

April 28, 2026

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 Department of Child Safety – Comprehensive Health Plan 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 Damien Carpenter, Chief Legislative Liaison, at (602) 396-0767.

Sincerely,



Roberta Harrison
Interim Director

Cc: The Honorable Selina Bliss, Chairperson, House Health & Human Committee
The Honorable Carine Werner, Chairperson, Senate Health & Human Services Committee
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) 2025
Quarter One and Quarter Two
(October 1, 2024 – March 31, 2025)**

April 2026

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2025

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. Starting in April 2021, Mercy Care DCS CHP succeeded the RBHAs as the sole integrated sub-contractor for DCS CHP. 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 and two of the 2025 federal fiscal year (October 1, 2024 through March 31, 2025) 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).

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2025

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

1. *The number and percentage of children in the comprehensive medical and dental program 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 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.² 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

² 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 2025

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, include data for item five related to the outcomes of appeals reported by 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 2025

Table I: Unique DCS CHP Members Enrolled and Served in FFY 2025

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ³	Percent of Foster Care Eligible Members Served
Central	Oct-24	5,281	3,483	66.0%
	Nov-24	5,104	3,352	65.7%
	Dec-24	5,028	3,263	64.9%
	Jan-25	4,978	3,340	67.1%
	Feb-25	4,959	3,277	66.1%
	Mar-25	4,917	3,319	67.5%
North	Oct-24	930	868	93.3%
	Nov-24	899	855	95.1%
	Dec-24	892	876	98.2%
	Jan-25	860	649	75.5%
	Feb-25	867	645	74.4%
	Mar-25	862	636	73.8%
South	Oct-24	2,618	2,445	93.4%
	Nov-24	2,525	2,351	93.1%
	Dec-24	2,503	2,288	91.4%
	Jan-25	2,261	1,759	77.8%
	Feb-25	2,210	1,741	78.8%
	Mar-25	2,180	1,692	77.6%
Statewide	Oct-24	8,594	5,979	69.6%
	Nov-24	8,310	5,725	68.9%
	Dec-24	8,192	5,604	68.4%
	Jan-25	8,099	5,743	70.9%
	Feb-25	8,036	5,658	70.4%
	Mar-25	7,959	5,636	70.8%

³ 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 2025

Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2025

Month-Year	Central	North	South	Statewide
Oct-24	204	32	86	322
Nov-24	174	34	73	281
Dec-24	186	58	85	329
Jan-25	271	41	101	413
Feb-25	248	46	97	391
Mar-25	211	46	89	346

Table II-A: Number of Disenrolled DCS CHP Members for FFY 2025⁴

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan			
Quarter 1 (10/1/24 – 12/31/24)	Oct-24	649	99.7%
	Nov-24	547	98.9%
	Dec-24	513	99.0%
Quarter 2 (1/1/25 – 3/31/25)	Jan-25	478	99.0%
	Feb-25	437	99.3%
	Mar-25	471	98.9%
Members Not Immediately Enrolled in another AHCCCS Health Plan			
Quarter 1 (10/1/24– 12/31/24)	Oct-24	3	0.3%
	Nov-24	6	1.1%
	Dec-24	5	1.0%
Quarter 2 (1/1/25– 3/31/25)	Jan-25	5	1.0%
	Feb-25	3	0.7%
	Mar-25	5	1.1%

⁴ 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 2025

Table III: Monthly Utilization of DCS CHP Members by Service Category⁵ for FFY 2025

		October 2024				November 2024			
GSA	Service Category	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		1,863	53.5%	\$2,061,993		1,738	51.8%	\$1,712,347
	B-Rehabilitation Services		608	17.5%	\$1,747,746		543	16.2%	\$908,328
	C-Medical Services		726	20.8%	\$234,447		619	18.5%	\$171,262
	D-Support Services		3,157	90.6%	\$2,906,937		3,015	89.9%	\$2,477,840
	E-Crisis Intervention Services		246	7.1%	\$271,643		203	6.1%	\$224,290
	F-Inpatient Services		233	6.7%	\$2,762,288		200	6.0%	\$2,062,664
	G-Residential Services		54	1.6%	\$402,046		58	1.7%	\$426,537
	H-Behavioral Health Day Programs		1	0.0%	\$110		8	0.2%	\$951
	J-Outpatient Services (UB92)		80	2.3%	\$49,622		62	1.8%	\$29,373
	P-Pharmacy		773	22.2%	\$101,522		707	21.1%	\$82,235
	Other		329	9.4%	\$55,557		285	8.5%	\$45,329
	All Services	5,281	3,483		\$10,593,910	5,104	3,352		\$8,141,158
North	A-Treatment Services		312	47.6%	\$332,793		272	44.3%	\$276,135
	B-Rehabilitation Services		147	22.4%	\$286,043		123	20.0%	\$202,497
	C-Medical Services		94	14.3%	\$28,491		90	14.7%	\$22,780
	D-Support Services		601	91.6%	\$588,846		568	92.5%	\$547,689
	E-Crisis Intervention Services		33	5.0%	\$37,359		24	3.9%	\$20,693
	F-Inpatient Services		42	6.4%	\$383,630		46	7.5%	\$415,091
	G-Residential Services		9	1.4%	\$45,350		9	1.5%	\$54,298
	H-Behavioral Health Day Programs		0	0.0%	\$0		14	2.3%	\$9,858
	J-Outpatient Services (UB92)		15	2.3%	\$7,200		121	19.7%	\$12,908
	P-Pharmacy		122	18.6%	\$14,121		60	9.8%	\$11,635
	Other		68	10.4%	\$10,831		1	0.2%	\$116
	All Services	930	656		\$1,734,664	899	614		\$1,573,699

⁵ 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 2025

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2025

		October 2024				November 2024			
GSA	Service Category	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		965	52.3%	\$1,206,397		899	51.0%	\$979,259
	B-Rehabilitation Services		215	11.7%	\$543,615		193	10.9%	\$321,605
	C-Medical Services		289	15.7%	\$86,582		251	14.2%	\$66,400
	D-Support Services		1,742	94.5%	\$1,249,261		1,658	94.0%	\$1,079,590
	E-Crisis Intervention Services		89	4.8%	\$226,502		71	4.0%	\$172,763
	F-Inpatient Services		118	6.4%	\$874,895		109	6.2%	\$734,471
	G-Residential Services		21	1.1%	\$182,196		22	1.2%	\$221,796
	H-Behavioral Health Day Programs		3	0.2%	\$5,833		2	0.1%	\$3,609
	J-Outpatient Services (UB92)		35	1.9%	\$22,614		22	1.2%	\$8,535
	P-Pharmacy		341	18.5%	\$51,370		319	18.1%	\$43,994
	Other		144	7.8%	\$17,612		142	8.1%	\$16,022
	All Services	2,618	1,844		\$4,466,878	2,525	1,763		\$3,648,044
Statewide	A-Treatment Services		3,139	52.5%	\$3,601,183		2,909	50.8%	\$2,967,741
	B-Rehabilitation Services		970	16.2%	\$2,577,404		859	15.0%	\$1,432,431
	C-Medical Services		1,109	18.5%	\$349,520		960	16.8%	\$260,442
	D-Support Services		5,497	91.9%	\$4,745,044		5,237	91.5%	\$4,105,119
	E-Crisis Intervention Services		368	6.2%	\$535,504		298	5.2%	\$417,746
	F-Inpatient Services		393	6.6%	\$4,020,813		355	6.2%	\$3,212,226
	G-Residential Services		84	1.4%	\$629,592		89	1.6%	\$702,631
	H-Behavioral Health Day Programs		4	0.1%	\$5,942		11	0.2%	\$4,676
	J-Outpatient Services (UB92)		130	2.2%	\$79,436		98	1.7%	\$47,765
	P-Pharmacy		1,236	20.7%	\$167,013		1,147	20.0%	\$139,137
	Other		541	9.0%	\$84,000		486	8.5%	\$72,987
	All Services	8,594	5,979		\$16,795,452	8,310	5,725		\$13,362,901

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety - Comprehensive Health Plan (DCS CHP): FFY 2025

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2025

		December 2024				January 2025			
GSA	Service Category	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		1,678	51.4%	\$1,652,641		1,795	53.7%	\$1,910,885
	B-Rehabilitation Services		545	16.7%	\$1,148,684		517	15.5%	\$1,319,258
	C-Medical Services		640	19.6%	\$201,449		457	13.7%	\$177,025
	D-Support Services		2,949	90.4%	\$2,524,757		3,018	90.4%	\$2,724,150
	E-Crisis Intervention Services		197	6.0%	\$197,589		212	6.3%	\$277,770
	F-Inpatient Services		201	6.2%	\$2,065,421		214	6.4%	\$2,134,585
	G-Residential Services		52	1.6%	\$417,095		64	1.9%	\$449,702
	H-Behavioral Health Day Programs		3	0.1%	\$257		10	0.3%	\$1,774
	J-Outpatient Services (UB92)		56	1.7%	\$31,629		61	1.8%	\$41,980
	P-Pharmacy		717	22.0%	\$80,706		718	21.5%	\$87,877
	Other		275	8.4%	\$38,443		516	15.4%	\$77,771
	All Services	5,028	3,263		\$8,358,672	4,978	3,340		\$9,202,777
North	A-Treatment Services		278	45.1%	\$272,757		324	49.9%	\$343,771
	B-Rehabilitation Services		144	23.3%	\$259,476		160	24.7%	\$252,630
	C-Medical Services		103	16.7%	\$30,219		67	10.3%	\$24,349
	D-Support Services		561	90.9%	\$555,815		608	93.7%	\$616,399
	E-Crisis Intervention Services		27	4.4%	\$23,002		29	4.5%	\$30,740
	F-Inpatient Services		41	6.6%	\$370,607		47	7.2%	\$369,508
	G-Residential Services		11	1.8%	\$80,150		12	1.8%	\$77,069
	H-Behavioral Health Day Programs		12	1.9%	\$7,911		1	0.2%	\$116
	J-Outpatient Services (UB92)		124	20.1%	\$13,785		8	1.2%	\$4,972
	P-Pharmacy		52	8.4%	\$7,750		137	21.1%	\$14,308
	Other		1	0.2%	\$107		95	14.6%	\$14,934
	All Services	892	617		\$1,621,578	860	649		\$1,748,794

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety - Comprehensive Health Plan (DCS CHP): FFY 2025

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2025

		December 2024				January 2025			
GSA	Service Category	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		887	51.3%	\$944,779		930	52.9%	\$1,093,633
	B-Rehabilitation Services		181	10.5%	\$332,811		203	11.5%	\$454,338
	C-Medical Services		281	16.3%	\$85,732		209	11.9%	\$85,200
	D-Support Services		1,634	94.5%	\$1,075,412		1,668	94.8%	\$1,153,943
	E-Crisis Intervention Services		76	4.4%	\$123,677		91	5.2%	\$219,750
	F-Inpatient Services		110	6.4%	\$846,678		122	6.9%	\$916,125
	G-Residential Services		21	1.2%	\$204,876		25	1.4%	\$251,489
	H-Behavioral Health Day Programs		2	0.1%	\$1,556		2	0.1%	\$215
	J-Outpatient Services (UB92)		33	1.9%	\$13,716		32	1.8%	\$15,905
	P-Pharmacy		334	19.3%	\$44,033		353	20.1%	\$49,187
	Other		139	8.0%	\$16,234		263	15.0%	\$34,194
	All Services	2,503	1,729		\$3,689,503	2,261	1,759		\$4,273,979
Statewide	A-Treatment Services		2,842	50.7%	\$2,870,177		3,047	53.1%	\$3,348,289
	B-Rehabilitation Services		869	15.5%	\$1,740,971		879	15.3%	\$2,026,226
	C-Medical Services		1,024	18.3%	\$317,400		733	12.8%	\$286,574
	D-Support Services		5,141	91.7%	\$4,155,984		5,291	92.1%	\$4,494,492
	E-Crisis Intervention Services		300	5.4%	\$344,268		332	5.8%	\$528,260
	F-Inpatient Services		352	6.3%	\$3,282,706		383	6.7%	\$3,420,219
	G-Residential Services		84	1.5%	\$702,121		101	1.8%	\$778,260
	H-Behavioral Health Day Programs		6	0.1%	\$1,920		13	0.2%	\$2,105
	J-Outpatient Services (UB92)		101	1.8%	\$53,256		101	1.8%	\$62,857
	P-Pharmacy		1,173	20.9%	\$138,524		1,207	21.0%	\$151,372
	Other		466	8.3%	\$62,427		874	15.2%	\$126,899
	All Services	8,192	5,604		\$13,669,753	8,099	5,743		\$15,225,551

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2025

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2025

		February 2025				March 2025			
GSA	Service Category	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		1,780	54.3%	\$1,856,118		1,854	55.9%	\$1,955,984
	B-Rehabilitation Services		533	16.3%	\$1,122,149		564	17.0%	\$919,559
	C-Medical Services		436	13.3%	\$172,910		483	14.6%	\$198,618
	D-Support Services		2,894	88.3%	\$2,529,601		3,001	90.4%	\$2,629,617
	E-Crisis Intervention Services		218	6.7%	\$238,638		225	6.8%	\$293,794
	F-Inpatient Services		187	5.7%	\$1,859,176		216	6.5%	\$2,045,003
	G-Residential Services		60	1.8%	\$434,833		64	1.9%	\$459,405
	H-Behavioral Health Day Programs		2	0.1%	\$685		9	0.3%	\$1,409
	J-Outpatient Services (UB92)		59	1.8%	\$34,079		71	2.1%	\$35,176
	P-Pharmacy		720	22.0%	\$79,493		751	22.6%	\$89,067
	Other		545	16.6%	\$65,031		560	16.9%	\$68,087
		All Services	4,959	3,277		\$8,392,712	4,917	3,319	
North	A-Treatment Services		303	47.0%	\$313,626		325	51.1%	\$314,514
	B-Rehabilitation Services		161	25.0%	\$233,907		149	23.4%	\$213,067
	C-Medical Services		57	8.8%	\$24,268		55	8.6%	\$19,264
	D-Support Services		594	92.1%	\$621,038		592	93.1%	\$594,844
	E-Crisis Intervention Services		29	4.5%	\$29,956		37	5.8%	\$43,428
	F-Inpatient Services		40	6.2%	\$335,991		42	6.6%	\$284,826
	G-Residential Services		12	1.9%	\$53,129		15	2.4%	\$71,330
	H-Behavioral Health Day Programs		1	0.2%	\$113		1	0.2%	\$224
	J-Outpatient Services (UB92)		7	1.1%	\$4,068		9	1.4%	\$3,813
	P-Pharmacy		116	18.0%	\$13,674		119	18.7%	\$11,428
	Other		106	16.4%	\$14,957		90	14.2%	\$12,766
		All Services	867	645		\$1,644,726	862	636	

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety - Comprehensive Health Plan (DCS CHP): FFY 2025

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2025

GSA	Service Category	February 2025				March 2025			
		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		915	52.6%	\$1,096,359		933	55.1%	\$1,165,079
	B-Rehabilitation Services		194	11.1%	\$372,091		181	10.7%	\$324,663
	C-Medical Services		199	11.4%	\$83,610		194	11.5%	\$75,809
	D-Support Services		1,648	94.7%	\$1,116,694		1,595	94.3%	\$1,173,955
	E-Crisis Intervention Services		81	4.7%	\$136,952		90	5.3%	\$178,083
	F-Inpatient Services		143	8.2%	\$729,000		140	8.3%	\$769,259
	G-Residential Services		24	1.4%	\$184,412		22	1.3%	\$189,034
	H-Behavioral Health Day Programs		2	0.1%	\$289		2	0.1%	\$432
	J-Outpatient Services (UB92)		39	2.2%	\$21,114		33	2.0%	\$21,571
	P-Pharmacy		345	19.8%	\$45,234		350	20.7%	\$55,996
	Other		236	13.6%	\$27,602		265	15.7%	\$29,679
		All Services	2,210	1,741		\$3,813,356	2,180	1,692	
Statewide	A-Treatment Services		2,996	53.0%	\$3,266,103		3,109	55.2%	\$3,435,577
	B-Rehabilitation Services		888	15.7%	\$1,728,147		893	15.8%	\$1,457,289
	C-Medical Services		691	12.2%	\$280,788		729	12.9%	\$293,690
	D-Support Services		5,132	90.7%	\$4,267,333		5,179	91.9%	\$4,398,416
	E-Crisis Intervention Services		328	5.8%	\$405,546		352	6.2%	\$515,305
	F-Inpatient Services		370	6.5%	\$2,924,166		398	7.1%	\$3,099,088
	G-Residential Services		96	1.7%	\$672,374		101	1.8%	\$719,768
	H-Behavioral Health Day Programs		5	0.1%	\$1,086		12	0.2%	\$2,064
	J-Outpatient Services (UB92)		105	1.9%	\$59,261		113	2.0%	\$60,559
	P-Pharmacy		1,181	20.9%	\$138,401		1,214	21.5%	\$156,491
	Other		887	15.7%	\$107,590		915	16.2%	\$110,532
		All Services	8,036	5,658		\$13,850,794	7,959	5,636	

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Table IV: Reported Notices of Adverse Benefit Determination

Mercy Care DCS CHP						
	Quarter 1			Quarter 2		
	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar
Total Number of Adverse Benefit Determination	64	60	43	51	50	55

Table V: Reported Reasons for Notices of Adverse Benefit Determination

Mercy Care DCS CHP						
Reasons for Notice of Adverse Benefit Determination	Quarter 1			Quarter 2		
	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar
Excluded Benefit/Benefit Exhausted	4	0	3	2	6	39
Not Medically Necessary	58	59	39	47	41	11
Out of Network Provider	1	1	0	1	2	4
Not Enough Information to Make a Decision	1	0	1	1	1	1
System/Program Issues, Including Coverage by Another Entity (ADHS/DBHS, CRSA, TPL)	0	0	0	0	0	0
Total Number of Adverse Benefit Determinations (denials, suspensions, terminations)	64	60	43	51	50	55

Table VI: Reported Number of Appeals

Mercy Care DCS CHP						
Appeal Type	Quarter 1			Quarter 2		
	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar
Number of Member Standard Appeals Received	9	11	6	7	5	10
Number of Expedited Appeals Received	0	0	0	0	1	0
Total	9	11	6	7	6	10

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Table VII: Reported Number of Standard Appeal Outcomes⁶

Mercy Care DCS CHP						
Standard Appeal Outcomes	Quarter 1			Quarter 2		
	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar
Upheld Appeals	3	7	8	6	1	6
Untimely Appeals	0	0	0	0	0	0
Extensions	0	8	2	1	0	0
Overturned Appeals Total	1	2	1	3	2	0
<i>a. Overturned due to secondary review</i>	0	0	0	0	0	0
<i>b. Overturned due to additional information submitted</i>	1	2	1	3	2	0
Partially Overturned Appeals Total	0	0	0	1	0	0
<i>a. Partially Overturned due to secondary review</i>	0	0	0	0	0	0
<i>b. Partially Overturned due to additional information submitted</i>	0	0	0	1	0	0
Total Standard Appeal Outcomes	4	17	11	11	3	6

Table VIII: Reported Number of Expedited Appeal Outcomes⁷

Mercy Care DCS CHP						
Expedited Appeal Outcomes	Quarter 1			Quarter 2		
	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar
Upheld Expedited Appeals	0	0	0	0	0	0
Untimely Expedited Appeals	0	0	0	0	0	0
Extensions Requested	0	0	0	0	0	0
Expedited Appeals Changed to Standard Appeals	0	0	0	0	0	0
Overturned Expedited Appeals Total	0	0	0	0	1	0
<i>a. Overturned due to incorrect handling</i>	0	0	0	0	0	0
<i>b. Overturned due to additional information submitted</i>	0	0	0	0	1	0
Partially Overturned Expedited Appeals Total	0	0	0	0	0	0
<i>a. Partially Overturned due to secondary review</i>	0	0	0	0	0	0
<i>b. Partially Overturned due to additional information submitted</i>	0	0	0	0	0	0
Total Expedited Appeal Outcomes	0	0	0	0	1	0

⁶ 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.

⁷ 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		
	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar
Hearing Requests Received During Reporting Period	0	0	0	0	0	0
Director's Decisions Received in favor of the Member	0	0	0	0	0	0
Director's Decisions Received in favor of the Contractor	0	0	0	0	0	0
Total Decisions	0	0	0	0	0	0