<table>
<thead>
<tr>
<th>Quarter</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<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>
<tr>
<td>2021-Q3</td>
<td>4/1/2021 – 6/30/2021</td>
</tr>
<tr>
<td>2021-Q4</td>
<td>7/1/2021 – 9/30/2021</td>
</tr>
</tbody>
</table>
Rapid Response – HP Self Reported (72-hour requirement)\(^1\)

The previous three health plans (AzCH, HCA, MC) have been aggregated from the previously reported quarters. For the current reporting quarter, the data is from Solari, a subcontractor of DCS-CHP. The method is to get an average for the following: Rapid Response and Average Rapid Response Time in Hours.
TFC Utilization by Avg. Length of Stay – AHCCCS Calculated Preliminary

The previous three health plans (AzCH, HCA, MC) have been aggregated from previously reported quarters. The methodology and the data source remain unchanged.
TFC Utilization – AHCCCS Calculated

1The previous three health plans (AzCH, HCA, MC) have been aggregated from previously reported quarters. The methodology and the data source remain unchanged.
Respite Utilization – AHCCCS Calculated

1The previous three health plans (AzCH, HCA, MC) have been aggregated from previously reported quarters. The methodology and the data source remain unchanged.


Grievances – HP Self Reported

The three previous health plans (AzCH, HCA, MC) have been aggregated from previously reported quarters. The data sources for collecting the number of grievances is from The Arizona Department of Child Safety – Comprehensive Health Plan (DCS-CHP) and Mercy Care (a subcontractor of DCS-CHP).
ACOM 449 – Liaison and After-Hours Call Volume – HP Self Reported\(^1\)

![Bar Chart]

\(^1\)The methodology and the data source remain unchanged.
AHCCCS Clinical Resolutions – Jacob’s Law Call Volume

The methodology and the data source remain unchanged.
DCS-CHP Specific Enrolled/Served – Percentage Served – AHCCCS Calculated

1The methodology and the data source remain unchanged.