

# RESOURCE MANAGEMENT SERVICES

## HOW DID WE DO?

Report for January 2025 – June 2025

GOAL: SATISFACTION: Members will report satisfaction with the use of technology (email and links) to complete paperwork. Threshold 80%.

RESULT: SATISFACTION: 86% of adult 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: 100% 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 2024.

RESULT: Out of 44-member hospitalizations or ED visits, 37 members had no repeat visits Threshold was not met.

GOAL: ACCESSIBILITY: Members' nonemergent initial appointments will be scheduled within 30 days of referral. Threshold is 80%.

RESULT: An average of 70%, were scheduled within 30 days or referral. 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 2024 year.

RESULT: Data indicates less CPST services were provided to members and though at a higher frequency. Threshold was partially 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 94% of submitted claims were clean and paid within 60 days, and less than 90% of aged claims were less than 120 days old. Threshold was met.

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.