

**KDADS  
Behavioral Health / Substance Use Disorders  
Quality Committee**

**AGGREGATE ANALYSIS REPORT**

**Reporting Period**                      **FROM:** January 1, 2014                      **TO:** June 30, 2014 (final)

**Analysis focus is 2nd Quarter FY14 to 3rd Quarter FY14 &  
3<sup>rd</sup> Quarter FY 14 to 4<sup>th</sup> Quarter comparisons**

**Unit/Team/Department:**  
Quality Committee

**Topic/Project:**  
Access to Care  
    8 Appointment Access  
    [Referral Timeliness - time between request for services (initial contact) and  
    assessment/treatment]

**Monitoring Standard:**  
42 CFR 438.240 (a and b) Quality Assessment and Performance Improvement Program  
42 CFR 438.210(b-e) Coverage and Authorization of Services  
42 CFR 438.114 Emergency and Post-Stabilization Services  
42 CFR 438.206 Availability of Services  
42 CFR 438.206 Furnishing of Services and Timely Access

**Goal:**  
The Quality Committee will track and report quarterly to KDADS/BHS access to care data in a given quarter. This includes the following: Urgent, IV Drug Users and Routine.  
Block Grant Application Goals: 10, 9

**Objectives:**  
To assure the documentation is capturing this utilization report regarding access to care and the applicable performance guarantees.  
To assist in managing access to care performance guarantees.  
To evaluate for trends that may require system intervention and education  
To allow data to be presented consistently for Committee evaluation and response

**Timeline:**

- July 2012: SRS DBHS moved to the Kansas Department of Aging and Disability Services. Mental Health Services and Addiction and Prevention Services merged to become Behavioral Health Services (BHS)
- January 2013: Kansas KanCare was implemented. The State of Kansas contracted with three separate managed care organizations for the management of all Medicaid dollars to include Behavioral Health Services. ValueOptions of Kansas will be the Administrative Services Organization (ASO) of the Substance Abuse and Prevention Treatment Block Grant funds.

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**Data Collection Activities:**

Data was collected from the ValueOptions CareConnect system and the KCPC. Other data sources include the level of care definitions, KCPC criteria for urgent and the KCPC Client table. The data set shown has changed as the results of the actions of the Access to Care Workgroup and input from providers resulting in a complete redesign of this report. A baseline for comparison was set by the network average taken from data of 7/1/09 to 12/31/10. The percentage (%) of expected improvement target was set by “reduction in failure rate” formula. Reduction in Failure Rate (RFR) is the amount of change made divided by the amount of change that would have been ideal. (i.e. if wanting to increase a rate from 50% to 100%, but only 60% was achieved, then the RFR would be equal to  $(60\% - 50\%) / (100\% - 50\%) = 20\%$ ) The quarterly data is now shown as compared to the baseline and expected percentage (%) of improvement target. The report detail is broken down by:

- Level of urgency (Urgent, IV Drug Users and Routine)
- Incarceration status, including an aggregate
- Assessment Offered and First Treatment Post Assessment for Urgent and Routine
- First Treatment Post Initial Contact and Admitted to Treatment within 120 days of Initial Contact for IVDU.

IV Drug User Access to Care was modified during FY 2014. The original indicator “first treatment post assessment – 14 days from contact date” did not allow for tracking of those members who admitted to treatment within 120 days per federal regulation. A second indicator “admitted to treatment within 120 days of assessment” was added to track members who do not fall into the original 14 day admission indicator. The second indicator looks at members who did not admit within 14 days, that had SAPT interim services within 2 days of requesting services, who admitted to treatment within 120 days.

The Total % Meeting Standard for each quarter and YTD is shown. This report contains 75 days of claims run-out.

**Selection Criteria:**

1. “Assessment Offered” is the number of days between initial contact date and the assessment offered date to the member. This is taken from the KCPC.
2. “First Treatment Post Assessment” is the number of days between the assessment and the first date of treatment taken from paid claims. This is taken from claims data and the CareConnect system.
3. “Admitted to treatment within 120 days” is specific to the IVDU category and measures the number of clients who received SAPT Interim Services and admitted within 120 days of initial contact per federal requirement. This is taken from claims data and the CareConnect system.
4. It is important to note that the KCPC data system does not have the ability to count the number of hours from the initial contact to the assessment offer for the urgent category; therefore the number of days is counted.

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**Access to Care Standards**

**Note:** These are the minimum standards. All calls for all members are clinically triaged to ascertain if a more urgent level of care is appropriate.

**Urgent:** Means a service need that is not emergent and can be met by providing an assessment within 24 hours of the initial contact, and services delivered within 24 hours from the assessment. Services must be delivered within 48 hours from initial contact without resultant deterioration in the individuals functioning or worsening of his / her condition. **If the client is pregnant they are to be placed in the urgent category.**

**Standard: Members are assessed within 24 hours of initial contact; services delivered within 24 hours of the assessment; not to total more than 48 hours.**

**IV Drug Users:** If a client has used IV drugs within the last six months, and they don't fall into the Urgent category because of clinical need, they will need to be placed in this category. Clients who have utilized IV drugs within the last six months need to be assessed and provided treatment within 14 (calendar) days of initial contact. There is not a time standard requirement for the assessment, nor is there an IV Drug User category in the KCPC. These members are categorized as routine but are to receive treatment within 14 days of their initial contact – not within 14 days of their assessment. If an individual is not admitted within 14 days due to lack of capacity, the individual must be admitted within 120 days after date of request. SAPT interim services must be provided no later than 48 hours after initial contact/request for services while individual is awaiting admission.

**Standard: Members receive treatment within 14 days of initial contact.**

**Routine:** Means a service need that is not urgent and can be met by a receiving an assessment within 14 (calendar) days of the initial contact, and treatment within 14 calendar days of the assessment, without resultant deterioration in the individual's functioning or worsening of his or her condition.

**Standard: Members assessed within 14 days of initial contact and treatment services are delivered within 14 days of assessment; not to total more than 28 days.**

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**Results:**



Kansas Department for Aging and Disability Services

Network Access to Care

Reporting Period: January, 2014 - March, 2014

**AAPS: Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	84.4%	84.8%	22	19	86.3%
	First Tx Post Assess - 24 hrs from assessment date	32.4%	34.4%	22	10	45.4%
Routine	Assessment Offered - 14 days from contact date	92.1%	92.3%	113	107	94.6%
	First Tx Post Assess - 14 days from assessment date	35.8%	37.7%	100	36	36.0%
IV Drug User	First Tx Post Assess - 14 days from contact date	51.9%	53.3%	28	7	25.0%
	Admitted to treatment within 120 days of assessment	69.8%	70.7%	26	13	50.0%

**AAPS: Non-Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.7%	90.0%	380	335	88.1%
	First Tx Post Assess - 24 hrs from assessment date	42.8%	44.5%	364	136	37.3%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,600	1,475	92.1%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,244	478	38.4%
IV Drug User	First Tx Post Assess - 14 days from contact date	49.9%	51.4%	167	86	51.5%
	Admitted to treatment within 120 days of assessment	61.3%	62.5%	141	81	57.4%

**Aggregate**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.4%	89.7%	402	354	88.0%
	First Tx Post Assess - 24 hrs from assessment date	42.1%	43.8%	386	146	37.8%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,713	1,582	92.3%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,344	514	38.2%
IV Drug User	First Tx Post Assess - 14 days from contact date	50.1%	51.6%	195	93	47.6%
	Admitted to treatment within 120 days of assessment	62.3%	63.4%	167	94	56.2%

**NOTES:**

Social Detox treatment data is included in First Treatment Post Assessment.

First Tx Post Assess: first treatment following the assessment taken from paid claims and CareConnect

Baseline: network average 7/1/12 through 12/31/13

Improvement Target: VO-KS uses a "reduction in failure rate" calculator to determine the improvement target, based on the baseline and a 3% reduction in failure rate

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Kansas Department for Aging and Disability Services

Network Access to Care

Reporting Period: April, 2014 - June, 2014

**AAPS: Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	84.4%	84.8%	23	21	91.3%
	First Tx Post Assess - 24 hrs from assessment date	32.4%	34.4%	23	11	47.8%
Routine	Assessment Offered - 14 days from contact date	92.1%	92.3%	132	128	96.9%
	First Tx Post Assess - 14 days from assessment date	35.8%	37.7%	122	63	51.6%
IV Drug User	First Tx Post Assess - 14 days from contact date	51.9%	53.3%	27	9	33.3%
	Admitted to treatment within 120 days of assessment	69.8%	70.7%	20	12	60.0%

**AAPS: Non-Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.7%	90.0%	386	345	89.3%
	First Tx Post Assess - 24 hrs from assessment date	42.8%	44.5%	368	185	50.2%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,572	1,444	91.8%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,226	486	39.6%
IV Drug User	First Tx Post Assess - 14 days from contact date	49.9%	51.4%	156	69	44.2%
	Admitted to treatment within 120 days of assessment	61.3%	62.5%	132	92	69.7%

**Aggregate**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.4%	89.7%	409	366	89.4%
	First Tx Post Assess - 24 hrs from assessment date	42.1%	43.8%	391	196	50.1%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,704	1,572	92.2%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,348	549	40.7%
IV Drug User	First Tx Post Assess - 14 days from contact date	50.1%	51.6%	183	78	42.6%
	Admitted to treatment within 120 days of assessment	62.3%	63.4%	152	104	68.4%

**NOTES:**

Social Detox treatment data is included in First Treatment Post Assessment.

First Tx Post Assess: first treatment following the assessment taken from paid claims and CareConnect

Baseline: network average 7/1/12 through 12/31/13

Improvement Target: VO-KS uses a "reduction in failure rate" calculator to determine the improvement target, based on the baseline and a 3% reduction in failure rate

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**Comparison of Q2 FY 14 to Q3 FY 14**

Baseline Network AVG 7/1/12 to 12/31/13	Improvement Target	Q2 FY14 % that met Standard	Q3 FY14 % that met Standard	% of Change from Q2 FY14 to Q3 FY14
<b>KDADS INCARCERATED</b>				
		<b>Urgent</b>	<b>Urgent</b>	
84.4%	84.8 %	Assessment Offered 24 hrs from contact date = 86.9%	Assessment Offered 24 hrs from contact date = 86.3 %	-7%
32.4%	34.4 %	First TX Post Assessment 24 hrs from assessment date = 39.1%	First TX Post Assessment 24 hrs from assessment date = 45.4%	16.0%
		<b>Routine</b>	<b>Routine</b>	
92.1%	92.3 %	Assessment Offered 14 days from contact date = 89.3%	Assessment Offered 14 days from contact date = 94.6%	6.0%
35.8%	37.7 %	First TX Post Assessment 14 days from assessment date = 38.9%	First TX Post Assessment 14 days from assessment date = 36.0%	-7.5%
		<b>IV Drug Users</b>	<b>IV Drug Users</b>	
51.9%	53.3%	First TX Post Assessment 14 days from contact date = 48.4%	First TX Post Assessment 14 days from contact date = 25.0%	-48.3%
69.8%	70.7%	Admitted to treatment within 120 days of assessment = 72.0%	Admitted to treatment within 120 days of assessment = 50.0%	-30.6%
<b>KDADS NON-INCARCERATED</b>				
		<b>Urgent</b>	<b>Urgent</b>	
89.7%	90.0 %	Assessment Offered 24 hrs from contact date = 88.3%	Assessment Offered 24 hrs from contact date = 88.1%	-.2%
42.8%	44.5%	First TX Post Assessment 24 hrs from assessment date = 39.6%	First TX Post Assessment 24 hrs from assessment date = 37.3%	-5.8%
		<b>Routine</b>	<b>Routine</b>	
92.3%	92.6%	Assessment Offered 14 days from contact date = 90.2%	Assessment Offered 14 days from contact date = 92.1%	2.1%
36.0%	37.9 %	First TX Post Assessment 14 days from assessment date = 34.6%	First TX Post Assessment 14 days from assessment date = 38.4%	11.0%
		<b>IV Drug Users</b>	<b>IV Drug Users</b>	
49.9%	51.4 %	First TX Post Assessment 14 days from contact date = 50.3%	First TX Post Assessment 14 days from contact date = 51.5%	2.4%
61.3%	62.5%	Admitted to treatment within 120 days of assessment = 65.3%	Admitted to treatment within 120 days of assessment = 57.4%	-12.1%

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**Comparison of Q2 FY 14 to Q3 FY 14**

<b>Baseline Network AVG 7/1/12 to 12/31/13</b>	<b>Improvement Target</b>	<b>Q2 FY14 % that met Standard</b>	<b>Q3 FY14 % that met Standard</b>	<b>% of Change from Q2 FY14 to Q3 FY14</b>
<b>AGGREGATE</b>				
		<b>Urgent</b>	<b>Urgent</b>	
89.4 %	89.7%	Assessment Offered 24 hrs from contact date = 88.2%	Assessment Offered 24 hrs from contact date = 88.0%	-.2%
42.1 %	43.8 %	First TX Post Assessment 24 hrs from assessment date = 39.5%	First TX Post Assessment 24 hrs from assessment date = 37.8%	-4.3%
		<b>Routine</b>	<b>Routine</b>	
92.3%	92.6 %	Assessment Offered 14 days from contact date = 90.1%	Assessment Offered 14 days from contact date = 92.3%	2.4%
36.0%	37.9%	First TX Post Assessment 14 days from assessment date = 35.0%	First TX Post Assessment 14 days from assessment date = 38.2%	9.1%
		<b>KDADS IV Drug Users</b>	<b>KDADS IV Drug Users</b>	
50.1%	51.6%	First TX Post Assessment 14 days from contact date = 50.0%	First TX Post Assessment 14 days from contact date = 47.6%	-4.8%
62.3%	63.4%	Admitted to treatment within 120 days of assessment = 66.4%	Admitted to treatment within 120 days = 56.2%	-15.4%
<b>Cumulative % Change</b>		<b><u>Note Cumulative Improvement</u> <u>Q2 FY14 to Q3 FY14= %</u></b>		<b>-13.2%</b>

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**Comparison of Q3 FY 14 to Q4 FY 14**

<b>Baseline Network AVG 7/1/12 to 12/31/13</b>	<b>Improvement Target</b>	<b>Q3 FY14 % that met Standard</b>	<b>Q4 FY14 % that met Standard</b>	<b>% of Change from Q3 FY14 to Q4 FY14</b>
<b>KDADS INCARCERATED</b>				
		<b>Urgent</b>	<b>Urgent</b>	
84.4%	84.8 %	Assessment Offered 24 hrs from contact date = 86.3%	Assessment Offered 24 hrs from contact date = 91.3%	5.8%
32.4%	34.4 %	First TX Post Assessment 24 hrs from assessment date = 45.4%	First TX Post Assessment 24 hrs from assessment date = 47.8%	5.3%
		<b>Routine</b>	<b>Routine</b>	
92.1%	92.3 %	Assessment Offered 14 days from contact date = 94.6%	Assessment Offered 14 days from contact date = 96.9%	2.4%
35.8%	37.7 %	First TX Post Assessment 14 days from assessment date = 36.0%	First TX Post Assessment 14 days from assessment date = 51.6%	43.3%
		<b>IV Drug Users</b>	<b>IV Drug Users</b>	
51.9%	53.3%	First TX Post 14 days from contact date = 25.0%	First TX Post 14 days from contact 14 days = 33.3%	33.2%
69.8%	70.7%	Admitted to treatment within 120 days of assessment = 50.0%	Admitted to treatment within 120 days = 60.0%	20.0%
<b>KDADS NON-INCARCERATED</b>				
		<b>Urgent</b>	<b>Urgent</b>	
89.7%	90.0 %	Assessment Offered 24 hrs from contact date = 88.1%	Assessment Offered 24 hrs from contact date = 89.3%	1.4%
42.8%	44.5%	First TX Post Assessment 24 hrs from assessment date = 37.3%	First TX Post Assessment 24 hrs from assessment date = 50.2	34.6%
		<b>Routine</b>	<b>Routine</b>	
92.3%	92.6%	Assessment Offered 14 days from contact date = 92.1%	Assessment Offered 14 days from contact date = 91.8%	-.3%
36.0%	37.9%	First TX Post Assessment 14 days from assessment date = 38.4%	First TX Post Assessment 14 days from assessment date = 39.6%	3.1%
		<b>IV Drug Users</b>	<b>IV Drug Users</b>	
49.9%	51.4%	First TX Post Assessment 14 days from contact date = 51.5%	First TX Post Assessment 14 days from contact date = 44.2%	-14.2%
61.3%	62.5%	Admitted within 120 days of assessment = 57.4%	Admitted to treatment within 120 days = 69.7%	21.4%



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<b>Baseline Network AVG 7/1/12 to 12/31/13</b>	<b>Improvement Target</b>	<b>Q3 FY14 % that met Standard</b>	<b>Q4 FY14 % that met Standard</b>	<b>% of Change from Q3 FY14 to Q4 FY14</b>
<b>AGGREGATE</b>				
		<b>Urgent</b>	<b>Urgent</b>	
89.4 %	89.7%	Assessment Offered 24 hrs from contact date = 88.0%	Assessment Offered 24 hrs from contact date = 89.4%	1.6%
42.1 %	43.8 %	First TX Post Assessment 24 hrs from assessment date = 37.8%	First TX Post Assessment 24 hrs from assessment date = 50.1%	32.5%
		<b>Routine</b>	<b>Routine</b>	
92.3%	92.6 %	Assessment Offered 14 days from contact date = 92.3%	Assessment Offered 14 days from contact date = 92.2%	-.1%
36.0%	37.9%	First TX Post Assessment 14 days from assessment date = 38.2%	First TX Post Assessment 14 days from assessment date = 40.7%	6.5%
		<b>KDADS IV Drug Users</b>	<b>KDADS IV Drug Users</b>	
50.1%	51.6%	First TX Post Assessment 14 days from contact date = 47.6%	First TX Post Assessment 14 days from contact date = 42.6%	-10.5%
62.3%	63.4%	Admitted to treatment within 120 days of assessment = 56.2%	Admitted to treatment within 120 days of assessment = 68.4%	21.7%
<b>Cumulative % Change</b>		<b><u>Note Cumulative Improvement Q3 FY14 to Q4 FY14= %</u></b>		51.7%

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**Conclusions Comparing FY 14 Q 2 to Q3 & Q3 to Q 4:**

- VO updated Baseline and Target Improvements based upon the period of 7/1/12 through 12/31/13.

Improvement Targets

- For Q3 FY14 incarcerated clients, three (3) Improvement Targets were met: Urgent Assessment Offered; Urgent First TX Post Assessment & Routine Assessment Offered.
  - Compared to one (1) Improvement Target met in Q2.
- For Q3 FY14 non-incarcerated clients, two (2) Improvement Targets were met: Routine TX Post Assessment & IVDU First TX Post Assessment.
  - Compared to two (2) Improvement Targets met in Q2.
- For the Q3 FY14 aggregate, one (1) Improvement target was met: Routine First TX Post Assessment.
  - Compared to two (2) Improvement Targets met in Q2.
- For Q4 FY14 incarcerated clients four (4) Improvement Targets were met: Urgent Assessment Offered; Urgent First TX Post Assessment; Routine Assessment Offered & Routine First TX Post Assessment.
  - Compared to three (3) Improvement Targets met in Q3.
- For Q4 FY14 non-incarcerated clients, three (3) Improvement Targets were met: Urgent First TX Post Assessment; Routine First TX Post Assessment & IVDU Admitted in 120 days.
  - Compared to two (2) Improvement Targets met in Q3.
- For the Q4 FY14 aggregate, three (3) Improvement targets were met: Urgent First TX Post Assessment; Routine First TX Post Assessment & IVDU Admitted in 120 days.
  - Compared to one (1) Improvement Target met in Q3.

Access Parameter Standards

**Incarcerated**

- For the Q3 FY14 incarcerated clients, there was a decrease in compliance in four (4) access parameters and an increase in three (2) access parameters from Q2 FY14
- The greatest improvement for incarcerated clients in Q3 FY 14 was +16.0 for Urgent First TX Post Assessment.
- The largest decrease for incarcerated clients in Q3 FY 14 was -48.3% for IVDU First TX Post Assessment
- For the Q4 FY14 incarcerated clients, there was an increase in all six (6) parameters from Q3 FY14
- The greatest improvement for incarcerated clients in Q4 FY 14 was +43.3 for Routine First TX Post Assessment.

**Non-Incarcerated**

- For the Q3 FY14 non-incarcerated clients, there was a decrease in compliance in three (3) access parameters and an increase in three (3) access parameters from Q2 FY14

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- The greatest improvement for non-incarcerated clients was +11.0 for Routine First TX Post Assessment.
- The largest decrease for non-incarcerated clients was -12.1% for IVDU Admitted in 120 days.
- For the Q4 FY14 non-incarcerated clients, there was a decrease in compliance in two (2) access parameters and an increase in four (4) access parameters from Q3 FY14
- The greatest improvement for non-incarcerated clients was +34.6 for Urgent First TX Post Assessment.
- The largest decrease for non-incarcerated clients was -14.2% for IVDU First TX Post Assessment.

Aggregate

- For the Q3 FY14 aggregate, there was a decrease in compliance in four (4) access parameters and an increase in two (2) access parameters from Q2 FY14.
- The greatest improvement for the aggregate was +9.1% for Routine First TX Post Assessment.
- The largest decrease for the aggregate was -15.4% for IVDU Admitted in 120 days.
- For the Q4 FY14 aggregate, there was a decrease in compliance in four (2) access parameters and an increase in two (4) access parameters from Q3 FY14.
- The greatest improvement for the aggregate was +32.5% for Routine First TX Post Assessment.
- The largest decrease for the aggregate was -10.5% for IVDU First TX Post Assessment.

Analysis

- The cumulative improvement from Q 2 to Q 3 showed a decrease of -13.2%, with 1 of 6 Improvement Targets met in the Aggregate results.
- The cumulative improvement from Q 3 to Q 4 showed a large increase of 51.7%, with 3 of 6 Improvement Targets met in the Aggregate results.
- This report should be a focus in provider education as there were significant decreases and increases between Q 2, Q3 and Q4, particularly with the increases from Q3 to Q4. Reasons for these changes should be explored at the provider regional meetings and well as in conversations between VO and KDADS.

Provider education on Access to Care expectations continues and the data in the future will continue to be carefully reviewed and analyzed for the impact of these efforts and providers' response to same. The impact of the changes in the managed care facing the providers may play a role in these significant changes.

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**Preliminary Recommendations to Committee**

- It is recommended that this report be used as part of provider education and feedback process regarding access to care expectations. ValueOptions will continue to message the access to care expectations to the providers.
- VO-KS continue providing IVDU access to care data to providers on a quarterly basis in an effort to increase awareness and access for the Federal Priority Population IVDU.
- It is recommended that data continue to be trended and provider education continue regarding the access standards in the coming months.
- It is recommended to post this aggregate analysis on the ValueOptions website

**Recommendations from the Committee:** It was recommended that information be added detailing the changes in IV drug user access to care indicators. This has been added to report.

**Date Presented to QC:** 10/21/14

**By:** Steve Brazill

**Recommendations from the Committee for action:** Committee approves the preliminary recommendations as shown above.

**Person Responsible for follow-up and date due:** Stacy Chamberlain Due: 11/18/14