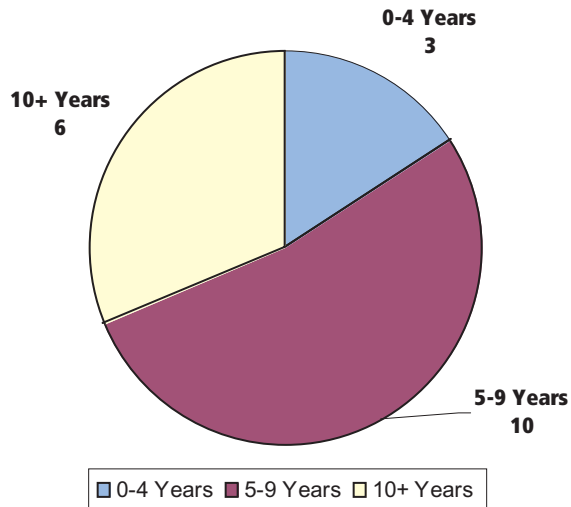


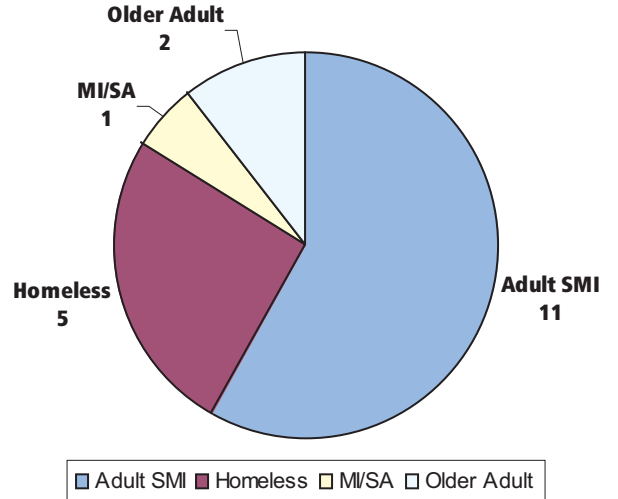
# Telecare ACT Programs: At a Glance

## 19 Programs, Four States

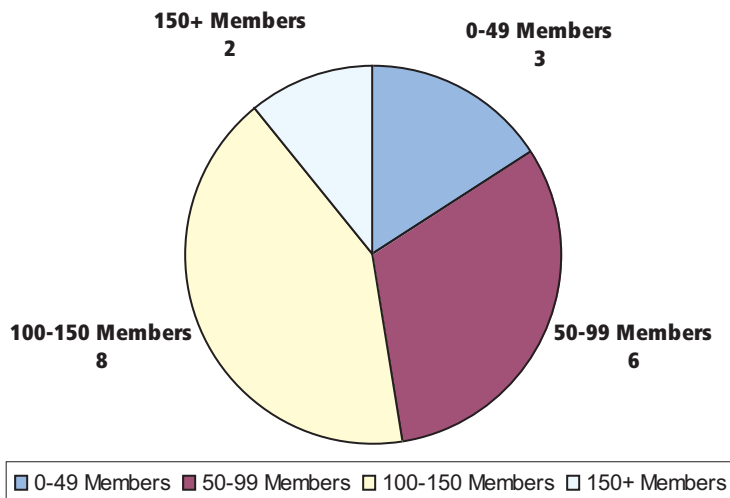
### Years in Operation



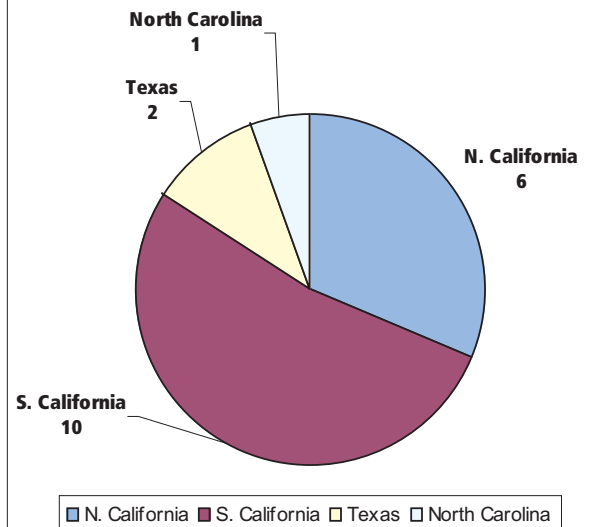
### Population



### Membership



### Region



# Telecare ACT Programs: Sample Outcomes

## Transitioning to Lower Levels of Care

Successfully transitioned clients to lower levels of care over the first year of operations. The number drops from 100 to 96 due to client disenrollments.

Client Housing: January 30, 2003		Client Housing: January 31, 2004	
IMDs .....	60	Room and Board .....	32
ABCs .....	39	Licensed B&C .....	26
State Hospital .....	1	Independent Living ...	16
<b>Total .....</b>	<b>100</b>	IMD .....	8
		Acute Hospital .....	5
		ABC .....	5
		Assisted Living/ Convalescent .....	2
		Jail .....	1
		State Hospital .....	1
		<b>Total .....</b>	<b>96</b>

## Impact on Acute Psychiatric Hospitalization

The following is baseline hospitalizations data on 24 clients who were with a Telecare ACT program when it opened. It compares program data for the first year in operation to the 12 months prior.

### Prior 12 Months

Total claims .....	113
Total hospital days .....	967
Average days per month .....	80.58

### 12 Months (Annualized) After Opening:

Total claims .....	39
Total hospital days .....	248
Average days per month .....	20.64

## Impact on State Hospitals

### Average Use Per Member

Previous 12 Months	Year 1	Year 2
75.2 days	32.4 days	9.8 days

### Average Cost Per Member

Previous 12 Months	Year 1	Year 2
\$16,824	\$7,206	\$2,235

### Decreased Use Per Member

Year 1	Year 2
57%	87%

### Projected Per-Member Savings

Year 1	Year 2
\$9,618	\$14,589

Figures are based on 34 original members who were enrolled during the first three months, and were still members of a Telecare ACT program in October 2001. Costs are calculated based on the following: 1st day of state hospitalization = \$643. All subsequent days = \$218. Only one 1st day was included per client, lowering the actual cost of state hospital stays.

## Member Satisfaction Survey

Telecare measures member satisfaction regarding the quality of the services received. The following represents 547 members in five programs.

### Cultural Competence

88% Staff are sensitive to my cultural and ethnic background.

### Recovery Approaches

88% Staff helped me so I could manage my life and recover.

Telecare Corporation exists to help people with mental impairments realize their full potential.

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