

October 8, 2019

The Honorable Douglas A. Ducey
Governor of Arizona
1700 W. Washington
Phoenix, AZ 85007


Dear Governor Ducey:

Pursuant to Laws 2018, Chapter 152, Section 1, beginning April 1, 2019, the Arizona Health Care Cost Containment System Administration shall prepare and issue a semi-annual financial and program accountability trends report using the following accountability factors by geographic service areas for children enrolled in the Comprehensive Medical and Dental Program:

1. The number and percentage of children in the Comprehensive Medical and Dental Program who have received behavioral health services, excluding the original assessment, through a Regional Behavioral Health Authority as of the end of each month;
2. The number of new behavioral health cases opened each month, the total number of cases that remain open from the current and previous months and the total number of cases that have been closed each month;
3. The type of behavioral health services the children received and the costs of each of those services;
4. The number of notices of action received and for what reason and the outcome of those notices; and
5. The number of notice of appeals filed and for what reason, the outcome of those appeals by the administrative law judge and the final decisions reached by the director of the Arizona Health Care Cost Containment System.

If you have any questions regarding the attached report please feel free to contact me at (602) 417-4711.

Sincerely,



Jami Snyder
Director

Cc: The Honorable Nancy Barto, Chairperson, House Health Committee
The Honorable Kate Brophy Magee, Chairperson,
Senate Health & Human Services Committee
Matthew Gress, Director, Governor's Office of Strategic Planning and Budgeting
Richard Stavneak, Director, Joint Legislative Budget Committee
Christina Corieri, Senior Policy Advisor, Governor's Office



**Financial and Program Accountability
Trends Report for Children Enrolled in the
Comprehensive Medical and Dental Program
(CMDP)**

**For the Period:
Federal Fiscal Year (FFY) 2018**

**October 2019
Jami Snyder, Director**

Background

Laws 2016, Chapter 273, Section 7 requires the following:

A. Beginning on the last day of the month following the effective date of this act through December 31, 2018, the Arizona Health Care Cost Containment System (AHCCCS) administration shall prepare and issue a quarterly financial and program accountability trends report to the governor, the chairpersons of the house of representatives health and children and family affairs committees, the chairperson of the senate health and human services committee, the director of the joint legislative budget committee and the director of the governor's office of strategic planning and budgeting. The administration shall provide a copy of each report to the secretary of state. The report shall use the following accountability factors by geographic service areas for children enrolled in the comprehensive medical and dental program

1. The number and percentage of children in the comprehensive medical and dental program who have received behavioral health services, excluding the original assessment, through a regional behavioral health authority as of the end of each month.
2. The number of new behavioral health cases opened each month, the total number of cases that remain open from the current and previous months and the total number of cases that have been closed each month.
3. The type of behavioral health services the children received and the costs of each of those services.
4. The number of notices of action received and for what reason and the outcome of those notices.
5. The number of notice of appeals filed and for what reason, the outcomes of those appeals by the administrative law judge and the final decisions reached by the director of the Arizona health care cost containment system of behavioral health services the children received and the costs of each of those services.

As a result of administrative simplification, the merger of AHCCCS and the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) effective July 1, 2016, AHCCCS continues its review of legislative report deliverables that were previously prepared by ADHS/DBHS to understand methodologies and data sources. Regarding this Report (referred to hereafter as the CMDP Report), AHCCCS has determined that items one through three (as detailed above) can be produced now but items four and five cannot currently be reported, as further explained below:

Table I provides the data requested in item one. With this report submission, AHCCCS continues the modification of the methodology used beginning with the April 30, 2018 Report. This change ensures that only children who received services in the stated month are counted in the calculation.

Table II provides a proxy for the data requested in item two regarding the number of new behavioral health cases opened each month by presenting the number of new CMDP enrollees each month. All CMDP children are expected to receive an initial behavioral health assessment.

Every AHCCCS member has access to medically necessary behavioral health services at any time during the member's eligibility and enrollment. The number of CMDP new enrollees and disenrollment, as well as the utilization of services, provides information about the members who are receiving behavioral health services and at what time.

To help illustrate this, AHCCCS has added Table II-A. This data shows how many CMDP members disenroll from CMDP; and of those who disenroll from CMDP, the percentage of these members who transition directly into other AHCCCS health plans. The transition to another plan while remaining on AHCCCS emphasizes that behavioral health services continue to be available when needed. AHCCCS continues the modification of the methodology used beginning with the March 31, 2018 Report which corrected the identification of all members disenrolling from CMDP.

Table III provides the data requested in item three with no change from the methodology used by ADHS/DBHS.

Regarding item four, AHCCCS does not currently collect Notice of Action (NOA) detail from the Regional Behavioral Health Authorities (RBHAs) at this level of detail. Currently AHCCCS receives only the total number of NOAs issued by each RBHA across all populations, thus the CMDP population is not separately identified. AHCCCS is exploring a requirement for RBHAs to separately report this information for CMDP children.¹

Item five of the legislation also necessitates data that AHCCCS does not collect. AHCCCS is only informed of notices of appeal when those appeals result in members requesting hearings.

¹ AHCCCS learned that the data source for previously submitted CMDP Reports was prior authorizations (PA) as a proxy for notices of action (NOA). A prior authorization is a request to provide a service. The decision for the PA results in a NOA when that decision is to reduce, suspend, or deny a service. One is a request and one is a decision – they are not synonymous.

For this Report, AHCCCS is providing Table IV containing self-reported Notice of Action data from the RBHAs, as well as hearing data available from the AHCCCS Office of Administrative Legal Services (OALS). AHCCCS is working to revise future reporting from RBHAs to fulfill this requirement.

The legislative requirement concerning the CMDP Report was amended by Laws 2018, Chapter 152, Section 1, to submit the report semi-annually. The data included in the CMDP Report is still presented on a quarterly basis with data provided by month for the quarters being reported. As such, AHCCCS presents this Report for quarters one through four for the 2018 contract year (October 1, 2017 through September 30, 2018) by month. AHCCCS requires the completion of at least a six month data lag before reporting statistics, providing sufficient time for claims to work through the system from provider to RBHA, and from RBHA to AHCCCS (when an adjudicated claim is submitted to AHCCCS it is then called an encounter; encounter data is required to provide service utilization information), as it is important to providing complete information to stakeholders.

Tables I through IV begin on the following page.

Data

Table I: Unique CMDP Members Enrolled and Served between October 1, 2017 – September 30, 2018

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ²	Percent of Foster Care Eligible Members Served
Central	Oct-17	9,783	7,460	76.3%
	Nov-17	9,607	7,375	76.8%
	Dec-17	9,637	7,245	75.2%
	Jan-18	9,660	7,437	77.0%
	Feb-18	9,573	7,140	74.6%
	Mar-18	9,627	7,164 ³	74.4%
	Apr-18	9,560	7,032	73.6%
	May-18	9,494	7,025	74.0%
	Jun-18	9,451	6,744	71.4%
	Jul-18	9,217	6,523	70.8%
	Aug-18	8,956	6,401	71.5%
	Sep-18	8,747	6,193	70.8%
North	Oct-17	1,382	1,064	77.0%
	Nov-17	1,358	1,024	75.4%
	Dec-17	1,342	1,009	75.2%
	Jan-18	1,325	1,001	75.5%
	Feb-18	1,362	998	73.3%
	Mar-18	1,399	1,044	74.6%
	Apr-18	1,374	1,010	73.5%
	May-18	1,391	1,019	73.3%
	Jun-18	1,394	997	71.5%
	Jul-18	1,385	996	71.9%
	Aug-18	1,362	1,013	74.4%
	Sep-18	1,355	976	72.0%
South	Oct-17	4,481	3,405	76.0%
	Nov-17	4,321	3,265	75.6%
	Dec-17	4,353	3,107	71.4%
	Jan-18	4,321	3,184	73.7%
	Feb-18	4,292	3,019	70.3%
	Mar-18	4,363	3,071	70.4%
	Apr-18	4,310	3,058	71.0%
	May-18	4,261	3,127	73.4%
	Jun-18	4,192	2,972	70.9%
	Jul-18	4,008	2,862	71.4%
	Aug-18	3,875	2,836	73.2%
	Sep-18	3,790	2,796	73.8%

Table I: Unique CMDP Members Enrolled and Served between

² The statewide total will not equal the summation of the three GSAs due to a limited number of members moving between GSAs during the year. "Eligible Members Served" is based on encounter data (post-adjudicated claims data) stored in the AHCCCS mainframe.

³ The Claims issue noted in the last report was corrected which resulted in a revised number of "Eligible Members Served" for March 2018.

October 1, 2017 – September 30, 2018

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ⁴	Percent of Foster Care Eligible Members Served
STATEWIDE	Oct-17	15,646	11,923	76.2%
	Nov-17	15,286	11,655	76.2%
	Dec-17	15,332	11,350	74.0%
	Jan-18	15,306	11,608	75.8%
	Feb-18	15,227	11,145	73.2%
	Mar-18	15,383	11,267	73.2%
	Apr-18	15,244	11,095	72.8%
	May-18	15,146	11,158	73.7%
	Jun-18	15,037	10,706	71.2%
	Jul-18	14,610	10,738	73.5%
	Aug-18	14,193	10,233	72.1%
	Sep-18	13,892	9,957	71.7%

⁴ The statewide total will not equal the summation of the three GSAs due to a limited number of members moving between GSAs during the year.

Table II: New Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide between October 1, 2017 – September 30, 2018

Month-Year	Central	North	South	STATEWIDE
Oct-17	470	58	207	735
Nov-17	393	51	189	633
Dec-17	449	74	251	774
Jan-18	449	65	212	726
Feb-18	444	98	234	776
Mar-18	478	97	244	819
Apr-18	480	75	220	775
May-18	396	88	201	685
Jun-18	431	83	161	675
Jul-18	421	99	115	635
Aug-18	473	95	219	787
Sep-18	457	103	235	795

Table II-A: Number of Disenrolled CMDP Members between⁵
October 1, 2017 – September 30, 2018

		Number of Unique CMDP Members	Percent of Unique CMDP Members
Members Immediately Enrolled in another AHCCCS Health Plan			
Quarter 1 (10/1/17 – 12/31/17)	Oct-17	1,009	98.2%
	Nov-17	731	97.9%
	Dec-17	740	96.0%
Quarter 2 (1/1/18 – 3/31/18)	Jan-18	859	95.7%
	Feb-18	656	97.8%
	Mar-18	920	96.8%
Quarter 3 (4/1/18 – 6/30/18)	Apr-18	777	95.3%
	May-18	790	97.4%
	Jun-18	1075	98.0%
Quarter 4 (7/1/18 – 9/30/18)	Jul-18	1216	98.0%
	Aug-18	1128	98.0%
	Sep-18	678	96.6%
Members Not Immediately Enrolled in another AHCCCS Health Plan			
Quarter 1 (10/1/17 – 12/31/17)	Oct-17	18	1.8%
	Nov-17	16	2.1%
	Dec-17	31	4.0%
Quarter 2 (1/1/18 – 3/31/18)	Jan-18	39	4.3%
	Feb-18	15	2.2%
	Mar-18	30	3.2%
Quarter 3 (4/1/18 – 6/30/18)	Apr-18	38	4.7%
	May-18	21	2.6%
	Jun-18	22	2.0%
Quarter 4 (7/1/18 – 9/30/18)	Jul-18	25	2.0%
	Aug-18	23	2.0%
	Sep-18	24	3.4%

⁵ The data methodology was updated for this table for FFY2018, more appropriately reflecting the number of members not immediately enrolled in another AHCCCS Health Plan compared to previous reports.

Table III: Monthly Utilization of CMDP Members by Service Category⁶ between October 1, 2017 – September 30, 2018

GSA	Service Category	October 2017				November 2017				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value	
Central	A-Treatment Services		3,668	49.2%	\$961,435		3,486	47.3%	\$905,092	
	B-Rehabilitation Services		721	9.7%	\$738,156		697	9.5%	\$719,519	
	C-Medical Services		625	8.4%	\$86,657		614	8.3%	\$88,866	
	D-Support Services		7,199	96.5%	\$2,197,693		7,102	96.3%	\$2,068,590	
	E-Crisis Intervention Services		234	3.1%	\$161,480		207	2.8%	\$150,472	
	F-Inpatient Services		130	1.7%	\$1,209,777		114	1.5%	\$1,178,348	
	G-Residential Services		61	0.8%	\$271,652		53	0.7%	\$257,904	
	H-Behavioral Health Day Programs		7	0.1%	\$5,950		6	0.1%	\$2,572	
	J-Outpatient Services (UB92)		20	0.3%	\$55,611		21	0.3%	\$33,671	
	P-Pharmacy		1,077	14.4%	\$211,032		1,100	14.9%	\$212,762	
	Other		229	3.1%	\$73,499		254	3.4%	\$57,327	
		All Services	9,783	7,460		\$5,972,943	9,607	7,375		\$5,675,123
	North	A-Treatment Services		528	49.6%	\$182,951		513	50.1%	\$165,905
B-Rehabilitation Services			309	29.0%	\$150,973		288	28.1%	\$131,506	
C-Medical Services			84	7.9%	\$9,867		101	9.9%	\$14,815	
D-Support Services			1,020	95.9%	\$766,595		982	95.9%	\$689,246	
E-Crisis Intervention Services			10	0.9%	\$11,233		11	1.1%	\$6,736	
F-Inpatient Services			18	1.7%	\$175,628		16	1.6%	\$160,221	
G-Residential Services			20	1.9%	\$90,354		19	1.9%	\$96,415	
H-Behavioral Health Day Programs			0	0.0%	\$0		0	0.0%	\$0	
J-Outpatient Services (UB92)			1	0.1%	\$418		1	0.1%	\$23	
P-Pharmacy			167	15.7%	\$54,820		167	16.3%	\$44,066	
Other			20	1.9%	\$4,485		17	1.7%	\$1,136	
		All Services	1,382	1,064		\$1,447,324	1,358	1,024		\$1,310,069

⁶ Support Services include case management, which historically has been the largest volume service among behavioral health services delivered to members. AHCCCS and the RBHAs have been working to obtain more granular data regarding the services currently billed under "case management."

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

GSA	Service Category	October 2017					November 2017				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value		
South	A-Treatment Services		2,067	60.7%	\$825,649		1,942	59.5%	\$768,863		
	B-Rehabilitation Services		628	18.4%	\$171,624		629	19.3%	\$160,265		
	C-Medical Services		327	9.6%	\$75,604		280	8.6%	\$65,689		
	D-Support Services		3,152	92.6%	\$1,213,406		2,974	91.1%	\$1,048,007		
	E-Crisis Intervention Services		49	1.4%	\$40,011		61	1.9%	\$50,143		
	F-Inpatient Services		43	1.3%	\$410,235		42	1.3%	\$405,669		
	G-Residential Services		68	2.0%	\$478,503		71	2.2%	\$567,805		
	H-Behavioral Health Day Programs		10	0.3%	\$15,332		9	0.3%	\$13,190		
	J-Outpatient Services (UB92)		8	0.2%	\$3,593		8	0.2%	\$32,196		
	P-Pharmacy		447	13.1%	\$78,018		452	13.8%	\$71,534		
	Other		36	1.1%	\$3,263		40	1.2%	\$15,596		
		All Services	4,481	3,405		\$3,315,239	4,321	3,265		\$3,198,956	
STATEWIDE	A-Treatment Services		6,262	52.5%	\$1,970,035		5,941	51.0%	\$1,839,860		
	B-Rehabilitation Services		1,657	13.9%	\$1,060,753		1,614	13.8%	\$1,011,291		
	C-Medical Services		1,036	8.7%	\$172,128		995	8.5%	\$169,370		
	D-Support Services		11,368	95.3%	\$4,177,694		11,053	94.8%	\$3,805,843		
	E-Crisis Intervention Services		293	2.5%	\$212,724		279	2.4%	\$207,350		
	F-Inpatient Services		191	1.6%	\$1,795,641		172	1.5%	\$1,744,237		
	G-Residential Services		148	1.2%	\$840,509		142	1.2%	\$922,124		
	H-Behavioral Health Day Programs		17	0.1%	\$21,282		15	0.1%	\$15,762		
	J-Outpatient Services (UB92)		29	0.2%	\$59,622		30	0.3%	\$65,890		
	P-Pharmacy		1,689	14.2%	\$343,871		1,717	14.7%	\$328,362		
	Other		285	2.4%	\$81,247		311	2.7%	\$74,059		
		All Services	15,646	11,923		\$10,735,506	15,286	11,655		\$10,184,148	

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	December 2017				January 2018				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	
Central	A-Treatment Services		3,247	44.8%	\$768,977		3,509	47.2%	\$947,428	
	B-Rehabilitation Services		696	9.6%	\$694,907		772	10.4%	\$723,533	
	C-Medical Services		500	6.9%	\$72,559		647	8.7%	\$94,002	
	D-Support Services		6,958	96.0%	\$1,926,539		7,219	97.1%	\$2,182,395	
	E-Crisis Intervention Services		223	3.1%	\$157,245		228	3.1%	\$163,516	
	F-Inpatient Services		126	1.7%	\$1,737,490		123	1.7%	\$1,344,606	
	G-Residential Services		54	0.7%	\$272,586		62	0.8%	\$300,647	
	H-Behavioral Health Day Programs		3	0.0%	\$1,359		4	0.1%	\$3,508	
	J-Outpatient Services (UB92)		13	0.2%	\$20,410		13	0.2%	\$16,072	
	P-Pharmacy		1,061	14.6%	\$285,640		1,124	15.1%	\$311,632	
	Other		230	3.2%	\$53,126		308	4.1%	\$55,908	
		All Services	9,637	7,245		\$5,990,839	9,660	7,437		\$6,143,247
	North	A-Treatment Services		476	47.2%	\$136,225		479	47.9%	\$161,162
B-Rehabilitation Services			274	27.2%	\$134,641		279	27.9%	\$153,217	
C-Medical Services			95	9.4%	\$12,289		99	9.9%	\$13,751	
D-Support Services			955	94.6%	\$641,003		974	97.3%	\$636,161	
E-Crisis Intervention Services			3	0.3%	\$2,132		8	0.8%	\$11,154	
F-Inpatient Services			15	1.5%	\$194,324		20	2.0%	\$258,385	
G-Residential Services			20	2.0%	\$111,701		23	2.3%	\$123,964	
H-Behavioral Health Day Programs			0	0.0%	\$0		0	0.0%	\$0	
J-Outpatient Services (UB92)			1	0.1%	\$84		0	0.0%	\$0	
P-Pharmacy			153	15.2%	\$42,153		152	15.2%	\$47,207	
Other			13	1.3%	\$569		15	1.5%	\$951	
		All Services	1,342	1,009		\$1,275,122	1,325	1,001		\$1,405,952

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	December 2017					January 2018				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value		
South	A-Treatment Services		1,768	56.9%	\$615,203		1,809	56.8%	\$744,807		
	B-Rehabilitation Services		596	19.2%	\$143,205		564	17.7%	\$147,813		
	C-Medical Services		310	10.0%	\$70,010		331	10.4%	\$75,909		
	D-Support Services		2,796	90.0%	\$983,911		2,990	93.9%	\$1,087,300		
	E-Crisis Intervention Services		36	1.2%	\$44,354		72	2.3%	\$87,071		
	F-Inpatient Services		37	1.2%	\$260,354		40	1.3%	\$579,141		
	G-Residential Services		75	2.4%	\$630,292		75	2.4%	\$641,780		
	H-Behavioral Health Day Programs		10	0.3%	\$9,811		7	0.2%	\$11,860		
	J-Outpatient Services (UB92)		5	0.2%	\$2,517		6	14.6%	\$2,605		
	P-Pharmacy		457	14.7%	\$90,903		466	1.8%	\$100,210		
	Other		36	1.2%	\$9,027		56	1.8%	\$13,949		
		All Services	4,353	3,107		\$2,859,587	4,321	3,184		\$3,492,444	
	STATEWIDE	A-Treatment Services		5,490	48.4%	\$1,520,405		5,793	49.9%	\$1,853,397	
B-Rehabilitation Services			1,566	13.8%	\$972,753		1,613	13.9%	\$1,024,564		
C-Medical Services			905	8.0%	\$154,858		1,077	9.3%	\$183,662		
D-Support Services			10,701	94.3%	\$3,551,453		11,172	96.2%	\$3,905,856		
E-Crisis Intervention Services			262	2.3%	\$203,731		308	2.7%	\$261,741		
F-Inpatient Services			177	1.6%	\$2,192,168		182	1.6%	\$2,182,131		
G-Residential Services			149	1.3%	\$1,014,580		160	1.4%	\$1,066,391		
H-Behavioral Health Day Programs			13	0.1%	\$11,170		11	0.1%	\$15,368		
J-Outpatient Services (UB92)			19	0.2%	\$23,011		19	0.2%	\$18,677		
P-Pharmacy			1,670	14.7%	\$418,696		1,740	15.0%	\$459,049		
Other			278	2.4%	\$62,722		377	3.2%	\$70,808		
		All Services	15,332	11,350		\$10,125,548	15,306	11,608		\$11,041,643	

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	February 2018				March 2018				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	
Central	A-Treatment Services		3,429	48.0%	\$871,588		2,691	43.5%	\$666,122	
	B-Rehabilitation Services		751	10.5%	\$593,603		651	10.5%	\$501,348	
	C-Medical Services		573	8.0%	\$82,496		464	7.5%	\$68,791	
	D-Support Services		6,818	95.5%	\$1,856,509		5,810	93.9%	\$1,638,810	
	E-Crisis Intervention Services		227	3.2%	\$167,780		183	3.0%	\$133,109	
	F-Inpatient Services		125	1.8%	\$1,356,742		134	2.2%	\$4,165,068	
	G-Residential Services		60	0.8%	\$272,303		66	1.1%	\$318,726	
	H-Behavioral Health Day Programs		4	0.1%	\$3,583		4	0.1%	\$1,768	
	J-Outpatient Services (UB92)		13	0.2%	\$11,885		5	0.1%	\$18,027	
	P-Pharmacy		1,064	14.9%	\$302,139		1,139	18.4%	\$306,155	
	Other		305	4.3%	\$52,408		314	5.1%	\$37,194	
		All Services	9,573	7,140		\$5,571,036	9,642	6,189		\$7,855,119
	North	A-Treatment Services		448	44.9%	\$140,954		509	48.8%	\$172,241
B-Rehabilitation Services			256	25.7%	\$134,796		282	27.0%	\$152,192	
C-Medical Services			81	8.1%	\$13,021		108	10.3%	\$16,009	
D-Support Services			959	96.1%	\$568,824		998	95.6%	\$646,144	
E-Crisis Intervention Services			12	1.2%	\$9,906		9	0.9%	\$11,662	
F-Inpatient Services			23	2.3%	\$204,130		23	2.2%	\$223,419	
G-Residential Services			22	2.2%	\$109,684		19	1.8%	\$109,827	
H-Behavioral Health Day Programs			0	0.0%	\$0		0	0.0%	\$0	
J-Outpatient Services (UB92)			1	0.1%	\$517		1	0.1%	\$947	
P-Pharmacy			141	14.1%	\$31,936		156	14.9%	\$45,897	
Other			17	1.7%	\$1,060		15	1.4%	\$1,766	
		All Services	1,362	998		\$1,214,826	1,399	1,044		\$1,380,104

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	February 2018				March 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,794	59.4%	\$675,580		1,835	59.8%	\$731,723
	B-Rehabilitation Services		560	18.5%	\$141,825		610	19.9%	\$171,603
	C-Medical Services		329	10.9%	\$73,816		342	11.1%	\$77,213
	D-Support Services		2,761	91.5%	\$1,008,412		2,851	92.8%	\$1,043,626
	E-Crisis Intervention Services		63	2.1%	\$56,037		77	2.5%	\$98,070
	F-Inpatient Services		33	1.1%	\$252,147		50	1.6%	\$545,756
	G-Residential Services		60	2.0%	\$482,804		60	2.0%	\$484,442
	H-Behavioral Health Day Programs		8	0.3%	\$11,714		7	0.2%	\$13,482
	J-Outpatient Services (UB92)		3	0.1%	\$583		8	0.3%	\$6,651
	P-Pharmacy		422	14.0%	\$84,803		489	15.9%	\$97,287
	Other		57	1.9%	\$4,186		65	2.1%	\$6,317
		All Services	4,292	3,019		\$2,791,908	4,363	3,071	
STATEWIDE	A-Treatment Services		5,667	50.8%	\$1,688,122		5,032	48.9%	\$1,570,086
	B-Rehabilitation Services		1,567	14.1%	\$870,223		1,542	15.0%	\$825,143
	C-Medical Services		983	8.8%	\$169,333		914	8.9%	\$162,013
	D-Support Services		10,529	94.5%	\$3,433,744		9,657	93.8%	\$3,328,580
	E-Crisis Intervention Services		302	2.7%	\$233,723		269	2.6%	\$242,841
	F-Inpatient Services		181	1.6%	\$1,813,019		207	2.0%	\$4,934,243
	G-Residential Services		141	1.3%	\$864,791		145	1.4%	\$912,995
	H-Behavioral Health Day Programs		12	0.1%	\$15,297		11	0.1%	\$15,251
	J-Outpatient Services (UB92)		17	0.2%	\$12,985		14	0.1%	\$25,624
	P-Pharmacy		1,627	14.6%	\$418,878		1,782	17.3%	\$449,340
	Other		378	3.4%	\$57,655		394	3.8%	\$45,278
		All Services	15,227	11,145		\$9,577,771	15,404	10,295	

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	April 2018				May 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		3,402	48.7%	\$849,308		3,559	50.7%	\$949,079
	B-Rehabilitation Services		850	12.2%	\$656,898		876	12.5%	\$753,934
	C-Medical Services		626	9.0%	\$89,075		601	8.6%	\$86,867
	D-Support Services		6,668	95.4%	\$1,985,617		6,729	95.8%	\$2,091,407
	E-Crisis Intervention Services		239	3.4%	\$186,436		238	3.4%	\$158,617
	F-Inpatient Services		121	1.7%	\$1,368,695		134	1.9%	\$1,430,778
	G-Residential Services		60	0.9%	\$295,195		56	0.8%	\$272,891
	H-Behavioral Health Day Programs		2	0.0%	\$451		0	0.0%	\$0
	J-Outpatient Services (UB92)		11	0.2%	\$23,613		8	0.1%	\$7,577
	P-Pharmacy		1,092	15.6%	\$297,692		1,086	15.5%	\$234,901
	Other		352	5.0%	\$36,787		340	4.8%	\$56,684
		All Services	9,571	6,986		\$5,789,768	9,504	7,023	
North	A-Treatment Services		488	48.2%	\$146,947		507	49.6%	\$152,011
	B-Rehabilitation Services		270	26.7%	\$142,924		259	25.3%	\$140,786
	C-Medical Services		103	10.2%	\$15,367		85	8.3%	\$14,860
	D-Support Services		980	96.7%	\$572,413		979	95.8%	\$638,813
	E-Crisis Intervention Services		8	0.8%	\$7,245		10	1.0%	\$10,290
	F-Inpatient Services		17	1.7%	\$187,807		18	1.8%	\$164,184
	G-Residential Services		22	2.2%	\$112,223		21	2.1%	\$131,403
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		2	0.2%	\$973		3	0.3%	\$265
	P-Pharmacy		143	14.1%	\$30,514		155	15.2%	\$32,212
	Other		24	2.4%	\$1,105		23	2.3%	\$2,076
		All Services	1,377	1,013		\$1,217,519	1,394	1,022	

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	April 2018				May 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,702	55.6%	\$625,807		1,834	58.6%	\$703,959
	B-Rehabilitation Services		549	17.9%	\$165,845		572	18.3%	\$165,921
	C-Medical Services		370	12.1%	\$84,287		351	11.2%	\$88,667
	D-Support Services		2,877	94.0%	\$1,082,490		2,906	92.8%	\$1,139,407
	E-Crisis Intervention Services		93	3.0%	\$133,438		78	2.5%	\$109,619
	F-Inpatient Services		51	1.7%	\$418,784		56	1.8%	\$444,299
	G-Residential Services		66	2.2%	\$437,482		71	2.3%	\$535,023
	H-Behavioral Health Day Programs		5	0.2%	\$12,032		5	0.2%	\$9,276
	J-Outpatient Services (UB92)		14	15.4%	\$7,349		12	0.4%	\$16,591
	P-Pharmacy		473	2.9%	\$95,507		471	15.0%	\$81,931
	Other		88	2.9%	\$5,000		82	2.6%	\$5,173
		All Services	4,313	3,062		\$3,068,021	4,265	3,130	
STATEWIDE	A-Treatment Services		5,592	50.6%	\$1,622,062		5,896	52.8%	\$1,805,048
	B-Rehabilitation Services		1,669	15.1%	\$965,667		1,707	15.3%	\$1,060,641
	C-Medical Services		1,099	9.9%	\$188,730		1,037	9.3%	\$190,394
	D-Support Services		10,521	95.2%	\$3,640,520		10,606	95.0%	\$3,869,627
	E-Crisis Intervention Services		340	3.1%	\$327,120		326	2.9%	\$278,525
	F-Inpatient Services		189	1.7%	\$1,975,285		207	1.9%	\$2,039,261
	G-Residential Services		148	1.3%	\$844,900		148	1.3%	\$939,317
	H-Behavioral Health Day Programs		7	0.1%	\$12,483		5	0.0%	\$9,276
	J-Outpatient Services (UB92)		27	0.2%	\$31,935		23	0.2%	\$24,433
	P-Pharmacy		1,708	15.4%	\$423,714		1,711	15.3%	\$349,044
	Other		464	4.2%	\$42,892		445	4.0%	\$63,933
		All Services	15,261	11,056		\$10,075,309	15,163	11,162	

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	June 2018				July 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		3,297	48.9%	\$848,058		2,890	44.3%	\$739,048
	B-Rehabilitation Services		827	12.3%	\$915,735		854	13.1%	\$931,471
	C-Medical Services		584	8.7%	\$83,643		602	9.2%	\$88,071
	D-Support Services		6,482	96.1%	\$2,037,548		6,301	96.6%	\$2,016,589
	E-Crisis Intervention Services		197	2.9%	\$128,686		210	3.2%	\$131,114
	F-Inpatient Services		120	1.8%	\$1,261,728		134	2.1%	\$1,272,468
	G-Residential Services		60	0.9%	\$292,595		59	0.9%	\$279,896
	H-Behavioral Health Day Programs		1	0.0%	\$44		4	0.1%	\$1,816
	J-Outpatient Services (UB92)		4	0.1%	\$12,643		5	0.1%	\$8,863
	P-Pharmacy		1,014	15.0%	\$207,972		1,019	15.6%	\$217,091
Other		57	0.8%	\$44,599		66	1.0%	\$48,675	
	All Services	9,460	6,747		\$5,833,252	9,218	6,522		\$5,735,103
North	A-Treatment Services		484	48.4%	\$143,268		427	42.9%	\$127,705
	B-Rehabilitation Services		256	25.6%	\$138,522		236	23.7%	\$135,944
	C-Medical Services		87	8.7%	\$13,373		82	8.2%	\$12,505
	D-Support Services		953	95.3%	\$627,397		946	95.0%	\$613,485
	E-Crisis Intervention Services		9	0.9%	\$6,949		18	1.8%	\$15,087
	F-Inpatient Services		16	1.6%	\$135,954		21	2.1%	\$209,557
	G-Residential Services		22	2.2%	\$93,536		19	1.9%	\$106,370
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		4	0.4%	\$1,110		3	0.3%	\$6,697
	P-Pharmacy		140	14.0%	\$26,656		141	14.2%	\$28,747
Other		2	0.2%	\$1,044		3	0.3%	\$2,961	
	All Services	1,396	1,000		\$1,187,807	1,385	996		\$1,259,058

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	June 2018					July 2018				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value		
South	A-Treatment Services		1,773	59.5%	\$680,428		1,629	56.9%	\$658,579		
	B-Rehabilitation Services		533	17.9%	\$177,221		467	16.3%	\$156,348		
	C-Medical Services		302	10.1%	\$71,925		297	10.4%	\$70,603		
	D-Support Services		2,769	93.0%	\$1,160,373		2,680	93.6%	\$1,075,855		
	E-Crisis Intervention Services		73	2.5%	\$84,390		63	2.2%	\$88,864		
	F-Inpatient Services		51	1.7%	\$562,557		46	1.6%	\$524,468		
	G-Residential Services		65	2.2%	\$499,368		62	2.2%	\$437,085		
	H-Behavioral Health Day Programs		2	0.1%	\$4,291		2	0.1%	\$3,845		
	J-Outpatient Services (UB92)		11	0.4%	\$25,620		8	16.1%	\$2,106		
	P-Pharmacy		426	14.3%	\$73,054		462	0.2%	\$80,022		
	Other		12	0.4%	\$6,025		7	0.2%	\$2,023		
		All Services	4,196	2,978		\$3,345,252	4,009	2,863		\$3,099,800	
STATEWIDE	A-Treatment Services		5,553	51.8%	\$1,671,755		4,945	47.6%	\$1,525,332		
	B-Rehabilitation Services		1,616	15.1%	\$1,231,478		1,557	15.0%	\$1,223,764		
	C-Medical Services		973	9.1%	\$168,942		981	9.5%	\$171,179		
	D-Support Services		10,199	95.2%	\$3,825,317		9,925	95.6%	\$3,705,930		
	E-Crisis Intervention Services		279	2.6%	\$220,025		291	2.8%	\$235,066		
	F-Inpatient Services		187	1.7%	\$1,960,239		201	1.9%	\$2,006,494		
	G-Residential Services		147	1.4%	\$885,499		140	1.3%	\$823,350		
	H-Behavioral Health Day Programs		3	0.0%	\$4,335		6	0.1%	\$5,661		
	J-Outpatient Services (UB92)		19	0.2%	\$39,373		16	0.2%	\$17,666		
	P-Pharmacy		1,580	14.7%	\$307,681		1,621	15.6%	\$325,860		
	Other		71	0.7%	\$51,668		76	0.7%	\$53,659		
		All Services	15,052	10,718		\$10,366,311	14,612	10,378		\$10,093,962	

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	August 2018				September 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		2,974	46.5%	\$771,128		2,776	44.8%	\$695,700
	B-Rehabilitation Services		799	12.5%	\$752,533		854	13.8%	\$744,347
	C-Medical Services		645	10.1%	\$94,562		575	9.3%	\$80,262
	D-Support Services		6,139	96.0%	\$1,939,552		5,860	94.7%	\$1,680,281
	E-Crisis Intervention Services		234	3.7%	\$169,157		237	3.8%	\$152,787
	F-Inpatient Services		132	2.1%	\$1,293,936		129	2.1%	\$1,245,295
	G-Residential Services		65	1.0%	\$305,704		68	1.1%	\$306,279
	H-Behavioral Health Day Programs		2	0.0%	\$760		4	0.1%	\$821
	J-Outpatient Services (UB92)		7	0.1%	\$10,825		8	0.1%	\$45,773
	P-Pharmacy		1,046	16.3%	\$239,247		1,029	16.6%	\$234,560
	Other		289	4.5%	\$46,348		308	5.0%	\$68,134
	All Services	8,958	6,398		\$5,623,754	8,749	6,191		\$5,254,240
North	A-Treatment Services		496	49.0%	\$150,256		429	44.0%	\$120,383
	B-Rehabilitation Services		221	21.8%	\$118,981		223	22.8%	\$90,820
	C-Medical Services		80	7.9%	\$10,286		78	8.0%	\$9,416
	D-Support Services		966	95.4%	\$658,778		924	94.7%	\$548,565
	E-Crisis Intervention Services		8	0.8%	\$7,659		9	0.9%	\$6,232
	F-Inpatient Services		21	2.1%	\$197,261		13	1.3%	\$144,576
	G-Residential Services		16	1.6%	\$71,728		11	1.1%	\$47,802
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		1	0.1%	\$6,809		0	0.0%	\$0
	P-Pharmacy		147	14.5%	\$33,443		125	12.8%	\$24,390
	Other		25	2.5%	\$1,897		26	2.7%	\$2,061
	All Services	1,361	1,013		\$1,257,099	1,354	976		\$994,244

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2017 – September 30, 2018 (Continued)

BHS Site	Service Category	August 2018					September 2018				
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value		
South	A-Treatment Services		1,672	58.9%	\$687,902		1,597	57.1%	\$598,207		
	B-Rehabilitation Services		430	15.2%	\$156,192		423	15.1%	\$145,242		
	C-Medical Services		299	10.5%	\$71,498		295	10.6%	\$66,620		
	D-Support Services		2,633	92.8%	\$1,100,701		2,595	92.8%	\$1,008,663		
	E-Crisis Intervention Services		65	2.3%	\$73,632		67	2.4%	\$66,950		
	F-Inpatient Services		47	1.7%	\$381,311		37	1.3%	\$246,503		
	G-Residential Services		61	2.2%	\$385,802		43	1.5%	\$301,513		
	H-Behavioral Health Day Programs		0	0.0%	\$0		3	0.1%	\$6,550		
	J-Outpatient Services (UB92)		8	0.3%	\$13,026		5	0.2%	\$10,837		
	P-Pharmacy		472	16.6%	\$91,236		473	16.9%	\$97,415		
	Other		78	2.7%	\$10,563		75	2.7%	\$11,740		
		All Services	3,875	2,837		\$2,971,864	3,791	2,796		\$2,560,239	
STATEWIDE	A-Treatment Services		5,135	50.2%	\$1,609,287		4,799	48.2%	\$1,414,290		
	B-Rehabilitation Services		1,450	14.2%	\$1,027,706		1,499	15.1%	\$980,408		
	C-Medical Services		1,024	10.0%	\$176,345		948	9.5%	\$156,298		
	D-Support Services		9,726	95.1%	\$3,699,032		9,372	94.1%	\$3,237,510		
	E-Crisis Intervention Services		307	3.0%	\$250,448		313	3.1%	\$225,970		
	F-Inpatient Services		200	2.0%	\$1,872,509		179	1.8%	\$1,636,373		
	G-Residential Services		141	1.4%	\$763,235		122	1.2%	\$655,594		
	H-Behavioral Health Day Programs		2	0.0%	\$760		7	0.1%	\$7,370		
	J-Outpatient Services (UB92)		16	0.2%	\$30,660		13	0.1%	\$56,610		
	P-Pharmacy		1,663	16.3%	\$363,926		1,626	16.3%	\$356,365		
	Other		392	3.8%	\$58,808		409	4.1%	\$81,935		
		All Services	14,194	10,231		\$9,852,717	13,894	9,955		\$8,808,723	

Table IV: RBHA Reported Grievances and OALS Requests for Hearing between October 1, 2017 – September 30, 2018

RBHA by Quarter – Q1 : 10/1/17 – 12/31/17 Q2 : 1/1/18 – 3/31/18 Q3: 4/1/18 – 6/30/18 Q4: 7/1/18 – 9/30/18	Grievances – RBHA Self-Reported		Request for Hearing - OALS System
	Number of Grievances	Number of Members	Number of Requests
MMIC			
Quarter 1	25	18	0
Quarter 2 ⁷	33	29	0
Quarter 3	22	18	0
Quarter 4	29	18	0
CIC			
Quarter 1	17	16	1
Quarter 2 ⁸	37	37	0
Quarter 3	10	10	0
Quarter 4	10	10	0
HCIC			
Quarter 1	0	0	0
Quarter 2	3	2	0
Quarter 3	2	2	0
Quarter 4	9	3	0
STATEWIDE			
Quarter 1	42	34	1
Quarter 2	73	68	0
Quarter 3	34	30	0
Quarter 4	48	31	0

⁷ MMIC attributed the higher number of grievances and members for Quarter 2 to issues with transportation.

⁸ CIC attributed the increase in numbers of grievances and members for Quarter 2 to the promotion of the Foster Care hotline, which received calls related to access to care. CIC took several proactive measures to address these grievances.