

A decorative graphic on the left side of the slide consists of several vertical bars of varying heights and widths, and a cluster of blue circles of different sizes. One of the circles contains the number '1'.

A COLLABORATIVE REPORT OF NORTHSTAR SYSTEM PERFORMANCE AND TRENDING DATA

December 23, 2015

DSHS, NTBHA, ValueOptions

PERFORMANCE MEASURES: WHAT IS BEING MEASURED AND WHAT DATA ARE BEING USED?

Measures:

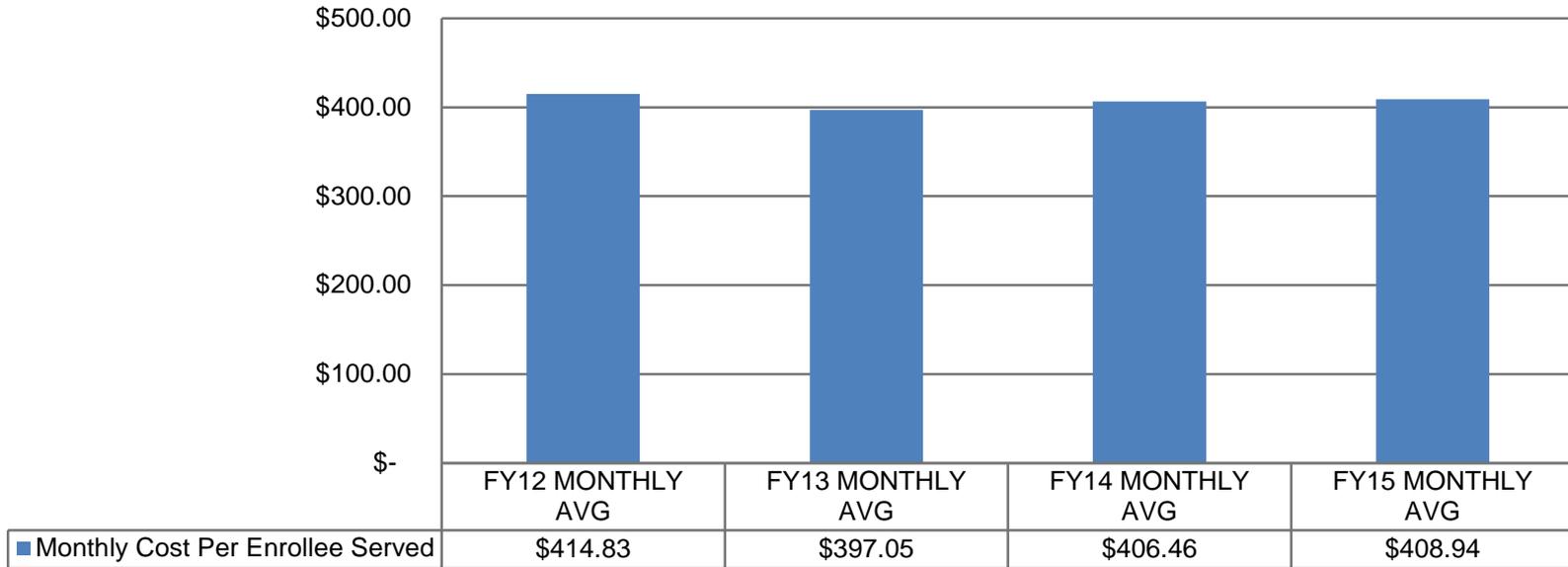
- Financial data-medical loss ratio, cost per person, acute costs relative to overall Costs
- Service penetration: Numbers served
- Clinical measures
- Acuity rates relative to persons served in non-acute services, overall and by SPN
- Mobile Crisis calls and face-to-face encounters
- Mobile Crisis diversion and provider engagement
- Complaints and appeals
- Utilization management
- Provider network activity
- NorthSTAR Member Satisfaction Survey

Data Sources:

NorthSTAR enrollment system, DSHS performance measures reports, paid claims data (services and medications), ValueOptions financial and utilization management reports, state hospital data system, complaints and appeals data collection system

Caveats to the Data: *Generally*, data represented in graphs or tables are incomplete in the last 1-2 months or latest fiscal quarter.

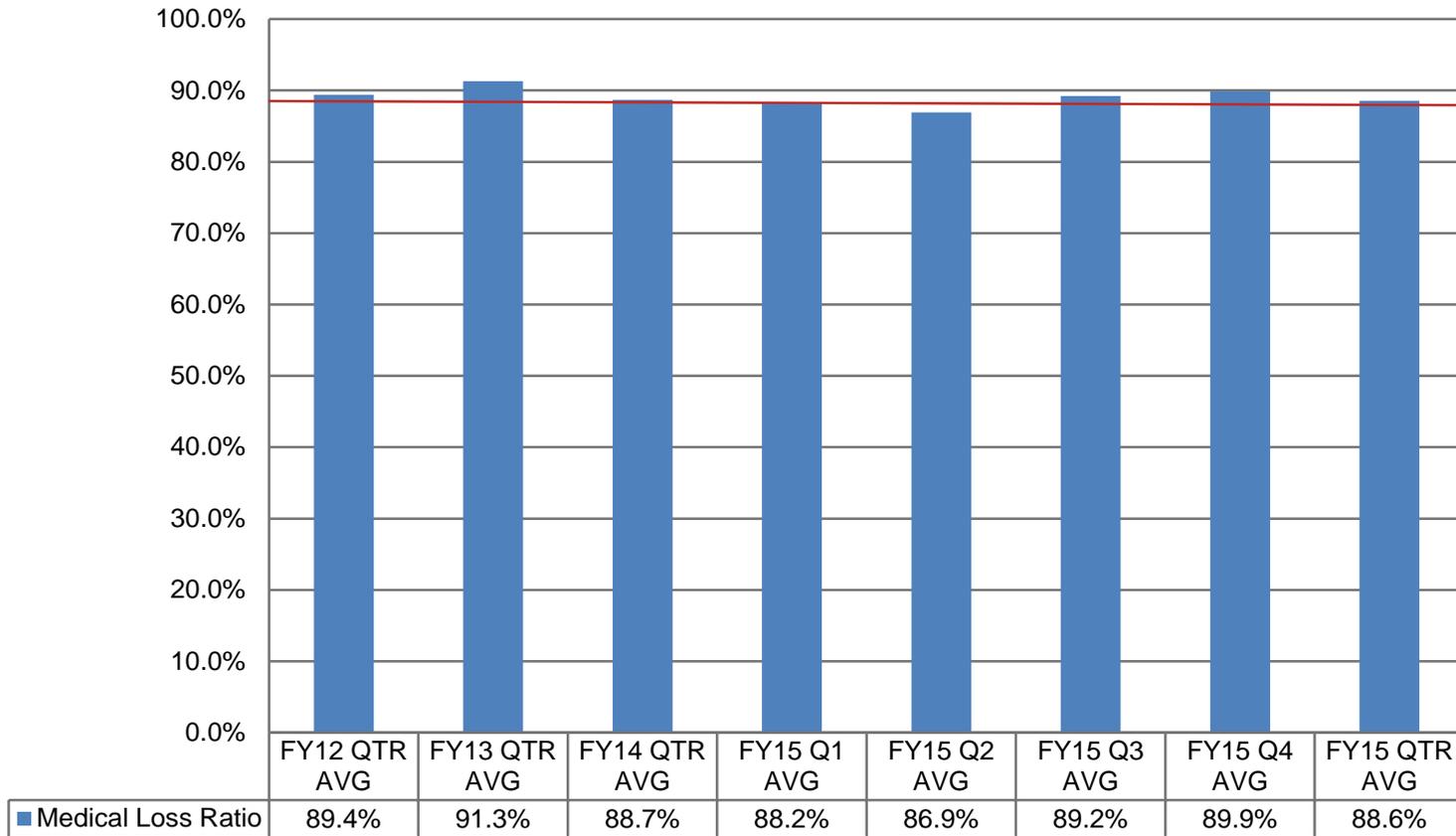
FINANCIAL PERFORMANCE



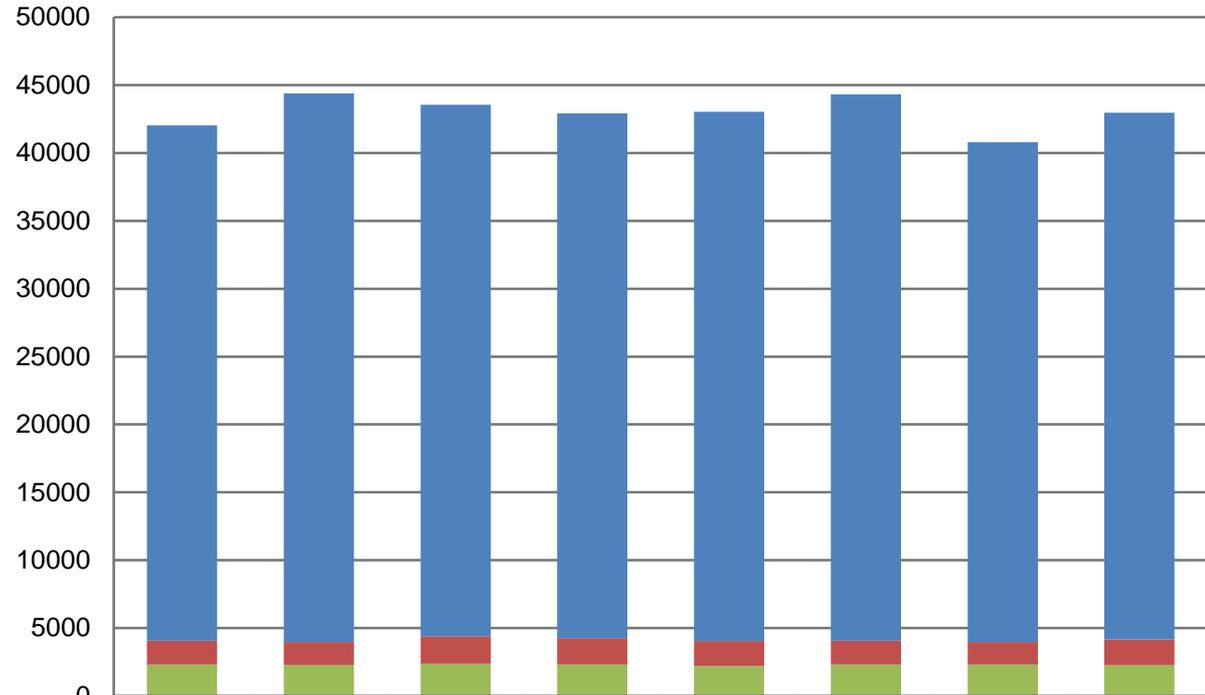
	FY12	FY13	FY14	FY15
Enrollees Served (MH and SUD)	71,997	74,291	73,025	71,913
Funding	\$127,157,057	\$131,323,262	\$131,095,441	\$128,773,018
Annual Funding per Enrollee Served	\$1,766	\$1,768	\$1,795	\$1,791

MEDICAL LOSS RATIO

Floor level of expenditures is 88%



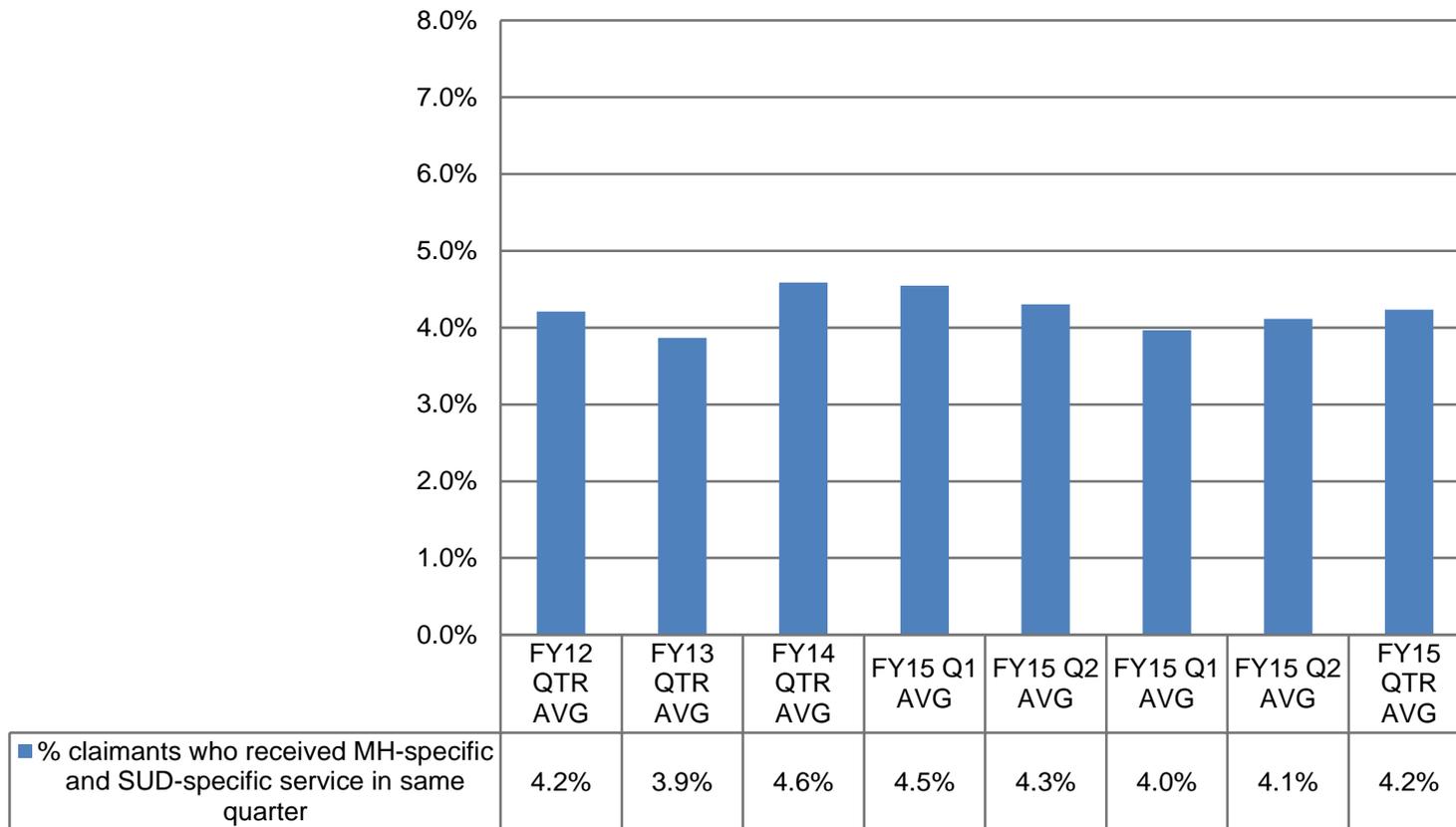
NUMBER OF ENROLLEES SERVED PER QUARTER



	FY12 QTR AVG	FY13 QTR AVG	FY14 QTR AVG	FY15 QTR Q1	FY15 QTR Q2	FY15 QTR Q3	FY15 QTR Q4	FY15 QTR AVG
■ Enrollees Served in MH Services Only	37943	40403	39153	38642	38989	40233	36796	38816
■ Enrollees Served in MH and SUD Services	1769	1717	1997	1950	1852	1757	1678	1901
■ Enrollees Served in SUD Services Only	2312	2266	2390	2317	2201	2323	2309	2259
Total Enrollees Served	42023	44385	43540	42909	43042	44313	40783	42976

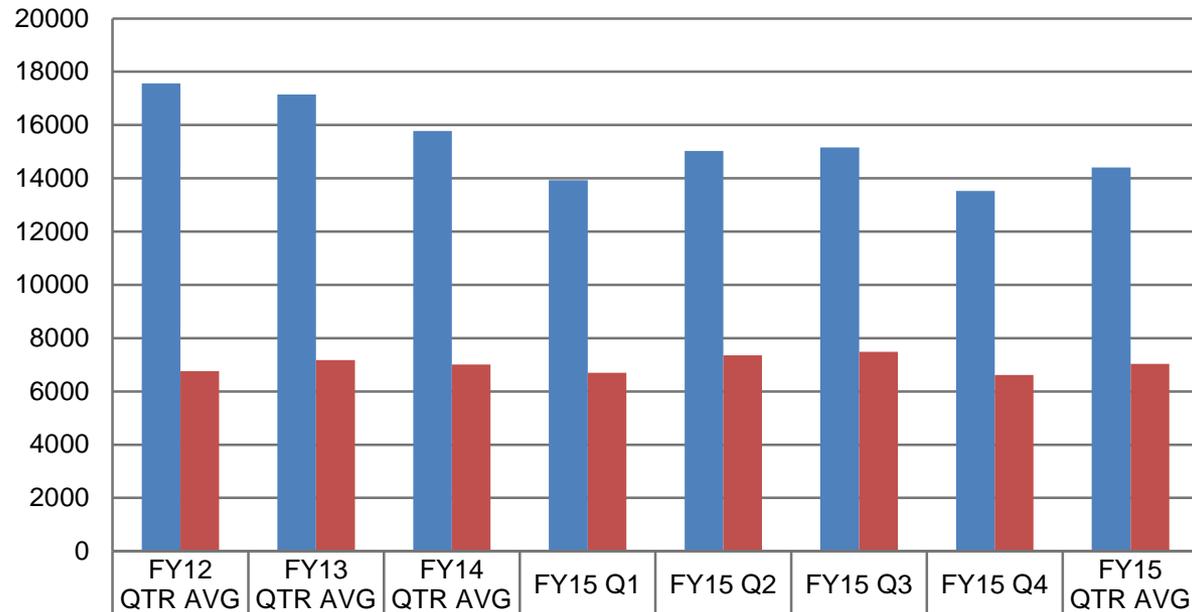
Note: SUD-specific services are those in CD Residential or CD Non Residential or those in ER, 23 hour observation, community inpatient or community inpatient services with a diagnosis of Alcohol Related Disorders or Drug Related Disorders. All other services are considered mental health services for the context of this report.

MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES



Note: SUD-specific services are those in CD Residential or CD Non Residential or those in ER, 23 hour observation, community inpatient or community inpatient services with a diagnosis of Alcohol Related Disorders or Drug Related Disorders.

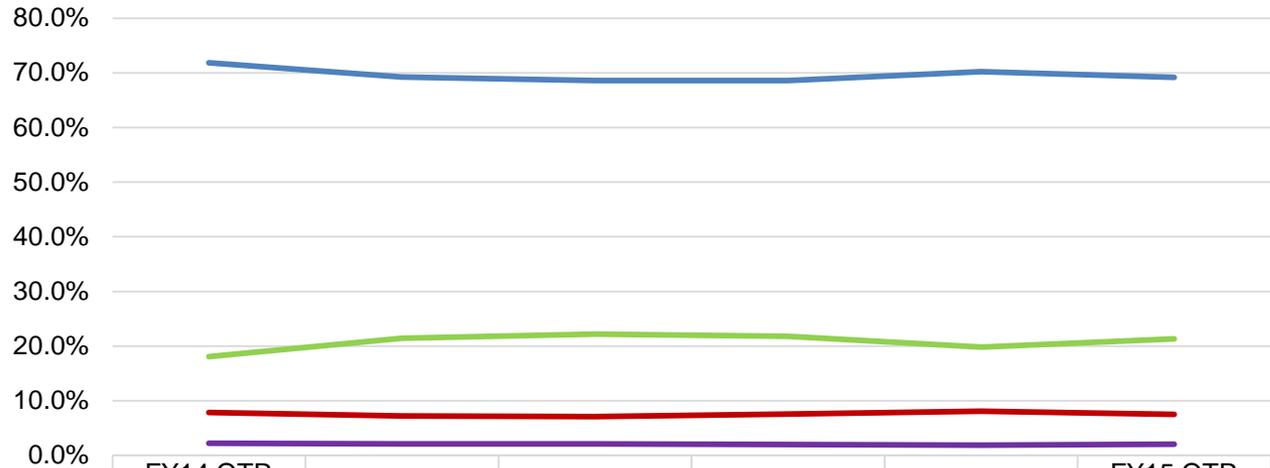
ENROLLEES PER QUARTER WHO RECEIVED A PRESCRIPTION PAID FOR BY VALUEOPTIONS



■ Enrollees with a Medication Paid for by ValueOptions	17561	17149	15780	13929	15029	15155	13530	14411
■ Enrollees with a New Generation Antipsychotic Medication Paid for by ValueOptions	6762	7173	7007	6704	7357	7480	6611	7038

DISTRIBUTION OF SERVICE PACKAGES

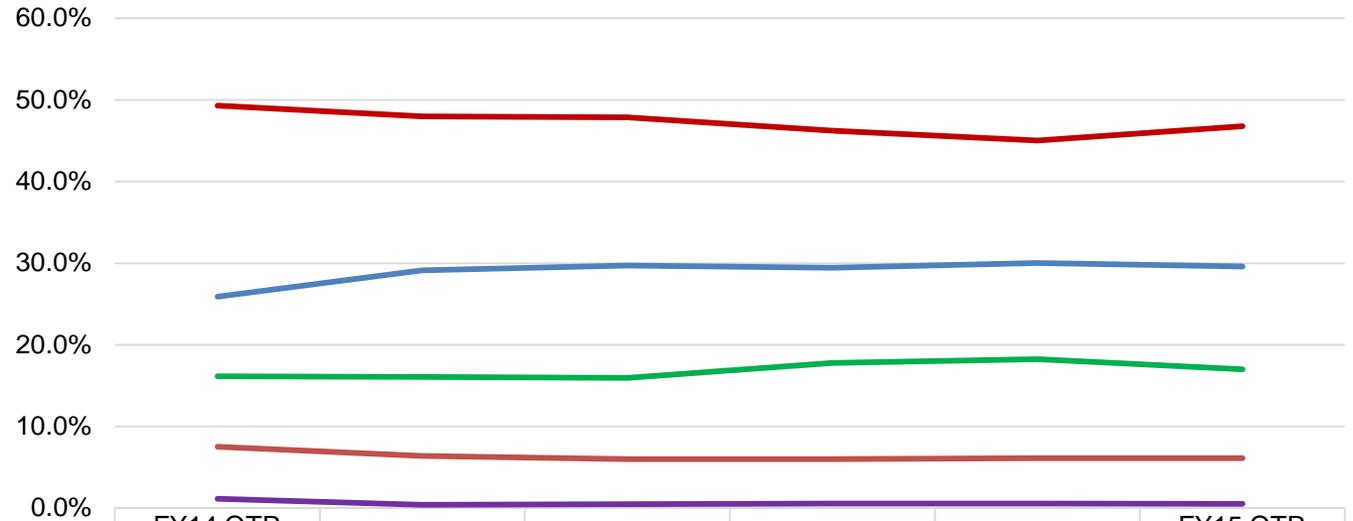
Adult Service Packages



	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG	FY15 Q3 AVG	FY15 Q4 AVG	FY15 QTR AVG
— LOC 1: Basic Services - Skills Training	71.9%	69.3%	68.6%	68.6%	70.2%	69.2%
— LOC 2: Basic Services (Including Counseling)	7.8%	7.2%	7.1%	7.6%	8.1%	7.5%
— LOC 3: Intensive Services (With Team Approach)	18.1%	21.4%	22.2%	21.8%	19.8%	21.3%
— LOC 4: Assertive Community Treatment (ACT)	2.2%	2.1%	2.1%	2.0%	1.9%	2.0%

DISTRIBUTION OF SERVICE PACKAGES

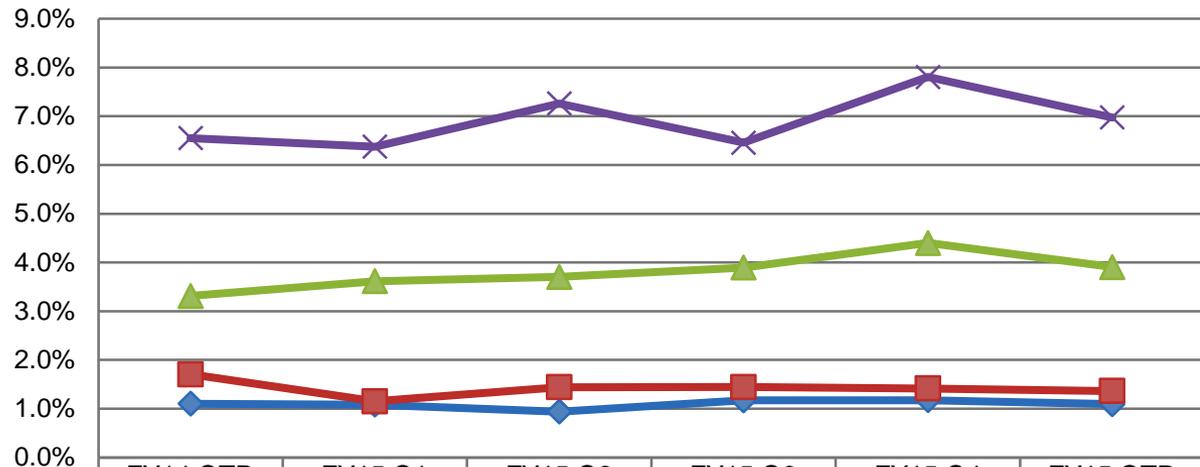
Youth Service Packages



	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG	FY15 Q3 AVG	FY15 Q4 AVG	FY15 QTR AVG
LOC -1: Medication Management	25.9%	29.1%	29.7%	29.4%	30.0%	29.6%
LOC -2: Targeted Services	49.3%	48.0%	47.8%	46.2%	45.0%	46.8%
LOC -3: Complex Services	16.2%	16.1%	15.9%	17.8%	18.3%	17.0%
LOC -4: Intensive Family Services	1.1%	0.4%	0.5%	0.6%	0.6%	0.5%
LOC -YC: Young Child	7.5%	6.4%	6.0%	6.0%	6.1%	6.1%

ACUTE CARE BY LOCA

Adults

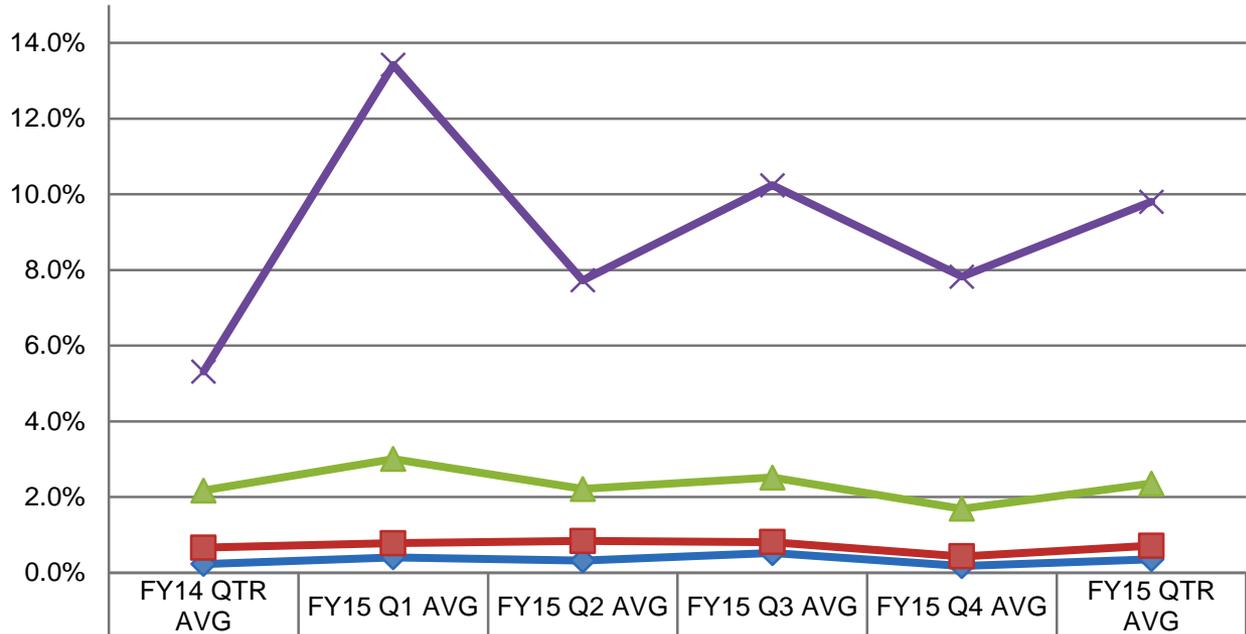


	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG	FY15 Q3 AVG	FY15 Q4 AVG	FY15 QTR AVG
LOC 1S: Basic Services - Skills Training	1.1%	1.1%	0.9%	1.2%	1.2%	1.1%
LOC 2: Basic Services (Including Counseling)	1.7%	1.2%	1.4%	1.4%	1.4%	1.4%
LOC 3: Intensive Services (With Team Approach)	3.3%	3.6%	3.7%	3.9%	4.4%	3.9%
LOC 4: Assertive Community Treatment (ACT)	6.6%	6.4%	7.3%	6.5%	7.8%	7.0%

Note: Includes enrollees served in ER, 23 Hour Observation and Community Inpatient as a percentage of enrollees with a LOCA within the month.

ACUTE CARE BY LOCA – CONT.

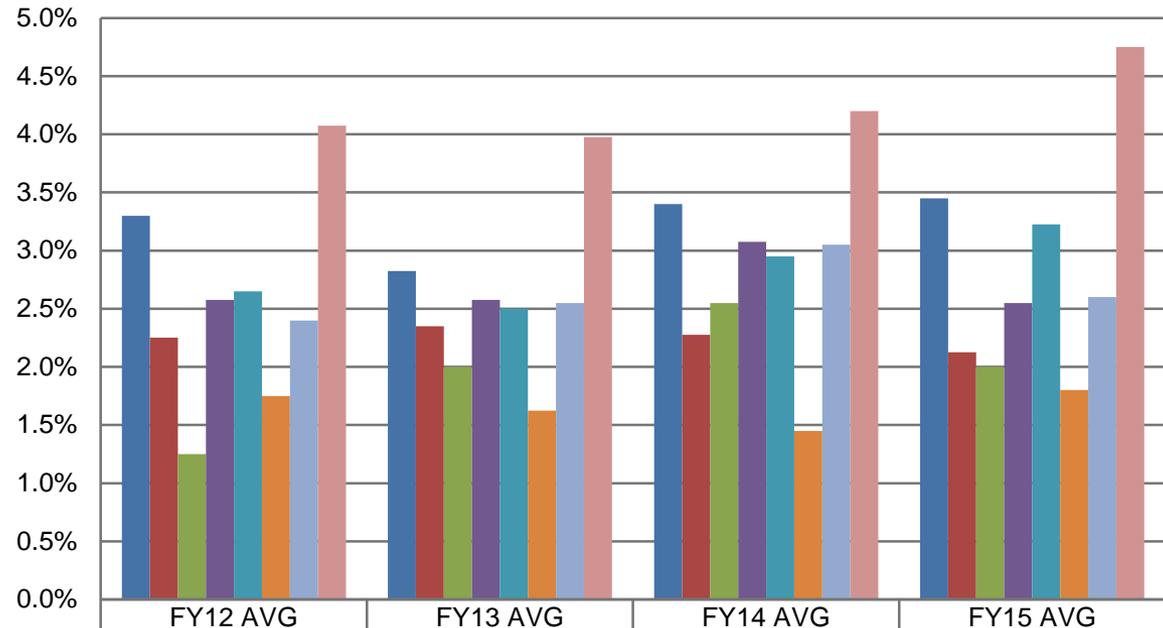
Youth



	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG	FY15 Q3 AVG	FY15 Q4 AVG	FY15 QTR AVG
LOC -1: Medication Management	0.2%	0.4%	0.3%	0.5%	0.2%	0.4%
LOC -2: Targeted Services	0.7%	0.8%	0.8%	0.8%	0.4%	0.7%
LOC -3: Complex Services	2.2%	3.0%	2.2%	2.5%	1.7%	2.4%
LOC -4: Intensive Family Services	5.3%	13.4%	7.7%	10.2%	7.8%	9.8%

Note: Youth service packages changed significantly in SFY14. Includes enrollees served in ER, 23 Hour Observation and Community Inpatient as a percentage of enrollees with a LOCA within the month.

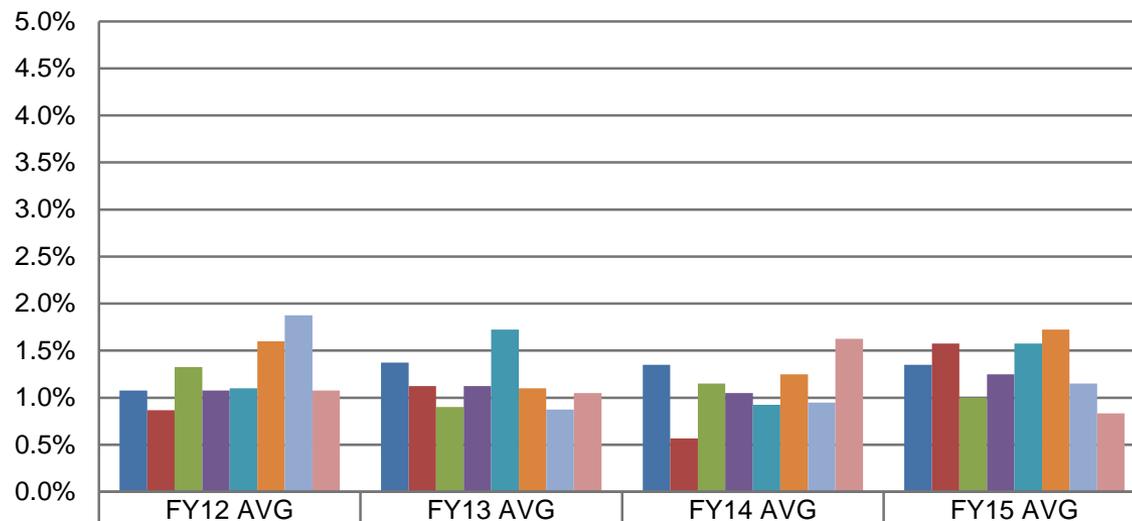
ADULT ACUTE RATES BY SPN



	FY12 AVG	FY13 AVG	FY14 AVG	FY15 AVG
■ ABC BEHAVIORAL HEALTH LLC	3.3%	2.8%	3.4%	3.5%
■ ADAPT OF TEXAS INC	2.3%	2.4%	2.3%	2.1%
■ CENTRO DE MI SALUD LLC	1.3%	2.0%	2.6%	2.0%
■ CHILD AND FAMILY GUIDANCE CENTER	2.6%	2.6%	3.1%	2.6%
■ DALLAS METROCARE SERVICES	2.7%	2.5%	3.0%	3.2%
■ LAKES REGIONAL MHMR CENTER	1.8%	1.6%	1.5%	1.8%
■ LIFE PATH SYSTEMS	2.4%	2.6%	3.1%	2.6%
■ LIFENET COMMUNITY BEHAVIORAL HEALTH	4.1%	4.0%	4.2%	4.8%

Note: Table shows enrollees with a LOCA and a subsequent acute encounter within the same quarter as a percentage of all enrollees with a LOCA within the quarter. *Data reflects encounters that occurred after the level of care was assigned.*

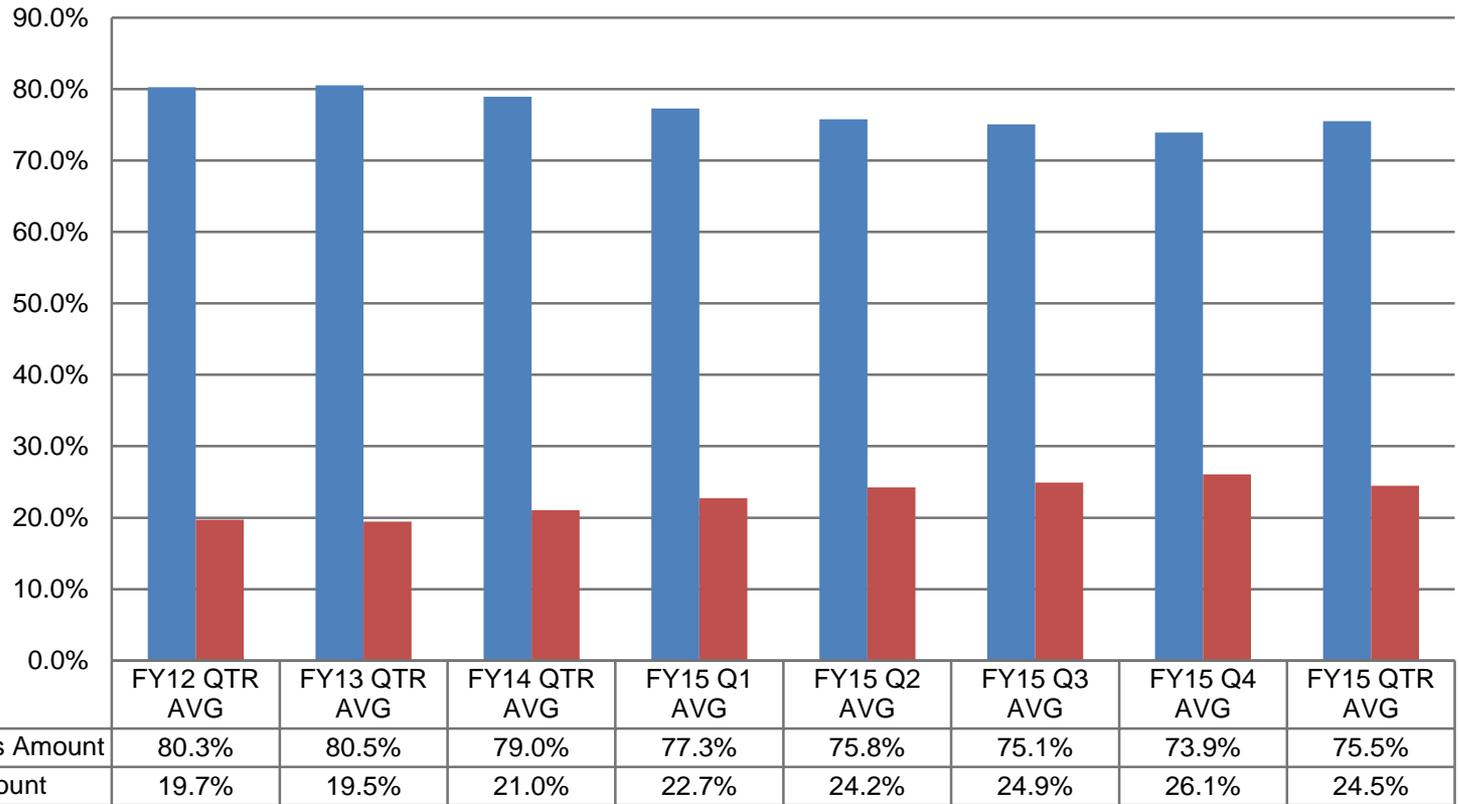
YOUTH ACUTE RATES BY SPN



	FY12 AVG	FY13 AVG	FY14 AVG	FY15 AVG
■ ADAPT OF TEXAS INC	1.1%	1.4%	1.4%	1.4%
■ CENTRO DE MI SALUD LLC	0.9%	1.1%	0.6%	1.6%
■ CHILD AND FAMILY GUIDANCE CENTER	1.3%	0.9%	1.2%	1.0%
■ DALLAS METROCARE SERVICES	1.1%	1.1%	1.1%	1.3%
■ LAKES REGIONAL MHMR CENTER	1.1%	1.7%	0.9%	1.6%
■ LIFE PATH SYSTEMS	1.6%	1.1%	1.3%	1.7%
■ PROVIDENCE SERVICE CORP OF TEXAS	1.9%	0.9%	1.0%	1.2%
■ YOUTH ADVOCATE PROGRAMS INC	1.1%	1.1%	1.6%	0.8%

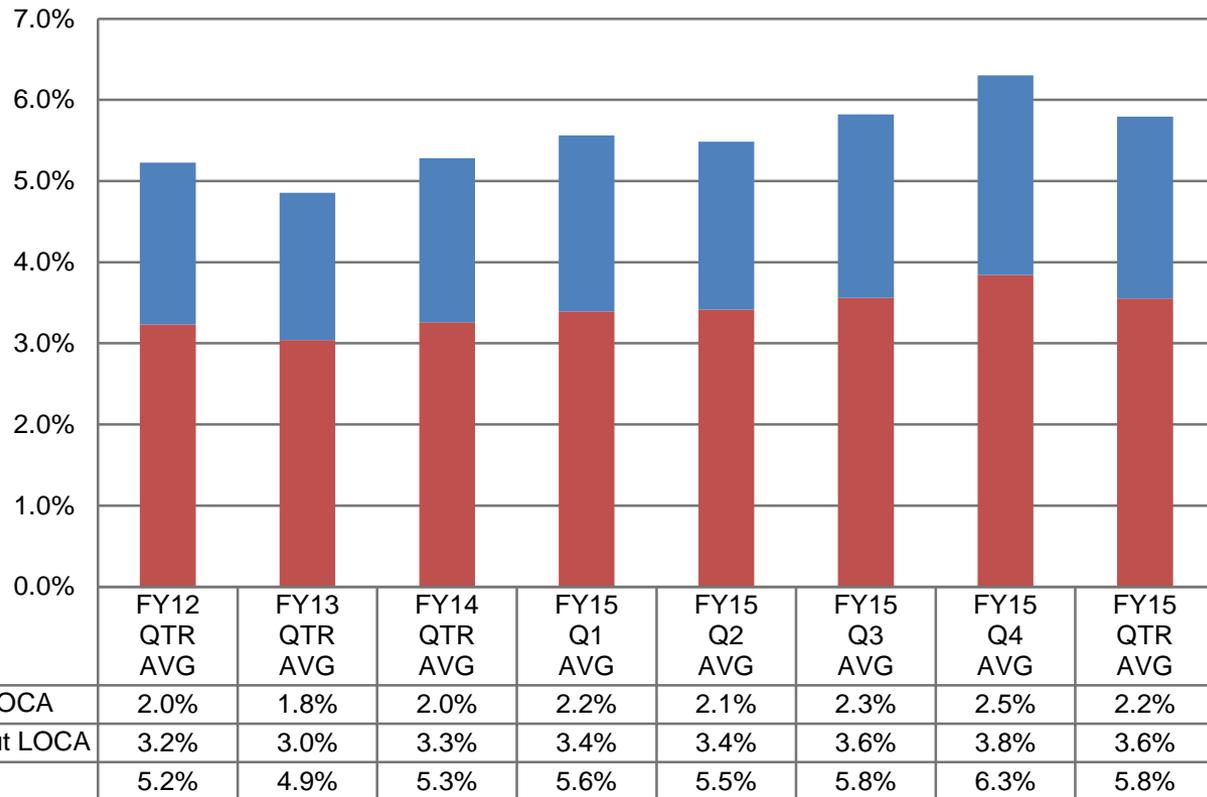
Note: Table shows enrollees with a LOCA and a subsequent acute encounter within the same quarter as a percentage of all enrollees with a LOCA within the quarter. *Data reflects encounters that occurred after the level of care was assigned.*

ACUTE VS NON-ACUTE SERVICE EXPENDITURES



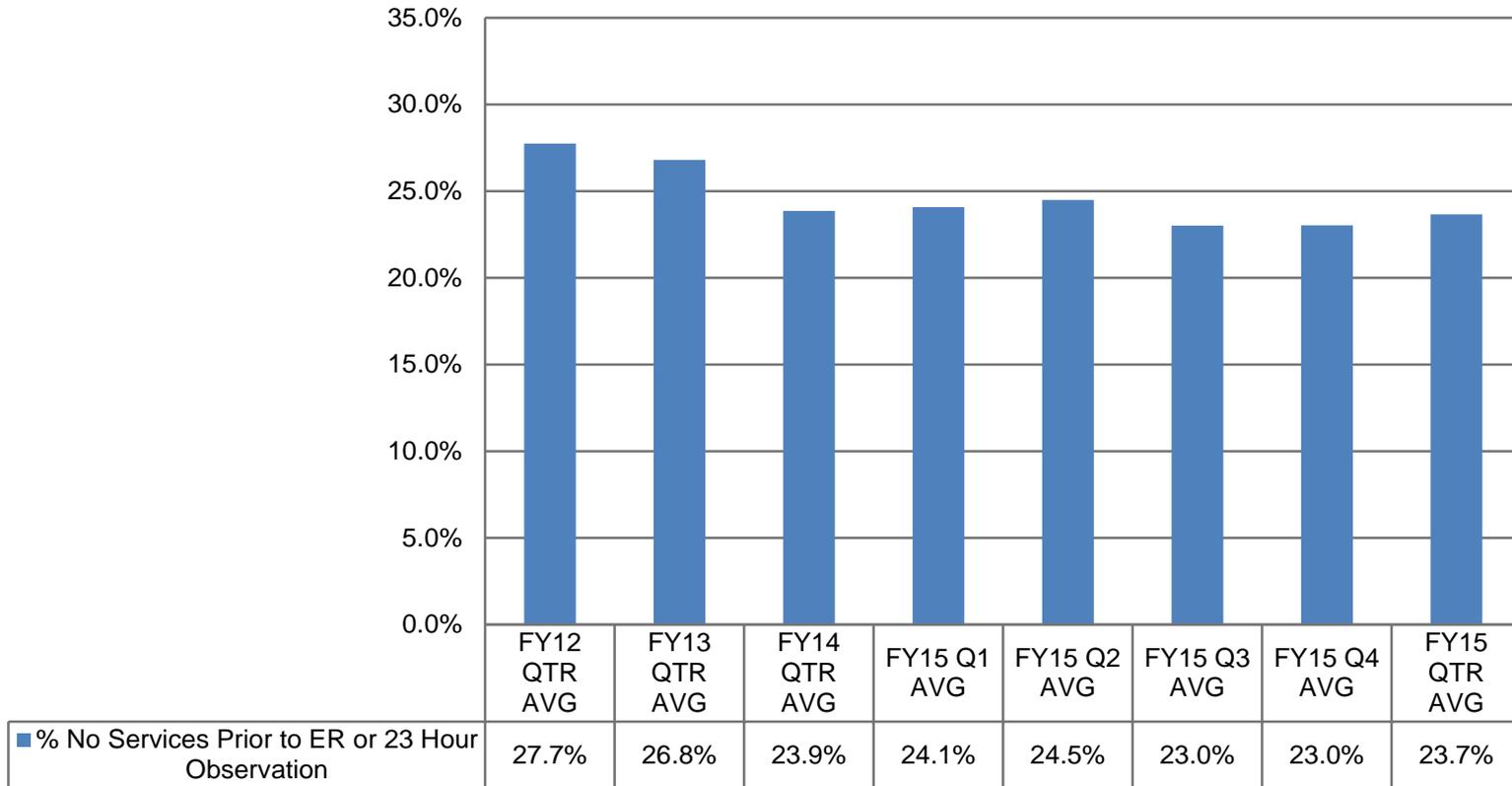
Note: Acute services include ER, 23 Hour Observation, Community Inpatient, and Community Inpatient Services. Non-Acute services are all other services and medications claims. Data is confined to paid claims and does not include state hospitalizations.

PERCENTAGE OF ACUTE CLAIMANTS



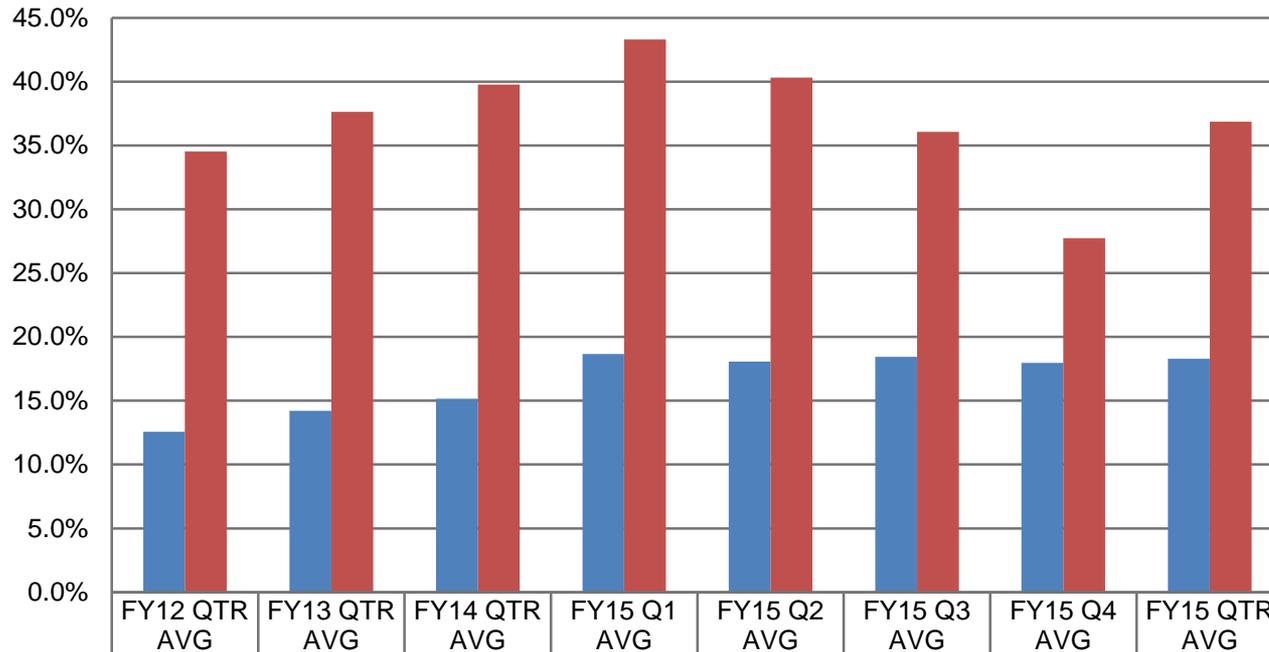
Note: Acute services include ER, 23 Hour Observation, and Community Inpatient/Services

ER OR 23 HOUR OBSERVATION ON FIRST SERVICE DATE



Note: Measures the percentage of people whose ER or 23 Hour Observation encounter was on their first date of service. This measure is only within the ER or 23 Hour Observation population. Does not include mobile crisis as a first encounter, because mobile crisis services are not paid via a claim.

READMISSIONS TO PSYCHIATRIC HOSPITAL



■ Percent Within 30 Days	12.6%	14.2%	15.1%	18.7%	18.1%	18.4%	18.0%	18.3%
■ Percent Within 1 Year	34.5%	37.6%	39.8%	43.3%	40.3%	36.1%	27.7%	36.9%

Annual Performance Standard:

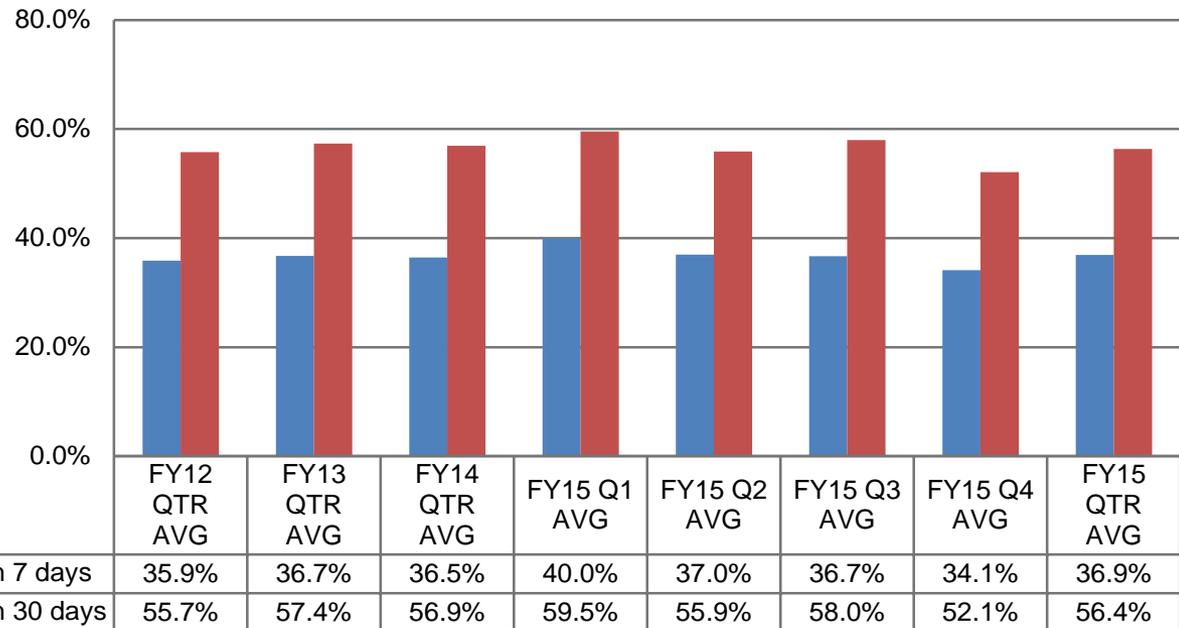
-Less than 11.1% readmit within 30 days

-Less than 31.6% readmit within 1 year

Note: Includes community and state hospital encounter data. Data based on discharge date. A re-admission is based on at least a one day gap between a discharge and an admission

FOLLOW-UP WITH COMMUNITY SERVICES AFTER DISCHARGE FROM COMMUNITY PSYCHIATRIC HOSPITAL

Community Hospital Discharges



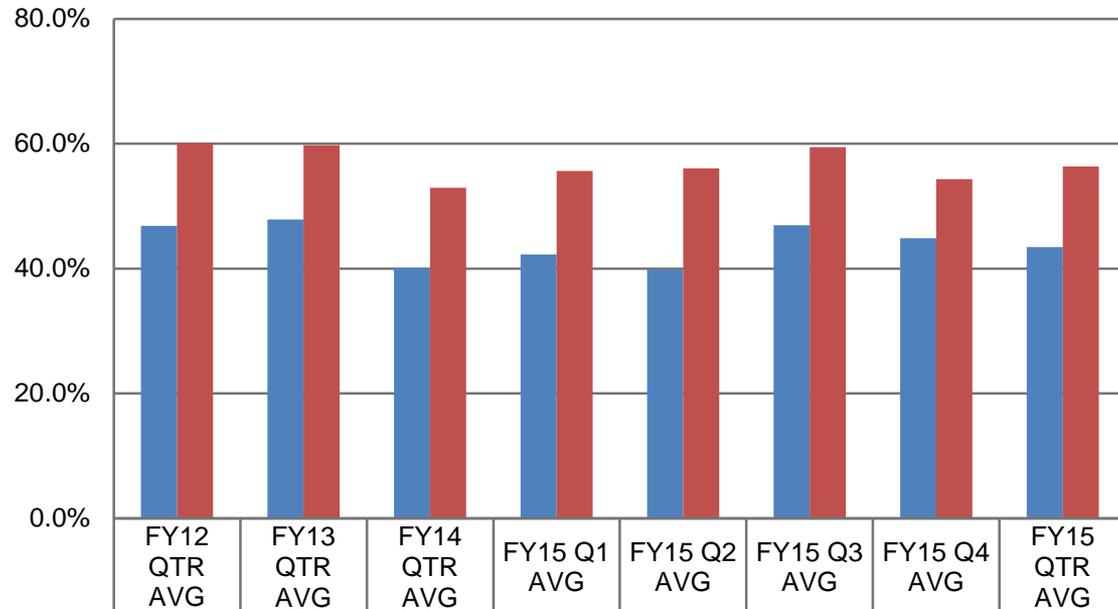
Annual Performance Standard:

38% or more of enrollees receive community services within 7 days of CH discharge
 58% or more of enrollees receive community services within 30 days of CH discharge

Note: Data based on discharge date. Follow-Up services include community based services covered by NorthSTAR excluding acute services.

FOLLOW-UP WITH COMMUNITY SERVICES AFTER DISCHARGE FROM STATE PSYCHIATRIC HOSPITAL

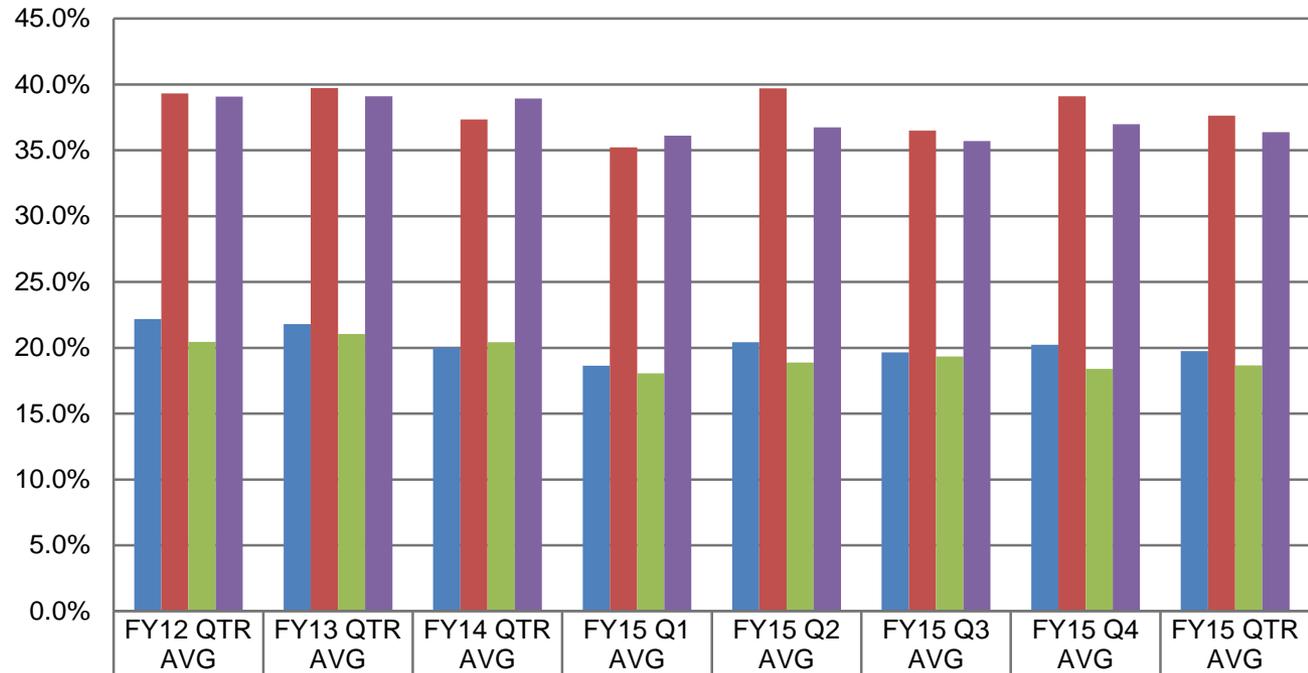
State Hospital Discharges



■ % F/U after State Hospital within 7 days	46.9%	47.9%	40.1%	42.3%	39.8%	46.9%	44.8%	43.5%
■ % F/U after State Hospital within 30 days	60.1%	59.8%	53.0%	55.7%	56.0%	59.5%	54.3%	56.4%

Note: Data based on discharge date. Follow-Up services include community based services covered by NorthSTAR excluding acute services.

ENROLLEES WHO RECEIVE COMMUNITY SERVICES AFTER ER OR 23 HOUR OBSERVATION



■ Svc within 7 days after ER	22.2%	21.8%	20.0%	18.7%	20.4%	19.7%	20.2%	19.7%
■ Svc within 30 days after ER	39.3%	39.7%	37.3%	35.2%	39.7%	36.5%	39.1%	37.6%
■ Svc within 7 days after 23 Hr Obs	20.4%	21.1%	20.4%	18.1%	18.9%	19.3%	18.4%	18.7%
■ Svc within 30 days after 23 Hr Obs	39.1%	39.1%	38.9%	36.1%	36.7%	35.7%	37.0%	36.4%

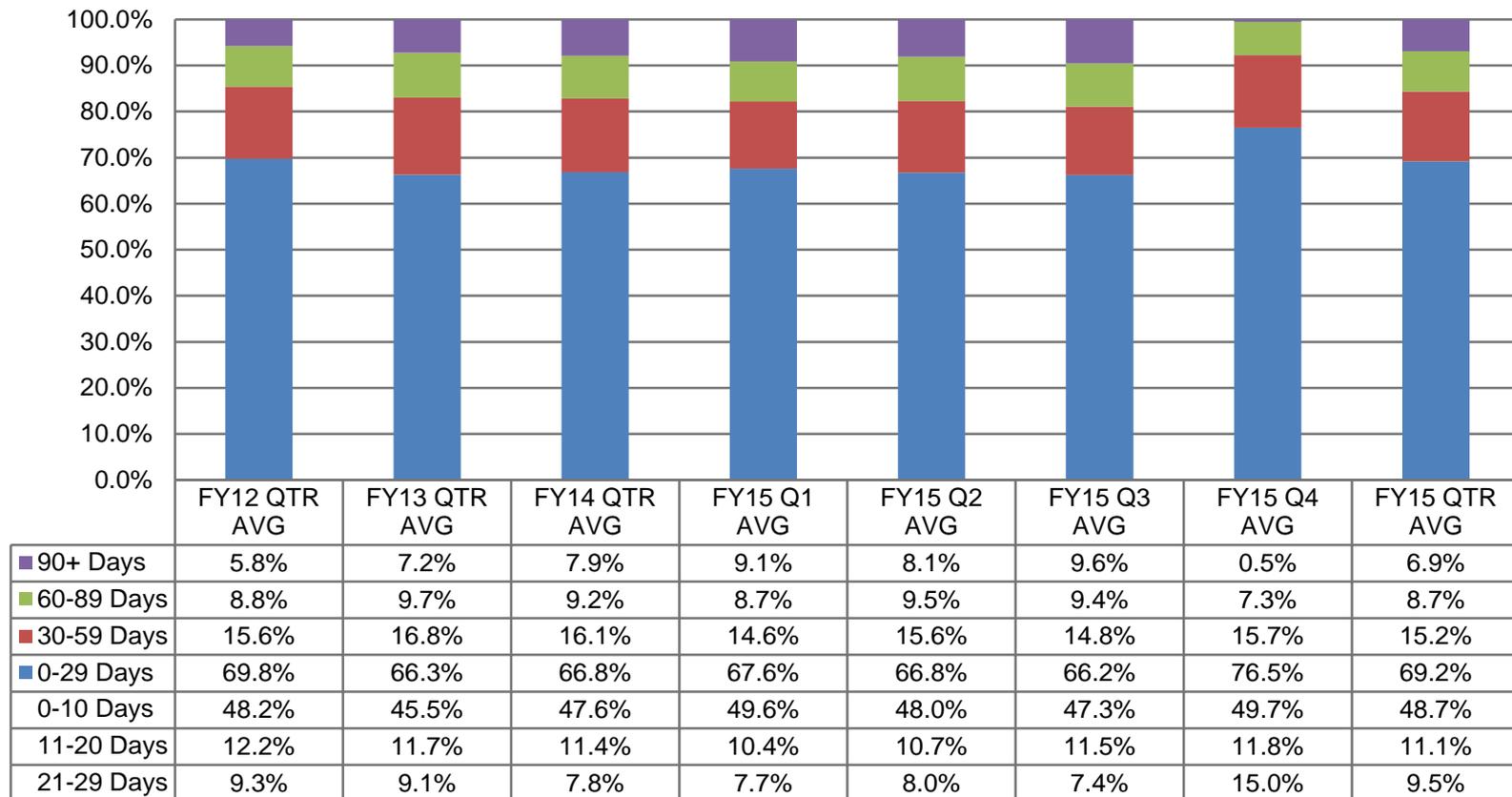
Annual Performance Standard:

24% or more of enrollees receive community services within 7 days of ER discharge

28% or more of enrollees receive community services within 7 days of 23 Hour Obs discharge

Note: Community services include community based services covered by NorthSTAR excluding ER, 23 hour observation, inpatient hospital, intensive crisis residential or other crisis services. Green Oaks 8 hour services are reported under the ER columns.

SUBSTANCE USE DISORDER – LENGTH OF TREATMENT EPISODE

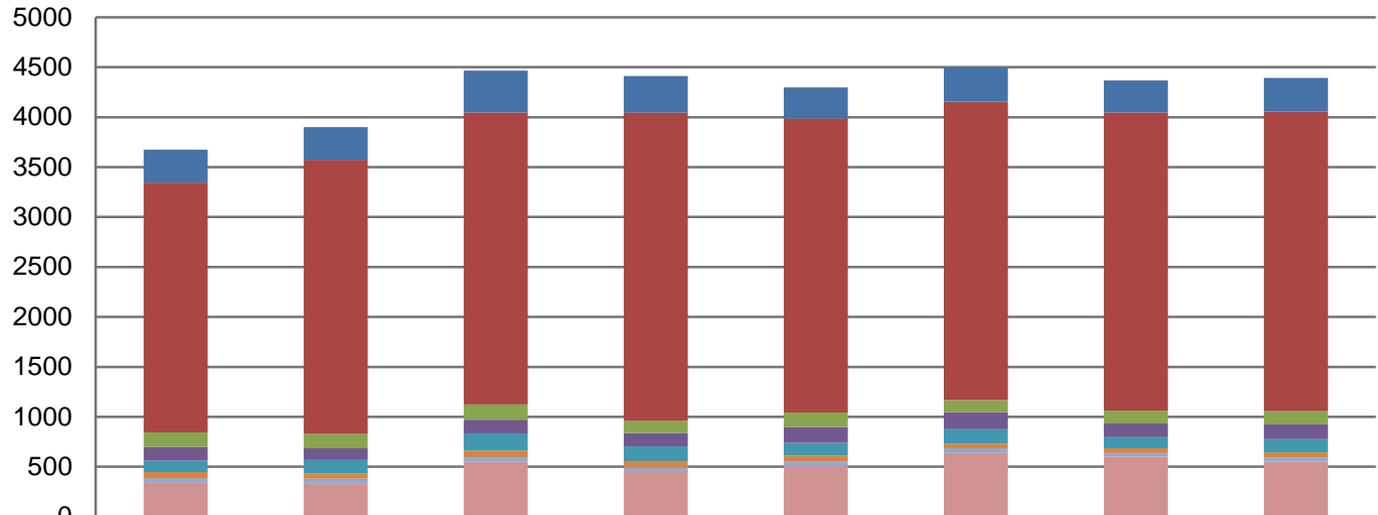


Annual Performance Standard:

-More than 5.1% continue treatment for at least 90 days

Note: Measures how long individuals stay engaged in treatment, without a break in treatment (15 days without a paid claim). This data does not include methadone treatments.

ADAPT COMMUNITY SOLUTIONS TELEPHONE HOTLINE DATA (INCOMING CALLS PER MONTH)

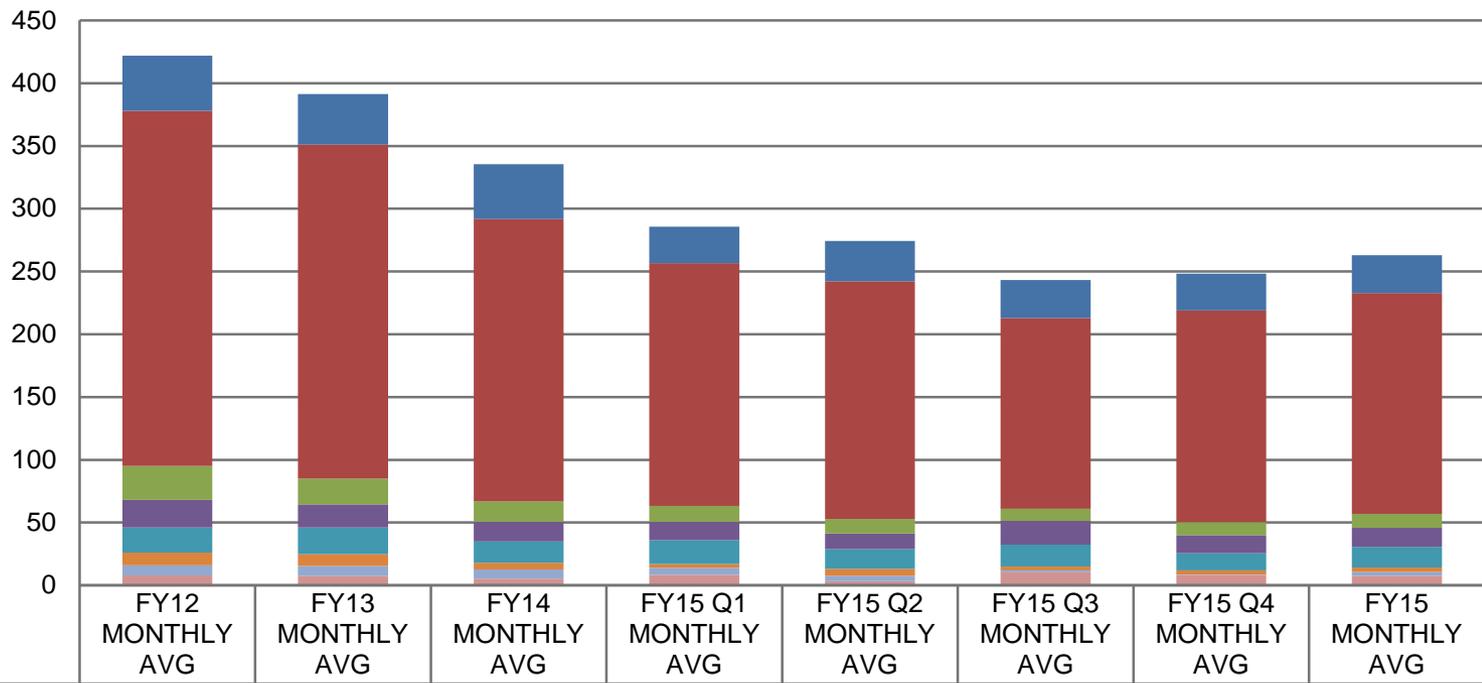


	FY12 MONTHLY AVG	FY13 MONTHLY AVG	FY14 MONTHLY AVG	FY15 Q1 MONTHLY AVG	FY15 Q2 MONTHLY AVG	FY15 Q3 MONTHLY AVG	FY15 Q4 MONTHLY AVG	FY15 MONTHLY AVG
■ COLLIN	331	328	420	367	315	342	319	336
■ DALLAS	2499	2744	2924	3083	2940	2985	2985	2999
■ ELLIS	147	143	150	123	145	122	127	129
■ HUNT	136	117	139	133	158	173	136	150
■ KAUFMAN	115	138	173	150	127	146	112	134
■ NAVARRO	60	51	63	58	58	42	48	51
■ ROCKWALL	48	50	48	39	42	48	37	42
■ Non-NorthSTAR	340	330	550	456	512	639	602	552

Note: Not Reported, Out-of-State and Texas Residence Unknown data are included in Non-NorthSTAR counties category. Data include crisis and informational calls.

ADAPT COMMUNITY SOLUTIONS MOBILE CRISIS DATA

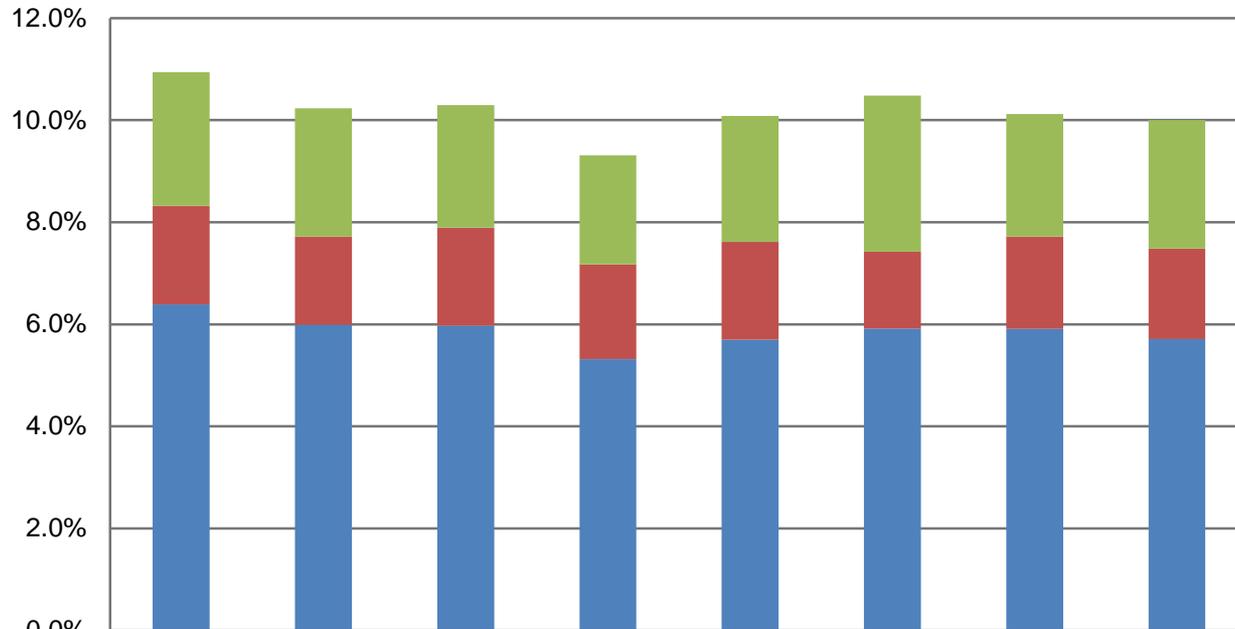
(FACE-TO-FACE ENCOUNTERS PER MONTH)



	FY12 MONTHLY AVG	FY13 MONTHLY AVG	FY14 MONTHLY AVG	FY15 Q1 MONTHLY AVG	FY15 Q2 MONTHLY AVG	FY15 Q3 MONTHLY AVG	FY15 Q4 MONTHLY AVG	FY15 MONTHLY AVG
COLLIN	44	40	44	29	32	30	29	30
DALLAS	283	266	225	193	189	152	169	176
ELLIS	27	21	16	13	12	10	10	11
HUNT	22	19	16	15	12	19	14	15
KAUFMAN	20	21	17	19	16	17	14	16
NAVARRO	10	9	5	3	6	3	3	4
ROCKWALL	8	8	7	6	4	2	0	3
Non-NorthSTAR	8	8	6	8	3	10	8	8

Note: Not Reported, Out-of-State and Texas Residence Unknown data are included in Non-NorthSTAR counties category.

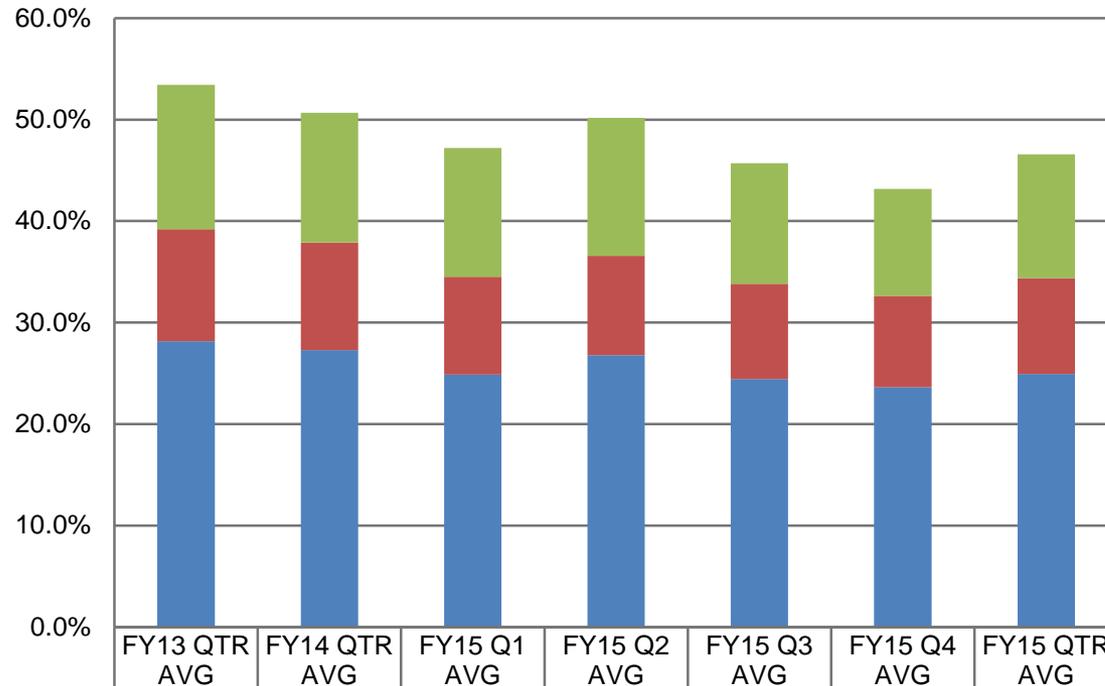
MOBILE CRISIS AND ACUTE ENCOUNTER



	FY12 QTR AVG	FY13 QTR AVG	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG	FY15 Q3 AVG	FY15 Q4 AVG	FY15 QTR AVG
■ Acute Within 15 to 30 Days	2.6%	2.5%	2.4%	2.1%	2.5%	3.1%	2.4%	2.5%
■ Acute Within 8 to 14 Days	1.9%	1.7%	1.9%	1.8%	1.9%	1.5%	1.8%	1.8%
■ Acute Within 7 Days	6.4%	6.0%	6.0%	5.3%	5.7%	5.9%	5.9%	5.7%
Total Acute Within 30 Days	10.9%	10.2%	10.3%	9.3%	10.1%	10.5%	10.1%	10.0%

Note: This data measures the percent of ACS consumers that had an acute encounter within 30 days following a mobile crisis episode. Chart has been updated to reflect acute encounters that occur at least one day after mobile crisis.

MOBILE CRISIS AND COMMUNITY SERVICE

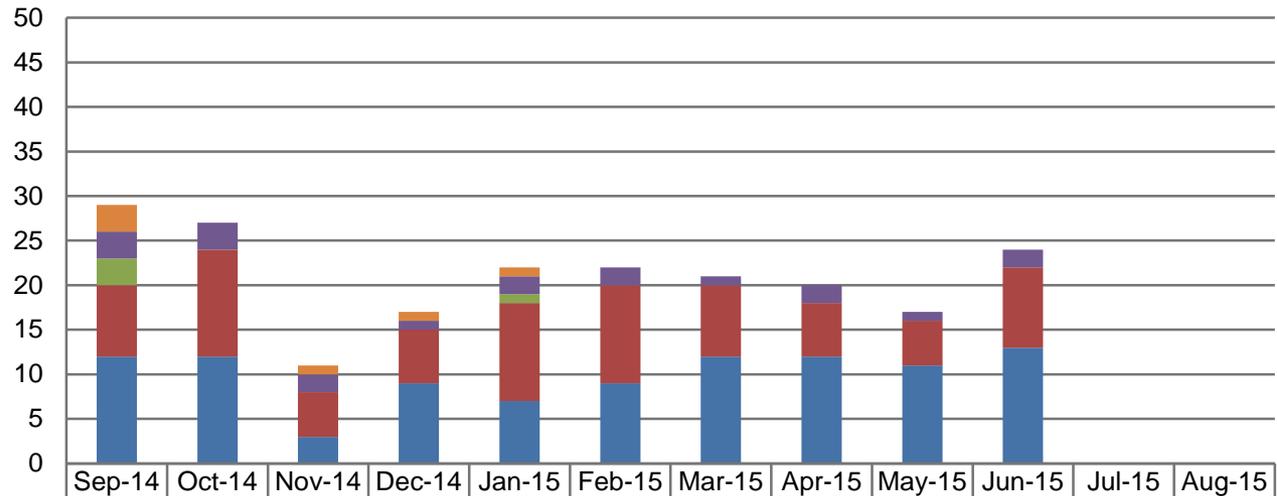


	FY13 QTR AVG	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG	FY15 Q3 AVG	FY15 Q4 AVG	FY15 QTR AVG
Community Svc Within 15 to 30 Days	14.2%	12.8%	12.7%	13.6%	11.9%	10.5%	12.2%
Community Svc Within 8 to 14 Days	11.0%	10.6%	9.6%	9.8%	9.4%	9.0%	9.5%
Community Svc Within 7 Days	28.2%	27.3%	24.9%	26.8%	24.5%	23.6%	24.9%
Total Community Svc Within 30 Days	53.4%	50.7%	47.2%	50.2%	45.7%	43.2%	46.6%

Note: This data measures the percent of ACS consumers that had a community service (non-acute) within 30 days following a crisis episode.

ENROLLEE COMPLAINTS

Enrollee Complaints

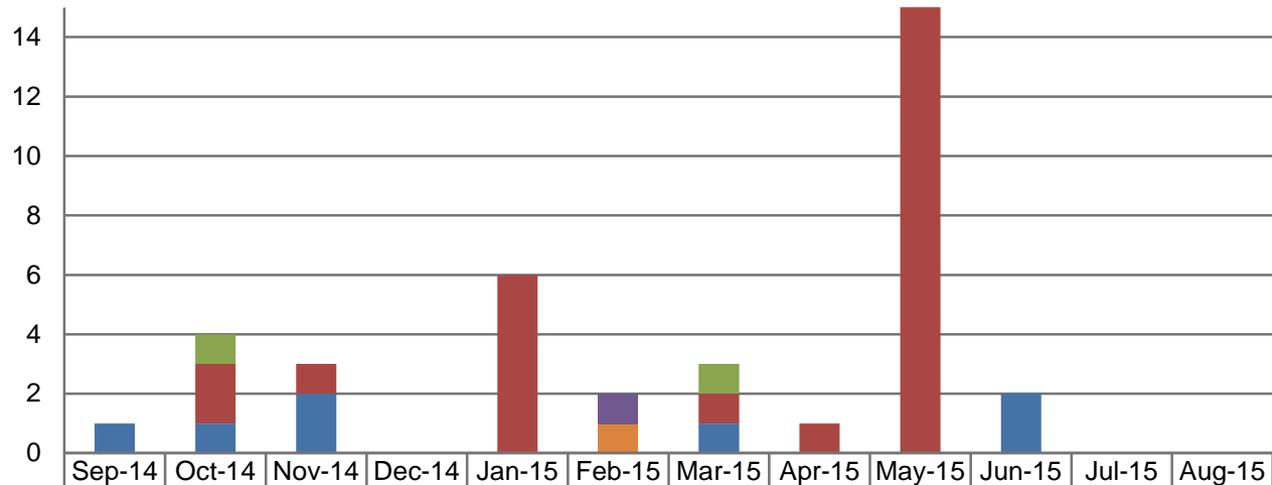


	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
(MC) BHO Contract with State	3	0	1	1	1	0	0	0	0	0		
(EC) BHO Obligation to Enrollees	3	3	2	1	2	2	1	2	1	2		
(UR) Utilization Review / Mgt	3	0	0	0	1	0	0	0	0	0		
(AC) Accessibility/Availability	8	12	5	6	11	11	8	6	5	9		
(QC) Quality of Care or Service	12	12	3	9	7	9	12	12	11	13		
Total Enrollee Complaints	29	27	11	17	22	22	21	20	17	24		

Note: Beginning in FY2014, DSHS began reporting only first time complaints (excluding Appeals). Data is only currently available through June 2015.

PROVIDER COMPLAINTS

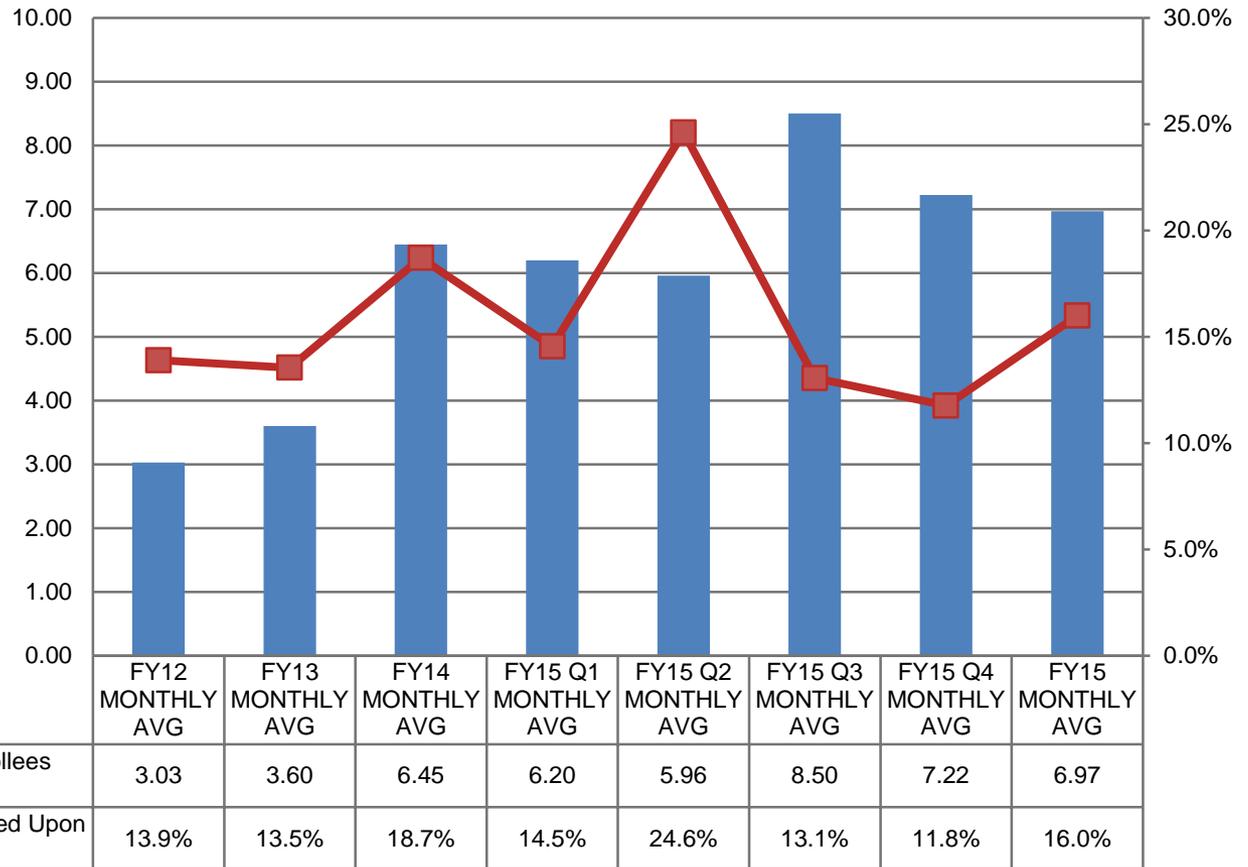
Provider Complaints



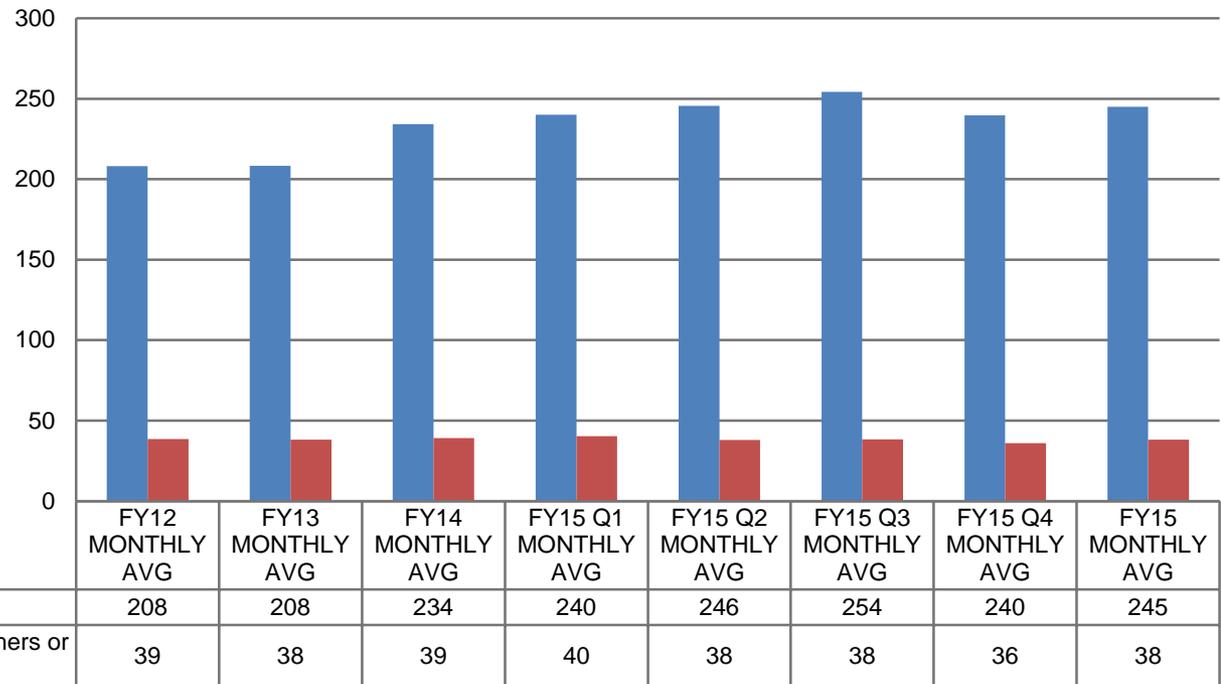
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
■ (EC) BHO Obligation to Enrollees	0	0	0	0	0	1	0	0	0	0		
■ (MS) Miscellaneous Complaints	0	0	0	0	0	1	0	0	0	0		
■ (UR) Utilization Review / Mgt	0	1	0	0	0	0	1	0	1	0		
■ (AC) Accessibility/Availability	0	2	1	0	6	0	1	1	19	0		
■ (QC) Quality of Care or Service	1	1	2	0	0	0	1	0	0	2		
Total Provider Complaints	1	4	3	0	6	2	3	1	20	2		

Note: Beginning in FY2014, DSHS began reporting only first time complaints (excluding Appeals). Data is only currently available through June 2015.

UTILIZATION MANAGEMENT – ADVERSE DETERMINATIONS AND OVERTURN RATE UPON APPEAL



PROVIDER NETWORK ACTIVITY – PROVIDERS THAT HAVE SERVED AT LEAST ONE NORTHSTAR ENROLLEE (BASED ON A PAID CLAIM)

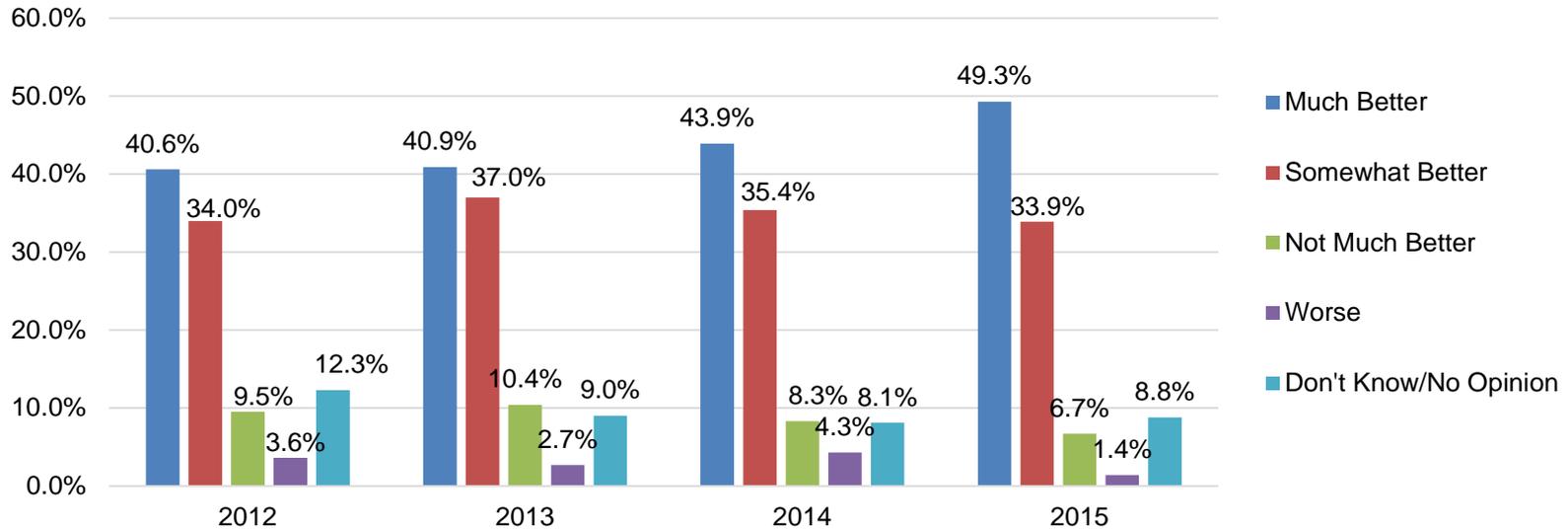


■ Active Providers Per Month	208	208	234	240	246	254	240	245
■ Providers Per Month Serving 50 Consumers or More	39	38	39	40	38	38	36	38

Note: Large Providers with multiple sites are counted once.

NORTHSTAR MEMBER SATISFACTION SURVEY

Since beginning services, how would you rate your symptoms and problems now?

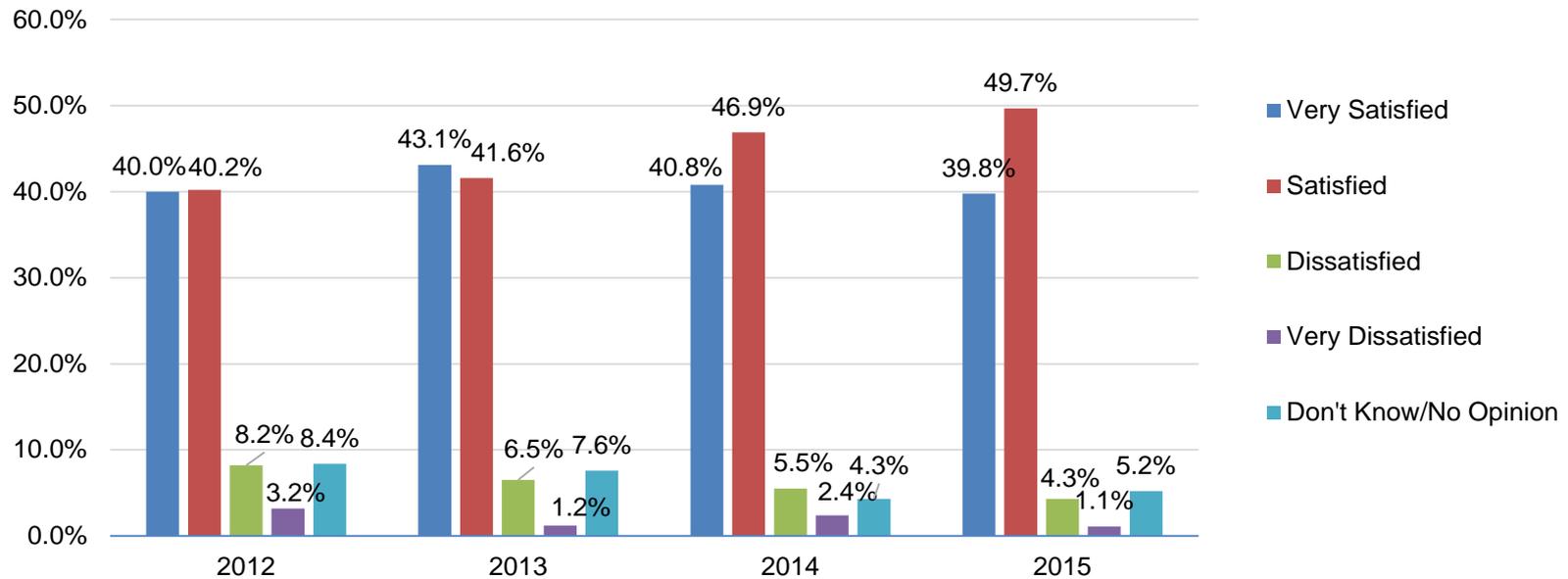


Annual Performance Standard:

76% or more subjects are coping with symptoms better or much better

NORTHSTAR MEMBER SATISFACTION SURVEY – CONT'D

Overall, how satisfied are you with the mental health services of your clinic?



Annual Performance Standard:
78% or more subjects are satisfied or very satisfied with services at the clinic