

October 3, 2022

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 Joanne Osborne, Chair, House Health & Human Services Committee  
The Honorable Nancy Barto, Chair, Senate Health & Human Services Committee  
Matthew Gress, Director, Governor's Office of Strategic Planning and Budgeting  
Richard Stavneak, Director, Joint Legislative Budget Committee  
Art Harding, Governor's Office, Director of Legislative Affairs



**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) 2021  
(October 1, 2020 – September 30, 2021)**

**October 2022  
Jami Snyder, Director**

# Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

## 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)<sup>1</sup>:

1. The number and percentage of children in the Comprehensive Medical and Dental Program (now Arizona Department of Child Safety - Comprehensive Health Plan (DCS - CHP)) who have received behavioral health services, excluding the original assessment, through a Regional Behavioral Health Authority (RBHA) 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. 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 Regional Behavioral Health Authorities (RBHAs), and from RBHAs to AHCCCS (at which point the claims are referred to as encounters), as it is important to provide complete information to stakeholders. As such, AHCCCS presents this report for the four quarters of the 2021 contract year (October 1, 2020 through September 30, 2021) by month.

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

1. *The number and percentage of children in the Comprehensive Medical and Dental Program (now Arizona Department of Child Safety - Comprehensive Health Plan (DCS - CHP)) who have received behavioral health services, excluding the original assessment, through a Regional Behavioral Health Authority (RBHA) as of the end of each month.*

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<sup>1</sup> 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 2021

Table I, Unique DCS CHP Members Enrolled and Served, provides the data requested in item one. With this report submission, AHCCCS continues the modification of the methodology used beginning with the April 2018 report. This change ensures that only children who received services in the stated month are counted in the calculation.

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 with no change from the historical methodology for quarters one and two.

Starting in quarter three (April 2021), Mercy Care DCS CHP became the integrated sub-contractor for DCS CHP and began reporting both physical health and behavioral health utilization and expenditures for enrolled members. As such, the methodology utilized by AHCCCS to report behavioral health utilization and costs required modification. The necessary changes to the methodology result in minor utilization impacts to the categories of services reported. For this reason, the data reported under the old and new methodology may not be directly comparable.

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<sup>2</sup>. Prior to April 2021 AHCCCS did not collect Notice of Adverse Benefit Determination detail from the RBHAs at the requested level of detail for this population. AHCCCS only received the total number of Notices of Adverse Benefit Determination issued by each RBHA

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<sup>2</sup> 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 2021

across all populations, thus the DCS CHP population was not separately identified. As in prior reporting periods, for quarters one and two, Table IV, MCO-RBHA Reported Grievances and OGC Requests for Hearing, provides the limited data that was previously available.

Mercy Care DCS CHP began reporting Notice of Adverse Benefit Determination data for all DCS CHP members beginning in April 2021, providing data for quarters three and four. This information is included in Tables V – VI, as follows:

- Table V, RBHA Reported Notices of Adverse Benefit Determination, provides the number of Notices of Adverse Benefit Determination for denials, suspensions, and terminations reported by the DCS CHP RBHA for item four.
  - Table VI, RBHA Reported Reasons for Notices of Adverse Benefit Determination, provides the reasons for Notices of Adverse Benefit Determination reported by the DCS CHP RBHA 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.*

Regarding item five, prior to April 2021 AHCCCS did not collect or have an equivalent proxy for this data. Mercy Care DCS CHP began reporting appeals data for DCS CHP in April 2021, offering such data for the remainder of FFY 2021 (quarter three and quarter four).

Table VII, RBHA Reported Number of Appeals, provides data related to the number of appeals filed as reported by the DCS CHP RBHA. 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 the Notices as part of the appeals process.

Tables VIII and IX, RBHA Reported Number of Standard and Expedited Appeal Outcomes, provide data for item five related to the outcomes of appeals reported by the DCS CHP RBHA.

Table X, Final Decisions Reached by the AHCCCS Director, provides data related to final decisions reached by the AHCCCS Director.

Although AHCCCS is able to report most of the requested information, AHCCCS does not collect or have a current equivalent proxy for the cost of each service appealed.

Tables I through X start on page four.

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table I: Unique DCS CHP Members Enrolled and Served in FFY 2021**

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served <sup>3</sup>	Percent of Foster Care Eligible Members Served
Central	Oct-20	8,540	6,112	71.6%
	Nov-20	8,593	5,989	69.7%
	Dec-20	8,497	6,052	71.2%
	Jan-21	8,441	5,861	69.4%
	Feb-21	8,282	5,840	70.5%
	Mar-21	8,440	5,956	70.6%
	Apr-21	8,469	6,588	77.8%
	May-21	8,378	6,341	75.7%
	Jun-21	8,476	6,396	75.5%
	Jul-21	8,496	6,390	75.2%
	Aug-21	8,465	6,532	77.2%
Sep-21	8,395	6,363	75.8%	
North	Oct-20	1,502	1,176	78.3%
	Nov-20	1,491	1,116	74.8%
	Dec-20	1,470	1,136	77.3%
	Jan-21	1,473	1,107	75.2%
	Feb-21	1,422	1,032	72.6%
	Mar-21	1,422	1,092	76.8%
	Apr-21	1,445	1,133	78.4%
	May-21	1,440	1,140	79.2%
	Jun-21	1,456	1,177	80.8%
	Jul-21	1,464	1,171	80.0%
	Aug-21	1,471	1,192	81.0%
Sep-21	1,460	1,160	79.5%	
South	Oct-20	4,292	3,325	77.5%
	Nov-20	4,356	3,289	75.5%
	Dec-20	4,401	3,279	74.5%
	Jan-21	4,388	3,326	75.8%
	Feb-21	4,244	3,319	78.2%
	Mar-21	4,278	3,396	79.4%
	Apr-21	4,343	3,586	82.6%
	May-21	4,315	3,572	82.8%
	Jun-21	4,385	3,586	81.8%
	Jul-21	4,451	3,609	81.1%
	Aug-21	4,478	3,703	82.7%
Sep-21	4,452	3,605	81.0%	

<sup>3</sup> 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 2021

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served <sup>3</sup>	Percent of Foster Care Eligible Members Served
STATEWIDE	Oct-20	14,334	10,595	73.9%
	Nov-20	14,440	10,382	71.9%
	Dec-20	14,368	10,453	72.8%
	Jan-21	14,302	10,287	71.9%
	Feb-21	13,948	10,178	73.0%
	Mar-21	14,140	10,414	73.6%
	Apr-21	14,257	11,307	79.3%
	May-21	14,133	11,053	78.2%
	Jun-21	14,317	11,159	77.9%
	Jul-21	14,411	11,170	77.5%
	Aug-21	14,414	11,427	79.3%
	Sep-21	14,307	11,128	77.8%

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2021**

Month-Year	Central	North	South	STATEWIDE
<i>Oct-20</i>	399	81	246	<b>726</b>
<i>Nov-20</i>	458	63	252	<b>773</b>
<i>Dec-20</i>	391	73	236	<b>700</b>
<i>Jan-21</i>	369	81	170	<b>620</b>
<i>Feb-21</i>	282	53	132	<b>467</b>
<i>Mar-21</i>	387	83	247	<b>717</b>
<i>Apr-21</i>	339	87	213	<b>639</b>
<i>May-21</i>	340	65	198	<b>603</b>
<i>Jun-21</i>	405	78	207	<b>690</b>
<i>Jul-21</i>	366	54	208	<b>628</b>
<i>Aug-21</i>	349	78	181	<b>608</b>
<i>Sep-21</i>	413	80	219	<b>712</b>



## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table II-A: Number of Disenrolled DCS CHP Members for FFY 2021<sup>4</sup>**

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/20 – 12/31/20)	Oct-20	674	98.4%
	Nov-20	777	98.0%
	Dec-20	647	99.1%
Quarter 2 (1/1/21 – 3/31/21)	Jan-21	785	99.5%
	Feb-21	576	98.8%
	Mar-21	523	99.4%
Quarter 3 (4/1/21 – 6/30/21)	Apr-21	733	98.7%
	May-21	515	99.4%
	Jun-21	535	99.6%
Quarter 4 (7/1/21 – 9/30/21)	Jul-21	606	99.0%
	Aug-21	828	99.3%
	Sep-21	746	98.9%
Members <b>Not</b> Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/20 – 12/31/20)	Oct-20	11	1.6%
	Nov-20	16	2.0%
	Dec-20	6	0.9%
Quarter 2 (1/1/21 – 3/31/21)	Jan-21	4	0.5%
	Feb-21	7	1.2%
	Mar-21	3	0.6%
Quarter 3 (4/1/21 – 6/30/21)	Apr-21	10	1.3%
	May-21	3	0.6%
	Jun-21	2	0.4%
Quarter 4 (7/1/21 – 9/30/21)	Jul-21	6	1.0%
	Aug-21	6	0.7%
	Sep-21	8	1.1%

<sup>4</sup> During the COVID-19 Public Health Emergency, members only lose their Medicaid eligibility when they voluntarily withdrawal or are deceased.

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category<sup>5</sup> for FFY 2021**

GSA	Service Category	October 2020				November 2020			
		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		3,002	49.1%	\$905,920		2,863	47.8%	\$795,537
	B-Rehabilitation Services		709	11.6%	\$682,670		638	10.7%	\$598,446
	C-Medical Services		636	10.4%	\$115,258		586	9.8%	\$127,286
	D-Support Services		5,765	94.3%	\$1,649,683		5,638	94.1%	\$1,530,360
	E-Crisis Intervention Services		153	2.5%	\$91,737		129	2.2%	\$70,835
	F-Inpatient Services		233	3.8%	\$1,728,970		226	3.8%	\$1,693,242
	G-Residential Services		58	0.9%	\$339,974		65	1.1%	\$368,716
	H-Behavioral Health Day Programs		10	0.2%	\$2,048		6	0.1%	\$1,485
	J-Outpatient Services (UB92)		6	0.1%	\$3,354		5	0.1%	\$5,507
	P-Pharmacy		1,038	17.0%	\$160,071		1,018	17.0%	\$166,008
	Other		218	3.6%	\$17,729		166	2.8%	\$13,294
	<b>All Services</b>	<b>8,540</b>	<b>6,112</b>		<b>\$5,697,414</b>	<b>8,593</b>	<b>5,989</b>		<b>\$5,370,715</b>
North	A-Treatment Services		640	54.4%	\$225,501		569	51.0%	\$184,689
	B-Rehabilitation Services		249	21.2%	\$139,849		236	21.1%	\$124,189
	C-Medical Services		123	10.5%	\$15,297		111	9.9%	\$15,837
	D-Support Services		1,082	92.0%	\$606,961		1,038	93.0%	\$556,804
	E-Crisis Intervention Services		10	0.9%	\$4,359		21	1.9%	\$7,506
	F-Inpatient Services		29	2.5%	\$379,599		29	2.6%	\$228,577
	G-Residential Services		19	1.6%	\$140,716		13	1.2%	\$89,481
	H-Behavioral Health Day Programs		2	0.2%	\$243		3	0.3%	\$480
	J-Outpatient Services (UB92)		5	0.4%	\$1,421		3	0.3%	\$869
	P-Pharmacy		188	16.0%	\$34,333		166	14.9%	\$26,842
	Other		73	6.2%	\$7,037		66	5.9%	\$5,787
	<b>All Services</b>	<b>1,502</b>	<b>1,176</b>		<b>\$1,555,316</b>	<b>1,491</b>	<b>1,116</b>		<b>\$1,241,062</b>

<sup>5</sup> Support Services include case management, which historically has been the largest volume service among behavioral health services delivered to members. AHCCCS and the RBHAs have been working to obtain more granular data regarding the services currently billed under “case management.”

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

GSA	Service Category	October 2020				November 2020			
		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	4,292	1,591	47.8%	\$567,096	4,356	1,501	45.6%	\$493,608
	B-Rehabilitation Services		302	9.1%	\$120,647		267	8.1%	\$107,183
	C-Medical Services		338	10.2%	\$80,582		300	9.1%	\$54,764
	D-Support Services		3,187	95.8%	\$1,240,042		3,122	94.9%	\$1,197,941
	E-Crisis Intervention Services		62	1.9%	\$69,427		56	1.7%	\$86,386
	F-Inpatient Services		131	3.9%	\$762,745		134	4.1%	\$824,571
	G-Residential Services		63	1.9%	\$605,608		69	2.1%	\$571,983
	H-Behavioral Health Day Programs		4	0.1%	\$1,745		1	0.0%	\$123
	J-Outpatient Services (UB92)		11	0.3%	\$3,707		15	0.5%	\$1,821
	P-Pharmacy		482	14.5%	\$74,176		494	15.0%	\$73,407
	Other		150	4.5%	\$15,196		98	3.0%	\$1,246
	<b>All Services</b>	<b>4,292</b>	<b>3,325</b>		<b>\$3,540,971</b>	<b>4,356</b>	<b>3,289</b>		<b>\$3,413,033</b>
STATEWIDE	A-Treatment Services	14,334	5,231	49.4%	\$1,698,517	14,440	4,931	47.5%	\$1,473,833
	B-Rehabilitation Services		1,258	11.9%	\$943,166		1,140	11.0%	\$829,818
	C-Medical Services		1,097	10.4%	\$211,137		997	9.6%	\$197,887
	D-Support Services		10,019	94.6%	\$3,496,687		9,791	94.3%	\$3,285,105
	E-Crisis Intervention Services		225	2.1%	\$165,522		206	2.0%	\$164,727
	F-Inpatient Services		390	3.7%	\$2,871,314		388	3.7%	\$2,746,390
	G-Residential Services		139	1.3%	\$1,086,297		147	1.4%	\$1,030,180
	H-Behavioral Health Day Programs		16	0.2%	\$4,037		10	0.1%	\$2,089
	J-Outpatient Services (UB92)		22	0.2%	\$8,482		23	0.2%	\$8,196
	P-Pharmacy		1,708	16.1%	\$268,580		1,677	16.2%	\$266,257
	Other		441	4.2%	\$39,961		330	3.2%	\$20,327
	<b>All Services</b>	<b>14,334</b>	<b>10,595</b>		<b>\$10,793,701</b>	<b>14,440</b>	<b>10,382</b>		<b>\$10,024,810</b>

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	December 2020				January 2021			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services	8,497	2,809	46.4%	\$844,632	8,441	2,509	42.8%	\$789,495
	B-Rehabilitation Services		628	10.4%	\$558,422		589	10.0%	\$532,577
	C-Medical Services		594	9.8%	\$127,289		540	9.2%	\$118,595
	D-Support Services		5,733	94.7%	\$1,575,293		5,544	94.6%	\$1,576,563
	E-Crisis Intervention Services		125	2.1%	\$55,317		124	2.1%	\$65,368
	F-Inpatient Services		218	3.6%	\$1,372,293		211	3.6%	\$1,211,294
	G-Residential Services		61	1.0%	\$339,679		71	1.2%	\$446,803
	H-Behavioral Health Day Programs		8	0.1%	\$1,691		5	0.1%	\$1,803
	J-Outpatient Services (UB92)		7	0.1%	\$3,631		0	0.0%	\$0
	P-Pharmacy		1,043	17.2%	\$174,004		1,034	17.6%	\$159,970
	Other		165	2.7%	\$9,876		148	2.5%	\$10,819
<b>All Services</b>	<b>8,497</b>	<b>6,052</b>		<b>\$5,062,127</b>	<b>8,441</b>	<b>5,861</b>		<b>\$4,913,287</b>	
North	A-Treatment Services	1,470	577	50.8%	\$202,033	1,473	536	48.4%	\$171,618
	B-Rehabilitation Services		229	20.2%	\$125,779		214	19.3%	\$98,184
	C-Medical Services		137	12.1%	\$17,072		134	12.1%	\$17,822
	D-Support Services		1,047	92.2%	\$602,285		1,036	93.6%	\$654,855
	E-Crisis Intervention Services		18	1.6%	\$4,796		11	1.0%	\$2,813
	F-Inpatient Services		24	2.1%	\$179,635		24	2.2%	\$204,894
	G-Residential Services		13	1.1%	\$96,865		15	1.4%	\$101,128
	H-Behavioral Health Day Programs		3	0.3%	\$377		4	0.4%	\$292
	J-Outpatient Services (UB92)		5	0.4%	\$1,426		6	0.5%	\$1,034
	P-Pharmacy		177	15.6%	\$30,692		188	17.0%	\$35,752
	Other		75	6.6%	\$4,577		63	5.7%	\$4,585
<b>All Services</b>	<b>1,470</b>	<b>1,136</b>		<b>\$1,265,537</b>	<b>1,473</b>	<b>1,107</b>		<b>\$1,292,977</b>	

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	December 2020				January 2021			
		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		1,451	44.3%	\$463,985		1,468	44.1%	\$502,416
	B-Rehabilitation Services		273	8.3%	\$101,753		232	7.0%	\$89,831
	C-Medical Services		308	9.4%	\$50,859		287	8.6%	\$44,990
	D-Support Services		3,088	94.2%	\$1,179,359		3,202	96.3%	\$1,227,731
	E-Crisis Intervention Services		57	1.7%	\$56,418		61	1.8%	\$53,838
	F-Inpatient Services		131	4.0%	\$909,815		137	4.1%	\$871,358
	G-Residential Services		68	2.1%	\$609,720		68	2.0%	\$512,138
	H-Behavioral Health Day Programs		1	0.0%	\$76		1	0.0%	\$80
	J-Outpatient Services (UB92)		9	0.3%	\$2,601		10	0.3%	\$2,480
	P-Pharmacy		488	14.9%	\$77,043		482	14.5%	\$68,340
	Other		87	2.7%	\$1,674		93	2.8%	\$1,313
	<b>All Services</b>	<b>4,401</b>	<b>3,279</b>		<b>\$3,453,303</b>	<b>4,388</b>	<b>3,326</b>		<b>\$3,374,515</b>
STATEWIDE	A-Treatment Services		4,832	46.2%	\$1,510,649		4,511	43.9%	\$1,463,529
	B-Rehabilitation Services		1,128	10.8%	\$785,954		1,034	10.1%	\$720,592
	C-Medical Services		1,038	9.9%	\$195,220		961	9.3%	\$181,407
	D-Support Services		9,857	94.3%	\$3,356,937		9,776	95.0%	\$3,459,149
	E-Crisis Intervention Services		200	1.9%	\$116,531		196	1.9%	\$122,019
	F-Inpatient Services		373	3.6%	\$2,461,743		372	3.6%	\$2,287,546
	G-Residential Services		142	1.4%	\$1,046,264		154	1.5%	\$1,060,069
	H-Behavioral Health Day Programs		12	0.1%	\$2,144		10	0.1%	\$2,175
	J-Outpatient Services (UB92)		21	0.2%	\$7,659		16	0.2%	\$3,513
	P-Pharmacy		1,703	16.3%	\$281,739		1,702	16.5%	\$264,063
	Other		327	3.1%	\$16,127		304	3.0%	\$16,718
	<b>All Services</b>	<b>14,368</b>	<b>10,453</b>		<b>\$9,780,967</b>	<b>14,302</b>	<b>10,287</b>		<b>\$9,580,780</b>

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	February 2021				March 2021			
		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	8,282	2,454	42.0%	\$782,106	8,440	2,853	47.9%	\$990,828
	B-Rehabilitation Services		651	11.1%	\$460,358		627	10.5%	\$563,483
	C-Medical Services		561	9.6%	\$126,011		621	10.4%	\$132,204
	D-Support Services		5,518	94.5%	\$1,483,124		5,599	94.0%	\$1,620,211
	E-Crisis Intervention Services		115	2.0%	\$57,310		116	1.9%	\$58,336
	F-Inpatient Services		202	3.5%	\$1,335,434		207	3.5%	\$1,035,092
	G-Residential Services		59	1.0%	\$316,736		62	1.0%	\$305,955
	H-Behavioral Health Day Programs		6	0.1%	\$1,330		4	0.1%	\$703
	J-Outpatient Services (UB92)		8	0.1%	\$4,852		6	0.1%	\$3,289
	P-Pharmacy		1,034	17.7%	\$157,865		1,092	18.3%	\$168,321
	Other		129	2.2%	\$9,217		170	2.9%	\$15,379
<b>All Services</b>	<b>8,282</b>	<b>5,840</b>		<b>\$4,734,341</b>	<b>8,440</b>	<b>5,956</b>		<b>\$4,893,801</b>	
North	A-Treatment Services	1,422	552	53.5%	\$191,756	1,422	553	50.6%	\$206,171
	B-Rehabilitation Services		227	22.0%	\$113,302		229	21.0%	\$112,691
	C-Medical Services		113	10.9%	\$18,330		139	12.7%	\$20,771
	D-Support Services		955	92.5%	\$595,922		1,017	93.1%	\$624,801
	E-Crisis Intervention Services		16	1.6%	\$7,754		17	1.6%	\$5,011
	F-Inpatient Services		26	2.5%	\$260,237		32	2.9%	\$226,857
	G-Residential Services		12	1.2%	\$84,116		19	1.7%	\$98,639
	H-Behavioral Health Day Programs		4	0.4%	\$1,231		3	0.3%	\$948
	J-Outpatient Services (UB92)		5	0.5%	\$1,217		6	0.5%	\$1,659
	P-Pharmacy		174	16.9%	\$27,613		187	17.1%	\$30,148
	Other		58	5.6%	\$4,760		64	5.9%	\$6,476
<b>All Services</b>	<b>1,422</b>	<b>1,032</b>		<b>\$1,306,239</b>	<b>1,422</b>	<b>1,092</b>		<b>\$1,334,173</b>	

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	February 2021				March 2021			
		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	4,244	1,444	43.5%	\$513,857	4,278	1,550	45.6%	\$573,428
	B-Rehabilitation Services		175	5.3%	\$105,181		184	5.4%	\$102,254
	C-Medical Services		279	8.4%	\$52,000		275	8.1%	\$51,260
	D-Support Services		3,171	95.5%	\$1,161,238		3,256	95.9%	\$1,215,167
	E-Crisis Intervention Services		58	1.7%	\$54,559		64	1.9%	\$59,604
	F-Inpatient Services		121	3.6%	\$756,687		121	3.6%	\$656,568
	G-Residential Services		52	1.6%	\$387,066		53	1.6%	\$326,481
	H-Behavioral Health Day Programs		1	0.0%	\$118		2	0.1%	\$148
	J-Outpatient Services (UB92)		13	0.4%	\$3,639		19	0.6%	\$3,352
	P-Pharmacy		463	13.9%	\$69,356		486	14.3%	\$78,611
	Other		94	2.8%	\$3,326		144	4.2%	\$14,681
	<b>All Services</b>	<b>4,244</b>	<b>3,319</b>		<b>\$3,107,026</b>	<b>4,278</b>	<b>3,396</b>		<b>\$3,081,556</b>
STATEWIDE	A-Treatment Services	13,948	4,445	43.7%	\$1,487,719	14,140	4,949	47.5%	\$1,770,428
	B-Rehabilitation Services		1,052	10.3%	\$678,841		1,040	10.0%	\$778,428
	C-Medical Services		952	9.4%	\$196,341		1,035	9.9%	\$204,235
	D-Support Services		9,635	94.7%	\$3,240,284		9,847	94.6%	\$3,460,179
	E-Crisis Intervention Services		188	1.8%	\$119,623		197	1.9%	\$122,952
	F-Inpatient Services		347	3.4%	\$2,352,357		358	3.4%	\$1,918,517
	G-Residential Services		123	1.2%	\$787,918		133	1.3%	\$731,076
	H-Behavioral Health Day Programs		11	0.1%	\$2,679		9	0.1%	\$1,799
	J-Outpatient Services (UB92)		26	0.3%	\$9,707		31	0.3%	\$8,300
	P-Pharmacy		1,668	16.4%	\$254,834		1,759	16.9%	\$277,080
	Other		281	2.8%	\$17,304		378	3.6%	\$36,536
	<b>All Services</b>	<b>13,948</b>	<b>10,178</b>		<b>\$9,147,607</b>	<b>14,140</b>	<b>10,414</b>		<b>\$9,309,530</b>

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	April 2021				May 2021			
		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	8,469	2,677	46.5%	\$912,070	8,378	2,335	42.6%	\$745,201
	B-Rehabilitation Services		643	11.2%	\$411,419		633	11.5%	\$442,722
	C-Medical Services		657	11.4%	\$88,390		557	10.2%	\$73,184
	D-Support Services		5,321	92.5%	\$1,806,401		5,060	92.3%	\$1,626,507
	E-Crisis Intervention Services		147	2.6%	\$76,998		117	2.1%	\$60,639
	F-Inpatient Services		224	3.9%	\$2,150,601		206	3.8%	\$1,518,546
	G-Residential Services		64	1.1%	\$335,698		61	1.1%	\$327,823
	H-Behavioral Health Day Programs		3	0.1%	\$472		6	0.1%	\$549
	J-Outpatient Services (UB92)		95	1.7%	\$70,129		71	1.3%	\$54,286
	P-Pharmacy		905	15.7%	\$132,486		877	16.0%	\$120,752
	Other		545	9.5%	\$82,060		481	8.8%	\$70,556
<b>All Services</b>	<b>8,469</b>	<b>5,751</b>		<b>\$6,066,723</b>	<b>8,378</b>	<b>5,481</b>		<b>\$5,040,767</b>	
North	A-Treatment Services	1,445	469	45.6%	\$158,141	1,440	471	44.7%	\$143,526
	B-Rehabilitation Services		214	20.8%	\$72,748		219	20.8%	\$67,909
	C-Medical Services		105	10.2%	\$16,990		110	10.4%	\$14,835
	D-Support Services		943	91.7%	\$526,492		981	93.1%	\$519,765
	E-Crisis Intervention Services		10	1.0%	\$10,026		13	1.2%	\$6,077
	F-Inpatient Services		38	3.7%	\$482,655		39	3.7%	\$268,610
	G-Residential Services		18	1.8%	\$108,866		17	1.6%	\$93,959
	H-Behavioral Health Day Programs		6	0.6%	\$701		0	0.0%	\$0
	J-Outpatient Services (UB92)		17	1.7%	\$9,049		9	0.9%	\$6,451
	P-Pharmacy		151	14.7%	\$20,619		153	14.5%	\$15,864
	Other		86	8.4%	\$11,426		77	7.3%	\$9,848
<b>All Services</b>	<b>1,445</b>	<b>1,028</b>		<b>\$1,417,713</b>	<b>1,440</b>	<b>1,054</b>		<b>\$1,146,845</b>	



## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	April 2021				May 2021			
		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	4,343	1,424	43.3%	\$453,013	4,315	1,402	42.4%	\$415,497
	B-Rehabilitation Services		249	7.6%	\$113,943		254	7.7%	\$124,568
	C-Medical Services		317	9.6%	\$48,497		299	9.1%	\$45,451
	D-Support Services		3,128	95.0%	\$1,061,977		3,130	94.8%	\$1,031,367
	E-Crisis Intervention Services		59	1.8%	\$36,997		79	2.4%	\$73,941
	F-Inpatient Services		126	3.8%	\$1,144,007		127	3.8%	\$837,982
	G-Residential Services		52	1.6%	\$427,939		37	1.1%	\$273,213
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		33	1.0%	\$16,054		39	1.2%	\$34,903
	P-Pharmacy		443	13.5%	\$61,589		439	13.3%	\$56,379
	Other		267	8.1%	\$51,351		271	8.2%	\$48,548
	<b>All Services</b>		<b>4,343</b>	<b>3,292</b>			<b>\$3,415,367</b>	<b>4,315</b>	<b>3,303</b>
STATEWIDE	A-Treatment Services	14,257	4,561	45.4%	\$1,523,224	14,133	4,206	42.8%	\$1,304,225
	B-Rehabilitation Services		1,105	11.0%	\$598,110		1,105	11.2%	\$635,200
	C-Medical Services		1,079	10.7%	\$153,877		966	9.8%	\$133,471
	D-Support Services		9,375	93.3%	\$3,394,870		9,163	93.2%	\$3,177,639
	E-Crisis Intervention Services		216	2.1%	\$124,021		209	2.1%	\$140,657
	F-Inpatient Services		387	3.9%	\$3,777,262		372	3.8%	\$2,625,139
	G-Residential Services		134	1.3%	\$872,503		115	1.2%	\$694,996
	H-Behavioral Health Day Programs		9	0.1%	\$1,172		6	0.1%	\$549
	J-Outpatient Services (UB92)		145	1.4%	\$95,232		119	1.2%	\$95,640
	P-Pharmacy		1,498	14.9%	\$214,694		1,468	14.9%	\$192,995
	Other		896	8.9%	\$144,837		829	8.4%	\$128,952
	<b>All Services</b>		<b>14,257</b>	<b>10,047</b>			<b>\$10,899,803</b>	<b>14,133</b>	<b>9,829</b>

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	Jun 2021				Jul 2021			
		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	8,476	2,447	44.3%	\$823,402	8,496	2,379	43.5%	\$826,240
	B-Rehabilitation Services		626	11.3%	\$430,216		577	10.6%	\$373,332
	C-Medical Services		641	11.6%	\$88,652		611	11.2%	\$86,604
	D-Support Services		5,168	93.5%	\$1,763,477		5,086	93.1%	\$1,614,869
	E-Crisis Intervention Services		103	1.9%	\$56,834		131	2.4%	\$68,458
	F-Inpatient Services		211	3.8%	\$1,591,692		187	3.4%	\$1,663,776
	G-Residential Services		62	1.1%	\$310,671		61	1.1%	\$320,752
	H-Behavioral Health Day Programs		12	0.2%	\$1,524		8	0.1%	\$1,387
	J-Outpatient Services (UB92)		75	1.4%	\$46,097		79	1.4%	\$60,006
	P-Pharmacy		877	15.9%	\$112,547		826	15.1%	\$119,433
	Other		276	5.0%	\$56,597		293	5.4%	\$52,236
<b>All Services</b>	<b>8,476</b>	<b>5,525</b>		<b>\$5,281,710</b>	<b>8,496</b>	<b>5,464</b>		<b>\$5,187,093</b>	
North	A-Treatment Services	1,456	551	50.6%	\$187,661	1,464	525	48.4%	\$164,939
	B-Rehabilitation Services		223	20.5%	\$95,349		238	21.9%	\$92,986
	C-Medical Services		117	10.7%	\$15,503		105	9.7%	\$13,433
	D-Support Services		1,005	92.2%	\$500,730		1,012	93.3%	\$517,781
	E-Crisis Intervention Services		12	1.1%	\$8,033		14	1.3%	\$9,177
	F-Inpatient Services		31	2.8%	\$219,257		35	3.2%	\$335,657
	G-Residential Services		13	1.2%	\$66,520		12	1.1%	\$81,110
	H-Behavioral Health Day Programs		3	0.3%	\$201		1	0.1%	\$79
	J-Outpatient Services (UB92)		9	0.8%	\$7,663		14	1.3%	\$13,362
	P-Pharmacy		143	13.1%	\$12,072		145	13.4%	\$18,346
	Other		47	4.3%	\$7,376		54	5.0%	\$7,578
<b>All Services</b>	<b>1,456</b>	<b>1,090</b>		<b>\$1,120,366</b>	<b>1,464</b>	<b>1,085</b>		<b>\$1,254,447</b>	

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	Jun 2021				Jul 2021			
		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	4,385	1,472	44.9%	\$483,800	4,451	1,425	43.6%	\$466,760
	B-Rehabilitation Services		234	7.1%	\$124,992		250	7.6%	\$108,160
	C-Medical Services		336	10.2%	\$48,310		299	9.1%	\$44,050
	D-Support Services		3,125	95.3%	\$1,102,570		3,107	95.0%	\$1,033,988
	E-Crisis Intervention Services		63	1.9%	\$49,363		50	1.5%	\$32,354
	F-Inpatient Services		134	4.1%	\$878,947		120	3.7%	\$868,775
	G-Residential Services		35	1.1%	\$212,562		35	1.1%	\$232,041
	H-Behavioral Health Day Programs		2	0.1%	\$1,652		2	0.1%	\$1,579
	J-Outpatient Services (UB92)		46	1.4%	\$36,241		45	1.4%	\$40,120
	P-Pharmacy		434	13.2%	\$50,748		432	13.2%	\$71,192
	Other		171	5.2%	\$50,070		157	4.8%	\$45,069
	<b>All Services</b>		<b>4,385</b>	<b>3,279</b>			<b>\$3,039,255</b>	<b>4,451</b>	<b>3,270</b>
STATEWIDE	A-Treatment Services	14,317	4,468	45.2%	\$1,494,863	14,411	4,324	44.1%	\$1,457,939
	B-Rehabilitation Services		1,083	11.0%	\$650,557		1,064	10.9%	\$574,478
	C-Medical Services		1,093	11.1%	\$152,466		1,015	10.4%	\$144,087
	D-Support Services		9,291	94.0%	\$3,366,777		9,197	93.8%	\$3,166,638
	E-Crisis Intervention Services		177	1.8%	\$114,230		194	2.0%	\$109,989
	F-Inpatient Services		376	3.8%	\$2,689,895		342	3.5%	\$2,868,208
	G-Residential Services		110	1.1%	\$589,752		107	1.1%	\$633,903
	H-Behavioral Health Day Programs		17	0.2%	\$3,377		11	0.1%	\$3,045
	J-Outpatient Services (UB92)		130	1.3%	\$90,001		138	1.4%	\$113,488
	P-Pharmacy		1,454	14.7%	\$175,367		1,403	14.3%	\$208,971
	Other		494	5.0%	\$114,044		502	5.1%	\$104,884
	<b>All Services</b>		<b>14,317</b>	<b>9,887</b>			<b>\$9,441,331</b>	<b>14,411</b>	<b>9,805</b>

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	August 2021				September 2021			
		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	8,465	2,381	43.9%	\$810,413	8,395	2,417	45.5%	\$860,635
	B-Rehabilitation Services		563	10.4%	\$312,471		574	10.8%	\$412,399
	C-Medical Services		613	11.3%	\$83,795		647	12.2%	\$94,137
	D-Support Services		5,027	92.6%	\$1,667,006		4,861	91.5%	\$1,601,659
	E-Crisis Intervention Services		129	2.4%	\$80,697		174	3.3%	\$99,434
	F-Inpatient Services		173	3.2%	\$1,674,826		196	3.7%	\$1,698,739
	G-Residential Services		66	1.2%	\$424,507		63	1.2%	\$350,243
	H-Behavioral Health Day Programs		10	0.2%	\$1,119		12	0.2%	\$1,500
	J-Outpatient Services (UB92)		70	1.3%	\$54,242		87	1.6%	\$59,187
	P-Pharmacy		845	15.6%	\$130,362		808	15.2%	\$128,215
	Other		496	9.1%	\$64,691		515	9.7%	\$85,001
<b>All Services</b>	<b>8,465</b>	<b>5,429</b>		<b>\$5,304,128</b>	<b>8,395</b>	<b>5,311</b>		<b>\$5,391,149</b>	
North	A-Treatment Services	1,471	545	49.9%	\$167,297	1,460	506	47.6%	\$152,989
	B-Rehabilitation Services		187	17.1%	\$63,354		193	18.1%	\$67,380
	C-Medical Services		92	8.4%	\$13,191		105	9.9%	\$13,487
	D-Support Services		1,020	93.3%	\$481,748		1,000	94.0%	\$465,030
	E-Crisis Intervention Services		11	1.0%	\$4,483		18	1.7%	\$12,985
	F-Inpatient Services		37	3.4%	\$302,711		35	3.3%	\$105,784
	G-Residential Services		12	1.1%	\$101,830		15	1.4%	\$93,188
	H-Behavioral Health Day Programs		1	0.1%	\$67		0	0.0%	\$0
	J-Outpatient Services (UB92)		14	1.3%	\$8,023		11	1.0%	\$9,545
	P-Pharmacy		149	13.6%	\$13,706		139	13.1%	\$15,940
	Other		83	7.6%	\$16,838		85	8.0%	\$21,455
<b>All Services</b>	<b>1,471</b>	<b>1,093</b>		<b>\$1,173,247</b>	<b>1,460</b>	<b>1,064</b>		<b>\$957,784</b>	

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2021**

BHS Site	Service Category	August 2021				September 2021			
		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	4,478	1,415	42.7%	\$437,392	4,452	1,368	42.2%	\$424,316
	B-Rehabilitation Services		243	7.3%	\$108,389		241	7.4%	\$139,539
	C-Medical Services		280	8.5%	\$43,661		315	9.7%	\$47,113
	D-Support Services		3,150	95.1%	\$997,368		3,060	94.5%	\$968,526
	E-Crisis Intervention Services		73	2.2%	\$51,445		60	1.9%	\$44,053
	F-Inpatient Services		97	2.9%	\$662,055		110	3.4%	\$612,812
	G-Residential Services		35	1.1%	\$248,580		38	1.2%	\$309,642
	H-Behavioral Health Day Programs		1	0.0%	\$49		1	0.0%	\$310
	J-Outpatient Services (UB92)		48	1.4%	\$24,077		45	1.4%	\$24,995
	P-Pharmacy		421	12.7%	\$64,012		431	13.3%	\$64,611
	Other		256	7.7%	\$43,754		261	8.1%	\$38,908
	<b>All Services</b>	<b>4,478</b>	<b>3,311</b>		<b>\$2,680,784</b>	<b>4,452</b>	<b>3,238</b>		<b>\$2,674,824</b>
STATEWIDE	A-Treatment Services	14,414	4,341	44.2%	\$1,415,101	14,307	4,291	44.7%	\$1,437,941
	B-Rehabilitation Services		993	10.1%	\$484,214		1,008	10.5%	\$619,318
	C-Medical Services		985	10.0%	\$140,647		1,066	11.1%	\$154,737
	D-Support Services		9,195	93.5%	\$3,146,122		8,914	92.8%	\$3,035,215
	E-Crisis Intervention Services		213	2.2%	\$136,625		251	2.6%	\$156,473
	F-Inpatient Services		307	3.1%	\$2,639,593		341	3.6%	\$2,417,334
	G-Residential Services		113	1.1%	\$774,917		116	1.2%	\$753,073
	H-Behavioral Health Day Programs		12	0.1%	\$1,235		13	0.1%	\$1,809
	J-Outpatient Services (UB92)		132	1.3%	\$86,343		143	1.5%	\$93,727
	P-Pharmacy		1,415	14.4%	\$208,080		1,378	14.3%	\$208,766
	Other		835	8.5%	\$125,283		859	8.9%	\$145,365
	<b>All Services</b>	<b>14,414</b>	<b>9,831</b>		<b>\$9,158,159</b>	<b>14,307</b>	<b>9,604</b>		<b>\$9,023,757</b>

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table IV: RBHA Reported Grievances and OGC Requests for Hearing for FFY 2021<sup>6</sup>**

RBHA Quarter – Q1: 10/1/20 – 12/31/20 Q2: 1/1/21 – 3/31/21	Grievances – RBHA Self-Reported		Request for Hearing - OGC System
	<i>Number of Grievances</i>	<i>Number of Members</i>	<i>Number of Requests</i>
<b>Arizona Complete Health (AzCH)</b>			
Quarter 1	0	0	0
Quarter 2	1	1	0
<b>Health Choice (HCA)</b>			
Quarter 1	0	0	0
Quarter 2	1	1	0
<b>Mercy Care (MC)</b>			
Quarter 1	5	5	0
Quarter 2	0	0	0
<b>STATEWIDE</b>			
Quarter 1	5	5	0
Quarter 2	2	2	0

<sup>6</sup> Mercy Care DCS CHP became the RBHA for DCS CHP members and began reporting appeals data for DCS CHP in April 2021. This table was replaced with Tables V through Table X in Quarter 3.

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table V: RBHA Reported Notices of Adverse Benefit Determination<sup>7</sup>**

Total Number of Notices of Adverse Benefit Determination (denials, suspensions, terminations)	Mercy Care DCS CHP					
	Quarter 3			Quarter 4		
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
	108	93	93	110	130	108

**Table VI: RBHA Reported Reasons for Notices of Adverse Benefit Determination**

Reasons for Notices of Adverse Benefit Determination	Mercy Care DCS CHP					
	Quarter 3			Quarter 4		
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Excluded Benefit/Benefit Exhausted	1	1	1	1	2	1
Not Medically Necessary	107	88	92	109	125	106
Out of Network Provider	0	3	0	0	0	0
Not Enough Information to Make a Decision	0	1	0	0	3	1
System/Program Issues, Including Coverage by Another Entity	0	0	0	0	0	0
<b>Total Number of Notices of Adverse Benefit Determination (denials, suspensions, terminations)</b>	<b>108</b>	<b>93</b>	<b>93</b>	<b>110</b>	<b>130</b>	<b>108</b>

<sup>7</sup> This Table replaces the grievance data previously reported in Table IV.

## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table VII: RBHA Reported Number of Appeals**

Mercy Care DCS CHP						
Appeal Type	Quarter 3			Quarter 4		
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Number of Member Standard Appeals Received	8	10	7	5	11	3
Number of Expedited Appeals Received	0	1	0	0	0	0
<b>Total</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>3</b>

**Table VIII: RBHA Reported Number of Standard Appeal Outcomes<sup>8</sup>**

Mercy Care DCS CHP						
Standard Appeal Outcomes	Quarter 3			Quarter 4		
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Upheld Appeals	3	2	4	8	2	3
Untimely Appeals	0	0	0	0	0	0
Extensions	1	4	7	6	1	6
Overtured Appeals						
<i>a. Overtured due to secondary review</i>	0	1	0	0	0	0
<i>b. Overtured due to additional information submitted</i>	1	3	6	3	1	7
Partially Overtured Appeals						
<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
<b>Total Standard Appeal Outcomes</b>	<b>5</b>	<b>10</b>	<b>17</b>	<b>17</b>	<b>4</b>	<b>16</b>

<sup>8</sup> 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.



## Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2021

**Table IX: RBHA Reported Number of Expedited Appeal Outcomes<sup>9</sup>**

Mercy Care DCS CHP						
Expedited Appeal Outcomes	Quarter 3			Quarter 4		
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Upheld Expedited Appeals	0	0	0	0	0	0
Untimely Expedited Appeals	0	0	0	0	0	0
Extensions Requested	0	0	0	0	0	0
Expedited Appeals Changed to Standard Appeals	0	0	1	2	0	1
Overtured Expedited Appeals						
<i>a. Overtured due to incorrect handling</i>	0	0	0	0	0	0
<i>b. Overtured due to additional information submitted</i>	0	1	0	0	0	0
Partially Overtured Expedited Appeals						
<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
<b>Total Expedited Appeal Outcomes</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>

**Table X: Final Decisions Reached by the AHCCCS Director<sup>10</sup>**

Mercy Care DCS CHP						
Decision	Quarter 3			Quarter 4		
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Hearing Requests Received During Reporting Period	0	0	0	0	0	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
<b>Total Decisions</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<sup>9</sup> 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.

<sup>10</sup> This Table replaces the Request for Hearing data previously reported in Table IV.