

April 5, 2021

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 Joanne Osborne, Chairperson, House Health Committee  
The Honorable Nancy Barto, 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) 2020  
(October 1, 2019 – March 31, 2020)**

**April 2021  
Jami Snyder, Director**



## Background

A. 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 (CMDP):

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.

The data included in the semi-annual Financial and Program Accountability Trends Report for Children Enrolled in CMDP (referred to hereafter as the CMDP Report) is presented by quarter with data provided per month for each quarter. 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. As such, AHCCCS presents this report for quarters one through two of the 2020 contract year (October 1, 2019 through March 31, 2020) by month.

With regard to the requirements for 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 requested, as further explained below:

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.*

Table I Unique CMDP Members Enrolled and Served, provides the data requested in item one. With this quarterly report submission, AHCCCS continues the modification of

the methodology used beginning with the April 2018 report. This change ensures that only children who received services in the stated month are counted in the calculation.

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.*

Table II Newly Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide, provides an equivalent 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 enrolled CMDP children are expected to receive an initial behavioral health assessment and all AHCCCS members have access to medically necessary behavioral health services at any time during their eligibility and enrollment.

To help illustrate this, AHCCCS has added Table II-A Number of Disenrolled CMDP Members. This table provides data as to 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.

3. *The type of behavioral health services the children received and the costs of each of those services.*

Table III Monthly Utilization of CMDP Members by Service Category, provides the data requested in item three with no change from the historical methodology.

4. *The number of notices of action received and for what reason and the outcome of those notices.*

Regarding item four, AHCCCS does not currently collect Notice of Action (NOA) detail from the Regional Behavioral Health Authorities (RBHAs) at the requested 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 will explore the opportunity for reporting this information after the upcoming statewide integration of behavioral services within CMDP, effective April 1, 2021.

Table IV MCO-RBHA Reported Grievances and OALS Requests for Hearing, is provided with the currently available data across all populations for self-reported Notice of Action data from the RBHAs, as well as hearing data available from the AHCCCS Office of Administrative Legal Services (OALS).

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.*

Regarding item five, AHCCCS does not collect or have a current equivalent proxy for this data. At this time, AHCCCS is only informed of notices of appeal when those appeals result in members requesting hearings.

Tables I through IV begin on the following page.

## Data

Table I: Unique CMDP Members Enrolled and Served in FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served <sup>1</sup>	Percent of Foster Care Eligible Members Served
<b>Central</b>	Oct-19	8,662	6,203	71.6%
	Nov-19	8,590	6,045	70.4%
	Dec-19	8,724	6,166	70.7%
	Jan-20	8,821	6,251	70.9%
	Feb-20	8,806	6,200	70.4%
	Mar-20	8,830	6,337	71.8%
<b>North</b>	Oct-19	1,536	1,172	76.3%
	Nov-19	1,518	1,165	76.7%
	Dec-19	1,510	1,142	75.6%
	Jan-20	1,549	1,142	73.7%
	Feb-20	1,562	1,132	72.5%
	Mar-20	1,580	1,174	74.3%
<b>South</b>	Oct-19	3,907	3,114	79.7%
	Nov-19	3,922	3,071	78.3%
	Dec-19	3,953	3,148	79.6%
	Jan-20	3,994	3,168	79.3%
	Feb-20	4,026	3,184	79.1%
	Mar-20	4,079	3,235	79.3%
<b>STATEWIDE</b>	Oct-19	14,105	10,464	74.2%
	Nov-19	14,030	10,268	73.2%
	Dec-19	14,187	10,443	73.6%
	Jan-20	14,364	10,552	73.5%
	Feb-20	14,394	10,504	73.0%
	Mar-20	14,489	10,731	74.1%

<sup>1</sup> 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: Newly Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

Month-Year	Central	North	South	STATEWIDE
<b>Oct-19</b>	490	81	265	<b>836</b>
<b>Nov-19</b>	383	54	221	<b>658</b>
<b>Dec-19</b>	514	82	251	<b>847</b>
<b>Jan-20</b>	448	90	189	<b>727</b>
<b>Feb-20</b>	421	85	234	<b>740</b>
<b>Mar-20</b>	484	105	256	<b>845</b>

Table II-A: Number of Disenrolled CMDP Members for<sup>2</sup> FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

		Number of Unique CMDP Members	Percent of Unique CMDP Members
<b>Members Immediately Enrolled in another AHCCCS Health Plan</b>			
Quarter 1 (10/1/19 – 12/31/19)	Oct-19	747	98.0%
	Nov-19	687	98.1%
	Dec-19	544	96.8%
Quarter 2 (1/1/20 – 3/31/20)	Jan-20	716	98.0%
	Feb-20	762	98.6%
	Mar-20	668	99.1%
<b>Members <b>Not</b> Immediately Enrolled in another AHCCCS Health Plan</b>			
Quarter 1 (10/1/19 – 12/31/19)	Oct-19	15	2.0%
	Nov-19	13	1.9%
	Dec-19	18	3.2%
Quarter 2 (1/1/20 – 3/31/20)	Jan-20	15	2.1%
	Feb-20	11	1.4%
	Mar-20	6	0.9%

<sup>2</sup> The data methodology was updated for this table for FFY2018, which reduced the number of members not immediately enrolled in another AHCCCS Health Plan as compared to previous reports.



Table III: Monthly Utilization of CMDP Members by Service Category<sup>3</sup> for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

GSA	Service Category	October 2019				November 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value	Unique Members Enrolled <sup>6</sup>	Unique Members Served	Percentage Received Service Category	Total Encounter Value
Central	A-Treatment Services	8,662	3,050	49.2%	\$802,327	8,590	2,740	45.3%	\$663,655
	B-Rehabilitation Services		756	12.2%	\$793,017		711	11.8%	\$707,995
	C-Medical Services		557	9.0%	\$72,821		488	8.1%	\$67,138
	D-Support Services		5,900	95.1%	\$1,898,655		5,727	94.7%	\$1,627,512
	E-Crisis Intervention Services		213	3.4%	\$177,423		217	3.6%	\$146,944
	F-Inpatient Services		180	2.9%	\$1,780,860		175	2.9%	\$1,821,251
	G-Residential Services		60	1.0%	\$293,497		66	1.1%	\$330,005
	H-Behavioral Health Day Programs		16	0.3%	\$3,802		18	0.3%	\$4,696
	J-Outpatient Services (UB92)		7	0.1%	\$4,863		8	0.1%	\$7,094
	P-Pharmacy		1,092	17.6%	\$192,625		1,057	17.5%	\$171,800
	Other		1	0.0%	\$99		3	0.0%	\$914
	<b>All Services</b>	<b>8,662</b>	<b>6,203</b>		<b>\$6,019,989</b>	<b>8,590</b>	<b>6,045</b>		<b>\$5,549,004</b>
North	A-Treatment Services	1,536	649	55.4%	\$210,196	1,518	594	51.0%	\$182,720
	B-Rehabilitation Services		316	27.0%	\$177,865		266	22.8%	\$164,548
	C-Medical Services		120	10.2%	\$14,109		110	9.4%	\$11,648
	D-Support Services		1,116	95.2%	\$717,002		1,104	94.8%	\$650,078
	E-Crisis Intervention Services		26	2.2%	\$7,925		19	1.6%	\$6,738
	F-Inpatient Services		33	2.8%	\$383,138		29	2.5%	\$215,905
	G-Residential Services		10	0.9%	\$48,437		12	1.0%	\$60,031
	H-Behavioral Health Day Programs		1	0.1%	\$234		1	0.1%	\$462
	J-Outpatient Services (UB92)		12	1.0%	\$2,635		5	0.4%	\$2,245
	P-Pharmacy		180	15.4%	\$33,081		178	15.3%	\$32,840
	Other		42	3.6%	\$2,711		31	2.7%	\$2,282
	<b>All Services</b>	<b>1,536</b>	<b>1,172</b>		<b>\$1,597,333</b>	<b>1,518</b>	<b>1,165</b>		<b>\$1,329,497</b>

<sup>3</sup> 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 for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

GSA	Service Category	October 2019				November 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value	Unique Members Enrolled <sup>7</sup>	Unique Members Served	Percentage Received Service Category	Total Encounter Value
South	A-Treatment Services		1,546	49.6%	\$499,786		1,414	46.0%	\$420,007
	B-Rehabilitation Services		315	10.1%	\$135,757		275	9.0%	\$127,345
	C-Medical Services		289	9.3%	\$38,778		246	8.0%	\$29,031
	D-Support Services		3,037	97.5%	\$1,143,980		2,971	96.7%	\$1,021,000
	E-Crisis Intervention Services		96	3.1%	\$90,542		87	2.8%	\$66,602
	F-Inpatient Services		91	2.9%	\$635,604		86	2.8%	\$812,098
	G-Residential Services		73	2.3%	\$549,917		79	2.6%	\$498,891
	H-Behavioral Health Day Programs		2	0.1%	\$2,152		2	0.1%	\$3,074
	J-Outpatient Services (UB92)		35	2.4%	\$12,129		38	1.2%	\$13,915
	P-Pharmacy		437	14.0%	\$83,800		443	14.4%	\$74,032
	Other		74	2.4%	\$2,101		82	2.7%	\$949
			<b>All Services</b>	<b>3,907</b>	<b>3,114</b>			<b>\$3,194,546</b>	<b>3,922</b>
STATEWIDE	A-Treatment Services		5,239	50.1%	\$1,512,310		4,745	46.2%	\$1,266,382
	B-Rehabilitation Services		1,384	13.2%	\$1,106,639		1,249	12.2%	\$999,888
	C-Medical Services		965	9.2%	\$125,709		844	8.2%	\$107,817
	D-Support Services		10,030	95.9%	\$3,759,637		9,794	95.4%	\$3,298,591
	E-Crisis Intervention Services		334	3.2%	\$275,890		323	3.1%	\$220,284
	F-Inpatient Services		304	2.9%	\$2,799,602		289	2.8%	\$2,849,253
	G-Residential Services		143	1.4%	\$891,850		156	1.5%	\$888,926
	H-Behavioral Health Day Programs		19	0.2%	\$6,189		21	0.2%	\$8,233
	J-Outpatient Services (UB92)		54	0.5%	\$19,626		51	0.5%	\$23,254
	P-Pharmacy		1,709	16.3%	\$309,506		1,677	16.3%	\$278,673
	Other		117	1.1%	\$4,910		116	1.1%	\$4,145
			<b>All Services</b>	<b>14,105</b>	<b>10,464</b>			<b>\$10,811,868</b>	<b>14,030</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

BHS Site	Service Category	December 2019				January 2020			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
Central	A-Treatment Services		2,722	44.1%	\$679,715		2,918	46.7%	\$759,308
	B-Rehabilitation Services		740	12.0%	\$715,229		740	11.8%	\$774,794
	C-Medical Services		492	8.0%	\$66,177		600	9.6%	\$85,446
	D-Support Services		5,804	94.1%	\$1,597,868		5,956	95.3%	\$1,715,390
	E-Crisis Intervention Services		170	2.8%	\$89,944		162	2.6%	\$85,481
	F-Inpatient Services		173	2.8%	\$1,704,935		186	3.0%	\$1,800,557
	G-Residential Services		67	1.1%	\$309,885		63	1.0%	\$322,546
	H-Behavioral Health Day Programs		16	0.3%	\$3,989		17	0.3%	\$3,887
	J-Outpatient Services (UB92)		5	0.1%	\$3,385		13	0.2%	\$6,972
	P-Pharmacy		1,063	17.2%	\$172,339		1,095	17.5%	\$185,779
	Other		6	0.1%	\$935		4	0.1%	\$832
	<b>All Services</b>		<b>8,724</b>	<b>6,166</b>			<b>\$5,344,399</b>	<b>8,821</b>	<b>6,251</b>
North	A-Treatment Services		595	52.1%	\$175,821		586	51.3%	\$191,267
	B-Rehabilitation Services		275	24.1%	\$153,096		244	21.4%	\$148,790
	C-Medical Services		102	8.9%	\$11,728		139	12.2%	\$16,853
	D-Support Services		1,079	94.5%	\$663,748		1,079	94.5%	\$688,982
	E-Crisis Intervention Services		23	2.0%	\$8,564		20	1.8%	\$4,785
	F-Inpatient Services		30	2.6%	\$228,452		33	2.9%	\$265,922
	G-Residential Services		14	1.2%	\$63,021		17	1.5%	\$66,404
	H-Behavioral Health Day Programs		1	0.1%	\$316		1	0.1%	\$243
	J-Outpatient Services (UB92)		7	0.6%	\$1,375		11	1.0%	\$3,885
	P-Pharmacy		187	16.4%	\$31,914		167	14.6%	\$38,298
	Other		30	2.6%	\$2,077		35	3.1%	\$2,693
	<b>All Services</b>		<b>1,510</b>	<b>1,142</b>			<b>\$1,340,112</b>	<b>1,549</b>	<b>1,142</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

BHS Site	Service Category	December 2019				January 2020			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
South	A-Treatment Services		1,418	45.0%	\$438,541		1,512	47.7%	\$505,552
	B-Rehabilitation Services		264	8.4%	\$136,633		264	8.3%	\$134,391
	C-Medical Services		270	8.6%	\$32,954		362	11.4%	\$43,693
	D-Support Services		3,045	96.7%	\$999,561		3,083	97.3%	\$1,286,160
	E-Crisis Intervention Services		94	3.0%	\$74,078		83	2.6%	\$57,892
	F-Inpatient Services		80	2.5%	\$469,455		95	3.0%	\$628,163
	G-Residential Services		66	2.1%	\$439,626		68	2.1%	\$435,041
	H-Behavioral Health Day Programs		2	0.1%	\$3,794		3	0.1%	\$4,550
	J-Outpatient Services (UB92)		29	0.9%	\$18,285		27	2.7%	\$18,527
	P-Pharmacy		473	15.0%	\$80,919		489	15.4%	\$81,771
	Other		92	2.9%	\$5,162		84	2.7%	\$2,309
		<b>All Services</b>	<b>3,953</b>	<b>3,148</b>		<b>\$2,699,006</b>	<b>3,994</b>	<b>3,168</b>	
STATEWIDE	A-Treatment Services		4,733	45.3%	\$1,294,076		5,014	47.5%	\$1,456,128
	B-Rehabilitation Services		1,277	12.2%	\$1,004,957		1,246	11.8%	\$1,057,975
	C-Medical Services		864	8.3%	\$110,859		1,100	10.4%	\$145,992
	D-Support Services		9,924	95.0%	\$3,261,176		10,113	95.8%	\$3,690,532
	E-Crisis Intervention Services		285	2.7%	\$172,586		264	2.5%	\$148,158
	F-Inpatient Services		282	2.7%	\$2,402,842		314	3.0%	\$2,694,642
	G-Residential Services		147	1.4%	\$812,531		148	1.4%	\$823,992
	H-Behavioral Health Day Programs		19	0.2%	\$8,099		21	0.2%	\$8,681
	J-Outpatient Services (UB92)		41	0.4%	\$23,045		51	0.5%	\$29,385
	P-Pharmacy		1,721	16.5%	\$285,172		1,751	16.6%	\$305,849
	Other		128	1.2%	\$8,174		123	1.2%	\$5,834
		<b>All Services</b>	<b>14,187</b>	<b>10,443</b>		<b>\$9,383,516</b>	<b>14,364</b>	<b>10,552</b>	

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

BHS Site	Service Category	February 2020				March 2020			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
Central	A-Treatment Services	8,806	2,863	46.2%	\$721,965	8,830	2,945	46.5%	\$742,335
	B-Rehabilitation Services		723	11.7%	\$751,432		774	12.2%	\$618,757
	C-Medical Services		535	8.6%	\$75,337		519	8.2%	\$71,089
	D-Support Services		5,895	95.1%	\$1,654,076		6,096	96.2%	\$1,691,631
	E-Crisis Intervention Services		168	2.7%	\$85,475		147	2.3%	\$69,484
	F-Inpatient Services		170	2.7%	\$1,697,020		177	2.8%	\$1,533,124
	G-Residential Services		68	1.1%	\$322,277		71	1.1%	\$376,992
	H-Behavioral Health Day Programs		11	0.2%	\$2,898		11	0.2%	\$2,416
	J-Outpatient Services (UB92)		5	0.1%	\$3,081		5	0.1%	\$3,357
	P-Pharmacy		1,060	17.1%	\$178,150		1,094	17.3%	\$177,445
	Other		4	0.1%	\$2,332		0	0.0%	\$0
	<b>All Services</b>		<b>8,806</b>	<b>6,200</b>			<b>\$5,494,044</b>	<b>8,830</b>	<b>6,337</b>
North	A-Treatment Services	1,562	597	52.7%	\$185,884	1,580	594	50.6%	\$179,444
	B-Rehabilitation Services		242	21.4%	\$138,269		234	19.9%	\$139,653
	C-Medical Services		110	9.7%	\$13,963		111	9.5%	\$13,029
	D-Support Services		1,062	93.8%	\$637,545		1,115	95.0%	\$678,377
	E-Crisis Intervention Services		17	1.5%	\$5,119		17	1.4%	\$3,165
	F-Inpatient Services		26	2.3%	\$174,101		28	2.4%	\$375,674
	G-Residential Services		18	1.6%	\$94,053		18	1.5%	\$83,534
	H-Behavioral Health Day Programs		2	0.2%	\$134		2	0.2%	\$179
	J-Outpatient Services (UB92)		13	1.1%	\$5,580		10	0.9%	\$2,480
	P-Pharmacy		157	13.9%	\$30,548		159	13.5%	\$37,492
	Other		26	2.3%	\$2,728		20	1.7%	\$1,025
	<b>All Services</b>		<b>1,562</b>	<b>1,132</b>			<b>\$1,287,924</b>	<b>1,580</b>	<b>1,174</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

BHS Site	Service Category	February 2020				March 2020			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
South	A-Treatment Services		1,511	47.5%	\$484,657		1,531	47.3%	\$440,413
	B-Rehabilitation Services		268	8.4%	\$118,365		213	6.6%	\$102,024
	C-Medical Services		284	8.9%	\$32,703		286	8.8%	\$33,776
	D-Support Services		3,056	96.0%	\$1,212,491		3,141	97.1%	\$1,250,013
	E-Crisis Intervention Services		110	3.5%	\$78,143		103	3.2%	\$67,178
	F-Inpatient Services		86	2.7%	\$693,209		105	3.2%	\$725,525
	G-Residential Services		65	2.0%	\$410,664		67	2.1%	\$534,623
	H-Behavioral Health Day Programs		3	0.1%	\$6,303		3	0.1%	\$2,872
	J-Outpatient Services (UB92)		28	0.9%	\$9,573		27	0.8%	\$11,445
	P-Pharmacy		475	14.9%	\$84,595		485	15.0%	\$89,925
	Other		78	2.4%	\$7,162		64	2.0%	\$4,214
	<b>All Services</b>		<b>4,026</b>	<b>3,184</b>			<b>\$3,137,864</b>	<b>4,079</b>	<b>3,235</b>
STATEWIDE	A-Treatment Services		4,970	47.3%	\$1,392,507		5,067	47.2%	\$1,362,193
	B-Rehabilitation Services		1,229	11.7%	\$1,008,065		1,220	11.4%	\$860,435
	C-Medical Services		929	8.8%	\$122,004		914	8.5%	\$117,894
	D-Support Services		10,004	95.2%	\$3,504,112		10,345	96.4%	\$3,620,021
	E-Crisis Intervention Services		295	2.8%	\$168,737		267	2.5%	\$139,828
	F-Inpatient Services		282	2.7%	\$2,564,330		310	2.9%	\$2,634,322
	G-Residential Services		151	1.4%	\$826,994		156	1.5%	\$995,149
	H-Behavioral Health Day Programs		16	0.2%	\$9,335		16	0.1%	\$5,467
	J-Outpatient Services (UB92)		46	0.4%	\$18,233		42	0.4%	\$17,282
	P-Pharmacy		1,692	16.1%	\$293,293		1,731	16.1%	\$304,862
	Other		108	1.0%	\$12,221		84	0.8%	\$5,239
	<b>All Services</b>		<b>14,394</b>	<b>10,504</b>			<b>\$9,919,831</b>	<b>14,489</b>	<b>10,731</b>

Table IV: MCO-RBHA Reported Grievances and OALS Requests for Hearing for FFY2020 (Q1 – Q2) October 1, 2019 – March 31, 2020

MCO-RBHA Quarter – Q1 : 10/1/19 – 12/31/19 Q2 : 1/1/20 – 3/31/20	Grievances – RBHA Self-Reported		Request for Hearing - OALS System
	<i>Number of Grievances</i>	<i>Number of Members</i>	<i>Number of Requests</i>
<b>Arizona Complete Health (AZCH)</b>			
Quarter 1	9	8	0
Quarter 2	8	8	0
<b>Steward Health Choice (SHCA)</b>			
Quarter 1	1	1	0
Quarter 2	6	6	0
<b>Mercy Care (MC)</b>			
Quarter 1	21	13	0
Quarter 2	3	3	0
<b>STATEWIDE</b>			
Quarter 1	31	22	0
Quarter 2	17	17	0