

PLAN OF ACTION PROGRESS REPORT

February 23, 2021

Cardinal
Innovations
HEALTHCARE®



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FEBRUARY 2021

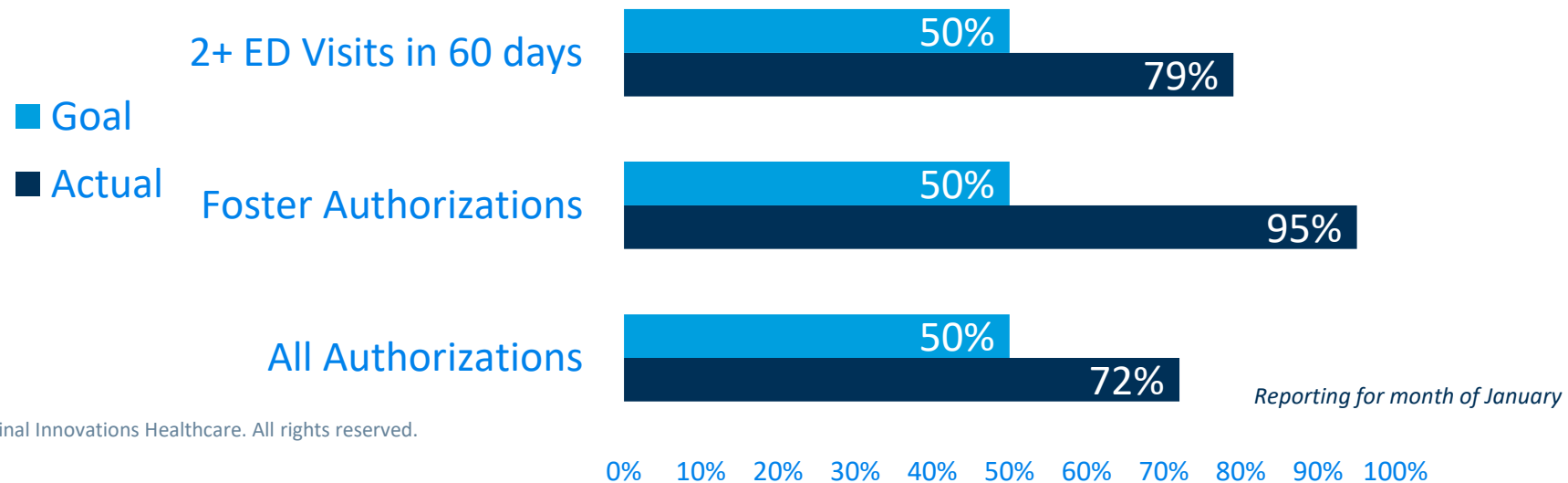


OUR MISSION

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 continue to exceed our goals across three critical areas.**
- Members **are receiving services faster** through targeted efforts to
 - reduce the amount of time between the completion of a comprehensive clinical assessment and the submission of a treatment authorization. **88% of all measured services had a time decrease of 20% or more through this effort.**
 - Reduce the amount of time between authorization of treatment and receipt of first service. **63% of all measured services begin within 3 days.**
- To raise awareness of available services, we began conducting outreach calls to new members in December. Since January 1st, we have contacted **1,304 new members and connected 351 to meaningful services.**



NETWORK CAPACITY: AVAILABILITY OF SERVICES AND PROVIDERS

- We are actively expanding our provider network to **increase capacity for our most critical services**
- In addition to **enhanced rates**, we are making **targeted investments** to reduce gaps in care and ensure our members have access to the providers they need to be well

THERAPEUTIC FOSTER CARE

- Completed an agreement with Lutheran Family Services to launch a **specialized Level II TFC program to support survivors of human trafficking**.
- Finalized an agreement with Carolina Therapeutic Services for **38 TFC homes in Mecklenburg County**

PEER SUPPORT

- We have partnered with Promise Resource Network to fund the start-up of a **Peer Run Respite program and a Peer-Run Warm Line** that will serve residents in all 20 Counties and throughout NC. This initial investment of \$161,000 will support individuals on their recovery to well-being.

HOSPITAL PARTNERS

- To promote quality of care and continuity of care, we increased the rate for behavioral health inpatient and emergency department services by 25% for a year of claims beginning July 1, 2020. This represents a \$6.7M investment in hospitals across our 20 counties.

CARING FOR CHILDREN AND FAMILIES

- We are expanding our Youth Villages' Intercept program to all twenty counties. By teaching parents essential skills that help keep families together, Intercept by Youth Villages – a national leader in children's behavioral health – takes a proactive approach to **safely prevent children from having to enter the custody of social service agencies**
- 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 Alamance, Chatham, Davie, Person and Stokes County
- To help support youth and families involved in the child welfare system, Cardinal Innovations Healthcare has created **four new downloadable resources for children and families** including training, wellness, advocacy and contacts across all twenty counties

PROGRESS TO DATE

Cardinal staff alignment to local DSS offices



CARING FOR MEMBERS WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES

- We have expanded our training on the adult service continuum, including:
 - The state-funded registry and efforts Cardinal has made to **improve how the registry is managed** and collaborate with providers on timely filling of open vacancies for residential treatment.
 - The Registry of Unmet Needs (Innovations Waiver Waitlist) with Medicaid services, and how we are **improving our referral process to be more member and community friendly**. This includes connection to (b)(3) services, as well as non-Medicaid services.
 - Additional ways and services that Cardinal offers beyond the state service array, including for non-Medicaid residential placements.
- [Two additional trainings](#) are scheduled on February 25 and March 3, and will be recorded and available on demand via our website

TRAININGS HELD

4

Since January

ATTENDEES

49

Completed Training

COUNTY REACH

10

Counties Represented



THANK YOU
