

UFCW Unions and Participating Employers Health and Welfare Fund

**Managed Behavioral Health &
Employee Assistance Program**

Report for January – December 2012

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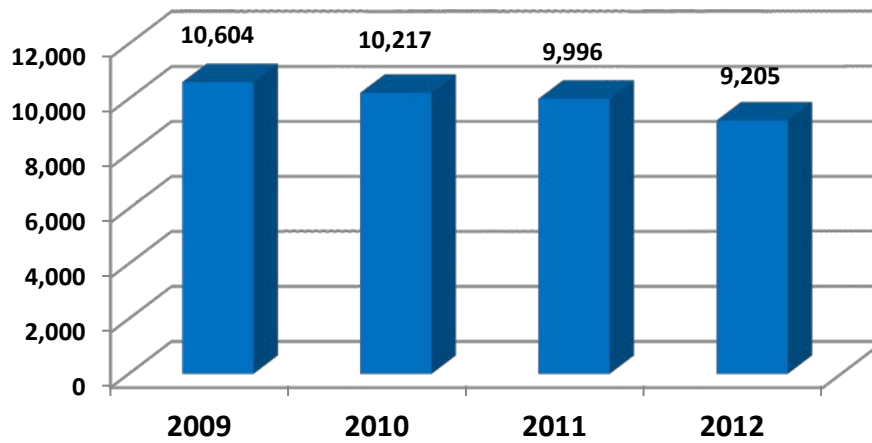
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Executive Highlights

Membership Trend & Program Penetration

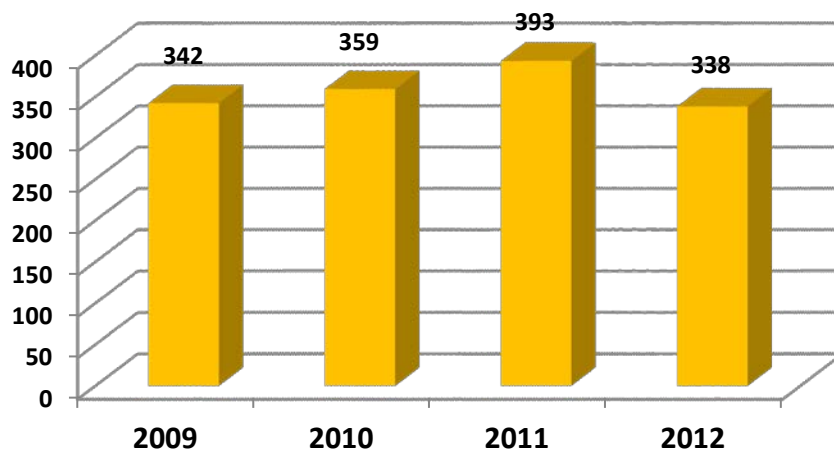
Average Membership per Month



	2009	2010	2011	2012
Unique Mbrs - Inpatient	55	56	72	60
Inpatient Penetration Rate	0.52%	0.55%	0.72%	0.65%
Unique Mbrs - Outpatient	327	344	365	324
Outpatient Penetration Rate	3.08%	3.40%	3.65%	3.52%
Total Unique Mbrs in Care	342	359	393	338
Total Penetration	3.23%	3.51%	3.93%	3.67%

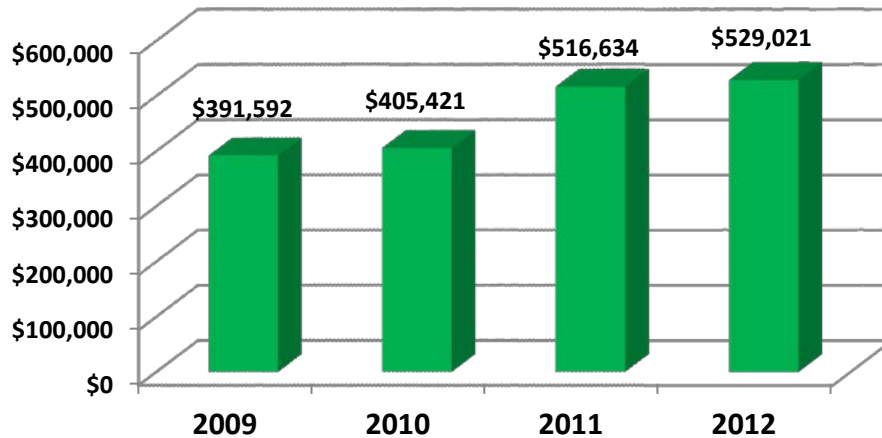
- The average membership served by the program shows a decreasing trend over the past four Plan years, down by 13% since 2009.
- There were 338 members who had at least one paid claim for behavioral health service in 2012, representing 3.7% of all members.
- Sixty members or 17% of those in care required acute care (inpatient and/or alternative levels of care).

Program Penetration



Paid Claims Experience

Total of Paid Claims

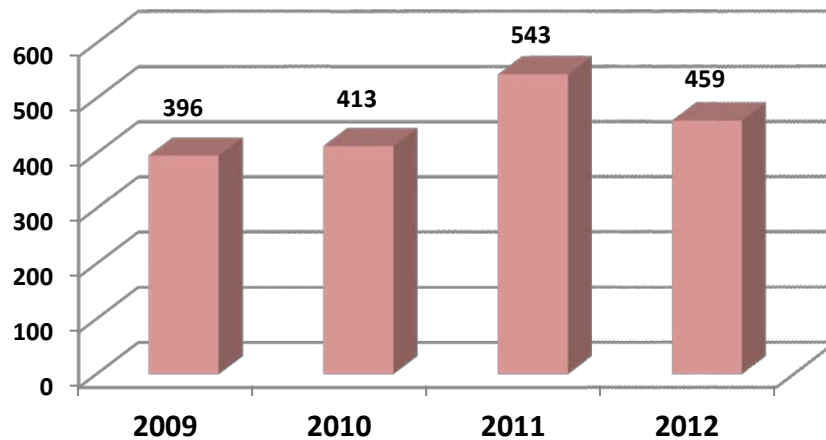


	2009	2010	2011	2012
Acute Care Subtotal	\$272,246	\$275,457	\$378,410	\$417,287
Outpatient Subtotal	\$119,346	\$129,964	\$138,124	\$111,734
Total of Paid Claims	\$391,592	\$405,421	\$516,534	\$529,021
Per Employee per Month	\$5.29	\$5.53	\$7.29	\$8.03
Per Member per Month	\$3.08	\$3.31	\$4.31	\$4.79
Total Network Savings	\$264,509	\$261,293	\$327,594	\$411,515
Network Savings PEPM	\$3.58	\$3.40	\$4.62	\$6.24

- The total of paid claims in 2012 is 2.4% higher than that in 2011.
- The acute care total went up 10% due to a 22% increase in the service units paid, which was partially offset by a decrease in the average paid per unit.
- The outpatient claims amount diminished by 19% as the number of visits paid declined by 15%.
- The rate paid per-employee and per-member-per-month increased by 10% and 11% respectively.
- The total of savings due to discounts on network claims has increased by 56% since 2009 (up by 74% when measured per employee per month).

Behavioral Health Utilization – Acute Care

Acute Care Benefit Days Authorized

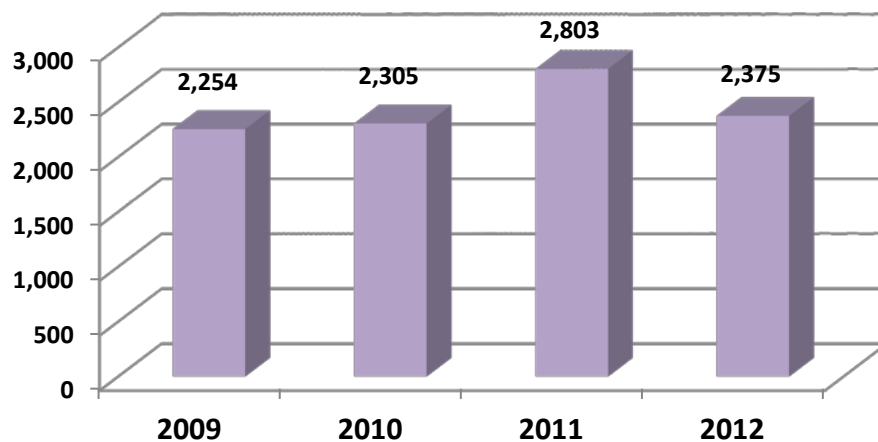


	2009	2010	2011	2012
Acute Care Admissions	72	70	95	83
Total Benefit Days Utilized	396	413	543	459
Admits / 1000 Members	6.8	6.8	9.5	9.0
Average Length of Stay in Care	5.5	5.9	5.7	5.5
Benefit Days / 1000 Members	37.3	40.5	54.3	49.8

- The total of acute care benefit days authorized in 2012 (inpatient, partial hospital, residential and intensive outpatient) is 15% less than the prior year because of decreases in admissions and in the average length of stay in care.
- These trends resulted in a rate of benefit days used per thousand members that is 8% lower for 2012 compared to 2011.

Outpatient Utilization – Claims Experience

Paid Outpatient Visits



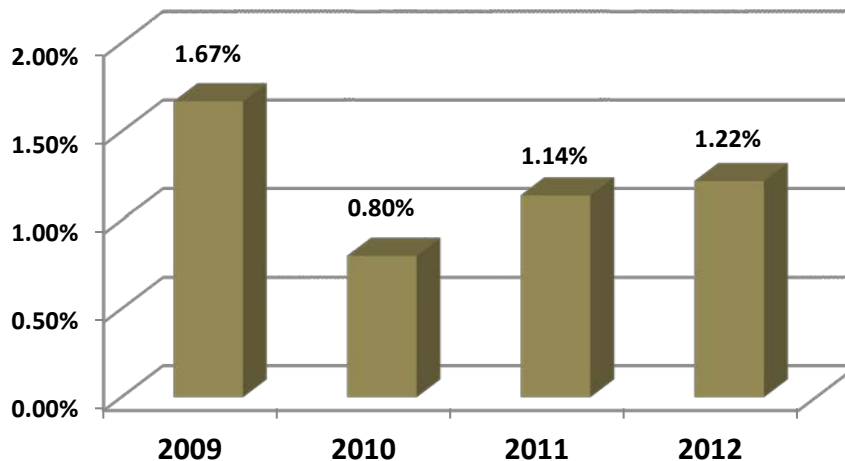
	2009	2010	2011	2012
Paid Outpatient Visits	2,254	2,305	2,803	2,375
Unique Mbrs seen in Outpatient	327	344	365	324
Average # of Visits / Mbr in Care	6.9	6.7	7.7	7.3
OP Visits / 1000 Members	212.6	225.6	280.4	258.0

- Eleven percent fewer members had a paid claim for outpatient services in the past year, and each member in care used 5% fewer visits.
- Over the entire membership, the number of outpatient visits paid per thousand members went down 8% from 2011 to 258, yet remained higher than the outcomes for 2009 and 2010.

Employee Assistance Program Results

	2009	2010	2011	2012
Average # of Subscribers	3165	2887	2719	2525
Total EAP Cases Opened	53	23	31	31
EAP Access Rate	1.67%	0.80%	1.14%	1.23%

EAP Access Rate



Primary Presenting Problems				
<i>Problem Types</i>	2009	2010	2011	2012
Depression / Anxiety	22.6%	30.4%	19.4%	35.5%
Marital / Relationship / Family	18.9%	21.7%	35.5%	29.0%
Situational Adjustment	17.0%	8.7%	22.5%	16.1%
Hyperactivity / Impulse Control	17.0%	0.0%	3.2%	9.7%
Alcohol / Drug	11.3%	17.4%	6.5%	0.0%

- Although the number of members who used EAP counseling remained the same, the rate of access went up marginally to 1.2%, because of a decrease in the average number of employee members who were covered for EAP in 2012.
- Depression / Anxiety moved from the third most common problem type presented in 2012 to the most common one.
- There were no members who presented to the EAP with an alcohol or drug problem in 2012, unlike the prior three years when the rate of these issues ranged from 6.5% to 17.4% of all cases.

Paid Claims Experience

**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2012 - December 31, 2012

Paid Claim Analysis - In-Network versus Out-of-Network

In-Network

Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	236	\$223,957	79	\$45,657	315	\$269,613	\$855.92	\$4.09	\$2.44
Residential	29	\$23,055	11	\$5,642	40	\$28,697	\$717.43	\$0.44	\$0.26
Partial Hospitalization	106	\$45,506	85	\$28,123	191	\$73,629	\$385.49	\$1.12	\$0.67
Intensive Outpatient	0	\$0	126	\$23,518	126	\$23,518	\$186.65	\$0.36	\$0.21
Outpatient	1,652	\$75,617	183	\$8,190	1,835	\$83,806	\$45.67	\$1.27	\$0.76
Sub Total	<u>2,023</u>	<u>\$368,134</u>	<u>484</u>	<u>\$111,129</u>	<u>2,507</u>	<u>\$479,264</u>		<u>\$7.27</u>	<u>\$4.34</u>

Out-of-Network

Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	21	\$19,637	2	\$53	23	\$19,690	\$856.10	\$0.30	\$0.18
Residential	0	\$0	0	\$0	0	\$0	\$0.00	\$0.00	\$0.00
Partial Hospitalization	0	\$177	18	\$1,872	18	\$2,049	\$113.85	\$0.03	\$0.02
Intensive Outpatient	0	\$0	5	\$90	5	\$90	\$18.00	\$0.00	\$0.00
Outpatient	258	\$22,098	282	\$5,830	540	\$27,928	\$51.72	\$0.42	\$0.25
Sub Total	<u>279</u>	<u>\$41,912</u>	<u>307</u>	<u>\$7,845</u>	<u>586</u>	<u>\$49,758</u>		<u>\$0.75</u>	<u>\$0.45</u>

Total

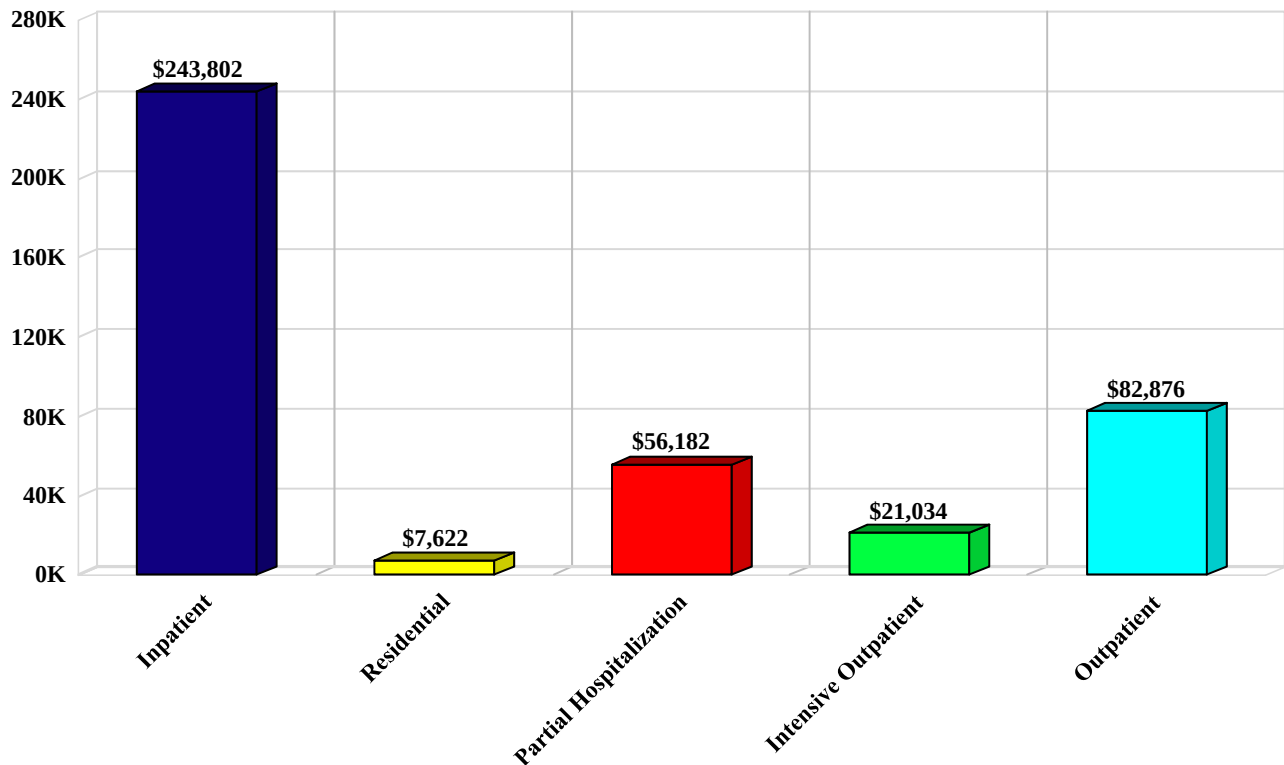
Level of Care	Psych Units	Psych Paid \$'s	Substance Abuse Units	Substance Abuse Paid \$'s	Total Units	Total Paid \$'s	Average Cost per Unit	PEPM	PMPM
Inpatient	257	\$243,594	81	\$45,710	338	\$289,304	\$855.93	\$4.39	\$2.62
Residential	29	\$23,055	11	\$5,642	40	\$28,697	\$717.43	\$0.44	\$0.26
Partial Hospitalization	106	\$45,683	103	\$29,995	209	\$75,678	\$362.10	\$1.15	\$0.69
Intensive Outpatient	0	\$0	131	\$23,608	131	\$23,608	\$180.21	\$0.36	\$0.21
Outpatient	1,910	\$97,714	465	\$14,020	2,375	\$111,734	\$47.05	\$1.70	\$1.01
Grand Total	<u>2,302</u>	<u>\$410,047</u>	<u>791</u>	<u>\$118,975</u>	<u>3,093</u>	<u>\$529,021</u>		<u>\$8.03</u>	<u>\$4.79</u>

UFCW Unions and Participating Employers H & W Fund
 Managed Mental Health and Substance Abuse Activity Report
 January 1, 2012 - December 31, 2012

Network Savings

Level of Care	Billed Amount	Allowed Amount	*Network Savings
Inpatient	\$533,207	\$289,405	\$243,802
Residential	\$36,367	\$28,745	\$7,622
Partial Hospitalization	\$131,317	\$75,135	\$56,182
Intensive Outpatient	\$44,552	\$23,518	\$21,034
Outpatient	\$219,344	\$136,468	\$82,876
Total	\$964,787	\$553,272	\$411,515

Network Savings by Level of Care

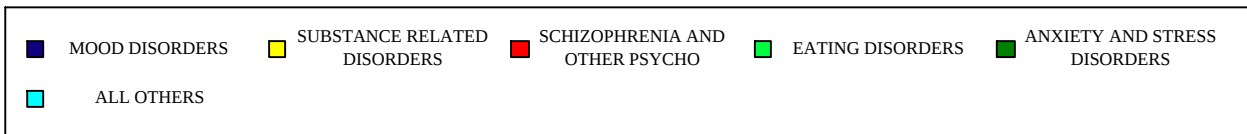
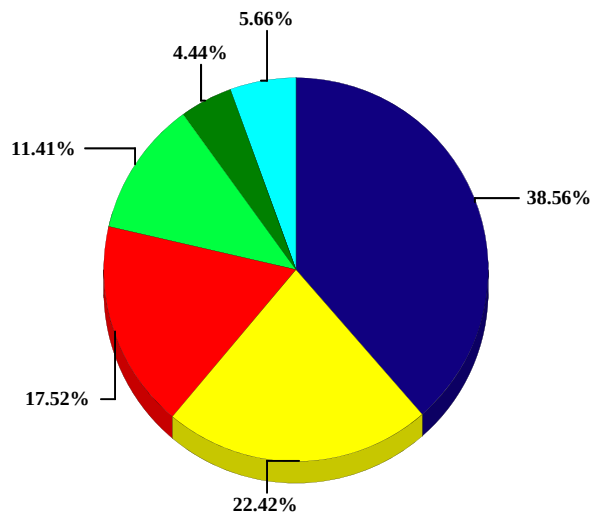


UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2012 - December 31, 2012

Total Paid Distribution by Major Diagnosis Category

Rank	Diagnosis Category	Total Paid	% of Total Paid	Book of Business
1	MOOD DISORDERS	\$203,965.29	38.56%	41.67%
2	SUBSTANCE RELATED DISORDERS	\$118,612.78	22.42%	26.06%
3	SCHIZOPHRENIA AND OTHER PSYCHOTIC DISORDERS	\$92,666.70	17.52%	3.79%
4	EATING DISORDERS	\$60,355.26	11.41%	3.48%
5	ANXIETY AND STRESS DISORDERS	\$23,471.46	4.44%	9.41%
6	ADJUSTMENT DISORDERS	\$16,781.02	3.17%	9.47%
7	DISORDERS USUALLY FIRST DIAGNOSED IN INFANCY, CHILDHOOD OR ADOLESCENCE	\$5,718.20	1.08%	4.54%
8	PERSONALITY DISORDERS	\$2,838.85	0.54%	0.13%
9	MENTAL DISORDERS DUE TO A GENERAL MEDICAL CONDITION NOT ELSEWHERE CLASSIFIED	\$2,041.28	0.39%	0.24%
10	OTHER MENTAL DISORDERS	\$1,944.47	0.37%	0.66%
11	OTHER CONDITIONS THAT MAY BE THE FOCUS OF CLINICAL ATTENTION	\$362.00	0.07%	0.16%
12	DELIRIUM, DEMENTIA, AMNESTIC AND OTHER COGNITIVE DISORDERS	\$264.10	0.05%	0.20%
	ALL OTHER DIAGNOSIS CATEGORIES	\$0	0.00%	0.19%
Total for All Diagnosis Categories		\$529,021.41	100.00%	100.00%

Top Five Diagnosis Categories



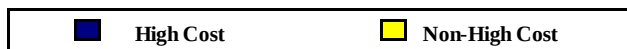
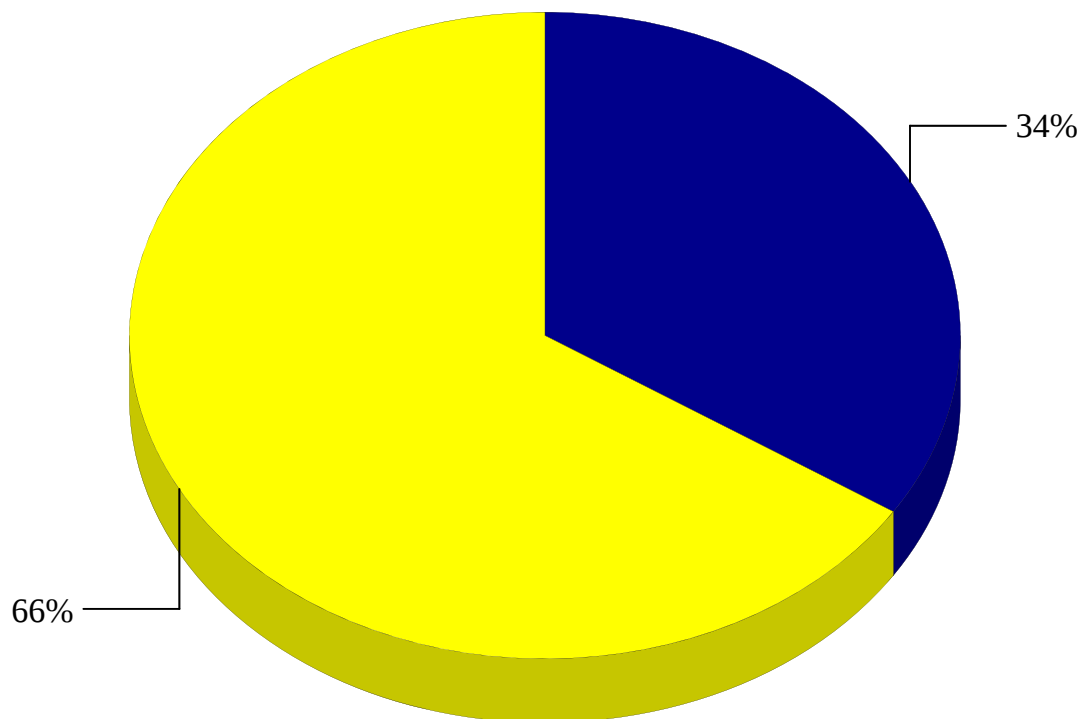
UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report

January 1, 2012 - December 31, 2012

High Cost Member Cases Greater than \$20,000

	# of Unduplicated Members	Total Claim Amount	Total Allowed Amount	Total Paid Amount	% of Total
High Cost Cases	5	\$357,890	\$203,768	\$180,524	34.12%
Non-High Cost Cases	333	\$749,935	\$449,645	\$348,497	65.88%
Total	338	\$1,107,825	\$653,413	\$529,021	100.00%

High Cost Member Cases



**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2012 - December 31, 2012

Paid Claim Analysis - Gender/Dependency

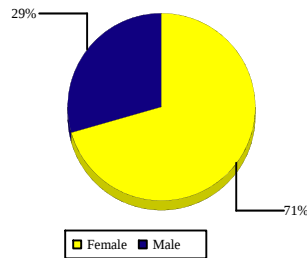
Males

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$2,972	\$2,972
13 - 17	\$0	\$0	\$18,069	\$18,069
18 - 64	\$74,070	\$13,401	\$44,471	\$131,941
65+	\$2,245	\$0	\$0	\$2,245
Total	\$76,315	\$13,401	\$65,512	\$155,227

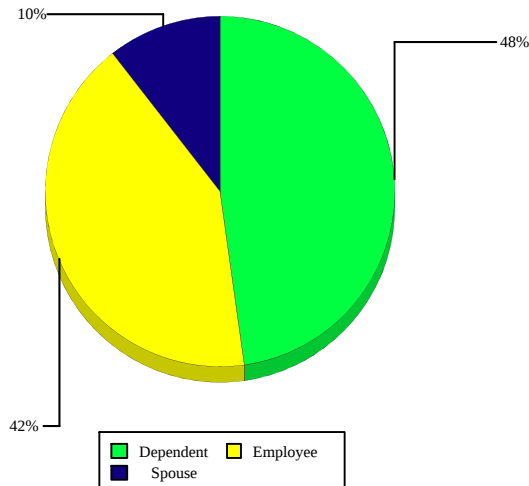
Females

Age Band	Employee	Spouse	Dependent	Total
0 - 12	\$0	\$0	\$1,211	\$1,211
13 - 17	\$0	\$0	\$93,487	\$93,487
18 - 64	\$143,933	\$40,134	\$92,822	\$276,889
65+	\$543	\$1,665	\$0	\$2,207
Total	\$144,476	\$41,798	\$187,520	\$373,794

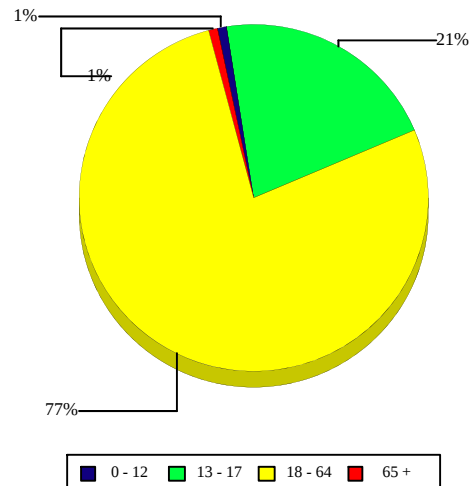
Total Paid % by Gender



Total Paid % by Dependency



Total Paid % by Age Band



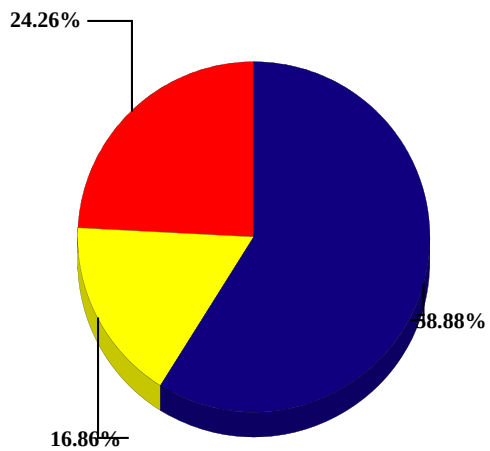
Program Penetration Analyses

January 1, 2012 - December 31, 2012

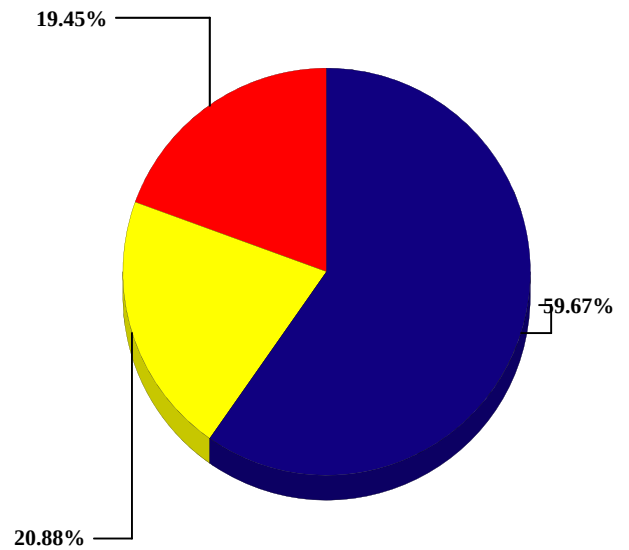
Penetration Rate by Beneficiary Type - Claims Based

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	199	57	82	338
Membership	5,492	1,922	1,791	9,205
Penetration Rate	3.62%	2.97%	4.58%	3.67%

Unduplicated Members Accessing Care



Membership



**Penetration Rate by Beneficiary Type (Claims)
Inpatient and Higher Level of Care vs Outpatient**

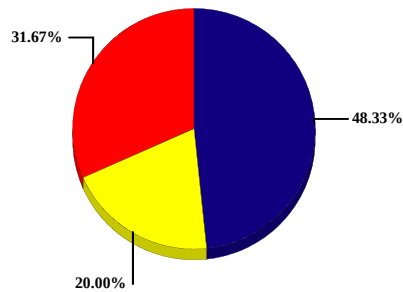
Inpatient

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	29	12	19	60
Average Membership	5,492	1,922	1,791	9,205
Penetration Rate	0.53%	0.62%	1.06%	0.65%

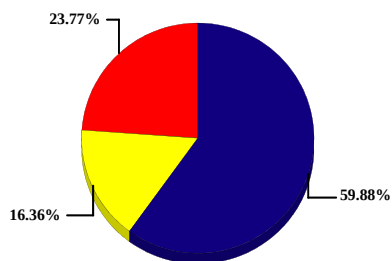
Outpatient

	Employee	Spouse	Dependent	Total
Unduplicated Members Accessing Care	194	53	77	324
Average Membership	5,492	1,922	1,791	9,205
Penetration Rate	3.53%	2.76%	4.30%	3.52%

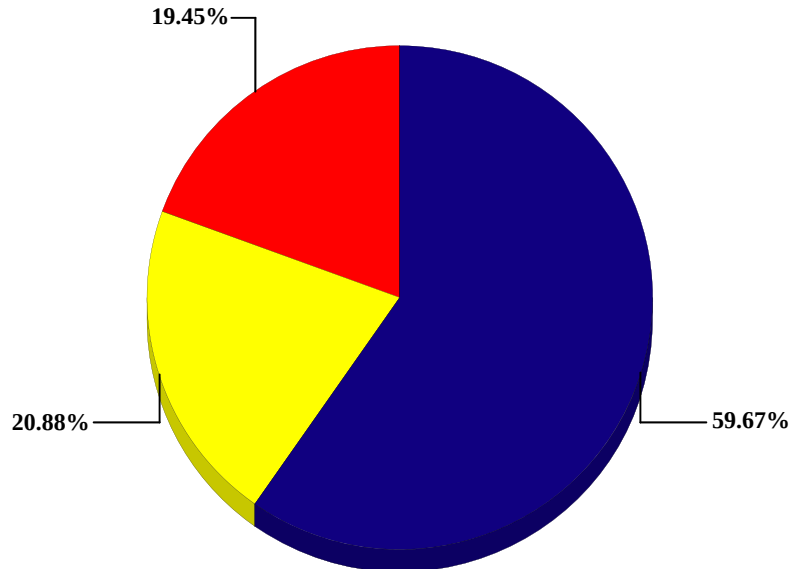
Inpatient



Outpatient



Membership

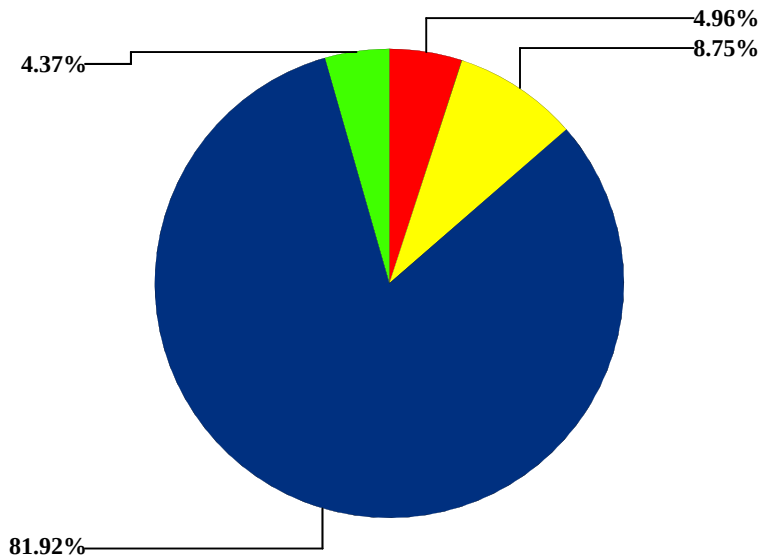


**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 01, 2012 - December 31, 2012**

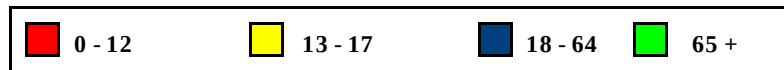
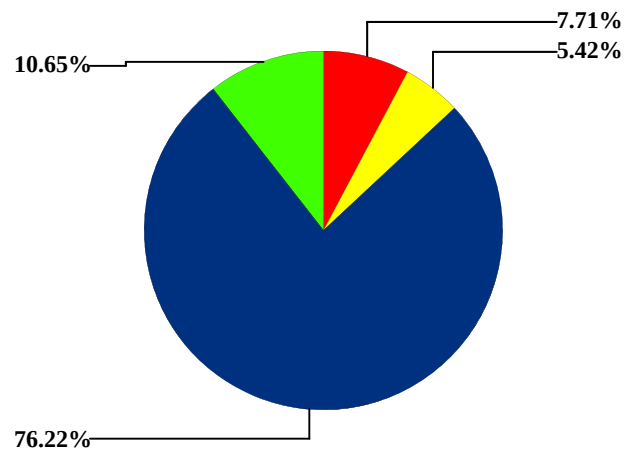
Penetration Rate by Age Category (Claims)

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	17	30	281	15	338
Average Membership	710	499	7,016	980	9,205
Penetration Rate	2.39%	6.02%	4.01%	1.53%	3.67%

Unduplicated Members Accessing Care



Membership



**Penetration Rate by Age Category (Claims)
 Inpatient and Higher Level of Care vs Outpatient**

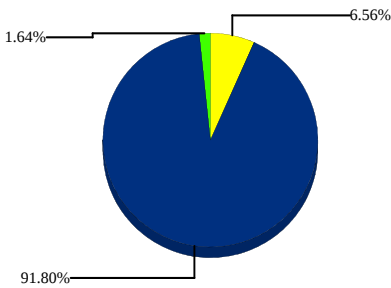
Inpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	0	4	56	1	60
Average Membership	710	499	7,016	980	9,205
Penetration Rate	0.00%	0.80%	0.80%	0.10%	0.65%

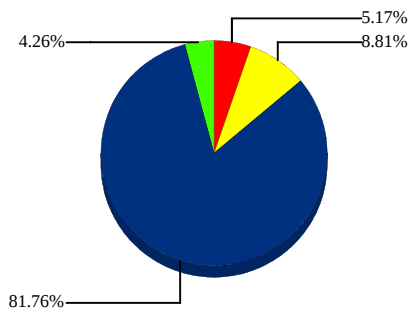
Outpatient

	0 - 12	13 - 17	18 - 64	65 +	Total
Unduplicated Members Accessing Care	17	29	269	14	324
Average Membership	710	499	7,016	980	9,205
Penetration Rate	2.39%	5.82%	3.83%	1.43%	3.52%

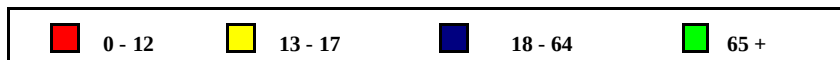
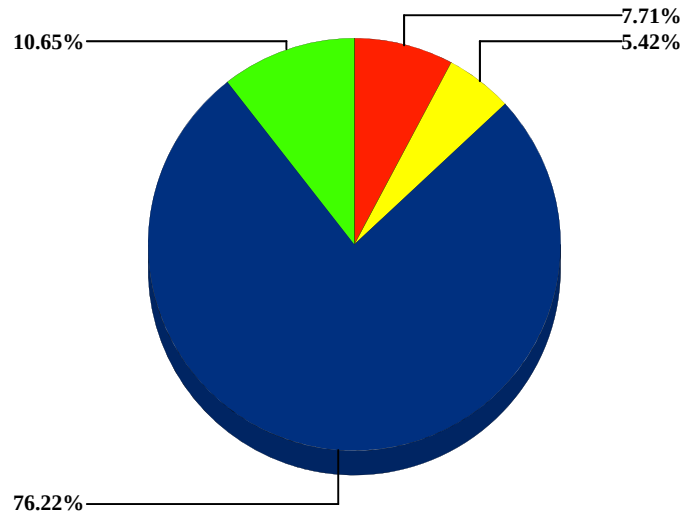
Inpatient



Outpatient



Membership



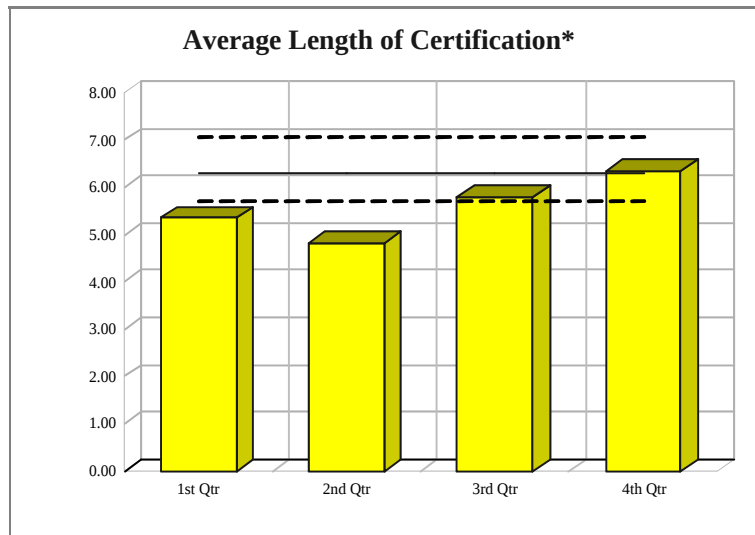
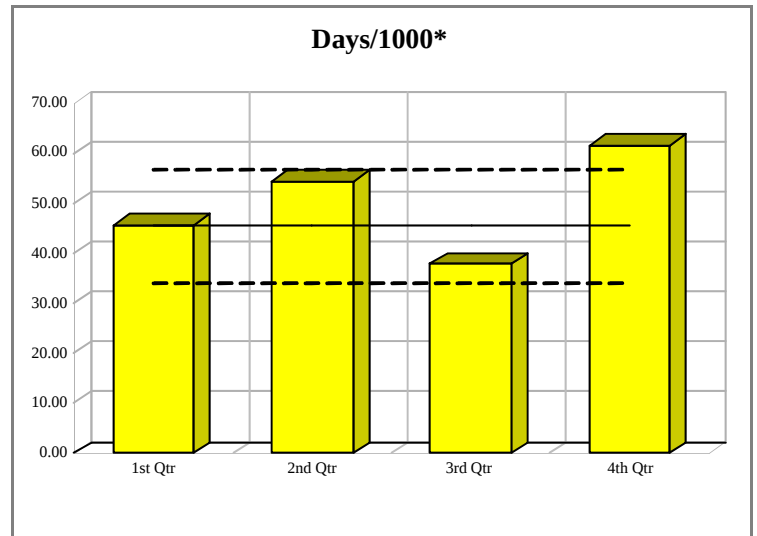
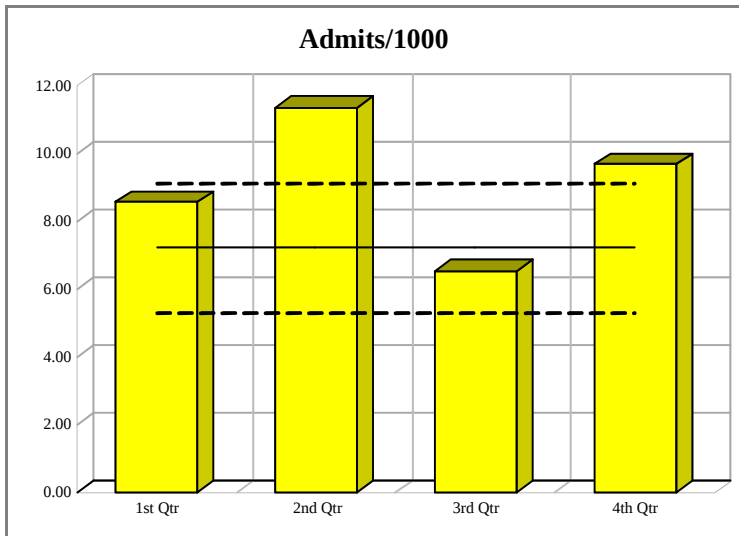
Behavioral Health Utilization

**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2012 - December 31, 2012

Acute Inpatient & Alternative Levels of Care Utilization

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	9,351	9,180	9,191	9,097	9,205
Admissions	20	26	15	22	83
Days*	107	125	87	140	459
Admissions/1000 Lives	8.56	11.33	6.53	9.67	9.02
Days/1000 Lives*	45.73	54.42	37.86	61.43	49.81
Avg Length of Certification*	5.35	4.80	5.80	6.35	5.52



Book of Business Legend and Data Table for Employer Solutions Division with AMRs applied

	<u>Legend</u>	<u>Admits/1000</u>	<u>Days/1000*</u>	<u>Average Length of Certification*</u>
Upper Control Limit	-----	9.09	56.76	7.05
Book of Business	————	7.20	45.44	6.28
Lower Control Limit	-----	5.28	33.94	5.71

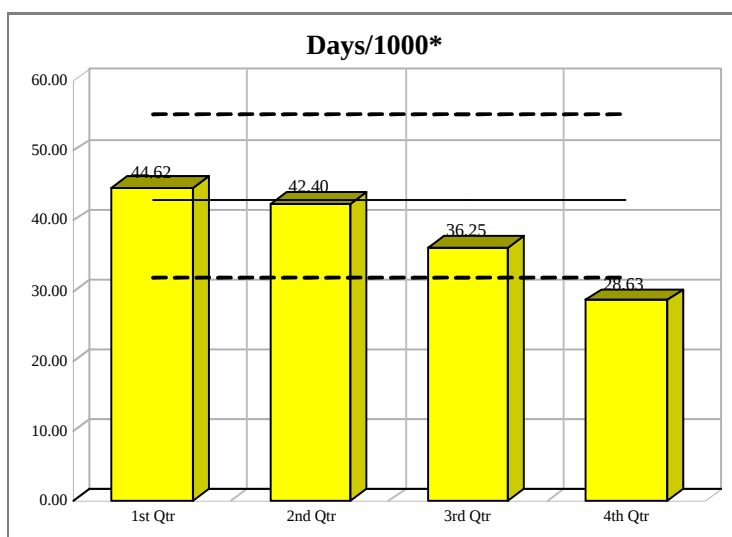
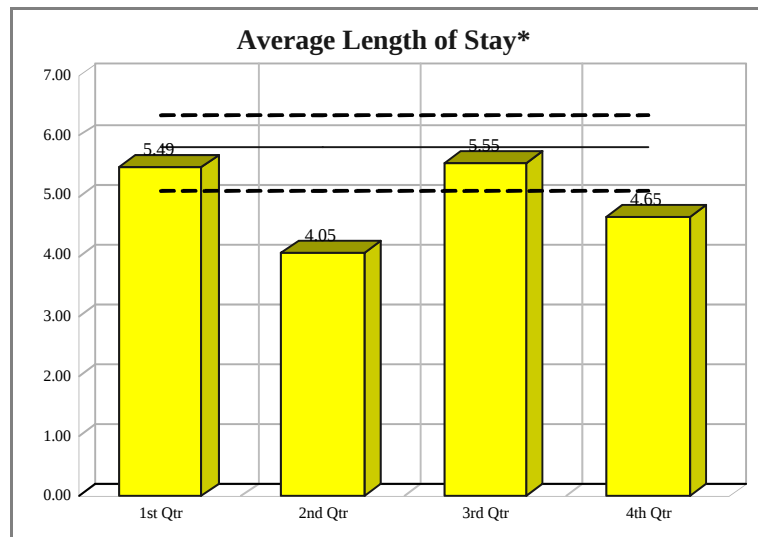
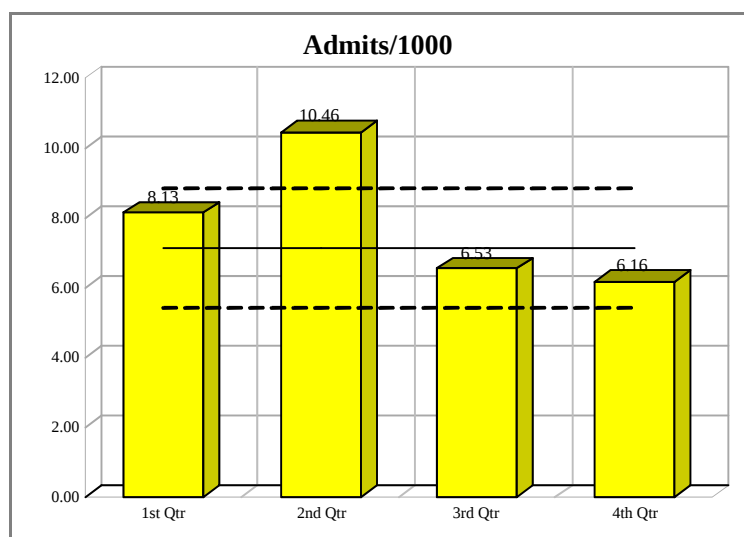
*Alternative Modality Ratios have been applied.

** All data has been annualized.

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
Service Dates: January 1, 2012 - December 31, 2012
Paid Through December 31, 2012

Acute Inpatient & Alternative Levels of Care Utilization - Claims Based
Both Psychiatric and Substance Abuse

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	9,351	9,180	9,191	9,097	9,205
Admissions	19	24	15	14	72
Days*	104	97	83	65	350
Admissions/1000 Lives	8.13	10.46	6.53	6.16	7.82
Avg Length of Stay*	5.49	4.05	5.55	4.65	4.86
Days/1000 Lives*	44.62	42.40	36.25	28.63	38.02



Book of Business Legend and Data Table for Employer Solutions Division with AMRs applied

	<u>Legend</u>	<u>Admits/1000</u>	<u>Days/1000*</u>	<u>Average Length of Stay*</u>
Upper Control Limit	-----	8.83	55.35	6.36
Book of Business	=====	7.11	42.95	5.80
Lower Control Limit	-----	5.44	31.78	5.08

*Alternative Modality Ratios have been applied.

** All data has been annualized.

Report # 2053.2.01

UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2012 - December 31, 2012

**Total Acute Inpatient & Alternative Levels of Care Detail
Psychiatric vs Substance Abuse**

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	9,351	9,180	9,191	9,097	9,205

ACUTE INPATIENT

	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	10	3	13	3	8	2	9	6	40	14
Days*	58	19	49	24	55	9	65	24	227	76
Admissions/1000 Lives	4.28	1.28	5.66	1.31	3.48	0.87	3.96	2.64	4.35	1.52
Days/1000 Lives*	24.81	8.13	21.35	10.46	23.94	3.92	28.58	10.55	24.66	8.26
Avg Length of Certification*	5.80	6.33	3.77	8.00	6.88	4.50	7.22	4.00	5.68	5.43

RESIDENTIAL TREATMENT PROGRAM

	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	1	1	1	1	0	1	0	1	2	4
Days*	2	5	13	8	0	2	0	9	15	23
Admissions/1000 Lives	0.43	0.43	0.44	0.44	0.00	0.44	0.00	0.44	0.22	0.43
Days/1000 Lives*	0.86	2.14	5.66	3.27	0.00	0.65	0.00	3.96	1.63	2.50
Avg Length of Certification*	2.00	5.00	13.00	7.50	0.00	1.50	0.00	9.00	7.50	5.75

PARTIAL HOSPITALIZATION PROGRAM

	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	1	2	1	4	1	1	3	2	6	9
Days*	6	13	8	18	4	7	23	15	40	52
Admissions/1000 Lives	0.43	0.86	0.44	1.74	0.44	0.44	1.32	0.88	0.65	0.98
Days/1000 Lives*	2.57	5.35	3.27	7.63	1.74	2.83	9.89	6.60	4.35	5.60
Avg Length of Certification*	6.00	6.25	7.50	4.38	4.00	6.50	7.50	7.50	6.67	5.72

IOP/GROUP HOME/HALEWAY HOUSE

	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	0	2	0	3	0	2	0	1	0	8
Days*	0	4	0	6	0	11	0	4	0	26
Admissions/1000 Lives	0.00	0.86	0.00	1.31	0.00	0.87	0.00	0.44	0.00	0.87
Days/1000 Lives*	0.00	1.88	0.00	2.79	0.00	4.79	0.00	1.85	0.00	2.82
Avg Length of Certification*	0.00	2.20	0.00	2.13	0.00	5.50	0.00	4.20	0.00	3.25

TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE

	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Admissions	12	8	15	11	9	6	12	10	48	35
Days*	66	41	70	55	59	28	88	52	282	177
Admissions/1000 Lives	5.13	3.42	6.54	4.79	3.92	2.61	5.28	4.40	5.21	3.80
Days/1000 Lives*	28.23	17.50	30.28	24.14	25.68	12.19	38.48	22.95	30.64	19.18
Avg Length of Certification*	5.50	5.11	4.63	5.04	6.56	4.67	7.29	5.22	5.88	5.04

*Alternative Modality Ratios have been applied.

** All data has been annualized.

**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

January 1, 2012 - December 31, 2012

Total Acute Inpatient and Alternative Levels of Care Detail

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	9,351	9,180	9,191	9,097	9,205

ACUTE INPATIENT

Admissions	13	16	10	15	54
Days*	77	73	64	89	303
Admissions/1000 Lives	5.56	6.97	4.35	6.60	5.87
Days/1000 Lives*	32.94	31.81	27.85	39.14	32.92
Avg Length of Certification*	5.92	4.56	6.40	5.93	5.61

RESIDENTIAL TREATMENT PROGRAM

Admissions	2	2	1	1	6
Days*	7	21	2	9	38
Admissions/1000 Lives	0.86	0.87	0.44	0.44	0.65
Days/1000 Lives*	2.99	8.93	0.65	3.96	4.13
Avg Length of Certification*	3.50	10.25	1.50	9.00	6.33

PARTIAL HOSPITALIZATION PROGRAM

Admissions	3	5	2	5	15
Days*	19	25	11	38	92
Admissions/1000 Lives	1.28	2.18	0.87	2.20	1.63
Days/1000 Lives*	7.91	10.89	4.57	16.49	9.94
Avg Length of Certification*	6.17	5.00	5.25	7.50	6.10

IOP/GROUP HOME/HALFWAY HOUSE

Admissions	2	3	2	1	8
Days*	4	6	11	4	26
Admissions/1000 Lives	0.86	1.31	0.87	0.44	0.87
Days/1000 Lives*	1.88	2.79	4.79	1.85	2.82
Avg Length of Certification*	2.20	2.13	5.50	4.20	3.25

TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE

Admissions	20	26	15	22	83
Days*	107	125	87	140	459
Admissions/1000 Lives	8.56	11.33	6.53	9.67	9.02
Days/1000 Lives*	45.73	54.42	37.86	61.43	49.81
Avg Length of Certification*	5.35	4.80	5.80	6.35	5.52

*Alternative Modality Ratios have been applied.

** All data has been annualized.

**UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report**

Service Dates: January 1, 2012 - December 31, 2012

Paid Through: December 31, 2012

Total Acute Inpatient and Alternative Levels of Care Detail - Claims Based

Both Psychiatric and Substance Abuse

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	9,351	9,180	9,191	9,097	9,205

ACUTE INPATIENT

Admissions	14	13	9	7	43
Days*	85	52	63	44	244
Admissions/1000 Lives	5.99	5.66	3.92	3.08	4.67
Avg Length of Stay*	6.07	4.00	7.00	6.29	5.67
Days/1000 Lives*	36.36	22.66	27.42	19.35	26.51

RESIDENTIAL TREATMENT PROGRAM

Admissions	1	2	1	0	4
Days*	1	18	2	0	20
Admissions/1000 Lives	0.43	0.87	0.44	0.00	0.43
Avg Length of Stay*	1.00	8.75	1.50	0.00	5.00
Days/1000 Lives*	0.43	7.63	0.65	0.00	2.17

PARTIAL HOSPITALIZATION PROGRAM

Admissions	3	7	3	7	20
Days*	17	25	9	21	71
Admissions/1000 Lives	1.28	3.05	1.31	3.08	2.17
Avg Length of Stay*	5.50	3.57	3.00	2.93	3.55
Days/1000 Lives*	7.06	10.89	3.92	9.01	7.71

IOP/GROUP HOME/HALFWAY HOUSE

Admissions	1	2	2	0	5
Days*	2	3	10	1	15
Admissions/1000 Lives	0.43	0.87	0.87	0.00	0.54
Avg Length of Stay*	1.80	1.40	4.90	0.00	3.00
Days/1000 Lives*	0.77	1.22	4.27	0.26	1.63

TOTAL ACUTE INPATIENT AND ALTERNATIVE LEVELS OF CARE

Admissions	19	24	15	14	72
Days*	104	97	83	65	350
Admissions/1000 Lives	8.13	10.46	6.53	6.16	7.82
Avg Length of Stay*	5.49	4.05	5.55	4.65	4.86
Days/1000 Lives*	44.62	42.40	36.25	28.63	38.02

*Alternative Modality Ratios have been applied.

** All data has been annualized.

Report # 2055.2.01

As of December 31, 2012

Recidivism Rates - Psychiatric vs Substance Abuse

Psychiatric

Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	1	0	0.00%
13 - 17	8	1	12.50%
18 - 64	29	8	27.59%
65 +	0	0	0.00%
Total	<u>38</u>	<u>9</u>	<u>23.68%</u>

Substance Abuse

Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	0	0	0.00%
13 - 17	0	0	0.00%
18 - 64	7	3	42.86%
65 +	0	0	0.00%
Total	<u>7</u>	<u>3</u>	<u>42.86%</u>

Total

Age Band	Hospitalized in Previous Year	Readmitted within 365 Days	
		Admits	%
0 - 12	1	0	0.00%
13 - 17	8	1	12.50%
18 - 64	36	11	30.56%
65 +	0	0	0.00%
Total	<u>45</u>	<u>12</u>	<u>26.67%</u>

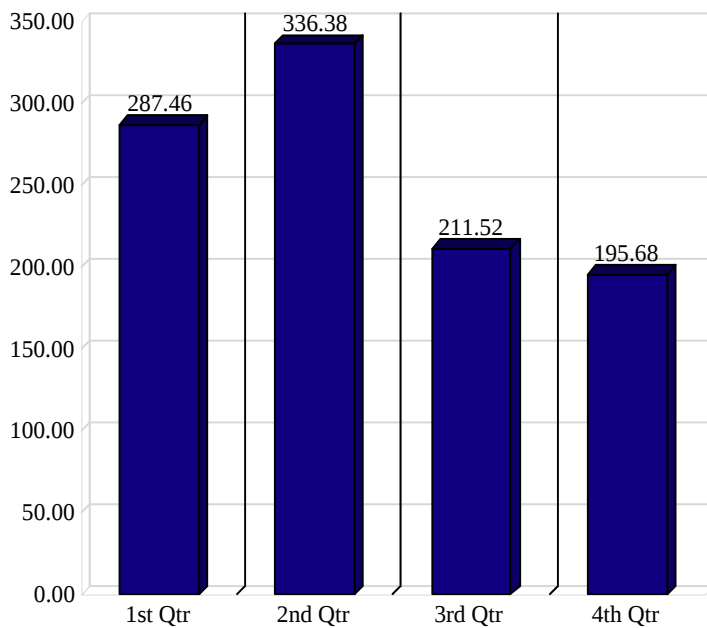
UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report

January 1, 2012 - December 31, 2012

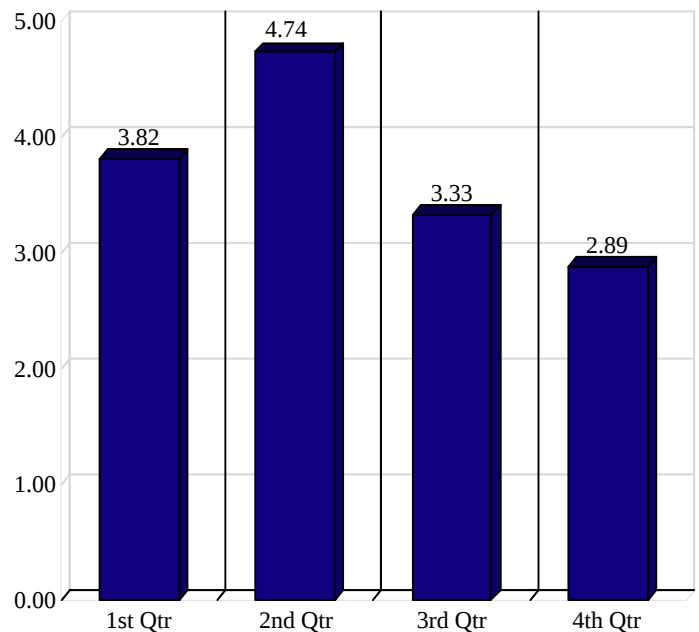
Total Outpatient Utilization (Paid Claims)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Avg Covered Lives	9,351	9,180	9,191	9,097	9,205
Visits *	672	772	486	445	2,375
Members Seen	176	163	146	154	324
Visits/1000 Lives*	287.46	336.38	211.52	195.68	258.02
Avg Number of Visits*	3.82	4.74	3.33	2.89	7.33

Visits/1000*



Average Number of Visits*

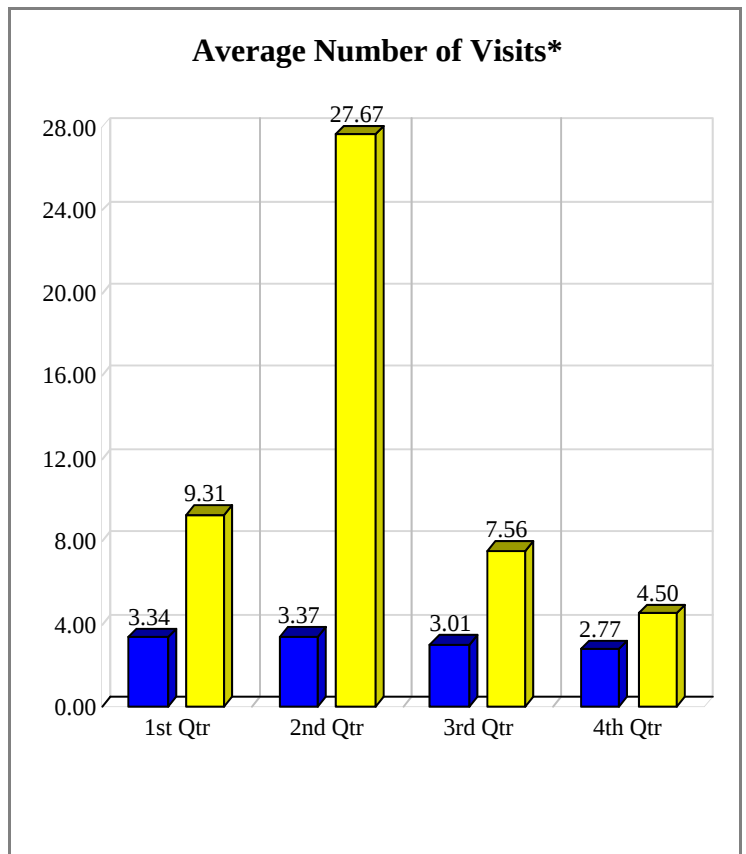
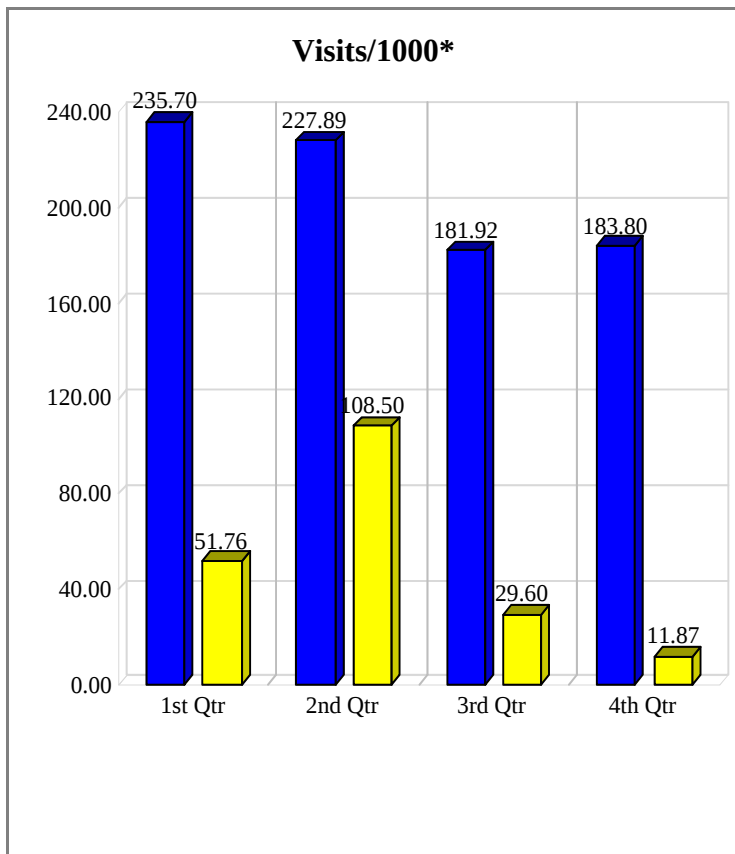


UFCW Unions and Participating Employers H & W Fund
Managed Mental Health and Substance Abuse Activity Report

January 1, 2012 - December 31, 2012

Total Outpatient Utilization by Psychiatric/Substance Abuse (Paid Claims)

	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Year to Date	
Avg Covered Lives	9,351		9,180		9,191		9,097		9,205	
	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>	<u>Psych</u>	<u>SA</u>
Visits *	551	121	523	249	418	68	418	27	1,910	465
Members Seen	165	13	155	9	139	9	151	6	304	28
Visits/1000 Lives*	235.70	51.76	227.89	108.50	181.92	29.60	183.80	11.87	207.51	50.52
Avg Number of Visits*	3.34	9.31	3.37	27.67	3.01	7.56	2.77	4.50	6.28	16.61



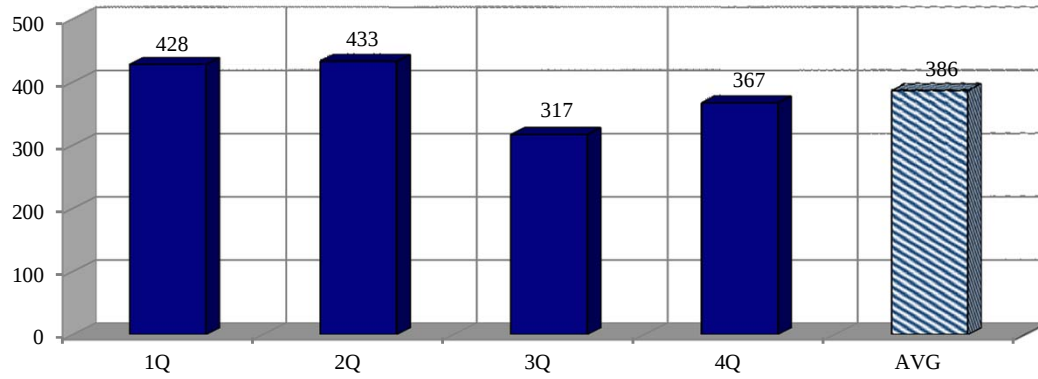
Psych
 Substance Abuse

UFCW Unions and Participating Employers Health and Welfare Fund
Managed Mental Health and Substance Abuse Activity Report
January 1, 2012 - December 31, 2012

Telephone Performance

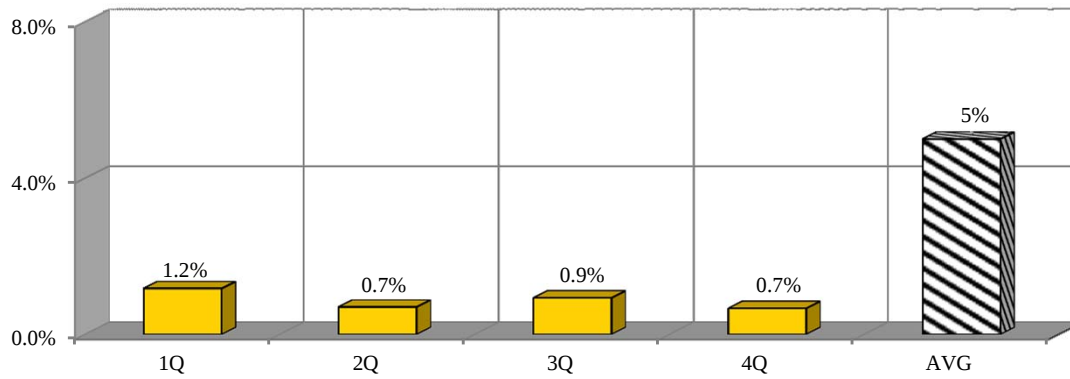
Business Hour Call Volume

YTD Total Calls: 1545
After Hours Calls: 32



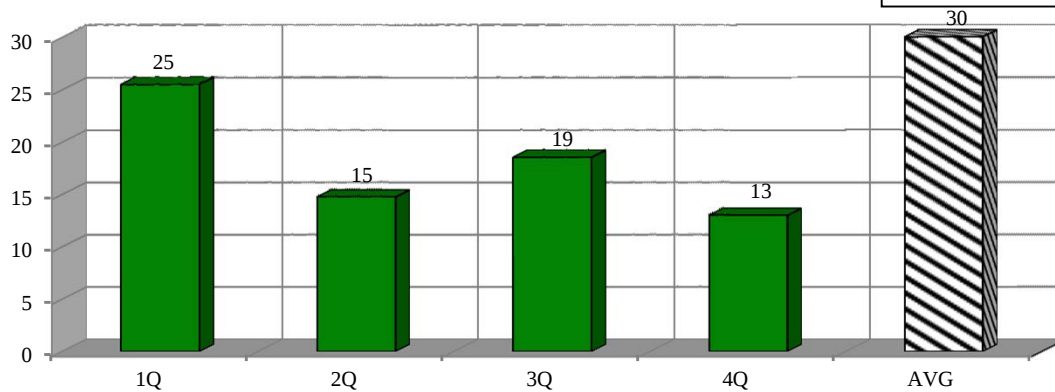
Abandonment Rate
(Lower is Better)

YTD Average Abandonment Rate:
0.9%



Average Speed of Answer
(Lower is Better)

YTD Average Speed of Answer:
18 seconds

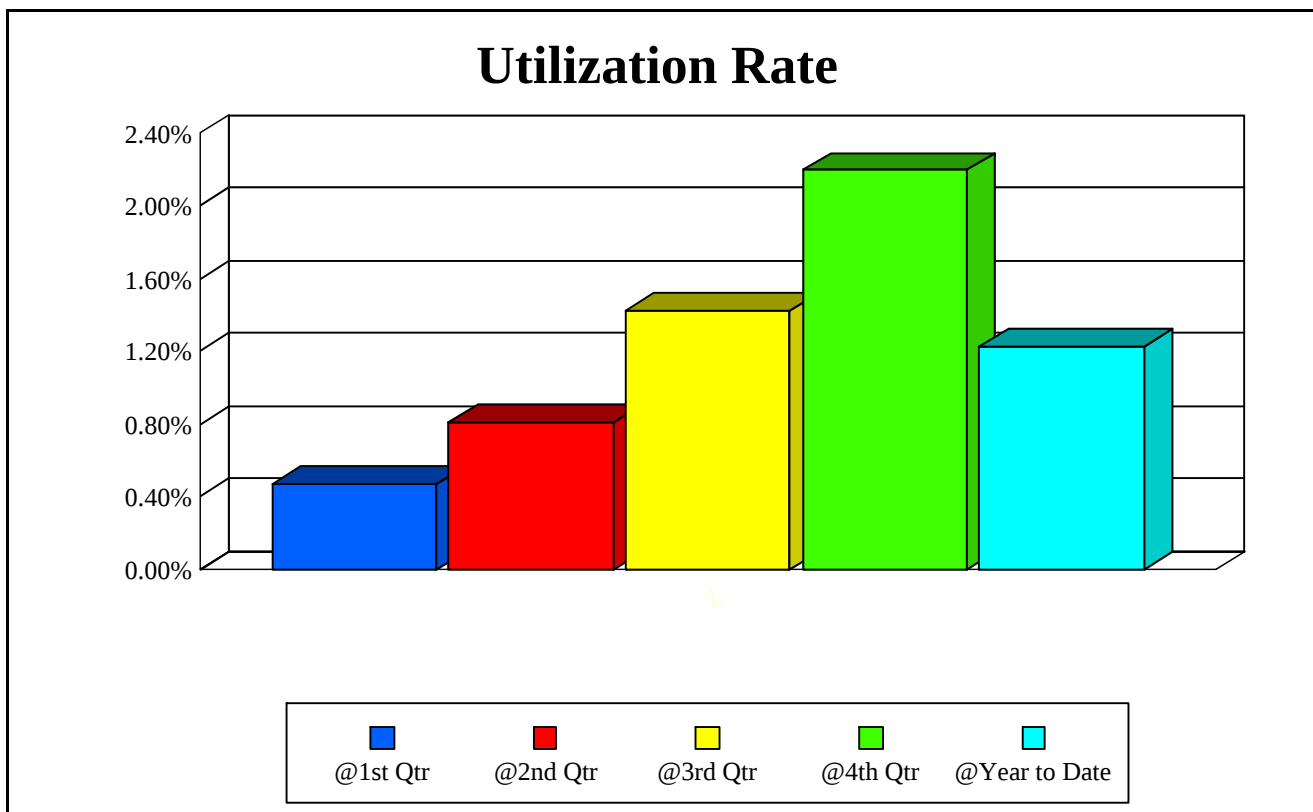


Employee Assistance Program



EAP Access to Services - Utilization Rates

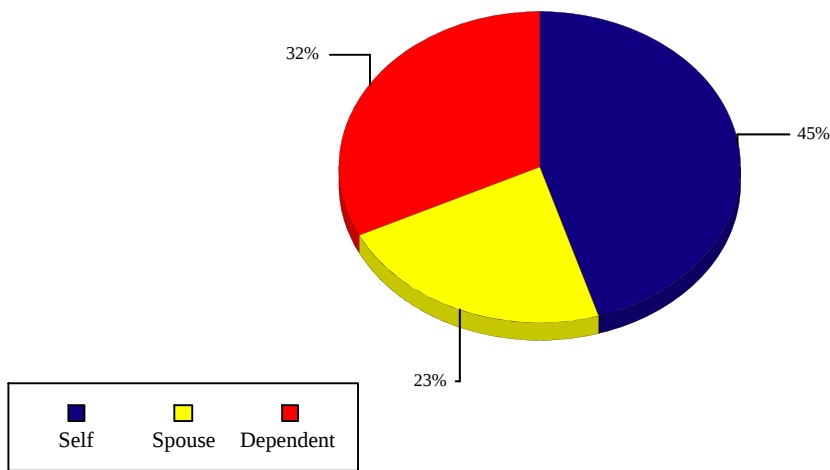
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year to Date
Average Number of Eligible Employees:	2,553	2,494	2,519	2,533	2,525
Total Distinct EAP Cases:	3	5	9	14	31
Annualized Utilization Rate:	0.47%	0.80%	1.42%	2.19%	1.22%



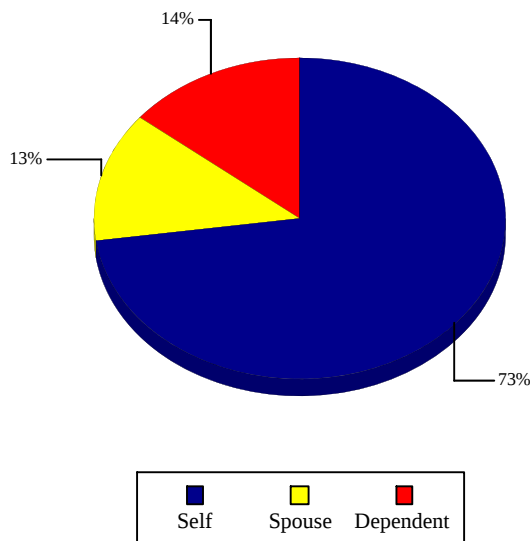
Participant Demographics Trend Analysis - Participant Category

PARTICIPANT CATEGORY:	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Year to Date	
	Cases	%	Cases	%	Cases	%	Cases	%	Cases	%
SELF	2	67%	1	20%	6	67%	5	36%	14	45%
SPOUSE	0		3	60%	1	11%	3	21%	7	23%
DEPENDENT	1	33%	1	20%	2	22%	6	43%	10	32%
TOTAL	3	100%	5	100%	9	100%	14	100%	31	100%

Participant Category*



Book of Business

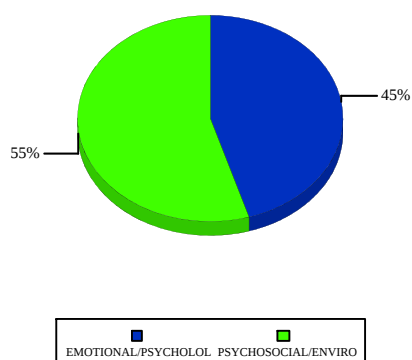


UFCW Unions & Participating Employers Health & Welfare Fund
Employee Assistance Program Activity Report
January 1, 2012 - December 31, 2012

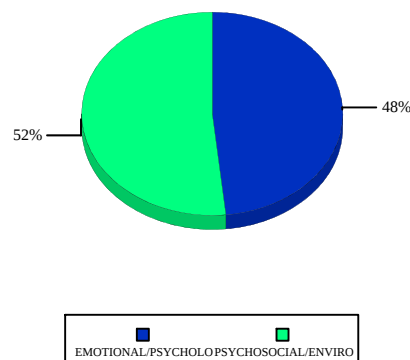
Distribution by Problem Category

PROBLEM CATEGORY:	Primary Presenting Problem					Primary Assessed Problem				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
EMOTIONAL/PSYCHOLOGICAL:										
DEPRESSION	2	0	3	2	7	2	1	2	1	6
ANXIETY	0	3	0	1	4	0	3	1	1	5
OTHER MOOD DISORDER	0	0	0	0	0	0	0	0	0	0
HYPERACTIVITY/LEARNING PROBLEM	0	0	0	0	0	0	0	0	0	0
EATING DISORDER	0	0	0	0	0	0	0	0	0	0
IMPULSE CONTROL PROBLEM	0	0	0	3	3	0	0	1	3	4
PSYCHOTIC THINKING	0	0	0	0	0	0	0	0	0	0
DISABILITY	0	0	0	0	0	0	0	0	0	0
TOTAL	2	3	3	6	14	2	4	4	5	15
MEDICAL:										
MEDICAL PROBLEM	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0
PSYCHOSOCIAL/ENVIRONMENTAL:										
SITUATIONAL/ADJUSTMENT CONCERN	0	1	1	3	5	0	1	1	3	5
CHILD CARE PROBLEM	0	0	0	0	0	0	0	0	0	0
FAMILY PROBLEM	1	0	1	3	5	1	0	1	3	5
FINANCIAL PROBLEM	0	0	0	0	0	0	0	0	0	0
GRIEF/LOSS	0	0	0	1	1	0	0	0	1	1
JOB/OCCUPATIONAL PROBLEM	0	0	0	0	0	0	0	0	0	0
LEGAL PROBLEM	0	0	0	1	1	0	0	0	1	1
MARITAL/RELATIONSHIP PROBLEM	0	1	3	0	4	0	0	3	1	4
ADULT/ELDER CARE PROBLEM	0	0	0	0	0	0	0	0	0	0
INTEGRATED CARE ISSUE	0	0	0	0	0	0	0	0	0	0
DECLINED	0	0	1	0	1	0	0	0	0	0
TOTAL	1	2	6	8	17	1	1	5	9	16
SUBSTANCE ABUSE/DEPENDENCE:										
ALCOHOL ABUSE	0	0	0	0	0	0	0	0	0	0
DRUG ABUSE	0	0	0	0	0	0	0	0	0	0
MIXED ALCOHOL AND DRUG ABUSE	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0
REMAINING RESPONSES	0	0	0	0	0	0	0	0	0	0
TOTAL	3	5	9	14	31	3	5	9	14	31

Presenting Problem



Primary Assessed Problem



Achieve Solutions Utilization Data

SUMMARY

	<u>Views</u>	<u>Views - YTD</u>
Total Page Views	150	150
Total Unique Sessions	31	31

MOST FREQUENTLY VISITED TOPICS	Reporting Period		YTD	
	<u>Views</u>	<u>% of Page Views</u>	<u>Views</u>	<u>% of Page Views</u>
Blended Families	6	31.58 %	6	31.58%
Generalized Anxiety Disorder	3	15.79 %	3	15.79%
Communication and Teams	2	10.53 %	2	10.53%
Stress	2	10.53 %	2	10.53%
Working With Others	2	10.53 %	2	10.53%
Chronic Depression	1	5.26 %	1	5.26%
Chronic Pain	1	5.26 %	1	5.26%
Senior Health	1	5.26 %	1	5.26%
Weight Management	1	5.26 %	1	5.26%
Total	19	100.00%	19	100.00%

MOST FREQUENTLY VIEWED CENTERS	Reporting Period		YTD	
	<u>Views</u>	<u>% of Page Views</u>	<u>Views</u>	<u>% of Page Views</u>
Relationships	6	31.58%	6	31.58%
Anxiety	5	26.32%	5	26.32%
Health & Wellness	3	15.79%	3	15.79%
Managers' Tools	2	10.53%	2	10.53%
Work	2	10.53%	2	10.53%
Depression	1	5.26%	1	5.26%
Total	19	100.00%	19	100.00%