

September 28, 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 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) 2019
(October 1, 2018 – September 30, 2019)**

**October 2020
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:

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 by 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 four of the 2019 contract year (October 1, 2018 through September 30, 2019) 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:

Table I 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.

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 historical 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 will explore the opportunity for reporting this information after the upcoming statewide integration of behavioral services within CMDP, effective April 1, 2021.¹

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).

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

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.

Data

Table I: Unique CMDP Members Enrolled and Served in FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ²	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%
	Apr-19	8,586	6,447	75.1%
	May-19	8,644	6,464	74.8%
	Jun-19	8,616	6,164	71.5%
	Jul-19	8,628	6,458	74.8%
	Aug-19	8,664	6,324	73.0%
Sep-19	8,673	6,157	71.0%	
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%
	Apr-19	1,443	1,164	80.7%
	May-19	1,491	1,169	78.4%
	Jun-19	1,484	1,147	77.3%
	Jul-19	1,511	1,155	76.4%
	Aug-19	1,491	1,148	77.0%
Sep-19	1,535	1,157	75.4%	
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%
	Apr-19	3,740	3,013	80.6%
	May-19	3,830	3,111	81.2%
	Jun-19	3,817	3,140	82.3%
	Jul-19	3,858	3,160	81.9%
	Aug-19	3,908	3,076	78.7%
Sep-19	3,874	3,109	80.3%	

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

Table I: Unique CMDP Members Enrolled and Served in
FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ³	Percent of Foster Care Eligible Members Served
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%
	Apr-19	13,769	10,599	77.0%
	May-19	13,965	10,726	76.8%
	Jun-19	13,917	10,439	75.0%
	Jul-19	13,997	10,743	76.8%
	Aug-19	14,063	10,525	74.8%
	Sep-19	14,082	10,405	73.9%

³ 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 FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

Month-Year	Central	North	South	STATEWIDE
<i>Oct-18</i>	631	108	292	1,031
<i>Nov-18</i>	478	87	216	781
<i>Dec-18</i>	437	75	193	705
<i>Jan-19</i>	484	91	207	782
<i>Feb-19</i>	428	62	244	734
<i>Mar-19</i>	488	81	243	812
<i>Apr-19</i>	507	97	262	866
<i>May-19</i>	545	113	294	952
<i>Jun-19</i>	449	101	222	772
<i>Jul-19</i>	489	94	275	858
<i>Aug-19</i>	557	89	297	943
<i>Sep-19</i>	431	109	243	783

Table II-A: Number of Disenrolled CMDP Members for⁴
FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

		Number of Unique CMDP Members	Percent of Unique CMDP Members
Members Immediately Enrolled in another AHCCCS Health Plan			
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%
Quarter 3 (4/1/19 – 6/30/19)	Apr-19	770	96.3%
	May-19	882	98.1%
	Jun-19	796	98.4%
Quarter 4 (7/1/19 – 9/30/19)	Jul-19	896	98.5%
	Aug-19	776	98.5%
	Sep-19	815	98.5%
Members Not Immediately Enrolled in another AHCCCS Health Plan			
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%
Quarter 3 (4/1/19 – 6/30/19)	Apr-19	30	3.8%
	May-19	17	1.9%
	Jun-19	13	1.6%
Quarter 4 (7/1/19 – 9/30/19)	Jul-19	14	1.5%
	Aug-19	12	1.5%
	Sep-19	12	1.5%
	Total all CMDP Disenrolled Members:	10,456	

⁴ 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 Category⁵ for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

GSA	Service Category	October 2018				November 2018			
		Unique Members Enrolled ⁶	Unique Members Served	Percentage Received Service Category	Total Encounter Value	Unique Members Enrolled ⁶	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
	All Services	8,988	6,435		\$5,341,925	8,734	6,283		\$5,761,792
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
	All Services	1,413	1,065		\$1,373,704	1,388	1,059		\$1,266,119

⁵ 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."

⁶ A data transfer error in the first quarter was corrected which resulted in a revised number of "Unique Members Enrolled" for October 2018, November 2018 and December 2018.

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

GSA	Service Category	October 2018				November 2018			
		Unique Members Enrolled ⁷	Unique Members Served	Percentage Received Service Category	Total Encounter Value	Unique Members Enrolled ⁷	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	0.5%	\$2,422		10	0.3%	\$2,156
	P-Pharmacy		451	15.1%	\$88,195		431	14.6%	\$86,430
	Other		16	0.5%	\$5,472		16	0.5%	\$1,355
	All Services	3,883	2,990		\$3,051,515	3,785	2,951		\$2,717,556
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
	All Services	14,284	10,473		\$9,767,144	13,907	10,276		\$9,745,467

⁷ A data transfer error in the first quarter was corrected which resulted in a revised number of "Unique Members Enrolled" for October 2018, November 2018 and December 2018.

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	December 2018				January 2019			
		Unique Members Enrolled ⁸	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		2,863	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
	All Services	8,596	6,161		\$5,459,143	8,647	6,394		\$5,927,192
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
	All Services	1,384	1,079		\$1,211,024	1,421	1,117		\$1,424,380

⁸ A data transfer error in the first quarter was corrected which resulted in a revised number of "Unique Members Enrolled" for October 2018, November 2018 and December 2018.

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	December 2018				January 2019			
		Unique Members Enrolled ⁹	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,383	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	0.7%	\$3,146
	P-Pharmacy		416	15.0%	\$80,683		455	15.5%	\$82,659
	Other		19	0.7%	\$2,480		20	0.7%	\$4,721
	All Services	3,675	2,778		\$2,415,221	3,664	2,939		\$2,823,173
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
	All Services	13,655	10,007		\$9,085,389	13,732	10,433		\$10,174,746

⁹ A data transfer error in the first quarter was corrected which resulted in a revised number of "Unique Members Enrolled" for October 2018, November 2018 and December 2018.

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	February 2019				March 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		3,011	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
	All Services	8,519	6,317		\$5,154,229	8,613	6,448		\$5,780,397
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
	All Services	1,398	1,083		\$1,179,012	1,404	1,125		\$1,457,421

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	February 2019				March 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,514	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
		All Services	3,683	2,934		\$2,813,795	3,701	3,021	
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
		All Services	13,600	10,313		\$9,147,036	13,718	10,572	

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	April 2019				May 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		3,273	50.8%	\$854,983		3,167	49.0%	\$795,634
	B-Rehabilitation Services		773	12.0%	\$773,636		819	12.7%	\$753,888
	C-Medical Services		573	8.9%	\$77,518		562	8.7%	\$73,425
	D-Support Services		6,158	95.5%	\$1,869,673		6,203	96.0%	\$1,877,087
	E-Crisis Intervention Services		229	3.6%	\$137,996		214	3.3%	\$149,075
	F-Inpatient Services		158	2.5%	\$1,977,585		163	2.5%	\$1,618,527
	G-Residential Services		38	0.6%	\$188,792		64	1.0%	\$292,894
	H-Behavioral Health Day Programs		10	0.2%	\$2,332		12	0.2%	\$2,574
	J-Outpatient Services (UB92)		2	0.0%	\$473		2	0.0%	\$1,232
	P-Pharmacy		1,094	17.0%	\$237,092		1,100	17.0%	\$244,050
	Other		2	0.0%	\$1,986		0	0.0%	\$0
	All Services	8,586	6,447		\$6,122,067	8,644	6,464		\$5,808,387
North	A-Treatment Services		672	57.7%	\$214,556		632	54.1%	\$218,218
	B-Rehabilitation Services		272	23.4%	\$132,875		284	24.3%	\$138,322
	C-Medical Services		116	10.0%	\$13,061		110	9.4%	\$12,212
	D-Support Services		1,114	95.7%	\$732,533		1,107	94.7%	\$749,968
	E-Crisis Intervention Services		12	1.0%	\$4,068		11	0.9%	\$3,719
	F-Inpatient Services		30	2.6%	\$367,519		33	2.8%	\$285,986
	G-Residential Services		10	0.9%	\$48,463		7	0.6%	\$33,150
	H-Behavioral Health Day Programs		0	0.0%	\$0		1	0.1%	\$64
	J-Outpatient Services (UB92)		0	0.0%	\$0		1	0.1%	\$288
	P-Pharmacy		184	15.8%	\$31,545		180	15.4%	\$28,830
	Other		16	1.4%	\$892		13	1.1%	\$719
	All Services	1,443	1,164		\$1,545,512	1,491	1,169		\$1,471,475

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	April 2019				May 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,601	53.1%	\$556,483		1,548	49.8%	\$531,890
	B-Rehabilitation Services		176	5.8%	\$95,050		170	5.5%	\$96,555
	C-Medical Services		269	8.9%	\$33,206		263	8.5%	\$34,179
	D-Support Services		2,926	97.1%	\$1,042,539		3,007	96.7%	\$1,119,078
	E-Crisis Intervention Services		61	2.0%	\$48,564		85	2.7%	\$64,564
	F-Inpatient Services		95	3.2%	\$538,859		93	3.0%	\$605,962
	G-Residential Services		69	2.3%	\$538,142		69	2.2%	\$490,641
	H-Behavioral Health Day Programs		1	0.0%	\$2,552		6	0.2%	\$4,513
	J-Outpatient Services (UB92)		6	0.3%	\$2,919		13	0.4%	\$4,610
	P-Pharmacy		446	14.8%	\$61,708		422	13.6%	\$71,542
	Other		9	0.3%	\$1,725		15	0.5%	\$1,263
	All Services	3,740	3,013		\$2,921,745	3,830	3,111		\$3,024,797
STATEWIDE	A-Treatment Services		5,538	52.3%	\$1,626,022		5,338	49.8%	\$1,545,742
	B-Rehabilitation Services		1,219	11.5%	\$1,001,561		1,272	11.9%	\$988,764
	C-Medical Services		958	9.0%	\$123,785		935	8.7%	\$119,816
	D-Support Services		10,174	96.0%	\$3,644,745		10,302	96.0%	\$3,746,133
	E-Crisis Intervention Services		302	2.8%	\$190,628		309	2.9%	\$217,358
	F-Inpatient Services		283	2.7%	\$2,883,962		288	2.7%	\$2,510,476
	G-Residential Services		117	1.1%	\$775,397		139	1.3%	\$816,685
	H-Behavioral Health Day Programs		11	0.1%	\$4,884		19	0.2%	\$7,151
	J-Outpatient Services (UB92)		8	0.1%	\$3,392		16	0.1%	\$6,131
	P-Pharmacy		1,722	16.2%	\$330,345		1,701	15.9%	\$344,422
	Other		27	0.3%	\$4,603		28	0.3%	\$1,982
	All Services	13,769	10,599		\$10,589,324	13,965	10,726		\$10,304,659

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	June 2019				July 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		2,745	44.5%	\$629,114		2,959	45.8%	\$768,069
	B-Rehabilitation Services		785	12.7%	\$607,240		793	12.3%	\$806,874
	C-Medical Services		444	7.2%	\$56,141		524	8.1%	\$69,912
	D-Support Services		5,808	94.2%	\$1,535,451		6,180	95.7%	\$1,980,234
	E-Crisis Intervention Services		174	2.8%	\$107,479		199	3.1%	\$149,432
	F-Inpatient Services		166	2.7%	\$1,498,159		184	2.8%	\$1,700,865
	G-Residential Services		60	1.0%	\$267,750		71	1.1%	\$307,080
	H-Behavioral Health Day Programs		15	0.2%	\$2,138		25	0.4%	\$4,409
	J-Outpatient Services (UB92)		3	0.0%	\$465		3	0.0%	\$3,186
	P-Pharmacy		1,040	16.9%	\$229,357		1,053	16.3%	\$246,501
	Other		0	0.0%	\$0		1	0.0%	\$109
		All Services	8,616	6,164		\$4,933,294	8,628	6,458	
North	A-Treatment Services		630	54.9%	\$196,634		633	54.8%	\$206,480
	B-Rehabilitation Services		273	23.8%	\$193,015		264	22.9%	\$158,989
	C-Medical Services		89	7.8%	\$10,362		103	8.9%	\$12,422
	D-Support Services		1,102	96.1%	\$707,821		1,109	96.0%	\$758,005
	E-Crisis Intervention Services		4	0.3%	\$1,406		12	1.0%	\$6,782
	F-Inpatient Services		36	3.1%	\$291,106		39	3.4%	\$199,522
	G-Residential Services		7	0.6%	\$37,854		14	1.2%	\$63,197
	H-Behavioral Health Day Programs		0	0.0%	\$0		2	0.2%	\$243
	J-Outpatient Services (UB92)		0	0.0%	\$0		1	0.1%	\$617
	P-Pharmacy		180	15.7%	\$31,013		170	14.7%	\$31,779
	Other		12	1.0%	\$738		17	1.5%	\$1,124
		All Services	1,484	1,147		\$1,469,949	1,511	1,155	

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	June 2019				July 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,592	50.7%	\$522,792		1,595	50.5%	\$560,404
	B-Rehabilitation Services		151	4.8%	\$125,392		147	4.7%	\$132,898
	C-Medical Services		279	8.9%	\$33,579		267	8.4%	\$33,785
	D-Support Services		3,024	96.3%	\$1,225,334		3,078	97.4%	\$1,326,733
	E-Crisis Intervention Services		81	2.6%	\$60,991		70	2.2%	\$71,511
	F-Inpatient Services		103	3.3%	\$835,347		107	3.4%	\$692,130
	G-Residential Services		76	2.4%	\$541,130		77	2.4%	\$580,355
	H-Behavioral Health Day Programs		7	0.2%	\$7,848		6	0.2%	\$9,075
	J-Outpatient Services (UB92)		13	0.4%	\$3,461		10	0.9%	\$6,868
	P-Pharmacy		411	13.1%	\$69,034		420	13.3%	\$74,100
	Other		30	1.0%	\$2,543		27	0.9%	\$2,125
	All Services	3,817	3,140		\$3,427,450	3,858	3,160		\$3,489,983
STATEWIDE	A-Treatment Services		4,964	47.6%	\$1,348,540		5,180	48.2%	\$1,534,953
	B-Rehabilitation Services		1,205	11.5%	\$925,647		1,198	11.2%	\$1,098,761
	C-Medical Services		812	7.8%	\$100,082		894	8.3%	\$116,119
	D-Support Services		9,926	95.1%	\$3,468,606		10,347	96.3%	\$4,064,971
	E-Crisis Intervention Services		259	2.5%	\$169,876		281	2.6%	\$227,724
	F-Inpatient Services		304	2.9%	\$2,624,613		330	3.1%	\$2,592,516
	G-Residential Services		142	1.4%	\$846,734		158	1.5%	\$950,632
	H-Behavioral Health Day Programs		22	0.2%	\$9,985		33	0.3%	\$13,728
	J-Outpatient Services (UB92)		16	0.2%	\$3,926		14	0.1%	\$10,671
	P-Pharmacy		1,629	15.6%	\$329,404		1,640	15.3%	\$352,380
	Other		42	0.4%	\$3,281		45	0.4%	\$3,358
	All Services	13,917	10,439		\$9,830,693	13,997	10,743		\$10,965,813

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	August 2019				September 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
Central	A-Treatment Services		3,021	47.8%	\$749,501		2,925	47.5%	\$693,125
	B-Rehabilitation Services		748	11.8%	\$658,446		656	10.7%	\$690,946
	C-Medical Services		527	8.3%	\$71,450		517	8.4%	\$68,751
	D-Support Services		6,014	95.1%	\$1,629,320		5,778	93.8%	\$1,657,689
	E-Crisis Intervention Services		216	3.4%	\$147,441		200	3.2%	\$115,225
	F-Inpatient Services		174	2.8%	\$1,551,503		180	2.9%	\$1,814,745
	G-Residential Services		45	0.7%	\$175,979		57	0.9%	\$284,070
	H-Behavioral Health Day Programs		22	0.3%	\$5,993		23	0.4%	\$4,210
	J-Outpatient Services (UB92)		5	0.1%	\$5,290		5	0.1%	\$3,937
	P-Pharmacy		1,046	16.5%	\$249,947		1,071	17.4%	\$243,047
	Other		3	0.0%	\$334		1	0.0%	\$16
	All Services		8,664	6,324			\$5,245,205	8,673	6,157
North	A-Treatment Services		615	53.6%	\$196,303		640	55.3%	\$213,297
	B-Rehabilitation Services		277	24.1%	\$139,116		261	22.6%	\$135,834
	C-Medical Services		116	10.1%	\$14,413		124	10.7%	\$13,556
	D-Support Services		1,091	95.0%	\$686,795		1,099	95.0%	\$659,679
	E-Crisis Intervention Services		13	1.1%	\$3,978		19	1.6%	\$4,588
	F-Inpatient Services		38	3.3%	\$249,016		34	2.9%	\$195,290
	G-Residential Services		13	1.1%	\$65,031		12	1.0%	\$61,923
	H-Behavioral Health Day Programs		1	0.1%	\$79		0	0.0%	\$0
	J-Outpatient Services (UB92)		6	0.5%	\$2,395		5	0.4%	\$2,063
	P-Pharmacy		158	13.8%	\$29,964		162	14.0%	\$32,174
	Other		26	2.3%	\$3,092		26	2.2%	\$2,300
	All Services		1,491	1,148			\$1,390,183	1,535	1,157

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

BHS Site	Service Category	August 2019				September 2019			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category ¹	Total Encounter Value
South	A-Treatment Services		1,582	51.4%	\$538,615		1,489	47.9%	\$487,214
	B-Rehabilitation Services		180	5.9%	\$119,909		206	6.6%	\$131,273
	C-Medical Services		292	9.5%	\$38,026		265	8.5%	\$31,830
	D-Support Services		2,978	96.8%	\$1,225,001		3,019	97.1%	\$1,193,572
	E-Crisis Intervention Services		55	1.8%	\$45,360		79	2.5%	\$51,712
	F-Inpatient Services		91	3.0%	\$672,428		89	2.9%	\$696,584
	G-Residential Services		73	2.4%	\$548,193		64	2.1%	\$421,879
	H-Behavioral Health Day Programs		4	0.1%	\$3,429		3	0.1%	\$1,781
	J-Outpatient Services (UB92)		12	0.4%	\$4,518		15	0.5%	\$5,234
	P-Pharmacy		424	13.8%	\$79,242		433	13.9%	\$78,424
	Other		23	0.7%	\$1,799		29	0.9%	\$1,919
	All Services	3,908	3,076		\$3,276,521	3,874	3,109		\$3,101,421
STATEWIDE	A-Treatment Services		5,210	49.5%	\$1,484,419		5,051	48.5%	\$1,393,637
	B-Rehabilitation Services		1,204	11.4%	\$917,471		1,123	10.8%	\$958,053
	C-Medical Services		935	8.9%	\$123,890		906	8.7%	\$114,137
	D-Support Services		10,064	95.6%	\$3,541,116		9,880	95.0%	\$3,510,940
	E-Crisis Intervention Services		284	2.7%	\$196,779		298	2.9%	\$171,525
	F-Inpatient Services		302	2.9%	\$2,472,946		303	2.9%	\$2,706,619
	G-Residential Services		130	1.2%	\$789,204		133	1.3%	\$767,872
	H-Behavioral Health Day Programs		27	0.3%	\$9,502		26	0.2%	\$5,991
	J-Outpatient Services (UB92)		23	0.2%	\$12,203		25	0.2%	\$11,234
	P-Pharmacy		1,628	15.5%	\$359,154		1,665	16.0%	\$353,644
	Other		52	0.5%	\$5,225		56	0.5%	\$4,234
	All Services	14,063	10,525		\$9,911,908	14,082	10,405		\$9,997,886

Table IV: MCO-RBHA Reported Grievances and OALS Requests for Hearing for FFY2019 (Q1 – Q4) October 1, 2018 – September 30, 2019

MCO-RBHA Quarter – Q1 : 10/1/18 – 12/31/18 Q2 : 1/1/19 – 3/31/19 Q3: 4/1/19 – 6/30/19 Q4: 7/1/19 – 9/30/19	Grievances – RBHA Self-Reported		Request for Hearing - OALS System
	<i>Number of Grievances</i>	<i>Number of Members</i>	<i>Number of Requests</i>
Arizona Complete Health (AZCH)			
Quarter 1	1	1	0
Quarter 2	4	4	0
Quarter 3	7	7	0
Quarter 4	9	9	0
Steward Health Choice (SHCA)			
Quarter 1	2	2	0
Quarter 2	2	2	0
Quarter 3	1	1	0
Quarter 4	2	2	0
Mercy Care (MC)			
Quarter 1	16	14	0
Quarter 2	16	12	0
Quarter 3	12	11	0
Quarter 4	7	6	0
STATEWIDE			
Quarter 1	19	17	0
Quarter 2	22	18	0
Quarter 3	20	19	0
Quarter 4	18	17	0