

RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for July 2025 – December 2025

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

RESULT: SATISFACTION: 89% of both 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: 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 2025.

RESULT: Out of 41-member hospitalizations or ED visits, 26 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 91%, were scheduled within 30 days or referral. Threshold was 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 in 2025, though at a higher frequency than 2024. 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 91% of submitted claims were clean and paid within 60 days, and 61% of aged claims were less than 120 days old. Threshold was partially 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.