

August 7, 2017

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

Dear Governor Ducey:

Pursuant to Laws 2016, Chapter 273, Section 7, 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 Administration shall prepare and issue a quarterly 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 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.

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

Sincerely,



Thomas J. Betlach
Director

cc: The Honorable Heather Carter, 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) 2016
October 1, 2015 to September 30, 2016

August 7, 2017 (Updated March 28, 2018)
Tom Betlach, 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 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 (DBHS) effective July 1, 2016, AHCCCS is reviewing legislative report deliverables that were previously prepared by DBHS to understand methodologies and data sources. Regarding this Report (referred to hereafter as the CMDP Report), AHCCCS has determined that items

one though 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 no change from the methodology used by DBHS.

UPDATE March 28, 2018: AHCCCS has modified the methodology used previously. With this change, AHCCCS ensures that only children who received services in the stated month are counted in the calculation. Table I is restated with this modified methodology.

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.

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

Regarding item four, AHCCCS does not currently collect 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 in the process of requiring 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

¹ AHCCCS learned that the data source for the 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.

members requesting hearings. 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 CMDP Report is requested on a quarterly basis with data provided by month for the quarter being reported. AHCCCS presents this Report for the full 2016 contract year (October 1, 2015 through September 30, 2016) by month. The last CMDP Report submitted included the last quarter of contract year 2015 (quarter ending September 30, 2015). Future reporting will revert to quarterly reports starting with the first quarter of contract year 2017 (October 1, 2016 through December 31, 2016) after completion of at least a six month lag. 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), is important to providing complete information to stakeholders.

Tables I through IV begin on the following page.

Data

Table I: Unique Foster Care Members Enrolled and Served between October 1, 2015 - September 30, 2016 by Month

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ²	Percent of Foster Care Eligible Members Served
Central	Oct-15	11,826	6,276	53.1%
	Nov-15	11,954	6,253	52.3%
	Dec-15	12,096	6,533	54.0%
	Jan-16	11,914	6,548	55.0%
	Feb-16	11,941	6,774	56.7%
	Mar-16	12,048	6,822	56.6%
	Apr-16	12,000	6,788	56.6%
	May-16	11,760	6,817	58.0%
	Jun-16	11,920	6,999	58.7%
	Jul-16	12,201	6,980	57.2%
	Aug-16	11,925	7,093	59.5%
	Sep-16	11,487	6,888	60.0%
North	Oct-15	1,400	1,026	73.3%
	Nov-15	1,429	1,036	72.5%
	Dec-15	1,465	1,054	71.9%
	Jan-16	1,444	1,055	73.1%
	Feb-16	1,422	1,034	72.7%
	Mar-16	1,443	1,069	74.1%
	Apr-16	1,468	1,047	71.3%
	May-16	1,434	1,018	71.0%
	Jun-16	1,467	1,046	71.3%
	Jul-16	1,520	1,045	68.8%
	Aug-16	1,502	1,047	69.7%
	Sep-16	1,471	1,036	70.4%

² The statewide total does not equal the summation of the three GSAs due to a limited number of members moving between GSAs during the year

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served	Percent of Foster Care Eligible Members Served
South	Oct-15	5,086	3,753	73.8%
	Nov-15	5,050	3,759	74.4%
	Dec-15	5,080	3,817	75.1%
	Jan-16	5,080	3,895	76.7%
	Feb-16	5,053	3,919	77.6%
	Mar-16	5,083	3,943	77.6%
	Apr-16	5,147	4,009	77.9%
	May-16	5,104	3,951	77.4%
	Jun-16	5,177	3,995	77.2%
	Jul-16	5,360	3,949	73.7%
	Aug-16	5,340	4,028	75.4%
	Sep-16	5,199	3,913	75.3%
STATEWIDE	Oct-15	18,312	11,035	60.3%
	Nov-15	18,433	11,039	59.9%
	Dec-15	18,641	11,388	61.1%
	Jan-16	18,438	11,490	62.3%
	Feb-16	18,416	11,706	63.6%
	Mar-16	18,574	11,823	63.7%
	Apr-16	18,615	11,824	63.5%
	May-16	18,298	11,763	64.3%
	Jun-16	18,564	12,004	64.7%
	Jul-16	19,081	11,961	62.7%
	Aug-16	18,767	12,152	64.8%
	Sep-16	18,157	11,832	65.2%

Table II: New Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide between October 1, 2015 - September 30, 2016 by Month

Month-Year	Central	North	South	STATEWIDE
Oct-15	763	71	306	1,140
Nov-15	677	72	278	1,027
Dec-15	718	96	323	1,137
Jan-16	487	62	273	822
Feb-16	602	76	223	901
Mar-16	565	95	260	920
Apr-16	579	82	336	997
May-16	286	41	169	496
Jun-16	476	57	223	756
Jul-16	520	80	266	866
Aug-16	541	77	311	929
Sep-16	513	75	294	882

Table II-A: Number of Disenrolled CMDP Members between October 1, 2015 - September 30, 2016

	Number of Unique CMDP Members	Percent of Unique CMDP Members
Members Immediately Enrolled in another AHCCCS Health Plan	10,673	93.7%
Members Not Immediately Enrolled in another AHCCCS Health Plan	717	6.3%
Total Disenrolled CMDP Members	11,390	100.0%

Table III: Monthly Utilization of CMDP Members by Service Category between October 1, 2015 - September 30, 2016 by Month^{3 4}

BHS Site	Service Category	Oct-15				Nov-15			
		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		3,288	52.4%	\$827,387.01		3,223	51.5%	\$765,569.74
	B-Rehabilitation Services		556	8.9%	\$650,625.35		538	8.6%	\$616,067.03
	C-Medical Services		685	10.9%	\$96,614.58		530	8.5%	\$74,148.07
	D-Support Services		5,822	92.8%	\$1,869,732.80		5,792	92.6%	\$1,774,711.28
	E-Crisis Intervention Services		251	4.0%	\$169,748.01		239	3.8%	\$155,437.13
	F-Inpatient Services		126	2.0%	\$1,232,674.79		114	1.8%	\$1,225,478.98
	G-Residential Services		79	1.3%	\$387,773.80		77	1.2%	\$354,328.00
	H-Behavioral Health Day Programs		14	0.2%	\$10,218.10		11	0.2%	\$7,646.86
	J-Outpatient Services (UB92)		34	0.5%	\$38,629.07		27	0.4%	\$82,209.04
	P-Pharmacy		1,106	17.6%	\$257,331.79		1,069	17.1%	\$264,245.89
	Other		214	3.4%	\$116,335.56		201	3.2%	\$78,724.51
		<i>All Services</i>	11,826	6,276		\$5,657,070.86	11,954	6,253	

³ 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.”

⁴ This Report, originally produced in August 2017, was updated in October 2017 to correct the data reported in the “Total Encounter Value” field.

BHS Site	Service Category	Oct-15				Nov-15			
		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
North	A-Treatment Services		465	45.3%	\$154,449.63		480	46.3%	\$153,096.96
	B-Rehabilitation Services		265	25.8%	\$161,462.77		260	25.1%	\$133,311.05
	C-Medical Services		85	8.3%	\$14,608.51		95	9.2%	\$15,377.82
	D-Support Services		972	94.7%	\$562,686.52		959	92.6%	\$487,906.49
	E-Crisis Intervention Services		4	0.4%	\$2,278.54		11	1.1%	\$6,237.60
	F-Inpatient Services		19	1.9%	\$248,520.40		24	2.3%	\$253,403.70
	G-Residential Services		17	1.7%	\$88,818.53		18	1.7%	\$106,099.36
	H-Behavioral Health Day Programs		2	0.2%	\$928.92		1	0.1%	\$781.20
	J-Outpatient Services (UB92)		1	0.1%	\$470.53		2	0.2%	\$4,169.13
	P-Pharmacy		133	13.0%	\$67,130.02		141	13.6%	\$42,035.82
	Other		20	1.9%	\$11,440.38		25	2.4%	\$6,436.63
		<i>All Services</i>	1,400	1,026		\$1,312,794.75	1,429	1,036	
South	A-Treatment Services		2,201	58.6%	\$909,626.49		2,108	56.1%	\$797,181.08
	B-Rehabilitation Services		549	14.6%	\$132,991.82		507	13.5%	\$113,263.71
	C-Medical Services		273	7.3%	\$65,146.08		256	6.8%	\$56,800.18
	D-Support Services		3,574	95.2%	\$1,298,583.39		3,548	94.4%	\$1,210,763.23
	E-Crisis Intervention Services		48	1.3%	\$49,379.70		54	1.4%	\$64,459.26
	F-Inpatient Services		51	1.4%	\$790,404.34		46	1.2%	\$463,397.77
	G-Residential Services		45	1.2%	\$356,078.98		56	1.5%	\$407,515.31
	H-Behavioral Health Day Programs		8	0.2%	\$15,377.25		9	0.2%	\$13,668.60
	J-Outpatient Services (UB92)		6	0.2%	\$4,253.32		6	0.2%	\$6,348.10
	P-Pharmacy		451	12.0%	\$111,152.46		443	11.8%	\$102,259.77
	Other		60	1.6%	\$3,915.90		58	1.5%	\$2,990.41
		<i>All Services</i>	5,086	3,753		\$3,736,909.73	5,050	3,759	

BHS Site	Service Category	Oct-15				Nov-15			
		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
STATEWIDE	A-Treatment Services		5,951	53.9%	\$1,892,651.13		5,811	52.6%	\$1,716,738.78
	B-Rehabilitation Services		1,369	12.4%	\$946,663.94		1,305	11.8%	\$863,631.79
	C-Medical Services		1,043	9.5%	\$176,567.17		881	8.0%	\$146,425.07
	D-Support Services		10,359	93.9%	\$3,738,130.71		10,297	93.3%	\$3,477,638.00
	E-Crisis Intervention Services		303	2.7%	\$221,406.25		304	2.8%	\$226,133.99
	F-Inpatient Services		196	1.8%	\$2,271,599.53		184	1.7%	\$1,943,072.45
	G-Residential Services		141	1.3%	\$832,671.31		151	1.4%	\$867,942.67
	H-Behavioral Health Day Programs		24	0.2%	\$26,524.27		21	0.2%	\$22,096.66
	J-Outpatient Services (UB92)		41	0.4%	\$43,352.92		35	0.3%	\$92,726.27
	P-Pharmacy		1,690	15.3%	\$437,396.27		1,653	15.0%	\$409,927.48
	Other		293	2.7%	\$132,087.84		284	2.6%	\$88,349.55
		<i>All Services</i>	18,312	11,035		\$10,706,775.34	18,433	11,039	

BHS Site	Service Category	Dec-15				Jan-16			
		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		3,436	52.6%	\$837,164.77		3,307	50.5%	\$818,088.80
	B-Rehabilitation Services		559	8.6%	\$639,095.32		569	8.7%	\$582,439.51
	C-Medical Services		623	9.5%	\$80,895.33		588	9.0%	\$81,468.18
	D-Support Services		6,079	93.1%	\$1,939,319.15		6,150	93.9%	\$1,978,460.25
	E-Crisis Intervention Services		219	3.4%	\$147,393.94		247	3.8%	\$153,705.83
	F-Inpatient Services		122	1.9%	\$1,192,682.49		109	1.7%	\$1,162,581.05
	G-Residential Services		80	1.2%	\$378,923.95		71	1.1%	\$308,297.52
	H-Behavioral Health Day Programs		14	0.2%	\$8,695.09		10	0.2%	\$5,313.14
	J-Outpatient Services (UB92)		25	0.4%	\$38,346.61		31	0.5%	\$33,276.08
	P-Pharmacy		1,126	17.2%	\$296,538.58		1,093	16.7%	\$256,170.60
	Other		177	2.7%	\$42,301.86		209	3.2%	\$67,801.38
		<i>All Services</i>	12,096	6,533		\$5,601,357.09	11,914	6,548	
North	A-Treatment Services		484	45.9%	\$145,897.37		498	47.2%	\$156,783.04
	B-Rehabilitation Services		262	24.9%	\$138,041.12		246	23.3%	\$118,494.85
	C-Medical Services		89	8.4%	\$15,254.75		95	9.0%	\$12,897.88
	D-Support Services		997	94.6%	\$570,190.28		1,010	95.7%	\$582,373.40
	E-Crisis Intervention Services		9	0.9%	\$4,721.28		12	1.1%	\$5,880.71
	F-Inpatient Services		26	2.5%	\$311,415.58		26	2.5%	\$318,284.78
	G-Residential Services		20	1.9%	\$98,324.22		22	2.1%	\$107,635.40
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$86.64		1	0.1%	\$7,745.98
	P-Pharmacy		137	13.0%	\$64,224.14		138	13.1%	\$52,120.89
	Other		21	2.0%	\$6,457.46		22	2.1%	\$1,045.09
		<i>All Services</i>	1,465	1,054		\$1,354,612.84	1,444	1,055	

BHS Site	Service Category	Dec-15				Jan-16			
		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		2,411	63.2%	\$989,087.83		2,225	57.1%	\$887,929.04
	B-Rehabilitation Services		543	14.2%	\$126,707.97		569	14.6%	\$115,451.03
	C-Medical Services		232	6.1%	\$49,889.24		267	6.9%	\$59,530.57
	D-Support Services		3,602	94.4%	\$1,244,422.12		3,745	96.1%	\$1,374,318.68
	E-Crisis Intervention Services		45	1.2%	\$40,445.49		38	1.0%	\$29,447.35
	F-Inpatient Services		57	1.5%	\$492,204.67		39	1.0%	\$363,942.46
	G-Residential Services		55	1.4%	\$445,968.53		56	1.4%	\$458,710.60
	H-Behavioral Health Day Programs		9	0.2%	\$14,080.08		9	0.2%	\$17,265.15
	J-Outpatient Services (UB92)		10	0.3%	\$11,059.04		4	0.1%	\$1,381.43
	P-Pharmacy		454	11.9%	\$106,355.33		445	11.4%	\$105,469.07
	Other		48	1.3%	\$3,170.52		48	1.2%	\$2,166.53
		<i>All Services</i>	5,080	3,817		\$3,523,390.82	5,080	3,895	
STATEWIDE	A-Treatment Services		6,327	55.6%	\$1,972,545.97		6,030	52.5%	\$1,862,800.88
	B-Rehabilitation Services		1,364	12.0%	\$904,240.41		1,384	12.0%	\$816,385.39
	C-Medical Services		944	8.3%	\$146,138.32		950	8.3%	\$153,896.63
	D-Support Services		10,667	93.7%	\$3,754,723.55		10,898	94.8%	\$3,935,251.33
	E-Crisis Intervention Services		273	2.4%	\$192,560.71		297	2.6%	\$189,033.89
	F-Inpatient Services		205	1.8%	\$1,996,401.74		174	1.5%	\$1,844,808.29
	G-Residential Services		153	1.3%	\$923,414.70		149	1.3%	\$874,643.52
	H-Behavioral Health Day Programs		23	0.2%	\$22,775.17		19	0.2%	\$22,578.29
	J-Outpatient Services (UB92)		36	0.3%	\$49,492.29		36	0.3%	\$42,403.49
	P-Pharmacy		1,716	15.1%	\$468,702.05		1,676	14.6%	\$414,552.56
	Other		246	2.2%	\$51,929.84		279	2.4%	\$71,013.00
		<i>All Services</i>	18,641	11,388		\$10,479,360.75	18,438	11,490	

BHS Site	Service Category	Feb-16				Mar-16			
		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		3,437	50.7%	\$864,554.61		3,564	52.2%	\$927,147.05
	B-Rehabilitation Services		616	9.1%	\$591,293.26		689	10.1%	\$683,676.56
	C-Medical Services		659	9.7%	\$97,462.12		717	10.5%	\$101,327.48
	D-Support Services		6,350	93.7%	\$2,052,861.93		6,468	94.8%	\$2,174,180.64
	E-Crisis Intervention Services		214	3.2%	\$156,716.34		229	3.4%	\$142,849.43
	F-Inpatient Services		107	1.6%	\$888,114.83		113	1.7%	\$1,013,738.98
	G-Residential Services		66	1.0%	\$269,079.46		57	0.8%	\$244,307.25
	H-Behavioral Health Day Programs		13	0.2%	\$8,599.26		13	0.2%	\$10,640.12
	J-Outpatient Services (UB92)		42	0.6%	\$38,787.70		32	0.5%	\$32,786.87
	P-Pharmacy		1,132	16.7%	\$299,068.96		1,055	15.5%	\$262,212.43
	Other		183	2.7%	\$37,333.96		176	2.6%	\$25,647.50
		<i>All Services</i>	11,941	6,774		\$5,303,872.43	12,048	6,822	
North	A-Treatment Services		479	46.3%	\$152,883.38		499	46.7%	\$171,118.54
	B-Rehabilitation Services		272	26.3%	\$138,410.37		299	28.0%	\$147,798.60
	C-Medical Services		88	8.5%	\$12,131.10		111	10.4%	\$14,052.09
	D-Support Services		986	95.4%	\$581,750.18		1,021	95.5%	\$650,129.90
	E-Crisis Intervention Services		11	1.1%	\$6,514.17		10	0.9%	\$4,825.99
	F-Inpatient Services		30	2.9%	\$285,526.56		30	2.8%	\$333,834.70
	G-Residential Services		18	1.7%	\$86,764.81		17	1.6%	\$75,481.08
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		0	0.0%	\$0.00		0	0.0%	\$0.00
	P-Pharmacy		145	14.0%	\$67,406.59		160	15.0%	\$66,340.31
	Other		18	1.7%	\$1,082.05		17	1.6%	\$1,072.65
		<i>All Services</i>	1,422	1,034		\$1,332,469.21	1,443	1,069	

BHS Site	Service Category	Feb-16				Mar-16			
		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		2,334	59.6%	\$978,428.27		2,329	59.1%	\$1,060,939.08
	B-Rehabilitation Services		607	15.5%	\$150,548.24		629	16.0%	\$167,801.36
	C-Medical Services		267	6.8%	\$57,353.58		294	7.5%	\$65,556.98
	D-Support Services		3,754	95.8%	\$1,418,889.29		3,794	96.2%	\$1,549,887.68
	E-Crisis Intervention Services		59	1.5%	\$58,975.29		54	1.4%	\$50,843.80
	F-Inpatient Services		45	1.1%	\$485,154.76		39	1.0%	\$339,494.11
	G-Residential Services		57	1.5%	\$478,989.09		64	1.6%	\$549,462.16
	H-Behavioral Health Day Programs		10	0.3%	\$20,285.79		14	0.4%	\$24,219.93
	J-Outpatient Services (UB92)		10	0.3%	\$7,560.39		9	0.2%	\$44,355.23
	P-Pharmacy		458	11.7%	\$112,944.11		479	12.1%	\$117,089.66
	Other		42	1.1%	\$1,666.88		39	1.0%	\$3,239.10
		<i>All Services</i>	5,053	3,919		\$3,770,795.69	5,083	3,943	
STATEWIDE	A-Treatment Services		6,248	53.4%	\$1,995,866.26		6,389	54.0%	\$2,159,204.67
	B-Rehabilitation Services		1,492	12.7%	\$880,251.87		1,616	13.7%	\$999,276.52
	C-Medical Services		1,014	8.7%	\$166,946.80		1,122	9.5%	\$180,936.55
	D-Support Services		11,075	94.6%	\$4,053,501.40		11,273	95.3%	\$4,374,198.22
	E-Crisis Intervention Services		283	2.4%	\$222,205.80		292	2.5%	\$198,519.22
	F-Inpatient Services		180	1.5%	\$1,658,796.15		181	1.5%	\$1,687,067.79
	G-Residential Services		141	1.2%	\$834,833.36		138	1.2%	\$869,250.49
	H-Behavioral Health Day Programs		23	0.2%	\$28,885.05		27	0.2%	\$34,860.05
	J-Outpatient Services (UB92)		52	0.4%	\$46,348.09		41	0.3%	\$77,142.10
	P-Pharmacy		1,732	14.8%	\$479,815.66		1,692	14.3%	\$445,642.40
	Other		242	2.1%	\$40,082.89		232	2.0%	\$29,959.25
		<i>All Services</i>	18,416	11,706		\$10,407,137.33	18,574	11,823	

		Apr-16				May-16			
BHS Site	Service Category	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		3,390	49.9%	\$838,754.65		3,425	50.2%	\$842,973.38
	B-Rehabilitation Services		695	10.2%	\$663,728.64		641	9.4%	\$685,444.03
	C-Medical Services		652	9.6%	\$91,439.68		661	9.7%	\$96,111.50
	D-Support Services		6,369	93.8%	\$2,099,521.23		6,429	94.3%	\$2,010,368.90
	E-Crisis Intervention Services		223	3.3%	\$153,717.97		237	3.5%	\$172,459.54
	F-Inpatient Services		113	1.7%	\$1,049,965.85		104	1.5%	\$837,070.62
	G-Residential Services		50	0.7%	\$226,107.34		54	0.8%	\$232,894.85
	H-Behavioral Health Day Programs		15	0.2%	\$11,967.24		12	0.2%	\$10,355.58
	J-Outpatient Services (UB92)		21	0.3%	\$24,375.18		35	0.5%	\$39,091.92
	P-Pharmacy		1,156	17.0%	\$282,225.27		1,149	16.9%	\$305,368.22
	Other		172	2.5%	\$31,178.36		165	2.4%	\$20,710.53
		<i>All Services</i>	12,000	6,788		\$5,472,981.41	11,760	6,817	
North	A-Treatment Services		506	48.3%	\$171,285.21		496	48.7%	\$158,166.00
	B-Rehabilitation Services		276	26.4%	\$140,465.42		284	27.9%	\$148,652.89
	C-Medical Services		96	9.2%	\$11,756.20		97	9.5%	\$13,030.27
	D-Support Services		1,007	96.2%	\$635,791.07		964	94.7%	\$638,920.52
	E-Crisis Intervention Services		8	0.8%	\$5,482.52		8	0.8%	\$4,280.23
	F-Inpatient Services		29	2.8%	\$305,680.47		24	2.4%	\$265,178.36
	G-Residential Services		16	1.5%	\$78,905.49		17	1.7%	\$76,753.39
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$58.05		0	0.0%	\$0.00
	P-Pharmacy		152	14.5%	\$74,581.63		160	15.7%	\$58,671.57
	Other		14	1.3%	\$1,385.00		11	1.1%	\$412.05
		<i>All Services</i>	1,468	1,047		\$1,425,391.06	1,434	1,018	

		Apr-16				May-16			
BHS Site	Service Category	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		2,755	68.7%	\$1,203,899.94		2,483	62.8%	\$1,098,540.49
	B-Rehabilitation Services		573	14.3%	\$139,103.08		565	14.3%	\$145,533.28
	C-Medical Services		258	6.4%	\$56,836.63		292	7.4%	\$61,258.86
	D-Support Services		3,779	94.3%	\$1,503,772.85		3,715	94.0%	\$1,426,863.49
	E-Crisis Intervention Services		59	1.5%	\$61,672.43		52	1.3%	\$49,165.62
	F-Inpatient Services		35	0.9%	\$287,451.45		28	0.7%	\$250,083.44
	G-Residential Services		61	1.5%	\$525,816.97		55	1.4%	\$450,600.47
	H-Behavioral Health Day Programs		9	0.2%	\$15,432.06		8	0.2%	\$11,790.24
	J-Outpatient Services (UB92)		6	0.1%	\$7,574.51		9	0.2%	\$7,920.44
	P-Pharmacy		465	11.6%	\$109,521.03		477	12.1%	\$116,861.67
	Other		36	0.9%	\$1,710.73		38	1.0%	\$1,315.24
		<i>All Services</i>	5,147	4,009		\$3,912,791.68	5,104	3,951	
STATEWIDE	A-Treatment Services		6,645	56.2%	\$2,213,939.80		6,396	54.4%	\$2,099,679.87
	B-Rehabilitation Services		1,544	13.1%	\$943,297.14		1,488	12.6%	\$979,630.20
	C-Medical Services		1,005	8.5%	\$160,032.51		1,049	8.9%	\$170,400.63
	D-Support Services		11,139	94.2%	\$4,239,283.15		11,091	94.3%	\$4,076,152.91
	E-Crisis Intervention Services		290	2.5%	\$220,872.92		297	2.5%	\$225,905.39
	F-Inpatient Services		177	1.5%	\$1,643,097.77		156	1.3%	\$1,352,332.42
	G-Residential Services		127	1.1%	\$830,829.80		125	1.1%	\$760,248.71
	H-Behavioral Health Day Programs		24	0.2%	\$27,399.30		20	0.2%	\$22,145.82
	J-Outpatient Services (UB92)		28	0.2%	\$32,007.74		44	0.4%	\$47,012.36
	P-Pharmacy		1,772	15.0%	\$466,327.93		1,786	15.2%	\$480,901.46
	Other		222	1.9%	\$34,274.09		214	1.8%	\$22,437.82
		<i>All Services</i>	18,615	11,824		\$10,811,164.15	18,298	11,763	

		Jun-16				Jul-16			
BHS Site	Service Category	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		3,531	50.5%	\$911,809.21		3,444	49.3%	\$838,696.26
	B-Rehabilitation Services		752	10.7%	\$801,884.61		749	10.7%	\$806,304.43
	C-Medical Services		750	10.7%	\$104,608.18		635	9.1%	\$87,780.79
	D-Support Services		6,624	94.6%	\$2,207,874.82		6,653	95.3%	\$2,131,488.22
	E-Crisis Intervention Services		198	2.8%	\$146,616.55		203	2.9%	\$166,827.84
	F-Inpatient Services		111	1.6%	\$1,077,363.49		114	1.6%	\$987,169.94
	G-Residential Services		51	0.7%	\$233,816.89		51	0.7%	\$237,172.24
	H-Behavioral Health Day Programs		13	0.2%	\$14,257.23		10	0.1%	\$11,267.06
	J-Outpatient Services (UB92)		39	0.6%	\$43,925.71		34	0.5%	\$39,438.29
	P-Pharmacy		1,165	16.6%	\$295,067.56		947	13.6%	\$216,963.74
	Other		31	0.4%	\$34,107.37		17	0.2%	\$38,297.21
		<i>All Services</i>	11,920	6,999		\$5,871,331.62	12,201	6,980	
North	A-Treatment Services		498	47.6%	\$174,653.02		491	47.0%	\$154,337.24
	B-Rehabilitation Services		313	29.9%	\$179,017.47		287	27.5%	\$156,507.30
	C-Medical Services		87	8.3%	\$13,026.75		79	7.6%	\$9,212.32
	D-Support Services		1,008	96.4%	\$622,997.55		984	94.2%	\$646,934.65
	E-Crisis Intervention Services		2	0.2%	\$440.52		9	0.9%	\$3,935.92
	F-Inpatient Services		27	2.6%	\$264,028.86		24	2.3%	\$283,117.25
	G-Residential Services		17	1.6%	\$75,333.67		13	1.2%	\$65,710.16
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		2	0.2%	\$4,483.25		2	0.2%	\$3,408.08
	P-Pharmacy		149	14.2%	\$60,380.31		152	14.5%	\$46,882.88
	Other		2	0.2%	\$100.29		0	0.0%	\$0.00
		<i>All Services</i>	1,467	1,046		\$1,394,461.69	1,520	1,045	

		Jun-16				Jul-16			
BHS Site	Service Category	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		2,487	62.3%	\$1,210,023.39		2,761	69.9%	\$1,258,238.29
	B-Rehabilitation Services		645	16.1%	\$213,682.95		577	14.6%	\$170,368.62
	C-Medical Services		272	6.8%	\$57,561.06		245	6.2%	\$52,265.60
	D-Support Services		3,790	94.9%	\$1,447,166.06		3,663	92.8%	\$1,277,858.95
	E-Crisis Intervention Services		43	1.1%	\$42,127.52		51	1.3%	\$64,093.06
	F-Inpatient Services		24	0.6%	\$218,539.32		25	0.6%	\$269,418.97
	G-Residential Services		54	1.4%	\$475,632.58		58	1.5%	\$461,239.23
	H-Behavioral Health Day Programs		18	0.5%	\$17,130.96		11	0.3%	\$14,817.37
	J-Outpatient Services (UB92)		8	0.2%	\$15,652.08		8	0.2%	\$8,004.63
	P-Pharmacy		467	11.7%	\$111,242.90		448	11.3%	\$123,371.75
	Other		4	0.1%	\$579.21		3	0.1%	\$850.18
		<i>All Services</i>	5,177	3,995		\$3,809,338.03	5,360	3,949	
STATEWIDE	A-Treatment Services		6,499	54.1%	\$2,296,485.62		6,694	56.0%	\$2,251,271.79
	B-Rehabilitation Services		1,708	14.2%	\$1,194,585.03		1,612	13.5%	\$1,133,180.35
	C-Medical Services		1,109	9.2%	\$175,195.99		959	8.0%	\$149,258.71
	D-Support Services		11,401	95.0%	\$4,278,038.43		11,289	94.4%	\$4,056,281.82
	E-Crisis Intervention Services		243	2.0%	\$189,184.59		263	2.2%	\$234,856.82
	F-Inpatient Services		161	1.3%	\$1,559,931.67		162	1.4%	\$1,539,706.16
	G-Residential Services		122	1.0%	\$784,783.14		122	1.0%	\$764,121.63
	H-Behavioral Health Day Programs		31	0.3%	\$31,388.19		21	0.2%	\$26,084.43
	J-Outpatient Services (UB92)		49	0.4%	\$64,061.04		44	0.4%	\$50,851.00
	P-Pharmacy		1,780	14.8%	\$466,690.77		1,547	12.9%	\$387,218.37
	Other		36	0.3%	\$34,786.87		20	0.2%	\$39,147.39
		<i>All Services</i>	18,564	12,004		\$11,075,131.34	19,081	11,961	

		Aug-16				Sep-16			
BHS Site	Service Category	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		3,588	50.6%	\$958,303.19		3,453	50.1%	\$874,875.83
	B-Rehabilitation Services		730	10.3%	\$764,067.44		682	9.9%	\$768,757.34
	C-Medical Services		708	10.0%	\$99,153.28		655	9.5%	\$90,101.00
	D-Support Services		6,828	96.3%	\$2,270,850.26		6,591	95.7%	\$2,079,429.88
	E-Crisis Intervention Services		219	3.1%	\$167,332.56		213	3.1%	\$164,927.17
	F-Inpatient Services		106	1.5%	\$802,469.77		102	1.5%	\$864,509.04
	G-Residential Services		55	0.8%	\$272,060.62		56	0.8%	\$285,157.77
	H-Behavioral Health Day Programs		8	0.1%	\$4,452.78		10	0.1%	\$4,563.34
	J-Outpatient Services (UB92)		33	0.5%	\$40,134.17		34	0.5%	\$45,883.30
	P-Pharmacy ⁵		111	1.6%	\$27,503.79		94	1.4%	\$31,606.99
	Other		121	1.7%	\$56,558.18		137	2.0%	\$48,752.48
		<i>All Services</i>	11,925	7,093		\$5,462,886.04	11,487	6,888	
North	A-Treatment Services		482	46.0%	\$146,028.83		499	48.2%	\$159,297.70
	B-Rehabilitation Services		275	26.3%	\$128,102.05		269	26.0%	\$137,190.92
	C-Medical Services		99	9.5%	\$14,769.76		85	8.2%	\$11,433.91
	D-Support Services		1,011	96.6%	\$666,845.34		991	95.7%	\$607,123.52
	E-Crisis Intervention Services		8	0.8%	\$3,001.15		7	0.7%	\$4,061.77
	F-Inpatient Services		20	1.9%	\$232,133.12		23	2.2%	\$229,220.87
	G-Residential Services		13	1.2%	\$67,377.74		16	1.5%	\$69,345.49
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$260.32		1	0.1%	\$170.51
	P-Pharmacy		156	14.9%	\$68,637.56		153	14.8%	\$56,738.78
	Other		7	0.7%	\$12,917.97		13	1.3%	\$16,380.35
		<i>All Services</i>	1,502	1,047		\$1,340,073.84	1,471	1,036	

⁵ AHCCCS identified a Pharmacy encounter issue with the RBHA serving the “Central BHS Site” and is working with the RBHA on the completion of this data.

		Aug-16				Sep-16			
BHS Site	Service Category	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		2,525	62.7%	\$1,184,125.68		2,472	63.2%	\$1,093,803.27
	B-Rehabilitation Services		589	14.6%	\$164,119.24		566	14.5%	\$165,714.22
	C-Medical Services		294	7.3%	\$61,737.06		262	6.7%	\$58,367.33
	D-Support Services		3,823	94.9%	\$1,428,515.20		3,672	93.8%	\$1,327,632.89
	E-Crisis Intervention Services		56	1.4%	\$54,426.89		68	1.7%	\$80,173.24
	F-Inpatient Services		34	0.8%	\$265,623.18		34	0.9%	\$260,371.56
	G-Residential Services		53	1.3%	\$501,104.64		53	1.4%	\$460,048.19
	H-Behavioral Health Day Programs		7	0.2%	\$12,463.55		5	0.1%	\$9,092.11
	J-Outpatient Services (UB92)		5	0.1%	\$4,718.28		9	0.2%	\$11,741.19
	P-Pharmacy		472	11.7%	\$115,801.08		444	11.3%	\$111,865.35
	Other		28	0.7%	\$1,047.25		31	0.8%	\$1,445.11
		<i>All Services</i>	5,340	4,028		\$3,793,682.05	5,199	3,913	
STATEWIDE	A-Treatment Services		6,591	54.2%	\$2,288,457.70		6,423	54.3%	\$2,127,976.80
	B-Rehabilitation Services		1,593	13.1%	\$1,056,288.73		1,516	12.8%	\$1,071,662.48
	C-Medical Services		1,100	9.1%	\$175,660.10		1,002	8.5%	\$159,902.24
	D-Support Services		11,651	95.9%	\$4,366,210.80		11,249	95.1%	\$4,014,186.29
	E-Crisis Intervention Services		282	2.3%	\$224,760.60		288	2.4%	\$249,162.18
	F-Inpatient Services		160	1.3%	\$1,300,226.07		159	1.3%	\$1,354,101.47
	G-Residential Services		120	1.0%	\$840,543.00		125	1.1%	\$814,551.45
	H-Behavioral Health Day Programs		15	0.1%	\$16,916.33		15	0.1%	\$13,655.45
	J-Outpatient Services (UB92)		39	0.3%	\$45,112.77		44	0.4%	\$57,795.00
	P-Pharmacy		738	6.1%	\$211,942.43		691	5.8%	\$200,211.12
	Other		156	1.3%	\$70,523.40		181	1.5%	\$66,577.94
		<i>All Services</i>	18,767	12,152		\$10,596,641.93	18,157	11,832	

Table IV: RBHA Reported Grievances and OALS Requests for Hearing⁶

RBHA	Grievances – RBHA Self-Reported (10/1/16 – 6/15/17)	Request for Hearing - OALS System (4/1/17-7/30/17)
MMIC	41 (23 members)	1
CIC	34 (32 members)	0
HCIC	2 (2 members)	0

⁶ The data available for this reporting is on a different time frame from the rest of the reported data. AHCCCS will work to align time frames for future reports.