## Timeframe

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020-Q2</td>
<td>1/1/2020 – 3/31/2020</td>
</tr>
<tr>
<td>2020-Q3</td>
<td>4/1/2020 – 6/30/2020</td>
</tr>
<tr>
<td>2020-Q4</td>
<td>7/1/2020 – 9/30/2020</td>
</tr>
<tr>
<td>2021-Q1</td>
<td>10/1/2020 – 12/31/2020</td>
</tr>
<tr>
<td>2021-Q2</td>
<td>1/1/2021 – 3/31/2021</td>
</tr>
</tbody>
</table>
Crisis Services – HP Self Reported
Rapid Response – HP Self Reported (72-hour requirement)
TFC Utilization by Avg. Length of Stay – AHCCCS Calculated
TFC Utilization – AHCCCS Calculated
Respite Utilization – AHCCCS Calculated
Grievances – HP Self Reported

Number of Grievances

- AzCH Number of Grievances
- HCA Number of Grievances
- MC Number of Grievances
- AzCH Number of Distinct Members
- HCA Number of Distinct Members
- MC Number of Distinct Members

Month: Feb-21, Mar-21, Apr-21, May-21, Jun-21, Jul-21, Aug-21, Sep-21
ACOM 449 – Liaison and After-Hours Call Volume – HP Self Reported

![Graph showing call volume from May-21 to Sep-21 for MC Liaison and MC After Hours categories.](image-url)
AHCCCS Clinical Resolutions – Jacob’s Law Call Volume
CHP Specific Enrolled/Served – Percentage Served – AHCCCS Calculated