

RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for January 2026 – June 2026

- GOAL: SATISFACTION: Members and stakeholders will report satisfaction with the use of technology (email and links) to complete paperwork. Threshold 80%.
- RESULT: SATISFACTION: The majority of stakeholders and adult and child/ adolescent members reported either satisfaction or neutral responses in areas surveyed. Threshold met.
- GOAL: SATISFACTION: Referral Sources will report satisfaction with timeframe from referral to admission into the program. Threshold 80%.
- RESULT: SATISFACTION: The majority of Stakeholders report being satisfied with timeframe between the date of referral to the date of admission to Resource Management Services. Threshold met.
- GOAL: EFFECTIVENESS AND EFFICIENCY: No repeat member hospitalizations for the year 2026.
- RESULT: Out of 42-member hospitalizations or ED visits, 38 members had no repeat visits. Threshold was not met.
- GOAL: 80% of submitted claims are clean and paid within 60 days. 80% of aged claims are less than 120 days old.
- RESULT: Data indicates 77% of submitted claims were clean and paid within 60 days, and 52% of aged claims were less than 120 days old. Threshold was not met.
- GOAL: Demonstrate an increase frequency of Community Psychiatric Support and Treatment services (CPST) delivered by either a licensed or provisionally licensed staff member compared to 2025 year.
- RESULT: Data indicates more CPST services were provided to members in H1 2026 and at a higher frequency than 2025. Threshold was partially met.
- GOAL: Provide approved hours per month to LHCC members.
- RESULT: Data indicates approved hours per month are being provided to LHCC members.

If you would like us to report about other things that we do or measure, you can call Angie Fontenot, Clinical / Compliance Director, at 337-261-8781.