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## Magellan and ADHS/DBHS launch provider outcomes dashboard

Magellan Health Services of Arizona, the Arizona Department of Health Services’ Division of Behavioral Health Services (ADHS/DBHS) and provider network organizations (PNOs) have developed an innovative provider outcomes dashboard that aligns all their efforts in strengthening the behavioral health system based on a series of core metrics.

Launching today, this online dashboard makes important information available to service recipients and their families as well as the providers themselves on areas that are working well and those that need improvement. It includes 18 critical indicators that are grouped into balanced scorecard categories of service maximization/administration, coordination of care, clinical quality and recovery outcomes.

Maricopa County’s four adult PNOs—CHOICES Network, People of Color Network, Partners In Recovery Network and Southwest Network—collaborated in the development and implementation of the dashboard. Since the tool was launched in March 2009, these agencies have made marked progress in a number of key areas with the 25 clinics that fall under the networks’ management and which provide services for more than 20,000 individuals with severe mental illness throughout Maricopa County. This new measurement tool ensures these 18 metrics are monitored for improvements month over month.

“In any complex mental health system, the only way to ensure the people we serve are living meaningful lives in the community is to make decisions and allocate resources based on accurate, timely data,” said Richard Clarke, Ph.D., CEO of Magellan Health Services of Arizona. “We have worked collaboratively with DBHS and our providers for the past several months to champion a new approach using the dashboard tool. In essence, we have created a thermometer that takes the temperature of the system on a monthly basis and looks at the metrics that truly impact people’s lives.”

Will Humble, interim director of ADHS added, “The dashboard represents our commitment to the citizens of Arizona for accountability and transparency in the behavioral health system.”

The provider outcomes dashboard measures comprehensive data that includes staffing and caseload ratios, recipient/patient satisfaction, individual service plan quality, gainful employment of individuals in the system, primary care and physician follow-up, admissions and readmissions data, Title XIX enrollment and court ordered treatment compliance, individuals’ community reintegration and involvement, and much more. The dashboard is now available to view anytime on [www.MagellanofAZ.com/dashboards](http://www.MagellanofAZ.com/dashboards).

“It is vital that consumers have easy access to helpful information on provider performance,” said Dr. Laura Nelson, ADHS/DBHS acting deputy director. “All 25 clinics now have consumer-driven clinic councils, and this dashboard will provide valuable information for them

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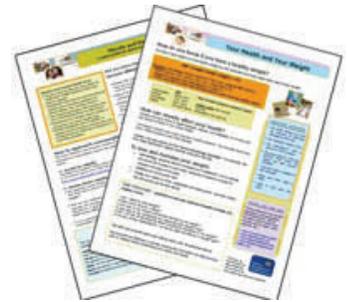
## Magellan Compliance Department's Data Validation Unit Hot topic: Service codes H2019 and H2020

From the December 2009 edition of the ADHS/OPS *Tidbits* newsletter:

- Q. The Covered Services Guide lists Behavioral Health Outpatient Clinic (77) as a billing provider type for service codes H2019 (Therapeutic Behavioral Services Day Program up to 5 ¾ hours in duration) and H2020 (Therapeutic Behavioral Health Day Services Per Diem); however, Place of Service 11 (office) is not allowed. Why is this service not an option for this code if the agency wanted to provide the services at their Outpatient Clinic?
- A. ADHS utilizes valid Place of Service codes as established by AHCCCS. Procedure code H2020 is the per diem extension of procedure H2019, and according to AHCCCS, Place of Service (11) is not valid for procedure code H2020. Therefore, ADHS has made the available valid Places of Service for H2019 match those valid for H2020.

For more information, access the full *Tidbits* newsletter at <http://azdhs.gov/bhs/tidbits-pdf/tidbits09dec.pdf>.

## ADHS/DBHS Quarterly Health Initiative: “Tobacco and Mental Health”



The Arizona Department of Health Services Division of Behavioral Health Services (ADHS/DBHS) introduced its Quarterly Health Initiative (QHI) in the fall. Each quarter, ADHS/DBHS partners with the Tribal and Regional Behavioral Health Authorities (T/RBHAs) to introduce particular medical topics that impact consumers receiving behavioral health services. These health initiatives are designed to motivate individuals to seek consultation with medical and behavioral providers or simply to make changes in their lifestyle that will result in improved whole health. The January through March quarter will focus on the topic of smoking.

Providers are asked to support this initiative by printing the QHI kit (1 provider and 1 consumer handout) and displaying the materials in areas where consumers can access them. All QHI kit materials are available in electronic form to download at any time from the following Web site: <http://www.azdhs.gov/bhs/qhi/index.htm>.

The QHI kit also includes a **free webinar for providers**. The next webinar, scheduled for **December 10, 2009**, focuses on “Tobacco & Mental Health.” While smoking prevalence in Arizona is on the decline, the trend is not the same for people with mental illness. Last year smoking rates fell from over 19 percent to 15.7 percent. However, among people diagnosed with serious mental illness (SMI), rates have held steady at 75 percent. In addition, mental health professionals charged with the treatment and care of SMI patients have a higher prevalence rate at 33 percent, which is double the average rate.

**Webinar Date:** Thursday, December 10, 2009

**Time:** 4 to 5 p.m. (recommended to join 5 – 10 minutes early)

**Link:** <https://azdhs.ilinc.com/join/mzwxhhz/bjzwcby>

**Primary Dial-In:** 1-866-751-5725

**Passcode:** \*5852083\*

Please visit the [QHI Web site](#) for more information. Certificates of attendance will be awarded and can be used to obtain continuing education credits.

## Magellan and ADHS/DBHS launch provider outcomes dashboard



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when making recommendations about how to improve their clinic. This information also allows consumers to make informed decisions about where they choose to go for services.”

The provider outcomes dashboard simply and graphically depicts the status of each measurement category month over month. For example, Magellan can demonstrate dramatic progress in the staffing of case managers and physicians, now at an all-time high.

“This dashboard gives eyes to the performance of the largest and one of the most complex behavioral health-care systems in the country,” said David Covington, Magellan of Arizona’s chief of adult services. “It provides an unprecedented level of accountability and transparency to ensure that all of us in the mental health arena are working smarter and more collaboratively to help individuals whose lives we touch.”

The provider outcomes dashboard is another milestone in Magellan’s and the mental health community’s ongoing and collective efforts to transform Maricopa County’s mental health system from a process-only measurement system to one that focuses on meaningful recovery outcomes for the individuals it serves.

## Office of Justice Programs chooses mental illness and substance abuse as one of 10 areas of focus for 2010

The U.S. Department of Justice’s Office of Justice Programs (OJP) has released its [Fiscal Year \(FY\) 2010 Program Plan](#). The Plan is divided into 10 thematically organized sections, each of which cuts across OJP’s bureaus and offices and represents a challenge identified by the criminal and juvenile justice fields. One of the 10 areas of focus for FY2010 is “Breaking the Cycles of Mental Illness, Substance Abuse, and Crime.”

Providers are encouraged to learn more about this initiative, the funding opportunities available through it and guidance on how to take advantage of those opportunities by accessing <http://www.ojp.usdoj.gov/ProgramPlan/section2.htm>.

## November 30 weekly recap

Did you miss an important provider communication last week? Below is a list of the provider communications Magellan sent during the week of November 30, 2009. Please remember that all communications and notices are available in the For Provider section of Magellan of Arizona’s Web site, [www.MagellanofAZ.com](http://www.MagellanofAZ.com), approximately 10 days after distribution.

Week of November 30, 2009	
11/30	<i>Provider Weekly</i> for the Week of November 30, 2009



If you have questions about the information in this newsletter, please contact your provider relations liaison or the Maricopa Community Relations Department at [MaricopaCommunityRelations@MagellanHealth.com](mailto:MaricopaCommunityRelations@MagellanHealth.com).