

November 4, 2024

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 I 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,



Carmen Heredia
Director

Cc: The Honorable Steve Montenegro, Chairperson, House Health & Human Committee
The Honorable T.J. Shope, Chairperson, Senate Health & Human Services Committee
Sarah Brown, Director, Governor's Office of Strategic Planning and Budgeting
Richard Stavneak, Director, Joint Legislative Budget Committee
Zaida Dedolph Picoro, 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) 2023
(October 1, 2022 – September 30, 2023)**

**October 2024
Carmen Heredia,
Director**

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

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 all FFY23 quarters (October 1, 2022 through September 30, 2023) 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 2023

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.

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 2023

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 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 2023

Table I: Unique DCS CHP Members Enrolled and Served in FFY 2023

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ³	Percent of Foster Care Eligible Members Served
Central	Oct-22	8,243	4,346	52.7%
	Nov-22	7,357	4,193	57.0%
	Dec-22	7,041	4,063	57.7%
	Jan-23	6,836	4,202	61.5%
	Feb-23	6,804	4,099	60.2%
	Mar-23	6,692	4,175	62.4%
	Apr-23	6,471	4,055	62.7%
	May-23	6,398	4,068	63.6%
	Jun-23	6,325	3,953	62.5%
	Jul-23	6,204	3,834	61.8%
	Aug-23	6,281	3,953	62.9%
	Sep-23	6,231	3,887	62.4%
North	Oct-22	1,470	978	66.5%
	Nov-22	1,277	915	71.7%
	Dec-22	1,247	906	72.7%
	Jan-23	1,217	885	72.7%
	Feb-23	1,212	858	70.8%
	Mar-23	1,198	898	75.0%
	Apr-23	1,166	863	74.0%
	May-23	1,141	849	74.4%
	Jun-23	1,113	840	75.5%
	Jul-23	1,078	792	73.5%
	Aug-23	1,080	816	75.6%
	Sep-23	1,077	761	70.7%
South	Oct-22	4,376	2,869	65.6%
	Nov-22	3,904	2,733	70.0%
	Dec-22	3,758	2,724	72.5%
	Jan-23	3,631	2,715	74.8%
	Feb-23	3,622	2,623	72.4%
	Mar-23	3,531	2,628	74.4%
	Apr-23	3,399	2,583	76.0%
	May-23	3,341	2,561	76.7%
	Jun-23	3,250	2,496	76.8%
	Jul-23	3,219	2,443	75.9%
	Aug-23	3,232	2,519	77.9%
	Sep-23	3,212	2,400	74.7%

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 2023

GSA	Month	Number Foster Care Eligible Members Enrolled	Number Foster Care Eligible Members Served ³	Percent of Foster Care Eligible Members Served
STATEWIDE	Oct-22	14,089	8,188	58.1%
	Nov-22	12,538	7,836	62.5%
	Dec-22	12,046	7,687	63.8%
	Jan-23	11,684	7,791	66.7%
	Feb-23	11,638	7,575	65.1%
	Mar-23	11,421	7,697	67.4%
	Apr-23	11,036	7,499	68.0%
	May-23	10,880	7,467	68.6%
	Jun-23	10,688	7,283	68.1%
	Jul-23	10,501	7,066	67.3%
	Aug-23	10,593	7,282	68.7%
	Sep-23	10,520	7,045	67.0%

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table II: Newly Enrolled DCS CHP Members by Geographical Service Area (GSA) and Statewide for FFY 2023

Month-Year	Central	North	South	STATEWIDE
Oct-22	142	31	69	242
Nov-22	136	27	55	218
Dec-22	108	28	60	196
Jan-23	133	22	62	217
Feb-23	99	20	44	163
Mar-23	120	22	54	196
Apr-23	105	31	57	193
May-23	178	30	69	277
Jun-23	156	27	83	266
Jul-23	227	29	101	357
Aug-23	247	31	118	396
Sep-23	198	36	99	333

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table II-A: Number of Disenrolled DCS CHP Members for FFY 2023⁴

		Number of Unique DCS CHP Members	Percent of Unique DCS CHP Members
Members Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/22 – 12/31/22)	Oct-22	1,093	99.4%
	Nov-22	975	99.2%
	Dec-22	839	99.3%
Quarter 2 (1/1/23 – 3/31/23)	Jan-23	655	98.6%
	Feb-23	705	99.6%
	Mar-23	817	98.9%
Quarter 3 (4/1/23 – 6/30/23)	Apr-23	675	99.4%
	May-23	667	99.1%
	Jun-23	655	99.5%
Quarter 4 (7/1/23 – 9/30/23)	Jul-23	489	98.8%
	Aug-23	511	98.5%
	Sep-23	370	97.9%
Members Not Immediately Enrolled in another AHCCCS Health Plan.			
Quarter 1 (10/1/22 – 12/31/22)	Oct-22	7	0.6%
	Nov-22	8	0.8%
	Dec-22	6	0.7%
Quarter 2 (1/1/23 – 3/31/23)	Jan-23	9	1.4%
	Feb-23	3	0.4%
	Mar-23	9	1.1%
Quarter 3 (4/1/23 – 6/30/23)	Apr-23	4	0.6%
	May-23	6	0.9%
	Jun-23	3	0.5%
Quarter 4 (7/1/23 – 9/30/23)	Jul-23	6	1.2%
	Aug-23	8	1.5%
	Sep-23	8	2.1%

⁴ During the COVID-19 public health emergency, members only lost their Medicaid eligibility when they voluntarily withdrew, moved out of the State of Arizona, or were deceased.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category⁵ for FFY 2023

GSA	Service Category	October 2022				November 2022			
		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		2,109	48.5%	\$849,191		1,942	46.3%	\$793,050
	B-Rehabilitation Services		595	13.7%	\$477,960		564	13.5%	\$417,380
	C-Medical Services		744	17.1%	\$202,056		690	16.5%	\$185,696
	D-Support Services		3,835	88.2%	\$1,205,880		3,731	89.0%	\$1,152,099
	E-Crisis Intervention Services		187	4.3%	\$245,369		162	3.9%	\$230,325
	F-Inpatient Services		185	4.3%	\$1,534,555		179	4.3%	\$1,590,903
	G-Residential Services		47	1.1%	\$284,509		45	1.1%	\$306,305
	H-Behavioral Health Day Programs		2	0.0%	\$231		2	0.0%	\$231
	J-Outpatient Services (UB92)		64	1.5%	\$41,456		52	1.2%	\$29,469
	P-Pharmacy		801	18.4%	\$127,885		787	18.8%	\$127,904
	Other		558	12.8%	\$236,666		473	11.3%	\$208,288
			All Services	8,243	4,346			\$5,205,758	7,357
North	A-Treatment Services		507	51.8%	\$175,600		446	48.7%	\$146,034
	B-Rehabilitation Services		207	21.2%	\$79,261		193	21.1%	\$74,077
	C-Medical Services		145	14.8%	\$28,037		134	14.6%	\$25,526
	D-Support Services		909	92.9%	\$319,133		864	94.4%	\$281,211
	E-Crisis Intervention Services		26	2.7%	\$28,025		24	2.6%	\$29,288
	F-Inpatient Services		40	4.1%	\$298,755		41	4.5%	\$278,005
	G-Residential Services		5	0.5%	\$39,724		4	0.4%	\$20,297
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		21	2.1%	\$10,741		9	1.0%	\$8,316
	P-Pharmacy		186	19.0%	\$28,934		177	19.3%	\$27,395
	Other		99	10.1%	\$133,488		98	10.7%	\$123,832
			All Services	1,470	978			\$1,141,697	1,277

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 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

GSA	Service Category	October 2022				November 2022			
		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	4,376	1,272	44.3%	\$453,245	3,904	1,256	46.0%	\$463,167
	B-Rehabilitation Services		222	7.7%	\$161,918		203	7.4%	\$126,910
	C-Medical Services		341	11.9%	\$73,434		294	10.8%	\$60,488
	D-Support Services		2,736	95.4%	\$682,276		2,588	94.7%	\$591,435
	E-Crisis Intervention Services		75	2.6%	\$100,642		76	2.8%	\$83,155
	F-Inpatient Services		111	3.9%	\$607,413		111	4.1%	\$639,920
	G-Residential Services		30	1.0%	\$280,549		34	1.2%	\$323,124
	H-Behavioral Health Day Programs		2	0.1%	\$4,221		2	0.1%	\$3,922
	J-Outpatient Services (UB92)		47	1.6%	\$32,005		39	1.4%	\$21,471
	P-Pharmacy		374	13.0%	\$68,957		381	13.9%	\$73,792
	Other		263	9.2%	\$188,292		237	8.7%	\$167,456
	All Services	4,376	2,869		\$2,652,951	3,904	2,733		\$2,554,839
STATEWIDE	A-Treatment Services	14,089	3,887	47.5%	\$1,478,036	12,538	3,642	46.5%	\$1,402,252
	B-Rehabilitation Services		1,023	12.5%	\$719,139		960	12.3%	\$618,368
	C-Medical Services		1,230	15.0%	\$303,526		1,117	14.3%	\$271,709
	D-Support Services		7,479	91.3%	\$2,207,289		7,179	91.6%	\$2,024,745
	E-Crisis Intervention Services		287	3.5%	\$374,036		261	3.3%	\$342,768
	F-Inpatient Services		335	4.1%	\$2,440,723		331	4.2%	\$2,508,829
	G-Residential Services		82	1.0%	\$604,782		83	1.1%	\$649,725
	H-Behavioral Health Day Programs		4	0.0%	\$4,452		4	0.1%	\$4,153
	J-Outpatient Services (UB92)		132	1.6%	\$84,202		100	1.3%	\$59,256
	P-Pharmacy		1,360	16.6%	\$225,775		1,343	17.1%	\$229,091
	Other		920	11.2%	\$558,446		808	10.3%	\$499,575
	All Services	14,089	8,188		\$9,000,406	12,538	7,836		\$8,610,472

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

		December 2022				January 2023			
BHS Site	Service Category	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		1,922	47.3%	\$765,171		1,969	46.9%	\$876,339
	B-Rehabilitation Services		518	12.7%	\$457,348		581	13.8%	\$498,384
	C-Medical Services		689	17.0%	\$186,279		719	17.1%	\$193,556
	D-Support Services		3,627	89.3%	\$1,127,676		3,781	90.0%	\$1,219,295
	E-Crisis Intervention Services		146	3.6%	\$205,709		192	4.6%	\$240,135
	F-Inpatient Services		165	4.1%	\$1,704,365		193	4.6%	\$1,992,474
	G-Residential Services		43	1.1%	\$296,943		43	1.0%	\$310,173
	H-Behavioral Health Day Programs		1	0.0%	\$84		3	0.1%	\$540
	J-Outpatient Services (UB92)		51	1.3%	\$29,601		51	1.2%	\$36,055
	P-Pharmacy		769	18.9%	\$132,161		790	18.8%	\$124,443
	Other		456	11.2%	\$201,077		494	11.8%	\$181,992
	All Services		7,041	4,063			\$5,106,414	6,836	4,202
North	A-Treatment Services		452	49.9%	\$156,640		454	51.3%	\$145,076
	B-Rehabilitation Services		162	17.9%	\$83,989		168	19.0%	\$68,595
	C-Medical Services		113	12.5%	\$22,782		124	14.0%	\$26,821
	D-Support Services		845	93.3%	\$266,172		831	93.9%	\$261,822
	E-Crisis Intervention Services		26	2.9%	\$35,229		19	2.1%	\$19,722
	F-Inpatient Services		43	4.7%	\$308,644		43	4.9%	\$257,452
	G-Residential Services		5	0.6%	\$31,687		4	0.5%	\$35,031
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		8	0.9%	\$4,320		8	0.9%	\$4,875
	P-Pharmacy		156	17.2%	\$24,455		155	17.5%	\$21,759
	Other		88	9.7%	\$99,327		81	9.2%	\$97,066
	All Services		1,247	906			\$1,033,244	1,217	885

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	December 2022				January 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	3,758	1,247	45.8%	\$442,152	3,631	1,259	46.4%	\$504,113
	B-Rehabilitation Services		232	8.5%	\$120,598		233	8.6%	\$145,594
	C-Medical Services		299	11.0%	\$62,002		327	12.0%	\$69,627
	D-Support Services		2,565	94.2%	\$596,666		2,605	95.9%	\$601,228
	E-Crisis Intervention Services		76	2.8%	\$92,051		63	2.3%	\$78,057
	F-Inpatient Services		105	3.9%	\$584,864		114	4.2%	\$583,582
	G-Residential Services		34	1.2%	\$257,523		31	1.1%	\$240,009
	H-Behavioral Health Day Programs		2	0.1%	\$3,714		3	0.1%	\$5,699
	J-Outpatient Services (UB92)		38	1.4%	\$24,750		37	1.4%	\$29,193
	P-Pharmacy		363	13.3%	\$68,363		364	13.4%	\$60,128
	Other		206	7.6%	\$161,194		237	8.7%	\$190,276
	All Services		3,758	2,724			\$2,413,878	3,631	2,715
STATEWIDE	A-Treatment Services	12,046	3,620	47.1%	\$1,363,963	11,684	3,678	47.2%	\$1,525,528
	B-Rehabilitation Services		911	11.9%	\$661,935		981	12.6%	\$712,573
	C-Medical Services		1,101	14.3%	\$271,063		1,170	15.0%	\$290,003
	D-Support Services		7,032	91.5%	\$1,990,514		7,210	92.5%	\$2,082,345
	E-Crisis Intervention Services		248	3.2%	\$332,990		274	3.5%	\$337,915
	F-Inpatient Services		313	4.1%	\$2,597,873		350	4.5%	\$2,833,508
	G-Residential Services		82	1.1%	\$586,153		78	1.0%	\$585,213
	H-Behavioral Health Day Programs		3	0.0%	\$3,798		6	0.1%	\$6,240
	J-Outpatient Services (UB92)		97	1.3%	\$58,671		96	1.2%	\$70,123
	P-Pharmacy		1,286	16.7%	\$224,979		1,308	16.8%	\$206,330
	Other		749	9.7%	\$461,597		809	10.4%	\$469,334
	All Services		12,046	7,687			\$8,553,537	11,684	7,791

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	February 2023				March 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		1,916	46.7%	\$805,619		2,071	49.6%	\$906,355
	B-Rehabilitation Services		558	13.6%	\$475,865		615	14.7%	\$570,744
	C-Medical Services		714	17.4%	\$182,650		736	17.6%	\$198,339
	D-Support Services		3,649	89.0%	\$1,164,253		3,769	90.3%	\$1,253,081
	E-Crisis Intervention Services		202	4.9%	\$250,389		223	5.3%	\$227,267
	F-Inpatient Services		205	5.0%	\$1,749,215		197	4.7%	\$1,921,361
	G-Residential Services		50	1.2%	\$285,339		54	1.3%	\$354,895
	H-Behavioral Health Day Programs		0	0.0%	\$0		1	0.0%	\$231
	J-Outpatient Services (UB92)		51	1.2%	\$33,825		53	1.3%	\$35,410
	P-Pharmacy		771	18.8%	\$124,547		816	19.5%	\$128,517
	Other		514	12.5%	\$178,158		499	12.0%	\$243,598
	All Services		6,804	4,099			\$5,249,860	6,692	4,175
North	A-Treatment Services		401	46.7%	\$133,724		445	49.6%	\$168,069
	B-Rehabilitation Services		164	19.1%	\$63,724		176	19.6%	\$76,078
	C-Medical Services		119	13.9%	\$24,644		106	11.8%	\$24,870
	D-Support Services		801	93.4%	\$254,122		856	95.3%	\$303,191
	E-Crisis Intervention Services		24	2.8%	\$25,137		29	3.2%	\$43,503
	F-Inpatient Services		34	4.0%	\$308,724		47	5.2%	\$465,997
	G-Residential Services		1	0.1%	\$5,672		4	0.4%	\$18,508
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		13	1.5%	\$8,323		14	1.6%	\$12,378
	P-Pharmacy		154	17.9%	\$19,871		154	17.1%	\$23,043
	Other		81	9.4%	\$77,873		91	10.1%	\$69,733
	All Services		1,212	858			\$921,812	1,198	898

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	February 2023				March 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	3,622	1,183	45.1%	\$504,044	3,531	1,248	47.5%	\$531,617
	B-Rehabilitation Services		223	8.5%	\$152,995		220	8.4%	\$172,719
	C-Medical Services		285	10.9%	\$68,361		315	12.0%	\$71,268
	D-Support Services		2,477	94.4%	\$579,347		2,515	95.7%	\$638,528
	E-Crisis Intervention Services		66	2.5%	\$111,048		79	3.0%	\$116,551
	F-Inpatient Services		112	4.3%	\$570,610		121	4.6%	\$975,786
	G-Residential Services		22	0.8%	\$129,220		21	0.8%	\$123,237
	H-Behavioral Health Day Programs		3	0.1%	\$5,273		4	0.2%	\$5,331
	J-Outpatient Services (UB92)		35	1.3%	\$25,097		45	1.7%	\$36,267
	P-Pharmacy		358	13.6%	\$57,089		355	13.5%	\$58,319
	Other		216	8.2%	\$171,644		204	7.8%	\$174,046
	All Services		3,622	2,623			\$2,374,726	3,531	2,628
STATEWIDE	A-Treatment Services	11,638	3,499	46.2%	\$1,443,388	11,421	3,764	48.9%	\$1,606,040
	B-Rehabilitation Services		944	12.5%	\$692,584		1,011	13.1%	\$819,540
	C-Medical Services		1,118	14.8%	\$275,654		1,157	15.0%	\$294,478
	D-Support Services		6,923	91.4%	\$1,997,721		7,137	92.7%	\$2,194,800
	E-Crisis Intervention Services		292	3.9%	\$386,574		330	4.3%	\$387,320
	F-Inpatient Services		351	4.6%	\$2,628,548		365	4.7%	\$3,363,145
	G-Residential Services		73	1.0%	\$420,231		79	1.0%	\$496,639
	H-Behavioral Health Day Programs		3	0.0%	\$5,273		5	0.1%	\$5,562
	J-Outpatient Services (UB92)		99	1.3%	\$67,245		112	1.5%	\$84,055
	P-Pharmacy		1,283	16.9%	\$201,507		1,323	17.2%	\$209,879
	Other		810	10.7%	\$427,674		793	10.3%	\$487,377
	All Services		11,638	7,575			\$8,546,398	11,421	7,697

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

		April 2023				May 2023			
BHS Site	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		1,949	48.1%	\$812,466		1,978	48.6%	\$857,830
	B-Rehabilitation Services		584	14.4%	\$542,772		595	14.6%	\$537,579
	C-Medical Services		707	17.4%	\$184,430		761	18.7%	\$203,093
	D-Support Services		3,655	90.1%	\$1,161,889		3,642	89.5%	\$1,268,185
	E-Crisis Intervention Services		210	5.2%	\$262,967		194	4.8%	\$169,022
	F-Inpatient Services		200	4.9%	\$1,865,687		208	5.1%	\$2,213,173
	G-Residential Services		51	1.3%	\$326,905		48	1.2%	\$350,415
	H-Behavioral Health Day Programs		2	0.0%	\$197		0	0.0%	\$0
	J-Outpatient Services (UB92)		56	1.4%	\$36,598		70	1.7%	\$48,270
	P-Pharmacy		764	18.8%	\$123,820		833	20.5%	\$133,976
	Other		494	12.2%	\$238,515		500	12.3%	\$270,574
	All Services		6471	4055			\$5,556,245	6,398	4,068
North	A-Treatment Services		430	49.8%	\$154,107		430	50.6%	\$153,366
	B-Rehabilitation Services		170	19.7%	\$82,326		171	20.1%	\$79,911
	C-Medical Services		123	14.3%	\$24,029		116	13.7%	\$21,843
	D-Support Services		806	93.4%	\$262,060		793	93.4%	\$282,069
	E-Crisis Intervention Services		31	3.6%	\$31,366		30	3.5%	\$19,921
	F-Inpatient Services		54	6.3%	\$358,529		51	6.0%	\$281,336
	G-Residential Services		3	0.3%	\$9,233		8	0.9%	\$44,531
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		11	1.3%	\$5,988		8	0.9%	\$5,516
	P-Pharmacy		148	17.1%	\$21,380		144	17.0%	\$21,075
	Other		82	9.5%	\$73,083		77	9.1%	\$81,718
	All Services		1,166	863			\$1,022,102	1,141	849

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	April 2023				May 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	3,399	1,135	43.9%	\$478,702	3,341	1,179	46.0%	\$528,559
	B-Rehabilitation Services		218	8.4%	\$148,511		238	9.3%	\$180,844
	C-Medical Services		295	11.4%	\$65,930		329	12.8%	\$73,008
	D-Support Services		2,476	95.9%	\$579,152		2,463	96.2%	\$628,822
	E-Crisis Intervention Services		78	3.0%	\$82,276		88	3.4%	\$86,259
	F-Inpatient Services		117	4.5%	\$764,896		116	4.5%	\$839,887
	G-Residential Services		24	0.9%	\$198,490		25	1.0%	\$230,563
	H-Behavioral Health Day Programs		3	0.1%	\$5,099		3	0.1%	\$4,480
	J-Outpatient Services (UB92)		40	1.5%	\$19,773		46	1.8%	\$28,639
	P-Pharmacy		352	13.6%	\$51,129		377	14.7%	\$62,152
	Other		240	9.3%	\$151,107		232	9.1%	\$166,963
	All Services		3,399	2,583			\$2,545,066	3,341	2,561
STATEWIDE	A-Treatment Services	11,036	3,514	46.9%	\$1,445,275	10,880	3,582	48.0%	\$1,539,755
	B-Rehabilitation Services		971	12.9%	\$773,609		1,004	13.4%	\$798,335
	C-Medical Services		1,125	15.0%	\$274,389		1,204	16.1%	\$297,944
	D-Support Services		6,937	92.5%	\$2,003,101		6,894	92.3%	\$2,179,076
	E-Crisis Intervention Services		319	4.3%	\$376,609		312	4.2%	\$275,202
	F-Inpatient Services		371	4.9%	\$2,989,112		375	5.0%	\$3,334,395
	G-Residential Services		78	1.0%	\$534,628		81	1.1%	\$625,509
	H-Behavioral Health Day Programs		5	0.1%	\$5,296		3	0.0%	\$4,480
	J-Outpatient Services (UB92)		107	1.4%	\$62,360		124	1.7%	\$82,425
	P-Pharmacy		1,264	16.9%	\$196,329		1,353	18.1%	\$217,203
	Other		815	10.9%	\$462,705		805	10.8%	\$519,255
	All Services		11,036	7,499			\$9,123,413	10,880	7,467

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

		June 2023				July 2023			
BHS Site	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	6,325	1,895	47.9%	\$803,203	6,204	1,772	46.2%	\$741,631
	B-Rehabilitation Services		655	16.6%	\$581,747		598	15.6%	\$617,503
	C-Medical Services		769	19.5%	\$205,395		773	20.2%	\$204,859
	D-Support Services		3,622	91.6%	\$1,284,159		3,493	91.1%	\$1,200,053
	E-Crisis Intervention Services		181	4.6%	\$154,638		222	5.8%	\$202,536
	F-Inpatient Services		200	5.1%	\$2,073,882		191	5.0%	\$2,091,057
	G-Residential Services		55	1.4%	\$337,643		53	1.4%	\$346,140
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		62	1.6%	\$51,931		61	1.6%	\$48,051
	P-Pharmacy		791	20.0%	\$113,413		791	20.6%	\$95,056
	Other		308	7.8%	\$241,689		348	9.1%	\$239,911
	All Services		6,325	3,953			\$5,847,699	6,204	3,834
North	A-Treatment Services	1,133	427	50.8%	\$174,868	1,078	394	49.7%	\$165,958
	B-Rehabilitation Services		184	21.9%	\$121,931		182	23.0%	\$107,249
	C-Medical Services		116	13.8%	\$21,832		109	13.8%	\$21,995
	D-Support Services		784	93.3%	\$278,769		717	90.5%	\$227,757
	E-Crisis Intervention Services		28	3.3%	\$17,820		34	4.3%	\$22,324
	F-Inpatient Services		50	6.0%	\$310,016		50	6.3%	\$308,043
	G-Residential Services		5	0.6%	\$37,790		5	0.6%	\$42,792
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		10	1.2%	\$8,280		17	2.1%	\$8,752
	P-Pharmacy		143	17.0%	\$17,771		138	17.4%	\$17,737
	Other		57	6.8%	\$82,117		56	7.1%	\$91,252
	All Services		1,133	840			\$1,071,195	1,078	792

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

		June 2023				July 2023			
BHS Site	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	3,250	1,206	48.3%	\$522,071	3,219	1,244	50.9%	\$482,948
	B-Rehabilitation Services		247	9.9%	\$187,333		227	9.3%	\$181,716
	C-Medical Services		296	11.9%	\$63,287		311	12.7%	\$72,463
	D-Support Services		2,417	96.8%	\$672,515		2,350	96.2%	\$619,187
	E-Crisis Intervention Services		71	2.8%	\$62,825		68	2.8%	\$53,705
	F-Inpatient Services		109	4.4%	\$793,235		112	4.6%	\$591,748
	G-Residential Services		25	1.0%	\$130,644		19	0.8%	\$119,208
	H-Behavioral Health Day Programs		2	0.1%	\$3,085		2	0.1%	\$1,322
	J-Outpatient Services (UB92)		41	1.6%	\$100,032		39	1.6%	\$28,250
	P-Pharmacy		365	14.6%	\$58,728		374	15.3%	\$47,753
	Other		143	5.7%	\$157,766		147	6.0%	\$163,067
	All Services				2,496			\$2,751,520	
STATEWIDE	A-Treatment Services	10,688	3,525	48.4%	\$1,500,142	10,501	3,408	48.2%	\$1,390,537
	B-Rehabilitation Services		1,086	14.9%	\$891,012		1,007	14.3%	\$906,468
	C-Medical Services		1,181	16.2%	\$290,514		1,190	16.8%	\$299,318
	D-Support Services		6,820	93.6%	\$2,235,442		6,558	92.8%	\$2,046,997
	E-Crisis Intervention Services		280	3.8%	\$235,284		323	4.6%	\$278,565
	F-Inpatient Services		359	4.9%	\$3,177,132		352	5.0%	\$2,990,848
	G-Residential Services		84	1.2%	\$506,076		76	1.1%	\$508,140
	H-Behavioral Health Day Programs		2	0.0%	\$3,085		2	0.0%	\$1,322
	J-Outpatient Services (UB92)		113	1.6%	\$160,243		117	1.7%	\$85,053
	P-Pharmacy		1,298	17.8%	\$189,912		1,301	18.4%	\$160,546
	Other		508	7.0%	\$481,573		550	7.8%	\$494,230
	All Services				7,283			\$9,670,414	

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	August 2023				September 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	6,281	1,960	49.6%	\$850,604	6,231	1,811	46.6%	\$773,404
	B-Rehabilitation Services		600	15.2%	\$578,210		604	15.5%	\$567,534
	C-Medical Services		845	21.4%	\$229,420		748	19.2%	\$197,383
	D-Support Services		3,619	91.6%	\$1,354,185		3,536	91.0%	\$1,194,924
	E-Crisis Intervention Services		214	5.4%	\$207,399		216	5.6%	\$195,912
	F-Inpatient Services		208	5.3%	\$2,286,972		201	5.2%	\$1,946,610
	G-Residential Services		58	1.5%	\$325,264		57	1.5%	\$335,814
	H-Behavioral Health Day Programs		1	0.0%	\$64		1	0.0%	\$64
	J-Outpatient Services (UB92)		65	1.6%	\$47,981		63	1.6%	\$44,145
	P-Pharmacy		814	20.6%	\$100,303		823	21.2%	\$97,120
	Other		494	12.5%	\$250,015		499	12.8%	\$249,176
	All Services		6,281	3,953			\$6,230,417	6,231	3,887
North	A-Treatment Services	1,080	406	49.8%	\$165,809	1,077	370	48.6%	\$138,452
	B-Rehabilitation Services		160	19.6%	\$98,629		157	20.6%	\$95,447
	C-Medical Services		119	14.6%	\$25,757		93	12.2%	\$22,286
	D-Support Services		754	92.4%	\$301,424		701	92.1%	\$259,653
	E-Crisis Intervention Services		37	4.5%	\$23,603		38	5.0%	\$28,032
	F-Inpatient Services		47	5.8%	\$355,942		39	5.1%	\$366,197
	G-Residential Services		3	0.4%	\$18,957		4	0.5%	\$28,291
	H-Behavioral Health Day Programs		0	0.0%	\$0		0	0.0%	\$0
	J-Outpatient Services (UB92)		17	2.1%	\$11,951		13	1.7%	\$7,299
	P-Pharmacy		149	18.3%	\$16,999		142	18.7%	\$14,242
	Other		81	9.9%	\$92,058		79	10.4%	\$78,974
	All Services		1,080	816			\$1,111,129	1,077	761

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table III: Monthly Utilization of DCS CHP Members by Service Category for FFY 2023

BHS Site	Service Category	August 2023				September 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	3,232	1,282	50.9%	\$557,021	3,212	1,158	48.3%	\$474,903
	B-Rehabilitation Services		216	8.6%	\$146,503		206	8.6%	\$148,713
	C-Medical Services		327	13.0%	\$76,170		303	12.6%	\$65,784
	D-Support Services		2,404	95.4%	\$652,633		2,295	95.6%	\$583,125
	E-Crisis Intervention Services		68	2.7%	\$65,824		74	3.1%	\$80,334
	F-Inpatient Services		114	4.5%	\$788,080		129	5.4%	\$702,440
	G-Residential Services		19	0.8%	\$117,170		22	0.9%	\$178,421
	H-Behavioral Health Day Programs		2	0.1%	\$3,144		2	0.1%	\$3,583
	J-Outpatient Services (UB92)		43	1.7%	\$23,020		45	1.9%	\$26,610
	P-Pharmacy		394	15.6%	\$52,484		372	15.5%	\$55,439
	Other		225	8.9%	\$160,467		233	9.7%	\$163,404
	All Services				2,519			\$2,642,515	
STATEWIDE	A-Treatment Services	10,593	3,648	50.1%	\$1,573,434	10,520	3,337	47.4%	\$1,386,759
	B-Rehabilitation Services		976	13.4%	\$823,342		967	13.7%	\$811,694
	C-Medical Services		1,290	17.7%	\$331,347		1,144	16.2%	\$285,453
	D-Support Services		6,774	93.0%	\$2,308,242		6,530	92.7%	\$2,037,702
	E-Crisis Intervention Services		319	4.4%	\$296,825		328	4.7%	\$304,277
	F-Inpatient Services		368	5.1%	\$3,430,994		368	5.2%	\$3,015,246
	G-Residential Services		80	1.1%	\$461,391		83	1.2%	\$542,526
	H-Behavioral Health Day Programs		3	0.0%	\$3,207		3	0.0%	\$3,647
	J-Outpatient Services (UB92)		125	1.7%	\$82,952		121	1.7%	\$78,055
	P-Pharmacy		1,355	18.6%	\$169,786		1,337	19.0%	\$166,802
	Other		800	11.0%	\$502,540		811	11.5%	\$491,554
	All Services				7,282			\$9,984,061	

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table IV: Reported Notices of Adverse Benefit Determination

Mercy Care DCS CHP												
Total Number of Adverse Benefit Determination	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep
	69	71	40	42	54	54	59	52	59	58	60	59

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			Quarter 3			Quarter 4		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep
Excluded Benefit/Benefit Exhausted	0	56	0	0	0	0	1	1	1	1	1	3
Not Medically Necessary	65	15	39	41	51	51	57	48	58	56	58	53
Out of Network Provider	4	0	0	1	3	0	1	2	0	1	1	3
Not Enough Information to Make a Decision	0	0	1	0	0	3	0	1	0	0	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)	69	71	40	42	54	54	59	52	59	58	60	59

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table VI: Reported Number of Appeals

Mercy Care DCS CHP												
Appeal Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep
Number of Member Standard Appeals Received	4	4	4	3	5	8	3	0	3	4	4	4
Number of Expedited Appeals Received	0	0	1	1	0	1	0	0	0	0	0	0
Total	4	4	5	4	5	9	3	0	3	4	4	4

Table VII: Reported Number of Standard Appeal Outcomes⁶

Mercy Care DCS CHP												
Standard Appeal Outcomes	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep
Upheld Appeals	0	4	1	2	5	5	3	3	0	2	3	3
Untimely Appeals	0	0	0	0	0	0	0	0	0	0	0	0
Extensions	0	2	3	3	2	0	2	0	1	0	1	0
Overtured Appeals Total	1	1	2	1	1	2	1	0	0	0	1	0
<i>a. Overtured due to secondary review</i>	0	0	0	0	0	0	0	0	0	0	0	0
<i>b. Overtured due to additional information submitted</i>	1	1	2	1	1	2	1	0	0	0	1	0
Partially Overtured Appeals Total	0	0	0	0	0	1	0	0	1	1	0	0
<i>a. Partially Overtured due to secondary review</i>	0	0	0	0	0	0	0	0	0	0	0	0
<i>b. Partially Overtured due to additional information submitted</i>	0	0	0	0	0	1	0	0	1	1	0	0
Total Standard Appeal Outcomes	1	7	6	6	8	8	6	3	2	3	5	3

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.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table VIII: Reported Number of Expedited Appeal Outcomes⁷

Mercy Care DCS CHP												
Expedited Appeal Outcomes	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep
Upheld Expedited Appeals	0	0	1	0	0	0	0	0	0	0	0	0
Untimely Expedited Appeals	0	0	0	0	0	0	0	0	0	0	0	0
Extensions Requested	0	0	0	0	0	1	0	0	0	0	0	0
Expedited Appeals Changed to Standard Appeals	0	1	0	0	0	3	1	0	0	0	0	0
Overtured Expedited Appeals Total	0	0	0	1	0	1	0	0	0	0	0	0
<i>a. Overtured due to incorrect handling</i>	0	0	0	0	0	0	0	0	0	0	0	0
<i>b. Overtured due to additional information submitted</i>	0	0	0	1	0	1	0	0	0	0	0	0
Partially Overtured Expedited Appeals Total	0	0	0	0	0	0	0	0	0	0	0	0
<i>a. Partially Overtured due to secondary review</i>	0	0	0	0	0	0	0	0	0	0	0	0
<i>b. Partially Overtured due to additional information submitted</i>	0	0	0	0	0	0	0	0	0	0	0	0
Total Expedited Appeal Outcomes	0	1	1	1	0	5	1	0	0	0	0	0

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.

Financial and Program Accountability Trends Report for Children Enrolled in the Department of Child Safety – Comprehensive Health Plan (DCS CHP): FFY 2023

Table IX: Final Decisions Reached by the AHCCCS Director

Mercy Care DCS CHP												
Decision	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun	23-Jul	23-Aug	23-Sep
Hearing Requests Received During Reporting Period	0	0	0	0	1	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	1	0	0	0	0	0	0	0