

December 31, 2025

The Honorable Katie Hobbs
Governor of Arizona
1700 W. Washington
Phoenix, AZ 85007

Dear Governor Hobbs:

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 Arizona Department of Child Safety – Comprehensive Health Plan¹:

1. The number and percentage of children in the Arizona Department of Child Safety – Comprehensive Health Plan who have received behavioral health services², excluding the original assessment, 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 Damien Carpenter, Chief Legislative Liaison, at (602) 396-0767.

Sincerely,

Virginia Rountree

Virginia Rountree
Director

Cc: The Honorable Selina Bliss, Chairperson, House Health & Human Committee
The Honorable Carine Werner, Chairperson, Senate Health & Human Services Committee

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).

² As of April 1, 2021, behavioral health services transitioned from the Regional Behavioral Health Authorities to DCS CHP.

Ben Henderson, Director, Governor's Office of Strategic Planning and Budgeting
Richard Stavneak, Director, Joint Legislative Budget Committee
Meaghan Kramer, Health Policy Advisor, Office of the Governor



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) 2024
(October 1, 2023 – September 30, 2024)**

October 2025

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2024

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 Arizona Department of Child Safety – Comprehensive Health Plan who have received behavioral health services², excluding the original assessment, 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. Starting in April 2021, Mercy Care DCS CHP became the sole integrated sub-contractor for DCS CHP, responsible for both physical and behavioral health services. 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 Mercy Care DCS CHP, and from the Mercy Care DCS CHP 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 provide complete information to stakeholders. As such, AHCCCS presents this report for quarters one through four of the 2024 federal fiscal year (October 1, 2023 through September 30, 2024) by month.

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).

² As of April 1, 2021, behavioral health services transitioned from the Regional Behavioral Health Authorities to DCS CHP.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2024

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

1. *The number and percentage of children in the Arizona Department of Child Safety – Comprehensive Health Plan who have received behavioral health services, excluding the original assessment, 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 report submission, only children who received services in the stated month are counted in the calculation for this table.

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.

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.³ The number and reasons for notices of adverse benefit determination for quarters one through four are presented in tables IV and V. When members elect to appeal these notices of adverse benefit determination, the outcomes would be demonstrated in item five.

Table IV, Reported Notices of Adverse Benefit Determination, includes the number of notices of adverse benefit determination for denials, suspensions, terminations reported by the Mercy Care

³ 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 2024

DCS CHP for item four.

Table V, Reported Reasons for Notices of Adverse Benefit Determination, provides the reasons for notices of adverse benefit determination reported by the Mercy Care DCS CHP 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.*

Data presented for item five represents the number of appeals received in a month, the outcomes of those appeals and the final decisions on those appeals. AHCCCS does not collect or have a current equivalent proxy for the cost of each service appealed.

Table VI, Reported Number of Appeals, provides data for item five related to the number of appeals filed as reported by the Mercy Care DCS CHP. 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 determinations as part of the appeals process.

Tables VII and VIII, Reported Number of Standard and Expedited Appeal Outcomes, includes data for item five related to the outcomes of appeals reported by the Mercy Care DCS CHP.

Table IX, Final Decisions Reached by the AHCCCS Director, provides data for item five related to final decisions reached by the AHCCCS Director.

Tables I through IX 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 2024

Table I: Unique DCS CHP Members Enrolled and Served in FFY 2024

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ⁴	Percent of Foster Care Eligible Members Served
Central	Oct-23	6,254	3,903	62.4%
	Nov-23	5,992	3,718	62.0%
	Dec-23	5,939	3,657	61.6%
	Jan-24	5,849	3,804	65.0%
	Feb-24	5,827	3,735	64.1%
	Mar-24	5,782	3,640	63.0%
	Apr-24	5,695	3,570	62.7%
	May-24	5,632	3,621	64.3%
	Jun-24	5,500	3,475	63.2%
	Jul-24	5,497	3,508	63.8%
	Aug-24	5,444	3,522	64.7%
	Sep-24	5,389	3,513	65.2%
North	Oct-23	1,063	770	72.4%
	Nov-23	1,028	728	70.8%
	Dec-23	1,010	704	69.7%
	Jan-24	987	702	71.1%
	Feb-24	966	697	72.2%
	Mar-24	965	676	70.1%
	Apr-24	965	671	69.5%
	May-24	941	681	72.4%
	Jun-24	919	632	68.8%
	Jul-24	930	634	68.2%
	Aug-24	899	633	70.4%
	Sep-24	892	651	73.0%
South	Oct-23	3,228	2,401	74.4%
	Nov-23	3,117	2,376	76.2%
	Dec-23	3,000	2,240	74.7%
	Jan-24	2,896	2,253	77.8%
	Feb-24	2,884	2,206	76.5%
	Mar-24	2,789	2,152	77.2%
	Apr-24	2,745	2,082	75.8%
	May-24	2,705	2,034	75.2%
	Jun-24	2,634	1,950	74.0%
	Jul-24	2,618	1,977	75.5%
	Aug-24	2,525	1,911	75.7%
	Sep-24	2,503	1,860	74.3%

⁴ 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 2024

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ⁵	Percent of Foster Care Eligible Members Served
Statewide	Oct-23	10,545	7,072	67.1%
	Nov-23	10,137	6,815	67.2%
	Dec-23	9,949	6,597	66.3%
	Jan-24	9,732	6,756	69.4%
	Feb-24	9,677	6,633	68.5%
	Mar-24	9,536	6,461	67.8%
	Apr-24	9,405	6,315	67.1%
	May-24	9,278	6,331	68.2%
	Jun-24	9,053	6,049	66.8%
	Jul-24	9,045	6,110	67.6%
	Aug-24	8,868	6,061	68.3%
	Sep-24	8,784	6,018	68.5%

⁵ 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 2024

Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2024

Month-Year	Central	North	South	Statewide
Oct-23	213	27	140	380
Nov-23	227	42	130	399
Dec-23	202	30	110	342
Jan-24	211	43	139	393
Feb-24	236	42	108	386
Mar-24	239	33	120	392
Apr-24	206	30	97	333
May-24	185	41	101	327
Jun-24	178	35	116	329
Jul-24	237	41	130	408
Aug-24	208	50	117	375
Sep-24	188	31	76	295

Table II-A: Number of Disenrolled DCS CHP Members for FFY 2024⁶

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/23 – 12/31/23)	Oct-23	871	99.2%
	Nov-23	581	99.1%
	Dec-23	598	98.8%
Quarter 2 (1/1/24 – 3/31/24)	Jan-24	531	99.4%
	Feb-24	616	99.4%
	Mar-24	579	99.7%
Quarter 3 (4/1/24 – 6/30/24)	Apr-24	522	99.8%
	May-24	602	100.0%
	Jun-24	505	99.0%
Quarter 4 (7/1/24 – 9/30/24)	Jul-24	652	99.4%
	Aug-24	561	99.6%
	Sep-24	672	99.6%

⁶ During the COVID-19 public health emergency, members only lost their Medicaid eligibility when they voluntarily withdrew or were deceased.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2024

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Not Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/23 – 12/31/23)	Oct-23	7	0.8%
	Nov-23	5	0.9%
	Dec-23	7	1.2%
Quarter 2 (1/1/24 – 3/31/24)	Jan-24	3	0.6%
	Feb-24	4	0.6%
	Mar-24	2	0.3%
Quarter 3 (4/1/24 – 6/30/24)	Apr-24	1	0.2%
	May-24	0	0.0%
	Jun-24	5	1.0%
Quarter 4 (7/1/24 – 9/30/24)	Jul-24	4	0.6%
	Aug-24	2	0.4%
	Sep-24	3	0.4%

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category⁷ for FFY 2024

GSA	Service Category	October 2023				November 2023			
		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	6,254	1,806	46.3%	\$767,024	5,992	1,697	45.6%	\$722,946
	B-Rehabilitation Services		665	17.0%	\$565,464		608	16.4%	\$536,412
	C-Medical Services		761	19.5%	\$231,917		717	19.3%	\$209,565
	D-Support Services		3,573	91.5%	\$1,215,409		3,373	90.7%	\$1,160,726
	E-Crisis Intervention Services		208	5.3%	\$167,506		226	6.1%	\$213,140
	F-Inpatient Services		214	5.5%	\$2,249,592		222	6.0%	\$2,311,011
	G-Residential Services		56	1.4%	\$309,553		45	1.2%	\$264,326
	H-Behavioral Health Day Programs		1	0.0%	\$69		2	0.1%	\$133
	J-Outpatient Services (UB92)		67	1.7%	\$65,121		55	1.5%	\$34,254
	P-Pharmacy		807	20.7%	\$98,153		806	21.7%	\$93,045
	Other		506	13.0%	\$272,863		491	13.2%	\$257,670
All Services		6,254	3,903		\$5,942,671	5,992	3,718		\$5,803,228
North	A-Treatment Services	1,063	359	46.6%	\$139,569	1,028	346	47.5%	\$146,047
	B-Rehabilitation Services		157	20.4%	\$79,723		125	17.2%	\$74,854
	C-Medical Services		109	14.2%	\$31,061		100	13.7%	\$29,374
	D-Support Services		720	93.5%	\$270,051		680	93.4%	\$231,303
	E-Crisis Intervention Services		35	4.5%	\$31,260		38	5.2%	\$40,054
	F-Inpatient Services		46	6.0%	\$492,212		40	5.5%	\$278,124
	G-Residential Services		4	0.5%	\$23,054		4	0.5%	\$24,697
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		11	1.4%	\$6,240		12	1.6%	\$5,402
	P-Pharmacy		142	18.4%	\$14,451		141	19.4%	\$14,025
	Other		76	9.9%	\$63,731		74	10.2%	\$55,724
All Services		1,063	770		\$1,151,352	1,028	728		\$899,604

⁷ Support Services include case management, which historically has been the largest volume service among behavioral health services delivered to members.

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	October 2023				November 2023			
		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	3,228	1,165	48.5%	\$479,331	3,117	1,100	46.3%	\$428,919
	B-Rehabilitation Services		223	9.3%	\$136,560		210	8.8%	\$143,793
	C-Medical Services		304	12.7%	\$76,773		341	14.4%	\$75,246
	D-Support Services		2,287	95.3%	\$610,499		2,262	95.2%	\$565,363
	E-Crisis Intervention Services		78	3.2%	\$79,404		77	3.2%	\$96,547
	F-Inpatient Services		129	5.4%	\$797,071		144	6.1%	\$741,321
	G-Residential Services		21	0.9%	\$173,707		19	0.8%	\$129,523
	H-Behavioral Health Day Programs		2	0.1%	\$3,897		3	0.1%	\$4,974
	J-Outpatient Services (UB92)		33	1.4%	\$19,180		41	1.7%	\$22,663
	P-Pharmacy		370	15.4%	\$54,774		374	15.7%	\$50,495
	Other		243	10.1%	\$170,788		225	9.5%	\$158,149
All Services		3,228	2,401		\$2,601,983	3,117	2,376		\$2,416,993
Statewide	A-Treatment Services	10,545	3,330	47.1%	\$1,385,924	10,137	3,140	46.1%	\$1,297,912
	B-Rehabilitation Services		1,045	14.8%	\$781,747		942	13.8%	\$755,060
	C-Medical Services		1,174	16.6%	\$339,751		1,158	17.0%	\$314,186
	D-Support Services		6,578	93.0%	\$2,095,959		6,310	92.6%	\$1,957,392
	E-Crisis Intervention Services		321	4.5%	\$278,171		341	5.0%	\$349,741
	F-Inpatient Services		389	5.5%	\$3,538,875		406	6.0%	\$3,330,456
	G-Residential Services		81	1.1%	\$506,314		68	1.0%	\$418,545
	H-Behavioral Health Day Programs		3	0.0%	\$3,966		5	0.1%	\$5,107
	J-Outpatient Services (UB92)		111	1.6%	\$90,541		108	1.6%	\$62,320
	P-Pharmacy		1,318	18.6%	\$167,377		1,318	19.3%	\$157,565
	Other		824	11.7%	\$507,382		789	11.6%	\$471,542
All Services		10,545	7,072		\$9,696,006	10,137	6,815		\$9,119,825

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	December 2023				January 2024			
		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	5,939	1,699	46.5%	\$669,273	5,849	1,885	49.6%	\$762,774
	B-Rehabilitation Services		616	16.8%	\$522,022		680	17.9%	\$578,017
	C-Medical Services		644	17.6%	\$189,477		773	20.3%	\$228,770
	D-Support Services		3,297	90.2%	\$1,040,966		3,438	90.4%	\$1,193,179
	E-Crisis Intervention Services		194	5.3%	\$155,686		162	4.3%	\$156,339
	F-Inpatient Services		198	5.4%	\$1,954,314		226	5.9%	\$2,244,208
	G-Residential Services		47	1.3%	\$297,274		37	1.0%	\$232,304
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		40	1.1%	\$20,700		58	1.5%	\$38,844
	P-Pharmacy		781	21.4%	\$95,383		794	20.9%	\$92,028
	Other		467	12.8%	\$248,218		493	13.0%	\$262,879
All Services		5,939	3,657		\$5,193,312	5,849	3,804		\$5,789,342
North	A-Treatment Services	1,010	311	44.2%	\$135,260	987	341	48.6%	\$145,858
	B-Rehabilitation Services		148	21.0%	\$73,736		138	19.7%	\$89,461
	C-Medical Services		86	12.2%	\$21,682		114	16.2%	\$30,345
	D-Support Services		666	94.6%	\$227,910		660	94.0%	\$268,258
	E-Crisis Intervention Services		32	4.5%	\$24,713		30	4.3%	\$35,732
	F-Inpatient Services		44	6.3%	\$315,524		44	6.3%	\$425,429
	G-Residential Services		6	0.9%	\$30,278		9	1.3%	\$57,357
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		11	1.6%	\$8,083		19	2.7%	\$7,385
	P-Pharmacy		138	19.6%	\$12,198		139	19.8%	\$15,208
	Other		72	10.2%	\$49,486		78	11.1%	\$51,205
All Services		1,010	704		\$898,869	987	702		\$1,126,239

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	December 2023				January 2024			
		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	3,000	1,068	47.7%	\$369,387	2,896	1,121	49.8%	\$407,034
	B-Rehabilitation Services		216	9.6%	\$161,666		225	10.0%	\$197,163
	C-Medical Services		276	12.3%	\$67,746		333	14.8%	\$77,524
	D-Support Services		2,113	94.3%	\$510,042		2,148	95.3%	\$586,070
	E-Crisis Intervention Services		69	3.1%	\$74,447		63	2.8%	\$91,629
	F-Inpatient Services		130	5.8%	\$722,576		147	6.5%	\$717,907
	G-Residential Services		18	0.8%	\$153,193		26	1.2%	\$159,707
	H-Behavioral Health Day Programs		3	0.1%	\$4,127		3	0.1%	\$5,238
	J-Outpatient Services (UB92)		34	1.5%	\$18,693		30	1.3%	\$16,753
	P-Pharmacy		344	15.4%	\$49,364		371	16.5%	\$53,325
	Other		207	9.2%	\$158,610		243	10.8%	\$165,805
	All Services	3,000	2,240		\$2,289,851	2,896	2,253		\$2,478,153
Statewide	A-Treatment Services	9,949	3,078	46.7%	\$1,173,919	9,732	3,346	49.5%	\$1,315,665
	B-Rehabilitation Services		978	14.8%	\$757,423		1,042	15.4%	\$864,640
	C-Medical Services		1,006	15.2%	\$278,905		1,220	18.1%	\$336,640
	D-Support Services		6,074	92.1%	\$1,778,918		6,244	92.4%	\$2,047,507
	E-Crisis Intervention Services		295	4.5%	\$254,845		255	3.8%	\$283,700
	F-Inpatient Services		372	5.6%	\$2,992,413		417	6.2%	\$3,387,544
	G-Residential Services		71	1.1%	\$480,745		72	1.1%	\$449,368
	H-Behavioral Health Day Programs		3	0.0%	\$4,127		3	0.0%	\$5,238
	J-Outpatient Services (UB92)		85	1.3%	\$47,476		107	1.6%	\$62,982
	P-Pharmacy		1,262	19.1%	\$156,945		1,303	19.3%	\$160,561
	Other		746	11.3%	\$456,314		814	12.0%	\$479,890
	All Services	9,949	6,597		\$8,382,032	9,732	6,756		\$9,393,734

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	February 2023			March 2024				
		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	5,827	1,939	51.9%	\$781,321	5,782	1,893	52.0%	\$760,679
	B-Rehabilitation Services		663	17.8%	\$542,687		675	18.5%	\$562,658
	C-Medical Services		680	18.2%	\$223,892		681	18.7%	\$223,149
	D-Support Services		3,340	89.4%	\$1,170,876		3,259	89.5%	\$1,140,113
	E-Crisis Intervention Services		201	5.4%	\$176,700		173	4.8%	\$145,232
	F-Inpatient Services		225	6.0%	\$2,497,268		255	7.0%	\$2,332,164
	G-Residential Services		40	1.1%	\$278,392		34	0.9%	\$239,829
	H-Behavioral Health Day Programs		2	0.1%	\$139		2	0.1%	\$1,730
	J-Outpatient Services (UB92)		59	1.6%	\$42,530		64	1.8%	\$50,142
	P-Pharmacy		775	20.7%	\$92,812		757	20.8%	\$94,932
	Other		453	12.1%	\$259,488		440	12.1%	\$257,671
	All Services	5,827	3,735		\$6,066,105	5,782	3,640		\$5,808,299
North	A-Treatment Services	966	350	50.2%	\$146,558	965	348	51.5%	\$152,983
	B-Rehabilitation Services		128	18.4%	\$78,672		135	20.0%	\$90,217
	C-Medical Services		94	13.5%	\$21,548		102	15.1%	\$26,515
	D-Support Services		657	94.3%	\$257,819		617	91.3%	\$254,009
	E-Crisis Intervention Services		28	4.0%	\$34,615		27	4.0%	\$22,396
	F-Inpatient Services		44	6.3%	\$332,069		44	6.5%	\$378,117
	G-Residential Services		10	1.4%	\$55,495		8	1.2%	\$60,492
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		16	2.3%	\$5,343		8	1.2%	\$3,526
	P-Pharmacy		135	19.4%	\$13,261		140	20.7%	\$15,469
	Other		79	11.3%	\$38,565		74	10.9%	\$29,381
	All Services	966	697		\$983,945	965	676		\$1,033,105

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	February 2023				March 2024			
		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	2,884	1,076	48.8%	\$408,775	2,789	1,078	50.1%	\$386,021
	B-Rehabilitation Services		230	10.4%	\$173,299		223	10.4%	\$181,860
	C-Medical Services		309	14.0%	\$71,944		330	15.3%	\$79,635
	D-Support Services		2,098	95.1%	\$554,448		2,049	95.2%	\$572,712
	E-Crisis Intervention Services		66	3.0%	\$71,546		67	3.1%	\$60,604
	F-Inpatient Services		142	6.4%	\$789,068		145	6.7%	\$808,900
	G-Residential Services		24	1.1%	\$176,106		24	1.1%	\$194,166
	H-Behavioral Health Day Programs		4	0.2%	\$5,490		4	0.2%	\$5,987
	J-Outpatient Services (UB92)		40	1.8%	\$24,034		28	1.3%	\$19,024
	P-Pharmacy		357	16.2%	\$46,252		363	16.9%	\$46,387
	Other		230	10.4%	\$149,312		207	9.6%	\$139,786
<i>All Services</i>		2,884	2,206		\$2,470,274	2,789	2,152		\$2,495,081
Statewide	A-Treatment Services	9,677	3,364	50.7%	\$1,336,654	9,536	3,317	51.3%	\$1,299,684
	B-Rehabilitation Services		1,021	15.4%	\$794,658		1,030	15.9%	\$834,734
	C-Medical Services		1,083	16.3%	\$317,384		1,112	17.2%	\$329,299
	D-Support Services		6,090	91.8%	\$1,983,144		5,919	91.6%	\$1,966,834
	E-Crisis Intervention Services		295	4.4%	\$282,861		266	4.1%	\$228,232
	F-Inpatient Services		409	6.2%	\$3,618,405		444	6.9%	\$3,519,181
	G-Residential Services		74	1.1%	\$509,993		66	1.0%	\$494,486
	H-Behavioral Health Day Programs		6	0.1%	\$5,629		6	0.1%	\$7,717
	J-Outpatient Services (UB92)		115	1.7%	\$71,907		100	1.5%	\$72,691
	P-Pharmacy		1,267	19.1%	\$152,325		1,259	19.5%	\$156,788
	Other		761	11.5%	\$447,365		719	11.1%	\$426,838
<i>All Services</i>		9,677	6,633		\$9,520,325	9,536	6,461		\$9,336,484

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	April 2024			May 2024				
		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	5,695	1,907	53.4%	\$800,388	5,632	1,901	52.5%	\$771,588
	B-Rehabilitation Services		619	17.3%	\$579,138		663	18.3%	\$620,545
	C-Medical Services		698	19.6%	\$177,009		707	19.5%	\$226,272
	D-Support Services		3,230	90.5%	\$1,198,077		3,304	91.2%	\$1,215,581
	E-Crisis Intervention Services		199	5.6%	\$163,347		196	5.4%	\$140,522
	F-Inpatient Services		251	7.0%	\$2,708,551		252	7.0%	\$2,363,125
	G-Residential Services		43	1.2%	\$325,169		42	1.2%	\$349,400
	H-Behavioral Health Day Programs		1	0.0%	\$2,286		9	0.2%	\$1,065
	J-Outpatient Services (UB92)		61	1.7%	\$43,242		72	2.0%	\$43,122
	P-Pharmacy		774	21.7%	\$94,232		775	21.4%	\$95,023
	Other		435	12.2%	\$266,945		435	12.0%	\$280,339
	<i>All Services</i>		5,695	3,570	\$6,358,384		5,632	3,621	\$6,106,582
North	A-Treatment Services	965	316	47.1%	\$158,547	941	320	47.0%	\$166,860
	B-Rehabilitation Services		129	19.2%	\$81,612		128	18.8%	\$79,870
	C-Medical Services		99	14.8%	\$24,558		90	13.2%	\$27,293
	D-Support Services		626	93.3%	\$230,845		617	90.6%	\$237,813
	E-Crisis Intervention Services		36	5.4%	\$28,174		35	5.1%	\$24,149
	F-Inpatient Services		46	6.9%	\$250,624		47	6.9%	\$271,956
	G-Residential Services		9	1.3%	\$60,858		6	0.9%	\$48,127
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		11	1.6%	\$4,773		17	2.5%	\$5,226
	P-Pharmacy		127	18.9%	\$11,563		126	18.5%	\$14,842
	Other		82	12.2%	\$41,984		79	11.6%	\$36,267
	<i>All Services</i>		965	671	\$893,537		941	681	\$912,405

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	April 2024				May 2024			
		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	1,022	1,022	49.1%	\$400,188	983	983	48.3%	\$363,341
	B-Rehabilitation Services		225	10.8%	\$173,511		224	11.0%	\$160,535
	C-Medical Services		308	14.8%	\$75,884		309	15.2%	\$89,438
	D-Support Services		1,960	94.1%	\$555,602		1,930	94.9%	\$514,530
	E-Crisis Intervention Services		67	3.2%	\$82,066		57	2.8%	\$63,636
	F-Inpatient Services		157	7.5%	\$895,917		128	6.3%	\$757,752
	G-Residential Services		23	1.1%	\$237,718		20	1.0%	\$262,596
	H-Behavioral Health Day Programs		5	0.2%	\$6,832		6	0.3%	\$7,741
	J-Outpatient Services (UB92)		33	1.6%	\$14,087		27	1.3%	\$17,346
	P-Pharmacy		379	18.2%	\$48,444		361	17.7%	\$51,452
	Other		204	9.8%	\$144,267		200	9.8%	\$142,043
All Services		2,745	2,082		\$2,634,516	2,705	2,034		\$2,430,411
Statewide	A-Treatment Services	3,243	3,243	51.4%	\$1,359,122	3,202	3,202	50.6%	\$1,301,789
	B-Rehabilitation Services		971	15.4%	\$834,262		1,015	16.0%	\$860,950
	C-Medical Services		1,105	17.5%	\$277,451		1,105	17.5%	\$343,003
	D-Support Services		5,812	92.0%	\$1,984,524		5,846	92.3%	\$1,967,924
	E-Crisis Intervention Services		302	4.8%	\$273,587		288	4.5%	\$228,307
	F-Inpatient Services		453	7.2%	\$3,855,091		426	6.7%	\$3,392,834
	G-Residential Services		75	1.2%	\$623,745		68	1.1%	\$660,124
	H-Behavioral Health Day Programs		6	0.1%	\$9,118		15	0.2%	\$8,806
	J-Outpatient Services (UB92)		105	1.7%	\$62,102		116	1.8%	\$65,694
	P-Pharmacy		1,280	20.3%	\$154,239		1,262	19.9%	\$161,317
	Other		721	11.4%	\$453,196		713	11.3%	\$458,650
All Services		9,405	6,315		\$9,886,437	9,278	6,331		\$9,449,397

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	June 2024				July 2024			
		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	5,500	1,841	53.0%	\$722,148	5,497	1,857	52.9%	\$828,532
	B-Rehabilitation Services		651	18.7%	\$604,402		672	19.2%	\$596,589
	C-Medical Services		645	18.6%	\$197,519		753	21.5%	\$242,920
	D-Support Services		3,121	89.8%	\$1,199,753		3,198	91.2%	\$1,262,605
	E-Crisis Intervention Services		173	5.0%	\$97,515		209	6.0%	\$185,750
	F-Inpatient Services		234	6.7%	\$2,366,222		245	7.0%	\$2,311,110
	G-Residential Services		45	1.3%	\$351,853		45	1.3%	\$339,455
	H-Behavioral Health Day Programs		8	0.2%	\$2,761		8	0.2%	\$2,229
	J-Outpatient Services (UB92)		60	1.7%	\$35,289		61	1.7%	\$42,724
	P-Pharmacy		756	21.8%	\$94,318		785	22.4%	\$101,803
	Other		223	6.4%	\$227,963		266	7.6%	\$203,226
	All Services	5,500	3,475		\$5,899,742	5,497	3,508		\$6,116,943
North	A-Treatment Services	919	313	49.5%	\$132,885	930	282	44.5%	\$130,689
	B-Rehabilitation Services		127	20.1%	\$93,389		134	21.1%	\$94,879
	C-Medical Services		92	14.6%	\$28,503		102	16.1%	\$33,873
	D-Support Services		586	92.7%	\$242,578		585	92.3%	\$243,122
	E-Crisis Intervention Services		26	4.1%	\$12,840		34	5.4%	\$23,260
	F-Inpatient Services		45	7.1%	\$253,280		37	5.8%	\$319,683
	G-Residential Services		5	0.8%	\$46,687		5	0.8%	\$25,832
	H-Behavioral Health Day Programs		0	0.0%	\$0		1	0.2%	\$228
	J-Outpatient Services (UB92)		16	2.5%	\$6,340		10	1.6%	\$3,645
	P-Pharmacy		118	18.7%	\$12,874		119	18.8%	\$11,472
	Other		47	7.4%	\$25,231		45	7.1%	\$16,050
	All Services	919	632		\$854,607	930	634		\$902,734

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	June 2024				July 2024			
		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	2,634	955	49.0%	\$372,713	2,618	1,010	51.1%	\$436,726
	B-Rehabilitation Services		221	11.3%	\$157,923		235	11.9%	\$181,493
	C-Medical Services		287	14.7%	\$78,168		315	15.9%	\$91,962
	D-Support Services		1,851	94.9%	\$514,780		1,886	95.4%	\$556,640
	E-Crisis Intervention Services		59	3.0%	\$67,920		63	3.2%	\$95,341
	F-Inpatient Services		117	6.0%	\$594,351		118	6.0%	\$697,876
	G-Residential Services		22	1.1%	\$263,995		26	1.3%	\$286,072
	H-Behavioral Health Day Programs		3	0.2%	\$4,413		5	0.3%	\$5,903
	J-Outpatient Services (UB92)		27	1.4%	\$14,263		34	1.7%	\$19,001
	P-Pharmacy		357	18.3%	\$51,274		364	18.4%	\$59,515
	Other		115	5.9%	\$132,082		119	6.0%	\$139,131
	All Services	2,634	1,950		\$2,251,882	2,618	1,977		\$2,569,660
Statewide	A-Treatment Services	9,053	3,108	51.4%	\$1,227,747	9,045	3,146	51.5%	\$1,395,947
	B-Rehabilitation Services		999	16.5%	\$855,713		1,041	17.0%	\$872,960
	C-Medical Services		1,024	16.9%	\$304,189		1,169	19.1%	\$368,755
	D-Support Services		5,555	91.8%	\$1,957,110		5,663	92.7%	\$2,062,368
	E-Crisis Intervention Services		256	4.2%	\$178,275		306	5.0%	\$304,351
	F-Inpatient Services		396	6.5%	\$3,213,854		398	6.5%	\$3,328,669
	G-Residential Services		72	1.2%	\$662,535		76	1.2%	\$651,360
	H-Behavioral Health Day Programs		11	0.2%	\$7,175		14	0.2%	\$8,360
	J-Outpatient Services (UB92)		103	1.7%	\$55,892		105	1.7%	\$65,370
	P-Pharmacy		1,229	20.3%	\$158,467		1,267	20.7%	\$172,789
	Other		384	6.3%	\$385,276		428	7.0%	\$358,407
	All Services	9,053	6,049		\$9,006,231	9,045	6,110		\$9,589,338

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	August 2024				September 2024			
		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	5,444	1,876	53.3%	\$821,726	5,389	1,873	53.3%	\$774,363
	B-Rehabilitation Services		646	18.3%	\$555,234		619	17.6%	\$551,288
	C-Medical Services		782	22.2%	\$267,430		688	19.6%	\$206,302
	D-Support Services		3,233	91.8%	\$1,299,289		3,169	90.2%	\$1,182,964
	E-Crisis Intervention Services		210	6.0%	\$179,246		238	6.8%	\$209,156
	F-Inpatient Services		235	6.7%	\$2,475,897		245	7.0%	\$2,183,264
	G-Residential Services		46	1.3%	\$339,676		45	1.3%	\$314,814
	H-Behavioral Health Day Programs		2	0.1%	\$309		0	0.0%	\$0
	J-Outpatient Services (UB92)		61	1.7%	\$33,835		79	2.2%	\$40,879
	P-Pharmacy		784	22.3%	\$89,459		757	21.5%	\$89,795
	Other		411	11.7%	\$219,115		428	12.2%	\$220,852
	All Services	5,444	3,522		\$6,281,217	5,389	3,513		\$5,773,676
North	A-Treatment Services	899	270	42.7%	\$123,856	892	295	45.3%	\$129,958
	B-Rehabilitation Services		129	20.4%	\$78,496		124	19.0%	\$72,315
	C-Medical Services		109	17.2%	\$31,098		99	15.2%	\$28,187
	D-Support Services		600	94.8%	\$259,142		606	93.1%	\$249,933
	E-Crisis Intervention Services		30	4.7%	\$25,673		38	5.8%	\$45,704
	F-Inpatient Services		38	6.0%	\$342,352		39	6.0%	\$276,659
	G-Residential Services		8	1.3%	\$63,304		8	1.2%	\$68,022
	H-Behavioral Health Day Programs		1	0.2%	\$214		0	0.0%	\$0
	J-Outpatient Services (UB92)		18	2.8%	\$5,599		13	2.0%	\$7,468
	P-Pharmacy		126	19.9%	\$15,035		118	18.1%	\$13,445
	Other		63	10.0%	\$19,693		74	11.4%	\$28,363
	All Services	899	633		\$964,461	892	651		\$920,055

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2024

GSA	Service Category	August 2024			September 2024				
		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	2,525	950	49.7%	\$391,950	2,503	963	51.8%	\$386,362
	B-Rehabilitation Services		219	11.5%	\$175,404		211	11.3%	\$166,610
	C-Medical Services		286	15.0%	\$85,447		310	16.7%	\$85,292
	D-Support Services		1,812	94.8%	\$517,667		1,735	93.3%	\$465,740
	E-Crisis Intervention Services		87	4.6%	\$126,871		86	4.6%	\$119,937
	F-Inpatient Services		107	5.6%	\$533,122		101	5.4%	\$448,509
	G-Residential Services		24	1.3%	\$277,491		27	1.5%	\$377,835
	H-Behavioral Health Day Programs		3	0.2%	\$3,765		2	0.1%	\$2,830
	J-Outpatient Services (UB92)		36	1.9%	\$17,551		41	2.2%	\$14,658
	P-Pharmacy		329	17.2%	\$43,182		343	18.4%	\$56,744
	Other		211	11.0%	\$163,612		211	11.3%	\$136,890
	All Services	2,525	1,911		\$2,336,062	2,503	1,860		\$2,261,406
Statewide	A-Treatment Services	8,868	3,095	51.1%	\$1,337,532	8,784	3,129	52.0%	\$1,290,683
	B-Rehabilitation Services		994	16.4%	\$809,134		952	15.8%	\$790,213
	C-Medical Services		1,176	19.4%	\$383,975		1,097	18.2%	\$319,780
	D-Support Services		5,640	93.1%	\$2,076,098		5,504	91.5%	\$1,898,637
	E-Crisis Intervention Services		327	5.4%	\$331,790		362	6.0%	\$374,797
	F-Inpatient Services		379	6.3%	\$3,351,370		385	6.4%	\$2,908,432
	G-Residential Services		77	1.3%	\$680,471		80	1.3%	\$760,670
	H-Behavioral Health Day Programs		6	0.1%	\$4,288		2	0.0%	\$2,830
	J-Outpatient Services (UB92)		115	1.9%	\$56,985		133	2.2%	\$63,005
	P-Pharmacy		1,238	20.4%	\$147,676		1,218	20.2%	\$159,984
	Other		685	11.3%	\$402,420		713	11.8%	\$386,105
	All Services	8,868	6,061		\$9,581,740	8,784	6,018		\$8,955,136

**Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety –
Comprehensive Health Plan (DCS CHP): FFY 2024**

Table IV: Reported Notices of Adverse Benefit Determination

	Mercy Care DCS CHP													
	Quarter 1				Quarter 2				Quarter 3			Quarter 2		
	23-Oct	23-Nov	23-Dec	23-Jan	23-Feb	24-Mar	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep		
Total Number of Adverse Benefit Determination	58	46	38	30	46	46	42	63	50	72	57	58		

Table V: Reported Reasons for Notices of Adverse Benefit Determination

Reasons for Notice of Adverse Benefit Determination	Mercy Care DCS CHP												
	Quarter 1				Quarter 2				Quarter 3			Quarter 4	
23-Oct	23-Nov	23-Dec	23-Jan	23-Feb	24-Mar	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep		
Excluded Benefit/Benefit Exhausted	3	4	2	0	2	1	2	3	4	5	2	4	
Not Medically Necessary	53	40	33	28	41	42	33	56	41	59	51	54	
Out of Network Provider	2	2	2	1	2	1	7	4	4	2	4	0	
Not Enough Information to Make a Decision	0	0	1	1	1	2	0	0	1	6	0	0	
System/Program Issues, Including Coverage by Another Entity (ADHS/DBHS, CRSA, TPL)	0	0	0	0	0	0	0	0	0	0	0	0	
Total Number of Adverse Benefit Determinations (denials, suspensions, terminations)	58	46	38	30	46	46	42	63	50	72	57	58	

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Table VI: Reported Number of Appeals

Appeal Type	Mercy Care DCS CHP												
	Quarter 1				Quarter 2				Quarter 3			Quarter 4	
	24-Jan	23-Nov	23-Dec	24-Jan	24-Feb	24-Mar	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	
Number of Member Standard Appeals Received	7	0	3	8	5	5	5	5	13	12	7	3	
Number of Expedited Appeals Received	0	0	0	0	0	0	0	0	0	1	0	0	
Total	7	0	3	8	5	5	5	5	13	13	7	3	

Table VII: Reported Number of Standard Appeal Outcomes⁸

Standard Appeal Outcomes	Mercy Care DCS CHP											
	Quarter 1				Quarter 2				Quarter 3			Quarter 4
	23-Oct	23-Nov	23-Oct	23-Nov	23-Oct	23-Nov	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep
Upheld Appeals	2	8	1	2	4	6	2	5	5	11	8	4
Untimely Appeals	0	0	0	0	0	0	0	0	0	0	0	0
Extensions	3	2	1	1	3	1	2	3	2	11	7	4
Overturned Appeals Total	0	0	1	1	0	0	2	1	0	4	2	1
a. Overturned due to secondary review	0	0	0	0	0	0	0	0	0	0	0	0
b. Overturned due to additional information submitted	0	0	1	1	0	0	2	1	0	4	2	1
Partially Overturned Appeals Total	0	0	0	0	1	1	0	0	0	0	1	0
a. Partially Overturned due to secondary review	0	0	0	0	0	0	0	0	0	0	0	0
b. Partially Overturned due to additional information submitted	0	0	0	0	1	1	0	0	0	0	1	0
Total Standard Appeal Outcomes	5	10	3	4	8	8	6	9	7	26	18	9

⁸ 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.

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Table VIII: Reported Number of Expedited Appeal Outcomes⁹

Expedited Appeal Outcomes	Mercy Care DCS CHP											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	23-Oct	23-Nov	23-Dec	24-Jan	24-Feb	24-Mar	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep
Upheld Expedited Appeals	0	0	0	0	0	0	0	0	0	1	0	0
Untimely Expedited Appeals	0	0	0	0	0	0	0	0	0	0	0	0
Extensions Requested	0	0	0	0	0	0	0	0	0	0	0	0
Expedited Appeals Changed to Standard Appeals	0	0	0	0	0	0	0	0	0	0	0	0
Overturned Expedited Appeals Total	0	0	0	0	0	0	0	0	0	0	0	0
a. Overturned due to incorrect handling	0	0	0	0	0	0	0	0	0	0	0	0
b. Overturned due to additional information submitted	0	0	0	0	0	0	0	0	0	0	0	0
Partially Overturned Expedited Appeals Total	0	0	0	0	0	0	0	0	0	0	0	0
a. Partially Overturned due to secondary review	0	0	0	0	0	0	0	0	0	0	0	0
b. Partially Overturned due to additional information submitted	0	0	0	0	0	0	0	0	0	0	0	0
Total Expedited Appeal Outcomes	0	0	0	0	0	0	0	0	0	1	0	0

⁹ 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.

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Table IX: Final Decisions Reached by the AHCCCS Director

Decision	Mercy Care DCS CHP											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	23-Oct	23-Nov	23-Dec	24-Jan	24-Feb	24-Mar	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep
Hearing Requests Received During Reporting Period	0	0	0	0	0	0	0	0	0	0	0	0
Director's Decisions Received in favor of the Member	0	0	0	0	0	0	0	0	0	0	0	0
Director's Decisions Received in favor of the Contractor	0	0	0	0	0	0	0	0	0	0	0	0
Total Decisions	0	0	0	0	0	0	0	0	0	0	0	0