

April 19, 2019

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.

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 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) 2018  
Quarters One and Two (October 1, 2017 – March 31, 2018)**

**April 2019  
Jami Snyder, 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 continues its review of 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 quarterly report submission, AHCCCS continues the modification of the methodology used beginning with the April 30, 2018 Report. This change 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. AHCCCS continues the modification of the methodology used beginning with the March 31, 2018 Report which corrected the identification of all members disenrolling from CMDP.

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.<sup>1</sup>

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.

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<sup>1</sup> 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.

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 legislative requirement concerning the CMDP Report was amended to submit the report semi-annually. The data included in the CMDP Report is still presented on a quarterly basis with data provided by month for the quarters being reported. As such, AHCCCS presents this Report for quarters one and two of the 2018 contract year (October 1, 2017 through March 31, 2018) by month. AHCCCS requires the completion of at least a six month data lag before reporting statistics, 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; encounter data is required to provide service utilization information), 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 in FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served <sup>2</sup>	Percent of Foster Care Eligible Members Served
Central	Oct-17	9,783	7,460	76.3%
	Nov-17	9,607	7,375	76.8%
	Dec-17	9,637	7,245	75.2%
	Jan-18	9,660	7,437	77.0%
	Feb-18	9,573	7,140	74.6%
	Mar-18	9,642	6,189 <sup>3</sup>	64.2%
North	Oct-17	1,382	1,064	77.0%
	Nov-17	1,358	1,024	75.4%
	Dec-17	1,342	1,009	75.2%
	Jan-18	1,325	1,001	75.5%
	Feb-18	1,362	998	73.3%
	Mar-18	1,399	1,044	74.6%
South	Oct-17	4,481	3,405	76.0%
	Nov-17	4,321	3,265	75.6%
	Dec-17	4,353	3,107	71.4%
	Jan-18	4,321	3,184	73.7%
	Feb-18	4,292	3,019	70.3%
	Mar-18	4,363	3,071	70.4%
STATEWIDE	Oct-17	15,646	11,923	76.2%
	Nov-17	15,286	11,655	76.2%
	Dec-17	15,332	11,350	74.0%
	Jan-18	15,306	11,608	75.8%
	Feb-18	15,227	11,145	73.2%
	Mar-18	15,404	10,295	66.8%

<sup>2</sup> The statewide total will not equal the summation of the three GSAs due to a limited number of members moving between GSAs during the year.

<sup>3</sup> "Eligible Members Served" is based on encounter data (post-adjudicated claims data) stored in the AHCCCS mainframe. The RBHA has confirmed that this apparent reduction in served members is due to a claims issue that is being corrected and which will result in a revised number of "Eligible Members Served" for March 2018.

Table II: New Enrolled CMDP Members by Geographical Service Area (GSA) and Statewide for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

Month-Year	Central	North	South	STATEWIDE
<b>Oct-17</b>	470	58	207	<b>735</b>
<b>Nov-17</b>	393	51	189	<b>633</b>
<b>Dec-17</b>	449	74	251	<b>774</b>
<b>Jan-18</b>	449	65	212	<b>726</b>
<b>Feb-18</b>	444	98	234	<b>776</b>
<b>Mar-18</b>	478	97	244	<b>819</b>

Table II-A: Number of Disenrolled CMDP Members for<sup>4</sup> FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

		Number of Unique CMDP Members	Percent of Unique CMDP Members
<b>Members Immediately Enrolled in another AHCCCS Health Plan</b>			
Quarter 1 (10/1/17 – 12/31/17)	Oct-17	1,009	98.2%
	Nov-17	731	97.9%
	Dec-17	740	96.0%
Quarter 2 (1/1/18 – 3/31/18)	Jan-18	859	95.7%
	Feb-18	656	97.8%
	Mar-18	920	96.8%
<b>Members <b>Not</b> Immediately Enrolled in another AHCCCS Health Plan</b>			
Quarter 1 (10/1/17 – 12/31/17)	Oct-17	18	1.8 %
	Nov-17	16	2.1%
	Dec-17	31	4.0%
Quarter 2 (1/1/18 – 3/31/18)	Jan-18	39	4.3%
	Feb-18	15	2.2%
	Mar-18	30	3.2%
<b>Total All Disenrolled CMDP Members</b>		<b>5,064</b>	

<sup>4</sup> The data methodology was updated for this table for FFY2018, which reduced the number members not immediately enrolled in another AHCCCS Health Plan compared to previous reports.

Table III: Monthly Utilization of CMDP Members by Service Category<sup>5</sup> for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

GSA	Service Category	October 2017				November 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	9,783	3,668	49.2%	\$961,434.78	9,607	3,486	47.3%	\$905,092.49
	B-Rehabilitation Services		721	9.7%	\$738,156.45		697	9.5%	\$719,519.37
	C-Medical Services		625	8.4%	\$86,657.05		614	8.3%	\$88,866.35
	D-Support Services		7,199	96.5%	\$2,197,693.45		7,102	96.3%	\$2,068,589.74
	E-Crisis Intervention Services		234	3.1%	\$161,479.90		207	2.8%	\$150,471.99
	F-Inpatient Services		130	1.7%	\$1,209,777.31		114	1.5%	\$1,178,347.79
	G-Residential Services		61	0.8%	\$271,651.60		53	0.7%	\$257,904.47
	H-Behavioral Health Day Programs		7	0.1%	\$5,950.28		6	0.1%	\$2,571.64
	J-Outpatient Services (UB92)		20	0.3%	\$55,611.01		21	0.3%	\$33,670.72
	P-Pharmacy		1,077	14.4%	\$211,032.07		1,100	14.9%	\$212,762.01
	Other		229	3.1%	\$73,499.32		254	3.4%	\$57,326.72
	<b>All Services</b>	<b>9,783</b>	<b>7,460</b>		<b>\$5,972,943.22</b>	<b>9,607</b>	<b>7,375</b>		<b>\$5,675,123.29</b>
North	A-Treatment Services	1,382	528	49.6%	\$182,950.84	1,358	513	50.1%	\$165,905.33
	B-Rehabilitation Services		309	29.0%	\$150,972.62		288	28.1%	\$131,506.34
	C-Medical Services		84	7.9%	\$9,866.97		101	9.9%	\$14,814.68
	D-Support Services		1,020	95.9%	\$766,595.05		982	95.9%	\$689,245.61
	E-Crisis Intervention Services		10	0.9%	\$11,233.23		11	1.1%	\$6,735.64
	F-Inpatient Services		18	1.7%	\$175,628.01		16	1.6%	\$160,220.73
	G-Residential Services		20	1.9%	\$90,354.03		19	1.9%	\$96,414.83
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$417.65		1	0.1%	\$23.06
	P-Pharmacy		167	15.7%	\$54,820.47		167	16.3%	\$44,066.42
	Other		20	1.9%	\$4,485.19		17	1.7%	\$1,136.42
	<b>All Services</b>	<b>1,382</b>	<b>1,064</b>		<b>\$1,447,324.06</b>	<b>1,358</b>	<b>1,024</b>		<b>\$1,310,069.06</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."



Table III: Monthly Utilization of CMDP Members by Service Category for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

GSA	Service Category	October 2017				November 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		2,067	60.7%	\$825,649.38		1,942	59.5%	\$768,862.61
	B-Rehabilitation Services		628	18.4%	\$171,623.51		629	19.3%	\$160,264.85
	C-Medical Services		327	9.6%	\$75,603.58		280	8.6%	\$65,688.80
	D-Support Services		3,152	92.6%	\$1,213,405.78		2,974	91.1%	\$1,048,007.49
	E-Crisis Intervention Services		49	1.4%	\$40,011.17		61	1.9%	\$50,142.64
	F-Inpatient Services		43	1.3%	\$410,235.47		42	1.3%	\$405,668.69
	G-Residential Services		68	2.0%	\$478,503.41		71	2.2%	\$567,804.68
	H-Behavioral Health Day Programs		10	0.3%	\$15,331.69		9	0.3%	\$13,190.24
	J-Outpatient Services (UB92)		8	0.2%	\$3,593.40		8	0.2%	\$32,196.42
	P-Pharmacy		447	13.1%	\$78,018.36		452	13.8%	\$71,533.72
	Other		36	1.1%	\$3,262.98		40	1.2%	\$15,595.88
			<b>All Services</b>	<b>4,481</b>	<b>3,405</b>			<b>\$3,315,238.73</b>	<b>4,321</b>
STATEWIDE	A-Treatment Services		6,262	52.5%	\$1,970,035.00		5,941	51.0%	\$1,839,860.43
	B-Rehabilitation Services		1,657	13.9%	\$1,060,752.58		1,614	13.8%	\$1,011,290.56
	C-Medical Services		1,036	8.7%	\$172,127.60		995	8.5%	\$169,369.83
	D-Support Services		11,368	95.3%	\$4,177,694.28		11,053	94.8%	\$3,805,842.84
	E-Crisis Intervention Services		293	2.5%	\$212,724.30		279	2.4%	\$207,350.27
	F-Inpatient Services		191	1.6%	\$1,795,640.79		172	1.5%	\$1,744,237.21
	G-Residential Services		148	1.2%	\$840,509.04		142	1.2%	\$922,123.98
	H-Behavioral Health Day Programs		17	0.1%	\$21,281.97		15	0.1%	\$15,761.88
	J-Outpatient Services (UB92)		29	0.2%	\$59,622.06		30	0.3%	\$65,890.20
	P-Pharmacy		1,689	14.2%	\$343,870.90		1,717	14.7%	\$328,362.15
	Other		285	2.4%	\$81,247.49		311	2.7%	\$74,059.02
			<b>All Services</b>	<b>15,646</b>	<b>11,923</b>			<b>\$10,735,506.01</b>	<b>15,286</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

BHS Site	Service Category	December 2017				January 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
Central	A-Treatment Services		3,247	44.8%	\$768,976.76		3,509	47.2%	\$947,427.99
	B-Rehabilitation Services		696	9.6%	\$694,906.55		772	10.4%	\$723,533.09
	C-Medical Services		500	6.9%	\$72,559.41		647	8.7%	\$94,001.90
	D-Support Services		6,958	96.0%	\$1,926,539.11		7,219	97.1%	\$2,182,395.24
	E-Crisis Intervention Services		223	3.1%	\$157,245.04		228	3.1%	\$163,515.83
	F-Inpatient Services		126	1.7%	\$1,737,490.42		123	1.7%	\$1,344,605.58
	G-Residential Services		54	0.7%	\$272,586.37		62	0.8%	\$300,647.04
	H-Behavioral Health Day Programs		3	0.0%	\$1,359.26		4	0.1%	\$3,507.76
	J-Outpatient Services (UB92)		13	0.2%	\$20,409.51		13	0.2%	\$16,072.25
	P-Pharmacy		1,061	14.6%	\$285,640.47		1,124	15.1%	\$311,632.24
	Other		230	3.2%	\$53,126.11		308	4.1%	\$55,907.89
	<b>All Services</b>	<b>9,637</b>	<b>7,245</b>		<b>\$5,990,839.01</b>	<b>9,660</b>	<b>7,437</b>		<b>\$6,143,246.81</b>
North	A-Treatment Services		476	47.2%	\$136,225.42		479	47.9%	\$161,162.31
	B-Rehabilitation Services		274	27.2%	\$134,641.16		279	27.9%	\$153,217.49
	C-Medical Services		95	9.4%	\$12,289.12		99	9.9%	\$13,750.89
	D-Support Services		955	94.6%	\$641,003.17		974	97.3%	\$636,161.28
	E-Crisis Intervention Services		3	0.3%	\$2,131.90		8	0.8%	\$11,153.68
	F-Inpatient Services		15	1.5%	\$194,323.75		20	2.0%	\$258,384.90
	G-Residential Services		20	2.0%	\$111,701.31		23	2.3%	\$123,963.90
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$84.33		0	0.0%	\$0.00
	P-Pharmacy		153	15.2%	\$42,153.05		152	15.2%	\$47,206.92
	Other		13	1.3%	\$568.64		15	1.5%	\$950.86
	<b>All Services</b>	<b>1,342</b>	<b>1,009</b>		<b>\$1,275,121.85</b>	<b>1,325</b>	<b>1,001</b>		<b>\$1,405,952.23</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

BHS Site	Service Category	December 2017				January 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
South	A-Treatment Services		1,768	56.9%	\$615,202.84		1,809	56.8%	\$744,806.75
	B-Rehabilitation Services		596	19.2%	\$143,205.34		564	17.7%	\$147,812.96
	C-Medical Services		310	10.0%	\$70,009.93		331	10.4%	\$75,908.89
	D-Support Services		2,796	90.0%	\$983,911.03		2,990	93.9%	\$1,087,299.56
	E-Crisis Intervention Services		36	1.2%	\$44,354.20		72	2.3%	\$87,071.05
	F-Inpatient Services		37	1.2%	\$260,353.99		40	1.3%	\$579,140.81
	G-Residential Services		75	2.4%	\$630,292.47		75	2.4%	\$641,779.89
	H-Behavioral Health Day Programs		10	0.3%	\$9,810.62		7	0.2%	\$11,860.30
	J-Outpatient Services (UB92)		5	0.2%	\$2,516.99		6	14.6%	\$2,604.64
	P-Pharmacy		457	14.7%	\$90,902.86		466	1.8%	\$100,209.72
	Other		36	1.2%	\$9,027.14		56	1.8%	\$13,949.06
	<b>All Services</b>	<b>4,353</b>	<b>3,107</b>		<b>\$2,859,587.41</b>	<b>4,321</b>	<b>3,184</b>		<b>\$3,492,443.63</b>
STATEWIDE	A-Treatment Services		5,490	48.4%	\$1,520,405.02		5,793	49.9%	\$1,853,397.05
	B-Rehabilitation Services		1,566	13.8%	\$972,753.05		1,613	13.9%	\$1,024,563.54
	C-Medical Services		905	8.0%	\$154,858.46		1,077	9.3%	\$183,661.68
	D-Support Services		10,701	94.3%	\$3,551,453.31		11,172	96.2%	\$3,905,856.08
	E-Crisis Intervention Services		262	2.3%	\$203,731.14		308	2.7%	\$261,740.56
	F-Inpatient Services		177	1.6%	\$2,192,168.16		182	1.6%	\$2,182,131.29
	G-Residential Services		149	1.3%	\$1,014,580.15		160	1.4%	\$1,066,390.83
	H-Behavioral Health Day Programs		13	0.1%	\$11,169.88		11	0.1%	\$15,368.06
	J-Outpatient Services (UB92)		19	0.2%	\$23,010.83		19	0.2%	\$18,676.89
	P-Pharmacy		1,670	14.7%	\$418,696.38		1,740	15.0%	\$459,048.88
	Other		278	2.4%	\$62,721.89		377	3.2%	\$70,807.81
	<b>All Services</b>	<b>15,332</b>	<b>11,350</b>		<b>\$10,125,548.27</b>	<b>15,306</b>	<b>11,608</b>		<b>\$11,041,642.67</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

BHS Site	Service Category	February 2018				March 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
Central	A-Treatment Services		3,429	48.0%	\$871,587.66		2,691	43.5%	\$666,122.42
	B-Rehabilitation Services		751	10.5%	\$593,602.80		651	10.5%	\$501,348.22
	C-Medical Services		573	8.0%	\$82,496.14		464	7.5%	\$68,790.92
	D-Support Services		6,818	95.5%	\$1,856,508.89		5,810	93.9%	\$1,638,810.34
	E-Crisis Intervention Services		227	3.2%	\$167,780.15		183	3.0%	\$133,109.09
	F-Inpatient Services		125	1.8%	\$1,356,741.97		134	2.2%	\$4,165,067.70
	G-Residential Services		60	0.8%	\$272,302.94		66	1.1%	\$318,725.87
	H-Behavioral Health Day Programs		4	0.1%	\$3,583.08		4	0.1%	\$1,768.42
	J-Outpatient Services (UB92)		13	0.2%	\$11,884.93		5	0.1%	\$18,026.54
	P-Pharmacy		1,064	14.9%	\$302,138.99		1,139	18.4%	\$306,155.00
	Other		305	4.3%	\$52,408.45		314	5.1%	\$37,194.22
	<b>All Services</b>	<b>9,573</b>	<b>7,140</b>		<b>\$5,571,036.00</b>	<b>9,642</b>	<b>6,189</b>		<b>\$7,855,118.74</b>
North	A-Treatment Services		448	44.9%	\$140,953.94		509	48.8%	\$172,240.79
	B-Rehabilitation Services		256	25.7%	\$134,795.58		282	27.0%	\$152,191.80
	C-Medical Services		81	8.1%	\$13,020.87		108	10.3%	\$16,009.44
	D-Support Services		959	96.1%	\$568,823.67		998	95.6%	\$646,143.61
	E-Crisis Intervention Services		12	1.2%	\$9,905.54		9	0.9%	\$11,661.67
	F-Inpatient Services		23	2.3%	\$204,129.61		23	2.2%	\$223,418.64
	G-Residential Services		22	2.2%	\$109,684.38		19	1.8%	\$109,827.44
	H-Behavioral Health Day Programs		0	0.0%	\$0.00		0	0.0%	\$0.00
	J-Outpatient Services (UB92)		1	0.1%	\$516.98		1	0.1%	\$946.69
	P-Pharmacy		141	14.1%	\$31,935.71		156	14.9%	\$45,897.37
	Other		17	1.7%	\$1,060.14		15	1.4%	\$1,766.30
	<b>All Services</b>	<b>1,362</b>	<b>998</b>		<b>\$1,214,826.42</b>	<b>1,399</b>	<b>1,044</b>		<b>\$1,380,103.75</b>

Table III: Monthly Utilization of CMDP Members by Service Category for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

BHS Site	Service Category	February 2018				March 2018			
		Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percentage Received Service Category <sup>1</sup>	Total Encounter Value
South	A-Treatment Services		1,794	59.4%	\$675,580.11		1,835	59.8%	\$731,722.91
	B-Rehabilitation Services		560	18.5%	\$141,824.95		610	19.9%	\$171,603.31
	C-Medical Services		329	10.9%	\$73,816.41		342	11.1%	\$77,212.72
	D-Support Services		2,761	91.5%	\$1,008,411.90		2,851	92.8%	\$1,043,625.80
	E-Crisis Intervention Services		63	2.1%	\$56,037.35		77	2.5%	\$98,070.16
	F-Inpatient Services		33	1.1%	\$252,147.08		50	1.6%	\$545,756.20
	G-Residential Services		60	2.0%	\$482,803.84		60	2.0%	\$484,441.88
	H-Behavioral Health Day Programs		8	0.3%	\$11,714.32		7	0.2%	\$13,482.36
	J-Outpatient Services (UB92)		3	0.1%	\$582.95		8	0.3%	\$6,651.06
	P-Pharmacy		422	14.0%	\$84,803.39		489	15.9%	\$97,287.28
	Other		57	1.9%	\$4,186.09		65	2.1%	\$6,317.29
	<b>All Services</b>	<b>4,292</b>	<b>3,019</b>		<b>\$2,791,908.39</b>	<b>4,363</b>	<b>3,071</b>		<b>\$3,276,170.97</b>
STATEWIDE	A-Treatment Services		5,667	50.8%	\$1,688,121.71		5,032	48.9%	\$1,570,086.12
	B-Rehabilitation Services		1,567	14.1%	\$870,223.33		1,542	15.0%	\$825,143.33
	C-Medical Services		983	8.8%	\$169,333.42		914	8.9%	\$162,013.08
	D-Support Services		10,529	94.5%	\$3,433,744.46		9,657	93.8%	\$3,328,579.75
	E-Crisis Intervention Services		302	2.7%	\$233,723.04		269	2.6%	\$242,840.92
	F-Inpatient Services		181	1.6%	\$1,813,018.66		207	2.0%	\$4,934,242.54
	G-Residential Services		141	1.3%	\$864,791.16		145	1.4%	\$912,995.19
	H-Behavioral Health Day Programs		12	0.1%	\$15,297.40		11	0.1%	\$15,250.78
	J-Outpatient Services (UB92)		17	0.2%	\$12,984.86		14	0.1%	\$25,624.29
	P-Pharmacy		1,627	14.6%	\$418,878.09		1,782	17.3%	\$449,339.65
	Other		378	3.4%	\$57,654.68		394	3.8%	\$45,277.81
	<b>All Services</b>	<b>15,227</b>	<b>11,145</b>		<b>\$9,577,770.81</b>	<b>15,404</b>	<b>10,295</b>		<b>\$12,511,393.46</b>

Table IV: RBHA Reported Grievances and OALS Requests for Hearing for FFY2018 (Q1/2) October 1, 2017 - March 31, 2018

RBHA by Quarter – Q1 : 10/1/17 – 12/31/17 Q2 : 1/1/18 – 3/31/18	Grievances – RBHA Self-Reported		Request for Hearing - OALS System
	<i>Number of Grievances</i>	<i>Number of Members</i>	<i>Number of Requests</i>
<b>MMIC</b>			
Quarter 1	25	18	0
Quarter 2 <sup>6</sup>	33	29	0
<b>CIC</b>			
Quarter 1	17	16	1
Quarter 2 <sup>7</sup>	37	37	0
<b>HCIC</b>			
Quarter 1	0	0	0
Quarter 2	3	2	0
<b>STATEWIDE</b>			
Quarter 1	42	34	1
Quarter 2	73	68	0

<sup>6</sup> MMIC attributed the higher number of grievances and members for Quarter 2 to issues with transportation.

<sup>7</sup> CIC attributed the increase in numbers of grievances and members for Quarter 2 to the promotion of the Foster Care hotline, which received calls related to access to care. CIC took several proactive measures to address these grievances.