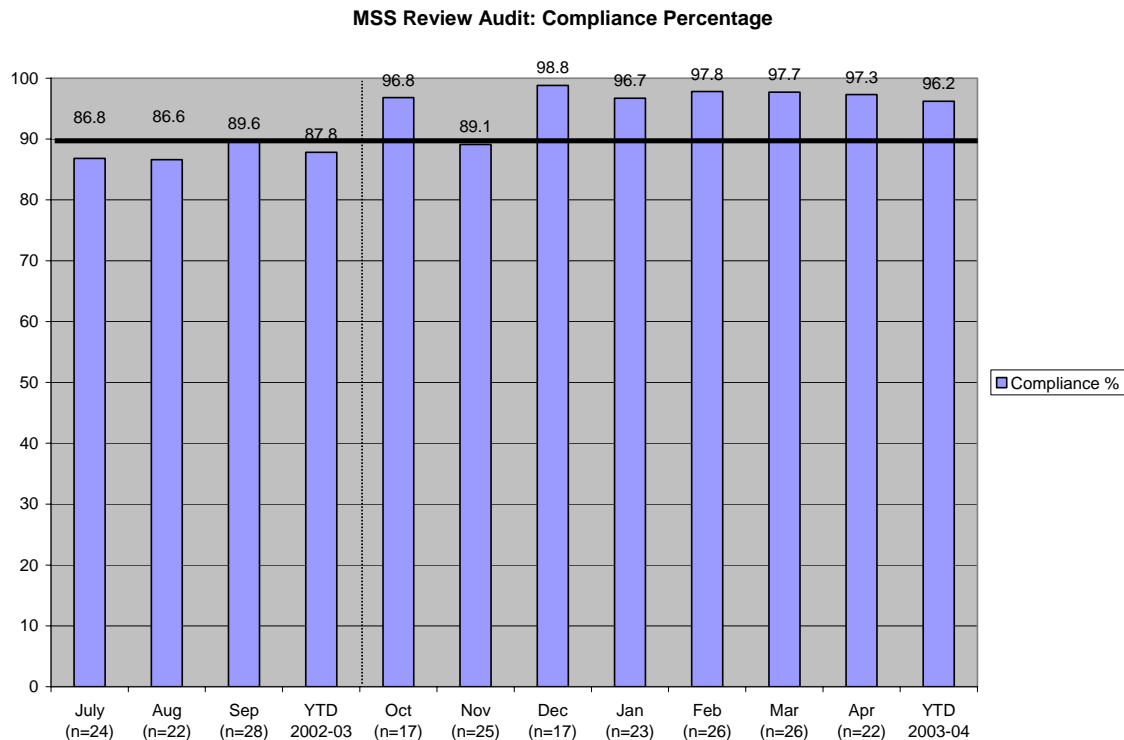


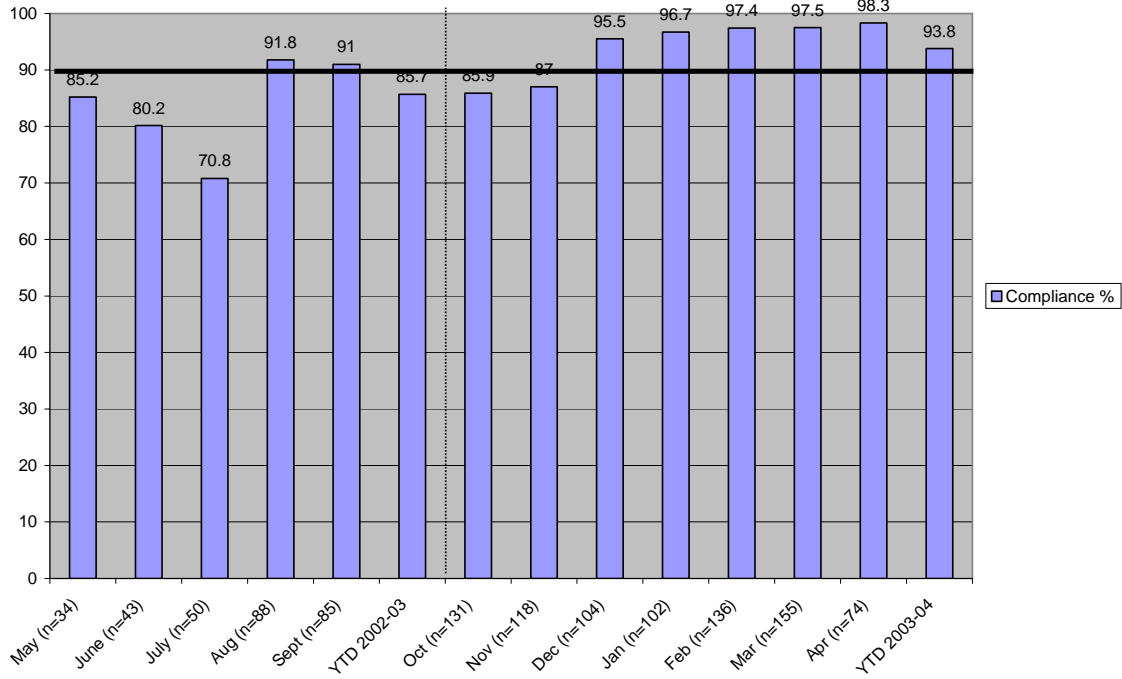
# Q1 Spotlight

June 2004

**CBHNP Member Services Specialists conducting triage phone calls with Members and Clinical Care Managers conducting reviews of care with Providers have a number of documentation requirements that are regularly audited. Feedback provided to CBHNP staff in this manner aids in improving consistent service quality to both Members and Providers. Targets for improvement were set for each measure (bold line) and significant improvement has been achieved over the past year.**



CCM Review Audit: Compliance Percentage



CCM Review Audit: Quality Score

