RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for July 2024 – December 2024

GOAL: SATISFACTION: Members will report satisfaction with the use of technology (email and links) to complete paperwork. Threshold 80%.

RESULT: SATISFACTION: 85% of adult members and 86% of child / adolescent members reported either satisfaction or neutral responses in areas surveyed.

Threshold met.

GOAL: SATISFACTION: Referral Sources will report satisfaction with timeframe from referral to admission into the program. Threshold 80%.

RESULT: SATISFACTION: 100% of Stakeholders report being satisfied with timeframe between the date of referral to the date of admission to Resource Management Services. Threshold met.

GOAL: EFFECTIVENESS AND EFFICIENCY: No repeat member hospitalizations for the year 2024.

RESULT: Out of 43**-**member hospitalizations or ED visits, 28 members had no repeat visits Threshold was not met.

GOAL: ACCESSIBLITY: Members’ nonemergent initial appointments will be scheduled within 30 days of referral. Threshold is 80%.

RESULT: An average of 88%, were scheduled within 30 days or referral. Threshold was met.

GOAL: LEAD MENTORSHIP PROGRAM: Demonstrate an increase frequency of services as well as overall services provided and to members as compared to 2023 year.

RESULT: Data indicates more services provided to members and though at a lower frequency. Threshold was partially met.

GOAL: 80% of submitted claims are clean and paid within 60 days. 80% of aged claims are less than 120 days old.

RESULT: Data indicates 80% of submitted claims were clean and paid within 60 days, and less than 80% of aged claims were less than 120 days old. Threshold was partially met.

If you would like us to report about other things that we do or measure, you can call Angie Fontenot, Clinical / Compliance Director, at 337-261-8781.