



## Provider Report Card – Methodology

The following descriptions will explain the criteria used for the values within the Provider Report Card. The reported items are grouped by the servicing Provider/Location associated with the claim/KCPC.

1. **Members Seen:** This is a distinct, unduplicated count of member numbers found in the ValueOptions claims system for the associated Provider/Location combination. If you are not a BHS funded provider, but BHS showed up on this report, it is because there were claims submitted by your agency for BHS members. Data source – claims (paid and denied).
2. **Adverse Incidents:** This count represents the total number of adverse incidents that occurred at this Provider/Location within the reporting period. Data source – provider reported adverse incidents.
3. **Member Claims:** An unduplicated count of the member claims that have been submitted and processed in the ValueOptions claims system. If you are not a BHS funded provider, but BHS showed up on this report, it is because there were claims submitted by your agency for BHS members. Data source – claims (paid and denied).
4. **Claims Summary (Amount Paid):** The amount paid to the provider/location as found in the ValueOptions claims system. Data source – claims.
5. **Claims Summary (Amount Denied):** The sum of the charged (claimed) amount for claims that have been denied by ValueOptions. Claims in this category may have been re-submitted and paid. Data source – claims.
6. **Claims Summary (% of Claims Denied):** The percentage of claims that have been denied out of the total number of claims that were submitted during the reporting period. Data source – claims.
7. **Top Three Reasons for Denied Claims:** Reports the top three denial codes by percentage for denied claims. Please refer to the Claims Denial Reasons Crosswalk for a more detailed interpretation of the denial code. Data source – claims.
8. **Member Demographics (Gender):** A pie chart that represents the percentage of the population that is either male (M) or female (F) – does not include “unknown” values. This percentage applies to the unduplicated count of member numbers (Members Seen) total. Data source – KCPC and Medicaid eligibility file.

9. **Member Demographics (Age Band):** This bar graph represents the breakdown by age band of the members that were seen by the Provider/Location. Data source – KCPC and Medicaid eligibility file.
10. **Member Demographics (SED or SPMI Members):** A bar graph that represents the number of members who were identified as SED or SPMI. A value of “Non-SED/SPMI” is used for members who are not affiliated with either group. There are two check boxes in Dimension 3 of the KCPC that captures this information. Data source – KCPC.
11. **Member Demographics (Education):** The bar graph reports the education level of the members seen. Data source – KCPC.
12. **Member Demographics (Ethnicity):** A bar graph that represents the ethnicity/race of the members seen. Data source – KCPC.
13. **Member Demographics (Non-English Speakers):** A pie chart that represents the percentage of the population seen that speaks English. This is located on page 3 of the General Info section of the KCPC. This is not a required field. Data source – KCPC.
14. **Member Demographics (Drug of Choice):** This bar graph reports the primary drug of choice for the members seen. Data source – KCPC.
15. **Member Demographics (Top 5 Diagnoses):** A pie chart that reports the percentage of the top five diagnoses that were given to the members seen. “All other diagnoses” represents any other substance abuse diagnosis not included in the top 5 diagnoses on a paid claim. Data source – claims.
16. **Member Demographics (Type of Discharge):** The bar graph reports the discharge reasons used for members that were discharged. A value of “Case Open, Still in Treatment” is used to represent members who have not been discharged. Data source – KCPC.
17. **National Outcome Measures (NOMs):** The six NOMs are reported at the top numerically, showing the number of members with positive/negative responses to the NOMs at admission/discharge for a specific treatment episode. The bar chart illustrates the percent change from admission to discharge for each NOM. Data source - KCPC.
  - **Increase in Social Supports:** This indicator tracks the number of members who reported regular attendance at a community AA/NA group prior to treatment compared to the number who reported connecting to a community AA/NA group at the time of discharge.
  - **Increase in Stable Living:** This indicator tracks the number of members who had housing at the time of the admission compared to the number who had housing at the time of discharge.

- **Increase in Employment:** This indicator tracks the number of members who reported having employment prior to treatment compared to the number who reported having employment at the time of discharge.
- **Increase in No Arrests:** This indicator tracks the number of members who reported criminal justice activity prior to treatment compared to the number who reported criminal justice activity at the time of discharge.
- **Increase in No Alcohol Usage:** This indicator tracks the number of members who reported using alcohol prior to treatment compared to the number who reported using alcohol at the time of discharge.
- **Increase in No Drug Usage:** This indicator tracks the number of members who reported using drugs prior to treatment compared to the number who reported using drugs at the time of discharge.

18. **Delivery of report cards:** Report cards will be distributed via ProviderConnect once approved by KDADS. Providers will be encouraged to provide feedback on the report cards accuracy and usefulness.

19. **The purpose of the report card** is to provide feedback to providers about their BHS line of business. Providers can use the location specific reports look at key business indicators. The aggregate provider report can be used to compare location specific data with the overall network.