

PLAN OF ACTION PROGRESS REPORT

January 25, 2021

Cardinal
Innovations
HEALTHCARE®



PLAN OF ACTION PROGRESS REPORT

JANUARY 2021

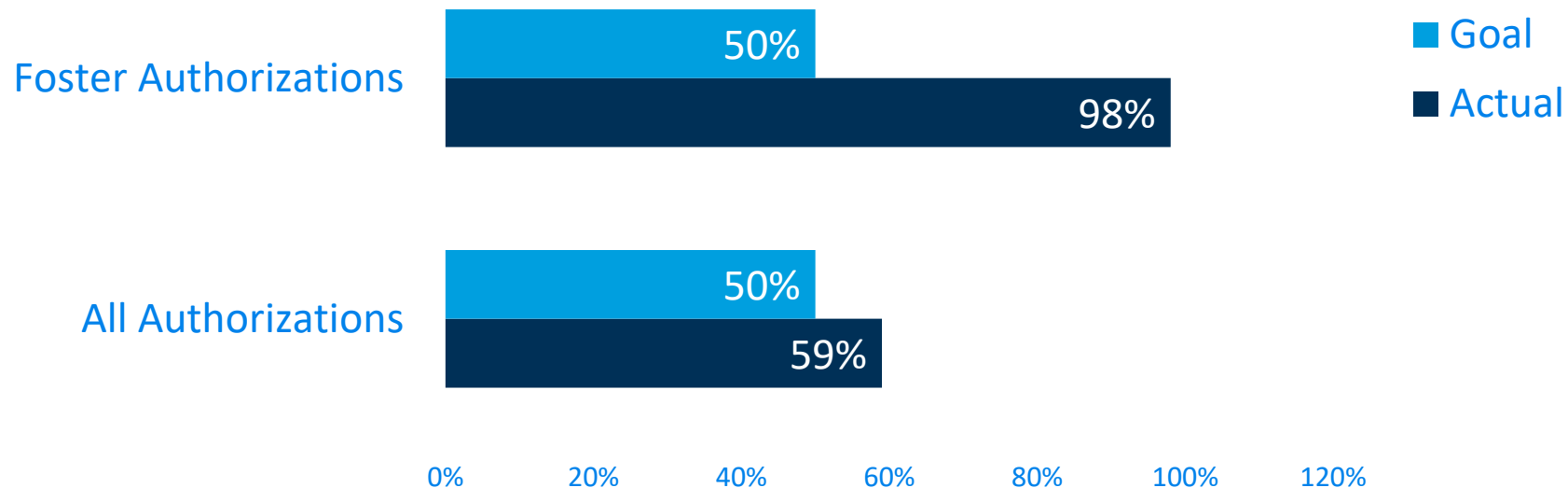


OUR MISSION

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

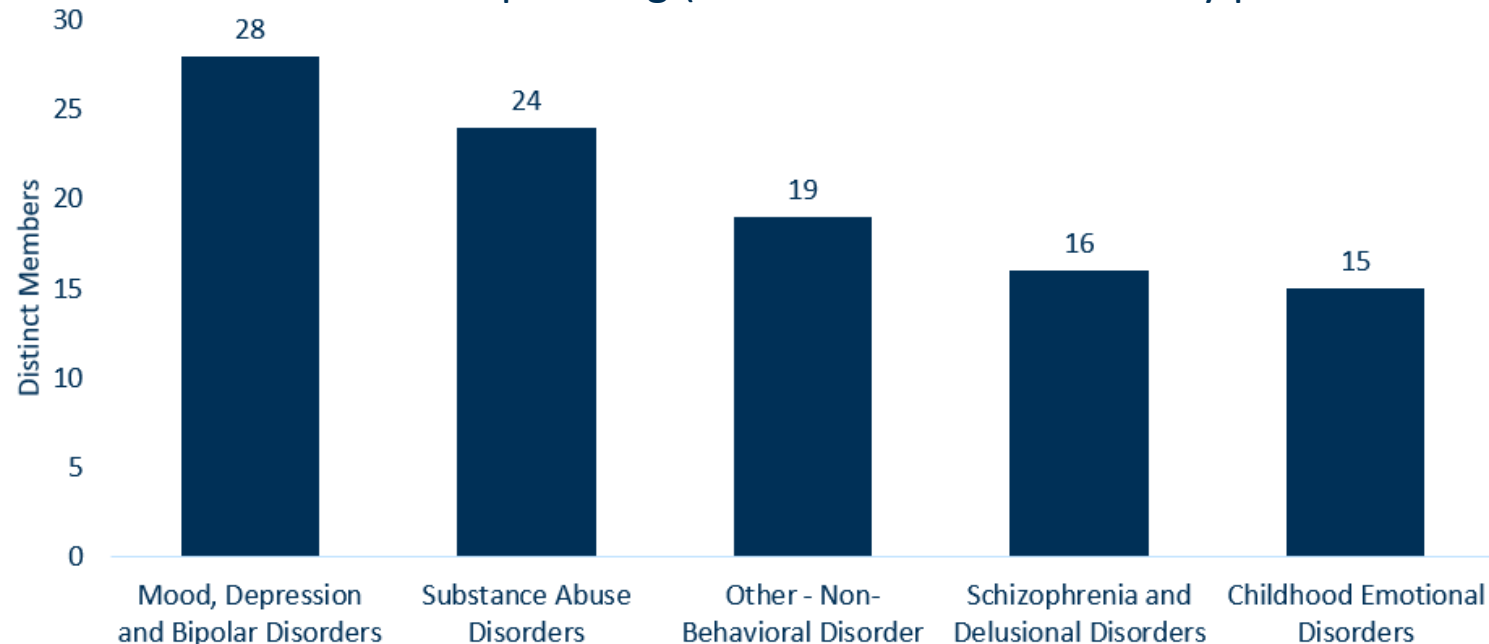
ACCESS TO CARE

- We committed to processing 50% all treatment authorization requests within 72 hours, by December 31st, and **we have exceeded this goal by 9% for all authorizations, and by 48% for children in foster care.**
- As of January 1, **we have reached our goal of creating a new service program for members.** This includes welcome calls, where we connect new members with needed supports. In the first ten days, we made 39 referrals, including appointments for healthcare, linkage to care coordination and/or member engagement, and connection to needed social services like food and transportation.
- New member orientations are scheduled through May and our full training and events calendar by county can be accessed [here](#).



EMERGENCY DEPARTMENT UTILIZATION

- We are continuing work to reduce admissions by identifying members who frequently visit the Emergency Department and connecting them to appropriate services through both our hospital partners and direct member outreach. **We connected with 211 members last quarter.**
- We added a full-time staff member to Novant Rowan Regional Hospital to support Emergency Department and Inpatient staff with diversion and transition planning (in addition to staff recently placed at BH Atrium)



Understanding what drives Emergency Department Utilization so that we can connect members to more appropriate care to meet their needs.

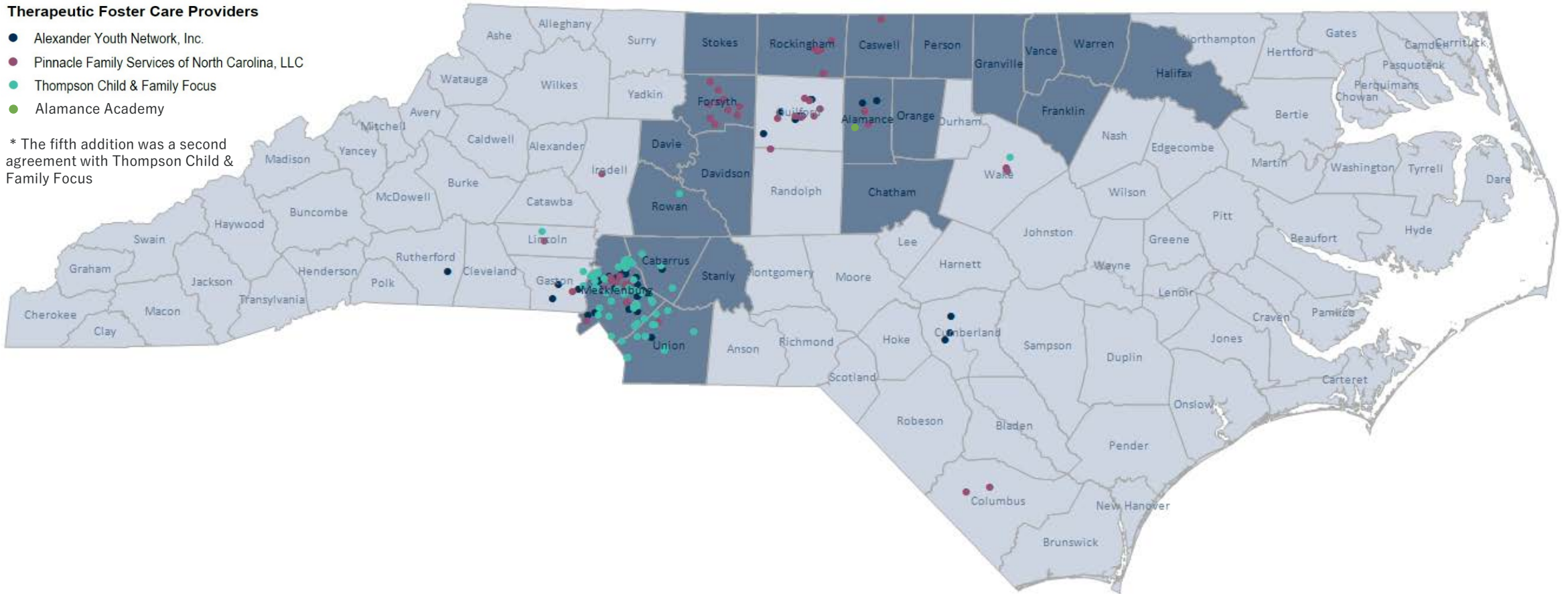
NETWORK CAPACITY: AVAILABILITY OF SERVICES AND PROVIDERS

We added five new Therapeutic Foster Care Agreements, exceeding our goal of four

Therapeutic Foster Care Providers

- Alexander Youth Network, Inc.
- Pinnacle Family Services of North Carolina, LLC
- Thompson Child & Family Focus
- Alamance Academy

* The fifth addition was a second agreement with Thompson Child & Family Focus



Through this effort, we have more than tripled our capacity to serve children, and have already placed 14 members from three counties into new services

CARING FOR CHILDREN AND FAMILIES

- Cardinal Innovations expanded our initial goal of **aligning licensed, clinical staff with county DSS offices staff and has assigned** staff to remaining counties. Formal programs are now being finalized for Cabarrus, Davidson, Orange, Rockingham, Rowan and Stanly County.
- Cardinal Innovations is improving our **focus on prevention** by targeting outreach to pre-custody and early-risk identification programs such as Child Protective Services and In-Home teams
- We joined the **Child Maltreatment Consortium in Mecklenburg County**, and are actively identifying other local and regional collaboratives to address child welfare and at-risk youth

PROGRESS TO DATE

Cardinal staff alignment to local DSS offices





THANK YOU
