

April 14, 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 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 me at (602) 417-4711.

Sincerely,



Carmen Heredia
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) 2024
Quarter One and Quarter Two
(October 1, 2023 – March 30, 2024)**

April 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 2024 federal fiscal year (October 1, 2023 through March 31, 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).

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 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 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, 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 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 ³ | 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% |
| 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% |
| 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% |
| 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% |

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 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 |

Table II-A: Number of Disenrolled DCS CHP Members for FFY 2024⁴

| | | 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% |
| 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% |

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 2024

Table III: Monthly Utilization of DCS CHP Members by Service Category⁵ for FFY 2024

| | | October 2023 | | | | November 2023 | | | |
|---------|----------------------------------|-------------------------|-----------------------|-----------------------------------|-----------------------|-------------------------|-----------------------|-----------------------------------|-----------------------|
| 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 | | 1,806 | 46.3% | \$767,024 | | 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 | | 359 | 46.6% | \$139,569 | | 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 |

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 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 | | 1,165 | 48.5% | \$479,331 | | 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 | | 3,330 | 47.1% | \$1,385,924 | | 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

| | | December 2023 | | | | January 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 | | 1,699 | 46.5% | \$669,273 | | 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 | | 311 | 44.2% | \$135,260 | | 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

| | | December 2023 | | | | January 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 | | 1,068 | 47.7% | \$369,387 | | 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 | | 3,078 | 46.7% | \$1,173,919 | | 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

| | | February 2023 | | | | March 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 | | 1,939 | 51.9% | \$781,321 | | 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 | | 350 | 50.2% | \$146,558 | | 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

| | | February 2023 | | | | March 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 | | 1,076 | 48.8% | \$408,775 | | 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 |
| | All Services | 2,884 | 2,206 | | \$2,470,274 | 2,789 | 2,152 | | \$2,495,081 |
| Statewide | A-Treatment Services | | 3,364 | 50.7% | \$1,336,654 | | 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 |
| | All Services | 9,677 | 6,633 | | \$9,520,325 | 9,536 | 6,461 | | \$9,336,484 |

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Table IV: Reported Notices of Adverse Benefit Determination

| Mercy Care DCS CHP | | | | | | |
|---|-----------|--------|--------|-----------|--------|--------|
| Total Number of Adverse Benefit Determination | Quarter 1 | | | Quarter 2 | | |
| | 23-Oct | 23-Nov | 23-Dec | 24-Jan | 24-Feb | 24-Mar |
| | 58 | 46 | 38 | 30 | 46 | 46 |

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 | | |
| | 23-Oct | 23-Nov | 23-Dec | 24-Jan | 24-Feb | 24-Mar |
| Excluded Benefit/Benefit Exhausted | 3 | 4 | 2 | 0 | 2 | 1 |
| Not Medically Necessary | 53 | 40 | 33 | 28 | 41 | 42 |
| Out of Network Provider | 2 | 2 | 2 | 1 | 2 | 1 |
| Not Enough Information to Make a Decision | 0 | 0 | 1 | 1 | 1 | 2 |
| 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) | 58 | 46 | 38 | 30 | 46 | 46 |

Table VI: Reported Number of Appeals

| Mercy Care DCS CHP | | | | | | |
|--|-----------|----------|----------|-----------|----------|----------|
| Appeal Type | Quarter 1 | | | Quarter 2 | | |
| | 23-Oct | 23-Nov | 23-Dec | 24-Jan | 24-Feb | 24-Mar |
| Number of Member Standard Appeals Received | 7 | 0 | 3 | 8 | 5 | 5 |
| Number of Expedited Appeals Received | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 7 | 0 | 3 | 8 | 5 | 5 |

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Table VII: Reported Number of Standard Appeal Outcomes⁶

| Standard Appeal Outcomes | Mercy Care DCS CHP | | | | | |
|--|--------------------|-----------|----------|-----------|----------|----------|
| | Quarter 1 | | | Quarter 2 | | |
| | 23-Oct | 23-Nov | 23-Dec | 24-Jan | 24-Feb | 24-Mar |
| Upheld Appeals | 2 | 8 | 1 | 2 | 4 | 6 |
| Untimely Appeals | 0 | 0 | 0 | 0 | 0 | 0 |
| Extensions | 3 | 2 | 1 | 1 | 3 | 1 |
| Overturned Appeals Total | 0 | 0 | 1 | 1 | 0 | 0 |
| <i>a. Overturned due to secondary review</i> | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>b. Overturned due to additional information submitted</i> | 0 | 0 | 1 | 1 | 0 | 0 |
| Partially Overturned Appeals Total | 0 | 0 | 0 | 0 | 1 | 1 |
| <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 | 1 | 1 |
| Total Standard Appeal Outcomes | 5 | 10 | 3 | 4 | 8 | 8 |

Table VIII: Reported Number of Expedited Appeal Outcomes⁷

| Expedited Appeal Outcomes | Mercy Care DCS CHP | | | | | |
|--|--------------------|----------|----------|-----------|----------|----------|
| | Quarter 1 | | | Quarter 2 | | |
| | 23-Oct | 23-Nov | 23-Dec | 24-Jan | 24-Feb | 24-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 | 0 | 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 | 0 | 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 | 0 | 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.

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

Table IX: Final Decisions Reached by the AHCCCS Director

| Decision | Mercy Care DCS CHP | | | | | |
|--|--------------------|----------|----------|-----------|----------|----------|
| | Quarter 1 | | | Quarter 2 | | |
| | 23-Oct | 23-Nov | 23-Dec | 24-Jan | 24-Feb | 24-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 |