

# **CBHI Service Utilization FY 2017**

**July 1, 2016 through June 30, 2017**

**Prepared by Office of Behavioral Health staff**

**11/20/2017**





## **Number of Members Using CBHI Services**

July 1, 2016 through June 30, 2017

- 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, 2016 through June 30, 2017

**TABLE 1**

**Percent of MassHealth Membership, under 21, Receiving CBHI Services, July 1, 2016 through June 30, 2017**

Average Number of MassHealth Members under 21 eligible *		583,415
<b>CBHI Services</b>	<b>FY 2017 Number of Unique Utilizers</b>	<b>Percentage of Eligible Members</b>
Intensive Care Coordination	8,342	1.43%
Family Support and Training	6,673	1.14%
In-Home Behavioral Services	2,588	0.44%
Therapeutic Mentoring	14,325	2.46%
Average Number of MassHealth Members under 21 eligible **		682,586
**Includes members in Standard, CommonHealth, and managed care enrolled members in Family Assistance		
<b>CBHI Services</b>	<b>FY 2017 Number of Unique Utilizers</b>	<b>Percentage of Eligible Members</b>
In Home Therapy	16,725	2.45%
Youth Mobile Crisis Intervention	15,204	2.23%
ALL CBHI Services	<b>37,417</b>	5.48%



## Number of Members Using CBHI Services

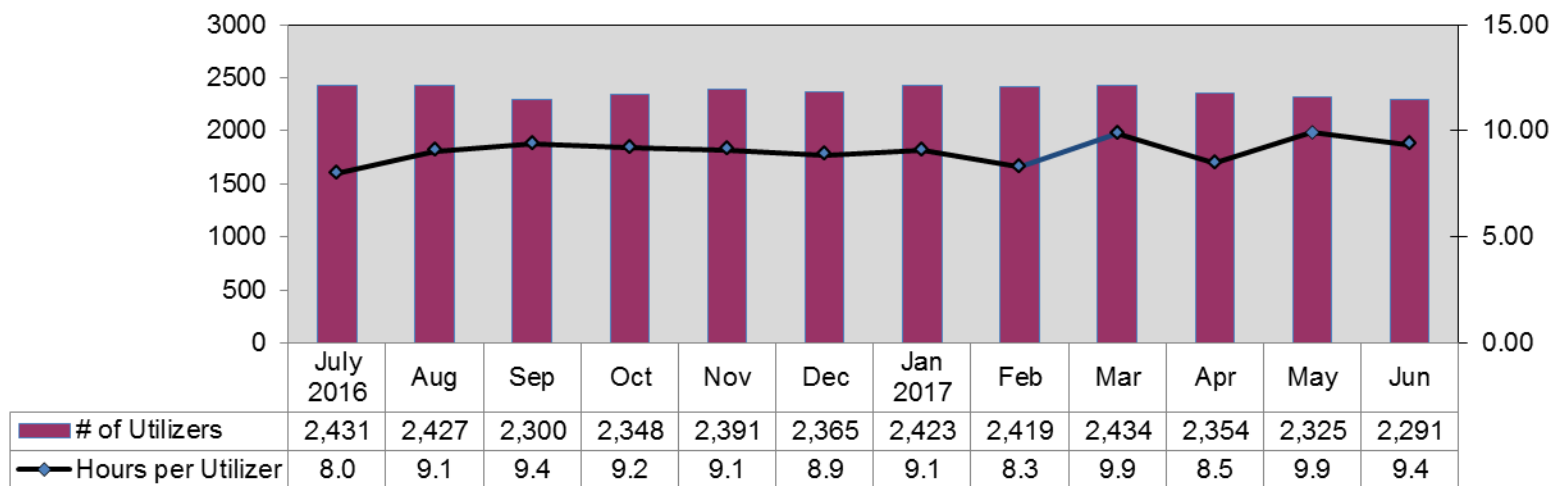
July 1, 2016 through June 30, 2017

- CBHI Service data on the following pages is provided through June 30, 2017.
- 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, 2016 through June 30, 2017

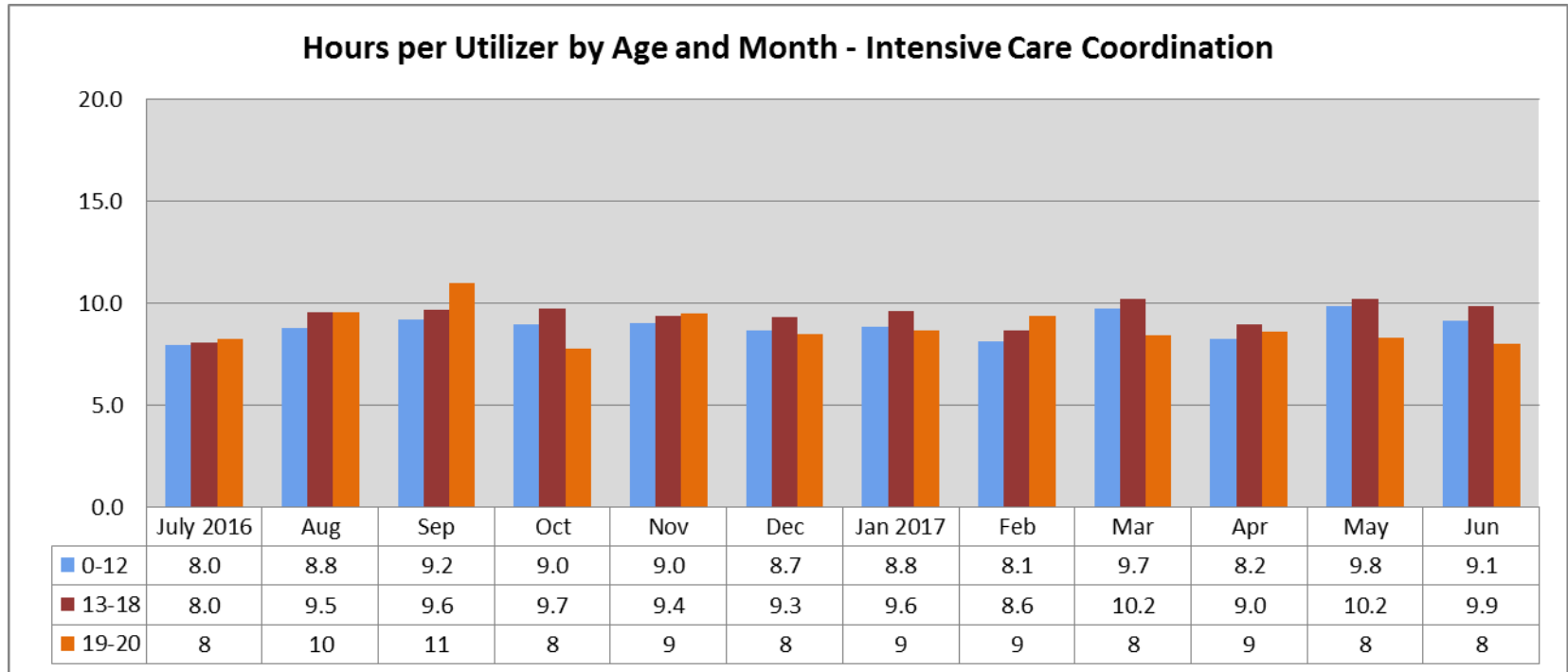
**Hours and Utilizers - Intensive Care Coordination**



\*Beginning 1/1/2016, MassHealth began an alternative payment methodology (APM) pilot with 12 out of the 32 CSAs in which they receive a bundled day rate for ICC and FS&T services. The data on this slide only captures the remaining 20 CSAs who continue to bill for ICC in 15 billing units.



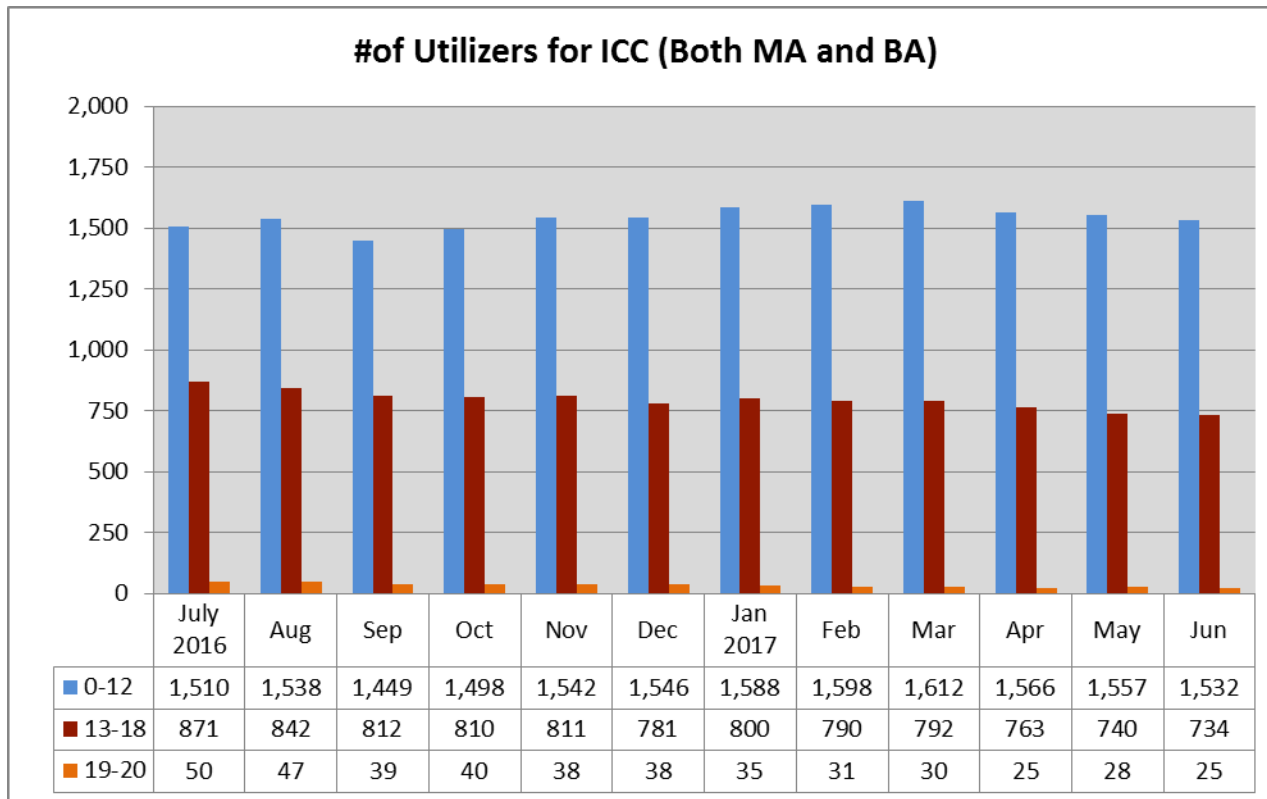
**Number of Members Using Intensive Care Coordination  
by Month and Age with  
Average Hours of Service Utilization Per Utilizer  
July 1, 2016 through June 30, 2017**





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

July 1, 2016 through June 30, 2017

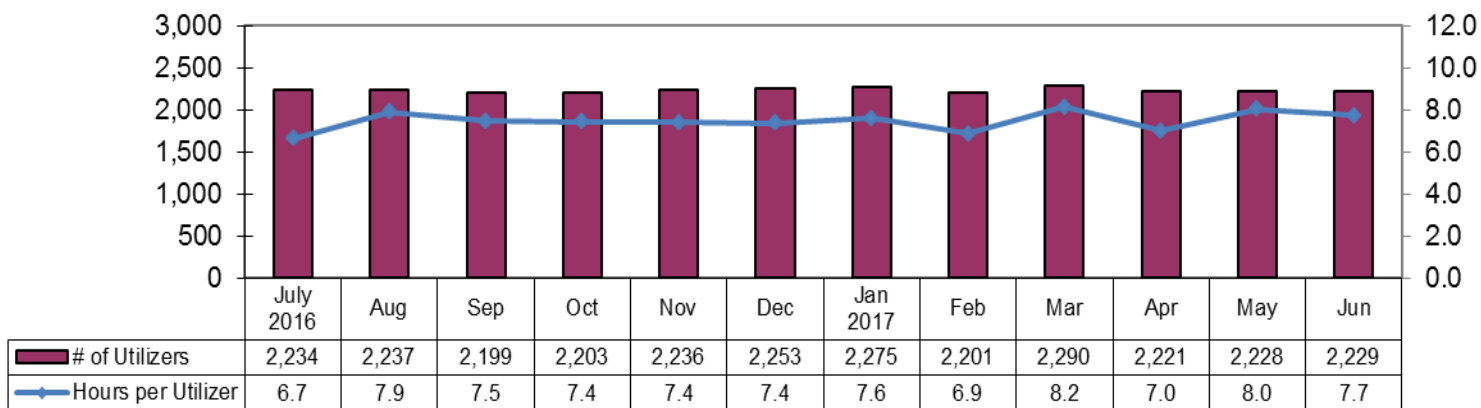




## Number of Members Using Family Support and Training by Month with Average Hours of Service Utilization Per Utilizer\*

July 1, 2016 through June 30, 2017

**Hours and Utilizers - Family Support and Training**

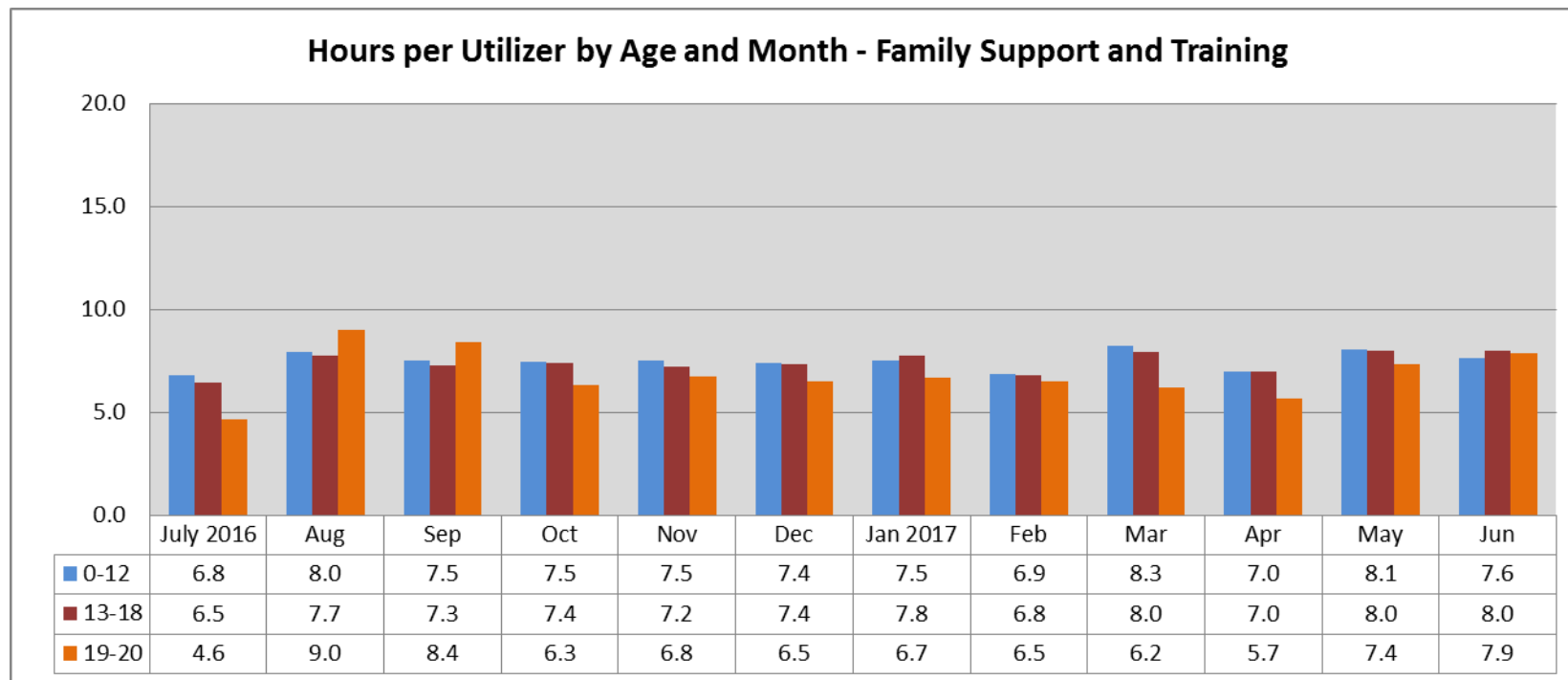


\*Beginning 1/1/2016, MassHealth began an alternative payment methodology (APM) pilot with 12 out of the 32 CSAs in which they receive a bundled day rate for ICC and FS&T services. The data on this slide only captures the remaining 20 CSAs who continue to bill for ICC in 15 minute units.





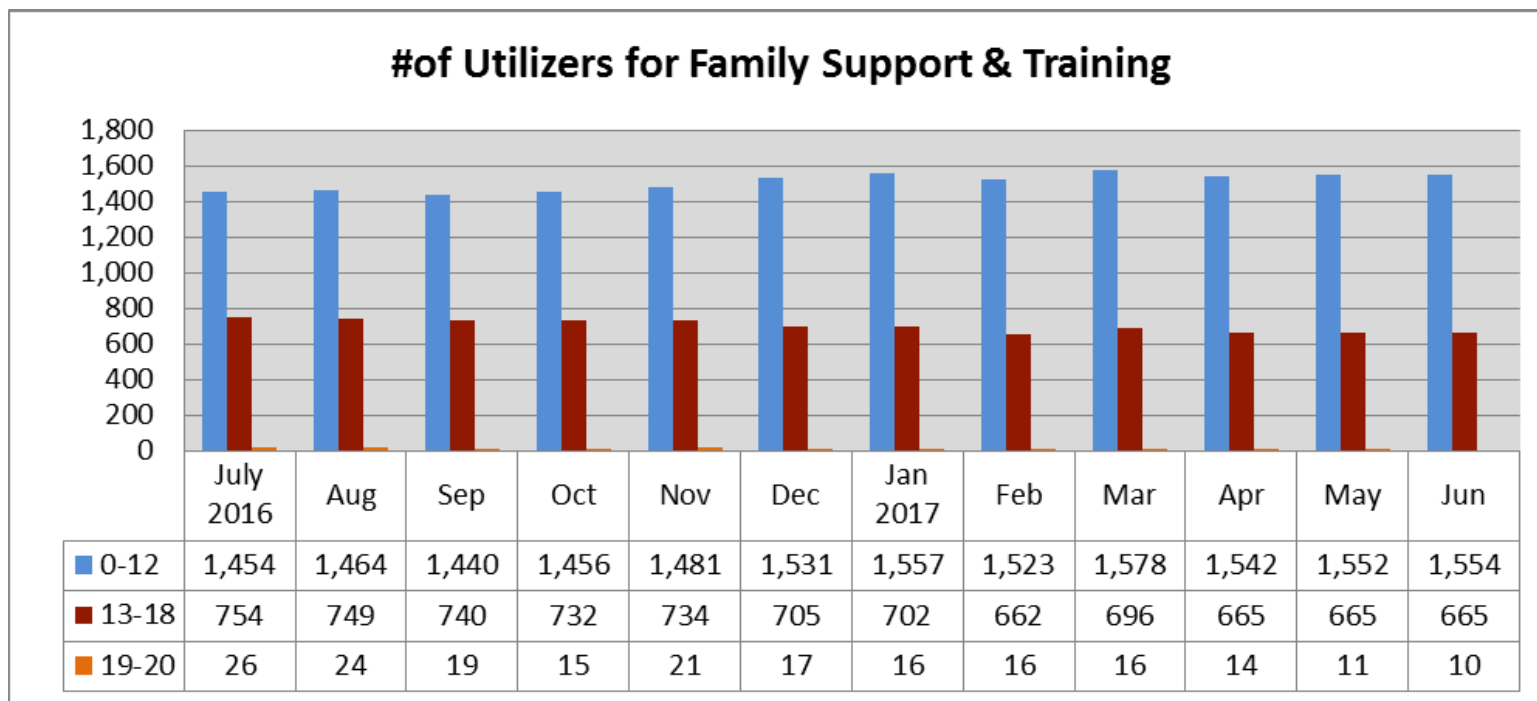
**Members Using Family Support and Training  
by Month and Age with  
Average Hours of Service Utilization Per Utilizer\*  
July 1, 2016 through Dec 31, 2016**





## Number of Members Using Family Support and Training by Month and Age\*

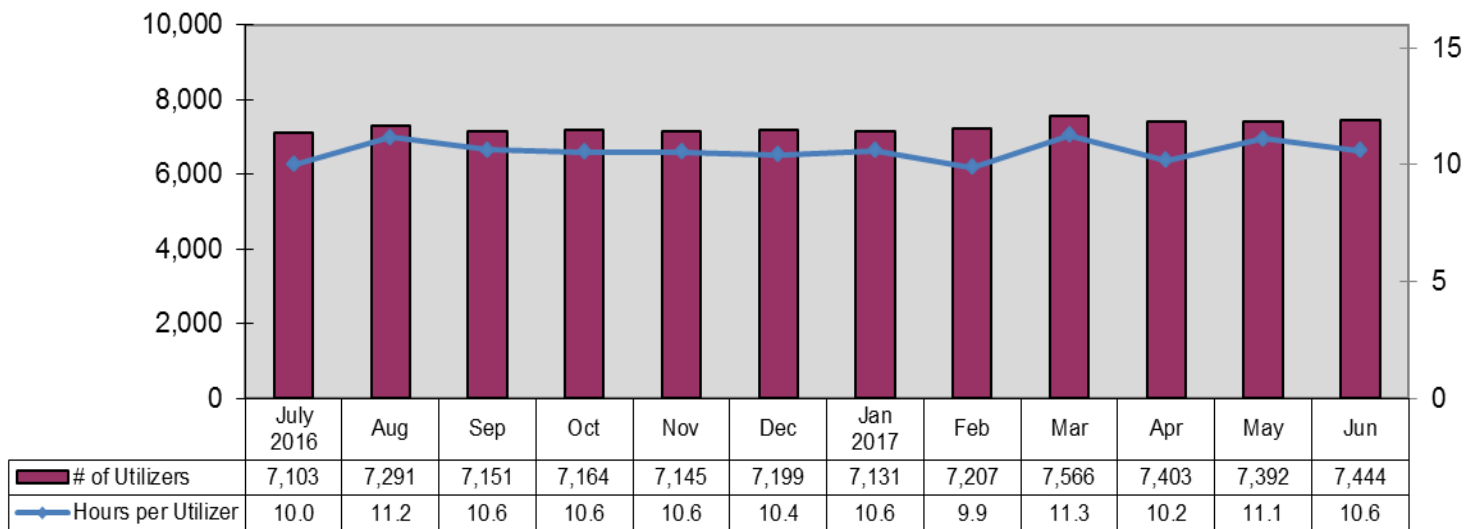
July 1, 2016 through June 30, 2017





# **Number of Members Using In-Home Therapy by Month with Average Hours of Service Utilization Per Utilizer\*** July 1, 2016 through June 30, 2017

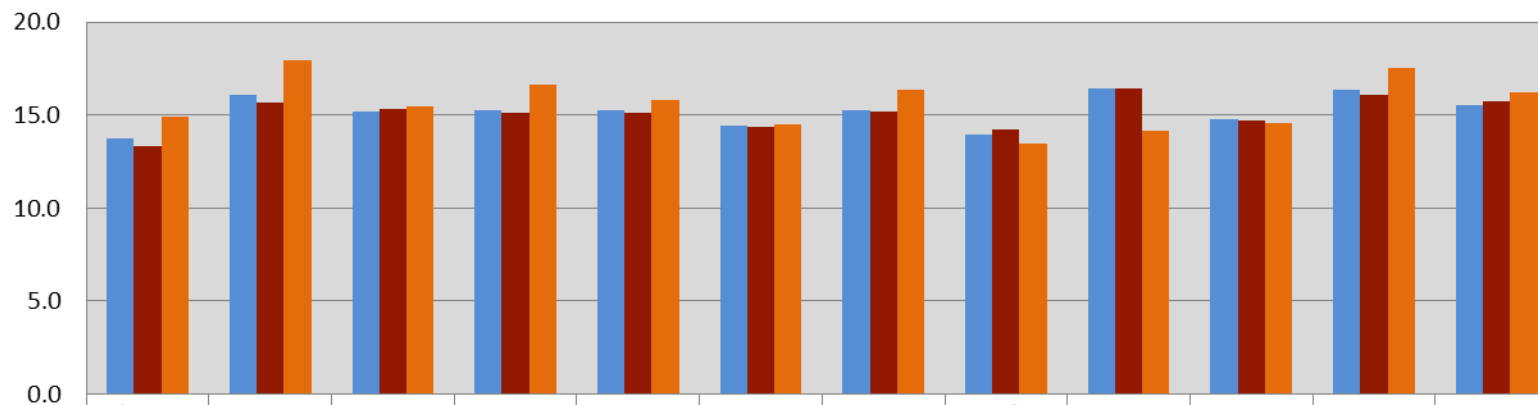
**Hours and Utilizers - In-Home Therapy**





**Number of Members Using In-Home Therapy  
by Month and Age with  
Average Hours of Service Utilization Per Utilizer  
July 1, 2016 through June 30, 2017**

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



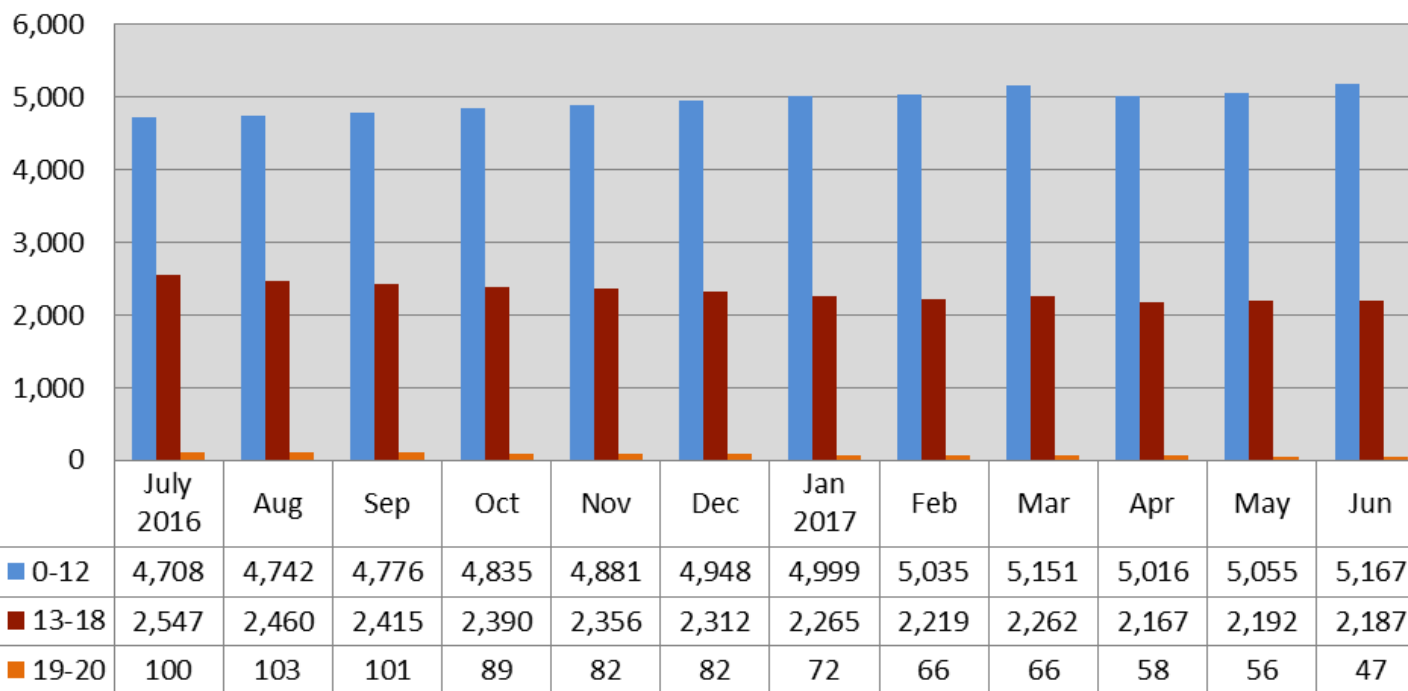
■ 0-12	July 2016	Aug	Sep	Oct	Nov	Dec	Jan 2017	Feb	Mar	Apr	May	Jun
■ 13-18	13.7	16.1	15.2	15.2	15.3	14.4	15.2	14.0	16.4	14.8	16.4	15.5
■ 19-20	13.3	15.7	15.3	15.1	15.1	14.4	15.2	14.2	16.4	14.7	16.1	15.8
	15	18	16	17	16	15	16	13	14	15	18	16



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

July 1, 2016 through June 30, 2017

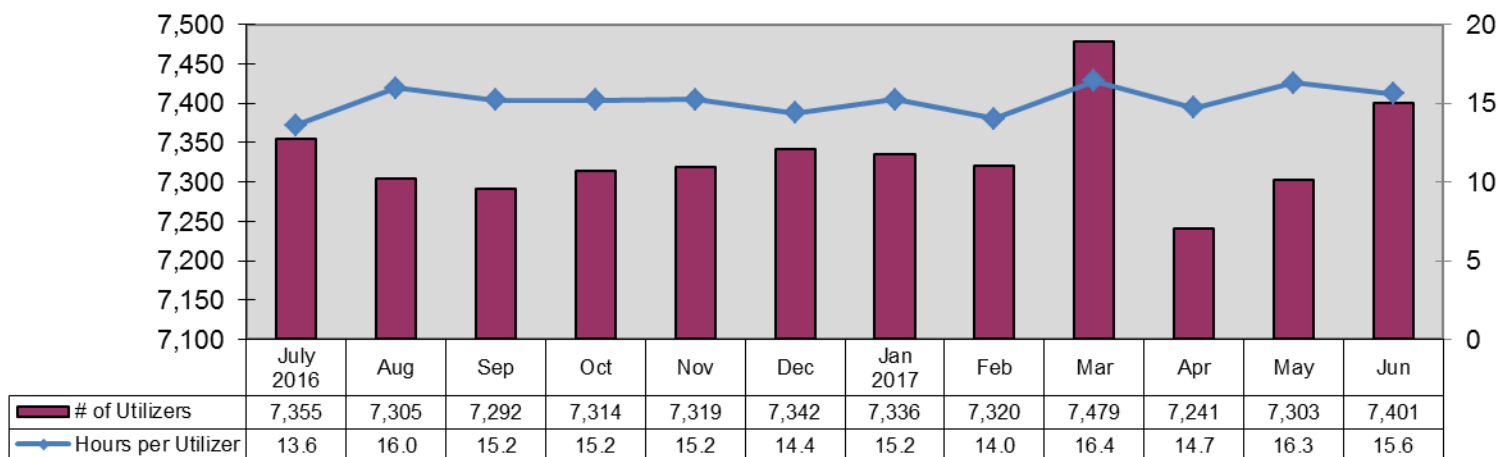
**#of Utilizers for All In Home Therapy**





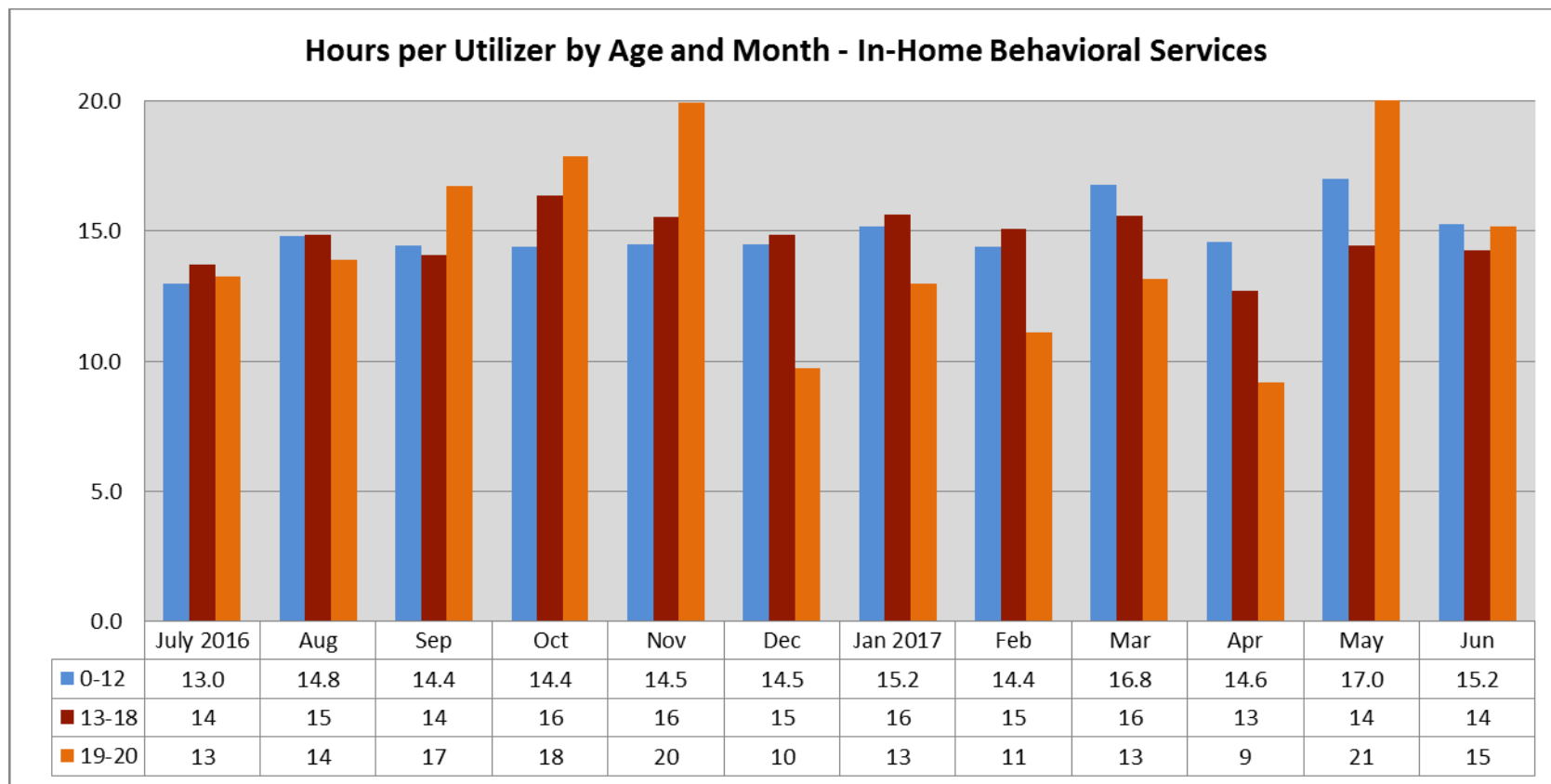
# **Number of Members Using In-Home Behavioral Services by Month with Average Hours of Service Utilization Per Utilizer July 1, 2016 through June 30, 2017**

**Hours and Utilizers - In-Home Behavioral Services**





**Number of Members Using In-Home Behavioral Services  
by Month and Age with  
Average Hours of Service Utilization Per Utilizer  
July 1, 2016 through June 30, 2017**

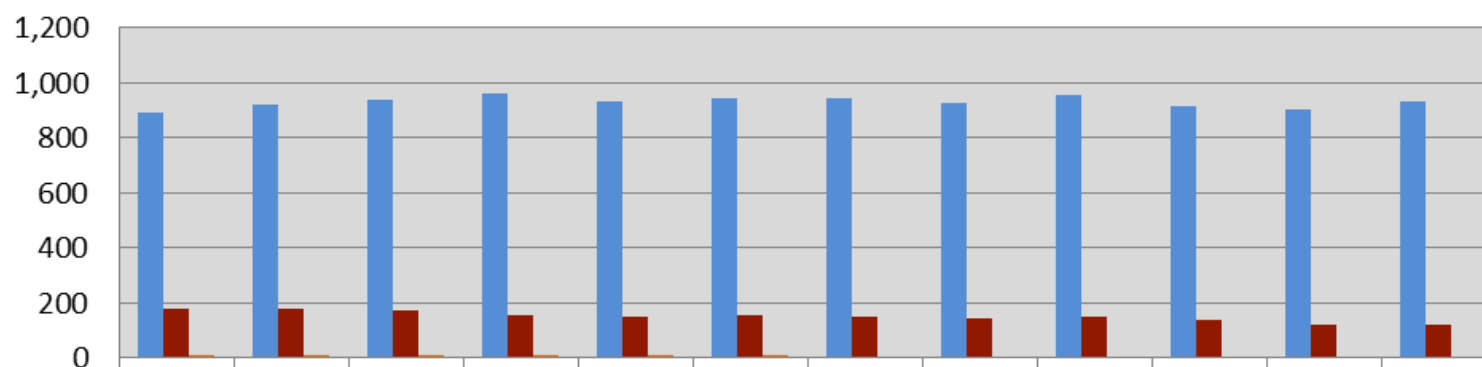




## Number of Members Using In-Home Behavioral Services by Month and Age

July 1, 2016 through June 30, 2017

**#of Utilizers for All In-Home Behavioral Services**



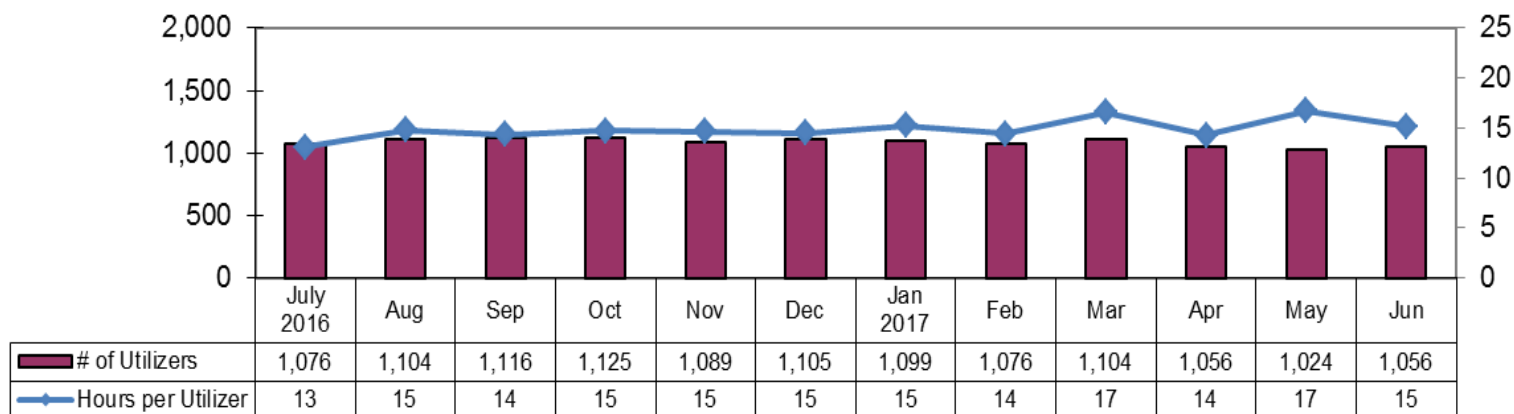
■ 0-12	891	920	938	959	933	941	943	927	953	916	902	932
■ 13-18	177	176	170	157	147	155	150	144	148	136	118	120
■ 19-20	8	8	8	9	9	9	6	5	3	4	4	4





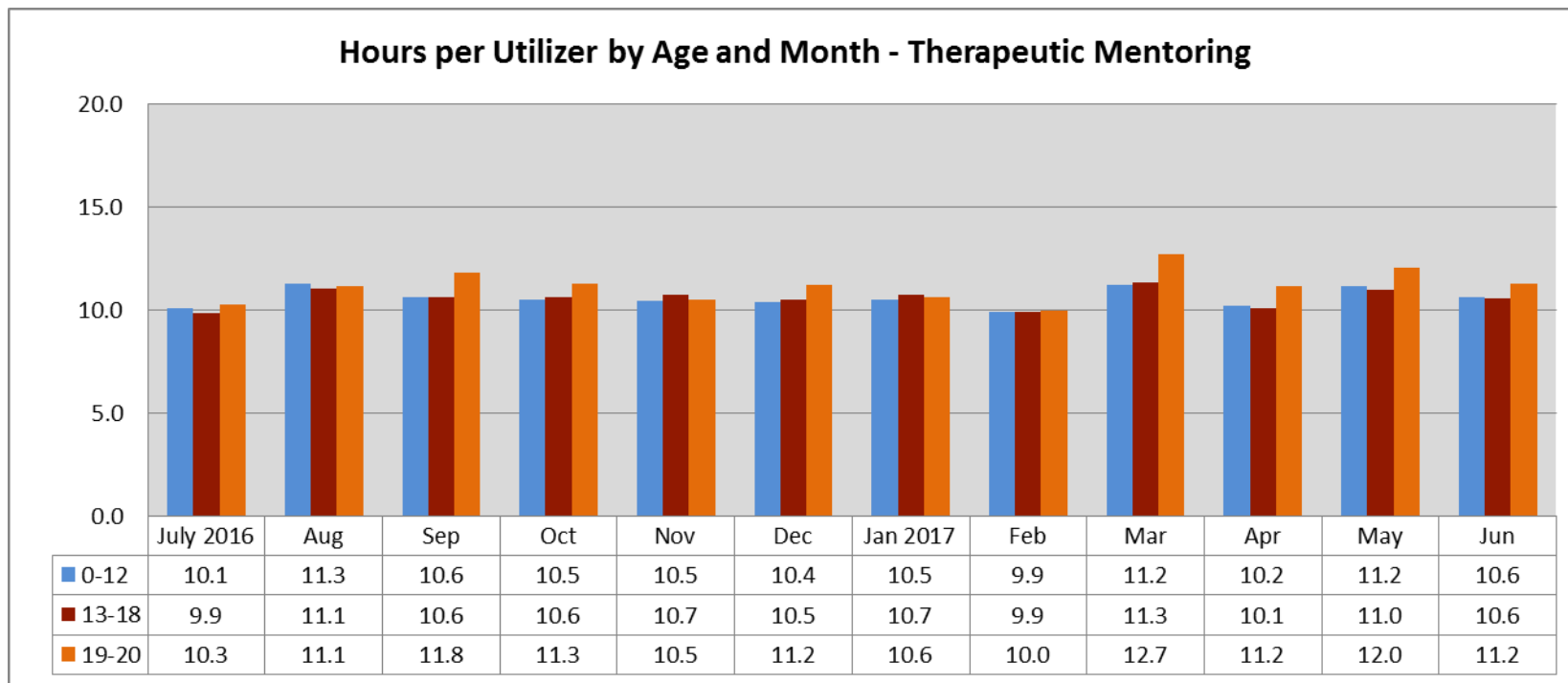
**Number of Members Using Therapeutic Mentoring  
by Month with  
Average Hours of Service Utilization Per Utilizer  
July 1, 2016 through June 30, 2017**

**Hours and Utilizers - Therapeutic Mentoring**





**Number of Members Using Therapeutic Mentoring  
by Month and Age with  
Average Hours of Service Utilization Per Utilizer  
July 1, 2016 through June 30, 2017**

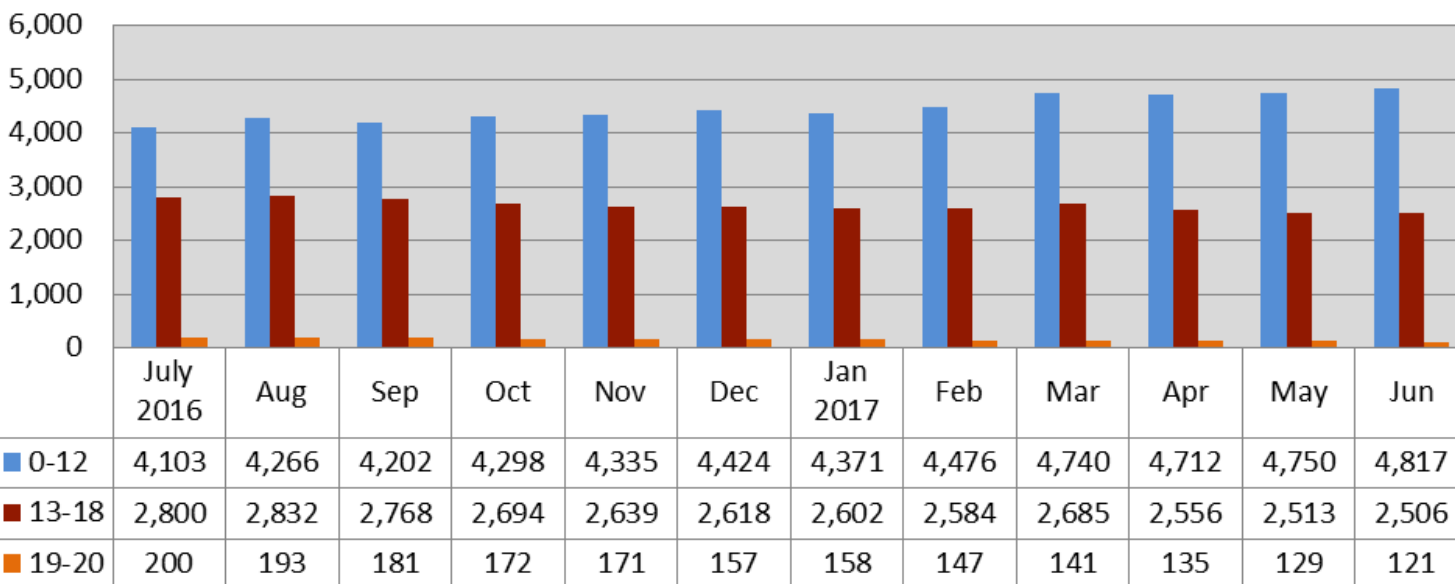




## Number of Members Using Therapeutic Mentoring by Month and Age

July 1, 2016 through June 30, 2017

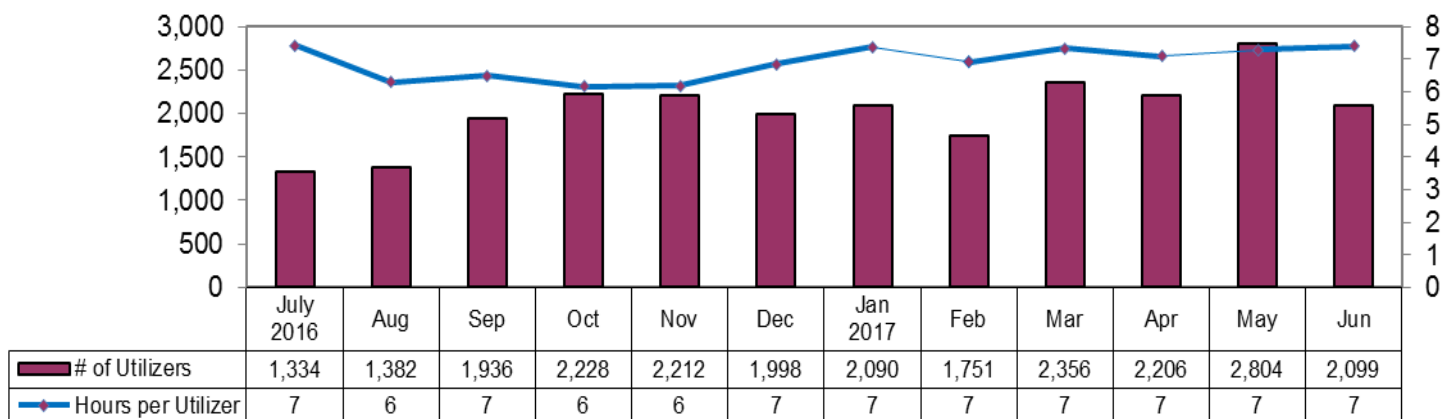
**#of Utilizers for Therapeutic mentoring**





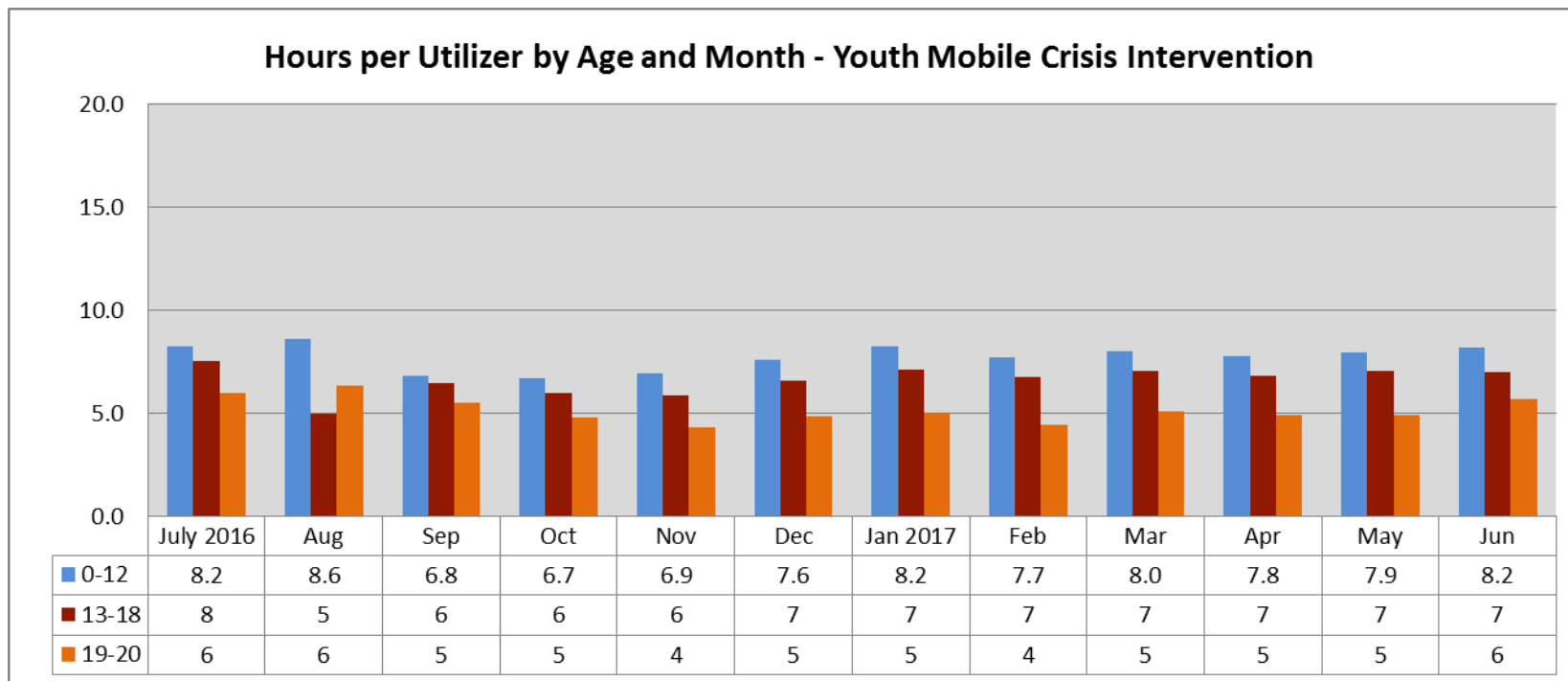
# **Number of Members Using Youth Mobile Crisis Intervention by Month with Average Hours of Service Utilization Per Utilizer July 1, 2016 through June 30, 2017**

**Hours and Utilizers - Youth Mobile Crisis Intervention**





**Number of Members Using Youth Mobile Crisis Intervention  
by Month and Age with  
Average Hours of Service Utilization Per Utilizer  
July 1, 2016 through June 30, 2017**

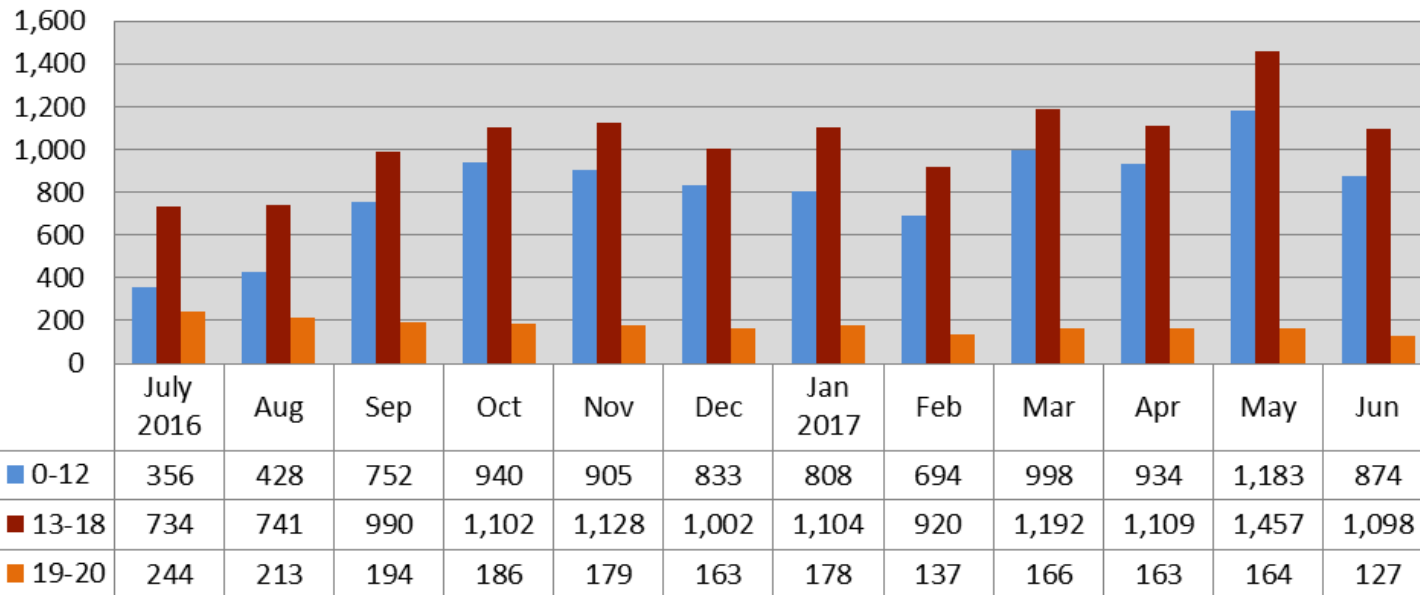




## Number of Members Using Youth Mobile Crisis Intervention by Month and Age

July 1, 2016 through June 30, 2017

### #of Utilizers for All Youth Mobile Crisis Intervention





**Percentage of Members Receiving Intensive Care Coordination  
Accessing Other Behavioral Health Services**  
July 1, 2016 through June 30, 2017

- 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, 2016 through June 30, 2017

**Table 2**

Percentage of ICC Utilizers Accessing other Behavioral Health Services									
FY2017	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-2016	2433	3.1%	1.2%	53.5%	72.5%	4.1%	30.5%	11.4%	40.2%
Aug-2016	2428	2.3%	1.3%	54.6%	73.8%	4.1%	31.2%	11.5%	42.8%
Sep-2016	2301	3.0%	1.0%	57.5%	75.1%	6.6%	32.6%	12.0%	44.4%
Oct-2016	2348	3.7%	1.3%	57.4%	74.2%	6.9%	31.4%	11.8%	43.7%
Nov-2016	2392	3.5%	1.1%	64.8%	74.6%	7.6%	31.2%	10.9%	42.7%
Dec-2016	2365	3.8%	1.4%	56.2%	75.0%	7.1%	30.6%	11.0%	41.9%
Jan-2017	2424	3.9%	1.5%	57.7%	74.6%	7.7%	31.4%	10.8%	39.7%
Feb-2017	2418	3.4%	1.1%	56.1%	72.6%	6.1%	31.0%	10.4%	41.0%
Mar-2017	2434	3.6%	1.5%	58.5%	74.9%	7.8%	31.2%	10.7%	42.3%
Apr-2017	2354	4.0%	2.0%	56.6%	74.1%	7.1%	30.3%	10.8%	41.7%
May-2017	2325	3.7%	1.2%	56.8%	73.9%	9.3%	30.5%	10.9%	41.2%
Jun-2017	2288	3.5%	1.4%	55.5%	75.7%	7.3%	30.2%	10.4%	41.9%





**Average Hours of Behavioral Health Services**  
**Accessed by Members Receiving Intensive Care Coordination**  
**July 1, 2016 through June 30, 2017**

- 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, 2016 through June 30, 2017**

**Table 3**

Average Hours of Behavioral Health Services Accessed Per ICC Utilizer											
Mean Hours per ICC Utilizer per Month											Mean Days per ICC Utilizer per Month
FY 2017	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-2016	2433	7.57	7.89	6.67	10.69	8.14	8.70	7.28	10.16	6.82	11.99
Aug-2016	2428	8.53	8.96	7.88	12.10	9.75	9.89	8.13	11.28	6.28	12.86
Sep-2016	2301	8.97	9.17	7.48	11.39	9.36	10.09	8.12	11.04	6.29	10.33
Oct-2016	2348	8.96	9.01	7.40	11.75	9.00	10.78	8.10	10.99	6.44	10.48
Nov-2016	2392	8.83	8.96	7.41	11.71	8.99	10.04	8.65	10.82	6.68	11.78
Dec-2016	2365	8.33	8.83	7.45	11.50	8.56	10.35	8.05	10.66	6.43	11.16
Jan-2017	2424	8.72	8.89	7.78	11.88	9.57	10.68	8.18	11.07	6.90	10.46
Feb-2017	2418	8.15	8.09	7.00	10.91	8.99	10.26	7.51	10.11	6.17	10.08
Mar-2017	2434	9.36	9.55	8.14	12.44	10.12	11.80	8.83	11.73	6.22	12.33
Apr-2017	2354	8.20	8.26	7.01	11.20	9.40	10.16	6.88	10.40	6.99	10.52
May-2017	2325	9.28	9.91	7.99	12.53	10.05	11.60	8.98	11.42	6.04	11.41
Jun-2017	2288	9.11	9.26	7.84	12.88	10.17	10.83	8.22	10.85	7.18	10.40