



PLAN OF ACTION PROGRESS REPORT

JUNE 2021



OUR MISSION

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

ACCESS TO CARE

Cardinal Innovations committed to processing Treatment Authorization Requests (TARs) within 72 hours for foster children/juveniles and individuals who have had two or more emergency department visits within 60 days.

For the month of May, the goal was exceeded for both populations:



97% 2+ ED visits within 60 days



97% Foster children

ACCESS TO CARE

Cardinal Innovations has been working closely with providers to reduce the incidents of incomplete TAR submissions, which result in delays, and to also reduce the time between assessment and treatment.

As a result, we have drastically reduced the time between assessment and the submission of a TAR - cutting 13.1 days on average to achieve our goal of a 10% decrease.

13.1

Days cut, on average,
for these service categories

63%

of all measured services
are meeting the 3-day goal
from TAR to first service

ACCESS TO CARE

Since the beginning of the year, Cardinal Innovations has increased its outreach and education efforts to raise awareness of available services and simplified the process for members/families to resolve issues. Key to these efforts have been outreach calls to new members.

Since January, Cardinal Innovations has:

Outreached to 6,569 New members	Connected with 1,670 New members	Linked 1,087 New members to resources, referrals or service appointments
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SUPPORTING CHILDREN AND FAMILIES

Our Site Liaisons located in county DSS offices continue to address needs more effectively—and quickly identify/resolve emerging issues.

Through the end of May:





THANK YOU
