

MaineCare Services

Mary C. Mayhew, Commissioner

An Office of the Department of Health and Human Services

Paul R. LePage, Governor

Department of Health and Human Services

Annual Report HIV/AIDS 1115 Demonstration Project (01/01/16 - 12/31/16)



April 26, 2017

Patricia Hansen, Ed.D.

Division of State Demonstrations and Waivers Center for Medicaid and CHIP Services, CMS Mail Stop S2-01-26 7500 Security Boulevard Baltimore, MD 21244-1850

Dear Ms. Hansen,

I am pleased to provide you with the fourteenth annual report for the Maine HIV/AIDS Section 1115 Demonstration Project.

Please find enclosed, data and materials that highlight our activity for this project in its fourteenth year. Also enclosed are the analyses from our 2015 provider and member surveys. Please contact Emily Bean at 207-624-4005 or emily.bean@maine.gov if further information is needed.

Sincerely,

IN

Stefanle Nadeau, Director Office of MaineCare Services 11 State House Station, Augusta, ME 04333-0011 Phone: 207-287-2093

cc: Aimee Campbell-O'Connor, CMSTonya Moore, CMSBeth Ketch, Director of Policy and Provider Services

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Introduction

This report is submitted in compliance with the terms and conditions of the Maine HIV/AIDS Section 1115 Demonstration Waiver.

The MaineCare HIV/AIDS 1115 Demonstration Waiver has completed its fourteenth year (DY14). The goal of this waiver is to provide critical services to people living with HIV/AIDS in order to delay, prevent, or reverse the progress of their disease.

At the conclusion of the fourteenth year, there were 456 demonstration enrollees in the program and 312 MaineCare (Medicaid) members enrolled. The Nurse Coordinator monitors all MaineCare members with HIV/AIDS, in addition to those who receive services through the demonstration.

The attachment section includes samples of materials distributed to members, correspondence, and other pertinent data that is referred to in the narrative portion of this report.

Please note that this report maintains the year-to-year comparisons for consistency in data trending; however, there may be some distortion as DY11 was a six quarter year.

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Enrollment

This is the summary of enrollment over the fourteen years of the project, by month.

There has been an increase of 371 demonstration enrollees and an increase of 84

Medicaid members from the first month of DY01 to the last month of DY14.

Special Benefit Waiver Demonstration Project

Count of Members by Group at the End of Each Month

Figur	e 1								
Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY01			DY02			DY03		
July	85	228	313	124	280	404	143	301	444
August	94	226	320	125	277	402	141	300	441
September	97	224	321	131	273	404	140	297	437
October	94	244	338	132	292	424	143	298	441
November	94	244	338	134	286	420	146	295	441
December	98	241	339	134	286	420	146	296	442
January	102	258	360	134	295	429	156	305	461
February	108	256	364	140	292	432	160	301	461
March	113	253	366	143	288	431	163	297	460
April	117	264	381	144	288	432	174	308	482
May	119	265	384	142	291	433	179	302	481
June	123	263	386	140	290	430	181	298	479

Figure 2

Month	Demonstratio n Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY04			DY05			DY06		
July	191	309	500	272	305	577	293	275	568
August	207	303	510	273	301	574	291	273	564
September	213	301	514	277	300	577	281	269	550
October	224	295	519	292	289	581	284	272	556
November	228	287	515	292	288	580	283	270	553
December	239	280	519	291	285	576	283	267	550
January	248	291	539	298	281	579	289	256	545
February	256	287	543	301	276	577	291	257	548
March	256	283	539	292	276	568	287	262	549
April	263	297	560	298	274	572	288	267	555
May	261	296	557	292	274	566	295	265	560
June	264	292	556	282	274	556	295	263	558

Figure 3

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Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY07			DY08			DY09		
July	286	269	555	331	283	614	382	307	689
August	276	272	548	332	280	612	386	308	694
September	283	269	552	333	281	614	363	295	658
October	288	270	558	337	284	621	371	289	660
November	289	275	564	339	286	625	379	294	673
December	296	282	578	346	290	636	395	288	683
January	300	284	584	348	296	644	396	289	685
February	302	288	590	349	298	647	399	281	680
March	312	290	602	350	301	651	407	289	696
April	315	288	603	355	300	655	413	298	711
May	316	284	600	369	301	670	413	296	709
June	323	280	603	381	313	694	415	290	705

Figure 4

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	DY10			DY11 QRT 1 -4			DY11 QRT 5 -6		
July	416	292	708	416	201	617	420	221	641
August	417	284	701	420	201	621	425	218	643
September	417	284	701	412	196	608	430	215	645
October	420	291	711	417	178	595	443	216	659
November	428	286	714	415	185	600	446	215	661
December	423	283	706	409	197	606	449	211	660
January	414	248	662	408	204	612			
February	420	242	662	414	199	613			
March	413	177	590	411	212	623			
April	419	183	602	418	211	629			
Мау	417	187	604	421	209	630			
June	417	195	612	420	209	629			

Figure 5

Month				Month	Demonstration Enrollees	Medicaid Members	Total
	Demonstration Enrollees DY12	Medicaid Members	Total		DY 13		
January	445	212	657	January	454	312	766
February	445	214	659	February	456	311	767
March	450	209	659	March	459	312	771
April	447	212	659	April	456	313	769
May	452	206	658	May	448	317	765
June	448	327	775	June	446	317	763
July	449	320	769	July	454	315	769
August	443	320	763	August	457	312	769
September	446	321	767	September	462	320	782
October	443	324	767	October	456	321	777
November	445	319	764	November	464	313	777
December	444	316	760	December	461	311	772

Figu	re 6		
DY 14 Month	Demonstration Enrollees	Medicaid Members	Total
January	464	314	778
February	467	323	790
March	461	316	777
April	461	313	774
May	460	313	773
June	463	307	770
July	457	310	767
August	453	314	767
September	463	316	779
October	462	312	774
November	458	313	771
December	456	312	768

Out of the 456 demonstration enrollees enrolled at the end of DY14, 397 were male and 59 were female. Out of the 312 Medicaid members enrolled at the end of DY14, 207 were male and 105 were female. A breakdown of gender and age by month shows an increase of 320 demonstration enrollee males from the beginning of the demonstration project (DY01) to the end of DY14, while the number of women increased by 51. In the Medicaid population, there was an increase of 47 males and an increase of 37 females.

See Attachment O: Count of Members by Gender and Age at the End of Each Month

Distinct member counts by quarter show that 95 of the 132 cohort members were

enrolled in the last quarter of DY14. Of these, 82 members were included in the

Medicaid group and 13 members were moved to the demonstration group.

See Attachment A: Distinct Member Counts by Quarter

Demonstration Cost Neutrality Cap

The algorithm used to determine the existing HIV-positive MaineCare members to be included in the cost-neutrality cap was initially run on July 1, 2002. Two hundred nineteen (219) members were identified and will be the "cohort" of members included in the cost-neutrality cap throughout the 14 years of the demonstration (the original five years plus the additional nine years of reauthorizations). At the end of each month, the algorithm is re-run to determine additional HIV-positive MaineCare members to be included in the cost neutrality cap. The end of the first quarter in DY01 had 211 members in the cohort, while the end of the last quarter of DY14 had 95 members, which is a decrease of 116 members. Disenrollment, moving to the demonstration group, moving out of the state, and death are the reasons for the decline in the cohort member group.

See Attachment A: Distinct Member Counts By Quarter

Total members under the cap were 768 in the month of December 2016, the end of the fourteenth year of the demonstration project.

See Attachment O: Count of Members by Gender and Age at the End of Each Month

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Waiting List

The waiting list has not been utilized during DY14 for this project, as the cost of patient care is not projected to exceed the project allotment. However, the State may institute a cap in the future should the budget estimates indicate costs will exceed the project allotment.

Applications

Applications for the waiver can be filled out in any of the Department of Health and Human Services' (DHHS) seventeen regional offices or by case managers at the Ryan White case management agencies. Applications have also been mailed to members' homes by the Nurse Coordinator or the eligibility workers in the local offices. Individuals enrolled in the AIDS Drug Assistance Program (ADAP) are sent letters explaining the demonstration project and encouraging them to apply.

Outreach

There were many outreach activities that occurred throughout the year. Outreach activities included:

• Attending the monthly HIV Advisory Committee (HIVAC) meetings. Present were

representatives from case management agencies, the AIDS Drug Assistance

Program (ADAP), Maine Center for Disease Control and Prevention (CDC), Office of

MaineCare Services (OMS), legislators, people living with HIV/AIDS, and appointed committee members.

Attending bi-weekly Decision Support System (DSS) User Group meetings to discuss

the DSS and system issues, workarounds, and resolutions.

- Referring MaineCare members to Maine CDC for ADAP and Ryan White assistance applications.
- Referring more members to Consumers for Affordable Health Care (CAHC) to help with their unmet healthcare needs/coverage – including enrolling in the ACA.
- Referring members and case managers to Private Health Insurance Premium benefit (PHIP) specialists.
- Working with policy, provider relations, and customer service staff to resolve issues.
- Addressing Medicare Part D issues and referring members when appropriate.
- Mailing 751 birthday letters to members in DY14. Birthday letters encourage members to stay in good health by setting up their annual screenings (such as cervical exams, mammograms, and colon exams) and immunizations (such as the Influenza vaccine).
- Mailing introductory letters, PCP inquiry letters, and consent forms to 78 new and rejoining members.
- Giving instructions to providers and case managers on how to access the MaineCare
 Preferred Drug List and the MaineCare Benefits Manual online.

- Sending the semi-annual clinical data collection letter to Infectious Disease
 Specialists requesting members' most recent CD4 and viral load results. A second mailing was sent to providers who didn't respond to the first mailing.
- Collaborating with the ME CDC to mail out the 2015 annual member satisfaction survey. The survey was sent to 759 members. We received a forty-five percent (45%) response rate, which was no change from 2014.
- Sending quarterly FDA medication alerts to our Primary Care Provider network. Alerts are sent via mail or email depending on provider preference. Alerts covered medications such as: Invirase, Prezista, Selzentry. Alerts were typically sent to approximately 300 providers.
- Sending the 2015 provider survey to 292 providers, including Primary Care Providers and Infectious Disease Specialists. A second mailing was sent to providers who didn't respond to the first mailing.
- Sending the program's poster and brochure to approximately 997 sites. Sites included: municipalities, homeless shelters, provider offices, case managers, DHHS eligibility offices, soup kitchens, and family planning health centers.
- Sending the program's poster and brochure to high schools and universities throughout the state. The mailing went to approximately 154 locations.
- Mailing the mammogram reminder letter and palm card to 72 members.
- Mailing the cervical exam reminder letter and palm card to 81 members.

- Continuing the Emergency Department (ED) reporting process that incorporates a daily census from each hospital, in addition to the regular monthly report (which has a two month lag time).
- Program Manager and Nurse Coordinator meeting with the Office for Family Independence (OFI) staff who determines waiver eligibility to discuss processes, communication, and collaboration.
- The Nurse Coordinator and Program Manager viewing a Webinar: "Meet Your

Community Allies: Community Action Agencies & Area Agencies on Aging."

- The Nurse Coordinator and Program Manager meeting with case managers at Down East AIDS Network, Bangor location.
- The Nurse Coordinator and Program Manager meeting with two new case managers at the Frannie Peabody Center (FPC) to provide a MaineCare overview and a training manual. The Program Manager and Nurse Coordinator also met with all staff at FPC at a later date to collaborate and provide updates.
- The Program Manager presenting information about the Special Benefit Waiver at training for the staff and Medicare volunteers at the Southern Maine Agency on Aging. Other presenters included the Maine AIDS Drug Assistance Program, Policy

Specialists from the Office for Family Independence, and the Maine Bureau of Insurance.

The Nurse Coordinator and Program Manager attending the "HIV Prevention and • Care Integrated Planning Kick-off Meeting." The facilitators of the meeting were Jillian Casey, MPH from the National Alliance of State & Territorial AIDS Directors (NASTAD) and Kate Callahan-Myrick, DrPH MPH from the Maine Center for Disease Control and Prevention. Also present were Ryan White Part B & C program representatives, CDC staff - including HIV Prevention and Surveillance, individuals with HIV, the Maine AIDS Education and Training Center (AETC) and other various healthcare and service providers. Several world café style discussions addressed the five year plan to reduce HIV/AIDS, continue to improve communication and collaboration across agencies, streamline reporting requirements, ensure timely data reporting, linkage to and retention in care, access to antiretroviral therapy (ART), and reducing stigma. Throughout the year, the Nurse Coordinator and Program Manager continued to attend these integrated planning meetings and serve on the planning body.

- The Nurse Coordinator and Program Manager meeting with the new case manager and intern at the Health Equity Alliance (HEAL), Ellsworth location.
- The Nurse Coordinator attending a webinar titled "Establishing and Sustaining Assistance Programs in Maine." The webinar listed programs that pharmacies and doctors' offices can utilize for medication assistance for people who have limited or no insurance coverage. The webinar focused on websites that offer coupons that discount medications.
- The Nurse Coordinator attending a webinar titled "Compassionate Tapering of Opioids." Maine has enacted a new law regarding limiting opioid use and how much providers are able to prescribe. The webinar discussed how providers can taper their patients while minimizing their distress and also reviewed alternatives for pain control.
- The Nurse Coordinator attending a conference titled "Maine LGBTQ and Health Conference." The conference addressed some of the health needs and disparities among the LGBTQ community. There were several workshops that related to harm reduction, reproductive justice, cultural competency, and transgendered health

issues. The Nurse Coordinator attended the workshops titled "HIV Prevention in Primary Care: Pre-exposure prophylaxis (PrEP) and Extragenital Testing."

- The Program Manager and Nurse Coordinator viewing a webinar titled: "Prescription Monitoring Program and Diversion Alert: An Orientation." The purpose of this webinar was to educate and help providers with the new Maine state law that will soon require all prescribers to consult the State's Prescription Monitoring Program when prescribing opioids and benzodiazepines. The webinar also discussed the Diversion Alert, a service to help providers access drug arrest data in the effort to identify and respond to patients at risk for overdose, in need of treatment, or engaged in illegal prescription drug distribution.
- The Nurse Coordinator and Program Manager attending and displaying program materials at four provider summits. The provider summits were organized by the Department of Health and Human Services Health Homes (HH), Behavioral Health Homes (BHH), and ED Care Management Collaborative programs. The goal of the summit was to transition MaineCare members with high costs and over utilization of

services from the ED Care Management Collaborative to HHs and BHHs by January 1, 2017.

- The Nurse Coordinator attending a Quality Counts webinar titled "Get to Know the New PMP: An Orientation to Maine's Updated Prescription Monitor Program." The webinar discussed Maine's newly enacted law (Chapter 488) which requires prescribers of opioids and benzodiazepines to keep track of the medications their patients are on by updating the statewide Prescription Monitoring Program (PMP) prior to prescribing opioids or benzodiazepines. The webinar showed what changed and what to expect on the new PMP.
- The Nurse Coordinator attending a Quality Counts webinar titled "Naloxone and Compassionate Care." This webinar examined Maine's opioid overdose epidemic, how to prescribe naloxone, how to talk to patients about the importance of having and knowing how to use – naloxone, and how to access naloxone affordably.
- The Nurse Coordinator attending a Quality Counts webinar titled "Caring for ME: Compassionate Opioid Tapering: Case Studies." This webinar explored case studies

of common tapering scenarios, challenges, and techniques for effectively and compassionately tapering opioid dosages.

- The Nurse Coordinator attending a Quality Counts webinar titled "Opioid
 Dependence vs. Addiction: Different Conditions, Different Approaches." This webinar
 examined the difference between addiction and dependence of opioids.
- The Nurse Coordinator attending a Quality Counts webinar titled "Understanding & Using MMEs to Comply with Maine's Opioid Prescribing Law." Under Maine's new Opioid-Prescribing Law, Chapter 488, there are limits on how much opioids can be prescribed. The webinar showed how providers can keep track of Morphine Milligram Equivalents (MME) that they prescribe to patients, while staying within the guidelines.
- The Nurse Coordinator attending a Quality Counts webinar titled "Marijuana:
 Medicinal or Malevolent." The webinar explored the impacts that cannabinoids have

on the developing brain, medicinal use of marijuana, and harm versus benefits.

 The Nurse Coordinator and Program Manager meeting with a new case manager at the Horizon Clinic in Augusta. The Program Manager and Nurse Coordinator attending the Annual Infectious

Disease Conference. Presentations included: The Opioid Epidemic in Maine: Implications for Infectious Disease, Drug Diversion: Impacts and Challenges, The Rise of Antimicrobial Resistance and Antimicrobial Stewardship, and Environmental Changes and Their Impact on Infectious Diseases. Attended breakout sessions included: STDs in the US: Top 10 Updates and Epidemiology of STDs in Maine, The Bugs We Thought We'd Never See and Pre-Exposure Prophylaxis (PrEP) for HIV Prevention: Evidence, Guidelines, and Applications to Clinical Practice. The conference also included many exhibitors and poster topics.

Provider Network

Demonstration enrollees continued to use the same network of providers as Medicaid members, for both primary care and specialty care providers.

There are 318 distinct providers (Primary Care Providers and Infectious Disease Specialists) currently seeing our active members. These providers are located throughout all 16 counties.

Some members find the travelling distance from northern Maine to a more populated area (Bangor) for an Infectious Disease Specialist challenging. MaineCare does cover the cost of transportation, but time and health conditions often make it difficult for some members. Children continue to have access to two pediatric providers in Maine. One pediatric provider prefers that her patients go to Massachusetts General Hospital one to two times a year for evaluation and follow up.

Quality Assurance

One of the waiver's goals is to delay disease progression by following up with members and providers through various activities. Please note that this report maintains the yearto-year comparisons for consistency in data trending; however, there may be some distortion (especially in the percent increases and decreases) as DY11 was a six quarter year.

Activities in DY14 included:

 Contact data and call tracking – Incoming and outgoing contacts (phone calls, emails, letters, and faxes) to members, case managers, and providers are tracked and maintained in the database, allowing us to determine the types of services being utilized. The total of incoming and outgoing contacts decreased by .4% in the fourteenth year over the thirteenth. The three highest service contacts in DY14 in order are Eligibility, Adherence, and Case Management.

Attachment C: Contact Tracking Summary

- Adherence calls are made to members, based on prescription pick-up dates.
- Compliance calls are made to members, based on late or no-show pick-up dates of medications. These calls are grouped by CD4 results.
- Contact with providers, case managers, and the OMS Provider Relations unit to assist with benefit and policy questions and billing issues.

- Survey of all members living with HIV/AIDS in regard to quality of life and satisfaction conducted in February 2016.
- Survey of all providers working with HIV/AIDS MaineCare members regarding provider needs and satisfaction was conducted in February 2016.
- Collected clinical data (viral loads and CD4s) from providers to show health status and track disease progression.
- Complaint Report.

Additional Information on Data Reported in the Attachments

- Rate Code is the type of eligibility category.
- Cost data reports are based on the Rate Code at time of payment.
- Utilization data reports are based on the Rate Code on the claim.

Opportunistic Infections (OI)

There were 536 distinct demonstration enrollees during DY14. Distinct MaineCare

members totaled 388. Distinct member counts are higher than end of the year counts as

they capture everyone who was a member during the year.

The most common OI was viral and bacterial pneumonias with twenty (20)

demonstration enrollees and twenty (20) Medicaid members, or 3.73% and 5.15%,

respectively. The next two most prevalent conditions were strep and staph and gram

negative septicemias and other specified infection and parasitic diseases with four (4)

demonstration enrollees and twelve (12) Medicaid members, or 0.75% and 3.09%,

respectively and other specified infection and parasitic diseases with six (6)

demonstration enrollees and eight (8) Medicaid members, or 1.12% and 2.06%

respectively. These top three OIs only differ slightly from the three highest in DY13.

Viral and bacterial pneumonias and strep and staph and gram negative septicemias appeared in the top three most common OIs in DY13; however, other specified infection and parasitic diseases did not (herpes zoster and simplex did). Other OIs occurred at low rates. Fifty-nine (59) distinct members, or 11.01% of the demonstration enrollees, had an OI compared to the 53 distinct members, or 13.66% of Medicaid members. Additional information is available in: **Attachment G: Number of Distinct MaineCare ID's and Claims with Opportunistic Infection Diagnosis**

The ten AIDS defining conditions are actinomycosis, coccidiosis, cryptococosis, cryptosporidiosis, opportunistic mycosis, oral hairy leukoplakia, other named varient of lymphosarcoma, other specified Infections and parasitic diseases, salmonella diseases, and strongyloidiasis. Out of the ten AIDS defining conditions, there was one Medicaid member who had cryptococosis, one Medicaid member who had other named variant of lymphosarcoma, and eight Medicaid members who had other specified infection and parasitic disease. One of the demonstration enrollees had cryptococosis, two had other named variant of lymphosarcoma, and six had other specified infection and parasitic disease.

Women's Healthcare

One hundred sixty-five (165) distinct women over 18 years of age were enrolled as demonstration enrollees or Medicaid members in MaineCare. Of the 165, 57 were demonstration enrollees, thirty-five percent (35%), and 108 were Medicaid members, sixty-five percent (65%).

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Seventy-nine percent (79%) (45 of 57) of female demonstration enrollees were age 40 or over. Seventy-five percent (75%) (81 of 108) of female Medicaid members were age 40 or over. Thirty five percent (35%) of female demonstration enrollees and twenty-six percent (26%) of female Medicaid members were screened for breast cancer using mammography. Forty-four percent (44%) of female demonstration enrollees and thirty-nine percent (39%) of female Medicaid members were screened for cervical cancer using a pap smear. Many members have other primary coverage (i.e. Medicare or a private plan). For these members, their primary coverage often pays for these services. MaineCare Services has no way to track, monitor, or count those claims.

Refer to attachment H: Number of Distinct MaineCare IDs and Claims for Women's HealthCare

Tuberculosis Testing

This measure is difficult to determine using claims data because providers rarely bill for this service separately. There was one demonstration enrollee user with a case of tuberculosis in DY14. Refer to attachment G: Number of Distinct MaineCare IDs and Claims with Opportunistic Infection Diagnosis

Utilization of Services

Utilization of services was tracked by category of service, number of distinct members and per member per month costs from the beginning of the program to the end of SFY 2010. As of DY09, utilization of services has been tracked using allocation provider type claim instead of category of service. During DY14, the total amount spent on services per demonstration enrollee was \$1,726.75 per month. The total amount spent on services per Medicaid member was \$1,836.23 per month. Refer to attachment I: Amount Spent by Provider Type Claim and the Number of Users

Hospitalization Rates

- Emergency Department (ED) Services 198 or thirty-seven (37%) of demonstration enrollees received ED services during DY14, compared to 178 or forty-six percent (46%) of Medicaid members. The top ED diagnoses are low back pain, chest pain, and acute bronchitis, unspecified. The Nurse Coordinator and other staff are continuing to work with members, their providers, and their case managers to reduce non-urgent ED utilization.
- Physician Visits 454 or eighty-five percent (85%) of demonstration enrollees were seen by a physician during DY14, compared to 308 or seventy-nine percent (79%) of Medicaid members. Demonstration enrollees had a 2.4% increase and Medicaid members had a 16% decrease over DY13.
- General Inpatient Services 55, or ten percent (10%) of demonstration enrollees were admitted to the hospital during DY14, compared to 56, or fourteen percent (14%) of Medicaid members. Demonstration enrollees' usage increased by twenty five percent (25%) over DY13, while Medicaid members had a sixteen percent (16%) decrease. The top inpatient diagnoses are sepsis, unspecified organism, Human

Immunodeficiency Virus (HIV) disease, and non-st elevation (NSTEMI) myocardial infarction.

- Inpatient Behavioral Health Services There was one, or 0.19% demonstration enrollee who utilized inpatient behavioral health services. However, there were three Medicaid members, or 0.77%, who used these services during DY14. Note that inpatient behavioral health services are not a MaineCare covered service for individuals between the ages of 21 – 64; however, Maine is currently part of the Medicaid Emergency Psychiatric Demonstration (MEPD). This demonstration covers inpatient psychiatric hospital services for adults who meet the criteria and are between the ages of 21- 64. Refer to Attachment K: Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Mental Claims and Users
- The most common reasons for demonstration members' hospital admissions were encounter for antineoplastic chemotherapy, non-st elevation (NSTEMI) myocardial infarction, and Human Immunodeficiency Virus (HIV) disease.
- The most common reasons for Medicaid members' hospital admissions were sepsis, unspecified organism, encounter for antineoplastic chemotherapy, and Human Immunodeficiency Virus (HIV) disease.

Refer to Attachment J: Top 10 Hospitalization Reasons

Adherence to Therapy

Medication compliance calls totaled 314 for DY14. Compliance calls are structured to provide interventions for members in various groups, based on their CD4 count.

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Medication adherence calls totaled 1,025 for DY14. Barriers continue to be identified and, where possible, removed.

Refer to Attachment C: Contact Tracking Summary

Death Rates

Twelve enrollees or members died during DY14. Of the deceased members, three were demonstration enrollees, a decrease of three from DY13. Of the deceased members, nine were Medicaid members, which represented an increase of three over DY13. A total of 188 members have died since the beginning of the demonstration project. One hundred and twenty-seven (127) of the deaths were Medicaid members and 61 were demonstration enrollees.

Refer to Attachment L: Deceased

Disenrollment

Nineteen (19) demonstration enrollees moved to receive full MaineCare services, 19 enrollees re-enrolled as 5Bs (demonstration enrollees), 66 demonstration enrollees are no longer enrolled in MaineCare, and four demonstration enrollees died during DY14.

Refer to Attachment M: Disenrollment tracking for Demonstration Group

Summary

As a result of the fourteenth year of this demonstration, the Office of MaineCare Services has continued to improve access to medical services for Maine residents. The 1115(a) Demonstration Project has provided medical services to 538 demonstration enrollees. In addition, 388 Medicaid members had the benefit of enhanced care coordination. Personal contacts were made through meetings with agencies such as the AIDS Drug Assistance Program (ADAP), Ryan White Part B, Physician Advisory Committee (PAC), Office for Family Independence (OFI), Maine Center for Disease Control & Prevention (MeCDC), educational workshops with members, educational trainings with counselors and providers, and visits with the case managers. Posters and brochures continue to be distributed throughout the state to the Office for Family Independence regional offices, pharmacies, physician offices, hospitals, soup kitchens, homeless shelters, high schools, universities, and municipalities. Mailings are done semi-annually to educate and raise awareness throughout the entire state. We will continue to focus on care coordination and data analysis.

Accomplishments

The demonstration project continued to accomplish many goals during the fourteenth year of implementation. Among them were:

- Increased statewide awareness of the existence of the benefit.
- Working with case managers and ADAP to provide intervention to members in the month of their MaineCare review to prevent members from "cycling off" and losing their health care coverage.
- Significantly increased collaboration and interaction among the Office of MaineCare Services (OMS), Maine CDC (including Ryan White services), AIDS Service Organizations (case management), and the AIDS Drug Assistance Program (ADAP).

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- Better coordination of care, evaluation, and analysis of member and provider surveys.
- Continued compilation of a unique database that enables us to monitor and better understand utilization and disease progress in members living with HIV/AIDS.
- Improved medication adherence and compliance with members. The Nurse
 Coordinator is targeting calls to members with high viral loads or low CD4 counts.
- Collaboration with pharmacy manager and the drug companies to make the Drug Utilization Review (DUR) team aware of the newest HIV medications for MaineCare's formulary.
- Collaboration with Maine CDC to provide care management services.
- Ensuring all members are linked with an Infectious Disease and Primary Care Physician within their area.
- Continuing to work with providers to collect members' lab data (CD4 and viral load).
- Providing education on preventative health care measures, such as cervical examinations, mammograms, and necessary vaccinations; monitoring claims data and following up when necessary.
- Monitoring and providing linkage and referral, education, and follow up for nonemergent ER usage.

Project Status

The demonstration will continue to monitor quality measurements, clinical outcomes, and disease progression of its members. Continuous education is provided on preventative health care and cost saving strategies. Our goal is to better the quality of

care and life for members living with HIV/AIDS.

Policy and Administrative Overview

Co-payments and premiums (for waiver enrollees)

Waiver enrollees pay all of the regular Medicaid co-payments except for:

Physician visit: co-pay is \$10.00

Prescription drugs: co-pay is \$10.00/30-day supply for generic medications co-pay is \$20.00/90-day supply for brand name medications (by mail order only)

 The Maine ADAP pays deductibles, premiums, and co-pays (for medications on the ADAP's formulary). This coverage wraps around MaineCare, Medicare Part D, and private insurance. The ADAP covers medications to treat: HIV, mental illness, high blood pressure, high cholesterol, hepatitis, diabetes, thyroid disease, heartburn, nausea, diarrhea, antibiotics, contraceptives, estrogen, and vaccines. The full ADAP formulary can be found at:

http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-

std/provider/documents/adap-quarterly-formulary.pdf.

- The ADAP assists with co-pays in the following way:
 - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare (up to \$10 per 30-day supply).
 - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare and Medicare Part D (up to \$5 per 30-day supply as this is the maximum co-pay amount).
- Enrollees with an individual income of 150% of the FPL or higher are required to pay a monthly premium to receive services under the waiver. If a member submits their premium bill to the ADAP, the program will assist them with these payments. The premium amounts are as follows:

INCOME LEVEL	MONTHLY PREMIUM
Equal to, or less than, 150% of Federal Poverty Level	0

150.1% - 200% of Federal Poverty Level	\$34.22
200.01% - 250% of Federal Poverty Level	\$68.43

*Note: premiums are inflated by five percent (5%) annually

Complaints/Grievances

There are three points of contact for demonstration and MaineCare members to access for assistance with a question, concern, or complaint.

- The MaineCare Member Services helpdesk has a toll-free number to answer calls from all demonstration and MaineCare members. Member Services answers the question or resolves the complaint and the contact is noted in a tracking database. If the contact is related to HIV/AIDS and the issue is not resolved, it is referred to the Nurse Coordinator or Program Manager for more detailed assistance.
- Ryan White Case Management agencies also receive concerns or complaints from demonstration enrollees or MaineCare members via personal contact, calls, or emails and notify the Nurse Coordinator or Program Manager when additional assistance is needed.
- Direct calls, emails, or written correspondence is also made to the Nurse Coordinator and/or Program Manager.

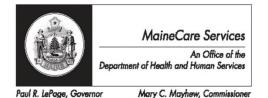
All of the complaints, concerns, or questions received are then entered into an electronic tracking system for resolution and tracking.

In DY14, there was one complaint. The complaint was resolved.

Attachment N: Nurse Coordinator Complaint Log

System and Reporting Issues

In June 2014, several fields in certain HIV reports and the HIV algorithm were changed. All affected reports were those that previously used the Provider Type Claim and/or Provider Specialty Claim fields. The reports now use the Allocation Provider Type and Allocation Provider Specialty Claim fields. This change was made because the Provider Type Claim and Provider Specialty Claim fields would often return missing data. Using Allocation Provider Type and Allocation Provider Specialty as fields returns more accurate data as less claims appear "missing." As a result, the Medicaid (algorithm) enrollment increased, beginning in June. Attachment B Outreach Letters



December 12, 2015

Dear MaineCare Member,

We wish you a happy birthday!

In order to keep you healthy, we encourage you to contact your provider and set up your annual physical exam and vaccinations if you haven't already done so. The exams **may** include the following:

- Medication review
- Immunization review (including Hepatitis A and B, pneumonia, and an annual flu shot)
- Breast exam (mammogram)
- Cervical exam (pap smear)
- Colon exam (colonoscopy)
- Rectal exam (anal pap)
- Prostate
- Cholesterol (LDL, HDL and triglycerides)
- Blood sugar (glucose)
- Skin (dermatologist)
- Teeth (dentist)
- Eyes

Please check with your provider before scheduling any appointments to make sure it is a covered service. You can also call MaineCare Member Services at 1-800-977-6740. Enclosed is a chart to use with your doctor to determine which exams and vaccinations you need to schedule. Your doctor may recommend a different exam or schedule depending on your health status.

If you have any questions or concerns please call me toll free at 1-866-796-2463 ext. 44008 or directly at 207-624-4008. TTY users dial 711 (Maine Relay).

Sincerely,

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-1864 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Date

Dear MaineCare Member,

I am writing to introduce myself. My name is Sherry Boochko and I am a nurse working for MaineCare. I have been hired to help members who need help getting care. These are some of the areas that I can help with;

- getting transportation to your medical appointments,
- giving you information about covered services,
- answering questions about your medications,
- any other areas you need help with.

Please call me toll free at 1-866-796-2463 extension 44008. TTY users dial 711. You may also email me at sherry.boochko@maine.gov.

My goal is to work with you and your doctor to make sure you are getting the best healthcare possible. I look forward to working with you.

Sincerely,

Shurry A. Beachle, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-1864 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Date

Dear MaineCare Member,

My name is Sherry Boochko and I am a nurse working for the MaineCare Program. My role is to help MaineCare members stay healthy.

I do not have record of a primary care doctor or an infectious disease specialist listed for you. It is important to have a provider to help you stay well. Please let me know the name of your doctor or infectious disease specialist by filling out the form below. Mail it back to me in the postage paid envelope provided.

If you do not have a doctor or an infectious disease specialist please call or write to me so that I can help you find one. Please call me at 1-866-796-2463 ext. 44008 or write me at the address below or e-mail me at sherry.boochko@maine.gov. It is very important for you to have a doctor. Regular care will help delay the onset of serious illness related to your condition.

Sincerely,

Sherry A. Buchke, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008

Please return this part of the letter to me

Name:______ MaineCare Number: _____

Infectious Disease Specialist Name: _____

Infectious Disease Specialist Address:

Primary Care Doctor Name:

Primary Care Doctor Address:

____ No, I do not have a doctor and would like help getting one.

If you checked above, how can we best reach you? _____ Please return in the postage paid envelope. Thank you!



Date

Dear MaineCare Member,

Please fill out and sign the enclosed Special Benefit Waiver Authorization form. We must have your signed form in order to continue your MaineCare benefit. Please return the form to us in the enclosed envelope. If you change your doctor and/or Ryan White Case Management Agency, you will be sent a new form.

If you have any questions, contact the Nurse Coordinator at the toll free number 1-866-796-2463 ext. 44008 or directly at 207-624-4008. TTY users dial 711 (Maine Relay).

Sincerely,

Sherry A. Beachle, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-8601 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

Authorization to Release Information

We are committed to the privacy of your health information. Please read this form carefully.

☑ Office of Maine Care Services	□ Substance Abuse and Mental Health Services
I Office for Family Independence	Office of Child and Family Services
□ Maine Centers for Disease Control and Prevention	Office of Aging and Disability Services
Dorothea Dix Psychiatric Center	⊠Other: MaineCare Member Services
□ Riverview Psychiatric Center	

Your Name:	Your Date of Birth:	
	Your Social Security N	Number:
Your Address:		
Street Town/C	City S	tate Zip Code
Records to be released, including written, electronic and ve	erbal communication:	
☑ All Healthcare, including treatment, services, supplies	and medicines	
⊠ Billing, payment, income, banking, tax, asset, and/or o for DHHS program benefits such as MaineCare	ther information regardi	ng financial eligibility
□Other:		
☐ Limit to the following date(s) or type(s) of information: (e.g. "lab test dated June 2, 2013" or "hospital records from		

I authorize the DHHS office(s) checked above to: ☑ Release my information to: ☑Obtain my information from:

Ryan White or named Case Management Agency:

Address:

Street	Town/City	State	Zip Code
<mark>Infectious Disease</mark> Specialist:			
Address:			
Street	Town/City	State	Zip Code
If requesting that electronic informat	ion be transmitted by email, p	please clearly print th	ne email address bel

 \boxtimes I understand that DHHS systems may not be able to send my information securely through email. I understand that email and the internet have risks that DHHS cannot control and that the information poter could be read by a third party. I accept those risks and still request that DHHS send my information by en Initials

Please allow the office(s) named above to disclose my information for the following purpose(s):

\Box Legal \boxtimes Insurance \boxtimes Coordination of Care \Box Personal Request \Box Other:

By initialing below, I wish for my release to include the following types of records:

_____ Mental health treatment provider or program (initials)

_____ Substance/Alcohol/drug abuse treatment provider or program (initials)

HIV infection status or test results: Maine law requires us to tell you that releasing this information

(initials) may have implications. Positive implications may include giving you more complete care, and negative implications may include discrimination if the data is misused. DHHS will protect your HIV data, and all your records, as the law requires.

I (individual/personal representative of individual named above,) give permission to the DHHS office(s) listed above to release and/or share my records as written on this form. This form will remain in effect for one year from the date below. Other releases of my information are permitted during that time unless I revoke this form.

I further understand and agree that:

• DHHS will not condition my treatment, payment for services, or benefits on whether I sign this form, unless I need to sign this form so that the right offices of DHHS can make eligibility or enrollment decisions.

- I have the right to make a written request to access and copy my healthcare or billing information, and a copy fee will be charged as permitted by law.
- If I want a review of my mental health program or provider records before they are released, I can check here. \Box I understand that the review will be supervised.
- I may take back my permission to share the records listed on this form at any time by contacting the Privacy Officer of the specific DHHS office: Beth Glidden 207-624-6913
- I understand that taking back my permission does not apply to the information that was already shared, as a result of my signing this form. If I revoke my permission, it may be the basis for denial of health benefits or other insurance coverage.
- I may refuse to disclose all or some health care information, but that refusal may result in improper diagnosis or treatment, denial of coverage or a claim for health benefits or other insurance, or other adverse consequences.
- DHHS offices will keep my information confidential as required by law. If I give my permission to share my records with people who are not required by law to keep them private, they may no longer be protected by confidentiality laws.
- If alcohol or drug provider or program records are included in this release, DHHS will tell the person receiving the records that they may not be shared with others who are not on this form without my written permission, unless required or permitted by law.
- I am signing this form voluntarily, and I have the right to a signed copy of this form if I request one.

Date: _____ Signature_____

Personal Representative's authority to sign:



Date

Dear Doctor Name,

The MaineCare HIV/AIDS 1115 Demonstration Waiver has completed its thirteenth year. MaineCare Services is continuing a series of initiatives aimed at improving the care of members who are HIV positive. In order to fulfill the quality care initiatives required by the Centers for Medicare and Medicaid Services (CMS) we collect lab data such as viral loads and CD4 results, which are used to establish baseline data for tracking disease progression.

According to our records, you are the provider for the member(s) on the enclosed form. The enclosed form outlines the lab results we need. Please complete all of the requested information with the most recent results, and return it in the enclosed self-addressed envelope. We will repeat this mailing semi-annually to update any necessary information.

If you have any questions call Sherry Boochko, RN, the Nurse Coordinator in the Division of Health Care Management at 207-624-4008.

Thank you in advance for your help with this quality initiative.

Beth Ketch

Beth Ketch, Director Policy and Provider Services Office of MaineCare Services



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 287-4758; Fax: (207) 287-1864 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

May 2016

Dear Doctor Name,

We recently sent you a clinical data request for MaineCare members seen in your practice. Our records indicate that we have not received a response from you. In order to fulfill the quality care initiatives required by the Center for Medicare and Medicaid Services (CMS) we need to have lab results such as viral loads and CD4's to use as baseline data to track disease progression for MaineCare members who have HIV/AIDS. Please send us the needed information so we are able to demonstrate our goal's and continue to receive Federal and State funding for our members.

The enclosed form outlines the lab results we need. Please complete all of the requested information with the most recent results and return it in the enclosed self-addressed envelope. If you have any questions call Sherry Boochko, RN, the Nurse Coordinator in the Division of Health Care Management at 207-624-4008.

Thank you in advance for your help with this quality initiative.

Beth Ketch

Beth Ketch, Director Policy and Provider Services Office of MaineCare Services



Date

Dear (insert members name),

My name is Sherry Boochko and I am a nurse working for the MaineCare program.

I have been unable to reach you by phone and I would like to speak with you about your health care.

Please contact me toll free at 1-866-796-2463 ext. 44008 or directly at 624-4008 and let me know the best time or way to reach you.

Sincerely,

Shurry A Beachle, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008



Paul R. LePage, Governor Mary C. Mayhew, Commissioner

Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-1864 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay) July 1, 2016

Dear MaineCare Member,

Have you had your routine cervical exam? The Pap test is also called a Pap smear and is part of the cervical exam. If you have not had this exam, please check with your provider to see if you need one. For more information, please see the yellow card included with this letter.

If you have any questions or need help making your medical appointments, call me toll free at 1-866-796-2463 ext. 44008 or directly at (207) 624-4008. TTY users, dial 711 (Maine Relay).

Thank you for your time in this important matter.

Thank you for your time in this important matter.

Sincerely,

Sherry A. Beachle, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-1864 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

July 1, 2016

Dear MaineCare Member,

Have you had your annual mammogram (breast exam)? If not, please check with your provider to see if you need one. For more information, please see the blue card included with this letter.

If you have any questions or need help making your medical appointments, please call me toll free at 1-866-796-2463 ext. 44008 or directly at (207) 624-4008. TTY users, dial 711 (Maine Relay).

Thank you for your time in this important matter.

Shurry A Brochke, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-8601 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

November 28, 2016

Dear MaineCare Provider:

You are receiving this informational letter because you have been identified as a provider for one or more MaineCare members living with HIV. The Department of Health and Human Services has developed quality initiatives to improve care for these MaineCare members. One of these quality initiatives is to provide timely, important information to providers on certain aspects of HIV care. The Department finds it important to provide information to you, as a Primary Care Provider (PCP), because not all PCPs who see MaineCare members living with HIV are experienced in the use of anti-retroviral medication.

Enclosed, please find information from the FDA regarding HIV medication changes and alerts. For more information, please refer to the FDA's website.

Please contact Sherry Boochko, RN at 207-624-4008 if you currently have no patients with HIV.

If you have any questions, you may contact me by sending an email to <u>beth.ketch@maine.gov</u> or the Nurse Coordinator, Sherry Boochko, RN at <u>sherry.boochko@maine.gov</u>.

Beth Ketch

Beth Ketch, Director Policy and Provider Services Office of MaineCare Services



Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel.: (207) 624-4008; Fax: (207) 287-8601 Toll Free (866) 796-2463; TTY Users: Dial 711 (Maine Relay)

April 22, 2016

Dear Organization:

MaineCare's Waiver benefit for individuals living with HIV/AIDS now has an enrollment of 464 members. Enclosed is a poster and brochures about the benefit. We would appreciate your assistance in displaying this material in your office or facility.

If you have any questions or need more materials, please call or email me at 207-624-4008 or <u>sherry.boochko@maine.gov</u>.

Thank you in advance for your help with this initiative!

Shurry A Beachle, KN

Sherry Boochko, RN Nurse Coordinator, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 1-866-796-2463 ext. 44008

Attachment E Waiver Survey's

MaineCare Provide HIV/AIDS Study- He	•			Survey ID:
Provider Name:		Email Add	ress:	
1. Identify your pra	ctice specialty:			
Family/General	Practice Intern	al Medicine 🔲 Infectio	ous Disease 🔲 P	Pediatrics Other
2. How many patier year?	nts with HIV/AIDS h	ave you managed or co	-managed (for an	y diagnosis) in the last
1-10	11-20 21-40	🗌 >40 🗌 None 💻	If non	e, stop survey here.
3. Do you keep up t patients?	o date with treatm	ent guideline changes a	nd new recomme	endations for HIV/AIDS
Always	Someti	mes Never		
patients.		riers you feel affect trea being the biggest barrie		e with your HIV/AIDS
Decreased Cogn Pharmacy Issues Medication Affo Access/Affordab Other:	rdability	Mental Health Keeping Appointm Transportation re Substance Abuse	nents 🔲 Regiu	norbidities men Complexity Effects juage Barriers
5. Please indicate ye HIV training and fur (MEAETC).		ne following: s through the Maine AID	9S Education and	Training Center
Not at all Aware	Slightly Aware	Moderately Aware	Very Aware	Extremely Aware
Maine's waiver for Level (FPL) and do r	-	ith HIV/AIDS who are at ar MaineCare.	t or below 250% o	of the Federal Poverty
Not at all Aware	Slightly Aware	Moderately Aware	Very Aware	Extremely Aware
The Ryan White/All dental, housing, foc	-	Program (ADAP) and th ts and premiums).	e financial assista	ance they offer (i.e.
Not at all Aware	Slightly Aware	Moderately Aware	Very Aware	Extremely Aware

6. Would you like to be added to an HIV-specific listserv where FDA medication alerts and changes are sent?

No Yes Yes If yes, please provide your email address at the top of the survey.

7. Tell us briefly how the HIV/AIDS waiver program can help you and your patients with HIV/AIDS. (use back if needed)

MaineCare Satisfaction Survey

Please complete this survey if you have MaineCare or the MaineCare Special Benefit Waiver. Please think about your experience with MaineCare over the last year. Circle one answer for each question. If you need help or have questions, please call Sherry at 207-624-4008 or Emily at 207-624-4005. The results of this survey will help us better serve you in the future.

1a. Have you spoken with Sherry, a nurse from the MaineCare Program?

1b. If you spoke with Sherry, were you satisfied with the information you received?

Comments: _____

2. Please rate your experience: (circle a number)

	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree	Does Not Apply
a. I understand if I have questions about my MaineCare, I can call MaineCare Member Services at: 1-800-977-6740	1	2	3	4	5	6
b. I can afford my co- pays and premiums.	1	2	3	4	5	6
c. I can easily get my medications filled.	1	2	3	4	5	6
d. I understand how and when to take my medications.	1	2	3	4	5	6
e. I am able to get mental health services when needed.	1	2	3	4	5	6
f. I am able to get dental services when needed.	1	2	3	4	5	6
g. I am able to get substance abuse services when needed.	1	2	3	4	5	6
h. I am able to pay for my basic needs (housing, food, and heat)	1	2	3	4	5	6

i. I am always able to get transportation for my medical needs.	1	2	3	4	5	6
j. I feel healthy most of the time.	1	2	3	4	5	6
k. I see my Infectious Disease doctor as recommended.	1	2	3	4	5	6

Only answer the questions below if you got case management services in the last 12 months. Please check the agencies you got case management from. If you did not get case management services, stop the survey here.

3. In the last 12 months, check the agencies that you got case management services from.

- O Ellsworth Health Equity Alliance (formerly Down East AIDS Network)
- **Bangor** Health Equity Alliance (formerly Down East AIDS Network)
- O Frannie Peabody Center (FPC)
- O Horizon Program
- O St. Mary's Regional Medical Center
- O Community Health and Counseling Services (CHCS)
- Other: _____

4. Please rate your experience with case management: (circle a number)

	Strongly Disagree	Disagree	Unsure	Agree	Strongly Agree
a. I can reach my case manager easily.	1	2	3	4	5
b. I am able to see my case manager when I need to.	1	2	3	4	5
c. My case manager helped me find services I needed.	1	2	3	4	5
d. I would recommend case management to others.	1	2	3	4	5

5. How often do you talk to or see your case manager?

About once a week

- O About once a month
- O About once every 3 months
- O About twice a year

6. How long have you had a case manager for?

- \bigcirc Less than one year
- O Between 1 and 3 years
- O Between 3 and 5 years
- \bigcirc More than 5 years

Additional comments: (use back of survey if more space is needed)

Thank you for completing this survey!

Please put your surveys in the postage-paid envelope and drop it in the mail!

Special Demonstration Benefits Project: Annual Reports For Demonstration Year 13 Attachment I: Amount Spent By Allocation Provider Type and Number of Uters Data Source: MMDS5-MMIS Paid Claims Header, Pulled Via Senice Stan Date (07/01/2002 to 12/31/2013) Hooptal Claims Have been Adjusted According to Rate at Pay Date

Per Member Per Month (PMPM)			
	DY09	DY10	DY11
Demonstration Enrollees	\$953.84	\$1,228.40	\$1,418.60
Medicaid Members*	\$1.086.87	\$1.514.82	\$1,432,56

	DY09				DY10		DY11		DY12			DY13			DY14	
	Demonstration Enrollees		Medicaid Members*		Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration E	Enrollees	Medicaid Members*	Demonstration Enrollees		Medicaid Members	Demonstration Enrollees	Medicaid Members
Distinct Members	475		395		502	359	548	328		525	375	544		388		
Allocation Provider Type	Paid Users	PMPM	Paid	Users PMPN	Paid Users PMPM	Paid Users PM	PM Paid Users PMP	Paid Users PMP	M Paid	Users PMPN	Paid Users PMP	A Paid Users	PMPM	Paid Users PMP	Paid Users	PMPM Paid Users PMPM
ADVANCED PRACTICE REGISTERED NURSE	\$36.463.61 148		\$39.661.72	159 \$8.7				5 \$83 267 70 171 \$15 2		219 \$9.75	\$60.523.21 190 \$14.4		\$4.87	\$33,066,71 194 \$7,6		\$3 70 \$25 301 38 187 \$5 80
ALTERNATIVE RESIDENTIAL FACILITY	\$0.00 0	\$0.00	\$15,738.37	1 \$3.4	\$0.00 0 \$0.00	\$21.189.40 1 \$5.	18 \$0.00 0 \$0.0	0 \$28,746.94 1 \$5.2	25 \$0.00	0 \$0.00	\$431.11 1 \$0.1	0 \$0.00 0	\$0.00	\$7.73 1 \$0.0	\$0.00 0	\$0.00 \$0.00 \$0.00
AMBULANCE	\$22.007.54 42	\$4.32	\$24.037.86	51 \$5.3	\$16.845.97 45 \$3.14	\$23.576.55 46 \$5		9 \$19,313.30 52 \$3.5	53 \$15.848.21	44 \$2.81	\$23.032.15 52 \$5.4		\$3.27	\$26.831.97 59 \$6.1	\$23.797.55 58	\$3.61 \$22.970.55 57 \$5.26
AMBULATORY SURGICAL CENTER	\$10.579.29 12	\$2.08	\$1.407.67	8 \$0.3	\$7.541.42 9 \$1.41	\$694.25 5 \$0.	17 \$379.08 3 \$0.0	5 \$998.01 5 \$0.1	18 \$138.19	2 \$0.02	\$765.71 6 \$0.1	8 \$3.090.34 14	\$0.56	\$878.99 3 \$0.2	\$5,294.14 17	\$0.80 \$4.932.96 8 \$1.13
AUDIOLOGIST	\$154.40 5	\$0.03	\$0.00	1 \$0.0	\$325.75 10 \$0.06	\$36.09 3 \$0		3 \$104.43 5 \$0.0	-	3 \$0.00	\$13.63 1 \$0.0	0 \$109.80 6	\$0.02	\$126.32 2 \$0.0		\$0.05 \$709.15 5 \$0.16
BEHAVIORAL HEALTH CLINICIAN	\$125.351.94 98	\$24.60	\$109.189.72	91 \$24.1	\$121.331.61 100 \$22.61	\$129,686.91 91 \$31	72 \$173.587.59 116 \$20.7	9 \$195.373.86 95 \$35.6	\$102.659.17	89 \$18.23	\$161.304.38 106 \$38.4	0 \$102.834.55 85	\$18.56	\$171,622,46 105 \$39.4		\$28.52 \$181.305.79 104 \$41.56
BOARDING HOME	\$0.00 0	\$0.00	\$86,103,65	2 \$19.0	\$20.96 1 \$0.00	\$28.548.99 1 \$6			73 \$0.00	0 \$0.00	\$68.289.69 3 \$16.2	6 \$0.00 0		\$51.095.59 4 \$11.7		\$4.55 \$31.865.18 2 \$7.30
CASE MANAGEMENT SERVICES PROVIDER	\$326 910 24 326		\$320 748 64	262 \$71.0		\$276 755 22 196 \$67			11 \$257.068.04	237 \$45.66	\$269.440.50 175 \$64.1			\$375 533 77 250 \$86 3		\$69.02 \$406.206.22 245 \$93.10
CHIROPRACTOR	\$544.59 6	\$0.11	\$2,255,20	10 \$0.50	\$811.86 7 \$0.15	\$311.50 5 \$0	08 \$954.52 11 \$0.1	1 \$201.23 6 \$0.0	3656.92	7 \$0.12	\$509.23 5 \$0.1	2 \$424.25 7	\$0.08	\$290.34 5 \$0.0	\$241.20 6	\$0.04 \$401.63 6 \$0.09
COMMUNITY PROVIDER	\$113.772.08 156	\$22.33	\$93,781.04	129 \$20.7	\$200.978.01 176 \$37.45	\$119.007.69 117 \$29	10 \$341.809.07 194 \$40.9	4 \$120.216.73 109 \$21.9		174 \$30.65	\$102.947.84 134 \$24.5	1 \$103.674.33 164	\$18.71	\$86.497.80 123 \$19.8	\$123.313.67 167	\$18.69 \$88.264.08 140 \$20.23
DENTAL HYGIENIST	\$0.00 0	\$0.00	\$0.00	0 \$0.0	\$0.00 0 \$0.00	\$188.00 1 \$0		\$102.00 1 \$0.0	12 \$0.00	0 \$0.00	\$84.00 2 \$0.0	2 \$0.00 0	\$0.00	\$0.00 \$0.0		\$556.00 2 \$0.13
DENTIST	\$5,216.50 6	\$1.02	\$31.877.79	52 \$7.0	\$427.46 6 \$0.08	\$37.037.84 55 \$9		4 \$30.823.00 44 \$5.6		6 \$0.60	\$21,008,00 43 \$5.0	0 \$66.00 1		\$17.037.50 42 \$3.9	\$1,439.44 6	\$0.22 \$18.982.44 45 \$4.35
DENTURIST	\$150.00 1	\$0.03	\$3.186.00	13 \$0.7	\$0.00 0 \$0.00	\$1.973.00 6 \$0.		\$4,601.00 15 \$0.8	\$1,456.00	4 \$0.26	\$4.325.00 15 \$1.0	3 \$0.00 0	\$0.00	\$524.00 5 \$0.1		\$40.00 2 \$0.01
DIALYSIS CENTER - FREE STANDING	\$1.095.66 1	\$0.22	\$8,771.43	1 \$1.9							\$0.00 0 \$0.00			\$1,699.90 1 \$0.3	\$4,734.54 1	\$0.72
DIFTICIAN	\$135.41 1	\$0.03	\$135.41	1 \$0.0	\$0.00 0 \$0.00	\$80.00 2 \$0		50.00 0 50.00 50.00 0 50.00	10 \$0.00	0 \$0.00	\$0.00 0 \$0.0	0 \$0.00 0	\$0.00	\$0.00 0 \$0.0	34,734.34	\$0.00 1 \$0.00
DME SUPPLIER	\$2,705.48 9	\$0.53	\$32,731,95	44 \$7.2	\$9.237.83 22 \$1.72	\$29,717,57 40 \$7				9 \$0.42	\$20,830,03 63 \$4,9			\$25.913.14 65 \$5.9	\$6.389.74 35	\$0.97 \$31.552.24 63 \$7.23
FACILITY/AGENCY/ORGANIZATION NR PROVIDER	\$2,703.46 7	\$0.03	\$32,731.95	1 \$0.0	\$0.00 0 \$0.00	\$27,717.57 40 \$7 \$0.00 0 \$0			32,400.73	9 \$0.42	\$0.00 0 \$0.0	0 \$0.00 0	\$0.00	\$0.00 0 \$0.0		\$0.00 \$0.00 0 \$0.00
FISCAL EMPLOYER AGENT	\$0.00	\$0.00	\$77.028.92	4 \$17.0	\$0.00 0 \$0.00 \$0.00 0 \$0.00	\$98.361.20 4 \$24					\$121,336.84 4 \$28.8		\$0.00	\$115.849.63 4 \$26.6	30.00 0	\$101.060.33 5 \$23.16
HOME HEALTH AGENCY	\$93.00 4	\$0.00	\$60,611,86	22 \$13.4	\$0.00 3 \$0.00	\$16,710,75 16 \$4		4 \$14.018.42 13 \$2.5	56 \$0.00	\$0.00	\$49,434,54 15 \$11.7	7 \$0.00	\$0.00	\$41,515,58 12 \$9,5	\$2.023.28 3	\$0.31 \$45.262.01 14 \$10.37
HOSPICE	\$75.07 4	\$0.02	\$0.00	1 \$0.0	\$0.00 1 \$0.00	\$58,885,83 3 \$14		57,635.64 3 \$10.5	52 \$5.148.96	7 \$0.91	\$14,952,30 4 \$3,5	6 \$0.00 2	\$0.00	\$1.506.82 2 \$0.3		\$0.00 \$14,480.48 2 \$3.32
HOSPICE	\$251.172.35 349		\$243.908.65	350 \$54.0	\$303.653.24 394 \$56.58	\$741,586,71 324 \$181		5 \$962.737.83 313 \$175.7		425 \$126.85	\$14,952.30 4 \$3.5		\$133.16	\$1,506.82 2 \$0.3 \$1.015.529.49 358 \$233.4		50.00 \$14,480.48 2 53.32 245.37 \$1.022.227.51 361 \$234.29
LABORATORY/RADIOLOGY	\$251,172.35 349 \$76,291.17 183	\$49.30	\$243,908.65	350 \$54.0. 171 \$15.0	\$303,053.24 394 \$56.58 \$58.868.25 203 \$10.97	\$741,586.71 324 \$181 \$87,947.84 163 \$21			59 \$57.426.40	425 \$126.85 206 \$10.20	\$1,081,639.48 347 \$257.4 \$46.572.96 165 \$11.0	7 \$737,697.53 413 9 \$40,799.91 201	\$133.16	\$1,015,529.49 358 \$233.4 \$67,313.59 162 \$15.4		\$8.25 \$32.304.94 181 \$7.40
MENTAL HEALTH CLINIC	\$18,438,93 9	\$3.62	\$50.679.34	15 \$11.2	\$21,208,89 10 \$3,95	\$35,594,43 20 \$8				9 \$3.65	\$84.061.18 22 \$20.0	1 \$22,993.48 7	\$4.15	\$79.932.09 18 \$18.3		\$4.53 \$56,507.35 16 \$12.95
MENTAL HEALTH CEINIC MULTI-DISCIPLINARY PROVIDER	\$18,438.93 9	\$3.62	\$120.19	1 \$0.0	\$21,208.89 10 \$3.95 \$0.00 0 \$0.00	\$35,594.43 ZU \$8 \$0.00 0 \$0		2 \$91,414.83 19 \$16.6 0 \$0.00 0 \$0.0	59 \$20,729.54 10 \$0.00	9 \$3.60	\$0.00 0 \$0.00	0 \$0.00 0	\$4.15	\$79,932.09 18 \$18.3		\$4.53 \$56,507.35 10 \$12.95 \$0.00 \$0.00 0 \$0.00
NURSE NURSING HOME	\$109.54 2 \$807.23 3	\$0.02	\$3,553.92	8 \$0.74	\$109.54 7 \$0.02 \$4.132.37 3 \$0.77	\$2,031.49 7 \$0. \$63.452.84 4 \$15		2 \$1,903.61 6 \$0.3 4 \$58,932.84 3 \$10.7	35 \$780.78	3 \$0.14	\$549.70 3 \$0.1 \$7.923.28 4 \$1.8	3 \$446.16 2 9 \$0.00	\$0.08	\$1,318.48 4 \$0.3 \$23.682.68 1 \$5.4	\$3,106.42 9	\$0.47 \$2,359.23 10 \$0.54 \$57.216.69 3 \$13.11
		\$0.10		8 \$26.9			921,171.00 0 92.0			3 30.00	11,120,200		\$0.00			
OCCUPATIONAL THERAPIST	\$232.96 2	\$0.05	\$15.00	1 \$0.00	\$0.00 0 \$0.00 \$0.00 0 \$0.00	\$0.00 0 \$0		2 \$113.49 3 \$0.0	02 \$0.00	3 \$0.00	\$16.21 1 \$0.0 \$0.00 0 \$0.0	0 \$275.02 1	\$0.05	\$0.00 \$0.0		\$184.88 2 \$0.04
OPTICIAN	\$0.00 0	\$0.00	\$0.00	1 \$0.0		\$0.00 0 \$0.			00 \$0.00	0 \$0.00		0 \$0.00 0	\$0.00	\$0.00 0 \$0.0		\$0.00 \$0.00 0 \$0.00
OPTOMETRIST	\$7,279.57 58	\$1.43	\$7,838.35	70 \$1.7	\$4,319.22 69 \$0.80	\$4,653.96 70 \$1		0 \$4,662.78 68 \$0.8	+=,====	56 \$0.51	\$5,509.84 79 \$1.3	1 \$2,311.14 48		\$3,348.95 57 \$0.7		\$0.57 \$4,792.57 84 \$1.10
PCA Agency	\$0.00 0	\$0.00	\$1,976.25	1 \$0.4	\$0.00 0 \$0.00	\$1,983.75 1 \$0.		0 \$15,914.00 2 \$2.9		0 \$0.00	\$38,213.00 4 \$9.1	0 \$0.00 0	\$0.00	\$6,670.20 4 \$1.5		\$4.39 \$3,428.33 3 \$0.79
PHARMACY	\$13,809.69 20	\$2.71	\$3,839.10	32 \$0.8	\$12,829.05 23 \$2.39	\$6,571.86 36 \$1	20,330.77 30 30.7	6 \$11,173.41 49 \$2.0	\$1,093.01	28 \$0.19	\$13,399.04 53 \$3.1	9 \$42,050.64 28	\$7.59	\$11,666.09 48 \$2.6		\$0.12 \$12,186.27 51 \$2.79
PHYSICAL THERAPIST	\$281.23 1	\$0.06	\$1,330.47	6 \$0.2	\$593.55 5 \$0.11	\$667.41 8 \$0		2 \$1,352.62 9 \$0.2		5 \$0.12	\$385.78 9 \$0.0	9 \$314.06 7	20.00	\$1,232.14 7 \$0.2		\$0.16 \$1,461.91 7 \$0.34
PHYSICIAN	\$248,627.29 389		\$224,013.83	358 \$49.63	\$229,953.83 418 \$42.85	\$249,958.02 316 \$61				447 \$37.03	\$266,473.26 352 \$63.4		\$31.16	\$234,109.54 356 \$53.8		\$35.59 \$221,818.95 365 \$50.84
PHYSICIAN ASSISTANT	\$5,010.51 69	\$0.98	\$4,806.00	84 \$1.0	\$4,952.51 71 \$0.92	\$5,560.34 80 \$1		9 \$6,022.50 89 \$1.1	10 \$6,884.65	108 \$1.22	103 \$2.8 s11,833.78 s2.8			\$11,779.76 118 \$2.7		\$2.31 \$11,482.36 119 \$2.63
PHYSICIANS GROUP	\$2,599.94 11	\$0.51	\$4,114.81	17 \$0.9	\$195.52 1 \$0.04	\$136.00 1 \$0		D \$19.30 1 \$0.0	00 \$0.00	0 \$0.00	\$0.00 \$0.0	0 \$0.00 0	\$0.00	\$0.00 \$0.0		\$0.00 \$0.00 \$0.00
PNMI - PRIVATE NON-MEDICAL INSTITUTION	\$0.00 0	\$0.00	\$7,027.25	3 \$1.5	\$1,726.56 1 \$0.32	\$96,080.41 7 \$23		0 \$50,673.01 4 \$9.2	\$53,783.46	1 \$9.55	i \$144,252.27 2 \$34.3		\$0.00	\$179,583.32 6 \$41.2		\$9.36 \$111,591.25 6 \$25.58
PODIATRIST	\$1,359.04 9	\$0.27	\$2,851.37	17 \$0.6	\$1,346.93 12 \$0.25	\$2,125.33 18 \$0	JA, AA, AA, AA, AA, AA, AA, AA, AA, AA,	7 \$3,917.66 32 \$0.7	\$4,548.58	22 \$0.81	\$2,264.86 28 \$0.5	4 \$2,385.18 20	30.45	\$1,494.22 26 \$0.3		\$0.21 \$1,879.45 30 \$0.43
PSYCHIATRIC HOSPITAL	\$1,891.57 5	\$0.37	\$5,074.23	11 \$1.12	\$135.52 7 \$0.03	\$851.41 8 \$0.	21 \$28.50 7 \$0.0	D \$18.79 7 \$0.0	\$270.28	5 \$0.05	i \$1,382.53 13 \$0.3	3 \$15,694.16 9	\$2.83	\$23,097.23 16 \$5.3		\$9.19 \$88,244.78 13 \$20.23
REHABILITATION CENTER	\$1,014.12 1	\$0.20	\$34,356.12	5 \$7.6					_		\$64,019.40 4 \$15.2		\$0.00	\$10,648.15 1 \$2.4		\$0.29 \$17,456.81 3 \$4.00
SCHOOL HEALTH CENTER	\$74.83 4	\$0.01	\$359.81	9 \$0.0	\$0.00 0 \$0.00	\$0.00 0 \$0.		D \$0.00 0 \$0.0	\$0.00	0 \$0.00	\$0.00 0 \$0.0	0 \$0.00 0	\$0.00	\$0.00 0 \$0.0		\$0.00 \$0.00 0 \$0.00
STATE AGENCY	\$0.00 0	\$0.00	\$1,963.96	3 \$0.4		\$1,054.48 1 \$0.		D \$903.84 1 \$0.1	17 \$0.00	0 \$0.00	\$5,100.24 1 \$1.2	1 \$0.00 0	\$0.00	\$2,044.40 1 \$0.4		\$0.00 \$0.00 \$0.00
SUBSTANCE ABUSE PROVIDER	\$288.00 1	\$0.06	\$28,785.36	12 \$6.3	\$2,868.00 2 \$0.53	\$26,676.56 11 \$6	52 \$1,744.00 3 \$0.2	1 \$22,984.00 10 \$4.2	\$1,380.00	1 \$0.25	\$20,596.00 10 \$4.9	0 \$1,584.00 2	\$0.29	\$23,968.00 9 \$5.5		\$1.08 \$20,402.00 10 \$4.68
Special Purpose Private School	\$0.00 0	\$0.00	\$0.00	0 \$0.00	\$0.00 0 \$0.00	\$0.00 0 \$0.			29 \$0.00	0 \$0.00	\$0.00 \$0.00		\$0.00	\$0.00 \$0.0		\$0.00 \$0.00 \$0.00
State Psychiatric Hospital	\$0.00 0	\$0.00	\$0.00	0 \$0.00	\$0.00 0 \$0.00	\$0.00 0 \$0	.00 \$162.04 1 \$0.0	2 \$0.00 0 \$0.0	\$0.00	\$0.00	\$0.00 0 \$0.0	0 \$0.00	\$0.00	\$0.00 0 \$0.0	\$0.00	\$0.00 \$0.00 0 \$0.00
TRANSPORTATION	\$29,046.57 88	\$5.70	\$79,467.61	137 \$17.6	\$43,718.97 98 \$8.15	\$95,159.39 133 \$23	27 \$51,292.09 111 \$6.1	4 \$88,529.32 132 \$16.1	16 \$0.00	96 \$0.00	\$0.00 117 \$0.0		\$0.00	\$0.00 113 \$0.0	\$0.00 99	\$0.00 \$0.00 114 \$0.00
VISION CENTER	\$0.00 0	\$0.00	\$52.70	2 \$0.0	\$0.00 0 \$0.00	\$20.80 1 \$0	01 \$0.00 0 \$0.0	D \$83.20 2 \$0.0	\$0.00	0 \$0.00	\$20.80 1 \$0.0	0 \$0.00	\$0.00	\$41.60 1 \$0.0		\$20.80 1 \$0.00
WAIVER SERVICES PROVIDER	\$0.00 1	\$0.00	\$26,965.75	4 \$5.9	\$0.00 0 \$0.00	\$31,003.36 2 \$7	58 \$0.00 0 \$0.0	\$32,610.79 3 \$5.9	95 \$0.00	0 \$0.00	\$109,538.95 3 \$26.0	7 \$0.00 0	\$0.00	\$178,135.60 3 \$40.9	\$385.00 1	\$0.06 \$18,326.60 3 \$4.20
~Missing**	-\$151,002.41 361	-\$29.64	-\$248,488.58	313 -\$55.0	-\$126,739.45 313 -\$23.61	-\$218,295.49 247 -\$53	39 -\$178,013.99 233 -\$21.3	2 -\$121,081.13 192 -\$22.1	11 -\$35,482.88	219 -\$6.30	·\$114,032.03 212 -\$27.1	4 \$0.00	\$0.00	\$0.00 \$0.0	\$0.00	\$0.00 \$0.00 \$0.00
~Not Applicable (Prescription Claims)	\$3,707,179.16 420	\$727.61	\$3,324,437.75	369 \$736.4	\$5,297,244.91 461 \$987.00	\$4,012,996.11 341 \$981	41 \$8,820,394.40 503 \$1,056.3	3 \$5,220,948.71 313 \$953.2	25 \$6,424,141.54	473 \$1,141.06	\$4,150,979.56 348 \$988.0	9 \$7,077,299.08 474	\$1,277.49	\$4,874,897.20 359 \$1,120.4	\$8,401,962.37 534 \$1,3	273.60 \$5,353,792.22 358 \$1,227.09
Total	\$4.859.811.31	\$953.84	\$4,906,120,99	\$1.086.87	\$6.592.829.55 \$1.228.40	\$6,194,108,56 \$1,514,3	82 \$11.845.302.65 \$1.418.60	\$7,846,144,68 \$1,432,5	6 \$8.078.253.39	\$1,434,86	\$6.859.928.25 \$1.632.9	\$8,737,776,47	\$1,577,21	\$7,700,490,98 \$1,769,82	\$11,391,177,49 \$3,208.00 \$1,7	26.75 \$8.011.575.35 \$2.628.00 \$1.836.23

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members. Member Enrolled and claims paid by other Waves. Therefore, enrolment and runnber of claims may be slightly higher compare to CAIS Franceal impost - "Assissing disconting provider type indicates ensend claim (regreter dollars). This is a sissify the fill allocation provider you indicates ensend claim (regreter dollars)."

Special Benefits Demonstration Project Count of Members By Group at the End of Each Month

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstrati Enrollees	ion Medica Membe		Demonstration Enrollees	Medica Membe		Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees		Total																					
	s	FY2003 - DY01		SF	Y2004 - DY02		SFY200	5 - DY03		SFY20	06 - DY04		SFY2007	- DY05		SFY2008 - DY	06		SFY2009 - D	Y07		SFY2010 - D	DY08		SFY2011 -	DY09		SFY20	012 - DY10		SFY201	13 - DY11		2013 (2nd h	alf) - DY11	
July	85	5 228	313		124	280 40	14	143	301 44	14 1	91 309	500	272	305	577	293	275	568	286	269	555	331	1 283	614	382	307	689	41	6 292	708	416	201	617	420	221	641
August	94	4 226	320		125	277 40	2	141	300 44	11 2	07 303	510	273	301	574	291	273	564	276	272	548	332	2 280	612	386	308	694	41	7 284	701	420	201	621	425	218	643
September	97	7 224	321		131	273 40	4	140	297 43	37 2	13 301	514	277	300	577	281	269	550	283	269	552	333	3 281	614	363	295	658	41	7 284	701	412	196	608	430	215	645
October	94	4 244	338		132	292 42	4	143	298 44	11 2	24 295	519	292	289	581	284	272	556	288	270	558	337	7 284	621	371	289	660	42	0 291	711	417	178	595	443	216	659
November	94	4 244	338		134	286 42	10	146	295 44	11 2	28 287	515	292	288	580	283	270	553	289	275	564	339	286	625	379	294	673	42	8 286	714	415	185	600	446	215	661
December	98	3 241	339		134	286 42	10	146	296 44	12 2	39 280	519	291	285	576	283	267	550	296	282	578	346	6 290	636	395	288	683	42	3 283	706	409	197	606	449	211	660
January	102	2 258	360		134	295 42	9	156	305 46	51 2	48 291	539	298	281	579	289	256	545	300	284	584	348	3 296	644	396	289	685	41	4 248	662	408	204	612			
February	108	3 256	364		140	292 43	2	160	301 46	51 2	56 287	543	301	276	577	291	257	548	302	288	590	349	298	647	399	281	680	42	0 242	662	414	199	613			
March	113	3 253	366		143	288 43	1	163	297 46	50 2	56 283	539	292	276	568	287	262	549	312	290	602	350	301	651	407	289	696	41	3 177	590	411	212	623			
April	117	7 264	381		144	288 43	2	174	308 48	12 2	63 297	560	298	274	572	288	267	555	315	288	603	355	5 300	655	413	298	711	41	9 183	602	418	211	629			
May	119	265	384		142	291 43	3	179	302 48	31 2	61 296	557	292	274	566	295	265	560	316	284	600	369	301	670	413	296	709	41	7 187	604	421	209	630			
June	123	263	386		140	290 43	n	181	298 47	'9 2	64 292	556	282	274	556	294	263	558	323	280	603	381	1 313	694	415	290	705	41	7 195	612	420	209	629			

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total
	2014 - [DY12		2015 -	DY13		2016 - DY14		
January	445	212	657	454	312	766	464	314	778
February	445	214	659	456	311	767	467	323	790
March	450	209	659	459	312	771	461	316	77
April	447	212	659	456	313	769	461	313	774
May	452	206	658	448	317	765	460	313	773
June	448	327	775	446	317	763	463	307	77
July	449	320	769	454	315	769	457	310	76
August	443	320	763	457	312	769	453	314	76
September	446	321	767	462	320	782	463	316	77
October	443	324	767	456	321	777	462	312	77
November	445	319	764	464	313	777	458	313	77
December	444	316	760	461	311	772	456	312	76

Department Of Health And Human Services MaineCare Services

Special Benefits Demonstration Project Attachment O: Count of Members by Gender and Age at the End of Each Month

	Demonstratio Total	Female	Male	Under 18	Medicaid Me Total	Female	Male	Under 18	Tot
July-02	85	8	77	0	228	68	160	4	3
August-02	94	8	86	0	226	67	159	4	32
September-02	97	8	89	0	224	66	158	5	3
October-02	94	6	88	0	244	70	174	5	3
November-02	94	7	87	0	244	69	175	5	3
December-02	98	7	91	0	241	68	173	5	3
January-03	102	7	95	0	258	74	184	7	3
February-03	108	7	101	0	256	75	181	7	3
March-03	113	7	106	0	253	75	178	7	3
April-03	117	9	108	0	264	77	187	7	3
May-03 June-03	119	9	110	0	265	78	187	7	3
	123	8	115	0	263	77	186		3
July-03 August-03	124 125	7	117 118	0	280 277	83 83	197 194	8	4
September-03	125	7	118	0	277	82	194	8	4
October-03	131	6	124	0	292	82	210	8	4
November-03	134	6	128	0	286	80	206	8	4
December-03	134	7	127	0	286	80	206	8	4
January-04	134	6	128	0	295	80	215	8	4
February-04	140	8	132	1	292	78	214	7	4
March-04	143	8	135	1	288	77	211	7	4
April-04	144	8	136	1	288	78	210	5	4
May-04	142	9	133	1	291	79	212	5	4
June-04	140	8	132	1	290	78	212	5	4
July-04	143	8	135	1	301	79	222	5	4
August-04	141	8	133	1	300	80	220	5	4
September-04	140	8	132	1	297	80	217	5	4
October-04	143	10	133	1	298	79	219	5	4
November-04	146	12	134	1	295	79	216	5	4
December-04	146	14	132	1	296	77	219	5	4
January-05	156	16	140	1	305	78	227	6	4
February-05	160	16	144	1	301	76	225	6	4
March-05	163	16	147	1	297	76	221	6	4
April-05	174	16	158	1	308	85	223	7	4
May-05 June-05	179	16	163	1	302	84	218	7	4
	181	15	166	1	298	85	213	7	4
July-05	191	16	175	1	309	90	219	7	5
August-05	207	18	189	1	303	90	213	7	5
September-05	213 224	20 21	193	1	301	88	213	7	5
October-05 November-05	224	21	203 207	1	295 287	86 84	209 203	7	5
December-05	228	21	207	1	287	82	198	7	5
January-06	239	23	216	1	280	90	201	8	5
February-06	240	23	225	1	287	90	197	8	5
March-06	256	21	235	1	283	90	193	7	5
April-06	263	22	241	1	297	93	204	4	5
May-06	261	21	240	1	296	92	204	4	5
June-06	264	25	239	1	292	91	201	4	5
July-06	272	26	246	1	305	96	209	4	5
August-06	273	25	248	1	301	96	205	4	5
September-06	277	26	251	1	300	96	204	4	5
October-06	292	27	265	1	289	94	195	5	5
November-06	292	27	265	1	288	95	193	5	5
December-06	291	28	263	1	285	93	192	5	5
January-07	298	28	270	1	281	97	184	6	5
February-07	301	29	272	1	276	95	181	7	5
March-07	292	30	262	1	276	94	182	7	5
April-07	298	30	268	1	274	92	182	6	5
May-07	292	30	262	1	274	91	183	6	5
June-07	282	27	255	1	274	91	183	6	5
July-07	293	27	266	1	275	95	180	6	5
August-07	291	27	264	1	273	95	178	6	5
September-07	281	27	254	1	269	94	175	6	5
October-07	284	30 29	254	1	272	93	179	6	5
November-07	283		254 252	1	270	93	177	6	5
December-07 January-08	283 289	31 33	252 256	1	267 256	92 89	175 167	6	5
February-08	289 291	33	256 259	1	256	89 90	167	5	5
March-08	291	32	259	1	257	90	167	5	5
April-08	287	30	257	1	262	94	174	6	5
May-08	200	31	256	1	265	93	174	6	5
June-08	295	30	265	1	263	93	172	6	5
July-08	235	28	258	1	269	91	178	3	5
August-08	276	25	251	1	203	90		3	5
September-08	283	28	255	1	269	90		3	5
October-08	288	29	259	1	203	91	179	3	5
November-08	289	28	261	1	275	97	178	3	5
December-08	205	31	265	1	282	99		3	5
January-09	300	31	269	1	284	97		3	5
February-09	302	30	272	1	288	96		3	5
March-09	312	33	279	1	290	93		3	6
April-09	315	34	281	1	288	92		3	6
	316	34	282	1	284	92	192	3	6
May-09	510	33	202	I	204	92	182	3	0

July-09	331	36	295	1	283	95	188	3	614
August-09	332	36	296	1	280	95	185	3	612
September-09	333 337	36 38	297 299	1	281 284	95 96	186 188	3	614 621
October-09 November-09	337	38	301	1	284	90	188	3	625
December-09	346	40	306	1	290	96	194	3	636
January-10	348	40	308	1	296	97	199	3	644
February-10 March-10	349 350	41	308 307	1	298 301	100	198 199	3	647 651
April-10	355	40	311	1	301	102	195	4	655
May-10	369	45	324	1	301	104	197	4	670
June-10	381	44	337	1	313	105	208	8	694
July-10 August-10	382 386	43	339 342	1	307 308	102 103	205 205	3	689 694
September-10	363	43	320	1	295	99	196	3	658
October-10	371	45	326	2	289	99	190	3	660
November-10	379	47	332	2	294	102	192	4	673
December-10 January-11	395 396	45 46	350 350	2	288 289	103 103	185 186	4	683 685
February-11	399	46	353	2	283	100	181	5	680
March-11	407	48	359	2	289	103	186	5	696
April-11	413	46	367 366	2	298	110 108	188 188	5	711
May-11 June-11	413 415	47	368	2	296 290	108	188	5	709 705
July-11	416	48	368	2	292	111	181	5	708
August-11	417	49	368	2	284	107	177	5	701
September-11	417	49	368	2	284	107	177	6	701
October-11 November-11	420 428	48	372 377	2	291 286	109 106	182 180	7	711 714
December-11	428	50	373	2	280	100	179	6	714
January-12	414	48	366	2	248	92	156	6	662
February-12	420	51 48	369 365	2	242	89 61	153 116	6	662
March-12 April-12	413 419	48	365	2	177 183	61	116	4	590 602
May-12	413	48	369	2	187	62	125	5	604
June-12	417	47	370	2	195	65	130	4	612
July-12	416	43	373	2	201	68	133	4	617
August-12 September-12	420 412	43	377 368	2	201 196	66 66	135 130	5	621 608
October-12	417	46	371	2	178	59	119	4	595
November-12	415	47	368	2	185	63	122	4	600
December-12	409 408	48	361 361	2	197 204	68 69	129 135	5	606 612
January-13 February-13	408	47 49	361	2	199	68	135	5	612
March-13	411	49	362	2	212	70	142	5	623
April-13	418	51	367	2	211	72	139	5	629
May-13 June-13	421 420	51 53	370 367	3	209 209	71 71	138 138	5	630 629
July-13	420	53	367	3	200	84	137	6	641
August-13	425			3	218	83	135	6	643
September-13	430	55 57	375	3	215	80	135	6	645
October-13 November-13	443 446	57	386 389	3	216 215	81 78	135 137	6	659 661
December-13	449	62	387	3	211	81	130	7	660
January-14	445		384	3	212	80	132	7	657
February-14 March-14	445	61 62	384	3	214	80 78	134	7	659
April-14	450 447	62	388 387	2	209 212	78	131 136	7	659 659
May-14	452	60	392	2	206	74	132	7	658
June-14	448		387	2	327	111	216	10	775
July-14	449 443	64 63	385 380	4	320 320	109 109	211 211	9	769 763
August-14 September-14	443	63	380	4	320	109	211 212	9	763
October-14	443	59	384	4	324	115	209	9	767
November-14	445	60	385	4	319	112	207	9	764
December-14 January-15	444 454		385 396	4	316 312	113 112	203 200	9	760 766
February-15	454 456		396	4	312	112	200	9	766
March-15	459	56		4	312	111	201	9	771
April-15	456		399	4	313	112	201	9	769
May-15	448 446			4	317 317	113 116	204	9	765 763
June-15 July-15	446 454	56	390 399	4	317	116	201 201	9	763 769
August-15	457	54	403	4	312	113	199	10	769
September-15	462	55	407	4	320	117	203	10	782
October-15 November-15	456 464	53 54	403 410	4	321 313	115 111	206 202	11	777 777
December-15	464 461	54		4	313	108	202	10	772
December-15	464			4	314	112	202	11	778
January-16	467	59		4	323	114	209	12	790
January-16 February-16		61	400	5 5	316 313	112 108	204 205	12 12	777
January-16 February-16 March-16	461 461		400			108	205		
January-16 February-16	461 461 460	61	400 399	5	313	108	205	12	773
January-16 February-16 March-16 April-16	461	61 61 60	399 403	5 5	313 307	105	205 202	12	773
January-16 February-16 March-16 April-16 May-16 June-16 July-16	461 460 463 457	61 61 60 58	399 403 399	5 5 3	307 310	105 107	202 203	12 14	770 767
January-16 February-16 March-16 April-16 May-16 June-16 July-16 August-16	461 460 463 457 453	61 61 60 58 57	399 403 399 396	5 5 3 3	307 310 314	105 107 107	202 203 207	12 14 14	770 767 767
January-16 February-16 March-16 April-16 May-16 June-16 July-16	461 460 463 457	61 61 60 58 57 59	399 403 399 396 404	5 5 3	307 310	105 107	202 203	12 14	770 767
January-16 February-16 March-16 April-16 May-16 June-16 July-16 August-16 September-16	461 460 463 457 453 463	61 61 58 57 59 60 60	399 403 399 396 404 402 398	5 5 3 3 3	307 310 314 316	105 107 107 109	202 203 207 207	12 14 14 15	770 767 767 779

Department Of Health and Human Services MaineCare Services

Special Benefits Demonstration Project Attachment A: Distinct Member Counts By Quarter

State Fiscal Year	Quarter	Total Membership	Demonstration Program	Medicaid Members	Members in Both*	Members in Cohort	Members in Medicaid Exclusive**	Moved from Cohort to Demonstration Group
2003	1	331	104	231	4	211	23	3
2003	2	345	101	246	2	206	44	4
2003	3	372	116	260	4	202	60	2
2003	4	391	124	268	1	198	73	3
2004	1	413	132	284	3	194	96	6
2004	2	427	135	297	5	188	114	5
2004	3	436	143	301	8	186	120	5
2004	4	440	151	294	5	185	115	6
2005	1	451	147	308	4	183	131	6
2005	2	452	153	305	6	178	134	7
2005	3	466	164	305	3	173	138	6
2005	4	495	189	311	5	171	147	7
2006	1	523	218	314	9	168	153	7
2006	2	537	246	298	7	167	140	9
2006	3	551	267	295	11	160	146	11
2006	4	576	286	305	15	158	157	10
2007	1	592	287	313	8	158	165	10
2007	2	596	304	296	4	155	151	10
2007	3	587	308	285	6	153	142	10
2007	4	581	305	280	4	150	141	11
2008	1	576	302	281	7	145	146	10
2008	2	575	298	288	11	142	157	11
2008	3	567	301	276	10	139	149	12
2008	4	586	309	282	5	136	158	12
2009	1	578	299	284	5	137	157	10
2009	2	585	301	287	3	134	165	12
2009	3	615	321	304	10	135	181	12
2009	4	624	336	301	13	135	178	12
2010	1	632	341	295	4	128	179	12
2010	2	649	354	313	18	131	196	14
2010	3	669	366	325	22	132	208	15
2010	4	704	383	326	5	132	208	14
2011	1	711	398	337	24	132	220	15
2011	2	704	405	313	14	129	198	14
2011	3	719	418	308	7	129	193	14
2011	4	733	431	309	7	127	194	12
2012	1	728	434	300	6	125	186	11
2012	2	730	438	303	11	124	193	14
2012	3	690	437	257	4	123	148	14
2012	4	631	431	206	6	118	100	12
2013	1	646	437	218	9	115	118	15
2013	2	637	436	209	8	115	109	15
2013	3	644	421	226	3	112	127	13
2013	4	649	433	218	2	110	120	12
2014 (DY11)	1 (5)	675	443	234	2	106	140	12
2014 (DY11)	2 (6)	691	460	237	6	101	146	10

Calendar Year	Quarter	Total Membership	Demonstration Program	Medicaid Members	Members in Both*	Members in Cohort	Members in Medicaid Exclusive**	Moved from Cohort to Demonstration Group
2014	1							
2014	2							
2014	3							
2014	4							
2015	1							
2015	2							
2015	3							
2015	4							

2014	1	686	463	226	3	100	136	10
2014	2	793	463	333	3	101	241	9
2014	3	794	464	331	1	101	241	11
2014	4	794	457	340	3	100	250	10
2015	1	800	473	334	7	99	246	11
2015	2	790	469	329	8	98	242	11
2015	3	807	476	335	4	99	247	11
2015	4	806	478	332	4	99	244	11
2016	1	805	478	333	6	99	246	12
2016	2	793	473	325	5	97	239	11
2016	3	803	476	333	6	97	247	11
2016	4	799	476	328	5	95	246	13

* Members moved from Demonstration Program to Full MaineCare(Medicaid) or Full MaineCare to Demonstration Program during the Quarter **Previously "Members in Quarter Only". As of SFY11 this field was renamed "Members in Medicaid Exclusive" to provide a more accurate field description.

SPECIAL BENEFITS DEMONSTRATION PROJECT ATTACHMENT C: CONTACT TRACKING SUMMARY

Contact Reason	DY01		DY02		DY03		DY04		DY05	1	DY06		DY07	I	DY08		DY09		DY10		DY11		DY12		DY13		DY14	<u> </u>
	Incoming	Outgoing		Outgoing		Outgoing	Incoming	Outgoing			Incoming		-		Incoming	Outgoing	Incoming		Incoming	Outgoing		Outgoing	Incoming	Outgoing		Outgoing		utgoing
Adherence	0	0	0	0	0	0	0	0	50	305	36	381	42	438	118	758	128	887	74	492	2 268	1473	292	1029	280	924		788
Ambulance/Transportation	4	13	2	0	6	13	0	0	12	13	8	10	3	7	5	5	2	8	10)	7 4	5	11	6	7	11	29	48
Case Management Services	98	81	395	510	551	1137	727	1051	688	1044	503	891	241	614	171	381	376	396	504	459	410	514	205	286	333	376	410	441
Collaboration Care Coordination	0	0	0	0	0	0	147	125	552	577	313	364	102	102	16	23	68	85	58	104	1 75	36	23	34	136	112	103	111
Compliance	36	152	105	565	37	202	48	240	24	181	21	71	26	189	81	480	68	434	23	188	3 75	463	86	421	96	335	57	257
Eligibility	31	50	69	96	52	86	72	101	134	135	126	145	158	164	244	456	132	349	164	444	4 303	843	152	595	207	741	328	782
ER																	13	82	12	40	37	216	64	382	68	348	95	369
Family Planning	0	3	3	3	10	21		3	0	0	2	2	5	2	0	0	0	0	0		1 0	1	0	0	0	0	0	0
Hospital Services	5	5	6	8	16	34	8	5	0	0	0	0	0	0	0	0	0	0	0) (0 0	0	0	0	0	0	0	0
Inpatient																			1				1	0	7	26	19	68
Introductory Call																	4	48	27	135	5 35	160	54	200	51	153	41	121
Laboratory/X-ray	1	0	0	0	0	0			1	1	1	2	2	1	0	1	6	25	3	11	1 4	0	1	1	15	30	21	41
Medications																	16	20	77	94	1 56	85	31	51	63	61	81	136
Member Survey																			89	328	3 2	1	57	243	73	285	46	256
Mental Health/Substance Abuse	7	10	3	4	0	0	1	1	3	2	1	0	0	1	0	0	1	0	0) (0 0	3	7	7	7	5	8	11
Other	115	214	239	326	389	415	299	297	0	0	0	0	12	45	0	77	21	39	78	97	7 129	260	360	387	390	469	381	445
Outdated Contact																	10	47	33	102	2 71	340	66	297	14	43	8	42
Pharmacy	0	0	0	0	0	0	88	96	219	208	119	121	53	48	39	41	23	50	24	52	2 14	51	22	160	7	113	4	65
Phone Call Follow-up																	11	99	55	201	7 43	377	10	309	10	266	19	271
Physician Services	81	254	94	133	13	37	15	21	0	0	0	0	0	0	0	0	0	0	0) (0 0	0	0	0	0	0	0	0
Policy	0	0	0	0	0	0	6	5	99	123	32	50	19	24	1	2	1	1	0	1 2	2 2	0	0	0	0	0	0	0
Provider Services	0	0	0	0	0	0	6	2	15	12	1	3	18	52	62	129	51	80	73	89	47	69	37	38	38	71	28	65
Unpaid Claims	0	0	0	0	0	0	0	0	0	0	0	0	5	2	24	21	20	20	13	18	3 25	39	43	97	75	143	39	99
Viral Loads	1	3	29	39	136	243	55	113	47	82	86	201	109	416	21	63	33	25	10	14	4 5	11	0	3	2	15	10	3
Total	379	785	945	1684	1210	2188	1472	2060	1844	2683	1252	2242	801	2109	782	2437	984	2695	1327	2884	1605	4947	1522	4546	1879	4527	1964	4419

ATTACHMENT D: CONTACT TRACKING DETAIL

		Demonstration Year 4	% Demonstration Year 5 %	Demonstration Year 6 % De	emonstration Year 7	% Demonstration Year 8	% Demonstration	n Year 9	% Der	nonstration Year 10	% Demonstration Y	ear 11	% Demons	tration Year 12	% Demo	onstration Year 13		% Demonstration Year	14	%
INCOMING		1472 4	2% 1844 41%	1252 36%	801 28	3% 919	25%	984	27%	1327	32%	1605	24%	1523	25%	1881	29	% 1	1964	31%
Calls		926 6	3% 1115 60%	880 70%	571 71	1% 703	76%	869 8	88%	1207	91%	1384	86%	1389	91%	1723	92	% 1	1747	89%
Member	Adherence	0	0% 46 9%	28 7%	25 1	0% 87	20%	106	34%	68	13%	213	30%	222	27%	212	23	%	189	23%
	Ambulance/Transportation	0	0% 6 1%	4 1%	4		0%	2	1%	6	1%	4	1%	6	1%	4	0		12	1%
	Case Management Services	285			96 3		8%	4	1%	11	2%	8	1%	1	0%	5		%	11	1%
	Collaboration Care coordination Compliance	1 41 1			10 19	4% 5 7% 49	1% 11%	21 34	7%	13	1%	47	0% 7%	41	0% 5%	39		%	24	0% 3%
	Eligibility	8			53 2		27%		20%	65	13%	125	18%	64	8%	117		%	136	16%
	ER							2	1%	7	1%	16	2%	44	5%	39		%	55	7%
	Hospital Services Introductory Call	2	1% 0 0%	0 0%	1	0% 11	3%	0	0% 1%	25	0% 5%	32	0% 5%	47	0% 6%	0		%	40	0% 5%
	Laboratory/X-ray	0	0% 1 0%	5 1 0%	0	0% 0	0%	4	1%	1	0%	32	0%	0	0%	1		%	1	0%
	Mental Health/Substance Abuse	0	0% 2 0%	1 0%	0	0% 0	0%	1	0%	0	0%	0	0%	5	1%	3	0	%	3	0%
	Medications	0			0		5%	8	3%	57	11%	40	6%	16	2%	41		%	54	6%
	Other Outdated Contact	0	0% 0 0%	0 0%	4	2% 39	9%	15 7	5% 2%	65	13%	80 59	11%	234 57	28%	253 10		%	218	26% 1%
	Unpaid Claims	0	0% 0 0%	0 0%	2	1% 14	3%	3	1%	9	2%	19	3%	19	2%	43		%	19	2%
	Pharmacy	28	8% 94 19%	52 13%	24	9% 23	5%	14	4%	13	3%	6	1%	9	1%	1		%	2	0%
	Phone Call Follow-up Policy	1	0% 1 0%	5 0 0%	0	0% 0	0%	9	3% 0%	48	9% 0%	30	4% 0%	10	1%	9		%	19	2% 0%
	Provider services	3				4% 28	7%	17	5%	16	3%	21	3%	2	0%	7		%	5	1%
	Viral Loads	1			12		0%	1	0%	0	0%	0	0%	0	0%	0		%	0	0%
	Member Survey Family Planning									85	16%	1	0%	55	7%	70	8	%	44	5% 0%
	Total:	370 10	00% 501 100%	395 100%	261 10	0% 430	100%	313 1	100%	518	100%	708		835	100%	905	100			100%
ASO Worker	Case Management Services	170 6			47 3		69%		83%	471	93%	362	78%	194	54%	281	57	%		59%
	Ambulance/Transportation Other	0			0		1%	0	0% 0%	0	0%	0	0%	2 30	1%	37		%	4	1%
	Eligibility	28 19			0 31 2		2% 9%	1	2%	9	2%	14	3%	11	8% 3%	16		%	38	9% 7%
	Compliance		1% 0 0%			2% 7	4%	22	5%	7	1%	19	4%	34	10%	45	9	%	24	4%
	Adherence	0				0% 10	6%	13	3%	4	1%	32	7%	49	14%	51		%	36	6%
	Laboratory/X-ray Family Planning	0			2		0% 0%	0	0% 0%	0	0% 0%	0	0% 0%	0	0% 0%	0		%	4	1% 0%
	Provider Services	0	0% 4 1%	0 0%	1	1% 4	2%	2	0%	0	0%	2	0%	0	0%	0		%	1	0%
	Mental Health/Substance Abuse	1			0		0%	0	0%	0	0%	0	0%	0	0%	0		%	1	0%
	Hospital Services Viral Load	5 1			0	0% 0	0% 1%	0	0% 0%	2	0% 0%	0	0% 0%	0	0%	0		%	0	0% 0%
	Collaboration Care coordination	16			24 2		1%	8	2%	1	0%	1	0%	5	1%	30		%	27	5%
	Pharmacy	26				6% 6	4%	2	0%	0	0%	0	0%	1	0%	0		%	0	0%
	Medications Policy	0 1			0		1% 0%	1	0%	1	0%	2	0%	0	0%	4	1	%	10	2% 0%
	ER	1	5 1/2	2 1/0		1/0 0	076	10	2%	2	0%	14	3%	18	5%	22		%	31	5%
	Unpaid Claims							3	1%	0	0%	1	0%	4	1%	6		%	4	1%
	Outdated Contact Phone Call Follow-up							2	0%	6	1%	3	1% 2%	5	1%	3		%	0	0%
	Introductory Call									2	0%	2	0%	4	0%	0		%	0	0% 0%
	Member Survey											1	0%	0	0%	1	0	%	2	0%
Other	Total: Other	270 10			120 10	0% 169 6% 11	100% 30%	421 1	100% 1%	506	100%	463	100% 11%	357	100% 36%	497	100	%		100% 27%
Other	Case Management Services	66 4			20 3			3	4%	1	1%	0	0%	1	1%	3		%	2	1%
	Provider Services	0			0		5%		14%	17	19%	3	5%	11	11%	11		%	5	3%
	Physician Services Eligibility	5 10	3% 0 0% 6% 5 3%			0% 0 3% 11	0% 30%	0 20	0% 26%	11	0% 12%	14	0% 25%	0	0%	0		%	0	0% 10%
	Adherence	0				3% 0	0%	1	1%	1	1%	3	5%	6	6%	4		%	6	4%
	Compliance		1% 1 1%		0		0%	2	3%	0	0%	0	0%	1	1%	0		%	3	2%
	Medications MentalHealth/Substance Abuse	0			0	0% 5 0% 0	14% 0%	3	4%	7	8% 0%	5	9% 0%	6	6% 1%	4		%	2	1% 2%
	Hospital Services	0			0		0%	0	0%	0	0%	0	0%	0	0%	0		%	0	0%
	Family Planning	0			1		0%	0	0%	0	0%	0	0%	0	0%	0	0		0	0%
	Viral Loads Ambulance/Transportation	11 0			15 2 0	4% 1 0% 0	3% 0%	2	3% 0%	2	2% 2%	0	0%	0	0%	0		%	2	0% 1%
	Collaboration Care coordination	9			9 1		11%		29%	30	33%	17	30%	11	11%	86		%	61	40%
	Pharmacy	4	3% 34 21%	12 7%	7 1		8%	7	9%	11	12%	4	7%	5	5%	4		%	2	1%
	Policy Unpaid Claims	2	1% 7 4%	8 5%	2	3% 0	0%	1 4	1% 5%	0	0% 0%	0	0% 7%	0	0% 13%	0		%	0 10	0% 6%
	Out Dated Contact									3	3%	0	0%	0	0%	0		%	0	0%
	Phone Call Follow Up									2	2%	1	2%	0	0%	0	0		0	0%
	Introductory Call	157 10	00% 159 100%	168 100%	62 10	0% 37	100%	77 1	100%	90	1%	57	100%	99	1% 100%	192	100	%	154	0% 100%
Eligibility Office	Case Management Services	26 6			11 6		0%		0%	0	0%	2	3%	0	0%	0	0		0	0%
	Eligibility	6			7 3		100%		100%	27	96%	58	89%	14	88%	33		%	72	96%
	Other Adherence	5 1			0		0% 0%	0	0% 0%	0	0% 0%	1	2% 2%	2	13% 0%	3		% %	3 0	4% 0%
	Compliance	0				0% 0	0%	0	0%	0	0%	0	0%	0	0%	0		%	0	0%
	Physician Services	0	0% 0 0%	0 0%	0	0% 0	0%	0	0%	0	0%	0	0%	0	0%	0	C	%	0	0%
	Policy Hospital Services	0			0		0%	0	0%	0	0% 0%	0	0% 0%	0	0%	0		%	0	0% 0%
	Collaboration Care coordination	5			0	0% 0	0% 0%	0	0% 0%	0		0	0%	0	0% 0%	0		70 96	0	0%
	Outdated Contact											2	3%	0	0%	0		%	0	0%
	Medications									1	4%	1	2%	0	0%	0	0	%	0	0%
Nurse	Total: Physician Services	42 10			18 10		100% 0%	16 1 0	100% 0%	28	100%	65 0	100% 0%	16	100%	36	100	%	75	100% 0%
110130	Case Management Services	32 5	51% 18 28%		11 1	3% 1		2	7%	7	15%	16	25%	0	0%	0		%	1	1%
	Other	7	11% 0 0%	0 0%	9 1	0% 1	5%	0	0%	1	2%	2	3%	9	15%	11	12	%	9	13%
	Viral Loads Collaboration Care coordination	18 2 0			33 3 4			1 10	3% 34%	<u>0</u> ام	0%	1	2%	0	0% 3%	0	0	%	-0	0% 10%
	Adherence	0			4 5		0%	10	34% 7%	1	2%	9	14%	6	10%	11		%	5	7%
	Compliance	0	0% 2 3%	0 0%	0	0% 1	5%	1	3%	2	4%	4	6%	9	15%	8	9	%	5	7%
	ER Medications	0			0		9% 23%	0 3	0% 10%	3	6% 10%	4	6% 8%	0	0%	4		%	4	6% 17%
	Eligibility	1			20 2			1	3%	2	4%	1	2%	0	0%	1		%	5	7%

	Provider Services	1 2%	0 0%	0 0%	1 1%	5 23%	5 17%	15 31%	11 17%	17 27%	11 12%	10 14%
	Pharmacy	2 3%	11 17%	8 13%	3 3%	3 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Unpaid Claim	0 0%	0 0%	0 0%	0 0%	1 5%	0 0%	1 2%	0 0%	2 3%	1 1%	0 0%
	Laboratory/X-ray Phone Call Follow-up						2 7%	1 2%	3 5%	3 5%	13 14% 0 0%	11 16% 0 0%
	Policy						2 / 7%	1 270	1 2%	1 2%	0 0%	0 0%
	Out Dated Contact							1 2%	6 9%	6 10%	6 7%	0 0%
	Total:	63 100%	64 100%	61 100%	86 100%	22 100%	29 100%	48 100%	65 100%	62 100%	91 100%	69 100%
Physician	Physician Services Viral Loads	3 14% 6 27%	0 0% 3 25%	0 0% 11 61%	0 0% 14 58%	0 0% 2 11%	0 0%	0 0%	0 0%	0 0% 0 0%	1 9% 0 0%	0 0%
	Other	4 18%	0 0%	0 0%	1 4%	0 0%	0 0%	2 12%	3 12%	5 25%	0 0%	1 9%
	Case Management Services	6 27%	7 58%	2 11%	3 13%	0 0%	0 0%	1 6%	4 15%	0 0%	0 0%	0 0%
	Compliance	0 0%	0 0%	0 0%	0 0%	0 0%	2 18%	1 6%	2 8%	1 5%	6 55%	1 9%
	Eligibility ER	0 0% 0 0%	0 0%	1 6% 0 0%	4 17% 0 0%	3 16% 4 21%	0 0%	0 0%	2 8%	2 10%	1 9% 1 9%	0%
	Hospital Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy	1 5%	1 8%	1 6%	0 0%	3 16%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Collaboration Care coordination	0 0%	1 8%	3 17%	2 8%	1 5%	4 36%	2 12%	4 15%	0 0%	0%	3 27%
	Unpaid Claim Provider Services	0 0% 2 9%	0 0%	0 0%	0 0%	1 5% 5 26%	0 0%	0 0%	0 0% 6 23%	2 10%	0 0%	2 18%
	Outdated Contact	2 0,0	0 0,5	0 0,0	0 0,0	0 2010	1 9%	1 6%	1 4%	3 15%	1 9%	0 0%
	Member Survey							3 18%	0 0%	0 0%	0 0%	0 0%
	Medications Phone Call Follow Up							2 12%	0 0%	3 15%	0 0%	2 18%
	Introductory Call							2 12%	1 4% 0 0%	0 0%	0 0%	0 0%
	Adherence						L		3 12%	3 15%	1 9%	0 0%
	Total:	22 100%	12 100%	18 100%	24 100%	19 100%	11 100%	17 100%	26 100%	20 100%	11 100%	11 100%
Email		359 24%	573 31%	259 21%	131 16%	159 17%	56 6%	76 6%	182 11%	108 7%	123 7%	182 9%
Member	Case Management Services	17 52%	20 67%	5 38%	5 22%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Other Eligibility	9 27% 1 3%	0 0% 2 7%	0 0%	6 26% 6 26%	1 3% 14 44%	0 0% 1 33%	0 0%	1 7% 4 27%	21 60% 5 14%	11 61% 6 33%	16 52% 12 39%
	Provider Services	0 0%	0 0%	0 0%	1 4%	5 16%	1 33%	1 33%	1 7%	0 0%	0 0%	1 3%
	Adherence	0 0%	0 0%	0 0%	0 0%	6 19%	0 0%	0 0%	6 40%	6 17%	0 0%	1 3%
	Compliance Collaboration Care coordination	0 0% 4 12%	0 0% 4 13%	0 0% 4 31%	2 9% 3 13%	3 9% 0 0%	0 0%	0 0%	1 7% 0 0%	0 0% 0 0%	1 6% 0 0%	0 0%
	ER	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy	2 6%	4 13%	4 31%	0 0%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%
	Viral Loads Unpaid Claims	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	2 0%	0 0%	0 0%
	Member Survey							1 33%	0 0%	0 0%	0 0%	0 0%
	Introductory Call							3 100%	1 7%	0 0%	0 0%	0 0%
ASO Worker	Total: Other	33 100% 71 61%	<u>30 100%</u> 0 0%	13 100% 2 2%	23 100% 4 11%	32 100% 0 0%	3 100%	3 100% 0 0%	15 100% 0 0%	35 100% 1 9%	18 100% 1 2%	31 100% 5 8%
	Adherence	0 0%	0 0%	0 0%	0 0%	14 29%	5 19%	0 0%	0 0%	0 0%	0 0%	0 0%
	Ambulance/Transportation	0 0%	1 1% 9 6%	0 0%	0 0%	0 0%	0 0% 9 35%	0 0%	0 0%	9 82%	0 0%	0 0%
	Case Management Services Compliance	14 12% 0 0%	9 6% 1 1%	3 3% 0 0%	2 6% 1 3%	11 22% 18 37%	9 35% 7 27%	9 100%	0 0%	0 0%	0 0%	52 84% 0 0%
	Policy	0 0%	9 6%	5 5%	3 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Hospital Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	ER Medications	0 0%	0 0%	0 0%	0 0%	4 8% 1 2%	0 0%	0 0%	0 0%	0 0%	1 2% 0 0%	0 0%
	Eligibility	4 3%	7 5%	4 4%	2 6%	0 0%	1 4%	0 0%	0 0%	0 0%	1 2%	5 8%
	Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Collaboration Care coordination Pharmacy	26 22% 2 2%	102 72% 12 9%	79 82% 3 3%	24 67% 0 0%	1 2% 0 0%	2 8% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Unpaid Claims			0 0,0	0 050	0 0,0	2 8%	0 0%	0 0%	0 0%	0 0%	0 0%
	Total:	117 100%	141 100%	96 100%	36 100%	49 100%	26 100%	9 100%	16 100%	11 100%	42 100%	62 100%
Other	Other Case Management Services	57 37% 23 15%	0 0% 11 4%	0 0% 2 3%	1 3% 1 3%	0 0% 1 13%	0 0%	0 0%	8 9% 0 0%	4 21% 0 0%	11 35% 1 3%	21 45% 0 0%
	Physician Services	4 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Compliance	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%
	Eligibility Family Planning	8 5% 0 0%	1 0% 0 0%	1 1% 0 0%	2 6% 0 0%	1 13% 0 0%	5 56% 0 0%	0 0%	22 25% 0 0%	6 32% 0 0%	3% 0 0%	5 11% 0 0%
	Hospital Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	ER	0 0%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%
	Ambulance/Transportation Collaboration Care coordination	0 0% 37 24%	3 1% 183 62%	0 0% 51 66%	1 3% 12 39%	0 0% 3 38%	0 0%	2 7% 9 30%	0 0% 48 55%	0 0% 2 11%	0 0% 3 10%	9 19% 5 11%
	Pharmacy	37 24% 23 15%	26 9%	51 66% 8 10%	4 13%	3 38%	0 0%	9 30%	48 55% 4 5%	2 11% 6 32%	3 10% 1 3%	5 11% 0 0%
	Unpaid Claim	0 0%	0 0%	0 0%	0 0%	1 13%	3 33%	0 0%	0 0%	1 5%	10 32%	5 11%
	Policy Medication	2 1%	69 24%	15 19%	10 32%	0 0%	0 0%	0 0% 4 13%	0 0% 3 3%	0 0%	0 0% 2 6%	0 0%
	Provider Services						1 11%	2 13%	1 1%	0 0%	2 6%	2 4%
	Total:	155 100%	293 100%	77 100%	31 100%	8 100%	9 100%	28 100%	88 100%	19 100%	31 100%	47 100%
Eligibility Office	Eligibility Compliance	11 32% 0 0%	35 38% 0 0%	21 48% 0 0%	23 64% 0 0%	67 97% 2 3%	17 100% 0 0%	35 97% 0 0%	62 98% 1 2%		<u> </u>	<u> </u>
	Case Management Services	9 26%	28 30%	8 18%	6 17%	2 3% 0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	1 3%
	Policy	0 0%	8 9%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Other	11 32%	0 0% 22 24%	3 7%	2 6% 4 11%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	1 3% 0 0%	0 0%
	Collaboration Care coordination Total:	3 9% 34 100%	93 100%	12 27% 44 100%	36 100%	69 100%	17 100%	36 100%	63 100%	43 100%	31 100%	37 100%
Nurse	Other	10 77%	0 0%	0 0%	1 20%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Adherence	0 0%	0 0%	0 0%	0 0% 0 0%	1 100% 0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	1 100% 0 0%	0 0%
	Policy Physician Services	0 0%	1 8% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0 #REF!	0 0%	0 0%	0 0%	0 0%
	Case Management Services	2 15%	1 8%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Collaboration Care coordination	1 8%	11 85%	23 96%	3 60%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Medications Total:	13 100%	13 100%	24 100%	5 100%	1 100%	1 100% 1 100%	0 0%	0 0%	0 0%	0 0%	0 0%
Physician	Other	6 86%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Collaboration Care coordinatio	0 0%	1 33%	4 80%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy Viral Loads	0 0%	1 33% 1 33%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 #REF!	0 0%	0 0% 0 0%	0 0% 0 0%	0 0%
	Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Case Management Services	1 14%	0 0%	1 20%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

	Introductory Call								0 0%	0 0%	0.0%	00%
Letter	Total:	7 100% 166 11%	<u>3 100%</u>	5 100% 79 6%	0 0% 73 9%	0 0% 52 6%	0 0% 52 5%	0 0% 38 3%	0 0% 36 2%	0 0% 21 1%	0 0% 5 0%	0 0% 19 1%
Members	Case Management Services	44 77%	20 54%	23 61%	26 65%	3 10%	1 6%	0 #REF!	0 0%	0 0%	0 0%	0 0%
	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 #REF!	0 0%	0 0%	0 0%	0 0%
	Other Hospital Services	2 4% 1 2%	0 0%	4 11% 0 0%	4 10% 0 0%	11 38% 0 0%	3 19%	7 24%	25 81% 0 0%	16 80%	0 0%	14 78% 0 0%
	Viral Loads	1 2%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 6%
	Eligibility Collaboration Care Coordination	2 4% 7 12%	0 0% 14 38%	3 8% 3 8%	0 0% 4 10%	6 21% 0 0%	1 6% 1 6%	2 7% 0 0%	2 6% 0 0%	1 5% 0 0%	0 0% 0 0%	2 11% 0 0%
	Ambulance/Transportation	0 0%	1 3%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy Unpaid Claim	0 0%	1 3% 0 0%	4 11% 0 0%	4 10% 0 0%	0 0% 2 7%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%
	Provider Services	0 0%	1 3%	0 0%	1 3%	7 24%	8 50%	20 69%	2 6%	2 10%	0 0%	1 6%
	Adherence Phone Call Follow Up						1 6%	0 0%	1 3% 1 3%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%
	Introductory Call								0 0%	1 5%	0 0%	0 0%
ASO Worker	Total: Eligibility	57 100% 0 0%	37 100% 0 0%	38 100% 3 21%	40 100% 3 30%	29 100% 0 0%	16 100% 0 0%	29 100% 0 0%	31 100% 1 100%	20 100%	0 0%	18 100% 0 0%
	Case Management Services	4 50%	1 50%	7 50%	3 30%	0 0%	5 100%	1 100%	0 0%	0 0%	0 0%	0 0%
	Other Compliance	2 25% 1 13%	0 0% 0 0%	1 7% 0 0%	4 40% 0 0%	0 0% 0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	1 100% 0 0%
	Collaboration Care Coordination	1 13%	1 50%	3 21%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	Total: Other	8 100% 22 29%	2 100% 0 0%	14 100% 0 0%	10 100% 0 0%	0 0%	5 100% 1 50%	1 100% 0 0%	1 100% 0 0%	0 0%	0 0%	1 100% 0 0%
	Ambulance/Transportation	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Physician Services Case Management Services	0 0% 17 22%	0 0% 8 9%	0 0% 4 20%	0 0% 3 75%	0 0% 1 50%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%
	Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Hospital Services Viral Loads	0 0% 2 3%	0 0% 1 1%	0 0% 3 15%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 1 0%
	Provider Services	1 1%	0 0%	1 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Collaboration Care Coordination Eligibility	34 44% 1 1%	80 89% 0 0%	12 60% 0 0%	1 25% 0 0%	0 0% 0 0%	0 0% 1 50%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%
	Pharmacy	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Eligibility Office	Total: Case Management Services	77 100% 0	90 100% 0	20 100% 1 100%	4 100% 1 25%	2 100%	2 100%	0 0%	0 0%	0 0%	0 0%	1 0% 0 0%
• •	Eligibility				3 75%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Nurse	Total: Viral Loads	0 0%	0 0%	1 100% 1 33%	4 100% 3 50%	1 100% 2 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Case Management Services	0 0%	0 0%	0 0%	1 17%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Other Laboratory/X-Ray	0 0%	0 0%	2 67%	2 33%	0 0%	0 0%	0 0% 1 50%	0 0%	0 0%	0 0%	0 0%
	Collaboration Care Coordination	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0% 0 0%
Physician	Total: Viral Loads	1 100% 7 30%	0 0% 3 100%	3 100% 0 0%	6 100% 6 67%	2 100% 10 56%	4 100% 22 88%	2 100% 5 83%	3 100% 0 0%	0 0%	0 0% 1 20%	0 0% 7 100%
	Case Management Services	0 0%	0 0%	1 33%	2 22%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%
	Compliance Policy	0 0	0 0 0	0 0 0	0 0 0	1 6% 1 6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Provider Services	0 0	0 0	0 0	0 0	6 33%	3 12%	1 17%	0 0%	1 100%	4 80%	0 0%
	Eligibility Laboratory/X-Ray	0 0%	0 0%	0 0%	1 11%	0 0%	0 0%	0 0%	0 0% 1 100%	0 0%	0 0%	0 0%
	Other	16 70%	0 0%	2 67%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Total:	23 100%	3 100%	3 100%	9 100%	18 100%	25 100%	6 100%	1 100%	1 100%	5 100%	7 100%
Fax		21 1%	24 1%	34 3%	26 3%	5 1%	7 1%	6 0%	3 0%	5 0%	8 0%	8 0%
Members	Case Management Services Viral Loads	5 100% 0 0%	2 67% 0 0%	4 80% 1 20%	2 67% 1 33%	0 0% 0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%
	Eligibility							1 100%	0 0%	1 0%	0 0%	1 100%
	Provider Services Laboratory/X-ray	0 0%	1 33%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Total:	5 100%	3 100%	5 100%	3 100%	0 0%	1 100%	1 100%	0 0%	1 0%	0 0%	1 100%
ASO Worker	Other	0 0%	0 0%	0 0%	0 0%	1 25%	0 0%	0 0%	0 0%	1 50%	1 20%	2 40%
AGO WORE	Viral Loads	0 0%	0 0%	0 0%	1 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Case Management Services Unpaid Claim	1 100% 0 0%	8 89% 0 0%	7 88% 0 0%	1 25% 0 0%	2 50% 1 25%	3 75% 1 25%	2 50% 2 50%	2 100% 0 0%	0 0% 1 50%	4 80% 0 0%	3 60% 0 0%
	Collaboration Care coordination	0 0%	1 11%	1 13%	2 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Total:	1 100%	9 100%	8 100%	4 100%	4 100%	4 100%	4 100%	2 100%	2 100%	5 100%	5 100%
Other	Case Management Services	4 57%	3 60%	2 15%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Physician Services Family Planning	0 0% 0 0%	0 0% 0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0%
	Other	1 14%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%	0 0%	2 100%	1 50%	0 0%
	Viral Loads Collaboration Care coordination	2 29% 0 0%	1 20% 1 20%	9 69% 1 8%	8 100% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	1 100% 0 0%
	Total:	7 100%	5 100%	13 100%	8 100%	0 0%	0 0%	0 100%	0 0%	2 100%	2 100%	1 100%
Eligibility Office	Case Management Services	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Ligiting Office	Eligibility	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
	Collaboration Care coordination	0 0%	1 100% 1 100%	1 100% 1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Nurse	Physician Services Collaboration Care	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 1 100%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%
	Viral Loads	3 75%	3 75%	5 100%	8 100%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%
	Case Management Services Total:	1 25% 4 100%	1 25% 4 100%	0 0%	0 0% 8 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Physician	Physician Services Eligibility	0 0% 1 25%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%
	Other	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Viral Loads Total:	3 75% 4 100%	2 100% 2 100%	2 100% 2 100%	2 100% 2 100%	1 100% 1 100%	2 100% 2 100%	0 0%	0 0%	0 0%	0 0%	0 0%
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In Person		0	0	0	0	0 0%	0 0%	0 0%	0 0%	0 0%	0	0% 0 0%
Nurse	Physician Services	0	0	0	0	0 0	0 0	0 0%	0 0%	00%	0	0% 0 0%
	Total:	0	0	0	0	0 0	0 0	0 0%	0 0%	0 0%	0	0% 0%
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	Adherence Other	0 0% 3 0%	276 27% 0 0%	325 36% 2 0%	378 38% 15 1%	689 41% 32 2%	815 53% 29 2%	439 28% 51 3%	1378 46% 68 2%	895 33% 164 6%	789 204	34% 692 31% 9% 185 8%
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	Member Survey	8 I 78	25 270	30 376	50 5%	107 1176	00 078	318 21%	1 0%	234 9%	276	12% 253 11%
	Family Planning Hospital Services	1 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 0% 0 0%	1 0% 0 0%	0 0% 0 0%	0	0% 0 0% 0% 0 0%
	Inpatient ER	0 0%	0 0%	0 0%	0 0%	70 4%	29 2%	29 2%	186 6%	326 12%	289	66 3% 13% 296 13%
	Viral Loads Medications	4 1% 0 0%	4 0% 0 0%	11 1% 0 0%	88 9% 0 0%	19 1% 31 2%	0 0%	1 0% 38 2%	2 0% 41 1%	0 0%	1 22	0% 1 0% 1% 55 2%
	Mental Health/Substance Abuse	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 0%	1 0%	5	0% 8 0%
	Ambluance/Transportation Laboratory/X-ray	0 0%	8 1% 1 0%	4 0% 1 0%	4 0% 1 0%	5 0% 0 0%	2 0% 7 0%	3 0% 3 0%	3 0% 0 0%	2 0% 0 0%	2 9	0% 13 1% 0% 7 0%
	Provider Services Collaboration Care coordination	1 0% 1 0%	3 0% 12 1%	1 0% 9 1%	0 0% 2 0%	55 3% 7 0%	19 1% 26 2%	26 2% 16 1%	24 1% 7 0%	8 0% 2 0%	5	0% 3 0% 0% 3 0%
	Pharmacy	31 5%	78 8%	51 6%	19 2%	18 1%	11 1%	13 1%	8 0%	16 1%	4	0% 0 0%
	Policy Unpaid Claim	0 0% 0 0%	5 0% 0 0%	6 1% 0 0%	6 1% 0 0%	1 0% 13 1%	0 0% 8 1%	0 0% 7 0%	0 0% 17 1%	0 0% 45 2%	49	0% 0 0% 2% 30 1%
	Introductory Call Outdated Contact						47 3% 35 2%	129 8% 82 5%	152 5% 304 10%	186 7% 281 10%	146 34	6% 118 5% 1% 40 2%
	Phone Call Follow-up Total:	683 100%	1009 100%	900 100%	1003 100%	1678 100%	32 2% 1550 100%	122 8% 1546 100%	148 5% 2968 100%	64 2% 2690 100%	55 2290	2% 108 5% 100% 2242 100%
ASO Worker	Case Management Services	139 62%	183 61%	112 51%	56 43%	183 75%	340 72%	405 81%	461 70%	269 50%	355	54% 410 63%
	Other Adherence	31 14% 0 0%	0 0% 0 0%	4 2% 0 0%	2 2% 7 5%	0 0% 9 4%	0 0% 36 8%	4 1% 37 7%	7 1% 68 10%	27 5% 94 17%	17 88	3% 23 4% 13% 58 9%
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	Introductory Call Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 0%	4 1% 0 0%	11 2% 0 0%	3	0% 0 0% 0% 0 0%
	Viral Loads	1 0%	5 2%	8 4%	11 9%	3 1%	1 0%	2 0%	0 0%	0 0%	0	0% 0 0%
	ER Inpatient	0 0%	0 0%	0 0%	0 0%	10 4%	15 3%	5 1%	25 4%	48 9%	48	7% 56 9% 2 0%
	Laboratory/X-ray Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	2 0% 0% 0 0%
	Hospital Services Phone Call Follow-up	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 7 1%	0 0% 6 1%	0 0% 0 0%	0	0% 0 0% 0% 2 0%
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	Ambulance/Transportation	1 0% 0 0%	0 0% 0 0%	0 0%	0 0%	0 0%	1 0%	2 0%	0 0%	1 0%	0	0% 4 1%
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	Pharmacy Unpaid Claim	22 10% 0 0%	34 11% 0 0%	24 11% 0 0%	6 5% 0 0%	2 1% 2 1%	1 0% 1 0%	1 0% 1 0%	0 0% 0 0%	0 0% 2 0%	0	0% 0 0% 0% 0 0%
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	Medications						1 0%	1 0%	1 0%	0 0%	1	0% 4 1%
Other	Total: Case Management Services	225 100% 140 49%	302 100% 98 32%	220 100% 83 29%	129 100% 38 26%	244 100% 2 3%	469 100% 8 6%	499 100% 1 1%	658 100% 0 0%	2 1%	2	100% 654 100% 0% 4 1%
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	Hospital Services Family Planning	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0% 0 0% 0% 0 0%
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	Policy MentalHealth/Substance Abuse	1 0% 0 0%	6 2% 2 1%	7 2% 0 0%	2 1% 0 0%	0 0% 0 0%	0 0%	2 1% 0 0%	0 0%	0 0% 6 2%	0	0% 0 0% 0% 2 1%
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	Eligibility Case Management Services	25 29% 42 49%	40 24% 86 51%	30 25% 70 58%	36 35% 62 60%	189 98% 2 1%	162 98% 1 1%	198 99% 0 0%	375 99% 0 0%	331 100% 0 0%		% 393 99% % 0 0%
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Nurse	Total Case Management Services	86 100% 5 56%	170 100% 0 0%	120 100% 0 0%	103 100% 0 0%	192 100% 0 0%	165 100% 1 50%	199 100% 0 0%	377 100% 0 0%	332 100% 0 0%	388 100	% <u>395 100%</u> % 1 50%
	Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
	Other Collaboration Care coordination	3 33% 1 11%	0 0% 10 83%	2 9% 20 91%	0 0% 4 36%	1 100% 0 0%	0 0% 1 50%	0 0% 0 0%	0 0%	1 100% 0 0%		% 1 50% % 0 0%
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1 Hybiolait	Physician Services	1 11%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
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	Total	9 100%	3 100%	4 100%	1 100%	2 100%	0 0%	0 0%	1 100%	0 0%		% 0 0% % 0 0%
Letter		125 6%	107 4%	160 7%	293 14%	196 7%	153 6%	111 4%	346 7%	330 7%	311 7	% 263 6%
Member	Case Management Services	62 81%	36 75%	56 58%	83 59%	12 7%	2 1%	1 1%	0 0%	0 0%		% 1 0%
	Other Viral Loads	6 8% 0 0%	0 0%	24 25% 2 2%	2 1% 15 11%	26 15% 1 1%	5 3% 0 0%	24 23% 0 0%	104 31% 0 0%	82 25% 0 0%	96 31 0 0	% 101 39% % 0 0%
	Adherence Medications	0 0%	0 0%	0 0%	12 9%	2 1%	6 4%	0 0% 2 2%	3 1% 0 0%	0 0% 1 0%		% 1 0% % 0 0%
	Outdated Contact							1 1%	1 0%	0 0%	0 0	% 0 0%
	Member Survey Compliance	3 4%	2 4%	4 4%	2 1%	0 0%	0 0%	1 1% 0 0%	0 0%	0 0%		% 0 0% % 0 0%
	Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
	Mental Health/ Substance Abuse Eligibility	0 0%	0 0% 2 4%	0 0% 3 3%	0 0% 3 2%	0 0% 11 6%	0 0% 2 1%	0 0%	0 0% 6 2%	0 0% 0 0%		% 0 0% % 1 0%
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	Policy	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
	Provider Services Collaboration Care coordination	0 0% 3 4%	0 0%	1 1% 1 1%	18 13% 3 2%	32 19% 2 1%	18 12% 0 0%	6 6% 0 0%	9 3% 0 0%	0 0%		% 0 0% % 0 0%
	Pharmacy	2 3%	8 17%	5 5%	3 2%	3 2%	14 10%	0 0%	1 0%	0 0%	0 0	% 2 1%
	Introductory Call Phone Call Follow-up						1 1% 62 42%	0 0% 70 66%	2 1% 212 63%	1 0% 243 74%	211 68	
	Total:	77 100%	48 100%	96 100%	141 100%	170 100%	146 100%	106 100%	338 100%	327 100%	309 100	
ASO Worker	Case Management Services	1 17%	2 20%	7 41%	9 56%	0 0%	1 100%	3 100%	2 40%	0 0%		% 0 0%
	Eligibility Other	0 0% 3 50%	0 0%	1 6% 4 24%	1 6% 1 6%	0 0%	0 0%	0 0% 0 0%	1 20% 2 40%	0 0%	1 100	% 1 100%
	Collaboration Care coordination Total:	2 33% 6 100%	8 80% 10 100%	5 29% 17 100%	5 31% 16 100%	0 0%	0 0%	0 0% 3 100%	0 0%	0 0%	0 0	% 0 0% % 1 100%
Other	Other Case Management Services	6 43% 6 43%	0 0%	5 33% 3 20%	2 11% 3 17%	1 25% 0 0%	0 0%	0 0%	1 100% 0 0%	3 100% 0 0%	1 100	% 1 100% % 0 0%
	Hospital Services Collaboration Care coordination	0 0%	0 0%	0 0% 4 27%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
	Eligibility	1 7% 1 7%	5 63% 0 0%	0 0%	2 11% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
	Adherence Compliance	0 0%	1 13% 1 13%	0 0%	1 6% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%		% 0 0% % 0 0%
	Unpaid Claim	0 0%	0 0%	0 0%	0 0%	3 75%	0 0%	0 0%	0 0%	0 0%	0	% 0 0%
	Viral Loads Total:	0 0%	1 13% 8 100%	3 20% 15 100%	10 56% 18 100%	0 0% 4 100%	0 0%	0 0% 1 100%	0 0%	0 0%	1 100	% 0 0% % 1 100%
Eligibility Office	Case Management Services	7 41%	25 66%	16 64%	7 64%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0	% 0 0%
• •			0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0%	0 0	% 0 0%
	Other	1 6%							1 100%	0 0%	0 (% 0 0%
		5 29% 4 24%	2 5% 10 26%	4 16% 5 20%	4 36% 0 0%	2 100% 0 0%		0 0%	0 0%		0 0	% 0 0%
	Other Eligibility Collaboration Care coordination Policy	5 29% 4 24% 0 0%	2 5% 10 26% 1 3%	5 20% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0% 0 0%	0 0	% 0 0%
Nurse	Other Eligibility Collaboration Care coordination Policy Totat:	5 29% 4 24% 0 0% 17 100%	2 5% 10 26% 1 3% 38 100%	5 20% 0 0% 25 100%	0 0% 0 0% 11 100%	0 0% 0 0% 2 100%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 1 100%	0 0% 0 0% 0 0%	0 0	% 0 0% % 0 0%
Nurse	Other Eligibility Collaboration Care coordination Policy	5 29% 4 24% 0 0% 17 100% 0 0% 0 0%	2 5% 10 26% 1 3% 38 100% 0 0.00% 0 0.00%	5 20% 0 0% 25 100% 2 67% 0 0%	0 0% 0 0% 11 100% 2 22% 0 0%	0 0% 0 0% 2 100% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 100% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0%		% 0 0% % 0 0% % 0 0%
Nurse	Other Eligibility Gelaboration Care coordination Policy Total: Case Management Services Hospital Services Viral Loads	5 29% 4 24% 0 0% 17 100% 0 0% 0 0%	2 5% 10 26% 1 3% 38 100% 0 0.00% 0 0.00% 0 0.00%	5 20% 0 0% 25 100% 2 67% 0 0% 0 0%	0 0% 0 0% 11 100% 2 22% 0 0% 6 67%	0 0% 0 0% 2 100% 0 0% 0 0% 3 100%	0 0% 0 0% 0 0% 0 0% 1 100%	0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0%	0 0 0 0 0 0 0 0 0 0 0 0	% 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0%
Nurse	Other Eligibility Collaboration Care coordination Policy Total: Case Management Services Hospital Services Viral Loads Medications Other	5 29% 4 24% 0 0% 17 00% 0 0% 0 0% 0 0% 1 100%	2 5% 10 28% 1 3% 38 100% 0 0.00% 0 0.00% 0 0.00% 0 0.00%	5 20% 0 0% 25 10% 2 67% 0 0% 0 0% 1 33%	0 0% 0 0% 11 100% 2 22% 0 0% 6 67% 1 11% 0 0%	0 0% 0 0% 2 100% 0 0% 3 100% 0 0%	0 0% 0 0% 0 0% 0 0% 1 100% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%		% 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0%
	Other Eligibility Collaboration Care coordination Policy Total: Case Management Services Hospital Services Viral Lodds Medications Other Total:	5 29% 4 24% 0 0% 17 100% 0 0% 0 0% 0 0% 0 0% 1 100% 1 100%	2 5% 10 26% 1 3% 3 100% 0 .00% 0 .00% 0 .00% 0 .00% 0 .00% 0 .00% 0 .00% 0 .00%	5 20% 0 0% 25 100% 2 67% 0 0% 0 0% 0 0% 1 33% 3 10%	0 0% 0 0% 11 100% 2 22% 0 0% 6 67% 1 11% 0 0% 9 100%	0 0% 0 0% 2 100% 0 0% 3 100% 0 0% 0 0% 3 100%	0 0% 0 0% 0 0% 1 0% 0 0% 1 10% 0 0% 1 10%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%		% 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0%
Nurse Physician	Other Eligibility Collaboration Care coordination Poloy Total: Case Management Services Hospital Services Viral Loads Other Total: Viral Loads	5 29% 4 24% 0 0% 17 100% 0 0% 0 0% 0 0% 1 100% 1 100%	2 5% 10 26% 1 3% 38 100% 0 0.00% 0 0.00% 0 0.00% 0 0.00% 0 0.00% 2 67%	5 20% 0 9% 25 100% 2 67% 0 0% 0 0% 1 33% 3 100% 1 25%	0 0% 0 0% 11 100% 2 22% 0 0% 6 67% 1 11% 0 0% 9 100% 83 85%	0 0% 0 0% 2 100% 0 0% 3 100% 0 0% 0 0% 15 88%	0 0% 0 0% 0 0% 0 0% 1 100% 0 0% 0 0% 1 100% 5 100%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 1 100%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%		% 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0%
	Other Eligibility Collaboration Care coordination Policy Total: Case Management Services Hospital Services Viral Loads Other Total: Viral Loads Case Management Services Provider Services	5 29% 4 24% 0 0% 17 100% 0 0% 0 0% 0 0% 1 100% 1 100% 1 100%	2 5% 10 26% 1 3% 38 100% 0 0.00% 0 0.00% 0 0.00% 0 0.00% 2 67% 0 0%	5 20% 0 0% 25 100% 2 67% 0 0% 0 0% 0 0% 1 33% 3 100% 1 25% 3 75% 0 0%	0 0% 0 0% 11 100% 2 22% 0 0% 6 67% 1 11% 0 0% 9 100% 83 85% 9 9% 5 5%	0 0% 0 0% 2 100% 0 0% 3 100% 0 0% 3 100% 15 88% 0 0% 1 6%	0 0% 0 0% 0 0% 1 100% 0 0% 1 100% 5 100% 5 100% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 1 100% 1 100%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0% 0 0	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%		% 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0%
	Other Eligibility Callaboration Care coordination Policy Total: Case Management Services Hospital Services Viral Loads Other Total: Viral Loads Case Management Services	5 29% 4 24% 0 0% 17 100% 0 0% 0 0% 0 0% 1 100% 1 100% 3 30% 0 0%	2 5% 10 26% 1 3% 3 100% 0 0.00% 0 0.00% 0 0.00% 0 0.00% 0 0.00% 0 0.00% 2 67% 0 0.0%	5 20% 0 0% 25 100% 2 67% 0 0% 0 0% 1 33% 3 100% 1 25% 3 75%	0 0% 0 0% 11 100% 2 22% 0 0% 6 67% 1 11% 0 0% 9 100% 83 85% 9 9%	0 0% 0 0% 2 100% 0 0% 3 100% 0 0% 3 100% 15 88% 0 0%	0 0% 0 0% 0 0% 0 0% 1 100% 0 0% 1 100% 0 0% 1 100% 5 10% 0 0%	0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 100% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	0 0%, 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%		% 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0% % 0 0%

	Collaboration Care coordination	1 10%	1 33%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Total:	10 100%	3 100%	4 100%	98 100%	17 100%	5 100%	1 100%	1 100%	0 0%	0	0%	0 0%
											•		
Fax		26 1%	17 1%	29 1%	20 1%	4 <0%	2 0%	1 0%	1 0%	2 0%	2	0%	3 0%
Member	Eligibilty	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Other	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0%	1	100%	1 100%
	Case Management Services	1 100%	1 100%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Adherence								1 100%	0 0%	0	0%	0 0%
	Total:	1 100%	1 100%	0 0%	2 100%	0 0%	0 0%	0 0%	1 100%	0 0%	1	100%	1 100%
ASO Worker	Case Management Services	0 0%	1 100%	1 100%	1 33%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0%
	Other	0 0%	0 0%	0 0%	2 67%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0%
	Total:	0 0%	1 100%	1 100%	3 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0%
									2				
Other	Other	1 17%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Collaboration Care coordination Physician Services	0 0%	4 50% 0 0%	2 15% 0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0	0% 0%	0 0%
	Case Management Services	2 33%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Ambulance/Transportation	0 0%	0 0%	0 0%	1 20%	0 0%	0 0%	0 0%	0 0%	0 0%	ů 0	0%	0 0%
	Eligibility	2 33%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	ů 0	0%	0 0%
	Family Planning	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Viral Loads	1 17%	4 50%	11 85%	4 80%	0 0%	1 50%	0 0%	0 0%	0 0%	0	0%	0 0%
	Provider Services						1 50%	0 0%	0 0%	0 0%	0	0%	0 0%
	Total:	6 100%	8 100%	13 100%	5 100%	0 0%	2 100%	1 100%	0 0%	0 0%	0	0%	0 0%
Eligibility Office	Eligibilty	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	2 100%	1	100%	0 0%
5. 7	Case Management Services	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Collaboration Care coordinatio	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Total:	1 100%	1 100%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	2 100%	1	100%	0 0%
Nurse	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Case Management Services	1 13%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Provider Services	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Policy	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Eligibility	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Viral Loads	6 75%	4 100%	10 91%	7 88%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Total:	8 100%	4 100%	11 100%	8 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
Physician	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Viral Loads	7 70%	2 100%	3 75%	2 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Case Management Services	1 10%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Eligibility	1 10%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	1 100%
	Other	1 10%	0 0%	1 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0 0%
	Total:	10 100%	2 100%	4 100%	2 100%	1 100%	0 0%	0 0%	0 0%	0 0%	0	0%	1 100%
TOTAL CONT		3532 ####	4528 ####	3494 ####	2910 100%	3587 100%	3679 100%	4211 100%	6552 100%	6059 100%	6408	100%	6383 100%

Attachment N Nurse Coordinator Complaint Log Demonstration Year 14

Complaint	Date Contacted	Message	Туре	Contact Note	Disposition	Resolution	Date of
ID		Туре					Resolution
						Nurse Coordinator sent the member complaint to	
						the transportation unit at MaineCare. This unit	
				Member called to report that he is unhappy with one of the State's transportation		outreached and worked directly with the broker to	
				brokers because on separate occasions, the drivers have no showed, been late to		address, resolve and respond to the member's	
56012	5/18/2016	Incoming	Call	get him, or showed up with a flat tire.		concerns.	5/18/2016

Special Benefits Project: Annual Reports For SFY 2013 Attachment K. Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Claims and Users Data Source: MIDSS-MMS Fast Claims Header, Pauli Claim Ling. Pulled Via Service Start Date (07/01/2002 to 12/31/2013)

		Den	monstration 1	ear 01			Demonstration	Year 02			Demonstratio	ion Year 03			Den	constration Year	04		Der	onstration Yes	ar 05		Demonst	ration Year 05			Demonatrati	on Year 07			Demonstration 1	lear 06			Den	nonstration Year	r 09			Dem	enstration Year 1	10			Demonstration	Year 11			Demonstrat	ion Year 12				Demonstration	n Year 13			Demor	stration Year 14	14	
	Demonstra	ration Enrole	lees M	edicald Member	r' De	emonstration	Incolees A	edicald Member	s" De	nonstration Ex	rrollees	Medicald	Members'	Demonst	ration Enrolle	es Medi	cald Members'	Den	onstration Enrols	ns Med	icald Members'	Demos	stration Enrollees	Medicald	d Members'	Demonstration I	Enrolees	Medicald Mem	ibers'	Demonstration	Errolees	Medicaid I	Members'	Demo	natration Errolle	165	Nedicald Merr	sbers'	Demons	stration Enrolles	s Med	icaid Members'		Demonstration En	rollees	Medicald Member	's' (Demonstration I	Enrolees	Medica	id Members'		Demonstration E	Incleas	Medicald M	lembers"	Demon	nstration Enrollees		Nedicald Member	es'
Distinct Members	122			200		158		336		203		344		256		23	6	2	4	3	26	349		210		353		325		400		3	83		475		395			502		359		54		32	9		530		375			544		205		536			200
Name	Users U	Users (%)	Claims 1	Isers Users (%	Claims U	Isers Users (S) Claims	Jasera Usera Cli) Claims Us	ers Users (%	() Claims	Users	Jaers (%) Ct	aims Users	Users (%)	Claims Use	users (%)	Claims Use	es Users (%)	Claims Use	ers Users (%)	Claims Users	Users (%) Clair	ns Users	Users (%) Claim	s Users Users ((5) Claims	Users User	s (%) Claims	Users	Users (%) Claim	us Users	Users (%)	Claims U	uers Users (*	%) Claims	Users	Users (%) Cla	Jaims Users	u Users (%)	Claims U	uers Users O	Claims	Users Users	(%) Claims	Users Users	(%) Claims	Users U	Users (%)	Claims Use	rs Users Ch	() Claims	Users U	ares (%) Cla	ains Users	Users (%)	Claims Use	ers Users (%)	Claims	Users Us	Jaers (%) Cir
Emergency Room Visits		6.02%	11	65 22.575	123	15 9.40	05 23	80 23,812	203	30 14,781	5 3	52 922	22.65%	240 33	11.07%	74 8	6 25.01%	207	13.60%	102	59 18.10%	219 61	17.48%	147 83	25.10% 220	83 23.51	15 2	37 103 21.	.02% 252	102	25.50%	341 1	15 30.00%	405	152 32.0	0% 528	0 175	44.30%	622 14	45 29.00%	371	163 45.40	06 435	100 34.3	31% 459	177 53.	90% 484	151	28.49%	320	164 43.72	0% 490	133	24.45%	266 173	3 44.59%	504	198 36.94%	447	178	45.00%
Physician Visits	76	\$7.14%	673	173 60.075	1.901	98 62.00	05 067	206 61,312	2.471	130 64.041	5	121 201	87.50% 2	1.005 200	69.00%	1250 30	2 89.32%	1.222 2	10 72.09%	1739 2	56 78,53%	2.644 260	74.50%	1974 272	15.52% 3.771	280 79.30	25 21	01 282 85	.77% 3.255	326	81.50% 2	175 2	16 02.50%	2,929	390 82.1	1% 3.497	7 264	92,15%	4.650 40	04 80.48%	3.587	312 86.91	% 4,041	466 85.0	6,879	314 95	73% 5,877	444	83.77%	1,615	362 96.53	7% 3,631	450	82.72%	2,832 363	5 94.07%	3,208	454 84.70%	1,393	305	79.30%
General Inpatient Services	11	8.27%	24	41 14.245	78	15 9.40	ni 39	50 14.885	133	12 5.911	× 3	25 58	16.80%	154 17	5.70%	33 4	7 13.91%	110	18 5.23%	45	52 15.95%	108 21	6.02%	46 52	16.35% 157	16 4.53	15	34 45 54	15% 139	25	6.25%	41	47 12.27%	87	47 9.8	9% 95	63 63	15.95%	123 4	48 9.50%	77	48 13.37	× 88	71 12.1	90% 105	57 17.	38% 92	43	8.11%	54	66 17.60	ni 120	44	8.09%	80 6	15.72%	117	55 10.20%	116	54	14.43%
Ingatient Dehavioral Health Services	0	0.00%	0	0 0.002	0	0 0.00	05 O	0 0.002	0	0 0.001	5	0 4	1.10%	23 0	0.00%	0	4 1.10%	15	1 0.29%	3	0 0.00%	0 0	0.00%	0 0	0.00%	0.00	2%	0 0 0.	.00% 0	0	0.00%	0	1 0.20%	1	0 0.0	0% 0	0 1	0.25%	2	0 0.02%	0	0 0.00	rs 0	0 0.0	00% 0	0 0	00% 0	0	0.00%	0	3 0.80	o⊊ 6	1	0.18%	5 3	3 0.77%	3	1 0.19%	1	3	0.77%

Name in which we do not work of the impact o

Special Benefits Project: Annual Reports For Demonstration Year 13 Attachment L: Deceased

	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14
Demonstration Enrollees	3	2	3	0	5	6	2	4	8	4	10	5	6	3
Medicaid Members	12	9	14	11	13	17	6	5	10	7	5	3	6	9
Total	15	11	17	11	18	23	8	9	18	11	15	8	12	12

Special Benefits Project: Annual Reports For Demonstration Year 14 Attachment M: Disenrollment Tracking for Demonstration Group

Summary	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14
Deceased	3	3	3	4	3	6	2	4	8	4	10	8	6	3
Moved to Full MaineCare	8	14	7	24	12	13	16	17	17	16	11	7	10	19
Re-enrolled in 5B	3	2	3	3	8	21	17	9	25	11	26	12	13	19
Moved out of state*	1	1	3	5	14	15	5	5						
Not enrolled in MaineCare	5	15	9	10	11	28	30	41	39	48	78	65	70	66
Total	20	35	16	19	48	83	70	76	89	79	125	92	99	108

*As of DY09 we no longer have the ability to track members who moved out of state.

Top 10 Diagnosis Codes for Hospitalization-Demonstration Enrollees

Code	Description	Claims	Clients
Z5111	Z5111 Encounter for antineoplastic chemotherapy	9	5
l214	I214 Non-ST elevation (NSTEMI) myocardial infarction	7	4
B20	B20 Human immunodeficiency virus [HIV] disease	5	3
F314	F314 Bipolar disord, current episode depressed, severe,	5	3
15023	I5023 Acute on chronic systolic (congestive) heart failure	4	2
A419	A419 Sepsis, unspecified organism	3	2
125110	I25110 ASHD of native coronary artery with unstable and	3	2
J441	J441 Chronic obstructive pulmonary disease with (acute	3	2
E1010	E1010 Type 1 diabetes mellitus with ketoacidosis without	3	2
16521	I6521 Occlusion and stenosis of right carotid artery	2	2

Top 10 Diagnosis Codes for Hospitalization - MaineCare(Medicaid) Members

Code	Description	Claims	Clients
A419	A419 Sepsis, unspecified organism	9	9
Z5111	Z5111 Encounter for antineoplastic chemotherapy	6	5
B20	B20 Human immunodeficiency virus [HIV] disease	5	4
15023	I5023 Acute on chronic systolic (congestive) heart failur	5	4
F332	F332 Major depressive disorder, recurrent severe witho	4	3
l214	I214 Non-ST elevation (NSTEMI) myocardial infarction	4	2
J189	J189 Pneumonia, unspec organism	4	2
T8744	T8744 Infection of amputation stump, left lower extremi	3	1
A047	A047 Enterocolitis due to Clostridium difficile	2	1
A4101	A4101 Sepsis due to Methicillin susceptible Staphylococc	2	1

*Previously hospitalizations were determined using category of service. As of SFY 2011 hopitilizations are determined using diagnosis admit UB, the admitting diagnosis on a facility claim record.

Special Benefits Walver: Annual Reports For Demonstration Year 13 Attachment H: Number of Distinct MaineCare ID's and Claims For Womens HealthCare Data Source: MMDSB- MMS SPeci Claims Healen, Puldel Via Service Start Date (07/01/2002 to 12/31/2013)

	Demonst	onstration Year 1		Demonstratio	tration Year 2	Demonstration Yes	urð .	Demonstration Y	lear 4	Demonstration Y	ear S	Demonstration	Year 6	Demonstration Year		Demonstration	fear B	Demonstration Year	9	Demonstration Y	fear 10	Demonstration Year 11		Demonstration Ye	ear 12	Demonstration Year 1	1	Demonstration 1	14
	Demonstration Enrolled	rolees Me	Medicaid Members	Demonstration Enrollees	es Medicaid Members	Demonstration Enrolees	Medicaid Members	Demonstration Enrollees	Medicald Members	Demonstration Enrollees	Medicaid Members	Demonstration Enrollees	Medicaid Members	Demonstration Enrollees	Medicaid Nembers	Demonstration Enrollees	Verian B Medicald Members 122 Salina Users Users (%) Claims	Demonstration Enrollees	Medicaid Members	Demonstration Enrolees	Medicald Members	Demonstration Enrollees	Medicaid Members	Demonstration Enrolees	Medicaid Members	Demonstration Enrollees	Medicald Members	Demonstration Enrollees	Medicaid Members
Distinct Women 19 years and Over	10	0	86	9	8	16	94	28	106	21	923	24	922	29	107	46	122	52	125	58	126	68	114	22	927	54	927	57	108
Description Cervical & Vaginal Scenerings	Users Users (%)	Claims U	Users Users (%) Claim	is Users Users (%) Cla	Claims Users (%) Claim	ns Users Users (%) Claims	Users Users (%) Clair	ms Users Users (%) Claims	Users Users (%) Cisi	ms Users Users (%) Claims	Users Users (%) Cla	ins Users Users (N) Claims	Users Users (%) Claim	a Usera Usera (%) Claim	users Users (%) Claim	s Users Users (%)	Claims Users Users (%) Claims	Users Users (%) Claim	us Users Users (%) Claim	ms Users Users (%) C	Claims Users Users (%) Cla	ins Users Users(%) Claims	Users Users(%) Claims	Users Users(%) C	lains Users Users (N)	Claims Users Users (%) Claime	Users Users (%) Claim	Users Users (%) C	ms Users Users (%) Cibims
Cervical & Vaginal Screenings	1 10%	1	22 28% 4	6 2 22%	3 24 25%	25 3 19%	3 40 43% 4	64 2 7% 2	2 29 27%	37 13 42%	54 40 29%	46 11 32%	14 23 22% 24	6 15%	8 25 22%	45 15 22%	21 35 29%	2 13 25%	18 29 21%	73 13 22%	18 28 22%	45 20 29% 3	6 26 23% 3	9 22 40%	34 51 489	04 15 30%	40 37%	19 25 44%	52 42 39% 71
Mammooraphy"	1 52%	1	12 54% 1	5 1 11%	1 19 20%	22 4 25%	4 10 19%	25 1 4% 1	22 20%	50 7 22%	92 9 9%	13 7 21%	9 21 21% 21	9 8 21%	8 20 21%	24 4 9%	4 25 20%	4 14 27%	29 36 29%	24 16 29%	25 41 22%	0) 24 25% 6	4 29 25% 7	0 21 28%	49 41 289	91 11 20%	3 245	20 25%	42 28 26% 68
	Demonal	constration Year 1		Demonstrati	tration Year 2	Demonstration Yes	r 3	Demonstration Y	fear 4	Demonstration Y	ear S	Demonstration 1	Year 6	Demonstration Year		Demonstration	fear B	Demonstration Year	9	Demonstration 1	fear 10	Demonstration Year 11		Demonstration W	ear 12	Demonstration Year 1	3	Demonstration 1	r 54
	Demonstration Enroller	ronstration Year 1 rollees No	MaineCare	Demonstratio	es Medicaid Members	Demonstration Yes	r 2 Nedicaid Nembers	Demonstration Y	ear 4 Medicaid Members	Demonstration Y	ear 5 Medicaid Members	Demonstration Demonstration Enrolless	Year 6 Nedicaid Members	Demonstration Year Demonstration Enrollees	Medicaid Members	Demonstration	fear 8 Medicaid Members	Demonstration Year Demonstration Enrolees	9 Medicaid Members	Demonstration 1	fear 10 Medicaid Members	Demonstration Year 11 Demonstration Enrollees	Medicaid Members	Demonstration Ye Demonstration Enrolees	ear 12 Nedicaid Members	Demonstration Year 1 Demonstration Enrollees	Medicaid Members	Demonstration T	r 14 Medicald Members
Distinct Women 40 years and Over	Demonstration Enroller 6	ronstration Year 1 rollees Ma	MaineCare 46	Demonstratio Demonstration Enrollees 7	tration Year 2 es Medicaid Members 53	Demonstration Yes Demonstration Enroleses 12	Medicaid Members	Demonstration Y Demonstration Enrollees 23	lear 4 Medicaid Members 60	Demonstration Y Demonstration Enrolees 24	Nedicaid Nembers	Demonstration Demonstration Errollees 23	Year 6 Nedicaid Members 60	Demonstration Year Demonstration Enrolless 27	Medicaid Members	Demonstration Demonstration Enrollees 21	Medicaid Members	Demonstration Year Demonstration Enrolless 20	9 Medicaid Members 81	Demonstration 1 Demonstration Enroleess 20	fear 10 Medicaid Members 81	Demonstration Year 11 Demonstration Enrollees 52	Medicaid Members 81	Demonstration Ye Demonstration Enrolees 43	ear 12 Medicaid Members 74	Demonstration Year 1 Demonstration Enrollees 47	Medicaid Members 83	Demonstration T Demonstration Enrolees 45	r 14 Medicald Members 81
Distinct Women 40 years and Over Description	Demonstration Erroller G Users Users (%)	constration Year 1 rollees Ma Claims U	MaineCare 46 Users Users (%) Claim	Demonstratio Demonstration Ennoilees 7 s Users Users (%) Cla	tration Year 2 es Medicaid Members 53 Claims Users (h) Clai	Demonstration Yes Demonstration Enrolless 12 ma Users (%) Chima	17.2 Medicaid Members 57 Users Users (%) Ctain	Demonstration Y Demonstration Enrolees 22 ms Users Users (%) Claims	Gar 4 Medicaid Members GB Users Users (%) Clai	Demonstration Y Demonstration Enrolees 24 res Users (%) Claims	Nedicaid Members 66 Usars Usars (1) Cit	Demonstration Tropless 23 ins Users Users (%) Claims	Year 6 Medicaid Members 60 Users Users (%) Claim	Demonstration Year Demonstration Errollees 27 4 Users Users (%) Ctain	Medicaid Members 65 s Users Users (%) Claim	Demonstration Demonstration Enrolless 21 a Users Users (1)	Ver 8 Medicald Members 80 Zlains Users Users (14) Clains	Demonstration Year Demonstration Errollees 20 Users Users (10 Ctain	9 Medicaid Members 81 15 Users Users (%) Chile	Demonstration 1 Demonstration Encodees 20 ms Users Users (%) 0	fear 10 Medicaid Members 81 Zbins Users Users (k) Cla	Demonstration Year 11 Demonstration Enrolees 52 ins Users Users (%) Claims	Britan Members B1 Users Users(%) Claims	Demonstration Ye Demonstration Enrollees 43 Users Users (Ye) O	aar 12 Wedicaid Members 74 Jaims Users Users (15	Demonstration Year 1 Demonstration Enrollees 47 Claims Users Users (h) Claims	Medicaid Members 83 Users: Users (%) Claim	Demonstration 1 Demonstration Enrollees 45 Users Users (%) 0	r 54 Modicaid Members B1 ma Users Users (h) Chims
Distinct Women 40 years and Over	Demonstration Enroller 6	rolees No	MaiseCare 46	Demonstration Demonstration Ennollees 7	tration Year 2 es Medicaid Members 53	Demonstration Yes Demonstration Enrolees 12	Medicaid Members	Demonstration Y Demonstration Envolves 23	aar 4 Medicaid Members 60	Demonstration Y Demonstration Enrolless 24	ear 5 Medicaid Members 66	Demonstration Demonstration Enrolses 23	Year 6 Medicaid Members 60	Demonstration Year Demonstration Enrollees 27	Medicaid Members 65	Demonstration Demonstration Enrollees 21	fear 8 Medicaid Members 80	Demonstration Year Demonstration Enrollees 20	9 Medicaid Members 01	Demonstration 1 Demonstration Enrolees 20	fear 10 Medicaid Members 01	Demonstration Year 11 Demonstration Enrolees 52	Medicaid Members 01	Demonstration Ye Demonstration Enrollees 43	ear 12 Medicaid Members 74	Demonstration Year 1 Demonstration Encodees 47	Medicaid Members	Cemonatration * Demonatration Enrollees 45	r 14 Medicaid Membe

*Members from hild Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members enclied in and claims paid by other Walvers. Therefore, evolvenet and number of claims much a labelsh historic concerned to CME Prancial records.

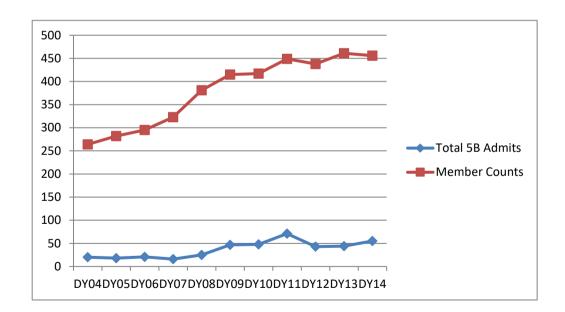
Soecial Benefits Proiect: Annual Reports Demonstration Year 11 Attachment G: Number of Distinct MainsCare ID's and Claims with Opportunistic Infection Diagnosis Data Source: MIMDSS- MMS Said Claims Header, Pulide Via Service Start Date (07/01/2002 to 12/31/2014)

	0	staatlan Year I		Description	Xee 3	Deservation	then Your 3	1	Demonstrative Ver		Deere	mainaitee Vera f	Dura	and address Marrie &	Description	Yess 7		Descention line Ve				Demonstration Year 9			Demonstration Year 10		Demonstration			Demonstration Year 13		Demonstration 1	han 84
	Conterna			Contraction and the		Contenting	101 100 2		Consentitution re-		Cents		Louis .		Central and			CHICAGO IN INC.									Concern Alex			Contention and the 12		Control to a local distance of the	
	Demonstration Enrollee	Noticald M	ambers Demonstr	tion Enrollees	Medicaid Members	Demonstration Errolees	Medicaid Memb	Demons	nstration Errolees	Medicaid Members	Demonstration Enro	Nedicald Members	Demonstration Error	blees Medicaid Member	rs Demonstration Enrollees	Medicaid Members	Demonstra	tion Enrollees	Nedicaid Men	mbers	Demonstration	Errolees	Medicaid Members		Demonstration Enrollees	Nedicald Members	Demonstration Enrollees	Nedicald Membr	073	Demonstration Enrollees	Medicaid Membera	Demonstration Enrollees	Nedicald Members
Distinct Nembers	133		205	158	336	203	344		298	238	344	326	349	318	353	325		400		202		475	2	2	502	359	525		375	544	301	536	305
Infection	Users Users (%) C	Claims Users Use	rs (%) Claims Users Us	ers (%) Claims	Users Users (%) Claims	Users Users (%) Clair	na Usera Usera (%	Claims Users	Users (%) Claims	Users Users (%) Ci	ainst Users Users (%)	Claims Users Users PC Claims	ime Users Users (%)	Claims Users Users (5	() Claims Users Users (%) Claims	Users Users (%)	Claims Users	Users (%) Ob	aims Users	Users (%) Claim	s Users U	Users (%) Claims	Users User	s (%) Claims	Users Users (%) Claims	Users Users (%) Claims	Users Users (%) 4	aires Usons U	Users (%) Claims	Users	Users (%) Claims Users Users (%) Cla	ms Users Users (%) C	taims Users Users (%) Claims
Actinomycosis	0 0.00%	0 0 0	00% 0 0	0.02% 0	0 0.00% 0	0 0.00%	0 0 0.00%	6 0 0	0.00% 0	0 0.00%	0 0.00%	0 0 0.00%	0 0.00%	0 0 0.00	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0 0.00%	0 1 0.19%	2 1	0.27%		0 0.00% 0 1 0.25%	1 0 0.00%	0 0.00%
Burkitts Lymphomas	0 0.00%	0 0 0	00% 0	0.00% 0	0 0.00% 0	0 0.00%	0 1 0.29%	< 19 O	0.00% 0	0 0.00%	0 0.00%	0 0 0.00%	0 1 0.29%	11 0 0.007		0 0 0.00%	0	0.00%	0 0	0.00%	0 2	0.43%	1 0	125% 129	3 0.60%	51 1 0.28%	25 3 0.57%	13 1	0.27% 1		3 0.55% 11 0.00%	3 0.50%	11 0.00%
Candidasia	6 4.51%	12 42 14	58% 86 10	6.32% 25	46 13.69% 103	7 3.45%	9 40 11.63%	6 70 6	2.01% 14	24 7.12%	52 8 2.32%	13 25 7.90%	49 7 2.01%	8 20 7.22	5 47 2 0.575	3 6 1.65%	14 0	2.00%	15 22	5.74%	40 2	0.64%	3 0	1.76% 12	7 1.42%	8 6 1.67%	12 3 0.57%	5 10	2.67% 1		7 1.29% 15 5 1.29%	12 4 0.75%	4 3 0.77% 12
Coccidentycosis	0 0.00%	0 0 0	00% 0 0	0.02% 0	0 0.00% 0	1 0.49%	1 0 0.00%	6 0 0	0.00% 0	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 1 0.31	5 0 0.00%	0 1 0.31%	1 0	0.00%	0 1	0.20%	2 0	0.00%	0 0	0.00%	0 0.00%	0 0 0.00%	0 0 0.00%	0 0	0.00%	2	0 0.00% 0 0 0.00%	0 0.00%	0 0 0.00% 0
Coccidosis	0 0.00%	0 0 0	00% 0	0.00% 0	1 0.30% 1	0 0.00%	0 1 0.29%	6 3 0	0.00% 0	1 0.30%	4 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.007	% 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%	2	0 0.00% 0 0.00%	0 0.00%	0 0.00% 0
Cryptococosis	0 0.00%	0 0 0	00% 0 0	0.02% 0	1 0.30% 14	0.00%	0 0 0.00%	6 0 0	0.00% 0	0 0.00%	0 0.02%	0 1 0.21%	21 0 0.00%	0 1 0.31	5 1 0 0.00%	0 2 0.62%	22 0	0.00%	0 2	0.52%	10 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%	5	0 0.00% 0 0.00%	0 1 0.19%	2 1 0.20% 2
Cryptosporidosis	0 0.00%		00% 0 0			0 0.00%	0 0 0.00%	6 0 0	0.00% 0	0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%	5	0 0.00% 0 0.00%	0 0.00%	0 0.00% 0
Cytomegalovinus	1 0.75%											3 4 1.23%			% 10 1 0.28%	6 2 0.62%	13 1	0.25%	5 2	0.52%	7 1	0.21% 1	3 0	1.76% 14	1 0.20%	3 2 0.56%	3 0 0.00%	2	0.53%	s	0 0.00% 0 0.00%	0 1 0.19%	2 0 0.00% 0
Herpes Zoster and Simples	1 0.75%	1 10 5	50% 22 0	5.00% 22	24 7.14% 66	14 6.90%	26 22 6.40%	6 47 54	4,72% 23	16 4,72%	23 11 3.22%	15 15 4.60%	21 7 2.01%	12 14 4.40	5 23 6 2,275	12 5 1.54%	6 12	3.00%	10 10	2.61%	10 11	2.34% 5	12 3	1.05% 25	5 1.00%	12 4 1.11%	6 9 1.71%	20 9	2.40%	5	7 1.29% 17 8 2.00%	22 6 1.12%	17 4 1.03% 4
Histopharrosis	0 0.00%	0 0 0	00% 0 0	0.02% 0	0 0.00% 0	0 0.00%	0 1 0.29%	6 3 0	0.00% 0	0 0.00%	0 0.02%	0 0 0.00%	0 0.00%	0 0 0.00	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%	2	0 0.00% 0 0.00%	0 0 0.00%	0 0 0.00% 0
Kapos's Sarcoma	0 0.00%		60% 2 1			1 0.49%	19 3 0.87%	6 B O	0.00% 0	4 1.10%	60 0.00%	0 4 1.23%	24 0 0.00%	0 2 0.63*	5 7 0 0.00%	0 2 0.62%	2 0	0.00%	0 2	0.52%	2 2	0.43%	0 0	0.00%	1 0.20%	10 0.00%	0 1 0.19%	5 2	0.53% 3	2	1 0.18% 4 2 0.52%	21 2 0.37%	20 1 0.20% 1
Micobacterium Avium Complex	3 2.20%	4 2 0	69% 10 0	0.02% 0	3 0.89% 24	1 0.49%	1 4 1.10%	9 1	0.34% 3	3 0.82%	11 0 0.02%	0 3 0.92%	25 1 0.29%	2 7 2.20	5 202 0 0.00%	0 1 0.31%	24	0.25%	4 2	0.52%	157 0	0.00%	1 0	125% 7	0 0.00%	0 1 0.28%	1 0 0.00%	1	0.27%	2	0 0.00% 0.00%	0 0.00%	0.00%
Opportunistic Mycosis	0 0.00%	0 0 0	00% 0	0.00% 0	0 0.00% 0	0 0.00%	0 0 0.00%	6 0 0	0.00% 0	0 0.02%	0 0 0.00%	0 0 0.00%	0 0 0.00%	0 0 0.00	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%	5	0 0.00% 0 0.00%	0 0.00%	0 0.00% 0
Onal Hairy Laukoplakia	0 0.00%	0 1 0	35% 1 0	0.02% 0	1 0.30% 1	0 0.00%	0 0 0.00%	6 O O	0.00% 0	0 0.00%	0 0.00%	0 0 0.00%	0 1 0.29%	1 1 0.31	% 1 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%		0 0.00% 0 0.00%	0 0.00%	0 0.00% 0
Other Imphormas	3 2.20%	4 6 2	08% 100 4	2.52% 20	11 3.27% 50	1 0.49%	4 5 1.45%	s 30 0	0.00% 0	0 2.37%	58 4 1.10%	27 7 2.15%	42 1 0.29%	2 13 4.09	5 202 0 0.00%	0 2 0.62%	20 1	0.25%	3 7	1.02%	29 3	0.64% 2	5 1	27% 42	8 1.60%	81 7 1.95%	39 3 0.57%	23 2	0.53% 2		5 0.92% 50 7 1.80%	67 7 1.31%	111 1 0.26% 22
Other Named Varient of Lymphosarcoma	0 0.00%	0 0 0	00% 0 0	0.02% 0	0 0.00% 0	0 0.00%	0 0 0.00%	0 0	0.00% 0		0 0 0.00%		0 0 0.00%		5 1 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	3.00% 0	0 0.00%	0 0.00%	0 0.00%	0 1	0.27%	2	0 0.00% 0 0.00%	0 2 0.37%	4 1 0.20% 2
Other Specified Infections and parasitic Diseases	0 0.00%	0 0 0		0.00% 0		0 0.00%	0 0 0.00%	6 O O	0.00% 0				0 0 0.00%		% 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0 0.00%	0 0.00%	0 0.00%	0 0	0.00%		0 0.00% 0 0.00%	0 6 1.12%	12 8 2.00% 12
Pneumocvatita Pneumonia	4 3.01%	13 10 3	47% 25 3	1.92% 14	10 2.98% 25	4 1,97%	7 7 2.00%	25 3	1.01% 43	5 1.48%	17 2 0.58%	3 5 1.52%	21 1 0.29%	5 0 2.52	5 25 3 9.85%	25 5 1.54%	22 3	0.75%	10 2	0.52%	11 0	0.00%	0 0	3.00% 0	1 0.20%	1 0 0.00%	0 0.00%		0.00%		2 0.37% 3 2 0.52%	2 0 0.00%	0.00%
Progressive Multi-Focal Leukencephalophy	0 0.00%	0 1 0	35% 1 1	0.62% 1	1 0.30% 7	1 0.49%	3 0 0.00%	6 0 1	0.34% 5	0 0.02%	0 1 0.29%	1 1 0.21%	2 0 0.00%	0 0 0.007	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 1	0.21%	2 0	151% 9	0 0.00%	0 0.00%	0 0.00%	0	0.00%	5	0 0.00% 0 0.00%	0 1 0.19%	3 2 0.52% 7
Salmonella Diseases	0 0.00%	0 1 0	35% 2 0	0.00% 0		1 0.49%	1 0 0.00%	0 0	0.00% 0	0 0.02%	0 0 0.02%	0 1 0.31%	1 0 0.00%	0 0 0.007	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	3.00% 0	0 0.00%	0 0.00%	0 0.00%	0	0.00%	5	0 0.00% 0 0.00%	0 0.00%	0 0.00% 0
Sireo and Staph and gram Negative Septicemias	2 1.50%	7 6 2	00% 12 1	0.62% 6	7 2.08% 22	2 0.99%	2 6 2.33%	12 2	0.67% 4	0 2.37%	16 0 0.00%	0 8 2.45%	15 2 0.57%	8 12 3.77	5 29 0 0.00%	0 5 1.54%	15 0	0.00%	0 0	2.09%	19 3	0.64% 2	2 0	151% 12	1 0.20%	3 5 1.39%	28 11 2.10%	54 5	1.33% 1	5	6 1.10% 27 7 1.80%	35 4 0.75%	33 12 3.09% 70
Strong-bidgels	0 0.00%	0 0 0	00% 0 0	0.02% 0	0 0.00% 0	0 0.00%	0 0 0.00%	0 0	0.00% 0	0 0.02%	0 0 0.02%	0 0 0.00%	0 0 0.00%	0 0 0.007	5 0 0 0.00%	0 0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	3.00% 0	0 0.00%	0 1 0.28%	2 0 0.00%	0	0.00%	5	0 0.00% 0 0.00%	0 0.00%	0 0.00% 0
Toxplamosis	0 0.00%	0 3 1	.04% 29 0	0.00% 0	5 1.49% 54	0 0.00%	0 5 1.45%	6 20 1	0.34% 1	2 0.59%	2 1 0.29%	1 4 1.22%	19 1 0.29%	1 1 0.31	5 1 0 0.00%	0 1 0.31%	5	0.00%	0 2	0.52%	44 1	0.21%	2 0	151% 4	0 0.00%	0 1 0.28%	2 0 0.00%	0	0.00%	5	1 0.18% 1 0.00%	0 1 0.19%	4 0.00% 0
Tuberculosis	1 0.75%	a o o	00% 0			1 0.49%	3 1 0.29%	6 2 0	0.00% 0	1 0.30%	11 0 0.00%	0 0 0.00%	0 1 0.29%	1 0 0.007	5 0 0 0.00%	0 0.00%	0	0.00%	0 0	0.00%	0 0	0.00%	0 0	0.00%	0.00%	0 0.00%	0 0.00%	0 0	0.00%		0 0.00% 0 1 0.25%	2 1 0.19%	1 0 0.00% 0
Vital and Bacterial Pheumonias	7 5.20%	20 37 12	85% 160 12	7.59% 70	38 11.31% 196	10 4.93%	30 36 10.47%	128 6	2.01% 31	26 7.69%	167 8 2.33%	31 24 7.30%	74 11 3.15%	40 23 7.23	5 163 1 0.28%	1 5 1.54%	15 15	3.75%	44 31	8.09%	151 3	0.64%	6 1	152% 18	4 0.02%	15 8 2.22%	11 5 0.95%	11 9	2.40% 1	6	9 1.65% 17 9 2.32%	23 20 3.73%	80 20 5.15% 92
Total (Distinct Claims and Users)	17 12,78%	68 82 28	47% 423 29 1	8.32% 175	102 30.36% 568	34 16.75%	107 23 27,03%	373 26	8,72% 115	73 21.60%	432 29 8.42%	92 67 20.55% 3	52 29 8,31%	72 62 19.50	5 753 15 4,25%	47 37 11.38%	192 30	3.50%	22 65	16,97%	490 30	6.38% 14	37 5	272	21 6.125 1	04 36 10.02% 1	129 26 6.05%	133 43	11.47% 14		41 7.54% 145 42 10.82%	105 59 11.01%	304 53 13.66% 234

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipient Aid Calegories and contains members encoded in and claims paid by other Wakeer. Therefore, enrolment and number of claims may be alightly tigher compared to CME(Centers for Medicae) and Medicaed Reviceal, Prancial reports.

Attachment P: General Inpatient Services Compared to Demonstration Enrollment

Year	Total 5B Admits	Member Counts
DY04	20	264
DY05	18	282
DY06	21	295
DY07	16	323
DY08	25	381
DY09	47	415
DY10	48	417
DY11	71	449
DY12	43	438
DY13	44	461
DY14	55	456



Special Demonstration Benefits Project: Annual Reports For State Fiscal Year 2010 Amount Spent By Category Of Service and the Number of Users Data Source. MMDSI: MMIS Paid Came Healer, Paide Via Sarkee Sant Data (07/01/2002 to 06/00/2010) Hospital Diam Heave ban-Adjued Accessing Rear at Pig. Data

Per Member Per Month (PMPM)

 Description for Month (MPM)
 Bean Fluid Yue 2005
 Bean Fluid Yue 20

	0
	420 406
	Paid Users PMPM Paid Users PMP
	\$256,299 23 \$71 \$772,991 45 \$7
	\$0 0 \$0 \$15,251 1
	\$0 0 \$0 \$13,708 2 \$
b b	\$451,616 267 \$126 \$470,815 239 \$1
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N N N N N N N N N N </td <td>\$78 3 \$0 \$1,117 14 /</td>	\$78 3 \$0 \$1,117 14 /
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Name A A A A B A B A B B B B B	\$60.606 148 \$17 \$40.428 99 \$1
Normal Normal <td></td>	
Image: And the state of the state	937,919 91 911 962,905 129 92 9479 6 90 911,022 41 9
bit bit bit bit bit <td>50 0 50 506 1</td>	50 0 50 506 1
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1 1 <td>\$0 0 \$0 \$45,333 3 \$1</td>	\$0 0 \$0 \$45,333 3 \$1
b b	S0 0 S0 \$40.618 1 7
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bit bit bit bit bit <td>\$440,115 319 \$123 \$369,108 265 \$5</td>	\$440,115 319 \$123 \$369,108 265 \$5
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h h h h h h <	\$0 0 \$0 \$0 0
bit bit bit bit bit <td>\$70,689 61 \$20 \$84,526 73 \$2</td>	\$70,689 61 \$20 \$84,526 73 \$2
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orial state	<u>- 50 0 50 50 0 7</u>
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NH NARDET TANDET 1 0 0 0 0 <	\$0 0 \$0 \$0 0 [*]
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hum based brain heads 6 50 6 50 6 50	3191 4 30 \$0 0 ?
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Designed Behavior Crite 51 0 5 0 5 0 5 0 5 0 5 0 5 0 5 0 5 0 5	N 0 N N 0
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* Members from Initial Group and Cost Neuralization Group Combined. This report has not been filtered by Recipient Aid Categories and contains members Member Emolied and claims paid by other Wakers. Therefore, enrolment and number of claims may be slightly higher compared to CMS Financial reports.