



# PLAN OF ACTION PROGRESS REPORT

MAY 2021



## OUR MISSION

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To improve the health and wellness of our members and their families.

## ACCESS TO CARE

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We have removed authorization requirements for a broad list of outpatient and community-based services. For services still requiring an authorization, we committed to issuing a decision within 72 hours for our highest risk members, including:



Foster children/juveniles:

**97%\* of Treatment Authorization Requests (TARs) during April were processed within 72 hours**



For individuals with two or more occurrences in the Emergency Department within the past 60 days:

**95%\* of TARs during April were processed within 72 hours**

*\*Goal: 95%*

*Source: QM Provider Initiative*

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## SUPPORTING CHILDREN AND FAMILIES

Cardinal Innovations continues to lead the way in improving the lives of children in the child welfare system and their families.

By co-locating Cardinal Innovations staff (Site Liaisons) at county DSS offices to work directly with DSS staff, high-needs cases are addressed sooner and emerging issues are resolved more quickly and effectively:

During April, **62 members—children and adults—were assisted by Site Liaisons**, linking them to services, assisting them with provider issues, connecting them with resources and much more. The Site Liaisons also **assisted 15 providers and 16 caregivers** with a variety of needs.

April 2021		
<b>62</b>	<b>15</b>	<b>16</b>
<b>Members (children and adults) were assisted by Site Liaisons</b>	<b>Providers</b>	<b>Caregivers</b>
	<b>Assisted with a variety of needs</b>	

## EMERGENCY DEPARTMENT UTILIZATION

Cardinal Innovations continues to address issues related to the high rates of Emergency Department (ED) use by people in mental health crisis and is committed to ensuring that vulnerable people get the right care at the right time and in the right setting.

In March, Cardinal Innovations launched **a project to address members with frequent ED use (2 or more visits in 12 months) with a primary diagnosis of schizophrenia or substance use disorder (SUD)**. Targeted facilities included Novant Presbyterian, Novant Forsyth, Novant Rowan, UNC Medical Center, and Wake Forest Baptist.



Over the past two months, Cardinal Innovations has coordinated discharge planning and addressed the social determinants of health needs for 125 members with ED visits during the review period.

- **22 of the 125 members, or 17.6 percent, returned for an ED visit within 30 days—meeting the goal of reducing the revisit rate to below 18 percent**



**THANK YOU**

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