

## Availability of Providers Within Our Network

Each year, Western Behavioral Health evaluates whether the numbers of behavioral health practitioners and facilities available to members is sufficient to meet membership needs. We also measure that practitioners and facilities are located within specific drive times. Our goal is that 95% of members will have no more than a:

- Drive time of 30 minutes to a psychiatrist (urban) and 60 minutes (rural)
- Drive time of 30 minutes to a psychologist (urban) and 60 minutes (rural)
- Drive time of 30 minutes to a Masters-level therapist (urban) and 60 minutes (rural)
- Drive time of 30 minutes to a child therapist (urban) and 60 minutes (rural)
- Drive time of 30 minutes to an inpatient mental health facility (urban) and 60 minutes (rural)
- Drive time of 30 minutes to an inpatient substance abuse facility (urban) and 60 minutes (rural)
- Drive time of 30 minutes to a partial hospital for mental health (urban) and 60 minutes (rural)
- Drive time of 30 minutes to a partial hospital for substance abuse (urban) and 60 minutes (rural)

Western Behavioral Health also measures the ratio of members to providers. Our goal is for performance to be equal to or less than a:

- Ratio of members to psychiatrists of 2,000:1
- Ratio of members to psychologists of 1,500:1
- Ratio of members to masters-level therapists of 1,500:1
- Ratio of members to child therapists of 750:1
- Ratio of members to inpatient mental health facilities of 12,000:1
- Ratio of members to inpatient substance abuse treatment facilities of 20,000:1
- Ratio of members to partial hospital for mental health of 10,000:1
- Ratio of members to partial hospital for substance abuse of 10,000:1

Western Behavioral Health analyzes data in order to identify needed interventions when any goal is not met. In 2004, Western Behavioral Health met all of the above goals, with the exception of the rural drive-time standard to a partial hospital for substance abuse. Our most recent results reviewed in February 2005 were 94.49%, which is slightly below our goal of 95% within 60 minutes. Western Behavioral Health determined that the possibility of improvement is currently limited due to the low number of partial hospitals in rural areas. However, if a member needs a level of care that is not available, the next highest level of care is authorized. In addition, a resource list of community resources and hotlines for this area was distributed to all Care Managers to offer additional support in these rural areas. This resource list was also distributed to all providers in March 2004 and is available to both members and providers on Community Care's Website. These rates will continue to be monitored on an ongoing basis.