

Criterion Health Delivery Service Vignettes

Since inception in 1998, Criterion Health, Inc. has provided management services and technical assistance to purchasers and providers of behavioral healthcare. The notion of delivery services are those in which Criterion, acting on behalf of the owners provides sustaining services in critical areas of national business development or risk management by providing assisted on site personnel to assure goal attainment for owners. The following provides samples of sustaining work performed:

Venture Behavioral Health Ervin Brinker, Chief Executive Officer, 140 W. Michigan, Battle Creek, MI 49017, 269-441-5910

Venture Behavioral Health is a behavioral health Medicaid Health Plan serving over 100,000 lives in western Michigan.

Criterion has been involved since before Ventures certification as a Medicaid health plan providing affiliation support, board governance consultation, organizational development to the health plan and providing dedicated key staff to the organization. Criterion Health has delivered a team that has averaged four individuals over the years assuring the Board's policies are implemented and that the health plan satisfies state and federal requirements. We have accomplished the following for our client:

- Assisted in establishing the Administrative Services Organization to administer the health plan
- Created and maintained Policies and Procedures for the health plan.
- Assisted in a total management information configuration.
- Created an outlier management utilization management system.
- Created a compliance system that assures monitoring, feedback and peer assistance for overcoming issues.
 - Venture Behavioral Health received the highest score in Michigan from it's External Quality Review Organization.
- Assisted in accreditation preparation

In addition to Venture Behavioral Health we have provided similar services in Michigan to other behavioral health prepaid health plans (PHPs) including Behavioral Health Professionals, Inc. in Wayne County Michigan and St. Clair PHP in St. Clair, Michigan.

Autism Services Group (ASG) Howard Savin, Ph.D., CEO, 100 Overlook Center, 2nd Floor, Suite 2006, Princeton, NJ 08540, 609-454-4598

Autism Services Group, Inc. is a privately held New Jersey corporation founded in 2010 to administer benefits to autism spectrum disorder (ASD) and other developmental disability (DD) health plan members.

Criterion Health is both an equity owner and serves as the general manager for the company with a team of six individuals providing services inclusive of; generating all operating Policies and Procedures as well as organizing and securing funding, staffing and the organized panel of providers. Infrastructure developed includes:

- State insurance licensing application
- Provider services Policies and Procedures as well as Provider manual and contracting process
- Member services Policies and Procedures as well as Member Handbook
- Utilization management and performance improvement plan
- Human resources manual and staffing plan as well as facilities plan
- Business plan along with sales and marketing Policies and Procedures
- Claims management and Financial management Policies and Procedures
- Sales and marketing Policies and Procedures
- Securing and assisting implementing the information system.

The Company is organizing and managing provider panels of New Jersey autism service providers whose roles are to deliver high quality specialized and coordinated care to ASD and DD plan members in New Jersey. The Company's mission is to establish a new level of client-sensitive, coordinated, cost effective, evidence-based autism care; improved access to autism services; and increased efficiency in the stewardship of funding resources that flow from schools, insurers and government agencies.

The Company's primary goal is to function as a one-stop benefit manager administrative resource for purchasers of care for the target population and to serve as a direct resource to families in need of such care and providers specializing in serving the population.

Summit Pointe Ervin Brinker, President, 140 W. Michigan, Battle Creek, MI 49017, 269-441-5910

Summit Pointe is the community mental health services provider for Calhoun County Michigan (and a member of Venture Behavioral Health). Since 1998 we have provided at least two people per year providing the following for them:

- Criterion has assisted in securing non government revenues totaling six million per year for the organization through organizing services for businesses and the medical community.
- Criterion has assisted Summit Pointe in organizing services and receiving contracts worth over a million dollars per year for services to the Department of Defense.
- Criterion created a set of structured group programs addressing the fidelity needs of evidence based practices and emulating the component requirements of the SAMHSA evidence based practice for illness recovery and management. The programs were organized under the heading “Navik Solutions” and include programs for people experiencing serious and persistent mental illness (Aspire), children suffering from serious emotional disturbances (ReUnion) and people suffering from depressive disorders (Brio).

Association of Community Mental Health Centers of Kansas (ACMHCK)

Michael Hammond, Chief Executive Officer, 720 SW Jackson, Ste 203
Topeka, KS 66603, 785-234-4773

The Association represents twenty nine community mental health centers (CMHCs) in Kansas. The state is implementing a new Medicaid waiver organizing the CMHCs as a Prepaid Ambulatory Health Plan (PAHP). Criterion was selected to organize the response for the state. Criterion, since 2006 has:

- Negotiated on behalf of ACMHCK, with the state Medicaid agency (SRS) to assure state goals are accomplished and providers are organized to meet state and federal requirements.
- Created the independent PAHP from the provider members.
- Assisted in drafting and implementing the Policies and Procedures for the entity.
- Managed the Performance Improvement operations of the entity.
- Created the core competencies for administrative services to address requirements of Kansas Medicaid and the US CMS.
- Assisted KHS in seeking accreditation.

If we can provide further information or examples of service
please feel free to contact:

Robert Dyer, Ph.D.
Managing Principal
Criterion Health, Inc.
425-641-4891