

October 6, 2021

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, 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 Advisor, Governor's Office



**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) 2020
(October 1, 2019 – September 30, 2020)**

**October 2021
Jami Snyder, Director**

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2020

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)¹:

1. The number and percentage of children in the comprehensive medical 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.

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, providing sufficient time for claims to work through the system from provider to the Regional Behavioral Health Authorities (RBHAs), and from RBHAs 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. As such, AHCCCS presents this report for quarters one through four of the 2020 contract year (October 1, 2019 through September 30, 2020) by month.

With regard to the requirements for the DCS CHP 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 requested, as further explained below:

¹ 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).

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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.*

Table I, Unique DCS CHP Members Enrolled and Served, provides the data requested in item one. With this quarterly 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.

4. *The number of notices of action received and for what reason and the outcome of those notices.*

Regarding item four, AHCCCS does not currently collect Notice of Action (NOA) detail from the RBHAs at the requested level of detail. Currently, AHCCCS receives only the total number of NOAs issued by each RBHA across all populations, thus the DCS CHP population is not separately identified. AHCCCS will explore the opportunity for reporting this information now that we have completed the statewide integration of behavioral services within DCS CHP, effective April 1, 2021.

Table IV, MCO-RBHA Reported Grievances and OALS Requests for Hearing, is provided with the data currently available across all populations for self-reported NOA data from the RBHAs, as

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well as hearing data available from the AHCCCS Office of Administrative Legal Services (OALS).

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, AHCCCS does not collect or have a current equivalent proxy for this data. At this time, AHCCCS is only informed of notices of appeal when those appeals result in members requesting hearings.

Tables I through IV begin on the following page.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2020

Table I: Unique DCS CHP Members Enrolled and Served in FFY 2020

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ²	Percent of Foster Care Eligible Members Served
Central	Oct-19	8,662	6,203	71.6%
	Nov-19	8,590	6,045	70.4%
	Dec-19	8,724	6,166	70.7%
	Jan-20	8,821	6,251	70.9%
	Feb-20	8,806	6,200	70.4%
	Mar-20	8,830	6,337	71.8%
	Apr-20	8,802	6,460	73.4%
	May-20	8,692	6,266	72.1%
	Jun-20	8,670	6,163	71.1%
	Jul-20	8,530	6,098	71.5%
	Aug-20	8,517	6,023	70.7%
	Sep-20	8,655	6,122	70.7%
North	Oct-19	1,536	1,172	76.3%
	Nov-19	1,518	1,165	76.7%
	Dec-19	1,510	1,142	75.6%
	Jan-20	1,549	1,142	73.7%
	Feb-20	1,562	1,132	72.5%
	Mar-20	1,580	1,174	74.3%
	Apr-20	1,607	1,204	74.9%
	May-20	1,550	1,178	76.0%
	Jun-20	1,558	1,180	75.7%
	Jul-20	1,508	1,184	78.5%
	Aug-20	1,517	1,156	76.2%
	Sep-20	1,529	1,143	74.8%
South	Oct-19	3,907	3,114	79.7%
	Nov-19	3,922	3,071	78.3%
	Dec-19	3,953	3,148	79.6%
	Jan-20	3,994	3,168	79.3%
	Feb-20	4,026	3,184	79.1%
	Mar-20	4,079	3,235	79.3%
	Apr-20	4,137	3,320	80.3%
	May-20	4,102	3,261	79.5%
	Jun-20	4,217	3,354	79.5%
	Jul-20	4,224	3,275	77.5%
	Aug-20	4,187	3,332	79.6%
	Sep-20	4,285	3,308	77.2%

² 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 2020

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ²	Percent of Foster Care Eligible Members Served
STATEWIDE	Oct-19	14,105	10,464	74.2%
	Nov-19	14,030	10,268	73.2%
	Dec-19	14,187	10,443	73.6%
	Jan-20	14,364	10,552	73.5%
	Feb-20	14,394	10,504	73.0%
	Mar-20	14,489	10,731	74.1%
	Apr-20	14,546	10,958	75.3%
	May-20	14,344	10,687	74.5%
	Jun-20	14,445	10,678	73.9%
	Jul-20	14,262	10,527	73.8%
	Aug-20	14,221	10,479	73.7%
Sep-20	14,469	10,555	72.9%	

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Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2020

Month-Year	Central	North	South	STATEWIDE
<i>Oct-19</i>	490	81	265	836
<i>Nov-19</i>	383	54	221	658
<i>Dec-19</i>	514	82	251	847
<i>Jan-20</i>	448	90	189	727
<i>Feb-20</i>	421	85	234	740
<i>Mar-20</i>	484	105	256	845
<i>Apr-20</i>	373	94	244	711
<i>May-20</i>	420	87	258	765
<i>Jun-20</i>	452	100	295	847
<i>Jul-20</i>	373	57	266	696
<i>Aug-20</i>	512	120	267	899
<i>Sep-20</i>	562	90	280	932

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Table II-A: Number of Disenrolled DCS CHP Members for FFY 2020³

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/19 – 12/31/19)	Oct-19	747	98.0%
	Nov-19	687	98.1%
	Dec-19	544	96.8%
Quarter 2 (1/1/20 – 3/31/20)	Jan-20	716	98.0%
	Feb-20	762	98.6%
	Mar-20	668	99.1%
Quarter 3 (4/1/20 – 6/30/20)	Apr-20	729	99.7%
	May-20	817	99.8%
	Jun-20	897	99.3%
Quarter 4 (7/1/20 – 9/30/20)	Jul-20	962	99.6%
	Aug-20	699	99.0%
	Sep-20	878	99.4%
Members Not Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/19 – 12/31/19)	Oct-19	15	2.0%
	Nov-19	13	1.9%
	Dec-19	18	3.2%
Quarter 2 (1/1/20 – 3/31/20)	Jan-20	15	2.1%
	Feb-20	11	1.4%
	Mar-20	6	0.9%
Quarter 3 (4/1/20 – 6/30/20)	Apr-20	2	0.3%
	May-20	2	0.2%
	Jun-20	6	0.7%
Quarter 4 (7/1/20 – 9/30/20)	Jul-20	4	0.4%
	Aug-20	7	1.0%
	Sep-20	5	0.6%

³ During the COVID-19 public health emergency, members only lose their Medicaid eligibility when they voluntarily withdrawal or are deceased.

Table III: Monthly Utilization of DCS CHP Members by Service Category⁴ for FFY 2020

GSA	Service Category	October 2019				November 2019			
		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		3,050	49.2%	\$802,327		2,740	45.3%	\$663,655
	B-Rehabilitation Services		756	12.2%	\$793,017		711	11.8%	\$707,995
	C-Medical Services		557	9.0%	\$72,821		488	8.1%	\$67,138
	D-Support Services		5,900	95.1%	\$1,898,655		5,727	94.7%	\$1,627,512
	E-Crisis Intervention Services		213	3.4%	\$177,423		217	3.6%	\$146,944
	F-Inpatient Services		180	2.9%	\$1,780,860		175	2.9%	\$1,821,251
	G-Residential Services		60	1.0%	\$293,497		66	1.1%	\$330,005
	H-Behavioral Health Day Programs		16	0.3%	\$3,802		18	0.3%	\$4,696
	J-Outpatient Services (UB92)		7	0.1%	\$4,863		8	0.1%	\$7,094
	P-Pharmacy		1,092	17.6%	\$192,625		1,057	17.5%	\$171,800
	Other		1	0.0%	\$99		3	0.0%	\$914
	All Services	8,662	6,203		\$6,019,989	8,590	6,045		\$5,549,004
North	A-Treatment Services		649	55.4%	\$210,196		594	51.0%	\$182,720
	B-Rehabilitation Services		316	27.0%	\$177,865		266	22.8%	\$164,548
	C-Medical Services		120	10.2%	\$14,109		110	9.4%	\$11,648
	D-Support Services		1,116	95.2%	\$717,002		1,104	94.8%	\$650,078
	E-Crisis Intervention Services		26	2.2%	\$7,925		19	1.6%	\$6,738
	F-Inpatient Services		33	2.8%	\$383,138		29	2.5%	\$215,905
	G-Residential Services		10	0.9%	\$48,437		12	1.0%	\$60,031
	H-Behavioral Health Day Programs		1	0.1%	\$234		1	0.1%	\$462
	J-Outpatient Services (UB92)		12	1.0%	\$2,635		5	0.4%	\$2,245
	P-Pharmacy		180	15.4%	\$33,081		178	15.3%	\$32,840
	Other		42	3.6%	\$2,711		31	2.7%	\$2,282
	All Services	1,536	1,172		\$1,597,333	1,518	1,165		\$1,329,497

⁴ 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 DCS CHP Members by Service Category for FFY 2020

GSA	Service Category	October 2019				November 2019			
		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		1,546	49.6%	\$499,786		1,414	46.0%	\$420,007
	B-Rehabilitation Services		315	10.1%	\$135,757		275	9.0%	\$127,345
	C-Medical Services		289	9.3%	\$38,778		246	8.0%	\$29,031
	D-Support Services		3,037	97.5%	\$1,143,980		2,971	96.7%	\$1,021,000
	E-Crisis Intervention Services		96	3.1%	\$90,542		87	2.8%	\$66,602
	F-Inpatient Services		91	2.9%	\$635,604		86	2.8%	\$812,098
	G-Residential Services		73	2.3%	\$549,917		79	2.6%	\$498,891
	H-Behavioral Health Day Programs		2	0.1%	\$2,152		2	0.1%	\$3,074
	J-Outpatient Services (UB92)		35	1.1%	\$12,129		38	1.2%	\$13,915
	P-Pharmacy		437	14.0%	\$83,800		443	14.4%	\$74,032
	Other		74	2.4%	\$2,101		82	2.7%	\$949
		All Services	3,907	3,114		\$3,194,546	3,922	3,071	
STATEWIDE	A-Treatment Services		5,239	50.1%	\$1,512,310		4,745	46.2%	\$1,266,382
	B-Rehabilitation Services		1,384	13.2%	\$1,106,639		1,249	12.2%	\$999,888
	C-Medical Services		965	9.2%	\$125,709		844	8.2%	\$107,817
	D-Support Services		10,030	95.9%	\$3,759,637		9,794	95.4%	\$3,298,591
	E-Crisis Intervention Services		334	3.2%	\$275,890		323	3.1%	\$220,284
	F-Inpatient Services		304	2.9%	\$2,799,602		289	2.8%	\$2,849,253
	G-Residential Services		143	1.4%	\$891,850		156	1.5%	\$888,926
	H-Behavioral Health Day Programs		19	0.2%	\$6,189		21	0.2%	\$8,233
	J-Outpatient Services (UB92)		54	0.5%	\$19,626		51	0.5%	\$23,254
	P-Pharmacy		1,709	16.3%	\$309,506		1,677	16.3%	\$278,673
	Other		117	1.1%	\$4,910		116	1.1%	\$4,145
		All Services	14,105	10,464		\$10,811,868	14,030	10,268	

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	December 2019				January 2020			
		Unique Members Enrolled	Unique Members Served	Percent Received Service Category ¹	Total Encounter Value	Unique Members Enrolled	Unique Members Served	Percent Received Service Category	Total Encounter Value
Central	A-Treatment Services		2,722	44.1%	\$679,715		2,918	46.7%	\$759,308
	B-Rehabilitation Services		740	12.0%	\$715,229		740	11.8%	\$774,794
	C-Medical Services		492	8.0%	\$66,177		600	9.6%	\$85,446
	D-Support Services		5,804	94.1%	\$1,597,868		5,956	95.3%	\$1,715,390
	E-Crisis Intervention Services		170	2.8%	\$89,944		162	2.6%	\$85,481
	F-Inpatient Services		173	2.8%	\$1,704,935		186	3.0%	\$1,800,557
	G-Residential Services		67	1.1%	\$309,885		63	1.0%	\$322,546
	H-Behavioral Health Day Programs		16	0.3%	\$3,989		17	0.3%	\$3,887
	J-Outpatient Services (UB92)		5	0.1%	\$3,385		13	0.2%	\$6,972
	P-Pharmacy		1,063	17.2%	\$172,339		1,095	17.5%	\$185,779
	Other		6	0.1%	\$935		4	0.1%	\$832
	All Services	8,724	6,166		\$5,344,399	8,821	6,251		\$5,740,993
North	A-Treatment Services		595	52.1%	\$175,821		586	51.3%	\$191,267
	B-Rehabilitation Services		275	24.1%	\$153,096		244	21.4%	\$148,790
	C-Medical Services		102	8.9%	\$11,728		139	12.2%	\$16,853
	D-Support Services		1,079	94.5%	\$663,748		1,079	94.5%	\$688,982
	E-Crisis Intervention Services		23	2.0%	\$8,564		20	1.8%	\$4,785
	F-Inpatient Services		30	2.6%	\$228,452		33	2.9%	\$265,922
	G-Residential Services		14	1.2%	\$63,021		17	1.5%	\$66,404
	H-Behavioral Health Day Programs		1	0.1%	\$316		1	0.1%	\$243
	J-Outpatient Services (UB92)		7	0.6%	\$1,375		11	1.0%	\$3,885
	P-Pharmacy		187	16.4%	\$31,914		167	14.6%	\$38,298
	Other		30	2.6%	\$2,077		35	3.1%	\$2,693
	All Services	1,510	1,142		\$1,340,112	1,549	1,142		\$1,428,122

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	December 2019				January 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		1,418	45.0%	\$438,541		1,512	47.7%	\$505,552
	B-Rehabilitation Services		264	8.4%	\$136,633		264	8.3%	\$134,391
	C-Medical Services		270	8.6%	\$32,954		362	11.4%	\$43,693
	D-Support Services		3,045	96.7%	\$999,561		3,083	97.3%	\$1,286,160
	E-Crisis Intervention Services		94	3.0%	\$74,078		83	2.6%	\$57,892
	F-Inpatient Services		80	2.5%	\$469,455		95	3.0%	\$628,163
	G-Residential Services		66	2.1%	\$439,626		68	2.1%	\$435,041
	H-Behavioral Health Day Programs		2	0.1%	\$3,794		3	0.1%	\$4,550
	J-Outpatient Services (UB92)		29	0.9%	\$18,285		27	0.9%	\$18,527
	P-Pharmacy		473	15.0%	\$80,919		489	15.4%	\$81,771
	Other		92	2.9%	\$5,162		84	2.7%	\$2,309
	All Services	3,953	3,148		\$2,699,006	3,994	3,168		\$3,198,051
STATEWIDE	A-Treatment Services		4,733	45.3%	\$1,294,076		5,014	47.5%	\$1,456,128
	B-Rehabilitation Services		1,277	12.2%	\$1,004,957		1,246	11.8%	\$1,057,975
	C-Medical Services		864	8.3%	\$110,859		1,100	10.4%	\$145,992
	D-Support Services		9,924	95.0%	\$3,261,176		10,113	95.8%	\$3,690,532
	E-Crisis Intervention Services		285	2.7%	\$172,586		264	2.5%	\$148,158
	F-Inpatient Services		282	2.7%	\$2,402,842		314	3.0%	\$2,694,642
	G-Residential Services		147	1.4%	\$812,531		148	1.4%	\$823,992
	H-Behavioral Health Day Programs		19	0.2%	\$8,099		21	0.2%	\$8,681
	J-Outpatient Services (UB92)		41	0.4%	\$23,045		51	0.5%	\$29,385
	P-Pharmacy		1,721	16.5%	\$285,172		1,751	16.6%	\$305,849
	Other		128	1.2%	\$8,174		123	1.2%	\$5,834
	All Services	14,187	10,443		\$9,383,516	14,364	10,552		\$10,367,166

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	February 2020				March 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	8,806	2,863	46.2%	\$721,965	8,830	2,945	46.5%	\$742,335
	B-Rehabilitation Services		723	11.7%	\$751,432		774	12.2%	\$618,757
	C-Medical Services		535	8.6%	\$75,337		519	8.2%	\$71,089
	D-Support Services		5,895	95.1%	\$1,654,076		6,096	96.2%	\$1,691,631
	E-Crisis Intervention Services		168	2.7%	\$85,475		147	2.3%	\$69,484
	F-Inpatient Services		170	2.7%	\$1,697,020		177	2.8%	\$1,533,124
	G-Residential Services		68	1.1%	\$322,277		71	1.1%	\$376,992
	H-Behavioral Health Day Programs		11	0.2%	\$2,898		11	0.2%	\$2,416
	J-Outpatient Services (UB92)		5	0.1%	\$3,081		5	0.1%	\$3,357
	P-Pharmacy		1,060	17.1%	\$178,150		1,094	17.3%	\$177,445
	Other		4	0.1%	\$2,332		0	0.0%	\$0
All Services	8,806	6,200		\$5,494,044	8,830	6,337		\$5,286,630	
North	A-Treatment Services	1,562	597	52.7%	\$185,884	1,580	594	50.6%	\$179,444
	B-Rehabilitation Services		242	21.4%	\$138,269		234	19.9%	\$139,653
	C-Medical Services		110	9.7%	\$13,963		111	9.5%	\$13,029
	D-Support Services		1,062	93.8%	\$637,545		1,115	95.0%	\$678,377
	E-Crisis Intervention Services		17	1.5%	\$5,119		17	1.4%	\$3,165
	F-Inpatient Services		26	2.3%	\$174,101		28	2.4%	\$375,674
	G-Residential Services		18	1.6%	\$94,053		18	1.5%	\$83,534
	H-Behavioral Health Day Programs		2	0.2%	\$134		2	0.2%	\$179
	J-Outpatient Services (UB92)		13	1.1%	\$5,580		10	0.9%	\$2,480
	P-Pharmacy		157	13.9%	\$30,548		159	13.5%	\$37,492
	Other		26	2.3%	\$2,728		20	1.7%	\$1,025
All Services	1,562	1,132		\$1,287,924	1,580	1,174		\$1,514,053	

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	February 2020				March 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		1,511	47.5%	\$484,657		1,531	47.3%	\$440,413
	B-Rehabilitation Services		268	8.4%	\$118,365		213	6.6%	\$102,024
	C-Medical Services		284	8.9%	\$32,703		286	8.8%	\$33,776
	D-Support Services		3,056	96.0%	\$1,212,491		3,141	97.1%	\$1,250,013
	E-Crisis Intervention Services		110	3.5%	\$78,143		103	3.2%	\$67,178
	F-Inpatient Services		86	2.7%	\$693,209		105	3.2%	\$725,525
	G-Residential Services		65	2.0%	\$410,664		67	2.1%	\$534,623
	H-Behavioral Health Day Programs		3	0.1%	\$6,303		3	0.1%	\$2,872
	J-Outpatient Services (UB92)		28	0.9%	\$9,573		27	0.8%	\$11,445
	P-Pharmacy		475	14.9%	\$84,595		485	15.0%	\$89,925
	Other		78	2.4%	\$7,162		64	2.0%	\$4,214
	All Services	4,026	3,184		\$3,137,864	4,079	3,235		\$3,262,006
STATEWIDE	A-Treatment Services		4,970	47.3%	\$1,392,507		5,067	47.2%	\$1,362,193
	B-Rehabilitation Services		1,229	11.7%	\$1,008,065		1,220	11.4%	\$860,435
	C-Medical Services		929	8.8%	\$122,004		914	8.5%	\$117,894
	D-Support Services		10,004	95.2%	\$3,504,112		10,345	96.4%	\$3,620,021
	E-Crisis Intervention Services		295	2.8%	\$168,737		267	2.5%	\$139,828
	F-Inpatient Services		282	2.7%	\$2,564,330		310	2.9%	\$2,634,322
	G-Residential Services		151	1.4%	\$826,994		156	1.5%	\$995,149
	H-Behavioral Health Day Programs		16	0.2%	\$9,335		16	0.1%	\$5,467
	J-Outpatient Services (UB92)		46	0.4%	\$18,233		42	0.4%	\$17,282
	P-Pharmacy		1,692	16.1%	\$293,293		1,731	16.1%	\$304,862
	Other		108	1.0%	\$12,221		84	0.8%	\$5,239
	All Services	14,394	10,504		\$9,919,831	14,489	10,731		\$10,062,690

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	April 2020				May 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	8,802	3,221	49.9%	\$955,452	8,692	3,065	48.9%	\$885,573
	B-Rehabilitation Services		590	9.1%	\$495,027		653	10.4%	\$503,420
	C-Medical Services		577	8.9%	\$79,532		557	8.9%	\$72,288
	D-Support Services		6,245	96.7%	\$1,668,548		6,040	96.4%	\$1,655,048
	E-Crisis Intervention Services		97	1.5%	\$50,132		92	1.5%	\$50,678
	F-Inpatient Services		180	2.8%	\$1,862,334		170	2.7%	\$1,665,741
	G-Residential Services		64	1.0%	\$329,894		65	1.0%	\$390,915
	H-Behavioral Health Day Programs		4	0.1%	\$1,198		2	0.0%	\$955
	J-Outpatient Services (UB92)		12	0.2%	\$7,896		5	0.1%	\$3,391
	P-Pharmacy		1,108	17.2%	\$228,949		1,068	17.0%	\$232,803
	Other		1	0.0%	\$217		3	0.0%	\$752
All Services	8,802	6,460		\$5,679,178	8,692	6,266		\$5,461,565	
North	A-Treatment Services	1,607	631	52.4%	\$224,366	1,550	595	50.5%	\$205,046
	B-Rehabilitation Services		205	17.0%	\$153,358		240	20.4%	\$169,347
	C-Medical Services		119	9.9%	\$12,448		110	9.3%	\$12,138
	D-Support Services		1,143	94.9%	\$685,057		1,110	94.2%	\$673,497
	E-Crisis Intervention Services		12	1.0%	\$4,828		13	1.1%	\$6,272
	F-Inpatient Services		33	2.7%	\$474,077		31	2.6%	\$297,372
	G-Residential Services		21	1.7%	\$139,322		21	1.8%	\$97,489
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		3	0.2%	\$1,405		8	0.7%	\$2,048
	P-Pharmacy		183	15.2%	\$34,021		186	15.8%	\$36,110
	Other		23	1.9%	\$2,768		19	1.6%	\$1,640
All Services	1,607	1,204		\$1,731,650	1,550	1,178		\$1,500,959	

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	April 2020				May 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	4,137	1,624	48.9%	\$497,860	4,102	1,629	50.0%	\$497,658
	B-Rehabilitation Services		188	5.7%	\$85,236		170	5.2%	\$97,892
	C-Medical Services		321	9.7%	\$40,651		335	10.3%	\$48,467
	D-Support Services		3,212	96.7%	\$1,230,969		3,151	96.6%	\$1,175,768
	E-Crisis Intervention Services		74	2.2%	\$63,046		58	1.8%	\$45,525
	F-Inpatient Services		110	3.3%	\$799,101		104	3.2%	\$761,728
	G-Residential Services		70	2.1%	\$595,247		69	2.1%	\$567,880
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		9	0.3%	\$2,604		18	0.6%	\$7,378
	P-Pharmacy		467	14.1%	\$79,788		478	14.7%	\$92,994
	Other		64	1.9%	\$9,557		52	1.6%	\$7,023
	All Services		4,137	3,320			\$3,404,058	4,102	3,261
STATEWIDE	A-Treatment Services	14,546	5,473	49.9%	\$1,677,678	14,344	5,287	49.5%	\$1,588,277
	B-Rehabilitation Services		981	9.0%	\$733,622		1,062	9.9%	\$770,659
	C-Medical Services		1,017	9.3%	\$132,631		1,002	9.4%	\$132,894
	D-Support Services		10,586	96.6%	\$3,584,574		10,288	96.3%	\$3,504,313
	E-Crisis Intervention Services		182	1.7%	\$118,006		163	1.5%	\$102,475
	F-Inpatient Services		323	2.9%	\$3,135,512		303	2.8%	\$2,724,842
	G-Residential Services		155	1.4%	\$1,064,462		155	1.5%	\$1,056,283
	H-Behavioral Health Day Programs		4	0.0%	\$1,198		2	0.0%	\$955
	J-Outpatient Services (UB92)		24	0.2%	\$11,904		31	0.3%	\$12,816
	P-Pharmacy		1,749	16.0%	\$342,759		1,729	16.2%	\$361,907
	Other		88	0.8%	\$12,541		74	0.7%	\$9,416
	All Services		14,546	10,958			\$10,814,886	14,344	10,687

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	June 2020				July 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	8,670	3,245	52.7%	\$982,636	8,530	3,165	51.9%	\$949,936
	B-Rehabilitation Services		712	11.6%	\$540,646		703	11.5%	\$556,623
	C-Medical Services		614	10.0%	\$84,186		663	10.9%	\$123,060
	D-Support Services		5,968	96.8%	\$1,743,440		5,871	96.3%	\$1,662,912
	E-Crisis Intervention Services		102	1.7%	\$59,523		121	2.0%	\$65,509
	F-Inpatient Services		186	3.0%	\$1,656,093		190	3.1%	\$1,156,209
	G-Residential Services		68	1.1%	\$359,698		72	1.2%	\$406,774
	H-Behavioral Health Day Programs		2	0.0%	\$1,134		4	0.1%	\$1,356
	J-Outpatient Services (UB92)		6	0.1%	\$4,069		7	0.1%	\$6,253
	P-Pharmacy		914	14.8%	\$232,784		739	12.1%	\$162,715
	Other		1	0.0%	\$166		8	0.1%	\$955
All Services	8,670	6,163		\$5,664,374	8,530	6,098		\$5,092,303	
North	A-Treatment Services	1,558	584	49.5%	\$202,831	1,508	590	49.8%	\$197,406
	B-Rehabilitation Services		261	22.1%	\$177,041		233	19.7%	\$173,245
	C-Medical Services		125	10.6%	\$13,258		118	10.0%	\$13,491
	D-Support Services		1,132	95.9%	\$646,171		1,108	93.6%	\$648,334
	E-Crisis Intervention Services		13	1.1%	\$2,761		18	1.5%	\$7,419
	F-Inpatient Services		27	2.3%	\$221,750		36	3.0%	\$406,592
	G-Residential Services		25	2.1%	\$114,680		20	1.7%	\$106,244
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		12	1.0%	\$4,618		12	1.0%	\$4,768
	P-Pharmacy		154	13.1%	\$39,088		136	11.5%	\$36,334
	Other		39	3.3%	\$3,216		61	5.2%	\$6,211
All Services	1,558	1,180		\$1,425,413	1,508	1,184		\$1,600,046	

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	June 2020				July 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	4,217	1,661	49.5%	\$564,962	4,224	1,558	47.6%	\$517,556
	B-Rehabilitation Services		211	6.3%	\$130,238		227	6.9%	\$117,845
	C-Medical Services		321	9.6%	\$46,097		324	9.9%	\$46,976
	D-Support Services		3,239	96.6%	\$1,265,577		3,132	95.6%	\$1,257,210
	E-Crisis Intervention Services		50	1.5%	\$35,934		51	1.6%	\$36,908
	F-Inpatient Services		98	2.9%	\$809,899		110	3.4%	\$875,885
	G-Residential Services		70	2.1%	\$595,497		68	2.1%	\$576,209
	H-Behavioral Health Day Programs		6	0.2%	\$4,661		5	0.2%	\$2,653
	J-Outpatient Services (UB92)		9	0.3%	\$4,552		10	0.3%	\$1,553
	P-Pharmacy		417	12.4%	\$104,271		357	10.9%	\$74,259
	Other		51	1.5%	\$11,163		88	2.7%	\$15,971
All Services	4,217	3,354		\$3,572,850	4,224	3,275		\$3,523,025	
STATEWIDE	A-Treatment Services	14,445	5,488	51.4%	\$1,750,429	14,262	5,306	50.4%	\$1,664,898
	B-Rehabilitation Services		1,184	11.1%	\$847,924		1,162	11.0%	\$847,714
	C-Medical Services		1,060	9.9%	\$143,541		1,104	10.5%	\$183,527
	D-Support Services		10,325	96.7%	\$3,655,188		10,095	95.9%	\$3,568,456
	E-Crisis Intervention Services		165	1.5%	\$98,217		190	1.8%	\$109,836
	F-Inpatient Services		311	2.9%	\$2,687,742		332	3.2%	\$2,438,687
	G-Residential Services		162	1.5%	\$1,069,874		158	1.5%	\$1,089,227
	H-Behavioral Health Day Programs		8	0.1%	\$5,795		9	0.1%	\$4,009
	J-Outpatient Services (UB92)		27	0.3%	\$13,239		29	0.3%	\$12,574
	P-Pharmacy		1,481	13.9%	\$376,143		1,225	11.6%	\$273,308
	Other		91	0.9%	\$14,545		157	1.5%	\$23,137
All Services	14,445	10,678		\$10,662,637	14,262	10,527		\$10,215,374	

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	August 2020				September 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	8,517	3,042	50.5%	\$898,527	8,655	3,095	50.6%	\$908,311
	B-Rehabilitation Services		684	11.4%	\$596,779		721	11.8%	\$688,878
	C-Medical Services		669	11.1%	\$126,682		686	11.2%	\$113,487
	D-Support Services		5,735	95.2%	\$1,637,587		5,830	95.2%	\$1,648,055
	E-Crisis Intervention Services		138	2.3%	\$81,650		133	2.2%	\$72,487
	F-Inpatient Services		211	3.5%	\$1,481,418		208	3.4%	\$1,304,728
	G-Residential Services		64	1.1%	\$331,966		57	0.9%	\$290,512
	H-Behavioral Health Day Programs		9	0.1%	\$2,782		9	0.1%	\$2,341
	J-Outpatient Services (UB92)		7	0.1%	\$7,041		8	0.1%	\$8,841
	P-Pharmacy		727	12.1%	\$185,847		766	12.5%	\$170,222
	Other		211	3.5%	\$14,735		234	3.8%	\$15,407
All Services	8,517	6,023		\$5,365,015	8,655	6,122		\$5,223,270	
North	A-Treatment Services	1,517	604	52.2%	\$195,356	1,529	611	53.5%	\$214,044
	B-Rehabilitation Services		212	18.3%	\$143,672		206	18.0%	\$120,393
	C-Medical Services		124	10.7%	\$14,001		119	10.4%	\$12,652
	D-Support Services		1,099	95.1%	\$622,971		1,086	95.0%	\$598,726
	E-Crisis Intervention Services		13	1.1%	\$4,686		12	1.0%	\$3,966
	F-Inpatient Services		29	2.5%	\$281,111		27	2.4%	\$259,718
	G-Residential Services		19	1.6%	\$91,930		16	1.4%	\$85,571
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		7	0.6%	\$1,838		5	0.4%	\$1,056
	P-Pharmacy		129	11.2%	\$26,043		138	12.1%	\$31,302
	Other		72	6.2%	\$8,919		73	6.4%	\$7,520
All Services	1,517	1,156		\$1,390,525	1,529	1,143		\$1,334,947	

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2020

BHS Site	Service Category	August 2020				September 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	4,187	1,642	49.3%	\$512,953	4,285	1,575	47.6%	\$509,097
	B-Rehabilitation Services		282	8.5%	\$115,824		312	9.4%	\$115,500
	C-Medical Services		335	10.1%	\$50,564		297	9.0%	\$55,939
	D-Support Services		3,169	95.1%	\$1,205,430		3,148	95.2%	\$1,204,933
	E-Crisis Intervention Services		62	1.9%	\$56,531		77	2.3%	\$61,646
	F-Inpatient Services		120	3.6%	\$844,557		119	3.6%	\$532,018
	G-Residential Services		69	2.1%	\$587,964		71	2.1%	\$646,754
	H-Behavioral Health Day Programs		3	0.1%	\$966		4	0.1%	\$888
	J-Outpatient Services (UB92)		3	0.1%	\$929		9	0.3%	\$3,114
	P-Pharmacy		353	10.6%	\$76,353		356	10.8%	\$83,539
	Other		161	4.8%	\$20,672		155	4.7%	\$21,193
All Services	4,187	3,332		\$3,472,742	4,285	3,308		\$3,234,622	
STATEWIDE	A-Treatment Services	14,221	5,284	50.4%	\$1,606,836	14,469	5,279	50.0%	\$1,631,452
	B-Rehabilitation Services		1,175	11.2%	\$856,275		1,238	11.7%	\$924,771
	C-Medical Services		1,127	10.8%	\$191,246		1,102	10.4%	\$182,077
	D-Support Services		9,984	95.3%	\$3,465,988		10,057	95.3%	\$3,451,714
	E-Crisis Intervention Services		213	2.0%	\$142,867		222	2.1%	\$138,100
	F-Inpatient Services		358	3.4%	\$2,607,086		353	3.3%	\$2,096,464
	G-Residential Services		151	1.4%	\$1,011,860		144	1.4%	\$1,022,837
	H-Behavioral Health Day Programs		12	0.1%	\$3,748		13	0.1%	\$3,230
	J-Outpatient Services (UB92)		17	0.2%	\$9,807		22	0.2%	\$13,012
	P-Pharmacy		1,201	11.5%	\$288,243		1,253	11.9%	\$285,063
	Other		444	4.2%	\$44,326		462	4.4%	\$44,119
All Services	14,221	10,479		\$10,228,282	14,469	10,555		\$9,792,839	

Table IV: RBHA Reported Grievances and OALS Requests for Hearing for FFY 2020

RBHA Quarter – Q1: 10/1/19 – 12/31/19 Q2: 1/1/20 – 3/31/20 Q3: 4/1/20 – 6/30/20 Q4: 7/1/20 – 9/30/20	Grievances – RBHA Self-Reported		Request for Hearing - OALS System
	<i>Number of</i> <i>Grievances</i>	<i>Number of</i> <i>Members</i>	<i>Number of Requests</i>
Arizona Complete Health (AzCH)			
Quarter 1	9	8	0
Quarter 2	8	8	0
Quarter 3	1	1	0
Quarter 4	1	1	0
Health Choice (HCA)			
Quarter 1	1	1	0
Quarter 2	6	6	0
Quarter 3	5	1	0
Quarter 4	0	0	0
Mercy Care (MC)			
Quarter 1	21	13	0
Quarter 2	3	3	0
Quarter 3	4	4	0
Quarter 4	5	4	0
STATEWIDE			
Quarter 1	31	22	0
Quarter 2	17	17	0
Quarter 3	10	6	0
Quarter 4	6	5	0