

March 22, 2022

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 Arizona Department of Child Safety – Comprehensive Health Plan (DCS CHP):

1. The number and percentage of children in the Comprehensive Medical and Dental Program (now Arizona Department of Child Safety – Comprehensive Health Plan (DCS CHP)) 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 Advisor, Governor's Office



**Financial and Program Accountability
Trends Report for Children Enrolled in the Department of Child
Safety – Comprehensive Health Plan (DCS CHP)**

**For the Period:
Federal Fiscal Year (FFY) 2021
(October 1, 2020 – March 31, 2021)**

**April 2022
Jami Snyder, Director**

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

Background

Pursuant to Laws 2018, Chapter 152, Section 1, beginning on April 1, 2019, the Arizona Health Care Cost Containment System (AHCCCS) shall prepare and issue a semi-annual financial and program accountability trends report using the following accountability factors by geographic service areas (GSAs) for children enrolled in the Arizona Department of Child Safety – Comprehensive Health Plan (DCS CHP)¹:

1. The number and percentage of children in the Comprehensive Medical and Dental Program (now Arizona Department of Child Safety - Comprehensive Health Plan (DCS - CHP)) 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 DCS CHP (referred to hereafter as the DCS CHP Report) is presented by month and/or by 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 the Regional Behavioral Health Authorities (RBHAs), and from RBHAs 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 and two of the 2021 contract year (October 1, 2020 through March 31, 2021) by month.

With regard to the requirements for the DCS CHP 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 As of April 1, 2021 the Arizona Department of Child Safety Comprehensive Medical and Dental Program (CMDP) became known as the Arizona Department of Child Safety Comprehensive Health Plan (DCS CHP).

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

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 DCS CHP 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 DCS CHP 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 DCS CHP enrollees each month.

All enrolled DCS CHP 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 DCS CHP Members. This table provides data as to how many DCS CHP members disenrolled from DCS CHP; and of those who disenrolled from DCS CHP, the percentage of these members who transitioned 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 DCS CHP 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 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 DCS CHP population is not separately identified. AHCCCS continues to explore opportunities for reporting this information now that we have completed the statewide integration of behavioral services within DCS CHP, effective April 1, 2021, and is hopeful this positive change to the delivery system of care will permit access to this data.

Table IV, MCO-RBHA Reported Grievances and OGC Requests for Hearing, is provided with the data currently available across all populations for self-reported NOA data from the RBHAs, as well as hearing data available from the AHCCCS Office of General Counsel (OGC).

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

- 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.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

Table I: Unique DCS CHP Members Enrolled and Served in FFY 2021

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ²	Percent of Foster Care Eligible Members Served
Central	Oct-20	8,540	6,112	71.6%
	Nov-20	8,593	5,989	69.7%
	Dec-20	8,497	6,052	71.2%
	Jan-21	8,441	5,861	69.4%
	Feb-21	8,282	5,840	70.5%
	Mar-21	8,440	5,956	70.6%
North	Oct-20	1,502	1,176	78.3%
	Nov-20	1,491	1,116	74.8%
	Dec-20	1,470	1,136	77.3%
	Jan-21	1,473	1,107	75.2%
	Feb-21	1,422	1,032	72.6%
	Mar-21	1,422	1,092	76.8%
South	Oct-20	4,292	3,325	77.5%
	Nov-20	4,356	3,289	75.5%
	Dec-20	4,401	3,279	74.5%
	Jan-21	4,388	3,326	75.8%
	Feb-21	4,244	3,319	78.2%
	Mar-21	4,278	3,396	79.4%
STATEWIDE	Oct-20	14,334	10,595	73.9%
	Nov-20	14,440	10,382	71.9%
	Dec-20	14,368	10,453	72.8%
	Jan-21	14,302	10,287	71.9%
	Feb-21	13,948	10,178	73.0%
	Mar-21	14,140	10,414	73.6%

² The statewide total will not equal the summation of the three GSAs due to a limited number of members moving between Geographic Service Areas during the year.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2021

Month-Year	Central	North	South	STATEWIDE
<i>Oct-20</i>	399	81	246	726
<i>Nov-20</i>	458	63	252	773
<i>Dec-20</i>	391	73	236	700
<i>Jan-21</i>	369	81	170	620
<i>Feb-21</i>	282	53	132	467
<i>Mar-21</i>	387	83	247	717

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

Table II-A: Number of Disenrolled DCS CHP Members for FFY 2021³

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/20 – 12/31/20)	Oct-20	674	98.4%
	Nov-20	777	98.0%
	Dec-20	647	99.1%
Quarter 2 (1/1/21 – 3/31/21)	Jan-21	785	99.5%
	Feb-21	576	98.8%
	Mar-21	523	99.4%
Members Not Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/20 – 12/31/20)	Oct-20	11	1.6%
	Nov-20	16	2.0%
	Dec-20	6	0.9%
Quarter 2 (1/1/21 – 3/31/21)	Jan-21	4	0.5%
	Feb-21	7	1.2%
	Mar-21	3	0.6%

³ During the COVID-19 public health emergency, members only lose their Medicaid eligibility when they voluntarily withdrawal or are deceased.

Table III: Monthly Utilization of DCS CHP Members by Service Category⁴ for FFY 2021

GSA	Service Category	October 2020				November 2020			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services		3,002	49.1%	\$905,920		2,863	47.8%	\$795,537
	B-Rehabilitation Services		709	11.6%	\$682,670		638	10.7%	\$598,446
	C-Medical Services		636	10.4%	\$115,258		586	9.8%	\$127,286
	D-Support Services		5,765	94.3%	\$1,649,683		5,638	94.1%	\$1,530,360
	E-Crisis Intervention Services		153	2.5%	\$91,737		129	2.2%	\$70,835
	F-Inpatient Services		233	3.8%	\$1,728,970		226	3.8%	\$1,693,242
	G-Residential Services		58	0.9%	\$339,974		65	1.1%	\$368,716
	H-Behavioral Health Day Programs		10	0.2%	\$2,048		6	0.1%	\$1,485
	J-Outpatient Services (UB92)		6	0.1%	\$3,354		5	0.1%	\$5,507
	P-Pharmacy		1,038	17.0%	\$160,071		1,018	17.0%	\$166,008
	Other		218	3.6%	\$17,729		166	2.8%	\$13,294
	All Services	8,540	6,112		\$5,697,414	8,593	5,989		\$5,370,715
North	A-Treatment Services		640	54.4%	\$225,501		569	51.0%	\$184,689
	B-Rehabilitation Services		249	21.2%	\$139,849		236	21.1%	\$124,189
	C-Medical Services		123	10.5%	\$15,297		111	9.9%	\$15,837
	D-Support Services		1,082	92.0%	\$606,961		1,038	93.0%	\$556,804
	E-Crisis Intervention Services		10	0.9%	\$4,359		21	1.9%	\$7,506
	F-Inpatient Services		29	2.5%	\$379,599		29	2.6%	\$228,577
	G-Residential Services		19	1.6%	\$140,716		13	1.2%	\$89,481
	H-Behavioral Health Day Programs		2	0.2%	\$243		3	0.3%	\$480
	J-Outpatient Services (UB92)		5	0.4%	\$1,421		3	0.3%	\$869
	P-Pharmacy		188	16.0%	\$34,333		166	14.9%	\$26,842
	Other		73	6.2%	\$7,037		66	5.9%	\$5,787
	All Services	1,502	1,176		\$1,555,316	1,491	1,116		\$1,241,062

⁴ 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 DCS CHP Members by Service Category for FFY 2021

GSA	Service Category	October 2020				November 2020			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
South	A-Treatment Services		1,591	47.8%	\$567,096		1,501	45.6%	\$493,608
	B-Rehabilitation Services		302	9.1%	\$120,647		267	8.1%	\$107,183
	C-Medical Services		338	10.2%	\$80,582		300	9.1%	\$54,764
	D-Support Services		3,187	95.8%	\$1,240,042		3,122	94.9%	\$1,197,941
	E-Crisis Intervention Services		62	1.9%	\$69,427		56	1.7%	\$86,386
	F-Inpatient Services		131	3.9%	\$762,745		134	4.1%	\$824,571
	G-Residential Services		63	1.9%	\$605,608		69	2.1%	\$571,983
	H-Behavioral Health Day Programs		4	0.1%	\$1,745		1	0.0%	\$123
	J-Outpatient Services (UB92)		11	0.3%	\$3,707		15	0.5%	\$1,821
	P-Pharmacy		482	14.5%	\$74,176		494	15.0%	\$73,407
	Other		150	4.5%	\$15,196		98	3.0%	\$1,246
			All Services	4,292	3,325			\$3,540,971	4,356
STATEWIDE	A-Treatment Services		5,231	49.4%	\$1,698,517		4,931	47.5%	\$1,473,833
	B-Rehabilitation Services		1,258	11.9%	\$943,166		1,140	11.0%	\$829,818
	C-Medical Services		1,097	10.4%	\$211,137		997	9.6%	\$197,887
	D-Support Services		10,019	94.6%	\$3,496,687		9,791	94.3%	\$3,285,105
	E-Crisis Intervention Services		225	2.1%	\$165,522		206	2.0%	\$164,727
	F-Inpatient Services		390	3.7%	\$2,871,314		388	3.7%	\$2,746,390
	G-Residential Services		139	1.3%	\$1,086,297		147	1.4%	\$1,030,180
	H-Behavioral Health Day Programs		16	0.2%	\$4,037		10	0.1%	\$2,089
	J-Outpatient Services (UB92)		22	0.2%	\$8,482		23	0.2%	\$8,196
	P-Pharmacy		1,708	16.1%	\$268,580		1,677	16.2%	\$266,257
	Other		441	4.2%	\$39,961		330	3.2%	\$20,327
			All Services	14,334	10,595			\$10,793,701	14,440

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021

BHS Site	Service Category	December 2020				January 2021			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services		2,809	46.4%	\$844,632		2,509	42.8%	\$789,495
	B-Rehabilitation Services		628	10.4%	\$558,422		589	10.0%	\$532,577
	C-Medical Services		594	9.8%	\$127,289		540	9.2%	\$118,595
	D-Support Services		5,733	94.7%	\$1,575,293		5,544	94.6%	\$1,576,563
	E-Crisis Intervention Services		125	2.1%	\$55,317		124	2.1%	\$65,368
	F-Inpatient Services		218	3.6%	\$1,372,293		211	3.6%	\$1,211,294
	G-Residential Services		61	1.0%	\$339,679		71	1.2%	\$446,803
	H-Behavioral Health Day Programs		8	0.1%	\$1,691		5	0.1%	\$1,803
	J-Outpatient Services (UB92)		7	0.1%	\$3,631		0	0.0%	\$0
	P-Pharmacy		1,043	17.2%	\$174,004		1,034	17.6%	\$159,970
	Other		165	2.7%	\$9,876		148	2.5%	\$10,819
	All Services	8,497	6,052		\$5,062,127	8,441	5,861		\$4,913,287
North	A-Treatment Services		577	50.8%	\$202,033		536	48.4%	\$171,618
	B-Rehabilitation Services		229	20.2%	\$125,779		214	19.3%	\$98,184
	C-Medical Services		137	12.1%	\$17,072		134	12.1%	\$17,822
	D-Support Services		1,047	92.2%	\$602,285		1,036	93.6%	\$654,855
	E-Crisis Intervention Services		18	1.6%	\$4,796		11	1.0%	\$2,813
	F-Inpatient Services		24	2.1%	\$179,635		24	2.2%	\$204,894
	G-Residential Services		13	1.1%	\$96,865		15	1.4%	\$101,128
	H-Behavioral Health Day Programs		3	0.3%	\$377		4	0.4%	\$292
	J-Outpatient Services (UB92)		5	0.4%	\$1,426		6	0.5%	\$1,034
	P-Pharmacy		177	15.6%	\$30,692		188	17.0%	\$35,752
	Other		75	6.6%	\$4,577		63	5.7%	\$4,585
	All Services	1,470	1,136		\$1,265,537	1,473	1,107		\$1,292,977

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021

BHS Site	Service Category	December 2020				January 2021			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
South	A-Treatment Services	4,401	1,451	44.3%	\$463,985	4,388	1,468	44.1%	\$502,416
	B-Rehabilitation Services		273	8.3%	\$101,753		232	7.0%	\$89,831
	C-Medical Services		308	9.4%	\$50,859		287	8.6%	\$44,990
	D-Support Services		3,088	94.2%	\$1,179,359		3,202	96.3%	\$1,227,731
	E-Crisis Intervention Services		57	1.7%	\$56,418		61	1.8%	\$53,838
	F-Inpatient Services		131	4.0%	\$909,815		137	4.1%	\$871,358
	G-Residential Services		68	2.1%	\$609,720		68	2.0%	\$512,138
	H-Behavioral Health Day Programs		1	0.0%	\$76		1	0.0%	\$80
	J-Outpatient Services (UB92)		9	0.3%	\$2,601		10	0.3%	\$2,480
	P-Pharmacy		488	14.9%	\$77,043		482	14.5%	\$68,340
	Other		87	2.7%	\$1,674		93	2.8%	\$1,313
	All Services	4,401	3,279		\$3,453,303	4,388	3,326		\$3,374,515
STATEWIDE	A-Treatment Services	14,368	4,832	46.2%	\$1,510,649	14,302	4,511	43.9%	\$1,463,529
	B-Rehabilitation Services		1,128	10.8%	\$785,954		1,034	10.1%	\$720,592
	C-Medical Services		1,038	9.9%	\$195,220		961	9.3%	\$181,407
	D-Support Services		9,857	94.3%	\$3,356,937		9,776	95.0%	\$3,459,149
	E-Crisis Intervention Services		200	1.9%	\$116,531		196	1.9%	\$122,019
	F-Inpatient Services		373	3.6%	\$2,461,743		372	3.6%	\$2,287,546
	G-Residential Services		142	1.4%	\$1,046,264		154	1.5%	\$1,060,069
	H-Behavioral Health Day Programs		12	0.1%	\$2,144		10	0.1%	\$2,175
	J-Outpatient Services (UB92)		21	0.2%	\$7,659		16	0.2%	\$3,513
	P-Pharmacy		1,703	16.3%	\$281,739		1,702	16.5%	\$264,063
	Other		327	3.1%	\$16,127		304	3.0%	\$16,718
	All Services	14,368	10,453		\$9,780,967	14,302	10,287		\$9,580,780

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021

BHS Site	Service Category	February 2021				March 2021			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services		2,454	42.0%	\$782,106		2,853	47.9%	\$990,828
	B-Rehabilitation Services		651	11.1%	\$460,358		627	10.5%	\$563,483
	C-Medical Services		561	9.6%	\$126,011		621	10.4%	\$132,204
	D-Support Services		5,518	94.5%	\$1,483,124		5,599	94.0%	\$1,620,211
	E-Crisis Intervention Services		115	2.0%	\$57,310		116	1.9%	\$58,336
	F-Inpatient Services		202	3.5%	\$1,335,434		207	3.5%	\$1,035,092
	G-Residential Services		59	1.0%	\$316,736		62	1.0%	\$305,955
	H-Behavioral Health Day Programs		6	0.1%	\$1,330		4	0.1%	\$703
	J-Outpatient Services (UB92)		8	0.1%	\$4,852		6	0.1%	\$3,289
	P-Pharmacy		1,034	17.7%	\$157,865		1,092	18.3%	\$168,321
	Other		129	2.2%	\$9,217		170	2.9%	\$15,379
	All Services	8,282	5,840		\$4,734,341	8,440	5,956		\$4,893,801
North	A-Treatment Services		552	53.5%	\$191,756		553	50.6%	\$206,171
	B-Rehabilitation Services		227	22.0%	\$113,302		229	21.0%	\$112,691
	C-Medical Services		113	10.9%	\$18,330		139	12.7%	\$20,771
	D-Support Services		955	92.5%	\$595,922		1,017	93.1%	\$624,801
	E-Crisis Intervention Services		16	1.6%	\$7,754		17	1.6%	\$5,011
	F-Inpatient Services		26	2.5%	\$260,237		32	2.9%	\$226,857
	G-Residential Services		12	1.2%	\$84,116		19	1.7%	\$98,639
	H-Behavioral Health Day Programs		4	0.4%	\$1,231		3	0.3%	\$948
	J-Outpatient Services (UB92)		5	0.5%	\$1,217		6	0.5%	\$1,659
	P-Pharmacy		174	16.9%	\$27,613		187	17.1%	\$30,148
	Other		58	5.6%	\$4,760		64	5.9%	\$6,476
	All Services	1,422	1,032		\$1,306,239	1,422	1,092		\$1,334,173

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021

BHS Site	Service Category	February 2021				March 2021			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
South	A-Treatment Services		1,444	43.5%	\$513,857		1,550	45.6%	\$573,428
	B-Rehabilitation Services		175	5.3%	\$105,181		184	5.4%	\$102,254
	C-Medical Services		279	8.4%	\$52,000		275	8.1%	\$51,260
	D-Support Services		3,171	95.5%	\$1,161,238		3,256	95.9%	\$1,215,167
	E-Crisis Intervention Services		58	1.7%	\$54,559		64	1.9%	\$59,604
	F-Inpatient Services		121	3.6%	\$756,687		121	3.6%	\$656,568
	G-Residential Services		52	1.6%	\$387,066		53	1.6%	\$326,481
	H-Behavioral Health Day Programs		1	0.0%	\$118		2	0.1%	\$148
	J-Outpatient Services (UB92)		13	0.4%	\$3,639		19	0.6%	\$3,352
	P-Pharmacy		463	13.9%	\$69,356		486	14.3%	\$78,611
	Other		94	2.8%	\$3,326		144	4.2%	\$14,681
	All Services	4,244	3,319		\$3,107,026	4,278	3,396		\$3,081,556
STATEWIDE	A-Treatment Services		4,445	43.7%	\$1,487,719		4,949	47.5%	\$1,770,428
	B-Rehabilitation Services		1,052	10.3%	\$678,841		1,040	10.0%	\$778,428
	C-Medical Services		952	9.4%	\$196,341		1,035	9.9%	\$204,235
	D-Support Services		9,635	94.7%	\$3,240,284		9,847	94.6%	\$3,460,179
	E-Crisis Intervention Services		188	1.8%	\$119,623		197	1.9%	\$122,952
	F-Inpatient Services		347	3.4%	\$2,352,357		358	3.4%	\$1,918,517
	G-Residential Services		123	1.2%	\$787,918		133	1.3%	\$731,076
	H-Behavioral Health Day Programs		11	0.1%	\$2,679		9	0.1%	\$1,799
	J-Outpatient Services (UB92)		26	0.3%	\$9,707		31	0.3%	\$8,300
	P-Pharmacy		1,668	16.4%	\$254,834		1,759	16.9%	\$277,080
	Other		281	2.8%	\$17,304		378	3.6%	\$36,536
	All Services	13,948	10,178		\$9,147,607	14,140	10,414		\$9,309,530

Table IV: RBHA Reported Grievances and OGC Requests for Hearing for FFY 2021

RBHA Quarter – Q1: 10/1/20 – 12/31/20 Q2: 1/1/21 – 3/31/21	Grievances – RBHA Self-Reported		Request for Hearing - OGC System
	<i>Number of Grievances</i>	<i>Number of Members</i>	<i>Number of Requests</i>
Arizona Complete Health (AzCH)			
Quarter 1	0	0	0
Quarter 2	1	1	0
Health Choice (HCA)			
Quarter 1	0	0	0
Quarter 2	1	1	0
Mercy Care (MC)			
Quarter 1	5	5	0
Quarter 2	0	0	0
STATEWIDE			
Quarter 1	5	5	0
Quarter 2	2	2	0