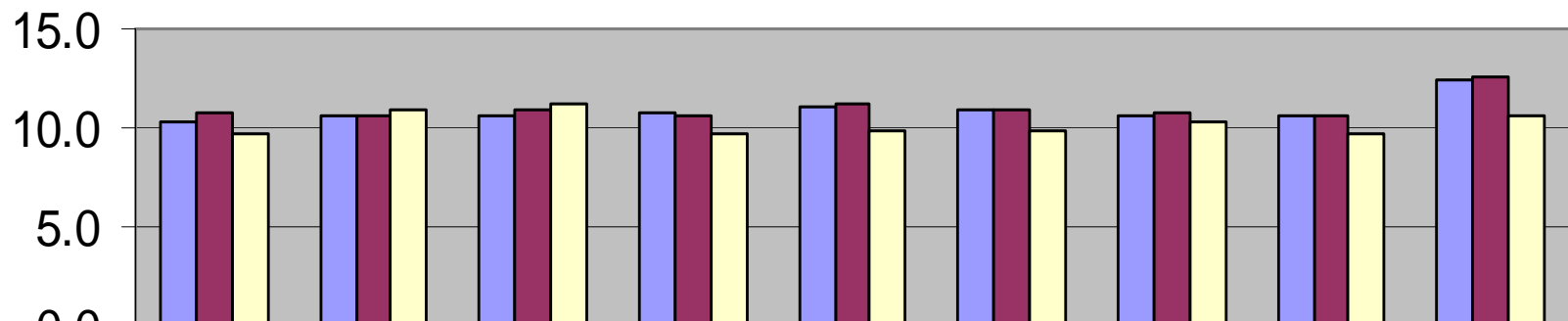


 # of Utilizers	2,028	2,195	2,347	2,504	2,548	2,655	2,780	2,857	3,105
 Hours Per Utilizer	10.5	10.6	10.8	10.6	11.1	10.9	10.6	10.6	12.4



**Number of Members Using Therapeutic Mentoring
 by Month and Age with
 Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011**

Hours Per Utilizer by Age and Month - Therapeutic Mentoring



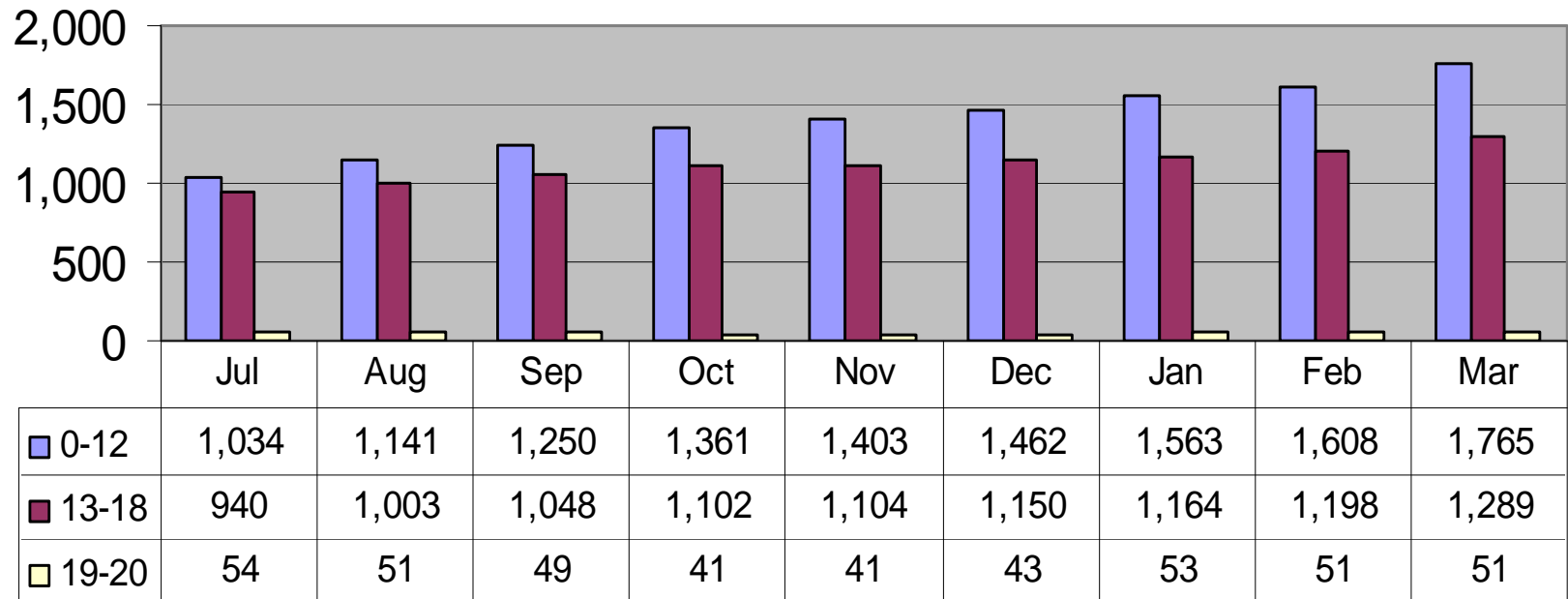
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0-12	10.3	10.6	10.6	10.7	11.0	10.9	10.5	10.6	12.4
13-18	10.8	10.6	10.9	10.5	11.3	11.0	10.7	10.7	12.6
19-20	9.7	10.9	11.3	9.7	9.8	9.9	10.3	9.8	10.6



**Number of Members Using Therapeutic Mentoring
by Month and Age**

July 1, 2010 through March 31, 2011

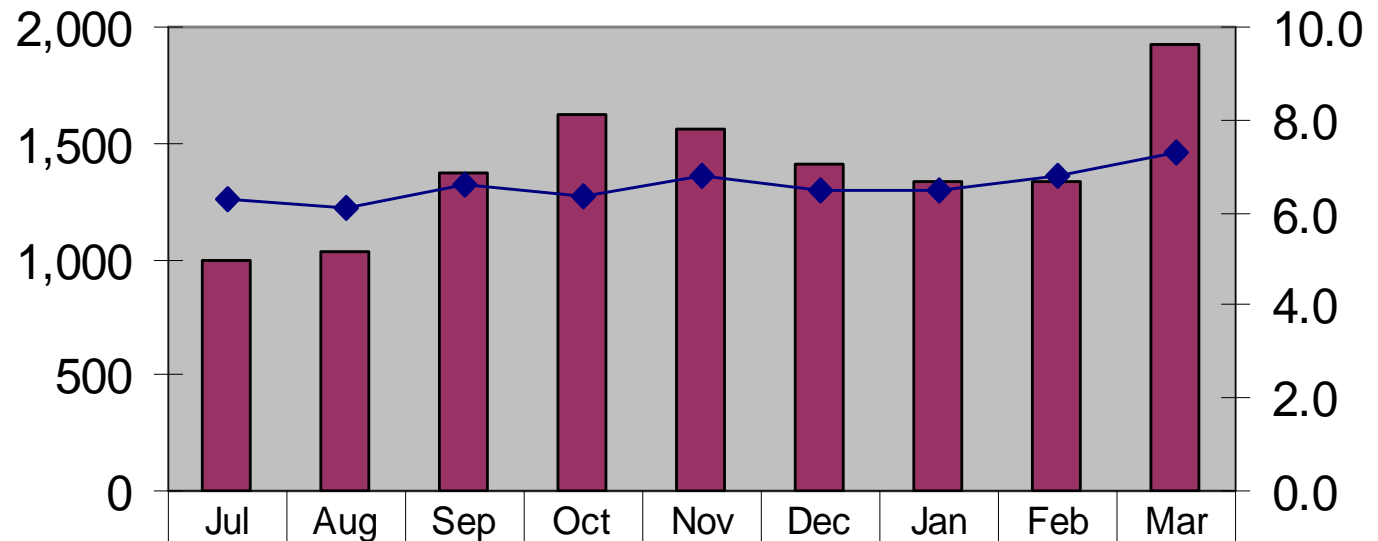
of Utilizers by Age and Month - Therapeutic Mentoring





**Number of Members Using Youth Mobile Crisis Intervention
 by Month with
 Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011**

Hours and Utilizers - Youth Mobile Crisis Intervention

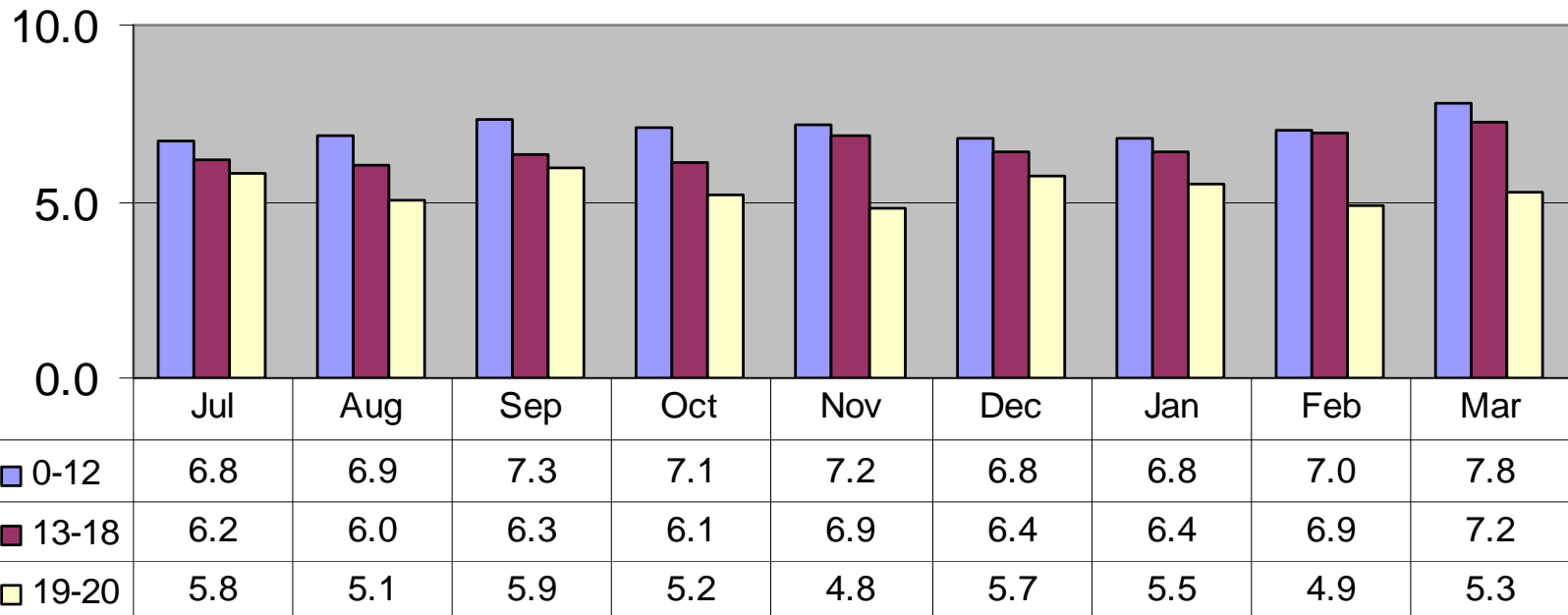


# of Utilizers	995	1,036	1,375	1,620	1,556	1,414	1,336	1,333	1,922
Hours Per Utilizer	6.3	6.1	6.6	6.3	6.8	6.5	6.5	6.8	7.3



**Number of Members Using Youth Mobile Crisis Intervention
 by Month and Age with
 Average Hours of Service Utilization Per Utilizer
 July 1, 2010 through March 31, 2011**

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

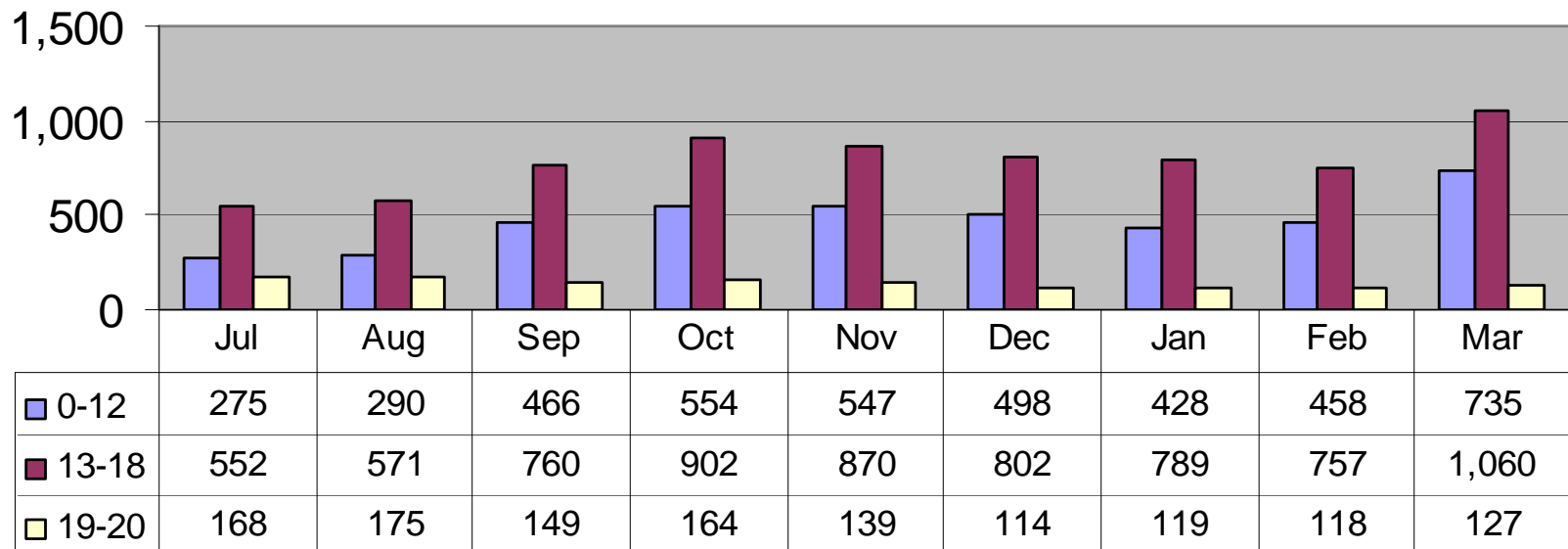




**Number of Members Using Youth Mobile Crisis Intervention
by Month and Age**

July 1, 2010 through March 31, 2011

of Utilizers by Age and Month - Youth Mobile Crisis Intervention





Percentage of Members Receiving Intensive Care Coordination Accessing Other Behavioral Health Services

July 1, 2009 through March 31, 2011

- Table 2 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 different reports, which are run on a different date.



**Percentage of Members Receiving Intensive Care Coordination
Accessing Other Behavioral Health Services**
July 1, 2010 through March 31, 2011

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
July 2010	3,747	4.8%	2.5%	59.1%	72.3%	4.3%	26.9%	10.1%	26.9%
Aug	3,800	4.9%	2.6%	60.0%	73.0%	4.8%	28.3%	10.9%	29.1%
Sept	3,864	5.7%	2.0%	62.0%	74.5%	6.2%	29.7%	11.8%	30.4%
Oct	3,972	6.6%	2.0%	61.5%	73.7%	7.6%	29.6%	12.4%	30.8%
Nov	3,991	5.9%	2.1%	62.7%	76.1%	7.2%	29.2%	13.2%	30.0%
Dec	4,011	5.5%	2.0%	61.6%	75.2%	6.2%	29.4%	13.6%	29.9%
Jan 2011	4,078	5.1%	1.6%	61.1%	75.2%	6.0%	29.1%	14.2%	30.8%
Feb	4,031	5.9%	1.9%	60.8%	75.0%	5.5%	29.5%	15.1%	31.5%
Mar	4,138	5.8%	1.8%	59.2%	73.1%	5.3%	28.8%	14.7%	30.7%
Apr									
May									
June									



Average Hours of Behavioral Health Services
Accessed by Members Receiving Intensive Care Coordination
July 1, 2010 through March 31, 2011

- Table 3 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 different reports, which are run on a different date.



**Average Hours of Behavioral Health Services
 Accessed by Members Receiving Intensive Care Coordination
 July 1, 2009 through March 31, 2011**

Average Hours of Behavioral Health Services Accessed Per ICC Utilizer											
Mean Hours per ICC Utilizer per Month											Mean Days per ICC Utilizer per Month
FY2010	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 2010	3,747	7.79	8.15	7.05	11.21	9.89	8.61	7.94	10.74	6.64	14.79
Aug	3,800	8.11	8.36	7.42	12.00	10.10	8.16	7.58	10.51	7.10	14.69
Sep	3,864	8.42	8.71	7.65	12.02	10.27	7.97	7.06	10.64	7.32	13.59
Oct	3,972	8.09	8.66	7.25	12.03	9.39	8.48	7.68	10.75	7.43	14.84
Nov	3,991	8.51	8.71	7.04	11.77	9.83	8.93	6.71	11.25	7.62	14.91
Dec	4,011	8.24	8.44	6.82	11.46	9.15	7.93	6.92	10.95	7.34	13.67
Jan 2011	4,078	8.55	8.80	6.77	11.85	9.23	8.56	6.78	10.95	7.52	14.44
Feb	4,031	8.18	8.69	6.30	11.17	8.87	8.27	7.20	10.93	7.95	13.72
Mar	4,138	10.28	10.51	8.28	14.22	11.03	9.39	8.33	12.77	7.51	14.34
Apr											
May											
Jun											