
PROVIDER ALERT

Alert#: PA 2010-18
Issued: October 2010
TO: CT BHP IICAPS Providers
SUBJECT: CT BHP IICAPS Outlier Management Program

The CT BHP has completed a retrospective evaluation of Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS) utilization data covering the past eighteen months. As a result of this review, we have been able to identify several areas of concern that will require some adjustments to our management of this resource. The following utilization trends warrant closer monitoring moving forward:

- ◆ Significant overall increase in Units used
- ◆ Significant increase in requests for units beyond initial authorizations to extend care and/or increase intensity
- ◆ Average length of stay (ALOS) well beyond 6 month target
- ◆ Large variability in utilization patterns across providers

As a result of these findings, we will be implementing an Outlier Management Program to address these changes in utilization. An "outlier" is defined as a program or facility whose measured performance, in terms of units used, falls outside of the expected range of units used for similar programs. The Outlier Management Program will allow us to work more closely with those providers whose utilizations patterns have moved beyond a predetermined amount (based on standard deviations from the mean) from the model outline OR have drifted from other model standards such as length of treatment episode. The program is intended to insure the appropriate use of resources while improving the consistency in program delivery.

Further information on participation in this program will be sent to those providers who will be directly impacted by these changes within the next few days.

The following describes an abridged description of the criteria and methodology for this program.

Identification measures for the Outlier Management Program for IICAPS services are based upon:

- An average length of stay (ALOS) that is greater than the annually determined number of standard deviations from the model parameters;
- Units used that are greater than a defined number of standard deviations from the statewide average;

Criteria and authorization process changes for participants in the IICAPS Outlier Management Program:

All decisions regarding participation in the Outlier Management Program will be based upon authorization data for calendar year 2009 (Q1 '09 through Q4 '09) plus Q1 and Q2 2010. Programs with:

1. Average units used amount that falls beyond 0.125 Standard Deviations (SD) of the state-wide average Units Used and
2. An ALOS that routinely exceeds the six (6) month ALOS target

IICAPS programs that meet these qualifications will be returned to telephonic review for all services related to IICAPS authorizations including the initial authorization as well as any concurrent requests for services. Web registration for IICAPS will no longer be an accepted process for obtaining an authorization for those programs identified for the Outlier Management Program. Providers will receive an initial authorization for 384 units to be used within a four (4) month period of time. Decisions regarding concurrent authorizations will be based on telephonic reviews of ongoing clinical need.

Please note: Attached for your review is a blinded graph of the data elements outlined in this alert. IICAPS Programs will be outreached directly by the CT BHP in the coming week and will be given additional information and a complete listing of the criteria and determination of participation for this Outlier Program.

Sincerely,

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Connecticut Behavioral Health Partnership

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CT Department of Children and Families

CT BHP Provider Alert 2010-18 – Attachment
IICAPS Outlier Management Program

Q4 '09- Q1 '10 IICAPS Outlier Average Number of Units Used
Q4 '09- Q1 '10 Avg Number of Units Used= 432.5; 0.125 SD= 36.9; Max= 469.4
Yellow > Max Avg Number of Units

