

Maine Medicaid Section 1115 Health Care Reform Demonstration for Individuals with HIV/AIDS

Annual Report (01/01/19 - 12/31/19)

Jeanne M. Lambrew, Ph.D. Commissioner



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November 3, 2020

Ms. Wanda Boone-Massey Centers for Medicare & Medicaid Services (CMS) Center for Medicaid and CHIP Services (CMCS) 7500 Security Boulevard Baltimore, MD 21244-1850

Dear Ms. Boone-Massey,

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

Please find enclosed, data and materials that highlight our activity for this year. Also enclosed are the analyses from our 2018 provider and member surveys. Please contact Emily Bean at 207-624-4005 or emily.bean@maine.gov if further information is needed.

Sincerely,

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Michelle Probert Director, Office of MaineCare Services 11 State House Station. Augusta, ME 04333-0011 Phone: 207-287-5875

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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 seventeenth year (DY17) of operation. The goal of this waiver is to provide critical services to people living with Human Immunodeficiency Virus (HIV) or Acquired Immunodeficiency Syndrome (AIDS) to delay, prevent, or reverse the progress of their disease.

At the conclusion of the seventeenth year, there were 322 demonstration enrollees in the program and 436 MaineCare members enrolled. The Nurse Coordinator monitors all MaineCare members with HIV/AIDS, in addition to those who receive services through the demonstration waiver.

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.

Enrollment

Below is a summary of enrollment over the seventeen years of the waiver, by month. There has been an increase of 237 demonstration enrollees and an increase of 208 MaineCare members from the first month of DY01 to the last month of DY17. In DY17, the demonstration waiver transitioned approximately 30% of its enrollees to full MaineCare through MaineCare expansion, which went live on January 1, 2019, with retroactive coverage back to July 1, 2019. Although the total number of members did not change, there was a large shift between the two eligibility groups.

Figure 1 Month	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare 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

Special Benefit Waiver Demonstration Project Count of Members by Group at the End of Each Month

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	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare 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

Month	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare 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	MaineCare Members	Total	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare 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		
May	417	187	604	421	209	630		
June	417	195	612	420	209	629		

Figure 5

	Demonstration Enrollees	MaineCare Members	Total	Month	Demonstration Enrollees	MaineCare Members	Total
Month	DY12				DY13		
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

Figure 6

Month	DY14			DY15			DY16		
Wolth	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare Members	Total	Demonstration Enrollees	MaineCare Members	Total
January	464	314	778	450	313	763	446	312	758
February	467	323	790	452	314	766	446	310	756
March	461	316	777	457	317	774	454	308	762
April	461	313	774	456	314	770	456	309	765
May	460	313	773	456	314	770	458	306	764
June	463	307	770	450	320	770	457	312	769
July	457	310	767	453	315	768	458	312	770
August	453	314	767	447	311	758	457	315	772
September	463	316	779	449	312	761	460	317	777
October	462	312	774	449	311	760	465	315	780
November	458	313	771	445	311	756	458	312	770
December	456	312	768	442	314	756	463	311	774

Month	DY17 Demonstration Enrollees	MaineCare Members	Total
January	458	313	771
February	448	324	772
March	428	338	766
April	403	362	765
May	398	375	773
June	334	420	754

July	336	426	762
August	331	421	752
September	334	428	762
October	327	436	763
November	324	437	761
December	322	436	758

Out of the 322 demonstration enrollees who were enrolled at the end of DY17, 272 were male and 50 were female. Out of the 437 MaineCare members enrolled at the end of DY17, 308 were male and 128 were female. A breakdown of gender and age by month shows an increase of 195 demonstration waiver enrollee males from the beginning of the demonstration waiver (DY01) to the end of DY17, while the number of women increased by 42. In the MaineCare population, there was an increase of 148 males and an increase of 60 females. See Attachment O: Count of Members by Gender and Age at the End of Each Month.

Distinct member counts by quarter show that 80 of the original 211 cohort members were enrolled in the last quarter of DY17. Of these, 69 members were included in the MaineCare group and 11 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 members were identified and will be the "cohort" of members included in the cost-neutrality cap throughout the years of the demonstration. 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 DY17 had 80 members, which is a decrease of 131 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 758 in the month of December 2019, which was the end of the year of the demonstration waiver. See Attachment O: Count of Members by Gender and Age at the End of Each Month.

Waiting List

The demonstration waiver waiting list has not been utilized during DY17 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 demonstration waiver can be completed in any of the Department of Health and Human Services' (DHHS) Office for Family Independence sixteen regional offices or by case

managers at the Ryan White/Targeted Case Management agencies. Applications can also be sent to individuals' homes to be filled out in privacy. Individuals enrolled in the AIDS Drug Assistance Program (ADAP) are sent letters explaining the demonstration waiver and encouraging them to apply.

Outreach

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

- Referring MaineCare members to Maine Center for Disease Control and Prevention (CDC) for ADAP and Ryan White assistance.
- The Nurse Coordinator's and Program Manager's continued participation on the HIV Advisory Committee (HIVAC). HIVAC's purpose is to "advise the Office of the Governor and State, federal, and private sector agencies, officials, and committees on HIV-related and AIDS-related policy, planning, budgets, or rules on behalf of those individuals infected by, at-risk for, or affected by the human immunodeficiency virus in Maine."
- Distributing enrollment applications to all DHHS offices, primary care provider offices, pharmacies, and hospitals in Maine.
- Referring members to Consumers for Affordable Health Care, the Area Agencies on Aging, and Legal Services for the Elderly for help with their unmet healthcare needs and coverage.
- Continuing with follow up and outreach on Emergency Department (ED) usage that incorporates daily ED data from HealthInfoNet (HIN) in addition to a regular monthly report process that uses claims data.
- The Nurse Coordinator's and Program Manager's participation in the Center for Disease Control and Prevention's (CDC) Maine HIV/AIDS Advisory Board (MeHAAB) meetings. CDC is required to have a planning process that includes development of a comprehensive plan and the establishment of a "planning body." This committee contributes to HIV prevention, care, and treatment service delivery through developing strategic collaboration among stakeholders. MeHAAB is a broad group of partners and stakeholders including federal, state, and local HIV/AIDS government entities, programs, organizations, and other stakeholders that are engaged in prevention planning, improving the scientific basis of program decisions, targeting resources to those communities at highest risk for HIV transmission and acquisition, and addressing disparities in health outcomes along the HIV Care Continuum.
- The Nurse Coordinator's and Program Manager's participation in the CDC's Clinical Quality Management (CQM) committee. This committee meets quarterly and is a Health Resources and Services Administration (HRSA) requirement to improve care, health outcomes and satisfaction.
- Sending 757 birthday letters to members in DY17. 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).

- Sending introductory letter, PCP inquiry letter, and consent form to 93 new and re-joining members.
- Sending the 2018 HIV Provider Survey, an annual survey, to 348 providers, including primary care providers and infectious disease specialists.
- Sending a second mailing of the 2018 HIV Provider Survey to those who did not respond to the first mailing. This mailing was sent to 281 providers. We received a 36% response rate, which was no change from the previous year.
- Sending the 2018 Member Satisfaction Survey, an annual survey, to 740 members. We received a 43% response rate, compared to a 50% response rate in 2017. Two hundred ninety-seven follow-up calls were made by the Nurse Coordinator to members who expressed issues or concerns on their surveys.
- Sending the mammography reminder letter and palm card to 68 members.
- Sending the cervical exam reminder letter and palm card to 97 members.
- Sending a follow up clinical data collection letter to seven providers who did not respond to the first mailing (the first mailing was completed in quarter 4 of DY16).
- Sending the semi-annual lab request letter to 38 infectious disease specialists. This mailing goes to the providers with members for whom MaineCare Services needs CD4 and viral load data (because we were unable to get recent results from the CDC).
- The Nurse Coordinator spending the day shadowing providers at the Gardiner Maine HIV Clinic.
- The Nurse Coordinator attending a training titled *HIV*, *Mental Health and TB: How to Talk to Clients*. This training gave tips on how to engage in effective communication with refugee and immigrant clients about HIV, behavioral health, and tuberculosis. Topics included: not colonizing the process, being a part of the community, and knowing your audience, their culture, and that body language can be as important as words. Guidance included framing your conversations, reiterating confidentiality, clarifying your role; letting the individual know that the questions asked are standard to everyone, and letting the individual ask their own questions.
- Program Manager and Nurse Coordinator presenting at the Southern Maine Area Agency on Aging (SMAAA) training. Presentation included information about the Special Benefit Waiver and other MaineCare programs and resources. Other presentation topics included the Social Security Administration, Maine Bureau of Insurance/Medicare Rights- Part D Unit, and Legal Services for the Elderly.
- The Nurse Coordinator's participation on a three-part webinar series regarding a clinical opioid update. Webinars included demographic data on usage and available clinics, caregivers, stigma and improving conversation, and providing information to individuals and their families in a positive message.
- The Nurse Coordinator participating in a DHHS Staff Education and Training units *Medicare Overview Training*. This training discussed Medicare basics, Medicare coverage choices, coordination of benefits, fraud, waste and abuse, and who to contact for Medicare help.

- Sending 73 provider survey follow up education packets to providers who indicated areas of unfamiliarity on their annual provider survey.
- Sending the program's poster and brochure to 153 high schools and universities.
- Sending the program's poster and brochure to approximately 1,000 sites. Sites included soup kitchens, homeless shelters, doctor offices, case management agencies, hospitals, and local DHHS offices.

Provider Network and Transportation Challenges

Demonstration enrollees continued to use the same network of providers as MaineCare members, for both primary care and specialty care. There are 426 distinct providers (primary care providers and infectious disease specialists) currently seeing our active members. These providers are located throughout all sixteen counties.

Some members find the traveling distance from northern Maine to a more populated area, such as Bangor, for an infectious disease specialist challenging. MaineCare does cover the cost of transportation, but time and health conditions often make travel 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 demonstration 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 year-to-year comparisons for consistency in data trending.**

Activities in DY17 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 approximately 40% in the seventeenth year. We attribute staffing changes to this decrease. The three highest service contacts in DY17 in order are case management services, compliance and eligibility. **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 regarding quality of life and satisfaction was conducted in August 2019.
- Survey of all providers working with HIV/AIDS MaineCare members regarding provider needs and satisfaction was conducted in January 2019.
- Collected clinical data (viral loads and CD4s) from CDC and providers to show health status and track disease progression.
- Complaint Report. See the Complaint/Grievance section of this report on page 17 and Attachment N for more information.

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 511 distinct demonstration waiver enrollees during DY17. Distinct MaineCare members totaled 546. 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 11 demonstration enrollees and 27 MaineCare members diagnosed, or 2.2% and 5%, respectively. The next two most prevalent conditions were strep and staph and gram-negative septicemias, as well as candidiasis. Strep, staph and gram-negative septicemias were seen in 10 demonstration enrollees and 14 MaineCare members, or 1.9% and 2.6%, respectively, and candidiasis was seen in four demonstration enrollees and nine MaineCare members, or 0.79% and 1.7% respectively. These top three OI's only differ from DY16 with candidiasis replacing herpes zoster and simplex for the third most common condition. Additional information is available in Attachment G: Number of Distinct MaineCare ID's and Claims with Opportunistic Infection Diagnosis.

The 10 AIDS defining conditions are actinomycosis, coccidiosis, cryptococcosis, cryptosporidiosis, opportunistic mycosis, oral hairy leukoplakia, other named variants of Lymphosarcoma, other specified infections and parasitic diseases, salmonella diseases, and strongyloidiasis. Out of these 10 AIDS defining conditions, there were no cases in DY17.

Women's Healthcare

Two hundred twenty-one distinct women, 18 years and over, were enrolled as demonstration enrollees or MaineCare members. Of these, seventy were demonstration enrollees, (32%) and 151 were MaineCare members, (68%).

Seventy-three percent of female demonstration enrollees were age 40 or over. Sixty-three percent of female MaineCare members were age 40 or over. Sixteen percent of female demonstration enrollees and 17% of female MaineCare members were screened for breast cancer using mammography. Seventeen percent of female demonstration enrollees and 23% of female MaineCare 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 were no MaineCare Members with a claim for tuberculosis testing in DY17. **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, service utilization has been tracked using allocation provider type claim instead of category of service.

During DY17, the total amount spent on services per demonstration enrollee was \$1584.02 per month. The total amount spent on services per MaineCare member was \$2,354.86 per month. **Refer to attachment I: Amount Spent by Provider Type Claim and the Number of Users**

Hospitalization Rates

- Emergency Department (ED) Services 125 (25%) demonstration enrollees received ED services during DY17, compared to 221 (41%) of MaineCare members This compares to 29% and 41%, respectively, for DY16. The top ED diagnoses were unspecified chest pains, chronic obstructive pulmonary disease, and alcohol abuse with intoxication. 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 409 (81%) demonstration enrollees were seen by a physician during DY17, compared to 504 (94%) MaineCare members. Demonstration enrollees had a 5% decrease and MaineCare members had 1% decrease from DY16.
- General Inpatient Services 55 (11%) demonstration enrollees were admitted to the hospital during DY17, compared to 84 (16%) MaineCare members. By comparison, demonstration enrollees' usage was 8% DY16, while MaineCare members' was 15%. The top inpatient diagnoses were HIV and sepsis (unspecified organism). The most common reasons for demonstration members' hospital admissions were sepsis (unspecified organism), HIV, unspecified atrial fibrillation, and influenza

due to other identified influenza virus with unspecified pneumonia. The most common reasons for MaineCare members' hospital admissions were sepsis (unspecified organism) and HIV.

• Inpatient Behavioral Health Services - There were no demonstration enrollees who utilized inpatient behavioral health services. There was one MaineCare member who used these services during DY17. Refer to Attachment K: Number of Distinct Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Claims and Users and Attachment J: Top 10 Hospitalization Reasons.

Adherence to Therapy

Medication compliance calls totaled 561 for DY17. Compliance calls are structured to provide interventions for members in various groups, based on their CD4 count. Medication adherence calls totaled 230 for DY17. Barriers continue to be identified and, where possible, removed. **Refer to Attachment C: Contact Tracking Summary**

Death Rates

Twenty-one demonstration enrollees or members died during DY17. Of the deceased members, 11 were demonstration enrollees, an increase of seven from DY16, and 10 were MaineCare members, which represented an increase of two over DY16. A total of 244 members have died since the beginning of the demonstration project. One hundred and fifty-five of the deaths were MaineCare members and eighty-nine were demonstration enrollees. **Refer to Attachment L: Deceased.**

Disenrollment

One hundred forty-one demonstration enrollees moved to receive full MaineCare services, 30 enrollees re-enrolled as 5Bs (demonstration enrollees), 74 demonstration enrollees are no longer enrolled in MaineCare, and eleven demonstration enrollees died during DY17. **Refer to Attachment M: Disenrollment tracking for Demonstration Group.**

Accomplishments

MaineCare Services and the HIV program have undergone several changes in recent years. Some of these changes include: developing new (and changing existing) reports to ensure timely follow-up with members and their providers, access to new data systems that allow for more effective care management, the development of Key Performance Indicators (KPIs) to measure, track, and trend the program's performance, multiple staffing changes, and a completely new member survey.

The Demonstration has had many accomplishments over the past seventeen years. Some of the accomplishments are listed below.

• Maine has continued to make improvements with care management and cost saving initiatives. Demonstration enrollees Emergency Department (ED) use in DY17 was 24%, compared to

29% in DY16. In addition, MaineCare members ED use in DY17 was 40%, compared to 41% in DY16. Care management efforts have focused on ensuring all members have a primary care provider and access to other needed services to avoid unnecessary ED use.

- Eighty-two percent of member survey respondents indicated that the call they received from MaineCare's Nurse Coordinator was very or extremely helpful.
- Continued to increase statewide awareness of the existence of the waiver.
- Significantly increased collaboration and interaction among the Office of MaineCare Services, the Office for Family Independence, Maine Center for Disease Control and Prevention (including Ryan White), AIDS service organizations (case management), and the AIDS Drug Assistance Program (ADAP).
- Improved coordination of care, including conducting evaluation, analysis, and follow-up of the member and provider surveys. Educational outreach is provided to respondents of the member and provider surveys.
- Continued to maintain and update a unique database that allows tracking of members' providers, call notes, eligibility information, letters, call notes, and disease progression.
- Improved medication adherence and compliance follow up with members. The Nurse Coordinator is targeting calls to members with high viral loads or low CD4 counts.
- Continued to work with providers to collect members' lab data (CD4 and viral load) when it wasn't available through Maine CDC.
- Collaborated with MaineCare's pharmacy manager and our contracted Pharmacy Benefit Manager to ensure members, providers, and pharmacies have up-to-date information which allows for the proper prescribing and access to needed medications.
- Ensured all members are linked with an infectious disease specialist and primary care provider within their area.
- Continued to update and maintain a provider listserv where HIV medication updates, Preferred Drug List changes, and training opportunities can be shared with providers.
- There have been quality assurance report improvements:
 - In DY15, a new process and report was created for monitoring and following up on Emergency Department (ED) usage. In addition to using claims data, we started to include daily data from HealthInfoNet. This new process allows for timelier follow-up with members. Several fields were added to the report to make it more informative for the Nurse Coordinator, including a six-month look back which allows for a more complete member profile. We have continued with this new process since it has worked so well.

- A new report was designed to identify all enrolled members who have not been contacted in the calendar year. This report ensures that every member is being outreached at least once a year.
- A report was created to show all members that we have attempted to reach compared to members (or their designees) that we actually reached and spoke with. This allows us to track occurrences of actual conversations rather than attempts where no real contact was made.
- Worked with case managers and the ADAP to provide intervention to members in the month of their MaineCare review to prevent members from "cycling off" and having a lapse in their health care coverage.
- Developed a process for sending educational packets to providers who have indicated a lack of awareness on certain topics like the demonstration waiver, Ryan White and the ADAP, and the Maine AIDS Education and Training Center.

Project Status and Operational Updates

The demonstration waiver will continue to monitor quality measures, clinical outcomes, and disease progression of its members. Continuous education is provided on preventative healthcare and cost saving strategies. Our goal is to better the quality of care and life for members living with HIV/AIDS.

Pursuant to 42 CFR 431.420(c), on September 11, 2019 Maine held a Post Award Forum to afford the public with an opportunity to provide meaningful comment on the progress of the demonstration. There were no comments received at the Public Forum or thereafter.

Per 42 CFR 431.428, the Office of MaineCare Services (OMS) is in the process developing a Request for Proposal (RFP) for the waiver's evaluation report. An independent evaluator will be awarded the contract and must conduct an evaluation in accord with the CMS-approved "Maine HIV Demonstration Waiver Evaluation Design." The timeline is to complete the RFP process and select the awarded bidder by July 31, 2020.

Policy and Administrative Overview

Co-payments and premiums (for waiver enrollees)

Waiver enrollees pay all of the regular MaineCare 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: <u>http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/provider/documents/adap-quarterly-formulary.pdf</u>.

- 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	\$35.93
200.01% - 250% of Federal Poverty Level	\$71.85

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

Complaints/Grievances

There are three points of contact for demonstration enrollees and MaineCare members to utilize for assistance.

- 1. The MaineCare Member Services helpdesk has a toll-free number to answer calls from all demonstration waiver 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.
- 2. 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.
- 3. Direct calls, emails, or written correspondence is also made to the Nurse Coordinator and Program Manager.

All the complaints, concerns, or questions received are entered into an electronic tracking system for resolution and tracking. In DY17, there were no complaints. Attachment N: Nurse Coordinator Complaint Log.

Evaluation Activities

The Department received the Evaluation Design approval letter from CMS on January 21, 2020. The Department required time to deliberate on whether to issue a Request for Proposal or sole source contract. Starting in March 2020, the Department's Division of Contract Management (DCM) prioritized responses to the COVID-19 emergency, thus delaying the initiation of the RFP# 202007124 Evaluation of Maine's Medicaid Section 1115 HIV Demonstration Waiver Program. The RFP proposals were due by September 24, 2020. The contract start date is November 1, 2020.

Audits, Investigations and Lawsuits

During DY19, there were no lawsuits or legal actions that impacted the demonstration waiver. The Program Integrity (PI) unit resolved three of the five audits involving Maine's HIV Targeted Case Management (TCM) agencies for dates of service from October 2016 to October 2017. PI received overpayments from two of the agencies and another agency had no significant findings so the case was closed. Two of the five agencies have an open case that is in the appeal process.

Financial Performance

The demonstration waiver continues to meet the required financial performance standards set forth under 42 CFR 431.428. These general financial requirements include financial performance and operations, audit oversight, and financial reporting. The State of Maine DHHS financial oversight ensures financial integrity and accountability by conducting financial audits of providers, including audits on billing compliance, claim processing, and payment validation. DHHS also audits State programs, focusing on reviews of eligibility information. In addition, the MaineCare Data Analytics unit completes analysis and reporting including rate reviews. Financial standards and metrics are established for all financial aspects of the demonstration waiver program as a requirement of financial performance and general financial requirements.

The Office of MaineCare Services closely monitors both quarterly member counts and overall expenditures through quarterly and annual budget reviews. A review from DY13 to DY18 demonstrates consistent member counts as well as annual expenditures.

The member count in DY13 was 378 and 377 in DY15. Quarterly enrollments were relatively constant. During DY17, the quarter three total member count was 435 and quarter four equaled 441. The annual DY17 unduplicated count was 519. The DY18 quarterly member counts were 451 for quarter one and 458 for quarter two. The annual DY18 unduplicated member count year to date (YTD) was 495.

The expenditure growth rate was approximately three percent between DY13 and DY15. Expenditures and enrollment increased in DY16 as a result of MaineCare expansion. A budgeted increase of 3% is projected as a result of the increased member counts and inflation.

The per member per month expenditures have also remained constant from DY13 through DY18. The DY17 per member per year expenditure was \$26,437. The projected DY18 expenditure was \$28,673, representing an 8.5% increase. According to the HIV Budget Neutrality Excel spreadsheet/Maine Q2 DY18, the member count between DY17 and projected DY18 YTD, as well as expenditures between DY17 and the projected year end DY18 also represent and 8.5% increase, from \$13,720,574 in DY17 to a DY18 projection of \$14,881,369.

Historical member count and financial information is available upon request. The attached Budget Neutrality (BN) statement includes actual expenditures and member months for Quarter one (through June 30, 2020). In addition, the program continues to show that projected budget neutrality will continue into DY19 and DY20. Updates of the quarterly budget neutrality statements for each future quarter will continue. Very little change in either expenditures and member counts is projected, and we expect the program to remain budget neutral.

Legislative Developments

During DY19, there were no legislative developments that impacted the HIV demonstration.

Summary

Over the course of the seventeen years of this demonstration, the Office of MaineCare Services has continued to improve access to medical services for Maine residents. The 1115(a) demonstration waiver has provided medical services to 511 demonstration enrollees. In addition, 546 MaineCare members had the benefit of enhanced care coordination. Personal contacts were made through various meetings with the Center for Disease Control and Prevention – including ADAP and Ryan White Part B, and targeted case management agencies, and the Office for Family Independence. Outreach also involved educational trainings and site visits with providers, including newly hired case managers. Posters and brochures continue to be distributed throughout the state to Office for Family Independence regional offices, pharmacies, physician offices, hospitals, municipalities, soup kitchens, schools, homeless shelters, and family planning agencies, to broaden awareness within communities and allow for timely access to coverage and care. In DY17, the demonstration waiver transitioned approximately 30% of its enrollees to full MaineCare coverage as a result of MaineCare's Medicaid expansion. These individuals were not previously eligible for full coverage due to income and/or lack of a qualifying eligibility category. These members now benefit from reduced cost sharing, including lower copayments and no premiums, and have access to a more comprehensive benefit package (including dental, durable medical equipment, chiropractic services, home health and hospice).

Attachment B Outreach Letters

Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

December 12, 2019

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,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

Date

Dear MaineCare Member,

I am writing to introduce myself. My name is Kelly Cote 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 kelly.cote@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,

Jeanne M. Lambrew, Ph.D. Commissioner



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

DATE

Dear MaineCare Member,

My name is Kelly Cote 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 kelly.cote@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,

Kelly Cote, 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 Addre	ess:
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!

Jeanne M. Lambrew, Ph.D. Commissioner



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

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,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

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 Kelly Cote, 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.

Sincerely,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

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 Kelly Cote, 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.

Sincerely,

Jeanne M. Lambrew, Ph.D. Commissioner



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

DATE

Dear (insert members name),

My name is Kelly Cote 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,

Jeanne M. Lambrew, Ph.D. Commissioner



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

DATE

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,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

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.

Sincerely,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

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 Kelly Cote, RN at 207-624-4008 if you currently have no patients with HIV.

Sincerely,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

Dear Organization:

MaineCare's Waiver benefit for individuals living with HIV/AIDS now has an enrollment of 448 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 Kelly.cote@maine.gov

Thank you in advance for your help with this initiative!

Sincerely,



Maine Department of Health and Human Services MaineCare Services Nurse Coordinator 11 State House Station Augusta, Maine 04333-0011 Tel: (207) 624-4008; Toll Free: (866) 796-2463 TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

Jeanne M. Lambrew, Ph.D. Commissioner

DATE

Dear (auto fill provider name),

Thank you for responding to our survey!

You indicated on your 2018 MaineCare HIV/AIDS Provider Survey that you had some level of unfamiliarity with programs and resources that are available for people living with HIV/AIDS.

The area(s) you indicated were:

- *(auto fill areas)*
- *(auto fill areas)*

Please find enclosed materials that address the areas of unfamiliarity. If you have any questions, or if you would like specific information about the survey results, please contact Emily Bean at 207-624-4005 or <u>emily.bean@maine.gov</u>.

Thank you,

Emily Bean

Emily Bean Program Manager, Special Benefit Waiver MaineCare Services 11 State House Station Augusta, ME 04333 207-624-4005

Attachment E Waiver Surveys

MaineCare Provider Survey 2018 HIV/AIDS Study- Help us help you

Provider Name:	ovider Name: Email Address:					
1. Identify your practice spo	ecialty:					
Family/General Practic 2. How many patients with						
□ 1-10 □ 11-20	□ 21-40 □ >40) 🗆 None 🛑	➡ If none, stop	survey here.		
3. How recently have you c patients?	onsulted treatmen	t guideline changes and	new recommen	dations for HIV/AIDS		
In the last 12 mont ago	hs 🗌 In the las	t 1-2 years 🗌 In th	e last 3-4 years	5 or more years		
4. Please identify the top t patients. Label your choices with			compliance with	n your HIV/AIDS		
Decreased Cogn		Mental Heal Mental Heal Mental Heal	alth pointments	Co-morbidities		
Complexity Medication Affo Access/Affordat	rdability ility to Specialty Ca	Transporta re Substance		Side Effects		
5. Please indicate your av	wareness of the fo	ollowing:				
Training and fundin	g opportunities th	rough the Maine AIDS E	ducation and Tra	aining Center (MEAETC)		
Not at all Aware	Slightly Aware	Moderately Aware	Very Aware	Extremely Aware		
MaineCare's Specia regular MaineCare	l Benefit Waiver fo	or individuals living with	HIV/AIDS who a	are not eligible for		
Not at all Aware	Slightly Aware	Moderately Aware	Very Aware	Extremely Aware		

The Ryan White/AIDS Drug Assistance Program (ADAP) and the financial assistance they offer (i.e. dental, housing, food, heat, copayments and premiums)

Not at all Aware Slightly Aware Moderately Aware Very Aware Extremely Aw	Not at all Aware	Slightly Aware	Moderately Aware	Very Aware	Extremely Awa
--	------------------	----------------	------------------	------------	---------------

6. Would you like to receive the electronic version of the quarterly FDA HIV medication alerts and MaineCare formulary updates?

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

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

Five minutes of your time will help us improve services. Questions? Call Kelly at 207-624-4008

1. In the past 12 months, when you spoke with the nurse from MaineCare, was the call helpful to you?

- O I did not talk to the MaineCare Nurse
- O Extremely helpful
- O Very helpful
- O Somewhat helpful
- O Not at all helpful

Comments: _____

2. From the list below, please select the most recent agency you received case management services from.

- O I did not get case management services \rightarrow Skip to question 4
- O Community Health and Counseling Services (CHCS)
- O Frannie Peabody Center (FPC)
- O Health Equity Alliance (HEAL)
- O Horizon Program
- O St. Mary's Regional Medical Center
- O Other: _____

3. Please tell us if you agree or disagree with each of the following statements (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

4. Would you say that, in general, your health is:

- O Excellent
- O Very good
- O Good
- O Fair
- O Poor
- O I don't know

5. What is your living situation today?

- O I have a steady place to live.
- O I have a place to live today, but I am worried about losing it in the future.
- O I do not have a steady place to live. I am temporarily staying with others, in a hotel, in a shelter, living outside on the street, in a car, abandoned building, bus or train station, in a park, etc.

6. Please select whether this statement is often, sometimes, or never true for you and your household. Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.

- O Often true
- O Sometimes true
- O Never true

7. Thinking about your <u>physical health</u>, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?

_____ (0 to 30 days)

8. Thinking about your <u>mental health</u>, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?

_____ (0 to 30 days)

9. During the past 30 days, how many days did <u>poor physical or mental health</u> keep you from doing your usual activities, such as self-care, work, or recreation?

_____ (0 to 30 days)

10. In the last 12 months, were you ALWAYS ABLE to obtain prescription medicines that you or a doctor believed were necessary?

- $O \text{ Yes} \rightarrow \underline{\text{Skip to question 11}}$
- O Don't know/ Does not apply to me \rightarrow Skip to question 11
- O No \rightarrow Complete questions 10a and 10b

10a. Which of the below best describes the main reason you were unable to get prescription

medicines you or a doctor believed necessary? Please circle one.

I couldn't afford copays	I had no transportation	I was refused services
Insurance company wouldn't approve, cover, or pay for the medicine	I couldn't get time off work	I didn't have time or took too long
There is a language barrier	I didn't know where to get care	I didn't want to

Other: ____

10b. how many times were you unable to get the medicine you or a doctor believed was necessary

- O 1 or 2 times
- O 3 to 5 times
- O 6 or more times

11. In the last 12 months, were you always able to obtain medical care, tests, or treatments you or a doctor believed were necessary?

$O \text{ Yes} \rightarrow \underline{\text{Skip to question 12}}$

O Don't know/ Does not apply to me \rightarrow <u>Skip to question 12</u>

O No \rightarrow <u>Complete questions 11a and 11b</u>

11a. Which of the below **best** describes the main reason you were **unable** to get medical care, tests, or treatments you or a doctor believed necessary? Please circle one.

I couldn't afford copays	I had no transportation	I was refused services
Insurance company wouldn't approve, cover, or pay for the treatment	I couldn't get time off work	I didn't have time or took too long
There is a language barrier	I didn't know where to get care	I didn't want to

11b. how many times were you unable to get medical care, tests or treatment you or a doctor believed was necessary?

- O 1 or 2 times
- O 3 to 5 times
- O 6 or more times

CURRENT level of confidence	I am not at all confident	I am a little confident	I am somewhat confident	I am quite confident	I am very confident
a. I can follow directions when my doctor changes my medications.	1	2	3	4	5
b. I can take my medication when there is a change in my usual day or unexpected things happen.	1	2	3	4	5
c. I can manage my medication without help.	1	2	3	4	5
d. I can list my medications, including the doses and schedule.	1	2	3	4	5

12. Please rate your experience with medication use (circle a number):

Additional comments:

Thank you. Please return the completed survey in the postage-paid envelope.

Social Demonstration Benefits Protect: Annual Records For Demonstration Year 16 Attachment I: Annual Spant By Allocation Provider Type and Namber of Users Data Source MIXES MIXE Prior Commission. Pulsar Via Service State Data (2010) 2020 to 1201/0218) Hapital Claims Name basin Adjunka According to Rate at Pry Data

Per Nember Per Month (PMPN)				
	DY09	DY10	DY11	DY17
Demonstration Enrollees	\$953.64	\$1,225.40	\$1,415.50	\$1,584.02
Madicaid Members'	\$1.055.87	\$1 514 82	\$1.432.55	\$2,354,86

	DY09				DY10				DY11		DY 12				DY13				DY 14			DY15				DY16				DY17			
	Demonstration Enrollees	Medicald Me	mbers'		Demonstration Enrollees		Medicald Men	mbera"	Demonstration Enrollees	Medicaid Members'	Demonati	ration Enrollees	Medicaid Member	s'.	Demonstration	Enrollees	Medicaid Memb	2013	Demonstration Enroller		Medicaid Members	Demonstration Enrollee:		Medicaid Members		Demonstration Erro	ollees	Medicaid Memb	673	Demonstration I	Enrollees	Medicaid Members	
Distinct Members	475		195		502			359	548	328		525		375		544		355				547			102		41		390		511	54	46
location Provider Type	Paid Users		Paid Use			d Users I		Paid Users PMP			PMPM	Paid Usera	PMPM	haid Users	PMPM Paid	Users PMI	PM Paid	Users PMPM	Paid L	Users PMP	14 Paid Users PMF	PM Paid Us	era PNPM	Paid	Users PMF	M Paid	Users PM	PM Paid	Users PM	IPM Paid	Users PMPS	Paid	Users I
DVANCED PRACTICE REGISTERED NURSE	\$36,463.61 148	\$7.16 \$2	39,661.72	150 \$8.79	\$56,006.40	0 175 1	\$10.44 \$4	47,616.83 161 \$11.	5 593,100.81 220 51	1.15 \$83,267.70 171	\$15.20 \$54,71	90.81 219	\$9.73 \$60,52	1.21 190	\$14.41 \$26,952.59	210 \$4.	87 \$33,066.71	194 \$7.60	\$24,407.59	220 \$3.3	70 \$25,301.38 187 \$5.	80 \$61,116.71	294 \$9.31	\$34,667.80	202 \$8.	53 \$44,747.27	268 \$7	.62 \$40,557.89	217 \$5	3.24 \$44,626.21	252 \$7.9	\$69,308.30	313 1
LTERNATIVE RESIDENTIAL FACILITY	\$0.00 0	\$0.00 \$	15,738.37	1 \$3.49	\$0.00	0 0	\$0.00 \$3	21,189.40 1 \$5.	18 \$0.00 0 \$	0.00 \$28,746.94 1	\$5.25	\$0.00 O	\$0.00 \$43	1.11 1	\$0.10 \$0.00	0 50	00 \$7.73	1 \$0.00	\$0.00	0 \$0.0	50.00 \$0.00	.00 \$0.00	0 \$0.00	\$0.00	\$0.	00		\$5,424.44	1 51	1.24		\$28,021.04	2
MBULANCE	\$22,007.54 42	\$4.32 \$	24,037.86	51 \$5.33	\$16,845.97	7 45	\$3.14 \$3	23,576.55 46 \$5.	77 \$26,609.37 65 \$	3.19 \$19,313.30 52	\$3.53 \$15,84	48.21 44	\$2.81 \$23,03	2.15 52	\$5.48 \$18,134.51	44 53.	27 \$26,831.97	50 \$6.17	\$23,797.55	58 \$3.6	s1 \$22,970.55 57 \$5.	26 \$30,751.97	70 \$4.68	\$17,430.34	53 \$4.	29 \$12,375.33	37 \$2	.11 \$48,510.79	60 \$11	1.05 \$19,908.95	46 \$3.5	\$40,374.46	82
MBULATORY SURGICAL CENTER	\$10,579,29 12	\$2.00	\$1.407.67	8 50.31	\$7.541.42	2 9	\$1.41	\$694.25 5 \$0.	17 \$379.08 3 \$	0.05 \$998.01 5	\$0.18 \$12	38.19 2	\$0.02 \$76	5.71 6	\$0.18 \$3,090.34	14 50	56 5878.99	3 50.20	\$5,294.14	17 50.0	10 54,932,96 8 51	12 \$7,257.87	14 \$1.11	\$5,646.12	8 \$1.	32 \$5,321,21	16 \$1	.09 \$2.055.65	5 \$2	3.47 \$5,800.53	14 51.0	\$4,649,39	10
AUDIOLOGIST	\$154.40 5	\$0.03	\$0.00	1 \$0.00	\$125.75	5 10	\$0.06	\$35.09 3 50	5212.39 6 5	0.03 \$104.43 5	50.02 520	04.16 3	\$0.04 \$1	163 1	\$0.00 \$109.80	6 50	02 \$126.32	2 \$0.03	\$309.78	7 50.0	25 \$709.15 5 \$0.	16 5207.26	9 \$0.03	\$1,557,54	6 \$0.	38 \$40,20	5 50	.01 \$40.20	3 8	3.01 \$104.79	5 50.0	\$129.44	4
EHAVIORAL HEALTH CLINICIAN	\$125.351.94 98	\$24.60 \$1	09.189.72	91 524.19	\$121.331.61	1 100 3	\$22.61 \$12	29,686.91 91 \$31.	72 \$173,587.59 116 \$2	0.79 \$195.373.86 95	\$35.67 \$102.65	59.17 89	\$18,23 \$161,30	106	\$38.40 \$102.834.55	85 \$18	56 \$171.622.46	105 \$39.44	\$188,114,75	118 \$28.5	12 5181.305.79 104 541.	56 \$174,380,28	133 \$20.50	\$159,273,13	82 \$32	21 \$120,353,10	110 520	48 \$167,455,21	26 \$38	5189.553.55	99 \$33.0	\$210,288,45	135 1
ICARDING HOME	50.00 0	50.00 51	86.103.65	2 \$19.07	\$20.96	6 1	\$0.00 \$2	28,548.99 1 \$6.1	80 \$0.00 0 \$	0.00 \$36,866,03 1	\$6.73	50.00 0	\$0.00 \$68.28	2.69 3	\$16.26 \$0.00	0 50	00 \$51,095,59	4 \$11.74	\$30.043.87	1 54.5	5 531.865.18 2 57	30 525.174.22	3 \$3.83	\$27,379,62	1 \$6.	74 \$3.353.05	1 50	57 \$78.072.14	4 \$17	7.78		\$43,351,57	1
CASE MANAGEMENT SERVICES PROVIDER			20.748.64	362 \$71.06	\$318,100.95	222 1		76.755.22 196 \$67	5405.121.93 293 54	8.52 \$292.544.51 171	\$5141 \$257.0	68.04 237		150 175	544.14 \$153.182.22	155 641	25 \$125.533.77	250 586.11	\$455,348,87	388 549.0	22 5406-206-22 245 593.	10 5442 727 15	172 567.44	\$370,284.15		16 \$392.517.12	117 544	81 \$398 228 98	253 500	2.71 \$301.652.35	280 551.9		110 1
CHIROFRACTOR	5544 50 A		\$2,255,20	10 50.50		6 7		\$311.50 5 \$0/	30 5954.52 11 5			56.92 7	\$0.12 \$50		50.12 5424.25	7 50	08 \$250.14	5 50.07	\$241.20	6 50.0	4 \$401A1 A \$0	02 542.40	2 \$0.01	\$409.21	5 50		2 50	00 \$97.87	3 60	107 \$184.93	5 50.0	\$1,446.64	11
COMMUNITY PROVIDER	\$113.772.08 156	\$22.13	93.781.04	110 510 78	\$200.978.01			19,007,69 117 \$29.	5141 809 07 194 54	0.94 \$120.216.71 109	£33.68 £333.83	16.11 1.74	\$10.45 \$102.94	114 114	\$24.51 \$303.674.33	164 \$10.	11 774 407 50	121 \$19.88	\$121 111 A7	147 518.4	10 585 364 05 140 530	21 590.457.80	120 \$11.78	\$67,673,42	103 \$10	66 \$77,705.46	111 511	22 \$21 248 28	110 57	179 SAS 875 57	99 \$11.7		
DENTAL HYGIENIST	50.00 0		\$0.00	0 10.00		0 0		\$188.00 1 50	25 \$0.00 0 \$			50.00 0	\$0.00 \$2		10.03 10.00	0 10	00 50.00		4144,414.41	197 218.5	5356.00 2 50	11 50.00	0	\$734.00	1 \$2		114 414	\$42.00	1 9		11 211.0	\$42.00	
DENTIST	\$5,216.50 6		31.077.79	57 57.06		6 6		37,037.84 55 59)	26 \$1,660.50 5 \$			85.00 A	\$0.64 \$21.00		\$5.00 \$46.00	1 10	01 \$17,037,50		\$1,439,44	4 70.3	22 \$10,902.44 45 54	35 \$6,905,21	14 \$1.05			19 \$1,184.50	1 10	20 \$21 724 50			9 50.3		
DENTIDET	\$5,216.50 6 \$150.00 1		\$3,186.00					51,973,00 6 50	41 50.00 0 5			56.00 6		100 43		0 50	00 \$524.00		41,744744	- 90.	22 510,902.44 45 54 540.00 2 50	.01 \$6,000.00	14 \$1.05		37 \$0.		- 30	\$815.00			1 50.0		
DENTORIST DIALYSIS CENTER - FREE STANDING	\$1,095,60 1		\$3,186.00	14 20.71				\$1,073.00 8 50. \$5,405.01 1 \$1.		0.00 \$4,801.00 15	autor \$1,45	4	au.au 34,32	15	31.03 50.00	5 50.	00 \$1.699.90		54 714 54		arrow 2 30.	56,090,13	50.04	41,009,00	- 30.	14344.45		\$015.00	×	20.00	1 51.4		0
DIALYSIS CENTER - FREE STANDING	\$1,095.66 1 \$135.41 1		\$135.41	1 \$1.94				\$5,405.01 1 \$1. \$80.00 2 \$0.	12 \$0.00 0 \$ 12 \$0.00 0 \$		20.00	50.00 0 50.00 0	30.00 \$	100 0	\$0.00 \$0.00 \$0.00 \$0.00	J 50.	00 \$1,699.90		54,734.54	\$0.3	50.00 1 50	\$6,690.13 00 \$0.00	\$1.02	\$0.00	1 \$2.		52	\$15.00		\$7,970.51	1 \$1.4	+ +	
				1 \$0.03					12 \$0.00 0 \$		\$0.00	50.00 0			\$0.00 \$0.00	0 50	00 \$0.00	0 \$0.00		_	\$0.00 1 \$0.	.00 \$0.00	•				_			1.00			
DWE SUPPLIER	\$2,705.48 9	\$0.53 \$	32,731.95	44 \$7.25	\$9,237.83		\$1.72 \$3	29,717.57 40 57.	27 \$3,426.92 23 \$	0.41 \$23,480.92 55	\$4.29 \$2,40	06.73 9	\$0.43 \$20,83		\$4.96 \$1,299.03	16 \$0.	23 \$25,913.14	65 \$5.96	\$6,389.74	35 \$0.9	P7 \$31,552.24 63 \$7.	23 \$4,968.78	31 \$0.76	\$25,797.89	57 \$6.		27 \$0	.75 \$27,650.28		5.30 \$4,024.90	29 50.7	\$29,130.76	63
ACILITY/AGENCY/ORGANIZATION NR PROVIDER	\$0.00 1	\$0.00	\$0.00	1 \$0.00		• •	\$0.00	\$0.00 0 \$0.	30 \$0.00 0 \$	0.00 50.00 0		\$0.00 O		2.00 0	\$0.00 \$0.00	0 \$0.	00 \$0.00	0 \$0.00	\$0.00	0 \$0.0	0 50.00 0 50.	00 \$0.00	0 \$0.00	\$0.00	0 \$0.			\$0.00	0 \$2	3.00			
FISCAL EMPLOYER AGENT	\$0.00 0			4 \$17.06		0 0		98,361.20 4 \$24)	55,368.87 1 S			\$0.00	\$0.00 \$121,33		\$28.88 \$0.00	\$0.	00 \$115,849.63	4 \$26.63			\$101,060.33 5 \$23.	.16 \$0.00	-	\$135,613.76	6 \$33.			\$207,327.79	8 \$40	7.23		\$174,176.16	7 1
HOME HEALTH AGENCY	\$93.09 4	\$0.02 St	60,611.85	22 \$13.43		0 1		16,710.75 16 \$4)	29 \$309.16 1 \$	0.04 \$14,018.42 13		\$0.00	\$0.00 \$49,43		\$11.77 \$0.00	\$0.	00 \$41,515.58	12 \$9.54	\$2,023.28	3 50.3	11 \$45,262.01 14 \$10.	37 \$5,629.72		\$36,264.42		93 \$2,473.15		.42 \$55,599.13	16 \$12		2 50.3	\$45,987.51	
IOSPICE	\$0.00 1	\$0.00	\$0.00	1 \$0.00	\$0.00	0 1	\$0.00 52	58.885.83 3 \$14.	40 <u>\$0.00</u> 2 \$	0.00 \$57.635.64 3	\$10.52 \$5.1	48.96 7			\$3.56 \$0.00	2 50	00 \$1.506.82	2 \$0.35	\$0.00	1 \$2.0		32 \$2.00	7 \$0.00		3 \$2.			\$7,398,35			3 50.0		
IOSPITAL	\$251.172.35 349	\$49.30 \$2-	43.908.65	350 554.03	\$303.653.24	4 294 3	\$56.58 \$74	41.586.71 324 \$181.	36 \$1.576.153.86 432 \$18	8.76 \$962.737.83 313	\$175.78 \$714.16	67.57 425	126.85 \$1.081.63	2.48 347	\$257.47 \$737.697.53	413 \$123	16 \$1,015,529,49	358 \$233.40	\$1.618.678.29	492 5245.3	17 \$1,022,227,51 361 5234.	29 51 582 436 51	500 \$241.04	\$570,490,50	333 \$165	05 \$260.176.90	456 \$146	39 \$1.619.215.97	363 \$362	5704.433.40	422 5140.2	\$1.423.132.09	507 \$2
INDIAN HEALTH SERVICES PROVIDER																												\$5.070.99	1 \$1	1.38			
LABORATORY/RADIOLOGY	\$76,291.17 183	\$14.97 \$1	67,986.60	171 \$15.06	\$58,868.25	5 203 5	\$10.97 \$2	87,947.84 163 \$21.	51 578,941.07 226 \$	9.45 \$47,588.01 145	\$8.69 \$57,43	26.40 205	\$10.20 \$46,57	2.96 165	\$11.09 \$40,799.91	201 \$7	36 \$67,313.59	162 \$15.47	\$54,439.90	233 58.2	25 \$22,304.94 181 \$7.	40 \$61,959.86	211 \$9.44	\$26,017.58	143 \$6.	41 \$40,211.47	183 \$6	.54 \$42,439.77	151 \$2	3.67 \$34,049.71	152 56.0	\$50,264.48	207
MENTAL HEALTH CLINIC	\$18,438.93 9	\$3.62 \$3	50,679.34	15 \$11.23	\$21,208.89	9 10		35,594.43 20 58.	10 \$52,745.59 19 \$	6.32 \$91,414.83 19	\$16.69 \$20,73	29.54 9	\$3.68 \$84,06	1.18 22	\$20.01 \$22,993.48	7 54	15 \$79,932.09	18 \$18.37	\$29,873.85	7 54.5	53 \$56,507.35 16 \$12.	95 \$28,376.95	4 \$4.32	\$11,810.85	6 \$Z	91 \$27,176.67	6 \$4	.63 \$14,138.33	5 \$2	3.22 \$30,169.86	4 \$5.7	\$33,461.48	6
MULTI-DISCIPLINARY PROVIDER	\$120.19 1		\$120.19	1 \$0.03		0 0		\$0.00 0 \$0.	30 \$0.00 0 \$	0.00 \$0.00 0		\$0.00 O		100 0	\$0.00 \$0.00	0 \$0.	00.02	0 \$0.00	\$0.00	0 \$0.0	0 \$0.00 0 \$0.	00 \$0.00	0 \$0.00		0 \$0.			\$0.00	0 \$2	1.00			
NURSE	\$109.54 2			8 \$0.79		4 7		\$2,031.49 7 \$0.	50 \$185.43 6 \$		\$0.35 \$71	80.78 3	\$0.14 \$54	2.70 3	\$0.13 \$446.16	2 50	08 \$1,318.48	4 \$0.30	\$3,306.42	9 50.4	47 \$2,359.23 10 \$0.	54 \$1,283.66	11 \$0.50			72 \$1,895.18	6 \$0	32 \$3,571.05	5 \$X	3.81 \$2,051.91	5 50.3		13
NURSING HOME	\$807.23 3		21,817.92	8 \$26.99	\$4,132.37	7 3	\$0.77 \$6	63,452.84 4 \$15.	52 521,191.05 3 S			\$0.00 3	\$0.00 \$7,92	128 4	\$1.09 \$0.00	\$0.	00 \$23,682.68	1 \$5.44			\$57,216.69 3 \$13.	11 \$43,723.83	3 \$6.66		6 \$32.	05 \$3,520.00	1 \$0	.60 \$150,614.55	10 \$34	131 \$29,673.09	3 \$5.3	\$174,127.99	Q 1
OCCUPATIONAL THERAPIST	\$232.96 2	\$0.05	\$15.00	1 \$0.00	\$0.00	0	\$0.00	\$0.00 0 \$0.	30 \$171.09 3 \$	0.02 \$113.49 3	\$0.02	\$0.00 3	\$0.00 \$1	5.21 1	\$0.00 \$275.02	1 \$0.	05 \$0.00	\$0.00			\$184.88 2 \$0	04 \$715.10	3 \$0.11	\$854.73	3 \$0.	21				\$115.12	1 \$0.0	\$162.60	2
OCCUPATIONAL THERAPY ASSISTANT																						\$1,043.28	2 \$0.16	\$1,043.28	2 \$0.	26 \$135.05	2 \$0	.02 \$135.05	2 \$	2.03		1 1	1
OPTICIAN	50.00 0	\$0.00	\$0.00	1 \$0.00	\$0.00	0 0	\$0.00	\$2.00 0 50/	30 \$0.00 0 \$	0.00 50.00 0	\$0.00	50.00 0	\$0.00 \$	001	\$0.00 \$0.00	0 50	00 \$0.00	0 \$0.00	\$0.00	0 50.0	20 \$0.00 0 \$0.	00 50.00	0 \$0.00	\$0.00	0 50	00							
OPTOMETRIST	\$7,279,57 58	\$1.43	\$7.838.35	70 \$1.74	\$4,319,22	2 69	50.80	\$4,653.96 70 \$1.	54,207,92 77 5		\$0.85 \$2.84	60.55 56	\$0.51 \$5.50	2.84 79	\$1.31 \$2.311.14	48 50	42 \$3.348.95	57 50.77	\$3,750.15	67 50.5	57 54.792.57 84 51	10 \$2,710.42	57 \$0.41	\$4,253.04	75 \$1.	05 \$2,695.46	55 50	46 \$4,513,28	82 \$1	1.03 \$3.284.01	62 50.5	\$7,150,41	104
PCA Agency	50.00	\$0.00	\$1.976.25	1 50.44	\$0.00	0 0	\$0.00	\$1.983.75 1 50	ep 50.00 0 5	0.00 \$15,974.00 2	\$2.01	50.00	\$0.00 \$38.21	100 4	\$9.10 \$0.00	0 50	00 S6 AT0 20	4 \$151	\$28,929 AD	1 54 1	29 53.428.33 3 50	72 \$21,851,26	1 \$1.61	\$17 725 41	5 54	*		\$56,417,45	4 512	2.85	1 1	\$99.385.62	0 1
PHEDMATY	\$13,809,69 20		\$3,829,10	12 50.85	\$12,829,05			\$6.571.86 36 \$1.	56.350.99 38 5		\$2.04 \$1.0	93.01 28		2.04 53	\$1.10 \$47,050,64	28 57	59 \$11,666,09	45 \$2.48	\$760.61	11 50.1		79 \$7,875,81	32 \$1.20	\$10,885.01		68 \$28,694,84	11 54	.00 \$34.029.47	42 53	7.77 \$1.817.58	22 50.3		46
PHYSICAL THERAPIST	5281.23 1		\$1,330.47	6 50.29	\$101.55	5 5		\$667.41 B \$0.	16 \$998.98 4 \$	0.12 \$1.352.62 9	50.25 54		\$0.12 \$38		50.09 5114.05	7 50	06 \$1,212.14	7 50.28	\$1.040.97	8 50.3	16 \$1.461.91 7 \$0.	34 \$2.847.45	12 50.41	\$4,140,71		02 \$1,343.45	10 50	21 \$1.742.05	A 97		12 50.3		
DHYGPIAN			24.013.83	10.047	\$229.953.83			49,958.02 316 \$61.	13 5344,006,95 471 54	1.20 \$267.867.75 312	\$48.91 \$318.4	13.02 442		1.26 352	\$A1.41 \$177.A71.99	417 511	16 \$214 109 54	156 551.01	\$234,801.30	497 \$15.5		84 \$104.949.55	100 F 44 /F	\$187.822.65		24 \$228,733.09	438 438	03 \$304.341.47	100 60	3.33 \$170.464.22			417 1
PHYSICIAN ASSISTANT	55 010 51 49		\$4,806.00			1 71		\$5,560.34 80 \$1.	36 59,125,11 107 5			1447	\$1.72 \$11.83			122 441	08 \$11 279 76	110 222.01	\$15,251,92	114 533	11 \$11,487,16 112 \$2		136 \$1.47			71 \$6.687.58	114 /1	.14 \$10,292.40			119 \$1.1		
PHILSICIAN ASSISTANT PHILSICIANS COOLD	\$2,599,94 11		\$4,006.00	17 51.05	\$195.52			\$1,560,54 BU \$1. \$136,00 1 \$0.	30 39,125.11 107 3 31 \$0.00 0 \$	000 S19.10 1		50.00		1/8 103	50.00 50.00	1.02 52	00 50.00	100 52/1	414,441,942	0 52.5	10 10 10 10 10 10	03 37,040.01	0 51.47	\$0,948.00	100 \$1.		118 31	410,242.40	102 30	36,197.34	110 51.1	\$13,780.85	- 41
11151, LANS GROUP 19MI - PRIVATE NON-MEDICAL INSTITUTION	52,597,94			1 \$1.50				96.080.41 7 \$23.	50 5043.04 1 5			0 00.00		2 27 7	\$14.14 \$0.00	J 50.	00 \$129.583.12		\$41,715,06	1 59.1	10 S0.00 S0.00 S0.	55 5111 390 05	1 \$16.97			73 \$2,617.36	2 50	45 \$149 500 60	1 12	525 432 55	1 93	\$252.952.95	2 3
NMI - PRIVATE NON-MEDICAL INSTITUTION	\$0.00 0 \$1.359.04 9		\$7,027.25	3 \$1.56				96,080.41 7 \$23. \$2,125.33 18 \$0.		0.10 300,673.01 4		13.46 1	\$9.55 \$144,25		50.00	50.	00 \$179,583.32	6 541.27	\$61,735.06	59.3	36 \$111,291,25 6 \$25.	38 \$111,390.05	3 \$16.97	\$55,522.67		79 \$2,637.36 44 \$1.923.79		45 \$149,500.60	8 \$34 28 \$7		3 54.5	\$252,952.96	0 3
				17 \$0.63	\$1,346.93	3 12		\$2,125.33 18 50. \$851.41 8 50.	52 52,227.52 17 \$ 21 \$28,50 7 \$	0.27 53,917.66 32					\$0.54 \$2,385.18 \$0.11 \$15.494.14	\$0.	43 51,494.22	40 \$0.34	\$1,368.14 \$40,413.24	25 50.3	21 \$1,879.45 30 \$0. 19 \$88.244.78 13 \$20.	43 \$1,372.99	20 \$0.21				20 50	33 \$1,933.35 JP \$59.336.28				\$3,057.74	36
SYCHIATRIC HDSPITAL				\$1.12						0.00 \$18.79 7	50.00 \$22	70.28 5	\$0.05 \$1,38	253 13	50.33 \$15,694.16	v 52	aa a23,097.23	10 \$5.31	300,013.24	15 59.1	ry \$88,244.78 13 \$20.	23 \$68,946.85	12 \$10.50	\$33,805.43	14 \$8.	32 \$46,370.41	\$7	309,336.28	16 \$13	1.52 \$42,630.16	8 \$7.6	\$73,895.47	16 1
EHABILITATION CENTER	\$1,014.12 1		34,356.12	5 \$7.61		2 1		30,508.92 4 \$12.	35 \$0.00 0 \$	0.00 \$6,639.20 2	\$1.21	\$0.00 O	\$0.00 \$64,01	2.40 4	\$15.24 \$0.00	0 50.	00 \$10,648.15	1 \$2.45	\$1,902.30	2 50.	29 \$17,456.01 3 \$4	00 \$412.80	1 \$0.05	\$16,045.25	1 \$3.	95 \$1,691.30	1 \$0	29 \$17,504.60	2 \$	1.99		\$19,625.35	2
CHOOL HEALTH CENTER	\$74.83 4	\$0.01	\$359.81	9 \$0.08	\$0.00	0 0	\$0.00	\$0.00 0 \$0.	30 \$0.00 0 \$	0.00 \$0.00 0	\$0.00	\$0.00 O	\$0.00	2.00 0	\$0.00 \$0.00	0 50.	00 \$0.00	0 \$0.00	\$0.00	0 \$0.0	20 \$0.00 0 \$0.	00 \$0.00	0 \$0.00	\$0.00	0 \$0.		0 50	.00 \$0.00	0 \$0			ļ ļ	
PEECH LANGUAGE PATHOLOGIST														_			-					\$807.85	3 \$0.12	\$1,233.12	3 \$0.	30 \$477.77	1 \$0	.08		\$288.15	1 \$0.0		
PEECH THERAPY ASSISTANT																						\$490.05	1 \$0.07	\$490.05	1 \$0.	12							
TATE AGENCY	\$0.00 0		\$1,963.95	3 \$0.44				\$1,054.48 1 \$0.	26 \$0.00 0 \$	0.00 \$903.84 1	\$0.17	\$0.00 O	\$0.00 \$5,10		\$1.21 \$0.00	0 50.	00 \$2,044.40	1 \$0.47	\$0.00	0 \$0.0	50.00 S0.00	00 \$0.00	0 \$0.00	\$0.00	\$0.	00 \$0.00	0 \$0	.00 \$0.00	52	1.00			
JESTANCE ABUSE PROVIDER	\$288.00 1	\$0.06 \$2	28,785.36	12 \$6.38		0 2		26,676.56 11 \$6.	52 \$1,744.00 3 \$	0.21 \$22,984.00 10	\$4.20 \$1,31	10.00	\$0.25 \$20,59		\$4.90 \$1,584.00	2 50	29 \$23,968.00	9 \$5.51	\$7,120.00	4 \$1.0	08 \$20,402.00 10 \$4	68 \$8,860.00	5 \$1.35	\$20,574.00	a \$5.	00.000,53,300.00	2 \$0	56 \$29,650.00	15 54	5.75 \$3,674.94	1 \$2.6	\$40,914.53	14
secial Purpose Private School	\$0.00 0	\$0.00	\$0.00	0 \$0.00	\$0.00	0 0	\$0.00	\$0.00 0 \$0.	so.co o s	0.00 \$1,615.00 1	\$0.29	\$0.00 O	\$0.00 \$	100	\$0.00 \$0.00	0 50	00.02	\$0.00	\$0.00	0 \$0.0	50.00 \$0.00	00 \$0.00	0 \$0.00	\$0.00	\$0.	00 \$0.00	0 \$0	.00 \$0.00	8	1.00			
ate Psychiatric Hospital	\$0.00 0	\$0.00	\$0.00	0 \$0.00		0 0	\$0.00	\$0.00 0 \$0.	30 \$162.04 1 \$	0.02 \$0.00 0	\$0.00	\$0.00	\$0.00 \$	0 00.	\$0.00 \$0.00	\$0.	00 \$0.00	0 \$0.00	\$0.00	\$0.0	20 \$0.00 0 \$0.	00 \$0.00	\$0.00	\$0.00	0 \$0.	00 \$0.00	\$0	.00 \$0.00	0 \$2	3.00			
RANSPORTATION	\$29,046.57 88	\$5.70 \$	79,467.61	137 \$17.60	\$43,718.97	7 95	\$8.15 \$5	95,159.39 133 \$23.	27 \$51,292.09 111 \$	6.14 \$88,529.32 132	\$10.10	\$0.00 95	\$0.00 \$	100 117	\$0.00 \$0.00	78 \$0.	00 \$0.00	113 \$0.00	\$0.00	99 \$0.0	20 \$0.00 114 \$0.	00 \$0.00	105 \$0.00	\$0.00	111 \$0.	00 \$0.00	83 \$0	.00 \$0.00	124 \$6	1.00 \$0.00	71 \$0.0	\$0.00	149
SION CENTER	\$0.00 0	\$0.00	\$52.70	2 \$0.01	\$0.00	0 0	\$0.00	\$20.80 1 \$0)	50.00 0 S	0.00 \$83.20 2	\$0.02	so.co o	\$0.00 \$2	1 01	\$0.00 \$0.00	50.	00 \$41.60	1 \$0.01			\$20.00 1 \$0.	00 \$21.00	1 \$0.00	\$42.00	2 \$2.	01	1	1				\$42.00	2
AIVER SERVICES PROVIDER	\$0.00 1		26.965.75	4 \$5.97	\$0.00	0 0	\$0.00 \$3	31.003.36 2 57.	58 50.00 0 5	0.00 \$32.610.79 3	\$5.95	50.00 0	\$0.00 \$109.53	1.95 2	\$26.07 \$0.00	0 50	00 \$178 135 40	3 \$40.94	\$385.00	1 50.0	26 \$18,326,60 2 \$4	20 \$350.00	1 \$0.00	\$48.016.05	4 \$11.	82		\$126.765.21	8 527	1.00		\$145.042.51	Q . 1
Missing"	-\$151,002.41 361	\$29.64 -\$2	48,488.58	113 -\$55.05	-\$126,739.45	5 313 -5	-\$23.61 -\$21	18,295.49 247 -\$53.	-\$178,013.99 233 -\$2	1.32 -\$121,081.13 192	-\$22.11 -\$35,40	12.55 219	-\$6.30 -\$114,03	2.03 212	-\$27.14 \$0.00	\$0.	.00 \$0.00	\$0.00	\$0.00	\$0.0	0 S0.00 S0.00	00 \$0.00	\$0.00	\$0.00	\$0.	00 \$0.00	\$0	.00 \$0.00	50	100			
Not Applicable (Prescription Claims)	\$3,707,179.16 420 5			369 \$736.47	\$5,297,244.91	1 461 51	\$987.00 \$4,01	12,996.11 341 \$981.	41 \$8,820,394.40 503 \$1,05				141.05 \$4,150,97	2.56 348	\$988.09 \$7,077,299.08	474 \$1,277	49 \$4,874,897.20	359 \$1,120.41	\$8,401,962.37	534 \$1,273.4	50 \$5,353,792.22 358 \$1,227.	09 \$8,510,335.71	549 \$1,296.32	\$4,766,028.87	332 \$1,173.	32 \$7,546,468.13	481 \$1,284	29 \$5,623,932.78	357 \$1,281	1.08 \$7,078,752.48			
atal	\$4,850,811,31 0	10.00	6 120 99	\$1.000 PT	14 100 100 11		128.40 87.40	14 108 55 S1 514 8	2 \$11.845 302.65 \$1.412	57 545 144 55	1 433 54 54 675 35	1 10	C14.04 # 100.000		632 93 68 737 776 47	\$1.6TT -	1 17 700 400 00	41 760.83	ALL 304 ATT 40 \$3.30	11 TH 1	5 58.011 575 35 52.628.00 \$1.836.3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		to our one of the	1 202 02 11 743 3	10 10 10 10 17 17	171 00 FL FL FL	00 411 480 34	12 602 00 12 102	## C0 000 001 10	\$1,594,0	\$14 220 425 44	\$2.2

* Members from Initial Group and Cost Neutralization Group Combined. This report has not been filtered by Recipiert Ad Categories and contains members. Member Ernsfeld and clams paid by other Waives. Therefore, enrollment and cumber of claims may be slightly higher compared to CMS Previous reports. • "Maning disclosure porticity the inclusion enroles of the disclosure of claims and the slightly higher compared to CMS Previous angular disclosure of the slight higher optical and contains members.

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

Month	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total	Demonstration Enrollees	Medicaid Members	Total		Medicaid Members	Total	Demonstration Enrollees		Total															
		SFY2003 - DY01	1	SFY2	004 - DY02		SFY2005	DY03		SFY200	6 - DY04		SFY2007	- DY05		SFY2008 - DY	06		SFY2009 - D	Y07		SFY2010 - D	DY08		SFY2011	- DY09		SFY20	12 - DY10		SFY201	3 - DY11		2013 (2nd h		
July	8	5 228	313	12	4 280	404	14	43 30	01 444	19	1 309	500	272	305	577	293	275	568	286	269	555	331	1 283	614	38	2 307	689	416	292	708	416	201	617	420	J 221	641
August	9	4 226	320	12	5 277	402	14	41 30	0 441	20	7 303	510	273	301	574	291	273	564	276	272	548	332	2 280	612	386	5 308	694	417	284	701	420	201	621	425	ś 218	643
September	9	7 224	321	13	1 273	404	14	10 29	437	21	3 301	514	277	300	577	281	269	550	283	269	552	333	3 281	614	363	3 295	658	417	284	701	412	196	608	430	J 215	645
October	9	4 244	338	13	2 292	424	1-	43 29	98 441	22	24 295	519	292	289	581	284	272	556	288	270	558	337	7 284	621	371	1 289	660	420	291	711	417	178	595	443	3 216	659
November	9	4 244	338	13	4 286	5 420	1-	46 29	95 441	22	28 287	515	292	288	580	283	270	553	289	275	564	339	286	625	379	294	673	428	286	714	415	185	600	446	à 215	661
December	9	8 241	339	13	4 286	420	1-	46 29	96 442	23	39 280	519	291	285	576	283	267	550	296	282	578	346	6 290	636	395	5 288	683	423	283	706	409	197	606	449	ə 211	660
January	10	2 258	360	13	4 295	429	1:	56 30	05 461	24	18 291	539	298	281	579	289	256	545	300	284	584	348	3 296	644	396	5 289	685	414	248	662	408	204	612		-	
February	10	8 256	364	14	0 292	432	1	60 30	01 461	25	6 287	543	301	276	577	291	257	548	302	288	590	349	298	647	399	281	680	420	242	662	414	199	613			
March	11	3 253	366	14	3 288	431	1	63 29	97 460	25	6 283	539	292	276	568	287	262	549	312	290	602	350	301	651	407	7 289	696	413	177	590	411	212	623			
April	11	7 264	381	14	4 288	432	1	74 30	18 482	26	3 297	560	298	274	572	288	267	555	315	288	603	355	5 300	655	413	3 298	711	419	183	602	418	211	629			
May	11	9 265	384	14	2 291	433	1	79 30	02 481	26	51 296	557	292	274	566	295	265	560	316	284	600	369	301	670	413	3 296	709	417	187	604	421	209	630			
June	12	3 263	386	14	0 290	430	1	B1 29	38 479	26	54 292	556	282	274	556	295	263	558	323	280	603	381	1 313	694	415	5 290	705	417	195	612	420	209	629			

	Demonstration	Medicaid		Demonstration	Medicaid		Demonstration	Medicaid		Demonstration	Medicaid		Demonstration	Medicaid		Demonstration	Medicaid	
Month	Enrollees	Members	Total															
	2014 - 0	DY12		2015 -	DY13		2016 - DY14			2017 - DY	15		2018 - DY	'16		2019 - DY17		-
January	445	212	657	454	312	766	464	314	778	450	313	763	446	312	758	458	313	771
February	445	214	659	456	311	767	467	323	790	452	314	766	446	310	756	448	324	772
March	450	209	659	459	312	771	461	316	777	457	317	774	454	308	762	428	338	766
April	447	212	659	456	313	769	461	313	774	456	314	770	456	309	765	403	362	765
May	452	206	658	448	317	765	460	313	773	456	314	770	458	306	764	398	375	773
June	448	327	775	446	317	763	463	307	770	450	320	770	457	312	769	334	420	754
July	449	320	769	454	315	769	457	310	767	453	315	768	458	312	770	336	426	762
August	443	320	763	457	312	769	453	314	767	447	311	758	457	315	772	331	421	752
September	446	321	767	462	320	782	463	316	779	449	312	761	460	317	777	334	428	762
October	443	324	767	456	321	777	462	312	774	449	311	760	465	315	780	327	436	763
November	445	319	764	464	313	777	458	313	771	445	311	756	458	312	770	324	437	761
December	444	316	760	461	311	772	456	312	768	442	314	756	463	311	774	322	436	758

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

To	Under 18	Male	mbers Female	Medicaid Me Total	Under 18	Male	on Enrollees Female	Total	Month
3	4	160	68	228	0	77	8	85	July-02
3	4	159	67	226	0	86	8	94	August-02
3	5	158	66	224	0	89	8	97	September-02
3	5	174	70	244	0	88	6	94	October-02
3	5	175	69	244	0	87	7	94	November-02
3	5	173	68	241	0	91	7	98	December-02
3	7	184	74	258	0	95	7	102	January-03
3	7	181	75	256	0	101	7	108	February-03
3	7	178	75	253	0	106	7	113	March-03
3	7	187	77	264	0	108	9	117	April-03
3	7	187	78	265	0	110	9	119	May-03 June-03
3	7	186	77	263	0	115	8	123	
4	8	197	83	280	0	117	7	124	July-03
4		194 191	83 82	277 273	0	118 124	7	125 131	August-03 September-03
4	8	210	82	273	0	124	6	131	October-03
4	8	210	80	292	0	128	6	132	November-03
4	8	206	80	286	0	128	7	134	December-03
4	8	215	80	295	0	128	6	134	January-04
4	7	214	78	292	1	132	8	140	February-04
4	7	211	77	288	1	135	8	143	March-04
4	5	210	78	288	1	136	8	144	April-04
4	5	212	79	291	1	133	9	142	May-04
4	5	212	78	290	1	132	8	140	June-04
4	5	222	79	301	1	135	8	143	July-04
4	5	220	80	300	1	133	8	141	August-04
4	5	217	80	297	1	132	8	140	September-04
4	5	219	79	298	1	133	10	143	October-04
4	5	216	79	295	1	134	12	146	November-04
4	5	219	77	296	1	132	14	146	December-04
4	6	227	78	305	1	140	16	156	January-05
4	6	225	76	301	1	144	16	160	February-05
4	6	221	76	297	1	147	16	163	March-05
4	7	223	85	308	1	158	16	174	April-05
4	7	218	84	302	1	163	16	179	May-05
4	7	213	85	298	1	166	15	181	June-05
5	7	219	90	309	1	175	16	191	July-05
5	7	213	90	303	1	189	18	207	August-05
5	7	213	88	301	1	193	20	213	September-05
5	7	209	86	295	1	203	21	224	October-05
5	7	203	84	287	1	207	21	228	November-05
5	7	198	82	280		216	23	239	December-05
5	8	201	90	291	1	225	23	248	January-06
	8	197	90	287	1	235	21	256	February-06 March-06
5	4	193 204	90 93	283 297	1	235 241	21	256 263	April-06
5	4	204	93	297	1	241	22	263	May-06
5	4	204	92	290	1	240	25	264	June-06
5	4	201	96	305	1	233	26	204	July-06
5	4	205	96	303	1	240	25	272	August-06
5	4	203	96	300	1	240	26	273	September-06
5	5	195	94	289	1	265	20	292	October-06
5	5	193	95	288	1	265	27	292	November-06
5	5	192	93	285	1	263	28	291	December-06
5	6	184	97	281	1	270	28	298	January-07
5	7	181	95	276	1	272	29	301	February-07
5	7	182	94	276	1	262	30	292	March-07
5	6	182	92	274	1	268	30	298	April-07
5	6	183	91	274	1	262	30	292	May-07
5	6	183	91	274	1	255	27	282	June-07
5	6	180	95	275	1	266	27	293	July-07
5	6	178	95	273	1	264	27	291	August-07
5	6	175	94	269	1	254	27	281	September-07
5	6	179	93	272	1	254	30	284	October-07
5	6	177	93	270	1	254	29	283	November-07
5	6	175	92	267	1	252	31	283	December-07
5	6	167	89	256	1	256	33	289	January-08
5	5	167	90	257	1	259	32	291	February-08
5	5	168	94	262	1	257	30	287	March-08
5	6	174	93	267	1	258	30	288	April-08
5	6	172	93	265	1	264	31	295	May-08
5	6	171	92	263	1	265	30	295	June-08
5	3	178	91	269	1	258	28	286	July-08
5	3	182 179	90 90	272	1	251 255	25 28	276	August-08
5	3	179	90 91	269	1	255	28	283	September-08
5	3	179	97	270 275	1	259	29	288 289	October-08 November-08
5	3	178	97	275	1	261	28	289	November-08 December-08
5	3	183	99	282	1	269	31	296	January-09
5	3	192	96	284	1	209	30	300	February-09
6	3	192	93	288	1	272	33	302	March-09
6	3	196	92	290	1	281	34	312	April-09
6	3	192	92	284	1	282	34	316	May-09
6	3	188	92	280	1	290	33	323	June-09
6	3	188	95	283	1	295	36	331	July-09
6	3	185	95	280	1	296	36	332	August-09
6	3	186	95	280	1	297	36	333	September-09
6	3	188	96	284	1	299	38	337	October-09
6	3	191	95	286	1	301	38	339	November-09
6	3	194	96	290	1	306	40	346	December-09
6	3	199	97	296	1	308	40	348	January-10
6	3	198	100	298	1	308	41	349	February-10
6	3	199	102	301	1	307	43	350	March-10
6	4	195	105	300	1	311	44	355	April-10
6	4	197	104	301	1	324	45	369	May-10
	8	208	105	313	1	337	44	381	June-10
6	3	205	102	307	1	339	43	382	July-10
6	5				1	342	44	386	August-10
	3	205	103	308		342			
6		205 196	103 99	308 295	1	342	43	363	September-10
6	3				1			363 371	September-10 October-10

		45	050			100	105		
December-10 January-11	395 396	45 46	350 350	2	288	103 103	185 186	4	683 685
February-11	390	46	353	2	281	100	181	5	680
March-11	407	48	359	2	289	103	186	5	696
April-11	413	46	367	2	298	110	188	5	711
May-11	413	47	366	2	296	108	188	5	709
June-11	415	47	368	2	290	108	182	6	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	420	48	372	2	291	109	182	7	711
November-11	428	51	377	2	286	106	180	7	714
December-11	423	50	373	2	283	104	179	6	706
January-12	414	48	366	2	248	92	156	6	662
February-12	420	51	369	2	242	89	153	6	662
March-12	413	48	365	2	177	61	116	4	590
April-12	419	50 48	369 369	2	183	62	121 125	5	602
May-12	417	48	369	2	187	65	125	5	604
June-12	417			_	195				612
July-12	416	43	373 377	2	201	68 66	133 135	4	617 621
August-12 September-12	420	43	368	2	196	66	135	5	608
October-12	412	46	371	2	178	59	119	4	595
November-12	415	40	368	2	185	63	122	4	600
December-12	409	48	361	2	103	68	122	5	606
January-13	403	40	361	2	204	69	125	5	612
February-13	414	49	365	2	199	68	131	5	613
March-13	411	49	362	2	212	70	142	5	623
April-13	418	51	367	2	211	72	139	5	629
May-13	421	51	370	3	209	71	138	5	630
June-13	420	53	367	3	209	71	138	5	629
July-13	420	53	367	3	221	84	137	6	641
August-13	425	54	371	3	218	83	135	6	643
September-13	430	55	375	3	215	80	135	6	645
October-13	443	57	386	3	216	81	135	7	659
November-13	446	57	389	3	215	78	137	6	661
December-13	449	62	387	3	211	81	130	7	660
January-14	445	61	384	3	212	80	132	7	657
February-14	445	61	384	3	214	80	134	7	659
March-14	450	62	388	2	209	78	131	7	659
April-14	447	60	387	2	212	76	136	7	659
May-14	452	60	392	2	206	74	132	7	658
June-14	448	61	387	2	327	111	216	10	775
July-14	449	64	385	4	320	109 109	211	9	769
August-14	443	63	380	4	320	109	211		763
September-14 October-14	446	63 59	383 384	4	321 324	109	212 209	9	767
November-14	443	60	385	4	324	115	209	9	764
December-14	445	59	385	4	319	112	207	9	76
January-15	454	58	396	4	310	113	200	9	766
February-15	454	57	399	4	312	108	200	9	760
March-15	459	56	403	4	312	100	203	9	707
April-15	456	57	399	4	313	112	201	9	769
May-15	448	56	392	4	317	113	204	9	765
June-15	446	56	390	4	317	116	201	9	763
July-15	454	55	399	4	315	114	201	9	769
August-15	457	54	403	4	312	113		10	769
September-15	462	55	407	4	320	117	203	10	782
October-15	456	53	403	4	321	115	206	11	777
November-15	464	54	410	4	313	111	202	11	777
December-15	461	56	405	4	311	108	203	10	772
January-16	464	55	409	4	314	112	202	11	778
February-16	467	59	408	4	323	114	209	12	790
March-16	461	61	400	5	316	112	204	12	777
April-16	461	61	400	5	313	108	205	12	774
May-16	460	61	399	5	313	108	205	12	773
June-16	463	60	403	5	307	105	202	12	770
July-16	457	58	399	3	310	107	203	14	767
August-16	453	57	396	3	314	107	207	14	767
September-16	463	59	404	3	316	109	207	15	779
October-16	462	60	402	3	312	110	202	15	774
November-16	458	60	398	3	313	109	204	15	771
December-16	456	59	397	3	312	105	207	12	768
January-17	450	59	391	3	313	105	208	11	763
February-17	452	61	391	3	314	105	209	12	766
March-17	457	61	396 395	3	317 314	107 104	210	14 15	774
April-17 May-17	456 456	61 59	395	3	314	104	210 205	15	770
June-17	456	59	397	3	314	109	205	15	770
June-17 July-17	450	57	393	3	320	110	210	15	768
August-17	433	56	390	3	315	110	203	13	758
September-17			395	3	312			14	761
	449	54				110	202	14	760
October-17	449 449	54	391	3	311	109	202	14	
				3				14	756
October-17	449	58	391		311	109	202		
October-17 November-17	449 445	58 56	391 389	3	311 311	109 110	202 201	14	756
October-17 November-17 December-17	449 445 442	58 56 56	391 389 386	3 3 3 3	311 311 314	109 110 107	202 201 207	14 14	756 758
October-17 November-17 December-17 January-18 February-18 March-18	449 445 442 446 446 454	58 56 55 55 53 55	391 389 386 391 393 399	3 3 3 3 3 3	311 311 314 312 310 308	109 110 107 105 100 104	202 201 207 207 210 204	14 14 12 10 11	756 758 756 762
October-17 November-17 December-17 January-18 February-18	449 445 442 446 446 454 456	58 56 55 53 53 55 57	391 389 386 391 393 399 399	3 3 3 3 3 3 3	311 311 314 312 310 308 309	109 110 107 105 100 104 104	202 201 207 207 210 204 204	14 14 12 10 11 11	756 758 756 762 765
October-17 November-17 December-17 January-18 February-18 March-18 April-18 May-18	449 445 442 446 446 454 456 458	58 56 55 53 53 55 57 58	391 389 386 391 393 399 399 400	3 3 3 3 3 3 3 3 3	311 311 314 312 310 308 309 309	109 110 107 105 100 104 104 104	202 201 207 210 204 205 202	14 14 12 10 11 11 11	756 758 756 762 765 765
October-17 November-17 December-17 January-18 February-18 March-18 April-18 May-18 June-18	449 445 442 446 446 454 456 458 457	58 56 55 53 55 57 57 58 59	391 389 386 391 393 399 399 400 398	3 3 3 3 3 3 3 3 3 3	311 311 314 312 310 308 309 306 312	109 110 107 105 100 104 104 104 104	202 201 207 210 204 205 202 202 201	14 14 12 10 11 11 11 11	756 756 762 766 766 766 766
October-17 November-17 December-17 January-18 February-18 April-18 May-18 June-18 July-18	449 445 442 446 446 454 456 458 457 458	58 56 55 53 55 57 58 59 62	391 389 386 391 393 399 399 400 398 398	3 3 3 3 3 3 3 3 3 3 3 3	311 311 314 312 310 308 309 306 312 312	109 110 107 105 100 104 104 104 104 104 101	202 201 207 210 204 205 202 201 201 204	14 14 12 10 11 11 11 11 11 11	756 756 762 762 764 764 765 766
October-17 November-17 December-17 January-18 February-18 March-18 April-18 June-18 July-18 August-18	449 445 442 446 446 454 456 458 457 458 457	58 56 55 53 55 57 57 58 59 62 65	391 389 386 391 393 399 400 398 398 398 398	3 3 3 3 3 3 3 3 3 3 3 3 3 3	311 311 314 312 310 308 309 306 312 312 312 315	109 110 107 105 100 104 104 104 104 104 111 108 109	202 201 207 207 210 204 205 202 201 204 204 204	14 14 12 10 11 11 11 11 11 11	756 756 762 764 764 764 765 770 770
October-17 November-17 December-17 January-18 March-18 March-18 May-18 June-18 July-18 August-18 September-18	449 445 442 446 446 454 458 458 457 458 457 460	58 56 55 55 57 57 58 59 62 62 65 62	391 389 386 391 393 399 399 399 399 398 398 398 398	3 3 3 3 3 3 3 3 3 3 3 3 3 3	311 311 314 312 310 308 309 306 312 312 312 315 317	109 110 107 105 100 104 104 104 111 108 109 111	202 201 207 207 210 204 204 202 202 201 201 204 206 206	14 14 12 10 11 11 11 11 11 11 11 11	756 756 762 764 764 766 776 776 776 777
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October-17 November-17 December-17 January-18 February-18 March-18 May-18 July-18 July-18 August-18 September-18 November-18	449 445 442 446 456 458 457 458 457 458 457 460 465 458	58 56 55 53 55 57 58 59 62 65 62 64 65	391 389 393 393 399 399 400 398 396 392 392 398 401 393	3 3 3 3 3 3 3 3 3 3 3 5 5 5 5	311 311 314 312 310 300 308 309 306 312 312 315 317 315 312	109 110 107 105 100 104 104 104 104 104 111 108 109 111 108 111	202 201 207 210 204 205 202 201 204 206 206 206 207 201	14 14 12 10 11 11 11 11 11 11 11 9 10	756 756 766 766 766 766 776 777 777 777
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October-17 November-17 December-17 January-18 February-18 March-18 March-18 July-18 July-18 August-18 September-18 October-18 November-18 December-18 January-19 February-19 March-19 April-19 July-19 July-19 August-19	449 445 446 446 458 458 457 458 457 458 460 465 458 465 458 465 458 463 458 463 368 403 338 338 336 331	58 56 55 55 55 55 57 58 59 62 65 62 65 62 64 65 65 62 64 65 65 62 64 65 52 63 64 51 52	391 389 389 391 393 399 400 398 398 398 398 398 398 398 397 391 393 397 391 381 381 381 381 381 381 381 284 283	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	311 311 314 312 310 308 309 306 312 312 315 317 315 317 315 317 315 317 315 312 311 311 313 324 338 362 375 420 426 421	109 110 107 105 100 104 104 104 104 109 111 108 109 111 108 1111 108 1111 108 1111 112 1133 114 115 122 122	202 201 207 210 204 205 202 201 204 206 206 206 207 201 203 206 206 212 225 248 260 300 304 296 300	14 14 12 10 11 11 11 11 11 11 11 11 11 11 11 11	766 755 765 766 766 766 766 770 772 777 777 770 777 777 777 777 777

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	140	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	137	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	686	463	226	3	100	136	1
2014	2	793	463	333	3	101	241	
2014	3	794	464	331	1	101	241	
2014	4	794	457	340	3	100	250	
2015	1	800	473	334	7	99	246	
2015	2	790	469	329	8	98	242	
2015	3	807	476	335	4	99	247	
2015	4	806	478	332	4	99	244	
2016	1	805	478	333	6	99	246	
2016	2	793	473	325	5	97	239	
2016	3	803	476	333	6	97	247	
2016	4	799	476	328	5	95	246	
2017	1	804	475	334	5	91	255	
2017	2	807	479	337	9	92	256	
2017	3	800	472	333	5	89	253	
2017	4	789	468	330	9	88	254	
2018	1	792	468	330	6	89	253	
2018	2	793	474	325	6	88	248	
2018	3	802	477	330	5	86	256	
2018	4	808	484	331	7	86	258	
2019	1	812	473	363	24	83	293	
2019	2	800	417	448	65	81	379	
2019	3	795	351	458	14	81	390	
2019	4	790	340	463	13	80	394	

* 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		DY06		DY07	1	DY08		DY09		DY10		DY11		DY12		DY13		DY14		DY15		DY16		DY17	
	Incoming	Outgoing	Incoming	Outgoing	Incoming	g Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming O	utgoing	Incoming	Outgoing																		
Adherence	0	() C	0)	0 0	0	0	50	305	36	381	42	438	118	758	128	887	7 7	4 49	2 268	1473	292	1029	280	924	4 237	7 788	27	6 734	4 251	801	28	202
Ambulance/Transportation	4	13	3 2	0)	6 13	0	0	12	13	8	10	3	7	5	5	2	8	3 1	0	7 4	5	11	6	7	1	1 29	48	6	2 87	7 23	46	, e	16
Case Management Services	98	8'	395	510	5	51 1137	727	1051	688	1044	503	891	241	614	171	381	376	396	50	14 45	9 410	514	205	286	333	37	6 410	441	48	4 473	3 540	589	442	505
Collaboration Care Coordination	0	(0 0	0)	0 0	147	125	552	577	313	364	102	102	16	23	68	85	5 5	8 10	4 75	36	23	34	136	11:	2 103	3 111	12	9 114	4 130	103	95	129
Compliance	36	152	105	565	5	37 202	48	240	24	181	21	71	26	189	81	480	68	434	2	3 18	8 75	463	86	421	96	33	5 57	257	5	7 209	9 55	328	80	481
Eligibility	31	50	69	96	5	52 86	72	101	134	135	126	145	158	164	244	456	132	349	16	4 44	4 303	843	152	595	207	74	1 328	3 782	31	8 805	5 245	704	134	422
ER																	13	82	2 1	2 4	0 37	216	64	382	68	34	8 95	5 369	8	3 329	9 59	221	. 8	170
Family Planning	0	3	3	3	3	10 21		3	8 0	0	2	2	5	2	0	0	0	0)	0	1 0	1	0	0	0	(0 0	0 0		0 0	0 0	0	0	0
Hospital Services	5	Ę	6	8	3	16 34	8	5	5 O	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
Inpatient																							1	0	7	2	6 19	68	1	9 59	9 18	43	4	28
Introductory Call																	4	48	3 2	7 13	5 35	160	54	200	51	153	3 41	121	4	5 110	6 40	129	6	95
Laboratory/X-ray	1	(0 0	0)	0 0			1	1	1	2	2	1	0	1	6	25		3 1	1 4	0	1	1	15	3	0 21	41	1	3 27	7 29	91	1	3
Medications																	16	20	7	7 9	4 56	85	31	51	63	6	1 81	136	8	5 83	3 120	95	. 36	37
Member Survey																			8	9 32	8 2	1	57	243	73	28	5 46	3 256	8	1 266	6 67	202	. 5	199
Mental Health/Substance Abuse	7	10) 3	4	1	0 0	1	1	3	2	1	0	0	1	0	0	1	0)	0	0 0	3	7	7	7		5 8	3 11		2 2	2 6	6	1	239
Other	115	214	239	326	3 3	89 415	299	297	0	0	0	0	12	45	0	77	21	39	7	8 9	7 129	260	360	387	390	46	9 381	445	41	0 365	5 327	404	83	33
Outdated Contact																	10	47	3	3 10	2 71	340	66	297	14	4:	3 8	3 42	1	1 74	4 2	28	1	35
Pharmacy	0	(0 0	0)	0 0	88	96	219	208	119	121	53	48	39	41	23	50	2	4 5	2 14	51	22	160	7	11:	3 4	4 65	1	2 4	1 11	104	5	39
Phone Call Follow-up																	11	99	5	i5 20	7 43	377	10	309	10	26	6 19	271	3	1 303	3 13	242	. 2	92
Physician Services	81	254	94	133	3	13 37	15	21	0	0	0	0	0	0	0	0	0	0)	0	0 0	0	0	0	0	Ū	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	2 2	0	0	0	0	(0 0	0 0		0 :	3 0	0	0	0
Provider Services	0	(0 0	0)	0 0	6	2	15	12	1	3	18	52	62	129	51	80) 7	3 8	9 47	69	37	38	38	7	1 28	65	4	0 104	4 30	80	24	1
Readmission																														1	1 0	0	0	0
Unpaid Claims	0	(0 0	0)	0 0	0	0	0 0	0	0	0	5	2	24	21	20	20) 1	3 1	8 25	39	43	97	75	14:	3 39	99	5	0 100	0 35	96	33	45
Viral Loads	1	3	3 29	39	9 1	36 243	55	113	47	82	86	201	109	416	21	63	33	25	5 1	0 1	4 5	11	0	3	2	1	5 10) 3		4	1 6	0	1	1
Total	379	785	945	1684	1 12	10 2188	1472	2060	1844	2683	1252	2242	801	2109	782	2437	984	2695	132	7 288	4 1605	4947	1522	4546	1879	452	7 1964	4419	221	3 4296	6 2007	4312	998	2772

ATTACHMENT D: CONTACT TRACKING DETAIL

ATTACHMENT	D: CONTACT TRACKING DETAI																				
		Demonstration Year 4 % Demo			onstration Year 7 % Demonstration	Year 8 % Demons	stration Year 9	% Demonstration Year 10	% Demonstration Year 11	9	% Demonstration Year 12	% Demo	nstration Year 13	% Demonstra	ation Year 14	% Dem	onstration Year 15	Demonstration Year	16	Demonstration	Year 17
INCOMING		1472 42%	1844 41%	1252 36%	801 28%	919 25%	984	27% 1327	32% 1605	24	% 1523	25%	1881	29%	1964	31%	2,213	34%	2,007	32% 998	27%
Calls		926 63%	1115 60%	880 70%	571 71%	703 76%	869	88% 1207	91% 1384	86	% 1389	91%	1723	92%	1747	89%	1,961	89%	1,839	92% 853	85%
Member	Adherence	0 0%	46 9%	28 7%	25 10%	87 20%	106	34% 68	13% 213	3 30	222	27%	212	23%	189	23%	221	21%	189	22% 23	7%
	Ambulance/Transportation Case Management Services	0 0% 285 77%	6 1% 295 59%	4 1% 248 63%	4 2% 96 37%	2 0% 34 8%	2	1% 6	1% 4 2% 8	1	1% 6	1%	4	0%	12	1%	28	3%	6	1% 2 1% 7	1% 2%
	Collaboration Care coordination	1 0%	12 2%	14 4%	10 4%	5 1%	21	7% 7	1% 3	3 0	3	0%	2	0%	0	0%	1	0%	1	0% 2	1%
	Compliance Eligibility	41 11% 8 2%	20 4% 17 3%	16 4% 29 7%	19 7% 53 20%	49 11% 116 27%	34 62	11% 13 20% 65	3% 47 13% 125	7 7	7% 41 3% 64	5%	39	4%	24 136	3% 16%	31	3%	36	4% 65 13% 99	19% 29%
	ER						2	1% 7	1% 16		2% 44	5%	39	4%	55	7%	52	5%	41	5% 6	2%
	Hospital Services Inpatient	2 1%	0 0%	0 0%	1 0%	11 3%	0	0% 0	0% 0	0 0	% 0	0%	0	0%	0	0%	0	0%	0	0% 0	0% 1%
	Introductory Call Laboratory/X-ray	0 0%	1 0%	1 0%	0 0%	0 0%	4	1% 25	5% 32 0% 3	2 5	3% 47	6%	49	5%	40	5%	42	4%	35	4% 5	1%
	Mental Health/Substance Abuse	0 0%	2 0%	1 0%	0 0%	0 0%	1	0% 0	0% 0	0 0	7% 5	1%	3	0%	3	0%	2	0%	3	0% 0	0%
	Medications Other	0 0%	0 0%	0 0%	0 0% 4 2%	20 5% 39 9%	8	3% 57	11% 40 13% 80	0 6	3% 16	2%	41 253	5%	54 218	6% 26%	56	5%	84 256	10% 29 29% 63	8% 18%
	Outdated Contact						7	2% 22	4% 59	8 8	3% 57	7%	10	1%	7	1%	9	1%	1	0% 1	0%
	Unpaid Claims Pharmacy	0 0% 28 8%	0 0% 94 19%	0 0% 52 13%	2 1% 24 9%	14 3% 23 5%	3 14	1% 9 4% 13	2% 19 3% 6	9 3 5 1	3% 19 1% 9	2%	43	5%	19	2%	21	2%	16	2% 22 0% 3	6% 1%
	Phone Call Follow-up Policy	1 0%	1 0%	0 0%		0 0%	9	3% 48	9% 30 0% 1	0 4	#% 10	1%	9	1%	19	2%	27	3%	12	1% 2	1%
	Provider services	3 0%	5 1%	0 0%	0 0% 11 4%	28 7%	17	5% 16	3% 21	1 3	3% 2	0%	7	1%	5	1%	4	0%	5	1% 8	2%
	Readmissions Viral Loads	1 0%	2 0%	2 1%	12 5%	2 0%	1	0% 0	0% 0		W6 0	0%	0	0%	0	0%	1	0%	0	0% 0 0% 0	0%
	Member Survey		2 0/0	2 17	12 0.0	2 0/0		85	16% 1	1 0	9% 55	7%	70	8%	44	5%	76	7%	61	7% 5	1%
	Family Planning Total:	370 100%	501 100%	395 100%	261 100%	430 100%	313	100% 518	100% 708	100	% 0 % 835	0%	905	0%	0 839	0%	0 1028	0%	0 878	0% 0 100% 345	0%
ASO Worker	Case Management Services Ambulance/Transportation	170 63% 0 0%	199 59% 0 0%	106 51% 0 0%	47 39% 0 0%	117 69% 2 1%	349 0	83% 471 0% 0	93% 362 0% 0	2 78		54% 1%	281	57%	340	59%	410	64% 1%	483	72% 379 0% 2	95% 1%
	Other	28 10%	0 0%	0 0%	0 0%	3 2%	1	0% 1	0% 3	3 1	1% 30	8%	37	7%	49	9%	36	6%	27	4% 0	0%
	Eligibility Compliance	19 7% 3 1%	47 14% 0 0%	38 18% 0 0%	31 26% 2 2%	16 9% 7 4%	7 22	2% 9 5% 7	2% 14 1% 19	1 3 9 4	3% 11 1% 34	3%	16 45	3%	38	7% 4%	58	9% 4%	38	6% 4 3% 4	1%
	Adherence	0 0%	2 1%	2 1%	0 0%	10 6%	13	3% 4	1% 32	2 7	P% 49	14%	51	10%	36	6%	41	6%	47	7% 5	1%
	Laboratory/X-ray Family Planning	0 0%	0 0%	0 0%	2 2% 1 1%	0 0%	0	0% 0 0% 0	0% 0) a	% 0 % 0	0%	0	0%	- 0	1%	0	0%	0	0% 0 0% 0	0%
	Provider Services Mental Health/Substance Abuse	0 0%	4 1% 0 0%	0 0%	1 1% 0 0%	4 2% 0 0%	2	0% 0 0% 0	0% 2 0% 0	2 0	% 0 % 0	0%	0	0%	1	0%	0	0%	1	0% 0	0%
	Hospital Services	5 2%	0 0%	0 0%	0 0%	0 0%	0	0% 0	0% 0	a	0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Viral Load Collaboration Care coordination	1 0% 16 6%	4 1% 45 13%	4 2% 30 14%	4 3% 24 20%	1 1% 2 1%	1	0% 2 2% 1	0% 0		% 0 % 5	0%	0	0% 6%	27	0% 5%	13	0% 2%	6	0% 0 1% 1	0%
	Pharmacy Medications	26 10% 0 0%	34 10% 0 0%	25 12% 0 0%	7 6% 0 0%	6 4% 1 1%	2	0% 0	0% 0	0	2% 1	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Policy	1 0%	3 1%	2 1%	1 1%	0 0%	0	0% 1	0% 2 0% 0		7% 0	0%	0	0%	0	2%	0	0%	0	0% 0	0%
	ER Unpaid Claims						10 3	2% 2 1% 0	0% 14	1 3	3% 18	5%	22	4%	31	5%	29	4%	17	3% 1	0%
	Outdated Contact						2	0% 6	1% 3	3 1	1% 5	1%	3	1%	1	0%	2	0%	0	0% 0	0%
	Phone Call Follow-up Introductory Call							2	0% 7	r 2 2 0	2% 0	0%	1	0%	0	0%	2	0%	0	0% 0 0% 0	0%
	Member Survey	070 4004	000 1000/	007 1000	100 1000	100 1000	101	100% 506	1	1 0	0	0%	1	0%	2 572	0%	4	1%	6	1% 0	0%
Other	Total: Other	270 100% 48 31%	338 100% 0 0%	207 100%	120 100% 4 6%	169 100% 11 30%	421	1% 506	100% 463 2% 6		7% 357 1% 36	100% 36%	497 53	100%	42	100% 27%	38	100% 21%	30	100% 400 16% 5	100% 6%
	Case Management Services Provider Services	66 42% 0 0%	38 24% 4 3%	53 32% 0 0%	20 32% 0 0%	0 0%	3 11	4% 1 14% 17	1% 0 19% 3		2% 1 2% 11	1%	3	2%	2	1%	2	1% 5%	1	1% 2 1% 9	2% 10%
	Physician Services	5 3%	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%
	Eligibility Adherence	10 6% 0 0%	5 3% 2 1%	8 5% 2 1%	2 3% 2 3%	11 30% 0 0%	20 1	26% 11 1% 1	12% 14 1% 3	1 25 3 5	5% 7 5% 6	7% 6%	7	4%	16	10% 4%	10 8	5% 4%	13	7% 4 6% 0	5% 0%
	Compliance	2 1%	1 1%	2 1%	0 0%	0 0%	2	3% 0	0% 0	0 0	2% 1	1%	0	0%	3	2%	0	0%	1	1% 3	3%
	Medications MentalHealth/Substance Abuse	0 0%	0 0% 1 1%	0 0%	0 0%	5 14% 0 0%	3 0	4% 7 0% 0	8% 5 0% 0) () a	3% 6 1	6% 1%	3	2%	3	1% 2%	0	3% 0%	1	3% 2 1% 0	2% 0%
	Hospital Services Inpatient	0 0%	0 0%	0 0%	0 0%	0 0%	0	0% 0	0% 0	o a	0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Family Planning	0 0%	0 0%	0 0%	1 2%	0 0%	0	0% 0	0%0	0 0	9% 0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Viral Loads Ambulance/Transportation	11 7% 0 0%	8 5% 1 1%	29 17% 1 1%	15 24% 0 0%	1 3% 0 0%	2	3% 2	2% 0 2% 0		% 0 % 0	0%	3	0% 2%	2	0%	9	0% 5%	0	0% 0 2% 1	0% 1%
	Collaboration Care coordination Pharmacy	9 6% 4 3%	58 36% 34 21%	53 32% 12 7%	9 15% 7 11%	4 11% 3 8%	22 7	29% 30 9% 11	33% 17 12% 4	30	2% 11	11%	86	45%	61	40%	82	45%	104	55% 58	66%
	Policy	2 1%	7 4%	8 5%	2 3%	0 0%	1	1% 0	0% 0		3% 0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Unpaid Claims Out Dated Contact						4	5% 0	0% 4 3% 0	1 7 0 0	% 13 % 0	13%	14	7%	10	6% 0%	9	5% 0%	6	3% 1 0% 0	1% 0%
	Phone Call Follow Up							2	2% 1	1 2	2% 0	0%	0	0%	0	0%	2	1%	0	0% 0	0%
	Introductory Call Total:	157 100%	159 100%	168 100%	62 100%	37 100%	77	100% 90	1% 0	100	7% 1 7% 99	1% 100%	192	0%	154	0%	184	1%	3 188	2% 1 100% 89	1%
Eligibility Office	Case Management Services Eligibility	26 62% 6 14%	19 46% 16 39%	14 45% 10 32%	11 61% 7 39%	0 0% 7 100%	0	0% 0 100% 27	0% 2 96% 58	2 3	3% 0 3% 14	0%	0	0%	0	0% 96%	40	0% 95%	1 36	3% 0 92% 4	0% 100%
	Other	5 12%	0 0%	1 3%	0 0%	0 0%	0	0% 0	0% 1	2	2% 2	13%	3	8%	3	4%	2	5%	2	5% 0	0%
	Adherence Compliance	0 0%	0 0%	0 0%	0 0%	0 0%	0	0% 0 0% 0	0% 1 0% 0	0 0	2% U	0%	0	0%	0	0%	0	0%	0	0% 0 0% 0	0% 0%
	Physician Services Policy	0 0%	0 0% 1 2%	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%
	Hospital Services Collaboration Care coordination	0 0%	0 0%	0 0%	0 0%	0 0%	0	0% 0	0% 0	o a	9% 0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Collaboration Care coordination Outdated Contact	5 12%	5 12%	6 19%	0 0%	0 0%	0	0% 0	0% 0) 0 : 3	% 0 % 0	0%	0	0%	0	0%	0	0%	0	0% 0 0% 0	0%
	Medications Total:	42 100%	41 100%	31 100%	18 100%	7 100%	16	1 100% 28	4% 1 100% 65	1 2	0 2%	0% 100%	0	0%	0	0%	0	0%	0	0% 0	0%
Nurse	Physician Services	2 3%	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%
	Case Management Services Other	32 51% 7 11%	18 28% 0 0%	16 26% 0 0%	11 13% 9 10%	1 5% 1 5%	2	7% 7 0% 1	15% 16 2% 2	3 25 2 3	5% 0 3% 9	0%	0	0%	1	1% 13%	2	4% 4%	0	0% 3 3% 0	27% 0%
	Viral Loads Collaboration Care coordination	18 29%	19 30%	19 31%	33 38%	1 5%	1	3% 0	0% 1	2	2% 0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Adherence	0 0%	10 16% 0 0%	10 16% 0 0%	4 5% 5 6%	0 0%	2	34% 8 7% 1	17% 2 2% 9	- 3) 14	7% 2 1% 6	10%	11	12%	5	10% 7%	4	35% 8%	12	20% 6 2% 0	55% 0%
	Compliance ER	0 0%	2 3% 0 0%	0 0%	0 0%	1 5% 2 9%	1	3% 2 0% 3	4% 4 6% 4	6	9% 9% 0	15%	8	9% 4%	5	7% 6%	2	4% 4%	1	2% 0 2% 0	0%
	Medications	0 0%	0 0%	0 0%	0 0%	5 23%	3	10% 5	10% 5	5 8	6	10%	10	11%	12	17%	7	14%	16	27% 1	9%
	Eligibility Provider Services	1 2% 1 2%	4 6% 0 0%	8 13% 0 0%	20 23% 1 1%	2 9% 5 23%	5	3% 2 17% 15	4% 1 31% 11	1 2	2% 0 7% 17	27%	1	1%	10	7% 14%	3	4% 6%	1	2% 0 2% 0	0%
	Pharmacy Unpaid Claim	2 3% 0 0%	11 17% 0 0%	8 13% 0 0%	3 3% 0 0%	3 14% 1 5%	0	0% 0 0% 1	0% 0 2% 0		% 0 % 2	0% 3%	0	0%	0	0% 0%	0	0%	0	0% 0 0% 0	0% 0%
	Laboratory/X-ray	0 0%	0 0%	0 0%	0 0%	1 5%	2	7% 1	2% 0	0 0	1%	2%	13	14%	11	16%	8	16%	23	39% 1	9%
	Phone Call Follow-up Policy						2	7% 1	2% 3	3 5 1 2	5% 3 2% 1	5% 2%	0	0%	0	0%	0	0%	0	0% 0 0% 0	0% 0%
	Out Dated Contact	00 1000	p.e. 20001	pr + 6000	00 ×0001	99 4000		1	2% 6	5 9	9% 6	10%	6	7%	0	0%	0	0%	1	0% 0	0%
Physician	Total: Physician Services	63 100% 3 14%	64 100% 0 0%	61 100% 0 0%	86 100% 0 0%	22 100% 0 0%	0	100% 48 0% 0	100% 65 0% 0) 0	1% 0	100% 0%	91	100% 9%	69 0	100% 0%	49	100% 0%	0	0% 0	0%
	Viral Loads Other	6 27% 4 18%	3 25% 0 0%	11 61% 0 0%	14 58% 1 4%	2 11% 0 0%	0	0% 0 0% 2	0% 0 12% 3	0 0		0% 25%	0	0%	1	9% 9%	0	0% 23%	1	17% 0 0% 0	0% 0%
	Case Management Services	6 27%	7 58%	2 11%	3 13%	0 0%	0	0% 1	6% 4	15	5% 0	0%	0	0%	0	0%	0	0%	0	0% 0	0%
	Compliance Eligibility	0 0%	0 0%	0 0% 1 6%	0 0% 4 17%	0 0% 3 16%	2	18% 1 0% 1	6% 2 6% 0		8% 1 9% 0	5% 0%	6	55% 9%	1	9% 0%	0	0%	0	0% 1 0% 1	25% 25%
	ER Hospital Services	0 0%	0 0%	0 0%	0 0%	4 21%	1	9% 0	0% 2	2 8	2 % 0	10%	1	9%	1	9%	0	0%	0	0% 0	0%
	Pharmacy	0 0%	0 0% 1 8%	0 0%	0 0% 0 0% 2 8%	0 0% 3 16%	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 Unpaid Claim	0 0%	1 8% 0 0%	3 17% 0 0%	2 8% 0 0%	1 5% 1 5%	4	36% 2 0% 0	12% 4 0% 0		5% 0 7% 1	0% 5%	0	0%	3	27% 0%	9	69% 0%	3	50% 0 0% 0	0% 0%
	Provider Services	2 9%	0 0%	0 0%	0 0% 0%	5 26%	3	27% 1	0% 0 6% 6% 6	3 23	2%	10%	0	0%	2	18%	1	8%	0	0% 2	50% 0%
	Outdated Contact						1	9% 1	470	4	1% 3	15%	1	9%	U	0%	U	0%	U	0% 0	U%

	Member Survey Medications							3 18% 2 12%	0 0%	0 0%	0 0%	0 0% 2 18%	0 0%	0 0%	0 0% 0 0%
	Phone Call Follow Up							2 12%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Adherence							1 6%	0 0% 3 12%	3 15%	0 0%	0 0%	0 0%	0 0%	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%	13 100%	6 100%	0 0% 4 100%
Email		359 24%	573 31%	259 21%	131 16%	159 17%	56 6%	76 6%	182 11%	108 7%	123 7%	182 9% 19	I3 9%	139 7%	100 4%
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%	0 0%	1 3%	0 0%
Michiber -	Other	9 27%	0 0%	0 0%	6 26%	1 3%	0 0%	0 0%	1 7%	21 60%	11 61%	16 52%	18 51%	10 32%	0 0%
	Eligibility Provider Services	1 3% 0 0%	2 7% 0 0%	0 0%	6 26% 1 4%	14 44% 5 16%	1 33% 1 33%	0 0%	4 27%	5 14% 0 0%	6 33% 0 0%	12 39%	14 40% 1 3%	16 52% 1 3%	6 86% 0 0%
	Adherence Compliance	0 0%	0 0%	0 0%	0 0% 2 9%	6 19%	0 0%	0 0%	6 40%	6 17% 0 0%	0 0%	1 3%	1 3%	1 3%	0 0%
	Collaboration Care coordination	4 12%	4 13%	4 31%	2 9% 3 13%	3 9% 0 0%	0 0%	0 0%	1 7% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 14% 0 0%
	ER Pharmacy	0 0% 2 6%	0 0% 4 13%	0 0% 4 31%	0 0%	1 3% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Viral Loads	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0 0%
	Unpaid Claims Member Survey						1 33%	1 33% 1 33%	1 7%	2 6%	0 0%	1 3% 0 0%	0 0%	0 0%	0 0%
	Introductory Call								1 7%	0 0%	0 0%	0 0%	1 0%	2 0%	0 0%
ASO Worker	Total: Other	33 100% 71 61%	30 100%	13 100% 2 2%	23 100% 4 11%	32 100% 0 0%	3 100% 0 0%	3 100% 0 0%	15 100% 0 0%	35 100% 1 9%	18 100% 1 2%	31 100% 5 8%	0 0%	31 100% 0 0%	7 100%
	Adherence Ambulance/Transportation	0 0%	0 0% 1 1%	0 0%	0 0%	14 29% 0 0%	5 19% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 4 9%
	Case Management Services	14 12%	9 6%	3 3%	2 6%	11 22%	9 35%	9 100%	16 100%	9 82%	39 93%	52 84%	46 90%	40 93%	4 9% 40 89%
	Compliance Policy	0 0%	1 1% 9 6%	0 0% 5 5%	1 3% 3 8%	18 37% 0 0%	7 27% 0 0%	0 0%	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%	0 0%	0 0%	0 0%
	ER Medications	0 0%	0 0% 0 0%	0 0%	0 0%	4 8%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	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%	4 8%	2 5%	0 0%
	Family Planning Physician Services	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	26 22%	102 72%	79 82%	24 67%	1 2%	2 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy Unpaid Claims	2 2%	12 9%	3 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 1 2%
Other	Total: Other	117 100% 57 37%	141 100% 0 0%	96 100% 0 0%	36 100% 1 3%	49 100% 0 0%	26 100% 0 0%	9 100% 0 0%	16 100% 8 9%	11 100% 4 21%	42 100% 11 35%	62 100% 21 45% 2	51 100% 22 28%	43 100% 9 20%	45 100% 3 8%
Gund	Case Management Services	23 15%	11 4%	2 3%	1 3%	1 13%	0 0%	0 0%	0 0%	0 0%	1 30%	0 0%	0 0%	0 0%	0 0%
	Physician Services Compliance	4 3% 1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%
	Eligibility	8 5%	1 0%	1 1%	2 6%	1 13%	5 56%	11 37%	22 25%	6 32%	1 3%	5 11%	4 5%	2 4%	1 3%
	Family Planning Hospital Services	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%
	ER	0 0%	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	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% · · · · · · · · · · · · · · · · · · ·	18 23% 7 9%	10 22% 4 9%	26 72%
	Pharmacy	23 15%	26 9%	8 10%	4 13%	1 13%	0 0%	0 0%	4 5%	6 32%	1 3%	0 0%	2 0%	0 0%	0 0%
	Unpaid Claim Policy	0 0% 2 1%	0 0% 69 24%	0 0% 15 19%	0 0% 10 32%	1 13% 0 0%	3 33% 0 0%	0 0%	0 0%	1 5% 0 0%	10 32% 0 0%	5 11% 0 0%	5 6% 0 0%	2 4% 0 0%	0 0%
	Mental Health Medication							4 13%	3 3%	0 0%	2 6%	0 0%	15 0%	2 0%	1 3% 3 8%
	Provider Services						1 11%	2 13%	1 1%	0 0%	2 6%	2 4%	7 9%	16 36%	2 6%
Eligibility Office	Total: Eligibility	155 100% 11 32%	293 100% 35 38%	77 100% 21 48%	31 100% 23 64%	8 100% 67 97%	9 100% 17 100%	28 100% 35 97%	88 100% 62 98%	19 100% 43 100%	31 100% 30 97%	47 100% 36 97%	80 100% 27 100%	45 100% 19 95%	36 100% 12 100%
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Nutse	Physician Services Other Case Management Services Adherance Compliance Wester Wal Loads Family Planning Outlated Contract Medications Eligibility Hospital Services Planning Calisicantion Carls coordination Updat/Carls Hospital Services Planning Caliscontion Carls coordination Updat/Carls Hospital Services Eligibility Caliscontion Carls coordination Updat/Carls	1 1% 2 3% 36 44% 0 0% 5 3% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 3 4% 0 0% 1 4% 0 0% 1 4% 1 4%	0 0% 0 0% 21 30% 1 1% 0 0% 22 32% 0 0% 2 3% 0 0% 1 1% 1 3 19% 1 1% 1 1%	0 0% 3 3% 0 0% 0 0% 0 0% 36 3% 0 0% 0 0% 3 3% 0 0% 13 14% 13 14% 0 0% 0 0% 9 9%	0 0% 3 4% 15 2% 1 1% 4 60% 1 1% 1 1% 3 4% 0 0% 0 0% 0 0% 0 0%	0 0% 0 0% 1 4% 2 9% 0 0% 4 17% 0 0% 9 39% 1 4% 0 0% 1 4% 1 4% 1 4% 1 4% 1 4% 1 7% 1 4% 2 0%	0 0% 0 0% 1 2% 4 7% 6 11% 0 0% 7 12% 0 0% 1 2% 0 0% 1 2% 1 3% 1 2% 1 3% 1 2% 1 4% 1 5% 1 7% 1 2% 1 5% 1 2% 1 5% 1 2% 1 5% 1 2% 1 5% 1 5%	0 0% 3 3% 22 22% 8 8% 0 0% 1 1% 5 5% 0 0% 0 0% 0 0% 25 24% 0 0% 25 24% 1 1% 1	0 0% 3 4% 23 2% 9 1% 7 5% 0 0% 0 0% 0 0% 1 1% 0 0% 0 0% 1 1% 0 0% 1 1% 1 1% 1 1% 1 1% 1 1% 1 1% 2 4% 8 100%	0 0% 13 23% 0 0% 1 18% 0 0% 0 0% 3 0% 1 2% 5 9% 1 2% 0 0% 5 9% 1 2% 0 0% 5 9% 1 2% 4 7% 1 2% 0 0% 57 10%	0 0 8 6 1 1 1 16 12 10 0 0 1 4 3 1 1 1 1 4 3 1 1 1 3 22 0 0 0 2 5 19 2 3 2 1 7 3 0 0 0 3 1 7 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0% 13 9% 4 13 9% 5 2 1% 6 1 9% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 2 11% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0%	0 0% 6 9% 7 9% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0	0 4 5 0 0 1 4 0 1 3 1 5 5 1 5 7 7 0 153	0% 14 14 4% 5 0° 3% 6 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° 10% 16 16° 1% 1 1°	4% 4% 5% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Physician	Viral Losts Problem Schools Class Management Services Adherino Member Sturny Prone Call Followup Introductory Call Compliance Eligibility Paramogi Collaboration Carle coordination ER LaboratoryX-ray Policy Contellant Content Usabal Content	20 27% 6 85% 31 45% 2 3% 1 15% 0 2% 2 3% 0 0% 73 100%	8 39% 0 0% 0 14% 1 4% 1 4% 0 0% 0 0% 0 0% 2 9% 23 100%	32 89% 3 0% 5% 0 0% 0 0% 0 0% 2 4% 12 22% 54 100%	69 79% 2 255 3 1 1% 4 9% 9 0% 2 25% 0 0% 1 1% 1 1%	9 23% 11 22% 2 5% 2 5% 4 10% 3 5% 6 15% 3 5% 0 0% 20%	6 1445 10 22% 0 25% 0 1465 3 7% 1 25% 1 25% 5 115% 1 22% 5 115% 1 22% 5 115% 1 22% 5 15% 1 25% 1 25% 1 25% 1 25% 1 05%	2 25% 18 22% 1 4% 3 4% 3 4% 4 5% 4 5% 6 7% 3 4% 4 5% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 7 9% 8 7% 6 7% 7 9% 8 7% 8 7% 9 7	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	0 0% 3 22% 0 0% 8 20% 0 0% 1 2% 0 0% 5 12% 0 0% 5 12% 0 0% 5 12% 0 0% 5 12% 0 0% 5 12% 0 0% 1 2% 4 10%	1 3 6 16 7 2 0 7 3 7 3 7 4 7 4 7 4 7 4 7 4 7 4 7 4 7 4	6 9 41% 6 1% 9% 8 0 9% 8 0 9% 6 0 9% 6 0 9% 6 0 9% 6 0 9% 8 2% 6 0 9% 8 2% 6 0 9% 8 0 9% 8 0 9% 8 0 9%	0 0% 47% 47% 47% 47% 47% 47% 47% 47% 47% 47	2 0 0 1 1 2 6 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" 5% 0 0" 10% 0 0" 10% 0 0" 10% 0 0"	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
Email Menber	Case Management Services Other Physician Services Mend Health/Substance Rouse Eligibity Method Health/Substance Ambulance/Transportation Ambulance/Transportation Family Planning Private Services Private Service	464 23% 31 72% 7 16% 0 0% 0 0% 0 0% 1 2% 0 0% 1 2% 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%	717 27% 27 60% 0 0% 0 0% 1 22% 0 0% 5 12% 1 22% 5 12% 1 2% 0 0% 1 2% 2 0% 1 2% 0 0% 1 2%	370 17% 6 29% 0 0% 0 0% 10% 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%	275 13% 5 22% 1 4% 0 0% 0 0% 1 4% 1 4% 1 2% 2 9% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	398 15% 2 6% 0 0% 0 0% 0 0% 0 0% 0 0% 1 3% 1 19% 0 0% 1 3% 0 0% 0 0% 1 3% 0 0% 0 0% 0 0%	232 9% 0 0% 0 0% 0 0% 2 22% 0 0% 2 25% 1 13% 1 13% 0 0% 1 13% 0 0% 1 13% 1 13%	226 8% 0 0% 0 0% 0 0% 1 22% 0 0% 0 0% 0 0% 1 25% 0 0% 0 0% 1 25% 0 0% 0 0% 1 25% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0	489 10% 0 0% 2 14% 0 0% 1 7%	391 9% 0 0% 13 62% 0 0%	513 111 0 0 0 11 41 0 0 0 0 14 52 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	b 0 0% 4 41% 41% 5 1 30% 6 1 3% 6 1 3% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0% 6 0 0%	16% 0 0% 19 44% 0 0% 3 7% 0 0% 4 9% 0 0% 3 7% 0 0% 1 2% 1 2% 1 2% 1 2% 1 2% 1 2% 1 2% 1 2% 1 2% 1 2% 1 2% 3 7% 0 0% 0 0% 3 7%	1 7 0 1 0 1 0 1 0 1 0 1 0 0 0 0 0 0 0 0	6% 0 0'' 41% 1 550'' 0% 0 0'' 0% 0 0'' 15% 1 550'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 6% 0 0'' 7% 0 0'' 7% 0 0'' 7% 0 0''	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
ASO Worker	Case Management Services Other Eligibility Adheence Compliance Preshy planning ER EPS0T Services Colaboration Care coordination Pharmacy Meducance Transportation Meducance Transportation Virol Land Provider Services	28 19% 6 51% 6 4% 0 0% 0 0% 2 1% 1 1% 30 20% 6 3% 6 3% 0 0% 0 0%	16 9% 0 0% 12 7% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 15 6% 1 1% 12 7% 0 0%	3 3% 0 0% 6 6% 0 0% 1 1% 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%	6 8% 0 0% 8 11% 18 22% 11 15% 0 0% 0 0% 20 28% 3 4% 0 0% 6 8%	40 22% 0 0% 1 1% 46 32% 0 0% 15 10% 0 0% 3 2% 1 1% 0 0% 3 2% 1 1% 0 0% 3 2%	16 34% 0 0% 16 34% 0 0%	7 88%. 1 12%. 0 0%. 0 0%.	16 89% 1 6% 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%	10 63% 0 0% 2 17% 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%		δ 17 85% δ 0 0% δ 2 10% δ 0 0%	22 43% 2 11% 5 22% 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%		81% 4 100 4% 0 0'' 15% 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	Total	148 100%	170 100% 0 0%	103 100%	72 100%	144 100%	47 100%	8 100%	18 100%	12 100% 1	9 100%	20 100%	9 100%	27 100%	4 100%
Other	Other Case Management Services	59 35% 35 21%	0 0%	0 0% 4 4%	24 37% 5 8%	8 47% 1 6%	0 0%	0 0%	52 66% 0 0%	11 52% 3 0 0%	13 42% 0 0%	46 38% 2 0 0%	5 14% 1 1%	33 23% 1 1%	21 28% 0 0%
	Physician Services	2 1%	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%
	Eligibility Family Planning	7 4% 1 1%	1 0% 0 0%	4 4% 0 0%	4 6% 0 0%	3 18% 0 0%	8 80% 0 0%	10 67% 0 0%	16 20% 0 0%	4 19% 0 0%	3 4% 0 0%	14 12% 0 0%	1 6% 0 0%	12 9% 0 0%	9 12% 0 0%
	Collaboration Care coordination	42 25%	208 65%	61 61%	22 34%	2 12%	0 0%	2 13%	8 10%	3 14%	5 6%	7 6%	4 8%	11 8%	13 17%
	Medications Pharmacy	20 12%	21 7%	6 6%	2 3%	2 12%	0 0%	1 7%	0 0%	1 5%	0 0%	0 0%	3 2%	7 5%	4 5%
	Policy	3 2%	78 24%	24 24%	8 12%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 2%	0 0%	0 0%
	Ambulance/Transportation Provider Services	0 0%	1 0% 0 0%	1 1% 0 0%	0 0%	0 0% 1 6%	0 0% 1 10%	0 0%	1 1%	0 0%	9 11%	17 14%	9 27%	28 20% 29 21%	19 25%
	Compliance Viral Loads	0 0%	1 0% 1 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1% 0 0%
	Unpaid Claims	0 0%	1 0%	0 0%	0 0%	0 0%	1 10%	1 7%	0 0%	0 0% 2	27%	10 8% 2	1 12%	16 11%	
	ER Total	100 1000	201 1000/	100 1005	65 100%	17 100%	10 100%	15 100%	0 0%	0 0% 21 100% 7	0 0% 19 100%	0 0%	0 0% 9 100%	0 0%	0 0%
		169 100%	321 100%	100 100%											
Eligibility Office	Other Eligibility	14 16% 25 29%	0 0% 40 24%	1 1% 30 25%	0 0% 36 35%	0 0% 189 98%	0 0% 162 98%	0 0% 198 99%	0 0% 375 99% 3	0 0% 131 100% 38	0 0% 14 99%	0 0% 393 99% 44	0 0% 5 100%	0 0% 365 100%	
	Case Management Services	42 49%	86 51%	70 58%	62 60%	2 1%	1 1%	0 0%	0 0%	0 0%	1 0%	0 0%	2 0%	1 0%	0 0%
	Adherence Compliance	0 0%	0 0%	0 0%	0 0%	1 1%	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%	0 0%	0 0%	0 0%
	Hospital Services Collaboration Care coordination	0 0% 4 5%	0 0% 32 19%	0 0% 19 16%	0 0% 1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy	1 1%	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%
	Policy Provider Services	0 0%	11 6% 1 1%	0 0%	4 4% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0%
	Unpaid Claims										1 0%	0 0%	0%	0%	0 0%
Nurse	Total Case Management Services	86 100% 5 56%	170 100% 0 0%	120 100%	103 100% 0 0%	192 100% 0 0%	165 100% 1 50%	199 100% 0 0%	377 100% 3 0 0%	132 100% 38 0 0%	8 100% 0 0%	395 100% 4 1 50%	7 100% 0 0%	366 100% 0 0%	
	Family Planning Other	5 56% 0 0%	0 0% 0 0%	0 0% 2 9%	0 0%	0 0% 1 100%	0 0%	0 0%	0 0%	0 0% 1 100%	0 0%	0 0% 1 50%	0 0%	0 0%	0 0%
	Collaboration Care coordination	3 33% 1 11%	10 83%	20 91%	4 36%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy Viral Loads	0 0%	1 8% 0 0%	0 0%	0 0% 7 64%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0%	0 0%	0 0%	
	Policy	0 0%	1 8%	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 Other	9 100%	12 100% 0 0%	22 100% 4 100%	11 100% 1 100%	1 100% 0 0%	2 100%	0 0%	0 0%	1 100% 0 0%	0 0%	2 100%	1 100% 1 100%	0 0%	
,	Physician Services	4 44%	0 0%	0 0%	0 0%	1 50%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Case Management Services Viral Load	3 33% 1 11%	1 33% 1 33%	0 0%	0 0%	0 0% 1 50%	0 0%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0% 0 0%	0 0%	
	Introductory Call								1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Pharmacy Total	0 0% 9 100%	1 33% 3 100%	0 0% 4 100%	0 0%	0 0% 2 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% 1 100%	0 0%	0 0%
Letter		125 6%	107 4%	160 7%	293 14%	196 7%	153 6%	111 4%	346 7% 33	30 7% 31	1 7%	263 6% 25	9 6%	346 8%	167 6%
Member	Case Management Services	62 81%	36 75%	56 58%	83 59%	12 7%	2 1%	1 1%	0 0%	0 0%	0 0%	1 0%	0 0%	0 0%	0 0%
	Other	6 8%	0 0%	24 25%	2 1% 15 11%	26 15% 1 1%	5 3%	24 23% 0 0%	104 31% 0 0%	82 25% 9	6 31%	101 39% s	8 38%	104 31%	
	Viral Loads Adherence	0 0%	0 0%	2 2% 0 0%	12 9%	2 1%	0 0% 6 4%	0 0%	3 1%	0 0%	0 0%	1 0%	0 0%	0 0%	0 0%
	Medications Outdated Contact							2 2%	0 0%	1 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Member Survey							1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Compliance Family Planning	3 4% 0 0%	2 4% 0 0%	4 4% 0 0%	2 1% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	17 11%
	Mental Health/ Substance Abuse	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%
	Eligibility ER	1 1% 0 0%	2 4% 0 0%	3 3% 0 0%	3 2% 0 0%	11 6% 80 47%	2 1% 36 25%	1 1%	6 2% 0 0%	0 0%	0 0%	1 0%	2 1%	6 2% 0 0%	2 1% 4 3%
	Hospital Services	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%
	Inpatient Policy	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%
	Provider Services	0 0%	0 0%	1 1%	18 13%	32 19%	18 12%	6 6%	9 3%	0 0%	1 0%	0 0%	0 0%	9 3%	0 0%
	Collaboration Care coordination Pharmacy	3 4% 2 3%	0 0% 8 17%	1 1% 5 5%	3 2% 3 2%	2 1% 3 2%	0 0%	0 0%	0 0% 1 0%	0 0%	0 0%	2 1%	0 0%	0 0%	. 1 1% . 0 0%
	Introductory Call						1 1%	0 0%	2 1% 212 63%	1 0%	1 0%	0 0%	0 0%	2 1%	
	Phone Call Follow-up Total:	77 100%	48 100%	96 100%	141 100%	170 100%	62 42% 146 100%	70 66% 106 100%	338 100% 3	43 /4% 21 127 100% 30	1 68% 9 100%	155 59% 11 261 100% 21	5 61% 5 100%	212 63% 338 100%	160 100%
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%	0 0%	0 0%	2 40%	4 100%
	Eligibility	0 0%	0 0%	1 6%	1 6%	0 0%	0 0%	0 0%	2 40% 1 20%	0 0%	1 100%	0 0%	0 0%	2 40% 1 20%	0 0%
	Other Collaboration Care coordination	3 50% 2 33%	0 0% 8 80%	4 24% 5 29%	1 6% 5 31%	0 0%	0 0%	0 0%	2 40%	0 0%	0 0%	1 100% 0 0%	0 0%	2 40%	0 0%
	Total:	6 100%	10 100%	17 100%	16 100%	0 0%	1 100%	3 100%	5 100%	0 0%	1 100%	1 100%	0 0%	5 100%	4 100%
Other	Other	6 43%	0 0%	5 33%	2 11%	1 25%	0 0%	1 100%	1 100%	3 100%	1 100%	1 100%	4 100%	1 100%	2 100%
	Case Management Services Hospital Services	6 43% 0 0%	0 0%	3 20% 0 0%	3 17% 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 7%	5 63%	4 27%	2 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Eligibility Adherence	1 7% 0 0%	0 0% 1 13%	0 0%	0 0% 1 6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Compliance	0 0%	1 13%	0 0%	0 0%	0 0% 3 75%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Unpaid Claim Viral Loads	0 0%	0 0% 1 13%	0 0% 3 20%	0 0% 10 56%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Total:	14 100%	8 100%	15 100%	18 100%	4 100%	0 0%	1 100%	1 100%	3 100%	1 100%	1 100%	4 100%	1 100%	2 100%
Eligibility Office	Case Management Services	7 41% 1 6%	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%
	Other Eligibility	1 6% 5 29%	0 0% 2 5%	0 0% 4 16%	0 0% 4 36%	0 0% 2 100%	0 0%	0 0% 0 0%	0 0% 1 100%	0 0%	0 0%	0 0%	0 0%	0 0% 1 100%	
	Collaboration Care coordination	5 29% 4 24%	10 26%	5 20%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Policy Total:	0 0%	1 3% 38 100%	0 0%	0 0%	0 0% 2 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	
Numo	Case Management Services	0 0%	0 0.00%	2 67%	2 22%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%		
140100	Collaboration Care Coordination										- 076		076	0 0%	1 100%
	Hospital Services Viral Loads	0 0%	0 0.00%	0 0%	0 0% 6 67%	0 0% 3 100%	0 0% 1 100%	0 0%	0 0%	0 0%	0 0% 0 0%	0 0%	0 0% 0 0%	0 0%	
	Medications	0 0%	0 0.00%	0 0%	1 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Other Total:	1 100%	0 0.00%	1 33% 3 100%	0 0% 9 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Physician													0 0%		
Physician	Viral Loads Case Management Services	3 30% 0 0%	2 67% 0 0%	1 25% 3 75%	83 85% 9 9%	15 88% 0 0%	5 100% 0 0%	1 100% 0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Provider Services	1 10%	0 0%	0 0%	5 5%	1 6%	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%
	Other Laboratory/X-ray	5 50% 0 0%	0 0%	0 0%	0 0%	0 0% 1 6%	0 0%	0 0% 0 0%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
	Eligibility	0 0% 1 10%	0 0% 1 33%	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%
		1 10%	3 100%	4 100%	1 1% 98 100%	17 100%	5 100%	1 100%	1 100%	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%
	Collaboration Care coordination Total:														
	Collaboration Care coordination Total:														
Fax	Collaboration Care coordination Total:	26 1%	17 1%	29 1%	20 1%	4 <0%	2 0%	1 0%	1 0%	2 0%	2 0%	3 0%	1 0%	1 0%	52 2%
Fax Member	Total: Eligibity						0 0%		0 0%	0 0%	0 0%	0 0%			
	Total: Eligbity Other	0 0% 0 0%	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%	0 0% 1 100%	0 0% 1 100%	1 100% 0 0%	0 0%	0 0%
	Total: Eligibility Other Case Management Services Adherence	0 0% 0 0% 1 100%	0 0% 0 0% 1 100%	0 0% 0 0% 0 0%	0 0% 1 50% 1 50%	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% 1 100% 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%
	Total: Eligibility Other Case Management Services	0 0% 0 0%	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% 0 0%	0 0% 1 100%	0 0% 1 100%	1 100% 0 0%	0 0% 0 0% 0 0%	0 0% 0 0% 0 0% 0 0%

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%	0	0%	0	0%	47 100%
	Other	0 0%	0 0%	0 0%	2 67%	0 0%	0 0%	0 0%	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%	0	0%	0	0%	47 100%
Other	Other	1 17%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	0%	0	0%	0 0%	0	0%	1	0%	0 0%
	Collaboration Care coordination	0 0%	4 50%	2 15%	0 0%	0 0%	0 0%	1 100%	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%	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%	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%	0	0%	0 0%	0	0%	0	0%	0 0%
	Eligibility	2 33%	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%
	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%
	Viral Loads	1 17%	4 50%	11 85%	4 80%	0 0%	1 50%	0 0%	0 0%	0	0%	0	0%	0 0%	0	0%	0	0%	0 0%
	Provider Services						1 50%	0 0%	0 0%	0	0%	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%	0	0%	1	0%	0 0%
Eligibility Office	Eligibility	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	2	100%		100%	0 0%	0	0%	0	0%	0 0%
Eligibility Office	Case Management Services	1 100%	0 0%	0 0%	0 0%	1 100%	0 0%		0 0%	2	100%	1	0%	0 0%	0	0%	0	0%	0 0%
	Case Management Services 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%	0	0%	0	0%	0 0%
	Turit	1 100%	1 100%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	0	100%		100%	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%	U	0%	0	0%	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%	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%	0	0%	0	0%	2 40%
	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%	0	0%	0	0%	3 60%
	Provider Services	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%
	Policy	0 0%	0 0%	0 0%	1 13%	0 0%	0 0%	0 0%	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%	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%	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%	0	0%	0	0%	5 100%
Physician	Physician Services	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	01/		0%		0	0%	0		0 0%
Filysicidii	Viral Loads	7 70%	2 100%	3 75%	2 100%	1 100%	0 0%	0 0%	0 0%	0	0%	0	0%	0 0%	0	0%	0	0%	
	Case Management Services	1 10%	2 100%	0 0%	2 100%	1 100%	0 0%	0 0%	0 0%	0	076	0	0%	0 0%	0	076	0	0%	0 0%
	Eligibility	1 10%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	010	0	0%	4 4000	0	014	0	0%	0 0%
	Other	1 10%	0 0%	1 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0	076	0	0%	1 100%	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%	0	0%	0	0%	0 0%
		10 100%	2 10070	4 100 //	2 100/4	. 100/0				Ū		^v	0.0	. 100%	-		ÿ	0.4	
TOTAL CONT	ACTE	3532 ####	4528 ####	3494 ####	2910 100%	3587 100%	3679 100%	4211 100%	6550 400%	6059	100%	6408	100%	6383 100%	6509	100%	6356	100%	3757 100%
TOTAL CONT	AUTO.	332 ####	4326 ####	3494 ####	2910 100%	3367 100%	30/9 100%	4211 100%	6552 100%	6059	100%	0408	100%	0303 100%	6909	100%	6356	100%	3/3/ 100%

Attachment N Nurse Coordinator Complaint Log Demonstration Year 17

Complain ID	Date Contacted	Message Type	Туре	Method	Contacted Note	Date of Resolution

Seecial Bendits Protect: Annual Resorts For DY17 Attachment K: Number of District Emergency Room Visits, Physician Visits, General Inpatient, hystient Behavioral Claims and Users Dist Scarce: MultiSol - MMS Fold Claim Index, Pulied Via Sarvice Steri Disk (0709/2022 to 12/3/2017)

	Demanabi	ration Year 21		Des	eanshattan Year	92		Demonstration	Tear El		Det	ensitietien Teat	r 64		Demonstrati	in Tear 05		Demon	Rathen Tear DE		Demond	tration Year ST			Demonstration Te	r 01			Cemanobatian	Year 00			Demonstra	ethen Year 10			Demonstratio	a Year 11		Cem	manshattan Year 12				Demonstration	fear 13			Demonstration	attan Tear 16		D	monstration Tear 1				Demonstration Ye	ear 16			Demonstration Year	12		
	Demonstration Enrollines	Medicald Member	en' Dem	nonstation Dyally	an Medica	d Members'	Demandelation	Excellent.	Medicald Memb	ers' De	nervensten Excelle	n Red	and Members'	Demonstra	ten Enrolmen	Medicald Ment	ers' Demand	auton Exolices	Medicald M	embers' Dem	endering England	Reduct	d Mendens'	Demonstration 1	involters.	Medicald Rend	en/	Demonstration	Draless.	Medicald	Members'	Deman	waters Excellents	Medicald Re-	nien'	Demande	ation Excellents	Medicald Member	C Det	instation Dealers		duald Members'		Demanderation	Englises.	Medicald M	enders'	Demonstra	thes Encolores	Red.	and Members'	De	nonstation Intell	1005	Medicald Members		Demonstration Ex	unders.	Medicald Member	100	Demonstration Errori	dees 10	Reduced Members'	
District Members	133	288			336		201		36		14	23		364		328	209		278	2	3	325		400		303		0		21	195		102		20		145	328		120		20			344		38		124		20		M7		2			841		290	87	11	145	
Name	Dans Dans/10 Calm	to Dero Dero/10	U Calma Use	ers Garra (10)	Claims Users	Users (12) Calie	na Usera Darra	Claims	Daris Daris (G Calma D	In Dect/0	Calms User	the Derty TO 1	Calms Dans U	en (1) Calma	Dans Dans	10 Calms Uwrs	Sers/S Ci	ins Dars De	to fill Claims She	then (12) Ca	alms Quers	Ders/10 Claims	Quers 1	Ders TO Calm	Users 1	Ders/02 Clab	ts Ders	Deta/10 Cla	ins Own	Shers/10	Calms Users	Dates (12) Cla	cies Decs	Overs (12 Cb	Selma Usera	Own (10) Claims	Quers Ders	10 Claims	bers Dens/T	10 Claims	Quers Darro?	Calms	Uwn	Quera (12) Cial	ns Users	Shen (1) C	latina Usera	Quers (10)	Qains U	ers Dens/02	Claims	Users Ders	Calms	Opens Open	ARD Claims	Ders D	wis/fil Claims	Owns D	Mrs/10 Calles	Owns Owns	Is/N2 Claims	Ders Ders/10	Claims
	1 1.075	11 65 22.075	5 122 1	1 3.0%	23 80	23.87% 20	20 30 14.	n 12	102 23.65	5 202	33 11.075	24 8	8 25.05%	227 67	13.66%	32 15.1	25 229 61	17.48%	107 80 20	10% 226	23.61%	227 103	31.69% 332	102	25.875 2	2 115	33.00%	635 112	32.00%	121 11	66.30%	GE 11	8 28.0FL	271 163	45.42%	435 388	3431% 49	177 83.8	n. 44	151 28.49	P% 320	164 63.73	17% 480	6 103	2648%	266 173	46.59%	804 19	6 36.975	467	178 45.88%	477	191 30.4	an. 43	173 4	31% 387	186	28.815 30	1 199	40.58% 41	2 126 24	4.30% 301	221 41.00%	870
	76 87.105	673 173 65 07%	5 1.801 1	H 62.03%	M7 205	61.37% 2.43	130 964	6 12	327 87.60	5 2.85	05 (5.A75	1290 30	2 83.30%	3.222 2.05	72.09% 172	216 78.5	75 2.665 200	71.025	1874 ZZZ M	A2% 3.771 2	0 7932%	2101 282	M.17% 3,255	328	81.82% 28	3 236	82.80% 2	101 200	82.175	148" 38	92.19%	6.630 40	14 ID-075 3	1.647 312	86.97%	4,641 486	BLOPS 6,87	314 06.7	B 1,877	444 83.77	7% 3,6%	30 96.83	13% 3,435	1 600	82.72%	AD 365	86.07%	3,208 45	4 84.72%	3,385	308 79.38%	2,810	482 82.4	10% 3,033	266 9	33% 3,383	68	M.M% 3,05	345	8.075 3,27	439 83	1.6% 2,2%	504 83.87%	3,680
	11 8.27%				10	14.88%	6 U A	15, 25	58 16.86	N 194	17 8.72%	33 4	7 13.01%	110 18	6.22% @	52 15.9	15 158 21	4.02%	4 12 11	138N 187	0 78325 4 443%	34 44	14.18% 139	25	6.25%	5 47	12.37%	17 U	0.89%		43 18.89%	138 4	8 8.56%	77 48	13.37%	88 71	12.00% 10	6° 173	n. 10	43 8.17	7% M	66 17.60	126	6 44	8.09%	80 41	15.72%	117 8	6 10.26%	116	16 14.43N	R	74 11.1	131	364 S 72 S	MN 118	0	7.805. 0		14.80% 11	6 85 13.	1.87% 01	N 15.975	149
Equileri Behasusi Health Zensues	0 0.00%	4 4 6.00%	0	6 0.00%	0	0.30%	0 0 0.	2% O	4 1.16	s 23	0 0.00%	0	4 1.18%	16 1	0.29%	0 00	0 0	0.00%	a a a	L00% 0	d 6.00%	0	0.00% 0	a	6-32%	0 1	0.26%	1 0	0.30%	0	1 0.39%	2	6 6-30%	0	0.00%	0	6.00%	0.0	25. 0	0 0.30	0% 0	3 6.80	K2% 6	6 1	0.18%	6 3	0.77%	3	1 6.19%	1	3 0.77%		0 60	105		28% 3			1	6.20%			1 19.00%	

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Special Benefits Project: Annual Reports For Demonstration Year 17 Attachment L: Deceased

	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14	DY15	DY16	DY17
Demonstration Enrollees	3	2	3	0	5	6	2	4	8	4	10	5	6	3	13	4	11
Medicaid Members	12	9	14	11	13	17	6	5	10	7	5	3	6	9	10	8	10
Total	15	11	17	11	18	23	8	9	18	11	15	8	12	12	23	12	21

Special Benefits Project: Annual Reports For Demonstration Year 17 Attachment M: Disenrollment Tracking for Demonstration Group

Summary	DY01	DY02	DY03	DY04	DY05	DY06	DY07	DY08	DY09	DY10	DY11	DY12	DY13	DY14	DY15	DY16	DY17
Deceased	3	3	3	4	3	6	2	4	8	4	10	8	6	3	15	4	11
Moved to Full MaineCare	8	14	7	24	12	13	16	17	17	16	11	7	10	19	27	18	141
Re-enrolled in 5B	3	2	3	3	8	21	17	9	25	11	26	12	13	19	21	29	30
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	82	61	74
Total	20	35	25	46	48	83	70	76	89	79	125	92	99	107	145	112	256

*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
A419	Sepsis, unspecified organism	7	7
F10239	Alcohol dependence with withdrawal, unspecified	5	1
B20	Human immunodeficiency virus [HIV] disease	4	4
F332	Major depressive disorder, recurrent severe without psych	3	2
14891	Unspecified atrial fibrillation	3	3
J1000	Influenza due to other identified influenza virus w unspec	3	3
12699	Other pulmonary embolism without acute cor pulmonale	2	1
163312	Cerebral infarction due to thrombosis of left middle cereb	2	2
A4101	Sepsis due to Methicillin susceptible Staphylococcus aureu	1	1
A4151	Sepsis due to Escherichia coli [E. coli]	1	1

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

Code	Description	Claims	Clients
A419	Sepsis, unspecified organism	10	10
B20	Human immunodeficiency virus [HIV] disease	9	8
14891	Unspecified atrial fibrillation	3	3
09872	Human immunodeficiency virus [HIV] disease complicating	3	3
F332	Major depressive disorder, recurrent severe without psych	2	2
1471	Supraventricular tachycardia	2	2
J1008	Influenza due to other identified influenza virus w oth spe	2	2
M19012	Primary osteoarthritis, left shoulder	2	2
N179	Acute kidney failure, unspecified	2	2
N3000	Acute cystitis without hematuria	2	2

*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 Regions For Demonstration Year 17 Asschwart IX: Number of Distinct Mainteacher D's and Claims For Womans HealthCare Fran Scower MMPCS. MBS Control Sector March Vol. Scower Demonstration Sciences (1990)

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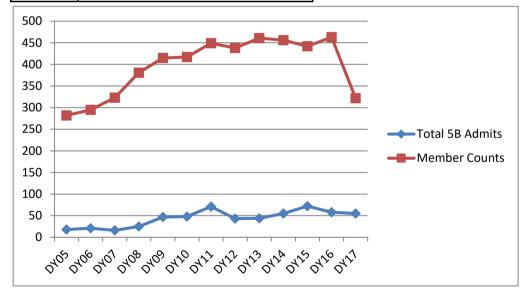
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Elasnosa.	0 0.00%					5 1.0% 1		0 0 1	1.48% 22	1 0.365	1 2	0.39% 2	1 0.29%	1 6	1225 19	1 0.2%	1 1	0.37%	0 6:00%	0 1	0.375 5	0 0.00		2 0.62	n. 66	1 02	15 Z	2 01	875 K	0 0	475. 0	1 0	2265	2 0	0.025	8	0.00%	0			0.18%	1 0	0.00% 0	1 0.195	4	0.02%	0 0	0.00%	0	0.075	a a	00% 0	0.00%	4 1	0.22%	2 2 937
subma	1 0.75%							3 1 0	1285 2	0 0.025	4 1	0.30% 11	0 0.00%	0 0	0.02% 0	1 0.295	1 0	0.00% 0	0 600%	0 0	0.02% 0	0 0.00		0 0.00	n. 0	0.0		0 00	32% 0	0 0	475. 0	0 0	1005	0 0	6.075	0 0	0.00%	0			6.00%	0 1 0	2265 2	1 0.195		0 0.02%	0 1	0.19%			a a	00% 0	1 0.26%	1 4	6.02%	0 0 0.00
and Basterial Preventities	7 5.205	20	37 12.895	160 12 7.5	15. 25	38 11.37% 18	6 10 6.975 8 24 16.785	30 36 5	1.675 128	6 2.075	21 28	7.6% 167	8 233%	32 24	7.365 21	11 3.185	60 22	7.22% 163	0 6.00%	1 1	1.605 18	18 3.78	66	22 8.09	n. 181	3 0.0	IN 7	4 14	32% 18	6 0	875. 15	1 2	1225	1 1	0.855	5	2.42%	3			1495	17 9 3	1.32% 23	20 3.725	80	20 5.185	12 20	6.29%	114	2.875	12 9	485 22	18 6.8%		2175	26 27 8.67
d Distinct Calms and Users)	17 12,295		12 21.075	423 29 18.3	275 173	102 20.26% 30	8 34 96.725	107 10 2	7.425 373 2	28 8.725																																													6.32% 1	113 90 9.28

*Meetines have hilder Daug and Data Rectatation Daug Constants. This report has not been thered by Recipient Articlategories and unitaries enables in and classes patchy alter Waters. Therefore, enablesed and sumble of classes have been by the USE Data and Deduced Decardy Practice 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
DY15	72	442
DY16	58	463
DY17	55	322



Soecial Demonstration Benefits Protect: Annual Recorts For State Fiscal Year 2010 Amount Spent By Category Of Service and the Number of Users Das Source MROS-MISF and Comar Made, Publich User Sonaro Bate (2010) 12002 to 06/30/2010 Hospital Claims Have been Adjusted According to Rate at Pay Date

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	State Fiscal Year 2003	State Fiscal Year 2004	State Fiscal Year2005	State Fiscal Year 2006	State Fiscal Year 2007	State Fiscal Year 2008	State Fiscal Year 2009	State Fiscal Year 2010
Demonstration Enrollees	\$912	\$1,226	\$1,170	\$899	\$820	\$905	\$989	\$1,107
Medicaid Members	\$1,865	\$2,040	\$2,052	\$1,958	\$1,662	\$1,936	\$1,624	\$1,357
						2200		

	State Fiscal Year 03				State Fiscal Year 04			State F	iscal Year 05			State Fiscal	al Year 06			State Fiscal Y	Year 07			State Fiscal Yea	ur 08			State Fiscal Year 09			State Fiscal Year 10	
	Demonstration Enrollees		Medicaid Members*		Demonstration Enrollee		Medicaid Members*	ion		Members	•	ion	M	lembers*		ion		Members*		ion		Members*		Demonstration Enro	ilees N	fedicaid Members*		
Distinct Members Utilizing Services		142	295			173	356		210		362		322	3	372		359		355		364	341		369		348	420	406
	Paid	lisers PMF	PM Paid	lisers	PMPM	Paid lisers PMF											Users PMPI		Users PMP					Paid Users			PMPM Paid Users PMPM	Paid Users PMPM
Category of Service							M Paid Us 35 \$782,353	ers PMPM	Paid User	rs PMPM P 12 \$119 \$776,8	aid Users Pl			Paid	Users PMI	PM Paid	Users PMPI	M Paid	Users PMP	M Paid	Users PMPS	Paid Use	rs PMPN	Paid Users				
General Inpatient	\$152,804	11 31	23 \$477,542	41	\$161 \$138	13 3	\$762,353	50 \$225 \$223	5,163 I	0 \$0 \$4,6		\$216 \$188,687	7 19 366	\$9,928	43 34	41 \$301,225	18 910	\$0 \$5,898	40 322	3207,073	24 57	1 \$1,511,950	4/ 34/3	5232,435 17	\$65 \$984,3	c03 42	\$294 \$256,299 23 \$71 \$0 \$0 0 \$0	\$772,991 45 \$198 \$15,251 1 \$4
Mental Inpatient Nursing Facility	\$0	0	\$0 \$89,705	3	50 531	so 0	\$0 \$107,850	5 \$31	so	0 \$0 \$52,7		\$15 \$0	0 0 50	\$29,855	3	\$3 \$0 \$8 \$0	0 5	\$0 \$39,557	4 51	12 50	0 5	0 \$65,864	4 \$21	\$0 0	\$0 \$74,3	30 0 728 1	\$0 \$0 0 \$0 \$22 \$0 0 \$0	\$13,708 2 \$4
General Outpatient	\$56,274	75 \$	45 \$362,723	177	\$122 \$119	369 85 \$	74 \$369,124 1	189 \$107 \$117	,297 10	05 \$63 \$450,0		\$125 \$169,579		\$451,884	236 \$1	28 \$253,520	221 \$7	3 \$497,269		\$296,946	215 \$8	6 \$418,958 2	02 \$131	\$320,933 223	\$89 \$439,5		\$131 \$451,616 267 \$126	\$470,815 239 \$121
Social Services Client	\$0		\$0 \$0	0		\$0 0	\$0 \$0	0 \$0	\$0	0 \$0 \$2,4		\$1 \$0		\$0	0	\$0 \$0	0 \$	\$0 \$0		\$0 \$0	0 \$1	0 \$1,200	1 \$0	\$0 0		\$0 0	\$0 \$0 0 \$0	
Physician	\$41,645	79 \$	33 \$129,014	191	\$43 \$68	.014 109 \$	42 \$174,730	216 \$51 \$40	0,298 12	\$22 \$181,2	50 324	\$50,425	5 204 \$18	\$189,081	328 \$	\$116,547	247 \$3	\$148,003	277 \$4	\$112,247	262 \$33	2 \$140,348 2	82 \$44	\$96,223 285	\$27 \$128,6	377 285	\$38 \$130,433 321 \$36	\$127,846 312 \$33
Podiatrist	\$0	0	\$0 \$592	7	\$0	\$0 0	\$0 \$143	3 \$0	\$0	0 \$0 \$1	36 4	\$0 \$5	5 1 \$0	\$1,435	7	\$0 \$138	1 \$	\$682		50 SO	0 \$1	\$581	10 \$0	\$27 1	\$0 \$I	365 14	\$0 \$78 3 \$0	\$1,117 14 \$0
PHP Agency	\$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 5	90 \$0	0 \$	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	
Dental Described Description	\$0 \$736,515		\$0 \$13,527 92 \$3,002,430		\$5 \$1,012 \$1,419	50 0	\$0 \$10,147 75 \$3,741,927 \$	43 \$3	\$0	0 \$0 \$12,9 71 \$850 \$4,311,7		\$4 \$0		\$7,337 \$3,732,265	37	\$2 \$0	0 \$	\$0 \$7,087 00 \$2,598,859	33 3	\$2 \$0 \$2 \$2,017,621	0 5	0 \$14,509 3 \$2,555,068 3	50 35	\$607 1 \$2,431,569 320	\$678 \$2,505,0	709 39 392 321	\$3 \$0 0 \$0	\$23,842 44 \$6
Prescribed Drugs Home Health Services	\$136,515	124 33	\$0 \$18,076		\$1,012 \$1,413	30 154 30	50 \$16,424	12 \$5	\$0	0 \$0 \$11.0		1,198 \$1,899,887 \$3 \$0		\$12,298	11	\$3 \$0	0 50	50 \$11,204		S2 52,017,621	302 308. 0 St	0 \$17,446	10 3/32	52,431,569 320 5 \$0 0	\$0 \$9,5		\$748 \$3,403,993 381 \$949 \$3 \$0 0 \$0	\$2,808,085 362 \$720 \$2,840 6 \$1
Community Support Services	\$2,454	2	\$2 \$98,832	14	\$33 \$2	575 4	\$2 \$236,055	19 \$69 \$11	,249	5 \$6 \$100,0		\$28 \$8,778		\$50,680	16 \$	14 \$17,711	8 \$	\$5 \$72,849		\$26,381	10 \$	8 \$53,695	17 \$17	\$10,963 7	\$3 \$107,3		\$32 \$28,700 9 \$8	\$92,345 28 \$24
LCSW/LCPC	\$0	0	\$0 \$0	0	\$0	\$0 0	\$0 \$0	0 \$0	\$0	0 \$0 \$	16 1	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 \$	\$0 \$0	0 \$1	0 \$0	0 \$0	\$0 0	\$0	584 1	\$0 \$55 1 \$0	\$0 0 \$0
Independent Lab	\$21,590		17 \$45,253		\$15 \$33		\$52,267		5,065 5	53 \$13 \$46,1		\$13 \$30,156		\$45,295	115 \$	13 \$44,906	113 \$1	\$49,613	106 \$1	15 \$60,081	118 \$1	7 \$34,636 1	D4 \$11	\$47,703 122	\$13 \$30,5	576 87	\$9 \$60,606 148 \$17 \$21 \$37,919 91 \$11	\$40,428 99 \$10 \$82,955 129 \$21
Transportation	\$2,306		\$2 \$30,643		\$10 \$2		\$2 \$26,986 1		,960 2	\$3 \$27,7		\$8 \$8,312		\$36,110	109 \$	10 \$8,679	49 \$	\$3 \$44,824		13 \$19,239	57 \$I	6 \$48,140 1	28 \$15	\$16,982 68	\$5 \$71,3		\$21 \$37,919 91 \$11	\$82,955 129 \$21
Medical Supplies/DME Supplies	\$0	0	\$0 \$11,395		54	\$0 0	\$9,432	39 \$3	\$0	0 \$0 \$5,7		\$2 \$27		\$12,047	40	\$3 \$2	1 \$	\$8,293	38 5	\$2 \$9	2 \$	0 \$45,885	33 \$14	\$66 4	\$0 \$39,6		\$12 \$406 5 \$0	\$11,963 41 \$3
Prosth/Orthotic Devices Ambulatory Surgical Center	\$429	1	\$0 \$1,690 \$0 \$2,277	3	51 51	\$0 0	\$0 \$638 \$0 \$2,740	5 51	\$0 \$624	0 \$0 \$ 3 \$0 \$1	89 2	\$0 \$0 \$0 \$802		\$56 \$2,198	4	\$0 \$0 \$1 \$178	2 6	\$0 \$2,567 \$0 \$2,479		\$1 \$0 \$1 \$1,614	6 9	0 \$106 0 \$1,784	4 64	\$3,090 5		\$0 0 302 4	\$0 \$0 0 \$0 \$0 \$2,815 9 \$1	\$26 2 \$0 \$2,293 7 \$1
Clozaril Monitoring	\$429 \$0	0	\$2,217 \$0 \$0	3	50	\$0 0	50 50	0 50	SO	0 50	50 0	\$0 \$0 \$0 \$0	0 0 50	\$0	0	\$0 \$0	e e	50 50	0 9	50 S0	0 %	0 50	0 50	90,000 5 S0 0	50	50 0	\$0 \$0 \$0 \$0 \$0	\$0 0 \$0
Reserved	\$0	0	\$0 \$0 \$0	0	\$0	\$0 0	50 \$0	0 \$0	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 5	50 \$0	0 \$1	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Hospice	\$0	0	\$0 \$0	0	\$0	\$0 0	\$14,175	1 \$4	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 \$	50 SO	0 \$1	0 \$0	0 \$0	\$0 0	\$0 \$4,3	724 1	\$1 \$0 0 \$0	\$45,333 3 \$12
Waiver for Physically Disabled	\$0	0	\$0 \$85,617	3	\$29	\$00	\$38,674	1 \$11	\$0	0 \$0 \$37,2	12 1	\$10 \$0	0 0 \$0	\$39,709	1 S	11 \$0	0 \$	\$0 \$32,983	1 \$1	10 \$0	0 \$1	0 \$37,806	1 \$12	\$0 0	\$0 \$40,4	459 1	\$12 \$0 0 \$0	\$40,618 1 \$10
Swing Bed	\$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 \$	so so	0 \$	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Case Management	\$86,234	80 \$	\$297,351	207	\$100 \$115	.579 99 \$	71 \$313,190 2 50 \$83	218 \$91 \$88	3,627 11	11 \$47 \$233,4		\$65 \$82,273	3 181 \$29	\$219,194	252 \$	82 \$122,478	222 \$3	\$184,778	220 \$5	\$172,421	229 \$5	0 \$189,599 2	01 \$59	\$220,222 265	\$61 \$234,0		\$70 \$440,115 319 \$123	\$369,108 265 \$95 \$0 0 \$0
Family Planning Clinic BMR Waiver	\$0	0	\$0 \$274 \$0 \$91.009	3	80	\$0 0	50 \$102.191	1 \$0	\$0 \$0	0 \$0 \$		\$0 \$0 \$32 \$0	0 0 \$0	\$268	3	\$0 \$154 35 \$0	1 5	\$0 \$83 \$0 \$124.707	1 8	90 \$77 37 \$0	1 3	0 \$82 0 \$103.912	1 90	\$0 0 \$0 0	\$0 \$0 \$49.1	576 1	\$0 \$222 3 \$0 \$15 \$0 0 \$0	
Speech/Hearing Services	00 00	0	40 40 1,000 60 60		\$51 \$0	50 0	50 50	0 50	50	0 50 5115,2	50 0	\$0 \$0		50	0	50 50 50	0 9	\$0 \$28		20 SO	0 9	0 50	0 50	40 0	\$0 \$40,0 \$0	50 0	\$0 \$0 0 \$0	\$0 0 \$0
Mental Health Services	\$11,581	15	\$9 \$81,554	57	\$27 \$29	814 24 5	18 \$105.937	66 \$31 \$34	1.033 2	28 \$18 \$104.0	73 73	\$29 \$60,985		\$101.272	85 \$	29 \$80,060	65 \$2	\$76,566		22 \$76,093	68 \$2	2 \$60,378	54 \$19	\$73.526 72	\$21 \$60,3	231 60	\$18 \$70,689 61 \$20	
Ambulance	\$325		\$0 \$8,300	28	\$3 \$2		\$9,372	36 \$3 \$1	1,660 1	10 \$1 \$11,5		\$3 \$2,300		\$22,647	50	\$6 \$4,132	23 \$	\$1 \$16,504	50 \$	\$5 \$4,360	20 \$	1 \$14,177	46 \$4	\$4,659 22	\$1 \$13,3		\$4 \$7,239 32 \$2	\$19,880 56 \$5
Ambulatory Care Clinic Service	\$0	0	\$0 \$788	1	\$0	\$0 0	\$0 \$3,475	2 \$1	\$0	0 \$0 \$1,0	80 1	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 \$	\$0 \$0	0 \$I	0 \$0	0 \$0	\$0 0		\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Physical Therapy Services	\$0	0	\$0 \$1,004	5	\$0	\$0 0	\$0 \$1,597	10 \$0	\$0	0 \$0 \$1,7		\$0 \$0	0 0 \$0	\$2,128	4	\$1 \$0	0 \$	\$0 \$3,056	5 \$	\$1 \$0	0 \$1	0 \$2,957	8 \$1	\$0 0	\$0 \$:	253 5	\$0 \$0 0 \$0	\$122 2 \$0
Chiropractic Services	\$0	0	\$0 \$699	5	\$0	\$0 0	50 \$1,246 50 \$1.283	6 \$0	\$0	0 \$0 \$1,1		\$0 \$0	0 0 \$0	\$1,696	6	\$0 \$0	0 \$	\$0 \$1,746	9 9	\$1 \$18	1 \$	0 \$1,621	5 \$1	\$0 0	\$0 \$1,5	599 7	\$0 \$0 0 \$0	\$1,968 10 \$1
Occupational Therapy Services ICF/MR Services Nursing	\$0	0	\$0 \$0 \$0	0	80	\$0 0	50 \$1,283 50 \$0	2 \$0	\$0 \$0	0 \$0 \$2	65 Z	\$0 \$0 \$0 \$0	0 0 \$0	50	0	\$0 \$0 \$0 \$0	0 5	50 \$0 50 \$0	0 3	\$0 \$352 \$0 \$0	1 3	0 \$113	1 50	50 50 0 50 0	50	\$0 0	\$0 \$0 \$0 \$0 \$0 \$0 \$0	\$62 1 \$0 \$0 0 \$0
Day Habilitation	50 \$0	0	50 50 50	0	50 SU	\$0 0	50 50	0 \$0	\$0	0 \$0	50 0	\$0 \$0	0 0 50	\$29	1	50 50	0 5	50 50	0 5	20 50 S0 50	0 5	0 50	0 \$0	50 0	50	50 0	\$0 \$0 \$0	\$0 0 \$0
Day Health	\$0	0	\$0 \$0	0	\$0	\$0 0	50 \$0	0 \$0	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 5	50 50	0 \$1	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Optometric Services	\$0	0	\$0 \$1,414	40	\$0	\$0 0	\$0 \$2,040	51 \$1	\$0	0 \$0 \$3,1	87 63	\$1 \$0	0 0 \$0	\$4,236	61	\$1 \$0	0 \$	\$3,965	57 \$	\$1 \$0	0 \$1	\$2,718	47 \$1	\$0 0	\$0 \$3,	179 60	\$1 \$0 0 \$0	\$4,585 78 \$1
Psychological Services	\$0	0	\$0 \$1,242		\$0 \$1	.116 2	\$1 \$2,243	5 \$1	\$485	2 \$0 \$3,3		\$1 \$1,276		\$6,095	5	\$2 \$1,588	4 \$	\$0 \$6,407		\$2 \$1,096	3 \$	0 \$7,188	6 \$2	\$1,406 1	\$0 \$4,3		\$1 \$2,193 4 \$1	\$6,157 6 \$2
Private Non-Medical Institutions	\$0	0	\$0 \$425,093	16	\$143	\$0 0	\$0 \$592,078	20 \$172	\$0	0 \$0 \$615,9	49 19 \$	\$171 \$0	0 0 \$0	\$677,499	21 \$1	92 \$0	0 \$	\$620,507	14 \$18	82 \$0	0 \$1	0 \$533,037	12 \$167	\$0 0	\$0 \$364,4	473 13	\$109 \$0 0 \$0	\$27,812 4 \$7
ICF/MR Boarding	\$0	0	\$0 \$0	0	\$0	\$0 0	50 \$0	0 \$0	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 5	50 SO	0 \$	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Reserved Optical Services	50	12	30 30 \$0 \$355	92	\$0 \$1	\$0 28 \$0 0	50 \$847	3 \$0	50 2	0 \$0	S0 102	30 30 S0 S0	0 0 50	\$56	2	50 50	0 5	\$0 \$0 \$0 \$34	2 5	ມ <u>3</u> ປ ທີ່ 50	0 5	0 \$56	2 50	50 0	50	50 0	\$0 \$0 0 \$0 \$0 \$0 0 \$0	\$0 0 \$0 \$261 4 \$0
Certified Rural Health Clinic	\$324	2	\$0 \$2,355	11	\$1	324 3	\$3,853	14 S1 S1	1.108	5 \$1 \$4.0	53 21	\$1 \$854	4 9 50	\$3.297	20	\$1 \$1.556	11 \$	\$0 \$5,841	16 5	\$2 \$1.023	8 5	0 \$4,189	12 \$1	\$1.649 8	S0 S1./	310 8	\$1 \$3,142 9 \$1	\$4.529 16 \$1
V.D. Screening	\$0	0	\$0 \$60	1	\$0	\$40 2	\$0 \$60	1 \$0	\$0	0 \$0 \$	20 1	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 \$	\$0 \$0	0 \$1	0 \$0	0 \$0	\$40 2	\$0	\$0 0	\$0 \$0 0 \$0	\$20 1 \$0
Hearing Aid Dealer	\$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 \$1	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Audiology Services	\$0	0	\$0 \$0	0	\$0	\$0 0	\$0 \$56	1 \$0	\$0	0 \$0	\$0 O	\$0 \$0	0 0 \$0	\$46	1	\$0 \$0	0 \$	\$0 \$0	0 5	50 \$0	0 \$1	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$9 1 \$0
Speech Pathology Services	\$0	0	\$0 \$593	1	\$0 \$14 \$3	\$0 0	\$281	1 \$0	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$378	1	\$0 \$0	0 \$	\$0 \$0	0 5	90 \$0	0 \$	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Substance Abuse Treatment Facility Boarding Home	\$3,364	4	\$3 \$40,894 \$0 \$63,971	22	\$14 \$22	50 0	\$2 \$38,327 \$0 \$62,761	21 \$11 \$7 14 \$18	\$0	7 \$4 \$29,2 0 \$0 \$40,5		\$8 \$2,096 \$11 \$0		\$35,336 \$40.030	10 9	10 \$4,557	9 S	\$1 \$38,355 \$0 \$32,969	19 \$1	11 \$8,373	8 \$	2 \$36,603 0 \$29,263	<11 \$11 8 ¢0	a13,039 10	\$4 \$43,4 \$0 \$21.1		\$13 \$12,015 13 \$3 \$6 \$0 0 \$0	\$39,990 22 \$10 \$19,474 2 \$5
MEDICARE PT.B X-OVER	\$7,149	31	\$6 \$49,931	130	\$22 \$17 \$26	.584 47 S	16 \$49,227 1		30	50 540,5 37 \$4 \$17,4		\$5 S0	0 0 50	\$0	0	\$0 \$0 \$0	0 5	50 S0	0 5	\$0 \$0	0 51	0 \$0	0 50	\$0 0	\$0 \$21.	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
UNCLASSIFIED	\$0	0	\$0 \$0	0	\$0	\$0 0	50 \$0	0 \$0	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 \$	50 SO	0 \$1	0 \$0	0 \$0	\$0 \$0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
HMO Services	\$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 \$1	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
Nurse/Midwife Services	\$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 \$1	0 \$0	0 \$0	\$0 \$0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
State Use Only	\$0	0	\$0 \$0	0	\$0	50 0	\$0	0 \$0	\$0	0 \$0	\$0 0	\$0 \$0	0 0 \$0	\$0	0	\$0 \$0	0 \$	\$0 \$0	0 5	50 \$0	0 \$	0 \$0	0 \$0	\$0 0	\$0	\$0 0	\$0 \$0 0 \$0	\$0 0 \$0
PVT. NON-MED. TREATMENT	\$0	0	\$0 \$5,447	1	\$2	\$0 0	\$35,873	3 \$10	\$0	0 \$0 \$54,5	92 5	\$15 \$0	0 0 \$0	\$27,542	5	\$8 \$0	0 \$	\$11,868	3 9	\$3 \$0	0 \$	0 \$10,134	1 \$3	\$0 0	\$0 \$21,3	255 2	\$6 \$0 0 \$0	
BMR Waiver Boarding Home BME Waiver	\$U 60	0	30 S0 S0	0	30 50	so 0	50 \$0 50 \$241	1 50	30 S0	0 \$0	so 0 S0 0	au 30	0 0 50	\$1,936	1	\$0 \$0 \$1 \$0	0 5	\$0 \$0 \$0 \$14,584	2 4	50 S0	0 9	0 \$18,897	3 60	30 0 S0 0	\$0 \$0 \$24.0	30 0	\$0 \$0 \$0 \$7 \$0 0 \$0	\$0 0 \$0 \$28,308 3 \$7
Private Duty Nursing	50 S0	0	\$0 \$630	2	\$0	\$0 0	50 \$1,117	1 \$0	\$0	0 \$0 \$6	99 1	\$0 \$0	0 0 50	\$1,936	2	\$0 \$0	0 5	\$0 \$14,554 \$0 \$1,726	2 5	\$1 \$0	0 5	0 \$2,963	5 \$1	\$0 0	\$0 \$3,		\$7 \$0 0 \$0 \$1 \$0 0 \$0	\$2,737 7 \$1
Personal Care Services	\$0	0	\$0 \$14,879	11	\$5	\$0 0	\$18,907	11 \$5	\$0	0 \$0 \$26,5	50 13	\$7 \$0		\$48,849	15 \$	14 \$0	0 \$	\$68,959	11 \$2	30 \$0	0 \$1	0 \$99,601	13 \$31	\$0 0	\$0 \$55,3		\$17 \$0 0 \$0	\$30,477 10 \$8
Family and Pediatric Nurse Pract.	\$0	0	\$0 \$0	0	\$0	\$0 0	\$0 \$58	1 \$0	\$0	0 \$0 \$		\$0 \$0	0 0 \$0	\$114	1	\$0 \$0	0 \$	\$0 \$109	2 \$	50 SO	0 \$4	\$60	1 \$0	\$293 3	\$0 \$:	265 1	\$0 \$191 4 \$0	\$0 0 \$0
Rehab. Services (Head Injury)	\$0	0	\$0 \$12,698	2	\$4	\$0 0	\$0 \$10,284	1 \$3	\$0	0 \$0 \$13,1	31 4	\$4 \$0	0 0 \$0	\$2,194	1	\$1 \$0	0 \$	\$30,690	2 \$	\$9 \$0	0 \$	0 \$24,258	2 \$8	\$0 0	\$0 \$19,0		\$6 \$0 0 \$0	\$5,087 2 \$1
Home Based Mental Health	\$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
Federally Qualified Health Center	\$11,762	19	\$9 \$55,278	67	\$19 \$25	.000 35 \$	15 \$61,970		5,322 5	53 \$19 \$69,5		\$19 \$52,112	2 83 \$18	\$92,324	117 \$	26 \$99,110	112 \$2	\$95,463	110 \$2	28 \$84,477	101 \$11	9 \$65,514	98 \$20	\$64,822 112	\$18 \$56,5	368 86	\$17 \$103,749 139 \$29 \$5 \$22,282 3 \$6	\$70,685 114 \$18
OP Mental Health Early Intervention	\$0	0	\$0 \$191 \$0 \$0	1	30	so 0	\$0 \$7,020	4 \$2	\$247	1 \$0 \$10,0	59 7	\$3 \$3,147	/ 2 \$1	\$9,647	6	\$3 \$322	1 \$	\$26,818	11 5	\$8 \$2,190	1 \$	1 \$30,309	5 \$9	\$6,317 4	\$2 \$15,6	530 8	\$5 \$23,282 3 \$6 \$0 \$0 0 \$0	\$38,019 10 \$10 \$0 0 \$0
Developmental Behavioral Clinic	50	0	50 S0	0	50	50 0	50 S0	0 \$0	so	0 \$0	S0 0	50 S0	0 0 50	50	0	\$0 \$0	e v	50 50 50 \$0	0 9	a 30 30 50	0 %	0 50	0 50	SQ 0	so	50 0	\$0 \$0 0 \$0 \$0 \$0 0 \$0	50 0 50
Non-Traditional PHP	\$0 \$0	0	\$0 \$0 \$5.050	3	\$2	S0 0	50 \$4.525	3 \$1	so	0 \$0 \$3.0	29 3	\$1 \$0	0 0 50	\$3.186	3	\$1 \$0	0 5	\$0 \$2.516	1 5	\$1 S0	0 5	0 \$2.383	1 51	50 0	so	\$0 0	S0 S0 0 S0	S0 0 S0
Total	\$1,134,756	135 \$9	12 \$5,530,374	331	\$1,865 \$1,989	.095 166 \$1,2	26 \$7,013,807 3	\$2,040 \$2,189	0,344 18	\$1,170 \$7,381,8	00 394 \$2	2,052 \$2,561,701	1 297 \$899 \$		386 \$1,9	58 \$2,838,222	347 \$82	\$5,667,471	361 \$1,66	32 \$3,131,694	340 \$90		44 \$1,936	\$3,546,569 365	\$989 \$5,443,0	028 347	\$1,624 \$5,035,756 \$1,404	\$5,366,604 \$1,376
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* 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 Waivers. Therefore, enrollment and number of claims may be sightly higher compared to CMS Financial reports.