



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

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

Janet T. Mills
Governor

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,

A handwritten signature in black ink, appearing to read 'Michelle Probert'.

Michelle Probert
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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.

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

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

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

Month	Demonstration Enrollees	MaineCare Members	Total	Month	Demonstration Enrollees	MaineCare Members	Total
	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		
	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: <http://www.maine.gov/dhhs/mecdc/infectious-disease/hiv-std/provider/documents/adap-quarterly-formulary.pdf>.

- The ADAP assists with co-pays in the following way:
 - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare (up to \$10 per 30-day supply).
 - The ADAP pays 100% of the co-pay (for formulary medications) for members with MaineCare and Medicare Part D (up to \$5 per 30-day supply as this is the maximum co-pay amount).

- Enrollees with an individual income of 150% of the FPL or higher are required to pay a monthly premium to receive services under the waiver. If a member submits their premium bill to the ADAP, the program will assist them with these payments. The premium amounts are as follows:

INCOME LEVEL	MONTHLY PREMIUM
Equal to, or less than, 150% of Federal Poverty Level	0
150.1% - 200% of Federal Poverty Level	\$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 an 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

Janet T. Mills
Governor

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

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,

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

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner



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TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

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,

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

Janet T. Mills
Governor

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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 Name: _____

Infectious Disease Specialist Address: _____

Primary Care Doctor Name: _____

Primary Care Doctor Address: _____

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

If you checked above, how can we best reach you? _____

Please return in the postage paid envelope. Thank you!

Janet T. Mills
Governor

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,

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

Janet T. Mills
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TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

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,

Janet T. Mills
Governor

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
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TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

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,

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

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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,

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

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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,

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

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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 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,

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

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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 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.

If you have any questions, you may contact me by sending an email to XXXXXXXXXXXXXXXXXX or the Nurse Coordinator, Kelly Cote, RN at kelly.cote@maine.gov.

Sincerely,

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

Janet T. Mills
Governor

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TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

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,

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

Janet T. Mills
Governor

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Tel: (207) 624-4008; Toll Free: (866) 796-2463
TTY: Dial 711 (Maine Relay); Fax: (207) 287-6190

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 emily.bean@maine.gov.

Thank you,

A handwritten signature in cursive script that reads "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

Provider Name: _____ Email Address: _____

1. Identify your practice specialty:

Family/General Practice Internal Medicine Infectious Disease Pediatrics Other

2. How many patients with HIV/AIDS have you managed or co-managed (for any diagnosis) in the last year?

1-10 11-20 21-40 >40 None  If none, stop survey here.

3. How recently have you consulted treatment guideline changes and new recommendations for HIV/AIDS patients?

In the last 12 months In the last 1-2 years In the last 3-4 years 5 or more years ago

4. Please identify the top three (3) barriers you feel affect treatment compliance with your HIV/AIDS patients.

Label your choices with a 1, 2 and 3 (1 being the biggest barrier)

- | | | |
|---|---|---|
| <input type="checkbox"/> Decreased Cognition | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Co-morbidities |
| <input type="checkbox"/> Pharmacy Issues | <input type="checkbox"/> Keeping Appointments | <input type="checkbox"/> Regimen Complexity |
| <input type="checkbox"/> Medication Affordability | <input type="checkbox"/> Transportation | <input type="checkbox"/> Side Effects |
| <input type="checkbox"/> Access/Affordability to Specialty Care | <input type="checkbox"/> Substance Use | <input type="checkbox"/> Language Barriers |
| <input type="checkbox"/> Other: | | |

5. Please indicate your awareness of the following:

Training and funding opportunities through the Maine AIDS Education and Training Center (MEAETC)

Not at all Aware Slightly Aware Moderately Aware Very Aware Extremely Aware

MaineCare's Special Benefit Waiver for individuals living with HIV/AIDS who are not eligible for regular MaineCare

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 Aware

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

No

Yes



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)

MaineCare Member Survey

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?

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

Comments: _____

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

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

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

5. What is your living situation today?

- I have a steady place to live.
- I have a place to live today, but I am worried about losing it in the future.
- 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.

- Often true
- Sometimes true
- Never true

7. Thinking about your physical health, 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 mental health, 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 poor physical or mental health 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?

- Yes → **Skip to question 11**
- Don't know/ Does not apply to me → **Skip to question 11**
- No → **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

- 1 or 2 times
- 3 to 5 times
- 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?

- Yes → **Skip to question 12**
- Don't know/ Does not apply to me → **Skip to question 12**
- No → **Complete questions 11a and 11b**

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?

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

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

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

Additional comments:

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

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

Month	SFY2003 - DY01			SFY2004 - DY02			SFY2005 - DY03			SFY2006 - DY04			SFY2007 - DY05			SFY2008 - DY06			SFY2009 - DY07			SFY2010 - DY08			SFY2011 - DY09			SFY2012 - DY10			SFY2013 - DY11			2013 (2nd half) - DY11		
	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	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	Demonstration Enrollees	Medicaid Members	Total			
July	85	228	313	124	280	404	143	301	444	191	309	500	272	305	577	293	275	568	286	269	555	331	283	614	382	307	689	416	292	708	416	201	617	420	221	641
August	94	226	320	125	277	402	141	300	441	207	303	510	273	301	574	291	273	564	276	272	548	332	280	612	386	308	694	417	284	701	420	201	621	425	218	643
September	97	224	321	131	273	404	140	297	437	213	301	514	277	300	577	281	283	564	283	269	552	333	281	614	383	295	678	417	284	701	412	198	610	430	215	645
October	94	244	338	132	292	424	143	299	441	224	295	519	282	289	571	289	270	559	270	269	539	337	284	621	374	289	663	429	291	711	417	179	595	443	216	659
November	94	244	338	134	286	420	146	295	441	228	287	515	282	288	570	283	270	553	289	266	555	339	286	625	379	294	673	428	288	714	415	185	600	446	215	661
December	98	241	339	134	286	420	146	296	442	239	280	519	291	285	576	283	267	550	296	282	578	346	290	636	395	289	683	423	283	706	409	197	606	449	211	660
January	102	258	360	134	295	429	156	305	461	248	291	539	298	281	579	289	256	545	300	284	584	348	296	644	396	289	685	414	248	662	408	204	612			
February	108	256	364	140	292	432	160	301	461	256	287	543	301	276	577	281	257	548	302	288	590	349	298	647	399	281	680	420	242	662	414	199	613			
March	113	253	366	143	288	431	163	297	460	256	283	539	292	276	568	287	262	549	312	290	602	350	301	651	407	289	696	413	177	590	411	212	623			
April	117	264	381	144	288	432	174	308	482	263	297	560	298	274	572	288	267	555	315	288	603	355	300	655	413	298	711	419	183	602	418	211	629			
May	119	265	384	142	291	433	179	302	481	261	296	557	292	274	566	295	265	560	316	284	600	369	301	670	413	296	709	417	187	604	421	209	630			
June	123	263	386	140	290	430	181	299	479	264	292	556	282	274	556	295	263	558	323	280	603	381	313	694	415	290	705	417	195	612	420	209	629			

Month	2014 - DY12			2015 - DY13			2016 - DY14			2017 - DY15			2018 - DY16			2019 - DY17		
	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	Demonstration Enrollees	Medicaid Members	Total
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	339	766
April	447	212	659	456	313	769	461	313	774	456	314	770	456	309	765	403	362	765
May	452	208	660	448	317	765	460	313	773	456	314	770	458	308	766	398	375	773
June	446	227	673	446	317	763	463	307	770	450	320	770	457	313	769	324	420	784
July	446	320	766	454	315	769	457	310	767	453	315	768	458	312	770	336	428	782
August	443	320	763	457	312	769	453	314	767	447	311	758	457	315	772	331	421	782
September	446	321	767	462	320	782	463	316	779	449	312	761	460	317	777	334	428	782
October	443	324	767	456	321	777	462	312	774	449	311	760	465	319	780	327	436	783
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

Month	Demonstration Enrollees				Medicaid Members				Total
	Total	Female	Male	Under 18	Total	Female	Male	Under 18	
July-02	85	8	77	0	228	68	160	4	313
August-02	94	8	86	0	226	67	159	4	320
September-02	97	8	89	0	224	66	158	5	321
October-02	94	6	88	0	244	70	174	5	338
November-02	94	7	87	0	244	69	175	5	338
December-02	98	7	91	0	241	68	173	5	339
January-03	102	7	95	0	258	74	184	7	360
February-03	108	7	101	0	256	75	181	7	364
March-03	113	7	106	0	253	75	178	7	366
April-03	117	9	108	0	264	77	187	7	381
May-03	119	9	110	0	265	78	187	7	384
June-03	123	8	115	0	263	77	186	7	386
July-03	124	7	117	0	280	83	197	8	404
August-03	125	7	118	0	277	83	194	8	402
September-03	131	7	124	0	273	82	191	8	404
October-03	132	6	126	0	292	82	210	8	424
November-03	134	6	128	0	286	80	206	8	420
December-03	134	7	127	0	286	80	206	8	420
January-04	134	6	128	0	295	80	215	8	429
February-04	140	8	132	1	292	78	214	7	432
March-04	143	8	135	1	288	77	211	7	431
April-04	144	8	136	1	288	78	210	5	432
May-04	142	9	133	1	291	79	212	5	433
June-04	140	8	132	1	290	78	212	5	430
July-04	143	8	135	1	301	79	222	5	444
August-04	141	8	133	1	300	80	220	5	441
September-04	140	8	132	1	297	80	217	5	437
October-04	143	10	133	1	298	79	219	5	441
November-04	146	12	134	1	295	79	216	5	441
December-04	146	14	132	1	296	77	219	5	442
January-05	156	16	140	1	305	78	227	6	461
February-05	160	16	144	1	301	76	225	6	461
March-05	163	16	147	1	297	76	221	6	460
April-05	174	16	158	1	308	85	223	7	482
May-05	179	16	163	1	302	84	218	7	481
June-05	181	15	166	1	298	85	213	7	479
July-05	191	16	175	1	309	90	219	7	500
August-05	207	18	189	1	303	90	213	7	510
September-05	213	20	193	1	301	88	213	7	514
October-05	224	21	203	1	295	86	209	7	519
November-05	228	21	207	1	287	84	203	7	515
December-05	239	23	216	1	280	82	198	7	519
January-06	248	23	225	1	291	90	201	8	539
February-06	256	21	235	1	287	90	197	8	543
March-06	256	21	235	1	283	90	193	7	539
April-06	263	22	241	1	297	93	204	4	560
May-06	261	21	240	1	296	92	204	4	557
June-06	264	25	239	1	292	91	201	4	556
July-06	272	26	246	1	305	96	209	4	577
August-06	273	25	248	1	301	96	205	4	574
September-06	277	26	251	1	300	96	204	4	577
October-06	292	27	265	1	289	94	195	5	581
November-06	292	27	265	1	288	95	193	5	580
December-06	291	28	263	1	285	93	192	5	576
January-07	298	28	270	1	281	97	184	6	579
February-07	301	29	272	1	276	95	181	7	577
March-07	292	30	262	1	276	94	182	7	568
April-07	298	30	268	1	274	92	182	6	572
May-07	292	30	262	1	274	91	183	6	566
June-07	282	27	255	1	274	91	183	6	556
July-07	293	27	266	1	275	95	180	6	568
August-07	291	27	264	1	273	95	178	6	564
September-07	281	27	254	1	269	94	175	6	550
October-07	284	30	254	1	272	93	179	6	556
November-07	283	29	254	1	270	93	177	6	553
December-07	283	31	252	1	267	92	175	6	550
January-08	289	33	256	1	256	89	167	6	545
February-08	291	32	259	1	257	90	167	5	548
March-08	287	30	257	1	262	94	168	5	549
April-08	288	30	258	1	267	93	174	6	555
May-08	295	31	264	1	265	93	172	6	560
June-08	295	30	265	1	263	92	171	6	558
July-08	286	28	258	1	269	91	178	3	555
August-08	276	25	251	1	272	90	182	3	548
September-08	283	28	255	1	269	90	179	3	552
October-08	288	29	259	1	270	91	179	3	558
November-08	289	28	261	1	275	97	178	3	564
December-08	296	31	265	1	282	99	183	3	578
January-09	300	31	269	1	284	97	187	3	584
February-09	302	30	272	1	288	96	192	3	590
March-09	312	33	279	1	290	93	197	3	602
April-09	315	34	281	1	288	92	196	3	603
May-09	316	34	282	1	284	92	192	3	600
June-09	323	33	290	1	280	92	188	3	603
July-09	331	36	295	1	283	95	188	3	614
August-09	332	36	296	1	280	95	185	3	612
September-09	333	36	297	1	281	95	186	3	614
October-09	337	38	299	1	284	96	188	3	621
November-09	339	38	301	1	286	95	191	3	625
December-09	346	40	306	1	290	96	194	3	636
January-10	348	40	308	1	296	97	199	3	644
February-10	349	41	308	1	298	100	198	3	647
March-10	350	43	307	1	301	102	199	3	651
April-10	355	44	311	1	300	105	195	4	655
May-10	369	45	324	1	301	104	197	4	670
June-10	381	44	337	1	313	105	208	8	694
July-10	382	43	339	1	307	102	205	3	689
August-10	386	44	342	1	308	103	205	3	694
September-10	363	43	320	1	295	99	196	3	658
October-10	371	45	326	2	289	99	190	3	660
November-10	379	47	332	2	294	102	192	4	673

December-10	395	45	350	2	288	103	185	4	683
January-11	396	46	350	2	289	103	186	5	685
February-11	399	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	369	2	183	62	121	5	602
May-12	417	48	369	2	187	62	125	5	604
June-12	417	47	370	2	195	65	130	4	612
July-12	416	43	373	2	201	68	133	4	617
August-12	420	43	377	2	201	66	135	5	621
September-12	412	44	368	2	196	66	130	5	608
October-12	417	46	371	2	178	59	119	4	595
November-12	415	47	368	2	185	63	122	4	600
December-12	409	48	361	2	197	68	129	5	606
January-13	408	47	361	2	204	69	135	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	211	9	769
August-14	443	63	380	4	320	109	211	9	763
September-14	446	63	383	4	321	109	212	9	767
October-14	443	59	384	4	324	115	209	9	767
November-14	445	60	385	4	319	112	207	9	764
December-14	444	59	385	4	316	113	203	9	760
January-15	454	58	396	4	312	112	200	9	766
February-15	456	57	399	4	311	108	203	9	767
March-15	459	56	403	4	312	111	201	9	771
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	199	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	3	317	107	210	14	774
April-17	456	61	395	3	314	104	210	15	770
May-17	456	59	397	3	314	109	205	15	770
June-17	450	57	393	3	320	110	210	15	770
July-17	453	57	396	3	315	110	205	15	768
August-17	447	56	391	3	311	111	200	14	758
September-17	449	54	395	3	312	110	202	14	761
October-17	449	58	391	3	311	109	202	14	760
November-17	445	56	389	3	311	110	201	14	756
December-17	442	56	386	3	314	107	207	14	756
January-18	446	55	391	3	312	105	207	12	758
February-18	446	53	393	3	310	100	210	10	756
March-18	454	55	399	3	308	104	204	11	762
April-18	456	57	399	3	309	104	205	11	765
May-18	458	58	400	3	306	104	202	11	764
June-18	457	59	398	3	312	111	201	11	769
July-18	458	62	396	3	312	108	204	11	770
August-18	457	65	392	3	315	109	206	11	772
September-18	460	62	398	3	317	111	206	11	777
October-18	465	64	401	5	315	108	207	9	780
November-18	458	65	393	5	312	111	201	10	770
December-18	463	66	397	5	311	108	203	10	774
January-19	458	67	391	5	313	107	206	12	771
February-19	448	67	381	5	324	112	212	12	772
March-19	428	65	363	5	338	113	225	10	766
April-19	403	63	340	5	362	114	248	9	765
May-19	398	64	334	5	375	115	260	10	773
June-19	334	51	283	5	420	120	300	10	754
July-19	336	52	284	5	426	122	304	10	762
August-19	331	51	280	5	421	125	296	10	752
September-19	334	52	282	5	428	128	300	10	762
October-19	327	49	278	5	436	131	305	10	763
November-19	324	49	275	5	437	129	308	11	761
December-19	322	50	272	5	436	128	308	10	758

**Department Of Health and Human Services
MaineCare Services**

Special Benefits Demonstration Project

Attachment A: Distinct Member Counts By Quarter

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

Calendar Year	Quarter	Total Membership	Demonstration Program	Medicaid Members	Members in Both*	Members in Cohort	Members in Medicaid Exclusive**	Moved from Cohort to Demonstration Group
2014	1	686	463	226	3	100	136	10
2014	2	793	463	333	3	101	241	9
2014	3	794	464	331	1	101	241	11
2014	4	794	457	340	3	100	250	10
2015	1	800	473	334	7	99	246	11
2015	2	790	469	329	8	98	242	11
2015	3	807	476	335	4	99	247	11
2015	4	806	478	332	4	99	244	11
2016	1	805	478	333	6	99	246	12
2016	2	793	473	325	5	97	239	11
2016	3	803	476	333	6	97	247	11
2016	4	799	476	328	5	95	246	13
2017	1	804	475	334	5	91	255	12
2017	2	807	479	337	9	92	256	11
2017	3	800	472	333	5	89	253	9
2017	4	789	468	330	9	88	254	12
2018	1	792	468	330	6	89	253	12
2018	2	793	474	325	6	88	248	11
2018	3	802	477	330	5	86	256	12
2018	4	808	484	331	7	86	258	13
2019	1	812	473	363	24	83	293	13
2019	2	800	417	448	65	81	379	12
2019	3	795	351	458	14	81	390	13
2019	4	790	340	463	13	80	394	11

* 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		DY08		DY09		DY10		DY11		DY12		DY13		DY14		DY15		DY16		DY17		
	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	
Adherence	0	0	0	0	0	0	0	0	0	50	305	36	381	42	438	118	758	128	887	74	492	268	1473	292	1029	280	924	237	788	276	734	251	801	28	202
Ambulance/Transportation	4	13	2	0	6	13	0	0	12	13	8	10	3	7	5	5	2	8	10	7	4	5	11	6	7	11	29	48	62	87	23	46	9	16	
Case Management Services	98	81	395	510	551	1137	727	1051	688	1044	503	891	241	614	171	381	376	396	504	459	410	514	205	286	333	376	410	441	484	473	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	58	104	75	36	23	34	136	112	103	111	129	114	130	103	95	129	
Compliance	36	152	105	565	37	202	48	240	24	181	21	71	26	189	81	480	68	434	23	188	75	463	86	421	96	335	57	257	57	209	55	328	80	481	
Eligibility	31	50	69	96	52	86	72	101	134	135	126	145	158	164	244	456	132	349	164	444	303	843	152	595	207	741	328	782	318	805	245	704	134	422	
ER																	13	82	12	40	37	216	64	382	68	348	95	369	83	329	59	221	8	170	
Family Planning	0	3	3	3	10	21			3	0	0	2	2	5	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospital Services	5	5	6	8	16	34	8	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Inpatient																							1	0	7	26	19	68	19	59	18	43	4	28	
Introductory Call																	4	48	27	135	35	160	54	200	51	153	41	121	45	116	40	129	6	95	
Laboratory/X-ray	1	0	0	0	0	0			1	1	1	2	2	1	0	1	6	25	3	11	4	0	1	1	15	30	21	41	13	27	29	91	1	3	
Medications																	16	20	77	94	56	85	31	51	63	61	81	136	85	83	120	95	36	37	
Member Survey																		89	328	2	1	57	243	73	285	46	256	81	266	67	202	5	199		
Mental Health/Substance Abuse	7	10	3	4	0	0	1	1	3	2	1	0	0	1	0	0	1	0	0	0	3	7	7	7	5	8	11	2	2	6	6	1	239		
Other	115	214	239	326	389	415	299	297	0	0	0	0	12	45	0	77	21	39	78	97	129	260	360	387	390	469	381	445	410	365	327	404	83	33	
Outdated Contact																	10	47	33	102	71	340	66	297	14	43	8	42	11	74	2	28	1	35	
Pharmacy	0	0	0	0	0	0	88	96	219	208	119	121	53	48	39	41	23	50	24	52	14	51	22	160	7	113	4	65	12	41	11	104	5	39	
Phone Call Follow-up																	11	99	55	207	43	377	10	309	10	266	19	271	31	303	13	242	2	92	
Physician Services	81	254	94	133	13	37	15	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Provider Services	0	0	0	0	0	0	6	2	15	12	1	3	18	52	62	129	51	80	73	89	47	69	37	38	38	71	28	65	40	104	30	80	24	1	
Readmission																																			
Unpaid Claims	0	0	0	0	0	0	0	0	0	0	0	0	5	2	24	21	20	20	13	18	25	39	43	97	75	143	39	99	50	100	35	96	33	45	
Viral Loads	1	3	29	39	136	243	55	113	47	82	86	201	109	416	21	63	33	82	25	10	14	5	11	0	3	2	15	10	3	4	1	6	0	1	
Total	379	785	945	1684	1210	2188	1472	2060	1844	2683	1252	2242	801	2109	782	2437	984	2695	1327	2884	1605	4947	1522	4546	1879	4527	1964	4419	2213	4296	2007	4312	998	2772	

ATTACHMENT D: CONTACT TRACKING DETAIL

	Demonstration Year 4	%	Demonstration Year 5	%	Demonstration Year 6	%	Demonstration Year 7	%	Demonstration Year 8	%	Demonstration Year 9	%	Demonstration Year 10	%	Demonstration Year 11	%	Demonstration Year 12	%	Demonstration Year 13	%	Demonstration Year 14	%	Demonstration 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	30%	222	27%	212	23%	189	23%	221	21%	189	22%	23	7%
Ambulance/Transportation	0	0%	6	1%	4	1%	4	2%	2	0%	2	1%	6	1%	4	1%	6	1%	6	0%	12	1%	28	6%	6	1%	2	1%
Case Management Services	285	77%	295	59%	248	63%	96	37%	34	8%	48	17%	11	2%	8	1%	11	1%	5	1%	13	1%	13	3%	8	2%	2	2%
Collaboration Care coordination	1	0%	12	2%	14	4%	10	4%	5	1%	21	7%	7	1%	3	0%	0	0%	2	0%	0	0%	1	0%	1	0%	2	1%
Compliance	41	11%	20	4%	16	4%	19	7%	49	11%	34	11%	13	3%	47	7%	41	3%	39	4%	24	3%	31	3%	36	4%	65	19%
Eligibility	8	2%	17	3%	29	7%	53	20%	116	27%	62	20%	65	13%	125	18%	64	8%	117	13%	136	16%	151	15%	116	13%	99	29%
ER	2	1%	0	0%	0	0%	0	0%	0	0%	2	1%	2	1%	2	1%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%
Hospital Services	2	1%	11	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%
Inpatient																												
Introductory Call	0	0%	1	0%	1	0%	0	0%	0	0%	4	1%	25	0%	32	0%	47	0%	49	0%	40	0%	42	0%	42	0%	35	1%
Laboratory/X-ray	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%	0	0%	3	0%	0	0%	0	0%	0	0%	0	0%	3	0%	0	0%
Mental Health/Substance Abuse	0	0%	2	0%	1	0%	0	0%	0	0%	1	0%	0	0%	0	0%	5	0%	3	0%	3	0%	2	0%	0	0%	0	0%
Medications	0	0%	0	0%	0	0%	20	5%	8	3%	57	11%	40	6%	16	2%	41	5%	54	6%	56	6%	56	5%	84	10%	29	8%
Other	0	0%	0	0%	0	0%	39	9%	15	3%	65	16%	234	28%	285	28%	289	26%	289	26%	256	26%	256	26%	296	29%	63	18%
Outdated Contact	0	0%	0	0%	0	0%	2	0%	7	2%	22	4%	59	8%	57	7%	10	1%	7	1%	7	1%	9	1%	1	0%	1	0%
Unpaid Claims	0	0%	0	0%	0	0%	2	1%	0	0%	3	1%	19	3%	21	2%	19	2%	19	2%	19	2%	16	2%	16	2%	22	6%
Pharmacy	28	8%	94	19%	52	13%	24	9%	23	5%	14	4%	13	3%	6	1%	9	1%	1	0%	2	0%	4	0%	4	0%	3	1%
Phone Call Follow-up	1	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%	0	0%
Policy	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%
Provider Services	3	0%	5	1%	0	0%	11	4%	28	7%	17	5%	16	3%	21	3%	2	0%	7	1%	5	1%	2	4	5	1%	8	2%
Readmissions	1	0%	2	0%	2	1%	12	5%	2	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%
Vital Loads	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0
Member Survey	1	0%	2	0%	0	0%	12	5%	2	0%	1	0%	85	16%	1	0%	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%	918	100%	706	100%	856	100%	906	100%	839	100%	1028	100%	878	100%	346	100%
ASO Worker																												
Case Management Services	170	62%	199	59%	106	27%	47	30%	117	69%	349	63%	471	51%	576	59%	421	50%	360	40%	447	53%	410	34%	481	37%	95	27%
Ambulance/Transportation	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Other	28	10%	0	0%	0	0%	0	0%	3	2%	1	0%	1	0%	3	1%	30	8%	37	7%	49	9%	36	6%	27	4%	0	0%
Eligibility	19	7%	47	14%	38	10%	31	26%	16	9%	7	2%	19	2%	14	3%	38	9%	38	3%	38	7%	38	6%	38	6%	4	1%
Compliance	3	1%	0	0%	0	0%	2	1%	7	4%	0	0%	7	1%	45	3%	24	2%	24	2%	24	3%	17	3%	17	3%	4	1%
Adherence	0	0%	2	1%	0	0%	10	6%	13	3%	4	1%	32	7%	49	14%	51	14%	49	10%	36	6%	41	4%	47	5%	11	3%
Laboratory/X-ray	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	0%	3	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
Provider Services	0	0%	4	1%	0	0%	1	1%	4	2%	0	0%	0	0%	2	0%	0	0%	0	0%	0	0%	0	0	1	0%	0	0%
Mental Health/Substance Abuse	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0	2	0%	0	0%
Hospital Services	5	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%
Vital Loads	1	0%	4	1%	4	2%	1	1%	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Collaboration Care coordination	16	6%	45	13%	30	14%	24	20%	18	2%	8	2%	1	0%	5	1%	30	6%	1	0%	27	13%	13	6%	6	1%	1	0%
Pharmacy	26	10%	34	10%	25	12%	7	6%	6	4%	2	0%	0	0%	0	0%	1	0%	0	0%	0	0%	0	0	0	0	0	0%
Medications	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	1	0%	2	0%	0	0%	4	1%	10	2%	7	1%	10	1%	1	0%
Policy	1	0%	3	1%	2	1%	1	1%	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%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Unpaid Claims	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Outdated Contact	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Phone Call Follow-up	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Introductory Call	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Member Survey	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0	0	0%
Total:	270	100%	338	100%	207	100%	120	100%	169	100%	421	100%	506	100%	463	100%	367	100%	497	100%	522	100%	645	100%	668	100%	400	100%
Other																												
Case Management Services	48	31%	0	0%	0	0%	4	6%	11	30%	1	1%	2	2%	6	1%												

Other		148	100%	170	100%	103	100%	72	100%	144	100%	47	100%	8	100%	18	100%	12	100%	19	100%	27	100%	21	100%	23	100%	21	100%	21	100%	
Other		59	39%	0	0%	0	0%	24	33%	8	47%	0	0%	0	0%	52	66%	11	52%	33	42%	46	38%	25	14%	37	23%	21	28%	21	28%	
Case Management Services		35	21%	10	3%	4	0%	1	6%	5	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	1	0%	1	0%	1	0%	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%	0	0%	
Eligibility		7	4%	1	0%	4	4%	4	6%	3	18%	8	80%	10	67%	16	20%	4	19%	3	4%	14	12%	11	6%	12	9%	9	12%	9	12%	
Family Planning		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%	
Collaboration Care coordination		42	25%	208	55%	61	61%	22	34%	2	12%	0	0%	2	13%	8	10%	3	14%	5	6%	7	6%	14	8%	7	11%	11	8%	10	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%	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%	0	0%	
Ambulance/Transportation		0	0%	1	0%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	21	17%	43	24%	28	20%	0	0%	0	0%	
Provider Services		0	0%	0	0%	0	0%	0	0%	1	6%	1	10%	0	0%	1	1%	0	0%	9	11%	17	14%	49	27%	29	21%	19	25%	19	25%	
Compliance		0	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%	
Viral Loads		0	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%	0	0%	0	0%	
Unpaid Claims		0	0%	0	0%	0	0%	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%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total		169	100%	321	100%	100	100%	85	100%	17	100%	10	100%	15	100%	78	100%	21	100%	78	100%	121	100%	179	100%	141	100%	75	100%	75	100%	
Eligibility Office		14	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%	0	0%	0	0%	
Other		25	29%	40	24%	30	25%	36	35%	189	98%	162	98%	198	98%	375	99%	331	100%	384	99%	393	99%	445	100%	365	100%	253	100%	253	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%	0	0%	
Adherence		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Compliance		0	0%	0	0%	0	0%	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%	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%	0	0%	
Collaboration Care coordination		4	5%	32	19%	19	16%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	1	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%	0	0%	
Policy		0	0%	11	6%	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%	
Provider Services		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%	
Unpaid Claims		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total		86	100%	170	100%	120	100%	103	100%	192	100%	165	100%	199	100%	377	100%	332	100%	388	100%	396	100%	447	100%	366	100%	254	100%	254	100%	
Nurse		5	56%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	
Case Management 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%	
Family Planning		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Other		3	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	
Collaboration Care coordination		1	11%	10	63%	20	91%	4	36%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Pharmacy		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%	0	0%	
Viral Loads		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%	0	0%	
Policy		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total		9	100%	12	100%	22	100%	11	100%	2	100%	0	0%	0	0%	0	0%	1	100%	0	0%	2	100%	1	100%	0	0%	0	0%	0	0%	
Physician		4	44%	0	0%	4	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	
Case Management Services		1	11%	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%	
Viral Load		3	33%	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%	
Introductory Call		0	0%	1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Pharmacy		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%	
Total		9	100%	3	100%	4	100%	1	100%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	
Letter		125	6%	167	4%	160	7%	293	14%	196	7%	153	6%	111	4%	346	7%	330	7%	311	7%	263	6%	259	6%	346	8%	167	6%			
Member		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%	0	0%	
Case Management Services		6	8%	0	0%	24	25%	2	1%	28	15%	5	3%	24	23%	104	31%	82	25%	96	31%	101	39%	98	38%	104	31%	101	63%	101	63%	
Viral Loads		0	0%	0	0%	2	2%	0	0%	16	11%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Adherence		0	0%	0	0%	0	0%	2	1%	0	0%	6	4%	0	0%	3	1%	0	0%	0	0%	1	0%	0	0%	3	1%	2	1%	2	1%	
Medications																																
Outpatient Contact																																
Member Survey																																
Compliance		3	4%	2	4%	4	4%	2	1%	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%	0	0%	
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%	0	0%	
Eligibility		1	1%	2	4%	3	2%	11	6%	3	2%	11	6%	2	1%	6	2%	2	1%	0	0%	1	0%	2	1%	2	1%	2	1%	2	1%	
ER		0	0%	0	0%	0	0%	0	0%	80	47%	36	25%	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%	0	0%	
Inpatient		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%	0	0%	
Policy		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Provider Services		0	0%	0	0%	1	1%	18	13%	32	19%	18	12%	6	6%	9	3%															

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%	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%	
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%	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%	0	0%	
	Collaboration Care coordination	0	0%	4	50%	2	100%	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%	
	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%	
	Ambulance/Transportation	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%	
	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%	
	Viral Loads	1	17%	4	50%	11	80%	4	80%	0	0%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	Provider 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%	
	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%	0	0%
	Eligibility Office	Eligibility	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	2	100%	1	100%	0	0%	0	0%	0	0%	0	0%
Case Management Services		1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Collaboration Care coordinatio		0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Total:		1	100%	1	100%	0	0%	0	0%	1	100%	0	0%	0	0%	2	100%	1	100%	0	0%	0	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%	
	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%	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%	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%	
	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%	
	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%	
	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%	
	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%	5	100%
Physician	Physician Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	Viral Loads	7	70%	2	100%	3	75%	2	100%	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	Case Management Services	1	10%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	Eligibility	1	10%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	
	Other	1	10%	0	0%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
	Total:		10	100%	2	100%	4	100%	2	100%	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%

TOTAL CONTACTS:	3532	###	4528	###	3494	###	2910	100%	3587	100%	3679	100%	4211	100%	6552	100%	6059	100%	6408	100%	6383	100%	6509	100%	6356	100%	3757	100%
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Attachment N
Nurse Coordinator Complaint Log
Demonstration Year 17

Complaint ID	Date Contacted	Message Type	Type	Method	Contacted Note	Date of Resolution

Social Benefits Project - Annual Reports For DYT
 Attachment B: Number of District Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Change and Users
 Data Source: MMSD - MMSD Paid Claims Header - Paid Claim Line - Pulled Via Service Start Date (07/01/2002 to 12/31/2017)

Dissemination Year	Dissemination Year 01		Dissemination Year 02		Dissemination Year 03		Dissemination Year 04		Dissemination Year 05		Dissemination Year 06		Dissemination Year 07		Dissemination Year 08		Dissemination Year 09		Dissemination Year 10		Dissemination Year 11		Dissemination Year 12		Dissemination Year 13		Dissemination Year 14		Dissemination Year 15		Dissemination Year 16		Dissemination Year 17		
	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits	Emergency Room Visits	Physician Visits			
2002	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
2003	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
2004	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2005	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2006	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2007	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2008	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2009	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2010	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2011	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2012	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2013	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2014	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2015	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2016	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2017	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

MMSD Social Benefits Project - Annual Reports For DYT
 Attachment B: Number of District Emergency Room Visits, Physician Visits, General Inpatient, Inpatient Behavioral Change and Users
 Data Source: MMSD - MMSD Paid Claims Header - Paid Claim Line - Pulled Via Service Start Date (07/01/2002 to 12/31/2017)

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
I4891	Unspecified atrial fibrillation	3	3
J1000	Influenza due to other identified influenza virus w unsp	3	3
I2699	Other pulmonary embolism without acute cor pulmonale	2	1
I63312	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
I4891	Unspecified atrial fibrillation	3	3
O9872	Human immunodeficiency virus [HIV] disease complicating	3	3
F332	Major depressive disorder, recurrent severe without psych	2	2
I471	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 hospitalizations are determined using diagnosis admit UB, the admitting diagnosis on a facility claim record.

Special Benefits Waiver Annual Reports For Demonstration Year 17
 Attachment to Member of Special Waiver Plan for Certain For Medicare Health Care
 Plan Version 4/2016, LHM 01/2017 (Amended) - B-0001 for the Year 2016 (Demonstration Year 17)

Special Waiver Plan	Demonstration Year 1		Demonstration Year 2		Demonstration Year 3		Demonstration Year 4		Demonstration Year 5		Demonstration Year 6		Demonstration Year 7		Demonstration Year 8		Demonstration Year 9		Demonstration Year 10		Demonstration Year 11		Demonstration Year 12		Demonstration Year 13		Demonstration Year 14		Demonstration Year 15		Demonstration Year 16		Demonstration Year 17	
	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits	Enrollment	Medical Benefits		
Special Waiver Plan	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Medical Benefits	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	

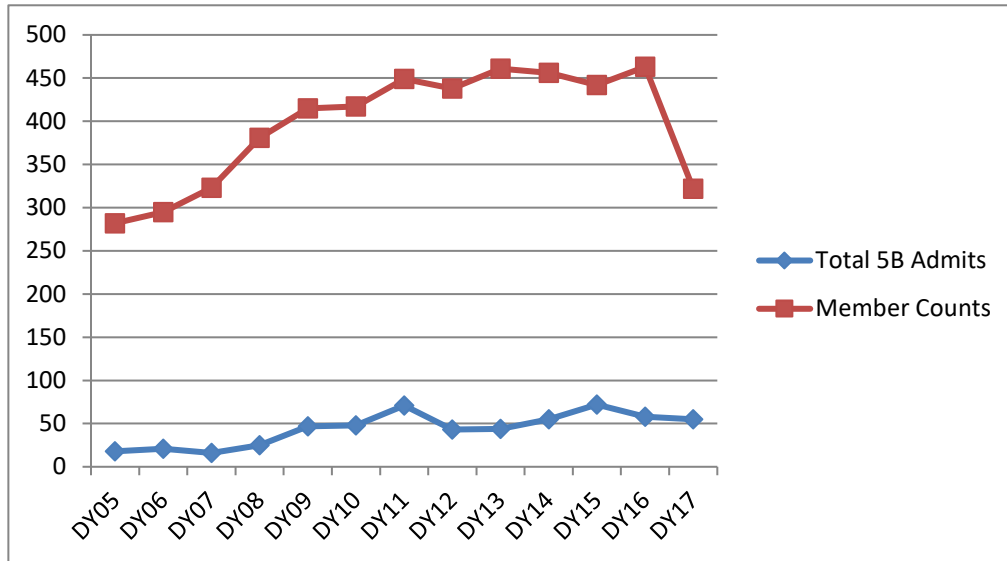
Special Waiver Plan Annual Reports For Demonstration Year 17
 Attachment to Member of Special Waiver Plan for Certain For Medicare Health Care
 Plan Version 4/2016, LHM 01/2017 (Amended) - B-0001 for the Year 2016 (Demonstration Year 17)

Delivery Method	Demonstration Year 1		Demonstration Year 2		Demonstration Year 3		Demonstration Year 4		Demonstration Year 5		Demonstration Year 6		Demonstration Year 7		Demonstration Year 8		Demonstration Year 9		Demonstration Year 10		Demonstration Year 11		Demonstration Year 12		Demonstration Year 13		Demonstration Year 14		Demonstration Year 15		Demonstration Year 16		Demonstration Year 17	
	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims	Number of DMs	Number of Claims		
Home Health	1,234	567	1,345	678	1,456	789	1,567	890	1,678	901	1,789	1,012	1,890	1,123	1,901	1,234	1,345	1,456	1,567	1,678	1,789	1,890	1,901	2,012	2,123	2,234	2,345	2,456	2,567	2,678	2,789	2,890	2,901	
Skilled Nursing Facility	2,345	1,234	2,456	1,345	2,567	1,456	2,678	1,567	2,789	1,678	2,890	1,789	2,901	3,012	3,123	3,234	3,345	3,456	3,567	3,678	3,789	3,890	3,901	4,012	4,123	4,234	4,345	4,456	4,567	4,678	4,789	4,890	4,901	
Outpatient	3,456	1,789	3,567	1,890	3,678	1,901	3,789	2,012	3,890	2,123	3,901	2,234	4,012	4,123	4,234	4,345	4,456	4,567	4,678	4,789	4,890	4,901	5,012	5,123	5,234	5,345	5,456	5,567	5,678	5,789	5,890	5,901	6,012	6,123
Private Duty Care	4,567	2,345	4,678	2,456	4,789	2,567	4,890	2,678	4,901	2,789	5,012	2,890	5,123	5,234	5,345	5,456	5,567	5,678	5,789	5,890	5,901	6,012	6,123	6,234	6,345	6,456	6,567	6,678	6,789	6,890	6,901	7,012	7,123	7,234
Other	5,678	2,890	5,789	2,901	5,890	3,012	5,901	3,123	6,012	3,234	6,123	3,345	6,234	6,345	6,456	6,567	6,678	6,789	6,890	6,901	7,012	7,123	7,234	7,345	7,456	7,567	7,678	7,789	7,890	7,901	8,012	8,123	8,234	8,345

*Numbers for Total DMs and Total Demonstration Days Combined. The report has been filtered by Region and Category, and certain numbers are not in and may vary slightly from those reported in the original data source.

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



Social Demonstration Benefits Project: Annual Reports For State Fiscal Year 2010
Amount Spent by Category Of Service and the Number of Users
 Data Source: MDCSG, MARS Paid Claims Header, Picked Via Service Date (07/01/2002 to 06/30/2010)
 Hospital Claims Have Been Adjusted According to Rate at Pay Date

Per Member Per Month (PMPM)	State Fiscal Year 2003	State Fiscal Year 2004	State Fiscal Year 2005	State Fiscal Year 2006	State Fiscal Year 2007	State Fiscal Year 2008	State Fiscal Year 2009	State Fiscal Year 2010
Demonstration Enrollees	\$1,171	\$1,226	\$1,170	\$994	\$850	\$935	\$1,010	\$1,130
Medicaid Members	\$1,964	\$1,644	\$2,052	\$1,652	\$1,462	\$1,598	\$1,694	\$1,787

District Members Utilizing Services	State Fiscal Year 03		State Fiscal Year 04		State Fiscal Year 05		State Fiscal Year 06		State Fiscal Year 07		State Fiscal Year 08		State Fiscal Year 09		State Fiscal Year 10	
	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*	Demonstration Enrollees	Medicaid Members*
Category of Service	PAID	USERS	PAID	USERS	PAID	USERS	PAID	USERS	PAID	USERS	PAID	USERS	PAID	USERS	PAID	USERS
Outpatient Laboratory	\$10,263	11	\$173	4	\$153	13	\$158,003	13	\$61	1	\$153	13	\$61	1	\$153	13
Outpatient Radiology	\$47,242	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Nursing Facility	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Medical Equipment	\$89,706	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Special Services, Clear	\$19,774	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Physician	\$41,645	79	\$33	19	\$129,014	19	\$43	8	\$68,074	108	\$47	12	\$174,795	218	\$51	13
IMPA Agency	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Dental	\$13,527	0	\$0	0	\$10,547	43	\$3	0	\$10,547	43	\$3	0	\$10,547	43	\$3	0
Dental Clinic	\$736,515	154	\$1,023	14	\$1,419,361	154	\$1,013	14	\$1,745,927	334	\$1,088	17	\$1,591,512	172	\$1,088	17
Home Health Services	\$18,078	15	\$0	0	\$18,078	15	\$0	0	\$18,078	15	\$0	0	\$18,078	15	\$0	0
Community Support Services	\$2,454	2	\$2	1	\$98,830	4	\$33	2	\$2,454	2	\$2	1	\$98,830	4	\$33	2
ICD/PCA/CPC	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Independent Lab	\$21,590	45	\$17	2	\$45,253	102	\$13	3	\$33,174	83	\$20	3	\$52,287	111	\$15	3
Transportation	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Medical Supplies/IME Supplies	\$11,955	37	\$4	1	\$11,955	37	\$4	1	\$11,955	37	\$4	1	\$11,955	37	\$4	1
Prosthetic/Dentures, Devices	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Specialized Surgical Center	\$429	3	\$1	0	\$2,277	3	\$1	0	\$468	3	\$1	0	\$2,277	3	\$1	0
Chiropractic/Massage	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Residential	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Waiver for Physically Disabled	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Waiver for Mentally Disabled	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Waiver for Visually Disabled	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Case Management	\$86,274	80	\$297	80	\$115,679	207	\$103	80	\$213,100	218	\$101	88	\$223,424	242	\$109	88
Family Planning Clinic	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
IMPA Waiver	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Speech/Hearing Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Mental Health Services	\$11,481	15	\$87	15	\$105,932	68	\$11	15	\$104,073	73	\$90	16	\$118,228	68	\$11	15
Antipsychotic Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Antidepressant Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Psychiatric Hospitalization	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8	\$3,167	63	\$1	8	\$3,167	63	\$1	8
Psychological Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Private Non-Medical Institutions	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/MR Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
ICF/IID Services	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Day Health	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0	\$0	0
Outpatient Services	\$1,414	40	\$0	0	\$2,480	53	\$1	8								