

RECOMMENDED NCACH Early Warning System Indicator Matrix

Indicator Category	Indicator Sub-Category	Specific Indicator Tracked	Owner for Reporting Baseline Data	Owner for reporting after January 2019	Frequency of Reporting
Provider Payments <u>Note:</u> HCA may be modifying the way we report these metrics. Finalized method TBD.	1. Behavioral Health Claims Status (Reported by each MCO for each BH provider individually)	a. # or rate of BH claims received by MCOs b. # or rate of BH claims rejected by MCOs	1a. N/A - Baseline is not collected on this metric 1b. N/A - Baseline is not collected on this metric	1a. MCOs 1b. MCOs	1a. Monthly 1b. Monthly
	2. Measure of top 5 reasons for BH claim or encounter re-submission	a. Top 5 reasons a BH claim or encounter is rejected and sent back to the provider	2a. N/A - Baseline is not collected on this metric	2a. MCOs	2a. Monthly
EDIE Data	1. ED Utilization	a. ED Utilization b. ED Utilization for client with past BH diagnosis	1a. HCA/AIM 1b. HCA/AIM	1a. HCA/AIM 1b. HCA/AIM	Monthly
	2. Percentage of ED visits with BH diagnosis	a. Portion of ED visits with BH diagnosis	2a. HCA/AIM	2a. HCA/AIM	Monthly
Crisis System	1. Crisis Hotline Calls	a. # of incoming calls	1a. BHO	1a. BH-ASO	1a. Monthly
		b. # of calls answered	1b. BHO	1b. BH-ASO	1b. Monthly
		c. # of call answer timeliness (within 30 seconds)	1c. BHO (if available)	1c. BH-ASO	1c. Monthly
		d. Average speed of answer (sec)	1d. BHO(if available)	1d. BH-ASO	1d. Monthly
		e. Abandonment Rate	1e. BHO (if available)	1e. BH-ASO	1e. Monthly
2. # ITA investigations and outcome	a. # of Mental Health ITA Investigations	2a. BHO	2a. BH-ASO	2a. Monthly	
	b. # of SUD ITA Investigations	2b. BHO	2b. BH-ASO	2b. Monthly	
	c. # Detained	2c. BHO	2c. BH-ASO	2c. Monthly	
	d. # Voluntary Admit	2d. BHO	2d. BH-ASO	2d. Monthly	
	e. # Discharged with Referral	2e. BHO	2e. BH-ASO	2e. Monthly	
3. DMHP	a. DMHP response time	3a. BHO	3a. BH-ASO	3a. Monthly	
4. Bed Availability	a. # of No Bed reports b. # of Single Bed Certifications	4a. RDA	4a. BH-ASO	4a. Monthly	
		4b. RDA	4b. BH-ASO	4b. Monthly	
State Hospitals- WSH & ESH	1. Bed Census	a. Average Daily census	1a. RDA	1a. RDA	1a. Monthly
		b. Forensic Flips census	1b. RDA	1b. RDA	1b. Monthly
		c. Discharges	1c. RDA	1c. RDA	1c. Monthly
		d. Waitlist	1d. RDA	1d. RDA	1d. Monthly