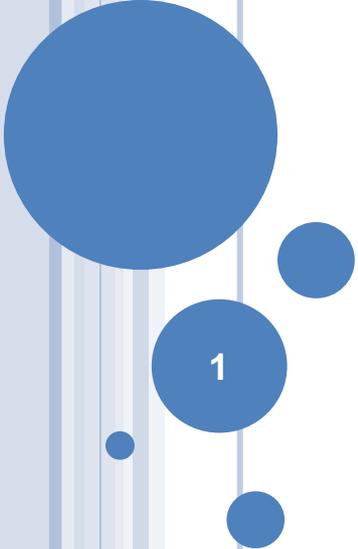


A COLLABORATIVE REPORT OF NORTHSTAR SYSTEM PERFORMANCE AND TRENDING DATA

June 19th, 2015

DSHS, NTBHA, ValueOptions



1

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

Measures:

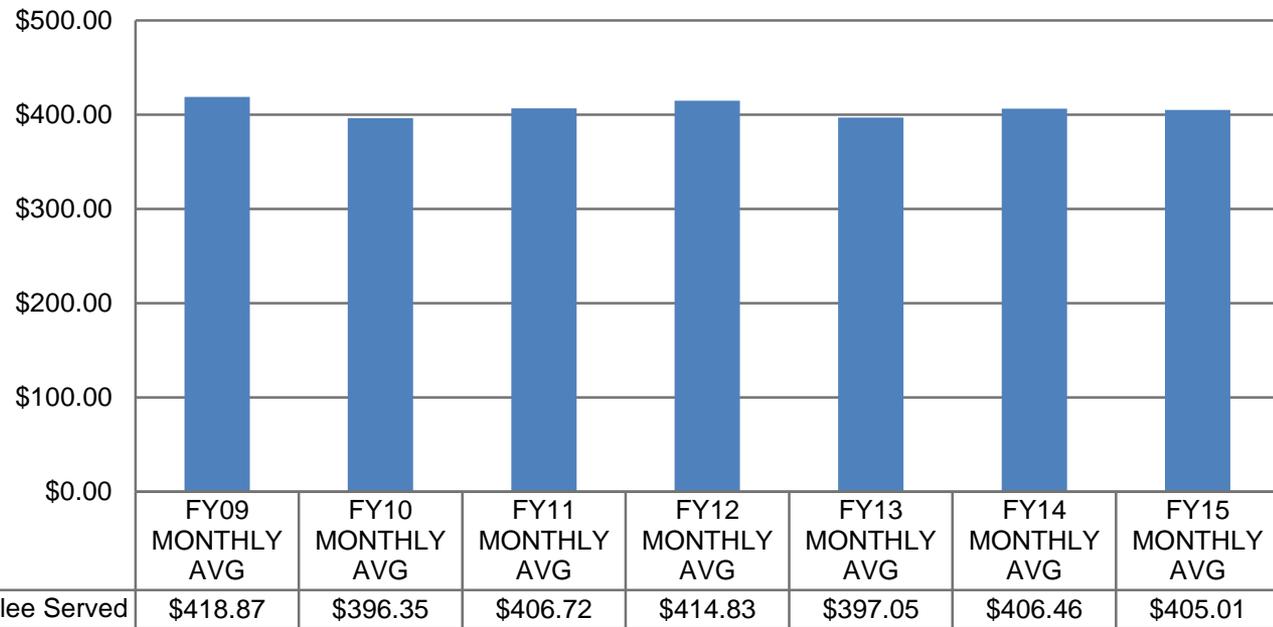
- Financial data-medical loss ratio, cost per person, acute costs relative to overall Costs
- Service penetration: Numbers served
- Clinical measures
- Acuity rates relative to persons served in non-acute services, overall and by SPN
- Mobile Crisis calls and face-to-face encounters
- Mobile Crisis diversion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

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.

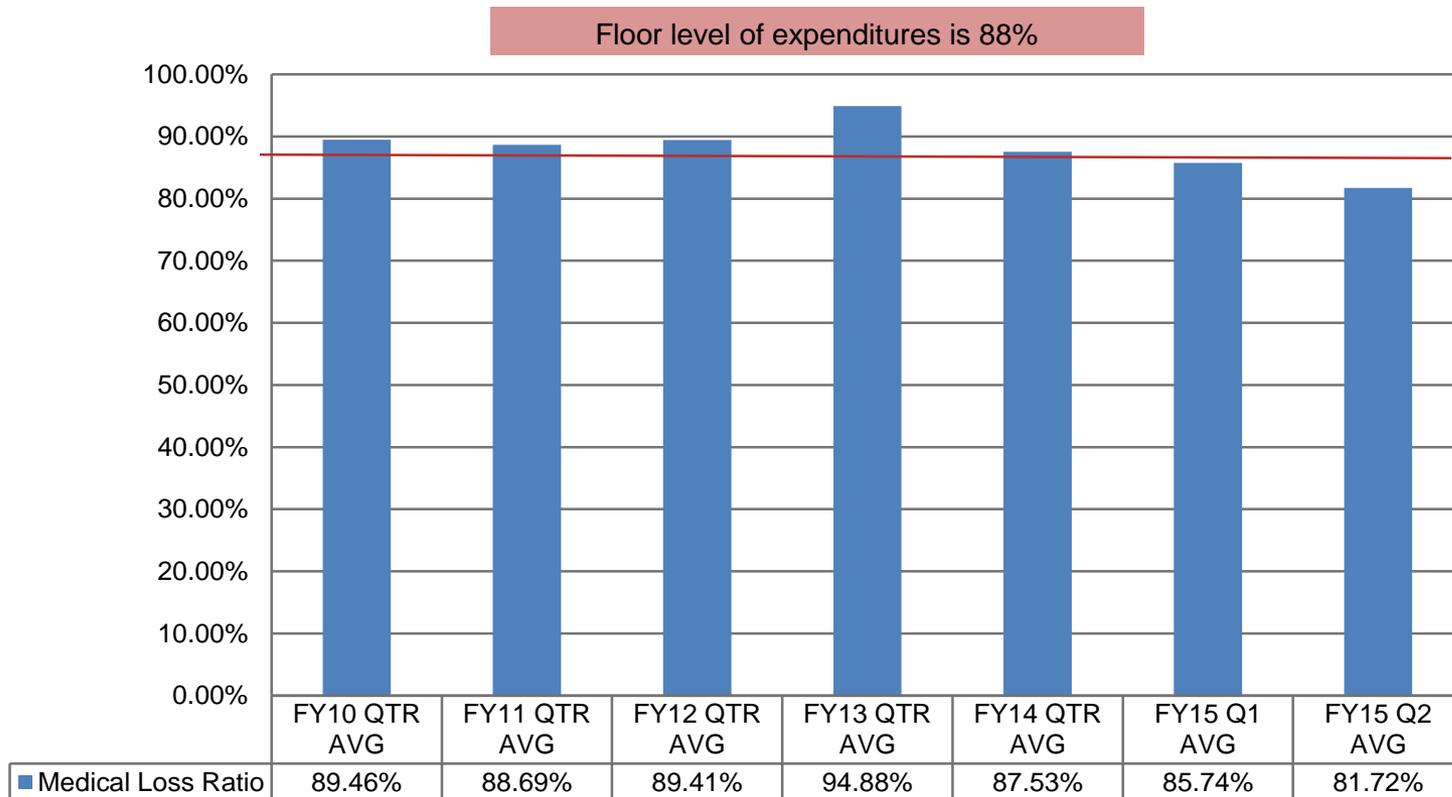
FINANCIAL PERFORMANCE



FY 2015	Q1			Q2		
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Enrollees Served	27207	27885	25026	26654	27624	25551
Funding (Millions)	\$10.76M	\$10.80M	\$10.80M	\$10.77M	\$10.77M	\$10.74M

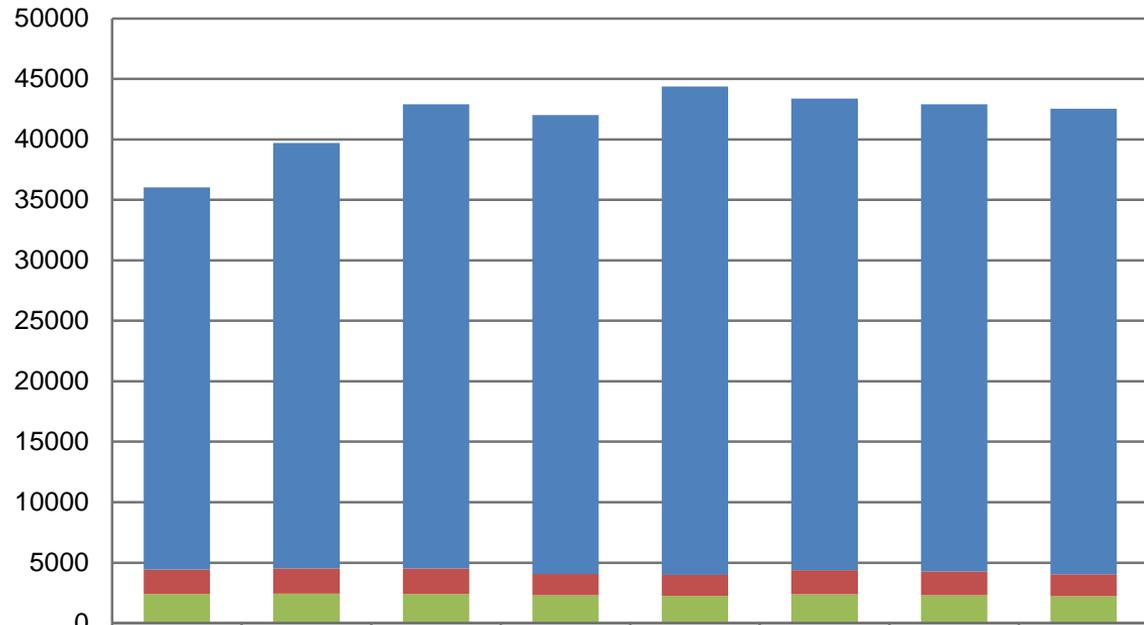
Note: FY15 data includes Q1 and Q2 only (09/01/2014 – 02/28/2015).

MEDICAL LOSS RATIO



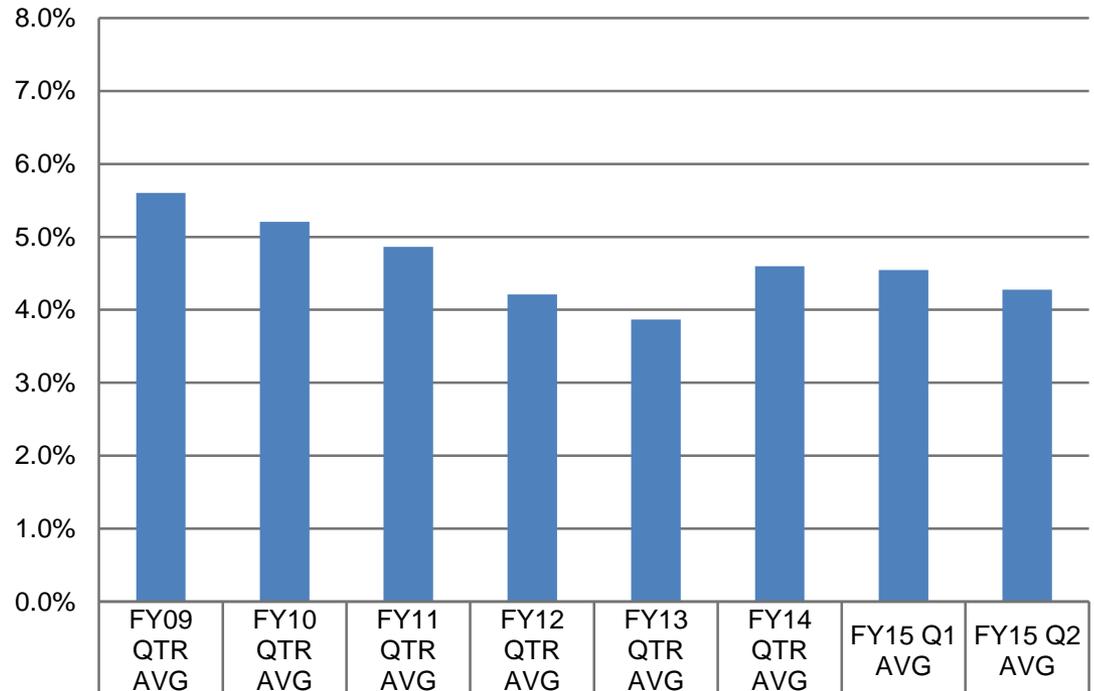
Note: Data is only available through January, 2015. Therefore, FY15 Q2 is incomplete.

NUMBER OF ENROLLEES SERVED PER QUARTER



	FY09 QTR AVG	FY10 QTR AVG	FY11 QTR AVG	FY12 QTR AVG	FY13 QTR AVG	FY14 QTR AVG	FY15 QTR Q1	FY15 QTR Q2
■ Enrollees Served in MH Services Only	31601	35212	38402	37943	40403	38998	38635	38499
■ Enrollees Served in MH and SUD Services	2021	2066	2087	1769	1717	1995	1951	1818
■ Enrollees Served in SUD Services Only	2405	2437	2422	2312	2266	2394	2318	2219
Total Enrollees Served	36026	39715	42911	42023	44385	43387	42904	42536

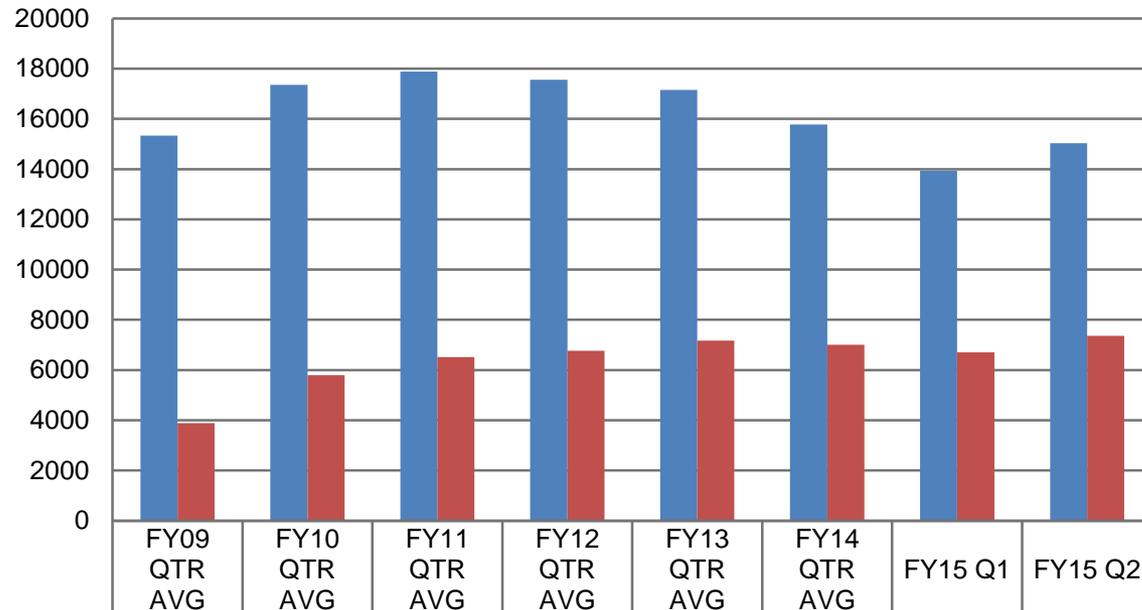
MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES



■ % claimants who received MH-specific and SUD-specific service in same quarter

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.

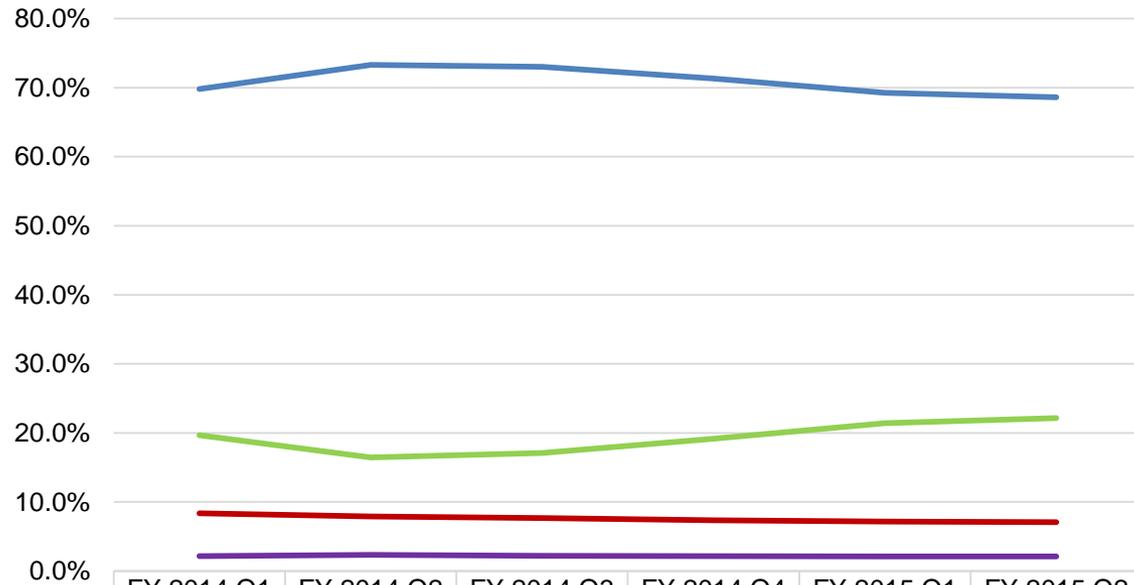
ENROLLEES PER QUARTER WHO RECEIVED A PRESCRIPTION PAID FOR BY VALUEOPTIONS



■ Enrollees with a Medication Paid for by ValueOptions	15336	17357	17885	17561	17149	15780	13933	15036
■ Enrollees with a New Generation Antipsychotic Medication Paid for by ValueOptions	3886	5797	6519	6762	7173	7007	6707	7361

DISTRIBUTION OF SERVICE PACKAGES

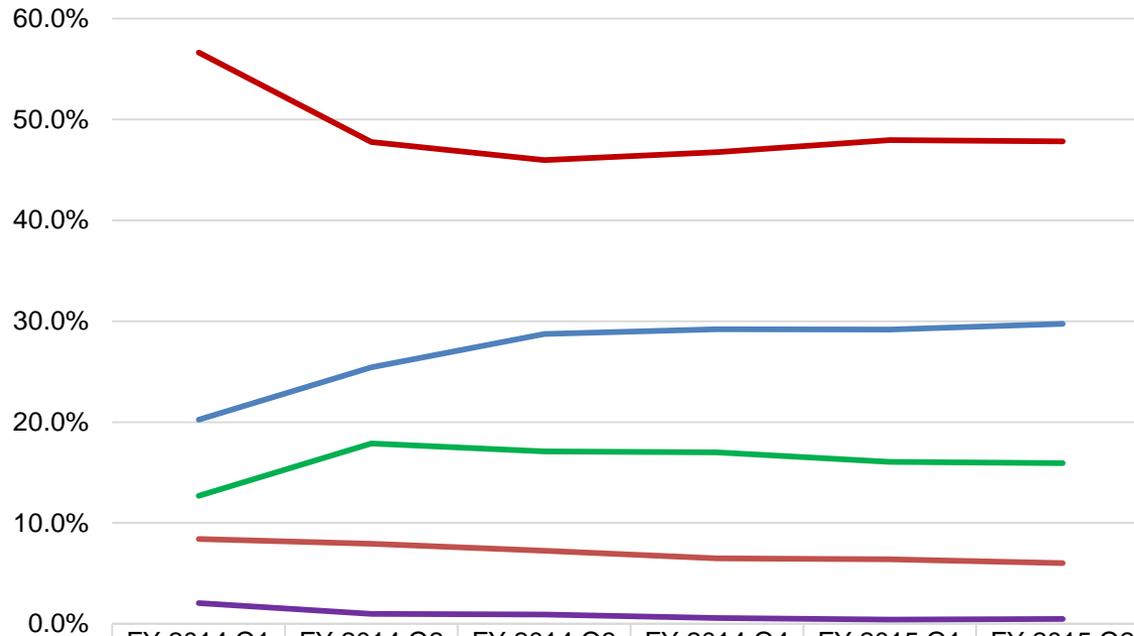
Adult Service Packages



	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4	FY 2015 Q1	FY 2015 Q2
— LOC 1S: Basic Services - Skills Training	69.8%	73.3%	73.0%	71.3%	69.3%	68.6%
— LOC 2: Basic Services (Including Counseling)	8.4%	7.9%	7.7%	7.4%	7.2%	7.1%
— LOC 3: Intensive Services (With Team Approach)	19.7%	16.4%	17.1%	19.2%	21.4%	22.2%
— LOC 4: Assertive Community Treatment (ACT)	2.1%	2.3%	2.2%	2.2%	2.1%	2.1%

DISTRIBUTION OF SERVICE PACKAGES

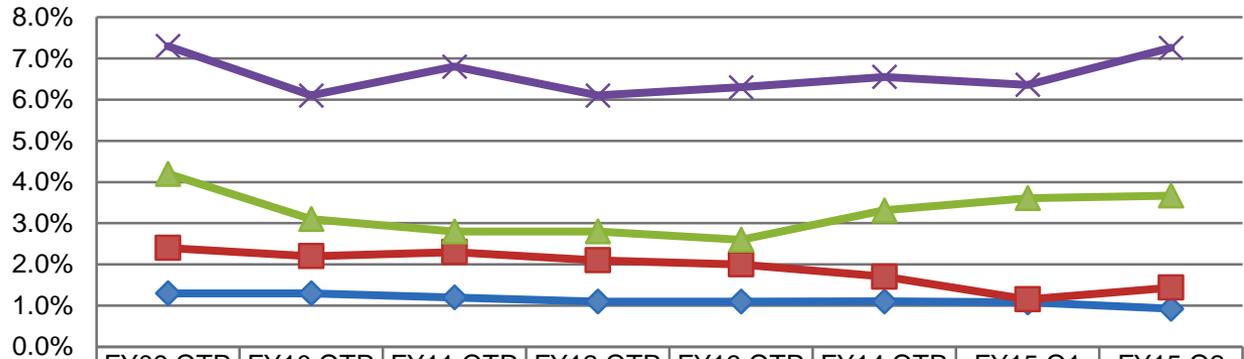
Youth Service Packages



	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4	FY 2015 Q1	FY 2015 Q2
— LOC -1: Medication Management	20.2%	25.4%	28.7%	29.2%	29.2%	29.7%
— LOC -2: Targeted Services	56.6%	47.8%	46.0%	46.8%	47.9%	47.8%
— LOC -3: Complex Services	12.7%	17.9%	17.1%	17.0%	16.1%	15.9%
— LOC -4: Intensive Family Services	2.0%	1.0%	0.9%	0.6%	0.4%	0.5%
— LOC -YC: Young Child	8.4%	7.9%	7.2%	6.5%	6.4%	6.0%

ACUTE CARE BY LOCA

Adults

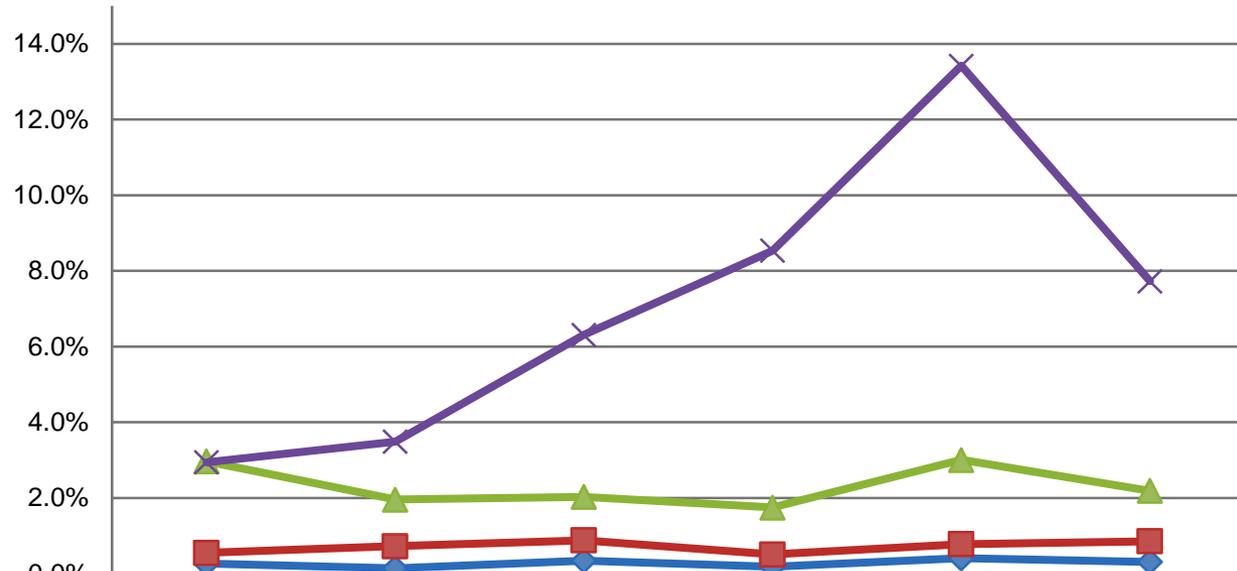


	FY09 QTR AVG	FY10 QTR AVG	FY11 QTR AVG	FY12 QTR AVG	FY13 QTR AVG	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG
LOC 1S: Basic Services - Skills Training	1.3%	1.3%	1.2%	1.1%	1.1%	1.1%	1.1%	0.9%
LOC 2: Basic Services (Including Counseling)	2.4%	2.2%	2.3%	2.1%	2.0%	1.7%	1.2%	1.4%
LOC 3: Intensive Services (With Team Approach)	4.2%	3.1%	2.8%	2.8%	2.6%	3.3%	3.6%	3.7%
LOC 4: Assertive Community Treatment (ACT)	7.3%	6.1%	6.8%	6.1%	6.3%	6.6%	6.4%	7.3%

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.

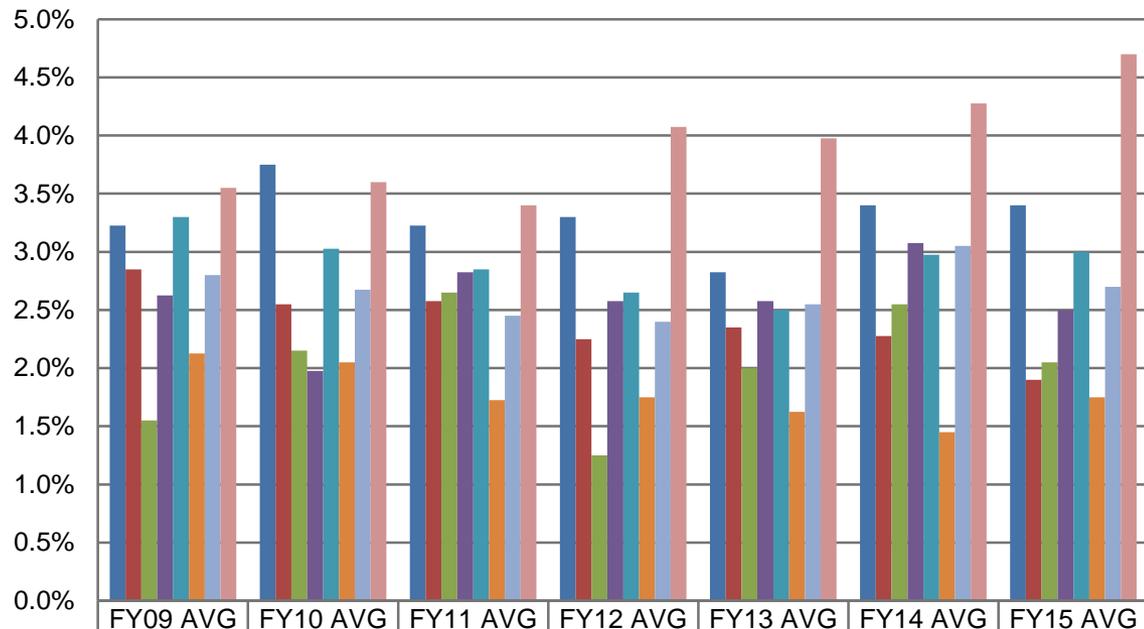
Youth



	FY14 Q1 AVG	FY14 Q2 AVG	FY14 Q3 AVG	FY14 Q4 AVG	FY15 Q1 AVG	FY15 Q2 AVG
LOC -1: Medication Management	0.3%	0.1%	0.3%	0.2%	0.4%	0.3%
LOC -2: Targeted Services	0.5%	0.7%	0.9%	0.5%	0.8%	0.9%
LOC -3: Complex Services	3.0%	2.0%	2.0%	1.7%	3.0%	2.2%
LOC -4: Intensive Family Services	2.9%	3.5%	6.3%	8.5%	13.4%	7.7%

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.

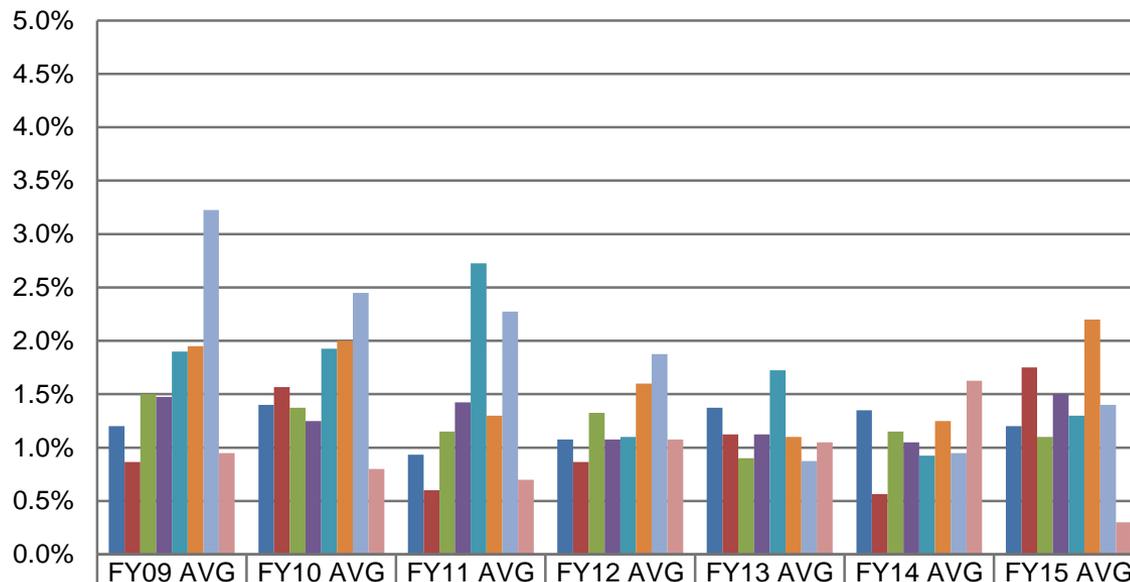
ADULT ACUTE RATES BY SPN



	FY09 AVG	FY10 AVG	FY11 AVG	FY12 AVG	FY13 AVG	FY14 AVG	FY15 AVG
ABC BEHAVIORAL HEALTH LLC	3.2%	3.8%	3.2%	3.3%	2.8%	3.4%	3.4%
ADAPT OF TEXAS INC	2.9%	2.6%	2.6%	2.3%	2.4%	2.3%	1.9%
CENTRO DE MI SALUD LLC	1.6%	2.2%	2.7%	1.3%	2.0%	2.6%	2.1%
CHILD AND FAMILY GUIDANCE CENTER	2.6%	2.0%	2.8%	2.6%	2.6%	3.1%	2.5%
DALLAS METROCARE SERVICES	3.3%	3.0%	2.9%	2.7%	2.5%	3.0%	3.0%
LAKES REGIONAL MHMR CENTER	2.1%	2.1%	1.7%	1.8%	1.6%	1.5%	1.8%
LIFE PATH SYSTEMS	2.8%	2.7%	2.5%	2.4%	2.6%	3.1%	2.7%
LIFENET COMMUNITY BEHAVIORAL HEALTH	3.6%	3.6%	3.4%	4.1%	4.0%	4.3%	4.7%

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. FY15 data includes Q1 through Q2 only (09/01/2014 – 02/28/2015). *Data reflects encounters that occurred after the level of care was assigned.*

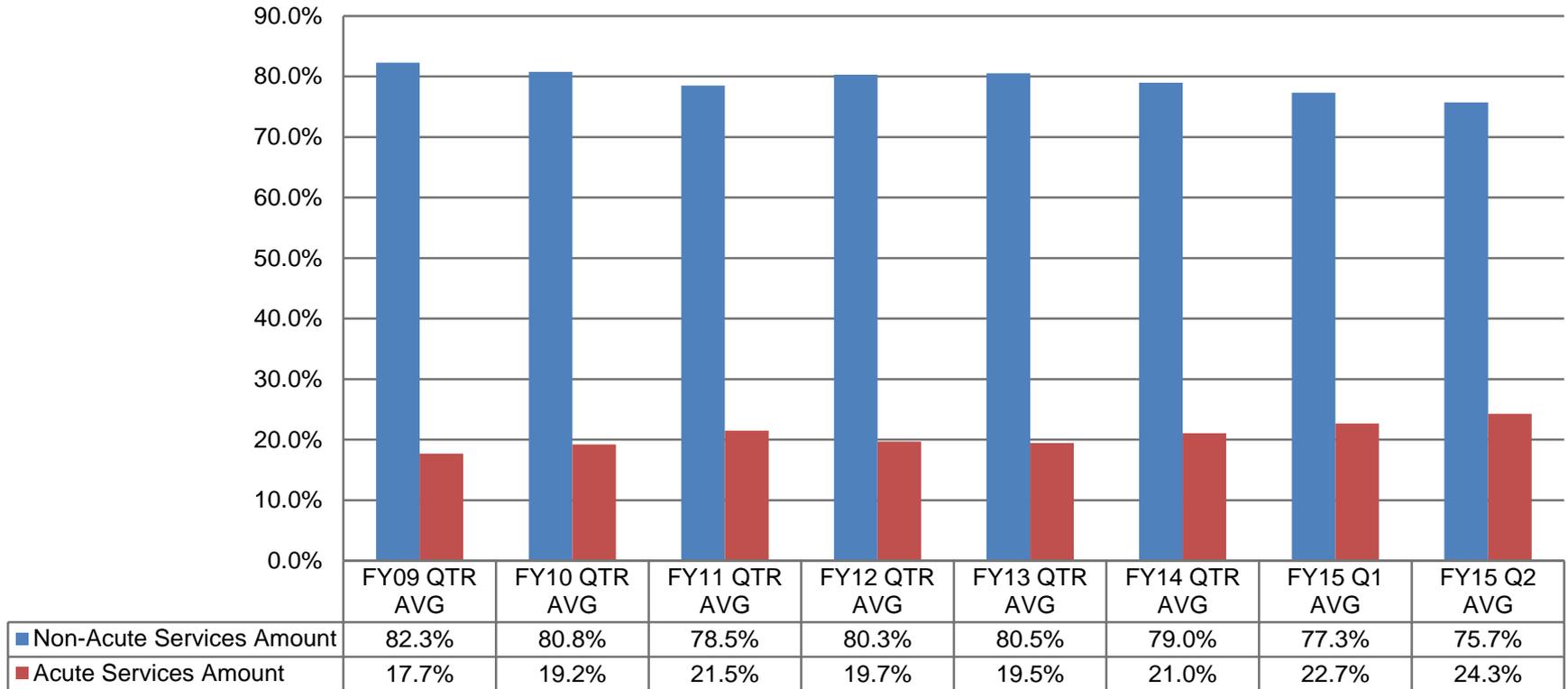
YOUTH ACUTE RATES BY SPN



	FY09 AVG	FY10 AVG	FY11 AVG	FY12 AVG	FY13 AVG	FY14 AVG	FY15 AVG
■ ADAPT OF TEXAS INC	1.2%	1.4%	0.9%	1.1%	1.4%	1.4%	1.2%
■ CENTRO DE MI SALUD LLC	0.9%	1.6%	0.6%	0.9%	1.1%	0.6%	1.8%
■ CHILD AND FAMILY GUIDANCE CENTER	1.5%	1.4%	1.2%	1.3%	0.9%	1.2%	1.1%
■ DALLAS METROCARE SERVICES	1.5%	1.3%	1.4%	1.1%	1.1%	1.1%	1.5%
■ LAKES REGIONAL MHMR CENTER	1.9%	1.9%	2.7%	1.1%	1.7%	0.9%	1.3%
■ LIFE PATH SYSTEMS	2.0%	2.0%	1.3%	1.6%	1.1%	1.3%	2.2%
■ PROVIDENCE SERVICE CORP OF TEXAS	3.2%	2.5%	2.3%	1.9%	0.9%	1.0%	1.4%
■ YOUTH ADVOCATE PROGRAMS INC	1.0%	0.8%	0.7%	1.1%	1.1%	1.6%	0.3%

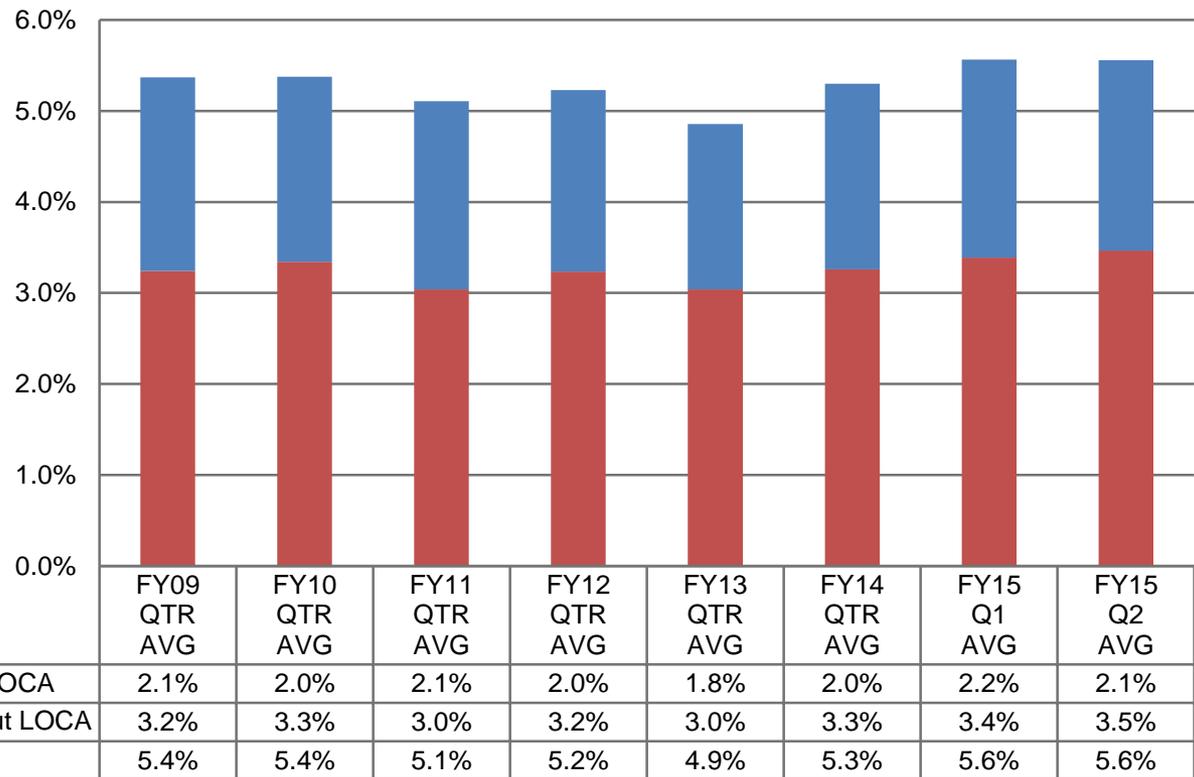
Note: Table shows enrollees with a LOCA and a subsequent acute encounter within the same quarter as a percentage of all enrollees with a LOCA within the quarter. FY15 data includes Q1 through Q2 only (09/01/2014 – 02/28/2015). *Data reflects encounters that occurred after the level of care was assigned.*

ACUTE VS NON-ACUTE SERVICE EXPENDITURES



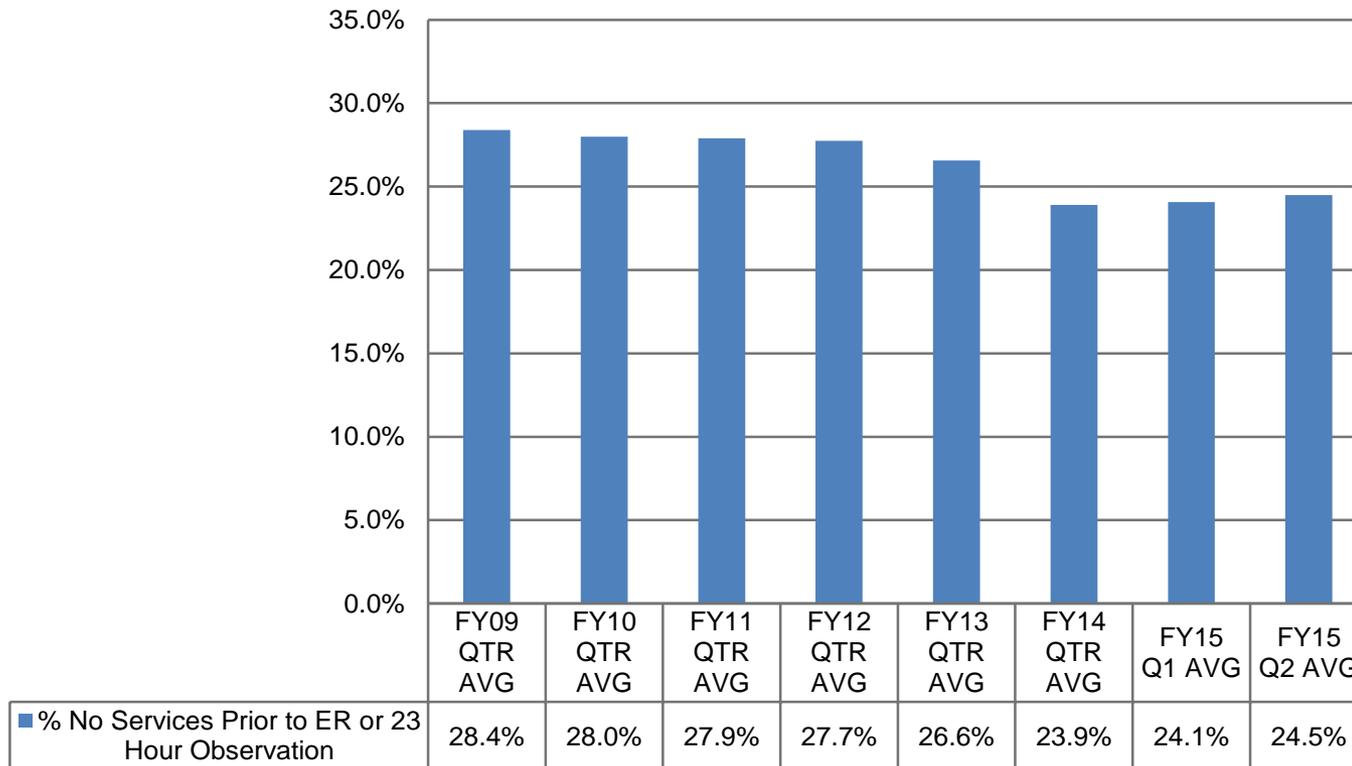
Note: Acute services include ER, 23 Hour Observation, Community Inpatient, and Community Inpatient Services. Non-Acute services are all other services and medications claims. Data is confined to paid claims and does not include state hospitalizations.

PERCENTAGE OF ACUTE CLAIMANTS



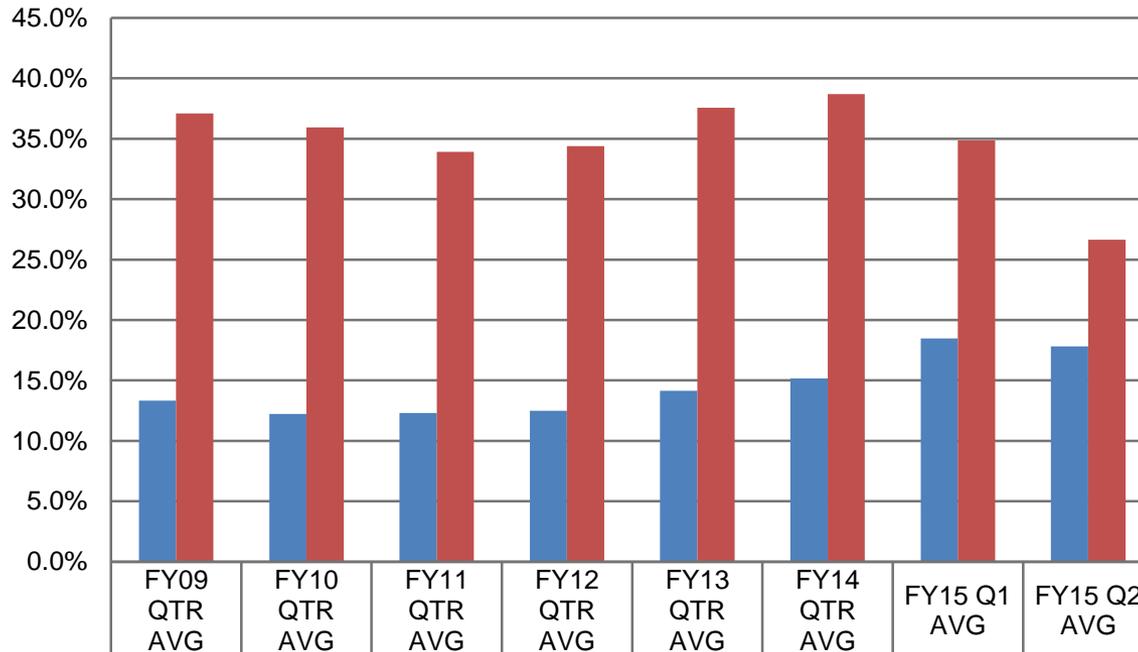
Note: Acute services include ER, 23 Hour Observation, and Community Inpatient/Services

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	13.3%	12.2%	12.3%	12.5%	14.1%	15.2%	18.5%	17.8%
■ Percent Within 1 Year	37.1%	35.9%	33.9%	34.4%	37.6%	38.7%	34.9%	26.7%

Annual Performance Standard:

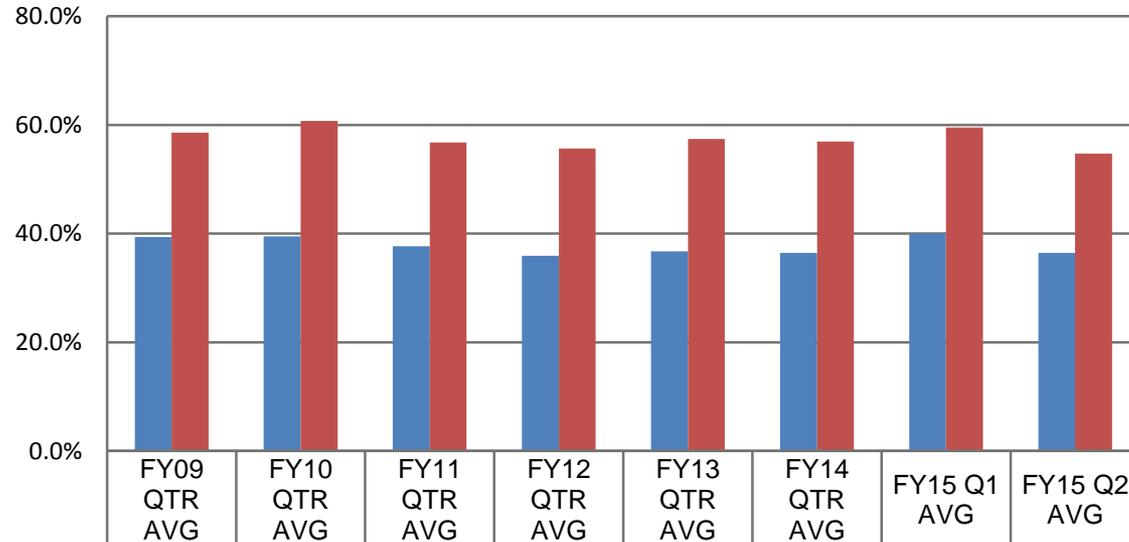
-Less than 11.1% readmit within 30 days

-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



■ % F/U after Community Inpatient in 7 days	39.4%	39.5%	37.6%	35.9%	36.7%	36.5%	40.0%	36.5%
■ % F/U after Community Inpatient in 30 days	58.5%	60.7%	56.8%	55.6%	57.4%	56.9%	59.5%	54.7%

Annual Performance Standard:

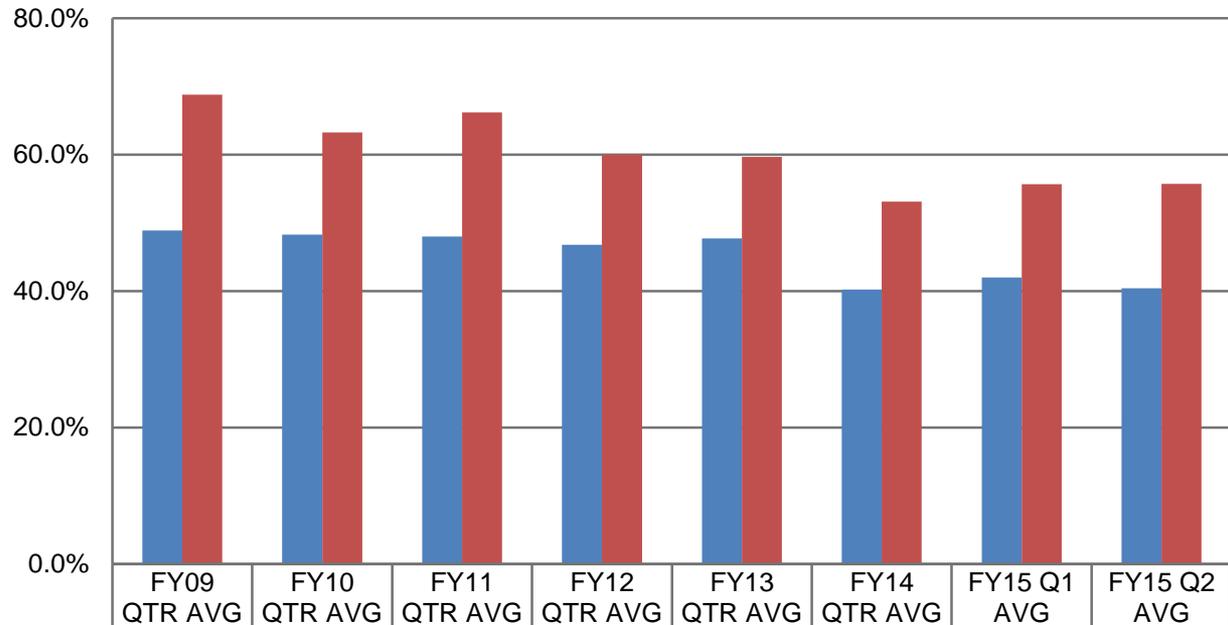
38% or more of enrollees receive community services within 7 days of CH discharge

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

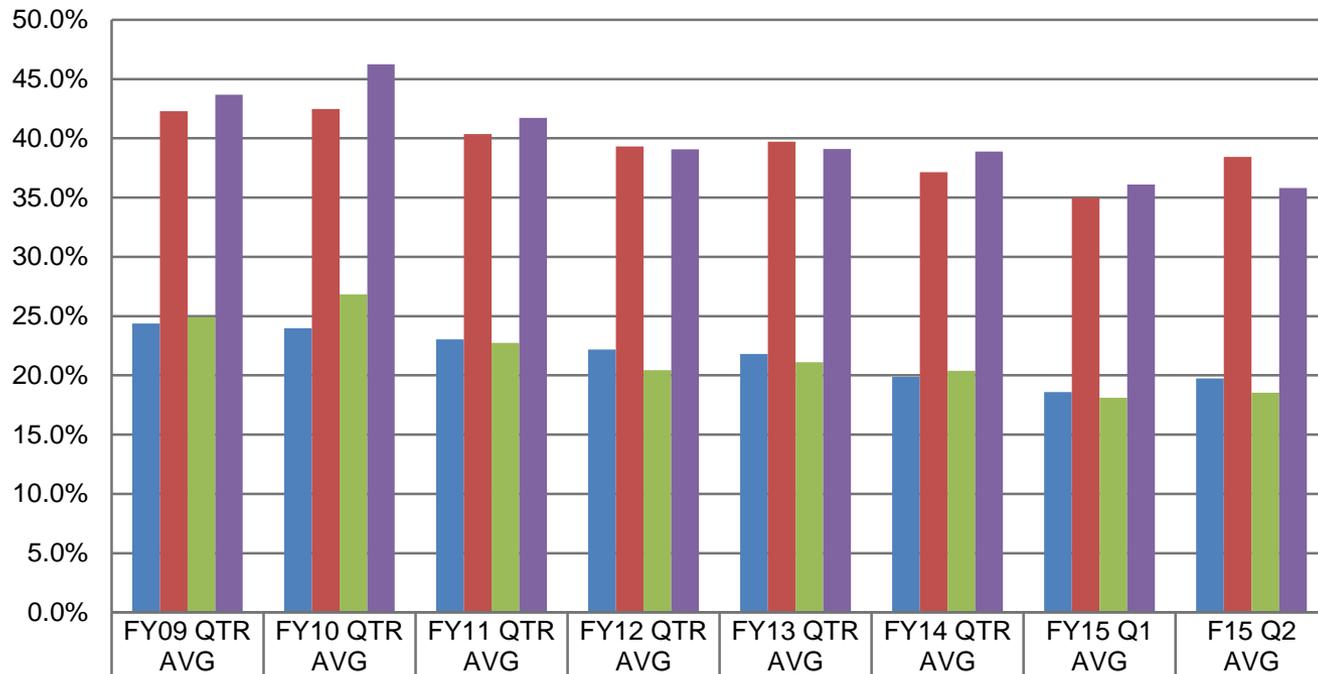
State Hospital Discharges



■ % F/U after State Hospital within 7 days	48.9%	48.3%	48.0%	46.8%	47.7%	40.2%	42.0%	40.4%
■ % F/U after State Hospital within 30 days	68.8%	63.3%	66.2%	60.0%	59.6%	53.1%	55.7%	55.7%

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



	FY09 QTR AVG	FY10 QTR AVG	FY11 QTR AVG	FY12 QTR AVG	FY13 QTR AVG	FY14 QTR AVG	FY15 Q1 AVG	F15 Q2 AVG
■ Svc within 7 days after ER	24.4%	24.0%	23.0%	22.2%	21.8%	19.9%	18.6%	19.7%
■ Svc within 30 days after ER	42.3%	42.5%	40.4%	39.3%	39.7%	37.2%	35.0%	38.4%
■ Svc within 7 days after 23 Hr Obs	24.9%	26.8%	22.7%	20.4%	21.1%	20.4%	18.1%	18.5%
■ Svc within 30 days after 23 Hr Obs	43.7%	46.2%	41.7%	39.1%	39.1%	38.9%	36.1%	35.8%

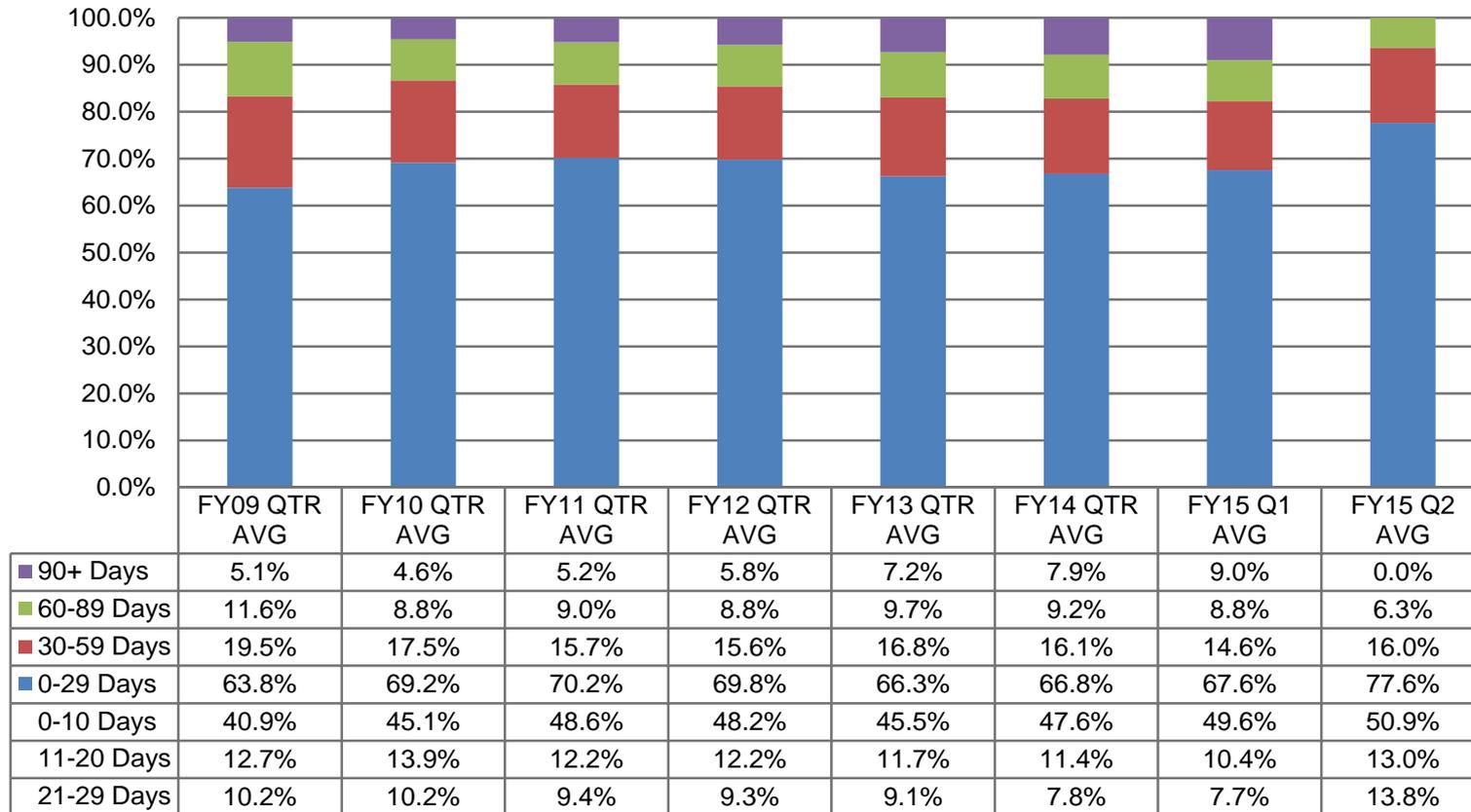
Annual Performance Standard:

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

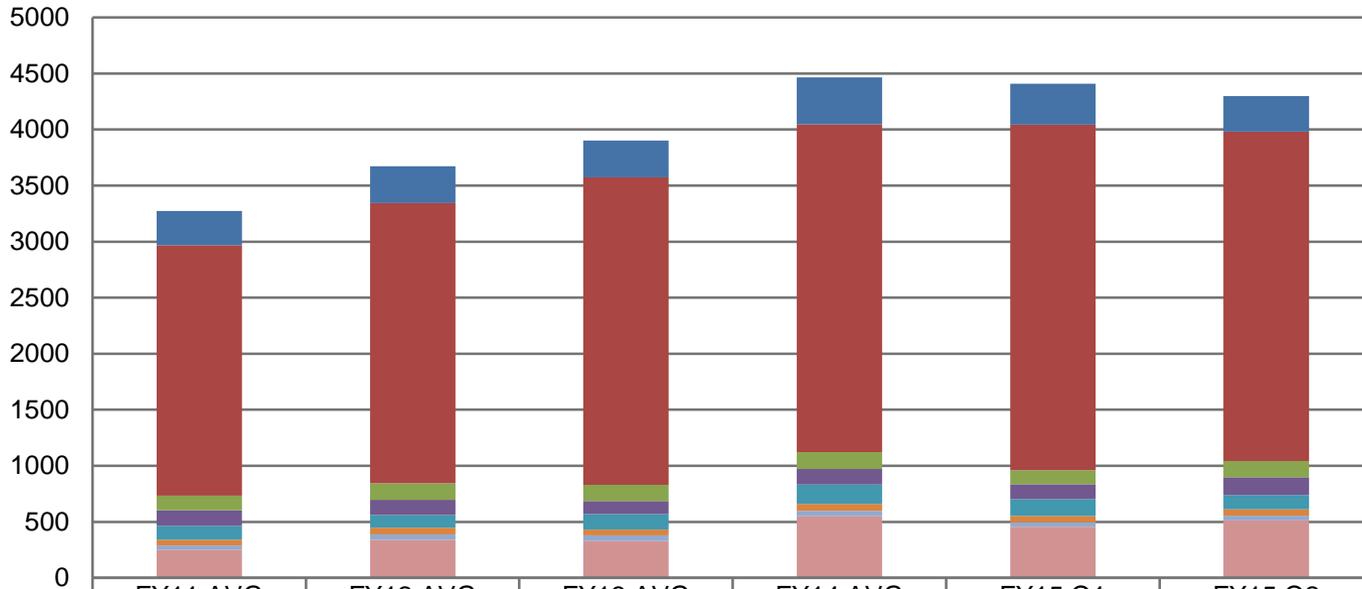


Annual Performance Standard:

-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.

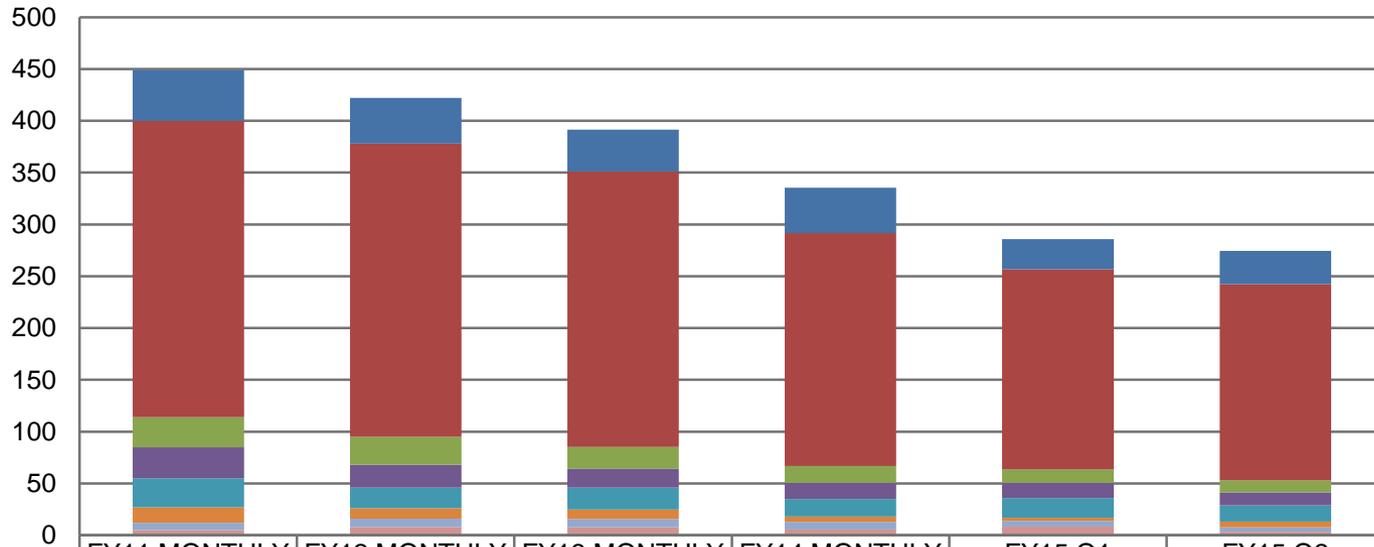
ADAPT COMMUNITY SOLUTIONS TELEPHONE HOTLINE DATA (INCOMING CALLS PER MONTH)



	FY11 AVG	FY12 AVG	FY13 AVG	FY14 AVG	FY15 Q1	FY15 Q2
■ COLLIN	307	331	328	420	367	315
■ DALLAS	2234	2499	2744	2924	3083	2940
■ ELLIS	130	147	143	150	123	145
■ HUNT	138	136	117	139	133	158
■ KAUFMAN	125	115	138	173	150	127
■ NAVARRO	52	60	51	63	58	58
■ ROCKWALL	37	48	50	48	39	42
■ Non-NorthSTAR	252	340	330	550	456	512

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

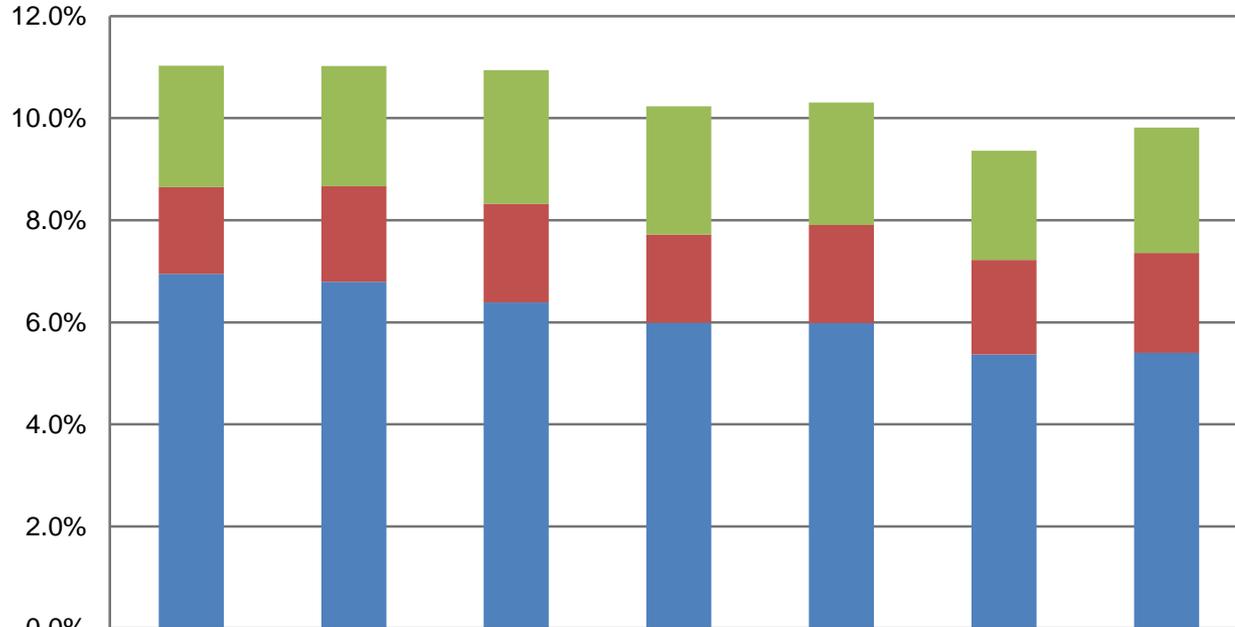
ADAPT COMMUNITY SOLUTIONS MOBILE CRISIS DATA (FACE-TO-FACE ENCOUNTERS PER MONTH)



	FY11 MONTHLY AVG	FY12 MONTHLY AVG	FY13 MONTHLY AVG	FY14 MONTHLY AVG	FY15 Q1 MONTHLY AVG	FY15 Q2 MONTHLY AVG
■ COLLIN	49	44	40	44	29	32
■ DALLAS	286	283	266	225	193	189
■ ELLIS	29	27	21	16	13	12
■ HUNT	30	22	19	16	15	12
■ KAUFMAN	28	20	21	17	19	16
■ NAVARRO	15	10	9	5	3	6
■ ROCKWALL	7	8	8	7	6	4
■ Non-NorthSTAR	5	8	8	6	8	3

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

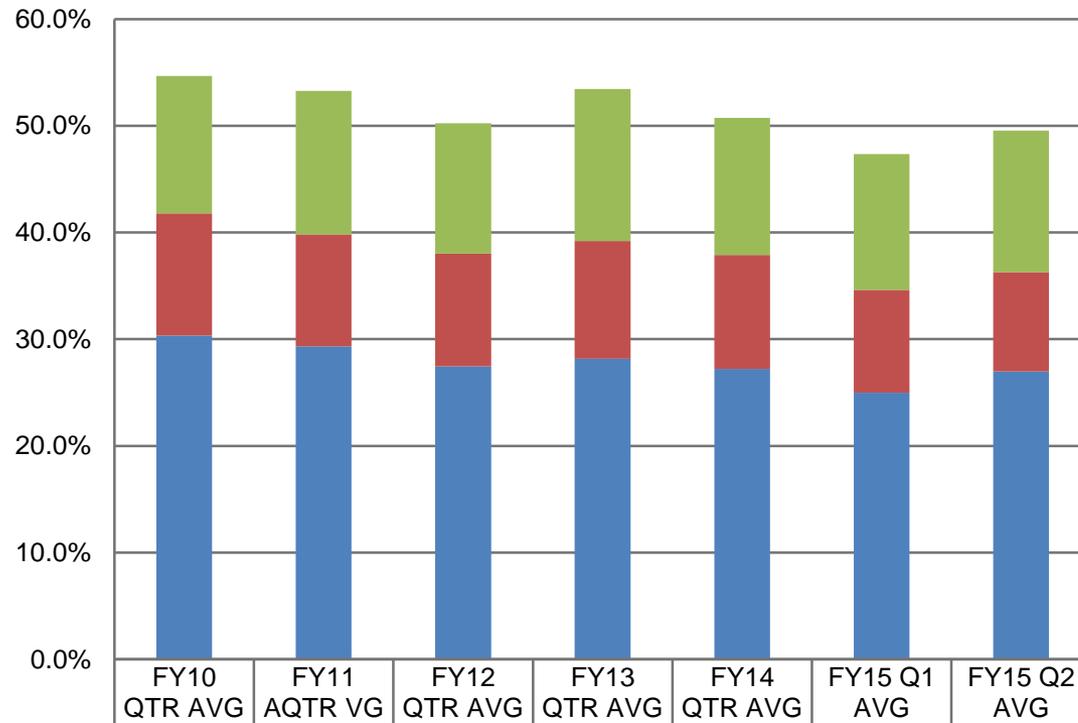
MOBILE CRISIS AND ACUTE ENCOUNTER



	FY10 QTR AVG	FY11 QTR AVG	FY12 QTR AVG	FY13 QTR AVG	FY14 QTR AVG	FY15 Q1 AVG	FY15 Q2 AVG
■ Acute Within 15 to 30 Days	2.4%	2.4%	2.6%	2.5%	2.4%	2.1%	2.5%
■ Acute Within 8 to 14 Days	1.7%	1.9%	1.9%	1.7%	1.9%	1.8%	2.0%
■ Acute Within 7 Days	7.0%	6.8%	6.4%	6.0%	6.0%	5.4%	5.4%
Total Acute Within 30 Days	11.0%	11.0%	10.9%	10.2%	10.3%	9.4%	9.8%

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.

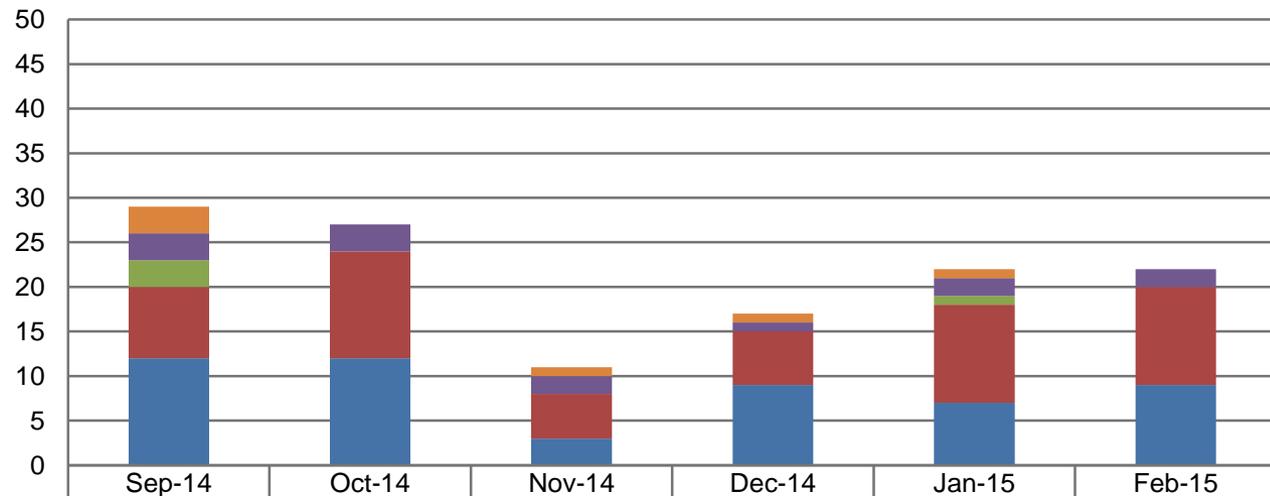
MOBILE CRISIS AND COMMUNITY SERVICE



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

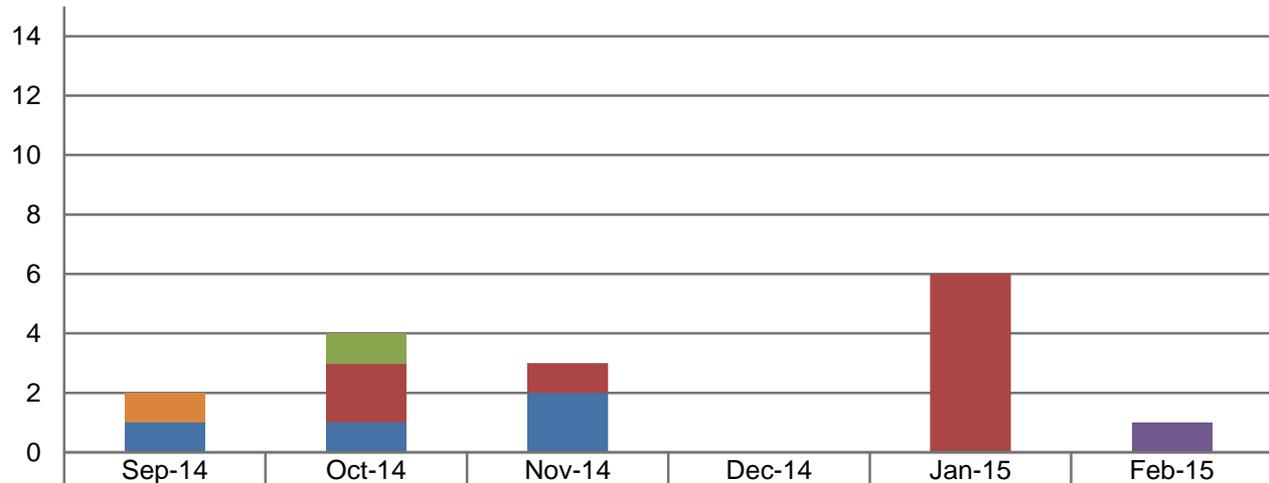


	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
(MC) BHO Contract with State	3	0	1	1	1	0
(EC) BHO Obligation to Enrollees	3	3	2	1	2	2
(UR) Utilization Review / Mgt	3	0	0	0	1	0
(AC) Accessibility/Availability	8	12	5	6	11	11
(QC) Quality of Care or Service	12	12	3	9	7	9
Total Enrollee Complaints	29	27	11	17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

Note: Beginning in FY2014, DSHS began reporting only first time complaints (excluding Appeals).

PROVIDER COMPLAINTS

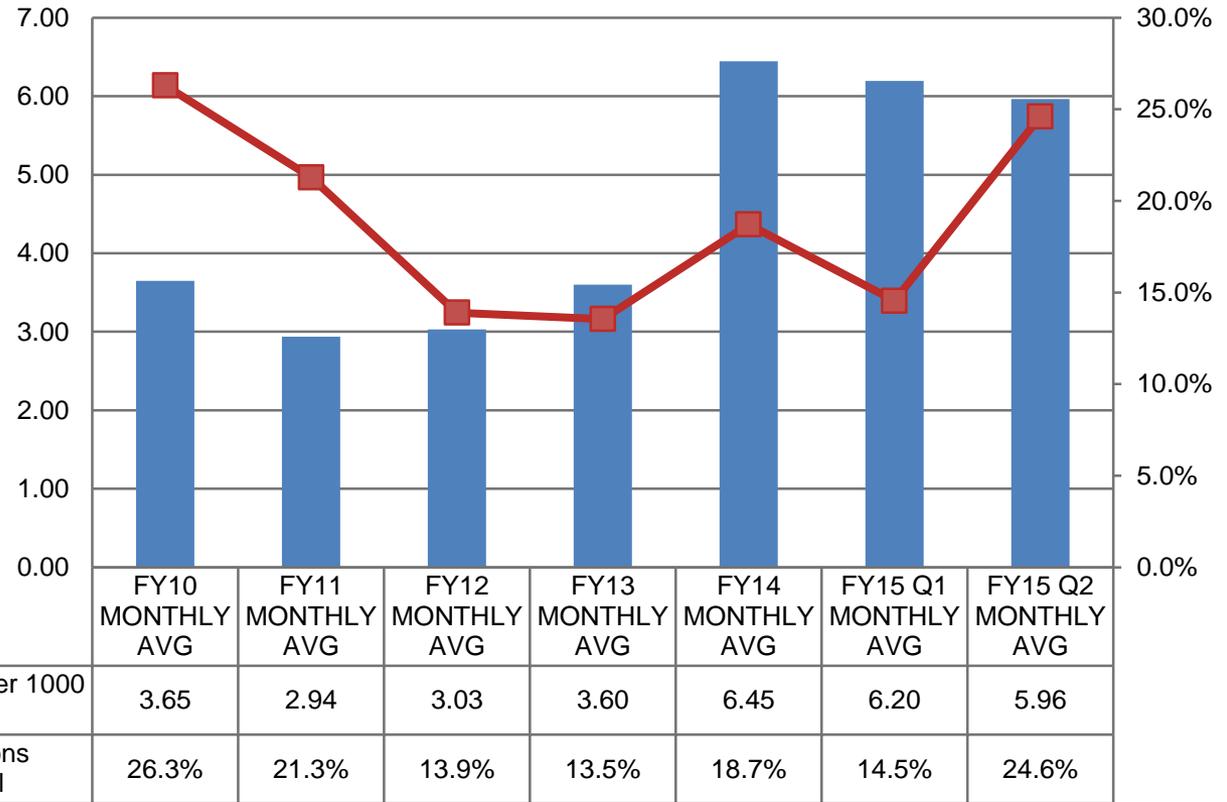
Provider Complaints



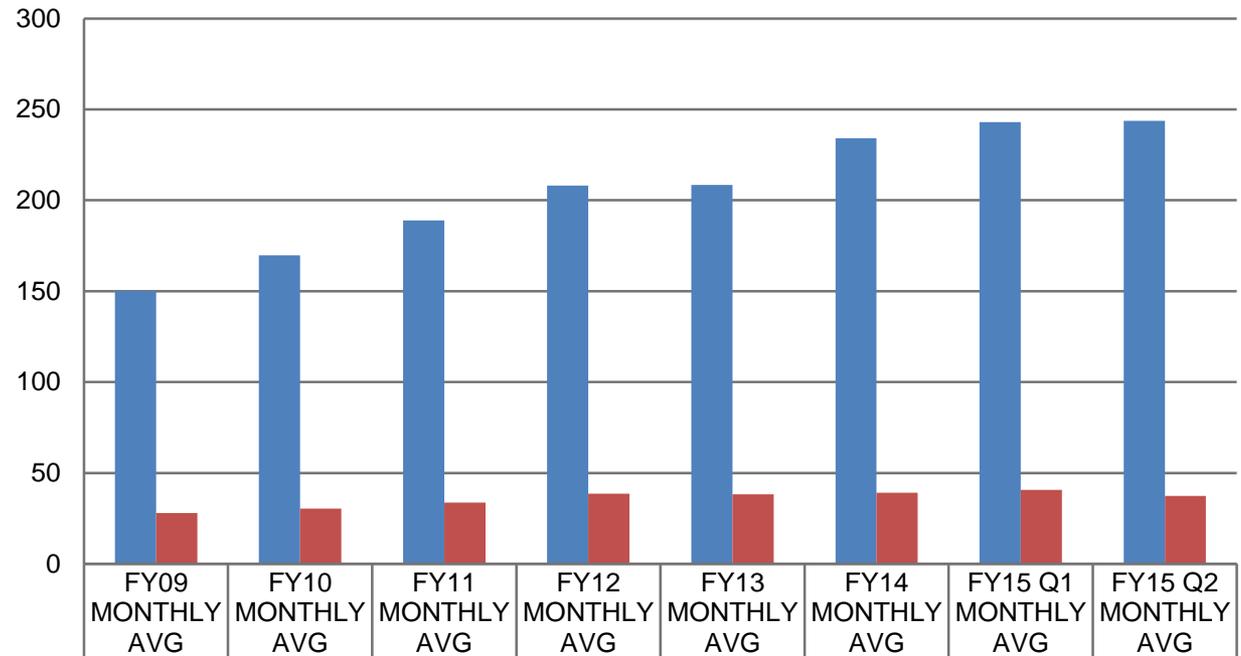
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
■ (EC) BHO Obligation to Enrollees	0	0	0	0	0	1
■ (MS) Miscellaneous Complaints	1	0	0	0	0	0
■ (UR) Utilization Review / Mgt	0	1	0	0	0	0
■ (AC) Accessibility/Availability	0	2	1	0	6	0
■ (QC) Quality of Care or Service	1	1	2	0	0	0
Total Provider Complaints	2	4	3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

Note: Beginning in FY2014, DSHS began reporting only first time complaints (excluding Appeals).

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	150	170	189	208	208	234	243	244
■ Providers Per Month Serving 50 Consumers or More	28	30	34	39	38	39	41	37

Note: Large Providers with multiple sites are counted once.