

May 13, 2024

The Honorable Katie Hobbs
Governor of Arizona
1700 W. Washington
Phoenix, AZ 85007

Dear Governor Hobbs:

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 Department of Child Safety – Comprehensive Health Plan and Dental Program, now known as DCS-Comprehensive Health Program (CHP):

1. The number and percentage of children in the DCS-CHP who have received behavioral health services, excluding the original assessment, 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,



Carmen Heredia
Cabinet Executive Officer and Executive Deputy Director

Cc: The Honorable Steve Montenegro, Chairperson, House Health & Human Committee
The Honorable T.J. Shope, Chairperson, Senate Health & Human Services Committee
Sarah Brown, Director, Governor's Office of Strategic Planning and Budgeting
Richard Stavneak, Director, Joint Legislative Budget Committee
Zaida Dedolph Picoro, Health Policy Advisor, Office of the Governor



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

**For the Period:
Federal Fiscal Year (FFY) 2023
Quarter One and Quarter Two
(October 1, 2022 – March 31, 2023)**

**April 2024
Carmen Heredia,
Cabinet Executive Officer and Executive Deputy Director**

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Background

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

1. The number and percentage of children in the comprehensive medical 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 DCS CHP (referred to hereafter as the DCS CHP Report) is presented by quarter with data provided by month for each quarter. Starting in April 2021, Mercy Care DCS CHP succeeded the RBHAs as the sole integrated sub-contractor for DCS CHP. AHCCCS requires the completion of at least a six-month data lag before reporting statistics to provide sufficient time for claims to work through the system from provider to the Mercy Care DCS CHP, and from the Mercy Care DCS CHP 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 provide complete information to stakeholders. As such, AHCCCS presents this report for quarters one and two of the 2023 federal fiscal year (October 1, 2022 through March 31, 2023) by month.

The requirements for the DCS CHP Report are further explained below:

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

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

1. *The number and percentage of children in the comprehensive medical and dental program who have received behavioral health services, excluding the original assessment, through a regional behavioral health authority as of the end of each month.*

Table I, Unique DCS CHP Members Enrolled and Served, provides the data requested in item one. With this report submission, only children who received services in the stated month are counted in the calculation for this table.

2. *The number of new behavioral health cases opened each month, the total number of cases that remain open from the current and previous months and the total number of cases that have been closed each month.*

Table II, Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide, provides an equivalent proxy for the data requested in item two regarding the number of new behavioral health cases opened each month by presenting the number of new DCS CHP enrollees each month.

All enrolled DCS CHP children are expected to receive an initial behavioral health assessment and all AHCCCS members have access to medically necessary behavioral health services at any time during their eligibility and enrollment.

To help illustrate this, AHCCCS has added Table II-A Number of Disenrolled DCS CHP Members. This table provides data as to how many DCS CHP members disenrolled from DCS CHP; and of those who disenrolled from DCS CHP, the percentage of these members who transitioned directly into other AHCCCS health plans. The transition to another plan, while remaining on AHCCCS, emphasizes that behavioral health services continue to be available when needed.

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

Table III, Monthly Utilization of DCS CHP Members by Service Category, provides the data requested in item three.

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

Regarding item four, the language related to Notice of Action was changed to Notice of Adverse Benefit Determination.² The number and reasons for notices of adverse benefit determination for quarters one through four are presented in tables IV and V. When members elect to appeal these notices of adverse benefit determination, the outcomes would be demonstrated in item five.

Table IV, Reported Notices of Adverse Benefit Determination, includes the number of notices of adverse benefit determination for denials, suspensions, terminations reported by the Mercy Care DCS CHP for item four.

² AHCCCS changed the terminology related to notice of action in policy and contract as a result of the amended Medicaid managed care rules and to reduce confusion for members, RBHAs and Managed Care Organizations.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table V, Reported Reasons for Notices of Adverse Benefit Determination, provides the reasons for notices of adverse benefit determination reported by the Mercy Care DCS CHP for item four.

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.*

Data presented for item five represents the number of appeals received in a month, the outcomes of those appeals and the final decisions on those appeals. AHCCCS does not collect or have a current equivalent proxy for the cost of each service appealed.

Table VI, Reported Number of Appeals, provides data for item five related to the number of appeals filed as reported by the Mercy Care DCS CHP. The number of appeals received in a month will not correspond to the number of notices of adverse benefit determination received in a month; members do not choose to appeal all notices of adverse benefit determination and are provided with a window of time to choose to appeal determinations as part of the appeals process.

Tables VII and VIII, Reported Number of Standard and Expedited Appeal Outcomes, includes data for item five related to the outcomes of appeals reported by the Mercy Care DCS CHP.

Table IX, Final Decisions Reached by the AHCCCS Director, provides data for item five related to final decisions reached by the AHCCCS Director.

Tables I through IX begin on the following page.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table I: Unique DCS CHP Members Enrolled and Served in FFY 2023

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ³	Percent of Foster Care Eligible Members Served
Central	Oct-22	8,243	4,346	52.7%
	Nov-22	7,357	4,193	57.0%
	Dec-22	7,041	4,063	57.7%
	Jan-23	6,836	4,202	61.5%
	Feb-23	6,804	4,099	60.2%
	Mar-23	6,692	4,175	62.4%
North	Oct-22	1,470	978	66.5%
	Nov-22	1,277	915	71.7%
	Dec-22	1,247	906	72.7%
	Jan-23	1,217	885	72.7%
	Feb-23	1,212	858	70.8%
	Mar-23	1,198	898	75.0%
South	Oct-22	4,376	2,869	65.6%
	Nov-22	3,904	2,733	70.0%
	Dec-22	3,758	2,724	72.5%
	Jan-23	3,631	2,715	74.8%
	Feb-23	3,622	2,623	72.4%
	Mar-23	3,531	2,628	74.4%
STATEWIDE	Oct-22	14,089	8,188	58.1%
	Nov-22	12,538	7,836	62.5%
	Dec-22	12,046	7,687	63.8%
	Jan-23	11,684	7,791	66.7%
	Feb-23	11,638	7,575	65.1%
	Mar-23	11,421	7,697	67.4%

³ The statewide total will not equal the summation of the three GSAs due to a limited number of members moving between Geographic Service Areas during the year.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2023

Month-Year	Central	North	South	STATEWIDE
Oct-22	142	31	69	242
Nov-22	136	27	55	218
Dec-22	108	28	60	196
Jan-23	133	22	62	217
Feb-23	99	20	44	163
Mar-23	120	22	54	196

Table II-A: Number of Disenrolled DCS CHP Members for FFY 2023⁴

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/22 – 12/31/22)	Oct-22	1,093	99.4%
	Nov-22	975	99.2%
	Dec-22	839	99.3%
Quarter 2 (1/1/23 – 3/31/23)	Jan-23	655	98.6%
	Feb-23	705	99.6%
	Mar-23	817	98.9%
Members Not Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/22 – 12/31/22)	Oct-22	7	0.6%
	Nov-22	8	0.8%
	Dec-22	6	0.7%
Quarter 2 (1/1/23 – 3/31/23)	Jan-23	9	1.4%
	Feb-23	3	0.4%
	Mar-23	9	1.1%

⁴ During the COVID-19 public health emergency, members only lost their Medicaid eligibility when they voluntarily withdrew, moved out of the State of Arizona, or were deceased.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category⁵ for FFY 2023

GSA	Service Category	October 2022				November 2022			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services	8,243	2,109	48.5%	\$849,191	7,357	1,942	46.3%	\$793,050
	B-Rehabilitation Services		595	13.7%	\$477,960		564	13.5%	\$417,380
	C-Medical Services		744	17.1%	\$202,056		690	16.5%	\$185,696
	D-Support Services		3,835	88.2%	\$1,205,880		3,731	89.0%	\$1,152,099
	E-Crisis Intervention Services		187	4.3%	\$245,369		162	3.9%	\$230,325
	F-Inpatient Services		185	4.3%	\$1,534,555		179	4.3%	\$1,590,903
	G-Residential Services		47	1.1%	\$284,509		45	1.1%	\$306,305
	H-Behavioral Health Day Programs		2	0.0%	\$231		2	0.0%	\$231
	J-Outpatient Services (UB92)		64	1.5%	\$41,456		52	1.2%	\$29,469
	P-Pharmacy		801	18.4%	\$127,885		787	18.8%	\$127,904
	Other		558	12.8%	\$236,666		473	11.3%	\$208,288
	All Services		8,243	4,346			\$5,205,758	7,357	4,193
North	A-Treatment Services	1,470	507	51.8%	\$175,600	1,277	446	48.7%	\$146,034
	B-Rehabilitation Services		207	21.2%	\$79,261		193	21.1%	\$74,077
	C-Medical Services		145	14.8%	\$28,037		134	14.6%	\$25,526
	D-Support Services		909	92.9%	\$319,133		864	94.4%	\$281,211
	E-Crisis Intervention Services		26	2.7%	\$28,025		24	2.6%	\$29,288
	F-Inpatient Services		40	4.1%	\$298,755		41	4.5%	\$278,005
	G-Residential Services		5	0.5%	\$39,724		4	0.4%	\$20,297
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		21	2.1%	\$10,741		9	1.0%	\$8,316
	P-Pharmacy		186	19.0%	\$28,934		177	19.3%	\$27,395
	Other		99	10.1%	\$133,488		98	10.7%	\$123,832
	All Services		1,470	978			\$1,141,697	1,277	915

⁵ Support Services include case management, which historically has been the largest volume service among behavioral health services delivered to members.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

GSA	Service Category	October 2022				November 2022			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
South	A-Treatment Services	4,376	1,272	44.3%	\$453,245	3,904	1,256	46.0%	\$463,167
	B-Rehabilitation Services		222	7.7%	\$161,918		203	7.4%	\$126,910
	C-Medical Services		341	11.9%	\$73,434		294	10.8%	\$60,488
	D-Support Services		2,736	95.4%	\$682,276		2,588	94.7%	\$591,435
	E-Crisis Intervention Services		75	2.6%	\$100,642		76	2.8%	\$83,155
	F-Inpatient Services		111	3.9%	\$607,413		111	4.1%	\$639,920
	G-Residential Services		30	1.0%	\$280,549		34	1.2%	\$323,124
	H-Behavioral Health Day Programs		2	0.1%	\$4,221		2	0.1%	\$3,922
	J-Outpatient Services (UB92)		47	1.6%	\$32,005		39	1.4%	\$21,471
	P-Pharmacy		374	13.0%	\$68,957		381	13.9%	\$73,792
	Other		263	9.2%	\$188,292		237	8.7%	\$167,456
	All Services	4,376	2,869		\$2,652,951	3,904	2,733		\$2,554,839
STATEWIDE	A-Treatment Services	14,089	3,887	47.5%	\$1,478,036	12,538	3,642	46.5%	\$1,402,252
	B-Rehabilitation Services		1,023	12.5%	\$719,139		960	12.3%	\$618,368
	C-Medical Services		1,230	15.0%	\$303,526		1,117	14.3%	\$271,709
	D-Support Services		7,479	91.3%	\$2,207,289		7,179	91.6%	\$2,024,745
	E-Crisis Intervention Services		287	3.5%	\$374,036		261	3.3%	\$342,768
	F-Inpatient Services		335	4.1%	\$2,440,723		331	4.2%	\$2,508,829
	G-Residential Services		82	1.0%	\$604,782		83	1.1%	\$649,725
	H-Behavioral Health Day Programs		4	0.0%	\$4,452		4	0.1%	\$4,153
	J-Outpatient Services (UB92)		132	1.6%	\$84,202		100	1.3%	\$59,256
	P-Pharmacy		1,360	16.6%	\$225,775		1,343	17.1%	\$229,091
	Other		920	11.2%	\$558,446		808	10.3%	\$499,575
	All Services	14,089	8,188		\$9,000,406	12,538	7,836		\$8,610,472

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	December 2022				January 2023			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services	7,041	1,922	47.3%	\$765,171	6,836	1,969	46.9%	\$876,339
	B-Rehabilitation Services		518	12.7%	\$457,348		581	13.8%	\$498,384
	C-Medical Services		689	17.0%	\$186,279		719	17.1%	\$193,556
	D-Support Services		3,627	89.3%	\$1,127,676		3,781	90.0%	\$1,219,295
	E-Crisis Intervention Services		146	3.6%	\$205,709		192	4.6%	\$240,135
	F-Inpatient Services		165	4.1%	\$1,704,365		193	4.6%	\$1,992,474
	G-Residential Services		43	1.1%	\$296,943		43	1.0%	\$310,173
	H-Behavioral Health Day Programs		1	0.0%	\$84		3	0.1%	\$540
	J-Outpatient Services (UB92)		51	1.3%	\$29,601		51	1.2%	\$36,055
	P-Pharmacy		769	18.9%	\$132,161		790	18.8%	\$124,443
	Other		456	11.2%	\$201,077		494	11.8%	\$181,992
	All Services		7,041	4,063			\$5,106,414	6,836	4,202
North	A-Treatment Services	1,247	452	49.9%	\$156,640	1,217	454	51.3%	\$145,076
	B-Rehabilitation Services		162	17.9%	\$83,989		168	19.0%	\$68,595
	C-Medical Services		113	12.5%	\$22,782		124	14.0%	\$26,821
	D-Support Services		845	93.3%	\$266,172		831	93.9%	\$261,822
	E-Crisis Intervention Services		26	2.9%	\$35,229		19	2.1%	\$19,722
	F-Inpatient Services		43	4.7%	\$308,644		43	4.9%	\$257,452
	G-Residential Services		5	0.6%	\$31,687		4	0.5%	\$35,031
	H-Behavioral Health Day Programs		0	0.0%	0		0	0.0%	\$0
	J-Outpatient Services (UB92)		8	0.9%	\$4,320		8	0.9%	\$4,875
	P-Pharmacy		156	17.2%	\$24,455		155	17.5%	\$21,759
	Other		88	9.7%	\$99,327		81	9.2%	\$97,066
	All Services		1,247	906			\$1,033,244	1,217	885

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	December 2022				January 2023			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
South	A-Treatment Services	3,758	1,247	45.8%	\$442,152	3,631	1,259	46.4%	\$504,113
	B-Rehabilitation Services		232	8.5%	\$120,598		233	8.6%	\$145,594
	C-Medical Services		299	11.0%	\$62,002		327	12.0%	\$69,627
	D-Support Services		2,565	94.2%	\$596,666		2,605	95.9%	\$601,228
	E-Crisis Intervention Services		76	2.8%	\$92,051		63	2.3%	\$78,057
	F-Inpatient Services		105	3.9%	\$584,864		114	4.2%	\$583,582
	G-Residential Services		34	1.2%	\$257,523		31	1.1%	\$240,009
	H-Behavioral Health Day Programs		2	0.1%	\$3,714		3	0.1%	\$5,699
	J-Outpatient Services (UB92)		38	1.4%	\$24,750		37	1.4%	\$29,193
	P-Pharmacy		363	13.3%	\$68,363		364	13.4%	\$60,128
	Other		206	7.6%	\$161,194		237	8.7%	\$190,276
	All Services		3,758	2,724			\$2,413,878	3,631	2,715
STATEWIDE	A-Treatment Services	12,046	3,620	47.1%	\$1,363,963	11,684	3,678	47.2%	\$1,525,528
	B-Rehabilitation Services		911	11.9%	\$661,935		981	12.6%	\$712,573
	C-Medical Services		1,101	14.3%	\$271,063		1,170	15.0%	\$290,003
	D-Support Services		7,032	91.5%	\$1,990,514		7,210	92.5%	\$2,082,345
	E-Crisis Intervention Services		248	3.2%	\$332,990		274	3.5%	\$337,915
	F-Inpatient Services		313	4.1%	\$2,597,873		350	4.5%	\$2,833,508
	G-Residential Services		82	1.1%	\$586,153		78	1.0%	\$585,213
	H-Behavioral Health Day Programs		3	0.0%	\$3,798		6	0.1%	\$6,240
	J-Outpatient Services (UB92)		97	1.3%	\$58,671		96	1.2%	\$70,123
	P-Pharmacy		1,286	16.7%	\$224,979		1,308	16.8%	\$206,330
	Other		749	9.7%	\$461,597		809	10.4%	\$469,334
	All Services		12,046	7,687			\$8,553,537	11,684	7,791

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	February 2023				March 2023			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services		1,916	46.7%	\$805,619		2,071	49.6%	\$906,355
	B-Rehabilitation Services		558	13.6%	\$475,865		615	14.7%	\$570,744
	C-Medical Services		714	17.4%	\$182,650		736	17.6%	\$198,339
	D-Support Services		3,649	89.0%	\$1,164,253		3,769	90.3%	\$1,253,081
	E-Crisis Intervention Services		202	4.9%	\$250,389		223	5.3%	\$227,267
	F-Inpatient Services		205	5.0%	\$1,749,215		197	4.7%	\$1,921,361
	G-Residential Services		50	1.2%	\$285,339		54	1.3%	\$354,895
	H-Behavioral Health Day Programs		0	0.0%	\$0		1	0.0%	\$231
	J-Outpatient Services (UB92)		51	1.2%	\$33,825		53	1.3%	\$35,410
	P-Pharmacy		771	18.8%	\$124,547		816	19.5%	\$128,517
	Other		514	12.5%	\$178,158		499	12.0%	\$243,598
	All Services		6,804	4,099			\$5,249,860	6,692	4,175
North	A-Treatment Services		401	46.7%	\$133,724		445	49.6%	\$168,069
	B-Rehabilitation Services		164	19.1%	\$63,724		176	19.6%	\$76,078
	C-Medical Services		119	13.9%	\$24,644		106	11.8%	\$24,870
	D-Support Services		801	93.4%	\$254,122		856	95.3%	\$303,191
	E-Crisis Intervention Services		24	2.8%	\$25,137		29	3.2%	\$43,503
	F-Inpatient Services		34	4.0%	\$308,724		47	5.2%	\$465,997
	G-Residential Services		1	0.1%	\$5,672		4	0.4%	\$18,508
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		13	1.5%	\$8,323		14	1.6%	\$12,378
	P-Pharmacy		154	17.9%	\$19,871		154	17.1%	\$23,043
	Other		81	9.4%	\$77,873		91	10.1%	\$69,733
	All Services		1,212	858			\$921,812	1,198	898

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	February 2023				March 2023			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
South	A-Treatment Services	3,622	1,183	45.1%	\$504,044	3,531	1,248	47.5%	\$531,617
	B-Rehabilitation Services		223	8.5%	\$152,995		220	8.4%	\$172,719
	C-Medical Services		285	10.9%	\$68,361		315	12.0%	\$71,268
	D-Support Services		2,477	94.4%	\$579,347		2,515	95.7%	\$638,528
	E-Crisis Intervention Services		66	2.5%	\$111,048		79	3.0%	\$116,551
	F-Inpatient Services		112	4.3%	\$570,610		121	4.6%	\$975,786
	G-Residential Services		22	0.8%	\$129,220		21	0.8%	\$123,237
	H-Behavioral Health Day Programs		3	0.1%	\$5,273		4	0.2%	\$5,331
	J-Outpatient Services (UB92)		35	1.3%	\$25,097		45	1.7%	\$36,267
	P-Pharmacy		358	13.6%	\$57,089		355	13.5%	\$58,319
	Other		216	8.2%	\$171,644		204	7.8%	\$174,046
	All Services		3,622	2,623			\$2,374,726	3,531	2,628
STATEWIDE	A-Treatment Services	11,638	3,499	46.2%	\$1,443,388	11,421	3,764	48.9%	\$1,606,040
	B-Rehabilitation Services		944	12.5%	\$692,584		1,011	13.1%	\$819,540
	C-Medical Services		1,118	14.8%	\$275,654		1,157	15.0%	\$294,478
	D-Support Services		6,923	91.4%	\$1,997,721		7,137	92.7%	\$2,194,800
	E-Crisis Intervention Services		292	3.9%	\$386,574		330	4.3%	\$387,320
	F-Inpatient Services		351	4.6%	\$2,628,548		365	4.7%	\$3,363,145
	G-Residential Services		73	1.0%	\$420,231		79	1.0%	\$496,639
	H-Behavioral Health Day Programs		3	0.0%	\$5,273		5	0.1%	\$5,562
	J-Outpatient Services (UB92)		99	1.3%	\$67,245		112	1.5%	\$84,055
	P-Pharmacy		1,283	16.9%	\$201,507		1,323	17.2%	\$209,879
	Other		810	10.7%	\$427,674		793	10.3%	\$487,377
	All Services		11,638	7,575			\$8,546,398	11,421	7,697

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Table IV: Reported Notices of Adverse Benefit Determination

Mercy Care DCS CHP						
Total Number of Adverse Benefit Determination	Quarter 1			Quarter 2		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar
	69	71	40	42	54	54

Table V: Reported Reasons for Notices of Adverse Benefit Determination

Reasons for Notice of Adverse Benefit Determination	Quarter 1			Quarter 2		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar
Excluded Benefit/Benefit Exhausted	0	56	0	0	0	0
Not Medically Necessary	65	15	39	41	51	51
Out of Network Provider	4	0	0	1	3	0
Not Enough Information to Make a Decision	0	0	1	0	0	3
System/Program Issues, Including Coverage by Another Entity (ADHS/DBHS, CRSA, TPL)	0	0	0	0	0	0
Total Number of Adverse Benefit Determinations (denials, suspensions, terminations)	69	71	40	42	54	54

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Table VI: Reported Number of Appeals

Appeal Type	Quarter 1			Quarter 2		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar
Number of Member Standard Appeals Received	4	4	4	3	5	8
Number of Expedited Appeals Received	0	0	1	1	0	1
Total	4	4	5	4	5	9

Table VII: Reported Number of Standard Appeal Outcomes⁶

Standard Appeal Outcomes	Quarter 1			Quarter 2		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar
Upheld Appeals	0	4	1	2	5	5
Untimely Appeals	0	0	0	0	0	0
Extensions	0	2	3	3	2	0
Overtured Appeals Total	1	1	2	1	1	2
<i>a. Overtured due to secondary review</i>	0	0	0	0	0	0
<i>b. Overtured due to additional information submitted</i>	1	1	2	1	1	2
Partially Overtured Appeals Total	0	0	0	0	0	1
<i>a. Partially Overtured due to secondary review</i>	0	0	0	0	0	0
<i>b. Partially Overtured due to additional information submitted</i>	0	0	0	0	0	1
Total Standard Appeal Outcomes	1	7	6	6	8	8

⁶ The number of appeals outcomes in a month does not correspond to the number of appeals received in a month as the appeal process allows for timeframes for appeal resolution that may fall outside the month received.

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Table VIII: Reported Number of Expedited Appeal Outcomes⁷

Expedited Appeal Outcomes	Quarter 1			Quarter 2		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar
Upheld Expedited Appeals	0	0	1	0	0	0
Untimely Expedited Appeals	0	0	0	0	0	0
Extensions Requested	0	0	0	0	0	1
Expedited Appeals Changed to Standard Appeals	0	1	0	0	0	3
Overtured Expedited Appeals Total	0	0	0	1	0	1
<i>a. Overtured due to incorrect handling</i>	0	0	0	0	0	0
<i>b. Overtured due to additional information submitted</i>	0	0	0	1	0	1
Partially Overtured Expedited Appeals Total	0	0	0	0	0	0
<i>a. Partially Overtured due to secondary review</i>	0	0	0	0	0	0
<i>b. Partially Overtured due to additional information submitted</i>	0	0	0	0	0	0
Total Expedited Appeal Outcomes	0	1	1	1	0	5

Table IX: Final Decisions Reached by the AHCCCS Director

Decision	Quarter 1			Quarter 2		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar
Hearing Requests Received During Reporting Period	0	0	0	0	1	0
Director's Decisions Received in favor of the Member	0	0	0	0	0	0
Director's Decisions Received in favor of the Contractor	0	0	0	0	0	0
Total Decisions	0	0	0	0	1	0

⁷ The number of appeals outcomes in a month will not correspond to the number of appeals received in a month as the appeal process provides filing and resolution timeframes that can fall outside the month received.