

April 2, 2018

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.

Please note that AHCCCS has updated the formula for computing the percentage of children who have received behavioral health services, described more fully in the report. In order to provide meaningful comparisons over time, a revised report has been posted on the AHCCCS website for prior periods including the report for the full 2016 contract year (October 1, 2015 through September 30, 2016). Please find that revised report under the 2017 link at <https://www.azahcccs.gov/Resources/Reports/state.html>.

If you have any questions regarding the attached report, or the restatement of the prior report, please feel free to contact me at (602) 417-4711.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. J. Betlach', with a stylized flourish at the end.

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) 2017

Quarters One through Three (October 1, 2016 – June 30, 2017)

March 31, 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 (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.

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 is reviewing 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 further explained below:

Table I provides the data requested in item one. With this April 1, 2018 report submission, 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 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 II-A was first presented with AHCCCS' last production of this report, for the full year of Contract Year Ending 2016. Since that time, AHCCCS has determined that the data specifications did not correctly identify all members disenrolling from CMDP. Those specifications have been corrected for the quarter three reporting contained in this report.

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

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 in the process of requiring RBHAs to separately report this information for CMDP children.¹

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.

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 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. Because the methodologies and data extracts have continued to be scrutinized and amended, AHCCCS used the last several months to improve the data reporting. As such, AHCCCS presents this Report for quarters one through three for the 2017 contract year (October 1, 2016 through June 30, 2017) by month. Reporting will continue on a quarterly basis after the 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), as it is important to providing complete information to stakeholders.

Tables I through IV begin on the following page.

Data

Table I: Unique CMDP Members Enrolled and Served between October 1, 2016 – June 30, 2017 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-16	11,409	6,943	60.9%
	Nov-16	11,321	6,767	59.3%
	Dec-16	11,422	6,915	60.5%
	Jan-17	11,324	7,107	62.8%
	Feb-17	11,145	7,323	65.7%
	Mar-17	11,091	7,785	70.2%
	Apr-17	10,748	7,678	71.4%
	May-17	10,619	7,608	71.6%
Jun-17	10,507	7,453	70.9%	
North	Oct-16	1,445	1,023	70.8%
	Nov-16	1,449	1,000	69.0%
	Dec-16	1,496	1,029	68.8%
	Jan-17	1,488	1,064	71.5%
	Feb-17	1,474	1,058	71.8%
	Mar-17	1,470	1,107	75.3%
	Apr-17	1,467	1,100	75.0%
	May-17	1,469	1,129	76.9%
Jun-17	1,474	1,125	76.3%	
South	Oct-16	5,166	3,897	75.4%
	Nov-16	5,196	3,736	71.9%
	Dec-16	5,290	3,838	72.6%
	Jan-17	5,295	3,995	75.4%
	Feb-17	5,199	3,927	75.5%
	Mar-17	5,162	3,947	76.5%
	Apr-17	5,026	3,830	76.2%
	May-17	4,978	3,850	77.3%
Jun-17	4,920	3,805	77.3%	

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.

Table I: Unique CMDP Members Enrolled and Served between October 1, 2016 – June 30, 2017 by Month (Continued)

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ³	Percent of Foster Care Eligible Members Served
STATEWIDE	Oct-16	18,020	11,851	65.8%
	Nov-16	17,966	11,499	64.0%
	Dec-16	18,208	11,777	64.7%
	Jan-17	18,107	12,153	67.1%
	Feb-17	17,818	12,301	69.0%
	Mar-17	17,723	12,828	72.4%
	Apr-17	17,241	12,602	73.1%
	May-17	17,066	12,575	73.7%
	Jun-17	16,901	12,366	73.2%

³ 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.

Table II: New Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide between October 1, 2016 – June 30, 2017 by Month

Month-Year	Central	North	South	STATEWIDE
Oct-16	443	58	215	716
Nov-16	438	64	221	723
Dec-16	639	111	350	1,100
Jan-17	595	89	352	1,036
Feb-17	544	81	278	903
Mar-17	548	82	248	878
Apr-17	500	94	273	867
May-17	601	85	289	975
Jun-17	541	90	213	844

Table II-A: Number of Disenrolled CMDP Members⁴ between April 1, 2017 – June 30, 2017

	Number of Unique CMDP Members	Percent of Unique CMDP Members
Members Immediately Enrolled in another AHCCCS Health Plan	3,276	88.3%
Members Not Immediately Enrolled in another AHCCCS Health Plan	433	11.7%
Total Disenrolled CMDP Members	3,709	100.0%

⁴ AHCCCS determined that the data specifications did not correctly identify all members disenrolling from CMDP. Those specifications have been corrected for quarter three reporting; because the data for quarters one and two is incorrect, it is excluded from this report.

Table III: Monthly Utilization of CMDP Members by Service Category⁵ between October 1, 2016 – June 30, 2017 by Month

GSA	Service Category	October 2016				November 2016			
		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		3,359	48.4%	\$838,475.76		3,293	48.7%	\$815,400.03
	B-Rehabilitation Services		711	10.2%	\$812,458.31		713	10.5%	\$733,777.61
	C-Medical Services		644	9.3%	\$88,435.21		649	9.6%	\$91,606.23
	D-Support Services		6,629	95.5%	\$2,077,787.95		6,432	95.0%	\$1,991,221.57
	E-Crisis Intervention Services		206	3.0%	\$167,279.06		185	2.7%	\$129,032.07
	F-Inpatient Services		110	1.6%	\$944,056.53		113	1.7%	\$1,078,939.54
	G-Residential Services		58	0.8%	\$297,039.62		57	0.8%	\$310,951.34
	H-Behavioral Health Day Programs		6	0.1%	\$4,487.16		10	0.1%	\$5,484.85
	J-Outpatient Services (UB92)		38	0.5%	\$68,912.09		22	0.3%	\$23,277.61
	P-Pharmacy		102	1.5%	\$20,700.95		89	1.3%	\$21,044.43
	Other		149	2.1%	\$33,156.16		155	2.3%	\$26,768.36
	All Services	11,409	6,943		\$5,352,788.80	11,321	6,767		\$5,227,503.64
North	A-Treatment Services		461	45.1%	\$147,218.66		467	46.7%	\$142,138.34
	B-Rehabilitation Services		270	26.4%	\$124,677.54		238	23.8%	\$117,178.52
	C-Medical Services		79	7.7%	\$16,124.90		75	7.5%	\$12,689.64
	D-Support Services		976	95.4%	\$618,974.14		948	94.8%	\$569,477.54
	E-Crisis Intervention Services		2	0.2%	\$773.59		3	0.3%	\$1,501.67
	F-Inpatient Services		17	1.7%	\$225,907.31		15	1.5%	\$164,064.11
	G-Residential Services		15	1.5%	\$77,447.73		15	1.5%	\$71,262.54
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		2	0.2%	\$7,321.75		3	0.3%	\$1,067.49
	P-Pharmacy		149	14.6%	\$62,876.87		156	15.6%	\$60,800.56
	Other		13	1.3%	\$11,978.43		11	1.1%	\$1,556.93
	All Services	1,445	1,023		\$1,293,300.92	1,449	1,000		\$1,141,737.34

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."

GSA	Service Category	October 2016				November 2016			
		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	5,166	2,705	69.4%	\$1,183,516.08	5,196	2,234	59.8%	\$962,945.85
	B-Rehabilitation Services		577	14.8%	\$161,879.94		588	15.7%	\$151,444.56
	C-Medical Services		282	7.2%	\$64,418.88		294	7.9%	\$67,465.71
	D-Support Services		3,634	93.3%	\$1,391,469.79		3,501	93.7%	\$1,350,012.09
	E-Crisis Intervention Services		51	1.3%	\$55,259.10		69	1.8%	\$74,394.93
	F-Inpatient Services		30	0.8%	\$283,233.99		28	0.7%	\$286,114.37
	G-Residential Services		60	1.5%	\$533,567.56		62	1.7%	\$528,947.70
	H-Behavioral Health Day Programs		4	0.1%	\$11,038.10		5	0.1%	\$11,900.68
	J-Outpatient Services (UB92)		4	0.1%	\$3,941.93		7	0.2%	\$4,810.51
	P-Pharmacy		420	10.8%	\$108,382.99		439	11.8%	\$127,071.32
	Other		35	0.9%	\$1,947.40		32	0.9%	\$1,729.67
	All Services	5,166	3,897		\$3,798,655.76	5,196	3,736		\$3,566,837.39
STATEWIDE	A-Treatment Services	18,020	6,523	55.0%	\$2,169,210.50	17,966	5,993	52.1%	\$1,920,484.22
	B-Rehabilitation Services		1,558	13.1%	\$1,099,015.79		1,539	13.4%	\$1,002,400.69
	C-Medical Services		1,004	8.5%	\$168,978.99		1,018	8.9%	\$171,761.58
	D-Support Services		11,229	94.8%	\$4,088,231.88		10,877	94.6%	\$3,910,711.20
	E-Crisis Intervention Services		259	2.2%	\$223,311.75		257	2.2%	\$204,928.67
	F-Inpatient Services		157	1.3%	\$1,453,197.83		156	1.4%	\$1,529,118.02
	G-Residential Services		133	1.1%	\$908,054.91		134	1.2%	\$911,161.58
	H-Behavioral Health Day Programs		10	0.1%	\$15,525.26		15	0.1%	\$17,385.53
	J-Outpatient Services (UB92)		44	0.4%	\$80,175.77		32	0.3%	\$29,155.61
	P-Pharmacy		671	5.7%	\$191,960.81		684	5.9%	\$208,916.31
	Other		195	1.6%	\$47,081.99		198	1.7%	\$30,054.96
	All Services	18,020	11,851		\$10,444,745.48	17,966	11,499		\$9,936,078.37

GSA	Service Category	December 2016				January 2017			
		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		3,331	48.2%	\$776,798.34		3,546	49.9%	\$914,811.33
	B-Rehabilitation Services		684	9.9%	\$738,062.89		739	10.4%	\$769,487.83
	C-Medical Services		641	9.3%	\$91,855.50		649	9.1%	\$92,015.70
	D-Support Services		6,606	95.5%	\$1,970,494.92		6,784	95.5%	\$2,071,351.58
	E-Crisis Intervention Services		185	2.7%	\$127,021.01		207	2.9%	\$149,352.44
	F-Inpatient Services		104	1.5%	\$1,079,486.83		108	1.5%	\$1,082,292.71
	G-Residential Services		62	0.9%	\$293,956.35		64	0.9%	\$319,503.91
	H-Behavioral Health Day Programs		11	0.2%	\$6,510.30		14	0.2%	\$6,657.72
	J-Outpatient Services (UB92)		17	0.2%	\$21,793.96		19	0.3%	\$19,220.23
	P-Pharmacy		109	1.6%	\$23,227.40		93	1.3%	\$29,281.88
	Other		139	2.0%	\$33,751.79		158	2.2%	\$34,732.91
	All Services	11,422	6,915		\$5,162,959.29	11,324	7,107		\$5,488,708.24
North	A-Treatment Services		472	45.9%	\$132,226.96		521	49.0%	\$159,189.35
	B-Rehabilitation Services		280	27.2%	\$114,996.96		280	26.3%	\$146,833.08
	C-Medical Services		88	8.6%	\$15,272.19		97	9.1%	\$14,098.55
	D-Support Services		975	94.8%	\$606,425.32		1,013	95.2%	\$689,957.63
	E-Crisis Intervention Services		11	1.1%	\$8,376.96		11	1.0%	\$5,535.55
	F-Inpatient Services		15	1.5%	\$163,603.52		13	1.2%	\$155,720.84
	G-Residential Services		16	1.6%	\$75,133.67		14	1.3%	\$71,051.35
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$423.54		4	0.4%	\$6,448.52
	P-Pharmacy		164	15.9%	\$55,878.27		171	16.1%	\$62,862.54
	Other		9	0.9%	\$5,841.38		8	0.8%	\$10,459.91
	All Services	1,496	1,029		\$1,178,178.77	1,488	1,064		\$1,322,157.32

GSA	Service Category	December 2016				January 2017			
		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		2,143	55.8%	\$852,386.31		2,609	65.3%	\$1,109,770.33
	B-Rehabilitation Services		584	15.2%	\$148,434.35		595	14.9%	\$166,179.60
	C-Medical Services		274	7.1%	\$60,613.07		309	7.7%	\$70,868.40
	D-Support Services		3,608	94.0%	\$1,302,097.96		3,738	93.6%	\$1,449,705.33
	E-Crisis Intervention Services		60	1.6%	\$54,825.13		66	1.7%	\$71,037.09
	F-Inpatient Services		34	0.9%	\$288,582.55		37	0.9%	\$311,762.55
	G-Residential Services		66	1.7%	\$515,967.08		64	1.6%	\$520,005.81
	H-Behavioral Health Day Programs		4	0.1%	\$6,820.23		7	0.2%	\$9,239.84
	J-Outpatient Services (UB92)		9	0.2%	\$19,199.63		8	0.2%	\$11,606.73
	P-Pharmacy		437	11.4%	\$113,825.82		424	10.6%	\$117,563.35
	Other		30	0.8%	\$4,488.83		32	0.8%	\$2,287.33
	All Services	5,290	3,838		\$3,367,240.96	5,295	3,995		\$3,840,026.36
STATEWIDE	A-Treatment Services		5,945	50.5%	\$1,761,411.61		6,673	54.9%	\$2,183,771.01
	B-Rehabilitation Services		1,548	13.1%	\$1,001,494.20		1,614	13.3%	\$1,082,500.51
	C-Medical Services		1,003	8.5%	\$167,740.76		1,055	8.7%	\$176,982.65
	D-Support Services		11,187	95.0%	\$3,879,018.20		11,528	94.9%	\$4,211,014.54
	E-Crisis Intervention Services		256	2.2%	\$190,223.10		284	2.3%	\$225,925.08
	F-Inpatient Services		153	1.3%	\$1,531,672.90		158	1.3%	\$1,549,776.10
	G-Residential Services		144	1.2%	\$885,057.10		142	1.2%	\$910,561.07
	H-Behavioral Health Day Programs		15	0.1%	\$13,330.53		21	0.2%	\$15,897.56
	J-Outpatient Services (UB92)		27	0.2%	\$41,417.13		31	0.3%	\$37,275.48
	P-Pharmacy		709	6.0%	\$192,931.49		688	5.7%	\$209,707.77
	Other		178	1.5%	\$44,082.00		196	1.6%	\$47,480.15
	All Services	18,208	11,777		\$9,708,379.02	18,107	12,153		\$10,650,891.92

GSA	Service Category	February 2017				March 2017			
		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		3,670	50.1%	\$892,549.86		3,939	50.6%	\$1,034,296.56
	B-Rehabilitation Services		733	10.0%	\$771,088.38		776	10.0%	\$808,249.30
	C-Medical Services		662	9.0%	\$90,744.49		725	9.3%	\$96,986.76
	D-Support Services		6,989	95.4%	\$1,970,014.75		7,529	96.7%	\$2,202,294.63
	E-Crisis Intervention Services		197	2.7%	\$136,738.54		232	3.0%	\$168,410.73
	F-Inpatient Services		99	1.4%	\$874,019.56		111	1.4%	\$975,167.30
	G-Residential Services		56	0.8%	\$263,067.67		60	0.8%	\$308,493.87
	H-Behavioral Health Day Programs		10	0.1%	\$6,378.80		11	0.1%	\$7,433.00
	J-Outpatient Services (UB92)		23	0.3%	\$16,703.91		15	0.2%	\$13,626.43
	P-Pharmacy		92	1.3%	\$25,033.31		103	1.3%	\$28,397.00
	Other		153	2.1%	\$26,505.88		167	2.1%	\$35,240.95
	All Services	11,145	7,323		\$5,072,845.15	11,091	7,785		\$5,678,596.53
North	A-Treatment Services		546	51.6%	\$172,290.03		563	50.9%	\$190,604.36
	B-Rehabilitation Services		293	27.7%	\$151,176.91		298	26.9%	\$155,783.30
	C-Medical Services		104	9.8%	\$16,513.24		109	9.8%	\$16,383.63
	D-Support Services		1,007	95.2%	\$642,829.56		1,065	96.2%	\$733,221.51
	E-Crisis Intervention Services		6	0.6%	\$3,794.08		14	1.3%	\$7,383.01
	F-Inpatient Services		19	1.8%	\$166,984.92		25	2.3%	\$271,348.45
	G-Residential Services		15	1.4%	\$65,950.50		16	1.4%	\$80,295.46
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		4	0.2%	\$3,787.11		3	0.1%	\$728.45
	P-Pharmacy		163	15.4%	\$64,817.98		176	15.9%	\$77,286.81
	Other		6	0.6%	\$287.11		10	0.9%	\$495.52
	All Services	1,474	1,058		\$1,288,431.44	1,470	1,107		\$1,533,530.50

GSA	Service Category	February 2017				March 2017			
		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		2,353	59.9%	\$976,304.58		2,515	63.7%	\$1,122,684.56
	B-Rehabilitation Services		676	17.2%	\$147,170.43		694	17.6%	\$174,350.14
	C-Medical Services		316	8.0%	\$65,603.42		368	9.3%	\$80,197.39
	D-Support Services		3,676	93.6%	\$1,350,963.99		3,706	93.9%	\$1,455,313.82
	E-Crisis Intervention Services		71	1.8%	\$65,472.88		70	1.8%	\$67,451.40
	F-Inpatient Services		42	1.1%	\$492,262.06		39	1.0%	\$315,123.33
	G-Residential Services		64	1.6%	\$451,349.56		66	1.7%	\$510,564.13
	H-Behavioral Health Day Programs		10	0.3%	\$11,505.94		13	0.3%	\$30,070.84
	J-Outpatient Services (UB92)		4	0.1%	\$1,647.59		6	0.2%	\$26,539.88
	P-Pharmacy		421	10.7%	\$115,235.91		455	11.5%	\$133,552.68
	Other		31	0.8%	\$1,837.90		31	0.8%	\$3,380.31
	All Services	5,199	3,927		\$3,679,354.26	5,162	3,947		\$3,919,228.48
STATEWIDE	A-Treatment Services		6,569	53.4%	\$2,041,144.47		7,012	54.7%	\$2,347,585.48
	B-Rehabilitation Services		1,702	13.8%	\$1,069,435.72		1,766	13.8%	\$1,138,382.74
	C-Medical Services		1,081	8.8%	\$172,861.15		1,202	9.4%	\$193,567.78
	D-Support Services		11,666	94.8%	\$3,963,808.30		12,292	95.8%	\$4,390,829.96
	E-Crisis Intervention Services		274	2.2%	\$206,005.50		316	2.5%	\$243,245.14
	F-Inpatient Services		160	1.3%	\$1,533,266.54		175	1.4%	\$1,561,639.08
	G-Residential Services		135	1.1%	\$780,367.73		142	1.1%	\$899,353.46
	H-Behavioral Health Day Programs		20	0.2%	\$17,884.74		24	0.2%	\$37,503.84
	J-Outpatient Services (UB92)		31	0.3%	\$22,138.61		24	0.2%	\$40,894.76
	P-Pharmacy		676	5.5%	\$205,087.20		734	5.7%	\$239,236.49
	Other		190	1.5%	\$28,630.89		207	1.6%	\$39,116.78
	All Services	17,818	12,301		\$10,040,630.85	17,723	12,828		\$11,131,355.51

GSA	Service Category	April 2017				May 2017			
		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	10,748	3,579	46.6%	\$855,547.69	10,619	3,654	48.0%	\$934,014.02
	B-Rehabilitation Services		700	9.1%	\$687,305.81		734	9.6%	\$714,023.33
	C-Medical Services		621	8.1%	\$85,502.17		603	7.9%	\$80,367.04
	D-Support Services		7,393	96.3%	\$1,955,036.65		7,351	96.6%	\$2,026,681.69
	E-Crisis Intervention Services		229	3.0%	\$171,184.32		244	3.2%	\$175,197.03
	F-Inpatient Services		98	1.3%	\$902,529.88		105	1.4%	\$921,857.15
	G-Residential Services		64	0.8%	\$307,770.24		66	0.9%	\$349,046.88
	H-Behavioral Health Day Programs		9	0.1%	\$5,502.46		9	0.1%	\$5,631.47
	J-Outpatient Services (UB92)		15	0.2%	\$16,257.24		14	0.2%	\$8,490.13
	P-Pharmacy		1,074	14.0%	\$204,539.21		1,130	14.9%	\$219,841.59
	Other		161	2.1%	\$46,735.01		152	2.0%	\$38,191.66
	All Services	10,748	7,678		\$5,237,910.68	10,619	7,608		\$5,473,341.99
North	A-Treatment Services	1,467	556	50.5%	\$166,434.96	1,469	550	48.7%	\$176,394.54
	B-Rehabilitation Services		279	25.4%	\$132,551.05		303	26.8%	\$153,639.97
	C-Medical Services		95	8.6%	\$17,246.70		98	8.7%	\$17,928.61
	D-Support Services		1,060	96.4%	\$651,596.22		1,086	96.2%	\$727,434.36
	E-Crisis Intervention Services		13	1.2%	\$11,775.03		13	1.2%	\$7,283.02
	F-Inpatient Services		22	2.0%	\$260,760.82		24	2.1%	\$296,923.18
	G-Residential Services		18	1.6%	\$103,453.31		17	1.5%	\$91,691.51
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		4	0.4%	\$1,637.73		4	0.4%	\$4,523.63
	P-Pharmacy		169	15.4%	\$70,053.79		172	15.2%	\$61,796.21
	Other		12	1.1%	\$1,033.78		12	1.1%	\$1,362.65
	All Services	1,467	1,100		\$1,416,543.39	1,469	1,129		\$1,538,977.68

GSA	Service Category	April 2017				May 2017			
		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	5,026	2,334	60.9%	\$955,803.19	4,978	2,447	63.6%	\$1,060,042.84
	B-Rehabilitation Services		721	18.8%	\$163,312.59		752	19.5%	\$176,624.34
	C-Medical Services		340	8.9%	\$75,328.12		358	9.3%	\$79,136.82
	D-Support Services		3,640	95.0%	\$1,366,649.61		3,653	94.9%	\$1,416,509.93
	E-Crisis Intervention Services		83	2.2%	\$83,849.32		84	2.2%	\$93,559.30
	F-Inpatient Services		34	0.9%	\$399,342.18		46	1.2%	\$334,712.62
	G-Residential Services		61	1.6%	\$462,758.19		66	1.7%	\$496,508.55
	H-Behavioral Health Day Programs		15	0.4%	\$28,669.25		13	0.3%	\$29,283.86
	J-Outpatient Services (UB92)		3	0.1%	\$1,547.86		3	0.1%	\$19,703.98
	P-Pharmacy		418	10.9%	\$88,035.24		411	10.7%	\$90,958.28
	Other		28	0.7%	\$2,134.09		27	0.7%	\$1,866.72
	All Services	5,026	3,830		\$3,627,429.64	4,978	3,850		\$3,798,907.24
STATEWIDE	A-Treatment Services	17,241	6,468	51.3%	\$1,977,785.84	17,066	6,644	52.8%	\$2,170,451.40
	B-Rehabilitation Services		1,700	13.5%	\$983,169.45		1,789	14.2%	\$1,044,287.64
	C-Medical Services		1,056	8.4%	\$178,076.99		1,059	8.4%	\$177,432.47
	D-Support Services		12,088	95.9%	\$3,973,282.48		12,080	96.1%	\$4,170,625.98
	E-Crisis Intervention Services		325	2.6%	\$266,808.67		341	2.7%	\$276,039.35
	F-Inpatient Services		154	1.2%	\$1,562,632.88		175	1.4%	\$1,553,492.95
	G-Residential Services		143	1.1%	\$873,981.74		149	1.2%	\$937,246.94
	H-Behavioral Health Day Programs		24	0.2%	\$34,171.71		22	0.2%	\$34,915.33
	J-Outpatient Services (UB92)		22	0.2%	\$19,442.83		21	0.2%	\$32,717.74
	P-Pharmacy		1,660	13.2%	\$362,628.24		1,713	13.6%	\$372,596.08
	Other		201	1.6%	\$49,902.88		191	1.5%	\$41,421.03
	All Services	17,241	12,602		\$10,281,883.71	17,066	12,575		\$10,811,226.91

		June 2017			
GSA	Service Category	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value
Central	A-Treatment Services		3,607	48.4%	\$912,987.65
	B-Rehabilitation Services		787	10.6%	\$820,581.45
	C-Medical Services		548	7.4%	\$76,448.32
	D-Support Services		7,196	96.6%	\$2,095,020.09
	E-Crisis Intervention Services		223	3.0%	\$184,337.08
	F-Inpatient Services		110	1.5%	\$860,707.08
	G-Residential Services		65	0.9%	\$306,171.35
	H-Behavioral Health Day Programs		8	0.1%	\$3,531.19
	J-Outpatient Services (UB92)		19	0.3%	\$47,925.18
	P-Pharmacy		1,083	14.5%	\$203,052.66
	Other		54	0.7%	\$42,119.26
	All Services	10,507	7,453		\$5,552,881.31
North	A-Treatment Services		568	50.5%	\$180,070.56
	B-Rehabilitation Services		317	28.2%	\$165,155.10
	C-Medical Services		92	8.2%	\$15,006.08
	D-Support Services		1,085	96.4%	\$762,422.01
	E-Crisis Intervention Services		10	0.9%	\$9,695.06
	F-Inpatient Services		21	1.9%	\$280,129.73
	G-Residential Services		17	1.5%	\$84,139.52
	H-Behavioral Health Day Programs		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		2	0.2%	\$776.21
	P-Pharmacy		159	14.1%	\$65,733.35
	Other		1	0.1%	\$93.06
	All Services	1,474	1,125		\$1,563,220.68

		June 2017			
GSA	Service Category	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category	Total Encounter Value
South	A-Treatment Services		2,369	62.3%	\$987,888.25
	B-Rehabilitation Services		857	22.5%	\$228,108.34
	C-Medical Services		317	8.3%	\$68,693.12
	D-Support Services		3,551	93.3%	\$1,507,558.62
	E-Crisis Intervention Services		70	1.8%	\$52,682.18
	F-Inpatient Services		43	1.1%	\$454,806.57
	G-Residential Services		79	2.1%	\$599,118.28
	H-Behavioral Health Day Programs		16	0.4%	\$24,227.58
	J-Outpatient Services (UB92)		5	0.1%	\$6,633.08
	P-Pharmacy		420	11.0%	\$88,473.25
	Other		6	0.2%	\$1,352.65
			All Services	4,920	3,805
STATEWIDE	A-Treatment Services		6,538	52.9%	\$2,080,946.46
	B-Rehabilitation Services		1,956	15.8%	\$1,213,844.89
	C-Medical Services		957	7.7%	\$160,147.52
	D-Support Services		11,817	95.6%	\$4,365,000.72
	E-Crisis Intervention Services		302	2.4%	\$246,714.32
	F-Inpatient Services		173	1.4%	\$1,595,643.38
	G-Residential Services		160	1.3%	\$989,429.15
	H-Behavioral Health Day Programs		24	0.2%	\$27,758.77
	J-Outpatient Services (UB92)		26	0.2%	\$55,334.47
	P-Pharmacy		1,662	13.4%	\$357,259.26
	Other		61	0.5%	\$43,564.97
			All Services	16,901	12,366

Table IV: RBHA Reported Grievances and OALS Requests for Hearing between October 1, 2016 – June 30, 2017

RBHA	Grievances – RBHA Self-Reported		Request for Hearing - OALS System
	<i>Number of Grievances</i>	<i>Number of Members</i>	<i>Number of Requests</i>
MMIC			
Quarter 1 (10/1/16 – 12/31/16)	15	6	0
Quarter 2 (1/1/17 – 3/31/17)	16	10	0
Quarter 3 (4/1/17-6/30/17)	16	10	0
CIC			
Quarter 1 (10/1/16 – 12/31/16)	13	13	0
Quarter 2 (1/1/17 – 3/31/17)	16	15	0
Quarter 3 (4/1/17-6/30/17)	8	8	0
HCIC			
Quarter 1 (10/1/16 – 12/31/16)	0	0	0
Quarter 2 (1/1/17 – 3/31/17)	1	1	0
Quarter 3 (4/1/17-6/30/17)	0	0	0
Statewide Total (10/1/16 – 6/30/17)	85	63	0