

May 20, 2020

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 McGee, 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) 2019  
Quarters One and Two  
(October 1, 2018 – March 31, 2019)**

**April 2020  
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.

The legislative requirement concerning the CMDP Report was subsequently 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 and two of the 2019 contract year (October 1, 2018 through March 31, 2019) 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.

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 requested, 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 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 April 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 previous methodology.

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.<sup>1</sup>

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.

Regarding item five of the legislation, it also necessitates data that AHCCCS does not collect. 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.

---

<sup>1</sup> 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.

## Data

Table I: Unique CMDP Members Enrolled and Served in FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served <sup>2</sup>	Percent of Foster Care Eligible Members Served
Central	Oct-18	8,988	6,510	72.4%
	Nov-18	8,734	6,323	72.4%
	Dec-18	8,596	6,185	72.0%
	Jan-19	8,647	6,431	74.4%
	Feb-19	8,519	6,321	74.2%
	Mar-19	8,613	6,485	75.3%
North	Oct-18	1,413	1,071	75.8%
	Nov-18	1,388	1,070	77.1%
	Dec-18	1,384	1,079	78.0%
	Jan-19	1,421	1,118	78.7%
	Feb-19	1,398	1,082	77.4%
	Mar-19	1,404	1,123	80.0%
South	Oct-18	3,883	2,950	76.0%
	Nov-18	3,785	2,922	77.2%
	Dec-18	3,675	2,767	75.3%
	Jan-19	3,664	2,920	79.7%
	Feb-19	3,683	2,900	78.7%
	Mar-19	3,701	2,986	80.7%
STATEWIDE	Oct-18	14,284	10,513	73.6%
	Nov-18	13,907	10,300	74.1%
	Dec-18	13,655	10,022	73.4%
	Jan-19	13,732	10,454	76.1%
	Feb-19	13,600	10,284	75.6%
	Mar-19	13,718	10,575	77.1%

<sup>2</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: New Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

Month-Year	Central	North	South	STATEWIDE
<b>Oct-18</b>	631	108	292	<b>1,031</b>
<b>Nov-18</b>	478	87	216	<b>781</b>
<b>Dec-18</b>	437	75	193	<b>705</b>
<b>Jan-19</b>	484	91	207	<b>782</b>
<b>Feb-19</b>	428	62	244	<b>734</b>
<b>Mar-19</b>	488	81	243	<b>812</b>

Table II-A: Number of Disenrolled CMDP Members for<sup>3</sup> FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

		Number of Unique CMDP Members	Percent of Unique CMDP Members
<b>Members Immediately Enrolled in another AHCCCS Health Plan</b>			
Quarter 1 (10/1/18 – 12/31/18)	Oct-18	1,143	96.1%
	Nov-18	962	98.4%
	Dec-18	745	98.3%
Quarter 2 (1/1/19 – 3/31/19)	Jan-19	866	95.2%
	Feb-19	706	96.2%
	Mar-19	841	98.5%
<b>Members <b>Not</b> Immediately Enrolled in another AHCCCS Health Plan</b>			
Quarter 1 (10/1/18 – 12/31/18)	Oct-18	46	3.9%
	Nov-18	16	1.6%
	Dec-18	13	1.7%
Quarter 2 (1/1/19 – 3/31/19)	Jan-19	44	4.8%
	Feb-19	28	3.8%
	Mar-19	13	1.5%
<b>Total All Disenrolled CMDP Members</b>		<b>5,423</b>	

<sup>3</sup> The data methodology was updated for this table for FFY2018, which reduced the number members not immediately enrolled in another AHCCCS Health Plan compared to previous reports.

Table III: Monthly Utilization of CMDP Members by Service Category<sup>4</sup> for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

GSA	Service Category	October 2018				November 2018			
		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		3,071	47.7%	\$782,863		2,986	47.5%	\$741,471
	B-Rehabilitation Services		849	13.2%	\$858,166		834	13.3%	\$796,751
	C-Medical Services		568	8.8%	\$74,966		552	8.8%	\$75,714
	D-Support Services		6,156	95.7%	\$1,831,160		6,007	95.6%	\$1,778,887
	E-Crisis Intervention Services		231	3.6%	\$172,458		244	3.9%	\$173,255
	F-Inpatient Services		141	2.2%	\$1,236,616		167	2.7%	\$1,619,949
	G-Residential Services		34	0.5%	\$132,117		64	1.0%	\$312,999
	H-Behavioral Health Day Programs		8	0.1%	\$955		13	0.2%	\$2,828
	J-Outpatient Services (UB92)		1	0.0%	\$601		2	0.0%	\$253
	P-Pharmacy		1,129	17.5%	\$244,689		1,120	17.8%	\$236,708
	Other		76	1.2%	\$7,334		97	1.5%	\$22,977
	<b>All Services</b>	<b>8,647</b>	<b>6,435</b>		<b>\$5,341,925</b>	<b>8,519</b>	<b>6,283</b>		<b>\$5,761,792</b>
North	A-Treatment Services		527	49.5%	\$164,208		522	49.3%	\$154,703
	B-Rehabilitation Services		265	24.9%	\$122,760		253	23.9%	\$111,872
	C-Medical Services		92	8.6%	\$11,087		100	9.4%	\$11,660
	D-Support Services		1,022	96.0%	\$659,619		1,022	96.5%	\$646,322
	E-Crisis Intervention Services		9	0.8%	\$3,866		9	0.8%	\$3,185
	F-Inpatient Services		26	2.4%	\$289,696		22	2.1%	\$220,496
	G-Residential Services		18	1.7%	\$90,172		14	1.3%	\$89,415
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		0	0.0%	\$0		1	0.1%	\$288
	P-Pharmacy		160	15.0%	\$26,421		159	15.0%	\$24,661
	Other		10	0.9%	\$5,874		10	0.9%	\$3,518
	<b>All Services</b>	<b>1,421</b>	<b>1,065</b>		<b>\$1,373,704</b>	<b>1,398</b>	<b>1,059</b>		<b>\$1,266,119</b>

<sup>4</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 FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

GSA	Service Category	October 2018				November 2018			
		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		1,634	54.6%	\$643,145		1,505	51.0%	\$583,920
	B-Rehabilitation Services		399	13.3%	\$159,399		371	12.6%	\$140,547
	C-Medical Services		320	10.7%	\$58,589		253	8.6%	\$45,364
	D-Support Services		2,843	95.1%	\$1,086,987		2,823	95.7%	\$978,386
	E-Crisis Intervention Services		73	2.4%	\$40,987		70	2.4%	\$60,048
	F-Inpatient Services		97	3.2%	\$535,806		93	3.2%	\$417,846
	G-Residential Services		58	1.9%	\$418,847		52	1.8%	\$391,415
	H-Behavioral Health Day Programs		4	0.1%	\$11,665		4	0.1%	\$10,089
	J-Outpatient Services (UB92)		10	15.1%	\$2,422		10	0.3%	\$2,156
	P-Pharmacy		451	0.5%	\$88,195		431	14.6%	\$86,430
	Other		16	0.5%	\$5,472		16	0.5%	\$1,355
			<b>All Services</b>	<b>3,664</b>	<b>2,990</b>			<b>\$3,051,515</b>	<b>3,683</b>
STATEWIDE	A-Treatment Services		5,224	49.9%	\$1,590,217		5,009	48.7%	\$1,480,094
	B-Rehabilitation Services		1,511	14.4%	\$1,140,326		1,456	14.2%	\$1,049,170
	C-Medical Services		980	9.4%	\$144,642		905	8.8%	\$132,738
	D-Support Services		10,011	95.6%	\$3,577,766		9,840	95.8%	\$3,403,596
	E-Crisis Intervention Services		312	3.0%	\$217,311		322	3.1%	\$236,488
	F-Inpatient Services		264	2.5%	\$2,062,117		282	2.7%	\$2,258,291
	G-Residential Services		110	1.1%	\$641,137		130	1.3%	\$793,828
	H-Behavioral Health Day Programs		12	0.1%	\$12,620		17	0.2%	\$12,917
	J-Outpatient Services (UB92)		11	0.1%	\$3,023		13	0.1%	\$2,697
	P-Pharmacy		1,740	16.6%	\$359,306		1,709	16.6%	\$347,799
	Other		102	1.0%	\$18,680		123	1.2%	\$27,850
			<b>All Services</b>	<b>13,732</b>	<b>10,473</b>			<b>\$9,767,144</b>	<b>13,600</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

BHS Site	Service Category	December 2018				January 2019			
		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		2,863	46.5%	\$678,218.80		3,105	48.6%	\$838,927
	B-Rehabilitation Services		770	12.5%	\$745,942.21		781	12.2%	\$796,729
	C-Medical Services		511	8.3%	\$68,144.29		599	9.4%	\$80,019
	D-Support Services		5,864	95.2%	\$1,690,176.35		6,178	96.6%	\$1,960,705
	E-Crisis Intervention Services		229	3.7%	\$149,375.49		230	3.6%	\$166,385
	F-Inpatient Services		148	2.4%	\$1,557,389.60		150	2.3%	\$1,546,804
	G-Residential Services		67	1.1%	\$336,673.15		71	1.1%	\$333,159
	H-Behavioral Health Day Programs		16	0.3%	\$4,119.98		14	0.2%	\$4,933
	J-Outpatient Services (UB92)		3	0.0%	\$1,004.32		2	0.0%	\$189
	P-Pharmacy		1,082	17.6%	\$222,536.29		1,074	16.8%	\$195,761
	Other		156	2.5%	\$5,562.66		170	2.7%	\$3,582
		<b>All Services</b>	<b>8,613</b>	<b>6,161</b>		<b>\$5,459,143</b>	<b>8,647</b>	<b>6,394</b>	
North	A-Treatment Services		520	48.2%	\$141,384		545	48.8%	\$177,379
	B-Rehabilitation Services		266	24.7%	\$108,461		278	24.9%	\$130,104
	C-Medical Services		74	6.9%	\$8,042		114	10.2%	\$15,032
	D-Support Services		1,035	95.9%	\$654,921		1,067	95.5%	\$701,433
	E-Crisis Intervention Services		4	0.4%	\$1,990		10	0.9%	\$2,477
	F-Inpatient Services		23	2.1%	\$213,581		26	2.3%	\$292,162
	G-Residential Services		12	1.1%	\$56,813		13	1.2%	\$76,949
	H-Behavioral Health Day Programs		1	0.1%	\$97		0	0.0%	\$0
	J-Outpatient Services (UB92)		0	0.0%	\$0		1	0.1%	\$358
	P-Pharmacy		146	13.5%	\$21,794		166	14.9%	\$27,571
	Other		10	0.9%	\$3,941		12	1.1%	\$916
		<b>All Services</b>	<b>1,404</b>	<b>1,079</b>		<b>\$1,211,024</b>	<b>1,421</b>	<b>1,117</b>	

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

BHS Site	Service Category	December 2018				January 2019			
		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		1,383	49.8%	\$427,409		1,520	51.7%	\$532,628
	B-Rehabilitation Services		196	7.1%	\$90,871		159	5.4%	\$92,377
	C-Medical Services		209	7.5%	\$30,108		304	10.3%	\$38,360
	D-Support Services		2,671	96.1%	\$878,215		2,868	97.6%	\$961,230
	E-Crisis Intervention Services		64	2.3%	\$59,208		79	2.7%	\$65,879
	F-Inpatient Services		93	3.3%	\$442,129		101	3.4%	\$548,882
	G-Residential Services		50	1.8%	\$393,636		64	2.2%	\$491,245
	H-Behavioral Health Day Programs		5	0.2%	\$6,247		1	0.0%	\$2,048
	J-Outpatient Services (UB92)		8	0.3%	\$4,236		10	15.5%	\$3,146
	P-Pharmacy		416	15.0%	\$80,683		455	0.7%	\$82,659
	Other		19	0.7%	\$2,480		20	0.7%	\$4,721
			<b>All Services</b>	<b>3,701</b>	<b>2,778</b>			<b>\$2,415,221</b>	<b>3,664</b>
STATEWIDE	A-Treatment Services		4,764	47.6%	\$1,247,012		5,167	49.5%	\$1,548,934
	B-Rehabilitation Services		1,231	12.3%	\$945,275		1,216	11.7%	\$1,019,210
	C-Medical Services		794	7.9%	\$106,294		1,017	9.7%	\$133,411
	D-Support Services		9,562	95.6%	\$3,223,312		10,098	96.8%	\$3,623,368
	E-Crisis Intervention Services		295	2.9%	\$210,573		319	3.1%	\$234,741
	F-Inpatient Services		264	2.6%	\$2,213,099		277	2.7%	\$2,387,847
	G-Residential Services		129	1.3%	\$787,123		148	1.4%	\$901,352
	H-Behavioral Health Day Programs		22	0.2%	\$10,465		15	0.1%	\$6,981
	J-Outpatient Services (UB92)		11	0.1%	\$5,240		13	0.1%	\$3,693
	P-Pharmacy		1,643	16.4%	\$325,014		1,694	16.2%	\$305,990
	Other		185	1.8%	\$11,983		202	1.9%	\$9,219
			<b>All Services</b>	<b>13,718</b>	<b>10,007</b>			<b>\$9,085,389</b>	<b>13,732</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

BHS Site	Service Category	February 2019				March 2019			
		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		3,011	47.7%	\$775,510		3,119	48.4%	\$787,552
	B-Rehabilitation Services		743	11.8%	\$752,855		823	12.8%	\$871,021
	C-Medical Services		514	8.1%	\$70,160		482	7.5%	\$65,278
	D-Support Services		6,037	95.6%	\$1,766,595		6,171	95.7%	\$1,896,724
	E-Crisis Intervention Services		211	3.3%	\$130,052		208	3.2%	\$142,318
	F-Inpatient Services		151	2.4%	\$1,173,290		149	2.3%	\$1,507,323
	G-Residential Services		61	1.0%	\$284,154		61	0.9%	\$301,201
	H-Behavioral Health Day Programs		10	0.2%	\$2,819		9	0.1%	\$2,169
	J-Outpatient Services (UB92)		1	0.0%	\$41		0	0.0%	\$0
	P-Pharmacy		1,052	16.7%	\$196,488		1,084	16.8%	\$205,141
	Other		22	0.3%	\$2,265		3	0.0%	\$1,671
	<b>All Services</b>	<b>8,519</b>	<b>6,317</b>		<b>\$5,154,229</b>	<b>8,613</b>	<b>6,448</b>		<b>\$5,780,397</b>
North	A-Treatment Services		526	48.6%	\$150,967		613	54.5%	\$183,141
	B-Rehabilitation Services		282	26.0%	\$109,809		268	23.8%	\$130,204
	C-Medical Services		100	9.2%	\$10,715		93	8.3%	\$11,114
	D-Support Services		1,039	95.9%	\$660,280		1,080	96.0%	\$759,128
	E-Crisis Intervention Services		5	0.5%	\$2,832		11	1.0%	\$3,603
	F-Inpatient Services		23	2.1%	\$157,790		25	2.2%	\$271,687
	G-Residential Services		11	1.0%	\$57,917		14	1.2%	\$68,819
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		0	0.0%	\$0		2	0.2%	\$430
	P-Pharmacy		155	14.3%	\$28,367		168	14.9%	\$28,464
	Other		8	0.7%	\$336		11	1.0%	\$832
	<b>All Services</b>	<b>1,398</b>	<b>1,083</b>		<b>\$1,179,012</b>	<b>1,404</b>	<b>1,125</b>		<b>\$1,457,421</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

BHS Site	Service Category	February 2019				March 2019			
		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		1,514	51.6%	\$496,826		1,585	52.5%	\$530,263
	B-Rehabilitation Services		176	6.0%	\$96,029		181	6.0%	\$111,194
	C-Medical Services		254	8.7%	\$30,007		270	8.9%	\$33,920
	D-Support Services		2,844	96.9%	\$888,602		2,901	96.0%	\$1,041,982
	E-Crisis Intervention Services		66	2.2%	\$60,730		63	2.1%	\$62,881
	F-Inpatient Services		92	3.1%	\$629,784		94	3.1%	\$627,410
	G-Residential Services		65	2.2%	\$528,645		69	2.3%	\$552,989
	H-Behavioral Health Day Programs		1	0.0%	\$2,097		1	0.0%	\$2,515
	J-Outpatient Services (UB92)		7	0.2%	\$2,249		10	0.3%	\$2,551
	P-Pharmacy		434	14.8%	\$73,575		423	14.0%	\$61,533
	Other		26	0.9%	\$5,251		25	0.8%	\$2,668
			<b>All Services</b>	<b>3,683</b>	<b>2,934</b>			<b>\$2,813,795</b>	<b>3,701</b>
STATEWIDE	A-Treatment Services		5,045	48.9%	\$1,423,303		5,313	50.3%	\$1,500,956
	B-Rehabilitation Services		1,200	11.6%	\$958,693		1,271	12.0%	\$1,112,419
	C-Medical Services		868	8.4%	\$110,881		845	8.0%	\$110,311
	D-Support Services		9,907	96.1%	\$3,315,477		10,138	95.9%	\$3,697,834
	E-Crisis Intervention Services		282	2.7%	\$193,614		282	2.7%	\$208,802
	F-Inpatient Services		265	2.6%	\$1,960,864		267	2.5%	\$2,406,420
	G-Residential Services		137	1.3%	\$870,716		144	1.4%	\$923,010
	H-Behavioral Health Day Programs		11	0.1%	\$4,916		10	0.1%	\$4,684
	J-Outpatient Services (UB92)		8	0.1%	\$2,290		12	0.1%	\$2,981
	P-Pharmacy		1,640	15.9%	\$298,431		1,674	15.8%	\$295,137
	Other		56	0.5%	\$7,851		39	0.4%	\$5,171
			<b>All Services</b>	<b>13,600</b>	<b>10,313</b>			<b>\$9,147,036</b>	<b>13,718</b>

Table IV: MCO-RBHA Reported Grievances and OALS Requests for Hearing for FFY2019 (Q1/2) October 1, 2018 - March 31, 2019

MCO-RBHA Quarter – Q1 : 10/1/18 – 12/31/18 Q2 : 1/1/19 – 3/31/19	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	1	1	0
Quarter 2	4	4	0
<b>Steward Health Choice (SHCA)/Health Choice Arizona (HCA)</b>			
Quarter 1	2	2	0
Quarter 2	2	2	0
<b>Mercy Care (MC)</b>			
Quarter 1	16	14	0
Quarter 2	16	12	0
<b>STATEWIDE</b>			
Quarter 1	19	17	0
Quarter 2	22	18	0